

VCSU's Strengths and Challenges from Noel-Levitz - Priorities Survey for Online Learners (PSOL)

Noel-Levitz 2006	Noel-Levitz 2008
Strengths	Strengths
1. I am able to achieve my educational goals at this institution	1. I am able to achieve my educational goals at this institution
2. Faculty are responsive to student needs.	2. Faculty are responsive to student needs.
3. This institution responds quickly when I request information.	3. My program advisor is accessible by telephone and e-mail.
4. Tuition paid is a worthwhile investment.	4. Appropriate technical assistance is readily available.
5. There are sufficient offerings within my program of study.	5. This institution responds quickly when I request information.
6. Billing and payment procedures are convenient for me.	
7. My program advisor is accessible by telephone and e-mail.	
8. Adequate online library resources are provided.	
Challenges	Challenges
1. Student assignments are clearly defined in the syllabus.	1. The quality of online instruction is excellent.
2. Faculty provide timely feedback about student progress.	2. Instructional materials are appropriate for program content.
3. The quality of online instruction is excellent.	3. Program requirements are clear and reasonable.
4. Instructional materials are appropriate for program content.	4. Student assignments are clearly defined in the syllabus.
5. Program requirements are clear and reasonable.	5. Assessment and evaluation procedures are clear and reasonable.
6. Registration for online courses is convenient.	6. Faculty provide timely feedback about student progress.
7. Tuition paid is a worthwhile investment.	7. Tuition paid is a worthwhile investment.
Higher Satisfaction vs. North Dakota PSOL 2006	Higher Satisfaction vs. North Dakota PSOL Composite 2008
1. This institution responds quickly when I request information.	1. Faculty are responsive to student needs.
Lower Satisfaction vs. North Dakota PSOL 2006	2. My program advisor is accessible by telephone and e-mail.
1. Program requirements are clear and reasonable.	3. The quality of online instruction is excellent.
Higher Importance vs. North Dakota PSOL 2006	4. Appropriate technical assistance is readily available.
1. Factor to enroll: Convenience	5. This institution responds quickly when I request information.
2. Student assignments are clearly defined in the syllabus.	6. There are sufficient offerings within my program of study.
3. Faculty provide timely feedback about student progress.	7. Tuition paid is a worthwhile investment.
4. Factor to enroll: Program requirements	Higher Importance vs. North Dakota PSOL Composite 2008
5. Assessment and evaluation procedures are clear and reasonable.	1. Faculty are responsive to student needs.
	2. My program advisor is accessible by telephone and e-mail.
	3. Instructional materials are appropriate for program content.
	4. Appropriate technical assistance is readily available.
	5. This institution responds quickly when I request information.
	6. Assessment and evaluation procedures are clear and reasonable.
	7. There are sufficient offerings within my program of study.