



Student Satisfaction and Priorities

PRIORITIES SURVEY TO ONLINE LEARNERS™ RESULTS,

ADMINISTRATION

N=

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



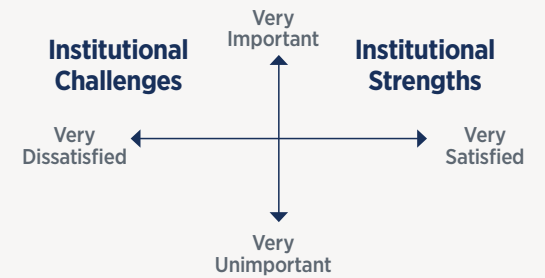
Annual giving



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.
- 2.
- 3.
- 4.
- 5.

2 Our Institutional Challenges

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

- 1.
- 2.
- 3.
- 4.
- 5.

3 Next steps for our institution:

4 What Factors Influence Our Student to Enroll?

It is important to understand why students enroll here.

The percentage of students saying the following factors were important or very important:

CONVENIENCE

REPUTATION OF INSTITUTION

WORK SCHEDULE

COST

FLEXIBLE PACING

FINANCIAL ASSISTANCE

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

5 Bottom Line Indicators

How satisfied are our students compared with students nationally?

PERCENTAGE SATISFIED/
VERY SATISFIED

NATIONAL LEVEL SATISFIED/
VERY SATISFIED

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

PERCENTAGE PROBABLY/
DEFINITELY YES

NATIONAL LEVEL PROBABLY/
DEFINITELY YES

For more information, contact: