

PRIORITIES SURVEY FOR ONLINE LEARNERS (PSOL)

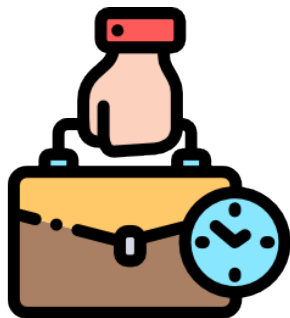
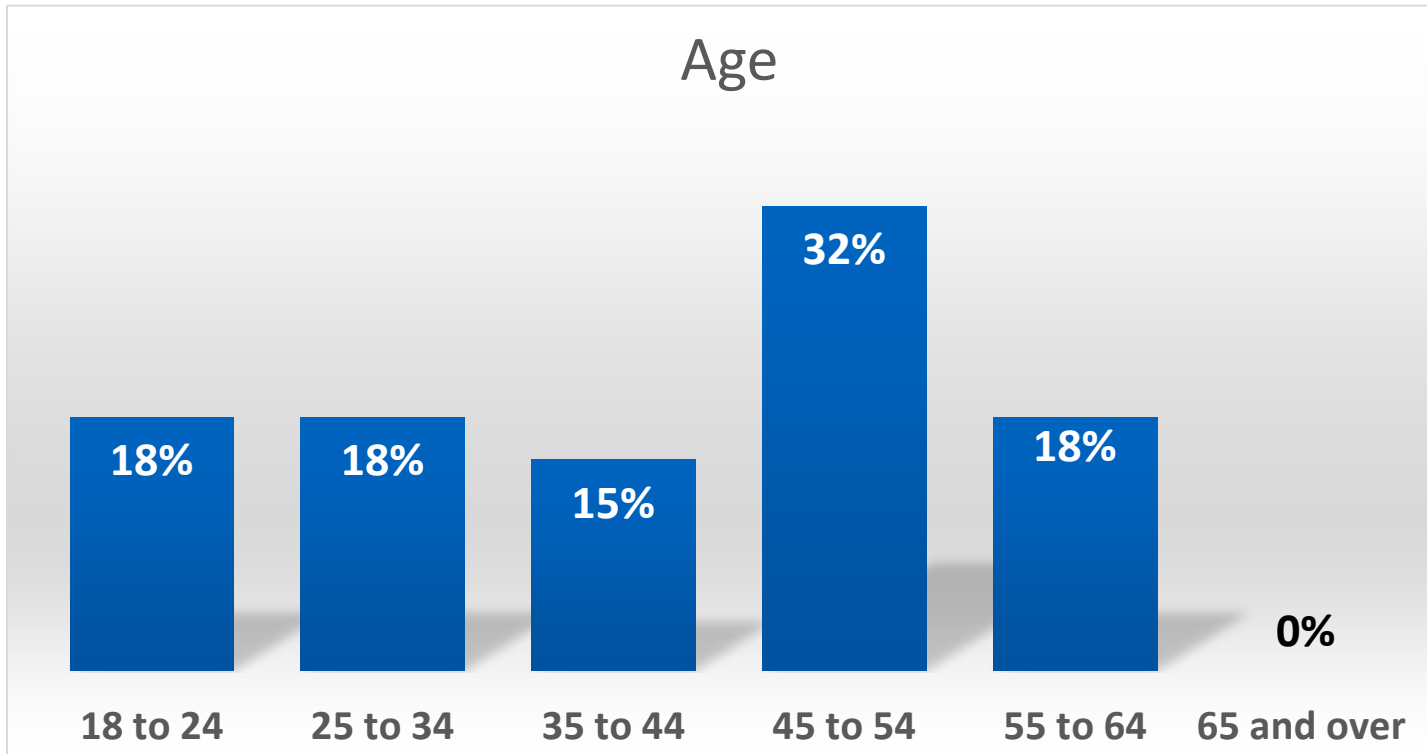
2023

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 2023
 - 5% response rate

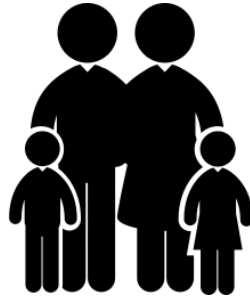
Demographics: Personal Profile



The majority of students are currently employed;
78% work full-time

Demographics: Personal Profile (cont.)

19% are married
with children



43% are single
(without children)



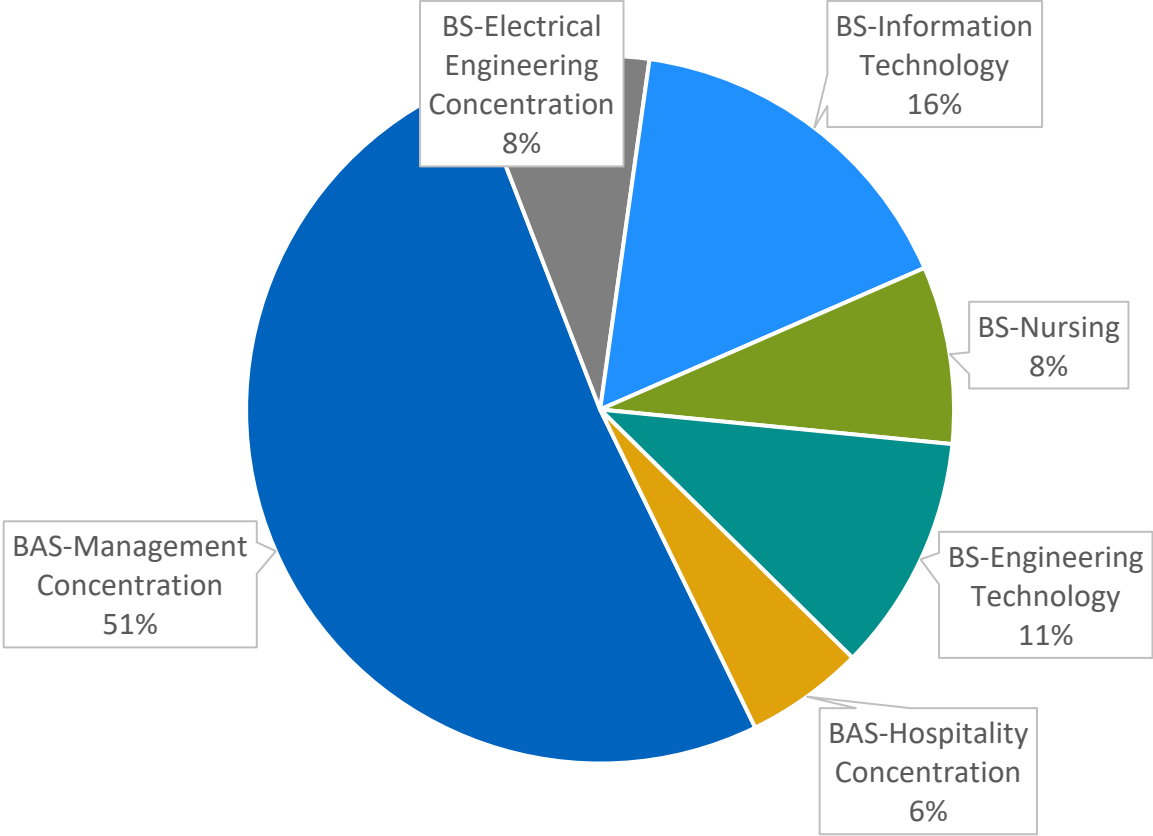
39% own their
own house



42% rent a room /
apartment / house



Demographics: Academic Profile



14% 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 a **digital textbook** or **paper textbook**.



Most students (95%) indicated they access their online course(s) via a **personal desktop or laptop computer**.



Results

Strengths & Challenges

Strengths¹

- ❑ Registration for online courses is convenient.
- ❑ Instructors of online courses present grading criteria for each assignment clearly.
- ❑ The Writing Center services and resources improve my writing and communication skills.
- ❑ The Academic Support Center services and resources improve my understanding of course material.
- ❑ I am able to find information about support services, like Financial Aid.
- ❑ Billing and payment procedures are clear and reasonable.

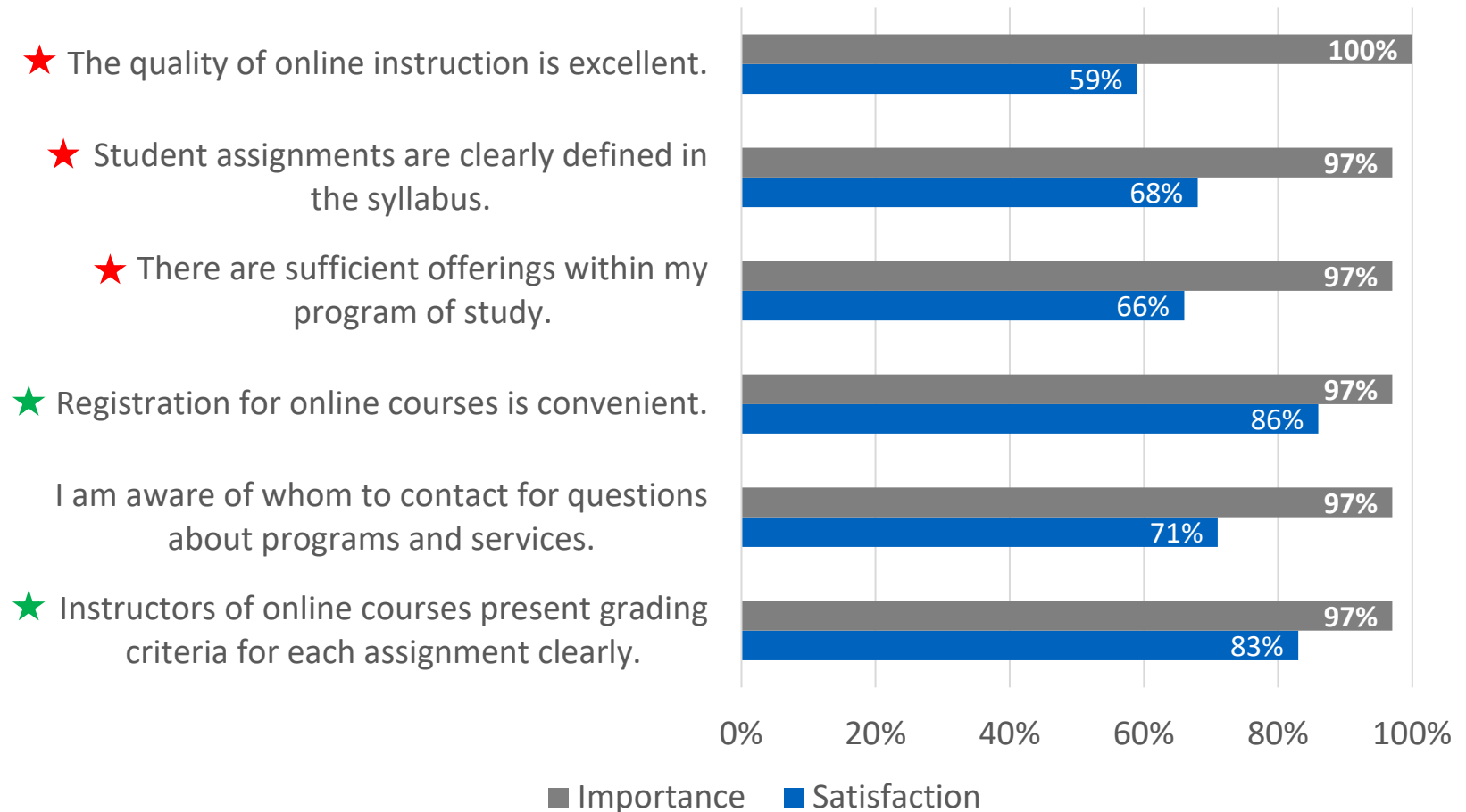
Challenges²

- ❑ The quality of online instruction is excellent.
- ❑ There are sufficient offerings within my program of study.
- ❑ Student assignments are clearly defined in the syllabus.
- ❑ Program requirements are clear and reasonable.
- ❑ Faculty are responsive to student needs.
- ❑ The classroom and lab facilities support my ability to learn.
- ❑ The frequency of student and instructor interactions is adequate.
- ❑ Online course information is well-organized.

¹High importance and high satisfaction

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

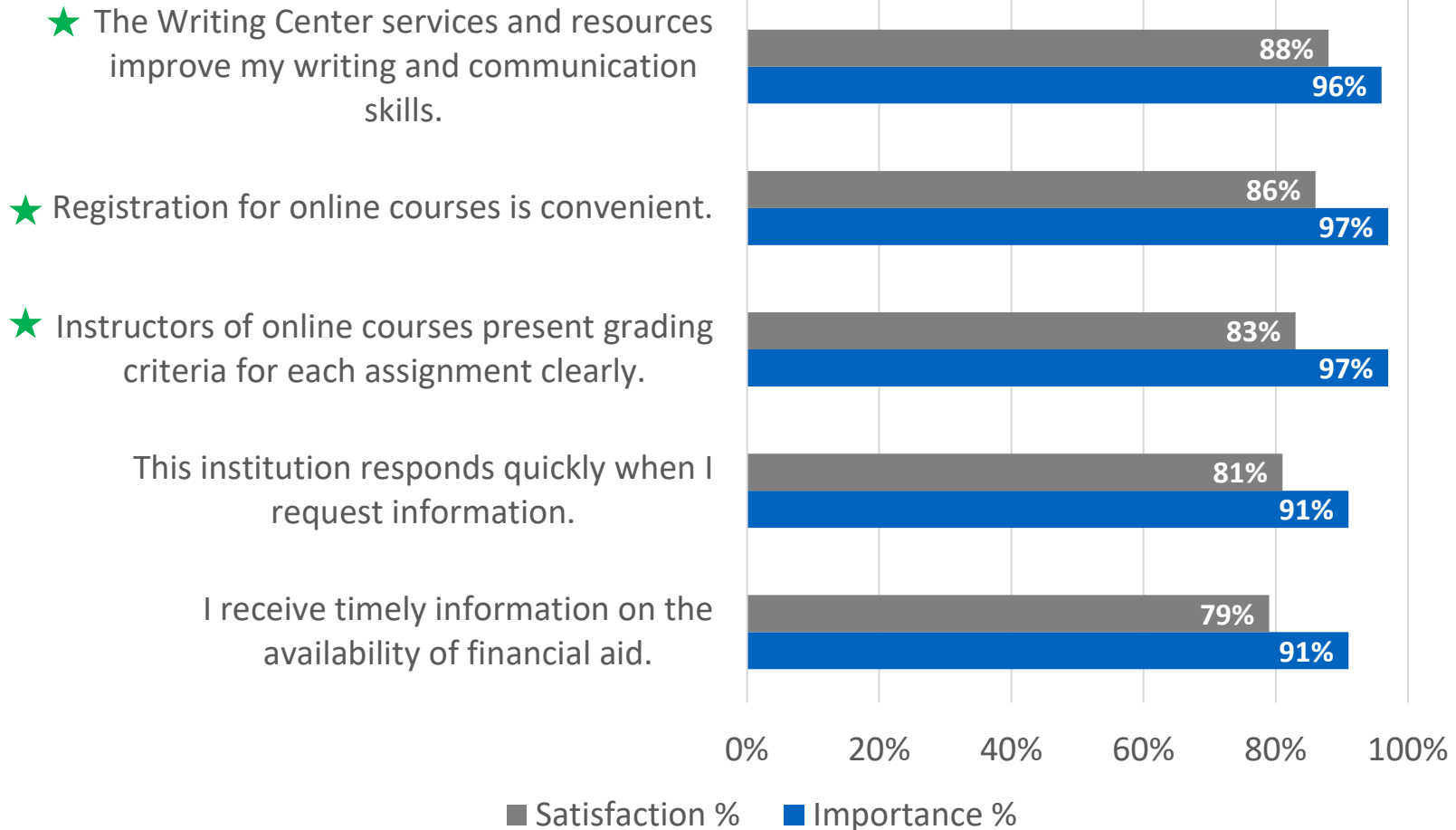
Top 6: Importance



★ Strength - High importance and high satisfaction

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

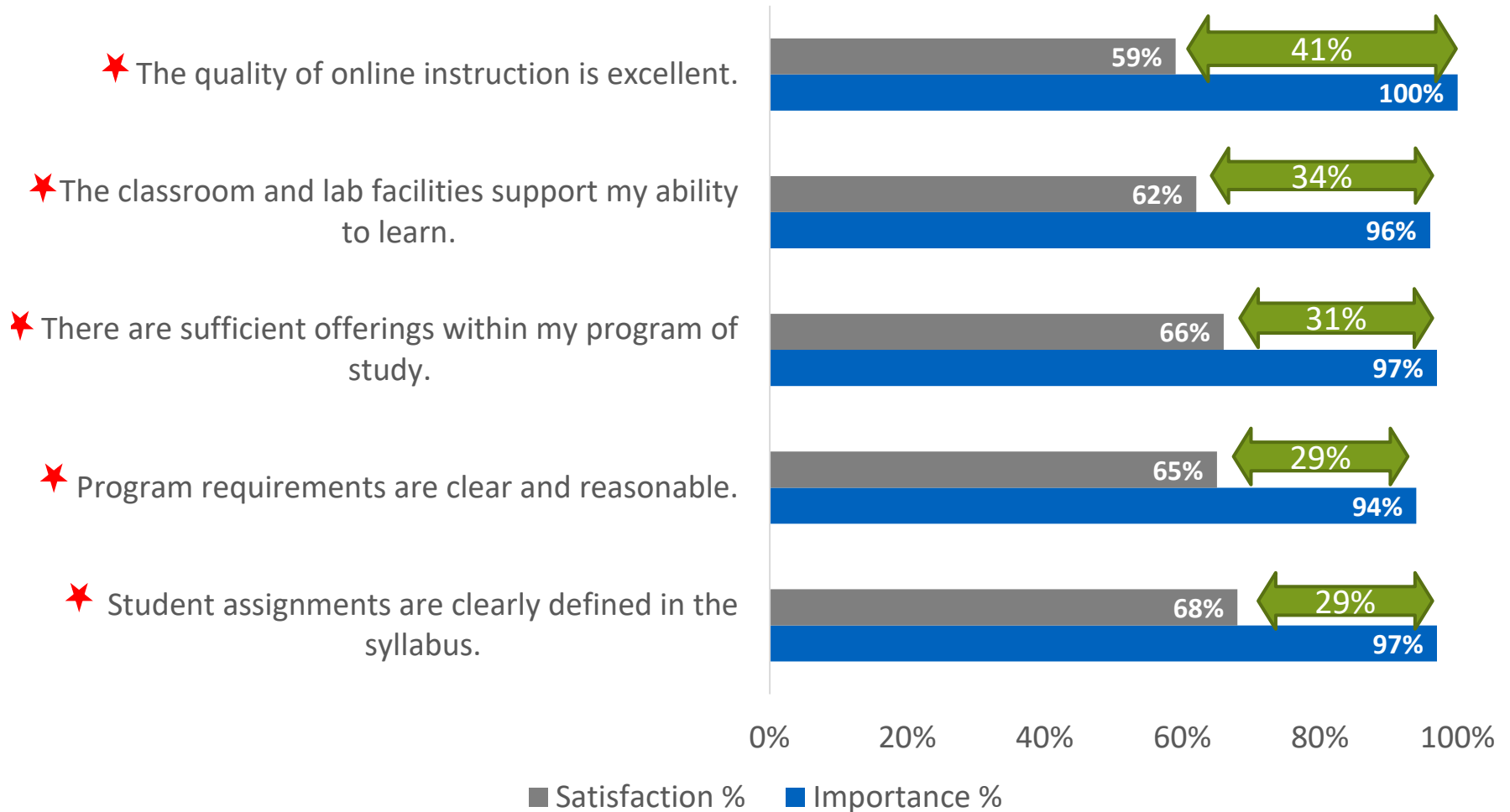
Top 5: Satisfaction



★ Strength - High importance and high satisfaction

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

Top 5: Largest Performance Gaps



★ Strength - High importance and high satisfaction

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

Student Experience

Student Experience Summary

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



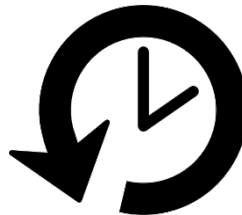
56% report their experience at DSC as **better, quite a bit or much better** than expected

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



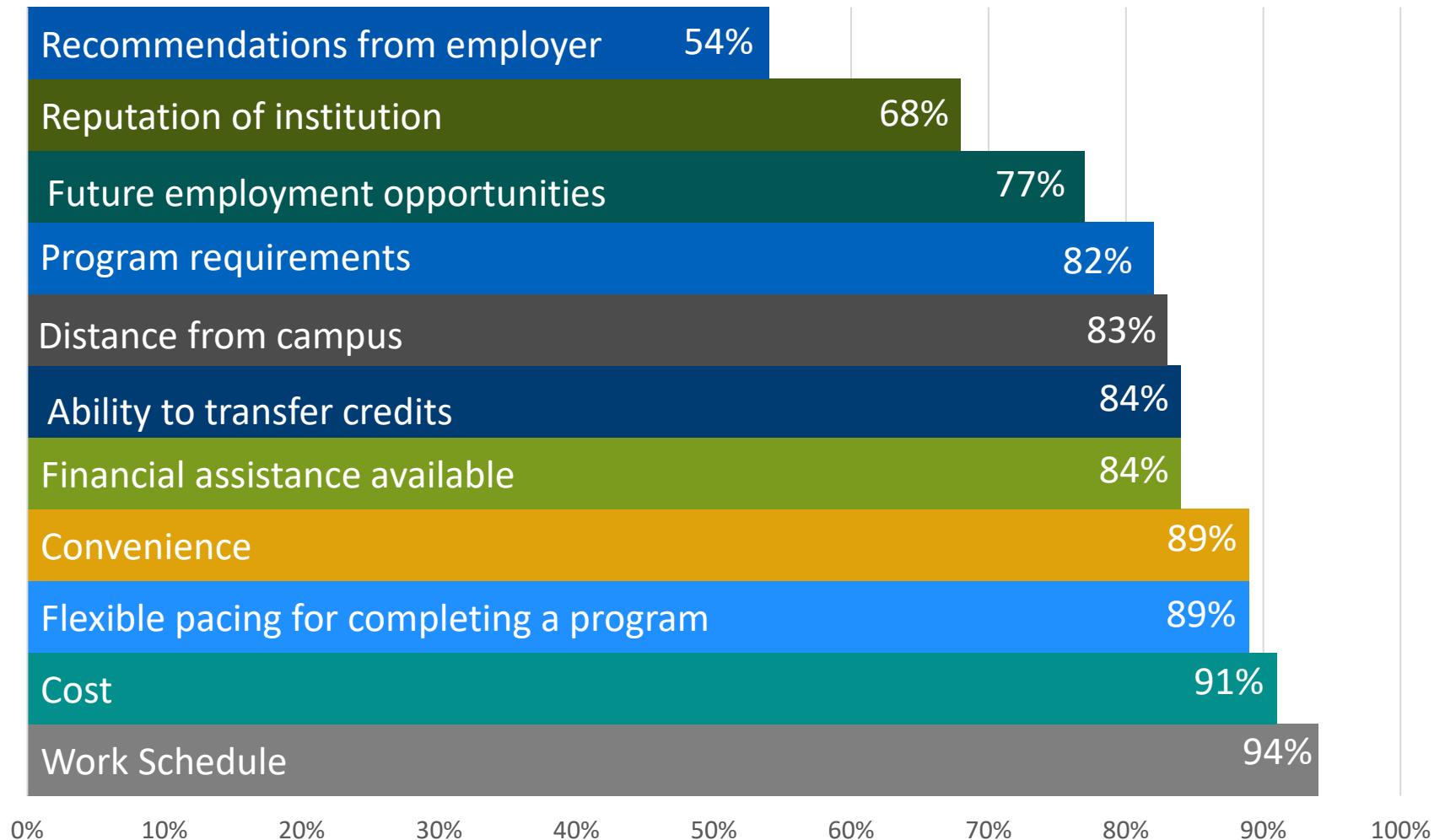
62% rate their overall satisfaction so far as **satisfied or very satisfied**

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



71% report they would **probably or definitely** enroll at DSC again

Factors to Enrollment



Questions and Final Remarks

