

Priorities Survey of Online Learners™ (PSOL)

		Clarkson College (NE) - PSOL (n=159)					National Online Learners (n=126,748)					
Strategic Planning	Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
	<b>Institutional Perceptions</b>	6.67	6.09	/	0.98	0.58	6.54	5.91	/	1.2	0.63	0.18
Strength	1. This institution has a good reputation.	6.67	6.3	/	0.93	0.37	6.47	6.02	/	1.23	0.45	0.28**
Challenge	6. Tuition paid is a worthwhile investment.	6.66	5.88	/	1.25	0.78	6.62	5.8	/	1.48	0.82	0.08
	<b>Academic Services</b>	6.59	6.17	/	0.79	0.42	6.47	5.98	/	1	0.49	0.19*
	2. My program advisor is accessible by telephone and e-mail.	6.71	6.27	/	1.19	0.44	6.51	6.12	/	1.34	0.39	0.15
	5. My program advisor helps me work toward career goals.	6.52	5.84	/	1.49	0.68	6.32	5.68	/	1.62	0.64	0.16
Challenge	7. Program requirements are clear and reasonable.	6.72	5.93	/	1.25	0.79	6.64	5.99	/	1.32	0.65	-0.06
Strength	12. There are sufficient offerings within my program of study.	6.68	6.36	/	0.94	0.32	6.57	5.99	/	1.3	0.58	0.37***
	16. Appropriate technical assistance is readily available.	6.6	6.42	/	0.86	0.18	6.51	6.12	/	1.26	0.39	0.30**
Strength	21. Adequate online library resources are provided.	6.67	6.48	/	0.82	0.19	6.56	6.19	/	1.22	0.37	0.29**
	24. Tutoring services are readily available for online courses.	6.17	5.74	/	1.47	0.43	6.15	5.72	/	1.58	0.43	0.02
	<b>Instructional Services</b>	6.52	6.02	/	0.92	0.5	6.43	5.9	/	1.1	0.53	0.12
Challenge	3. Instructional materials are appropriate for program content.	6.76	6.11	/	1.02	0.65	6.64	6.02	/	1.25	0.62	0.09
Challenge	4. Faculty provide timely feedback about student progress.	6.74	6.02	/	1.17	0.72	6.62	5.9	/	1.37	0.72	0.12
	8. Student-to-student collaborations are valuable to me.	5.21	5.65	/	1.23	-0.44	5.19	5.44	/	1.54	-0.3	0.21
Challenge	11. Student assignments are clearly defined in the syllabus.	6.76	6.05	/	1.21	0.71	6.68	6.02	/	1.3	0.66	0.03
	13. The frequency of student and instructor interactions is adequate.	6.44	6.12	/	1.11	0.32	6.39	5.91	/	1.34	0.48	0.21
	17. Assessment and evaluation procedures are clear and reasonable.	6.66	6.15	/	1.16	0.51	6.55	6.05	/	1.26	0.5	0.1
Challenge	20. The quality of online instruction is excellent.	6.76	5.89	/	1.18	0.87	6.68	5.88	/	1.41	0.8	0.01
	25. Faculty are responsive to student needs.	6.8	6.16	/	1.09	0.64	6.66	5.99	/	1.35	0.67	0.17
	<b>Enrollment Services</b>	6.58	6.2	/	0.79	0.38	6.54	6.07	/	1.1	0.47	0.13
	9. Adequate financial aid is available.	6.5	5.86	/	1.32	0.64	6.46	5.79	/	1.6	0.67	0.07
	14. I receive timely information on the availability of financial aid.	6.58	6.24	/	0.97	0.34	6.43	5.84	/	1.54	0.59	0.40**
Strength	18. Registration for online courses is convenient.	6.65	6.34	/	1.01	0.31	6.67	6.4	/	1.1	0.27	-0.06
	23. Billing and payment procedures are convenient for me.	6.57	6.3	/	0.94	0.27	6.57	6.19	/	1.28	0.38	0.11

	Student Services	6.45	6.17	/	0.93	0.28	6.4	5.91	/	1.2	0.49	0.26**
Strength	10. This institution responds quickly when I request information.	6.67	6.33	/	1.06	0.34	6.59	6.02	/	1.37	0.57	0.31**
	15. Channels are available for providing timely responses to student complaints.	6.37	6.03	/	1.27	0.34	6.33	5.61	/	1.64	0.72	0.42**
	19. Online career services are available.	6.22	6.05	/	1.16	0.17	6.15	5.79	/	1.48	0.36	0.26
	22. I am aware of whom to contact for questions about programs and services.	6.65	6.2	/	1.12	0.45	6.53	6	/	1.41	0.53	0.2
	26. The bookstore provides timely service to students.	6.25	6.18	/	1.11	0.07	6.35	6.1	/	1.31	0.25	0.08

Sorted by Scales  
7-Point Likert Scale

**PSOL Strengths:** Items with an importance score of 6.65 or higher AND a satisfaction score of 6.3 or higher

**PSOL Challenges:** Items with an importance score of 6.65 or higher AND a performance gap of 0.65 or higher

- \* Difference statistically significant at the .05 level
- \*\* Difference statistically significant at the .01 level
- \*\*\* Difference statistically significant at the .001 level