

**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	25%	20
EDD DR of Education in Educ & Leadership Healthcare	23%	19
RN-BSN	6%	5
MOT Occupational Therapy	6%	5
EDD DR of Education in Public Health Policy	6%	5
MSN Nurse Educator	5%	4
RN-MSN Executive	4%	3
RN-MSN Educator	4%	3
BSHM Healthcare Administration & Leadership	4%	3
BS Health Studies	4%	3
MSN Nurse Executive	2%	2
DNP Advanced Nursing Practice	2%	2
RN-MSN Nursing Informatics	1%	1
RN-MSN Care Coordinator	1%	1
MSN Nursing Informatics	1%	1
MSN Care Coordinator	1%	1
DNP Public Health Policy	1%	1
DNP Adult Gerontology Primary Care Nurse Practitioner	1%	1
Certificate: Magnetic Resonance Imaging (MRI)	1%	1



Student Division	%	#
Graduate	80%	65
Undergraduate	16%	13
No Answer	4%	3



FT/PT	%	#
Full-time	63%	51
Part-time	36%	29
No Answer	1%	1



Age	%	#
35 to 44	36%	29
25 to 34	27%	22
45 to 54	21%	17
55 to 64	7%	6
19 to 24	5%	4
No Answer	4%	3



Gender	%	#
Female	85%	69
Male	7%	6
No Answer	4%	3
Transgender	1%	1
Prefer not to respond	1%	1
Genderqueer; neither exclusively male nor female	1%	1



Ethnicity/Race	%	#
No Answer	4%	3
Prefer not to respond	1%	1
Asian or Pacific Islander	4%	3
Black/African-American	7%	6

Ethnicity/Race	%	#
Caucasian / White	73%	59
Hispanic	7%	6
Multi-racial	2%	2
Other	1%	1

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

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	2%	6%
4=About what I expected	25%	23%
5=Better than I expected	32%	20%
6=Quite a bit better than I expected	18%	15%
7=Much better than I expected	20%	30%

Rate your overall satisfaction with your experience here thus far. ▾

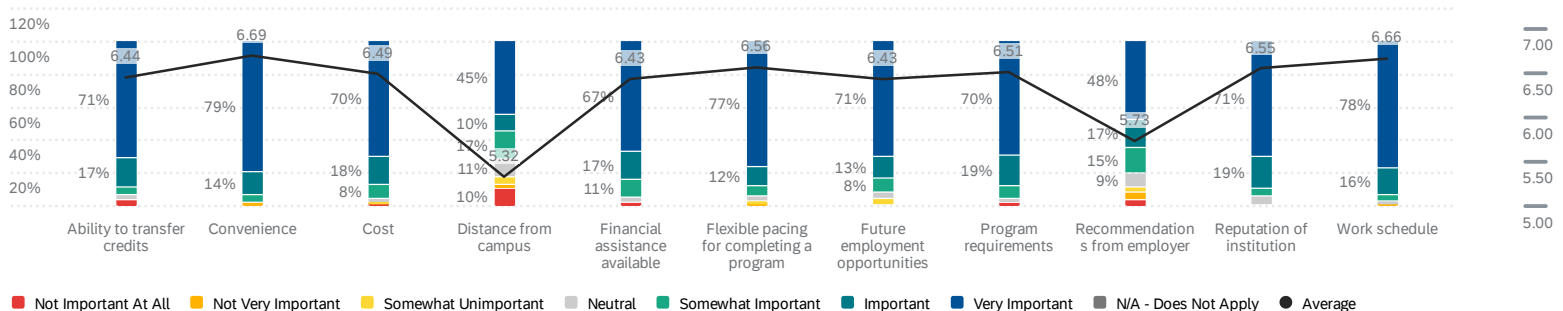
Responses ^	NMC	National Online Learners
1=Not satisfied at all	0%	1%
2=Not very satisfied	0%	2%
3=Somewhat dissatisfied	3%	4%
4=Neutral	7%	6%
5=Somewhat satisfied	10%	10%
6=Satisfied	41%	33%
7=Very satisfied	36%	40%

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	1%	3%
3=Maybe not	3%	3%
4=I don't know	3%	6%
5=Maybe yes	6%	8%
6=Probably yes	29%	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. ▾



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.

STRENGTHS 

ITEMS ^	Importance NMC	Satisfaction NMC	Gap NMC	Importance NOL	Satisfaction NOL	Gap NOL	Difference
Assessment and evaluation procedures are clear and reasonable.	6.63	6.53	0.10	6.56	6.16	0.4	0.37
Campus item: I feel supported by Faculty as an online student.	6.70	6.57	0.13	N/A	N/A	N/A	N/A
Campus item: The NMC tech help desk resolved my tech issues.	6.60	6.77	-0.17	N/A	N/A	N/A	N/A
I am aware of whom to contact for questions about programs and services.	6.64	6.56	0.08	6.51	6.03	0.48	0.53
My program advisor is accessible by telephone and e-mail.	6.59	6.6	-0.01	6.52	6.17	0.35	0.43
This institution has a good reputation.	6.61	6.52	0.09	6.44	6.16	0.28	0.36
This institution responds quickly when I request information.	6.66	6.68	-0.02	6.56	6.05	0.51	0.63

CHALLENGES 

ITEMS	Importance NMC	Satisfaction NMC	Gap NMC	Importance NOL	Satisfaction NOL	Gap NOL	Difference
Faculty are responsive to student needs.	6.67	6.49	0.18	6.64	6.09	0.55	0.40
The quality of online instruction is excellent.	6.67	6.16	0.51	6.66	5.96	0.7	0.20
Instructional materials are appropriate for program content.	6.63	6.38	0.25	6.65	6.12	0.53	0.26
Billing and payment procedures are convenient for me.	6.58	6.4	0.18	6.55	6.23	0.32	0.17
Faculty provide timely feedback about student progress.	6.68	6.28	0.40	6.59	6.01	0.58	0.27
Campus item: Brightspace is user-friendly.	6.55	6.12	0.43	N/A	N/A	N/A	N/A
Student assignments are clearly defined in the syllabus.	6.72	6.49	0.23	6.65	6.15	0.5	0.34