



Student Satisfaction Inventory (SSI) Results Summary – 2018

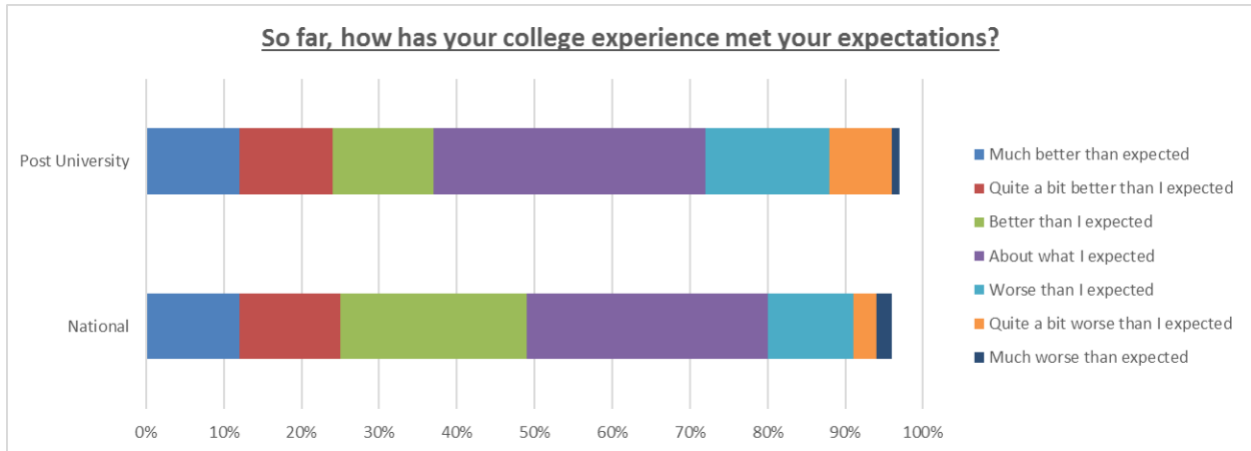
The Ruffalo Noel Levitz Student Satisfaction Inventory (SSI) survey enables Post University to examine the satisfaction of our main campus students. Results obtained through the SSI indicate that, in many areas, students have a higher satisfaction with their Post University experience compared to students at benchmarked institutions. Post University exceeded the national averages in most student satisfaction categories – significantly in the categories of Student Services, Instructional Services, and Academic Services.

Institutional Summary

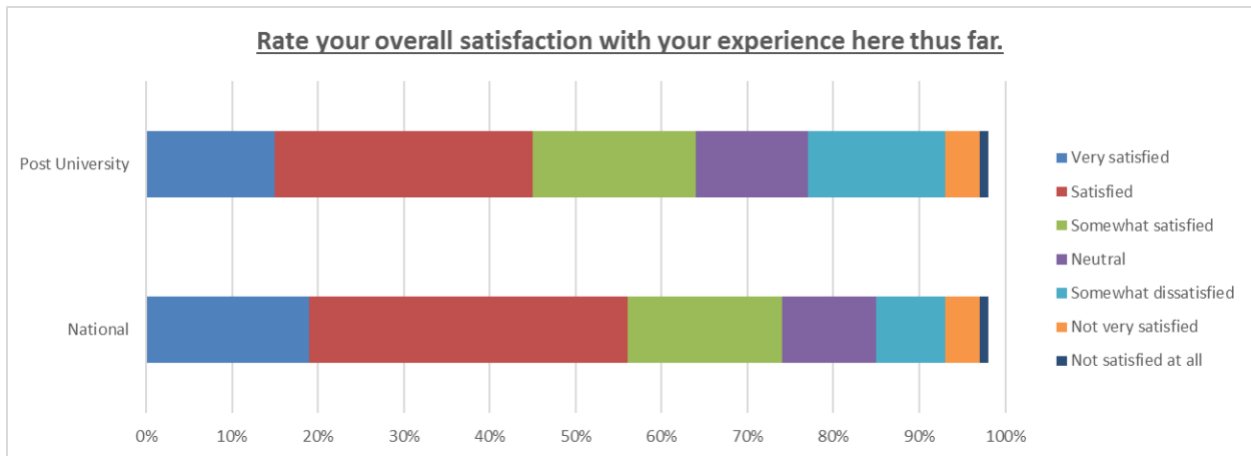
Three important institutional metrics were captured in the SSI:

- 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?

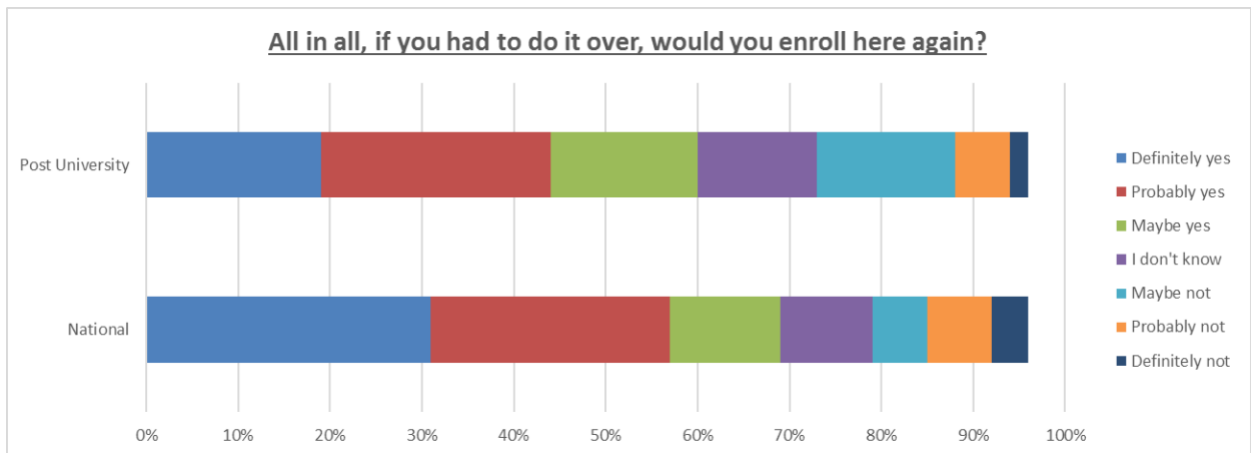
So far, how has your college experience met your expectations?



Rate your overall satisfaction with your experience here thus far.



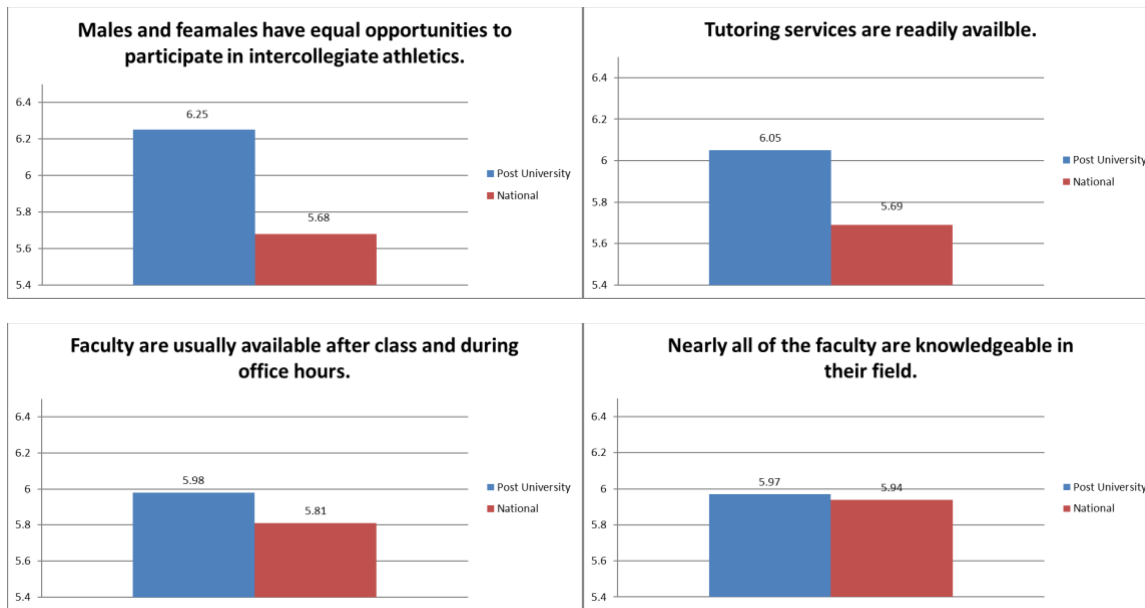
All in all, if you had to do it over, would you enroll here again?



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

- Financial aid counselors are helpful.
- Adequate financial aid is available for most students.
- I am able to register for classes I need with few conflicts.
- Males and females have equal opportunities to participate in intercollegiate athletics.
- Counseling staff care about students as individuals.
- Student disciplinary procedures are fair.

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.



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 SSI report includes attributes noted to be considered institutional strengths, which are those attributes that fall above the median score on importance and in the top quartile for satisfaction.

Strengths

- Post University-specific questions
 - Blackboard is available whenever I need it.
 - I am gaining valuable knowledge and skills that will help me in my career.
 - Academic support services are accessible and easy to use.
- Standard SSI questions
 - Registration for online courses is convenient.
 - My program advisor is accessible by telephone and e-mail.
 - Adequate online library resources are provided
 - Instructional materials are appropriate for program content.

Institutional Challenges

Although our scores are slightly below the national average on “Faculty are responsive to student needs.” and “This institution responds quickly when I request information.”, steps have already been taken to address these areas. As a part of continuous improvement efforts measures to address each of these challenges have been put in place. To address student’s faculty concerns administration has implemented updated faculty evaluation processes that encourage instructional quality. To address institutional response concerns additional communication avenues have been enhanced. For example, strong presence and communication have been added to the Post University Online Student Lounge group on Facebook. Next steps will be to monitor these challenges in upcoming survey results to ensure that improvement strategies are influencing student concerns.