



# Student Importance and Satisfaction Survey Report

**2020-2021 Academic Year**

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## Summary

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This report details the results of the 2021 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

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This year, the College used the survey that was revamped in 2020, containing 25 questions. No adjustments were made from the 2019-2020 version:

As previously noted, a shorter survey is more in line with current practices and more likely to achieve a higher response rate.

The survey was administered via Survey Monkey to the 2,553 students who remained enrolled beyond the drop deadlines. 527 students completed the survey for a 20.6% response rate which is a slight decrease from the 2020 27.7% response rate. Students who completed the survey were entered into a raffle for a chance to win an Uber Eats gift card. In the future, other incentives and/or methods of delivery will be explored in order to encourage increased participation.

## Data

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Survey results are attached in raw form.

## Analysis

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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. Of the respondents, the majority were dual enrolled 10<sup>th</sup>, 11<sup>th</sup>, and 12<sup>th</sup> graders (80.35%). The following is a question by question analysis of the results:

- Q1: Over 84% of students indicated Doral College instructors teach extremely or very well. This is a slight increase when compared to the previous year's percentage of 78%. In the final question of the survey "Is there anything else you'd like to share about your experience at Doral College?", nine responses specifically included positive remarks regarding faculty.
- Q2: Over 75% of students indicated they had used the College's learning resources. This is a similar to the previous year.

- Q3: Over 61% of students indicated their College instructors frequently responded to email within 24 hours, which is similar to last year which was 60%. It is important to note that 21.63 % indicated they have never tried to contact an instructor via email. 1.7% of respondents indicated their instructors never responded to email within 24 hours which is slightly lower than 1.9% last year.
- Q4: Over 80% of students indicated satisfaction with the help and/or tutoring available from their instructors, with a sizeable amount (18%) indicating they were neither satisfied nor dissatisfied. Last year over 75%of the students indicated satisfaction. While the five percent increase is not statistically significant, the response does reflect improvement in this area.
- Q5: This multi-part question addressed satisfaction with the variety and number of online and face to face courses. Following the past two years' positive trend, over 75% of students indicated they were either very satisfied or satisfied in the variety of all course formats and over 60% with the number of face to face / hybrid courses offered. Regarding the number of face to face / hybrid course offerings 32.91% reported neither satisfied nor dissatisfied. In all categories more percentages indicating no opinion ranged from 10% - 32%. Less than 4% of students indicated dissatisfaction in any category.
- Q6: As in past years, the majority of students (90.37%) indicated their plans after leaving the College were to continue their education. Additionally, 14.04% indicated they intended to work full-time, while 22.01% indicated they would work part-time. These percentages correlate with the 2020 percentages. It is important to note that students may select more than one response for this question.
- Q7: Over 94% of students indicated they achieved, or will have achieved upon completing their studies, the goals they had when they started the course or program. This is a slight increase over last year, where 88% of students responded positively.
- Q8: Over 67% of students indicated they knew where to access Smarthinking. This is a decrease from last year, where approximately 72% of students indicated they knew how to access Smarthinking. This may be due to the resource not being included in every course.
- Q9: This multi-part question addressed satisfaction with the College's admissions and registration processes. Over 84 of students indicated they were either very satisfied or satisfied with both processes, with approximately 13.98% indicating they had no opinion. Fewer than 1% of students, .19% and .57% respectively, indicated dissatisfaction in either category, which is slightly lower than the previous year's results.
- Q10: Over 65% of students indicated they found the services provided by the Office of Admissions & Student Services extremely or quite helpful, with approximately 23% indicating they have not made use of the services. Less than 2% indicated they found the services to be only slightly or not at all helpful. These results correlate with the previous year's results.

- Q11: Over 73% of students indicated they were very satisfied or satisfied with the online databases, which is a correlates with last year which was 70%. Approximately 25% indicating they ae neither satisfied nor dissatisfied, a which is equivalent to last year.
- Q12: This multi-part question addressed satisfaction with the College’s LMS, web page, and help desks. Over 94% of students indicated they were either very satisfied or satisfied with the use of Schoology, correlating with last year. Regarding the web page, 75% responded they were either very satisfied or satisfied, which is a slight increase over 72% last year. Over 70% of the students responded they were either very satisfied or satisfied with the help desks, which is a slight increase over 68% last year. 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. This is in line with last year’s results.
- Q14: Over 95% of students indicated they would recommend the College to a friend. This is a slight increase over in line with last year’s responses, which was 92%.
- Q15: Students indicated a number of factors affected their ability to complete their College coursework. For example, 58.82% said lack of time/too many responsibilities were a factor, 20.28% indicated the material was too difficult, while 18.26% said lack of computers/Wi-Fi was a factor. Of the 120 responses submitted, 56 (46%) were simply “no” or “none”.
- Q16 was an open-ended question added in 2020 asking “What, if any additional challenges did /do you face in completing coursework due to the Coronavirus outbreak?” Of the 217 responses, 91 (41%), none/not applicable and issues related to technology access were the two most prevalent responses. This correlates with the previous year.
- Q17 was added in 2020 as well as a result of COVID-19, “If you are enrolled in a F2F/Hybrid course that was moved online due to the outbreak, how satisfied were you with the online experience?” The majority, 41.49% responded not applicable. Over 24% were very satisfied or satisfied. Fewer than 3% were dissatisfied with 17% having no opinion. These results are similar to last year.
- Q18 The vast majority, 94.54%, indicated they would take an online course again, which is a slight increase from 89% last year.
- Q19: Just over half of students (54.97%) indicated that at least one parent had attained a four-year degree, which is a slight increase from last year (48.67%).
- Q20: The percentage of students indicating they receive free or reduced lunch at their home high school (59.23%) is lower than last year’s response (69.73%). The reduction in percentage, though, could be reflected by 6.9% stating “not applicable”. This percentage, however, is still an important indicator of the population served by the College.
- Q21. Doral College was overwhelmingly female in the spring of 2021 —71.2% female to just 26.37% male. These results mirror last year’s with a female population of 72.21% and male population of 26.19%.

- Q22. Once again, Doral College was overwhelmingly Hispanic in the spring of 2020— 72.41% of students selected this option. This is similar to the demographics reflected in admissions reports. However, it is a decrease from last year’s Hispanic population of 82.48%.
- Q23: Of the 149 answers given, many were very positive, including:
  - Everything was great the material taught was good and if I had any questions teachers would quickly respond and guide me to the right path.
  - Thank you very much for this opportunity of dual enrollment. Your courses are amazing and I have recommended it to my younger sister who is enrolled for summer courses.
  - I am extremely honored to be accepted into Doral College and will be continuing my education with this college.
  - My experience at Doral college was amazing! I really had a glimpse on what actual college assignments look like and it was awesome!
  - Overall, I am extremely happy with my experience with Doral College it was efficient and organized making things simple for these difficult times, yet still providing astonishing education.
  - This is my 3rd course with Doral college and i love everything about it so far, cant wait for more!
  - I have been using Doral College since 9th grade and I have loved the experience I had. Joining and enrolling into classes is easy and my teachers have been great overall. I have never had an issue with any of the resources given such as Schoology and it is not hard to navigate. Overall, I recommend and will continue to encourage people to take classes here.
  - Doral College's dual-enrollment is the first one I've ever done & I believe that it's one of the best. I'd definitely continue to take courses from Doral College. Overall, my experience has been amazing.
  - It was a very nice experience indeed through my dual enrollment process. All my teachers, some repeating, have been very nice and attentive to any issues I may have. It was nice to have understanding teachers especially during a time like this for a change. It’s a wonderful environment, even virtually.
  - I loved every moment of it. And to be honest I never thought I'd make it this far but thanks to your help I did. I love the way the individuals of this school empower soon to be leaders.
  - The instructors are amazing, very helpful, and always seek the best for all students. The workload is manageable, and the resources used help tremendously. Overall, Doral College is one of the most impactful programs a student should ever consider, and can benefit one for the better.
  - Way better than MDC

## Use of Results

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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:

- 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. While the online orientation has been discontinued, the College will create a student guide page to promote student knowledge of available services.
- As also evidenced in past years, 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. Student Affairs and Operations continue to discuss these results with affiliate schools and work together to assist students with strategies such as assigning College students a study hall or lab period during the academic year. 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.
- Results continue to indicate the College serves a high minority population facing socioeconomic barriers. While this is not an issue to be addressed per se, it is an important factor in determining how to allocate resources, address student concerns, and conduct institutional planning.
- Students faced a number of difficulties when completing their coursework during the Coronavirus outbreak. While many of those were expected, such as anxiety and time-management struggles, it is important the College is aware of them. In the 2021-2022 school year, Doral College can consider continuing the reduced number of face to face / hybrid course offerings that was implemented for 2020-2021, as results indicated the overwhelming majority were satisfied or neither satisfied nor dissatisfied with the variety and number of these offerings.