Priorities Survey for Online Learning Results Summary (2014)

In August 2014, 4,000 Post University online/adult students received an email invitation to complete online the Noel-Levitz Priorities Survey for Online Learners (PSOL). The students invited to participate were enrolled at Post University in August/September 2014. The purpose of these surveys was to obtain an objective measure of student satisfaction, evaluate Post University's services by department, and compare how well Post is doing when compared to national averages on student satisfaction.

The PSOL assesses the specific needs and priorities of online students. It attempts to measure performance among the various departments or areas of the university, including financial aid, enrollment services, instructional services, academic services, and academic advising.

In addition to the standard battery of questions required for component scores, the survey provided room for custom questions, which were first added during the 2012 survey year. These custom questions were developed in consultation with institutional stakeholders and were focused on the registrar's office, career services, the learning/writing center, academic support services, IT services, and military/veteran support.

The PSOL was fielded between August 6, 2014 and September 2, 2014. The Priorities Survey for Online Learners resulted in 438 surveys or a 22% response rate. Included in the official reports provided by Noel-Levitz is the difference of means or T-test on satisfaction scores, and a comparison of Post University student satisfaction with the national population of students who completed the survey.

Post University Exceeds National Averages for Online Learner Student Satisfaction

More great news! According to the 2014 <u>Noel-Levitz Priorities Survey for Online Learners (PSOL)</u>, for the third year in the row, Post University students are more satisfied on nearly every one of the standard survey items compared to the national averages for online learners attending other institutions.

The PSOL survey allows Post University to examine the priorities and satisfaction of our online students as a unique group of distance learners.

Institutional Summary
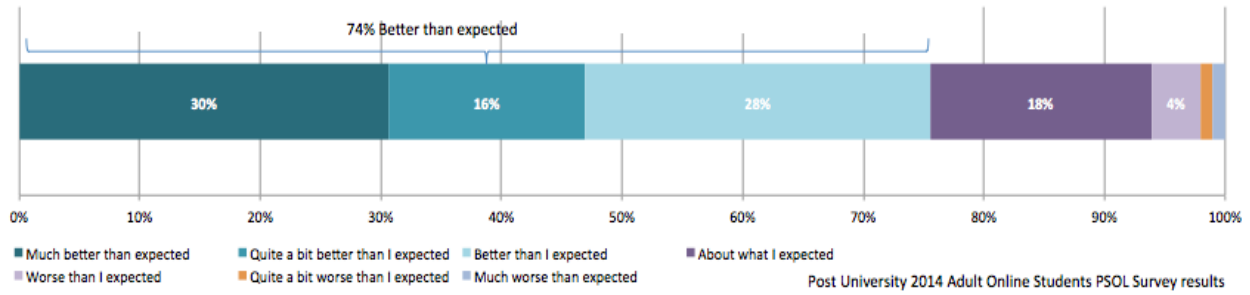Three important institutional metrics were captured in the PSOL:

- So far, how has your college experience met your expectations?
- Rate your overall satisfaction with your experience here thus far.

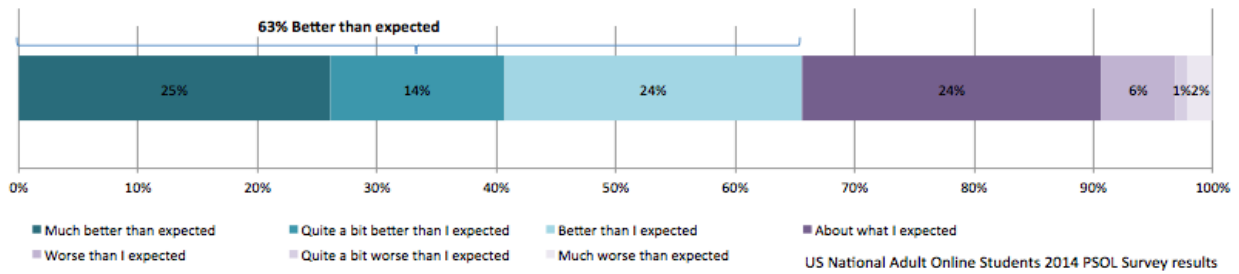- All in all, if you had to do it over, would you enroll here again?

Post University scored higher than the national average on all three of these very important metrics!

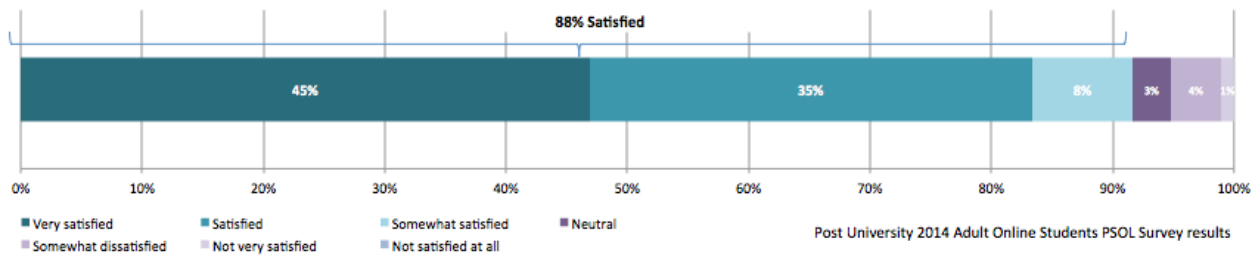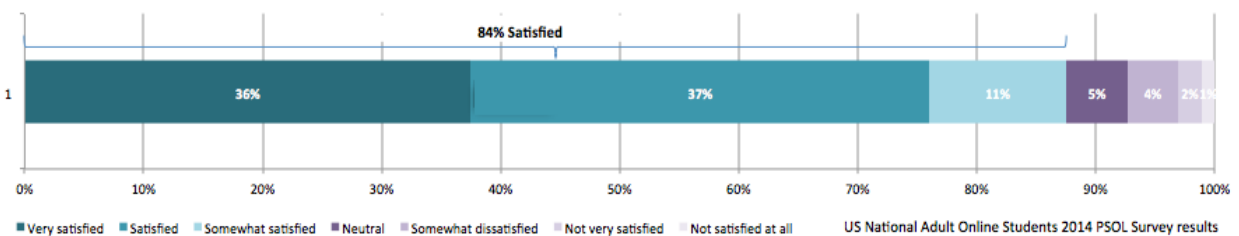**So far, how has your college experience met your expectations?**

Post University

74% Better than expected

| 30% | 16% | 28% | 18% | 4% | |

- Much better than expected
- Quite a bit better than I expected
- Better than I expected
- About what I expected
- Worse than I expected
- Quite a bit worse than I expected
- Much worse than expected

Post University 2014 Adult Online Students PSOL Survey results

National

63% Better than expected

| 25% | 14% | 24% | 24% | 6% | 1%2% |

- Much better than expected
- Quite a bit better than I expected
- Better than I expected
- About what I expected
- Worse than I expected
- Quite a bit worse than I expected
- Much worse than expected

US National Adult Online Students 2014 PSOL Survey results

Rate your overall satisfaction with your experience thus far.

Post University

88% Satisfied

| 45% | 35% | 8% | 3% | 4% | 1% |

- Very satisfied
- Satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Not very satisfied
- Not satisfied at all

Post University 2014 Adult Online Students PSOL Survey results

National

84% Satisfied

| 36% | 37% | 11% | 5% | 4% | 2%1% |

- Very satisfied
- Satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Not very satisfied
- Not satisfied at all

US National Adult Online Students 2014 PSOL Survey results

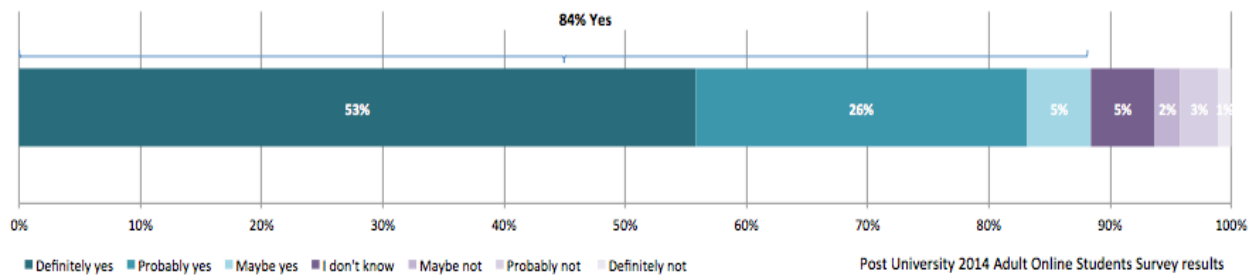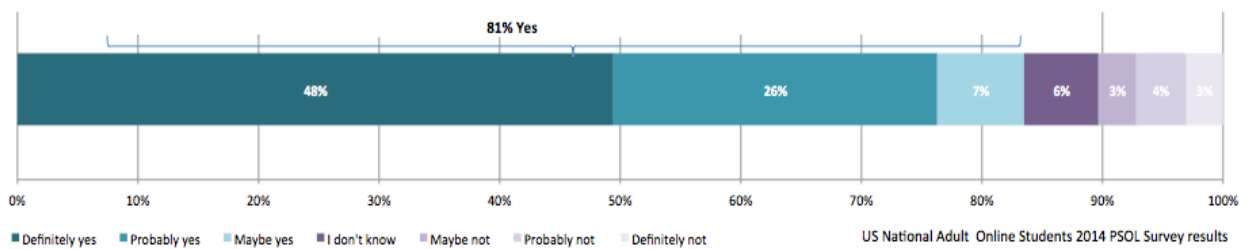**All in all, if you had to do it over, would you enroll here again?**
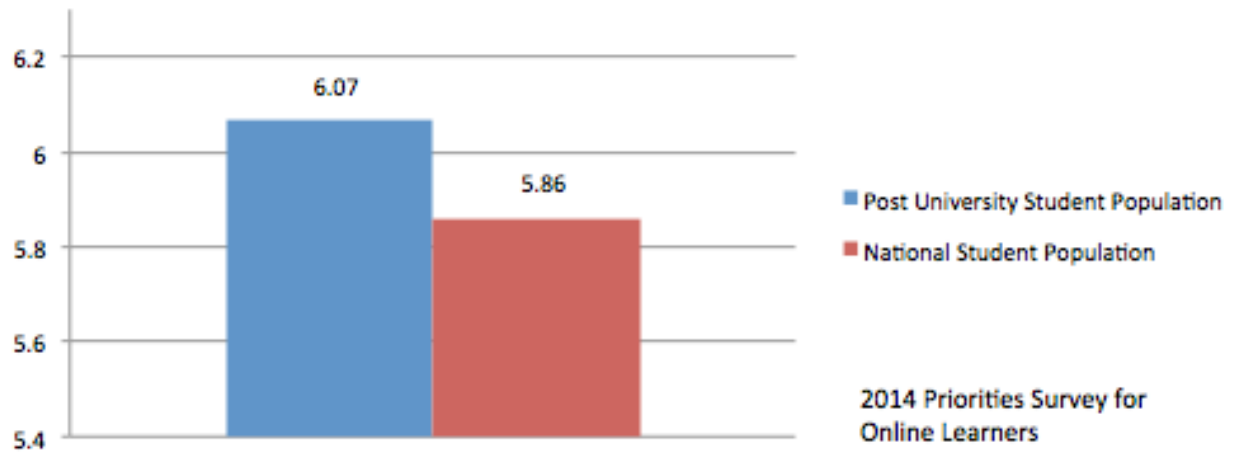
Post University

National

Actually, Post University students are more satisfied on 24 of the 26 standard survey items (92%) compared to online students from other institutions. Survey items where Post University stood out when compared to national averages include, but are not limited to:
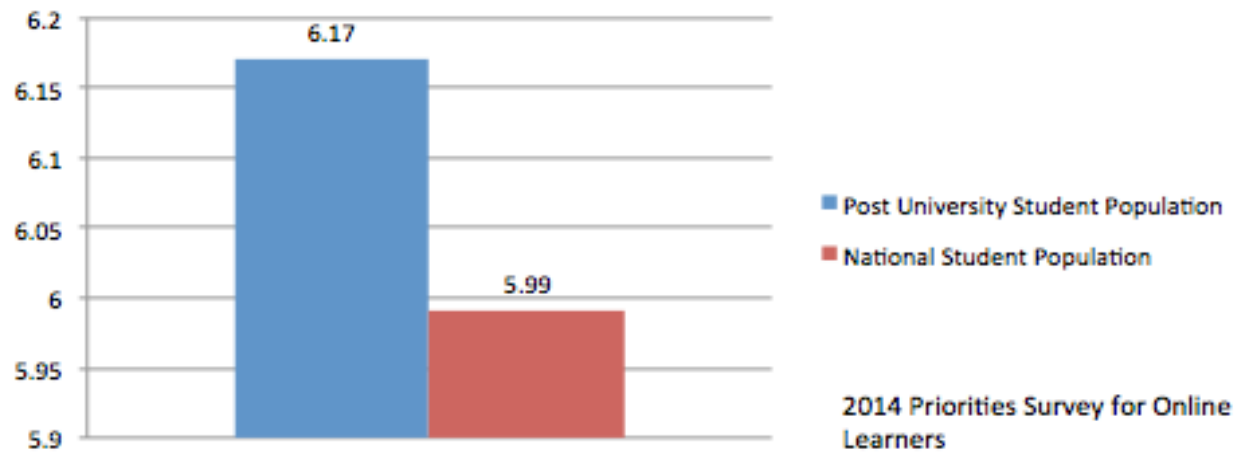
- The institution has a good reputation.
- The quality of online instruction is excellent.
- Instructional materials are appropriate for program content.
- My program advisor is available by telephone and email.
- Online career services are available.

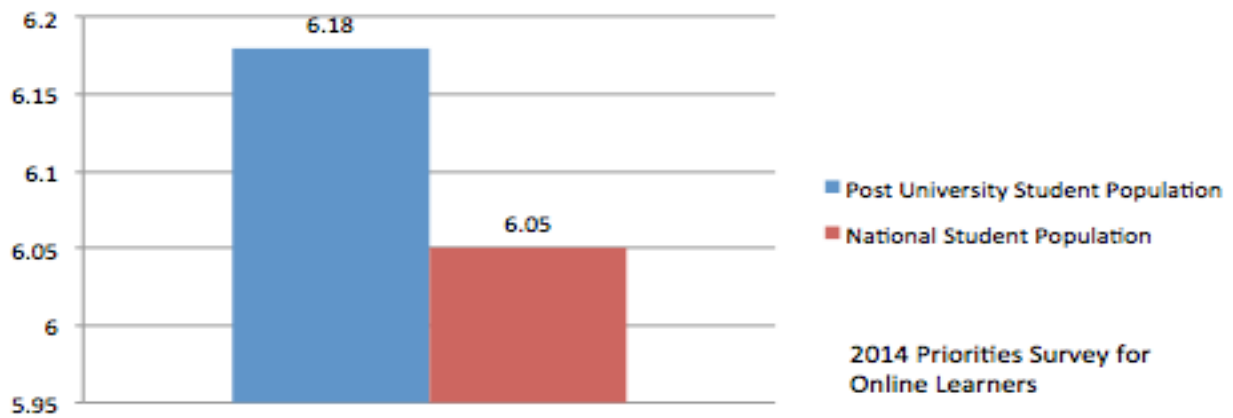Survey questions were scored on a scale of 1 through 7, with 7 being the highest score.
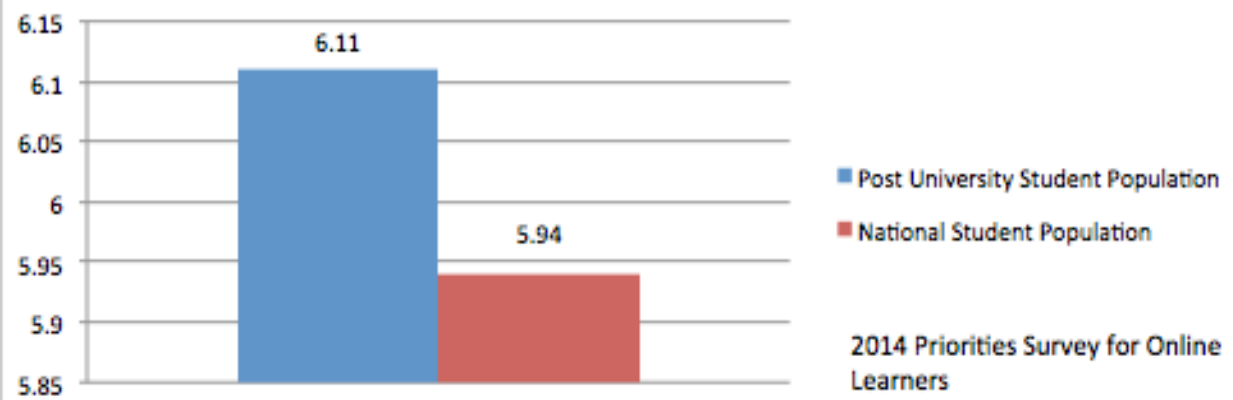
The quality of online instruction is excellent

6.2

6.07

6

5.86

5.8

5.6

5.4

- Post University Student Population
- National Student Population

2014 Priorities Survey for Online Learners

The Institution has a good reputation

6.2

6.17

6.15

6.1

6.05

6

5.99

5.95

5.9

- Post University Student Population
- National Student Population

2014 Priorities Survey for Online Learners

My program advisor is accessible by telephone and email

Post University Student Population
National Student Population

2014 Priorities Survey for Online Learners

Program requirements are clear and reasonable

Post University Student Population
National Student Population

2014 Priorities Survey for Online Learners

It's important to note that in general items that appear in the 'higher satisfaction' category frequently appear in the 'high importance' category. This suggests that Post University understands our students' expectations and has put the necessary people, processes and procedures in place to serve them well when compared to other universities.

Institutional Strengths
The Noel-Levitz report publishes those attributes they consider institutional strengths, which are those attributes that fall above the median score on importance and in the top quartile for satisfaction.
Strengths

- I am gaining valuable knowledge and skills that will help me in my career.
- Instructional materials are appropriate for program content.
- Registration for online courses is convenient.
- Blackboard is available whenever I need it.

Institutional Challenges
Although our scores are slightly below the national average on billing and payment procedures, and technical assistance, we have already taken steps to address these areas. We have recently restructured our financial aid support services so that students are getting their financial aid award information as quickly as possible. We have also implemented an Online Payment Gateway system that allows students to manage their student accounts and pay their bills entirely online. Technical assistance is available 24/7/365.

Demographics

Gender	N	%
Female	279	63.41%
Male	161	36.59%
Total	440	100.00%
No Response	5	

Current Class Load	N	%
Full-time	232	53.33%
Part-time	203	46.67%
Total	435	100.00%
No Response	10	

Age	N	%
18 and under	0	0.00%
19 to 24	43	9.82%
25 to 34	161	36.76%
35 to 44	131	29.91%
45 to 54	72	16.44%
55 to 64	25	5.71%
65 and over	6	1.37%
Total	438	100.00%
No Response	7	

Class Level	N	%
First year	90	20.59%
Second year	74	16.93%
Third year	90	20.59%
Fourth year	91	20.82%
Special student	0	0.00%
Graduate/professional	78	17.85%
Other class level	14	3.20%
Total	437	100.00%
No Response	8	

Ethnicity/Race	N	%
African-American	92	20.96%
American Indian or Alaskan Native	6	1.37%
Asian or Pacific Islander	9	2.05%
Caucasian/White	246	56.04%
Hispanic	42	9.57%
Other race	14	3.19%
Race - Prefer not to respond	30	6.83%
Total	439	100.00%
No Response	6	

Educational Goal	N	%
Associate degree	46	10.50%
Bachelor's degree	267	60.96%
Master's degree	89	20.32%
Doctorate or professional degree	19	4.34%
Certification (initial or renewal)	14	3.20%
Self-improvement/pleasure	0	0.00%
Job-related training	0	0.00%
Other educational goal	3	0.68%
Total	438	100.00%
No Response	7	

Current Enrollment Status	N	%
Primarily online	433	99.08%
Primarily on-campus	4	0.92%
Total	437	100.00%
No Response	8	

Employment	N	%
Full-time	314	72.69%
Part-time	47	10.88%
Not employed	71	16.44%
Total	432	100.00%
No Response	13	

Demographics

Current Residence	N	%
Own house	180	41.28%
Rent room / apartment / house	198	45.41%
Relative's home	47	10.78%
Residence hall	0	0.00%
Other residence	11	2.52%
Total	436	100.00%
No Response	9	

Marital Status	N	%
Single	118	27.25%
Single with children	84	19.40%
Married	78	18.01%
Married with children	140	32.33%
Marital - Prefer not to respond	13	3.00%
Total	433	100.00%
No Response	12	

Current Plans	N	%
Complete online degree program	404	93.52%
Complete degree on campus	7	1.62%
Transfer credits	6	1.39%
Complete this course	15	3.47%
Total	432	100.00%
No Response	13	

Current Online Enrollment	N	%
1-3 credits	195	45.14%
4-6 credits	123	28.47%
7-9 credits	16	3.70%
10-12 credits	17	3.94%
13-15 credits	9	2.08%
More than 15 credits	72	16.67%
Total	432	100.00%
No Response	13	

Previous Online Enrollment	N	%
No classes	69	15.97%
1-3 classes	223	51.62%
4-6 classes	59	13.66%
7-9 classes	14	3.24%
10-12 classes	12	2.78%
13-15 classes	11	2.55%
More than 15 classes	44	10.19%
Total	432	100.00%
No Response	13	

Are you currently serving in the United States military in any of the following capacities?	N	%
Active Duty and AGR	53	12.02%
National Guard or Reserve	6	1.36%
Veteran	32	7.26%
Dependent Military/Vet/Coast Gd	13	2.95%
Coast Guard/Coast Guard Reserve	0	0.00%
I have not served in the Military	337	76.42%
Total	441	100.00%
No Response	4	

In which US region do you currently reside?	N	%
Northeast	245	56.06%
Southeast	81	18.54%
Southwest	32	7.32%
Midwest	32	7.32%
West	33	7.55%
I live outside of these regions	14	3.20%
Total	437	100.00%
No Response	8	

Group Code	N	%
0101: Certificate in Accounting (Post-Baccalaureate)	8	1.89%
0103: Certificate in Forensic Accounting	3	0.71%
0104: Certificate in Game Design and Animation	1	0.24%
0105: Certificate in H.R. Management	2	0.47%

Demographics

0106: Certificate in Legal Nurse Consulting	1	0.24%
0107: Certificate in Paralegal (Legal Studies)	4	0.95%
0201: A.S. in Accounting	7	1.65%
0202: A.S. in Criminal Justice	6	1.42%
0203: A.S. in Early Childhood Education	15	3.55%
0204: A.S. in Legal Studies	3	0.71%
0205: A.S. in Management	8	1.89%
0206: A.S. in Marketing	4	0.95%
0301: B.A. in Interactive Communication	1	0.24%
0302: B.A. in Psychology	26	6.15%
0303: B.S. in Accounting	28	6.62%
0304: B.S. in Business Administration	67	15.84%
0305: B.S. in Child Studies	22	5.20%
0306: B.S. in Criminal Justice	29	6.86%
0307: B.S. in Finance	4	0.95%
0308: B.S. in Human Services	32	7.57%
0309: B.S. in Instructional Design & Technology	9	2.13%
0310: B.S. in International Business Administration	1	0.24%
0311: B.S. in Legal Studies	13	3.07%
0312: B.S. in Management	34	8.04%
0313: B.S. in Marketing	7	1.65%
0314: B.S. in Sport Management	7	1.65%
0403: Graduate Certificate in Entrepreneurship	1	0.24%
0411: Graduate Certificate in Professional Counseling	3	0.71%
0502: Master of Business Administration	30	7.09%
0509: Master of Education	14	3.31%
0514: Master of Public Administration	7	1.65%
0515: Master of Science in Accounting	2	0.47%
0516: Master of Science in Human Services	19	4.49%
0601: No major/Undeclared/Undecided	5	1.18%
Total	423	100.00%
No Response	22	

Strategic Planning Overview
Strengths and Challenges

Strengths

    35. Campus item: I am gaining valuable knowledge and skills that will help me in my career.

    28. Campus item: Blackboard is available whenever I need it.

    18. Registration for online courses is convenient.

    3. Instructional materials are appropriate for program content.

    2. My program advisor is accessible by telephone and e-mail.

Challenges

    20. The quality of online instruction is excellent.

    9. Adequate financial aid is available.

    4. Faculty provide timely feedback about student progress.

    6. Tuition paid is a worthwhile investment.

    14. I receive timely information on the availability of financial aid.

Strategic Planning Overview
Benchmarks

Higher Satisfaction vs. National Online Learners

18. Registration for online courses is convenient.

20. The quality of online instruction is excellent.

11. Student assignments are clearly defined in the syllabus.

7. Program requirements are clear and reasonable.

12. There are sufficient offerings within my program of study.

3. Instructional materials are appropriate for program content.

Institutional Summary

Scales: In Order of Importance

Scale	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.63	6.11 / 1.02	0.52	6.54	6.03 / 1.10	0.51	0.08
Institutional Perceptions	6.56	5.99 / 1.15	0.57	6.55	5.87 / 1.21	0.68	0.12 *
Academic Services	6.46	6.07 / 0.92	0.39	6.46	5.91 / 1.02	0.55	0.16 ***
Instructional Services	6.46	6.00 / 1.01	0.46	6.45	5.86 / 1.07	0.59	0.14 **
Student Services	6.44	5.99 / 1.15	0.45	6.40	5.85 / 1.15	0.55	0.14 *

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Items: In Order of Importance

Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. Factor to enroll: Convenience	6.82			6.77			
35. Campus item: I am gaining valuable knowledge and skills that will help me in my career.	6.77	6.31 / 1.17	0.46				
28. Campus item: Blackboard is available whenever I need it.	6.75	6.55 / 0.89	0.20				
50. Factor to enroll: Flexible pacing for completing a program	6.75			6.65			
18. Registration for online courses is convenient.	6.73	6.61 / 0.76	0.12	6.64	6.36 / 1.11	0.28	0.25 ***
20. The quality of online instruction is excellent.	6.70	6.07 / 1.29	0.63	6.69	5.86 / 1.40	0.83	0.21 **
34. Campus item: The way courses are designed and taught helps me learn the material.	6.67	6.10 / 1.31	0.57				
49. Factor to enroll: Work schedule	6.67			6.60			
11. Student assignments are clearly defined in the syllabus.	6.66	6.12 / 1.24	0.54	6.68	5.96 / 1.32	0.72	0.16 *
9. Adequate financial aid is available.	6.64	5.93 / 1.56	0.71	6.49	5.81 / 1.55	0.68	0.12
25. Faculty are responsive to student needs.	6.64	6.03 / 1.30	0.61	6.67	5.92 / 1.36	0.75	0.11
7. Program requirements are clear and reasonable.	6.63	6.11 / 1.21	0.52	6.63	5.94 / 1.31	0.69	0.17 **
10. This institution responds quickly when I request information.	6.63	6.03 / 1.42	0.60	6.60	5.94 / 1.40	0.66	0.09
4. Faculty provide timely feedback about student progress.	6.62	5.87 / 1.34	0.75	6.62	5.82 / 1.40	0.80	0.05
6. Tuition paid is a worthwhile investment.	6.62	5.81 / 1.53	0.81	6.64	5.75 / 1.47	0.89	0.06
3. Instructional materials are appropriate for program content.	6.60	6.15 / 1.12	0.45	6.62	6.00 / 1.22	0.62	0.15 *

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Items: In Order of Importance

Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
12. There are sufficient offerings within my program of study.	6.60	6.08 / 1.22	0.52	6.58	5.93 / 1.31	0.65	0.15 *
22. I am aware of whom to contact for questions about programs and services.	6.58	6.06 / 1.38	0.52	6.53	5.98 / 1.39	0.55	0.08
17. Assessment and evaluation procedures are clear and reasonable.	6.57	6.10 / 1.21	0.47	6.53	5.98 / 1.26	0.55	0.12
14. I receive timely information on the availability of financial aid.	6.56	5.79 / 1.66	0.77	6.44	5.76 / 1.55	0.68	0.03
23. Billing and payment procedures are convenient for me.	6.56	6.03 / 1.42	0.53	6.56	6.15 / 1.28	0.41	-0.12
46. Factor to enroll: Financial assistance available	6.56			6.36			
2. My program advisor is accessible by telephone and e-mail.	6.53	6.18 / 1.30	0.35	6.49	6.05 / 1.35	0.44	0.13 *
33. Campus item: Faculty members are clearly interested in my success as a student.	6.51	5.81 / 1.48	0.70				
53. Factor to enroll: Program requirements	6.51			6.49			
1. This institution has a good reputation.	6.50	6.17 / 1.08	0.33	6.46	5.99 / 1.22	0.47	0.18 **
29. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.	6.49	6.13 / 1.30	0.36				
26. The bookstore provides timely service to students.	6.48	6.26 / 1.23	0.22	6.36	6.06 / 1.29	0.30	0.20 **
36. Campus item: My tuition planner is always accessible and helpful.	6.48	5.79 / 1.63	0.69				
30. Campus item: Academic support services are accessible and easy to use.	6.47	6.08 / 1.31	0.39				
5. My program advisor helps me work toward career goals.	6.44	5.90 / 1.46	0.54	6.32	5.60 / 1.61	0.72	0.30 ***

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Items: In Order of Importance

Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. Appropriate technical assistance is readily available.	6.44	6.00 / 1.34	0.44	6.51	6.06 / 1.28	0.45	-0.06
45. Factor to enroll: Cost	6.44			6.29			
48. Factor to enroll: Reputation of institution	6.44			6.37			
21. Adequate online library resources are provided.	6.42	6.25 / 1.14	0.17	6.53	6.09 / 1.27	0.44	0.16 *
44. Factor to enroll: Ability to transfer credits	6.42			6.19			
13. The frequency of student and instructor interactions is adequate.	6.41	5.91 / 1.32	0.50	6.40	5.83 / 1.35	0.57	0.08
40. Source of information: Web site	6.37			6.35			
15. Channels are available for providing timely responses to student complaints.	6.32	5.63 / 1.62	0.69	6.32	5.53 / 1.63	0.79	0.10
47. Factor to enroll: Future employment opportunities	6.32			6.24			
31. Campus item: My academic advisor reaches out to me regularly throughout a module.	6.30	5.64 / 1.73	0.66				
19. Online career services are available.	6.13	5.89 / 1.44	0.24	6.15	5.69 / 1.48	0.46	0.20 *
24. Tutoring services are readily available for online courses.	6.13	5.92 / 1.46	0.21	6.10	5.65 / 1.57	0.45	0.27 **
27. Campus item: My coursework gives me the opportunity to enhance my Microsoft Office skills (ex. MS Powerpoint, MS Excel).	6.13	6.20 / 1.16	-0.07				
38. Source of information: Catalog (online)	5.92			5.95			
39. Source of information: College representatives	5.80			5.63			

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Items: In Order of Importance

Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. Source of information: Recommendation from instructor or program advisor	5.79			5.66			
32. Campus item: I feel that I am a part of the University community and am kept current on University events.	5.74	5.20 / 1.81	0.54				
8. Student-to-student collaborations are valuable to me.	5.47	5.75 / 1.35	-0.28	5.36	5.53 / 1.44	-0.17	0.22 **
43. Source of information: Contact with current students and / or recent graduates of the program	5.21			5.23			
54. Factor to enroll: Recommendations from employer	5.01			5.16			
52. Factor to enroll: Distance from campus	4.98			5.30			
41. Source of information: Advertisements	4.43			4.44			
37. Source of information: Catalog and brochures (printed)	4.29			4.55			

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.46	6.07 / 0.92	0.39	6.46	5.91 / 1.02	0.55	0.16 ***
2. My program advisor is accessible by telephone and e-mail.	6.53	6.18 / 1.30	0.35	6.49	6.05 / 1.35	0.44	0.13 *
5. My program advisor helps me work toward career goals.	6.44	5.90 / 1.46	0.54	6.32	5.60 / 1.61	0.72	0.30 ***
7. Program requirements are clear and reasonable.	6.63	6.11 / 1.21	0.52	6.63	5.94 / 1.31	0.69	0.17 **
12. There are sufficient offerings within my program of study.	6.60	6.08 / 1.22	0.52	6.58	5.93 / 1.31	0.65	0.15 *
16. Appropriate technical assistance is readily available.	6.44	6.00 / 1.34	0.44	6.51	6.06 / 1.28	0.45	-0.06
21. Adequate online library resources are provided.	6.42	6.25 / 1.14	0.17	6.53	6.09 / 1.27	0.44	0.16 *
24. Tutoring services are readily available for online courses.	6.13	5.92 / 1.46	0.21	6.10	5.65 / 1.57	0.45	0.27 **

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Enrollment Services

Scale/Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.63	6.11 / 1.02	0.52	6.54	6.03 / 1.10	0.51	0.08
9. Adequate financial aid is available.	6.64	5.93 / 1.56	0.71	6.49	5.81 / 1.55	0.68	0.12
14. I receive timely information on the availability of financial aid.	6.56	5.79 / 1.66	0.77	6.44	5.76 / 1.55	0.68	0.03
18. Registration for online courses is convenient.	6.73	6.61 / 0.76	0.12	6.64	6.36 / 1.11	0.28	0.25 ***
23. Billing and payment procedures are convenient for me.	6.56	6.03 / 1.42	0.53	6.56	6.15 / 1.28	0.41	-0.12

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Institutional Perceptions

Scale/Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.56	5.99 / 1.15	0.57	6.55	5.87 / 1.21	0.68	0.12 *
1. This institution has a good reputation.	6.50	6.17 / 1.08	0.33	6.46	5.99 / 1.22	0.47	0.18 **
6. Tuition paid is a worthwhile investment.	6.62	5.81 / 1.53	0.81	6.64	5.75 / 1.47	0.89	0.06

National Group Means are based on 122403 records.

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Services

Scale/Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.46	6.00 / 1.01	0.46	6.45	5.86 / 1.07	0.59	0.14 **
3. Instructional materials are appropriate for program content.	6.60	6.15 / 1.12	0.45	6.62	6.00 / 1.22	0.62	0.15 *
4. Faculty provide timely feedback about student progress.	6.62	5.87 / 1.34	0.75	6.62	5.82 / 1.40	0.80	0.05
8. Student-to-student collaborations are valuable to me.	5.47	5.75 / 1.35	-0.28	5.36	5.53 / 1.44	-0.17	0.22 **
11. Student assignments are clearly defined in the syllabus.	6.66	6.12 / 1.24	0.54	6.68	5.96 / 1.32	0.72	0.16 *
13. The frequency of student and instructor interactions is adequate.	6.41	5.91 / 1.32	0.50	6.40	5.83 / 1.35	0.57	0.08
17. Assessment and evaluation procedures are clear and reasonable.	6.57	6.10 / 1.21	0.47	6.53	5.98 / 1.26	0.55	0.12
20. The quality of online instruction is excellent.	6.70	6.07 / 1.29	0.63	6.69	5.86 / 1.40	0.83	0.21 **
25. Faculty are responsive to student needs.	6.64	6.03 / 1.30	0.61	6.67	5.92 / 1.36	0.75	0.11

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Services

Scale/Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.44	5.99 / 1.15	0.45	6.40	5.85 / 1.15	0.55	0.14 *
10. This institution responds quickly when I request information.	6.63	6.03 / 1.42	0.60	6.60	5.94 / 1.40	0.66	0.09
15. Channels are available for providing timely responses to student complaints.	6.32	5.63 / 1.62	0.69	6.32	5.53 / 1.63	0.79	0.10
19. Online career services are available.	6.13	5.89 / 1.44	0.24	6.15	5.69 / 1.48	0.46	0.20 *
22. I am aware of whom to contact for questions about programs and services.	6.58	6.06 / 1.38	0.52	6.53	5.98 / 1.39	0.55	0.08
26. The bookstore provides timely service to students.	6.48	6.26 / 1.23	0.22	6.36	6.06 / 1.29	0.30	0.20 **

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Items: In Sequential Order

Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.50	6.17 / 1.08	0.33	6.46	5.99 / 1.22	0.47	0.18 **
2. My program advisor is accessible by telephone and e-mail.	6.53	6.18 / 1.30	0.35	6.49	6.05 / 1.35	0.44	0.13 *
3. Instructional materials are appropriate for program content.	6.60	6.15 / 1.12	0.45	6.62	6.00 / 1.22	0.62	0.15 *
4. Faculty provide timely feedback about student progress.	6.62	5.87 / 1.34	0.75	6.62	5.82 / 1.40	0.80	0.05
5. My program advisor helps me work toward career goals.	6.44	5.90 / 1.46	0.54	6.32	5.60 / 1.61	0.72	0.30 ***
6. Tuition paid is a worthwhile investment.	6.62	5.81 / 1.53	0.81	6.64	5.75 / 1.47	0.89	0.06
7. Program requirements are clear and reasonable.	6.63	6.11 / 1.21	0.52	6.63	5.94 / 1.31	0.69	0.17 **
8. Student-to-student collaborations are valuable to me.	5.47	5.75 / 1.35	-0.28	5.36	5.53 / 1.44	-0.17	0.22 **
9. Adequate financial aid is available.	6.64	5.93 / 1.56	0.71	6.49	5.81 / 1.55	0.68	0.12
10. This institution responds quickly when I request information.	6.63	6.03 / 1.42	0.60	6.60	5.94 / 1.40	0.66	0.09
11. Student assignments are clearly defined in the syllabus.	6.66	6.12 / 1.24	0.54	6.68	5.96 / 1.32	0.72	0.16 *
12. There are sufficient offerings within my program of study.	6.60	6.08 / 1.22	0.52	6.58	5.93 / 1.31	0.65	0.15 *
13. The frequency of student and instructor interactions is adequate.	6.41	5.91 / 1.32	0.50	6.40	5.83 / 1.35	0.57	0.08
14. I receive timely information on the availability of financial aid.	6.56	5.79 / 1.66	0.77	6.44	5.76 / 1.55	0.68	0.03
15. Channels are available for providing timely responses to student complaints.	6.32	5.63 / 1.62	0.69	6.32	5.53 / 1.63	0.79	0.10
16. Appropriate technical assistance is readily available.	6.44	6.00 / 1.34	0.44	6.51	6.06 / 1.28	0.45	-0.06

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Items: In Sequential Order

Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.57	6.10 / 1.21	0.47	6.53	5.98 / 1.26	0.55	0.12
18. Registration for online courses is convenient.	6.73	6.61 / 0.76	0.12	6.64	6.36 / 1.11	0.28	0.25 ***
19. Online career services are available.	6.13	5.89 / 1.44	0.24	6.15	5.69 / 1.48	0.46	0.20 *
20. The quality of online instruction is excellent.	6.70	6.07 / 1.29	0.63	6.69	5.86 / 1.40	0.83	0.21 **
21. Adequate online library resources are provided.	6.42	6.25 / 1.14	0.17	6.53	6.09 / 1.27	0.44	0.16 *
22. I am aware of whom to contact for questions about programs and services.	6.58	6.06 / 1.38	0.52	6.53	5.98 / 1.39	0.55	0.08
23. Billing and payment procedures are convenient for me.	6.56	6.03 / 1.42	0.53	6.56	6.15 / 1.28	0.41	-0.12
24. Tutoring services are readily available for online courses.	6.13	5.92 / 1.46	0.21	6.10	5.65 / 1.57	0.45	0.27 **
25. Faculty are responsive to student needs.	6.64	6.03 / 1.30	0.61	6.67	5.92 / 1.36	0.75	0.11
26. The bookstore provides timely service to students.	6.48	6.26 / 1.23	0.22	6.36	6.06 / 1.29	0.30	0.20 **
27. Campus item: My coursework gives me the opportunity to enhance my Microsoft Office skills (ex. MS Powerpoint, MS Excel).	6.13	6.20 / 1.16	-0.07				
28. Campus item: Blackboard is available whenever I need it.	6.75	6.55 / 0.89	0.20				
29. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.	6.49	6.13 / 1.30	0.36				
30. Campus item: Academic support services are accessible and easy to use.	6.47	6.08 / 1.31	0.39				
31. Campus item: My academic advisor reaches out to me regularly throughout a module.	6.30	5.64 / 1.73	0.66				

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** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Items: In Sequential Order

Item	Post University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Campus item: I feel that I am a part of the University community and am kept current on University events.	5.74	5.20 / 1.81	0.54				
33. Campus item: Faculty members are clearly interested in my success as a student.	6.51	5.81 / 1.48	0.70				
34. Campus item: The way courses are designed and taught helps me learn the material.	6.67	6.10 / 1.31	0.57				
35. Campus item: I am gaining valuable knowledge and skills that will help me in my career.	6.77	6.31 / 1.17	0.46				
36. Campus item: My tuition planner is always accessible and helpful.	6.48	5.79 / 1.63	0.69				
37. Source of information: Catalog and brochures (printed)	4.29			4.55			
38. Source of information: Catalog (online)	5.92			5.95			
39. Source of information: College representatives	5.80			5.63			
40. Source of information: Web site	6.37			6.35			
41. Source of information: Advertisements	4.43			4.44			
42. Source of information: Recommendation from instructor or program advisor	5.79			5.66			
43. Source of information: Contact with current students and / or recent graduates of the program	5.21			5.23			
44. Factor to enroll: Ability to transfer credits	6.42			6.19			
45. Factor to enroll: Cost	6.44			6.29			
46. Factor to enroll: Financial assistance available	6.56			6.36			

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** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Items: In Sequential Order

Item	Post University - PSOL			National Online Learners			**Mean Difference**
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	6.32			6.24			
48. Factor to enroll: Reputation of institution	6.44			6.37			
49. Factor to enroll: Work schedule	6.67			6.60			
50. Factor to enroll: Flexible pacing for completing a program	6.75			6.65			
51. Factor to enroll: Convenience	6.82			6.77			
52. Factor to enroll: Distance from campus	4.98			5.30			
53. Factor to enroll: Program requirements	6.51			6.49			
54. Factor to enroll: Recommendations from employer	5.01			5.16			

* Difference statistically significant at the .05 level
** Difference statistically significant at the .01 level
*** Difference statistically significant at the .001 level

Institutional Summary

Summary Items

Summary Item	Post University - PSOL	National Online Learners	Mean Difference
So far, how has your college experience met your expectations?	Average: 5.40	Average: 5.17	0.23
1=Much worse than expected	1%	2%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	4%	6%	
4=About what I expected	18%	24%	
5=Better than I expected	28%	24%	
6=Quite a bit better than I expected	16%	14%	
7=Much better than expected	30%	25%	
Rate your overall satisfaction with your experience here thus far.	Average: 6.09	Average: 5.82	0.27
1=Not satisfied at all	0%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	4%	4%	
4=Neutral	3%	5%	
5=Somewhat satisfied	8%	11%	
6=Satisfied	35%	37%	
7=Very satisfied	45%	36%	
All in all, if you had to do it over, would you enroll here again?	Average: 6.04	Average: 5.83	0.21
1=Definitely not	1%	3%	
2=Probably not	3%	4%	
3=Maybe not	2%	3%	
4=I don't know	5%	6%	
5=Maybe yes	5%	7%	
6=Probably yes	26%	26%	
7=Definitely yes	53%	48%	