SOUL Evaluation Results

Spring 2018, Session I

Presented by: Huong Nguyen
Changes to soul connect evaluation

- Added KP satisfaction questions to college student satisfaction data
- Created MOL and MKP versions of evaluation
- Separated First and Last name sections to better compare to Salesforce data
Student Response Numbers

157

Total responses for Spring 18, Session I across ALL campuses
Student Response Numbers

68%

Response rate for Spring 18, Session I across ALL campuses
Campus Designations

Student Respondents’ Primary Campus (self-reported)

- Sturbridge: 1%
- Longmeadow: 4%
- Online: 78%
- I don't know: 17%
- IDK: 1%

Total Responses: 157
Learning outcome 1

As a result of participating in SOUL Connect, students will demonstrate knowledge of the academic policies.

LO Questions:
1. What is the Attendance Policy for TAWC Students?
2. As part of the Late Assignment Policy, what items cannot be submitted late?
Learning outcome 1 results

**TAWC Attendance Policy Answers**
- Attendance Policy: 138
- Late Assignment Policy: 2
- SAP Policy: 9
- None of the above: 8

88%

**Late Assignment Policy Answers**
- Discussion Posts: 53
- Quizzes/Exams: 1
- Projects: 100
- Papers: 3

64%

Total Responses: 157
As a result of participating in SOUL Connect, students will demonstrate their ability to navigate the student portal.

LO Questions:

1. Under which tab on the Portal can you find your Student Schedule and Degree Audit?

2. In addition to contacting Student Financial Services (SFS), where else can you access your Financial Aid information?

3. In addition to contacting Student Financial Services (SFS), where else can you access your student billing information?
Learning outcome 2 results

Total Responses: 157

99%
Learning outcome 2 results

Total Responses: 157

Financial Aid Information Answers
- Students tab (Netpartner) 154
- Academics tab (Academic Documents)
- Welcome tab (BPU Applications)
- Welcome tab (External Links)
- 98%

Student Billing Information Answers
- Students tab (View/Pay Bill) 111
- Academics tab (Academic Documents)
- Welcome tab (BPU Applications)
- Welcome tab (External Links)
- 98%
Learning outcome 3

As a result of participating in SOUL Connect, students will identify available student support services.

LO Questions:
1. What service provides free online tutoring 24/7?
2. Who do you reach out to if you have questions about your schedule, degree audit, and academic policies?
Learning outcome 3 results

Online Tutoring Service Answers
- Tutor.com: 131
- The Portal: 6
- Hatch Library: 1

Contact for Academic Policies Answers
- Educator Coach: 153
- Online Support: 1
- SFS: 3
- Disability Support Svcs: 1

83% 98%

Total Responses: 157
Learning outcome 4

As a result of participating in SOUL Connect, students will identify their responsibilities as students.

LO Questions:
1. What must students do prior to starting their classes? Check all that apply.
Learning outcome 4 Results

Checklist Prior to Starting Courses

- Schedule appointment with FSC: 121 respondents
- Check BPU Email: 137 respondents
- Begin pre-class assignment: 147 respondents
- Order books: 117 respondents
- Complete all Financial Aid documents: 147 respondents

Total Responses: 157
Average Score: 4.3
Correct Responses: 54%
Orientation Attendance Prior to SOUL Connect

Total Responses: 157

Orientation Attendance Prior to SOUL Connect Completion

- Attended online: 58
- Attended on-ground: 80
- Not attended, but plan to attend: 13
- Unable to attend: 6

- 51% I attended the online Orientation
- 8% I attended the on-ground Orientation
- 37% I have not attended, but plan to attend Orientation
- 4% I am unable to attend Orientation
KP Short Answer Questions

1. After completing SOUL Connect, do you feel comfortable navigating a course that utilizes Knowledge Path? Why or why not?

2. Was the way in which Knowledge Path presented the information to you useful in understanding that content? Why or why not?
Student Comfortability with KP

Total Responses: 32

97%

Themes
Students who felt comfortable:
- Information given
- Ability to interface
- Organization
- Guidance

Students who did not feel comfortable:
- Lack of experience

Respondents | Learning Outcome 1 | Learning Outcome 2 | Learning Outcome 3 | Learning Outcome 4 | Orientation | Short Answers
Student Understanding of material through Knowledge Path

Themes

Students who understood content:
• Information given
• Ability to interface
• Organization
• Adaptive Functionality
• Guidance

Students who did not understand content:
• Organization
• Information given

Total Responses: 32

94%
General Short Answer Questions

1. After completing SOUL Connect, do you feel prepared to start classes at Bay Path University? Why or why not?
2. What did you like most about SOUL Connect?
3. What do you suggest as improvements to SOUL Connect?
4. What content would have been useful to know but was not covered in SOUL Connect?
Student Preparedness

Student Preparedness after Completing SOUL Connect

Total Responses: 157

Themes

Students who felt prepared:
• Information given
• Ability to interface
• Guidance
• Questions answered
• Previous experience
• Eased anxiety
• Feeling determined
• Adaptive functionality

Students who did not feel prepared:
• Lack of experience
• Years out of school
• Nervousness with starting
Strengths

- Information given
- Navigation of websites and information
- Flexibility
- Adaptive functionality
- Organization

- Instructor participation
- Interactive
- Support and connection
- Ask/Answer Questions
Areas of Improvement

- Organization
- Repetition
- Other resources
- Time
- Technical Error
- Instructor participation
- Assignment improvements
- Student participation

67% suggested no improvements
Missing Content

- Logistical requirements
- Other resources
- Classroom logistics

76% suggested no missing content