



PIEDMONT
INTERNATIONAL UNIVERSITY

INSTITUTIONAL EFFECTIVENESS NEWSLETTER

MAY 2019

MORE THAN "JUST OKAY"

Have you seen the commercials created by a popular communication company that talk about being "just okay"? In one, an "okay" surgeon says to his patient, "Are you nervous? ...Yeah, me too. Don't worry about it. We'll figure it out." As you can imagine, the other people in the room look greatly concerned as the surgeon prepares for the operation.

Although PIU is not conducting surgery, we strive to be more than "just okay." Because we wanted to learn how we can make the college experience better for our students, we asked students to complete a satisfaction survey in April. Students did indicate several areas in which we can improve--and we intend to address these challenges--but they also indicated that in many ways, our faculty and staff are more than "just okay."

- Online students and main campus students agree that their academic advisors are excellent. Students find advisors to be "knowledgeable about requirements in my major" and "concerned about my success as an individual." In fact, when compared to the national norm, our students are more satisfied with their advisors by about 13%.
- Students indicated that staff are caring, approachable, and helpful.
- Main campus students said that the tutoring sessions offered by the Student Success Center are beneficial.
- Online students expressed that PIU responds quickly to their emails and phone calls.

In the next few weeks, we will meet with specific offices to review students' responses and address the challenges.

STATISTIC OF THE MONTH

90% 

of our online students agree that their academic advisors are accessible by telephone and email.

UPCOMING DUE DATES

May 31 - Annual assessments due from all departments.

Main campus students completing the satisfaction survey rated the following 5 factors as most influential when choosing a college.

