

Student Experience Survey 2019



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Introduction

The Chicago School of Professional Psychology (TCSPP) is committed to providing an excellent education for careers in psychology and related behavioral and health sciences. Each year, the Student Experience Survey (SES) is administered to active students to gather feedback related to loyalty, community, diversity, and other areas. This document provides a high-level summary of the 2019 SES results broken down by campus.

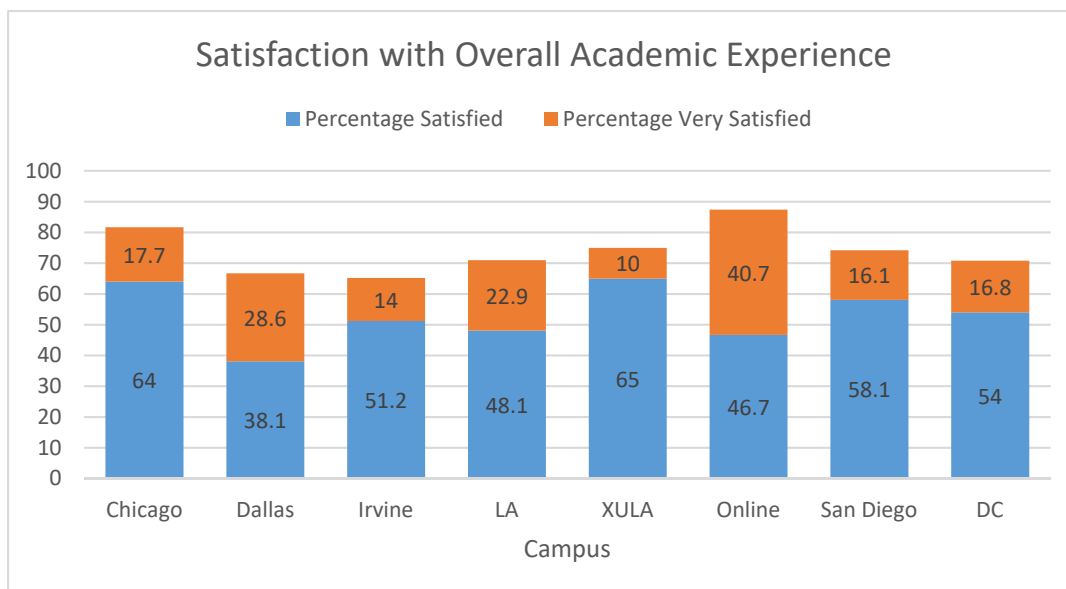
Methodology

The Student Experience Survey was sent to all actively enrolled students as of March 4, 2019. There was a 39.1% response rate, with 1867 of those surveyed responding. It was available from March 4, 2019 to April 1, 2019.

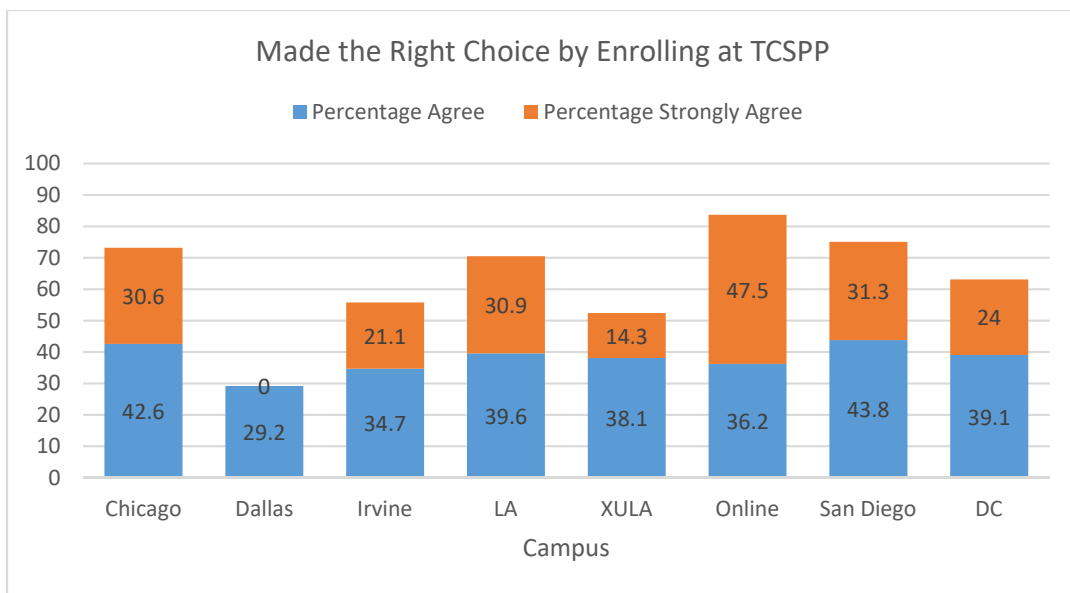
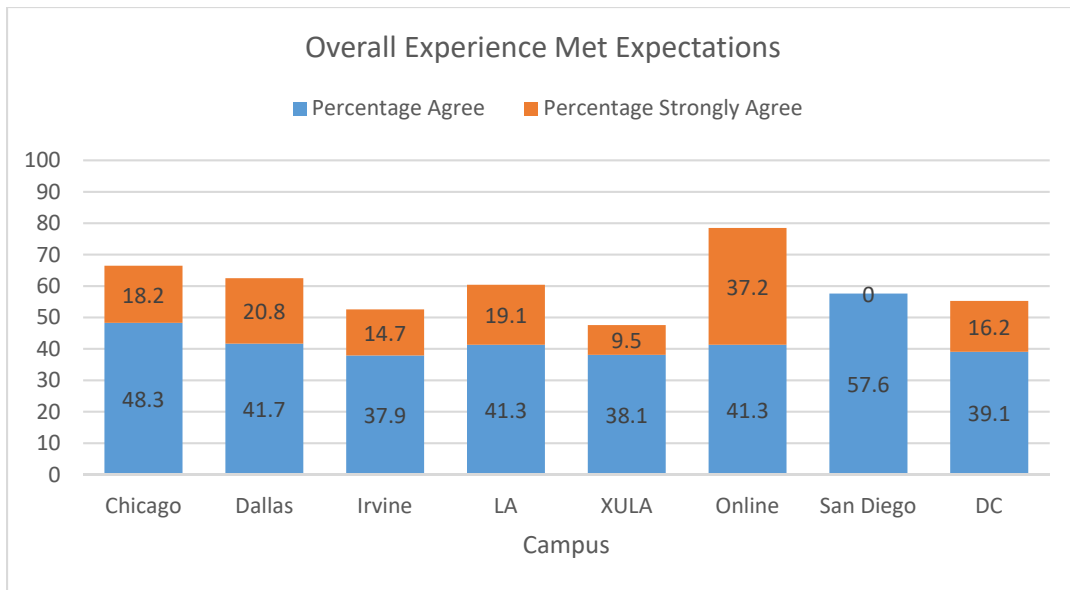
Summary of Results

Loyalty

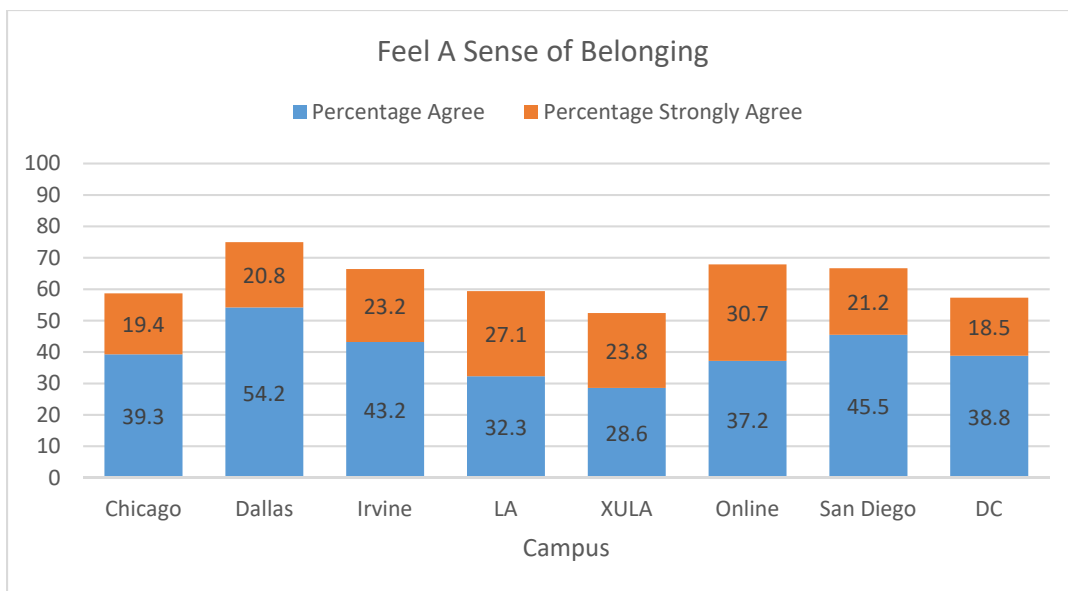
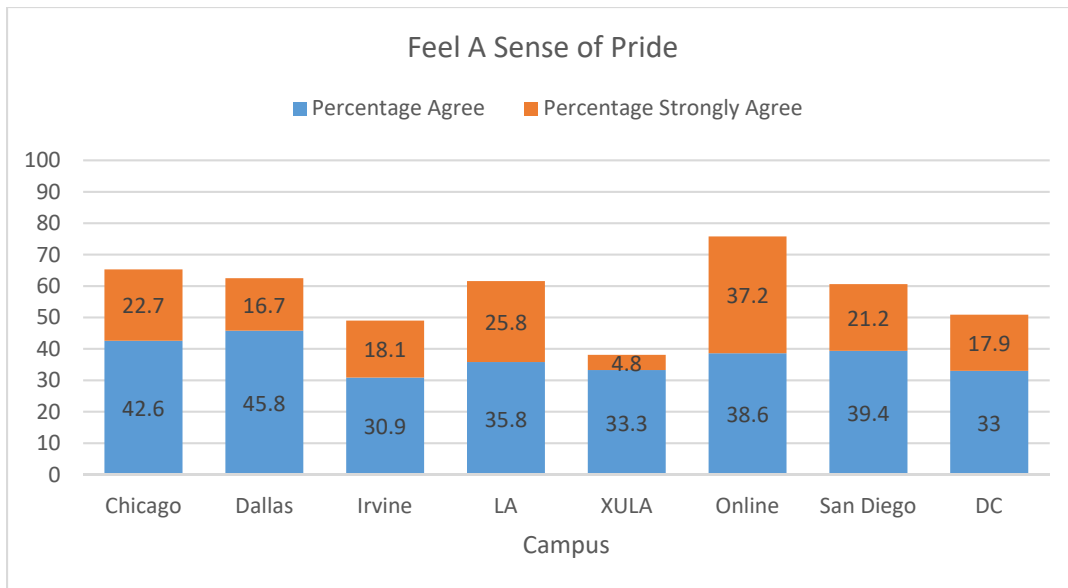
The loyalty questions are designed to provide an overview of student satisfaction with the institution, sense of pride and belonging, and whether they would recommend TCSPP. The charts below reflect the percentage of respondents who agreed/strongly agreed or were satisfied/very satisfied for each item.



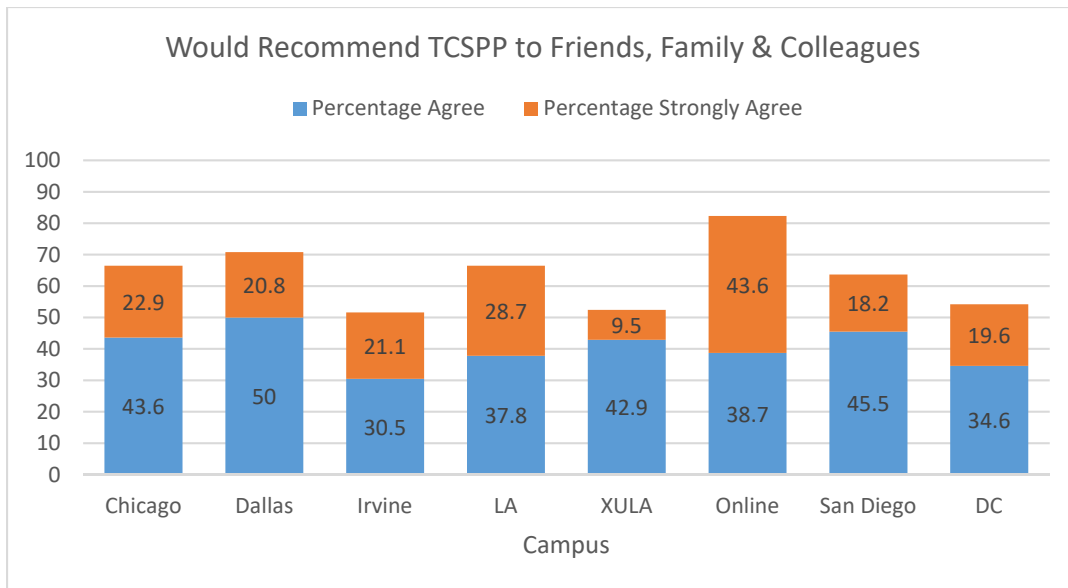
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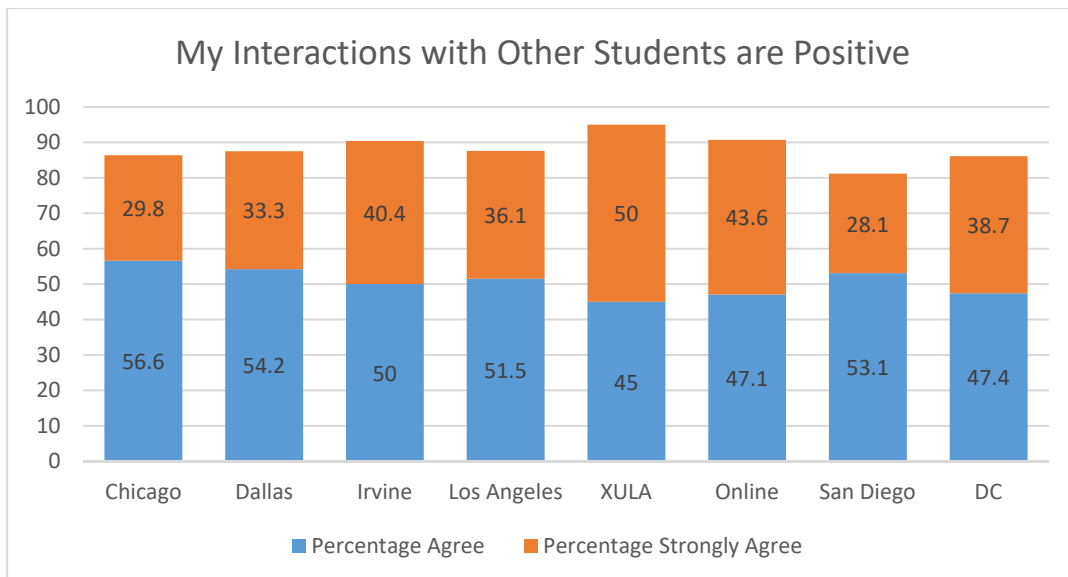


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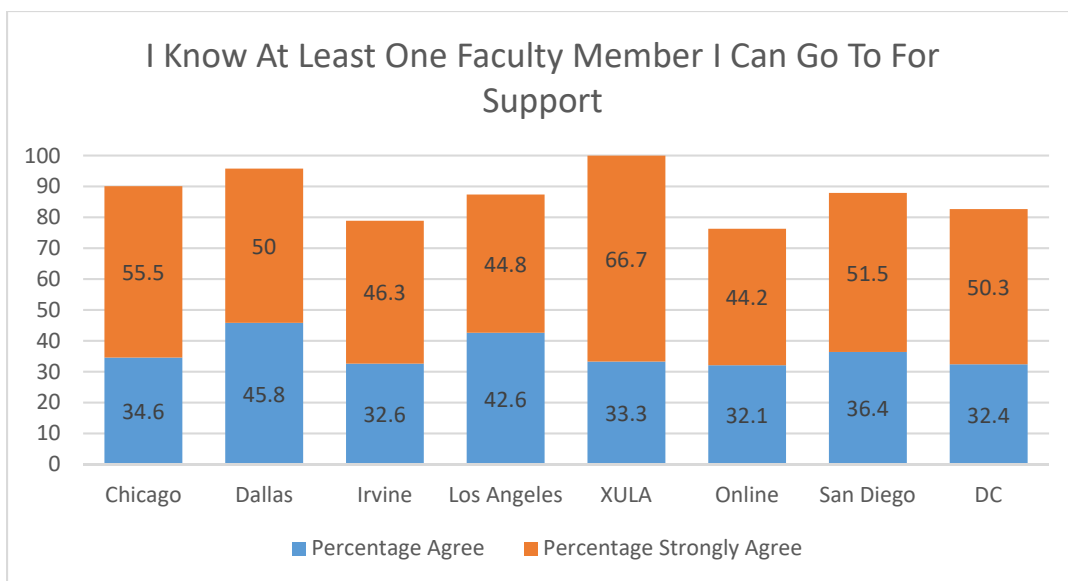
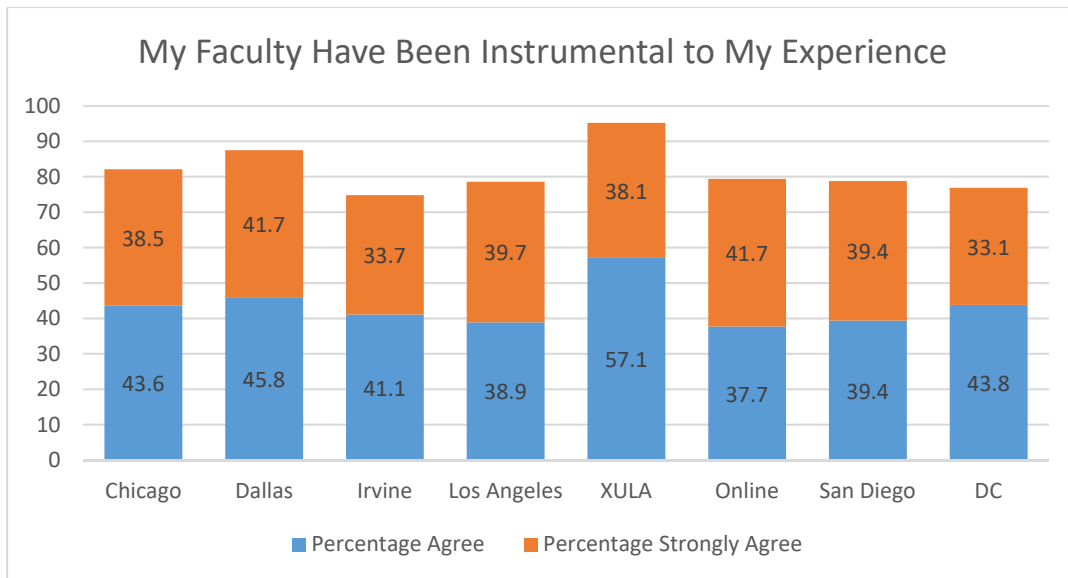


Community

As one of the four TCSP pillars, community is a key component to the student experience. This area of the SES focuses on respondents' relationships with other students, interactions with other community members, and experiences that help in forming a community and professional network.



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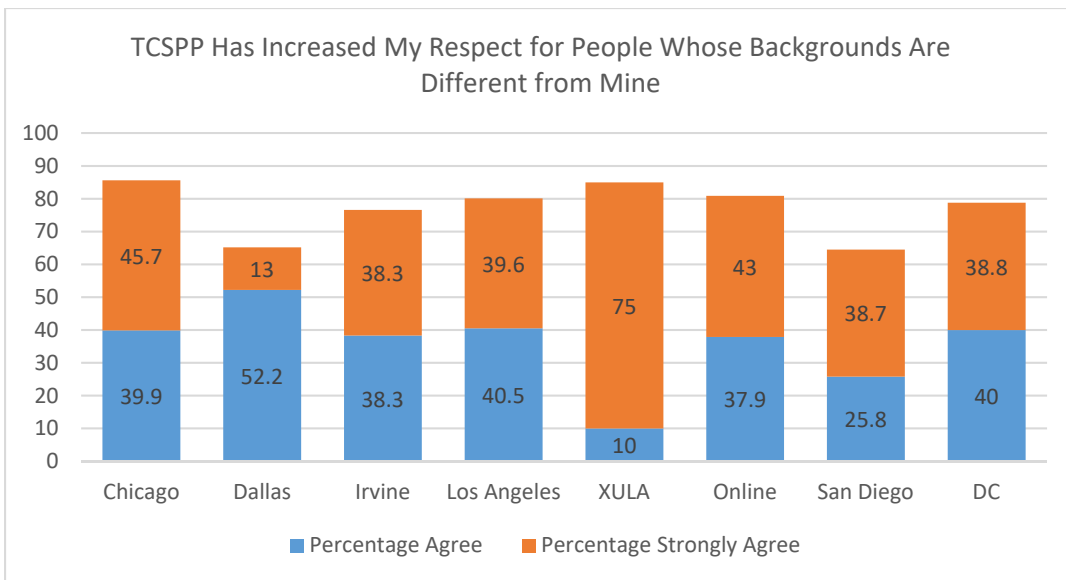
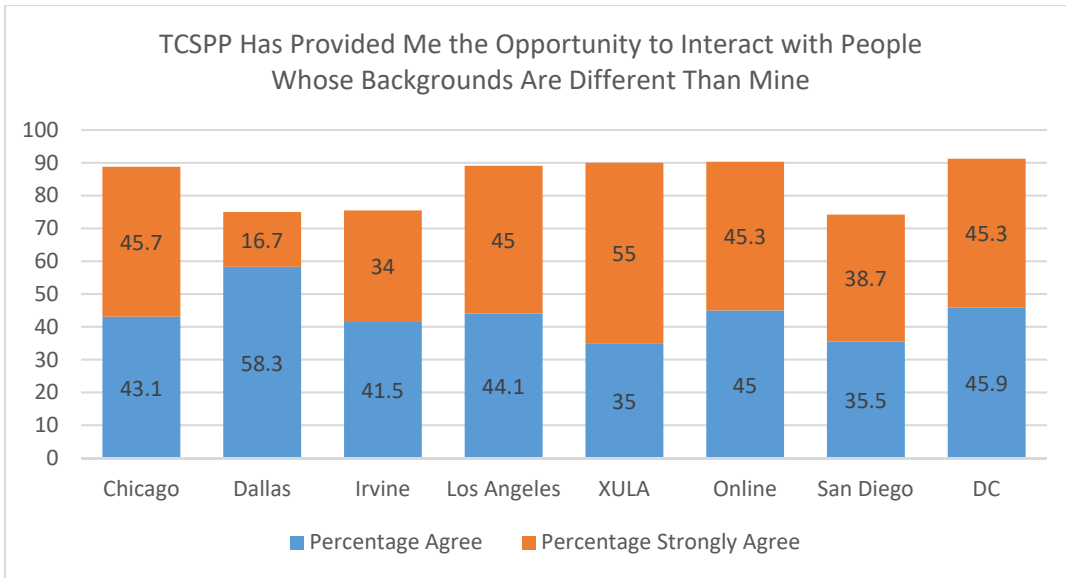
Top 3 Most Influential Co-Curricular Experiences			
Campus	#1	#2	#3
Chicago	Academic Resources	New Student Orientation	Office of Placement and Training
Dallas	Academic Resources	New Student Orientation	Other – Qualitative responses indicated that students did not feel they had access to co-curricular options.
Irvine	Academic Resources	New Student Orientation	Campus Activities/Career Services (tied)
Los Angeles	Academic Resources	New Student Orientation	Campus Activities/Career Services (tied)
XULA	Academic Resources	Student Organizations	Campus Activities/Career Services (tied)
Online	Academic Resources	New Student Orientation	Other – Qualitative responses showed a theme of residencies, peer created social groups, and not having access to co-curricular options.
San Diego	Academic Resources	New Student Orientation	Other – Qualitative responses indicated that students did not feel they had access to co-curricular options.
DC	Academic Resources	New Student Orientation	Campus Activities/Career Services (tied)

Academic Resources are defined as “e.g. academic assistance, lectures, presentations, campus writing centers.”

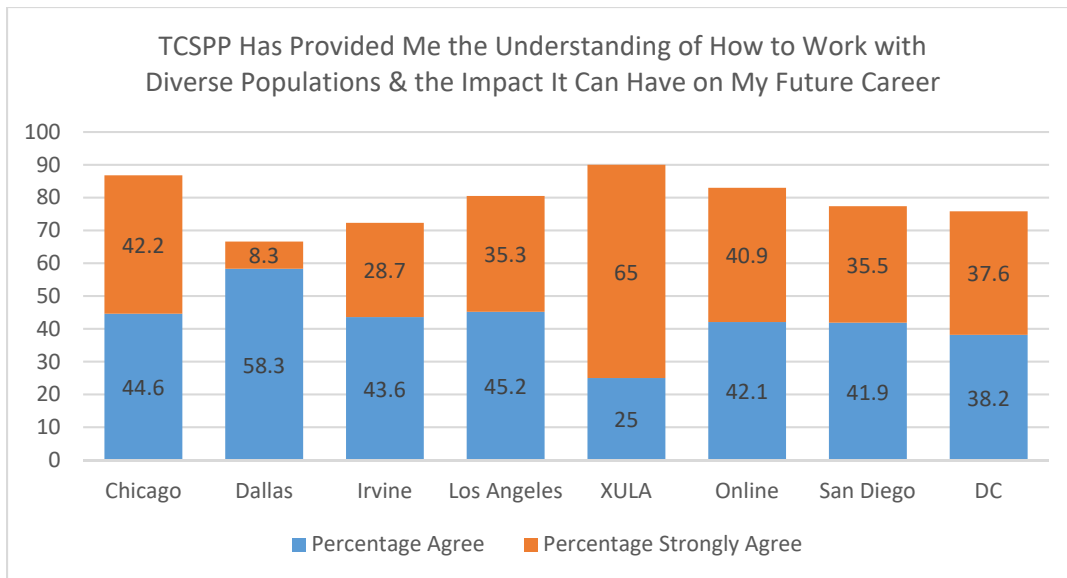
Diversity

The Chicago School of Professional Psychology is committed to being the school of choice by building an environment of mutual respect and inclusion where all individuals will be valued for who they are and what they can contribute, and in turn, are expected to be participatory members of an active learning community that promotes cultural awareness, competence, and understanding of diversity. As such, the SES asks students to comment on their experience with Diversity.

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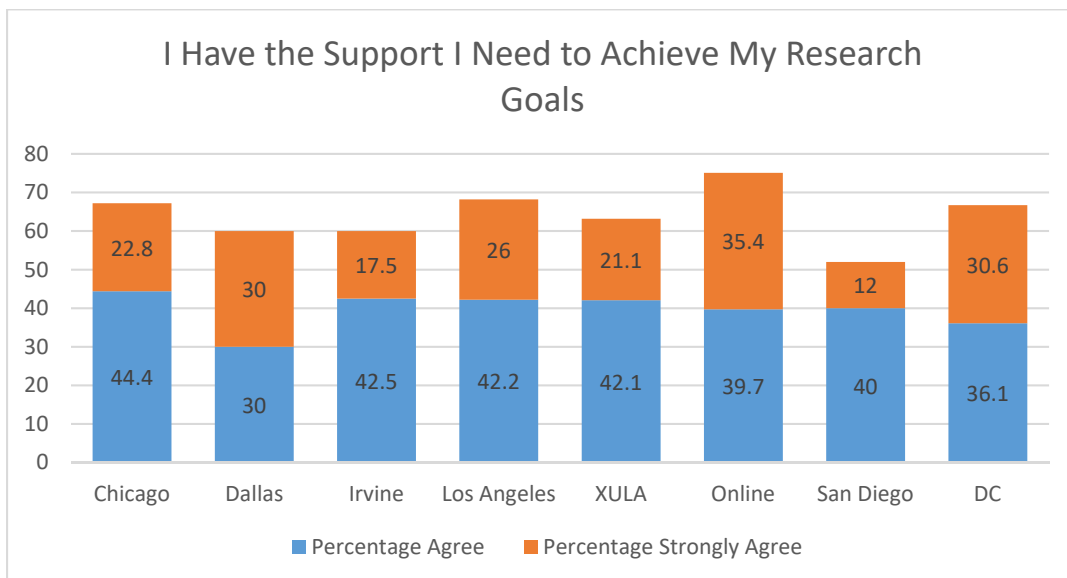


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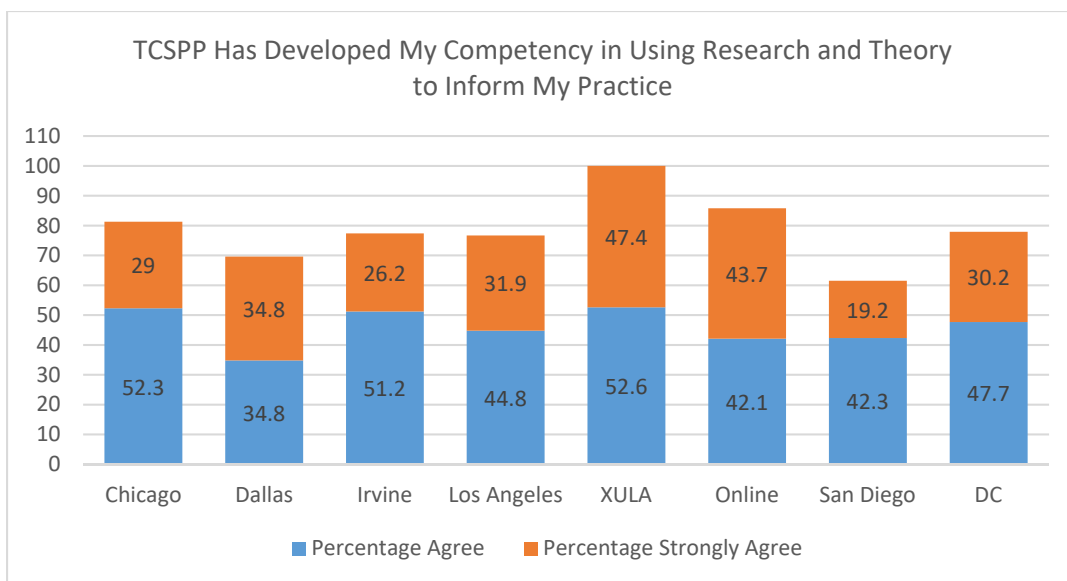
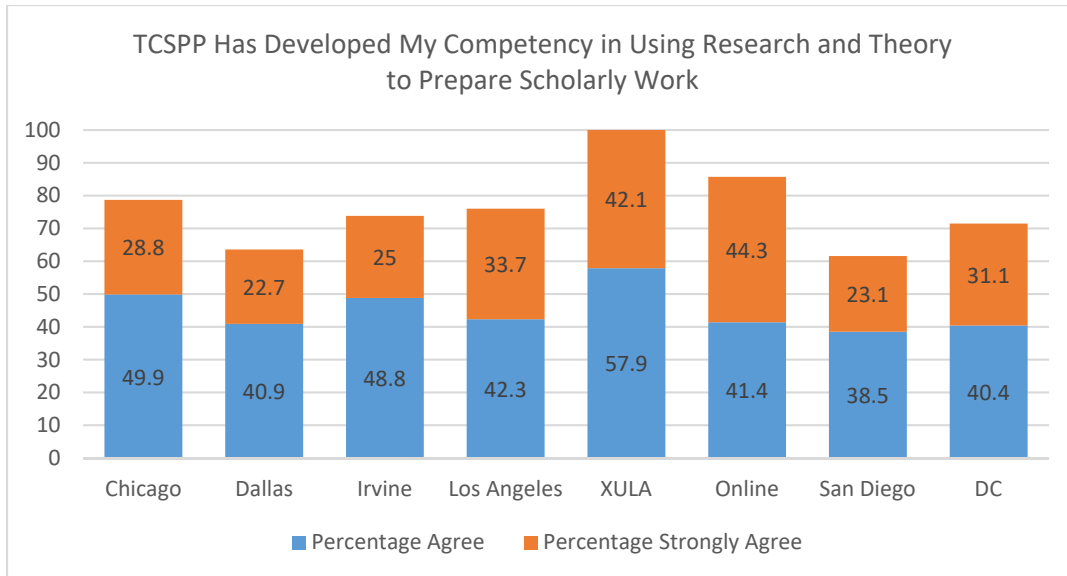


Scholarship

TCSPP works to advance students' ability to apply research and theory to their scholarly work and practice. The SES asks respondents to comment on their experience related to these competencies.



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Recommendations

The SES asks respondents to provide recommendations to improve TCSPP. The following are the major themes found in the qualitative responses.

Chicago

- Increased availability of course/section offerings
- Increased student life and event opportunities outside of working hours, particularly for students in blended programs
- Increased diversity-related student life and event offerings
- Increased communication and transparency between administration (both upper level and departmental) and students
- Evaluation of faculty

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- Re-opening the Center for Multicultural and Diversity Studies and the Center for Latino/a Mental Health
- Improved counseling services for students

Dallas

- Increased training/preparedness on Canvas prior to the start of the semester
- Increased events and co-curricular offerings

Irvine

- Re-opening the Counseling Center
- Improved access to faculty and staff

Los Angeles

- Revision of the Dissertation process and procedures
- Increased dissertation chair supports
- Increased event offerings outside of working hours, including weekends
- Problems with faculty and staff who are unwelcoming

XULA

- Increased on-campus staff and core faculty
- Increased on-campus student life and events programming
- Separation of classes, books, registration, etc from the Chicago campus to lessen confusion (XULA as its own campus)

Online

- Increased opportunities for engagement
- Record events that are offered on ground to be viewed at a later time online
- Improved Canvas use – syllabus review, navigation, setup, etc.
- Canvas discussion as a tool be re-evaluated
- Increased live meetings/events that can be attended virtually

San Diego

- Increased communication and transparency between administration (both upper level and departmental) and students
- Increased student life and event opportunities at the campus

DC

- Increased federal work study/college work study positions
- Increased student life and event opportunities outside of working hours, particularly for students in blended programs
- Increased transparency between administration and students
- Evaluation of faculty

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Conclusion

Based on the results outlined above, TCSPP has a good reputation amongst students. There are opportunities for improvement that have been recognized by survey respondents which, if addressed, may further increase student satisfaction with the institution.

Questions about this analysis may be sent to studentsuccess@thechicagoschool.edu.