



PennState



ADULT LEARNER INVENTORY

2018

Executive Summary

To improve processes and practices at the World Campus we implemented two annual student surveys. In the spring of 2018 we implemented and administrated the Ruffalo Noel Levitz Adult Learner Inventory (ALI) survey. The survey went to 8238 active students with the home campus of World Campus. 771 (9%) completed the survey.

Top areas of importance

The top three areas identified as most important to students were:

1. Availability of online courses as a factor in decision to enroll.,
2. The program allows me to pace studies to fit life and work schedules, and
3. Academic advisors' knowledge about requirements for majors.

Overall satisfaction

Students' overall satisfaction rating was 5.91 on a 7 point scale.

Top institutional strengths

The top three areas identified as institutional strengths were:

1. The program allows me to pace studies to fit life and work schedules.,
2. Receiving timely responses to requests for help and information., and
3. Having a clear understanding of what I'm expected to learn in classes.

Top institutional challenges

The top three areas identified as institutional challenges were:

1. Academic advisors' knowledge about requirements for majors.,
2. Academic advisors' concern about students' success as individuals., and
3. Instructors providing timely feedback about academic progress..



Survey Methods

Survey Description

ALI is a standardized instrument specific to identify areas of importance to students as well as institutional strengths and challenges. All items, except for demographics, were on a 7-point Likert scale and there were 53 questions that asked about importance and satisfaction and 21 questions that asked only for importance. There was one open-ended question that asked students to “please enter any comments you would like to share with this institution.”

Survey Distribution

The survey was sent to 8238 students with the home campus of World Campus. One invite and two reminder emails were sent. All were World Campus branded. Students were incentivized through a raffle of 25 gift Amazon cards of \$25.

Determining Top Importance

Top importance were the items that ranked in the top quartile in terms of how important they were to students.

Determining Key Institutional Strengths

Key strengths were items ranked in the top quartile of satisfaction (5.80 and above) and the top half of importance (6.34 and above).

Determining Key Institutional Challenges

Key challenges were items in the top half of importance (6.34 and above) and with a performance gap (difference between importance and satisfaction score) in the upper quartile (1.02 and above)

Comparisons to Other Universities

World Campus ALI results were also compared to results of other universities.

Qualitative Analysis

435 students provided feedback to the single open-ended question.

Limitations

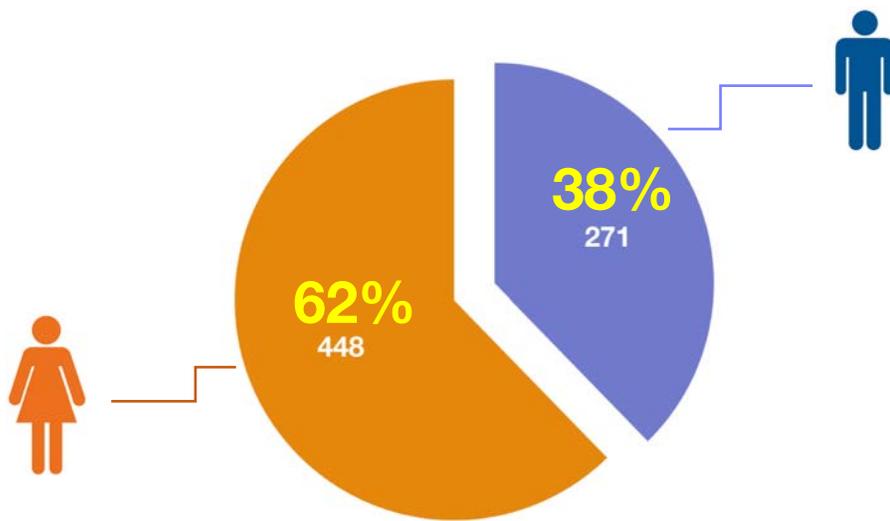
Due to small response rate, data from this survey cannot be generalized.



Survey Demographics (771 participants)

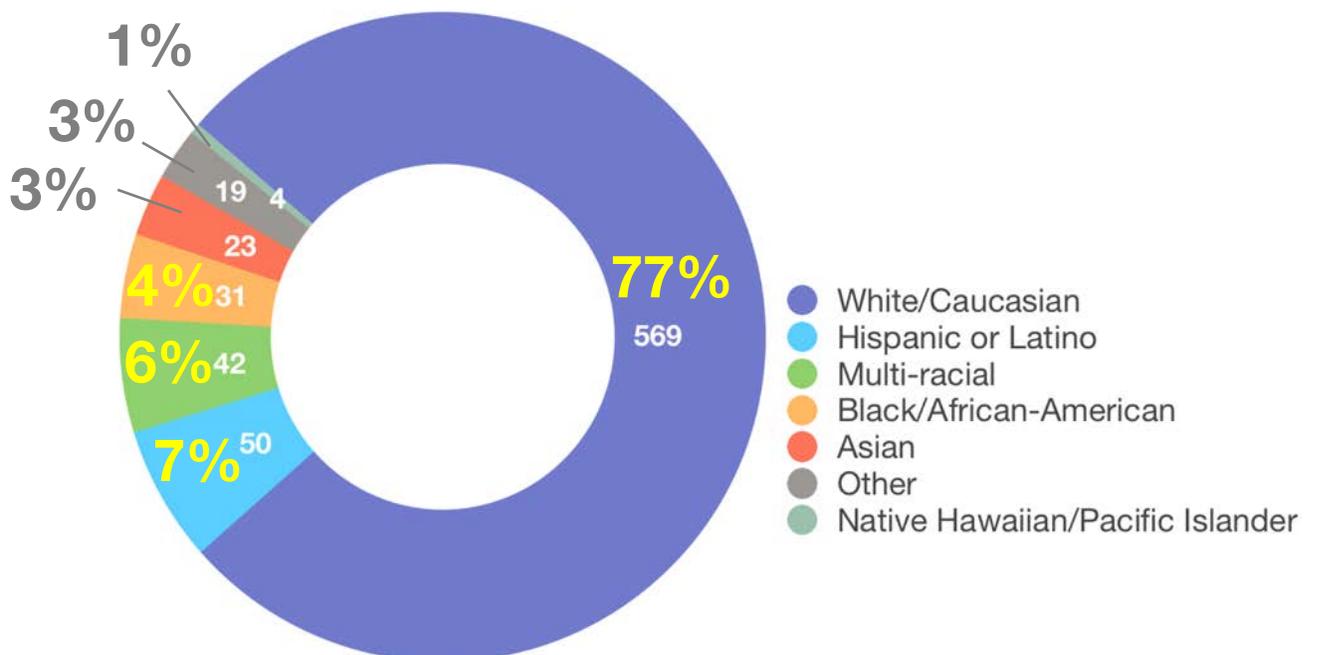
GENDER

Note: 52 participants did not answer.



RACE/ETHNICITY

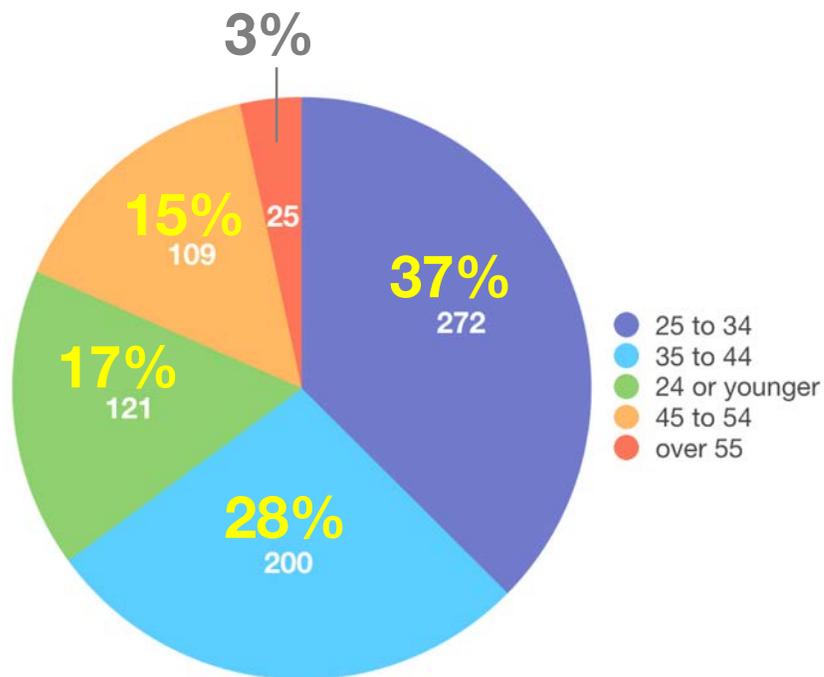
Note: 31 participants did not answer.



Survey Demographics (771 participants)

AGE

Note: 44 participants did not answer.



PROGRAM

Note: 17 participants did not answer.

