

STUDENT SATISFACTION SURVEY RESULTS ALIGNMENT WITH WSBT INITIATIVES

Result	Alignment with current initiatives
<p>From 2011 to 2016, students have indicated the least amount of satisfaction with 'Textbooks'. Comments indicate that the main causes of dissatisfaction are COST of textbooks and POORLY WRITTEN/OUTDATED information in the selected textbook.</p>	<p>The Walker School developed the 'Annual Textbook' plan in which the textbook for each course is selected by the Program Leader based on feedback from the instructors. The chosen textbook will be used for an entire academic year thereby allowing the bookstore to better manage inventory/costs. This system will also make textbook information available when students register for classes.</p>
	<p>The Walker School is also pursuing e-book options and custom textbooks which can limit the need for multiple texts in a course. These strategies are employed whenever possible in order to minimize student expenses.</p>
<p>In 2015, overall student satisfaction with 'Availability of classes' was at an all-time low. Student comments indicate that they would like additional course offerings at extended campuses rather than having to take a class online.</p>	<p>WebNet+ courses were introduced as a means to provide more synchronous, instructor-led classes at extended locations which, otherwise, may not have the resources to offer the class.</p>
	<p>Several WebNet+ programs have been launched in an effort to expand programmatic offerings at additional campus.</p>
<p>Use of technology in the classroom was trending down from 2012-2015. The majority of student comments relate to the actual technology that is available on campus, such as slow Wi-Fi, not enough computer labs, etc. These services are out of the Walker School's purview, however, some of the comments relate to instructors who don't make use of technology to enhance their classes.</p>	<p>Webster is providing all students, faculty and staff access to Office 365 as part of an initiative to upgrade IT services and access to resources across the campus network.</p>
	<p>The Walker School integrated WorldClassRoom and Concourse Syllabus Generator. More plans for integration of other systems are being developed as a means to make WCR a more valuable tool for both faculty and students.</p>
	<p>The Walker School has begun promoting the use of WorldClassRoom to enhance the on-ground classroom experience. This includes training for instructors related to best practices and access.</p>

Student satisfaction with 'Instructor knowledge' was trending down from 2011-2013. Comments range from instructors simply reading from PowerPoints to instructors not teaching the subject matter well.

The Walker School convened an Adjunct Faculty Taskforce to evaluate the needs of our adjuncts and make recommendations to better support our global network of faculty.

Two staff positions (adjunct faculty administrator and online faculty coordinator) were created in 2014/2015 to provide resources and regular communication with adjunct faculty.

The Walker School developed school specific content for the New Adjunct Orientation to more effectively onboard, support and engage new adjunct instructors. Two annual meetings are conducted to keep adjuncts informed and to provide professional development content.

A system has been established to enhanced communications and provided timely information related to adjunct faculty expectations and administrative tasks. This allows faculty to spend more time working to integrate technology into their classroom and spend more time overall focused on teaching and student engagement.

The dean's office staff was reorganized in 2016 to include a position which focuses on continuous development of all full-time and adjunct faculty.

The Walker School adopted an online course evaluation system in 2015 which allows for faster reviews and stronger reporting features. Efforts are in place across campus to encourage student participation.

Program lead responsibilities have been refined to enhance work on curriculum, program quality and increased communication with instructors who teach in their program. The Program Leads List has been made available online to all instructors and staff.

Email List serves were implemented as a channel for program leads to communicate academic changes & updates with all instructors teaching in their program. They also serve as a forum for instructors to communicate with the program lead and/or the group.

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<p>Career development services continues to be a concern for many students who are looking for better resources and learning opportunities.</p>	<p>WSBT 5000 has been shifted to an elective option as a resource for students who want the additional assistance. It is continuously reviewed and updated to provide relevant content for graduate students.</p>
	<p>Walker EDGE offers professional development events such as an Internship fair, CLICK and specialized workshops. Career management courses are available for day and evening students. Career advising walk-in hours are offered in the EAB and Walker EDGE 101 is available online.</p>
	<p>The Walker Weekly Email newsletter regularly includes content related to professional development tips and events. It includes a weekly featured jobs/internship posting.</p>
	<p>Webster Career Planning & Development is working with the OLC to create and disseminate professional development videos. The OLC newsletter includes professional development content and resources targeted to their student population.</p>
	<p>Work has been done to improve the CPT/OPT process across the campus network. International Services has revised their website, MCISA provides numerous workshops and resources and Webster partners with The Mosaic Project to support international student opportunities in the St. Louis region.</p>