



# Student Importance and Satisfaction Survey Report

**2019-2020 Academic Year**

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# Summary

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This report details the results of the 2020 Student Importance and Satisfaction Survey. This survey is administered mid-spring annually to all students enrolled in that term and serves as an important measure of student satisfaction. The survey includes a number of the College's Key Performance Indicators (KPIs) and is evaluated as part of the College's strategic planning process.

## Methodology

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This year, the College used a revamped survey, containing 25 questions. The following adjustments were made from the 2018-2019 version:

1. In Question 1 "Please select your home school," the addition of Undergraduate Campus (Non-Dual Enrollment) was made to reflect the Guest Students.
2. In Question 2 "Please select your grade level," the addition of Undergraduate Campus (Non-Dual Enrollment) was made to reflect the Guest Students.
3. Question 4 was changed from "Do you know how to access Doral College's learning resource databases?" to "Have you used Doral College's learning resource databases?". This change was made to reflect that in 2019, 92% of respondents answered yes to knowing how to access. The revision now reflects incorporating the resources into learning.
4. A new question was created to address the Coronavirus outbreak and the fact all classes were moved online in March in light of social distancing. Question 18 reads "What, if any additional challenges did /do you face in completing coursework due to the Coronavirus outbreak?"
5. A new question was created to address the Coronavirus outbreak and the fact all classes were moved online in March in light of social distancing. Question 19 reads "If you are enrolled in a F2F/Hybrid course that was moved online due to the outbreak, how satisfied were you with the online experience?"
6. A new question was added to determine if students would enroll online again. Question 20 reads "Would you enroll in an online course again?"
7. In Question 22 "Do you receive free or reduced lunch at your home high school?", the addition of N/A was made to reflect the Guest Students.

As previously noted, a shorter survey is more in line with current practices and more likely to achieve a higher response rate.

The survey was administered via Survey Monkey to the 2,255 students who remained enrolled beyond the drop deadlines. 626 students completed the survey for a 27.7% response rate which is a significant increase from the 2019 19.9% response rate. Students who completed the survey were entered into a raffle for a chance to win an Uber Eats gift card. In the future, other incentives and/or methods of delivery will be explored in order to encourage increased participation.

## Data

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Survey results are attached in raw form.

# Analysis

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Survey results were, on the whole, very positive and provided insight into the student population. Students indicated a high level of support and awareness regarding most aspects of the College. The following is a question by question analysis of the results:

- Q1: Over 78% of students indicated Doral College instructors teach extremely or very well. This is a similar result to the previous year. Additionally, there were thirty comments with the majority being positive. Some students noted they had challenges with the self-directed online environment, while others noted that their instructors were very experienced, and their classes were very rewarding.
- Q2: Over 72% of students indicated they had used the College's learning resources. This question was adjusted from the previous year, where students were asked if they knew how to access the learning resources.
- Q3: Over 60% of students indicated their College instructors frequently responded to email within 24 hours, which is an increase over last year which was 52%. It is important to note that 20% indicated they have never tried to contact an instructor via email (which is less than last year). 1.9% of respondents indicated their instructors never responded to email within 24 hours which is slightly higher than 1% last year.
- Q4: Over 75% of students indicated satisfaction with the help and/or tutoring available from their instructors, with a sizeable amount (21%) indicating they were neither satisfied nor dissatisfied. There were nine comments—five indicated that College instructors were very eager to help students and the other four indicated they had never used the services.
- Q5: This multi-part question addressed satisfaction with the variety and number of online and face to face courses. Following the past two years' positive trend, over 75% of students indicated they were either very satisfied or satisfied in the variety of all course formats and over 60% with the number of face to face courses offered. In all categories more percentages indicating no opinion ranged from 14% - 32%. Less than 4% of students indicated dissatisfaction in any category.
- Q6: As in past years, the majority of students (93.29%) indicated their plans after leaving the College were to continue their education. Additionally, 15.34% indicated they intended to work full-time, while 20.45% indicated they would work part-time. It is important to note that students may select more than one response for this question.
- Q7: Over 88% of students indicated they achieved, or will have achieved upon completing their studies, the goals they had when they started the course or program. This is a slight decrease over last year, where 92% of students responded positively.
- Q8: Over 72% of students indicated they knew where to access Smarthinking. This is a decrease from last year, where approximately 84% of students indicated they knew how to access Smarthinking. This may be due to the resource not being included in every course.
- Q9: This multi-part question addressed satisfaction with the College's admissions and registration processes. Over 80% of students indicated they were either very satisfied or satisfied with both processes, with approximately 15.13% indicating they had no opinion. Approximately 1% of students indicated dissatisfaction in either category, which corresponds with the previous year's results.
- Q10: Over 60% of students indicated they found the services provided by the Office of Admissions & Student Services extremely or quite helpful, with approximately 22% indicating they have not made use of the services. Less than 4% indicated they found the services to be only slightly or not at all helpful. These results correlate with the previous year's results.
- Q11: Over 70% of students indicated they were very satisfied or satisfied with the online databases, which is a slight increase from last year which was 65%. Approximately 25% indicating they are neither satisfied nor dissatisfied, a decrease of two percentage points from last year.

- Q12: This multi-part question addressed satisfaction with the College’s LMS, web page, and help desks. Over 90% of students indicated they were either very satisfied or satisfied with the use of Schoology, correlating with last year. For the web page and help desks, satisfaction was between 68.62% - 72.56%, which is a slight decrease from last year which was 71-77%. Approximately 17% indicated they had no opinion. Less than 3% of students indicated dissatisfaction in any category.
- Q13: Over 95% of students indicated they were satisfied with their studies with the College, indicating an extremely high level of overall student satisfaction. This is in line with last year’s results, where 94% indicated satisfaction.
- Q14: Over 92% of students indicated they would recommend the College to a friend. This is in line with last year’s responses.
- Q15: Students indicated a number of factors affected their ability to complete their College coursework. For example, 60.35% said lack of time/too many responsibilities were a factor, 22.48% indicated the material was too difficult, while 14.69% said lack of computers/Wi-Fi was a factor. Of the 48 responses submitted, most were simply “no” or “none”.
- Q16 was a new open-ended question asking “What, if any additional challenges did /do you face in completing coursework due to the Coronavirus outbreak?” Of the 260 responses none/not applicable and issues related to technology access were the two most prevalent responses.
- Q17 was new “If you are enrolled in a F2F/Hybrid course that was moved online due to the outbreak, how satisfied were you with the online experience?” The majority, 43.67% responded not applicable. Over 30% were very satisfied or satisfied. Fewer than 3% were dissatisfied with 14% having no opinion.
- Q18 The vast majority, 89.39%, indicated they would take an online course again.
- Q19: Just under half of students (48.67%) indicated that at least one parent had attained a four-year degree, which is a slight decrease from last year (51%).
- Q20: The percentage of students indicating they receive free or reduced lunch at their home high school (69.73%) is slightly higher than last year’s response. This is an important indicator of the population served by the College.
- Q21. Doral College was overwhelmingly female in the spring of 2020 —72.21% female to just 26.19% male. This is a slight increase of the female population and decrease in the male population from last year.
- Q22. Once again, Doral College was overwhelmingly Hispanic in the spring of 2020—82.48% of students selected this option. This is similar to the demographics reflected in admissions reports as well as last year’s response rate.
- Q23: Of the 86 answers given, many were very positive, including:
  - It was very fun and the credits were worth the work because I would have been really sad if I was just getting free credits without work it would make me feel inferior to all this people who tried their best. So thank you. And have a nice day.
  - It was honestly an amazing experience and I truly enjoyed the amount of responsibility i gained through having online classes and still handling high school material
  - Loved the courses and online experience! It’s definitely a great college especially if you want to graduate with your AA and high school diploma at the same time!!
  - I believe that the classes i’ve taken through Doral College have been taught very efficiently. The classes i’ve taken through Doral College are the first i’ve taken online and I am very satisfied with the classes i’ve taken so far. I plan to take more throughout high school.
  - My experience with Doral College has been exemplary and I'd definitely recommend it to a friend
  - I'm very thankful to be enrolled into a class that has many opportunities for me and my future

## Use of Results

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Overall, this year's results are overwhelmingly positive and indicate the majority of students experience a high level of satisfaction with the College as a whole. There are a few areas in which results merit action. The College will do the following to address these issues:

- A number of services-related responses had high percentages of “neither satisfied nor dissatisfied responses,” as well as “I have not made use of x” responses. This does not indicate dissatisfaction—not all students will necessarily need to use or have a definitive opinion about all services. However, the College should continue to publicize its services in an effort to increase usage as much as possible. While the online orientation has been discontinued, the College will create a student guide page to promote student knowledge of available services.
- As also evidenced in past years, students indicated that a lack of time/having too many responsibilities created a barrier to completing College coursework. While some of this is out of the College's control, strategies such as giving students a study hall or lab period may help address this concern. Student Affairs and Operations continue to discuss these results with affiliate schools and work together to assist students with strategies such as assigning College students a study hall or lab period during the academic year. Some students also mentioned a lack of computers or Wi-Fi were a burden to completing coursework. A study hall or lab period can also help alleviate those burdens.
- Results continue to indicate the College serves a high minority population facing socioeconomic barriers. While this is not an issue to be addressed per se, it is an important factor in determining how to allocate resources, address student concerns, and conduct institutional planning.
- Lastly, students faced a number of difficulties when completing their coursework during the Coronavirus outbreak. While many of those were expected, such as anxiety and time-management struggles, it is important the College is aware of them. Should the outbreak affect the schedule for the upcoming school year, it is possible many of these issues could persist. For example, some students indicated they lacked computer access. Should a shift to at-home learning continue in the Fall and students be unable to rely on school site resources, the College will invest more time in working with affiliate schools to ensure all students have adequate access to resources.