

PRIORITIES SURVEY FOR ONLINE LEARNERS (PSOL)

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 2017
 - 78 respondents out of 580 invited to participate

Results

Demographics

Demographics

Age

	N	%
18 and under	0	0%
19 to 24	7	9.46%
25 to 34	18	24.32%
35 to 44	19	25.68%
* 45 to 54	23	31.08%
55 to 64	6	8.11%
65 and over	1	1.35%
Total	74	100%
No Answer	4	

Gender

	N	%
* Female	40	55.56%
Male	32	44.44%
Total	72	100%
No Answer	6	

Ethnicity/Race

	N	%
African-American	6	8.00%
American Indian or Alaskan Native	1	1.33%
Asian or Pacific Islander	1	1.33%
* Caucasian/White	49	65.33%
Hispanic	9	12.00%
Other race	2	2.67%
Race - Prefer not to respond	7	9.33%
Total	75	100%
No Answer	3	

Marital Status

	N	%
Single	23	30.67%
Single with children	9	12.00%
Married	14	18.67%
* Married with children	24	32.00%
Marital - Prefer not to respond	5	6.67%
Total	75	100%
No Answer	3	

Employment

	N	%
* Full-time	52	71.23%
Part-time	7	9.59%
Not employed	14	19.18%
Total	73	100%
No Answer	5	

Current Residence

	N	%
* Own house	39	53.42%
Rent room / apartment / house	20	27.40%
Relative's home	11	15.07%
Residence hall	0	0%
Other residence	3	4.11%
Total	73	100%
No Answer	5	

* Indicates the response option that was selected by the majority of survey participants.

Demographics

Current Enrollment Status

		N	%
*	Primarily online	74	98.67%
	Primarily on-campus	1	1.33%
	Total	75	100%
	No Answer	3	

Current Class Load

		N	%
*	Full-time	42	56.00%
	Part-time	33	44.00%
	Total	75	100%
	No Answer	3	

Class Level

		N	%
	First year	0	0%
	Second year	4	5.41%
	Third year	31	41.89%
*	Fourth year	38	51.35%
	Special student	0	0%
	Graduate/professional	0	0%
	Other class level	1	1.35%
	Total	74	100%
	No Answer	4	

Current Online Enrollment

		N	%
	1-3 credits	6	7.69%
	4-6 credits	20	25.64%
	7-9 credits	20	25.64%
*	10-12 credits	21	26.92%
	13-15 credits	8	10.26%
	More than 15 credits	3	3.85%
	Total	78	100%
	No Answer	0	

Previous Online Enrollment

		N	%
	No classes	2	2.63%
*	1-3 classes	24	31.58%
	4-6 classes	12	15.79%
	7-9 classes	6	7.89%
	10-12 classes	12	15.79%
	13-15 classes	5	6.58%

* Indicates the response option that was selected by the majority of survey participants.

Demographics

▼ Current Plans

	N	%
* Complete online degree program	70	92.11%
Complete degree on campus	1	1.32%
Transfer credits	1	1.32%
Complete this course	4	5.26%
Total	76	100%
No Answer	2	

▼ Group Code

	N	%
* 6000: Bachelor of Applied Science - Supervision and Management	50	64.94%
6331: Bachelor of Science - Engineering Technology	7	9.09%
6333: Bachelor of Science - Electrical Engineering Concentration	3	3.90%
6334: Bachelor of Science - Information Technology	17	22.08%
Total	77	100%
No Answer	1	

▼ Educational Goal

	N	%
Associate degree	1	1.33%
* Bachelor's degree	64	85.33%
Master's degree	5	6.67%
Doctorate or professional degree	2	2.67%
Certification (initial or renewal)	0	0%
Self-improvement/pleasure	0	0%
Job-related training	1	1.33%
Other educational goal	2	2.67%
Total	75	100%
No Answer	3	

* Indicates the response option that was selected by the majority of survey participants.

Demographics

▼ How do you access your online course(s)?

	N	%
* Personal desktop or laptop computer	74	96.10%
Personal tablet or mobile device	2	2.60%
DSC campus computer lab	0	0%
Local library or other public facility	0	0%
Other	1	1.30%
Campus item - Answer 6	0	0%
Total	77	100%
No Answer	1	

▼ When taking an online course I most prefer to receive content through:

	N	%
* Paper textbook	32	41.03%
Digital textbook	16	20.51%
Computer files (Word, PDF, Excel)	20	25.64%
Video	10	12.82%
Audio	0	0%
Campus item 2 - Answer 6	0	0%
Total	78	100%
No Answer	0	

* Indicates the response option that was selected by the majority of survey participants.

Results

Scales/Categories and Items

Scales and Items

Enrollment Services

- I receive timely information on the availability of financial aid.
- Adequate financial aid is available.
- Registration for online courses is convenient.
- Billing and payment procedures are convenient for me.

Student Services

- This institution responds quickly when I request information.
- Channels are available for providing timely responses to student complaints.
- I am aware of whom to contact for questions about programs and services.
- Online career services are available.
- The bookstore provides timely service to students.

Academic Services

- My program advisor helps me work toward career goals.
- Program requirements are clear and reasonable.
- My program advisor is accessible by telephone and e-mail.
- There are sufficient offerings within my program of study.
- Tutoring services are readily available for online courses.
- Appropriate technical assistance is readily available.
- Adequate online library resources are provided.

Institutional Perceptions

- Tuition paid is a worthwhile investment.
- This institution has a good reputation.

Instructional Services

- Faculty provide timely feedback about student progress.
- The quality of online instruction is excellent.
- Student assignments are clearly defined in the syllabus.
- Faculty are responsive to student needs.
- Instructional materials are appropriate for program content.
- Assessment and evaluation procedures are clear and reasonable.
- The frequency of student and instructor interactions is adequate.
- Student-to-student collaborations are valuable to me.

Scales by Gap

Scale / Item	Daytona State College - PSOL				National Online Learners			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
▸ Enrollment Services	6.41	5.61 / 1.38	0.80	6.53	6.08 / 1.08	0.45	-0.47 ***	
▸ Student Services	6.22	5.51 / 1.35	0.71	6.40	5.90 / 1.16	0.50	-0.39 **	
▸ Academic Services	6.34	5.70 / 1.12	0.64	6.47	5.97 / 1.02	0.50	-0.27 *	
▸ Institutional Perceptions	6.43	5.91 / 1.24	0.52	6.55	5.93 / 1.20	0.62	-0.02	
▸ Instructional Services	6.26	5.74 / 1.19	0.52	6.43	5.89 / 1.07	0.54	-0.15	

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

National Group Means are based on 128988 records

Results

Strengths and Challenges

Strengths[★]

Instructional materials are appropriate for program content.

Appropriate technical assistance is readily available.

Registration for online courses is convenient.

Campus item: The classroom and lab facilities support my ability to learn.

Campus item: Instructors of online courses use appropriate methods of communication such as discussion forums, news postings and e-mail.

Campus item: Instructors of online courses present grading criteria for each assignment clearly.

Campus item: Online courses encourage critical thinking.

Challenges[★]

Faculty provide timely feedback about student progress.

Adequate financial aid is available.

This institution responds quickly when I request information.

Student assignments are clearly defined in the syllabus.

The quality of online instruction is excellent.

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

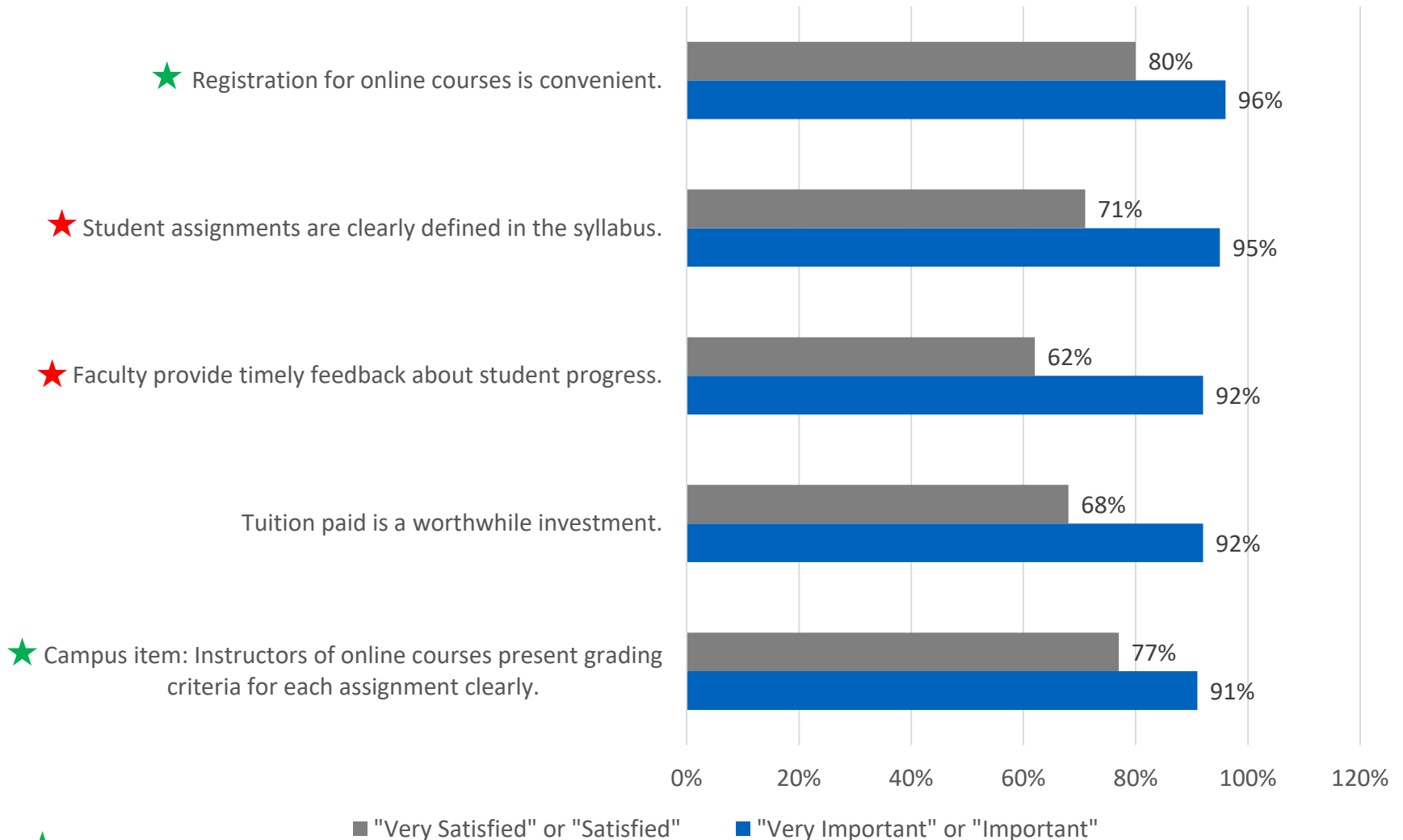


Results

Item Percentages Report

Top 5: Importance

Top 5 Highest Importance



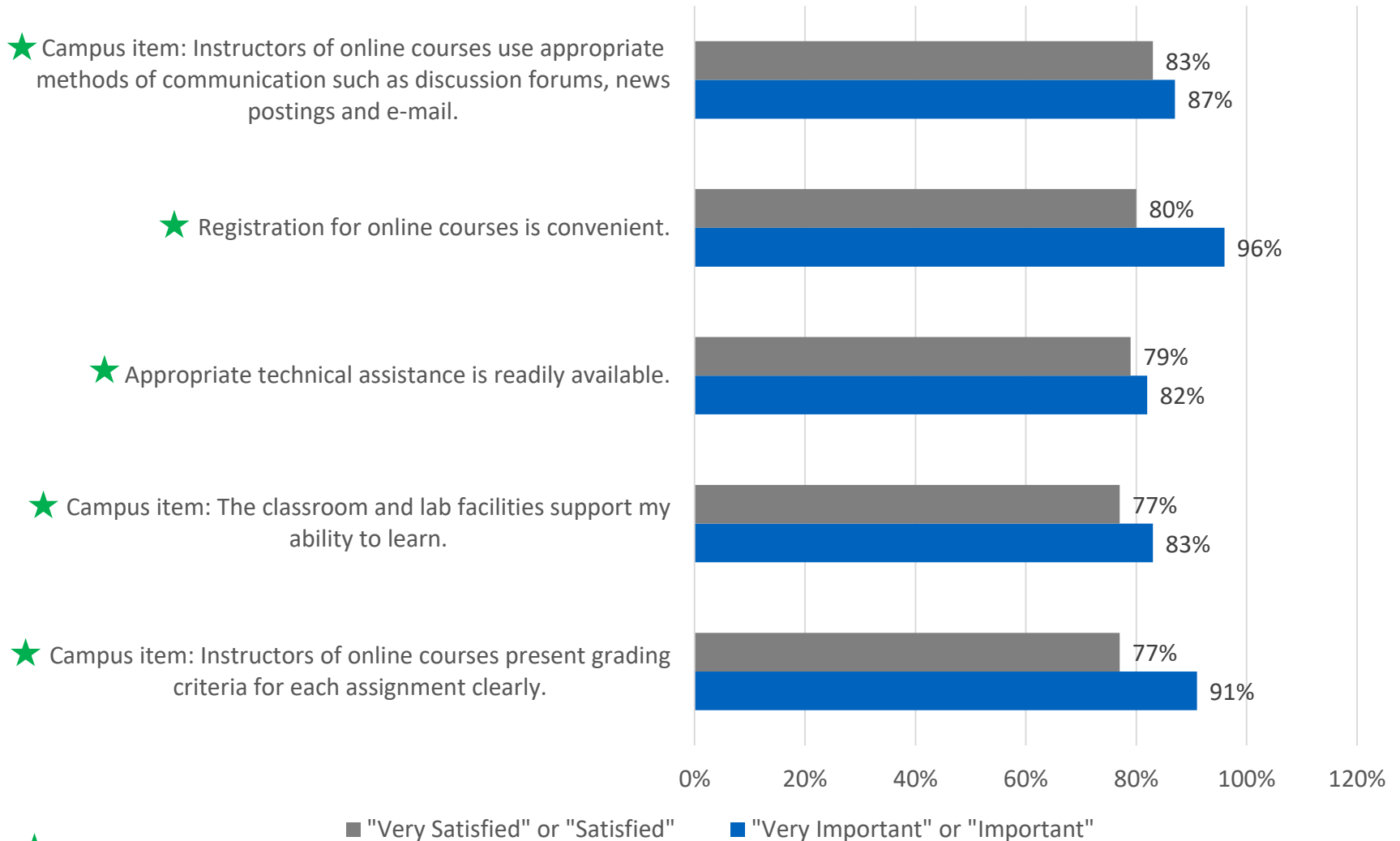
★ Strengths
★ Challenges

■ "Very Satisfied" or "Satisfied"

■ "Very Important" or "Important"

Top 5: Satisfaction

Top 5 Highest Satisfaction



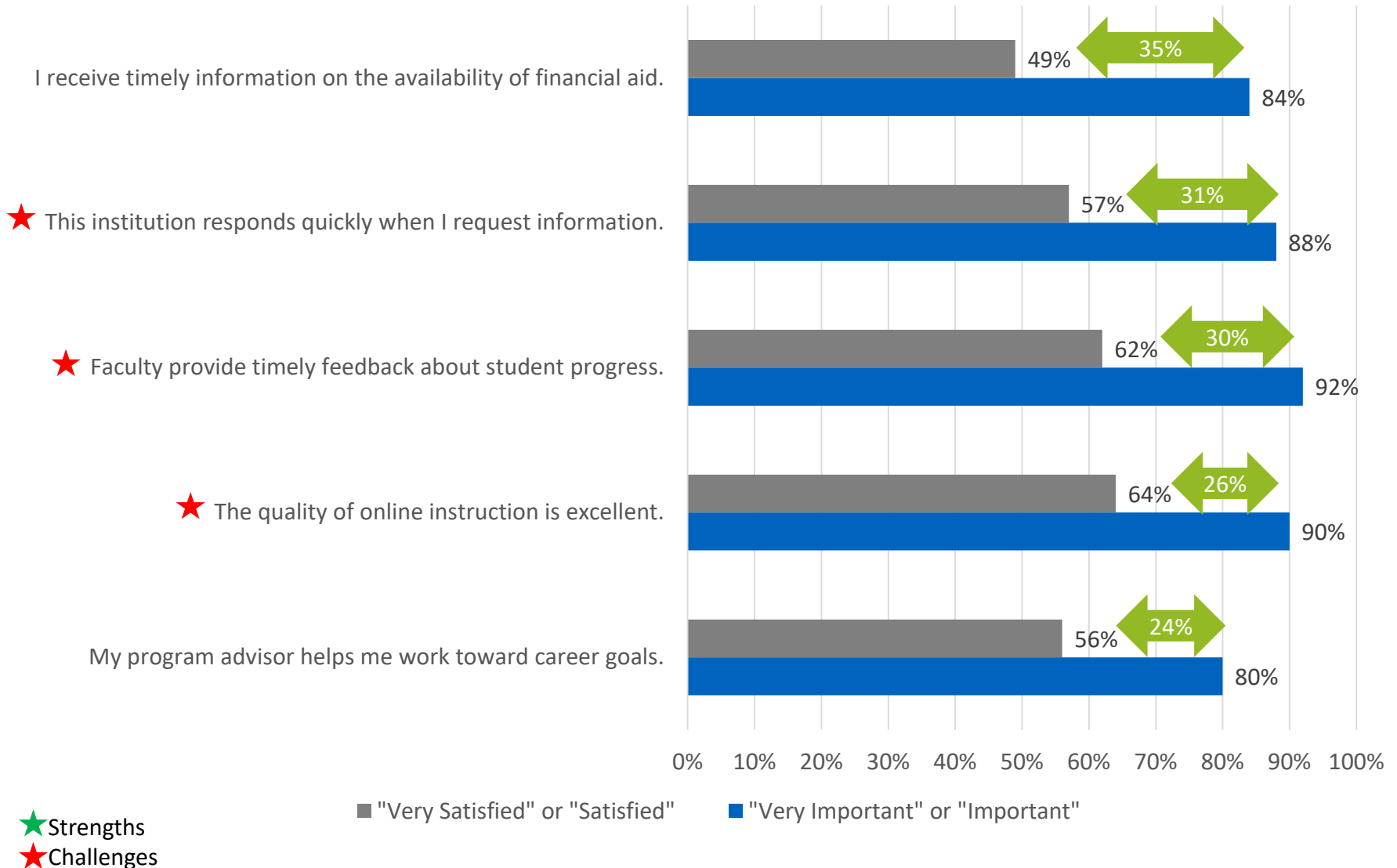
★ Strengths
★ Challenges

■ "Very Satisfied" or "Satisfied"

■ "Very Important" or "Important"

Largest Gaps

Largest Gaps Between Satisfaction and Importance



Campus Defined Items

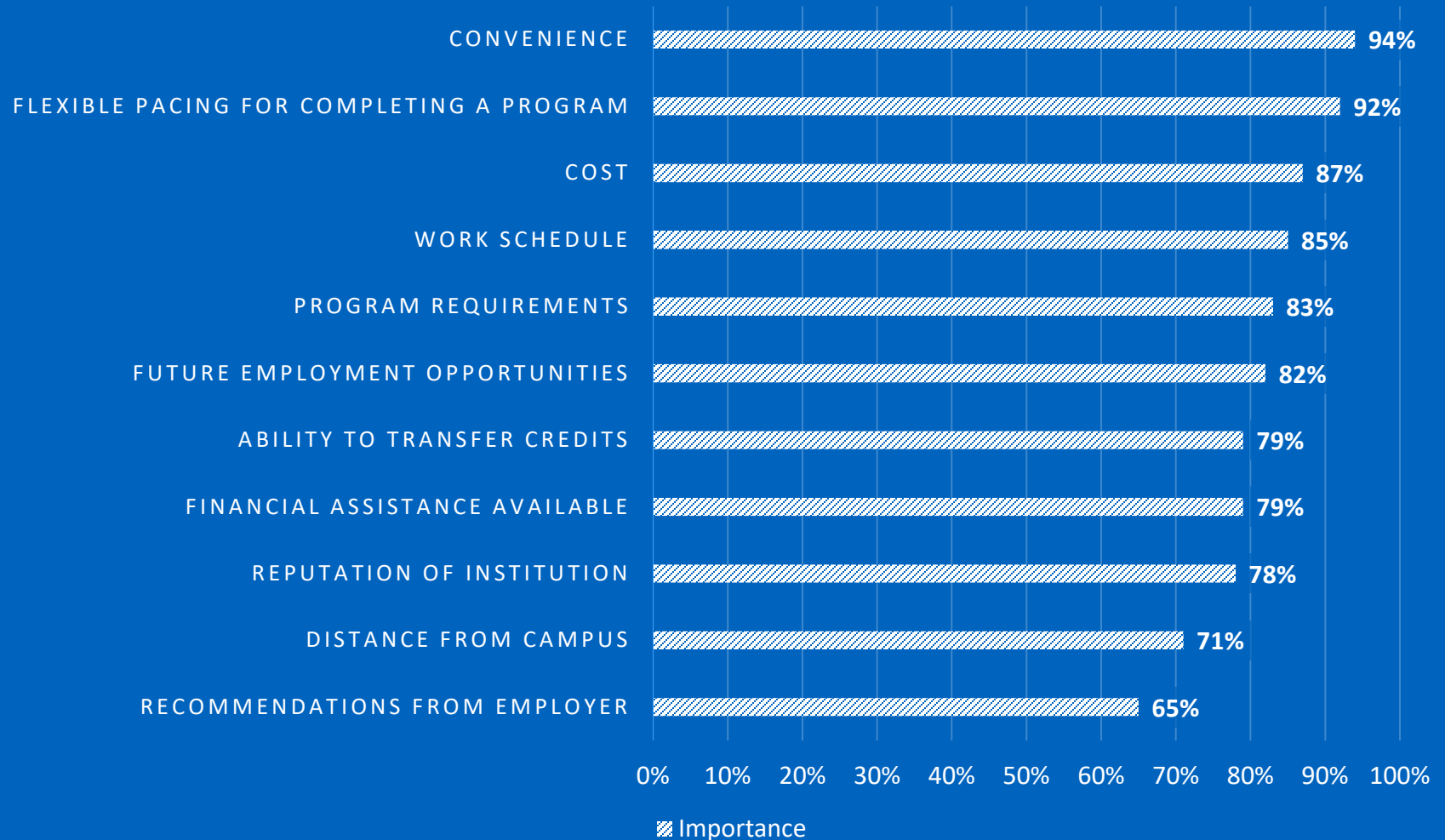
Item	Importance	Satisfaction	Gap
Instructors of online courses present grading criteria for each assignment clearly.	91%	77%	14%
Instructors of online courses use appropriate methods of communication such as discussion forums, news postings and e-mail.	87%	83%	4%
Online courses encourage critical thinking.	87%	77%	10%
Online course content is arranged in a clear, logical and orderly manner.	85%	65%	20%
Instructors of online courses provide a variety of activities to help me adequately understand subject matter.	85%	62%	23%
The classroom and lab facilities support my ability to learn.	83%	77%	6%
Library collections (books, e-books, magazines and research databases) are adequate.	79%	62%	17%
Writing Center support such as tutoring, workshops and online resources adequately meets the needs of students.	78%	72%	6%
Using the Academic Support Center adequately improves student understanding of course material.	77%	68%	9%
There is a sense of community in online courses.	66%	59%	7%

Results

Student Experience Summary

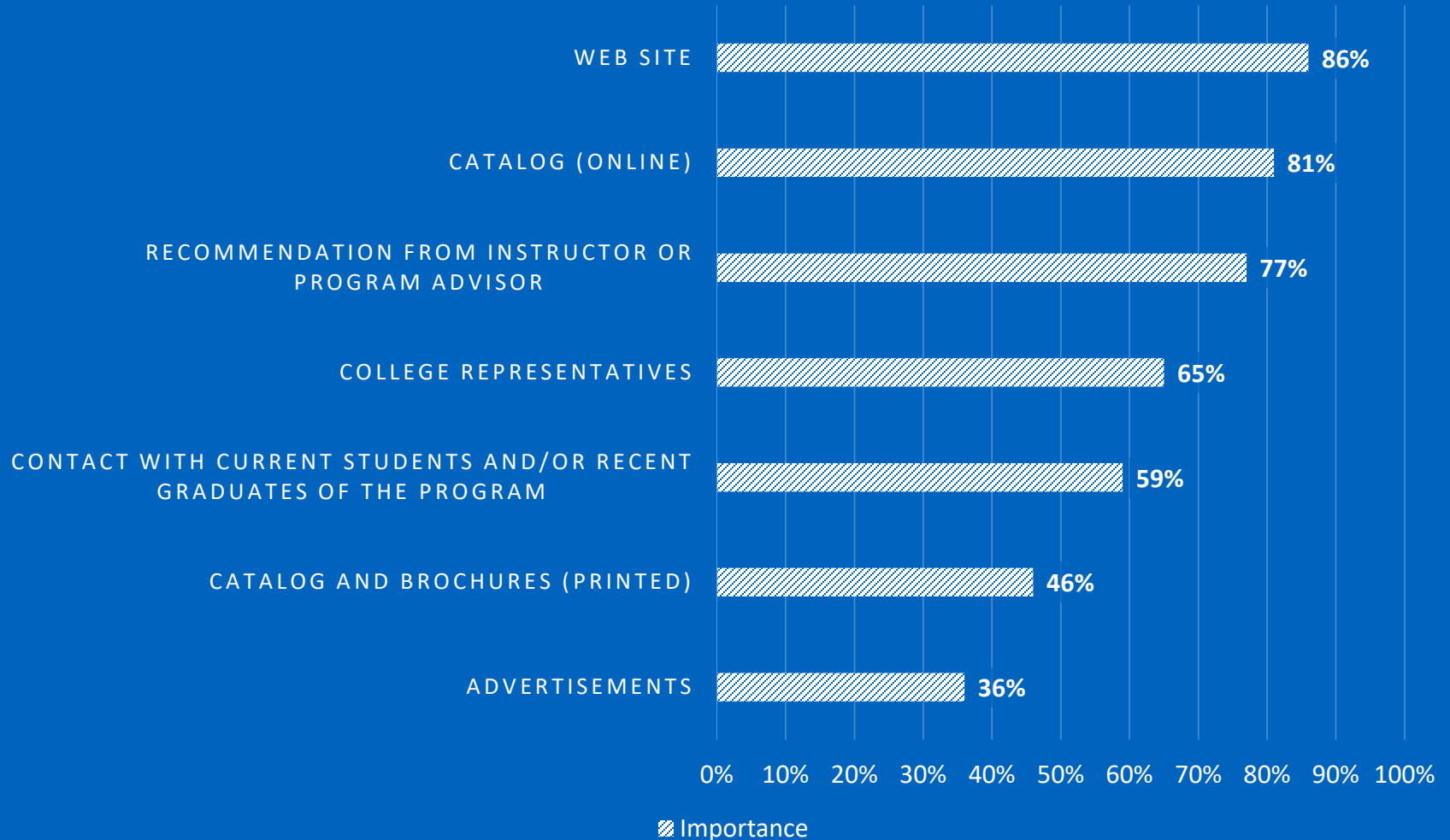
Student Motivational Factors: Pre-Enrollment

IMPORTANT PRE-ENROLLMENT FACTORS

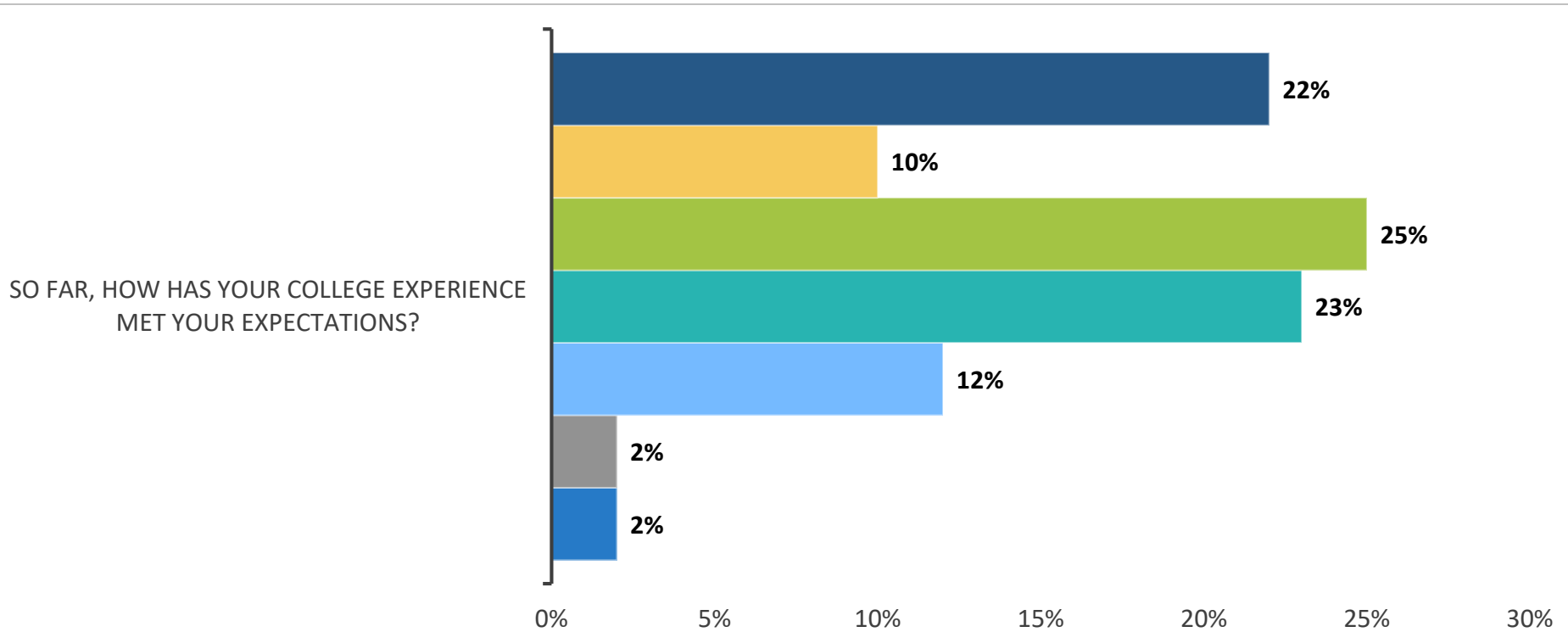


Student Motivational Factors: Information

IMPORTANT SOURCES OF INFORMATION



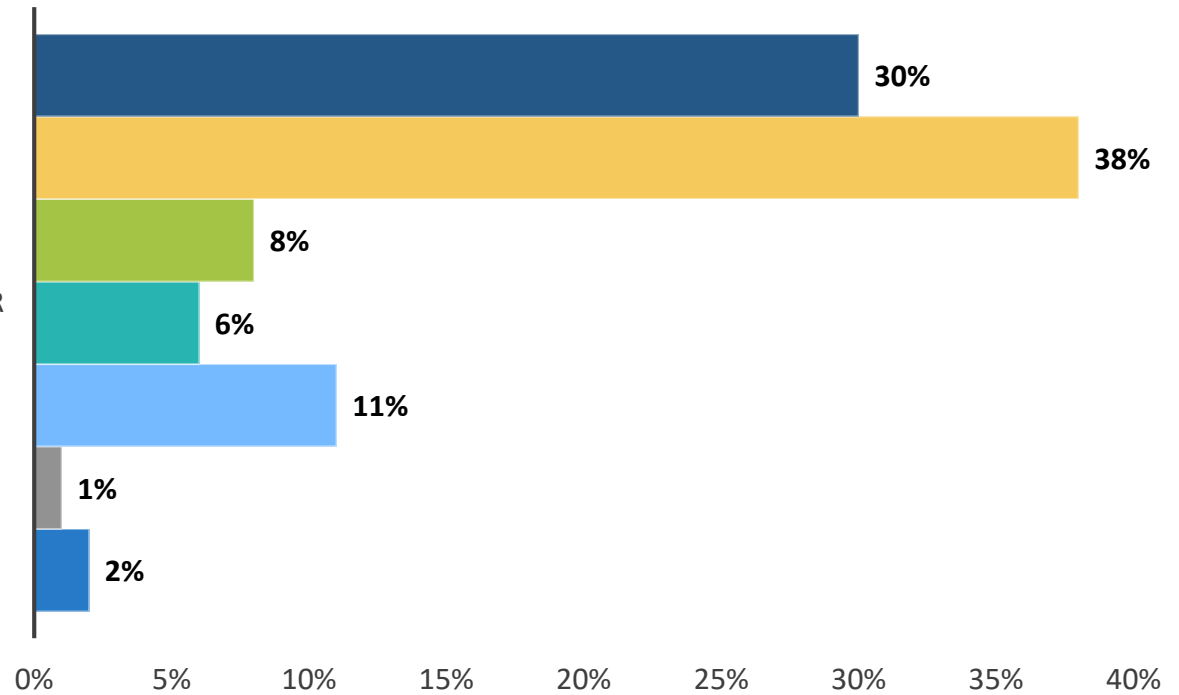
Student Experience: Expectations



So far, how has your college experience met your expectations?	
■ Much better than expected	22%
■ Quite a bit better than I expected	10%
■ Better than I expected	25%
■ About what I expected	23%
■ Worse than I expected	12%
■ Quite a bit worse than I expected	2%
■ Much worse than expected	2%

Student Experience: Overall Satisfaction

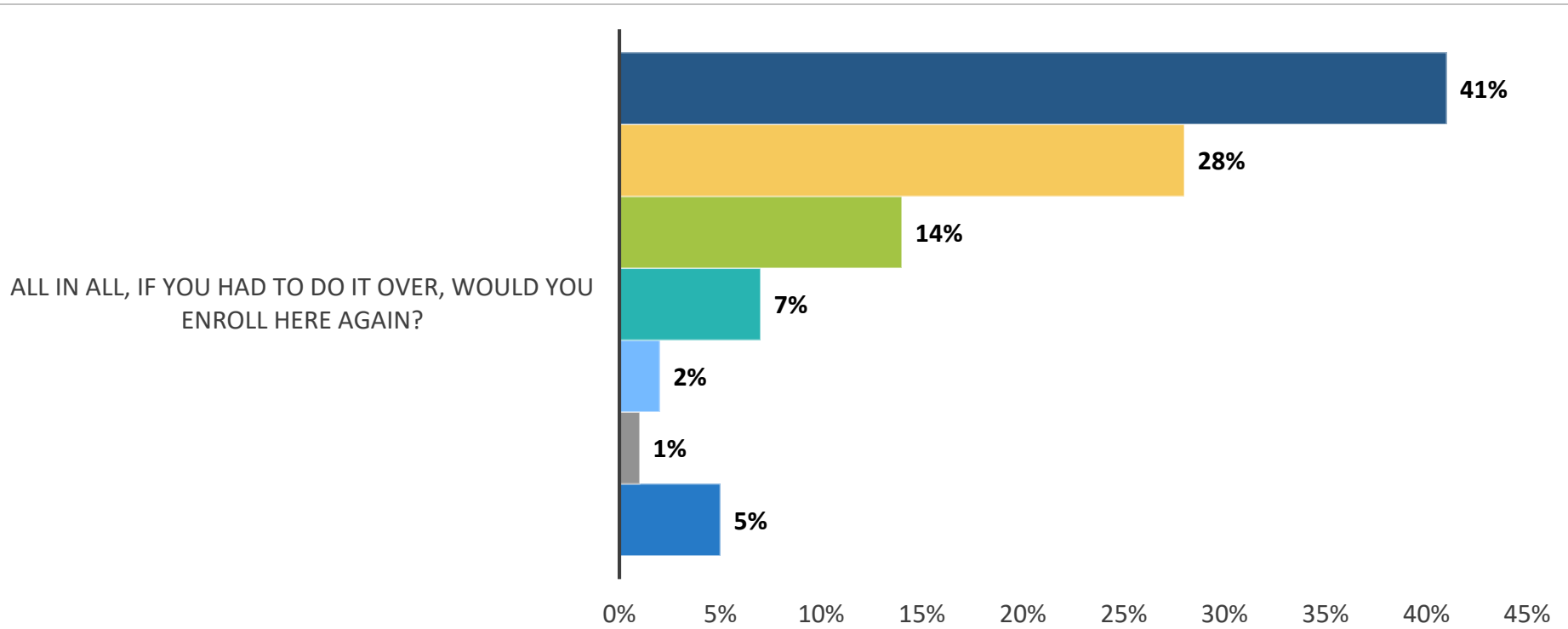
RATE YOUR OVERALL SATISFACTION WITH YOUR EXPERIENCE HERE THUS FAR.



Rate your overall satisfaction with your experience here thus far.

Very satisfied	30%
Satisfied	38%
Somewhat satisfied	8%
Neutral	6%
Somewhat dissatisfied	11%
Not very satisfied	1%
Not satisfied at all	2%

Student Experience: Looking Back



	All in all, if you had to do it over, would you enroll here again?
■ Definitely yes	41%
■ Probably yes	28%
■ Maybe yes	14%
■ I don't know	7%
■ Maybe not	2%
■ Probably not	1%
■ Definitely not	5%



Questions and Final Remarks