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%	44
BS Imaging Sciences	13%	30
RN-BSN	11%	24
EDD DR of Education in Educ & Leadership Healthcare	11%	24
MOT Occupational Therapy	8%	18
RN-MSN Educator	6%	14
MSN Nurse Educator	5%	12
EDD DR of Education in Public Health Policy	5%	12
MBAH Masters of Business Administration in Healthcare	4%	10
DNP Advanced Nursing Practice	4%	10
RN-MSN Executive	3%	6
No Answer	3%	6
MSN Care Coordinator	3%	6
MSN Nurse Executive	2%	4
RN-MSN Nursing Informatics	1%	2
MSN Nursing Informatics	1%	2
DNP Adult Gerontology Primary Care Nurse Practitioner	1%	2

Student Division	%	#
Graduate	72%	162
Undergraduate	26%	58
No Answer	3%	6

FT/PT	%	#
Full-time	67%	152
Part-time	31%	70
No Answer	2%	4

Age	%	#
25 to 34	26%	58
35 to 44	22%	50
45 to 54	20%	46
19 to 24	17%	38
No Answer	7%	16
55 to 64	4%	10
18 and under	4%	8

Gender	%	#
Female	87%	196
Male	7%	16
No Answer	6%	14

Ethnicity/Race	%	#
No Answer	7%	16
Asian or Pacific Islander	3%	6
Black/African-American	7%	16
Caucasian / White	77%	174

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

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	5%	6%
4=About what I expected	29%	23%
5=Better than I expected	21%	21%
6=Quite a bit better than I expected	17%	15%
7=Much better than I expected	25%	29%

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	0%	2%
3=Somewhat dissatisfied	4%	5%
4=Neutral	2%	6%
5=Somewhat satisfied	15%	10%
6=Satisfied	37%	33%
7=Very satisfied	38%	39%

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

Responses ▲	NMC	National Online Learners
1=Definitely not	0%	2%
2=Probably not	4%	3%
3=Maybe not	0%	3%
4=I don't know	3%	6%
5=Maybe yes	6%	8%
6=Probably yes	28%	24%
7=Definitely yes	54%	51%

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
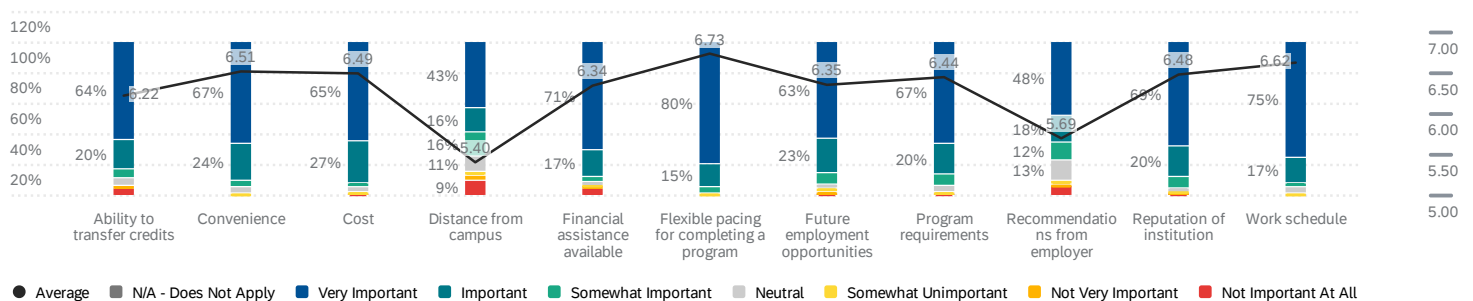
Strengths and Challenges:

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
Campus item: I feel supported by Faculty as an online student.	6.68	6.4	0.28	N/A	N/A	N/A	N/A
Campus item: The NMC tech help desk resolved my tech issues.	6.72	6.45	0.27	N/A	N/A	N/A	N/A
My program advisor is accessible by telephone and e-mail.	6.68	6.51	0.17	6.51	6.16	0.35	0.35
This institution responds quickly when I request information.	6.61	6.44	0.17	6.56	6.05	0.51	0.39

CHALLENGES ▽

ITEMS	Importance NMC	Satisfaction NMC	Gap NMC	Importance NOL	Satisfaction NOL	Gap NOL	Difference
Campus item: The Self-Registration process is user-friendly.	6.61	6.14	0.47	N/A	N/A	N/A	N/A
Tuition paid is a worthwhile investment.	6.63	6.05	0.58	6.57	5.88	0.69	0.17
Campus item: Brightspace is user-friendly.	6.60	6.16	0.44	N/A	N/A	N/A	N/A
The quality of online instruction is excellent.	6.65	6.1	0.55	6.66	5.92	0.74	0.18
Student assignments are clearly defined in the syllabus.	6.71	6.29	0.42	6.65	6.12	0.53	0.17
Program requirements are clear and reasonable.	6.70	6.35	0.35	6.63	6.09	0.54	0.26
Instructional materials are appropriate for program content.	6.61	6.11	0.50	6.65	6.1	0.55	0.01