Priorities Survey for Online Learners (PSOL)
Updated February 2019

The Priorities Survey of Online Learners (PSOL; Noel-Levitz, 2001) is a survey designed to evaluate what students believe is important about their education experience, as well as how satisfied they are with their experiences. Excelsior College has administered the PSOL to a sample of its enrolled students every two years since 2010, allowing for longitudinal comparisons as well as comparisons with national benchmarks and 10 peer institution groups identified by stakeholders throughout the College.

For the year 2018, a total of 790 survey responses were obtained from the students. The primary findings from the PSOL 2018 administration are summarized as follows:

- Overall, the results suggest that students are generally satisfied with their educational experience at Excelsior College. More specifically, 79% of respondents indicated that Excelsior met or exceeded their expectations; 72% are satisfied with their experience at Excelsior; and 66% would enroll at Excelsior again.

- On these items, Master's degree students reported higher satisfaction with their experience than Associate or Bachelor's degree students. Bachelor's degree students scored highest when asked if they would enroll at Excelsior again.

- In comparison to the National Online Learners and Peer Institutions group as well as the EC 2016 results, Excelsior College received slightly lower satisfaction scores on the summary items described above, but the differences were not considered to be statistically significant.

The 26 standard PSOL items represent five scales: Institutional Perceptions, Academic Services, Instructional Services, Enrollment Services, and Student Services. Average scores on all of these items were higher than 5 on a 7-point Likert scale, indicating satisfaction. On all five scales, Excelsior's performance for the year 2018 is consistent and not statistically different from the year 2016 results. When compared to national benchmarks and peer institutions, Excelsior's performance for the year 2018 is significantly lower on all five scales.