Student Experience Survey 2020

TheChicagoSchool® of Professional Psychology

Student Experience Survey 2020

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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 2020 SES results broken down by campus.

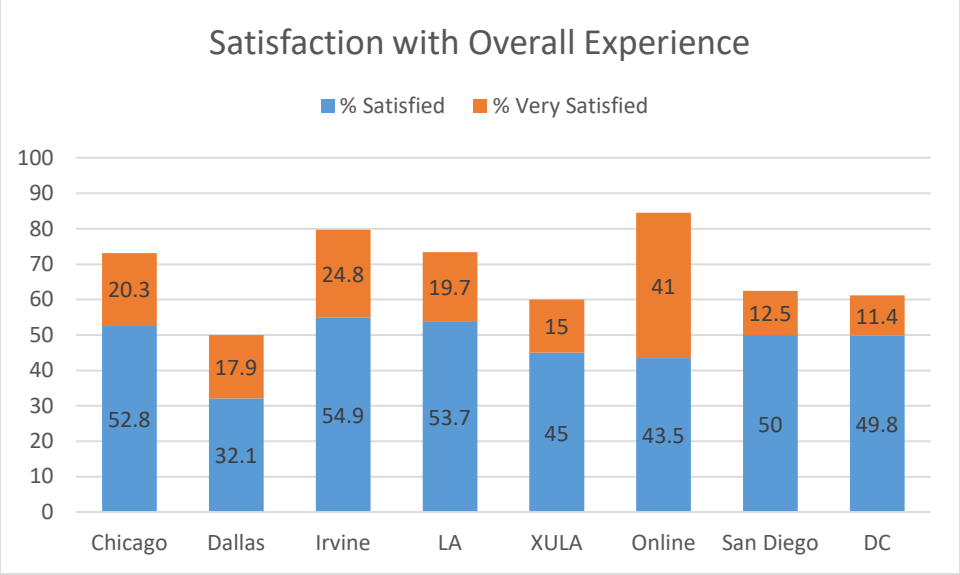
Methodology

The Student Experience Survey was sent to all actively enrolled students as of March 4, 2020. There was a 39.1% response rate, with 1867 of those surveyed responding. It was available from March 10, 2020 to April 5, 2020.

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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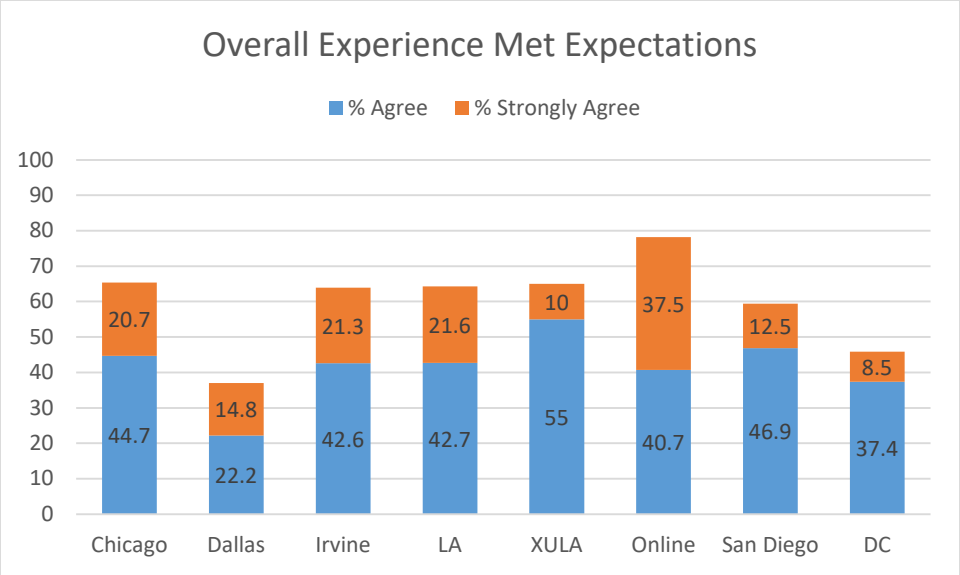

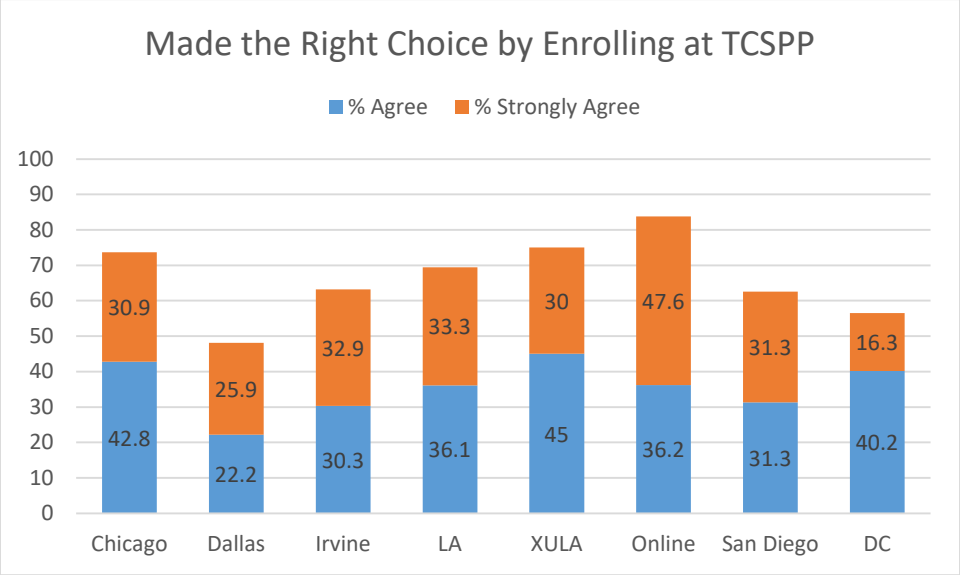

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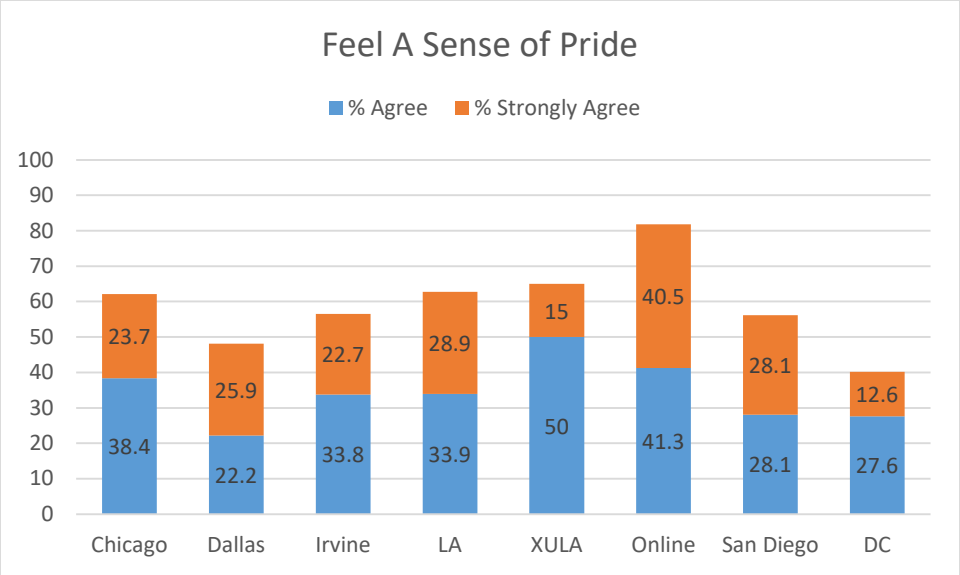

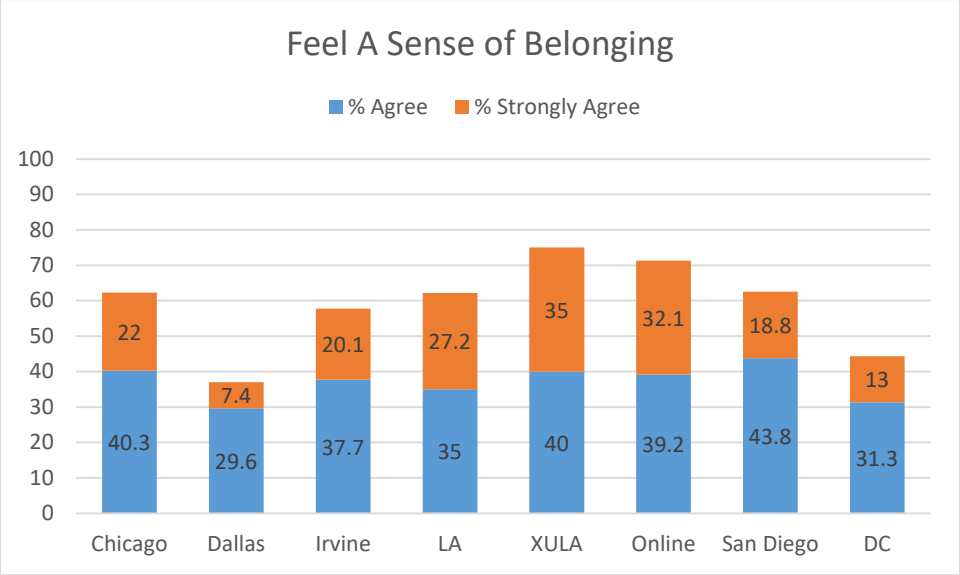

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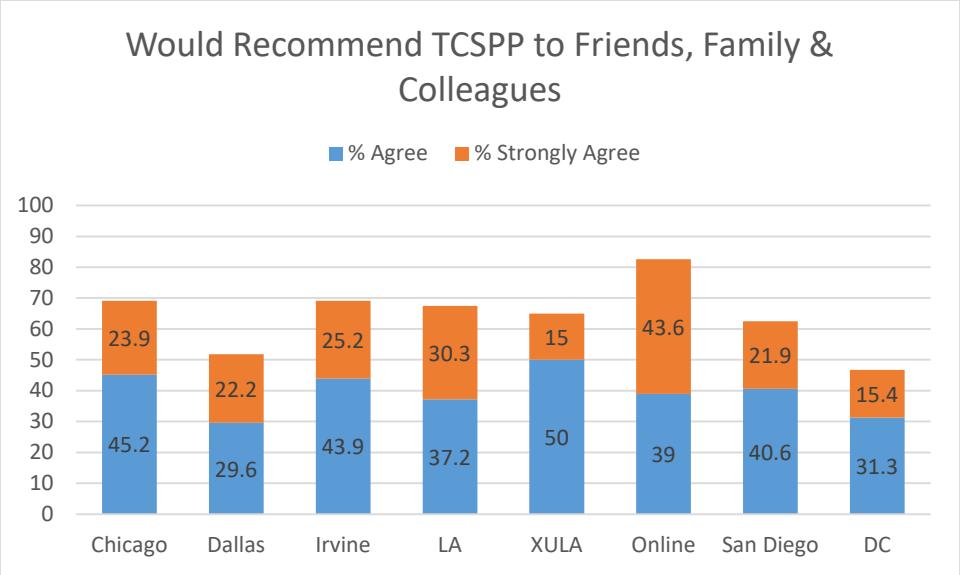

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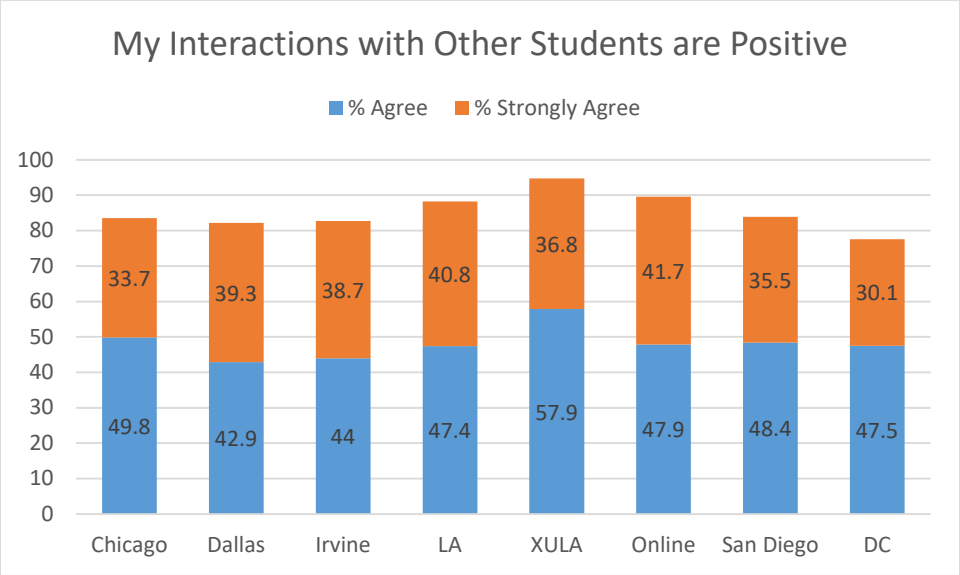
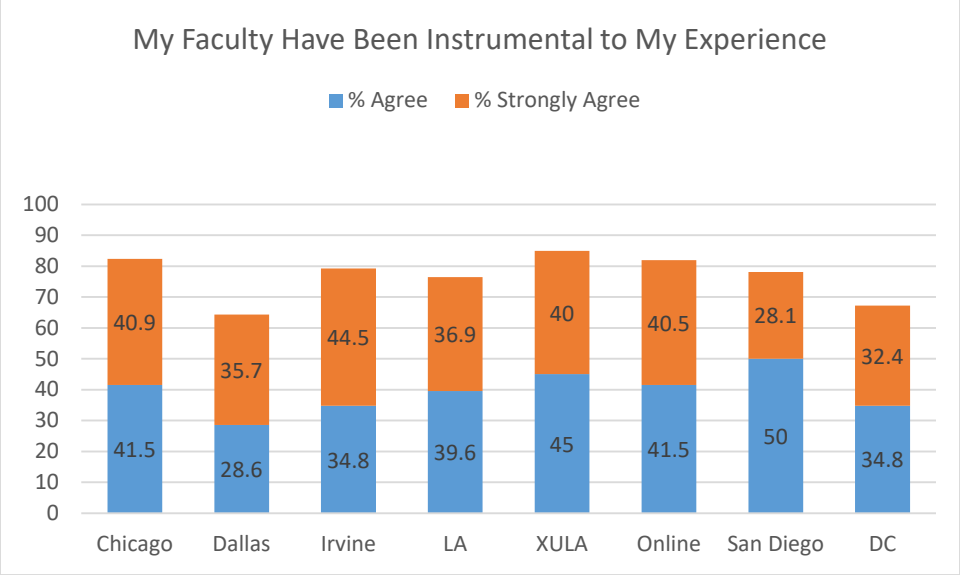
Community

As one of the four TCSPP 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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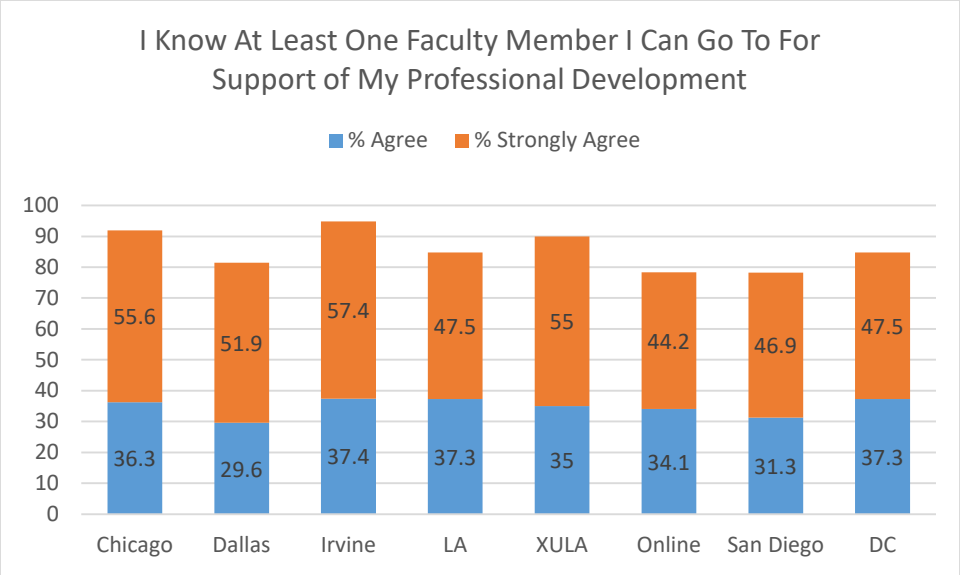

Top 3 Most Influential Co-Curricular Experiences			
Campus	#1	#2	#3
Chicago	Office of Placement and Training	New Student Orientation	Academic Resources
Dallas	New Student Orientation	Academic Resources	Campus Activities
Irvine	New Student Orientation	Office of Placement and Training	Academic Resources
Los Angeles	New Student Orientation	Academic Resources	Office of Placement and Training
XULA	Student Organizations	Office of Placement and Training	Campus Activities
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	New Student Orientation	Academic Resources	Office of Placement and Training
DC	Academic Resources	New Student Orientation	Office of Placement and Training

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

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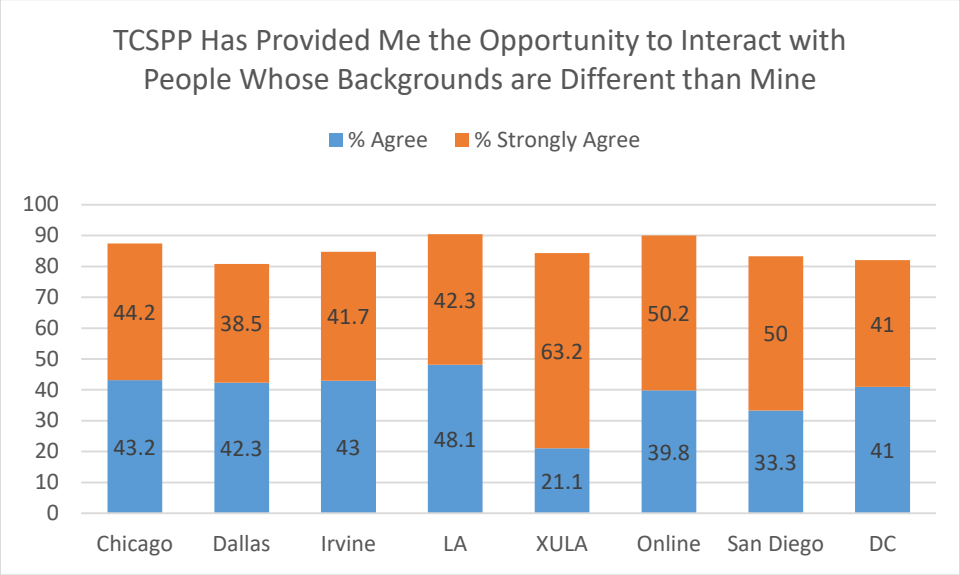
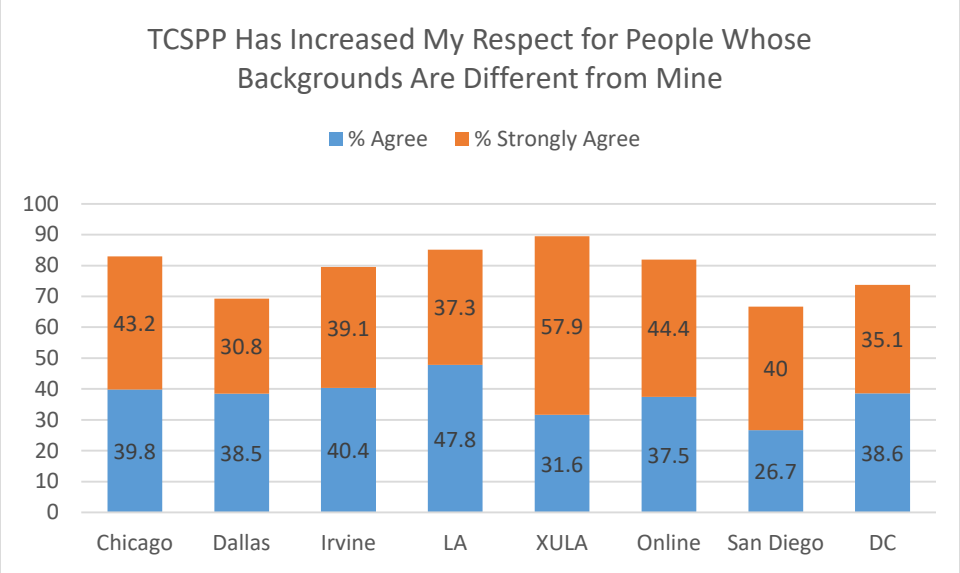
Diversity

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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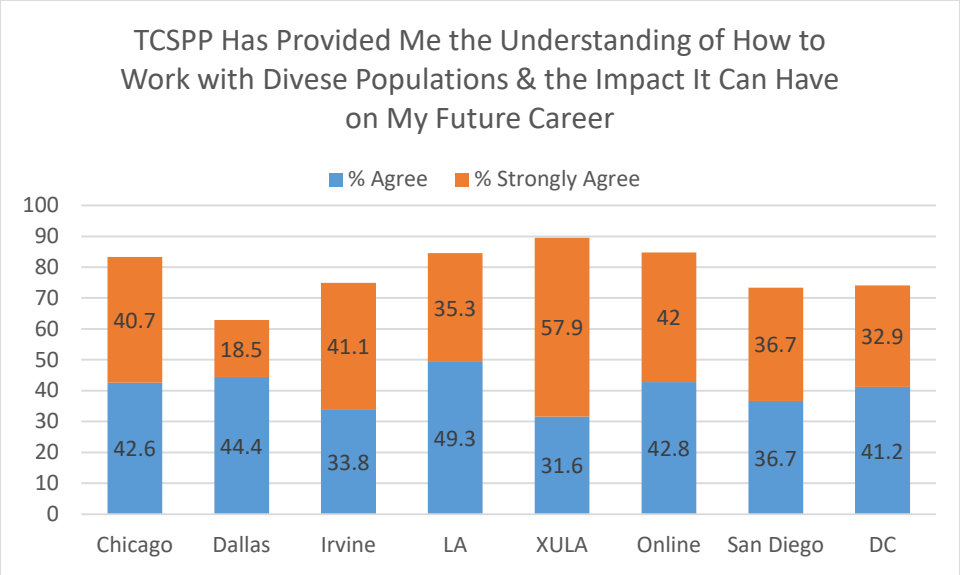

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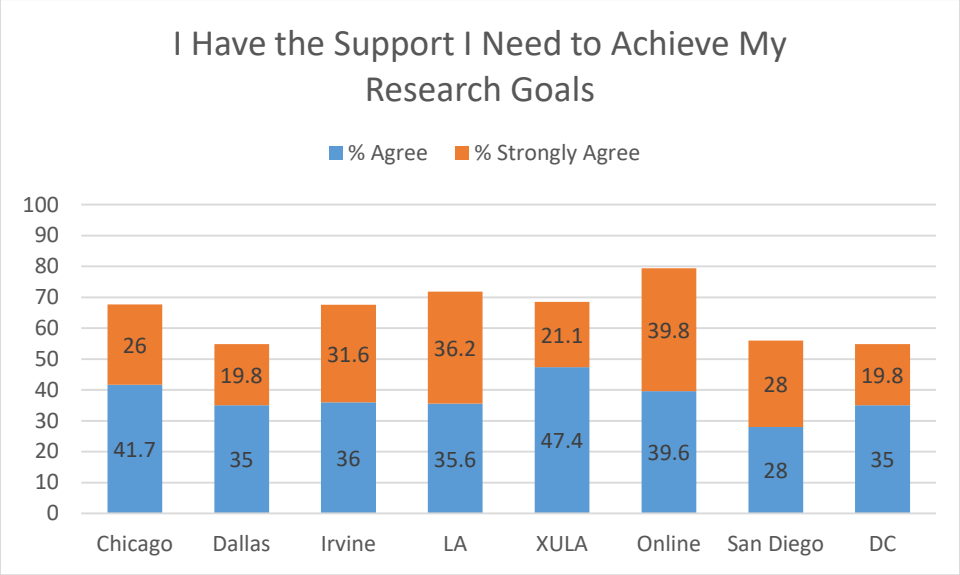
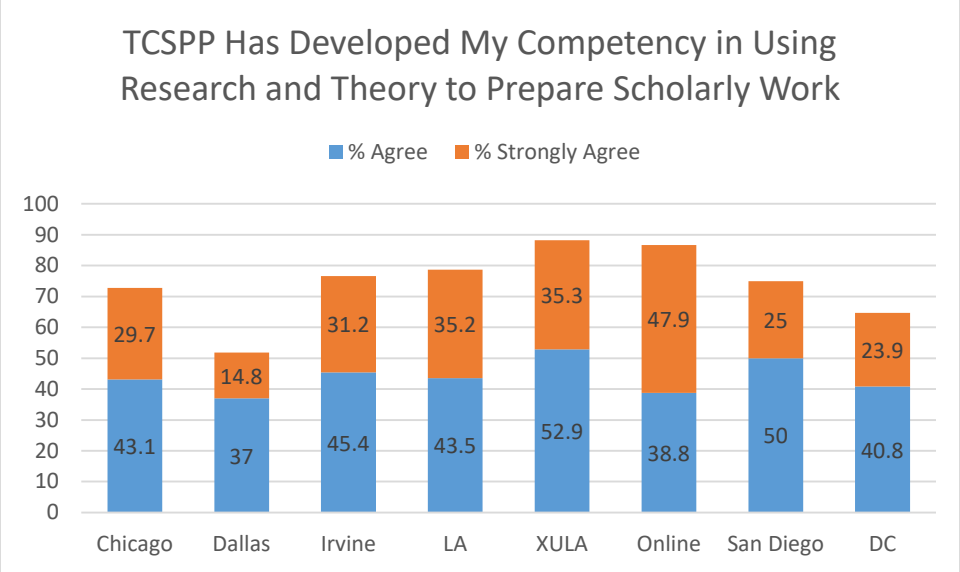
Scholarship

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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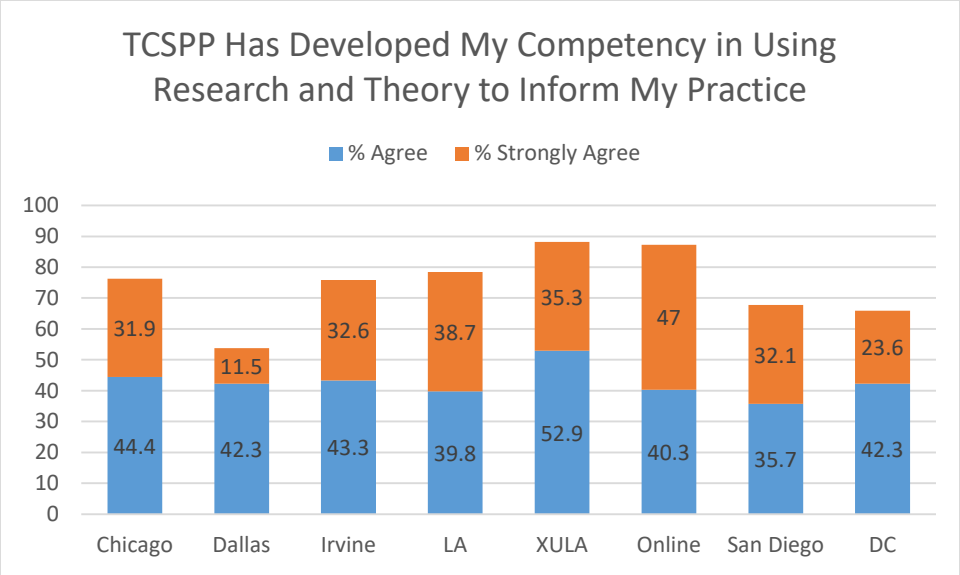

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Recommendations

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

Chicago

- Increased communication and transparency between administration (both upper level and departmental) and students
- Increased consistency across faculty regarding expectations, absence allowances (particularly when students are ill), and flexibility for personal circumstances
- Increased concern for mental health of students, including therapy/counseling needs that are not being met currently
- Increased community engagement, student life, and event opportunities outside of working hours, particularly for students in blended programs
- Increased diversity-related student life and event offerings
- Evaluation and revision of the IRB process

Dallas

- Increased communication and transparency between administration (both upper level and departmental) and students
- Increased programmatic information provided at admission
- Increased events and co-curricular offerings

Irvine

- Increased communication and transparency between administration (both upper level and departmental) and students
- Enhanced evaluation of faculty
- Increased on-ground co-curricular experiences
- Evaluation of parking offerings

Los Angeles

- Increased communication and transparency between administration (both upper level and departmental) and students
- Increased event offerings outside of working hours, including weekends
- Increased opportunities for student engagement, especially within cohorts
- Enhanced evaluation of faculty

XULA

- Evaluation and revision of the IRB process
- Enhanced TCSPP support of the program/location

Online

- Increased communication and transparency between administration (both upper level and departmental) and students
- Increased opportunities for engagement
- Evaluation and revision of the IRB process

- Improved Canvas use – syllabus review/consistency, navigation, setup, etc.

San Diego

- Increased resources for students on campus
- Evaluation of curriculum
- Evaluation of faculty

DC

- Increased communication and transparency between administration (both upper level and departmental) and students
- Increased dissertation supports
- Evaluation of faculty and department administration
- Increased professional development opportunities
- Increased course offerings
- Concerns around conflict between transfer students and current TCSPP students

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 students' experiences with the institution.

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