



Student Importance and Satisfaction Survey Report

2016-2017 Academic Year

Prepared by the Office of Admissions & Student Services

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Summary

This report details the results of the 2017 Student Importance and Satisfaction Survey. This survey is administered mid-spring annually to all students enrolled in that term and serves as an important measure of student satisfaction. The survey includes a number of the College's Key Performance Indicators (KPIs) and is evaluated as part of the College's strategic planning process.

Methodology

This year, the survey was revamped and shortened considerably. The number of total questions was reduced from 48 in the spring 2016 to 20. Redundant and unnecessary questions were eliminated, others reworded, and a handful of new questions added. The intent was to glean feedback on the student's overall satisfaction with the most important aspects of the College experience, rather than to address details that may not apply to all students. A shorter survey is also more in line with current practices and more likely to achieve a higher response rate. Revisions were made jointly by the Chief Student Affairs Officer and Director of Institutional Effectiveness with feedback from other staff members as well as a number of students.

The survey was administered via Survey Monkey to 513 students. 163 students completed the survey for a 31.8% response rate. Students who completed the survey and emailed proof to the student affairs help desk were entered into a raffle for a chance to win a free college polo.

Data

Survey results are attached in raw form.

Analysis

Survey results were, on the whole, very positive and provided insight into the student population. Students indicated a high level of support and awareness regarding most aspects of the College. The following is a question by question analysis of the results:

- Q1: Over 80% of students indicated Doral College instructors teach extremely or very well. This is an improvement over the previous year, where less than 70% of students indicated satisfaction in a similar question. Additionally, there were four comments—two positive and two negative. One student noted that the instructor only gave assignments and did not really teach (no name given) while another indicated the work given in class was very helpful.
- Q2: Over 80% of students indicated they knew where to access the College's learning resources. This is a considerable improvement over last year, when more than half of students indicated they did not know where to access the resources.
- Q3: Over 50% of students indicated their College instructors frequently responded to email within 24 hours. It is important to note that nearly 30% indicated they have never tried to contact an instructor via email (a decrease over last year). Less than 2% of respondents indicated their instructors never responded to email within 24 hours. Results are similar to last year's survey, though it is important to note that this year's results indicate more students are attempting to contact their instructors via email.

- Q4: Just under 80% of students indicated satisfaction with the help and/or tutoring available from their instructors with a sizeable amount (nearly 20%) indicating they were neither satisfied nor dissatisfied. There were two comments—one indicated the quality varies while the other simply commented “upsetting” with no further explanation.
- Q5: This multi-part question addressed satisfaction with the variety and number of online and face to face courses. Historically, students have indicated dissatisfaction in some of these areas. However, this year, approximately 60-70% of students indicated they were either satisfied or satisfied, with 20-30% indicating they had no opinion. Less than 4% of students indicated dissatisfaction in any category. No meaningful comments were submitted.
- Q6: As in past years, the majority of students (92.6%) indicated their plans after leaving the College were to continue their education. Additionally, 21.4% indicated they intended to work full-time, while 25.7% indicated they would work part-time. It is important to note that students may select more than one response for this question.
- Q7: Over 90% of students indicated they achieved, or will have achieved upon completing their studies, the goals they had when they started the course or program.
- Q8: Approximately half of students indicated they knew where to access Smarthinking. This is actually a slight decrease over last year and needs to be addressed.
- Q9: This multi-part question addressed satisfaction with the College’s admissions and registration processes. Over 75% of students indicated they were either satisfied or satisfied with both processes, with approximately 22% indicating they had no opinion. Less than 2% of students indicated dissatisfaction in either category. These results are similar to those in previous years.
- Q10: Over 60% of students indicated they found the services provided by the Office of Admissions & Student Services extremely or quite helpful, with approximately 21% indicating they have not made use of the services. Less than 4% indicated they found the services to be only slightly or not at all helpful. This is an increase in satisfaction over past years and a decrease in students indicating they have not used the services.
- Q11: Over 60% of students indicated they were very satisfied or satisfied with the online databases, with approximately 33% indicating they are neither satisfied nor dissatisfied. This is an increase in satisfaction over past years according to comparison with similar questions.
- Q12: This multi-part question addressed satisfaction with the College’s LMS, web page, and help desks. Over 85% of students indicated they were either satisfied or satisfied with the use of Schoology, indicating the new LMS has been well received. For the web page and help desks, satisfaction was between 63-73%, with approximately 22-23% indicating they had no opinion. Less than 3% of students indicated dissatisfaction in any category.
- Q13: Over 95% of students indicated they were satisfied with their studies with the College, indicating an extremely high level of overall student satisfaction.
- Q14: Over 87% of students indicated they would recommend the College to a friend. Again, this also indicates a high level of overall student satisfaction.
- Q15: Students indicated a number of factors affected their ability to complete their College coursework. For example, 68% said lack of time/too many responsibilities were a factor. 12% indicated the material was too difficult, while 16% said lack of computers/Wi-Fi was a factor. Of the 27 responses submitted, most were simply “no.” Two students indicated difficulties with Schoology were a factor.
- Q16: Just over half (56%) of students indicated that at least one parent had attained a four-year degree.
- Q17: Over half (58%) of students indicated they receive free or reduced lunch at their home high school.
- Q18: Doral College was overwhelmingly female in the spring of 2017—72% female to just 26% male.
- Q19: Doral College was overwhelmingly Hispanic in the spring of 2017—86% of students selected this option. This is similar to the demographics reflected in admissions reports.
- Q20: Of the 29 answers given, many were simply “No.” There were a number of positive comments, including:

- Even though this is my first year in Doral College, I am very satisfied with the entire experience.
- The office staff is extremely dedicated and are great at working with students and helping you out!
- I have been satisfied about my experience with Doral College, for the most part. There are a few areas that need improvement however, it is generally a great program.
- I enjoy the reliability and the effectiveness of taking online courses at Doral College.
- Doral college gives teens an experience and a taste in what real college life offers.
- It was great!
- No, loved the experience.
- Very good institution and instructors, very dedicated and organized.
- Great school for College preparation, recommended to students that either want an understanding of what college assignments are like.

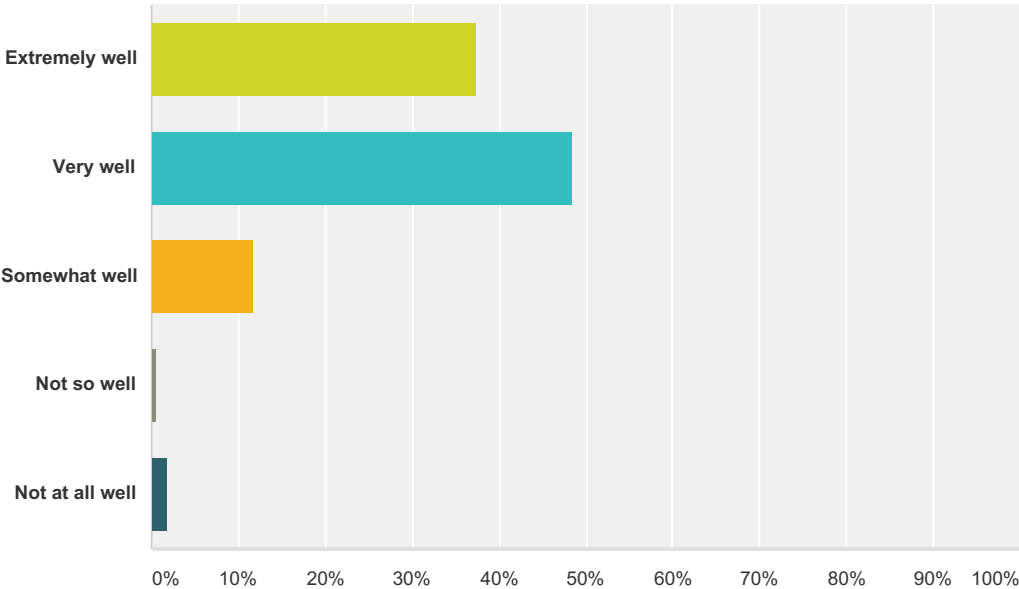
Use of Results

Overall, this year's results are overwhelmingly positive and indicate the majority of students experience a high level of satisfaction with the College as a whole. There are a few areas in which results merit action. The College will do the following to address these issues:

- It appears students still do not know where to access the online tutoring program, Smarthinking. This will be addressed in the new online orientation students must complete. Additionally, OASS will consider creating help videos instructors can use/view to increase usage of the program. Incentives may also be offered.
- A number of services-related responses had high percentages of "neither satisfied nor dissatisfied responses," as well as "I have not made use of x" responses. This does not indicate dissatisfaction—not all students will necessarily need to use or have a definitive opinion about all services. However, the College should continue to publicize its services in an effort to increase usage as much as possible. An online orientation will also help address this concern.
- Students indicated that a lack of time/having too many responsibilities created a barrier to completing College coursework. While some of this is out of the College's control, strategies such as giving students a study hall or lab period may help address this concern. OASS and Operations will discuss these results with affiliate schools and encourage them to assign College students a study hall or lab period when able. Some students also mentioned a lack of computers or Wi-Fi were a burden to completing coursework. A study hall or lab period can also help alleviate those burdens.

Q1 How well do your Doral College instructors teach?

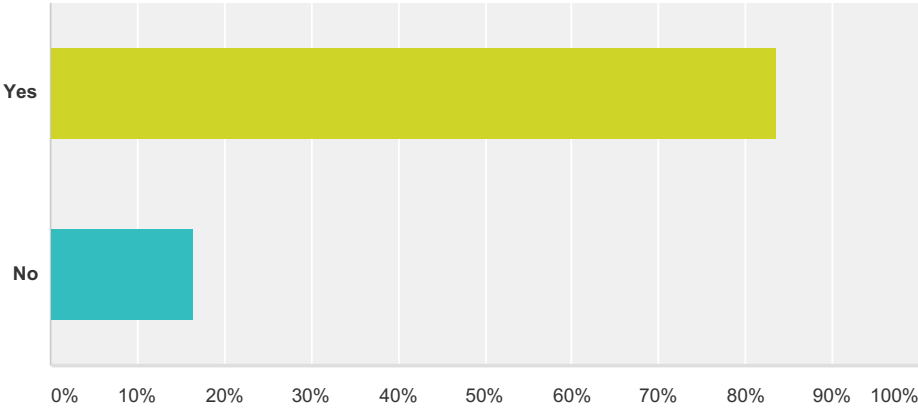
Answered: 163 Skipped: 0



Answer Choices	Responses
Extremely well	37.42% 61
Very well	48.47% 79
Somewhat well	11.66% 19
Not so well	0.61% 1
Not at all well	1.84% 3
Total	163

Q2 Do you know how to access Doral College's learning resource databases?

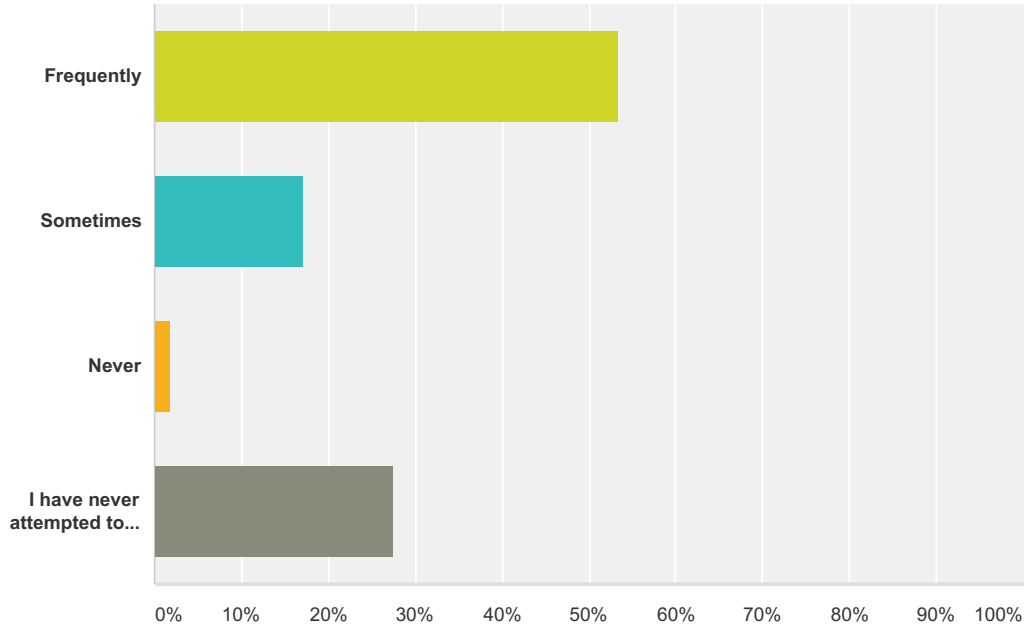
Answered: 163 Skipped: 0



Answer Choices	Responses	
Yes	83.44%	136
No	16.56%	27
Total		163

Q3 How often did your Doral College instructor(s) respond to email within 48 hours?

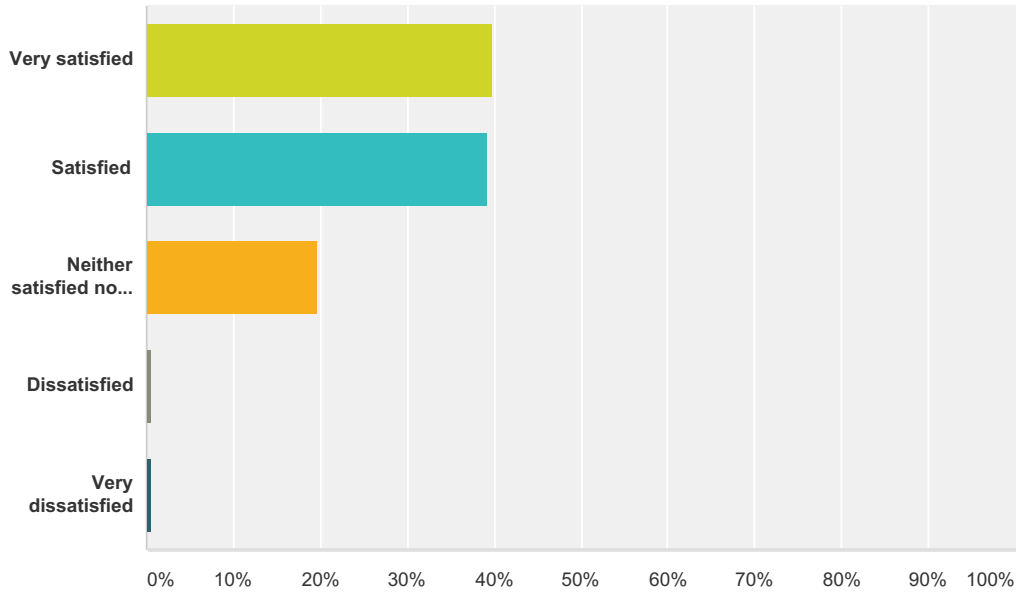
Answered: 163 Skipped: 0



Answer Choices	Responses
Frequently	53.37% 87
Sometimes	17.18% 28
Never	1.84% 3
I have never attempted to email my Doral College instructor.	27.61% 45
Total	163

Q4 How satisfied are you with the academic help and/or tutoring available from your Doral College instructor(s)?

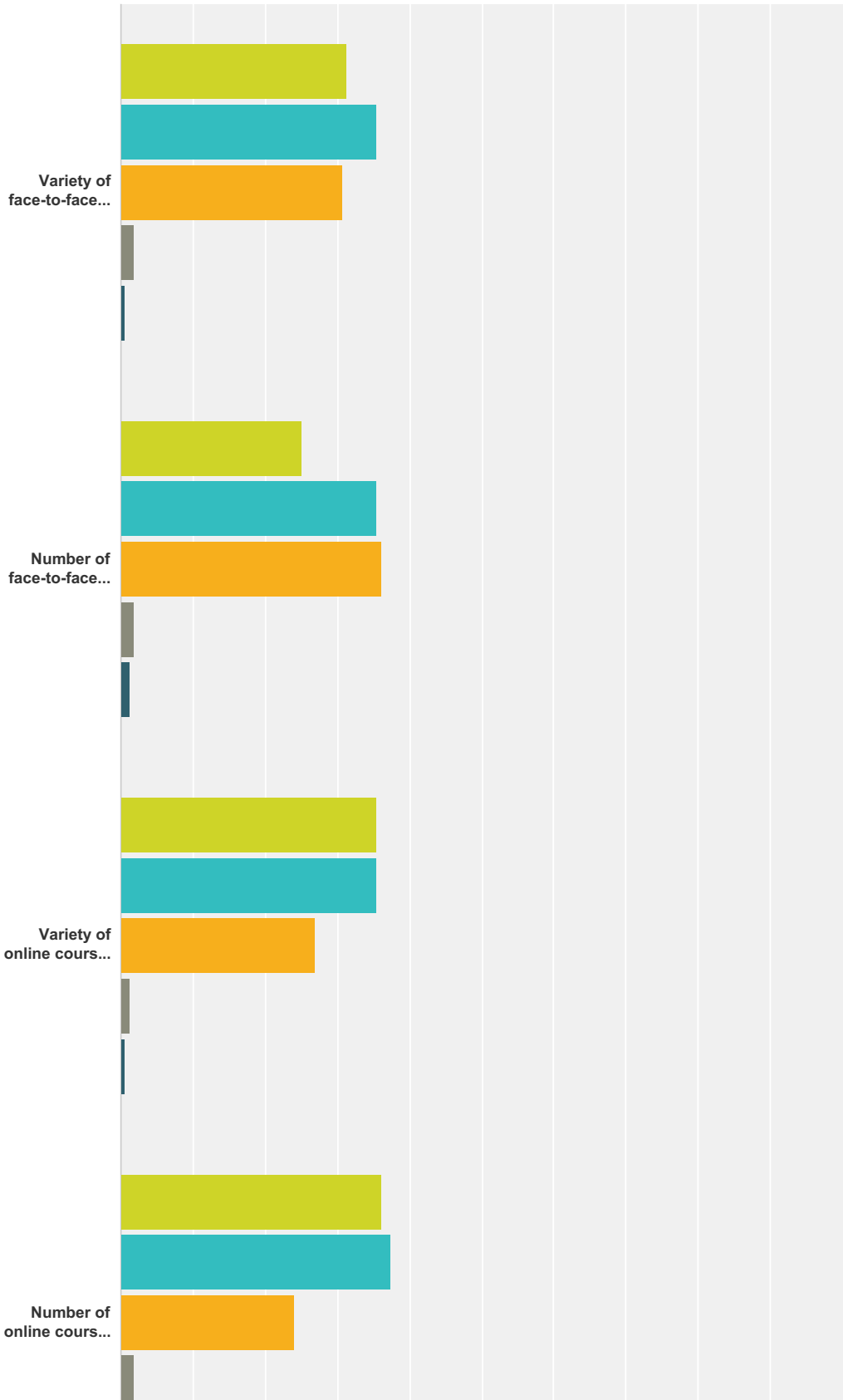
Answered: 163 Skipped: 0



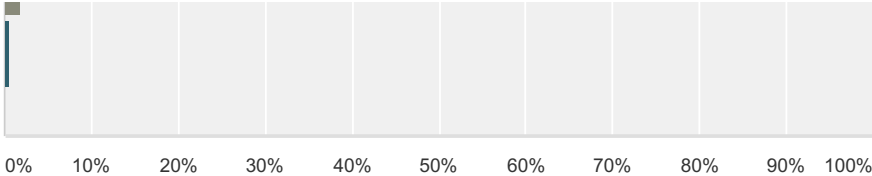
Answer Choices	Responses	Count
Very satisfied	39.88%	65
Satisfied	39.26%	64
Neither satisfied nor dissatisfied	19.63%	32
Dissatisfied	0.61%	1
Very dissatisfied	0.61%	1
Total		163

Q5 How satisfied are you with the Doral College course offerings?

Answered: 163 Skipped: 0



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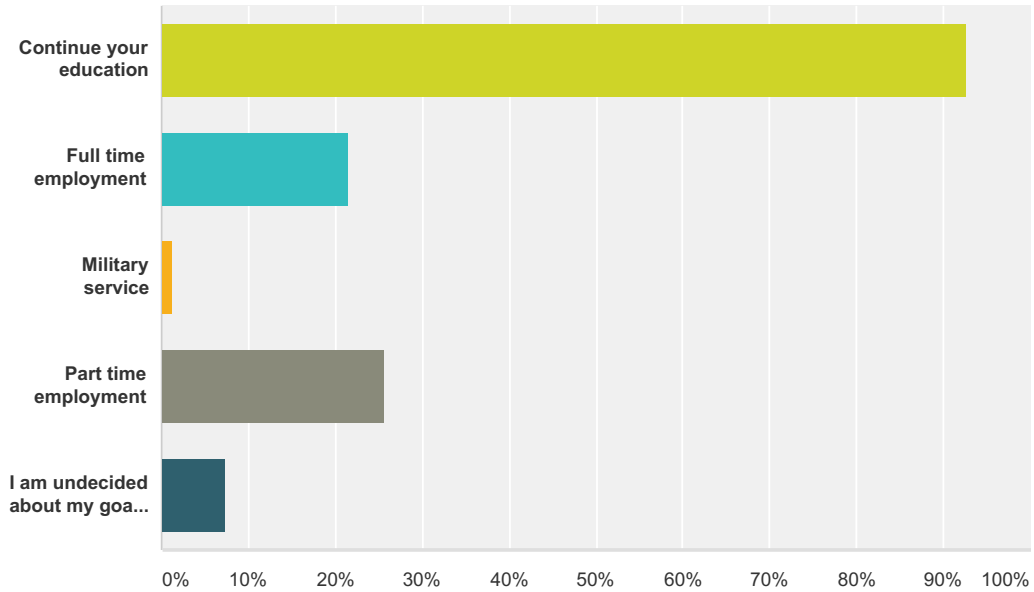


■ Very satisfied
 ■ Satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Dissatisfied
■ Very dissatisfied

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total
Variety of face-to-face courses offered	31.29% 51	35.58% 58	30.67% 50	1.84% 3	0.61% 1	163
Number of face-to-face courses offered	25.15% 41	35.58% 58	36.20% 59	1.84% 3	1.23% 2	163
Variety of online courses offered	35.58% 58	35.58% 58	26.99% 44	1.23% 2	0.61% 1	163
Number of online courses offered	36.20% 59	37.42% 61	23.93% 39	1.84% 3	0.61% 1	163

Q6 Select ONE or MORE of the following to describe your goals after leaving Doral College:

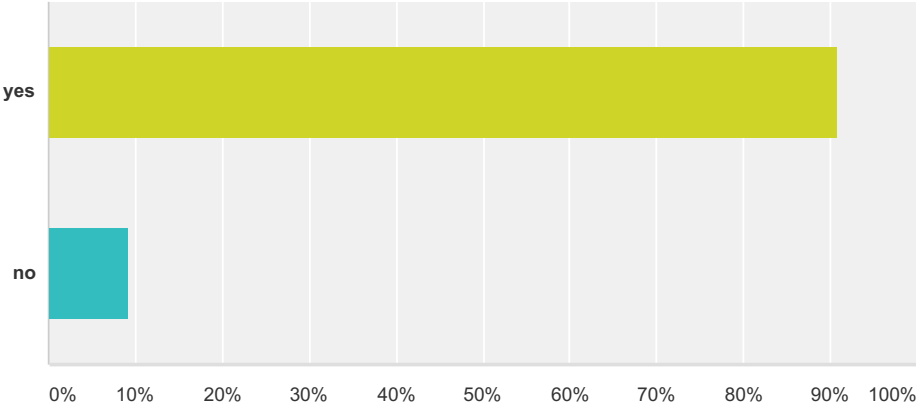
Answered: 163 Skipped: 0



Answer Choices	Responses
Continue your education	92.64% 151
Full time employment	21.47% 35
Military service	1.23% 2
Part time employment	25.77% 42
I am undecided about my goals upon leaving Doral College	7.36% 12
Total Respondents: 163	

Q7 Did you achieve, or will you have achieved upon completing your studies, the goals you had when you started this course or program?

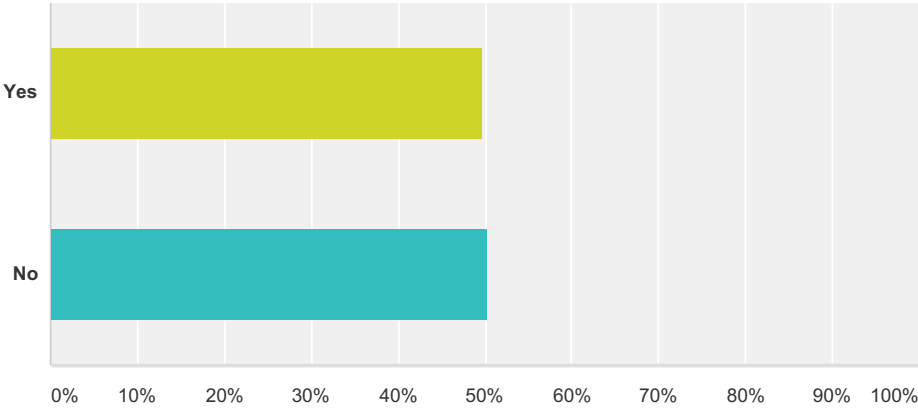
Answered: 163 Skipped: 0



Answer Choices	Responses
yes	90.80% 148
no	9.20% 15
Total	163

Q8 Do you know how to access the online tutoring service, Smarthinking?

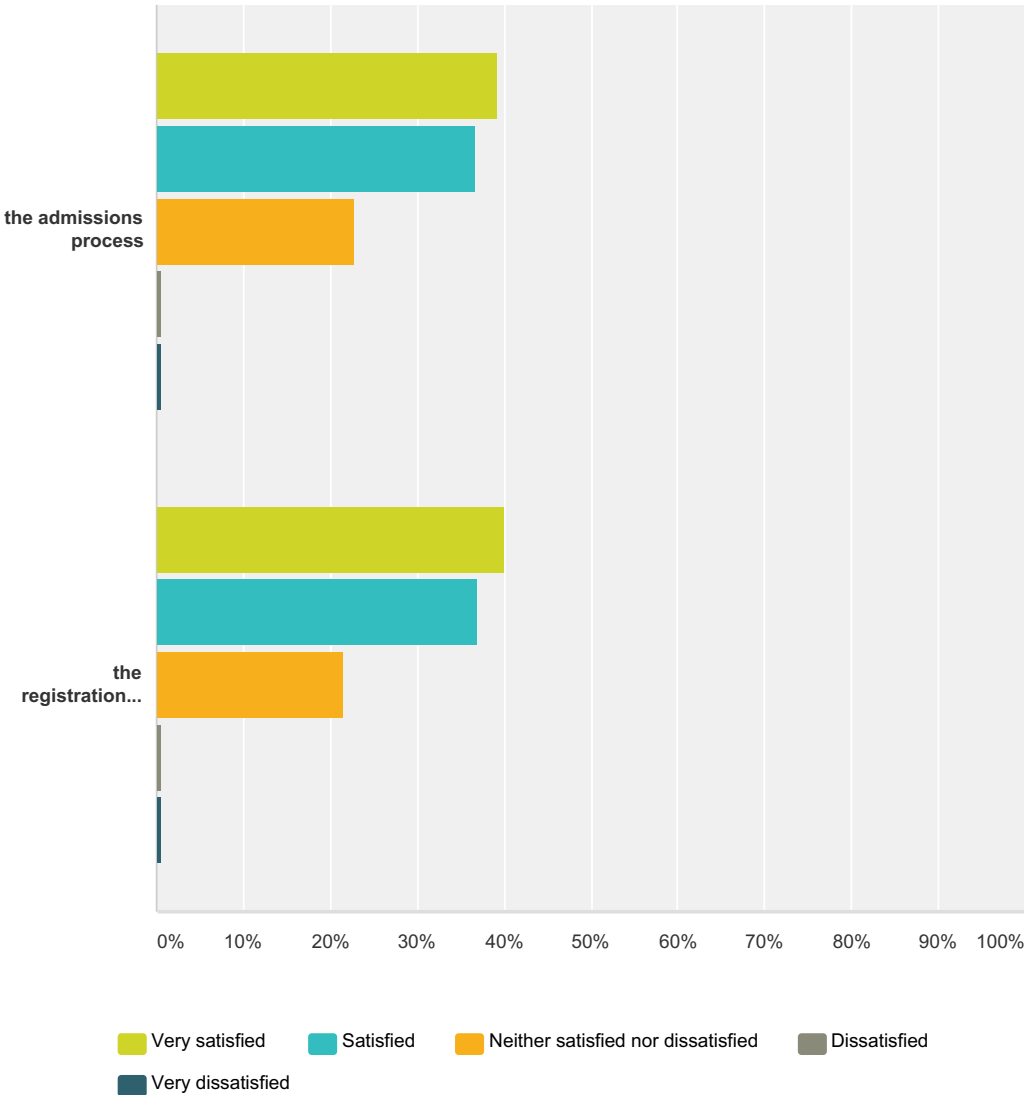
Answered: 163 Skipped: 0



Answer Choices	Responses
Yes	49.69% 81
No	50.31% 82
Total	163

Q9 How satisfied are you with the following processes?

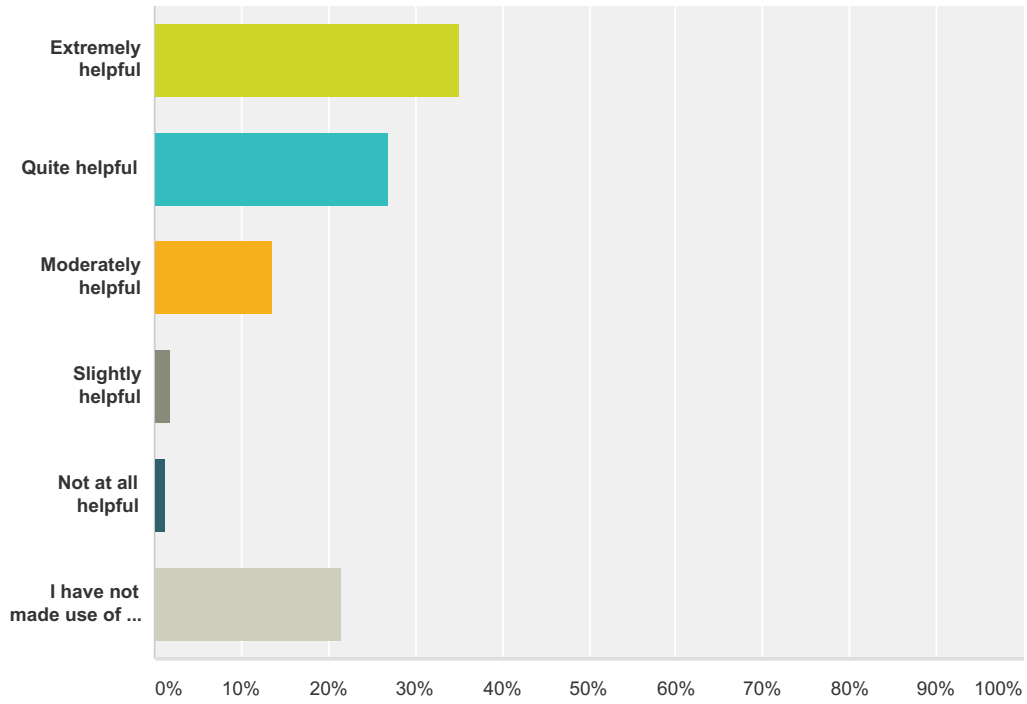
Answered: 163 Skipped: 0



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Total
the admissions process	39.26% 64	36.81% 60	22.70% 37	0.61% 1	0.61% 1	163
the registration process	40.12% 65	37.04% 60	21.60% 35	0.62% 1	0.62% 1	162

Q10 How helpful are the services provided by the Office of Admissions & Student Services?

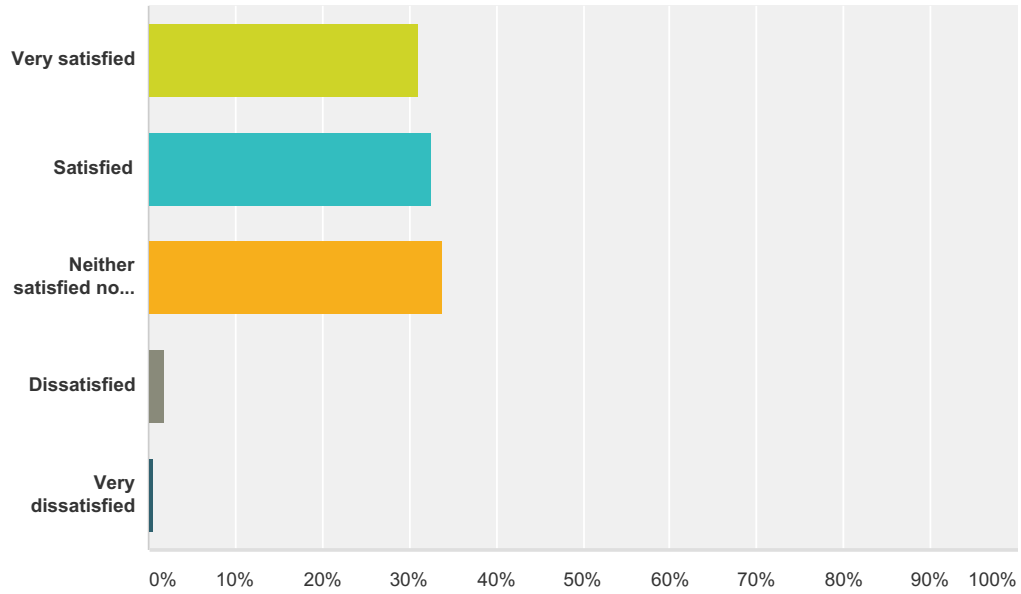
Answered: 163 Skipped: 0



Answer Choices	Responses	
Extremely helpful	34.97%	57
Quite helpful	26.99%	44
Moderately helpful	13.50%	22
Slightly helpful	1.84%	3
Not at all helpful	1.23%	2
I have not made use of any services provided by the Doral College Office of Admissions & Student Services	21.47%	35
Total		163

Q11 How satisfied are you with Doral College's learning resources (i.e. JSTOR, Gale)?

Answered: 157 Skipped: 6

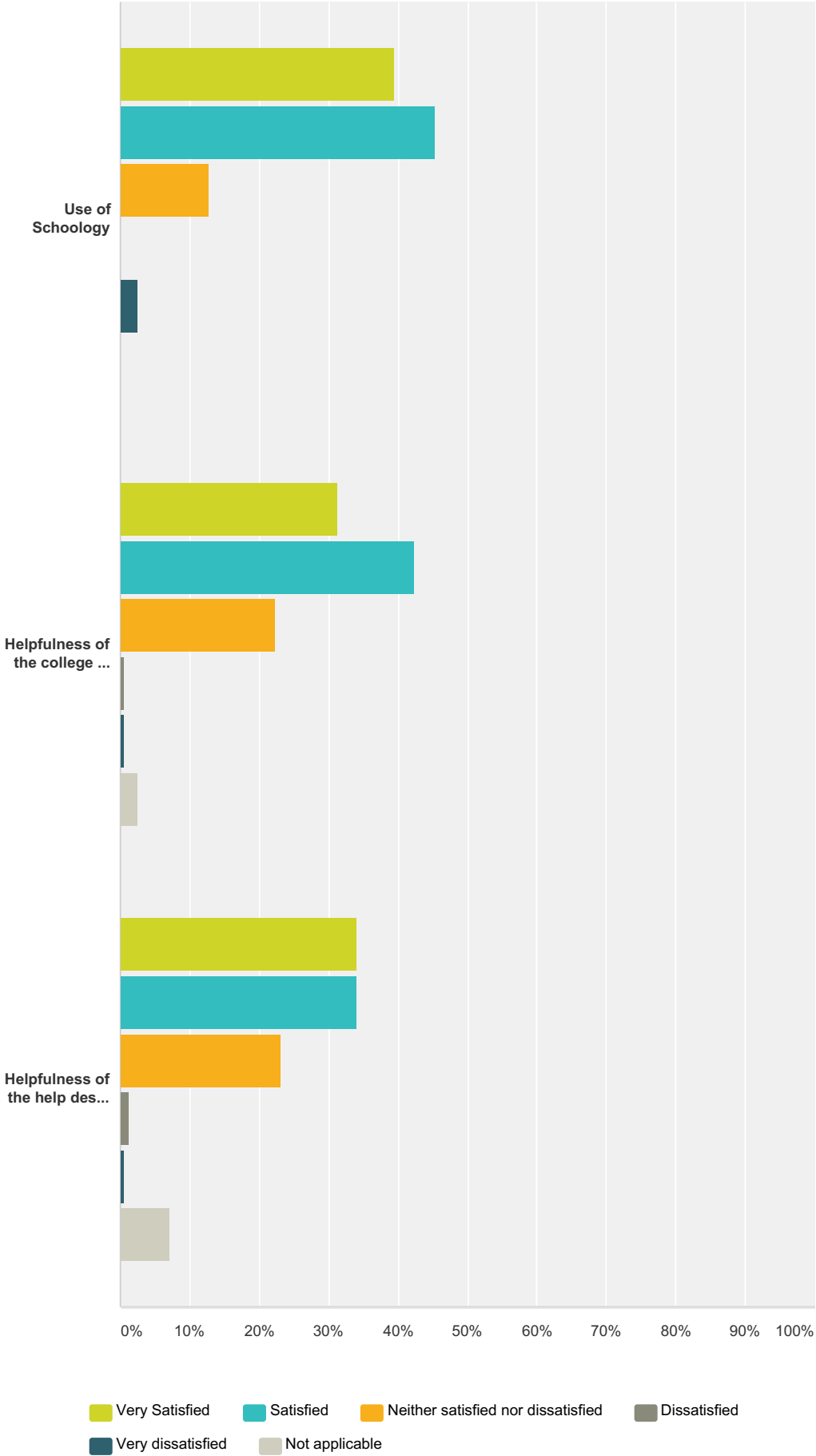


Answer Choices	Responses	Count
Very satisfied	31.21%	49
Satisfied	32.48%	51
Neither satisfied nor dissatisfied	33.76%	53
Dissatisfied	1.91%	3
Very dissatisfied	0.64%	1
Total		157

Q12 Indicate your satisfaction with the following at Doral College:

Answered: 157 Skipped: 6

Spring 2017 Student Importance and Satisfaction Survey

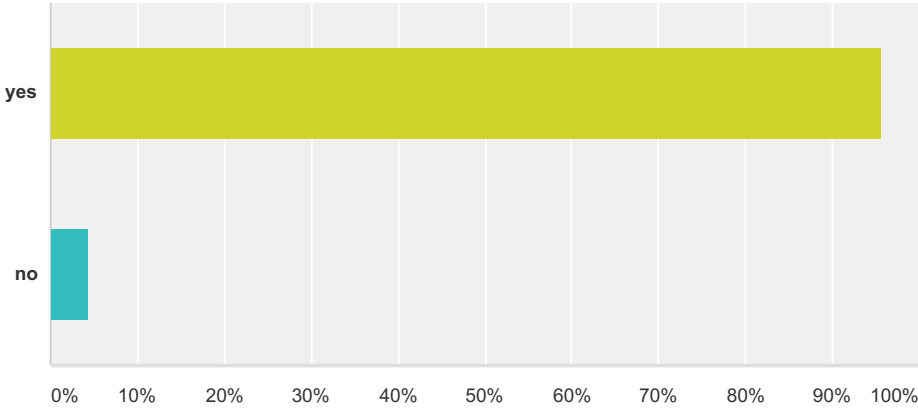


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	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable	Total
Use of Schoology	39.49% 62	45.22% 71	12.74% 20	0.00% 0	2.55% 4	0.00% 0	157
Helpfulness of the college web page	31.41% 49	42.31% 66	22.44% 35	0.64% 1	0.64% 1	2.56% 4	156
Helpfulness of the help desks (support, student affairs, and library @doralcollege.com)	33.97% 53	33.97% 53	23.08% 36	1.28% 2	0.64% 1	7.05% 11	156

Q13 All things considered, were you satisfied with your studies with us?

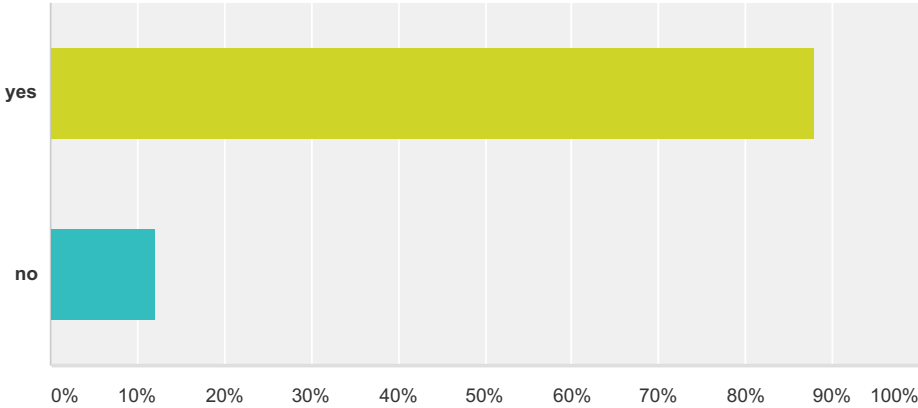
Answered: 157 Skipped: 6



Answer Choices	Responses
yes	95.54% 150
no	4.46% 7
Total	157

Q14 Would you recommend these studies to a friend?

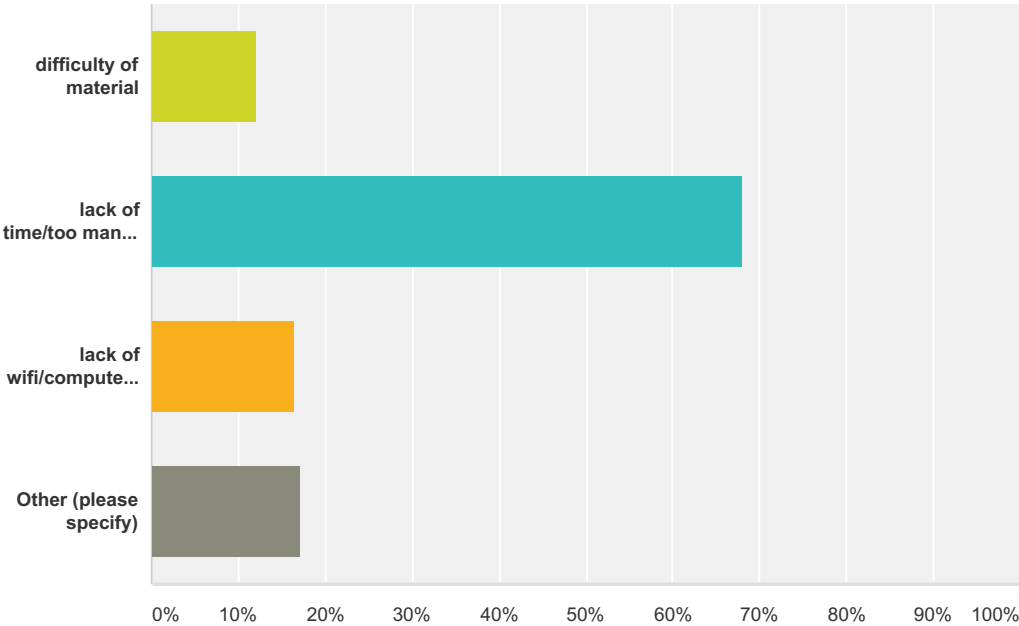
Answered: 157 Skipped: 6



Answer Choices	Responses
yes	87.90% 138
no	12.10% 19
Total	157

Q15 What challenges, if any, did/do you face in completing your Doral College coursework? Select all that apply.

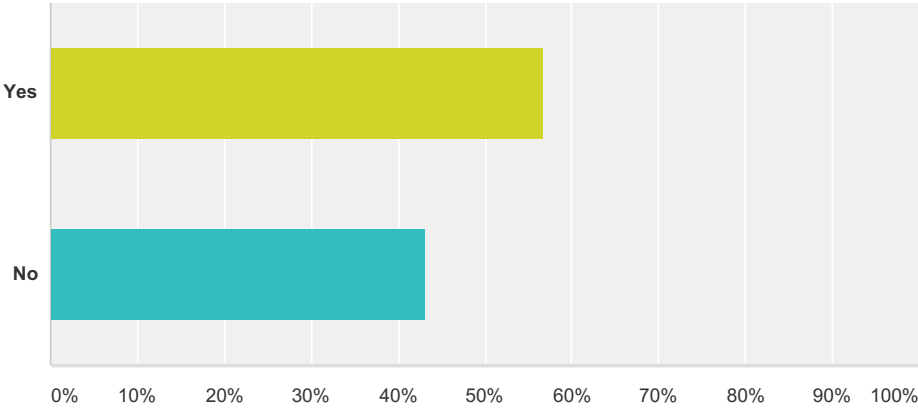
Answered: 157 Skipped: 6



Answer Choices	Responses
difficulty of material	12.10% 19
lack of time/too many responsibilities	68.15% 107
lack of wifi/computer access	16.56% 26
Other (please specify)	17.20% 27
Total Respondents: 157	

Q16 Has either of your parents earned a 4 year college degree?

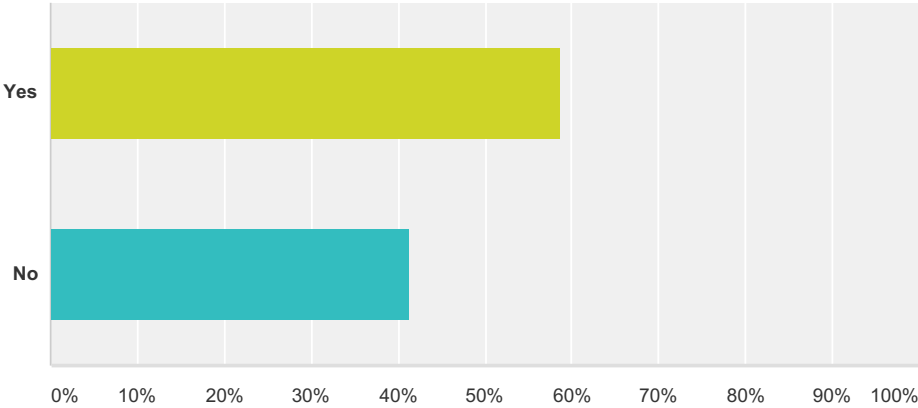
Answered: 157 Skipped: 6



Answer Choices	Responses
Yes	56.69% 89
No	43.31% 68
Total	157

Q17 Do you receive free or reduced lunch at your home high school?

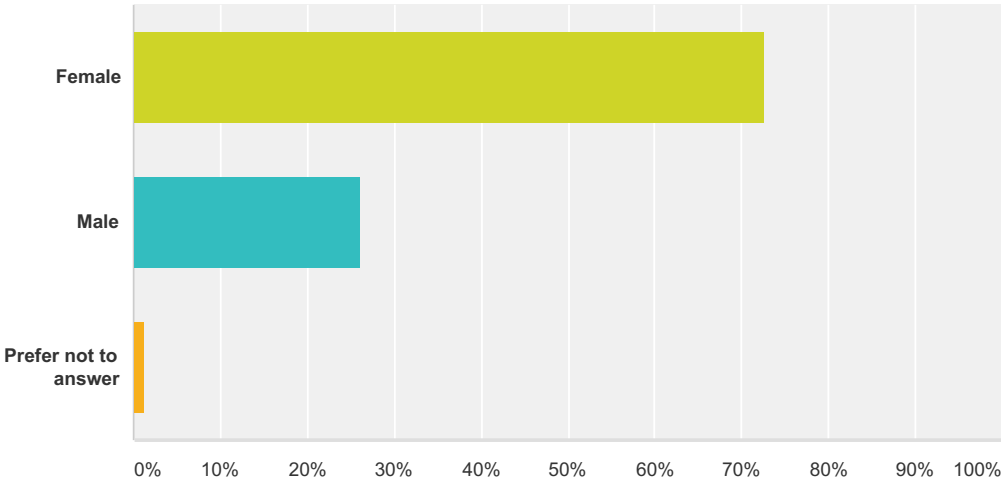
Answered: 157 Skipped: 6



Answer Choices	Responses	
Yes	58.60%	92
No	41.40%	65
Total		157

Q18 What is your gender?

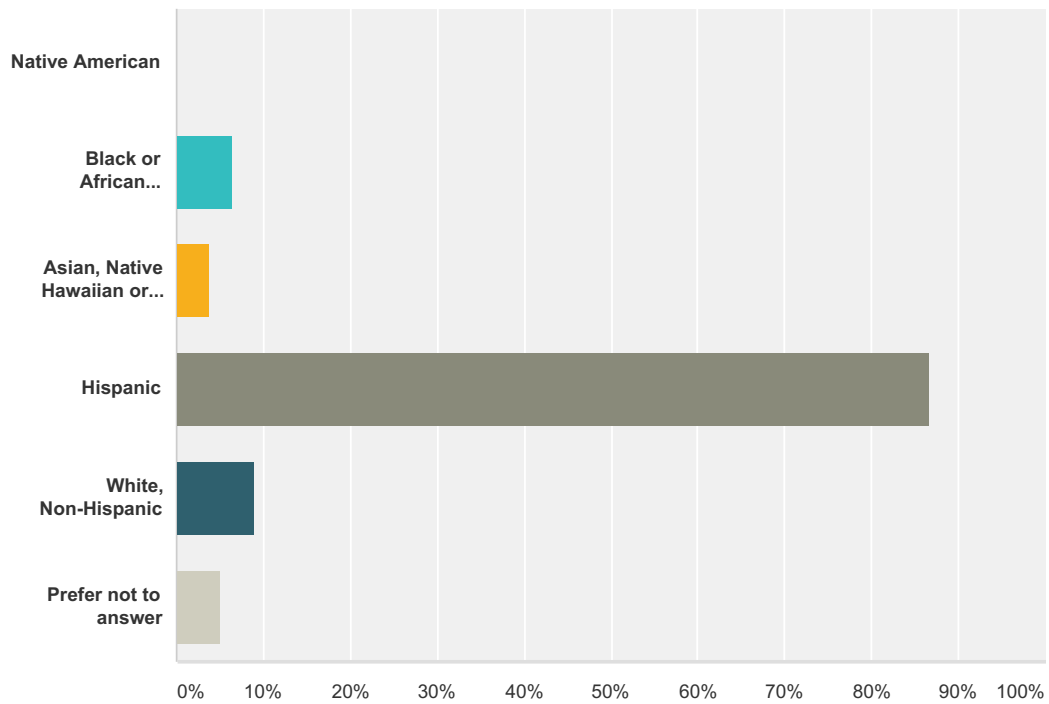
Answered: 157 Skipped: 6



Answer Choices	Responses	
Female	72.61%	114
Male	26.11%	41
Prefer not to answer	1.27%	2
Total		157

Q19 Select ONE or MORE of the following that best applies to you:

Answered: 157 Skipped: 6



Answer Choices	Responses
Native American	0.00% 0
Black or African American	6.37% 10
Asian, Native Hawaiian or Pacific Islander	3.82% 6
Hispanic	86.62% 136
White, Non-Hispanic	8.92% 14
Prefer not to answer	5.10% 8
Total Respondents: 157	

Q20 Is there anything else you would like to share about your experience with Doral College?

Answered: 29 Skipped: 134