Priorities Survey for Online Learning Results Summary (2017)

Post University Maintains its 2016 Averages for Online Learner Student Satisfaction for 2017

According to the 2017 **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 5th 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.
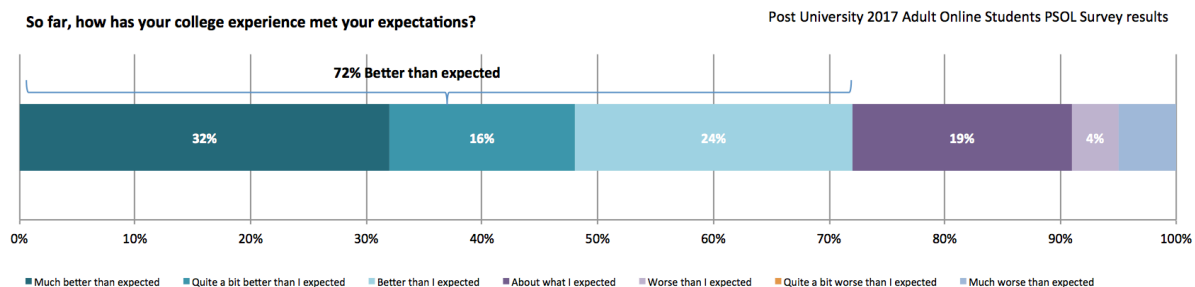
Institutional Summary
Three important institutional metrics were captured in the PSOL:

- 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!
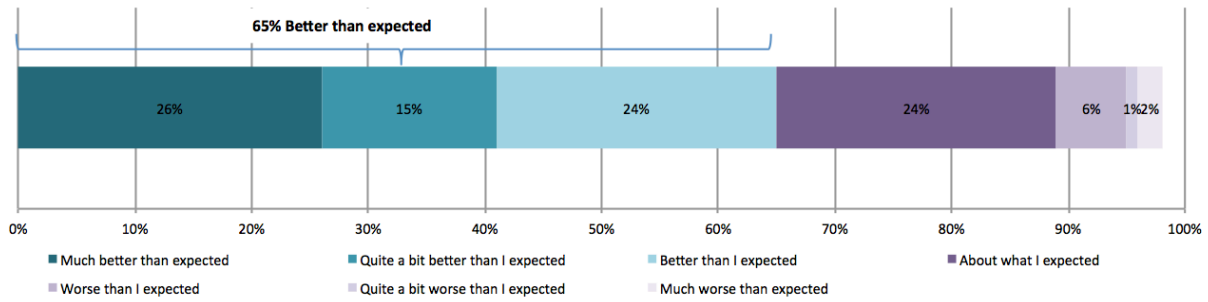
Post University

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

Post University 2017 Adult Online Students PSOL Survey results

72% Better than expected

| 32% | 16% | 24% | 19% | 4% | |

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

■ 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

National

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

US National Adult Online Students 2017 PSOL Survey results

65% Better than expected

| 26% | 15% | 24% | 24% | 6% | 1% | 2% |

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ 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
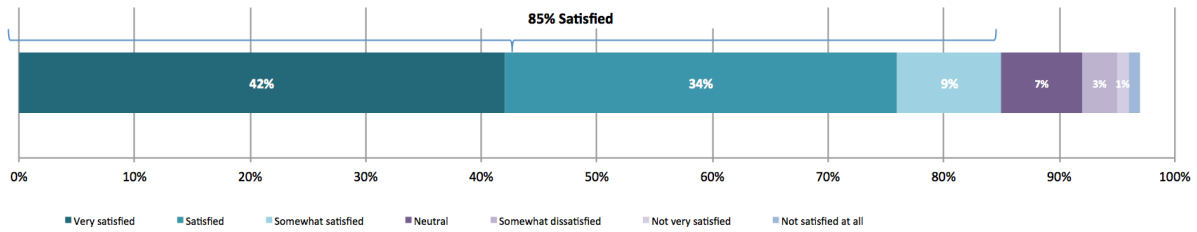
Rate your overall satisfaction with your experience thus far.

Post University

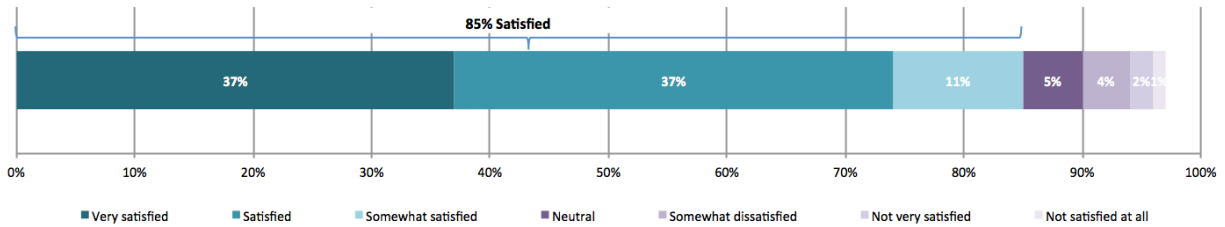**Rate your overall satisfaction with your experience here thus far.**

Post University 2017 Adult Online Students PSOL Survey results

85% Satisfied

| 42% | 34% | 9% | 7% | 3% | 1% |

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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

National

Rate your overall satisfaction with your experience here thus far.

US National Adult Online Students 2017 PSOL Survey results

85% Satisfied

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

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Very satisfied ■ Satisfied ■ Somewhat satisfied ■ Neutral ■ Somewhat dissatisfied ■ Not very satisfied ■ Not satisfied at all
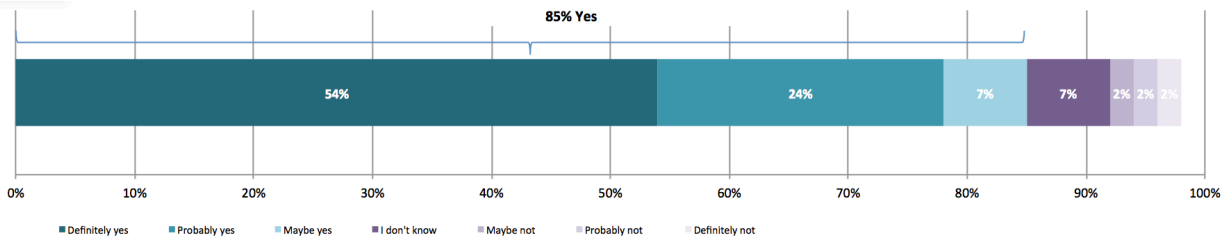
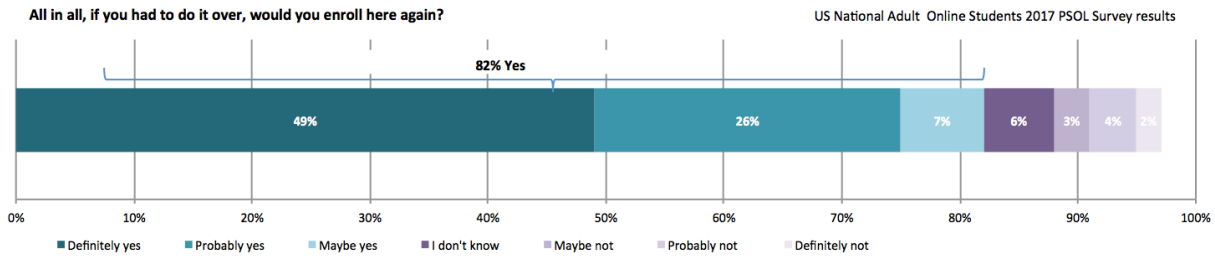# All in all, if you had to do it over, would you enroll here again?

Post University

All in all, if you had to do it over, would you enroll here again?
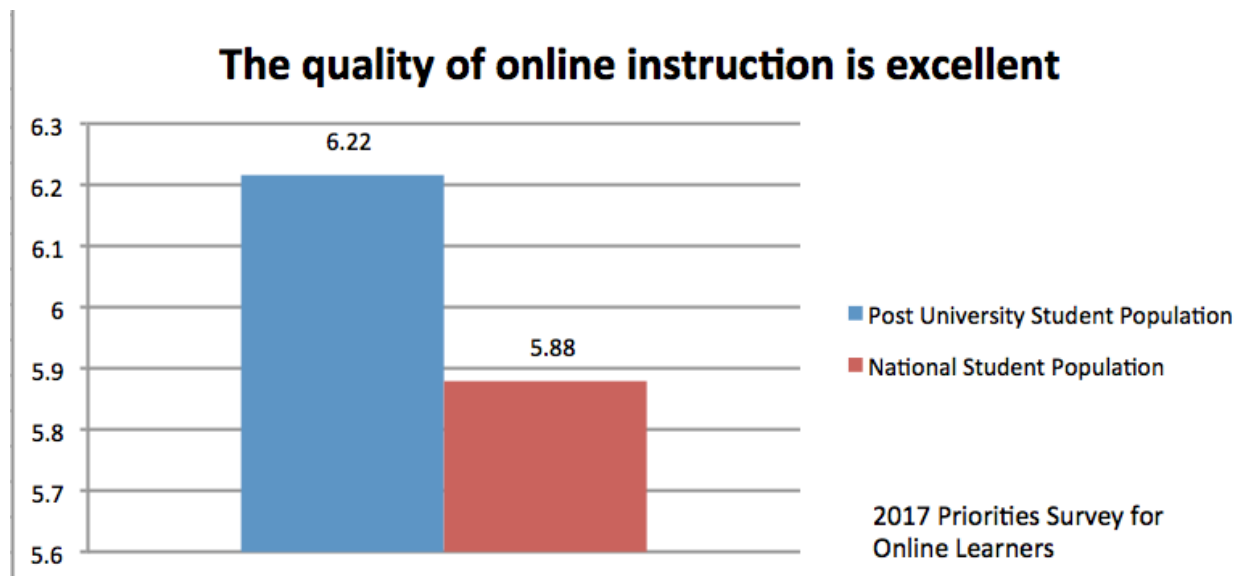
Post University 2017 Adult Online Students Survey results

85% Yes

| 54% | 24% | 7% | 7% | 2% | 2% | 2% |

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Definitely yes ■ Probably yes ■ Maybe yes ■ I don't know ■ Maybe not ■ Probably not ■ Definitely not

National

All in all, if you had to do it over, would you enroll here again?   US National Adult Online Students 2017 PSOL Survey results

82% Yes

| 49% | 26% | 7% | 6% | 3% | 4% | 2% |

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

■ Definitely yes   ■ Probably yes   ■ Maybe yes   ■ I don't know   ■ Maybe not   ■ Probably not   ■ Definitely not
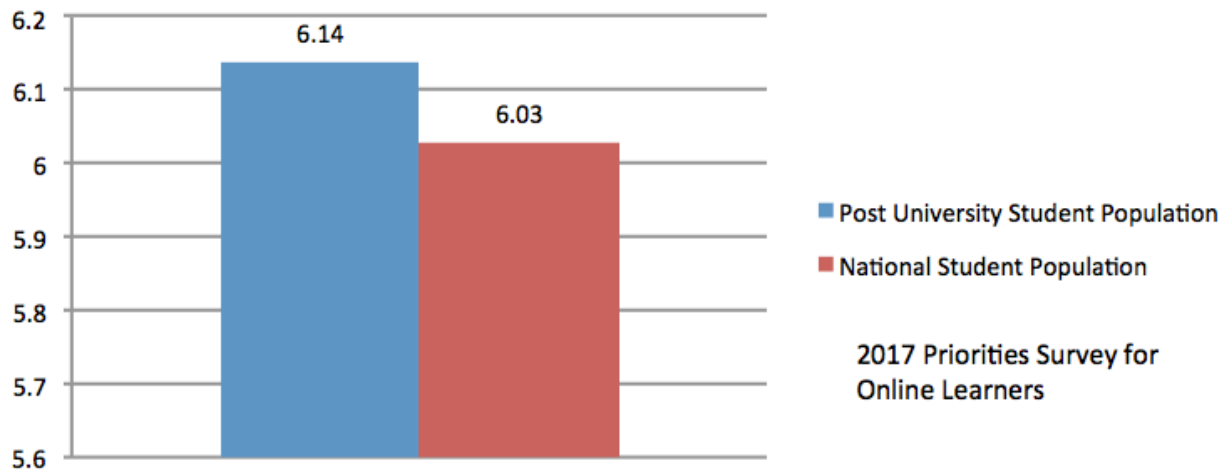
In addition to these summary metrics, Post University exceeds the national averages for, but not limited to, the following survey items:

- 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.
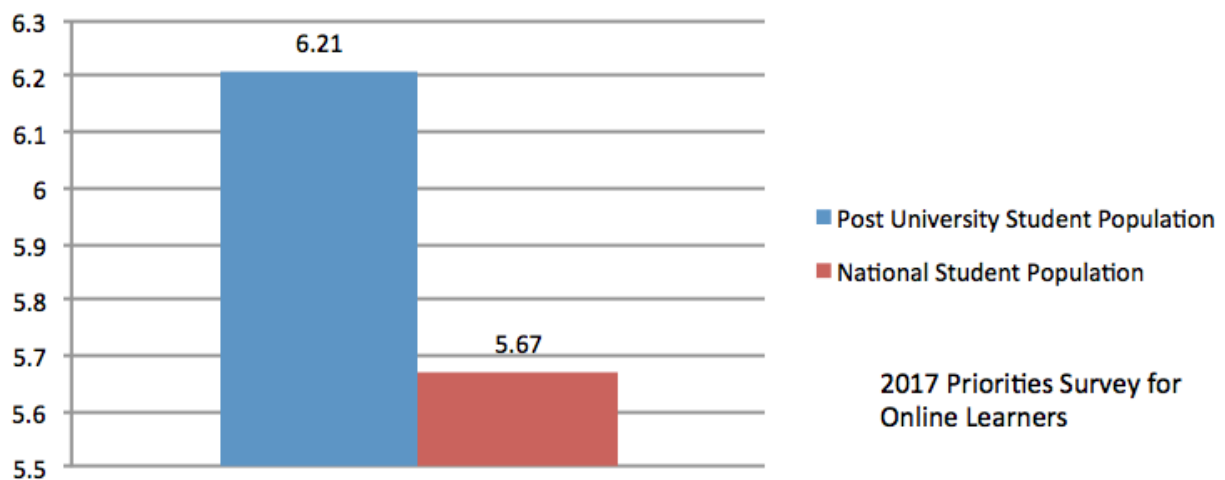- Adequate online library resources are provided.

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.
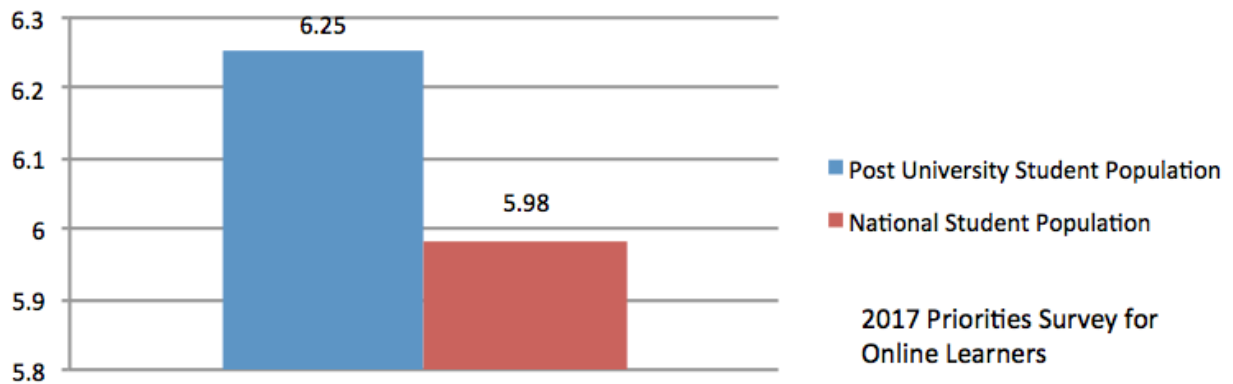

The quality of online instruction is excellent

6.22 — Post University Student Population
5.88 — National Student Population

■ Post University Student Population
■ National Student Population

2017 Priorities Survey for Online Learners

The Institution has a good reputation

6.14 — Post University Student Population
6.03 — National Student Population

2017 Priorities Survey for Online Learners

My program advisor is accessible by telephone and email

6.21 — Post University Student Population
5.67 — National Student Population

2017 Priorities Survey for Online Learners

Program requirements are clear and reasonable

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.