



Student Importance and Satisfaction Survey Report

2021-2022 Academic Year

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Summary

This report details the results of the 2022 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 College used the survey that was a revamped in 2022, containing 12 questions, with some questions having multiple categories. The purpose for the revision is due to the College's growth and moving past the stage of gathering data on student awareness of services as well as their opinion of the services. The decision to institute the changes was made after analyzing past survey data and noting that the majority of the students were aware of and had used the services. For the first time the survey was administered through Collegia, resulting in a significantly higher response rate. The questions were as follows:

Q1. How well do your Doral College instructors teach?

Q2. How often did your Doral College instructor(s) respond to email within 48 hours?

Q3. How satisfied are you with the Doral College course offerings?

- a. Variety of face-to-face / hybrid courses offered
- b. Number of face-to-face / hybrid courses offered
- c. Variety of online courses offered
- d. Number of online courses offered

Q4. Did you achieve, or will you have achieved upon completing your studies, the goals you had when you started this course or program?

Q5. How satisfied are you with the following processes?

- a. The admissions process
- b. The registration process

Q6. Indicate your satisfaction with the following at Doral College

- a. Use of Canvas
- b. Helpfulness of the college web page
- c. Helpfulness of the help desks (support, student affairs @ doral.edu)
- d. Learning resources (i.e. JSTOR, Gale)?

Q7. All things considered, were you satisfied with your studies with us?

Q8. Would you recommend these studies to a friend?

Q9. What challenges, if any, did/do you face in completing your Doral College coursework? Select all that apply.

- a. difficulty of material
- b. lack of time/too many responsibilities
- c. lack of wifi/computer access
- d. Other (please specify)

Q10. Has either of your parents earned a 4 year college degree?

Q11. Do you receive free or reduced lunch at your home high school?

Q12. Is there anything else you would like to share about your experience with Doral College?

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. 2,804 students completed the survey for a 20.6% response rate which is a slight decrease from the 2020 27.7% response rate.

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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. For the first time, the respondents were asked to identify their student category in more detail: AA, BSED, dual enrollment, non-degree seeking lower division, non-degree seeking upper division. Of the respondents, the majority were dual enrolled 10th, 11th, and 12th graders (92%). The breakdown of the remaining categories are: AA 1.5% (44 responses), BSED 1.1% (32 responses), non-degree lower 1.8% (53 responses), non-degree upper 2.6% (75 responses). The following is a question by question analysis of the results:

- Q1: Over 75% of students indicated Doral College instructors teach extremely or very well. This is a slight decrease when compared to the previous year's percentage of 84%. 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: This question changed slightly to ask about response time in 48 as opposed to 24 hours. 48% of students indicated their College instructors frequently responded to email within 48 hours. It is important to note that 29 % indicated they have never tried to contact an instructor via email. 2% of respondents indicated their instructors never responded to email within 24 hours which is slightly higher than 1.7% last year.
- Q3: This multi-part question addressed satisfaction with the variety and number of online and hybrid courses. Following the past three years' positive trend, the majority of students indicated they were either very satisfied or satisfied in the variety of all course formats. Regarding hybrid courses 52% were satisfied with the variety and 51% were satisfied with the number, 38% and 39% respectively had no opinion. Regarding online courses, 70% were satisfied with the variety and 69% were satisfied with the number, in both categories 24% reported no opinion. It should be noted that hybrid offerings are only for a small number of dual enrollment courses, however students in all categories were asked the question. This could have skewed the data.
- Q4: Over 91% 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 from last year, where 94% of students responded positively.
- Q5: The majority of students indicated satisfaction with the services provided by the Office of Admissions & Student Services with 70% indicating they have satisfaction with the admission process and 70% indicating satisfaction with the registration process. Less than 5% indicated they were dissatisfied the services.
- Q6: This multi-part question addressed satisfaction with the College's LMS, web page, help desks, and learning resources. Only 75% of students indicated they were either very satisfied or satisfied with the use of Canvas, which is a decrease from last year (94%). It should be noted that in the 2021-2022 school year Doral College migrated from Schoology to Canvas. Therefore, the learning curve associated with the new system may be a factor in the decrease. Regarding the web page, 64% responded they were either very satisfied or satisfied, which is a slight decrease from over 75% last year. Only 59% of the students responded they were either very satisfied or satisfied with the help desks, which is a decrease from 70% last year. Only 58% were very satisfied or satisfied with the learning resources. Less than 7% of students indicated dissatisfaction in any category.
- Q7: Over 94% 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.

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- Q8: Over 92% of students indicated they would recommend the College to a friend. This is a slight decrease over in line with last year's responses, which was 95%.
- Q9: Students indicated a number of factors affected their ability to complete their College coursework. For example, 63% said lack of time/too many responsibilities were a factor, 23% indicated the material was too difficult, while 18 % said lack of computers/Wi-Fi was a factor.
- Q10: Just over half of students (57%) indicated that at least one parent had attained a four-year degree, which is a slight increase from last year (54%).
- Q11: The percentage of students indicating they receive free or reduced lunch at their home high school (58%) is slightly lower than last year's response (59%). The reduction in percentage, though, could be reflected by 13% stating "not applicable". This percentage, however, is still an important indicator of the population served by the College.
- Q12: Of the 205 answers given, the majority were very positive, including:
 - Doral College is great for credits and getting into top schools. Absolutely love this opportunity and already recommended to friends. A little hard for students like me who procrastinate a lot, but overall great
 - Doral College is the best, and I was very pleased to be able to graduate from their college with my AA.
 - Doral College makes it easy to get college credits and succeed in high school. The lessons learned in the course can also be used throughout everyday life.
 - Doral College provides a really wonderful opportunity to the community! Thank you!
 - I feel very lucky to be able to take dual enrollment courses for free in high school through Doral College.
 - I really enjoy being a part of Doral College
 - I will definitely recommend this program to my friends and peers. This experience has been so good to explore. I just want to say thank you for letting me do this.
 - I would like to share that the teachers I've had in Doral College were and are teachers who are passionate to helping students.
 - I'm grateful for the opportunity I got at this age to start my college experience, thank you.
 - It was a bit challenging but I'm glad I did it
 - It was a great experience and would definitely do it again.

Words that were frequently used in the responses were: amazing, excellent, good, great, helpful, like, love, and thank you.

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:

- 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.