

PRIORITIES SURVEY FOR ONLINE LEARNERS (PSOL)

2019

Prepared by the Office of Institutional Research

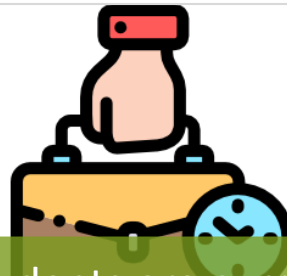
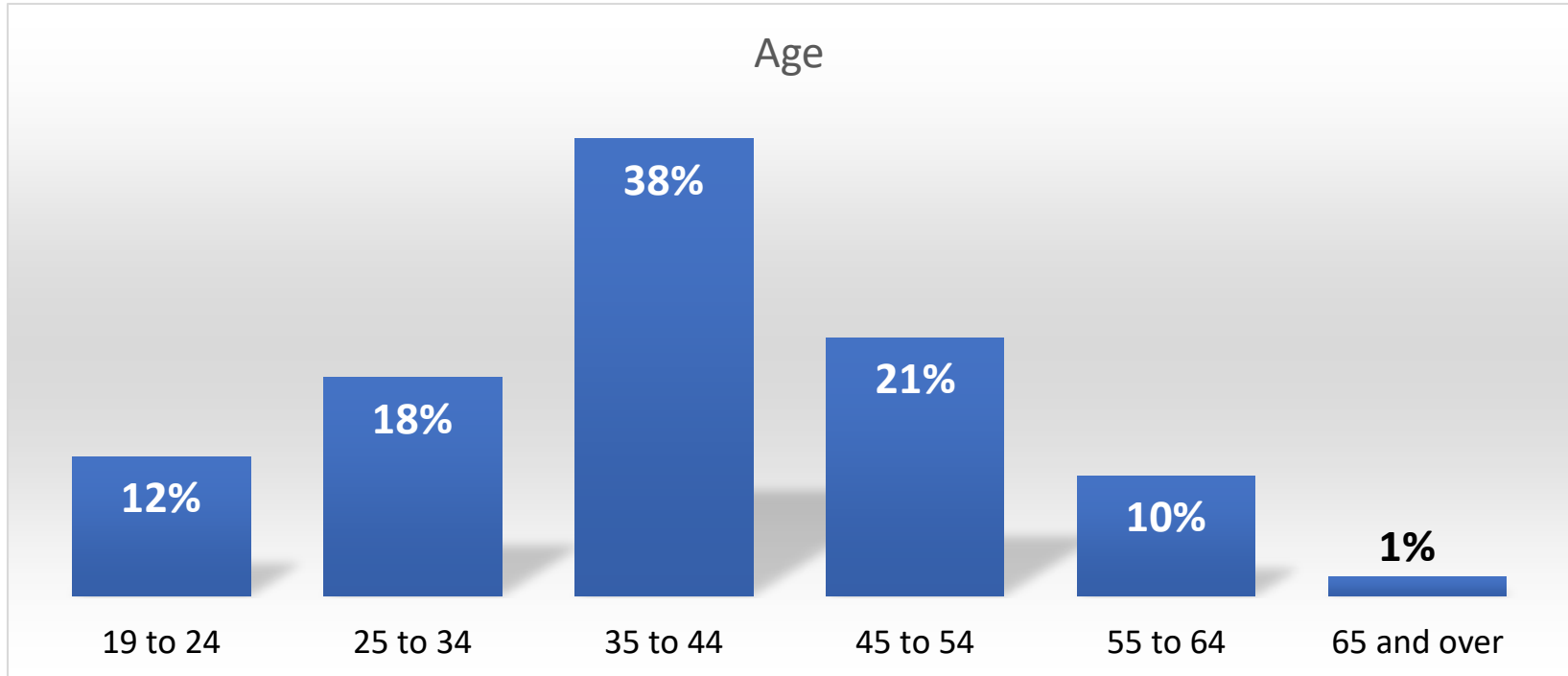
Purpose and Background

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- 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 2019
 - 6% response rate
 - 67 respondents out of 1049 invited to participate

Demographics: Personal Profile

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The majority of students are currently employed;
75% work full-time

Demographics: Personal Profile (cont.)

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34% are married
with children



37% are single
(without children)



56% own their
own house

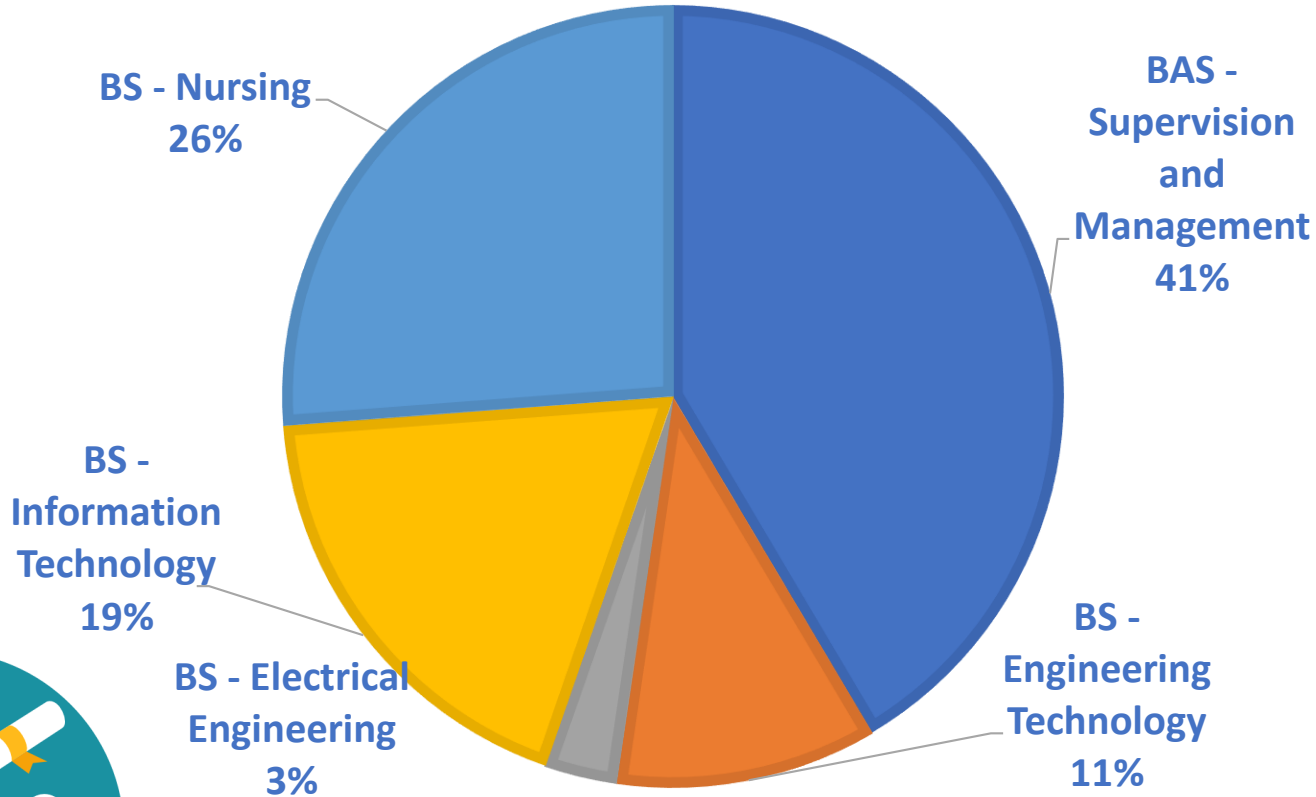


27% rent a room,
apartment, or house

Demographics: Academic Profile

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PROGRAMS



24% of students who shared their educational goals are looking to continue their education past a Bachelor's degree

Demographics: Learning Preferences

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Most students prefer receiving content through a **paper textbook** or **digital textbook**



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** or **their personal table or mobile device**



Results

Strengths & Challenges

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Strengths¹

- ❑ The Academic Support Center services and resources improve my understanding of course material.
- ❑ The classroom and lab facilities support my ability to learn.
- ❑ Instructors of online courses present grading criteria for each assignment clearly.
- ❑ Instructors of online courses use appropriate methods of communication such as discussion forums, news postings and e-mail.
- ❑ Adequate financial aid is available.
- ❑ The Writing Center services and resources improve my writing and communication skills.

Challenges²

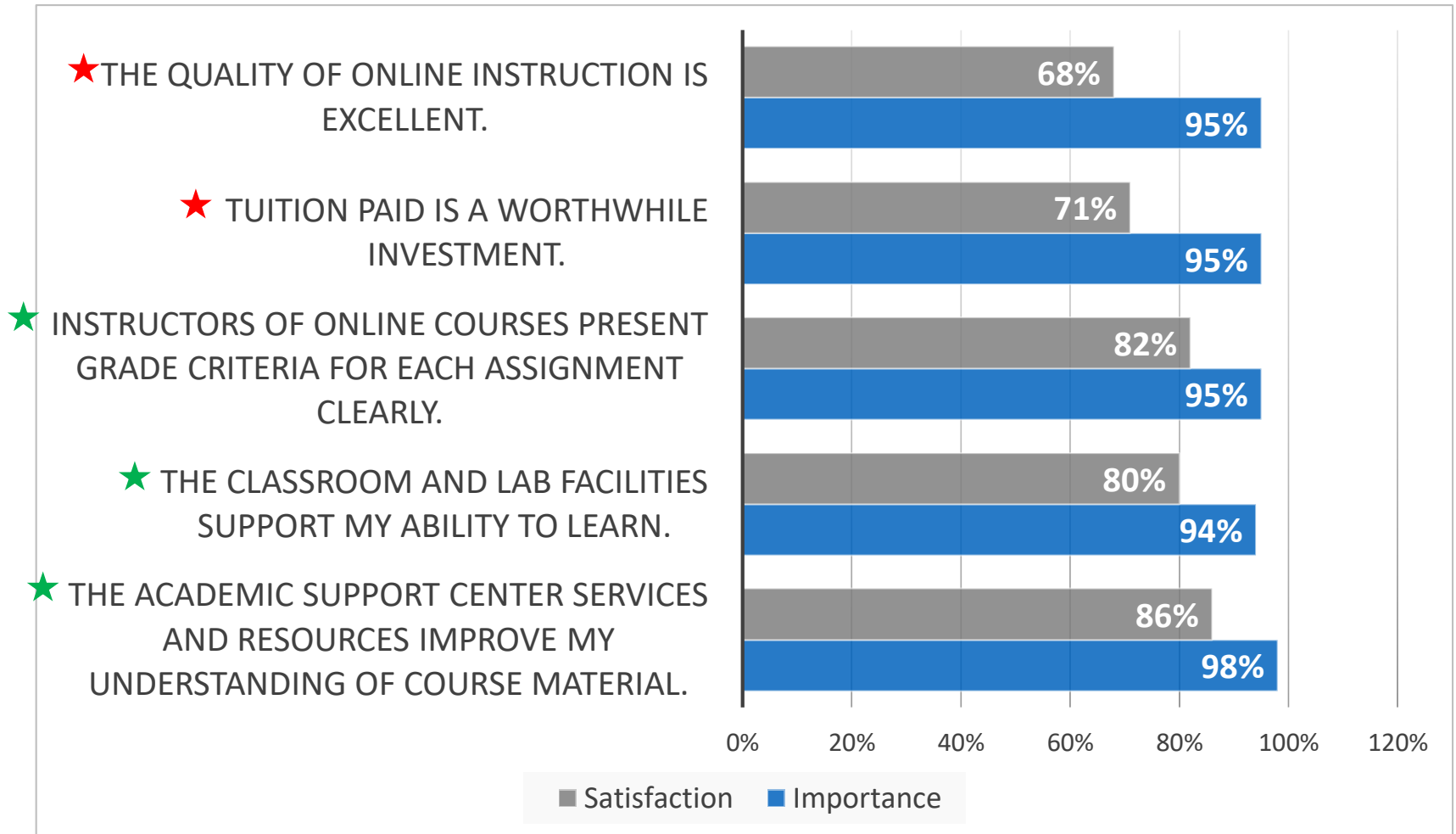
- ❑ Tuition paid is a worthwhile investment.
- ❑ The quality of online instruction is excellent.
- ❑ Online course information is well-organized.
- ❑ Faculty provide timely feedback about student progress.
- ❑ Instructors of online courses provide a variety of activities to help me adequately understand the subject matter.

¹High importance and high satisfaction

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

Top 5: Importance

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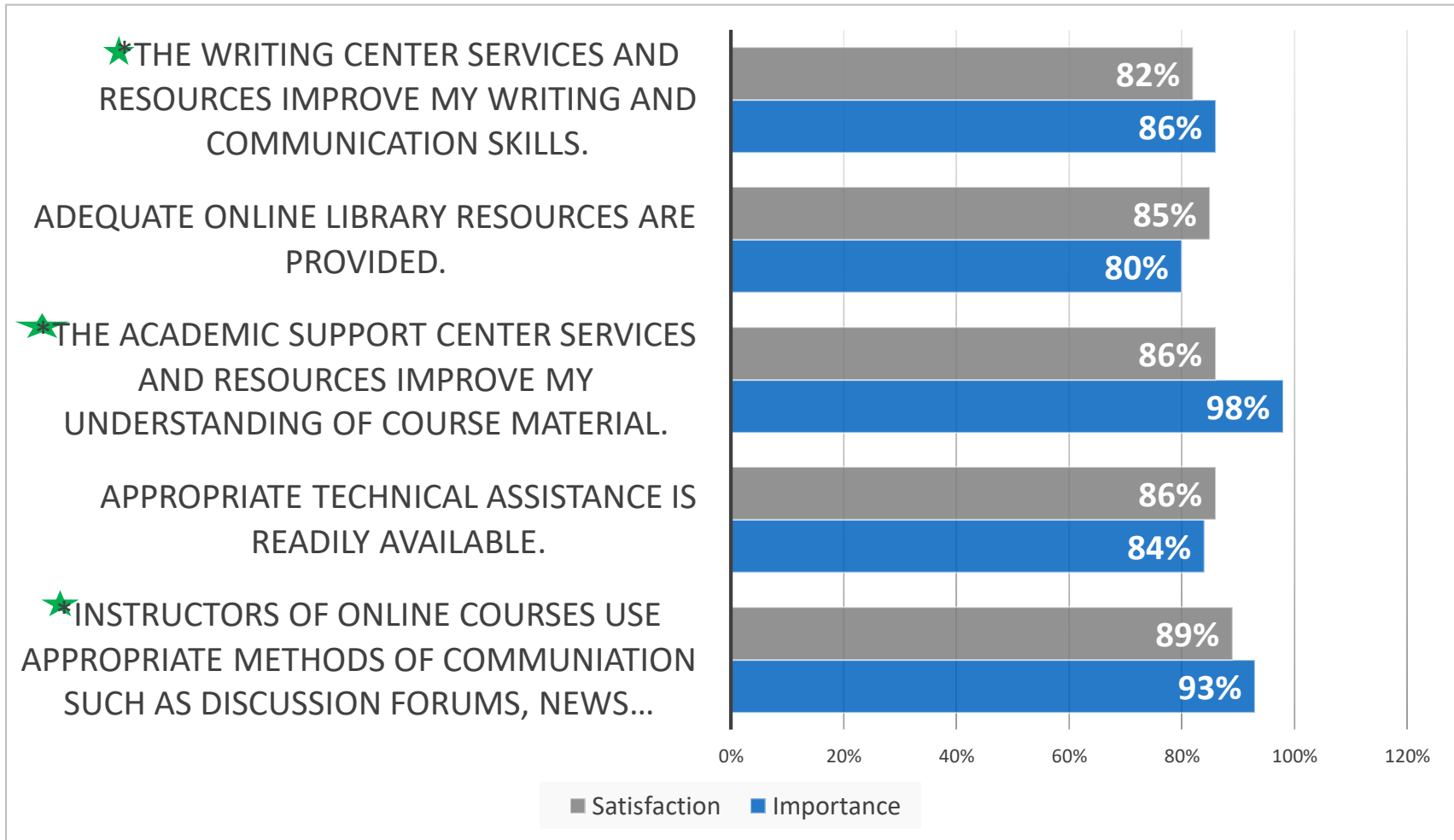


★ Strength - High importance and high satisfaction

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

Top 5: Satisfaction

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★ Strength - High importance and high satisfaction

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

Top 5: Largest Performance Gaps

11

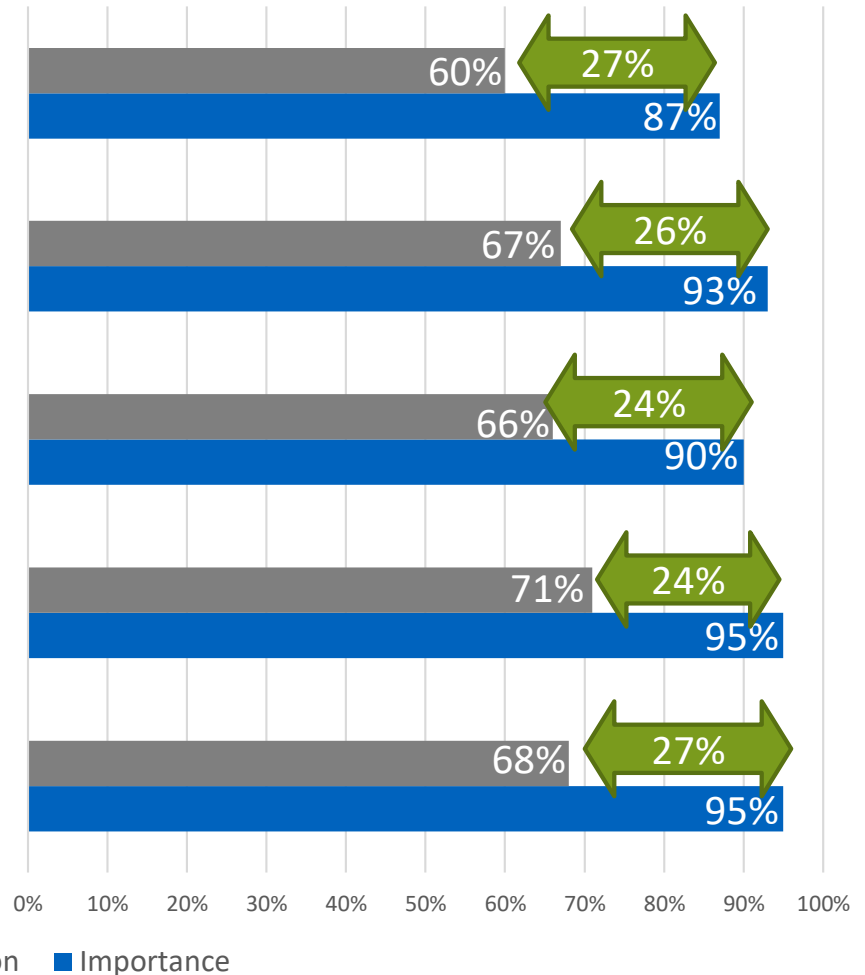
There are sufficient offerings within my program of study.

★ Online course information is well-organized.

★ Instructors of online courses provide a variety of activities to help me...

★ Tuition paid is a worthwhile investment.

★ The quality of online instruction is excellent.



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

Student Experience

Student Experience Summary

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



36% 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.



74% rate their overall satisfaction so far as **satisfied or very satisfied**

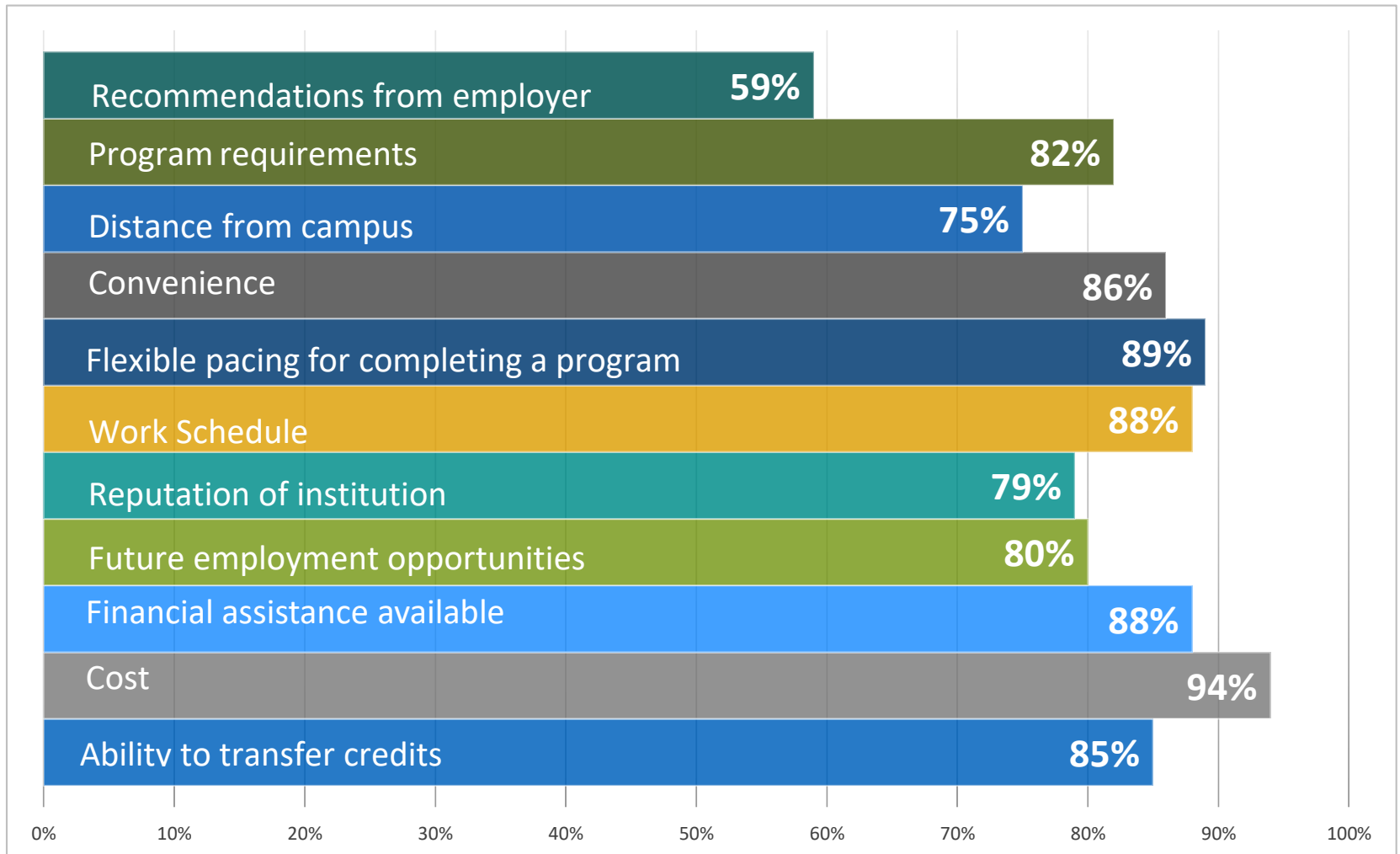
Q: All in all, if you had to do it all over, would you enroll at DSC again?



69% report they would **probably or definitely** enroll at DSC again

Factors to Enrollment

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Questions and Final Remarks