

Priorities Survey of Online Learners (PSOL)

November, 2016

Summary

In conjunction with the SSI survey of on-site students, SFCC conducted the PSOL survey to measure the priorities and satisfaction of online students.

Five hundred of the 2,203 online students were selected at random to receive email invitations to participate. Only 72 students, 14.4% of those invited, completed the survey. The national average for participation is 20%. *Low participation in the survey may affect its validity, however, low participation in itself may be significant.*

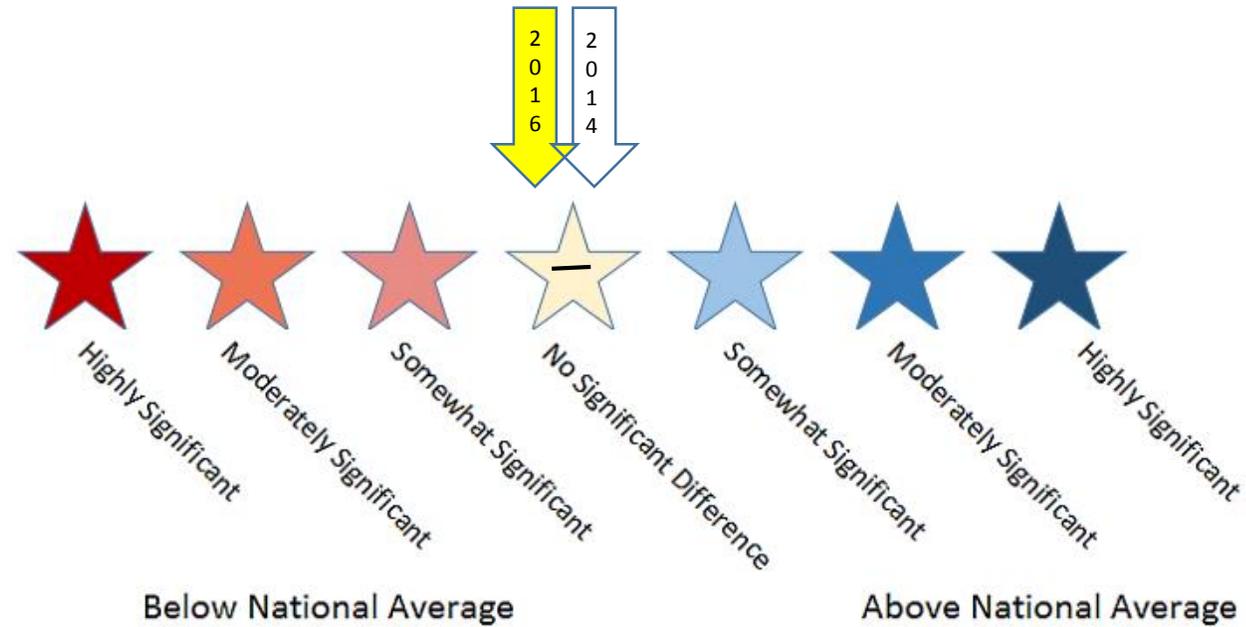
As with the SSI, students were asked to indicate how important each item is to them, and to rate their satisfaction with SFCC's performance on that item. The PSOL consisted of 54 items.

The first 25 items are grouped into five Scales, or areas of emphasis.

The following summary shows how SFCC rated in comparison to the national survey cohort in each of the five Scales. It also includes the items of highest importance, highest satisfaction, and lowest satisfaction within each Scale. *Where the survey indicated no significant difference but SFCC rated lower than the national average, a – will be seen in the star.*

[Click here](http://www.sfccmo.edu) to find the full report at www.sfccmo.edu

1. Enrollment Services

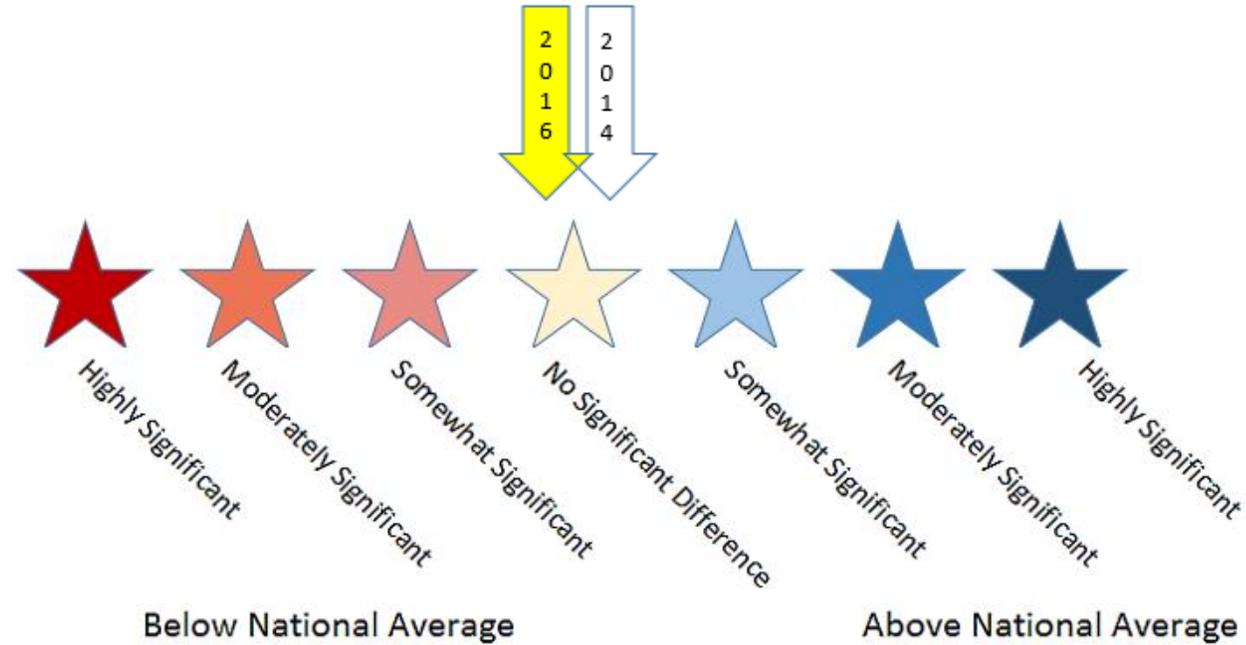


Most Important to Students: Registration for online courses is convenient ★

Highest Point of Satisfaction: Registration for online courses is convenient ★

Lowest Point of Satisfaction: I receive timely information on the availability of financial aid ★

2. Academic Services

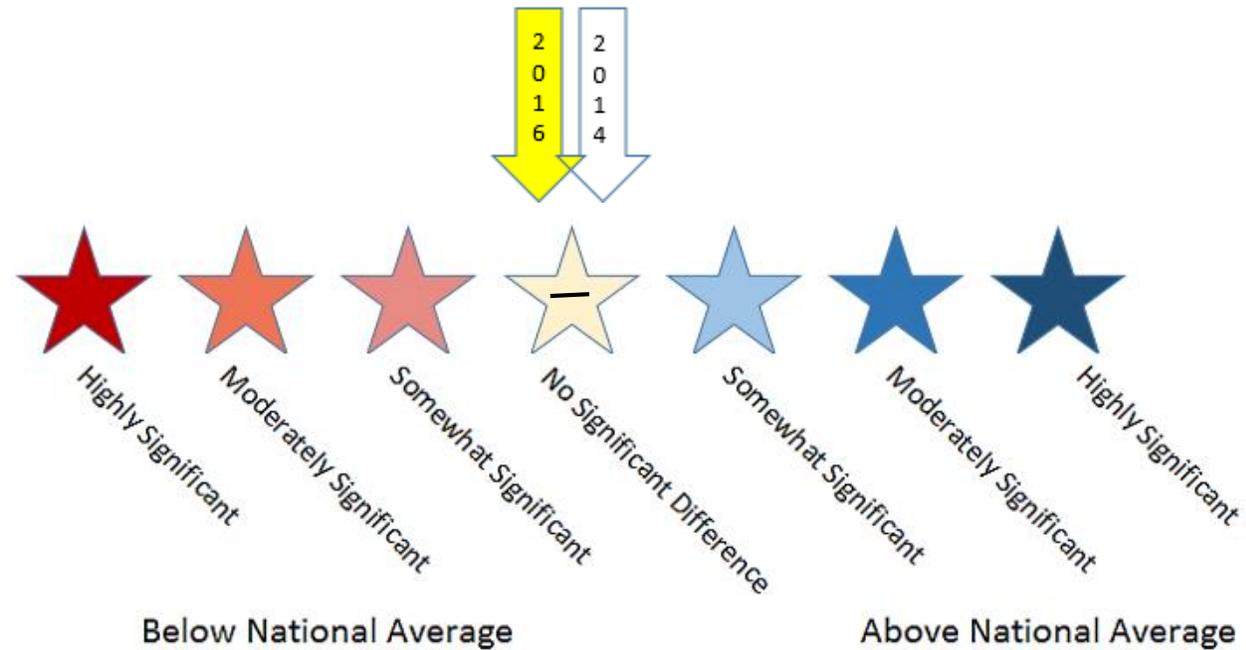


Most Important to Students: Program requirements are clear and reasonable 

Highest Point of Satisfaction: My program advisor is accessible by telephone and email 

Lowest Point of Satisfaction: Program requirements are clear and reasonable 

3. Student Services



Most Important to Students: The bookstore provides timely services to students



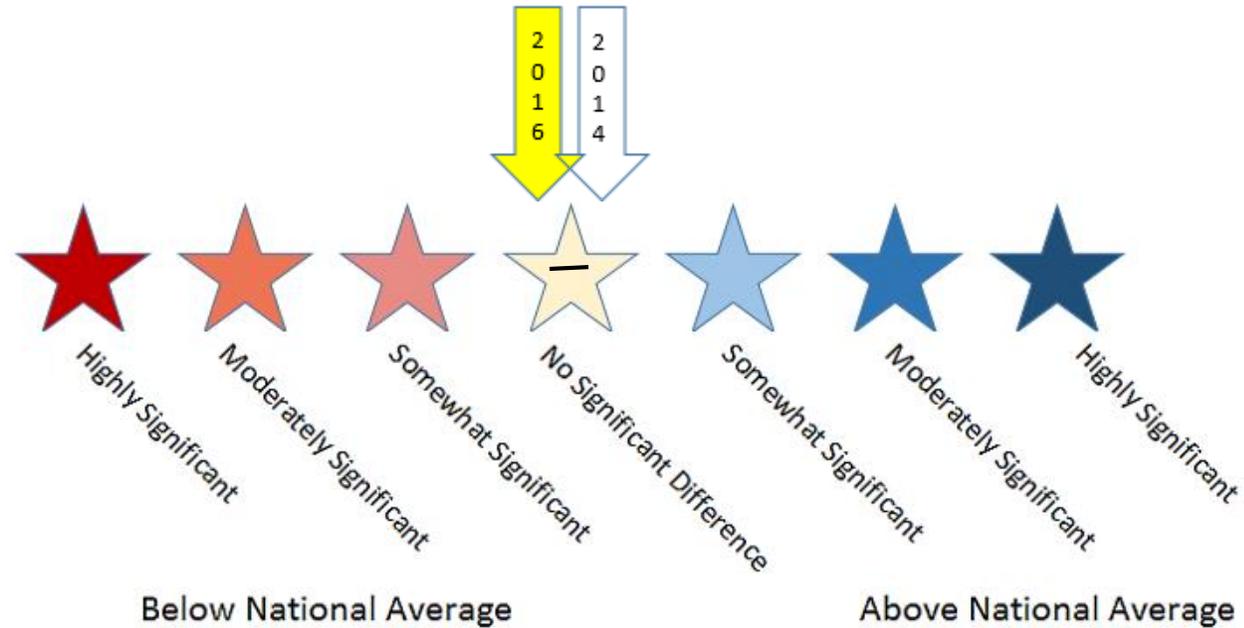
Highest Point of Satisfaction: The bookstore provides timely services to students



Lowest Point of Satisfaction: The institution responds quickly when I request information

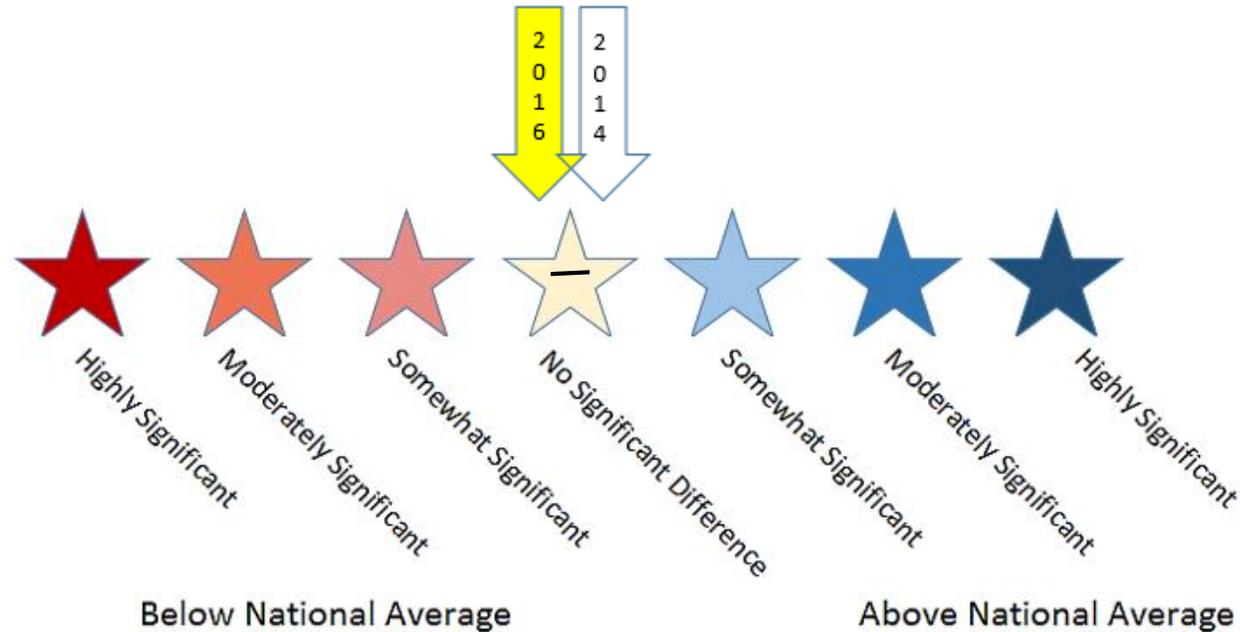


4. Instructional Services



- Most Important to Students: Faculty are responsive to student needs 
- Highest Point of Satisfaction: Student-to-Student collaborations are valuable to me (note: least important item) 
- Lowest Point of Satisfaction: Faculty provide timely feedback about student progress 

5. Institutional Perceptions



- Most Important to Students: Tuition paid is a worthwhile investment 
- Highest Point of Satisfaction: This institution has a good reputation 
- Lowest Point of Satisfaction: Tuition paid is a worthwhile investment 

Strengths

Items above the mid-point in importance (top half) and in the upper quartile (25 percent) of satisfaction scores

- Instructor contact information is available in my online course(s)*
- Institutional policies are easily located and accessible in my online courses(s)*
- Assignments for my online course(s) are available as scheduled in the course syllabus*
- The syllabus and expectations are clear in my online course(s)*
- Registration for online courses is convenient
- I was sufficiently prepared to take an online course*
- The bookstore provides timely service to students

*Campus items, not included in Scales

Challenges

Items above the mid-point in importance (top half) and in the lower quartile (25 percent) of satisfaction scores or items above the mid-point in importance (top half) and in the top quartile (25 percent) of performance gap scores

- The gradebook in my online class(es) is up to date*
- My instructor is an active participant in my online course(s)*
- Faculty are responsive to student needs
- Faculty provide timely feedback about student progress
- Student assignments are clearly defined in the syllabus
- The quality of online instruction is excellent
- The amount of feedback and communication I receive from the instructor is appropriate for my online course(s)*
- This institution responds quickly when I request information

*Campus items, not included in Scales