

PRIORITIES SURVEY FOR ONLINE LEARNERS (PSOL)

2018

Prepared by the Office of Institutional Research



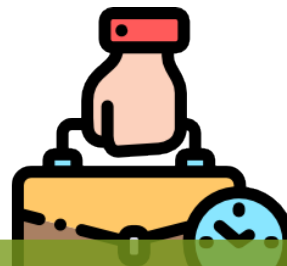
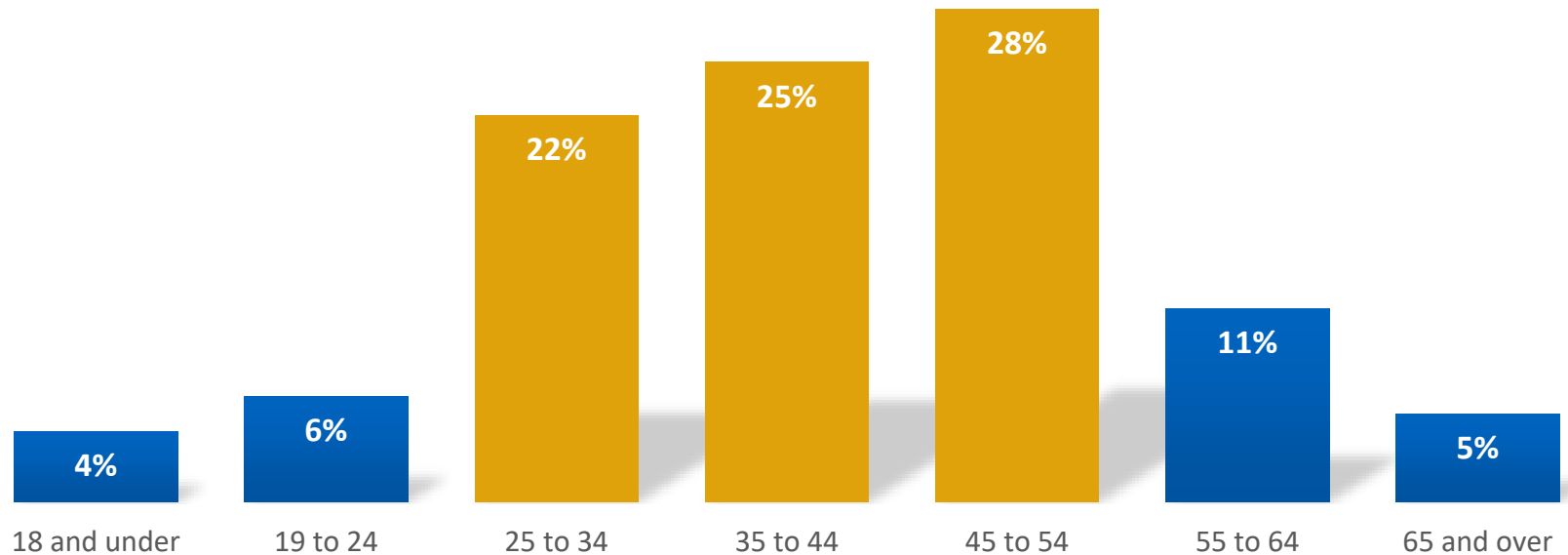
Purpose and Background

2

- 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 2018
 - 10% response rate
 - 96 respondents out of 1000 invited to participate

Demographics: Personal Profile

Age



The majority of students are currently employed;
63% work full-time

Demographics: Personal Profile (cont.)

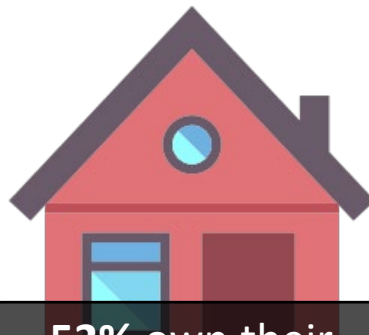
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40% are married
with children



32% are single
(without children)



52% own their
own house



34% rent a room,
apartment, or house

Demographics: Academic Profile

PROGRAM

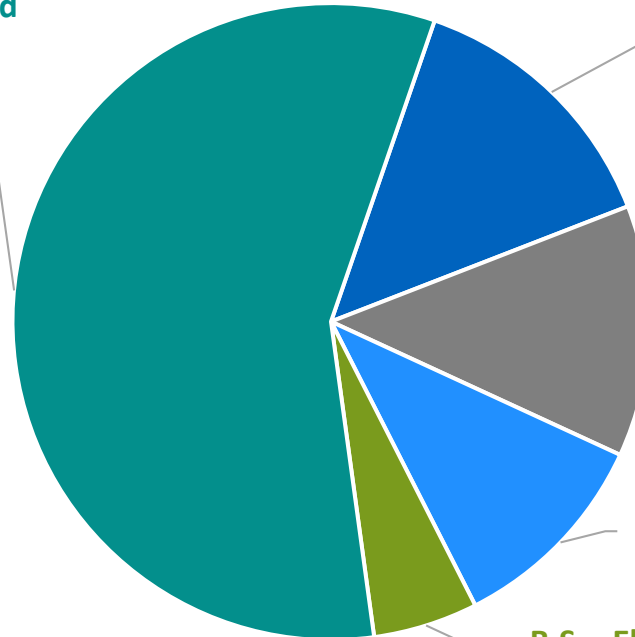
B.A.S. - Supervision and Management, 57%

B.S. - Nursing, 14%

B.S. - Engineering Technology, 13%

B.S. - Information Technology, 11%

B.S. - Electrical Engineering Concentration, 5%



20% of students who shared their educational goals are looking to continue their education past a Bachelor's degree

Demographics: Learning Preferences

6

Most students prefer receiving content through a **paper textbook** or **computer files**



The majority of students access their online course(s) via a **personal desktop or laptop computer**; a few indicate using the **DSC campus computer lab**



Results



Strengths & Challenges

8

Strengths¹

- ❑ Registration for online courses is convenient
- ❑ The institution has a good reputation
- ❑ Assessment and evaluation procedures are clear and reasonable
- ❑ Instructors of online courses use appropriate methods of communication such as discussion forums, news postings, and e-mail.
- ❑ The bookstore provides timely service to students.

Challenges²

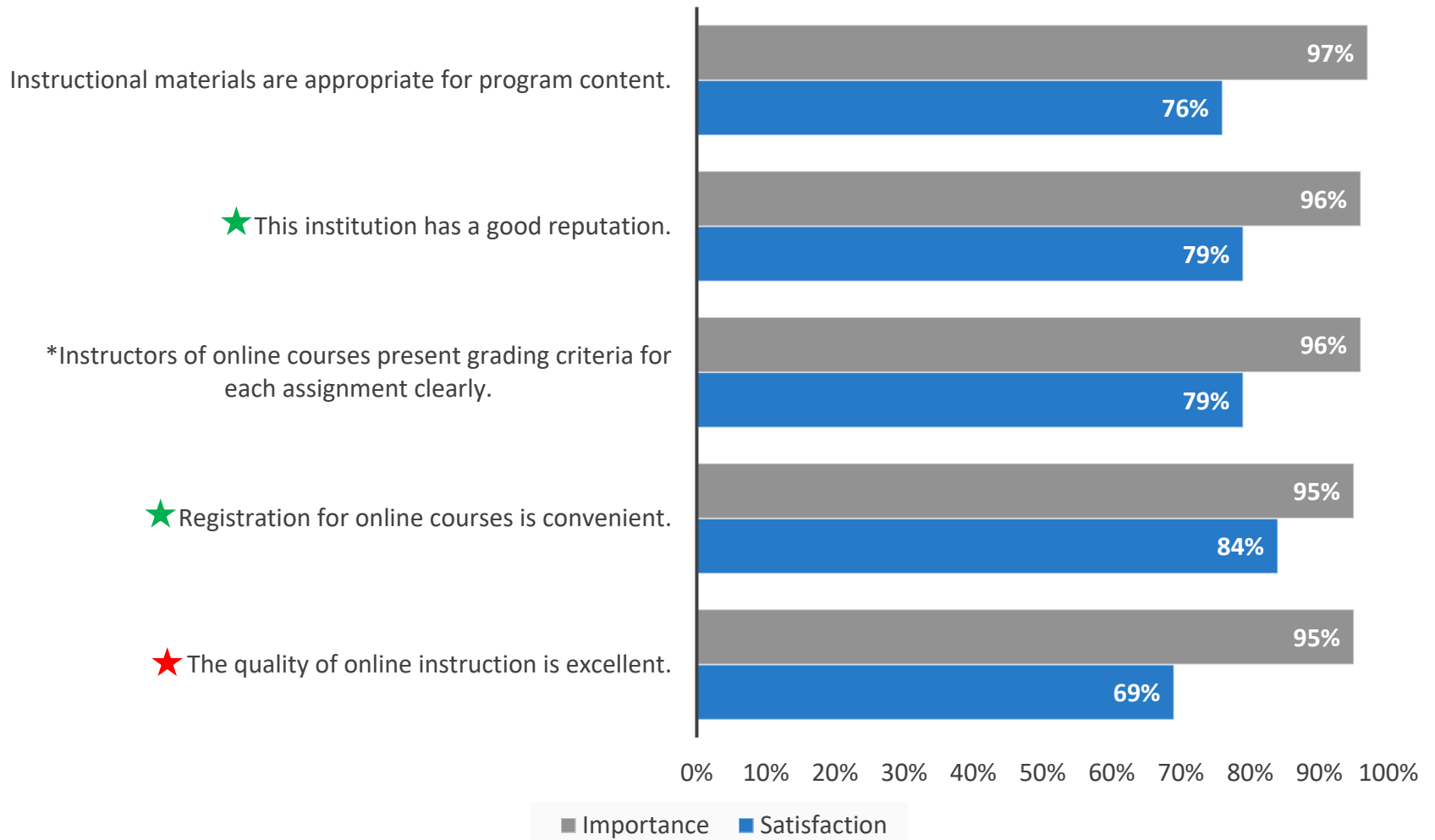
- ❑ Faculty provide timely feedback about student progress
- ❑ The quality of online instruction is excellent
- ❑ Faculty are responsive to student needs
- ❑ Online course information is well-organized
- ❑ Instructors of online courses provide a variety of activities to help me adequately understand subject matter

¹High importance and high satisfaction

²High importance and low satisfaction and/or large performance gap

Top 5: Importance

9



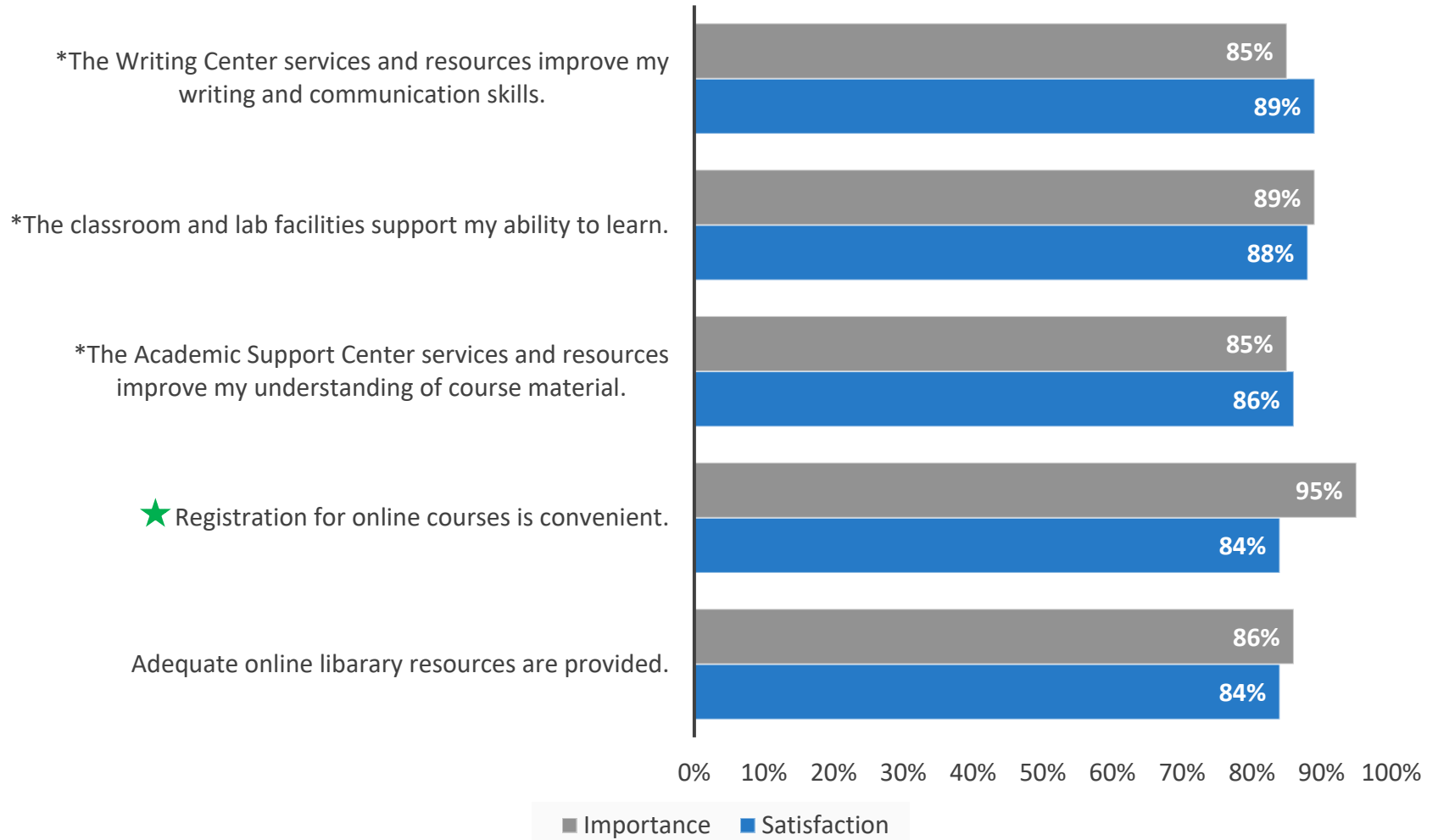
★ Strength - High importance and high satisfaction

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

*Custom item created by DSC

Top 5: Satisfaction

10



★ Strength - High importance and high satisfaction

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

*Custom item created by DSC

Top 5: Largest Performance Gaps

11

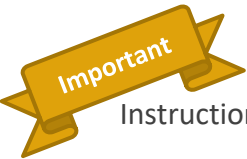


★ The quality of online instruction is excellent.

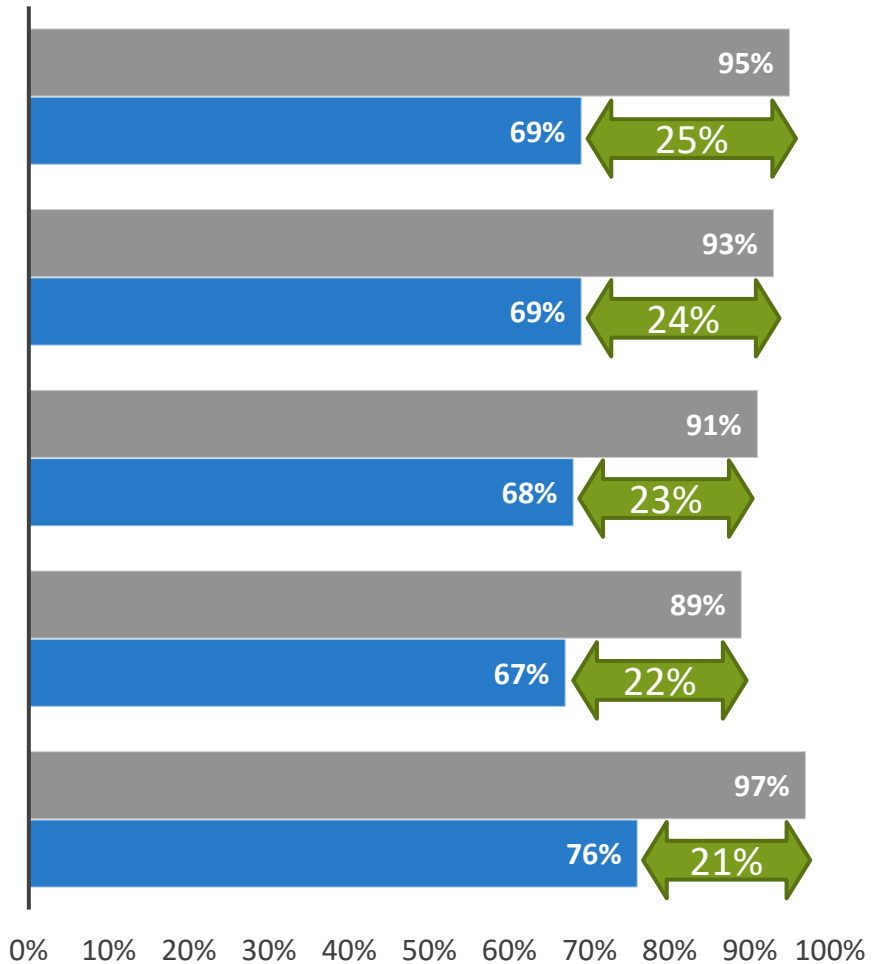
★ *Online course information is well-organized.

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

My program advisor helps me work toward career goals.



Instructional materials are appropriate for program content.



■ Importance ■ Satisfaction

★ Strength - High importance and high satisfaction

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

*Custom item created by DSC

Student Experience

Student Experience Summary

13

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



41% report their experience at DSC as **quite a bit or much better** than expected

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



76% 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?



76% report they would **probably or definitely** enroll at DSC again

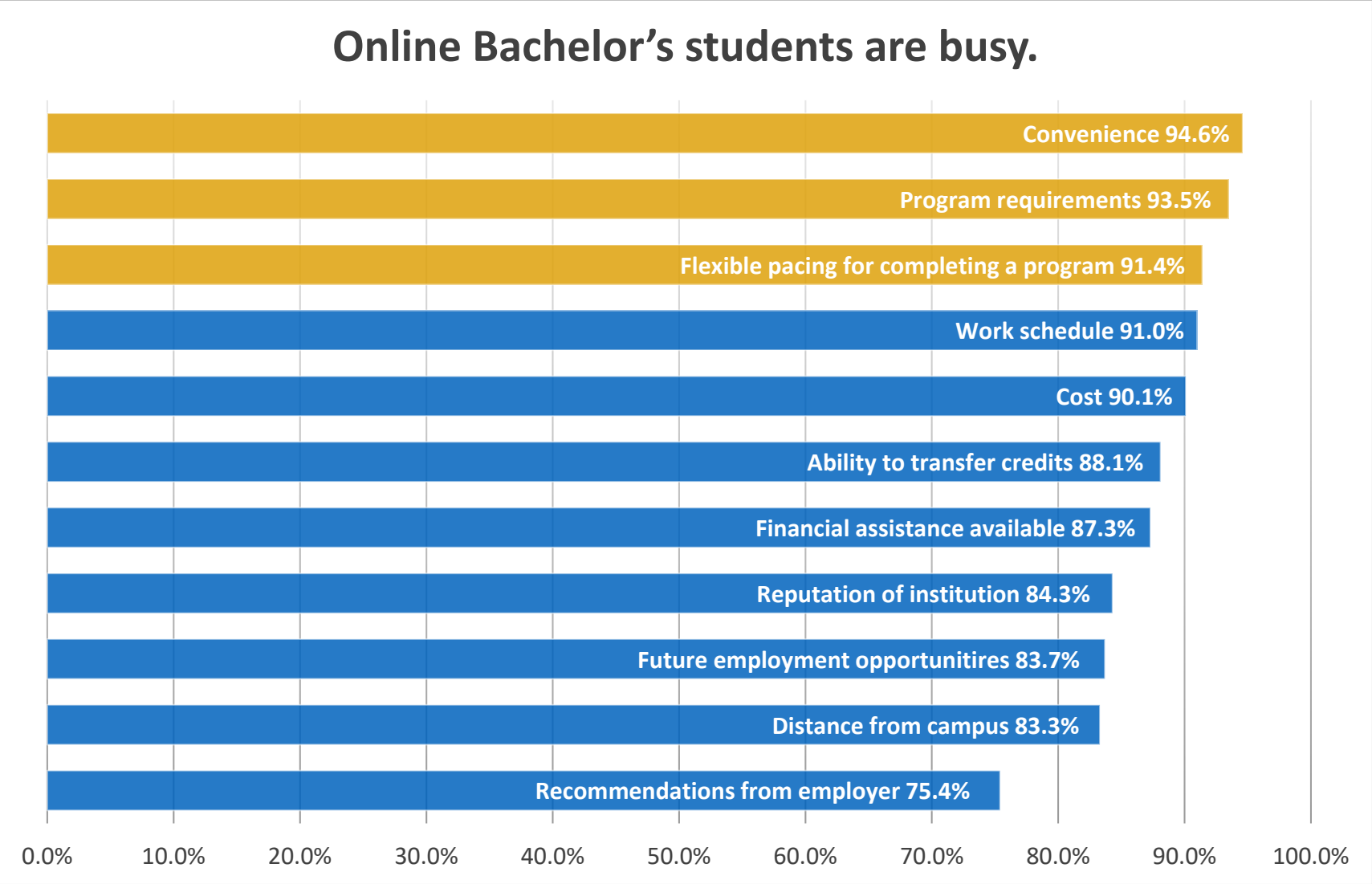
Q: How likely is it that you would recommend DSC to a friend or colleague?



64% report **very likely or extremely likely** to recommend DSC to a friend or colleague

Factors to enroll

Online Bachelor's students are busy.





Questions and Final Remarks