

**Ruffalo Noel Levitz
Priorities Survey for Online
Learners (PSOL)**

What is PSOL?

Priorities Survey for Online Learners (PSOL) is an online, voluntary, survey from Noel-Levitz administered to students enrolled in online programs at NMC. The PSOL survey ask students to indicate both the level of importance they place on an item, as well as their level of satisfaction that the institution is meeting this expectation. There are 26 standard items rated for importance and satisfaction in the areas of Academic Services, Enrollment Services, Institutional Perceptions, Instructional Services and Student Services. [NMC administers the PSOL survey every spring](#)

Respondent Profile:

Major/Program	%	#
DNP Family Nurse Practitioner	24%	50
EDD DR of Education in Educ & Leadership Healthcare	12%	26
MOT Occupational Therapy	11%	24
RN-BSN	8%	18
MSN Nurse Educator	7%	14
EDD DR of Education in Public Health Policy	7%	14
DNP Advanced Nursing Practice	7%	14
RN-MSN Educator	6%	12
MBAH Masters of Business Administration in Healthcare	5%	10
DNP Public Health Policy	5%	10
MSN Nurse Executive	3%	6
MSN Care Coordinator	2%	4
DNP Adult Gerontology Primary Care Nurse Practitioner	2%	4
RN-MSN Care Coordinator	1%	2
MSN Nursing Informatics	1%	2
DNP Adult Gerontology Clinical Nurse Specialist	1%	2

Student Division	%	#
Graduate	90%	190
Undergraduate	8%	16
No Answer	3%	6

FT/PT	%	#
Full-time	71%	150
Part-time	27%	58
No Answer	2%	4

Age	%	#
25 to 34	31%	66
35 to 44	28%	60
45 to 54	17%	36
55 to 64	9%	20
19 to 24	9%	20
No Answer	5%	10

Gender	%	#
Female	89%	188
Male	6%	12
No Answer	5%	10
Prefer not to respond	1%	2

Ethnicity/Race	%	#
No Answer	5%	10
Asian or Pacific Islander	1%	2
Black/African-American	6%	12
Caucasian / White	82%	174

Ethnicity/Race	%	#
Hispanic	1%	2
Multi-racial	3%	6
Other	1%	2
Race - Prefer not to respond	2%	4

Student Experience: The PSOL survey asks students three questions about their overall experience at NMC. (These are reported as institution only)

So far, how has your college experience met your expectations? √

Responses ^	NMC	National Online Learners
1=Much worse than I expected	0%	2%
2=Quite a bit worse than I expected	0%	1%
3=Worse than I expected	1%	6%
4=About what I expected	32%	24%
5=Better than I expected	23%	21%
6=Quite a bit better than I expected	13%	15%
7=Much better than I expected	26%	28%

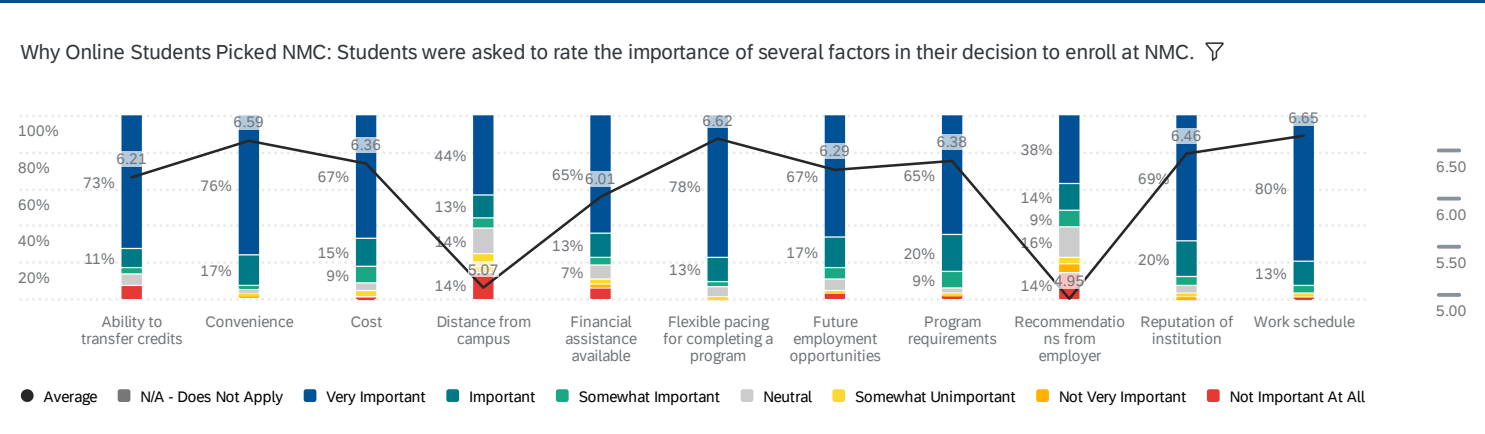
Rate your overall satisfaction with your experience here thus far. √

Responses ^	NMC	National Online Learners
1=Not satisfied at all	0%	1%
2=Not very satisfied	1%	2%
3=Somewhat dissatisfied	3%	5%
4=Neutral	7%	6%
5=Somewhat satisfied	11%	10%
6=Satisfied	33%	34%
7=Very satisfied	39%	39%

All in all, if you had it to do over again, would you enroll here? √

Responses ^	NMC	National Online Learners
1=Definitely not	0%	2%
2=Probably not	1%	3%
3=Maybe not	0%	3%
4=I don't know	4%	6%
5=Maybe yes	6%	7%
6=Probably yes	33%	25%
7=Definitely yes	50%	51%

Factor to Enroll:



Strengths and Challenges:

Strengths - Noel-Levitz defines Strengths as items rated with high importance and high satisfaction. These are specifically identified as items above the mid-point in importance (top half) and in the upper quartile (25 percent) of your satisfaction scores.

Challenges - Noel-Levitz defines Challenges as items with high importance and low satisfaction or a large performance gap. These are specifically identified as items above the mid-point in importance (top half) and in the lower quartile (25 percent) of your performance gap scores.

Definition of performance gap - A performance gap is simply the importance score minus the satisfaction score. The larger the performance gap, the greater the discrepancy between what students expect and their level of satisfaction with the current situation. The smaller the performance gap, the better the institution is doing at meeting student expectations.

Nebraska Methodist College Comparison with National Online Learners: NMC = Nebraska Methodist College | NOL = National Online Learners (These are reported institution level only)

STRENGTHS

ITEMS ^	Importance NMC	Satisfaction NMC	Gap NMC	Importance NOL	Satisfaction NOL	Gap NOL	Difference
Adequate online library resources are provided.	6.75	6.56	0.19	6.52	6.25	0.27	0.31
Billing and payment procedures are convenient for me.	6.76	6.49	0.27	6.55	6.24	0.31	0.25
Campus item: The NMC tech help desk resolved my tech issues.	6.74	6.6	0.14	N/A	N/A	N/A	N/A
Faculty are responsive to student needs.	6.85	6.58	0.27	6.64	6.05	0.59	0.53
I am aware of whom to contact for questions about programs and services.	6.77	6.55	0.22	6.5	5.99	0.51	0.56
My program advisor is accessible by telephone and e-mail.	6.79	6.78	0.01	6.52	6.19	0.33	0.59
This institution responds quickly when I request	6.73	6.67	0.06	6.57	6.07	0.5	0.60

CHALLENGES

ITEMS	Importance NMC	Satisfaction NMC	Gap NMC	Importance NOL	Satisfaction NOL	Gap NOL	Difference
Campus item: Brightspace is user-friendly.	6.75	6.21	0.54	N/A	N/A	N/A	N/A
Campus item: The Self-Registration process is user-friendly.	6.77	6.15	0.62	N/A	N/A	N/A	N/A
Campus item: I feel supported by Faculty as an online student.	6.82	6.44	0.38	N/A	N/A	N/A	N/A
Tuition paid is a worthwhile investment.	6.71	5.92	0.79	6.58	5.87	0.71	0.05
Student assignments are clearly defined in the syllabus.	6.83	6.33	0.50	6.65	6.09	0.56	0.24
Instructional materials are appropriate for program content.	6.71	6.2	0.51	6.65	6.08	0.57	0.12
The quality of online instruction is excellent.	6.84	6.12	0.72	6.67	5.88	0.79	0.24