



Doral College
Office of Institutional Effectiveness
Director, Pat Conlon

DORAL COLLEGE STUDENT IMPORTANCE AND SATISFACTION SURVEY SPRING 2015 SUMMARY REPORT AND TABLE OF RESPONSES

INSTRUMENT

- Created by Director of Institutional Effectiveness using Survey Monkey template
- Input from all units and administrators
- 47 questions (60 total with sub questions): Likert scale, categorical, numerical, Yes/No (dichotomous)

ADMINISTRATION

- Administered online via Survey Monkey during February 2015
- Students were provided a link to the survey by instructors, Academic Advisors, and via email.
- Students were given approximately 4 weeks to complete the survey.

POPULATION

- 448 of 542 enrolled students completed the survey; 83% response rate
- All respondents did not complete all of the questions: 6 respondents did not respond to questions #36-47, 1 respondent did not respond to any questions

REPRESENTATIVE SUMMARY OF RESPONSES

Profile

- 75.62% of students indicated that they had been enrolled at Doral College for 2 semesters or more
- 67.04% of students have a family member who has graduated college; 24.44% report that they are the first member of the family to attend college
- 19.07% of students work one hour or more per week
- 63.57% volunteer 1-15+ hours per week
- 94.64% of students plan to continue their education after graduation; 4.91% plan to join the military; 21.88% intend to work full time, 16.96% intend to work part time
- 13.32% do not expect to graduate from Doral College
- 90.52% indicate that they are Latino or Hispanic
- 63.21% female, 33.18% male, 3.61 prefer not to answer
- 55.08% indicate that the language they use most often at home is Spanish; 43.12% indicate that the language they use most often at home is English

Instruction and Curriculum

- 67.41% of students rate faculty much above and above average in quality of instruction and 68.08% much above and above average in level in of enthusiasm
- 78.35% very satisfied and satisfied with the QUALITY of the faculty

- 51.79% indicate that it is extremely and moderately easy to meet, Skype, or online chat with a College instructor outside of class
- 45.76% OFTEN engaged in class activities that are shared or combined with the activities/assignments of another class or teacher at Doral College; 20.09% NEVER engaged in such activities
- 45.54% responded that they DID know a faculty member from whom they could request a letter of recommendation and 54.46% responded that they did NOT know a faculty member from whom they could request a letter of recommendation
- 63.17% never attended a help/tutoring session with a faculty member last 2 semesters; 36.83% have attended one or more tutoring sessions held by college faculty
- 78.79% of students are aware of student learning outcomes for ALL of their courses, 3.79% aware of student learning outcomes for NONE of their courses
- 65.4% strongly agree and agree that their skills in “Ability to communicate through speech, writing, music, art, and/or performance art” have been improved through their College educational experience;
- 79.24% strongly agree and agree that their skills in “Ability to identify and analyze real or potential problems through use of critical thinking skills” have been improved through their College educational experience;
- 80.14% Strongly agree and agree that their skills in “Ability to write in a clear and organized manner” have been improved through their College educational experience
- 65.18% of students very satisfied and satisfied with the variety of face to face courses offered; 65.4% very satisfied and satisfied with the number of face-to-face courses offered
- 71.21% of students very satisfied and satisfied with the variety of online courses offered; 71.21% very satisfied and satisfied with the number of online courses offered
- 82.15% of students very satisfied and satisfied that a Doral College education is preparing them to accomplish their goals

Learning Resources/Library

- 63.61% indicate that it is extremely and moderately easy to remotely access the resources they need from the Doral College Learning Resources Center/Library
- 58.04% know how/where to access Doral College Library services
- 64.06% very satisfied and satisfied with the QUANTITY of learning resource/library programs at Doral College
- 64.73% very satisfied and satisfied with the QUALITY of learning resource/library programs available;

Student Activities

- 13.84% of students are members of a College club or organization
- 27.47% of students very aware and aware of their Doral College Student Government Association members
- 52.9% very satisfied and satisfied with the QUANTITY of activities offered;
- 59.62% very satisfied and satisfied with the QUALITY of services offered;
- 44.35% very satisfied and satisfied with the Student Government Association
- 54.58% very satisfied and satisfied with the choice of extracurricular activities

Student Services

- Admissions: 80.98% of students very satisfied and satisfied with the quality of the Admissions process
- Registration: 81.86% of students very satisfied and satisfied with the quality of registration process
- 52.01% of students know how/where to access the College Student Handbook
- 46.07% of students know how/where to access the College Catalog
- 69.19% very satisfied and satisfied with the QUALITY of services offered; 65.18% very satisfied and satisfied with the QUANTITY of services offered;
- 54.91% indicate that the services provided by the Doral College Student Services Office are extremely and quite helpful; 24.11% indicate that the question is not applicable
- 59.82% have met with a member of the Doral College Student Services Office or the designated Site Coordinator at least once in the last 2 semesters
- 34.82% attended the Doral College student orientation session during the fall term
- 69.42% very satisfied and satisfied with academic planning services available;
- 60.27% very and aware of degree requirements for graduation
- 71.78% of students very satisfied and satisfied with their experience at Doral College
- 56.47% of students very satisfied and satisfied with the QUALITY of College non-instructional staff

Technology and Physical Plant

- 49.66% of students feel extremely and quite safe on campus; 37.25% responded not applicable
- 72.01% indicate that College facilities are extremely and quite well maintained
- 66.51% very satisfied and satisfied with the helpfulness of the College web page; 62.33% very satisfied and satisfied with internet/WiFi access; 64.11% very satisfied and satisfied with availability of computers
- 66.14 % of students very satisfied and satisfied with ease of use of online course platform Brain Honey/Maestro

**DORAL COLLEGE STUDENT IMPORTANCE AND SATISFACTION SURVEY
SUMMARY TABLE SPRING 2015**

**448 Student Respondents of 542 student population: 83% response rate
6 respondents did not respond to #36-47 and 1 respondent skipped all questions**

Question		Percent	Students	Response
INSTRUCTION/CURRICULUM				
1	For the Doral College course/s I am taking this semester, I am aware of the student learning outcomes for	78.79 17.41 3.79	353 78 17 TOTAL 448	All of my courses Some of my courses None of my courses
2	How do you rate the quality of instruction at Doral College?	67.41 30.13 2.46	302 135 11 TOTAL 448	Much above and Above Average Below and much below
3	How do you rate the level of enthusiasm of faculty at Doral College?	68.08 28.13 3.8	305 126 17 TOTAL 448	Much above and Above Average Below and much below
4	How easy was it for you to meet, Skype, or online chat with your Doral College instructor outside of class?	21.43 30.36 3.13 45.09	96 136 14 202 TOTAL 448	Extremely Easy Moderately easy Not at all easy Not applicable
5	Did your Doral College instructor respond to email within 48 hours?	45.31 13.39 2.46 38.84	203 60 11 174 TOTAL 448	Frequently Sometimes Never Not applicable
6	How often do you engage in class activities that are shared or combined with the activities/assignments of another class or teacher at Doral College?	45.76 34.15 20.09	205 153 90 TOTAL 448	Often Sometimes Never
7	Including the current semester and last semester, how many times did you attend a help/tutoring session conducted by a Doral College faculty member?	8.04 9.15 19.64 63.17	36 41 88 283 TOTAL 448	5 or more 3-4 1-2 0
8	Do you know a Doral College faculty member that you can ask for a letter of recommendation?	45.54 54.46	204 244 TOTAL 448	Yes No
9	Indicate your overall satisfaction with the QUALITY of the Doral College faculty.	78.35 18.553 2.23 .89	351 83 10 4 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied

10	How strongly do you agree that your skills in the following areas have been improved through your Doral College educational experience?			
	Ability to communicate through speech, writing, music, art, and/or performance art	65.4 31.25 2.23 1.12	293 140 10 5 TOTAL 448	Strongly agree/agree Don't agree or disagree Disagree Strongly disagree
	Ability to identify and analyze real or potential problems through use of critical thinking skills	79.24 18.97 .89 .89	355 85 4 4 TOTAL 448	Strongly agree/agree Don't agree or disagree Disagree Strongly disagree
	Ability to write in a clear and organized manner	80.14 18.53 .89 .45	359 83 4 2 TOTAL 448	Strongly agree/agree Don't agree or disagree Disagree Strongly disagree
11	Indicate your satisfaction with these aspects of the Doral College curriculum.			
	Variety of face-to-face courses offered	65.18 31.92 1.79 1.12	292 143 8 5 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
	Number of face-to-face courses offered	65.4 31.47 2.01 1.12	293 141 9 5 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
	Variety of online courses offered	71.21 27.01 1.12 .67	319 121 1 3 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
	Number of online courses offered	71.21 27.46 .67 .67	319 123 3 3 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
12	Select one or more of the following to describe your goals after leaving Doral College?	94.64 21.88 4.91 16.96 4.69	424 98 22 76 21 TOTAL 448	Continue your education Full time employment Military service Part time employment Do not have any goals

13	How satisfied are you that the education you are receiving at Doral College is preparing you to accomplish your goals?	82.15 20.54 2.01 .45	368 92 9 2 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
STUDENT SERVICES				
14	Indicate how satisfied you are with the QUALITY of			
	the admissions process at Doral College	80.98 17.9 .67 .45	362 80 3 2 TOTAL 447	Very satisfied and satisfied Neither Dissatisfied Very Dissatisfied
	the registration process at Doral College	81.86 15.8 1.81 .45	361 70 8 2 TOTAL 441	Very satisfied and satisfied Neither Dissatisfied Very Dissatisfied
15	When communicating with a Doral College non-instructional staff member did the staff member respond to email within 48 hours?	32.14 18.08 3.35 46.43	3144 81 15 208 TOTAL 448	Frequently Sometimes Never Not applicable
16	Indicate your overall satisfaction with the QUALITY of Doral College's non- instructional staff	56.47 14.73 .67 .67 27.46	253 66 3 3 123 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very Dissatisfied Not applicable
17	Including the current semester and last semester, how many times have you met with a member of the Doral College Student Services Office or the designated Site Coordinator at your school?	23.66 36.16 40.18	106 162 180 TOTAL 448	3 or more 1-2 0
18	How helpful are the services provided by the Doral College Student Services Office?	54.91 16.52 3.5 .89 24.11	246 74 16 4 108 TOTAL 448	Extremely and quite Moderately Slightly Not at all helpful Not applicable
19	Did you attend the Doral College student orientation session during the fall term?	34.82 65.18	156 292 TOTAL 448	Yes No
20	How satisfied are you with the academic planning services available to you at Doral College?	69.42 28.57 1.34 .67	312 128 6 3 TOTAL	Very satisfied and satisfied Neither Dissatisfied Very Dissatisfied

			448	
21	Overall, indicate your satisfaction with the QUANTITY of student services offered at Doral College:	65.18 31.92 2.46 .45	292 143 11 2 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very Dissatisfied
22	Overall, indicate your satisfaction with the QUALITY of student services at Doral College:	69.19 28.35 2.01 .45	310 127 9 2 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very Dissatisfied
23	How aware are you of the degree requirements necessary for graduation from Doral College?	60.27 26.79 8.93 4.02	271 120 40 18 TOTAL 448	Very and aware Neither Unaware Very unaware
24	Do you know how/where to access the Doral College			
	Student Handbook?	52.01 47.99	233 215 TOTAL 448	Yes No
	College Catalog	46.07 53.93	205 240 TOTAL 445	Yes No
STUDENT ACTIVITIES				
25	Including the current semester and last semester, how many times did you attend a help/tutoring session conducted by a fellow Doral College student or students?	6.92 7.37 15.18 70.54	31 33 68 316 TOTAL 448	5 or more 3-4 1-2 0
26	How aware are you of your Doral College Student Government Association members?	27.46 31.03 22.32 19.2	123 139 100 86	Very and aware Neither Unaware Very unaware
27	Overall, indicate your satisfaction with the QUALITY of student activities offered at Doral College:	56.92 38.17 3.13 1.79	255 171 14 8 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
28	Overall, indicate your satisfaction with the QUANTITY of student activities offered at Doral College:	52.9 43.3 2.46 1.34	237 194 11 6 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
29	How satisfied are you with			
	the CHOICE of college-sponsored extracurricular activities at Doral College?	54.58 43.85	244 196	Very satisfied and satisfied Neither

		1.12 .45	5 2 TOTAL 448	Dissatisfied Very dissatisfied
	Doral College's Student Government Association?	44.35 53.85 1.36 .45	196 238 6 2 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
30	Are you a member of a college sponsored student organization or club?	13.84 86.16	62 386 TOTAL 448	Yes No
LEARNING RESOURCES/LIBRARY				
31	Do you know how/where to access Doral College Library services?	58.04 41.96	260 188 TOTAL 448	Yes No
32	Do you feel that the Doral College Library resources fulfilled the research needs of your classes?	26.34 20.76 12.95 1.56 7.37 31.03	118 93 58 7 33 139 TOTAL 448	Of ALL my classes Of MOST of my classes Of SOME of my classes DID NOT fulfill research needs of ANY of my classes Not aware of these resources Not applicable
33	How easy is it to remotely access the resources you need from the Doral College Learning Resources Center/Library?	25.89 37.72 2.68 1.34 32.37	116 169 12 6 145 TOTAL 448	Extremely Moderately Not at all I do not have readily available internet access Not applicable
34	Overall, indicate your satisfaction with the QUALITY of learning resource/library programs at Doral College:	64.73 33.04 .89 1.34	290 148 4 6 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
35	Overall, indicate your satisfaction with the QUANTITY of learning resources/library programs at Doral College:	64.06 33.93 .89 1.12	287 152 4 5 TOTAL 448	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
TECHNOLOGY/PHYSICAL PLANT				
36	Indicate your satisfaction with the following at Doral College:			
	Availability of computers	64.11 23.25 .45 .45 11.74	284 103 2 2 52 TOTAL	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied Not applicable

			443	
	Ease of use of Online course platform Brain Honey/Maestro	66.14 24.77 .68 .45 7.95	291 109 3 2 35 TOTAL 443	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied Not applicable
	Helpfulness of the college web page	66.51 25 .69 .23 7.57	290 109 3 1 33 TOTAL 443	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied Not applicable
	Internet/WiFi access	62.33 23.52 .46 .91 12.79	300 103 2 4 56 TOTAL 443	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied Not applicable
	Classroom technology e.g SMART boards, clickers, computers, etc.	60.96 25.34 .46 .23 13.01	267 111 2 1 57 TOTAL 443	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied Not applicable
37	How well maintained are the facilities at Doral College?	72.01 25.51 2.26 .23	319 113 10 1 TOTAL 443	Extremely and quite Moderately Slightly Not at all well-maintained
38	How safe do you feel on the Doral College campus?	49.66 12.19 .9 0 37.25	220 54 4 0 165 TOTAL 443	Extremely and quite Moderately Slightly Not at all safe Not applicable
39	Overall, how satisfied are you with your experience at Doral College?	71.78 23.7 3.61 3.61	318 105 16 4 TOTAL 443	Very satisfied and satisfied Neither Dissatisfied Very dissatisfied
PROFILE				
40	Including the current semester, how many semesters have you been enrolled in Doral College?	6.32 5.87 7.67 55.76 24.38	28 26 34 247 108 TOTAL 443	5 or more semester 4 3 2 1
41	When do you expect to graduate from Doral College?	26.86	119	May 2015

		26.41 12.42 20.99 13.32	117 55 93 59 TOTAL 443	May 2016 May 2017 Other date I do not expect to graduate
42	In a typical week, how many hours per week do you participate in a volunteer activity?			
		12.44 9.73 41.4 36.43	55 43 183 161 TOTAL 443	15 or more 14-8 7-1 0
	work for pay?	8.37 4.88 5.81 80.93	36 21 25 348 TOTAL 443	15 or more 14-8 7-1 0
43	Are you the first member of your family to attend college?	24.44 75.56	132 311 TOTAL 443	Yes No
44	Have any of your family members graduated from college?	67.04 32.96	297 146 TOTAL 443	Yes No
45	What is your gender?	63.21 33.18 3.61	280 147 16 TOTAL 443	Female Male Prefer not to answer
46	Select ONE OR MORE of the following that best applies to you:	.45 1.81 2.48 90.52 .90 29.35 3.61	2 18 11 401 4 130 16 TOTAL 443	American Indian or Alaskan native Asian Black or African American Latino or Hispanic Native Hawaiian or Pacific Islander White Prefer not to answer
47	What language do you use most often at home?	43.12 0.00 .68 .23 55.08 0.9	121 0 3 1 244 4 TOTAL 443	English Haitian Creole Mandarin Portuguese Spanish Other