Aguadilla Campus
Satisfaction Survey 2016-17
Fully Distance Enrolled Students

Report Results

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

Method
The questionnaire was emailed during the month of May 2017 to students who were taking distance-only courses during the January to May 2017 semester (201730 term) or the March to May 2017 term (201733 term).

The satisfaction scale used was as follows:

	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	Not applicable
Service					

To obtain a more accurate measurement of the level of student satisfaction, the "Not applicable" alternative was excluded in the calculation of the satisfaction percentage.

Participants
The survey was directed to students of the Institution who were enrolled only in distance courses during the January to May 2017 semester (201730 term) or the March to May 2017 term (201733 term).

Out of a total of 210 students on the campus, enrolled entirely by distance learning, 12 students answered the questionnaire, for a participation rate of 6%.

Socio-academic profile of participants

Variables	Categories	f	%
Gender	Female	5	42%
	Male	7	58%
	Total	12	100%
Age	18 years old or younger	0	0%
	19 to 24 years old	4	36%
	25 to 34 years old	2	18%
	35 to 44 years old	4	36%
	45 years or more	1	9%
	Total	11	100%
Working hours	0 hours	2	18%
	1 - 20 hours	6	55%
	21 - 34 hours	0	0%
	35 - 40 hours	0	0%
	More than 40 hours	3	27%
	Total	11	100%
Academic goal	Associate Degree	2	17%
	Baccalaureate	10	83%
	Master's Degree	0	0%
	Doctorate	0	0%
	Non-degree courses	0	0%
	Total	12	100%
Academic term	Semester	11	100%
	Quarter	0	0%
	Bimonthly	0	0%
	Combination	0	0%
	Another	0	0%
	Total	11	100%

Variables	Categories	f	%
Academic load	Full-time (12 credits or more)	5	42%
	Part-time (less than 12 credits)	7	58%
	Total	12	100%
Approved credits	0 credits	0	0%
	1 to 29 credits	5	42%
	30 to 59 credits	2	17%
	60 to 89 credits	1	8%
	90 to 119 credits	4	33%
	120 credits or more	0	0%
	Total	12	100%
Distance credits	0 credits	1	9%
	1 to 29 credits	7	64%
	30 to 59 credits	3	27%
	60 to 89 credits	0	0%
	90 to 119 credits	0	0%
	120 credits or more	0	0%
	Total	11	100%
How did you find out about the availability of distance learning at Inter American University?	Promotion on Inter's website	3	30%
	Television and print media reports	1	10%
	Orientation by Campus employees	3	30%
	Study partners	2	20%
	Social networks (Facebook, Twitter, etc.)	0	0%
	Television commercials	0	0%
	Radio spots	0	0%
	Print advertisements	0	0%
	Billboard advertisements	1	10%
	Google Ads	0	0%
	Total	10	100%

General Results

Question	Satisfaction
Satisfaction with the University in General	75%
Satisfaction with Distance Education at the University	67%

Results

Academic Services	Satisfaction
4. The availability of access to the links on the course page.	83%
7. The promptness with which the class syllabus is posted on the course website.	83%
17. Access to online bibliographic resources and other information sources offered by the Information Access Center (CAI).	78%
1. The way the course is organized.	75%
5. The relevance of the content of the links on the course page.	75%
6. Research and information-seeking activities in the course.	75%
14. Opportunities to carry out practical experiences related to the courses, as required.	73%
15. The academic orientation you receive at the beginning of the course.	67%
16. The availability of courses you need to achieve your degree.	67%
3. Activities that encourage academic interaction between students and their professors.	64%
11. The speed with which teachers report the results of the evaluation of their academic work.	58%
8. The mastery demonstrated by the professors of the course content.	58%
18. Tutoring services available for distance learning courses.	50%
2. The clarity of the instructions to perform the assigned work.	50%
10. The speed with which the professors attend to your doubts and questions.	42%
12. The academic support offered by the professors.	42%
13. Opportunities to evaluate teacher performance.	42%
9. The diversity of strategies used by professors for teaching the course.	42%

Administrative and Student Services	Satisfaction
22. The online course selection process.	91%
23. Tuition payment options.	91%
25. Online financial assistance services.	90%
26. Online collection services.	90%
24. Online registration services.	82%
29. Online access to university rules and regulations.	82%
21. The online admission process to the University.	73%
27. The help provided by professional counselors in setting goals.	67%
30. Remote access to Chaplaincy services.	67%
20. The help provided by the technical support staff when you have problems with the distance learning courses.	64%
28. Guidance and instructions are available for students interested in distance learning.	64%
19. The mechanism for taking custodial examinations.	36%

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