



PIEDMONT
INTERNATIONAL UNIVERSITY

INSTITUTIONAL EFFECTIVENESS NEWSLETTER

JUNE 2018

STUDENT SATISFACTION SURVEYS

Every spring, PIU invites students to give feedback on their academic and social experiences at the university. This year, we used three surveys designed by Ruffalo Noel Levitz (RNL): the Student Satisfaction Inventory (SSI) for main campus students, the Priorities Survey for Online Learners (PSOL), and the Institutional Priorities Survey (IPS) for faculty and staff. Most schools receive feedback from 20% of their students, faculty, and staff. However, we had a 31% response rate. Thanks for your participation!

In May, the I.E. Office had the opportunity to discuss these surveys with Ms. Julie Bryant, the Associate Vice President of Retention Solutions at RNL. Mr. Jeff Clawson, Mr. Andy Carrein, and Dr. Beth Ashburn joined us as representatives from Student Services, Online Learning, and Academics. Julie showed us our strengths as an institution, and she discussed several areas where we have the potential to improve. The survey responses were also sent to Dr. Charles Petitt for review. For your own encouragement and knowledge, we would like to share some of the strengths that students perceive in PIU.

- All three survey groups expressed that Financial Aid counselors are helpful and knowledgeable. Way to go!
- Students see that the faculty are knowledgeable in their field.
- Our online students are more satisfied than online students at other schools across the country.
- Both online and main campus students agree that academic advisors are accessible and care about student success.
- Library staff are helpful and approachable. The library resources and services are adequate.
- The Business Office is open during hours which are convenient for most students. Online students find the billing and payment procedures convenient.
- Students are able to register for classes with few conflicts, and online registration procedures are convenient.

STATISTIC OF THE MONTH

17 

new employees have
joined PIU since April.

The I.E. Office distributed course evaluations during the week of May 21-25. If you did not receive course evaluations, please email Kathryn Shoaf (shoafk@piedmontu.edu).

Students who graduated with a master's degree from PIU in 2018 rated the adequacy of preparation in their field of study. Results are shown below.

