

Student Satisfaction and Priorities (PSOL)

ADMINISTRATION

April 2023

AU Online

N= 175/343

Students

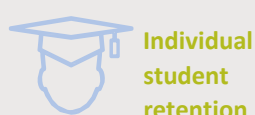
(Number of completed surveys)

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



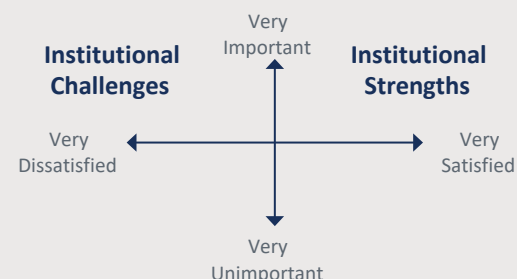
Annual giving



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 be an effective change agent in my life and work.
3. My instructors respect student opinions and ideas that differ from their own.
4. Adequate online library resources are provided.
5. My instructors are supportive of diverse learning styles.
6. I am encouraged to apply my learning to solve real-world problems.

2 Our Institutional Challenges

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

1. The quality of online instruction is excellent.
2. Tuition paid is a worthwhile investment.
3. Faculty are responsive to student needs.
4. Student assignments are clearly defined in the syllabus.
5. There are sufficient offerings within my program of study.
6. Faculty provide timely feedback about student progress.

3 Next steps on our campus:

Enter next steps

4 Employment Status

The percentage of our students indicating employment status:

Full-time	69%
Part-time	20%
Not employed	11%

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	89%
WORK SCHEDULE	92%
CONVENIENCE	91%

6 Bottom Line Indicators

How satisfied are our students compared with students nationally?

PERCENTAGE SATISFIED/VERY SATISFIED	76%
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.

For more information, contact:

Contact name, title, email address