

# Student Satisfaction and Priorities (PSOL)

ADMINISTRATION

April 2023

AU New England

N= 140/540

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 & Juillerat, 1994

## Why does student satisfaction matter?

Student satisfaction has been positively linked to:



Individual student retention



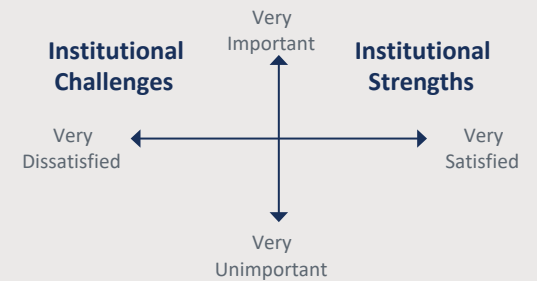
Annual giving



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. I experience Antioch as an inclusive learning environment.
2. My Antioch education is preparing me to work cooperatively with individuals from diverse backgrounds.
3. My instructors are supportive of diverse learning styles.
4. Adequate online library resources are provided.
5. 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. Instructional materials are appropriate for program content.
2. The quality of online instruction is excellent.
3. Faculty are responsive to student needs.
4. Student assignments are clearly defined in the syllabus.
5. Tuition paid is a worthwhile investment.

### 3 Next steps on our campus:

Enter next steps

### 4 Employment Status

The percentage of our students indicating employment status:

Full-time	56%
Part-time	27%
Not employed	17%

### 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:

FLEXIBLE PACING	87%
WORK SCHEDULE	90%
CONVENIENCE	89%

### 6 Bottom Line Indicators

How satisfied are our students compared with students nationally?

PERCENTAGE SATISFIED/VERY SATISFIED	53%
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	63%
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.

For more information, contact:

Contact name, title, email address