



Student Satisfaction Inventory™ (SSI) 2024

Prepared by the Office of Institutional Research

DSC survey administration

- The Student Satisfaction Inventory was administered in the spring of 2024.
- 845 students enrolled in Online Bachelor's programs were invited to complete the survey online.



Our institutional strengths

These are the top areas our students care about, where we are meeting their expectations:

1. Using the Academic Support Center adequately improves student understanding of course material.
2. My academic advisor is knowledgeable about the transfer requirements of other schools.
3. I am able to find information about support services, like Financial Aid.
4. My academic advisor is approachable.
5. This school does whatever it can to help me reach my educational goals.

Our institutional challenges

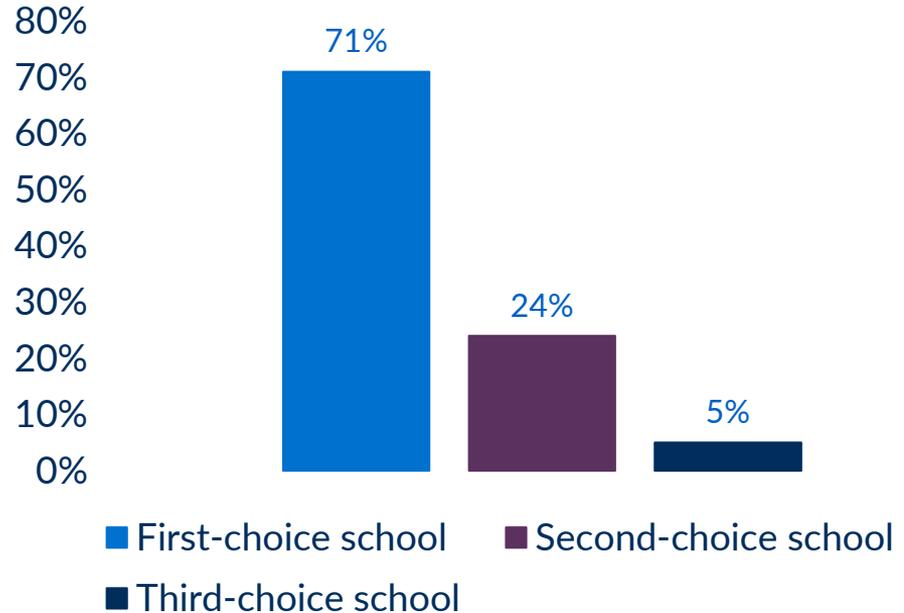
These are the key areas to improve, based on the priorities of our students:

1. Program requirements are clear and reasonable.
2. Instructors of online courses present grading criteria for each assignment clearly.
3. Instructors of online courses use appropriate methods of communication such as discussion forums, news postings and e-mail.
4. Students are notified early in the term if they are doing poorly in a class.
5. Faculty provide timely feedback about student progress in a course.

The importance of institutional choice

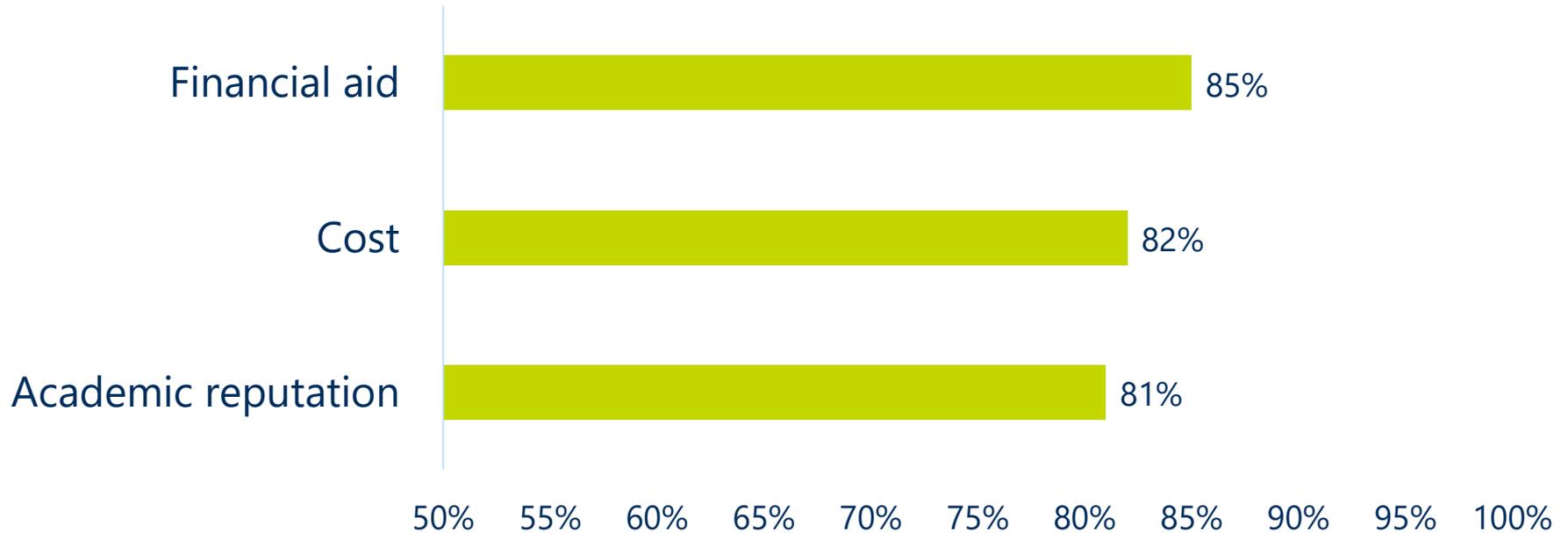
Students attending their first-choice institution are more likely to have higher satisfaction levels overall.

Institutional choice



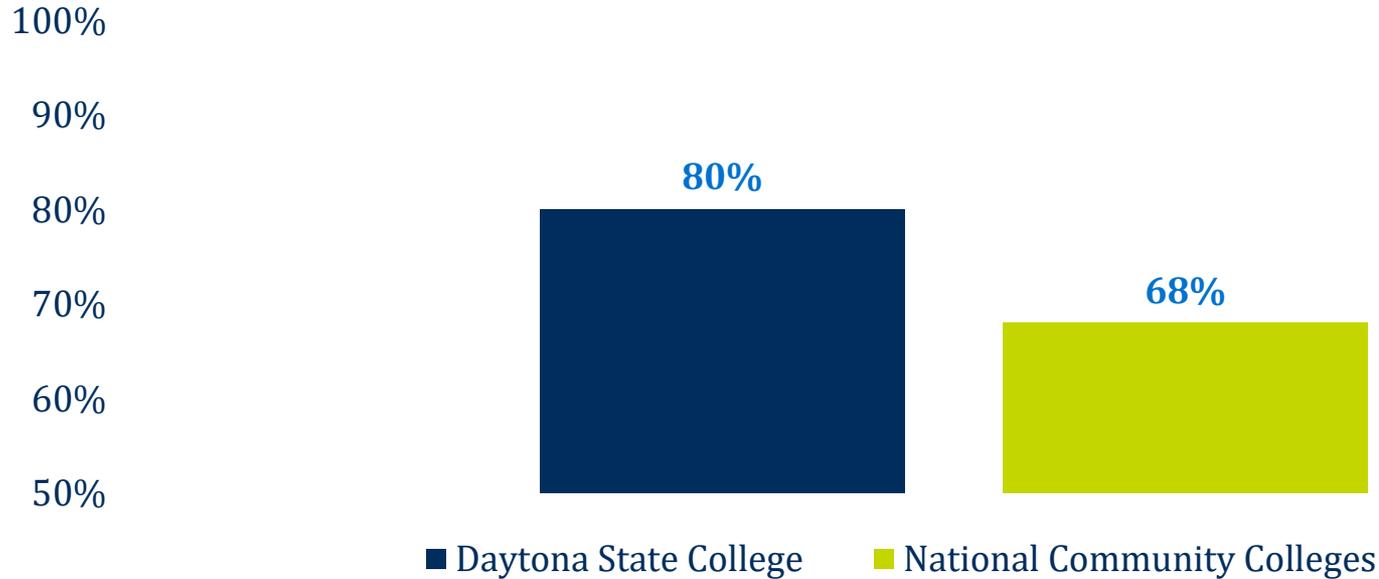
What factors influence our students to enroll?

It is important to understand why students enroll here. The percentage of student saying the following factors were important or very important:



Bottom line indicator: Satisfaction

How satisfied are our students compared with students nationally?



Bottom line indicator: Re-enrollment

How likely are our students to enroll again if they had it to do over, compared with students nationally?

