

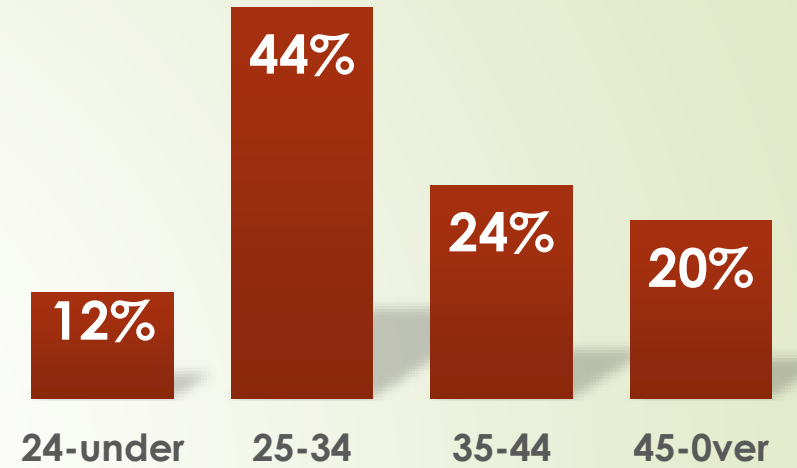
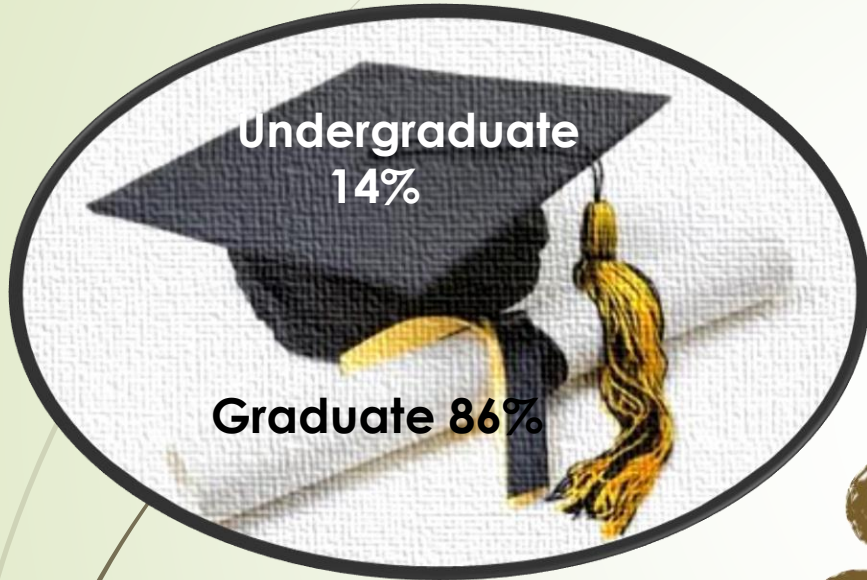


Student Priorities Survey Results

1

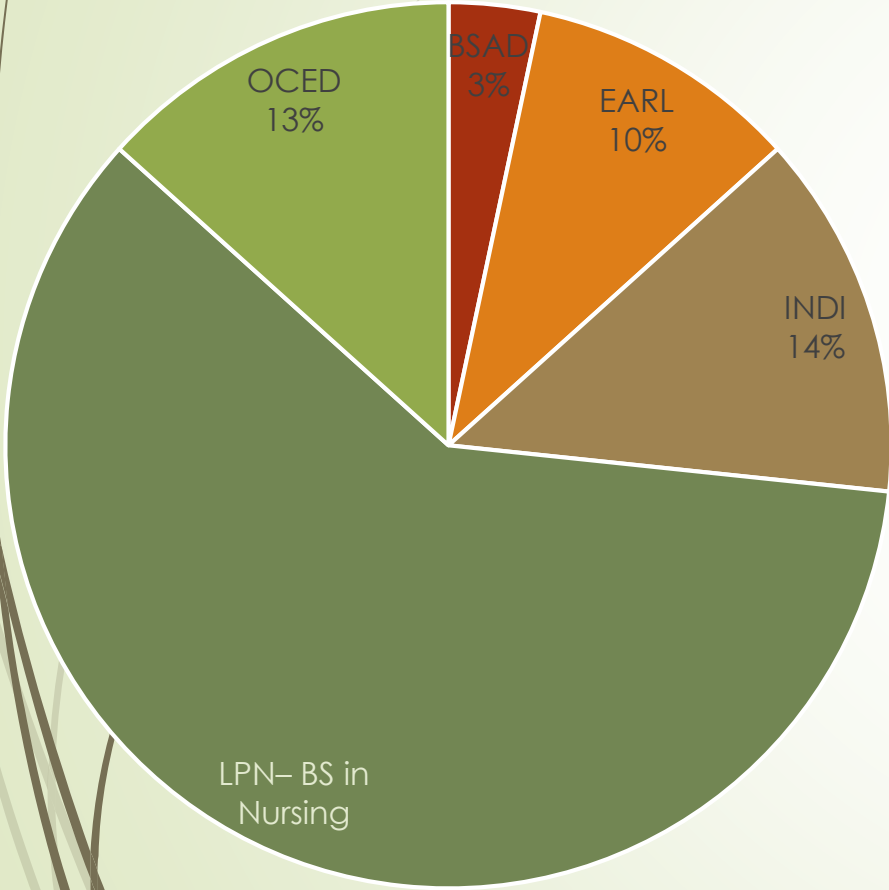
School of Graduate, Online and Continuing Education
Institutional Research

Demographics

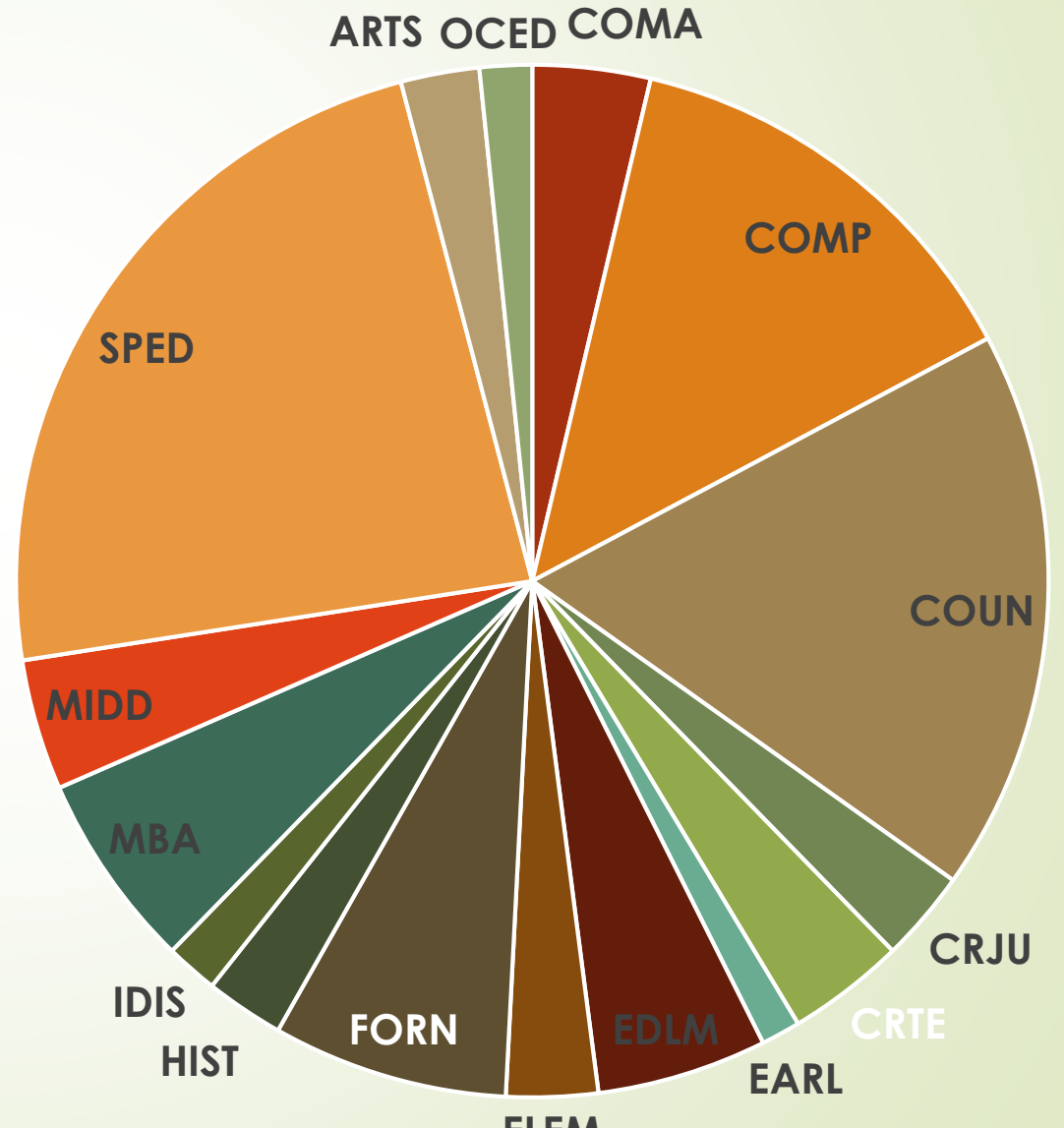


Responses by Program

Undergraduate



Graduate



The online program has been great because I have the option to work my school hours around my work hours. My professors have been approachable through email. I had a family emergency last month and all my professors were understanding and allowed me to extend my deadlines. One professor offered to set up a video conference call to walk me through the project that I had an extension on and it was very helpful! **–Participating Student**

How do we compare to others?

	Fitchburg State University		National Adult Students
Scale	Satisfaction		Satisfaction
Instructional Effectiveness	6.08	6.12	5.95
Registration Effectiveness	6.08	6.11	5.94
Academic Advising	5.84	6.12	5.95
Campus Climate	5.96	6.06	5.86
Safety and Security	5.83	6.05	5.92
Service Excellence	5.79	5.92	5.69
Admissions and Financial Aid	5.72	5.89	5.69
Academic Services	5.93	6.01	5.83

- Indicate 2020 results
- Indicate 2022 results

Challenges

- ▶ Campus Item: Faculty teaching online respond to questions and concerns in a timely fashion (6.06)
 - ▶ *This was a strength last time (satisfaction score: 6.17)
- ▶ The quality of instruction I receive in my program is excellent (6.04)
- ▶ Major requirements are clear and reasonable (6.06)
 - ▶ *This was a strength last time (satisfaction score: 6.17)

*Individual University Question

Score indicate University's lowest scores

“I think that as an online graduate student I would have appreciated a tour and an orientation. I felt lost in the beginning and did not know who to contact for assistance, and did not know how to register for course, or to access any of my FSU online profiles. When visiting the campus for assistance I was also lost” - **Participating student**

Challenge Action Items

- ▶ Review how we restrict courses
- ▶ Organize seats list so it is easier to follow (i.e. reduce multiple lines and separate into different lists (AP/7 Week Accelerated/Day/SGOCE)
- ▶ Give cross listed courses different pre-fixes
- ▶ Adoption of the 2 Year Course Rotations
- ▶ Working with departments to identify data and other resources needed to assist with course planning.
- ▶ Working with departments to assist with course scheduling needs
- ▶ Recruitment and outreach to assist with filling classes and offering more course options

“Options on financial aid would be beneficial if they were expressed to students clearer. I am paying out of pocket and the cost of my courses is very high this makes it difficult to pay for two courses per semester. With the income of a teacher, and already having undergraduate loans, it makes my income tight paying these high grad course classes that I have to take in order to keep my career as a teacher. Since it is mandatory for teachers to obtain their masters degree in Massachusetts”. – **Participating Student**

Strengths

- Nearly all faculty are knowledgeable in their field (6.41)
- My academic advisor is knowledgeable about requirements in my major (6.46)
- Faculty are fair and unbiased in their treatment of individual students (6.38)
- Classroom locations are safe and secure for all students (6.54)
- The staff at the institution are caring and helpful (6.24)

*Individual University Question

Score indicate University's highest scores

“I absolutely love Fitchburg State University. They have supported me furthering my education, as well as me as an individual. I completed my undergraduate degree here, and am on track to completing my graduate degree. I love the homey feel this University has, and all of the professors treat me as an equal. “–**Participating Student**

Strength Action Items

- ▶ Registrars office – Strong customer service
- ▶ Clear online resources for students
- ▶ Strong faculty support and advising
- ▶ 2 year course rotations are now available
- ▶ Annual catalog reviews and updates
- ▶ Program website information
- ▶ Virtual Orientation and onboarding information
- ▶ Should support our goal to enhance online teaching, best practices etc.
- ▶ Strength of academic departments
- ▶ Faculty background and student support

“The university is affordable and very convenient for people who have a full time job as well. Faculty are easy to contact and very flexible with meetings“–

Participating Student

You spoke, we listened!

- Renovating course schedule list to clearly show course dates
- Established two year course rotations for each program and continuously review them for updates
- Improve ease of course selection by:
 - Implementing new strategies to improve course offerings to help in program completion
 - Providing a full year of course offerings
- Continual improvement of communication
 - Condensing registration emails
 - Exploring eliminating unnecessary emails to student populations
- Bi-Annual Assessment
 - Continue with survey every other year for continual improvement
- Continual Work on Diversity, Equity and Inclusion