

Priorities Survey for Online Learning Results Summary (2015)

In September 2015, all online students enrolled at Post University received an email invitation to complete online the 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 2015 were focused on career services, tuition planning services, academic and academic support services, and IT services.

The survey was fielded between September 4, 2015 and September 28, 2015. The Priorities Survey for Online Learners (PSOL) resulted in 1616 surveys or a 24% response rate. Included in the official report provided by 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

More great news! According to the 2015 Noel-Levitz Priorities Survey for Online Learners (PSOL), for the fourth 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

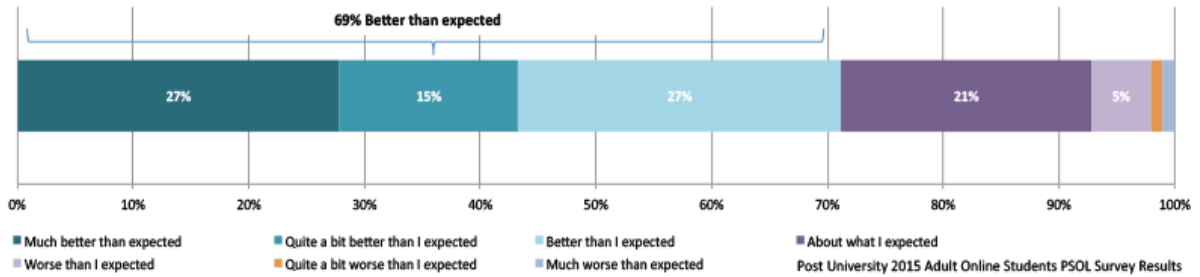
Three important institutional metrics were captured in the PSOL:

- 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?

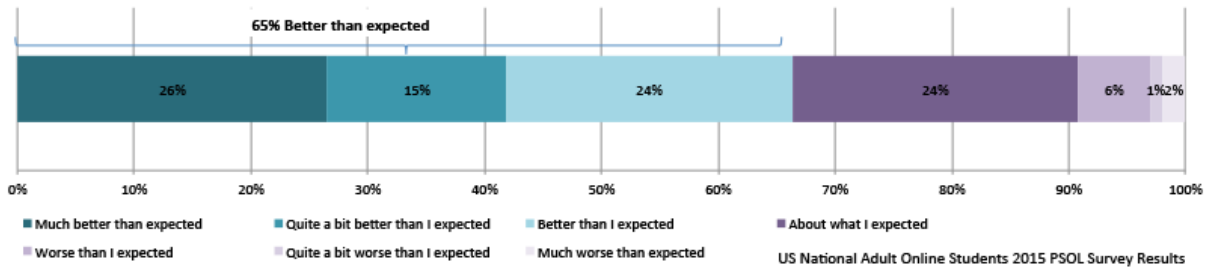
Post University scored at/higher than the national average on all three of these very important metrics!

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

Post University

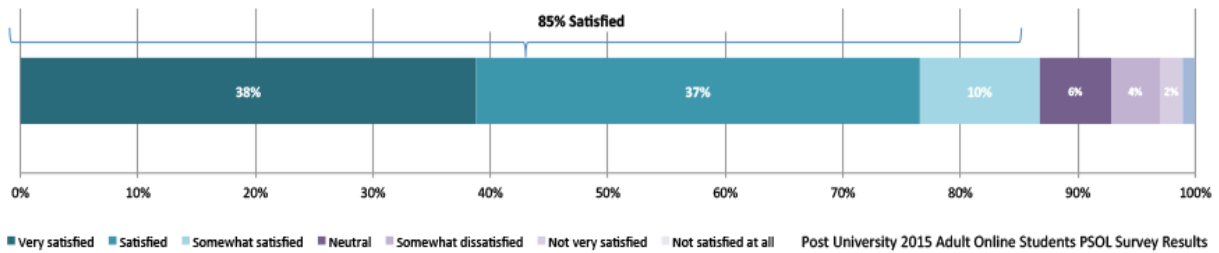


National

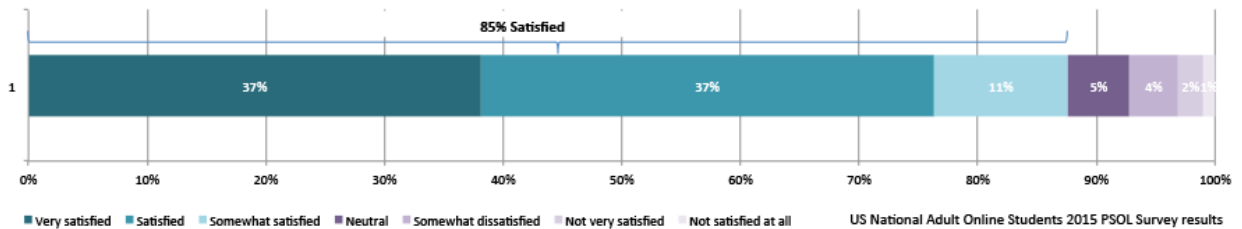


Rate your overall satisfaction with your experience thus far.

Post University

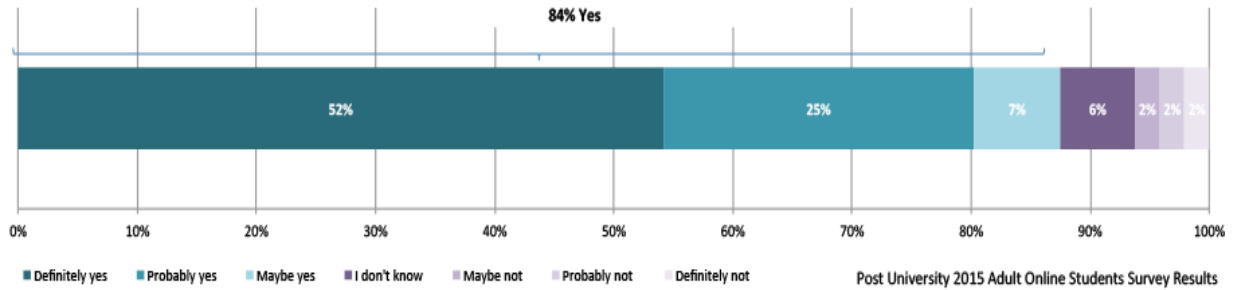


National

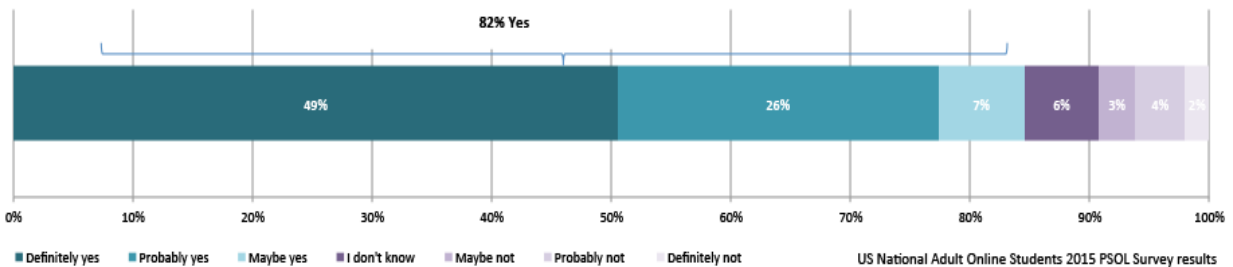


All in all, if you had to do it over, would you enroll here again?

Post University - need new charts



National

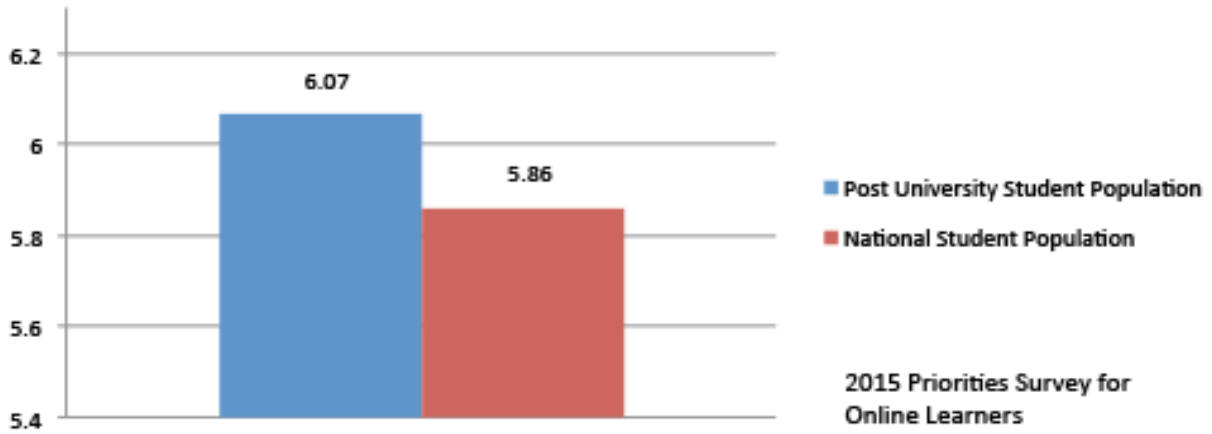


Actually, Post University students are more satisfied on 24 of the 26 standard survey items (92%) compared to online students from other institutions. Survey items where Post University stood out when compared to national averages include, but are not limited to:

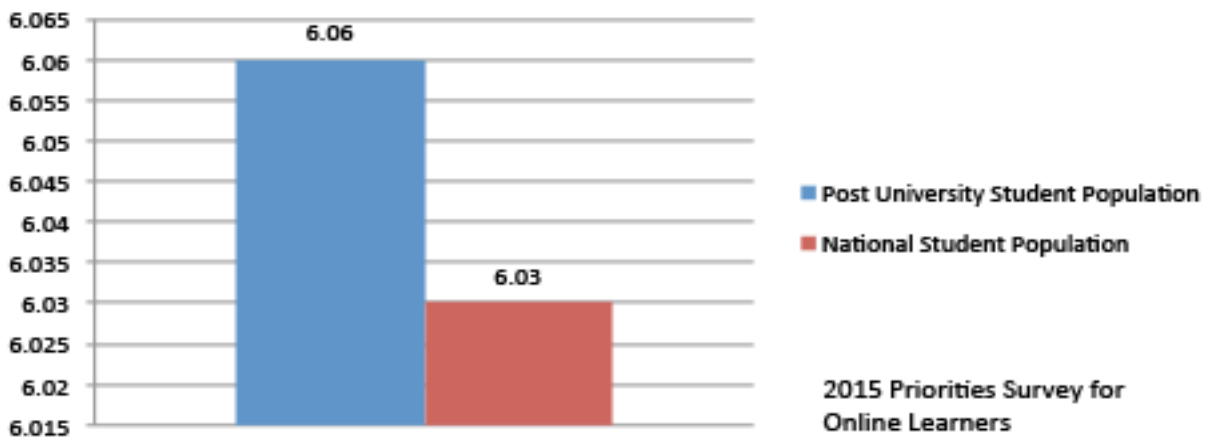
- The quality of online instruction is excellent.
- Registration for online courses is convenient.
- Adequate financial aid is available.
- Instructional materials are appropriate for program content.
- Faculty provide timely feedback about student progress.
- Adequate online library resources are provided.
- Tuition paid is a worthwhile investment.
- There are sufficient offerings within my program of study.
- My program advisor is accessible by telephone and e-mail.

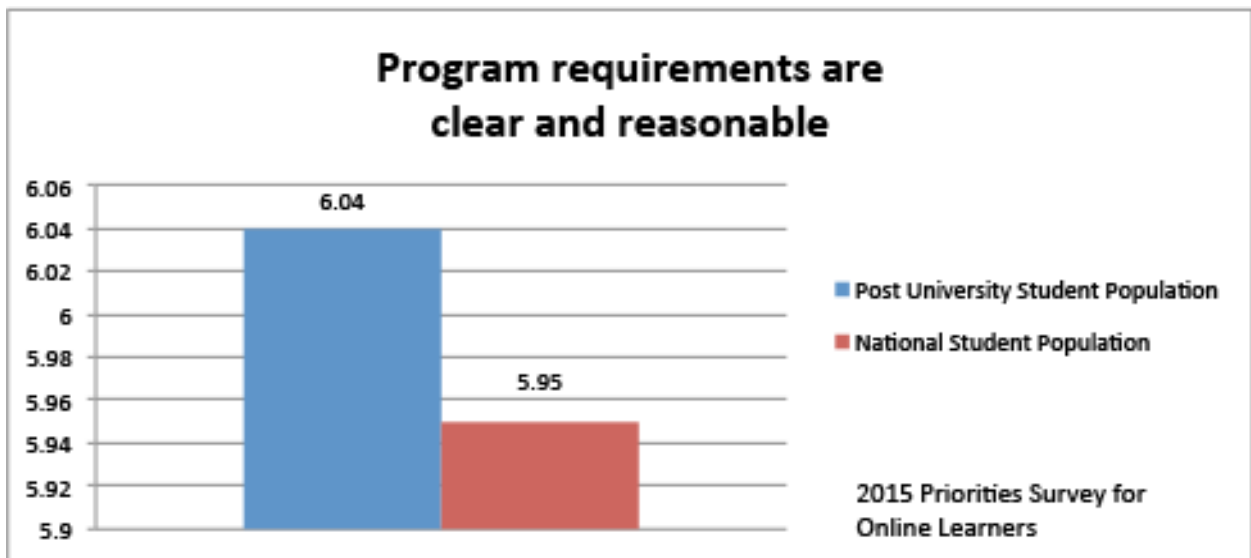
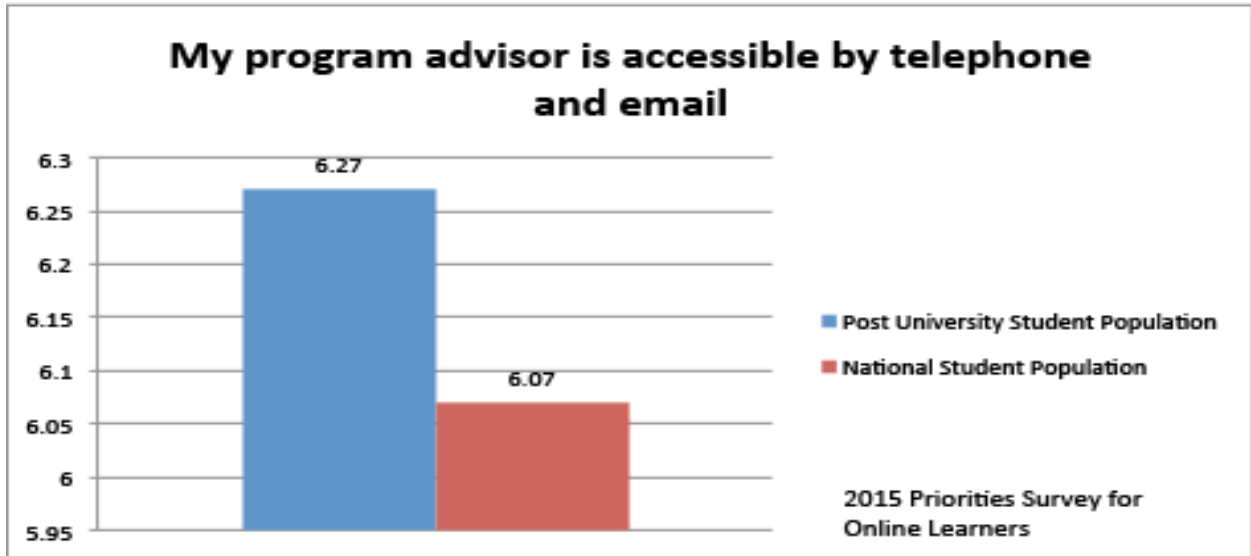
Survey questions were scored on a scale of 1 through 7, with 7 being the highest score.

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	1037	68.40%	Full-time	830	55.15%
Male	479	31.60%	Part-time	675	44.85%
Total	1516	100.00%	Total	1505	100.00%
No Response	100		No Response	111	

Age	N	%	Class Level	N	%
18 and under	3	0.20%	First year	532	35.09%
19 to 24	153	10.05%	Second year	263	17.35%
25 to 34	574	37.71%	Third year	246	16.23%
35 to 44	417	27.40%	Fourth year	210	13.85%
45 to 54	262	17.21%	Special student	4	0.26%
55 to 64	80	5.26%	Graduate/professional	214	14.12%
65 and over	33	2.17%	Other class level	47	3.10%
Total	1522	100.00%	Total	1516	100.00%
No Response	94		No Response	100	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	387	25.68%	Associate degree	196	13.05%
American Indian or Alaskan Native	15	1.00%	Bachelor's degree	887	59.05%
Asian or Pacific Islander	28	1.86%	Master's degree	292	19.44%
Caucasian/White	780	51.76%	Doctorate or professional degree	53	3.53%
Hispanic	163	10.82%	Certification (initial or renewal)	61	4.06%
Other race	42	2.79%	Self-improvement/pleasure	3	0.20%
Race - Prefer not to respond	92	6.10%	Job-related training	3	0.20%
Total	1507	100.00%	Other educational goal	7	0.47%
No Response	109		Total	1502	100.00%
			No Response	114	

Current Enrollment Status	N	%	Employment	N	%
Primarily online	1494	98.48%	Full-time	1042	69.01%
Primarily on-campus	23	1.52%	Part-time	175	11.59%
Total	1517	100.00%	Not employed	293	19.40%
No Response	99		Total	1510	100.00%
			No Response	106	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	597	39.91%	No classes	374	25.30%
Rent room / apartment / house	689	46.06%	1-3 classes	754	51.01%
Relative's home	146	9.76%	4-6 classes	126	8.53%
Residence hall	3	0.20%	7-9 classes	49	3.32%
Other residence	61	4.08%	10-12 classes	45	3.04%
Total	1496	100.00%	13-15 classes	23	1.56%
No Response	120		More than 15 classes	107	7.24%
			Total	1478	100.00%
			No Response	138	
Marital Status			Are you currently serving in the United States military in any of the following capacities?		
	N	%		N	%
Single	468	31.10%	Active Duty and AGR	168	11.25%
Single with children	302	20.07%	National Guard or Reserve	12	0.80%
Married	231	15.35%	Veteran	116	7.77%
Married with children	451	29.97%	Dependent Military/Vet/Coast Gd	34	2.28%
Marital - Prefer not to respond	53	3.52%	Coast Guard/Coast Guard Reserve	4	0.27%
Total	1505	100.00%	I have not served in the Military	1159	77.63%
No Response	111		Total	1493	100.00%
			No Response	123	
Current Plans			What was the major driver in your decision to acquire your education at Post University?		
	N	%		N	%
Complete online degree program	1378	92.36%	Remote online education	431	28.64%
Complete degree on campus	19	1.27%	Flexible and convenient class schedule	495	32.89%
Transfer credits	29	1.94%	Relevance of programs/courses/content	173	11.50%
Complete this course	66	4.42%	Recommendation from trusted sources	173	11.50%
Total	1492	100.00%	Cost and affordability	89	5.91%
No Response	124		Others	144	9.57%
			Total	1505	100.00%
			No Response	111	
Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	748	50.92%	0101: Certificate in Accounting (Post-Baccalaureate)	7	0.46%
4-6 credits	418	28.45%	0102: Certificate in Finance	2	0.13%
7-9 credits	63	4.29%	0103: Certificate in Forensic Accounting	5	0.33%
10-12 credits	54	3.68%			
13-15 credits	30	2.04%			
More than 15 credits	156	10.62%			
Total	1469	100.00%			
No Response	147				

Demographics

0104: Certificate in Game Design and Animation	9	0.59%	0601: No major/Undeclared/Undecided	10	0.66%
0105: Certificate in H.R. Management	24	1.59%	1001: B.S. In Emergency Management and Homeland Security	8	0.53%
0106: Certificate in Legal Nurse Consulting	2	0.13%	1002: B.S. In Computer Information Systems	72	4.76%
0107: Certificate in Paralegal (Legal Studies)	14	0.92%	Total	1514	100.00%
0201: A.S. in Accounting	38	2.51%	No Response	102	
0202: A.S. in Criminal Justice	34	2.25%			
0203: A.S. in Early Childhood Education	60	3.96%			
0204: A.S. in Legal Studies	19	1.25%			
0205: A.S. in Management	45	2.97%			
0206: A.S. in Marketing	5	0.33%			
0301: B.A. In Communication and Media Studies	7	0.46%			
0302: B.A. in Psychology	98	6.47%			
0303: B.S. in Accounting	61	4.03%			
0304: B.S. in Business Administration	233	15.39%			
0305: B.S. in Child Studies	93	6.14%			
0306: B.S. in Criminal Justice	65	4.29%			
0307: B.S. in Finance	24	1.59%			
0308: B.S. in Human Services	179	11.82%			
0309: B.S. in Instructional Design & Technology	5	0.33%			
0310: B.S. in International Business Administration	5	0.33%			
0311: B.S. in Legal Studies	37	2.44%			
0312: B.S. in Management	89	5.88%			
0313: B.S. in Marketing	19	1.25%			
0314: B.S. in Sport Management	25	1.65%			
0401: Graduate Certificate in Alcohol & Drug Counseling	2	0.13%			
0406: Graduate Certificate in Leadership	1	0.07%			
0407: Graduate Certificate in Marketing	1	0.07%			
0409: Graduate Certificate in Online Teaching	1	0.07%			
0411: Graduate Certificate in Professional Counseling	7	0.46%			
0412: Graduate Certificate in Project Management	1	0.07%			
0501: Healthcare MBA	2	0.13%			
0502: Master of Business Administration	66	4.36%			
0509: Master of Education	45	2.97%			
0514: Master of Public Administration	24	1.59%			
0515: Master of Science in Accounting	16	1.06%			
0516: Master of Science in Human Services	54	3.57%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 28. Campus item: Blackboard is available whenever I need it.
- 35. Campus item: I am gaining valuable knowledge and skills that will help me in my career.
- 11. Student assignments are clearly defined in the syllabus.
- 18. Registration for online courses is convenient.
- 21. Adequate online library resources are provided.
- 22. I am aware of whom to contact for questions about programs and services.
- 2. My program advisor is accessible by telephone and e-mail.

Challenges

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

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Online Learners

- 20. The quality of online instruction is excellent.
- 11. Student assignments are clearly defined in the syllabus.
- 18. Registration for online courses is convenient.
- 7. Program requirements are clear and reasonable.
- 9. Adequate financial aid is available.
- 3. Instructional materials are appropriate for program content.
- 4. Faculty provide timely feedback about student progress.
- 21. Adequate online library resources are provided.
- 22. I am aware of whom to contact for questions about programs and services.
- 6. Tuition paid is a worthwhile investment.
- 12. There are sufficient offerings within my program of study.
- 2. My program advisor is accessible by telephone and e-mail.

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	6.56	6.08 / 1.06	0.48	6.53	6.06 / 1.08	0.47	0.02
Academic Services	6.50	6.10 / 0.95	0.40	6.45	5.93 / 1.02	0.52	0.17 ***
Institutional Perceptions	6.49	5.97 / 1.16	0.52	6.54	5.92 / 1.19	0.62	0.05
Student Services	6.46	6.05 / 1.08	0.41	6.39	5.88 / 1.15	0.51	0.17 ***
Instructional Services	6.43	6.00 / 0.99	0.43	6.43	5.88 / 1.06	0.55	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 118322 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	6.75			6.76			
28. Campus item: Blackboard is available whenever I need it.	6.74	6.55 / 0.88	0.19				
35. Campus item: I am gaining valuable knowledge and skills that will help me in my career.	6.70	6.22 / 1.20	0.48				
50. Factor to enroll: Flexible pacing for completing a program	6.69			6.64			
20. The quality of online instruction is excellent.	6.66	6.07 / 1.21	0.59	6.68	5.86 / 1.40	0.82	0.21 ***
11. Student assignments are clearly defined in the syllabus.	6.64	6.13 / 1.17	0.51	6.68	5.98 / 1.31	0.70	0.15 ***
18. Registration for online courses is convenient.	6.64	6.47 / 0.93	0.17	6.64	6.38 / 1.09	0.26	0.09 **
34. Campus item: The way courses are designed and taught helps me learn the material.	6.64	6.03 / 1.29	0.61				
49. Factor to enroll: Work schedule	6.62			6.60			
25. Faculty are responsive to student needs.	6.61	6.00 / 1.30	0.61	6.66	5.95 / 1.35	0.71	0.05
7. Program requirements are clear and reasonable.	6.59	6.04 / 1.24	0.55	6.63	5.95 / 1.30	0.68	0.09 **
10. This institution responds quickly when I request information.	6.59	6.04 / 1.36	0.55	6.59	6.00 / 1.36	0.59	0.04
9. Adequate financial aid is available.	6.58	5.96 / 1.43	0.62	6.47	5.83 / 1.54	0.64	0.13 **
3. Instructional materials are appropriate for program content.	6.57	6.08 / 1.20	0.49	6.62	6.00 / 1.22	0.62	0.08 **
4. Faculty provide timely feedback about student progress.	6.57	5.98 / 1.24	0.59	6.62	5.84 / 1.39	0.78	0.14 ***
6. Tuition paid is a worthwhile investment.	6.56	5.88 / 1.39	0.68	6.64	5.80 / 1.44	0.84	0.08 *

* 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 118322 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	6.29 / 1.09	0.27	6.51	6.09 / 1.27	0.42	0.20 ***
22. I am aware of whom to contact for questions about programs and services.	6.56	6.16 / 1.28	0.40	6.52	5.97 / 1.39	0.55	0.19 ***
12. There are sufficient offerings within my program of study.	6.54	6.08 / 1.18	0.46	6.58	5.94 / 1.30	0.64	0.14 ***
29. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.	6.54	5.99 / 1.42	0.55				
2. My program advisor is accessible by telephone and e-mail.	6.53	6.27 / 1.18	0.26	6.47	6.07 / 1.34	0.40	0.20 ***
23. Billing and payment procedures are convenient for me.	6.52	6.07 / 1.32	0.45	6.56	6.19 / 1.25	0.37	-0.12 ***
30. Campus item: Academic support services are accessible and easy to use.	6.51	6.10 / 1.23	0.41				
14. I receive timely information on the availability of financial aid.	6.50	5.79 / 1.57	0.71	6.42	5.82 / 1.52	0.60	-0.03
36. Campus item: My tuition planner is always accessible and helpful.	6.50	5.94 / 1.52	0.56				
46. Factor to enroll: Financial assistance available	6.50			6.33			
16. Appropriate technical assistance is readily available.	6.49	5.97 / 1.35	0.52	6.49	6.07 / 1.27	0.42	-0.10 **
53. Factor to enroll: Program requirements	6.49			6.49			
17. Assessment and evaluation procedures are clear and reasonable.	6.48	6.07 / 1.20	0.41	6.52	6.00 / 1.25	0.52	0.07 *
26. The bookstore provides timely service to students.	6.46	6.22 / 1.11	0.24	6.35	6.07 / 1.29	0.28	0.15 ***
33. Campus item: Faculty members are clearly interested in my success as a student.	6.46	5.90 / 1.40	0.56				

* 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 118322 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	
1. This institution has a good reputation.	6.42	6.06 / 1.18	0.36	6.45	6.03 / 1.20	0.42	0.03
5. My program advisor helps me work toward career goals.	6.42	5.99 / 1.39	0.43	6.31	5.63 / 1.60	0.68	0.36 ***
48. Factor to enroll: Reputation of institution	6.41			6.36			
13. The frequency of student and instructor interactions is adequate.	6.40	6.02 / 1.21	0.38	6.37	5.85 / 1.34	0.52	0.17 ***
15. Channels are available for providing timely responses to student complaints.	6.35	5.73 / 1.56	0.62	6.30	5.57 / 1.61	0.73	0.16 ***
31. Campus item: My academic advisor reaches out to me regularly throughout a module.	6.35	5.95 / 1.45	0.40				
44. Factor to enroll: Ability to transfer credits	6.34			6.22			
24. Tutoring services are readily available for online courses.	6.33	6.06 / 1.30	0.27	6.09	5.65 / 1.58	0.44	0.41 ***
40. Source of information: Web site	6.32			6.34			
45. Factor to enroll: Cost	6.32			6.34			
19. Online career services are available.	6.30	6.05 / 1.25	0.25	6.12	5.72 / 1.47	0.40	0.33 ***
47. Factor to enroll: Future employment opportunities	6.24			6.22			
27. Campus item: My coursework gives me the opportunity to enhance my Microsoft Office skills (ex. MS Powerpoint, MS Excel).	6.17	6.18 / 1.15	-0.01				
38. Source of information: Catalog (online)	5.97			5.95			
32. Campus item: I feel that I am a part of the University community and am kept current on University events.	5.92	5.55 / 1.65	0.37				

* 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 118322 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	5.89			5.65			
39. Source of information: College representatives	5.84			5.57			
8. Student-to-student collaborations are valuable to me.	5.54	5.67 / 1.35	-0.13	5.28	5.50 / 1.44	-0.22	0.17 ***
54. Factor to enroll: Recommendations from employer	5.38			5.17			
43. Source of information: Contact with current students and / or recent graduates of the program	5.23			5.22			
52. Factor to enroll: Distance from campus	4.90			5.31			
37. Source of information: Catalog and brochures (printed)	4.72			4.49			
41. Source of information: Advertisements	4.63			4.39			

* 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 118322 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	6.50	6.10 / 0.95	0.40	6.45	5.93 / 1.02	0.52	0.17 ***
2. My program advisor is accessible by telephone and e-mail.	6.53	6.27 / 1.18	0.26	6.47	6.07 / 1.34	0.40	0.20 ***
5. My program advisor helps me work toward career goals.	6.42	5.99 / 1.39	0.43	6.31	5.63 / 1.60	0.68	0.36 ***
7. Program requirements are clear and reasonable.	6.59	6.04 / 1.24	0.55	6.63	5.95 / 1.30	0.68	0.09 **
12. There are sufficient offerings within my program of study.	6.54	6.08 / 1.18	0.46	6.58	5.94 / 1.30	0.64	0.14 ***
16. Appropriate technical assistance is readily available.	6.49	5.97 / 1.35	0.52	6.49	6.07 / 1.27	0.42	-0.10 **
21. Adequate online library resources are provided.	6.56	6.29 / 1.09	0.27	6.51	6.09 / 1.27	0.42	0.20 ***
24. Tutoring services are readily available for online courses.	6.33	6.06 / 1.30	0.27	6.09	5.65 / 1.58	0.44	0.41 ***

* 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 118322 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	6.56	6.08 / 1.06	0.48	6.53	6.06 / 1.08	0.47	0.02
9. Adequate financial aid is available.	6.58	5.96 / 1.43	0.62	6.47	5.83 / 1.54	0.64	0.13 **
14. I receive timely information on the availability of financial aid.	6.50	5.79 / 1.57	0.71	6.42	5.82 / 1.52	0.60	-0.03
18. Registration for online courses is convenient.	6.64	6.47 / 0.93	0.17	6.64	6.38 / 1.09	0.26	0.09 **
23. Billing and payment procedures are convenient for me.	6.52	6.07 / 1.32	0.45	6.56	6.19 / 1.25	0.37	-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 118322 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	6.49	5.97 / 1.16	0.52	6.54	5.92 / 1.19	0.62	0.05
1. This institution has a good reputation.	6.42	6.06 / 1.18	0.36	6.45	6.03 / 1.20	0.42	0.03
6. Tuition paid is a worthwhile investment.	6.56	5.88 / 1.39	0.68	6.64	5.80 / 1.44	0.84	0.08 *

* 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 118322 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	6.43	6.00 / 0.99	0.43	6.43	5.88 / 1.06	0.55	0.12 ***
3. Instructional materials are appropriate for program content.	6.57	6.08 / 1.20	0.49	6.62	6.00 / 1.22	0.62	0.08 **
4. Faculty provide timely feedback about student progress.	6.57	5.98 / 1.24	0.59	6.62	5.84 / 1.39	0.78	0.14 ***
8. Student-to-student collaborations are valuable to me.	5.54	5.67 / 1.35	-0.13	5.28	5.50 / 1.44	-0.22	0.17 ***
11. Student assignments are clearly defined in the syllabus.	6.64	6.13 / 1.17	0.51	6.68	5.98 / 1.31	0.70	0.15 ***
13. The frequency of student and instructor interactions is adequate.	6.40	6.02 / 1.21	0.38	6.37	5.85 / 1.34	0.52	0.17 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.48	6.07 / 1.20	0.41	6.52	6.00 / 1.25	0.52	0.07 *
20. The quality of online instruction is excellent.	6.66	6.07 / 1.21	0.59	6.68	5.86 / 1.40	0.82	0.21 ***
25. Faculty are responsive to student needs.	6.61	6.00 / 1.30	0.61	6.66	5.95 / 1.35	0.71	0.05

* 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 118322 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	6.05 / 1.08	0.41	6.39	5.88 / 1.15	0.51	0.17 ***
10. This institution responds quickly when I request information.	6.59	6.04 / 1.36	0.55	6.59	6.00 / 1.36	0.59	0.04
15. Channels are available for providing timely responses to student complaints.	6.35	5.73 / 1.56	0.62	6.30	5.57 / 1.61	0.73	0.16 ***
19. Online career services are available.	6.30	6.05 / 1.25	0.25	6.12	5.72 / 1.47	0.40	0.33 ***
22. I am aware of whom to contact for questions about programs and services.	6.56	6.16 / 1.28	0.40	6.52	5.97 / 1.39	0.55	0.19 ***
26. The bookstore provides timely service to students.	6.46	6.22 / 1.11	0.24	6.35	6.07 / 1.29	0.28	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 118322 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.	6.42	6.06 / 1.18	0.36	6.45	6.03 / 1.20	0.42	0.03
2. My program advisor is accessible by telephone and e-mail.	6.53	6.27 / 1.18	0.26	6.47	6.07 / 1.34	0.40	0.20 ***
3. Instructional materials are appropriate for program content.	6.57	6.08 / 1.20	0.49	6.62	6.00 / 1.22	0.62	0.08 **
4. Faculty provide timely feedback about student progress.	6.57	5.98 / 1.24	0.59	6.62	5.84 / 1.39	0.78	0.14 ***
5. My program advisor helps me work toward career goals.	6.42	5.99 / 1.39	0.43	6.31	5.63 / 1.60	0.68	0.36 ***
6. Tuition paid is a worthwhile investment.	6.56	5.88 / 1.39	0.68	6.64	5.80 / 1.44	0.84	0.08 *
7. Program requirements are clear and reasonable.	6.59	6.04 / 1.24	0.55	6.63	5.95 / 1.30	0.68	0.09 **
8. Student-to-student collaborations are valuable to me.	5.54	5.67 / 1.35	-0.13	5.28	5.50 / 1.44	-0.22	0.17 ***
9. Adequate financial aid is available.	6.58	5.96 / 1.43	0.62	6.47	5.83 / 1.54	0.64	0.13 **
10. This institution responds quickly when I request information.	6.59	6.04 / 1.36	0.55	6.59	6.00 / 1.36	0.59	0.04
11. Student assignments are clearly defined in the syllabus.	6.64	6.13 / 1.17	0.51	6.68	5.98 / 1.31	0.70	0.15 ***
12. There are sufficient offerings within my program of study.	6.54	6.08 / 1.18	0.46	6.58	5.94 / 1.30	0.64	0.14 ***
13. The frequency of student and instructor interactions is adequate.	6.40	6.02 / 1.21	0.38	6.37	5.85 / 1.34	0.52	0.17 ***
14. I receive timely information on the availability of financial aid.	6.50	5.79 / 1.57	0.71	6.42	5.82 / 1.52	0.60	-0.03
15. Channels are available for providing timely responses to student complaints.	6.35	5.73 / 1.56	0.62	6.30	5.57 / 1.61	0.73	0.16 ***
16. Appropriate technical assistance is readily available.	6.49	5.97 / 1.35	0.52	6.49	6.07 / 1.27	0.42	-0.10 **

* 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 118322 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.	6.48	6.07 / 1.20	0.41	6.52	6.00 / 1.25	0.52	0.07 *
18. Registration for online courses is convenient.	6.64	6.47 / 0.93	0.17	6.64	6.38 / 1.09	0.26	0.09 **
19. Online career services are available.	6.30	6.05 / 1.25	0.25	6.12	5.72 / 1.47	0.40	0.33 ***
20. The quality of online instruction is excellent.	6.66	6.07 / 1.21	0.59	6.68	5.86 / 1.40	0.82	0.21 ***
21. Adequate online library resources are provided.	6.56	6.29 / 1.09	0.27	6.51	6.09 / 1.27	0.42	0.20 ***
22. I am aware of whom to contact for questions about programs and services.	6.56	6.16 / 1.28	0.40	6.52	5.97 / 1.39	0.55	0.19 ***
23. Billing and payment procedures are convenient for me.	6.52	6.07 / 1.32	0.45	6.56	6.19 / 1.25	0.37	-0.12 ***
24. Tutoring services are readily available for online courses.	6.33	6.06 / 1.30	0.27	6.09	5.65 / 1.58	0.44	0.41 ***
25. Faculty are responsive to student needs.	6.61	6.00 / 1.30	0.61	6.66	5.95 / 1.35	0.71	0.05
26. The bookstore provides timely service to students.	6.46	6.22 / 1.11	0.24	6.35	6.07 / 1.29	0.28	0.15 ***
27. Campus item: My coursework gives me the opportunity to enhance my Microsoft Office skills (ex. MS Powerpoint, MS Excel).	6.17	6.18 / 1.15	-0.01				
28. Campus item: Blackboard is available whenever I need it.	6.74	6.55 / 0.88	0.19				
29. Campus item: Technology help requests are responded to and resolved in a reasonable amount of time.	6.54	5.99 / 1.42	0.55				
30. Campus item: Academic support services are accessible and easy to use.	6.51	6.10 / 1.23	0.41				
31. Campus item: My academic advisor reaches out to me regularly throughout a module.	6.35	5.95 / 1.45	0.40				

* 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 118322 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.	5.92	5.55 / 1.65	0.37				
33. Campus item: Faculty members are clearly interested in my success as a student.	6.46	5.90 / 1.40	0.56				
34. Campus item: The way courses are designed and taught helps me learn the material.	6.64	6.03 / 1.29	0.61				
35. Campus item: I am gaining valuable knowledge and skills that will help me in my career.	6.70	6.22 / 1.20	0.48				
36. Campus item: My tuition planner is always accessible and helpful.	6.50	5.94 / 1.52	0.56				
37. Source of information: Catalog and brochures (printed)	4.72			4.49			
38. Source of information: Catalog (online)	5.97			5.95			
39. Source of information: College representatives	5.84			5.57			
40. Source of information: Web site	6.32			6.34			
41. Source of information: Advertisements	4.63			4.39			
42. Source of information: Recommendation from instructor or program advisor	5.89			5.65			
43. Source of information: Contact with current students and / or recent graduates of the program	5.23			5.22			
44. Factor to enroll: Ability to transfer credits	6.34			6.22			
45. Factor to enroll: Cost	6.32			6.34			
46. Factor to enroll: Financial assistance available	6.50			6.33			

* 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 118322 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	6.24			6.22			
48. Factor to enroll: Reputation of institution	6.41			6.36			
49. Factor to enroll: Work schedule	6.62			6.60			
50. Factor to enroll: Flexible pacing for completing a program	6.69			6.64			
51. Factor to enroll: Convenience	6.75			6.76			
52. Factor to enroll: Distance from campus	4.90			5.31			
53. Factor to enroll: Program requirements	6.49			6.49			
54. Factor to enroll: Recommendations from employer	5.38			5.17			

* 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 118322 records.

Institutional Summary

Summary Items

Summary Item	Post University - PSOL	National Online Learners	Mean Difference
So far, how has your college experience met your expectations? 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	Average: 5.28 1% 1% 5% 21% 27% 15% 27%	Average: 5.18 2% 1% 6% 24% 24% 15% 26%	0.10
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.87 1% 2% 4% 6% 10% 37% 38%	Average: 5.83 1% 2% 4% 5% 11% 37% 37%	0.04
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.99 2% 2% 2% 6% 7% 25% 52%	Average: 5.86 2% 4% 3% 6% 7% 26% 49%	0.13