

PRIORITIES SURVEY FOR ONLINE LEARNERS (PSOL)

2020

Prepared by the Office of Institutional Research

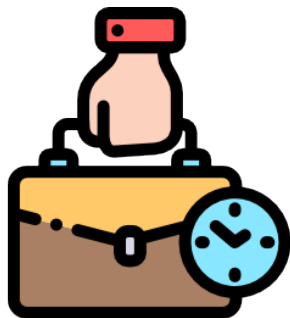
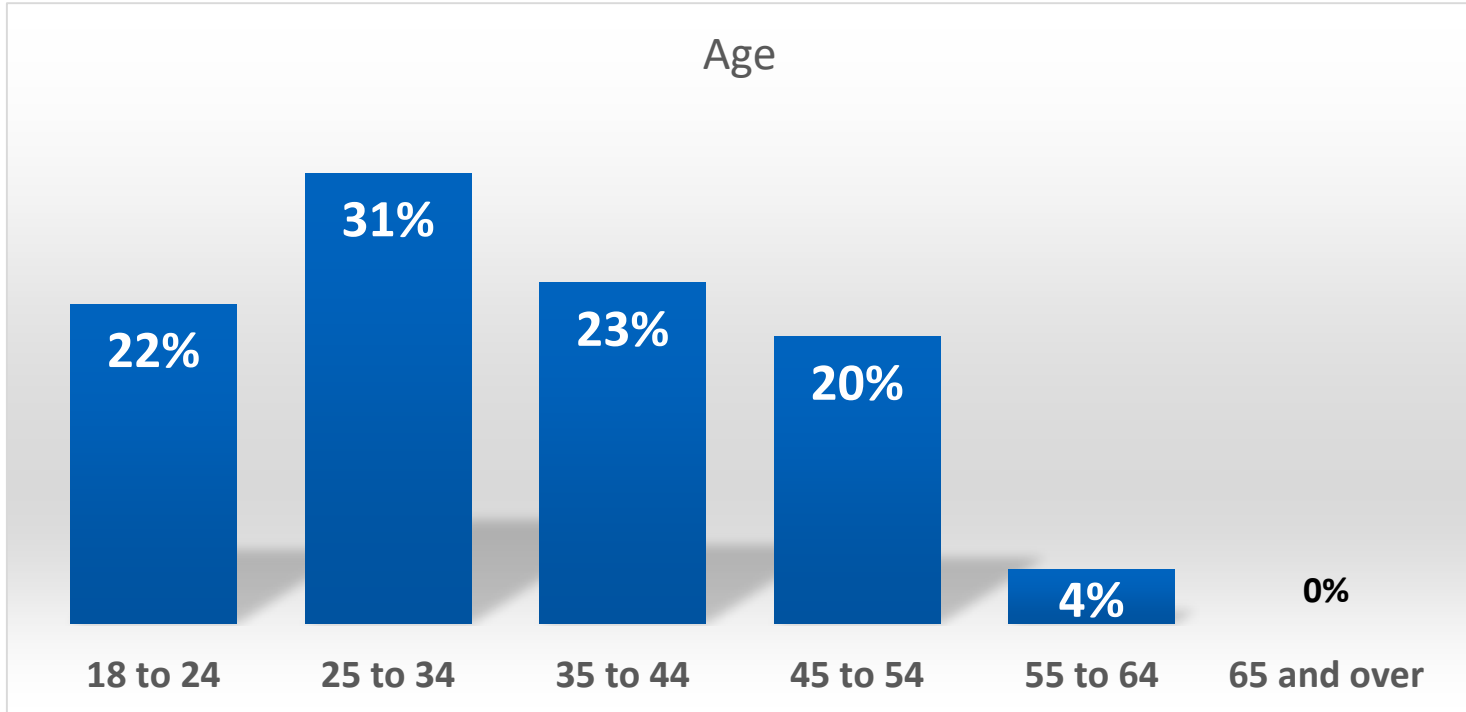
Purpose and Background

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 2020
 - 9% response rate
 - 86 respondents out of 958 invited to participate

Demographics: Personal Profile

3

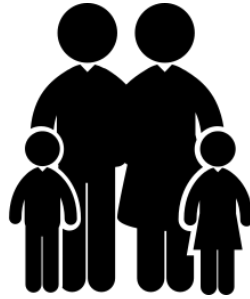


The majority of students are currently employed;
68% work full-time

Demographics: Personal Profile (cont.)

4

12% are married
with children



54% are single
(without children)



47% own their
own house

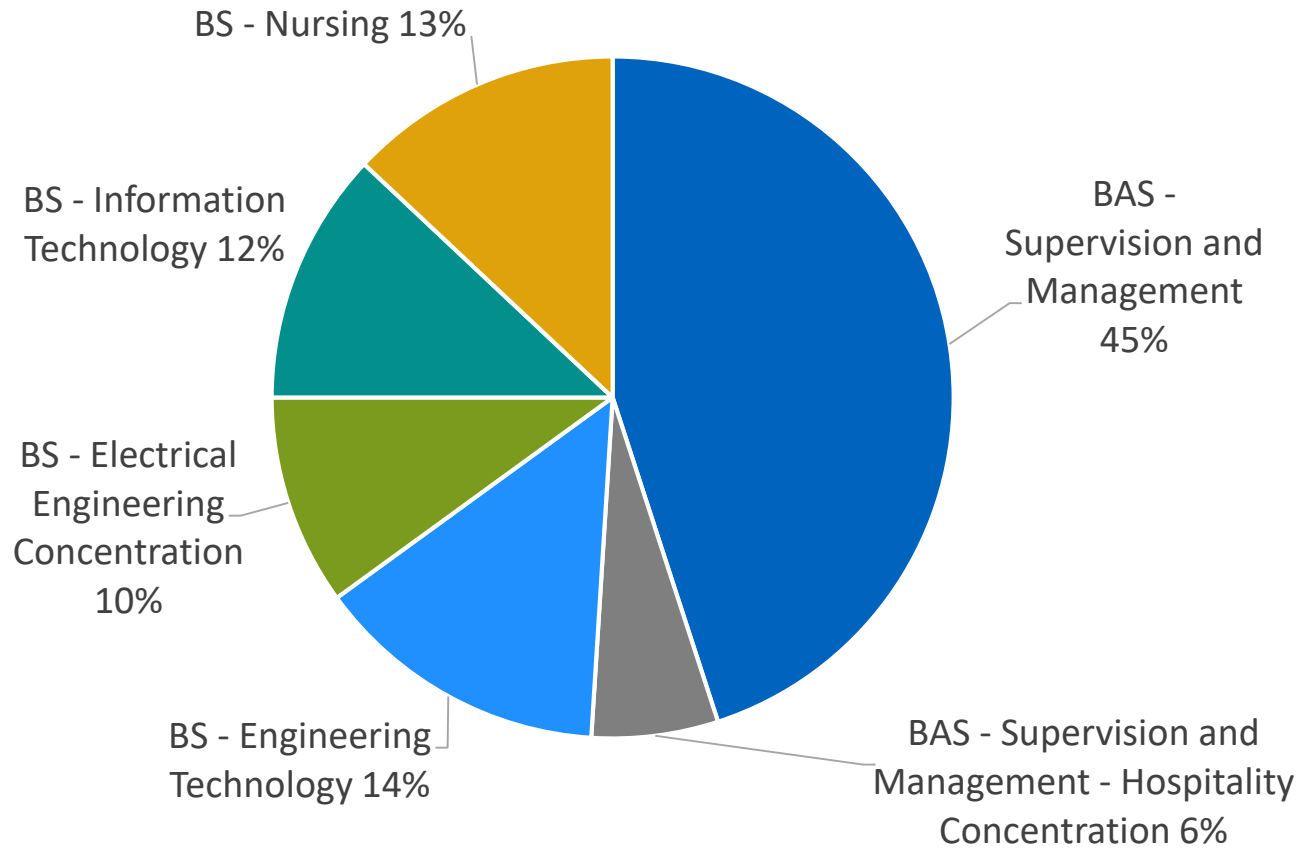


28% rent a room,
apartment, or house



Demographics: Academic Profile

5



16% 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 **digital textbook**



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



Results

Strengths & Challenges

8

Strengths¹

- Program requirements are clear and reasonable.
- Student assignments are clearly defined in the syllabus.
- Instructors of online courses present grading criteria for each assignment clearly.
- Tuition paid is a worthwhile investment.
- My program advisor is accessible by telephone and e-mail.
- Instructors of online courses use appropriate methods of communication such as discussion forums, news postings and e-mail.

Challenges²

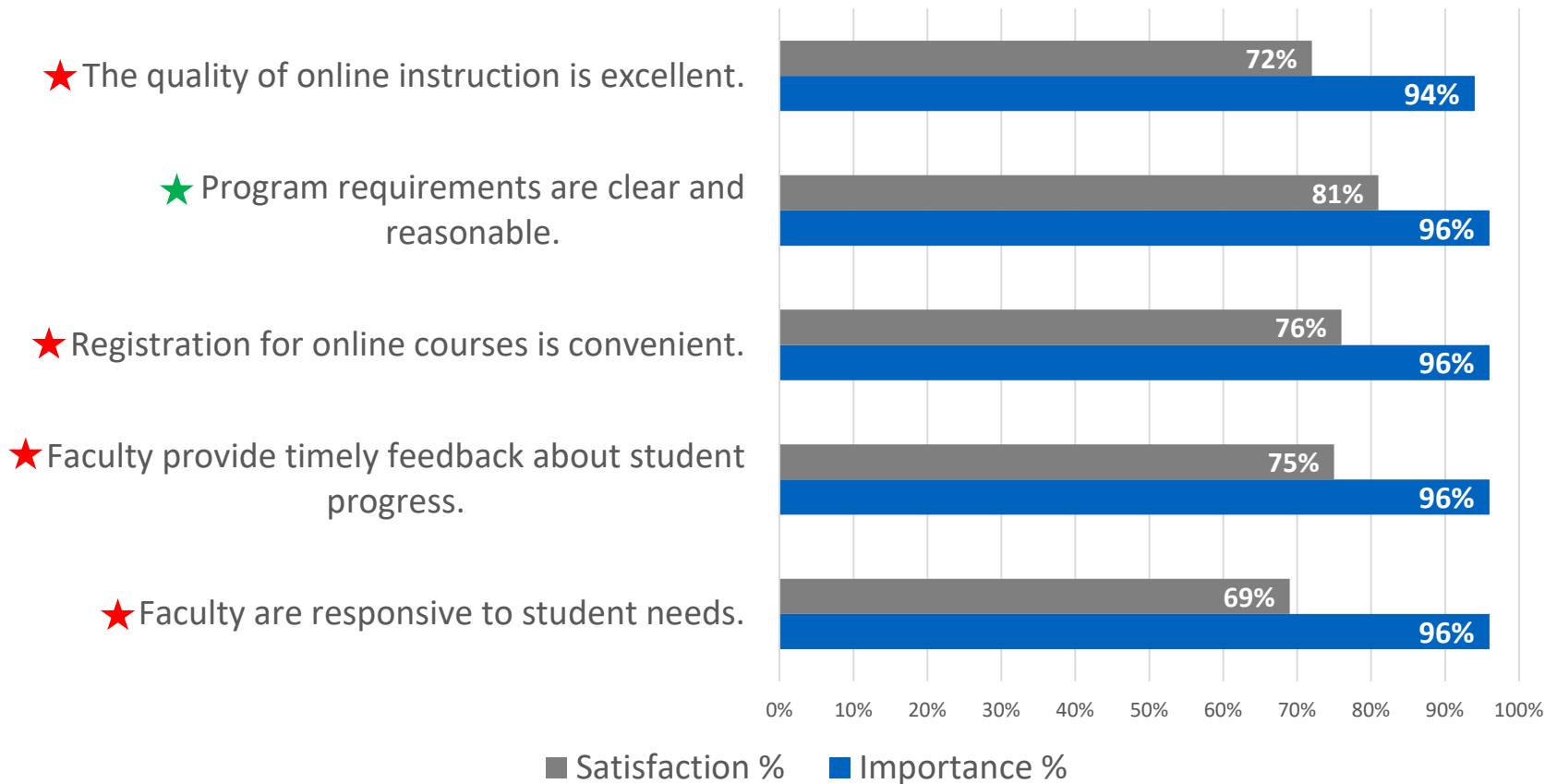
- Registration for online courses is convenient.
- Faculty are responsive to student needs.
- Faculty provide timely feedback about student progress.
- The quality of online instruction is excellent.
- Instructional materials are appropriate for program content.
- Online course information is well-organized.
- This institution responds quickly when I request information.

¹High importance and high satisfaction

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

Top 5: Importance

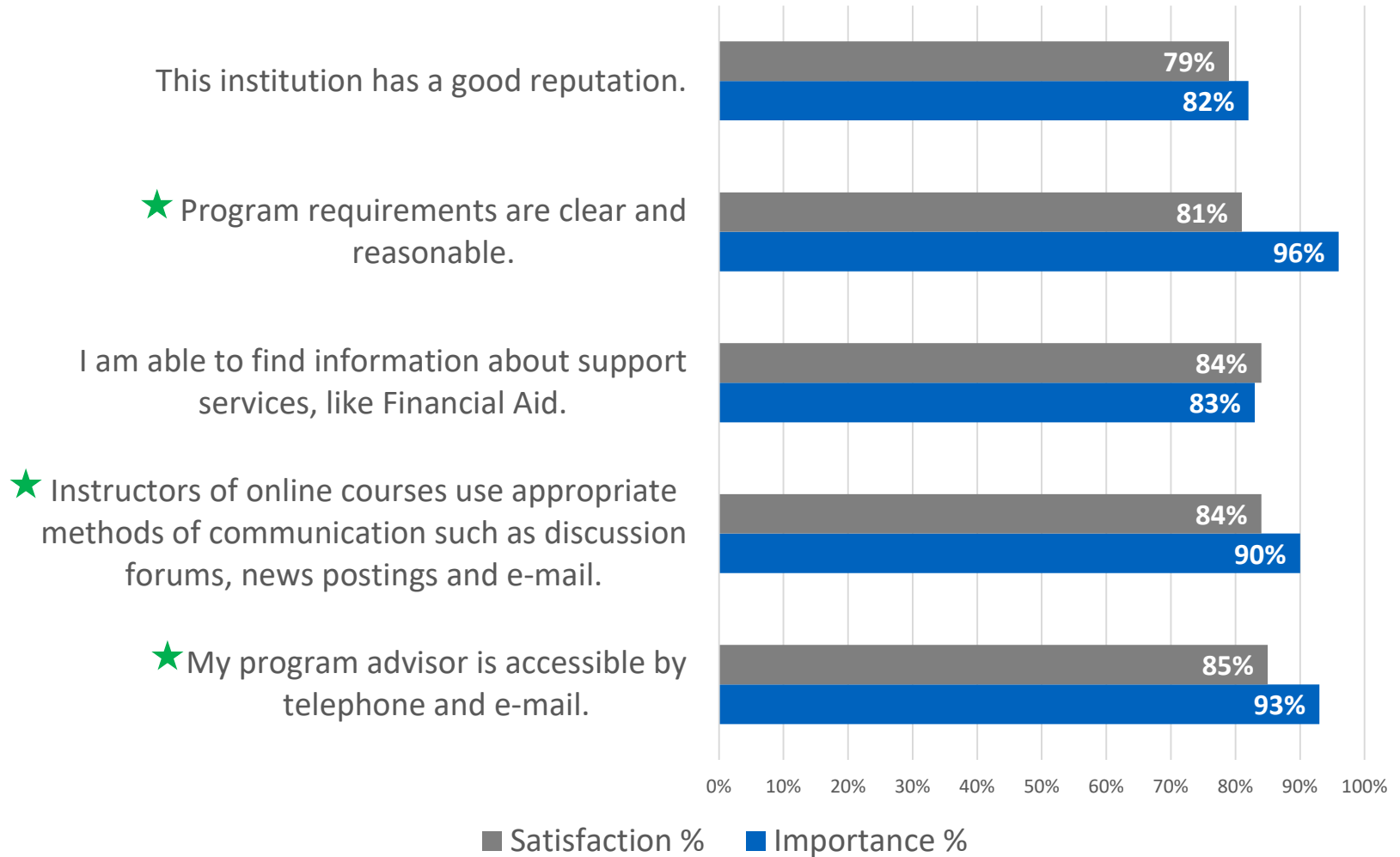
9



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

Top 5: Satisfaction

10

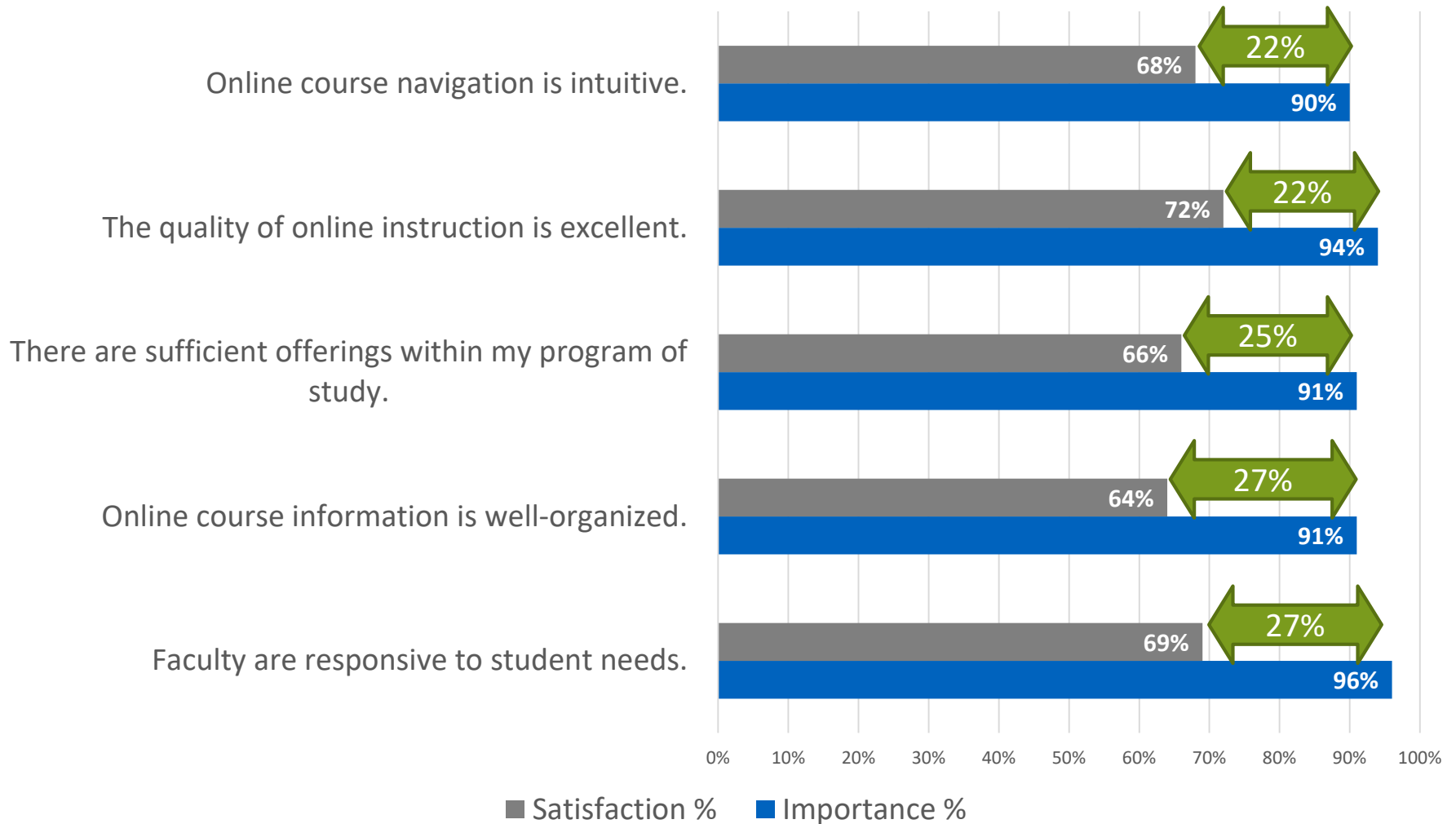


★ Strength - High importance and high satisfaction

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

Top 5: Largest Performance Gaps

11



Student Experience

Student Experience Summary

13

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



52% 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.



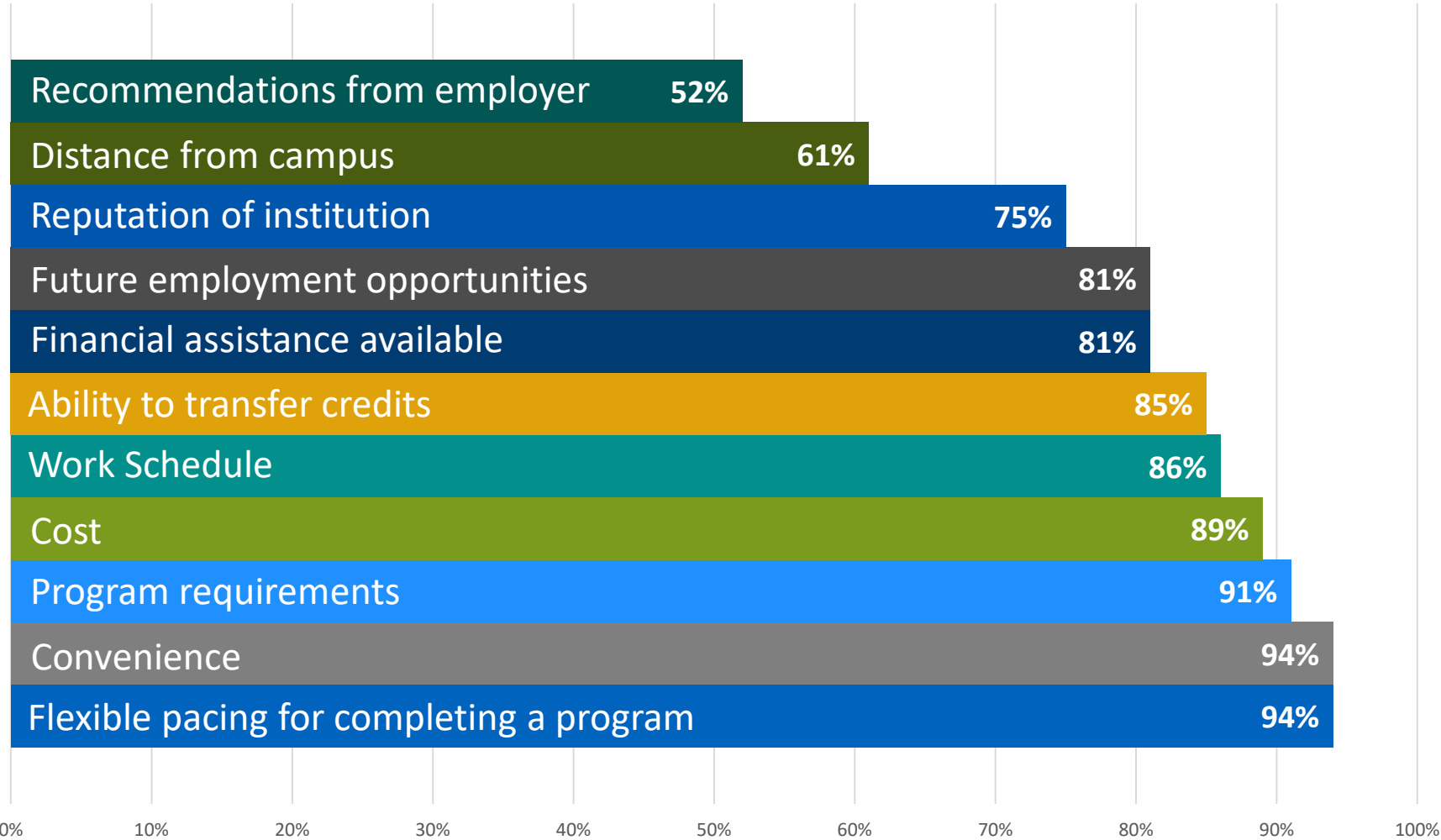
73% rate their overall satisfaction so far as **satisfied or very satisfied**

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



77% report they would **probably or definitely** enroll at DSC again

Factors to Enrollment



Questions and Final Remarks

