# PRIORITIES SURVEY FOR ONLINE LEARNERS (PSOL)

2023

Prepared by the Office of Institutional Research

### Purpose and Background

The PSOL is an instrument designed by Noel-Levitz to measure students' priorities and their level of satisfaction with the institution's performance related to those priorities

Measures students' perceptions of five broad areas:

- Academic Services
- Enrollment Services
- Institutional Perceptions
- Instructional Services
- Student Services
- Administered to students enrolled in Online
  Bachelor's programs during Fall B 2023
  - 5% response rate

### **Demographics: Personal Profile**



The majority of students are currently employed; 78% work full-time

### Demographics: Personal Profile (cont.)



**19%** are married with children





**42%** rent a room / apartment / house

43% are single

(without children)

### **Demographics: Academic Profile**



**14%** of students who shared their educational goals are looking to continue their education past a Bachelor's degree

### **Demographics: Learning Preferences**

# Most students prefer receiving content through a digital textbook or paper textbook.



Most students (95%) indicated they access their online course(s) via a **personal desktop or laptop computer**.



# Results

# **Strengths & Challenges**

#### Strengths<sup>1</sup>

- □ Registration for online courses is convenient.
- Instructors of online courses present grading criteria for each assignment clearly.
- □ The Writing Center services and resources improve my writing and communication skills.
- The Academic Support Center services and resources improve my understanding of course material.
- □ I am able to find information about support services, like Financial Aid.
- Billing and payment procedures are clear and reasonable.

#### Challenges<sup>2</sup>

- The quality of online instruction is excellent.
- □ There are sufficient offerings within my program of study.
- Student assignments are clearly defined in the syllabus.
- Program requirements are clear and reasonable.
- □ Faculty are responsive to student needs.
- □ The classroom and lab facilities support my ability to learn.
- The frequency of student and instructor interactions is adequate.
- Online course information is well-organized.

### Top 6: Importance

 $\star$  The quality of online instruction is excellent.

- ★ Student assignments are clearly defined in the syllabus.
  - ★ There are sufficient offerings within my program of study.

★ Registration for online courses is convenient.

I am aware of whom to contact for questions about programs and services.

★ Instructors of online courses present grading criteria for each assignment clearly.



Importance Satisfaction

★ Strength - High importance and high satisfaction

★ Challenge - High importance and low satisfaction and/or large performance gap

### Top 5: Satisfaction

★ The Writing Center services and resources improve my writing and communication skills.

★ Registration for online courses is convenient.

★ Instructors of online courses present grading criteria for each assignment clearly.

This institution responds quickly when I request information.

I receive timely information on the availability of financial aid.



Satisfaction % Importance %

**†** Challenge - High importance and low satisfaction and/or large performance gap

## **Top 5: Largest Performance Gaps**

 $\star$  The quality of online instruction is excellent.

★The classroom and lab facilities support my ability to learn.

There are sufficient offerings within my program of study.

✤ Program requirements are clear and reasonable.

Student assignments are clearly defined in the syllabus.



**★** Strength - High importance and high satisfaction

★ Challenge - High importance and low satisfaction and/or large performance gap

## **Student Experience**

### **Student Experience Summary**

Q: So far, how has your college experience met your expectations?



56% report their experience at DSC as **better**, **quite a bit or much better** than expected

Q: Rate your overall satisfaction with your experience at DSC thus far.



**62%** rate their overall satisfaction so far as **satisfied or very satisfied** 

Q: All in all, if you had to do it all over, would you enroll at DSC again?



71% report they would probably or definitely enroll at DSC again

## Factors to Enrollment

Rec	ommenc	dations from	employer	54%				
Rep	utation o	of institution			68%			
Fut	ure emp	loyment opp	ortunities			77%	6	
Pro	gram rec	quirements					82%	
Dist	ance fro	m campus					83%	
Abi	lity to tra	ansfer credit	S				84%	
Fina	incial ass	sistance avai	lable				84%	,
Con	venience	е						89%
Flex	ible paci	ing for comp	leting a pro	gram				89%
Cost	t							91%
Wor	rk Sched	ule						ç
6	10%	20% 30	40%	50%	60%	70%	80%	90

### **Questions and Final Remarks**

