



## Priorities Survey for Online Learning (PSOL) Results Summary – 2018

Post University maintains its 2017 averages for Online Learner Student Satisfaction for 2018

Results obtained through the 2018 Ruffalo Noel Levitz Priorities Survey for Online Learners (PSOL) indicate that students have a higher satisfaction with their Post University experience compared to students at comparison benchmarked institutions. Post University exceeded the national averages in most PSOL online learner student satisfaction categories – significantly in the categories of Student Services, Instructional Services, and Academic Services.

The PSOL survey allows Post University to examine the priorities and satisfaction of our online students as a unique group of distance learners.

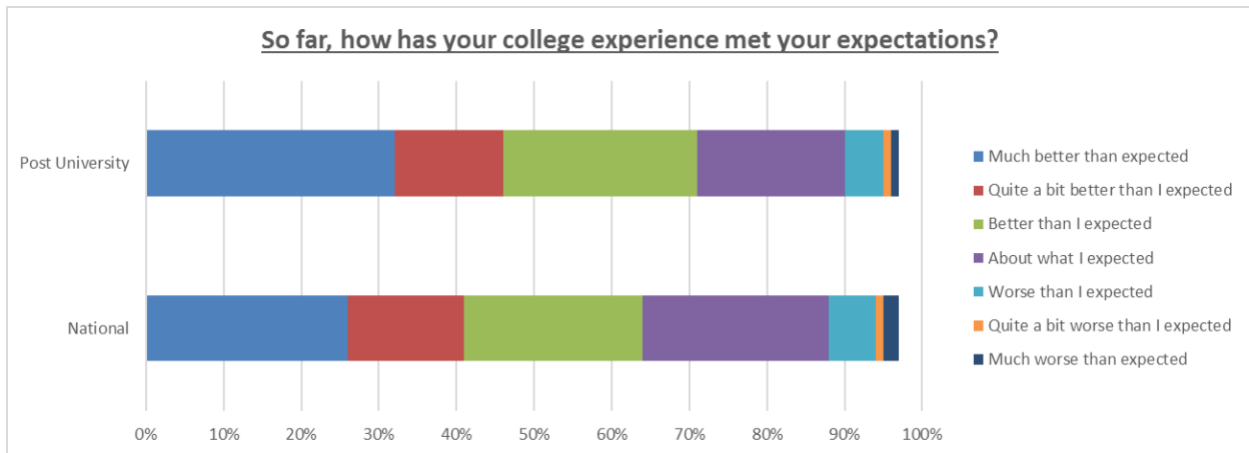
### Institutional Summary

Three important institutional metrics were captured in the PSOL:

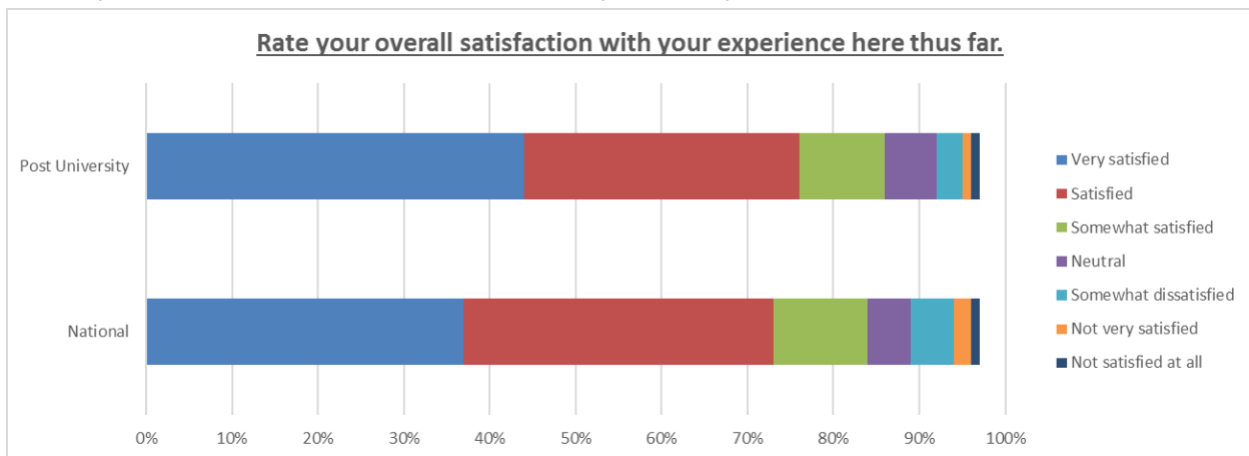
- So far, how has your college experience met your expectations?
- Rate your overall satisfaction with your experience here thus far.
- All in all, if you had to do it over, would you enroll here again?

Over the past five years, Post University scored at, or higher, than the national average on these very important metrics!

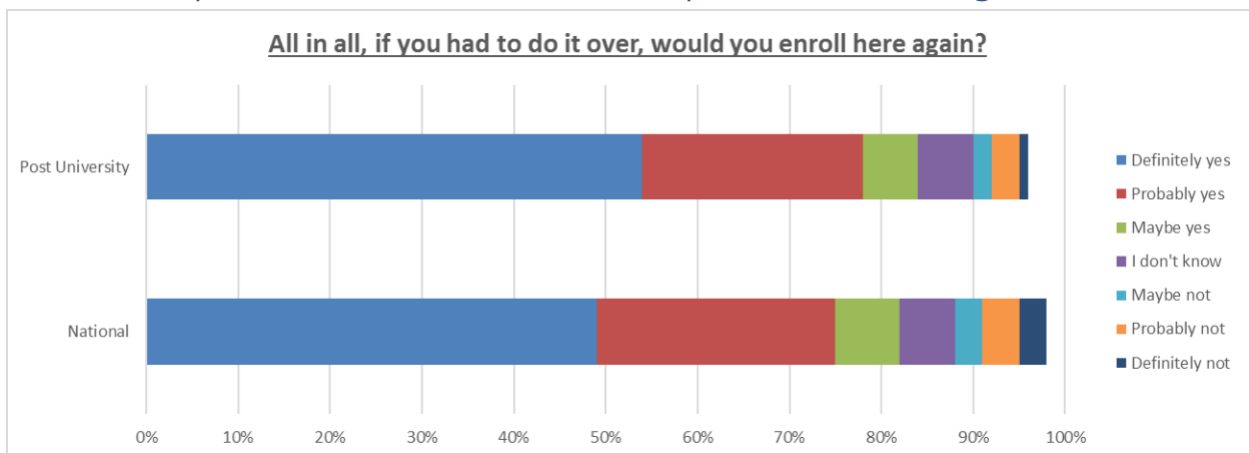
## So far, how has your college experience met your expectations?



## Rate your overall satisfaction with your experience here thus far.



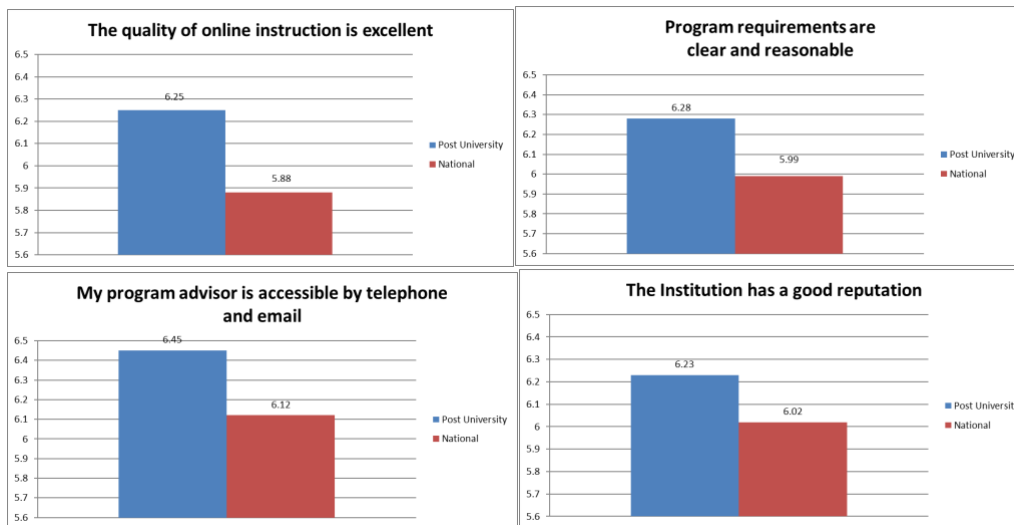
## All in all, if you had to do it over, would you enroll here again?



In addition to these summary metrics, Post University exceeds the national averages for, but not limited to, the following survey items:

- The quality of online instruction is excellent.
- Student assignments are clearly defined in the syllabus.
- I am aware of whom to contact for questions about programs and services.
- Faculty are responsive to student needs.
- Instructional materials are appropriate for program content.
- Program requirements are clear and reasonable.
- There are sufficient offerings within my program of study.
- My program advisor is accessible by telephone and e-mail.
- Adequate online library resources are provided.

The following sample charts show graphically the degree to which Post University's online students are as or more satisfied than the national average of online learners responding to the survey.



It's important to note that, in general, items that appear in the 'higher satisfaction' category frequently appear in the 'high importance' category. This suggests that Post University understands our students' expectations and has put the necessary people, processes and procedures in place to serve them well when compared to other universities.

## Institutional Strengths

The Ruffalo Noel Levitz report publishes attributes considered institutional strengths, which are those attributes that fall above the median score on importance and in the top quartile for satisfaction.

### Strengths

- Post University-specific questions
  - Blackboard is available whenever I need it.
  - I am gaining valuable knowledge and skills that will help me in my career.
  - Academic support services are accessible and easy to use.
- Standard PSOL questions
  - Registration for online courses is convenient.
  - My program advisor is accessible by telephone and e-mail.
  - Adequate online library resources are provided
  - Instructional materials are appropriate for program content.

## Institutional Challenges

Although Post University scores are slightly below the national average on “Faculty are responsive to student needs.” and “This institution responds quickly when I request information.”, steps have already been taken to address these areas. As a part of continuous improvement efforts measures to address each of these challenges have been put in place. To address student’s faculty concerns administration has implemented updated faculty evaluation processes that encourage instructional quality. To address institutional response concerns additional communication avenues have been enhanced. For example, strong presence and communication have been added to the Post University Online Student Lounge group on Facebook. Next steps will be to monitor these challenges in upcoming survey results to ensure that improvement strategies are influencing student concerns.