

Raising the Bar for Online Learner Satisfaction



Students who enroll in online programs desire more than the flexibility of taking classes from home. Our *Online Learner Experiences 2022* report shows how student satisfaction rises when online programs offer engaging courses backed by continuous support. Let's look at survey findings that could have implications for your university.

About this research study

We surveyed over 2,000 online learners enrolled with 31 university partners from October to December 2021.

93% of learners expect to finish their online program

80% say the likelihood is high

3 online program features that impart this confidence

<p>Community</p>	<p>Consistency</p>	<p>Support</p>
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Provide opportunities for learners to engage with faculty and peers. Design courses and navigation that learners find intuitive. Elevate learner success through guidance from professors and advisors.

Learning online doesn't mean learning alone

Who has supported online learners during the pandemic?



Learner perspectives on faculty support vary by their field of study



How faculty members support online learners



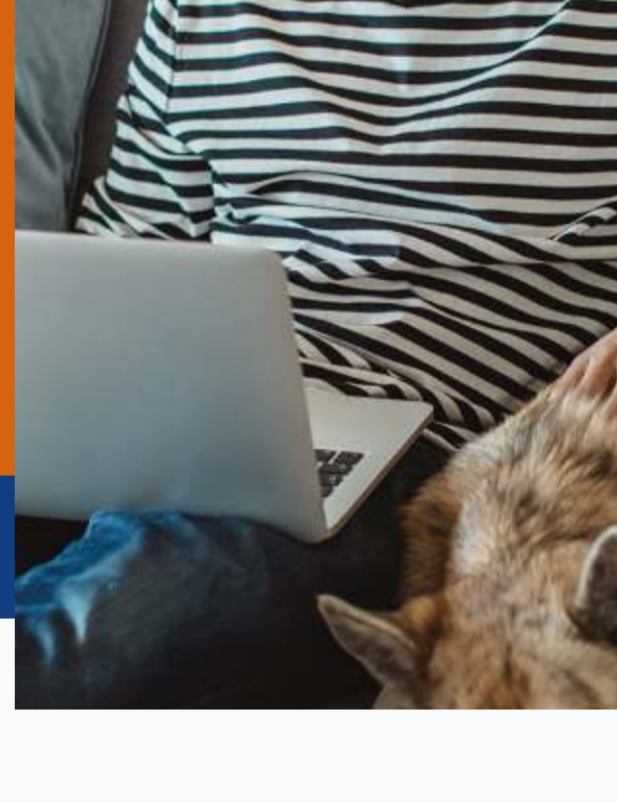
How online learners support each other



Advisors provide support, too

58% of students believe communicating with advisors can:

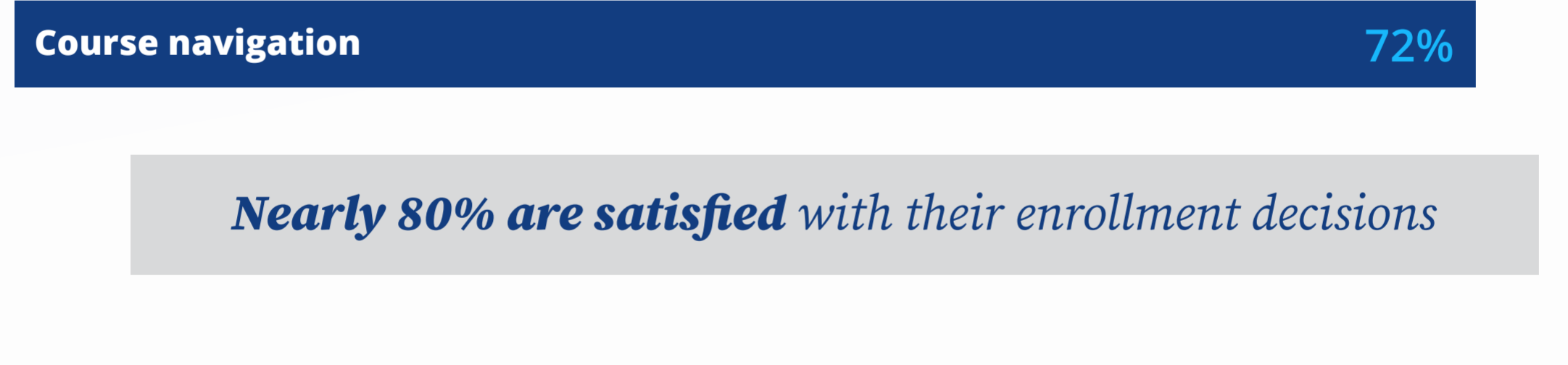
- create a feeling of support
- reinforce connections to online programs



The top 3 factors that enhance learner success

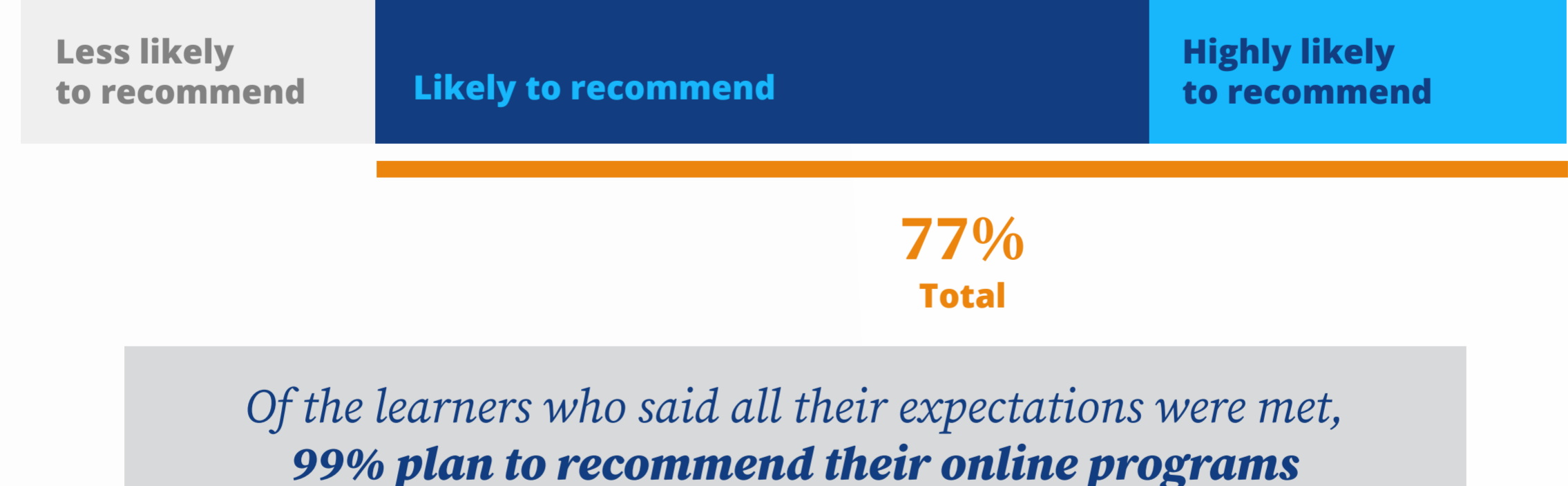
<p>1 Faculty engagement and interaction</p>	<p>2 Self-motivation</p>	<p>3 Flexibility, consistency, and clarity</p>
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The most consistent aspects of Wiley-supported online programs



Nearly 80% are satisfied with their enrollment decisions

Satisfied learners recommend their online programs



Of the learners who said all their expectations were met, 99% plan to recommend their online programs



Online Program Checklist Preview

Our survey produced these best practices for improving online learner satisfaction.

- Develop consistent, intuitive course designs
- Set clear expectations throughout online programs
- Offer ample opportunities for engagement
- Encourage your faculty to strengthen their presence

Download your free copy of *Online Learner Experiences 2022* to get the complete Online Program Checklist. You'll also find a wealth of survey findings and recommendations for delivering high-quality experiences to your online learners.

[Download the report](#)