

**Satisfaction Study 2014-15
 Fully Enrolled Distance Learning
 students**

Purpose

Know the level of satisfaction of students enrolled completely at a distance with the services provided by the Institution.

Method

The questionnaire was sent by email during the month of May 2015 to students who were taking only online courses during the semester from January to May 2015 (term 201530) or the quarter from March to May 2015 (term 201533). .

The satisfaction scale used was as follows:

	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	No use of service
Service					

To obtain a more precise measurement of the level of student satisfaction, the alternative “I do not use the service” was excluded in the calculation of the percentage of satisfaction.

In addition, the importance given by the students to the services evaluated was examined using the following scale

	Not Important	Somewhat Important	Important	Very Important	No Opinion
Service					

To obtain a more precise measurement of the level of importance of the students, the alternative “I have no opinion” was excluded in the calculation of the percentage of importance.

Participants

The survey was addressed to the students of the Aguadilla Campus who were enrolled only in distance courses during the semester from January to May 2015 (term 201530) or the quarter from March to May 2015 (term 201533).

Of a total of 218 students enrolled completely at a distance, 16 students answered the questionnaire, for a participation rate of 7%.

Socio-academic profile of the participants

Variables	Categories	f	%
Gender	Femenine	8	50%
	Masculine	8	50%
	Total	16	100%
Edad	19 to 24 years	4	25%
	25 to 34 years	7	44%
	35 to 44 years	4	25%
	45 years or more	1	6%
	Total	16	100%
Work	0 hours	4	25%
	1 to 10 hours	1	6%
	11 to 20 hours	5	31%
	21 to 40 hours	1	6%
	More than 40 hours	5	31%
	Total	16	100%
Place of residence	Puerto Rico	11	69%
	United States	5	31%
	Total	16	100%
Academic Goal	Baccalaureate	14	88%
	Associate Degree	2	12%
	Total	16	100%
Distance Program	Yes	12	75%
	No	4	25%
	Total	16	100%
Program	Regular	13	81%
	SCOPE	3	19%

Undergraduate Student Satisfaction 2012-13

	Total	16	100%
Class Program	Full Time (12 credits or more)	13	81%
	Part Time (11 credits or less)	3	19%
	Total	16	100%
Academic Term	Semester	16	100%
	Total	16	100%
Approved Credits	1 to 29 credits	3	19%
	30 to 59 credits	3	19%
	60 to 89 credits	5	31%
	90 to 119 credits	4	25%
	More than 120 credits	1	6%
	Total	16	100%

Variables	Categories	f	%
Distance Credits	0 credits	1	6%
	1 to 29 credits	8	50%
	30 to 59 credits	4	25%
	60 to 89 credits	3	19%
	Total	16	100%
Cyber Center	No	1	6%
	Yes	1	6%
	Not Available	14	88%
	Total	16	100%
Graduation	Yes	3	19%
	No	13	81%
	Total	16	100%

Results

General Satisfaction with the institution	f	%
Very Satisfied	6	38%
Satisfied	8	50%
Somewhat Satisfied	1	6%
Not at all satisfied	1	6%
Total	16	100%

Results by Questions

Service	Importance	f	%	Satisfaction	f	%
1. The promptness with which the class syllabus is published on the course website.	Very imp.	13	87%	Very satisf.	10	67%
	Important	1	7%	Satisfied	4	27%
	Somewhat imp.	1	7%	Somewhat satisf.	1	7%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	15	100%
2. The organization of the learning modules.	Very imp.	13	87%	Very satisf.	7	47%
	Important	2	13%	Satisfied	3	20%
	Somewhat imp.	0	0%	Somewhat satisf.	5	33%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	15	100%
3. The clarity of the instructions of the assigned works.	Very imp.	14	93%	Very satisf.	6	40%
	Important	1	7%	Satisfied	4	27%
	Somewhat imp.	0	0%	Somewhat satisf.	4	27%
	Not imp.	0	0%	Not satisf.	1	7%
	Total	15	100%	Total	15	100%
4. The number of virtual forums to share your opinion with other classmates in the course.	Very imp.	10	67%	Very satisf.	8	53%
	Important	4	27%	Satisfied	3	20%
	Somewhat imp.	1	7%	Somewhat satisf.	2	13%
	Not imp.	0	0%	Not satisf.	2	13%
	Total	15	100%	Total	15	100%
5. The functionality of the links on the course page.	Very imp.	11	73%	Very satisf.	6	40%
	Important	4	27%	Satisfied	5	33%
	Somewhat imp.	0	0%	Somewhat satisf.	2	13%
	Not imp.	0	0%	Not satisf.	2	13%
	Total	15	100%	Total	15	100%
6. The mastery that professors demonstrate of the content of the courses.	Very imp.	13	87%	Very satisf.	9	60%
	Important	2	13%	Satisfied	3	20%
	Somewhat imp.	0	0%	Somewhat satisf.	3	20%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	15	100%

Undergraduate Student Satisfaction 2012-13

Servicio	Importance	f	%	Satisfaction	f	%
7. The level of participation that professors encourage.	Very imp.	12	80%	Very satisf.	7	47%
	Important	3	20%	Satisfied	1	7%
	Somewhat imp.	0	0%	Somewhat satisf.	5	33%
	Not imp.	0	0%	Not satisf.	2	13%
	Total	15	100%	Total	15	100%
8. How quickly professors report the results of the evaluation of their academic work.	Vey imp.	11	73%	Very satisf.	4	27%
	Important	3	20%	Satisfied	7	47%
	Somewhat imp.	1	7%	Somewhat satisf.	2	13%
	Not imp.	0	0%	Not satisf.	2	13%
	Total	15	100%	Total	15	100%
9. The teaching strategies used by professors.	Very imp.	11	73%	Very satisf.	6	40%
	Important	4	27%	Satisfied	4	27%
	Somewhat imp.	0	0%	Somewhat satisf.	4	27%
	Not imp.	0	0%	Not satisf.	1	7%
	Total	15	100%	Total	15	100%
10. The guidance offered by professors on their academic program.	Very imp.	9	60%	Very satisf.	7	47%
	Important	4	27%	Satisfied	4	27%
	Somewhat imp.	2	13%	Somewhat satisf.	1	7%
	Not imp.	0	0%	Not satisf.	3	20%
	Total	15	100%	Total	15	100%
11. The encouragement given by professors for the search for information and research.	Very imp.	10	67%	Very satisf.	7	47%
	Important	4	27%	Satisfied	5	33%
	Somewhat imp.	1	7%	Somewhat satisf.	1	7%
	Not imp.	0	0%	Not satisf.	2	13%
	Total	15	100%	Total	15	100%
12. The treatment given by professors.	Very imp.	12	80%	Very satisf.	9	60%
	Important	2	13%	Satisfied	4	27%
	Somewht imp.	1	7%	Somewhat satisf.	1	7%
	Not imp.	0	0%	Not satisf.	1	7%
	Total	15	100%	Total	15	100%
13. How quickly professors answer your doubts and questions.	Very imp.	11	73%	Very satisf.	5	33%
	Important	3	20%	Satisfied	6	40%
	Somewhat imp.	1	7%	Somewhat satisf.	3	20%
	Not imp.	0	0%	Not satisf.	1	7%
	Total	15	100%	Total	15	100%

Undergraduate Student Satisfaction 2012-13

14. Opportunities to evaluate professor performance.	Very imp.	9	60%	Very satisf.	7	47%
	Important	4	27%	Satisfied	4	27%
	Somewhat imp.	2	13%	Somewhat satisf.	3	20%
	Not imp.	0	0%	Not satisf.	1	7%
	Total	15	100%	Total	15	100%

Servicio	Importancia	f	%	Satisfaction	f	%
15. The availability of courses of your concentration.	Very imp.	13	87%	Very satisf.	9	60%
	Important	2	13%	Satisfied	5	33%
	Somewhat imp.	0	0%	Somewhat satisf.	1	7%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	15	100%
16. Opportunities to carry out practical experiences related to the courses.	Very imp.	12	92%	Very satisf.	7	58%
	Important	1	8%	Satisfied	4	33%
	Somewhat imp.	0	0%	Somewhat satisf.	0	0%
	Not imp.	0	0%	Not satisf.	1	8%
	Total	13	100%	Total	12	100%
17. Access to bibliographic resources and other sources of information offered by the Access to Information Center (CAI).	Very imp.	11	79%	Very satisf.	7	50%
	Important	3	21%	Satisfied	3	21%
	Somewhat imp.	0	0%	Somewhat satisf.	4	29%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	14	100%	Total	14	100%
18. The availability of remote tutorials.	Very imp.	10	71%	Very satisf.	5	38%
	Important	4	29%	Satisfied	3	23%
	Somewhat imp.	0	0%	Somewhat satisf.	2	15%
	Not imp.	0	0%	Not satisf.	3	23%
	Total	14	100%	Total	13	100%
19. The quality of your study program (concentration).	Very imp.	14	93%	Very satisf.	9	60%
	Important	1	7%	Satisfied	3	20%
	Somewhat imp.	0	0%	Somewhat satisf.	3	20%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	15	100%
20. The process of admission to the University at a distance.	Very imp.	12	80%	Very satisf.	11	79%
	Important	3	20%	Satisfied	1	7%

Undergraduate Student Satisfaction 2012-13

	Somewhat imp.	0	0%	Somewhat satisf.	2	14%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	14	100%
21. The process of selecting distance courses.	Very imp.	12	80%	Very satisf.	9	64%
	Important	3	20%	Satisfied	3	21%
	Somewhat imp.	0	0%	Somewhat satisf.	2	14%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	14	100%
22. Remote tuition payment options.	Very imp.	13	87%	Very satisf.	10	71%
	Important	2	13%	Satisfied	3	21%
	Somewhat imp.	0	0%	Somewhat satisf.	1	7%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	14	100%

Service	Importance	f	%	Satisfaction	f	%
23. Remote registration services.	Very imp.	13	87%	Very satisf.	10	71%
	Important	2	13%	Satisfied	2	14%
	Somewhat imp.	0	0%	Somewhat satisf.	2	14%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	14	100%
24. Remote financial assistance services.	Very imp.	14	93%	Ver satisf.	10	71%
	Important	1	7%	Satisfied	2	14%
	Somewhat imp.	0	0%	Somewhat satisf.	1	7%
	Not imp.	0	0%	Not satisf.	1	7%
	Total	15	100%	Total	14	100%
25. Remote takings services.	Very imp.	13	87%	Very satisf.	10	71%
	Important	2	13%	Satisfied	2	14%
	Somewhat imp.	0	0%	Somewhat satisf.	2	14%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	14	100%
26. The guidance available for studying at a distance.	Very imp.	12	80%	Very satisf.	9	60%
	Important	3	20%	Satisfied	4	27%
	Somewhat imp.	0	0%	Somewhat satisf.	1	7%
	Not imp.	0	0%	Not satisf.	1	7%
	Total	15	100%	Total	15	100%
	Very imp.	14	93%	Very satisf.	10	67%

Undergraduate Student Satisfaction 2012-13

27. Help provided by technical support staff when you have problems with distance courses.	Important	1	7%	Satisfied	3	20%
	Somewhat imp.	0	0%	Somewhat satisf.	2	13%
	Not imp.	0	0%	Not satisf.	0	0%
	Total	15	100%	Total	15	100%
28. Access to information on the rules and regulations of the University.	Very imp.	11	73%	Very satisf.	10	67%
	Important	3	20%	Satisfied	3	20%
	Somewhat imp.	1	7%	Somewhat satisf.	2	13%
	Not imp.	0	0%	Not satisf.	0	0%
Total	15	100%	Total	15	100%	
29. Access to information on the prevention of sexually transmitted diseases, use of drugs, alcohol, and tobacco.	Very imp.	10	71%	Very satisf.	10	77%
	Important	2	14%	Satisfied	2	15%
	Somewhat imp.	2	14%	Somewhat satisf.	1	8%
	Not imp.	0	0%	Not satisf.	0	0%
Total	14	100%	Total	13	100%	
30. The help provided by professional counselors to set your goals.	Very imp.	12	86%	Very satisf.	8	62%
	Important	1	7%	Satisfied	3	23%
	Somewhat imp.	1	7%	Somewhat satisf.	2	15%
	Not imp.	0	0%	Not satisf.	0	0%
Total	14	100%	Total	13	100%	

Service	Importance	f	%	Satisfaction	f	%
31. Remote access to Chaplaincy services.	Very imp.	9	75%	Very satisf.	6	67%
	Important	2	17%	Satisfied	3	33%
	Somewhat imp.	0	0%	Somewhat satisf.	0	0%
	Not imp.	1	8%	Not satisf.	0	0%
	Total	12	100%	Total	9	100%

Concentrations

Concentration of participants	f	%
BBA in Accounting Information Systems (246)	2	0.30%
BBA in Human Resources Management (214)	2	0.30%
BM in Music Education Instrumental (191)	2	0.30%
BS Biology (1808)	2	0.30%
BA in Sec. Educ: Teaching of Physical Education (176)	2	0.30%
BA in Sec. Educ: Teaching of Spanish (145)	2	0.30%

Undergraduate Student Satisfaction 2012-13

AA Criminal Justice (095A)	2	0.30%
AAS Pharmacy Technician (092A)	2	0.30%
AAS Radiological Technology (073A)	2	0.30%
AAS in Accounting (060)	2	0.30%
BBA Technology of the information (287)	1	0.20%
BA Adm Instalac Recreational and Sports Facilities 2708	1	0.20%
BS in Health Sciences Education (260)	1	0.20%
BS in Biotechnology (258)	1	0.20%
BA School Level (243A)	1	0.20%
BA in Sec. Sciences: Exec Secretary (220)	1	0.20%
BA in Sociology:General (211)	1	0.20%
BS in Anesthetist Nurse (200)	1	0.20%
Physical Education Sec (176E)	1	0.20%
BA Educ Biology (174B)	1	0.20%
BA in Education: Early Childhood (160)	1	0.20%
BSN in Nursing (150B)	1	0.20%
BSN in Nursing (150A)	1	0.20%
BA in English General (141)	1	0.20%
BA in Humanities: General (137)	1	0.20%
BA in Special Education (136)	1	0.20%
BA in Sec. Educ: Teach of Mathematics (128)	1	0.20%
BA Psychology (115B)	1	0.20%
BA in Home Economics (110)	1	0.20%
BA in Spanish {107 }	1	0.20%
BA in Art {100}	1	0.20%
AS in Electronic Technology (099)	1	0.20%
AAS in Gerontology (074)	1	0.20%
058F	1	0.20%
AAS in Computer Science {054}	1	0.20%
AA in Elementary Education (050)	1	0.20%

This document is a translation of the original document in Spanish. If any discrepancies arise due to translation, the Spanish version will prevail.

