PRIORITIES SURVEY FOR ONLINE LEARNERS (PSOL)

2021

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 2020
- ◻ 3% response rate
  - ◼ 25 respondents out of 887 invited to participate

Demographics: Personal Profile

Age

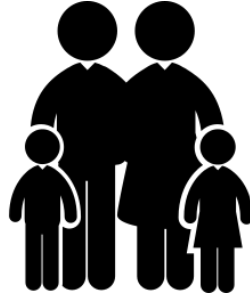| Age Group	Percentage
18 to 24	13%
25 to 34	26%
35 to 44	39%
55 to 64	4%
65 and over	0%
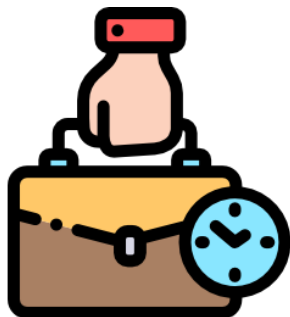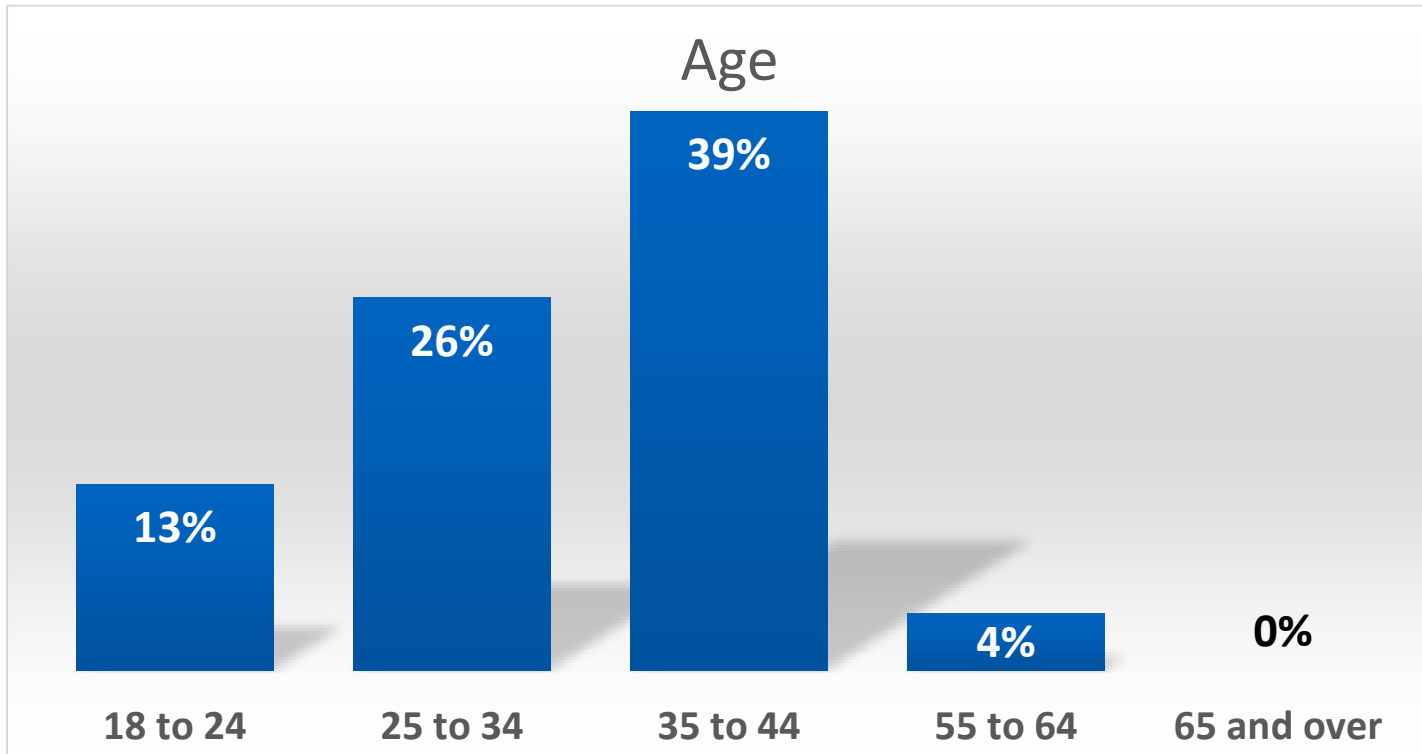
The majority of students are currently employed; **75%** work full-time

Demographics: Personal Profile (cont.)

30% are married with children

57% are single (without children)

43% own their own house

30% rent a room, apartment, or house

Demographics: Academic Profile

BS-Engineering Technology 14%

BS-Nursing 13%

BS-Information Technology 12%

BS-Electrical Engineering Concentration 10%

BAS-Supervision and Management 45%

BAS-Supervision and Management - Hospitality Concentration 6%
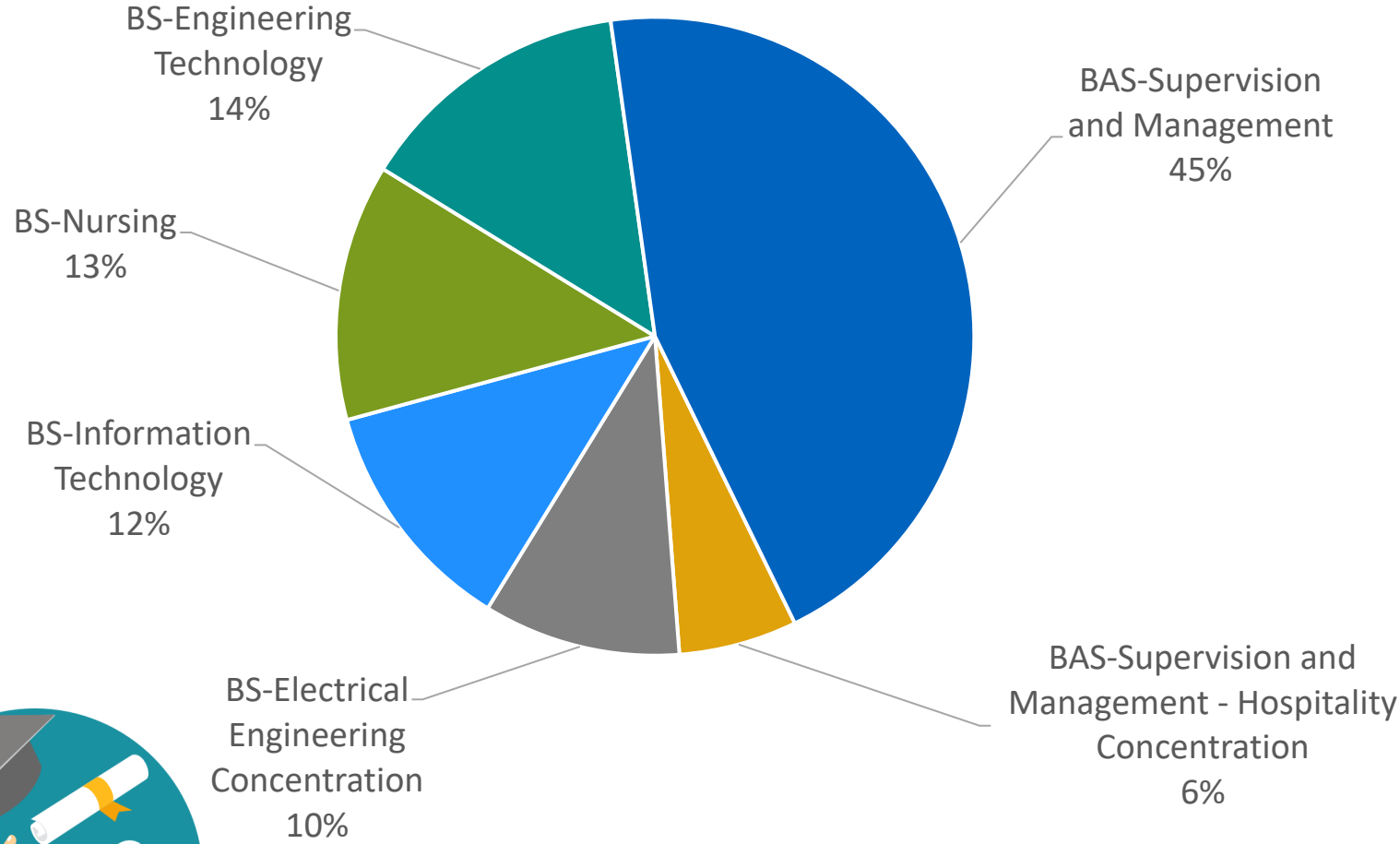
13% of students who shared their educational goals are looking to continue their education past a Bachelor's degree

Demographics: Learning Preferences

Most students prefer receiving content through **computer files (Word, PDF, Excel)** or **digital textbook**

50%

29%

All students (100%) indicated they access their online course(s) via a **personal desktop or laptop computer**.

Results

Strengths & Challenges

Strengths[1]

- ☐ Assessment and evaluation procedures are clear and reasonable.
- ☐ Registration for online courses is convenient.
- ☐ Instructors of online courses present grading criteria for each assignment clearly.
- ☐ My program advisor is accessible by telephone and e-mail.
- ☐ Student assignments are clearly defined in the syllabus.

Challenges[2]

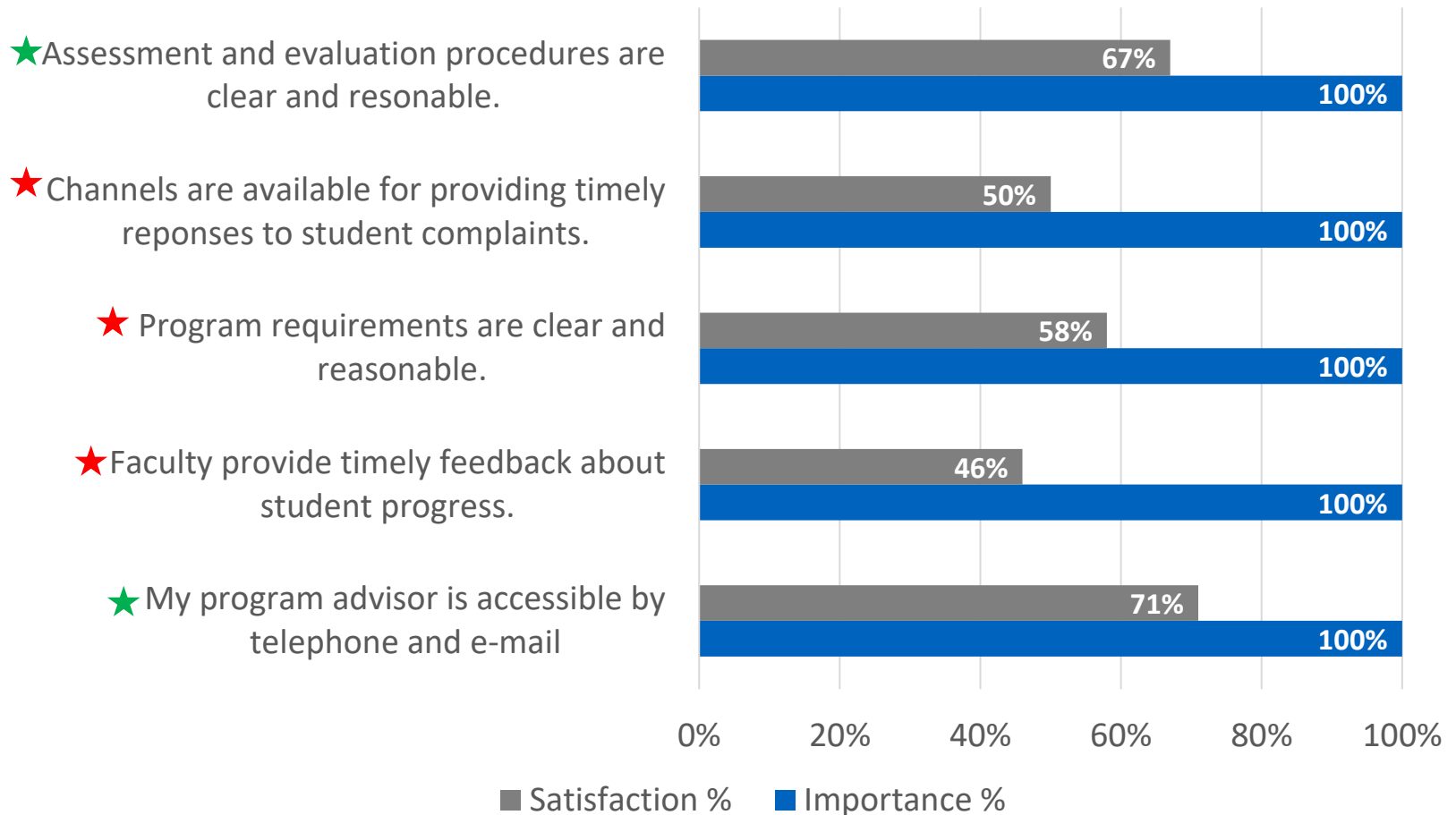- ☐ Faculty provide timely feedback about student progress.
- ☐ Program requirements are clear and reasonable.
- ☐ Channels are available for providing timely responses to student complaints.
- ☐ The quality of online instruction is excellent.
- ☐ Online course information is well-organized.

[1]High importance and high satisfaction
[2]High importance and low satisfaction and/or large performance gap

Top 5: Importance

★ Assessment and evaluation procedures are clear and resonable. — 67% Satisfaction, 100% Importance

★ Channels are available for providing timely reponses to student complaints. — 50% Satisfaction, 100% Importance

★ Program requirements are clear and reasonable. — 58% Satisfaction, 100% Importance

★ Faculty provide timely feedback about student progress. — 46% Satisfaction, 100% Importance

★ My program advisor is accessible by telephone and e-mail — 71% Satisfaction, 100% Importance

■ Satisfaction %   ■ Importance %

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

Top 5: Satisfaction

	Satisfaction %	Importance %
The Writing Center services and resources improve my writing and communication skills	75%	67%
★ Registration for online courses is convenient.	75%	100%
I am able to find information about support services, like Financial Aid.	77%	83%
Adequate finacial aid is available.	77%	86%
The bookstore provides timely service to students.	85%	76%

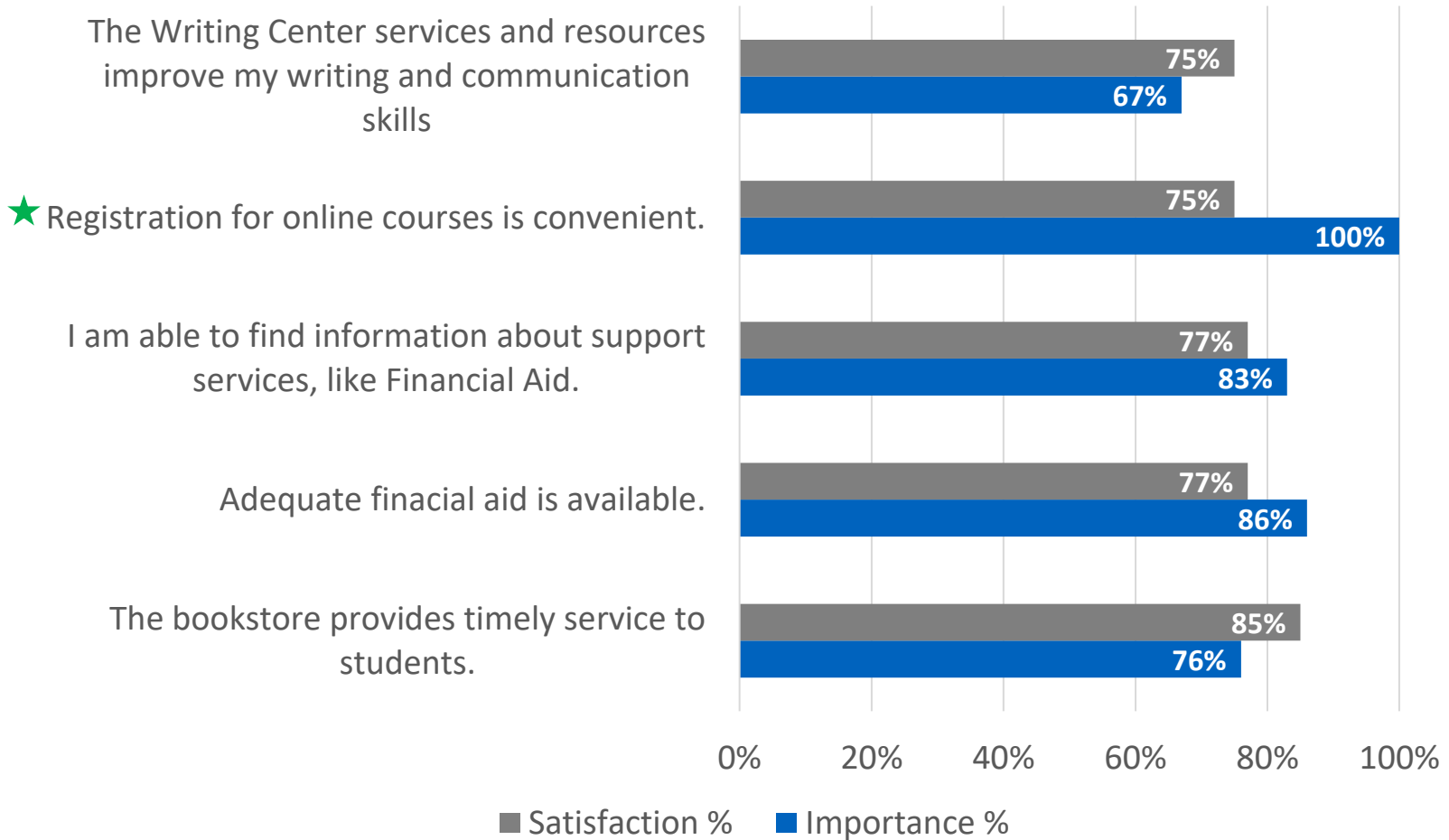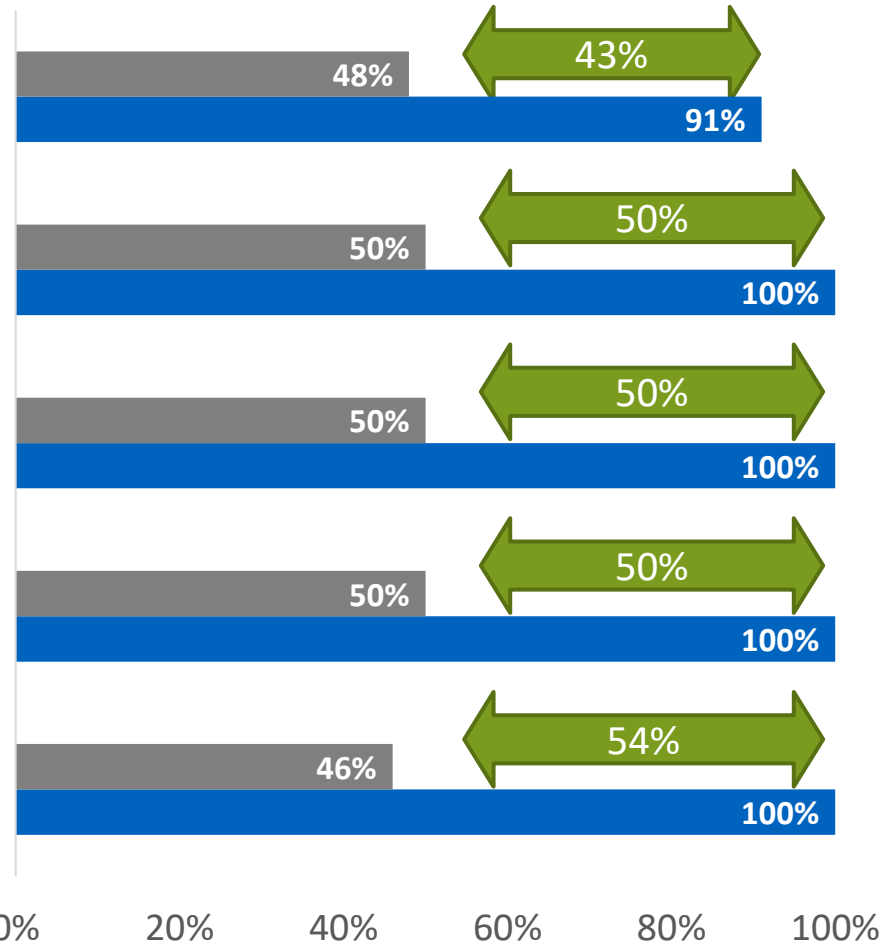■ Satisfaction %   ■ Importance %

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

Top 5: Largest Performance Gaps

Instructors of online courses provide a variety of activities to help me adequately understand subject matter.
- 48%
- 43%
- 91%

The quality of online instruction is excellent.
- 50%
- 50%
- 100%

Channels are available for providing timely responses to student complaints.
- 50%
- 50%
- 100%

Instructional materials are appropriate for program content.
- 50%
- 50%
- 100%

Faculty provide timely feedback about student progress.
- 46%
- 54%
- 100%

0%   20%   40%   60%   80%   100%

■ Satisfaction %   ■ Importance %

Student Experience

Student Experience Summary

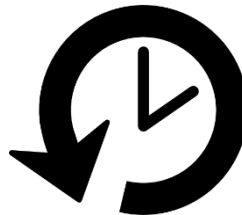Q: So far, how has your college experience met your expectations?

40% report their experience at DSC as **better**, **quite a bit or much better** than expected

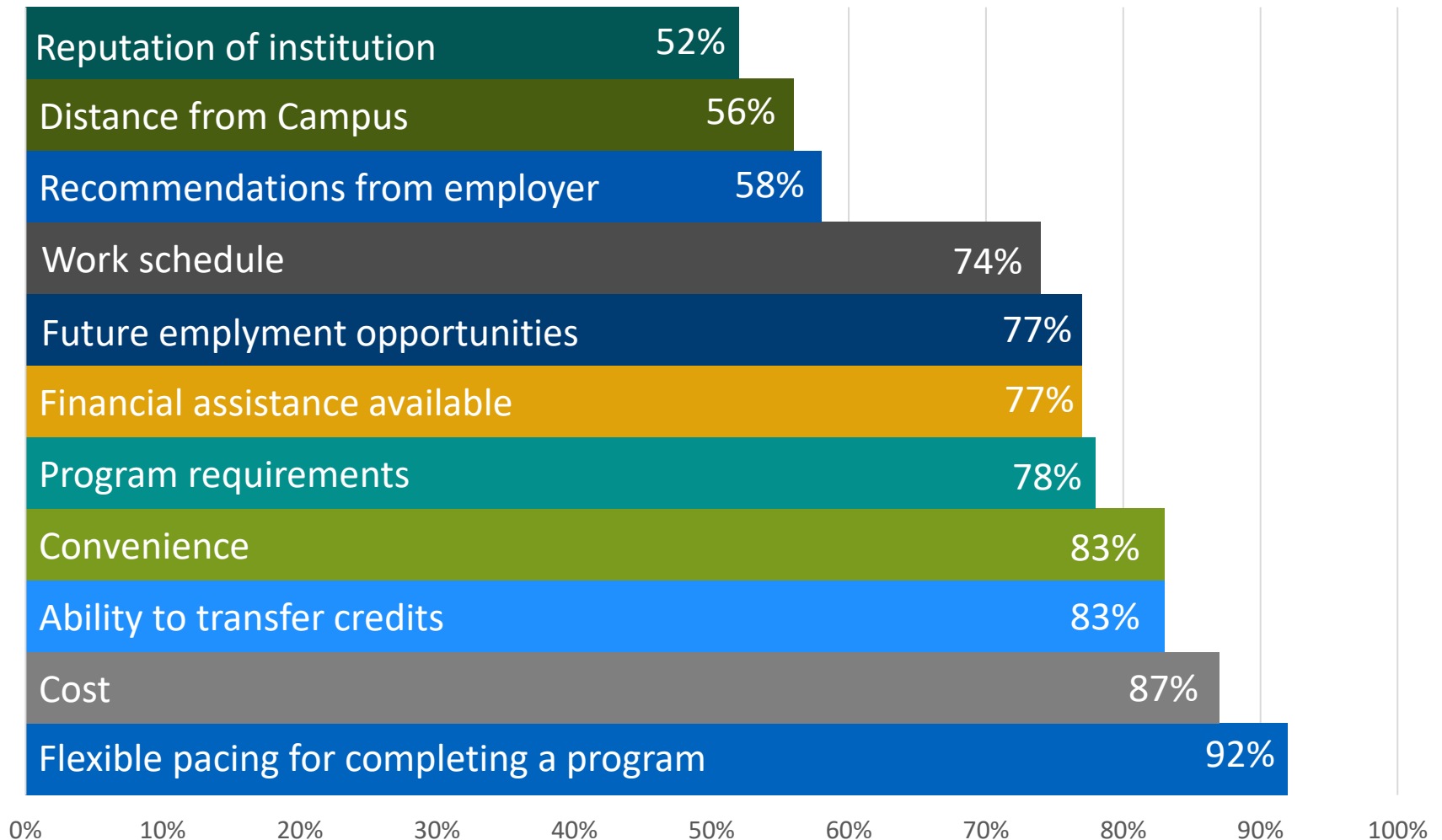Q: Rate your overall satisfaction with your experience at DSC thus far.

60% 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?

52% report they would **probably or definitely** enroll at DSC again

Factors to Enrollment

Factor	Percentage
Reputation of institution	52%
Distance from Campus	56%
Recommendations from employer	58%
Work schedule	74%
Future emplyment opportunities	77%
Financial assistance available	77%
Program requirements	78%
Convenience	83%
Ability to transfer credits	83%
Cost	87%
Flexible pacing for completing a program	92%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Questions and Final Remarks