NEBRASKA METHODIST COLLEGE
THE JOSIE HARPER CAMPUS

Ruffalo Noel Levitz
Priorities Survey for Online Learners (PSOL)

What is PSOL?
Priorities Survey for Online Learners (PSOL) is an online, voluntary, survey from Noel-Levitz administered to students enrolled in online programs at NMC. The PSOL survey ask students to indicate both the level of importance they place on an item, as well as their level of satisfaction that the institution is meeting this expectation. There are 26 standard items rated for importance and satisfaction in the areas of Academic Services, Enrollment Services, Institutional Perceptions, Instructional Services and Student Services. NMC administers the PSOL survey every spring.

Respondent Profile:

Major/Program	%	#
DNP Family Nurse Practitioner	19%	36
EDD DR of Education in Educ & Leadership Healthcare	13%	24
MOT Occupational Therapy	10%	18
MSN Nurse Educator	9%	16
EDD DR of Education in Public Health Policy	7%	14
DNP Advanced Nursing Practice	7%	14
MSN Nursing Informatics	5%	10
RN-BSN	4%	8
MSN Nurse Executive	4%	8
RN-MSN Executive	3%	6
RN-MSN Educator	3%	6
DNP Public Health Policy	3%	6
RN-MSN Care Coordinator	2%	4
MBAH Masters of Business Administration in Healthcare	2%	4
DNP Adult Gerontology Primary Care Nurse Practitioner	2%	4
RN-MSN Nursing Informatics	1%	2
MSN Care Coordinator	1%	2
DNP Adult Gerontology Clinical Nurse Specialist	1%	2
BSRT Respiratory Therapy	1%	2
BS Imaging Sciences	1%	2

Student Division	%	#
Graduate	85%	160
Undergraduate	7%	14
No Answer	7%	14

FT/PT	%	#
Full-time	64%	120
Part-time	35%	66
No Answer	1%	2

Age	%	#
35 to 44	36%	68
25 to 34	23%	44
45 to 54	16%	30
No Answer	10%	18
55 to 64	7%	14
19 to 24	7%	14

Gender	%	#
Female	80%	150
No Answer	10%	18
Male	9%	16
Prefer not to respond	1%	2
Genderqueer; neither exclusively male nor female	1%	2

Ethnicity/Race	%	#
Caucasian / White	80%	150
No Answer	10%	18
Black/African American	5%	10
Multi-Racial	2%	4
Prefer not to respond	1%	2
Other	1%	2
Hispanic	1%	2

Student Experience: The PSOL survey asks students three questions about their overall experience at NMC. (*These are reported as institution only*)

So far, how has your college experience met your expectations?

Responses	NMC	National Online Learners
1=Much worse than I expected	0%	2%
2=Quite a bit worse than I expected	0%	1%
3=Worse than I expected	9%	6%
4=About what I expected	22%	24%
5=Better than I expected	27%	21%
6=Quite a bit better than I expected	20%	15%
7=Much better than I expected	21%	27%

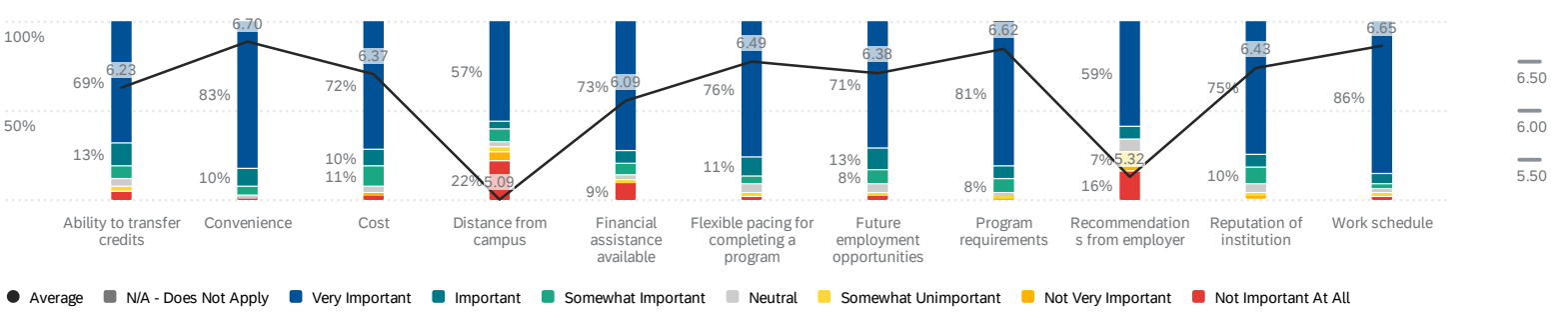Rate your overall satisfaction with your experience here thus far.

Responses	NMC	National Online Learners
1=Not satisfied at all	0%	1%
2=Not very satisfied	1%	2%
3=Somewhat dissatisfied	7%	5%
4=Neutral	3%	6%
5=Somewhat satisfied	11%	10%
6=Satisfied	28%	34%
7=Very satisfied	48%	38%

All in all, if you had it to do over again, would you enroll here?

Responses	NMC	National Online Learners
1=Definitely not	1%	2%
2=Probably not	4%	3%
3=Maybe not	1%	3%
4=I don't know	5%	6%
5=Maybe yes	9%	7%
6=Probably yes	23%	25%
7=Definitely yes	54%	50%

Factor to Enroll:

Why Online Students Picked NMC: Students were asked to rate the importance of several factors in their decision to enroll at NMC.

Legend: ● Average ░ N/A - Does Not Apply ▉ Very Important ▉ Important ▉ Somewhat Important ░ Neutral ▉ Somewhat Unimportant ▉ Not Very Important ▉ Not Important At All

Strengths and Challenges:

Strengths - Noel-Levitz defines Strengths as items rated with high importance and high satisfaction. These are specifically identified as items above the mid-point in importance (top half) and in the upper quartile (25 percent) of your satisfaction scores.

Challenges - Noel-Levitz defines Challenges as items with high importance and low satisfaction or a large performance gap. These are specifically identified as items above the mid-point in importance (top half) and in the lower quartile (25 percent) of your performance gap scores.

Definition of performance gap - A performance gap is simply the importance score minus the satisfaction score. The larger the performance gap, the greater the discrepancy between what students expect and their level of satisfaction with the current situation. The smaller the performance gap, the better the institution is doing at meeting student expectations.

Nebraska Methodist College Comparison with National Online Learners: NMC = Nebraska Methodist College | NOL = National Online Learners (*These are reported institution level only*)

STRENGTHS

ITEMS	Importance NMC	Satisfaction NMC	Gap NMC	Importance NOL	Satisfaction NOL	Gap NOL	Difference
Adequate online library resources are provided.	6.68	6.55	0.13	6.52	6.25	0.27	0.3
Appropriate technical assistance is readily available.	6.71	6.66	0.05	6.49	6.18	0.31	0.48
Campus item: The NMC tech help desk resolved my tech issues.	6.81	6.69	0.12	N/A	N/A	N/A	N/A
Faculty are responsive to student needs.	6.76	6.54	0.22	6.65	6.05	0.6	0.49
I am aware of whom to contact for questions about programs and services.	6.7	6.56	0.14	6.51	5.97	0.54	0.59
My program advisor is accessible by telephone and e-mail.	6.63	6.56	0.07	6.52	6.17	0.35	0.39
This institution responds quickly when I request information.	6.77	6.49	0.28	6.58	6.07	0.51	0.42

CHALLENGES

ITEMS	Importance NMC	Satisfaction NMC	Gap NMC	Importance NOL	Satisfaction NOL	Gap NOL	Difference
Student assignments are clearly defined in the syllabus.	6.69	6.33	0.36	6.65	6.08	0.57	0.25
Tuition paid is a worthwhile investment.	6.64	5.77	0.87	6.58	5.86	0.72	-0.09
Faculty provide timely feedback about student progress.	6.8	6.33	0.47	6.6	5.95	0.65	0.38
Campus item: I feel supported by Faculty as an online student.	6.64	6.29	0.35	N/A	N/A	N/A	N/A
Instructional materials are appropriate for program content.	6.71	6.22	0.49	6.65	6.06	0.59	0.16
Campus item: The Self-Registration process is user-friendly.	6.69	6.4	0.29	N/A	N/A	N/A	N/A
The quality of online instruction is excellent.	6.72	6.11	0.61	6.67	5.86	0.81	0.25