

Student Satisfaction Benchmarks (Undergraduate)

The National Survey for Student Engagement (NSSE) is a detailed survey of many different factors of campus experience demonstrated to contribute to student success. Athabasca University participates by surveying undergraduate program students who are in their first and final years of study. Although many of the questions do not necessarily fit adult online learners and individualized study delivery the general benchmarks provide areas for Athabasca University to investigate.

Higher Order Learning: Composite of coursework emphasizes applying facts, analyzing ideas, evaluating points of view, forming new ideas from various pieces of information.

| <i>Engagement Indicator on 60 point scale where 60=Very Often</i> | 2014 First Year | 2014 Senior | 2016 First Year | 2016 Senior |
|---|---------------------------|-----------------------|---------------------------|-----------------------|
| Athabasca University Mean | 36.1 | 38.1 | 36.3 | 37.4 |
| Canadian Public University Mean | 36.3 | 37.6 | 36.8 | 38.7 |

Learning Strategies: Composite of identify key information, review notes, summarize what learned from materials.

| <i>Engagement Indicator on 60 point scale where 60=Very Often</i> | 2014 First Year | 2014 Senior | 2016 First Year | 2016 Senior |
|---|---------------------------|-----------------------|---------------------------|-----------------------|
| Athabasca University Mean | 40.0 | 37.7 | 38.8 | 38.2 |
| Canadian Public University Mean | 35.9 | 35.6 | 35.8 | 35.1 |

Effective Teaching Practices: Composite of how instruction is organized, clarity in course requirements, prompt feedback.

| <i>Engagement Indicator on 60 point scale where 60=Very Often</i> | 2014 First Year | 2014 Senior | 2016 First Year | 2016 Senior |
|---|---------------------------|-----------------------|---------------------------|-----------------------|
| Athabasca University Mean | 29.5 | 29.2 | 28.6 | 29.0 |
| Canadian Public University Mean | 35.4 | 36.2 | 36.7 | 37.0 |

How would you evaluate your entire educational experience at this institution?

| <i>On scale of 1 Poor to 4 Excellent</i> | 2014 First Year | 2014 Senior | 2016 First Year | 2016 Senior |
|--|---------------------------|-----------------------|---------------------------|-----------------------|
| Athabasca University Mean | 3.2 | 3.1 | 3.1 | 3.1 |
| Canadian Public University Mean | 3.0 | 3.1 | 3.2 | 3.2 |

If you could start over, would you go to the institution you are now attending?

| <i>On scale of 1 Definitely No to 4 Definitely Yes</i> | 2014 First Year | 2014 Senior | 2016 First Year | 2016 Senior |
|--|---------------------------|-----------------------|---------------------------|-----------------------|
| Athabasca University Mean | 3.4 | 3.2 | 3.3 | 3.2 |
| Canadian Public University Mean | 3.2 | 3.1 | 3.3 | 3.2 |