Dakota State University - PSOL Year to Year - 12/2013

Noel-Levitz.
Priorities Survey for Online Learners

Welcome

Welcome and thank you for administering this Noel-Levitz survey. This HTML version of your report contains results of the satisfaction-priorities survey administered on your campus.

Below are short descriptions of the reports you may find within your file. Please refer to the Interpretive Guides (general and survey-specific) delivered with your results for additional details. These documents contain direction on all aspects of your results and can also be found at www.noellevitz.com/SSIInterpretiveGuides.

As you review and analyze your results, you may consider ordering additional reporting options from Noel-Levitz. For more information on these options and applicable fees, please contact Noel-Levitz at 800-876-1117 or at SSI-Tech@noellevitz.com.

Saving and Sharing Your Reports

We strongly encourage you to save all documents to a safe location on your own computer right away. SafeMail files will remain available within your myNoel-Levitz account for only 90 days.

Save your files on your computer in order to access them again at another time. Once on your computer, the files can be forwarded as attachments to others on your campus or posted to a secured, shared area of your local network.

Electronic reports

The HTML results are delivered to you with reports reflected in a tabulated view. Select the report page by clicking the related tab. Reports are interactive - sorting by column header and expand/toggle options are available to view the data in several ways. Information buttons 🛈 can be found in various areas to provide additional information about the data presented.

You may print each of these reports or all of the reports at once. The document(s) will print as you have adjusted each report and as it appears on the screen. Note, however, every time the HTML is opened, it is in the original delivery format. It will not remember the previous sorting.

You may need to allow blocked content to fully review your report.

HTML results*:

- Strategic Planning Overview (not included with all reporting): an executive summary of your strengths and challenges for the first column of data, as well as information on how the two columns of data compare
- Item Report: responses for each individual item on the survey
- Scale Report: responses for the survey scales and the items clustered within the scales
- Summary Report: responses to the summary items on the survey
- Item Percentage Report: reflects the percent of responses for answers 6 and 7 for all items on the survey
- Demographic Report: responses to the demographic items on the survey

*Not all HTML files will include all of these reports and some reports will have different combinations. The report segments are dependent on the standard reporting for the specific survey version and the optional, value-added reporting selected.

Reviewing Your Data

Strategic Planning Overview (if included):

This report provides the best summary of your results for immediate action planning. It lists strengths (high importance and high satisfaction) and challenges (high importance and low satisfaction and/or large performance gap) for the first column of data in

your report. It also compares your first column of data to your second column of data and identifies where satisfaction levels are significantly higher or lower, as well as any large differences in importance scores.

For your strengths and challenges, additional indicators are also included. These indicators allow you to easily see if the item is significantly higher in satisfaction (reflected with a plus sign 🟢 for significantly greater) or if the item is significantly lower in satisfaction (shown with a minus sign 🔴 for significantly less) as compared with your comparison group.

Item Report

This report provides the detailed scores for all items on the survey, including custom defined items you may have chosen to include. You have the option to sort on any of the columns on this screen by simply selecting the column you want to sort on. The first selection will sort in descending order and the second selection will sort in ascending order. Indicators are included in this report with a star ⭐ for items that are strengths or a flag 🚩 for items that are challenges, as originally listed in your Strategic Planning Overview.

The SD in the Satisfaction column refers to the standard deviation. This is the amount of variability in the responses.

The far right mean difference column reflects the column one satisfaction score minus the column two satisfaction score. The asterisks in this mean difference column indicate statistical significance. The key is as follows:

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

When the second column of data is a national comparison group, the number of student records included in the group is reported at the bottom of the item report. This number also appears at the bottom of the scale report.

Scale Report

This report provides a top line overview of your results and shows the items clustered within the scales or categories on the survey. Collapse and expand by selecting the arrow to the left of the desired scale to see the items within each scale. You can also choose to expand/toggle all scales at one time. You may sort on the scale name, importance, satisfaction, performance gap, and mean difference columns as outlined above.

Indicators are included in this report with a star ⭐ for items that are strengths or a flag 🚩 for items that are challenges.

Summary Report

The summary report includes the average score for the responses to the summary items on the survey, as well as the percentage of responses for each of the possible indications. These scores provide a bottom line on the experience at your institution.

Last Updated: 3/25/14

Item Percentage Report

This is a new way to review your results. The percentage responses may be better understood on your campus than the average scores reported in the other segments of the results. This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied." The gap percentage equals the importance percentage minus the satisfaction percentage. The difference column provides the difference between the first column satisfaction percentage and the second column satisfaction percentage for each item. You may sort on any of the columns, as described above.

Indicators are included in this report with a star ⭐ for items that are strengths or a flag 🚩 for items that are challenges.

Demographic Report

This report provides the overview of the individuals who completed the survey. You can collapse and expand individual demographic populations by selecting the arrow to the left of the desired demographic category. You also have the option to expand all/toggle all demographic categories at the same time. A ✳️ indicates the response option that was selected by the majority of survey participants.

Note: These report options are not all included in the target group reporting.

Printing Your Reports

You may print from any of the HTML report pages. The report will print as it appears on your screen. An alternative option for printing your reports is to use the PDF version of your report(s) included with your zipped file; simply open that report and use your local Adobe Reader settings to print the pages.

We know you will find these data to be very valuable. Please contact us at 800-876-1117 or at SSI-Tech@noellevitz.com to let us know how else we can be helpful.

Strengths and Challenges	
Strengths	**vs. Comparison**
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 clear and reasonable.	
23. Billing and payment procedures are convenient for me.	
36. 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 responsive to student needs.	
28. 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.	
Trends	
Lower Satisfaction vs. Nov 2012	
20. The quality of online instruction is excellent.	
27. Campus item: Course and program information is easy to find and use.	
10. This institution responds quickly when I request information.	
31. Campus item: Computing and networking services are adequate to support my class work.	

Sort on each column to see data from highest to lowest.

Item	Dec 2013			Nov 2012			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
1. This institution has a good reputation.	6.09	5.88 / 1.05	0.21	6.25	6.08 / 1.03	0.17	-0.20
2. My program advisor is accessible by telephone and e-mail.	6.23	5.75 / 1.35	0.48	6.42	6.00 / 1.28	0.42	-0.25
3. Instructional materials are appropriate for program content.	6.40	5.77 / 1.17	0.63	6.60	5.99 / 1.06	0.61	-0.22
4. Faculty provide timely feedback about student progress.	6.43	5.38 / 1.51	1.05	6.43	5.49 / 1.43	0.94	-0.11
5. My program advisor helps me work toward career goals.	6.03	5.33 / 1.58	0.70	6.12	5.52 / 1.57	0.60	-0.19
6. Tuition paid is a worthwhile investment.	6.53	5.72 / 1.29	0.81	6.60	5.72 / 1.25	0.88	0.00
7. Program requirements are clear and reasonable.	6.38	5.81 / 1.18	0.57	6.51	5.84 / 1.08	0.67	-0.03
8. Student-to-student collaborations are valuable to me.	4.59	5.13 / 1.43	-0.54	4.62	5.11 / 1.41	-0.49	0.02
9. Adequate financial aid is available.	6.02	5.82 / 1.38	0.20	6.12	5.68 / 1.38	0.44	0.14
10. This institution responds quickly when I request information.	6.24	5.76 / 1.35	0.48	6.45	6.05 / 1.19	0.40	-0.29 *
11. Student assignments are clearly defined in the syllabus.	6.41	5.68 / 1.39	0.73	6.58	5.81 / 1.22	0.77	-0.13
12. There are sufficient offerings within my program of study.	6.50	5.55 / 1.33	0.95	6.47	5.73 / 1.26	0.74	-0.18
13. The frequency of student and instructor interactions is adequate.	6.11	5.47 / 1.40	0.64	6.13	5.68 / 1.33	0.45	-0.21
14. I receive timely information on the availability of financial aid.	5.95	5.50 / 1.56	0.45	6.01	5.50 / 1.46	0.51	0.00
15. Channels are available for providing timely responses to student complaints.	5.84	5.34 / 1.44	0.50	5.96	5.45 / 1.42	0.51	-0.11
16. Appropriate technical assistance is readily available.	5.99	5.70 / 1.43	0.29	6.11	5.91 / 1.19	0.20	-0.21
17. Assessment and evaluation procedures are clear and reasonable.	6.22	5.76 / 1.24	0.46	6.29	5.75 / 1.36	0.54	0.01
18. Registration for online courses is convenient.	6.47	6.01 / 1.29	0.46	6.62	6.08 / 1.33	0.54	-0.07
19. Online career services are available.	5.73	5.43 / 1.47	0.30	5.84	5.32 / 1.68	0.52	0.11
20. The quality of online instruction is excellent.	6.66	5.30 / 1.58	1.36	6.73	5.62 / 1.43	1.11	-0.32 *

is excellent.							
21. Adequate online library resources are provided.	6.03	5.72 / 1.32	0.31	6.23	5.77 / 1.34	0.46	-0.05
22. I am aware of whom to contact for questions about programs and services.	6.21	5.75 / 1.32	0.46	6.37	5.83 / 1.40	0.54	-0.08
★ 23. Billing and payment procedures are convenient for me.	6.31	6.04 / 1.26	0.27	6.44	6.18 / 1.24	0.26	-0.14
24. Tutoring services are readily available for online courses.	5.61	4.81 / 1.70	0.80	5.51	4.75 / 1.71	0.76	0.06
⚑ 25. Faculty are responsive to student needs.	6.48	5.68 / 1.40	0.80	6.52	5.82 / 1.35	0.70	-0.14
26. The bookstore provides timely service to students.	5.75	5.76 / 1.27	-0.01	6.06	5.91 / 1.32	0.15	-0.15
27. Campus item: Course and program information is easy to find and use.	6.39	5.68 / 1.32	0.71	6.50	5.96 / 1.10	0.54	-0.28 *
⚑ 28. Campus item: Instructors respond to emails within 24 hours.	6.46	5.62 / 1.49	0.84	6.55	5.60 / 1.66	0.95	0.02
29. Campus item: Academic advising is available and helpful.	6.26	5.62 / 1.38	0.64	6.36	5.70 / 1.54	0.66	-0.08
30. Campus item: The student success program, Starfish, is a suitable online tool to find out about performance updates, concerns & referrals.	5.34	5.18 / 1.59	0.16	6.30	5.48 / 1.58	0.82	-0.30
31. Campus item: Computing and networking services are adequate to support my class work.	6.24	5.80 / 1.39	0.44	6.42	6.09 / 1.05	0.33	-0.29 *
32. Campus item: My questions on how to use D2L were answered in a timely manner by the DSU staff.	6.14	6.00 / 1.13	0.14	6.18	6.12 / 1.14	0.06	-0.12
★ 33. Campus item: I am able to use WebAdvisor to access critical student information.	6.38	6.18 / 1.04	0.20	6.57	6.27 / 1.04	0.30	-0.09
⚑ 34. Campus item: Feedback is provided on assignments, tests, and projects within the timeframe specified by the instructor.	6.54	5.49 / 1.50	1.05	6.51	5.57 / 1.54	0.94	-0.08
35. Campus item: Library staff provide timely and helpful assistance.	5.78	5.87 / 1.29	-0.09	5.85	5.76 / 1.33	0.09	0.11
★ 36. Campus item: I received adequate information to guide me through the registration process.	6.28	5.84 / 1.28	0.44	6.39	6.07 / 1.25	0.32	-0.23
37. Source of information: Catalog and brochures (printed)	3.84			4.00			

38. Source of information: Catalog (online)	6.16	6.08
39. Source of information: College representatives	4.27	4.33
40. Source of information: Web site	6.36	6.38
41. Source of information: Advertisements	3.55	3.55
42. Source of information: Recommendation from instructor or program advisor	5.38	5.29
43. Source of information: Contact with current students and / or recent graduates of the program	4.51	4.70
44. Factor to enroll: Ability to transfer credits	5.88	5.75
45. Factor to enroll: Cost	6.33	6.28
46. Factor to enroll: Financial assistance available	5.53	5.74
47. Factor to enroll: Future employment opportunities	6.02	6.16
48. Factor to enroll: Reputation of institution	6.30	6.30
49. Factor to enroll: Work schedule	6.47	6.55
50. Factor to enroll: Flexible pacing for completing a program	6.48	6.51
51. Factor to enroll: Convenience	6.65	6.65
52. Factor to enroll: Distance from campus	5.53	5.24
53. Factor to enroll: Program requirements	6.23	6.22
54. Factor to enroll: Recommendations from employer	4.03	4.29

*Difference statistically significant at the .05 level
**Difference statistically significant at the .01 level
***Difference statistically significant at the .001 level

Sort on each column to see data from highest to lowest.

Scale / Item	Dec 2013			Nov 2012			
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
Institutional Perceptions	**6.31**	**5.80 / 0.98**	**0.51**	**6.42**	**5.90 / 0.96**	**0.52**	**-0.10**
Academic Services	**6.12**	**5.55 / 0.96**	**0.57**	**6.21**	**5.67 / 0.97**	**0.54**	**-0.12**
Instructional Services	**6.17**	**5.52 / 1.07**	**0.65**	**6.24**	**5.67 / 1.03**	**0.57**	**-0.15**
Enrollment Services	**6.20**	**5.86 / 1.05**	**0.34**	**6.31**	**5.89 / 1.11**	**0.42**	**-0.03**
Student Services	**5.97**	**5.63 / 1.04**	**0.34**	**6.15**	**5.74 / 1.12**	**0.41**	**-0.11**

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

Summary	Dec 2013	Nov 2012	Difference
So far, how has your college experience met your expectations?	**4.84**	**4.88**	**-0.05**
1=Much worse than expected	0%	0%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	7%	6%	
4=About what I expected	35%	35%	
5=Better than I expected	24%	27%	
6=Quite a bit better than I expected	15%	11%	
7=Much better than expected	13%	16%	
Rate your overall satisfaction with your experience here thus far.	**5.53**	**5.60**	**-0.07**
1=Not satisfied at all	0%	0%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	9%	5%	
4=Neutral	5%	3%	
5=Somewhat satisfied	20%	26%	
6=Satisfied	38%	35%	
7=Very satisfied	23%	25%	
All in all, if you had to do it over, would you enroll here again?	**5.95**	**5.95**	**0.00**
1=Definitely not	1%	0%	
2=Probably not	2%	2%	
3=Maybe not	1%	4%	
4=I don't know	5%	5%	
5=Maybe yes	14%	13%	
6=Probably yes	34%	31%	
7=Definitely yes	40%	42%	

Sort on each column to see data from highest to lowest.

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

Item	Dec 2013			Nov 2012			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
1. This institution has a good reputation.	75%	72%	3%	82%	77%	5%	-5%
2. My program advisor is accessible by telephone and e-mail.	82%	68%	14%	86%	76%	10%	-8%
3. Instructional materials are appropriate for program content.	90%	71%	19%	95%	76%	19%	-5%
4. Faculty provide timely feedback about student progress.	90%	58%	32%	88%	58%	30%	0%
5. My program advisor helps me work toward career goals.	76%	57%	19%	76%	60%	16%	-3%
6. Tuition paid is a worthwhile investment.	91%	67%	24%	93%	68%	25%	-1%
7. Program requirements are clear and reasonable.	90%	72%	18%	91%	69%	22%	3%
8. Student-to-student collaborations are valuable to me.	30%	45%	-15%	34%	47%	-13%	-2%
9. Adequate financial aid is available.	76%	69%	7%	79%	66%	13%	3%
10. This institution responds quickly when I request information.	82%	69%	13%	88%	76%	12%	-7%
11. Student assignments are clearly defined in the syllabus.	88%	69%	19%	93%	67%	26%	2%
12. There are sufficient offerings within my program of study.	91%	59%	32%	88%	63%	25%	-4%
13. The frequency of student and instructor interactions is adequate.	77%	57%	20%	77%	63%	14%	-6%
14. I receive timely information on the availability of financial aid.	72%	62%	10%	76%	60%	16%	2%
15. Channels are available for providing timely responses to student complaints.	67%	55%	12%	71%	55%	16%	0%
16. Appropriate technical assistance is readily available.	70%	67%	3%	77%	76%	1%	-9%
17. Assessment and evaluation procedures are clear and reasonable.	82%	72%	10%	83%	67%	16%	5%
18. Registration for online courses is convenient.	88%	78%	10%	94%	78%	16%	0%
19. Online career services are available.	68%	60%	8%	66%	55%	11%	5%
20. The quality of online instruction is excellent.	97%	55%	42%	96%	63%	33%	-8%
21. Adequate online library resources are provided.	76%	67%	9%	80%	65%	15%	2%
22. I am aware of whom to contact for questions about programs and services.	78%	69%	9%	87%	71%	16%	-2%

23. Billing and payment procedures are convenient for me.	84%	80%	4%	85%	82%	3%	-2%
24. Tutoring services are readily available for online courses.	63%	45%	18%	60%	40%	20%	5%
25. Faculty are responsive to student needs.	91%	69%	22%	92%	71%	21%	-2%
26. The bookstore provides timely service to students.	68%	66%	2%	73%	71%	2%	-5%
27. Campus item: Course and program information is easy to find and use.	87%	68%	19%	91%	71%	20%	-3%
28. Campus item: Instructors respond to emails within 24 hours.	91%	66%	25%	89%	63%	26%	3%
29. Campus item: Academic advising is available and helpful.	82%	66%	16%	87%	70%	17%	-4%
30. Campus item: The student success program, Starfish, is a suitable online tool to find out about performance updates, concerns & referrals.	56%	55%	1%	84%	63%	21%	-8%
31. Campus item: Computing and networking services are adequate to support my class work.	84%	73%	11%	88%	80%	8%	-7%
32. Campus item: My questions on how to use D2L were answered in a timely manner by the DSU staff.	79%	74%	5%	81%	78%	3%	-4%
33. Campus item: I am able to use WebAdvisor to access critical student information.	86%	85%	1%	90%	85%	5%	0%
34. Campus item: Feedback is provided on assignments, tests, and projects within the timeframe specified by the instructor.	93%	60%	33%	89%	66%	23%	-6%
35. Campus item: Library staff provide timely and helpful assistance.	66%	70%	-4%	68%	66%	2%	4%
36. Campus item: I received adequate information to guide me through the registration process.	85%	72%	13%	87%	79%	8%	-7%
37. Source of information: Catalog and brochures (printed)	28%			29%			
38. Source of information: Catalog (online)	80%			80%			
39. Source of information: College representatives	32%			34%			
40. Source of information: Web site	86%			85%			
41. Source of information: Advertisements	21%			20%			
42. Source of information: Recommendation from instructor or program advisor	63%			62%			
43. Source of information: Contact with current students and / or recent graduates of the program	40%			45%			
44. Factor to enroll: Ability to transfer credits	77%			75%			
45. Factor to enroll: Cost	86%			83%			

45. Factor to enroll: Cost	86%		83%		
46. Factor to enroll: Financial assistance available	70%		71%		
47. Factor to enroll: Future employment opportunities	79%		81%		
48. Factor to enroll: Reputation of institution	82%		80%		
49. Factor to enroll: Work schedule	88%		92%		
50. Factor to enroll: Flexible pacing for completing a program	89%		88%		
51. Factor to enroll: Convenience	93%		95%		
52. Factor to enroll: Distance from campus	69%		62%		
53. Factor to enroll: Program requirements	84%		80%		
54. Factor to enroll: Recommendations from employer	39%		36%		

✳️ *Indicates the response option that was selected by the majority of survey participants.*

Gender	Marital Status
Age	Current Plans
Ethnicity/Race	Current Online Enrollment
Current Enrollment Status	Previous Online Enrollment
Current Class Load	What is a reasonable amount of time for instructors to respond to your emails?
Class Level	
Educational Goal	Please select the college of your major:
Employment	Group Code
Current Residence	

✳️ *Indicates the response option that was selected by the majority of survey participants.*

Gender	Marital Status
Age	Current Plans
Ethnicity/Race	Current Online Enrollment
Current Enrollment Status	Previous Online Enrollment
Current Class Load	Institution Question
Class Level	Institution Question 2
Educational Goal	Group Code
Employment	
Current Residence	