



Student Importance and Satisfaction Survey Report

2017-2018 Academic Year

Prepared by the Office of Admissions & Student Services

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Summary

This report details the results of the 2018 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 continued to use the shortened, revamped survey implemented two years prior, containing 20 questions. 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 517 students who remained enrolled beyond the drop deadlines. 103 students completed the survey for a 19.9% response rate. Unfortunately, this response rate was considerably lower than the previous year, where 30% of students responded. 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. In the future, other incentives and/or methods of delivery will be explored in order to encourage increased participation.

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 a similar result to the previous year. Additionally, there were six comments—five positive and one neutral. One student noted that the class was not based on a one to one experience, while others noted that their instructors were very experienced and their classes were very rewarding.
- Q2: Over 75% of students indicated they knew where to access the College's learning resources. This is a slight decrease from the previous year, where over 80% of students indicated they knew where to access the resources.
- Q3: Over 60% 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). 0% of respondents indicated their instructors never responded to email within 24 hours. This is an improvement from last year's survey, where only 50% of students indicated their College instructors frequently responded to email within 24 hours and 2% of students indicated their instructors never responded to email within 24 hours.

- Q4: Over 80% of students indicated satisfaction with the help and/or tutoring available from their instructors with a sizeable amount (nearly 30%) indicating they were neither satisfied nor dissatisfied. There were two comments—both indicated that College instructors were very eager to help students
- 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 65-80% of students indicated they were either very satisfied or satisfied, with 15-30% indicating they had no opinion. Less than 7% of students indicated dissatisfaction in any category. No meaningful comments were submitted.
- Q6: As in past years, the majority of students (93.2%) indicated their plans after leaving the College were to continue their education. Additionally, 16.5% indicated they intended to work full-time, while 20.39% indicated they would work part-time. It is important to note that students may select more than one response for this question.
- Q7: Over 88% 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 decrease over last year, where 90% of students responded positively.
- Q8: Over 55% of students indicated they knew where to access Smarthinking. This is a significant increase over last year, where less than 50% of students indicated they knew how to access Smarthinking.
- Q9: This multi-part question addressed satisfaction with the College's admissions and registration processes. Nearly 90% of students indicated they were either very satisfied or satisfied with both processes, with approximately 8% indicating they had no opinion. Less than 2% of students indicated dissatisfaction in either category. These results show a huge improvement from the previous year, where 75% of students indicated they were either very satisfied or satisfied with both processes.
- Q10: Over 75% of students indicated they found the services provided by the Office of Admissions & Student Services extremely or quite helpful, with approximately 12% indicating they have not made use of the services. Less than 1% 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 70% of students indicated they were very satisfied or satisfied with the online databases, with approximately 26% 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 very 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 73-78%, with approximately 10-19% indicating they had no opinion. Less than 3% of students indicated dissatisfaction in any category.
- Q13: Over 96% 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, where 95% indicated satisfaction.
- Q14: Over 94% of students indicated they would recommend the College to a friend. Again, this also indicates a high level of overall student satisfaction and matches last year's responses.
- Q15: 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. 25% indicated the material was too difficult, while 10% said lack of computers/Wi-Fi was a factor. Of the 14 responses submitted, most were simply "no."
- Q16: Just under half of students (48%) indicated that at least one parent had attained a four-year degree.
- Q17: Nearly 80% of students indicated they receive free or reduced lunch at their home high school. This is an important indicator of the population served by the College and is in line with last year's responses.
- Q18: Doral College was overwhelmingly female in the spring of 2018—70% female to just 28% male.

- Q19. Doral College was overwhelmingly Hispanic in the spring of 2018—92% of students selected this option. This is similar to the demographics reflected in admissions reports as well as last year’s reponse rate.
- Q20: Of the 21 answers given, many were very positive, including:
 - I love the library and the how involved and caring the staff is with their students.
 - I’ve liked my experience with Doral College so far, and I would like to continue and be able to get my AA.
 - Very nice so far.
 - I would recommend this institution to any student looking to further their education and reach for amazing goals in the academic and career goal.
 - I am very happy to be graduating with Doral College. I didn't think I would be able to gain my associate's before leaving high school, but DC had made it possible. I am thankful for that.
 - I found it, overall, to be a very educational experience. I learned a lot and was able to apply what I learned to my work.
 - Staff are very helpful and understanding and the programs offered are great

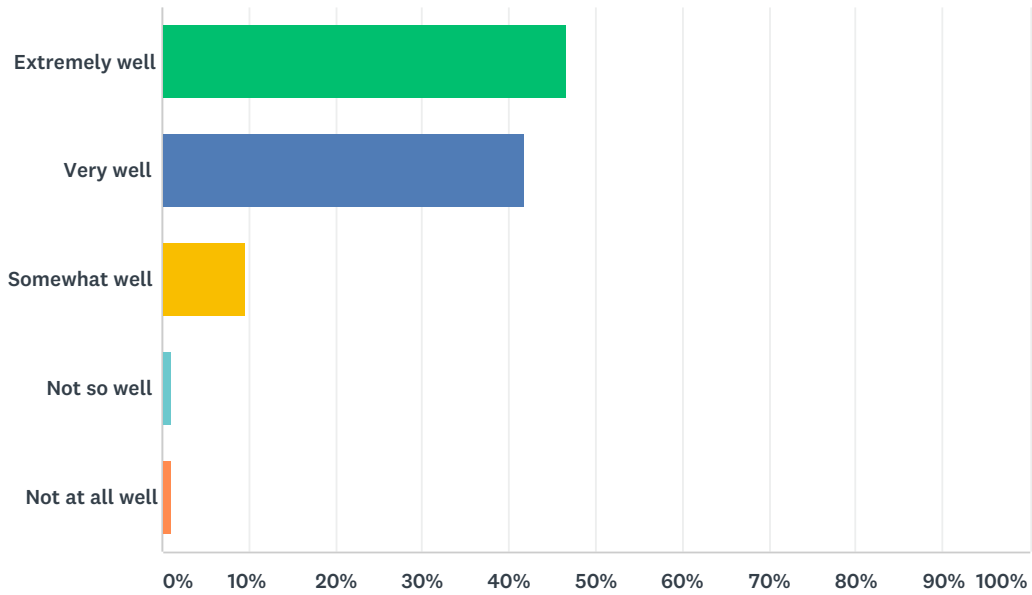
Use of Results

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 many students still do not know where to access the online tutoring program, Smarthinking. This will be further emphasized in the online orientation new students must complete, which will now be mandatory. Additionally, Academics will further encourage instructors to promote the service within their individual classes.
- 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. The 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 have discussed these results with affiliate schools and expects that many of them will assign College students a study hall or lab period next 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.

Q1 How well do your Doral College instructors teach?

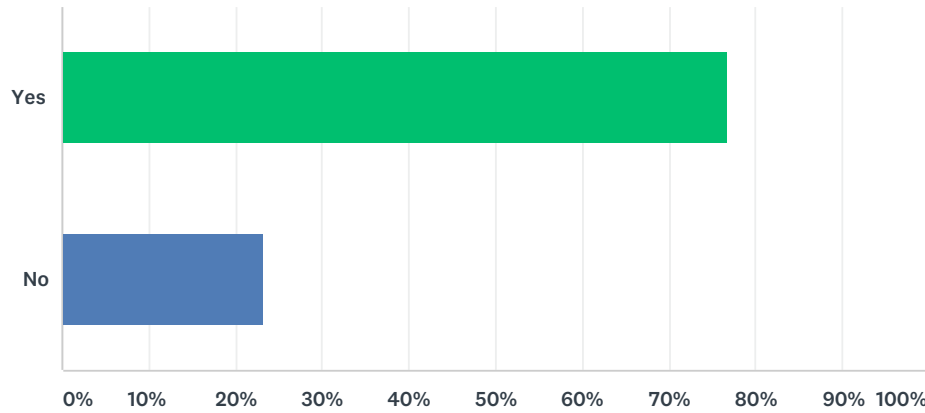
Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely well	46.60%	48
Very well	41.75%	43
Somewhat well	9.71%	10
Not so well	0.97%	1
Not at all well	0.97%	1
TOTAL		103

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

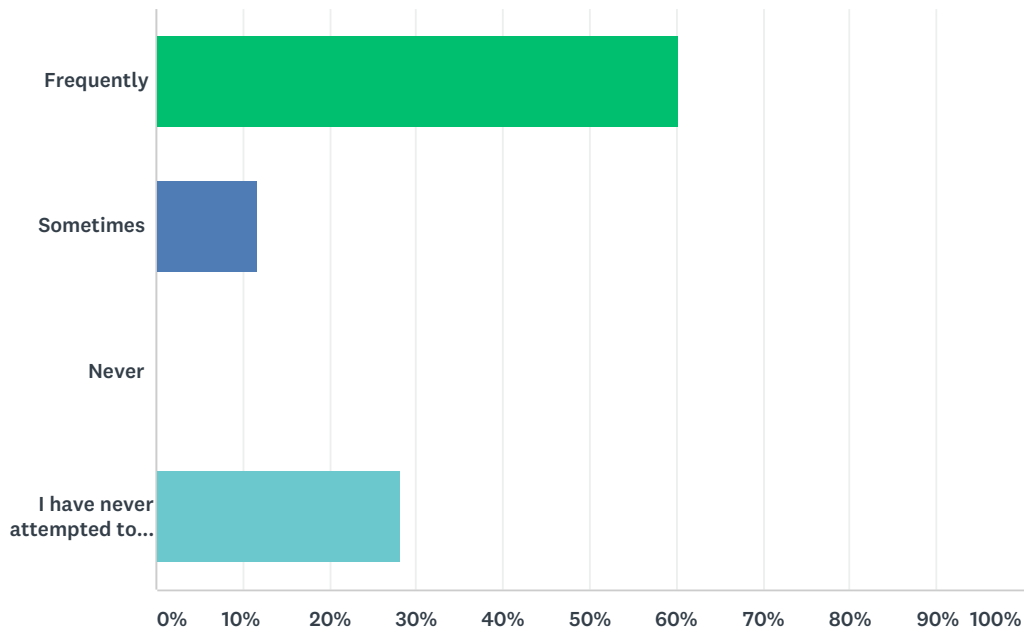
Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.70%	79
No	23.30%	24
TOTAL		103

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

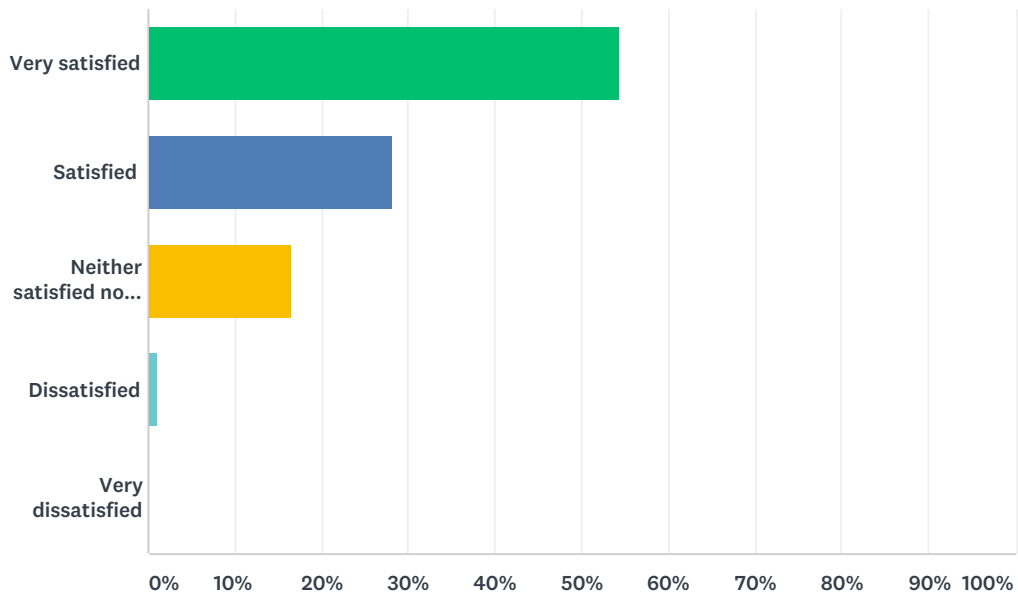
Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES	
Frequently	60.19%	62
Sometimes	11.65%	12
Never	0.00%	0
I have never attempted to email my Doral College instructor.	28.16%	29
TOTAL		103

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

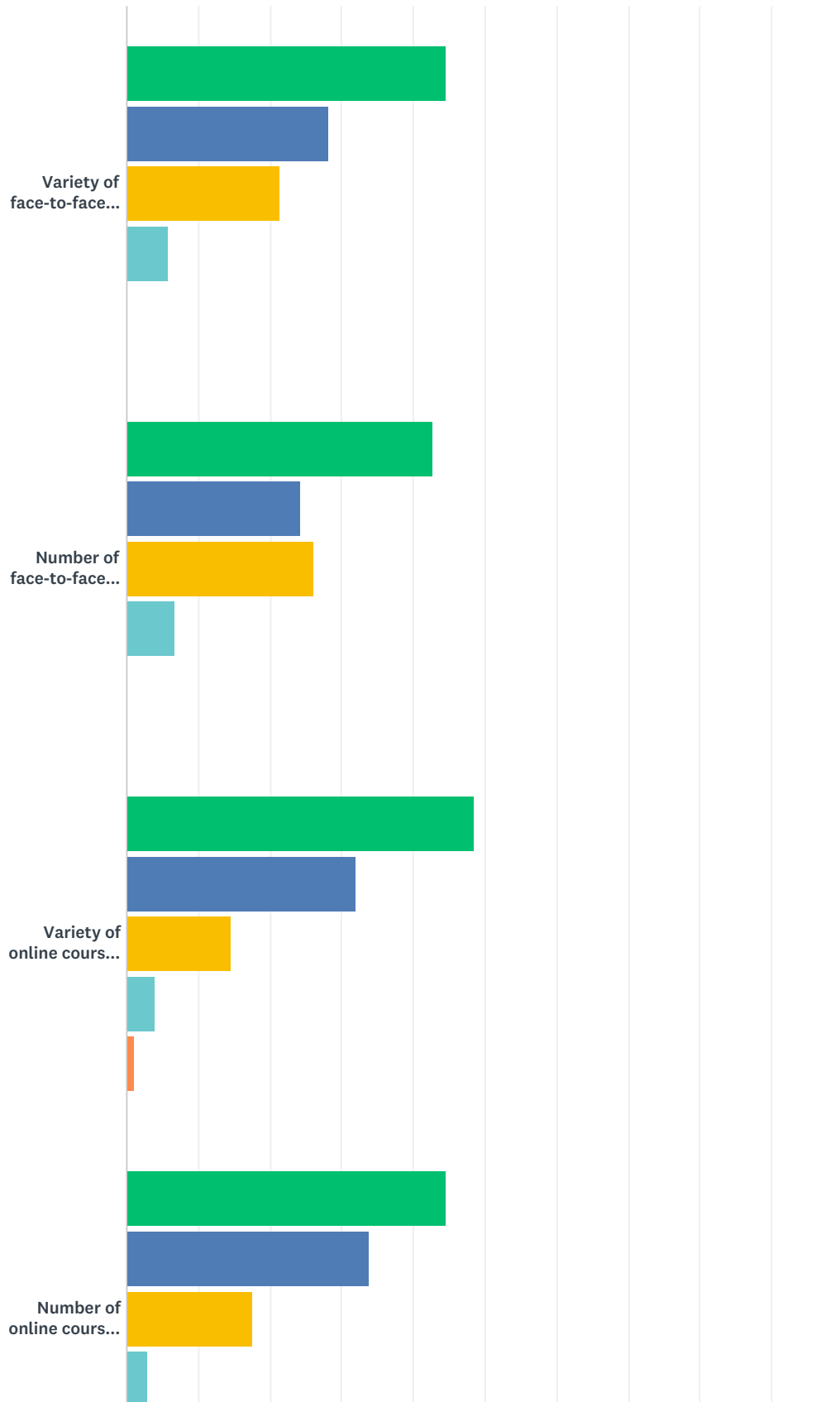
Answered: 103 Skipped: 0



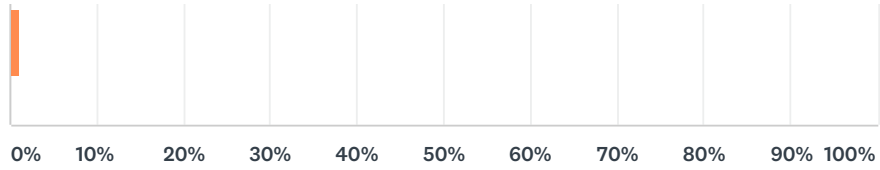
ANSWER CHOICES	RESPONSES	
Very satisfied	54.37%	56
Satisfied	28.16%	29
Neither satisfied nor dissatisfied	16.50%	17
Dissatisfied	0.97%	1
Very dissatisfied	0.00%	0
TOTAL		103

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

Answered: 103 Skipped: 0



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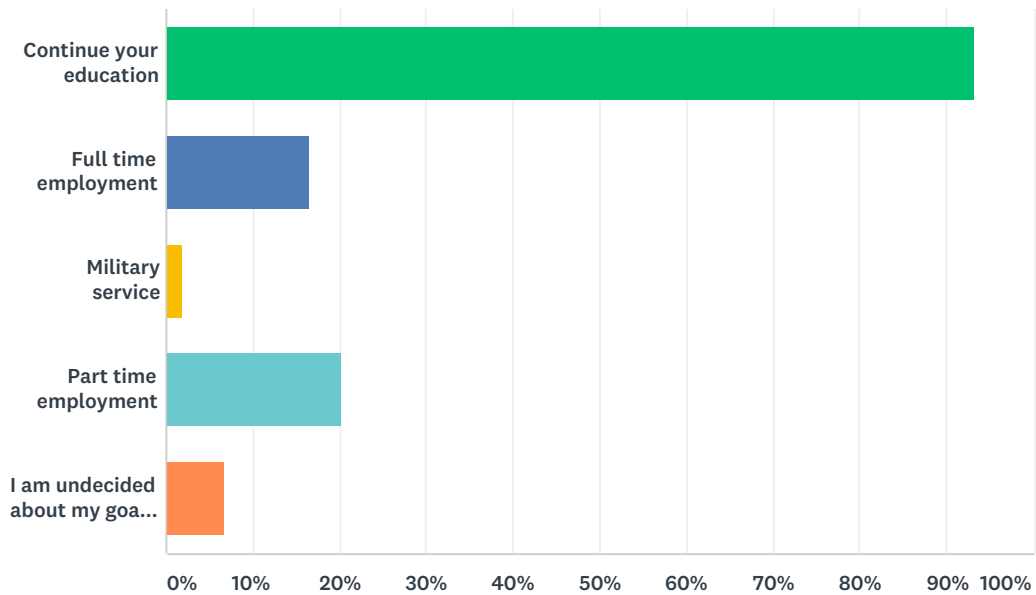


■ Very satisfied
 ■ Satisfied
 ■ Neither satisfied nor dissatisfied
■ Dissatisfied
 ■ Very dissatisfied

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL
Variety of face-to-face courses offered	44.66% 46	28.16% 29	21.36% 22	5.83% 6	0.00% 0	103
Number of face-to-face courses offered	42.72% 44	24.27% 25	26.21% 27	6.80% 7	0.00% 0	103
Variety of online courses offered	48.54% 50	32.04% 33	14.56% 15	3.88% 4	0.97% 1	103
Number of online courses offered	44.66% 46	33.98% 35	17.48% 18	2.91% 3	0.97% 1	103

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

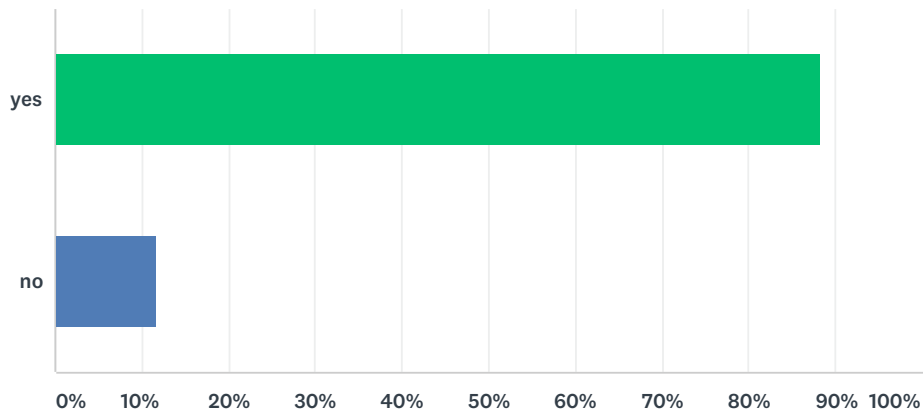
Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES	
Continue your education	93.20%	96
Full time employment	16.50%	17
Military service	1.94%	2
Part time employment	20.39%	21
I am undecided about my goals upon leaving Doral College	6.80%	7
Total Respondents: 103		

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

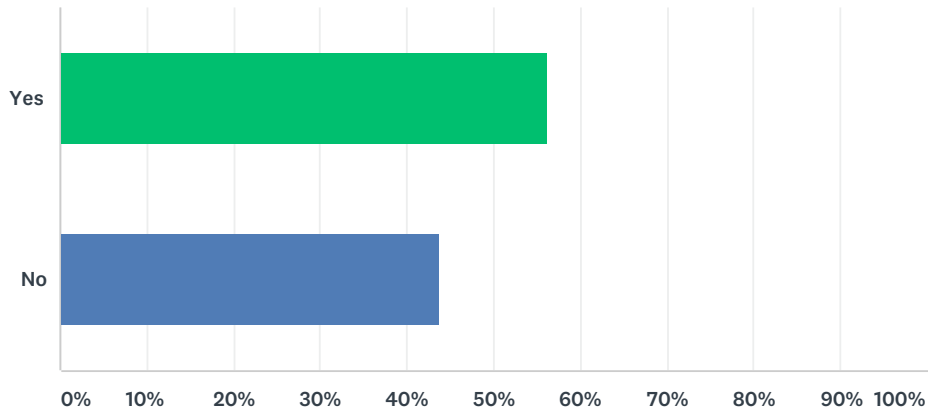
Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES	
yes	88.35%	91
no	11.65%	12
TOTAL		103

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

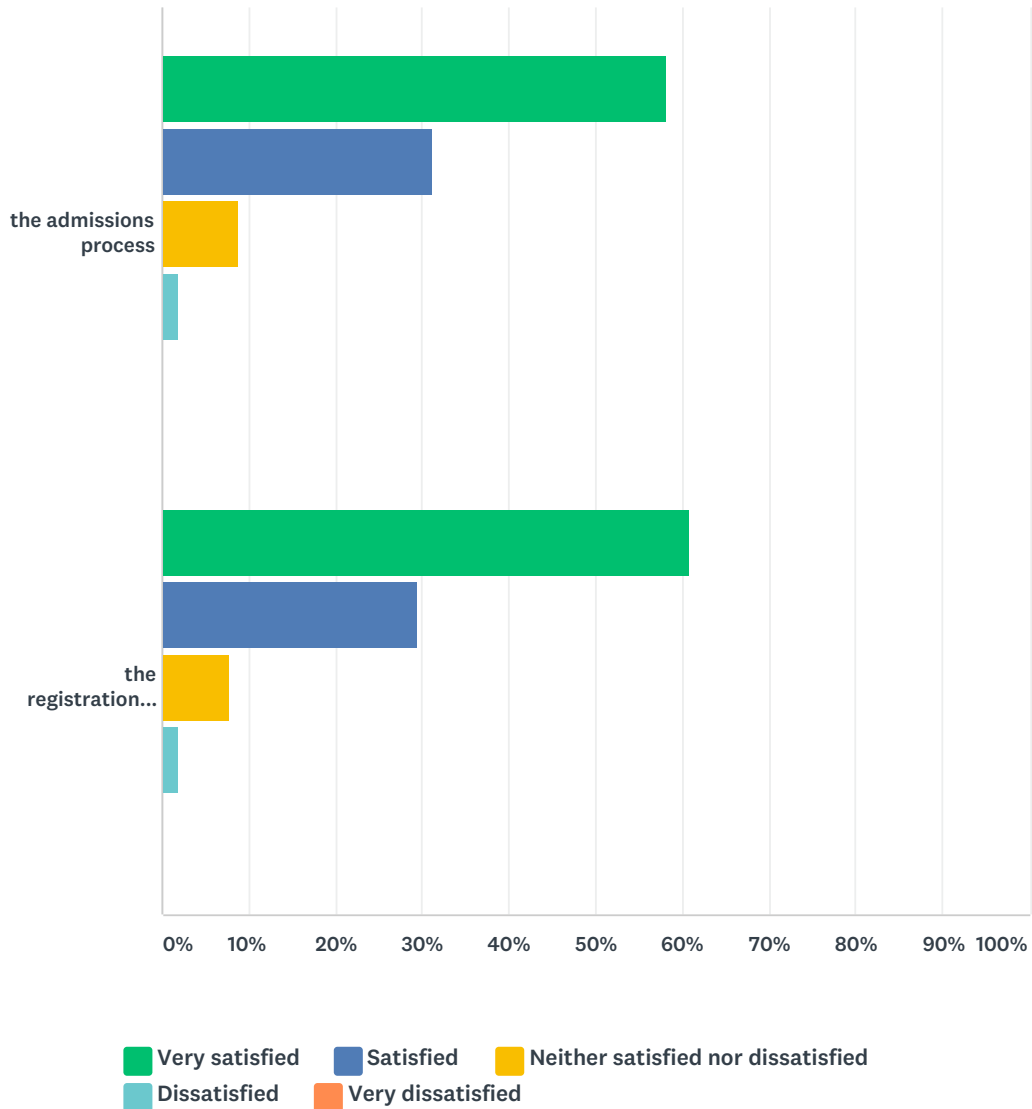
Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	56.31%	58
No	43.69%	45
TOTAL		103

Q9 How satisfied are you with the following processes?

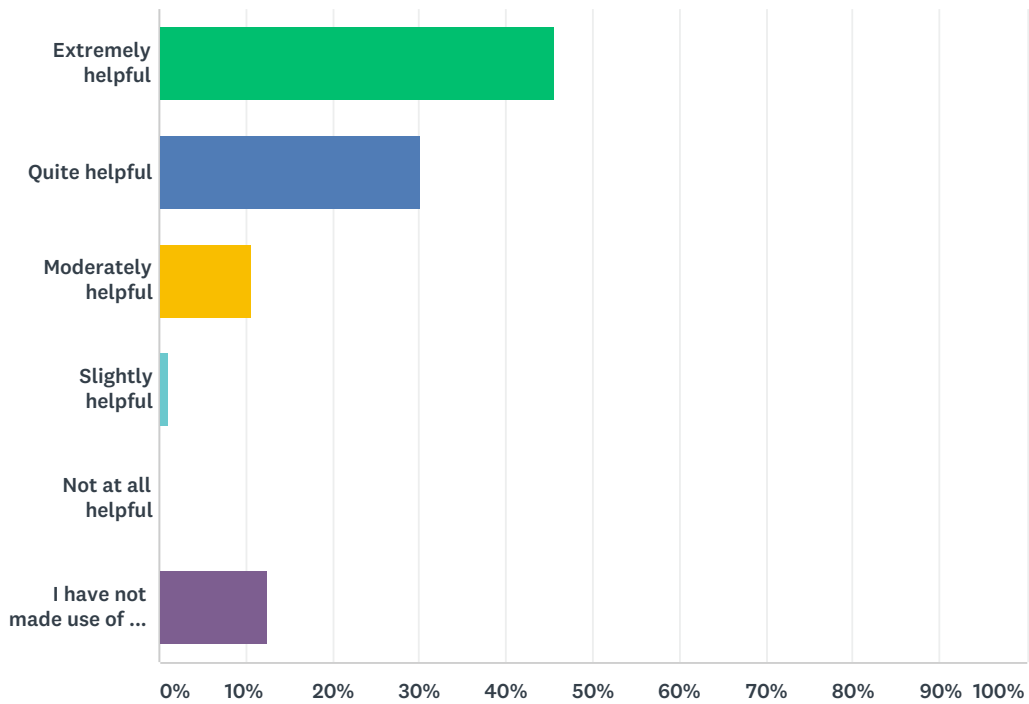
Answered: 103 Skipped: 0



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL
the admissions process	58.25% 60	31.07% 32	8.74% 9	1.94% 2	0.00% 0	103
the registration process	60.78% 62	29.41% 30	7.84% 8	1.96% 2	0.00% 0	102

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

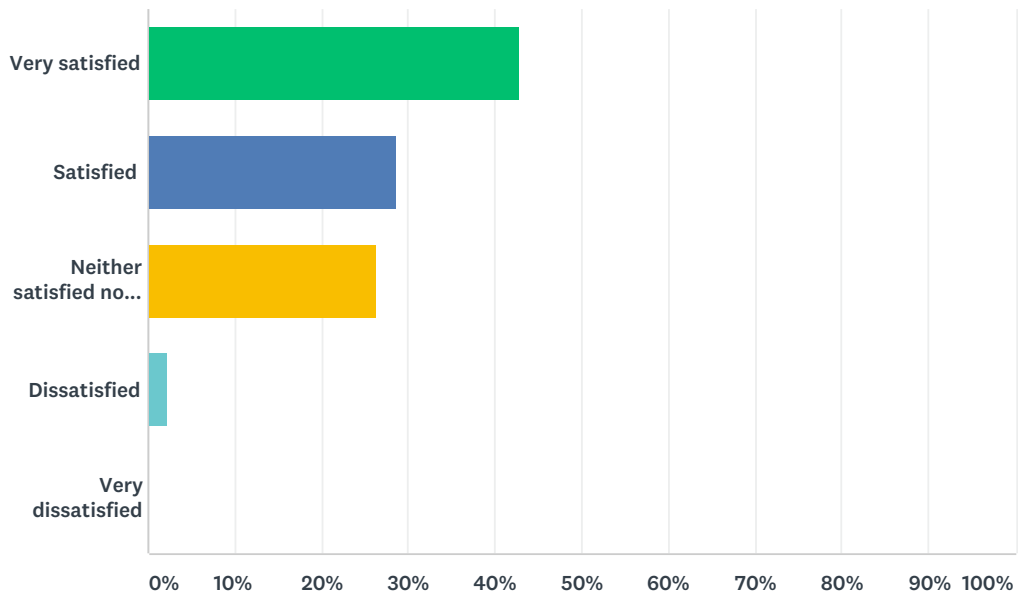
Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely helpful	45.63%	47
Quite helpful	30.10%	31
Moderately helpful	10.68%	11
Slightly helpful	0.97%	1
Not at all helpful	0.00%	0
I have not made use of any services provided by the Doral College Office of Admissions & Student Services	12.62%	13
TOTAL		103

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

Answered: 91 Skipped: 12

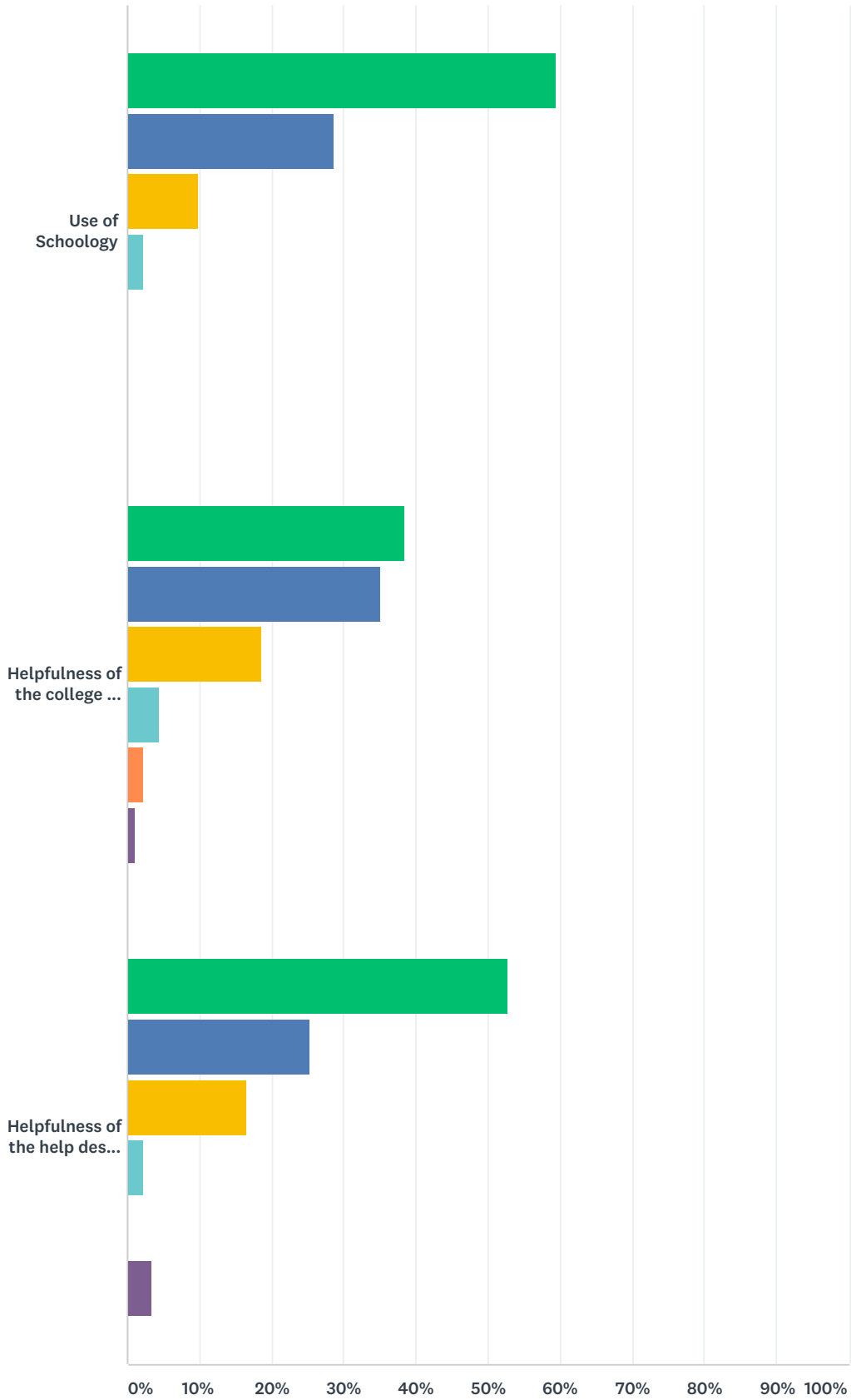


ANSWER CHOICES	RESPONSES	
Very satisfied	42.86%	39
Satisfied	28.57%	26
Neither satisfied nor dissatisfied	26.37%	24
Dissatisfied	2.20%	2
Very dissatisfied	0.00%	0
TOTAL		91

Q12 Indicate your satisfaction with the following at Doral College:

Answered: 91 Skipped: 12

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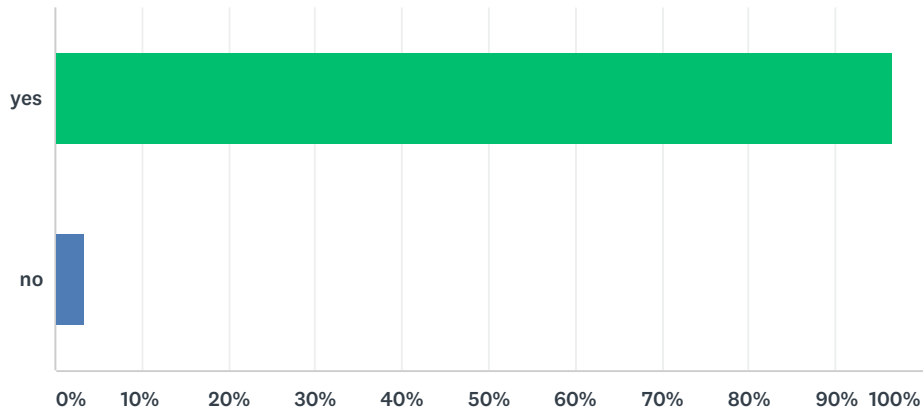
■ Very Satisfied
 ■ Satisfied
 ■ Neither satisfied nor dissatisfied
■ Dissatisfied
 ■ Very dissatisfied
 ■ Not applicable

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	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE	TOTAL
Use of Schoology	59.34% 54	28.57% 26	9.89% 9	2.20% 2	0.00% 0	0.00% 0	91
Helpfulness of the college web page	38.46% 35	35.16% 32	18.68% 17	4.40% 4	2.20% 2	1.10% 1	91
Helpfulness of the help desks (support, student affairs, and library @doralcollege.com)	52.75% 48	25.27% 23	16.48% 15	2.20% 2	0.00% 0	3.30% 3	91

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

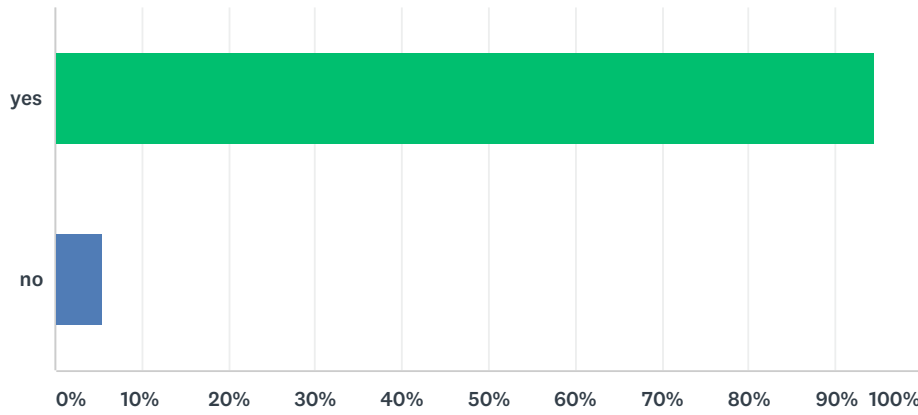
Answered: 91 Skipped: 12



ANSWER CHOICES	RESPONSES	
yes	96.70%	88
no	3.30%	3
TOTAL		91

Q14 Would you recommend these studies to a friend?

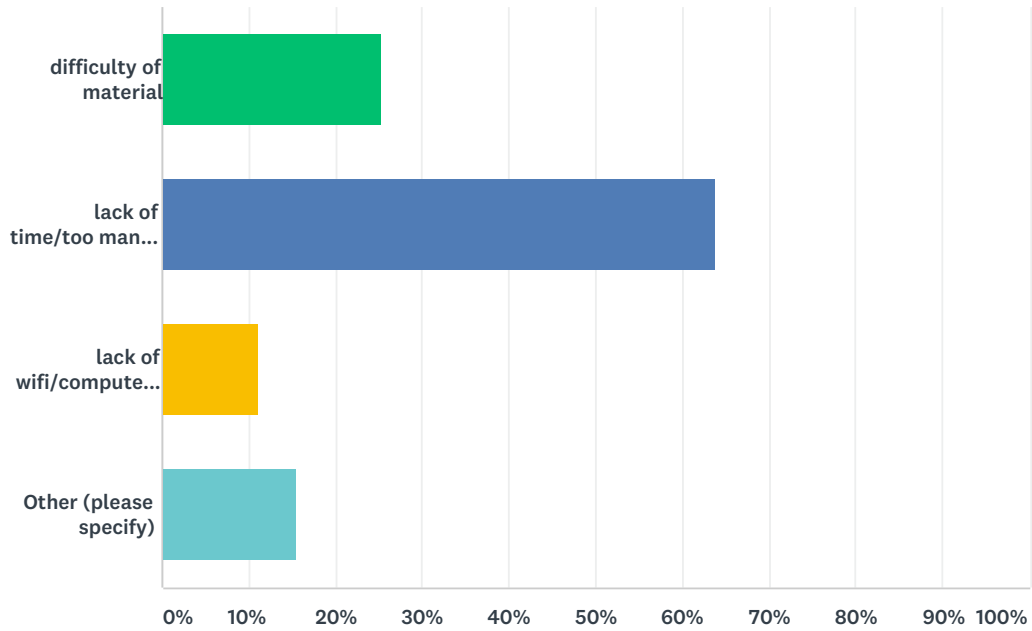
Answered: 91 Skipped: 12



ANSWER CHOICES	RESPONSES	
yes	94.51%	86
no	5.49%	5
TOTAL		91

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

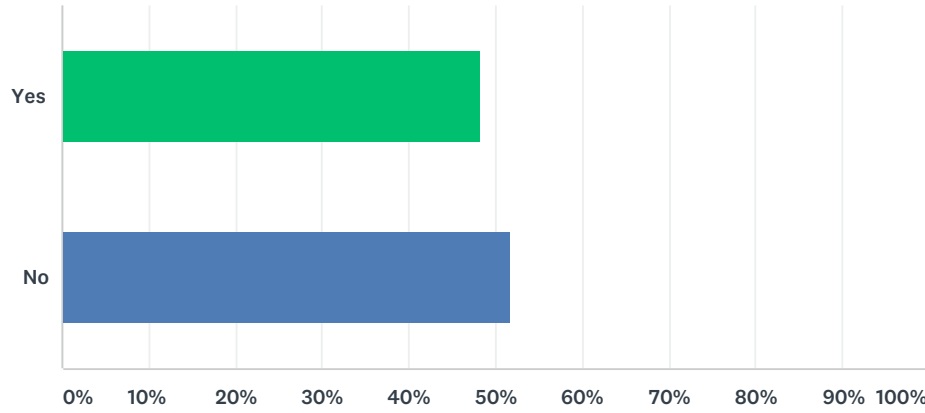
Answered: 91 Skipped: 12



ANSWER CHOICES	RESPONSES	
difficulty of material	25.27%	23
lack of time/too many responsibilities	63.74%	58
lack of wifi/computer access	10.99%	10
Other (please specify)	15.38%	14
Total Respondents: 91		

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

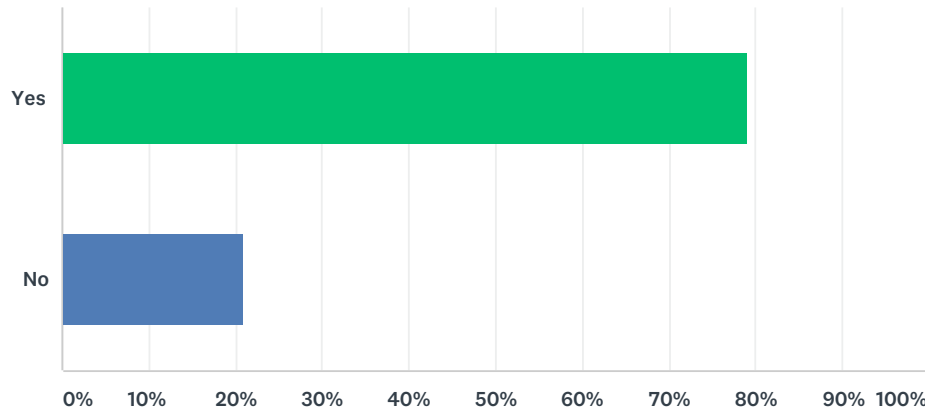
Answered: 91 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	48.35%	44
No	51.65%	47
TOTAL		91

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

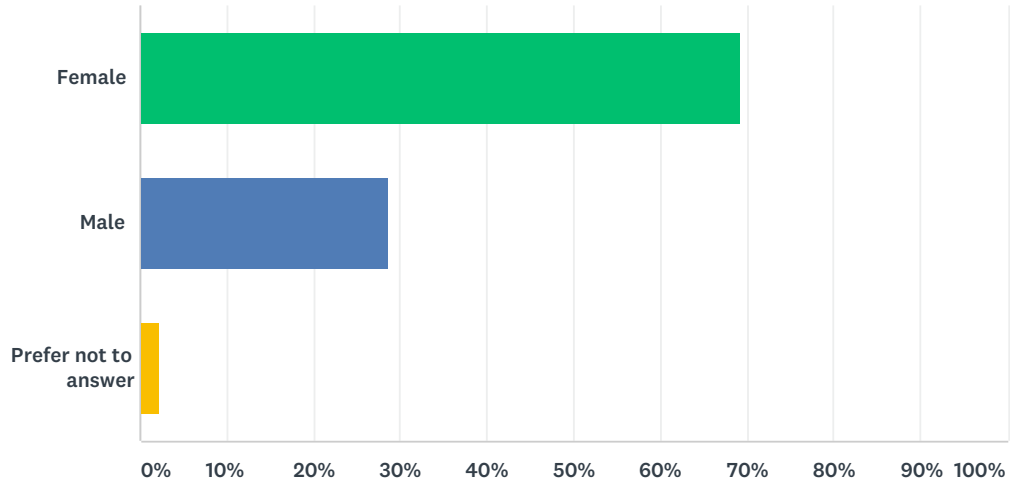
Answered: 91 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	79.12%	72
No	20.88%	19
TOTAL		91

Q18 What is your gender?

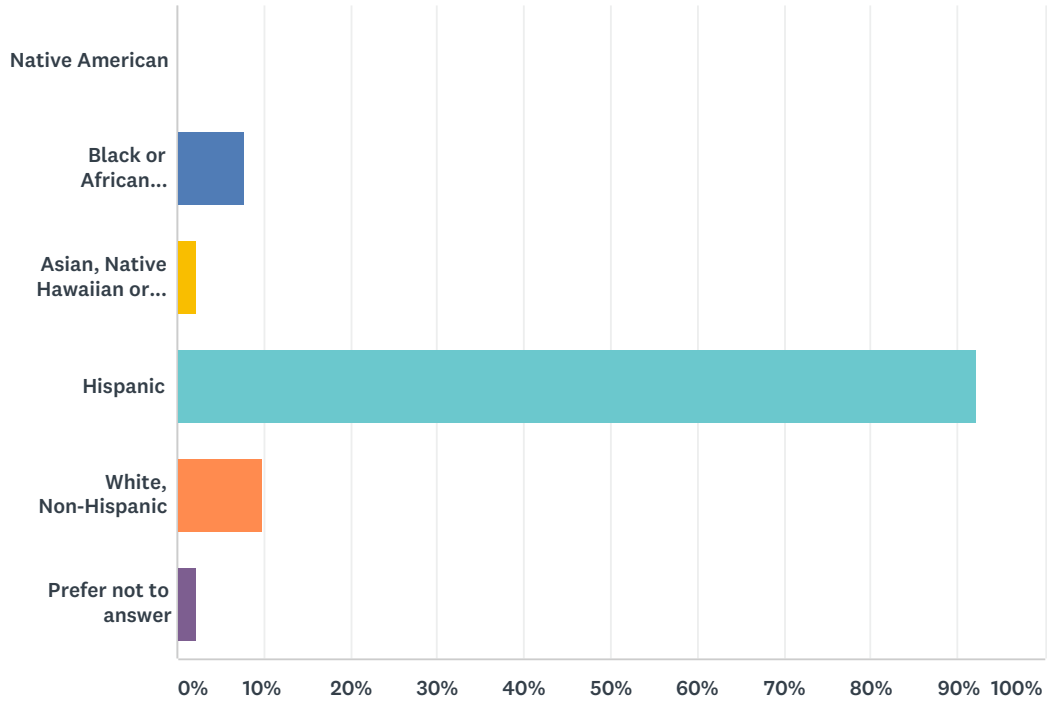
Answered: 91 Skipped: 12



ANSWER CHOICES	RESPONSES	
Female	69.23%	63
Male	28.57%	26
Prefer not to answer	2.20%	2
TOTAL		91

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

Answered: 91 Skipped: 12



ANSWER CHOICES	RESPONSES	
Native American	0.00%	0
Black or African American	7.69%	7
Asian, Native Hawaiian or Pacific Islander	2.20%	2
Hispanic	92.31%	84
White, Non-Hispanic	9.89%	9
Prefer not to answer	2.20%	2
Total Respondents: 91		

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

Answered: 21 Skipped: 82