



Priorities Survey for Online Learners Results 2023-2024

School of Graduate, Online and Continuing Education

Institutional Research

1

Ruffalo Noel Levitz (RNL)- Priorities Survey for Online Learners Results Overview

- ? **Ruffalo Noel Levitz (RNL)** - Experienced higher education research company
- ? **Priorities Survey for Online Learners** - Has been available since 2000 and has served thousands of students and hundreds of universities. (Assumption College, Troy University, Youngstown State University, Merrimack College etc.)
- ? **Measures Student Perceptions of Strengths and Weaknesses** Related to University Services and the Student Experience
- ? **Approximately 35 Survey Questions** and Can Take 10 Minutes or More To complete.
- ? **Scale 1-7**

1 - Not
important



7 - Very
important

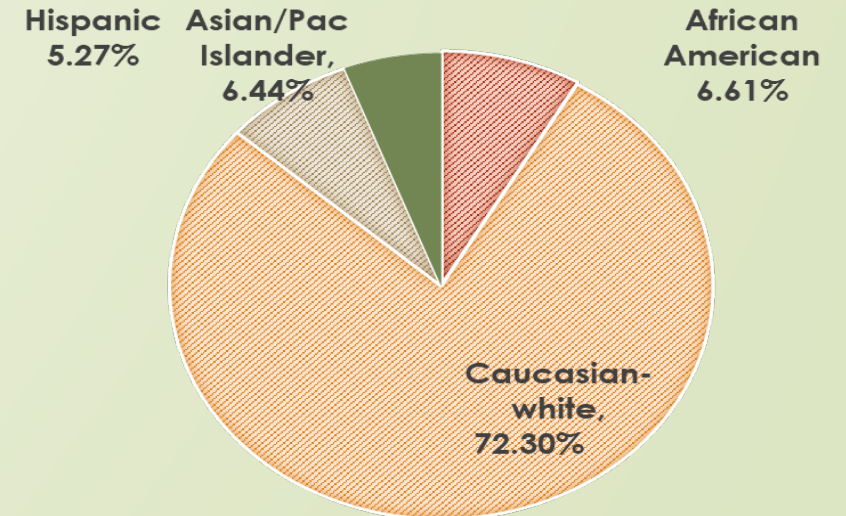
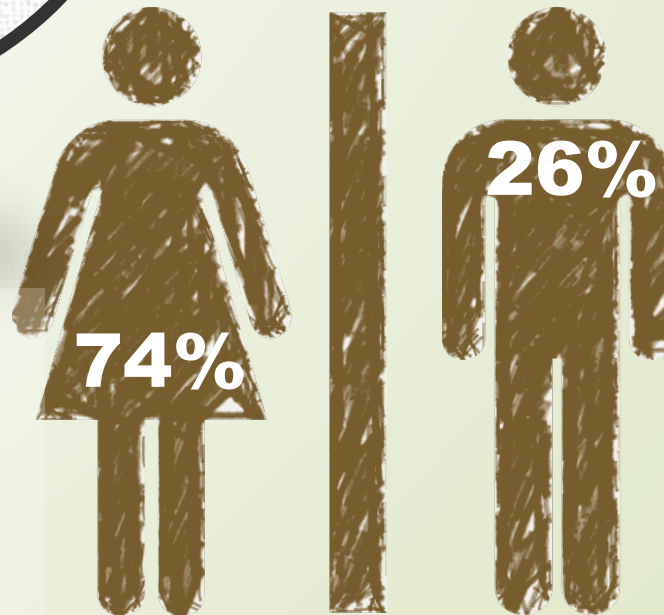
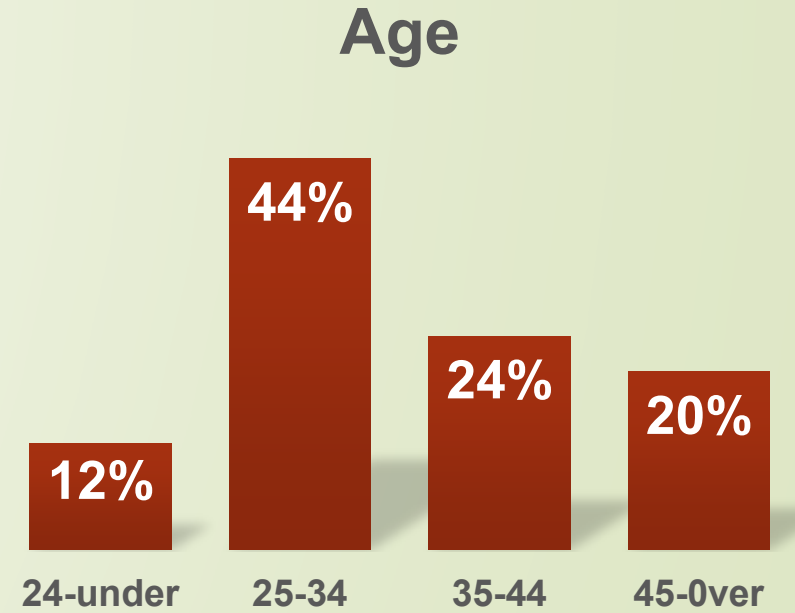
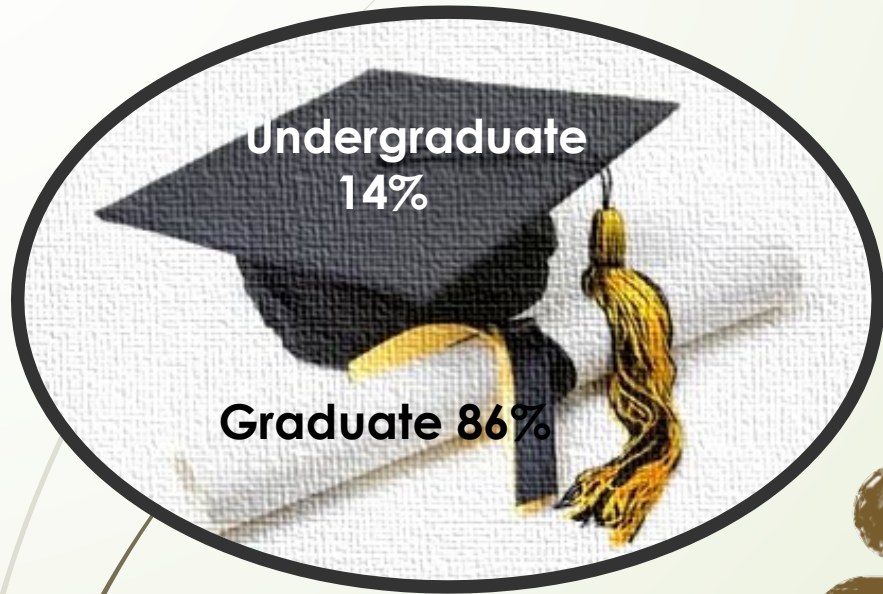
Ruffalo Noel Levitz (RNL)- Adult Student Priorities Survey Overview

- ? Bi-Annual Survey – Conducted for the first time in 2017 at Fitchburg.
- ? Decision to Utilize This Tool
 - ? Helps to identify service gaps
 - ? Identifies students perceived strengths and weaknesses related to service
 - ? Gathers information on what students prioritize about their student experience
 - ? Nationally benchmarked against other institutions
 - ? Survey is linked to service outcomes for several regional accrediting bodies
 - ? History, reputation and experience of Noel Levitz
- ? Moved to Priorities Survey for Online Learners effective 2023-2024

Ruffalo Noel Levitz (RNL)- Priorities Survey for Online Learners Results

- ? Bi-Annual Survey – Conducted for the first time in 2023 at Fitchburg.
- ? Decision to Utilize This Tool - **Focused on online population only**
 - ? Helps to identify service gap for our online population
 - ? Identifies students perceived strengths and weaknesses related to service
 - ? Gathers information on what students prioritize about their student experience
 - ? Survey is linked to service outcomes for several regional accrediting bodies
 - ? History, reputation and experience of Noel Levitz

Demographics



How Satisfied are you with FSU?

Scale	Importance	Satisfaction
Instructional Effectiveness	6.54	6.10
Registration Effectiveness	6.52	6.01
Academic Advising	6.47	5.84
Campus Climate	6.43	5.98
Safety and Security	6.41	5.88
Enrollment Services	6.37	5.90
Institutional Perceptions	6.35	5.97
Service Excellence	6.41	5.91
Admissions and Financial Aid	6.34	5.69
Academic Services	6.25	6.01

Top 5 Factors to Enroll

Factors	Percentage of Importance
Convenience	93%
Flexible Convenience for Completing a Program	93%
Work Schedule	90%
Cost	88%
Program Requirements	85%

Challenges

- ? Student assignments are clearly assigned in the syllabus
- ? Registration for online courses is convenient
- ? Faculty are responsive to students needs
- ? The quality of online instruction is excellent
- ? Faculty provide timely feedback about student progress

Challenge Action Items

- ? Work with the department to make sure that we have standards with our syllabi to be clear on expectations
- ? Update communication and provide instructions to make sure students are clear on how College Scheduler works
- ? Continue review of online course evaluation responses and instructor evaluations

Strengths

- ? Program requirements are clear and reasonable
- ? Payment and Billing Procedures are convenient for me
- ? This institution responds quickly when I need information
- ? Campus Item: Registration and Payment deadlines are clear and reasonable
- ? Appropriate technical assistance is available
- ? Assessment and evaluation procedures are clear and reasonable
- ? Adequate online library resources are provided

*Individual University Question

Score indicate University's highest scores

Strength Action Items

- ? Maintain clear and up to date 2 year course rotations for all programs
- ? Updating payment schedule
- ? Continue clear and concise communication with all students
- ? Continue to showcase our online library resources to our online students

You spoke, we listened!

- ? Established two year course rotations for each program and continuously review them for updates
- ? Improve ease of course selection and registration by:
 - ? Implementing new strategies to improve course offerings to help in program completion
 - ? Providing a full year of course offerings
 - ? Provide clear guidance on using College Scheduler
- ? Continual improvement of communication
 - ? Condensing registration emails
 - ? Exploring eliminating unnecessary emails to student populations
 - ? Provide clear communication on how to register using College Scheduler
- ? Bi-Annual Assessment
 - ? Continue with survey every other year for continual improvement
- ? Continual Work on Diversity, Equity and Inclusion