

# Priority Survey for Online Learners (PSOL)

STUDENT SATISFACTION INVENTORY™ RESULTS, Fall 2024 ADMINISTRATION

Calhoun Community College

N=

350

Students

(Number of completed surveys)

Student satisfaction is defined as “when expectations are met or exceeded by the student’s perception of the campus reality.”\*\* **Remember perception is reality!**

\*Schreiner & Juillerat, 1994

## Why does student satisfaction matter?

Student satisfaction has been positively linked to:



Individual student retention



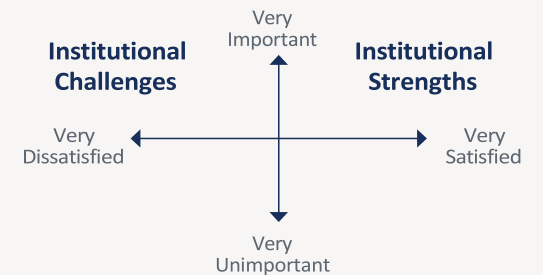
Annual giving



College completion rates

## Priorities for Our Students

Matrix for prioritizing action:



## 1 Our Institutional Strengths

These are the top areas our students care about, where we are meeting their expectations.\*\*

1. Registration for online courses is convenient.
2. Instructional materials are appropriate for program content.
3. I was clear about the technology needed as well as how to access online class content and college resources before starting.
4. Billing and payment procedures are convenient for me.
5. Thinking critically will be useful for my future, professionally.
6. My program advisor is accessible by telephone and e-mail.
7. Thinking critically is useful to me in making decisions.

## 2 Our Institutional Challenges

These items are the key areas to improve, based on the priorities of our students.\*\*

1. The quality of online instruction is excellent.
2. Tuition paid is a worthwhile investment.
3. Faculty are responsive to student needs.
4. My online courses are easy to navigate.
5. Assignment deadlines work well with my schedule.
6. This institution responds quickly when I request information.
7. Faculty provide timely feedback about student progress.

## 3 The Importance of Institutional Choice

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

Data is not available for this survey.

## 4 What Factors Influence Our Student to Enroll?

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

Important factors in the decision to enroll at our institution are:

CONVENIENCE	89%
COST	89%
FLEXIBLE PACING	89%
ABILITY TO TRANSFER CREDITS	88%

## 5 Bottom Line Indicators

How satisfied are our students compared with students nationally?

PERCENTAGE SATISFIED/VERY SATISFIED 67%

NATIONAL LEVEL SATISFIED/VERY SATISFIED 72%

How likely are our students to enroll again if they had it to do over?

PERCENTAGE PROBABLY/DEFINITELY YES 79%

NATIONAL LEVEL PROBABLY/DEFINITELY YES 75%

\*\*These areas will be further explored with additional data analysis and conversations on campus to determine how to best improve the student experience.

For more information, contact:

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