

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 asks 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.

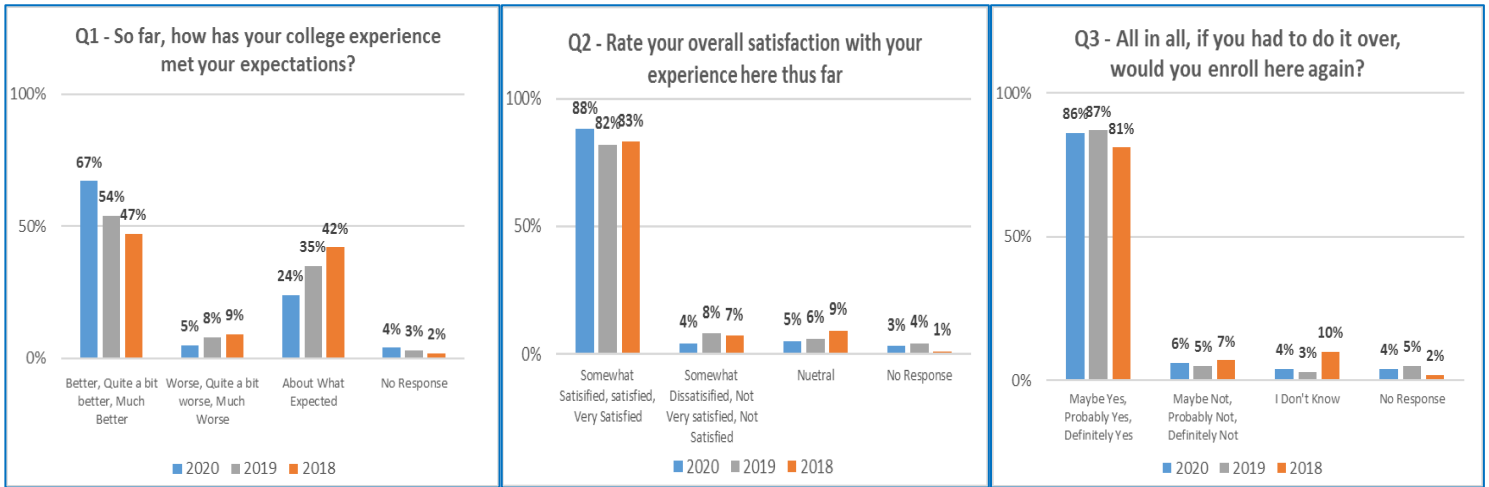
HIGHLIGHTED OVERALL RESULTS

Response Rate: The response rate for the 2020 PSOL was 39% (186 students completed the survey out of 480 students invited).

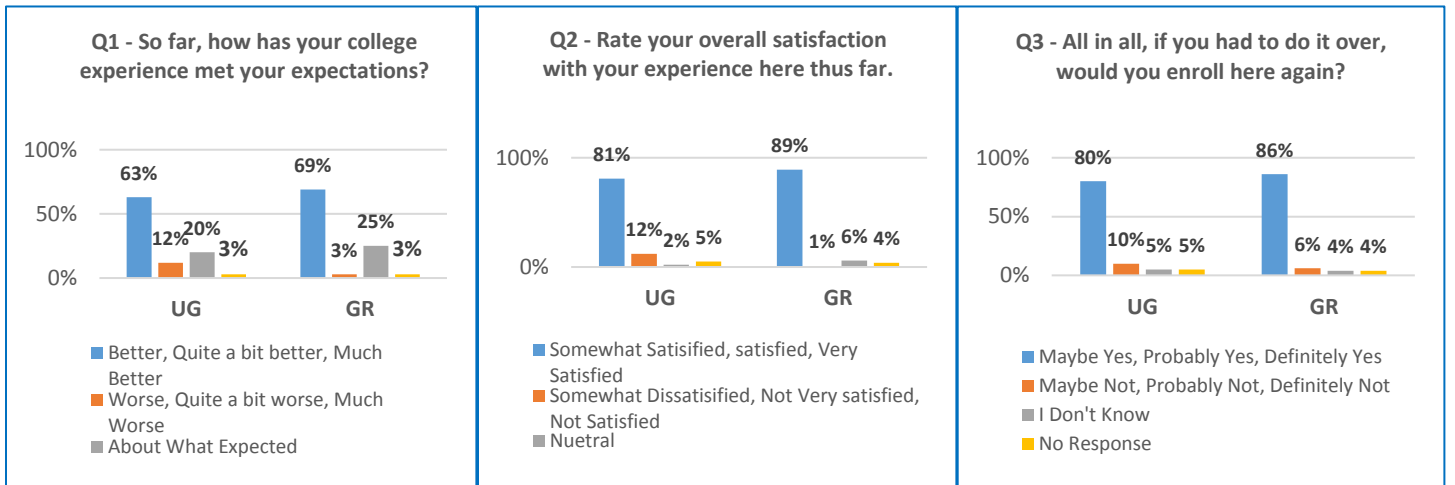
Respondent Profile: Survey respondents were primarily female (87%), full-time students (67%) and at the Graduate class level (78%).

Overall Student Experience: The PSOL survey asks students three questions about their overall experience at NMC.

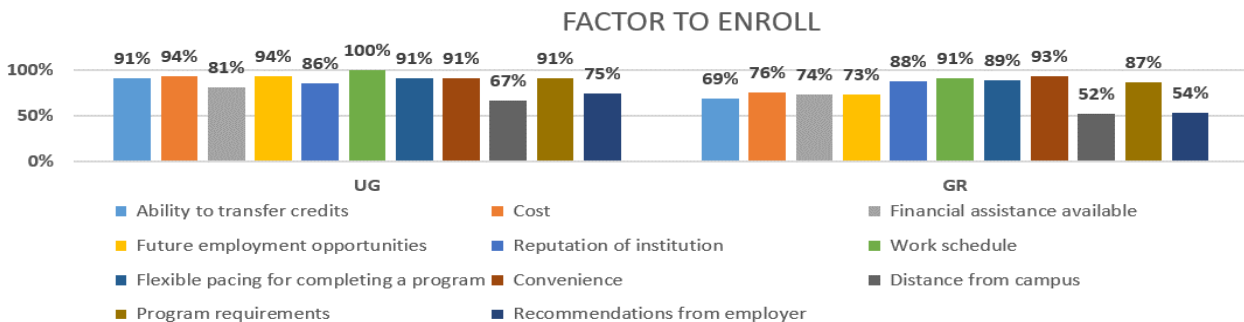
3 Year Trend:



By Division:



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



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.

STRENGTHS	NEBRASKA METHODIST COLLEGE			NATIONAL ONLINE LEARNERS		
	Importance	Satisfaction	*Gap	Importance	Satisfaction	Gap
Adequate online library resources are provided.	6.59	6.56	0.03	6.57	6.22	0.35
The NMC help desk resolved my issues.	6.58	6.48	0.10	Campus Item		
My program advisor is accessible by telephone and e-mail	6.63	6.43	0.14	6.53	6.13	0.40
Billing and payment procedures are convenient for me.	6.59	6.45	0.14	6.57	6.21	0.36
Assessment and evaluation procedures are clear and reasonable.	6.58	6.42	0.16	6.55	6.06	0.49
Registration for online courses is convenient.	6.62	6.42	0.20	6.68	6.41	0.27
This institution responds quickly when I request information.	6.57	6.41	0.25	6.59	6.03	0.56

5 of the 6 NMC strengths were rated as significantly higher in satisfaction to comparison group

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.

CHALLENGES	NEBRASKA METHODIST COLLEGE			NATIONAL ONLINE LEARNERS		
	Importance	Satisfaction	*Gap	Importance	Satisfaction	Gap
Faculty are responsive to student needs.	6.75	6.43	0.32	6.65	5.99	0.66
I feel supported by Faculty as an online student.	6.74	6.42	0.32	Campus Item		
Program requirements are clear and reasonable.	6.72	6.26	0.46	6.64	6.00	0.64
Instructional materials are appropriate for program content.	6.74	6.27	0.47	6.65	6.01	0.64
Faculty provide timely feedback about student progress.	6.58	6.09	0.49	6.62	5.91	0.71
The quality of online instruction is excellent	6.70	6.18	0.52	6.68	5.86	0.82
Student assignments are clearly defined in the syllabus.	6.73	6.11	0.62	6.67	6.02	0.65
My Methodist is user-friendly.	6.62	5.98	0.64	Campus Item		
Tuition paid is a worthwhile investment.	6.71	5.99	0.72	6.60	5.80	0.80

*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.

Word Cloud - Student's response to "Please enter any comments you would like to share with this institution."



The full set of PSOL reports with additional breakdowns by division and class are available on the Institutional Effectiveness sharepoint page under Institutional Effectiveness/Institutional Research/Documents/Student Satisfaction Assessment reports.