



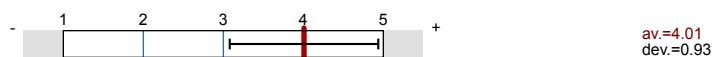
Results to Student Satisfaction Survey - No Comments

No. of responses = 537

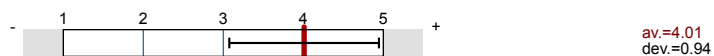
Overall indicators

Global Index

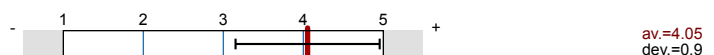
2. Advisement



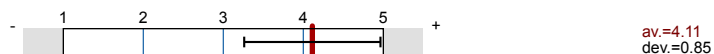
3. Financial



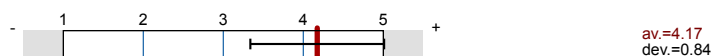
4. Course/Degree



6. Academic Support

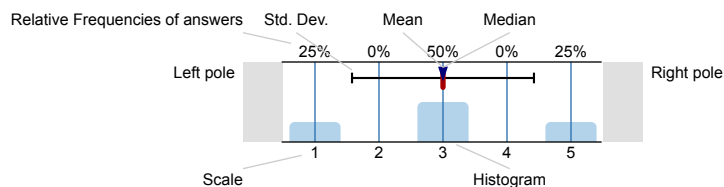


7. Non-academic Support



Legend

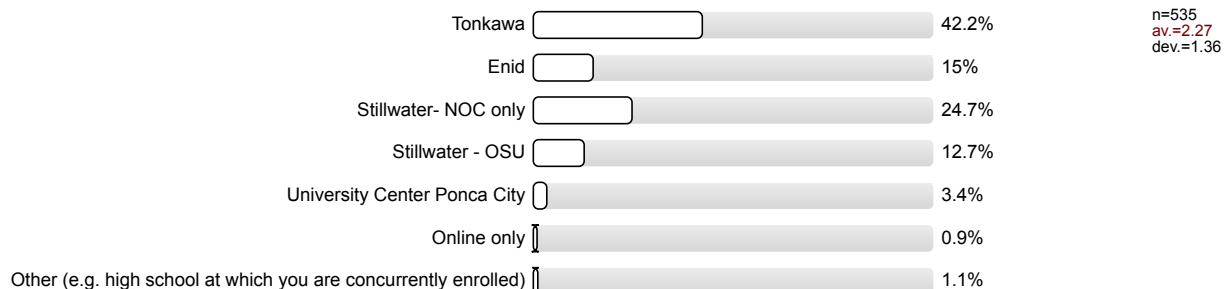
Question text



n=No. of responses
av.=Mean
md=Median
dev.=Std. Dev.
ab.=Abstention

1. General Information

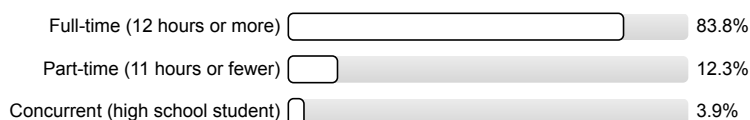
1.1) Location



1.2) Gender

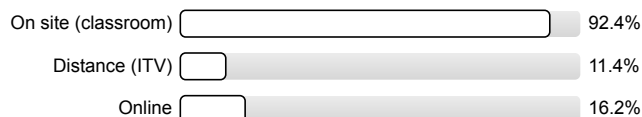


1.3) Enrollment Status



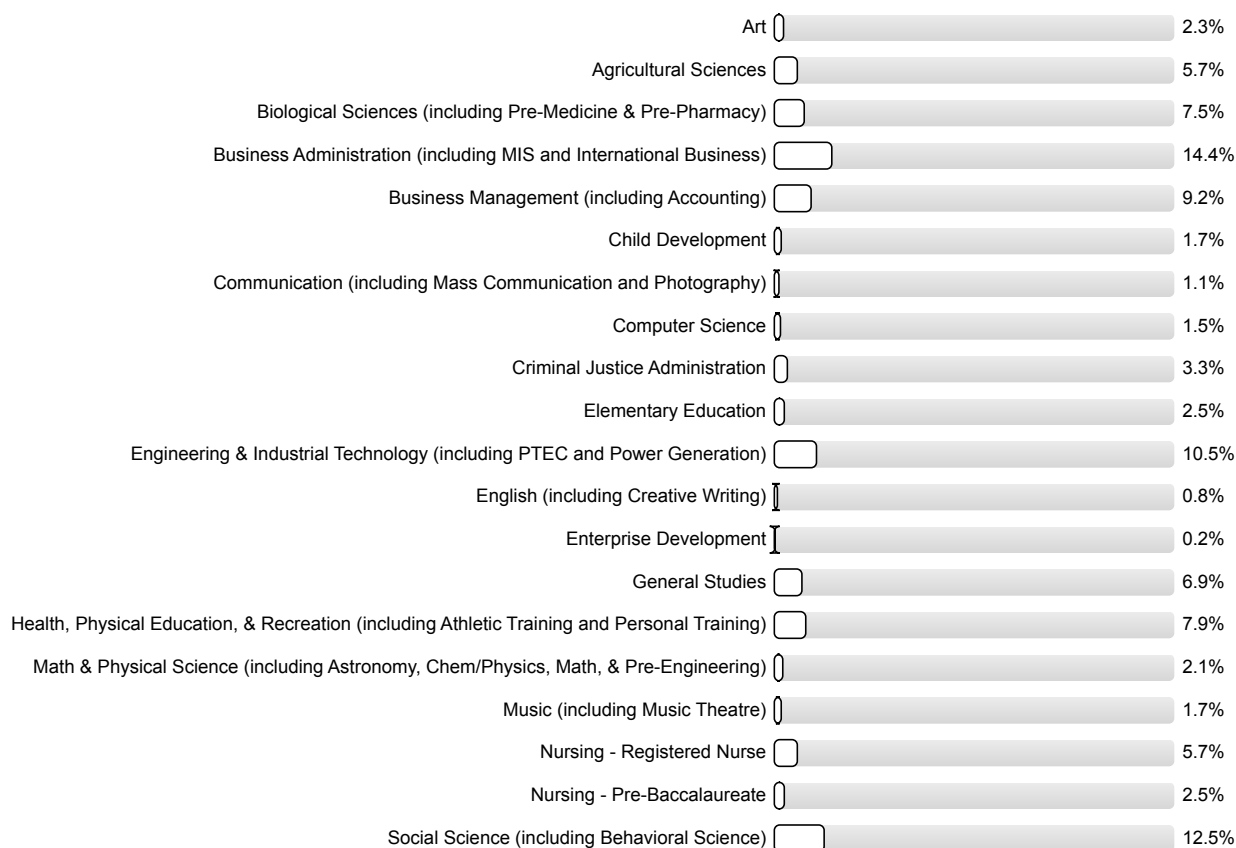
n=537
av.=1.2
dev.=0.49

1.4) Delivery Mode of Classes (Check all that apply)



n=537

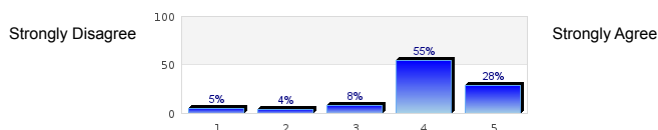
1.5) Major



n=522

2. Advisement

2.1) The communication I received from the school about the overall enrollment process was clear.



n=537
av.=3.98
md=4
dev.=0.98

2.3) I had chosen a degree program (major) before beginning classwork.



n=535

2.4)	If undecided on a major, an advisor worked with me to identify an academic degree program (major) that met my goals.	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>4%</td></tr><tr><td>2</td><td>4%</td></tr><tr><td>3</td><td>32%</td></tr><tr><td>4</td><td>34%</td></tr><tr><td>5</td><td>26%</td></tr></table>	Rating	Percentage	1	4%	2	4%	3	32%	4	34%	5	26%	Strongly Agree	n=500 av.=3.73 md=4 dev.=1.02
Rating	Percentage																
1	4%																
2	4%																
3	32%																
4	34%																
5	26%																
2.6)	An academic advisor was available to help me with questions about my course of study (courses for my major).	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>3%</td></tr><tr><td>2</td><td>4%</td></tr><tr><td>3</td><td>10%</td></tr><tr><td>4</td><td>47%</td></tr><tr><td>5</td><td>36%</td></tr></table>	Rating	Percentage	1	3%	2	4%	3	10%	4	47%	5	36%	Strongly Agree	n=535 av.=4.1 md=4 dev.=0.94
Rating	Percentage																
1	3%																
2	4%																
3	10%																
4	47%																
5	36%																
2.8)	I was placed at the appropriate course level that matched my academic level.	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>2%</td></tr><tr><td>2</td><td>3%</td></tr><tr><td>3</td><td>4%</td></tr><tr><td>4</td><td>54%</td></tr><tr><td>5</td><td>37%</td></tr></table>	Rating	Percentage	1	2%	2	3%	3	4%	4	54%	5	37%	Strongly Agree	n=537 av.=4.22 md=4 dev.=0.8
Rating	Percentage																
1	2%																
2	3%																
3	4%																
4	54%																
5	37%																

3. Financial

3.1)

Prior to enrollment, clear information was made available on how much my education would cost (e.g. website cost calculator).

Strongly Disagree

4%

8%

7%

54%

27%

1

2

3

4

5

Strongly Agree

n=534

av.=3.93

md=4

dev.=1

3.3)

Prior to enrollment, a school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education.

Strongly Disagree

9%

16%

20%

35%

20%

1

2

3

4

5

Strongly Agree

n=450

av.=3.41

md=4

dev.=1.23

ab.=85

3.5)

I completed a federal financial aid application (FAFSA).

Before Enrollment

59.6%

After enrollment but before the first day of class

10.1%

After classes started

10.5%

Not applicable - I did not apply for financial aid

19.9%

n=534

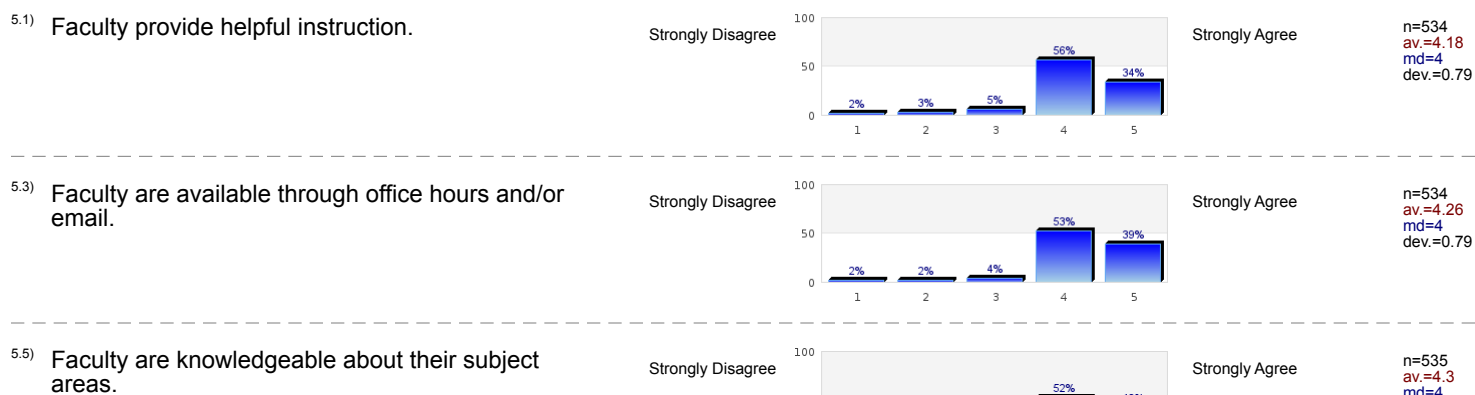
av.=1.91

dev.=1.22

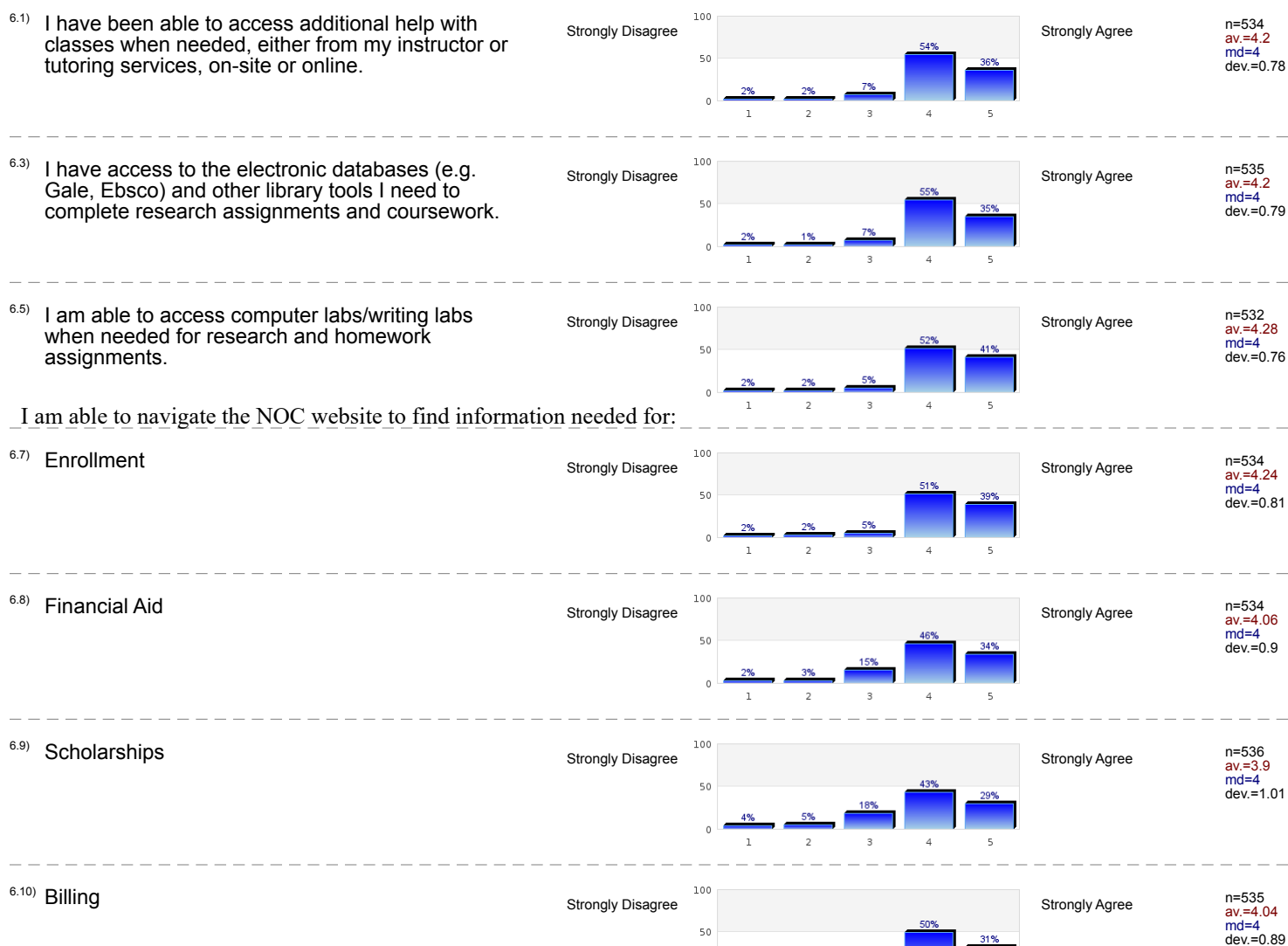
4. Course/Degree

4.1) I am satisfied with the progress I am making toward completing my degree.	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>3%</td></tr><tr><td>2</td><td>3%</td></tr><tr><td>3</td><td>6%</td></tr><tr><td>4</td><td>53%</td></tr><tr><td>5</td><td>35%</td></tr></table>	Rating	Percentage	1	3%	2	3%	3	6%	4	53%	5	35%	Strongly Agree	n=536 av.=4.14 md=4 dev.=0.88
Rating	Percentage															
1	3%															
2	3%															
3	6%															
4	53%															
5	35%															
4.3) Course content is appropriately challenging for my program of study (degree).	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>4%</td></tr><tr><td>2</td><td>3%</td></tr><tr><td>3</td><td>10%</td></tr><tr><td>4</td><td>54%</td></tr><tr><td>5</td><td>30%</td></tr></table>	Rating	Percentage	1	4%	2	3%	3	10%	4	54%	5	30%	Strongly Agree	n=535 av.=4.04 md=4 dev.=0.91
Rating	Percentage															
1	4%															
2	3%															
3	10%															
4	54%															
5	30%															
4.5) Courses required to complete my degree are available when I need to take them.	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>3%</td></tr><tr><td>2</td><td>5%</td></tr><tr><td>3</td><td>8%</td></tr><tr><td>4</td><td>57%</td></tr><tr><td>5</td><td>27%</td></tr></table>	Rating	Percentage	1	3%	2	5%	3	8%	4	57%	5	27%	Strongly Agree	n=535 av.=3.99 md=4 dev.=0.92
Rating	Percentage															
1	3%															
2	5%															
3	8%															
4	57%															
5	27%															

5. Instructor

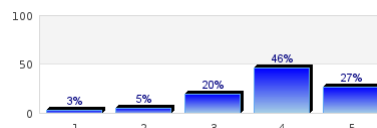


6. Academic Support



6.12) I am able to access IT help as needed for coursework and online services.

Strongly Disagree

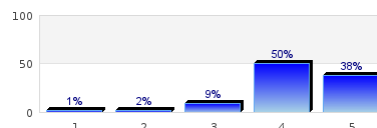


Strongly Agree

n=536
av.=3.89
md=4
dev.=0.95

6.14) When used, technology in the classroom is effective for learning.

Strongly Disagree



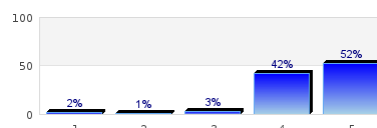
Strongly Agree

n=536
av.=4.21
md=4
dev.=0.79

7. Non-academic Support

7.1) Classrooms and general facilities are safe.

Strongly Disagree

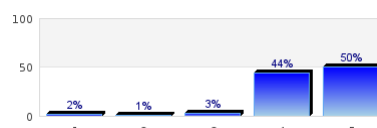


Strongly Agree

n=517
av.=4.41
md=5
dev.=0.78
ab.=19

7.3) Classrooms and general facilities are clean and conducive to learning.

Strongly Disagree

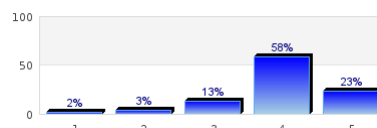


Strongly Agree

n=520
av.=4.4
md=4.5
dev.=0.75
ab.=14

7.5) When I have non-academic questions (issues outside of the classroom), I can reach someone who can help me in a timely manner.

Strongly Disagree



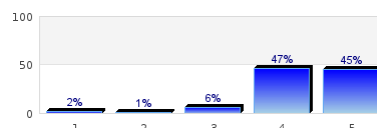
Strongly Agree

n=536
av.=3.97
md=4
dev.=0.83

Employees are courteous and helpful in assisting with procedures in

7.7) Enrollment

Strongly Disagree

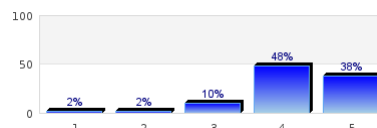


Strongly Agree

n=528
av.=4.33
md=4
dev.=0.76
ab.=8

7.8) Billing/Payment

Strongly Disagree

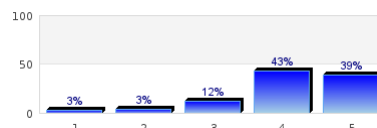


Strongly Agree

n=514
av.=4.19
md=4
dev.=0.83
ab.=21

7.9) Financial Aid

Strongly Disagree

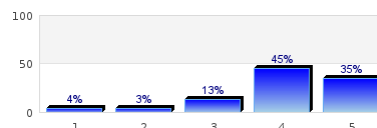


Strongly Agree

n=498
av.=4.11
md=4
dev.=0.95
ab.=38

7.10) Scholarships

Strongly Disagree

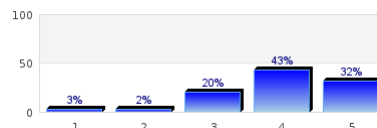


Strongly Agree

n=484
av.=4.04
md=4
dev.=0.96
ab.=52

7.11) Residence Hall

Strongly Disagree



Strongly Agree

n=396
av.=4
md=4
dev.=0.92
ab.=139

