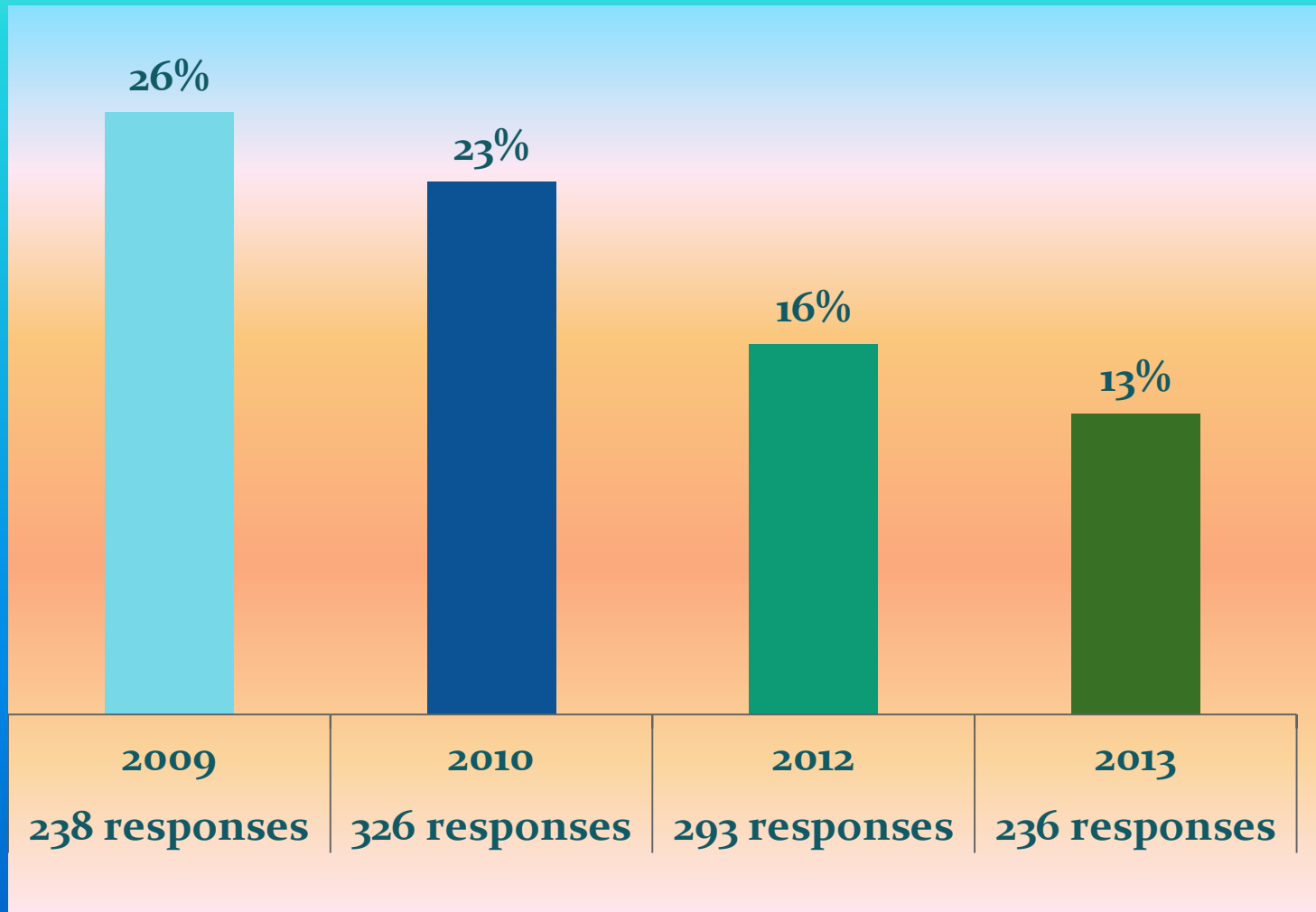


# PSOL 2013 Campus Report Review for Central Lakes College

*Customized for CLC by Michael Amick,  
Pamela Nelson, September 2014*

# CLC RESPONSE RATES



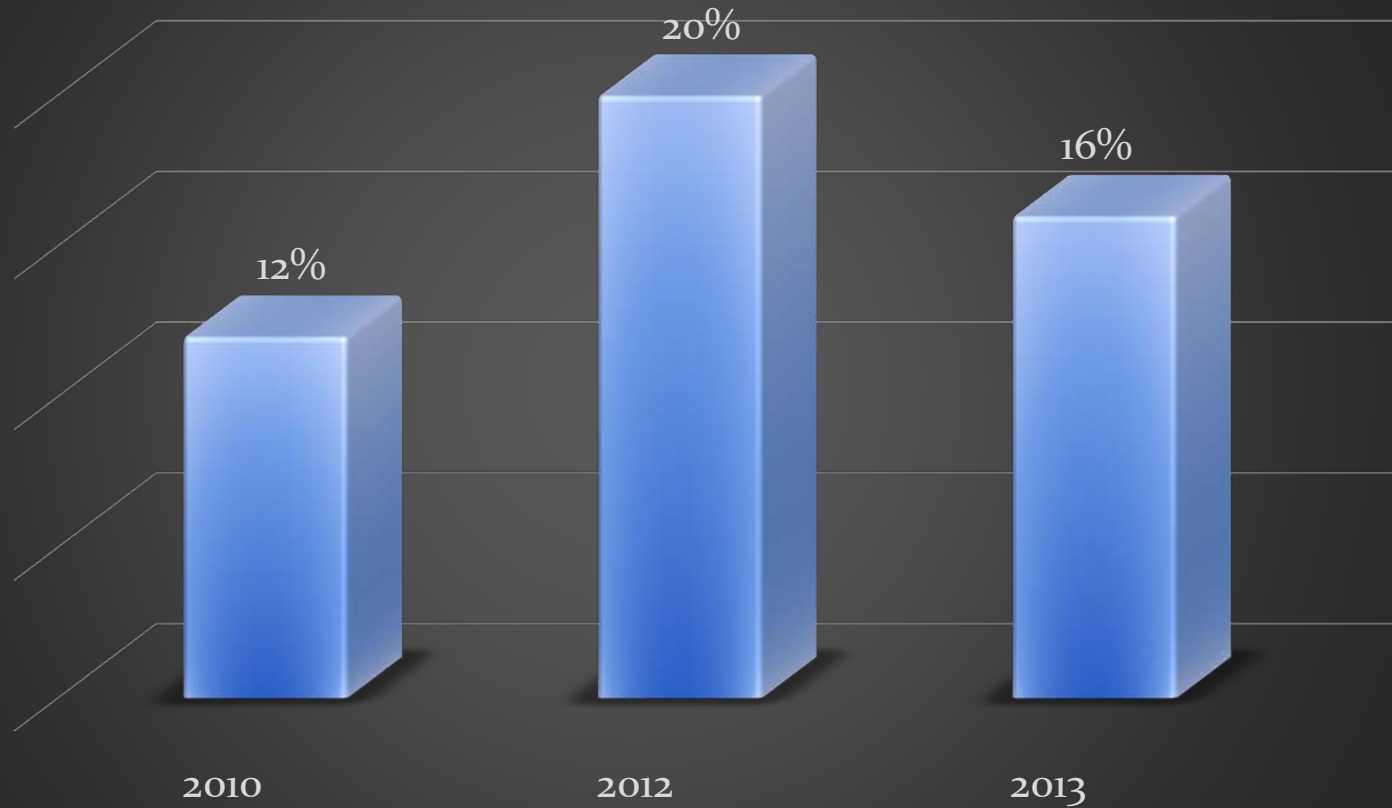
# Why Survey Online Students?

- Capture student data about the importance and satisfaction of online services at CLC
- The ability to compare national and MnOnline data
- Guide planning based on data

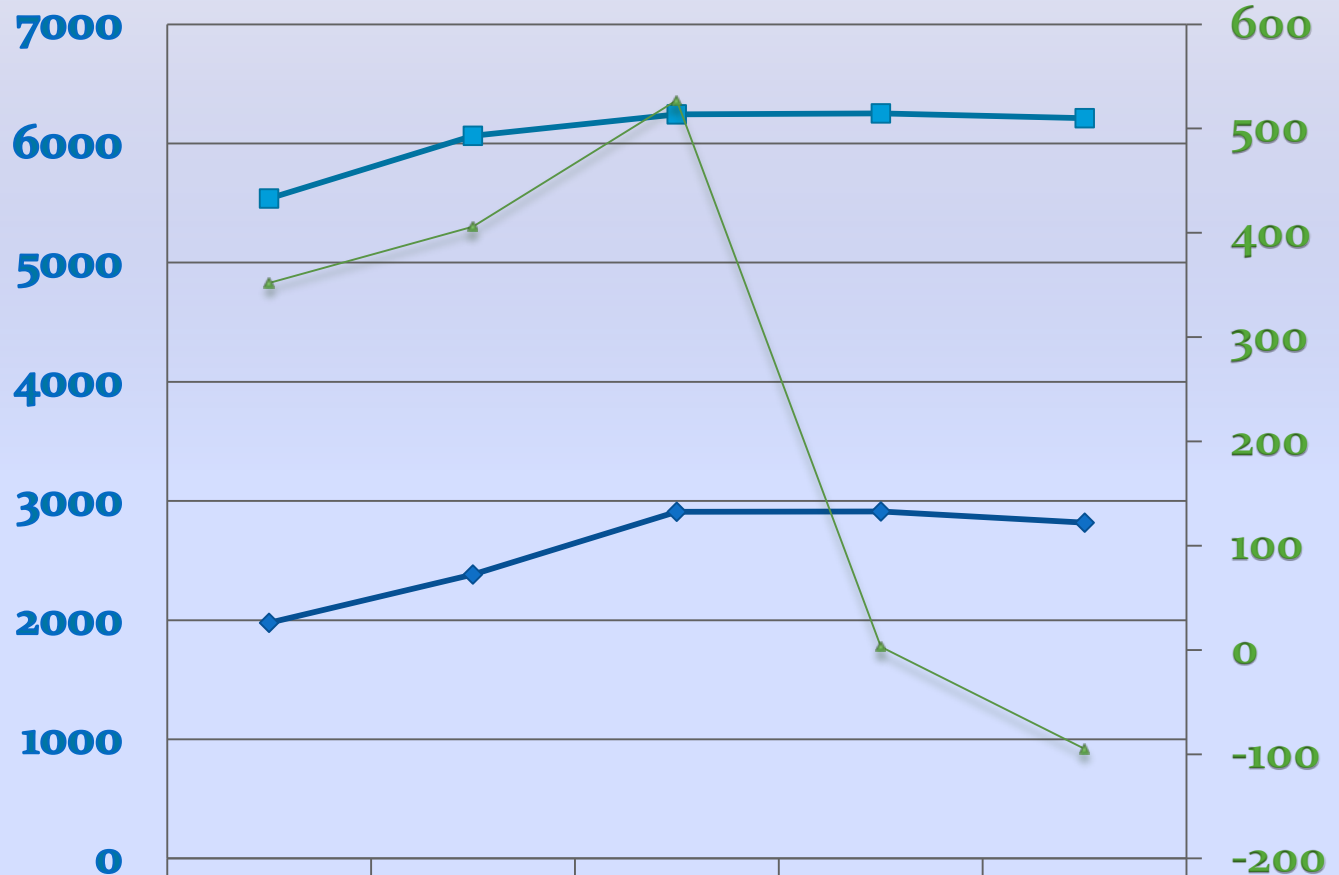
# Who Was Surveyed: Demographics of Students

<u>CLC vs MN Online Comparison</u>	MN Online 2010	CLC 2010	CLC 2012
Female	73.5	80%	74%
Male	26.5	20%	24%
24 & under	39%	45%	50%
25 & older	61%	55%	50%
Full-time students	65%	74%	69%

## Plans to complete online degree

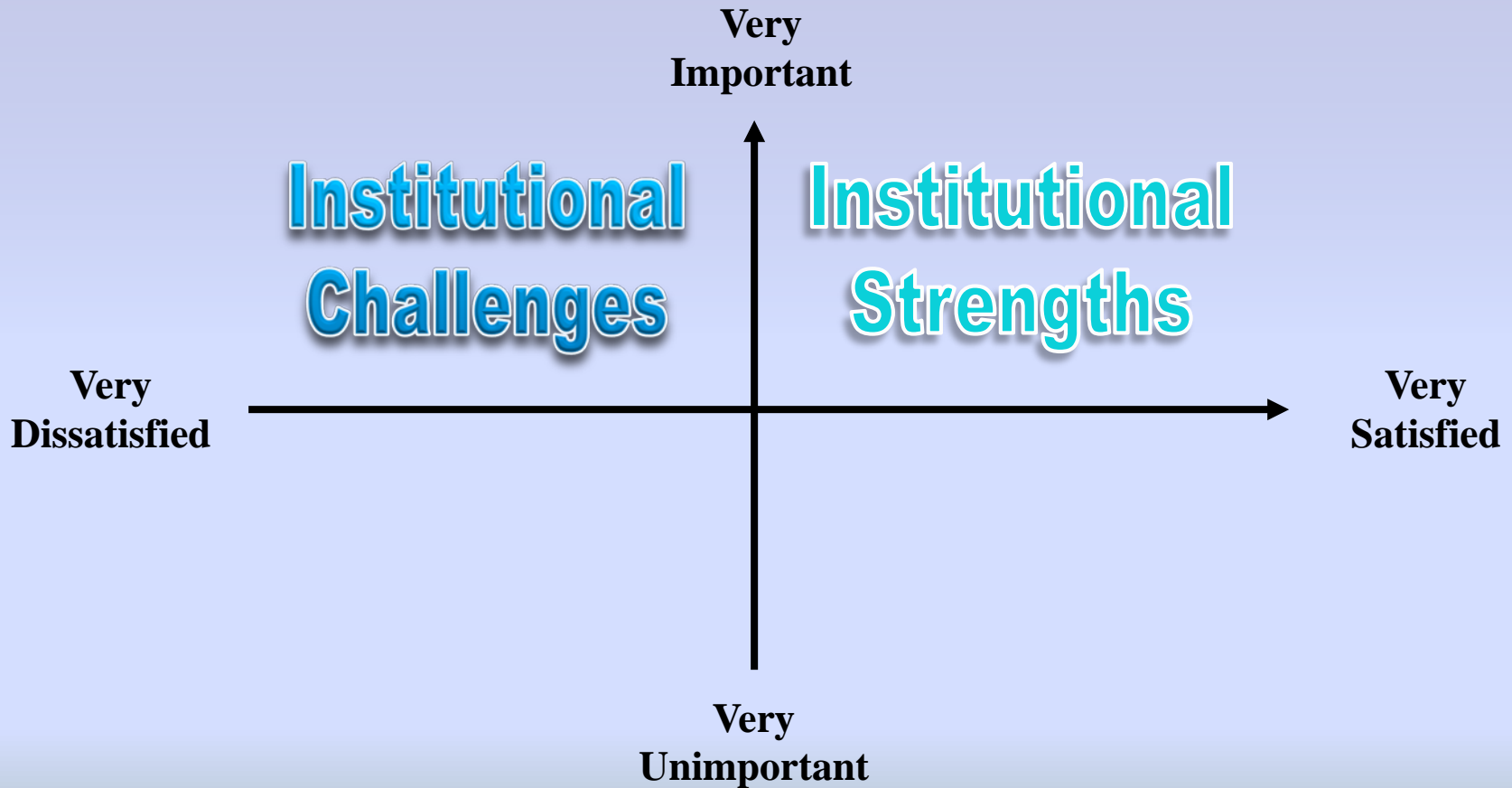


# CLC Online Enrollment History:



◆ online students	1977	2383	2910	2913	2818
■ total headcount	5537	6065	6243	6252	6213
▲ online increase/decrease	352	406	527	3	-95

# Matrix for prioritizing action



# STRENGTHS DEFINITION:

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- Importance score is above the mid-point (top 50% of your items)

AND

- Satisfaction score is in the top quartile (top 25% of your items)

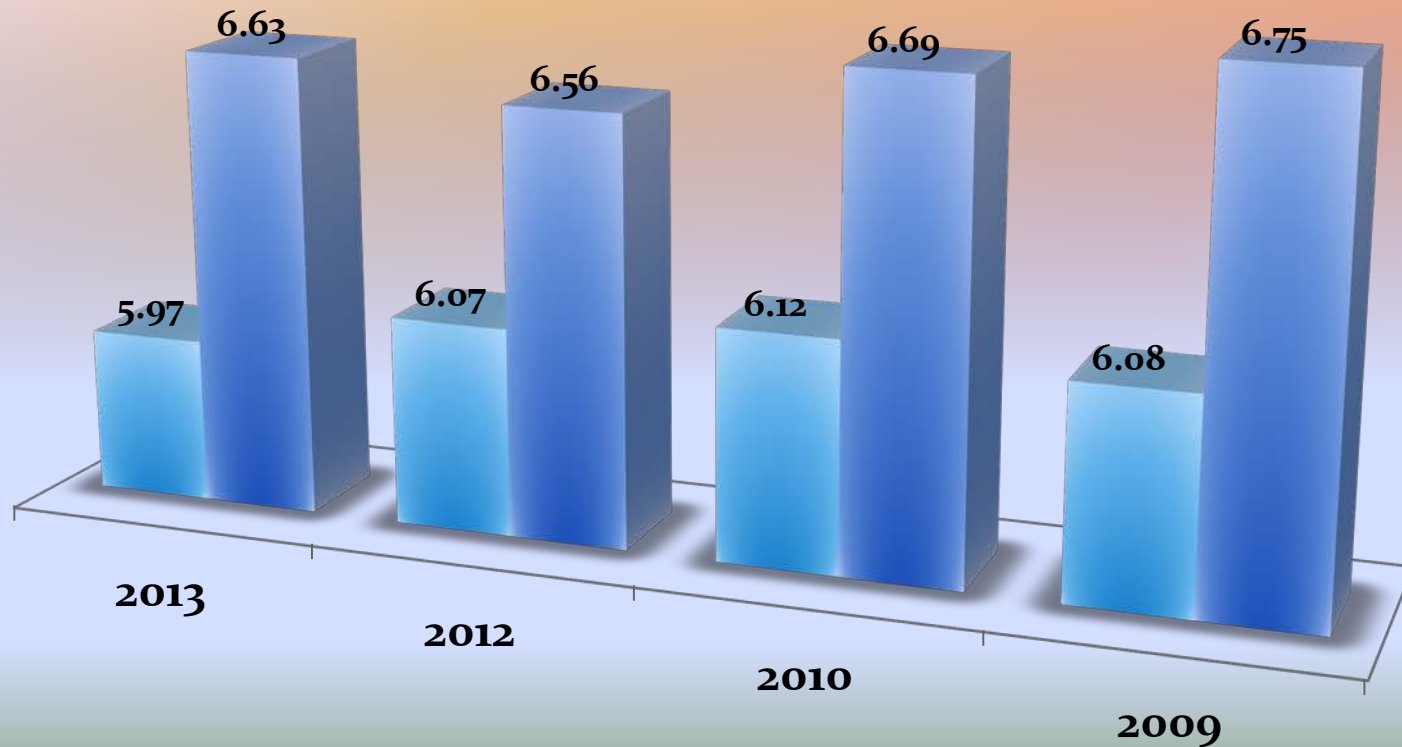


# Strengths:

## Important to students and satisfaction is high

- The online delivery platform (D2L) is reliable. (campus item #2)  
Listed as the highest importance and highest satisfaction for online CLC students  
Reliability rating has increased each time measured in survey
- Registration for online courses is convenient. (#18)  
Registration process consistently registers highest rated for importance and satisfaction
- Taking an online course allowed me to stay on track with my educational goals. (campus item #5)  
CLC has consistently ranked well in this area
- Program requirements are clear and reasonable.
- Student assignments are clearly defined in the syllabus. (#11)  
CLC scores better than National Online Learners in this area for 2013
- Instructional materials are appropriate for program content. (#3)

# Student Satisfaction with the Learning Management System – Desire2Learn –



■ CLC - importance

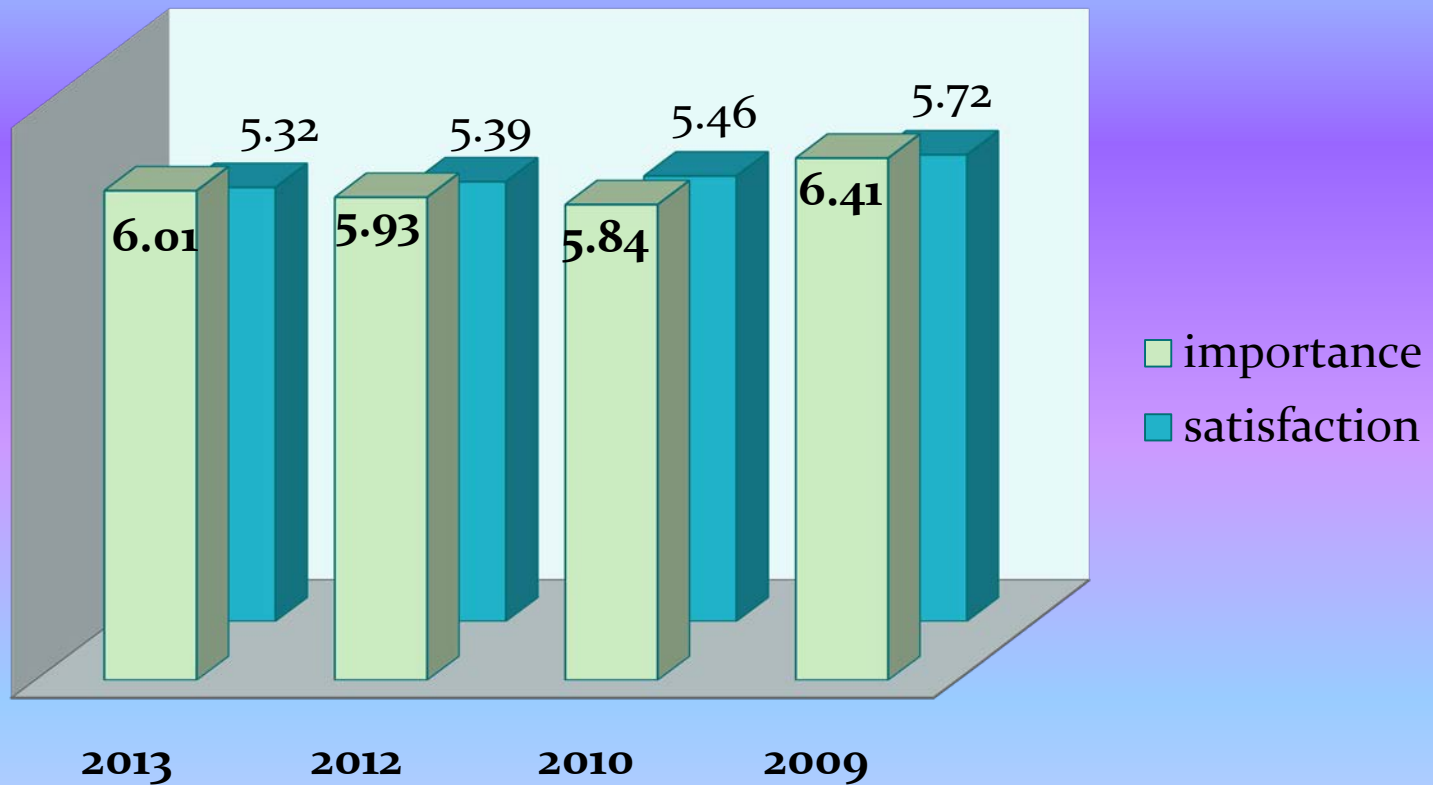
■ CLC- satisfaction

# CLC students are more satisfied in 27 out of 30 question areas than MnSCU as a whole

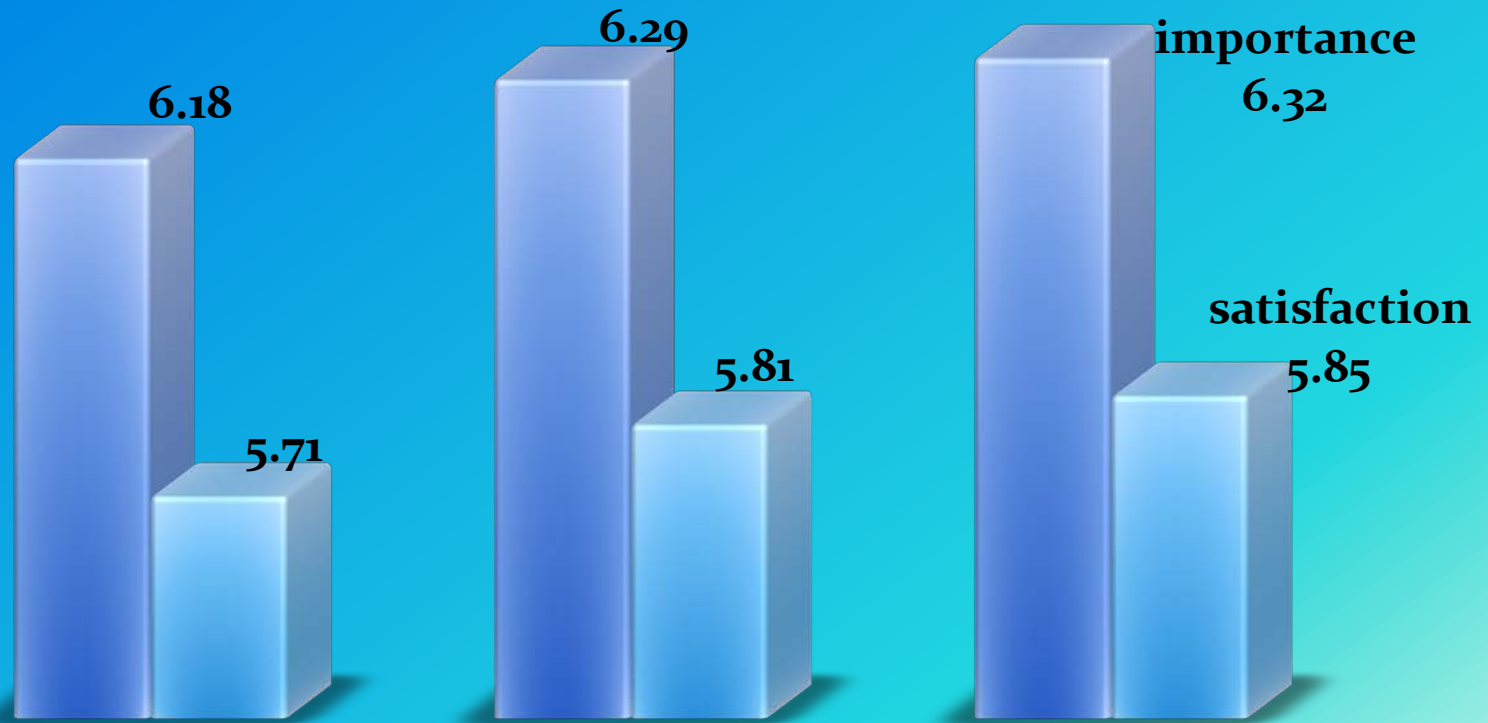
## Examples:

- Registration for online courses is convenient. (+.25)
- Tutoring services are readily available for online courses. (+.21)
- Channels are available for providing timely responses to student complaints. (+20)
- CLC responds quickly when I request information. (+.14)
- Student assignments are clearly defined in the syllabus. (+.16)

## Procedure for purchasing textbooks online is convenient



# Useful information is available on the CLC website



2013

2012

2010