

Priorities Survey for Online Learning Results Summary (2016)

In September 2016, all online students enrolled at Post University received an email invitation to complete online the Ruffalo Noel Levitz Priorities Survey for Online Learners. The purpose of the survey 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. This survey 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 provides room for custom questions, which were first added during the 2012 survey year. The custom questions were developed in consultation with institutional stakeholders and for 2016 were focused on career services, tuition planning services, academic and academic support services, and IT services, as well as military service and reasons for choosing Post University.

The survey was fielded between September 22, 2016 and October 12, 2016. The Priorities Survey for Online Learners (PSOL) resulted in 1888 surveys or a 28% response rate. Included in the official report provided by Ruffalo Noel Levitz are 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

According to the 2016 Ruffalo Noel Levitz Priorities Survey for Online Learners (PSOL), our students are more satisfied with their Post experience than those at comparison benchmarked institutions--for the 4th consecutive year! Post exceeded the national averages in most PSOL online learner student satisfaction categories--significantly in the categories of Student Services, Instructional Services, and Academic Services.

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

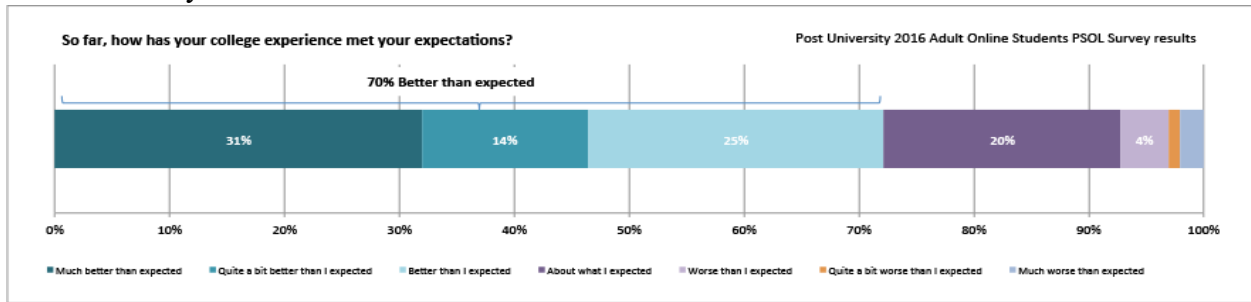
Institutional Summary

Three important institutional metrics were captured in the PSOL:

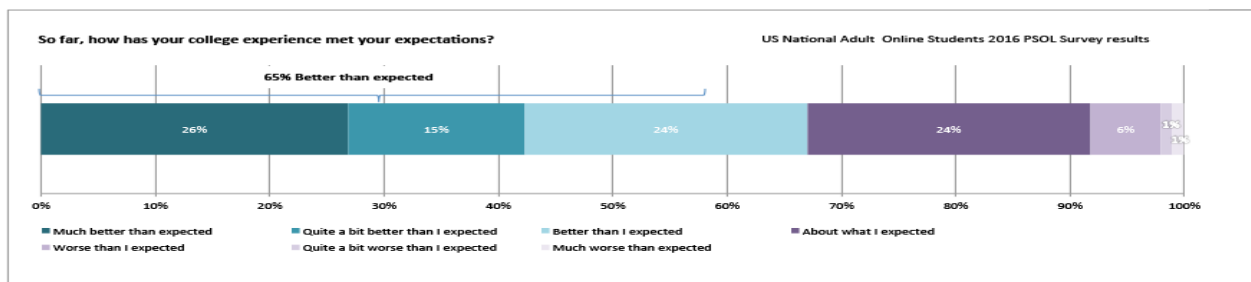
- So far, how has your college experience met your expectations?
- Rate your overall satisfaction with your experience here thus far.
- All in all, if you had to do it over, would you enroll here again?

Over the past four years, Post University scored at/higher than the national average on these very important metrics!

Post University

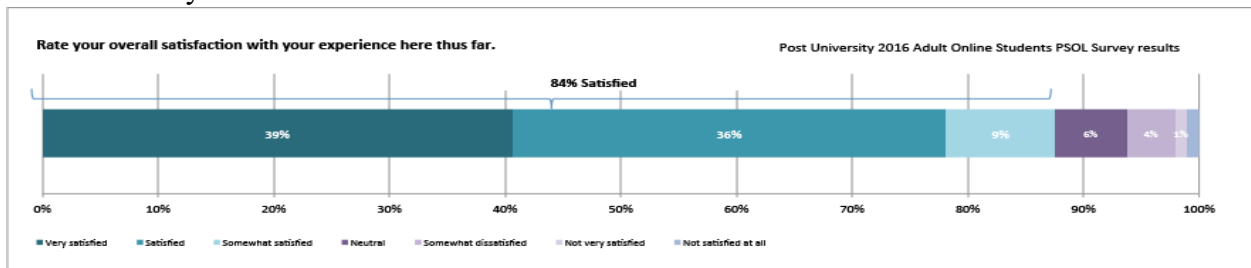


National

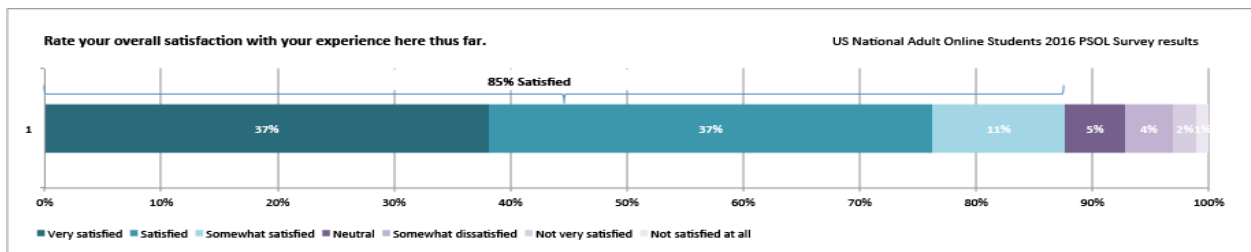


Rate your overall satisfaction with your experience thus far.

Post University

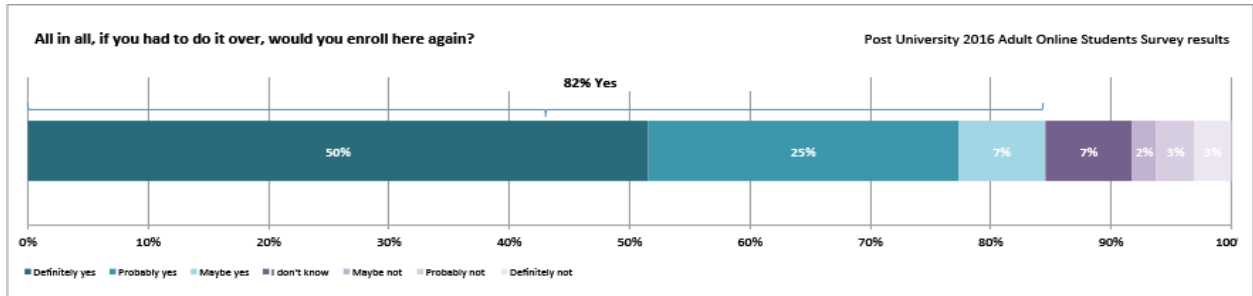


National

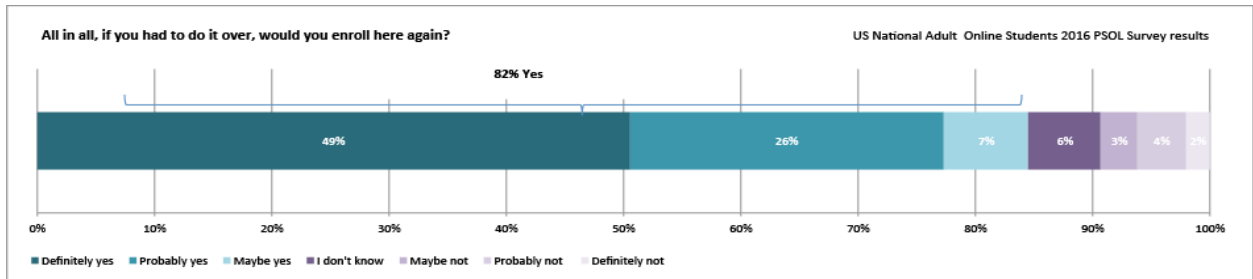


All in all, if you had to do it over, would you enroll here again?

Post University



National

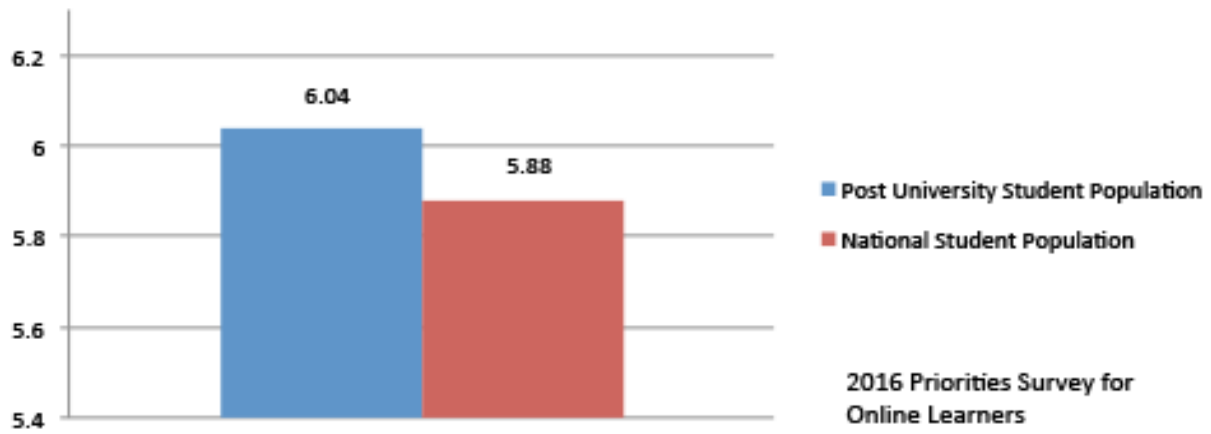


In addition to these summary metrics, Post University exceeds the national averages for, but not limited to, the following survey items:

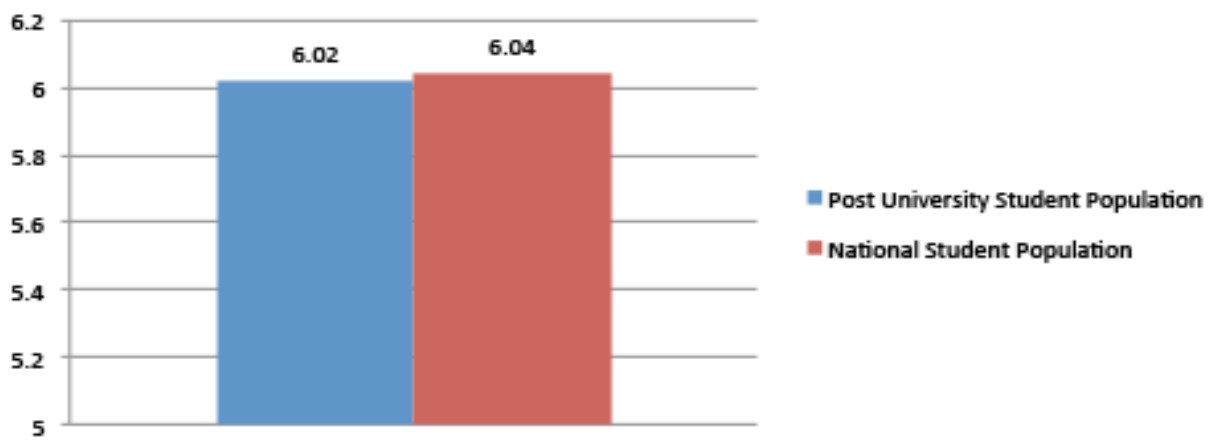
- The quality of online instruction is excellent.
- Student assignments are clearly defined in the syllabus.
- I am aware of whom to contact for questions about programs and services.
- Faculty are responsive to student needs.
- Instructional materials are appropriate for program content.
- Program requirements are clear and reasonable.
- There are sufficient offerings within my program of study.
- My program advisor is accessible by telephone and e-mail.
- Adequate online library resources are provided.

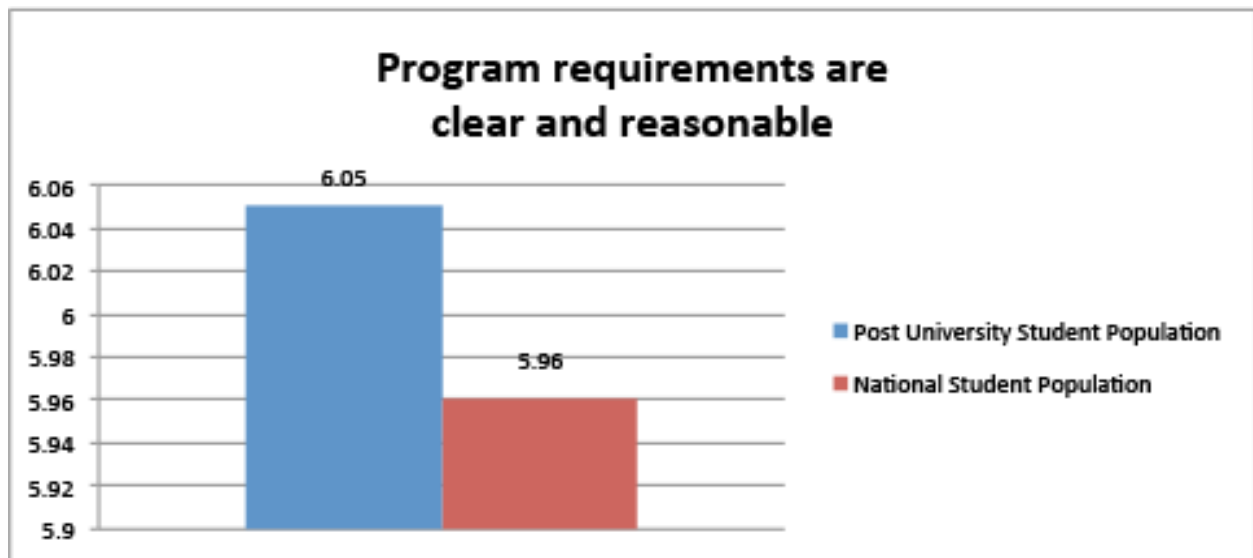
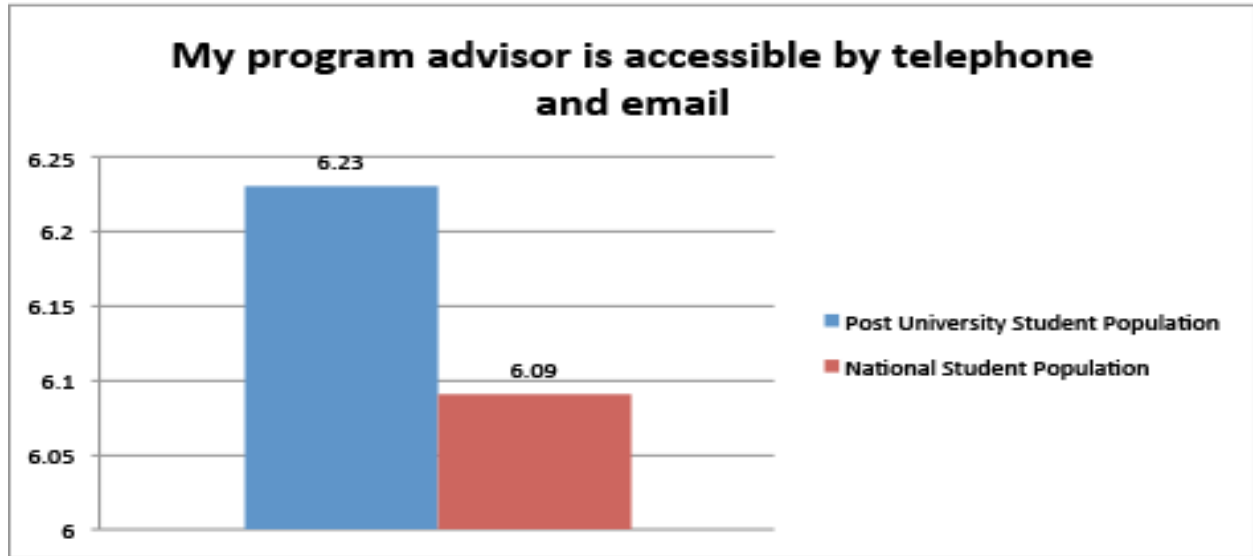
The following sample charts show graphically the degree to which Post University's online students are as or more satisfied than the national average of online learners responding to the survey.

The quality of online instruction is excellent



The Institution has a good reputation





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	%	Current Class Load	N	%
Female	1250	70.38%	Full-time	871	49.71%
Male	526	29.62%	Part-time	881	50.29%
Total	1776	100.00%	Total	1752	100.00%
No Response	112		No Response	136	

Age	N	%	Class Level	N	%
18 and under	10	0.56%	First year	749	42.34%
19 to 24	213	11.99%	Second year	311	17.58%
25 to 34	627	35.30%	Third year	251	14.19%
35 to 44	493	27.76%	Fourth year	180	10.18%
45 to 54	301	16.95%	Special student	4	0.23%
55 to 64	101	5.69%	Graduate/professional	207	11.70%
65 and over	31	1.75%	Other class level	67	3.79%
Total	1776	100.00%	Total	1769	100.00%
No Response	112		No Response	119	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	502	28.80%	Associate degree	293	16.70%
American Indian or Alaskan Native	9	0.52%	Bachelor's degree	1054	60.06%
Asian or Pacific Islander	26	1.49%	Master's degree	281	16.01%
Caucasian/White	842	48.31%	Doctorate or professional degree	54	3.08%
Hispanic	197	11.30%	Certification (initial or renewal)	48	2.74%
Other race	61	3.50%	Self-improvement/pleasure	2	0.11%
Race - Prefer not to respond	106	6.08%	Job-related training	6	0.34%
Total	1743	100.00%	Other educational goal	17	0.97%
No Response	145		Total	1755	100.00%
			No Response	133	

Current Enrollment Status	N	%	Employment	N	%
Primarily online	1758	99.49%	Full-time	1201	68.67%
Primarily on-campus	9	0.51%	Part-time	201	11.49%
Total	1767	100.00%	Not employed	347	19.84%
No Response	121		Total	1749	100.00%
			No Response	139	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	599	34.23%	No classes	472	27.57%
Rent room / apartment / house	883	50.46%	1-3 classes	877	51.23%
Relative's home	184	10.51%	4-6 classes	161	9.40%
Residence hall	0	0.00%	7-9 classes	36	2.10%
Other residence	84	4.80%	10-12 classes	43	2.51%
Total	1750	100.00%	13-15 classes	21	1.23%
No Response	138		More than 15 classes	102	5.96%
			Total	1712	100.00%
			No Response	176	
Marital Status			Are you currently serving in the United States military in any of the following capacities?		
	N	%		N	%
Single	554	31.75%	Active Duty and AGR	185	10.82%
Single with children	404	23.15%	National Guard or Reserve	21	1.23%
Married	233	13.35%	Veteran	104	6.08%
Married with children	495	28.37%	Dependent Military/Vet/Coast Gd	31	1.81%
Marital - Prefer not to respond	59	3.38%	Coast Guard/Coast Guard Reserve	3	0.18%
Total	1745	100.00%	I have not served in the Military	1366	79.88%
No Response	143		Total	1710	100.00%
			No Response	178	
Current Plans			What was the major driver in your decision to acquire your education at Post University?		
	N	%		N	%
Complete online degree program	1612	92.27%	Remote online education	509	29.12%
Complete degree on campus	12	0.69%	Flexible and convenient class schedule	609	34.84%
Transfer credits	35	2.00%	Relevance of programs/courses/content	156	8.92%
Complete this course	88	5.04%	Recommendation from trusted sources	193	11.04%
Total	1747	100.00%	Cost and affordability	93	5.32%
No Response	141		Others	188	10.76%
			Total	1748	100.00%
			No Response	140	
Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	879	51.86%	0101: Certificate in Accounting (Post-Baccalaureate)	5	0.29%
4-6 credits	430	25.37%	0102: Certificate in Finance	1	0.06%
7-9 credits	69	4.07%	0103: Certificate in Forensic Accounting	3	0.17%
10-12 credits	77	4.54%			
13-15 credits	33	1.95%			
More than 15 credits	207	12.21%			
Total	1695	100.00%			
No Response	193				

Demographics

0104: Certificate in Game Design and Animation	3	0.17%	0502: Master of Business Administration	78	4.46%
0105: Certificate in H.R. Management	21	1.20%	0509: Master of Education	38	2.18%
0106: Certificate in Legal Nurse Consulting	1	0.06%	0514: Master of Public Administration	15	0.86%
0107: Certificate in Paralegal (Legal Studies)	16	0.92%	0515: Master of Science in Accounting	8	0.46%
0201: A.S. in Accounting	36	2.06%	0516: Master of Science in Human Services	41	2.35%
0202: A.S. in Criminal Justice	70	4.01%	0601: No major/Undeclared/Undecided	11	0.63%
0203: A.S. in Early Childhood Education	96	5.50%	1001: B.S. In Emergency Management and Homeland Security	18	1.03%
0204: A.S. in Legal Studies	20	1.14%	1002: B.S. In Computer Information Systems	78	4.46%
0205: A.S. in Management	65	3.72%	Total	1747	100.00%
0206: A.S. in Marketing	9	0.52%	No Response	141	
0301: B.A. In Communication and Media Studies	9	0.52%			
0302: B.A. in Psychology	139	7.96%			
0303: B.S. in Accounting	52	2.98%			
0304: B.S. in Business Administration	225	12.88%			
0305: B.S. in Child Studies	100	5.72%			
0306: B.S. in Criminal Justice	89	5.09%			
0307: B.S. in Finance	17	0.97%			
0308: B.S. in Human Services	226	12.94%			
0309: B.S. in Instructional Design & Technology	3	0.17%			
0310: B.S. in International Business Administration	3	0.17%			
0311: B.S. in Legal Studies	47	2.69%			
0312: B.S. in Management	124	7.10%			
0313: B.S. in Marketing	17	0.97%			
0314: B.S. in Sport Management	28	1.60%			
0401: Graduate Certificate in Alcohol & Drug Counseling	9	0.52%			
0402: Graduate Certificate in Corporate Innovation	1	0.06%			
0405: Graduate Certificate in Higher Education Administration	3	0.17%			
0406: Graduate Certificate in Leadership	2	0.11%			
0407: Graduate Certificate in Marketing	1	0.06%			
0408: Graduate Certificate in Non-Profit Management	2	0.11%			
0409: Graduate Certificate in Online Teaching	1	0.06%			
0411: Graduate Certificate in Professional Counseling	14	0.80%			
0412: Graduate Certificate in Project Management	1	0.06%			
0501: Healthcare MBA	1	0.06%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 28. Campus item: Blackboard is available whenever I need it.
- 18. Registration for online courses is convenient.
- 35. Campus item: I am gaining valuable knowledge and skills that will help me in my career.
- 2. My program advisor is accessible by telephone and e-mail.
- 21. Adequate online library resources are provided.
- 29. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.

Challenges

- 20. The quality of online instruction is excellent.
- 34. Campus item: The way courses are designed and taught helps me learn the material.
- 36. Campus item: My tuition planner is always accessible and helpful.
- 4. Faculty provide timely feedback about student progress.
- 6. Tuition paid is a worthwhile investment.
- 9. Adequate financial aid is available.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Online Learners

- 11. Student assignments are clearly defined in the syllabus.
- 20. The quality of online instruction is excellent.
- 22. I am aware of whom to contact for questions about programs and services.
- 25. Faculty are responsive to student needs.
- 3. Instructional materials are appropriate for program content.
- 7. Program requirements are clear and reasonable.
- 12. There are sufficient offerings within my program of study.
- 2. My program advisor is accessible by telephone and e-mail.
- 21. Adequate online library resources are provided.

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	6.57	5.97 / 1.24	0.60	6.52	6.07 / 1.08	0.45	-0.10 ***
Academic Services	6.51	6.10 / 1.04	0.41	6.45	5.94 / 1.02	0.51	0.16 ***
Institutional Perceptions	6.46	5.94 / 1.24	0.52	6.55	5.93 / 1.18	0.62	0.01
Student Services	6.46	6.00 / 1.21	0.46	6.39	5.89 / 1.15	0.50	0.11 ***
Instructional Services	6.44	6.02 / 1.07	0.42	6.43	5.88 / 1.06	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 131074 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	
28. Campus item: Blackboard is available whenever I need it.	6.75	6.55 / 0.93	0.20				
51. Factor to enroll: Convenience	6.73			6.75			
18. Registration for online courses is convenient.	6.70	6.41 / 1.12	0.29	6.65	6.39 / 1.08	0.26	0.02
35. Campus item: I am gaining valuable knowledge and skills that will help me in my career.	6.69	6.19 / 1.27	0.50				
50. Factor to enroll: Flexible pacing for completing a program	6.67			6.63			
11. Student assignments are clearly defined in the syllabus.	6.65	6.14 / 1.26	0.51	6.68	5.99 / 1.31	0.69	0.15 ***
20. The quality of online instruction is excellent.	6.65	6.04 / 1.32	0.61	6.68	5.88 / 1.39	0.80	0.16 ***
34. Campus item: The way courses are designed and taught helps me learn the material.	6.63	6.03 / 1.34	0.60				
22. I am aware of whom to contact for questions about programs and services.	6.60	6.12 / 1.39	0.48	6.53	5.98 / 1.40	0.55	0.14 ***
25. Faculty are responsive to student needs.	6.60	6.05 / 1.33	0.55	6.66	5.96 / 1.34	0.70	0.09 **
49. Factor to enroll: Work schedule	6.60			6.61			
3. Instructional materials are appropriate for program content.	6.57	6.11 / 1.22	0.46	6.63	6.00 / 1.23	0.63	0.11 ***
7. Program requirements are clear and reasonable.	6.57	6.05 / 1.28	0.52	6.64	5.96 / 1.30	0.68	0.09 **
2. My program advisor is accessible by telephone and e-mail.	6.56	6.23 / 1.28	0.33	6.47	6.09 / 1.33	0.38	0.14 ***
10. This institution responds quickly when I request information.	6.56	6.00 / 1.44	0.56	6.60	6.02 / 1.35	0.58	-0.02
12. There are sufficient offerings within my program of study.	6.56	6.07 / 1.26	0.49	6.58	5.96 / 1.30	0.62	0.11 ***

* Difference statistically significant at the .05 level
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National Group Means are based on 131074 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	
21. Adequate online library resources are provided.	6.56	6.23 / 1.18	0.33	6.53	6.11 / 1.26	0.42	0.12 ***
29. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.	6.56	6.19 / 1.21	0.37				
4. Faculty provide timely feedback about student progress.	6.55	5.96 / 1.35	0.59	6.62	5.86 / 1.38	0.76	0.10 **
6. Tuition paid is a worthwhile investment.	6.55	5.86 / 1.48	0.69	6.64	5.82 / 1.44	0.82	0.04
9. Adequate financial aid is available.	6.55	5.82 / 1.62	0.73	6.46	5.82 / 1.55	0.64	0.00
17. Assessment and evaluation procedures are clear and reasonable.	6.55	6.08 / 1.25	0.47	6.53	6.01 / 1.26	0.52	0.07 *
36. Campus item: My tuition planner is always accessible and helpful.	6.55	5.88 / 1.61	0.67				
23. Billing and payment procedures are convenient for me.	6.53	5.93 / 1.53	0.60	6.56	6.20 / 1.24	0.36	-0.27 ***
30. Campus item: Academic support services are accessible and easy to use.	6.53	6.16 / 1.24	0.37				
16. Appropriate technical assistance is readily available.	6.51	6.08 / 1.30	0.43	6.50	6.09 / 1.27	0.41	-0.01
46. Factor to enroll: Financial assistance available	6.51			6.32			
53. Factor to enroll: Program requirements	6.51			6.48			
14. I receive timely information on the availability of financial aid.	6.50	5.68 / 1.70	0.82	6.42	5.84 / 1.51	0.58	-0.16 ***
33. Campus item: Faculty members are clearly interested in my success as a student.	6.49	5.91 / 1.48	0.58				
5. My program advisor helps me work toward career goals.	6.46	6.00 / 1.45	0.46	6.30	5.65 / 1.60	0.65	0.35 ***

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

National Group Means are based on 131074 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	
13. The frequency of student and instructor interactions is adequate.	6.42	6.02 / 1.24	0.40	6.36	5.87 / 1.34	0.49	0.15 ***
26. The bookstore provides timely service to students.	6.40	6.18 / 1.22	0.22	6.34	6.07 / 1.29	0.27	0.11 **
45. Factor to enroll: Cost	6.40			6.38			
48. Factor to enroll: Reputation of institution	6.39			6.37			
31. Campus item: My academic advisor reaches out to me regularly throughout a module.	6.38	5.95 / 1.57	0.43				
1. This institution has a good reputation.	6.37	6.02 / 1.26	0.35	6.45	6.04 / 1.19	0.41	-0.02
15. Channels are available for providing timely responses to student complaints.	6.37	5.71 / 1.63	0.66	6.30	5.57 / 1.62	0.73	0.14 **
44. Factor to enroll: Ability to transfer credits	6.37			6.23			
19. Online career services are available.	6.34	5.96 / 1.39	0.38	6.11	5.74 / 1.47	0.37	0.22 ***
24. Tutoring services are readily available for online courses.	6.34	6.05 / 1.37	0.29	6.10	5.67 / 1.57	0.43	0.38 ***
40. Source of information: Web site	6.34			6.35			
47. Factor to enroll: Future employment opportunities	6.32			6.23			
27. Campus item: My coursework gives me the opportunity to enhance my Microsoft Office skills (ex. MS Powerpoint, MS Excel).	6.23	6.18 / 1.24	0.05				
42. Source of information: Recommendation from instructor or program advisor	6.00			5.65			
32. Campus item: I feel that I am a part of the University community and am kept current on University events.	5.95	5.51 / 1.76	0.44				

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 *** Difference statistically significant at the .001 level

National Group Means are based on 131074 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	
38. Source of information: Catalog (online)	5.90			5.95			
39. Source of information: College representatives	5.85			5.58			
8. Student-to-student collaborations are valuable to me.	5.54	5.72 / 1.40	-0.18	5.24	5.48 / 1.46	-0.24	0.24 ***
54. Factor to enroll: Recommendations from employer	5.53			5.19			
43. Source of information: Contact with current students and / or recent graduates of the program	5.32			5.21			
52. Factor to enroll: Distance from campus	4.98			5.26			
41. Source of information: Advertisements	4.72			4.39			
37. Source of information: Catalog and brochures (printed)	4.69			4.47			

* 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 131074 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	6.51	6.10 / 1.04	0.41	6.45	5.94 / 1.02	0.51	0.16 ***
2. My program advisor is accessible by telephone and e-mail.	6.56	6.23 / 1.28	0.33	6.47	6.09 / 1.33	0.38	0.14 ***
5. My program advisor helps me work toward career goals.	6.46	6.00 / 1.45	0.46	6.30	5.65 / 1.60	0.65	0.35 ***
7. Program requirements are clear and reasonable.	6.57	6.05 / 1.28	0.52	6.64	5.96 / 1.30	0.68	0.09 **
12. There are sufficient offerings within my program of study.	6.56	6.07 / 1.26	0.49	6.58	5.96 / 1.30	0.62	0.11 ***
16. Appropriate technical assistance is readily available.	6.51	6.08 / 1.30	0.43	6.50	6.09 / 1.27	0.41	-0.01
21. Adequate online library resources are provided.	6.56	6.23 / 1.18	0.33	6.53	6.11 / 1.26	0.42	0.12 ***
24. Tutoring services are readily available for online courses.	6.34	6.05 / 1.37	0.29	6.10	5.67 / 1.57	0.43	0.38 ***

* 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 131074 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	6.57	5.97 / 1.24	0.60	6.52	6.07 / 1.08	0.45	-0.10 ***
9. Adequate financial aid is available.	6.55	5.82 / 1.62	0.73	6.46	5.82 / 1.55	0.64	0.00
14. I receive timely information on the availability of financial aid.	6.50	5.68 / 1.70	0.82	6.42	5.84 / 1.51	0.58	-0.16 ***
18. Registration for online courses is convenient.	6.70	6.41 / 1.12	0.29	6.65	6.39 / 1.08	0.26	0.02
23. Billing and payment procedures are convenient for me.	6.53	5.93 / 1.53	0.60	6.56	6.20 / 1.24	0.36	-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 131074 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	6.46	5.94 / 1.24	0.52	6.55	5.93 / 1.18	0.62	0.01
1. This institution has a good reputation.	6.37	6.02 / 1.26	0.35	6.45	6.04 / 1.19	0.41	-0.02
6. Tuition paid is a worthwhile investment.	6.55	5.86 / 1.48	0.69	6.64	5.82 / 1.44	0.82	0.04

* 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 131074 records.

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	6.44	6.02 / 1.07	0.42	6.43	5.88 / 1.06	0.55	0.14 ***
3. Instructional materials are appropriate for program content.	6.57	6.11 / 1.22	0.46	6.63	6.00 / 1.23	0.63	0.11 ***
4. Faculty provide timely feedback about student progress.	6.55	5.96 / 1.35	0.59	6.62	5.86 / 1.38	0.76	0.10 **
8. Student-to-student collaborations are valuable to me.	5.54	5.72 / 1.40	-0.18	5.24	5.48 / 1.46	-0.24	0.24 ***
11. Student assignments are clearly defined in the syllabus.	6.65	6.14 / 1.26	0.51	6.68	5.99 / 1.31	0.69	0.15 ***
13. The frequency of student and instructor interactions is adequate.	6.42	6.02 / 1.24	0.40	6.36	5.87 / 1.34	0.49	0.15 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.55	6.08 / 1.25	0.47	6.53	6.01 / 1.26	0.52	0.07 *
20. The quality of online instruction is excellent.	6.65	6.04 / 1.32	0.61	6.68	5.88 / 1.39	0.80	0.16 ***
25. Faculty are responsive to student needs.	6.60	6.05 / 1.33	0.55	6.66	5.96 / 1.34	0.70	0.09 **

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 ** Difference statistically significant at the .01 level
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National Group Means are based on 131074 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	6.46	6.00 / 1.21	0.46	6.39	5.89 / 1.15	0.50	0.11 ***
10. This institution responds quickly when I request information.	6.56	6.00 / 1.44	0.56	6.60	6.02 / 1.35	0.58	-0.02
15. Channels are available for providing timely responses to student complaints.	6.37	5.71 / 1.63	0.66	6.30	5.57 / 1.62	0.73	0.14 **
19. Online career services are available.	6.34	5.96 / 1.39	0.38	6.11	5.74 / 1.47	0.37	0.22 ***
22. I am aware of whom to contact for questions about programs and services.	6.60	6.12 / 1.39	0.48	6.53	5.98 / 1.40	0.55	0.14 ***
26. The bookstore provides timely service to students.	6.40	6.18 / 1.22	0.22	6.34	6.07 / 1.29	0.27	0.11 **

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

National Group Means are based on 131074 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.	6.37	6.02 / 1.26	0.35	6.45	6.04 / 1.19	0.41	-0.02
2. My program advisor is accessible by telephone and e-mail.	6.56	6.23 / 1.28	0.33	6.47	6.09 / 1.33	0.38	0.14 ***
3. Instructional materials are appropriate for program content.	6.57	6.11 / 1.22	0.46	6.63	6.00 / 1.23	0.63	0.11 ***
4. Faculty provide timely feedback about student progress.	6.55	5.96 / 1.35	0.59	6.62	5.86 / 1.38	0.76	0.10 **
5. My program advisor helps me work toward career goals.	6.46	6.00 / 1.45	0.46	6.30	5.65 / 1.60	0.65	0.35 ***
6. Tuition paid is a worthwhile investment.	6.55	5.86 / 1.48	0.69	6.64	5.82 / 1.44	0.82	0.04
7. Program requirements are clear and reasonable.	6.57	6.05 / 1.28	0.52	6.64	5.96 / 1.30	0.68	0.09 **
8. Student-to-student collaborations are valuable to me.	5.54	5.72 / 1.40	-0.18	5.24	5.48 / 1.46	-0.24	0.24 ***
9. Adequate financial aid is available.	6.55	5.82 / 1.62	0.73	6.46	5.82 / 1.55	0.64	0.00
10. This institution responds quickly when I request information.	6.56	6.00 / 1.44	0.56	6.60	6.02 / 1.35	0.58	-0.02
11. Student assignments are clearly defined in the syllabus.	6.65	6.14 / 1.26	0.51	6.68	5.99 / 1.31	0.69	0.15 ***
12. There are sufficient offerings within my program of study.	6.56	6.07 / 1.26	0.49	6.58	5.96 / 1.30	0.62	0.11 ***
13. The frequency of student and instructor interactions is adequate.	6.42	6.02 / 1.24	0.40	6.36	5.87 / 1.34	0.49	0.15 ***
14. I receive timely information on the availability of financial aid.	6.50	5.68 / 1.70	0.82	6.42	5.84 / 1.51	0.58	-0.16 ***
15. Channels are available for providing timely responses to student complaints.	6.37	5.71 / 1.63	0.66	6.30	5.57 / 1.62	0.73	0.14 **
16. Appropriate technical assistance is readily available.	6.51	6.08 / 1.30	0.43	6.50	6.09 / 1.27	0.41	-0.01

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

National Group Means are based on 131074 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.	6.55	6.08 / 1.25	0.47	6.53	6.01 / 1.26	0.52	0.07 *
18. Registration for online courses is convenient.	6.70	6.41 / 1.12	0.29	6.65	6.39 / 1.08	0.26	0.02
19. Online career services are available.	6.34	5.96 / 1.39	0.38	6.11	5.74 / 1.47	0.37	0.22 ***
20. The quality of online instruction is excellent.	6.65	6.04 / 1.32	0.61	6.68	5.88 / 1.39	0.80	0.16 ***
21. Adequate online library resources are provided.	6.56	6.23 / 1.18	0.33	6.53	6.11 / 1.26	0.42	0.12 ***
22. I am aware of whom to contact for questions about programs and services.	6.60	6.12 / 1.39	0.48	6.53	5.98 / 1.40	0.55	0.14 ***
23. Billing and payment procedures are convenient for me.	6.53	5.93 / 1.53	0.60	6.56	6.20 / 1.24	0.36	-0.27 ***
24. Tutoring services are readily available for online courses.	6.34	6.05 / 1.37	0.29	6.10	5.67 / 1.57	0.43	0.38 ***
25. Faculty are responsive to student needs.	6.60	6.05 / 1.33	0.55	6.66	5.96 / 1.34	0.70	0.09 **
26. The bookstore provides timely service to students.	6.40	6.18 / 1.22	0.22	6.34	6.07 / 1.29	0.27	0.11 **
27. Campus item: My coursework gives me the opportunity to enhance my Microsoft Office skills (ex. MS Powerpoint, MS Excel).	6.23	6.18 / 1.24	0.05				
28. Campus item: Blackboard is available whenever I need it.	6.75	6.55 / 0.93	0.20				
29. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.	6.56	6.19 / 1.21	0.37				
30. Campus item: Academic support services are accessible and easy to use.	6.53	6.16 / 1.24	0.37				
31. Campus item: My academic advisor reaches out to me regularly throughout a module.	6.38	5.95 / 1.57	0.43				

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

National Group Means are based on 131074 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.	5.95	5.51 / 1.76	0.44				
33. Campus item: Faculty members are clearly interested in my success as a student.	6.49	5.91 / 1.48	0.58				
34. Campus item: The way courses are designed and taught helps me learn the material.	6.63	6.03 / 1.34	0.60				
35. Campus item: I am gaining valuable knowledge and skills that will help me in my career.	6.69	6.19 / 1.27	0.50				
36. Campus item: My tuition planner is always accessible and helpful.	6.55	5.88 / 1.61	0.67				
37. Source of information: Catalog and brochures (printed)	4.69			4.47			
38. Source of information: Catalog (online)	5.90			5.95			
39. Source of information: College representatives	5.85			5.58			
40. Source of information: Web site	6.34			6.35			
41. Source of information: Advertisements	4.72			4.39			
42. Source of information: Recommendation from instructor or program advisor	6.00			5.65			
43. Source of information: Contact with current students and / or recent graduates of the program	5.32			5.21			
44. Factor to enroll: Ability to transfer credits	6.37			6.23			
45. Factor to enroll: Cost	6.40			6.38			
46. Factor to enroll: Financial assistance available	6.51			6.32			

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

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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			6.23			
48. Factor to enroll: Reputation of institution	6.39			6.37			
49. Factor to enroll: Work schedule	6.60			6.61			
50. Factor to enroll: Flexible pacing for completing a program	6.67			6.63			
51. Factor to enroll: Convenience	6.73			6.75			
52. Factor to enroll: Distance from campus	4.98			5.26			
53. Factor to enroll: Program requirements	6.51			6.48			
54. Factor to enroll: Recommendations from employer	5.53			5.19			

* 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 131074 records.

Institutional Summary

Summary Items

Summary Item	Post University - PSOL	National Online Learners	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected</p>	<p>Average: 5.35</p> <p>2% 1% 4% 20% 25% 14% 31%</p>	<p>Average: 5.19</p> <p>1% 1% 6% 24% 24% 15% 26%</p>	<p>0.16</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 5.90</p> <p>1% 1% 4% 6% 9% 36% 39%</p>	<p>Average: 5.84</p> <p>1% 2% 4% 5% 11% 37% 37%</p>	<p>0.06</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 5.92</p> <p>3% 3% 2% 7% 7% 25% 50%</p>	<p>Average: 5.88</p> <p>2% 4% 3% 6% 7% 26% 49%</p>	<p>0.04</p>