

Student Satisfaction and Priorities (PSOL)

ADMINISTRATION April 2023

AU Los Angeles

N= 48/82

Students
(Number of completed surveys)

Student satisfaction is defined as “when expectations are met or exceeded by the student’s perception of the campus reality.” **Remember perception is reality!**

*Schreiner & Jullerdt, 1994

Why does student satisfaction matter?

Student satisfaction has been positively linked to:



Individual student retention



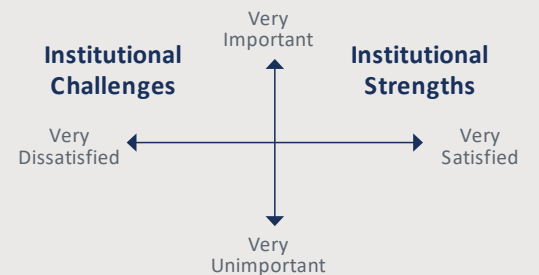
Annual giving



College completion rates

Priorities for Our Students

Matrix for prioritizing action:



1 Our Institutional Strengths

These are the top areas our students care about, where we are meeting their expectations.

1. Antioch accommodates students’ multiple responsibilities of work, life and school.
2. Student assignments are clearly defined in the syllabus.
3. My instructors are supportive of diverse learning styles.
4. My instructors respect student opinions and ideas that differ from their own.
5. I experience Antioch as an inclusive learning environment.
6. Program requirements are clear and reasonable.
7. Faculty provide timely feedback about student progress.
8. This institution responds quickly when I request information.

2 Our Institutional Challenges

These items are the key areas to improve, based on the priorities of our students.**

1. Faculty are responsive to student needs.
2. There are sufficient offerings within my program of study.
3. Instructional materials are appropriate for program content.
4. Adequate financial aid is available.
5. Tuition paid is a worthwhile investment.
6. The frequency of student and instructor interactions is adequate.

3 Next steps on our campus:

Enter next steps

4 Employment Status

The percentage of our students indicating employment status:

Full-time	58%
Part-time	29%
Not employed	13%

5 What Factors Influence Our Student to Enroll?

It is important to understand why students enroll here.

The percentage of students saying the following factors were important or very important:

ACADEMIC REPUTATION	81%
WORK SCHEDULE	87%
CONVENIENCE	81%

6 Bottom Line Indicators

How satisfied are our students compared with students nationally?

PERCENTAGE SATISFIED/VERY SATISFIED	75%
NATIONAL LEVEL SATISFIED/VERY SATISFIED	72%

How likely are our students to enroll again if they had it to do over?

PERCENTAGE PROBABLY/DEFINITELY YES	80%
NATIONAL LEVEL PROBABLY/DEFINITELY YES	75%

**These areas will be further explored with additional data analysis and conversations on campus to determine how to best improve the student experience.