

Priorities Survey for Online Learners

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Office of Institutional Effectiveness and Assessment
(605) 256-5101 • Fax: (605) 256-5093 • Email: assessoffice@dsu.edu

Dakota State University • 820 North Washington Ave • Madison SD 57042-1799



2015 PSOL Results

Administration

During fall 2015, 146 DSU students (43 graduates, 100 undergraduates/other, and 3 students did not respond) completed the web-based Priorities for Online Learners Survey (PSOL) produced by Noel-Levitz, Inc. This is 21% response rate (693 students were asked to complete the survey). The PSOL survey measures students' satisfaction with a wide range of college experiences, programs, and services. This survey provides information on how satisfied students are with DSU and what is most important to them.

This survey was administered to all degree-seeking undergraduate and graduate students who are taking 100% of their courses online. The survey was administered from November 2nd to November 18th, the same amount of time for PSOL in the past two iterations. DSU has participated in this survey since fall 2010, and has participated every year with the exception of 2014.



Results

The following table provides the results from 2015, 2013, and 2012. The mean in satisfaction between 2015 and 2013 appears in the November 2015 column for quick comparison.

Item	November 2015				December 2013			November 2012		
	Importance	Satisfaction / SD	Gap	Mean 15/13	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap
1. The institution has a good reputation.	5.99	5.88/1.09	0.11	0.00	6.09	5.88/1.05	0.21	6.25	6.08/1.03	0.17
2. My program advisor is accessible by telephone and e-mail.	6.19	5.73/1.36	0.46	-0.02	6.23	5.75/1.35	0.48	6.42	6.00/1.28	0.42
3. Instructional materials are appropriate for program content.	6.42	5.72/1.15	0.70	-0.05	6.4	5.77/1.17	0.63	6.60	5.99/1.06	0.61
4. Faculty provide timely feedback about student progress.	6.38	5.38/1.42	1.00	0.00	6.43	5.38/1.51	1.05	6.43	5.49/1.43	0.94



5. My program advisor helps me work toward career goals.	5.96	5.30/1.64	0.66	-0.03	6.03	5.33/1.58	0.70	6.12	5.52/1.57	0.60
6. Tuition paid is a worthwhile investment.	6.58	5.53/1.42	1.05	-0.19	6.53	5.72/1.29	0.81	6.60	5.72/1.25	0.88
7. Program requirements are clear and reasonable.	6.48	5.71/1.32	0.77	-0.10	6.38	5.81/1.18	0.57	6.51	5.84/1.08	0.67
8. Student-to-student collaborations are valuable to me.	4.44	5.05/1.49	-0.61	-0.08	4.59	5.13/1.43	-0.54	4.62	5.11/1.41	-0.49
9. Adequate financial aid is available.	6.00	5.36/1.67	0.64	-0.46*	6.02	5.82/1.38	0.20	6.12	5.68/1.38	0.44
10. This institution responds quickly when I request information	6.25	6.02/1.03	0.23	0.26	6.24	5.76/1.35	0.48	6.45	6.05/1.19	0.40
11. Student assignments are clearly defined in the syllabus.	6.37	5.55/1.37	0.82	-0.13	6.41	5.68/1.39	0.73	6.58	5.81/1.22	0.77
12. There are sufficient offerings within my program of study.	6.43	5.57/1.36	0.86	0.02	6.50	5.55/1.33	0.95	6.47	5.73/1.26	0.74



13. The frequency of student and instructor interactions is adequate.	5.85	5.53/1.28	0.32	0.06	6.11	5.47/1.40	0.64	6.13	5.68/1.33	0.45
14. I receive timely information on the availability of financial aid.	5.94	5.62/1.35	0.32	0.12	5.95	5.50/1.56	0.45	6.01	5.50/1.46	0.51
15. Channels are available for providing timely responses to student complaints.	5.88	5.35/1.50	0.53	0.01	5.84	5.34/1.44	0.50	5.96	5.45/1.42	0.51
16. Appropriate technical assistance is readily available.	5.91	5.79/1.26	0.12	0.09	5.99	5.70/1.43	0.29	6.11	5.91/1.19	0.20
17. Assessment and evaluation procedures are clear and reasonable.	6.27	5.53/1.42	0.74	-0.23	6.22	5.76/1.24	0.46	6.29	5.75/1.36	0.54
18. Registration for online courses is convenient.	6.49	5.99/1.30	0.50	-0.02	6.47	6.01/1.29	0.46	6.62	6.08/1.33	0.54
19. Online career services are available.	5.55	5.08/1.60	0.47	-0.35	5.73	5.43/1.47	0.30	5.84	5.32/1.68	0.52



20. The quality of online instruction is excellent	6.61	5.28/1.52	1.33	-0.02	6.66	5.30/1.58	1.36	6.73	5.62/1.43	1.11
21. Adequate online library resources are provided.	5.91	5.57/1.38	0.34	-0.15	6.03	5.72/1.32	0.31	6.23	5.77/1.34	0.46
22. I am aware of whom to contact for questions about programs and services.	6.11	5.66/1.33	0.45	-0.09	6.21	5.75/1.32	0.46	6.37	5.83/1.40	0.54
23. Billing and payment procedures are convenient for me.	6.36	6.20/1.00	0.16	0.16	6.31	6.04/1.26	0.27	6.44	6.18/1.24	0.26
24. Tutoring services are readily available for online courses.	5.52	4.92/1.55	0.60	0.11	5.61	4.81/1.70	0.80	5.51	4.75/1.71	0.76
25. Faculty are responsive to student needs.	6.42	5.65/1.29	0.77	-0.03	6.48	5.68/1.40	0.80	6.52	5.82/1.35	0.70
26. The bookstore provides timely service to students.	5.58	5.29/1.64	0.29	-0.47*	5.75	5.76/1.27	-0.01	6.06	5.91/1.32	0.15
27. Campus item: Course and program	6.27	5.59/1.39	0.68	-0.09	6.39	5.68/1.32	0.71	6.50	5.96/1.10	0.54



information is easy to find and use.										
28. Campus item: Instructors respond to emails within 24 hours	6.38	5.65/1.49	0.73	0.03	6.46	5.62/1.49	0.84	6.55	5.60/1.66	0.95
29. Campus item: Academic advising is available and helpful.	6.26	5.25/1.59	1.01	-0.37*	6.26	5.62/1.38	0.64	6.36	5.70/1.54	0.66
30. Campus item: The student success program, Starfish, is a suitable online tool to find out about performance updates, concerns & referrals.	5.12	5.06/1.44	0.06	-0.12	5.34	5.18/1.59	0.16	6.30	5.48/1.58	0.82
31. Campus item: Computing and networking services are adequate to support my class work.	6.30	5.97/1.00	0.33	0.17	6.24	5.80/1.39	0.44	6.42	6.09/1.05	0.33
32. Campus item: My questions on how to use D2L were answered in	6.09	5.97/1.18	0.12	-0.03	6.14	6.00/1.13	0.14	6.18	6.12/1.14	0.06



a timely manner by the DSU staff.										
33. Campus item: I am able to use WebAdvisor to access critical student information.	6.36	6.19/1.08	0.17	0.01	6.38	6.18/1.04	0.20	6.57	6.27/1.04	0.30
34. Campus item: Feedback is provided on assignments, tests, and projects within the timeframe specified by the instructor.	6.46	5.40/1.57	1.06	-0.09	6.54	5.49/1.50	1.05	6.51	5.57/1.54	0.94
35. Campus item: Library staff provide timely and helpful assistance	5.79	6.03/1.16	-0.24	0.16	5.78	5.87/1.29	-0.09	5.85	5.76/1.33	0.09
36. Campus item: I received adequate information to guide me through the registration process.	6.28	5.68/1.39	0.60	-0.16	6.28	5.84/1.28	0.44	6.39	6.07/1.25	0.32
37. Source of information: Catalog and	4.02				3.84			4.00		



brochures (printed)									
38. Source of information: Catalog (online)	6.01				6.16			6.08	
39. Source of information: College representatives	4.05				4.27			4.33	
40. Source of information: Web site	6.10				6.36			6.38	
41. Source of information: Advertisements	3.17				3.55			3.55	
42. Source of information: Recommendation from instructor or program advisor	4.94				5.38			5.29	
43. Source of information: Contact with current students and / or recent graduates of the program	4.52				4.51			4.70	
44. Factor to enroll: Ability to transfer credits	5.70				5.88			5.75	



45. Factor to enroll: Cost	6.19				6.33			6.28		
46. Factor to enroll: Financial assistance available	5.62				5.53			5.74		
47. Factor to enroll: Future employment opportunities	6.12				6.02			6.16		
48. Factor to enroll: Reputation of institution	6.06				6.30			6.30		
49. Factor to enroll: Work schedule	6.41				6.47			6.55		
50. Factor to enroll: Flexible pacing for completing a program	6.36				6.48			6.51		
51. Factor to enroll: Convenience	6.70				6.65			6.65		
52. Factor to enroll: Distance from campus	4.97				5.53			5.24		
53. Factor to enroll: Program requirements	6.07				6.23			6.22		



54. Factor to enroll: Recommendations from employer	3.99				4.03			4.29		
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*Difference statistically significant at the .05 level
 **Difference statistically significant at the .01 level
 ***Difference statistically significant at the .001 level

Strengths and Challenges

Based on scores between satisfaction and importance, gaps are identified. Depending on the size of those gaps, these items can be coded as strengths or challenges. In keeping with the theme above of the past three iterations of the survey, the strengths and challenges for the last three survey iterations are listed below.

2015

Strengths

- 18. Registration for online courses is convenient.
- 23. Billing and payment procedures are convenient for me.
- 33. Campus item: I am able to use WebAdvisor to access critical student information.
- 31. Campus item: Computing and networking services are adequate to support my class work.
- 10. This institution responds quickly when I request information.

Challenges

- 20. The quality of online instruction is excellent.



6. Tuition paid is a worthwhile investment.

7. Program requirements are reasonable.

34. Campus item: Feedback is provided on assignments, tests, and projects within the timeframe specified by the instructor.

12. There are sufficient offerings within my program of study.

25. Faculty are responsible to student needs.

4. Faculty provide timely feedback about student progress.

11. Student assignments are clearly defined in the syllabus.

29. Campus item: Academic advising is available and helpful.

2013

Strengths

18. Registration for online courses is convenient.

33. Campus item: I am able to use WebAdvisor to access critical student information.

7. Program requirements are reasonable.

23. Billing and payment procedures are convenient for me.

Campus item: I received adequate information to guide me through the registration process.

Challenges

20. The quality of online instruction is excellent.

34. Campus item: Feedback is provided on assignments, tests, and projects within the timeframe specified by the instructor.

6. Tuition paid is a worthwhile investment.

12. There are sufficient offerings within my program of study.

25. Faculty are responsible to student needs.



Campus item: Instructors respond to emails within 24 hours.

- 4. Faculty provide timely feedback about student progress.
- 11. Student assignments are clearly defined in the syllabus.

2012

Strengths

- 18. Registration for online courses is convenient.
- 33. Campus item: I am able to use WebAdvisor to access critical student information.
- 10. This institution responds quickly when I request information.
- 23. Billing and payment procedures are convenient for me.
- 2. My program advisor is accessible by telephone and e-mail.
- 31. Campus item: Computing and networking services are adequate to support my class work.
- Campus item: I received adequate information to guide me through the registration process.

Challenges

- 20. The quality of online instruction is excellent.
- 6. Tuition paid is a worthwhile investment.
- 11. Student assignments are clearly defined in the syllabus.
- Campus item: Instructors respond to emails within 24 hours.
- 34. Campus item: Feedback is provided on assignments, tests, and projects within the timeframe specified by the instructor.
- 12. There are sufficient offerings within my program of study.
- 4. Faculty provide timely feedback about student progress.