Demographics

Gender	N	%	Current Class Load	N	%
Female	47	67.14%	Full-time	28	40.00%
Male	23	32.86%	Part-time	42	60.00%
Total	70	100.00%	Total	70	100.00%
No Response	1		No Response	1	
Age	N	%	Class Level	N	%
18 and under	0	0.00%	First year	3	4.29%
19 to 24	19	27.14%	Second year	4	5.71%
25 to 34	27	38.57%	Third year	18	25.71%
35 to 44	15	21.43%	Fourth year	17	24.29%
45 to 54	6	8.57%	Special student	0	0.00%
55 to 64	3	4.29%	Graduate/professional	24	34.29%
65 and over	0	0.00%	Other class level	4	5.71%
Total	70	100.00%	Total	70	100.00%
No Response	1		No Response	1	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	5	7.14%	Associate degree	1	1.43%
American Indian or Alaskan Native	2	2.86%	Bachelor's degree	38	54.29%
Asian or Pacific Islander	3	4.29%	Master's degree	24	34.29%
Caucasian/White	56	80.00%	Doctorate or professional degree	4	5.71%
Hispanic	2	2.86%	Certification (initial or renewal)	1	1.43%
Other race	0	0.00%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	2	2.86%	Job-related training	0	0.00%
Total	70	100.00%	Other educational goal	2	2.86%
No Response	1		Total	70	100.00%
			No Response	1	
Current Enrollment Status	N	%			
Primarily online	70	100.00%	Employment	N	%
Primarily on-campus	0	0.00%	Full-time	58	82.86%
Total	70	100.00%	Part-time	4	5.71%
No Response	1		Not employed	8	11.43%
			Total	70	100.00%
			No Response	1	

Demographics

Current Residence	N	%	Previous Online Enrollment	N	%
Own house	41	59.42%	No classes	11	16.42%
Rent room / apartment / house	18	26.09%	1-3 classes	17	25.37%
Relative's home	9	13.04%	4-6 classes	14	20.90%
Residence hall	0	0.00%	7-9 classes	4	5.97%
Other residence	1	1.45%	10-12 classes	8	11.94%
Total	69	100.00%	13-15 classes	3	4.48%
No Response	2		More than 15 classes	10	14.93%
			Total	67	100.00%
Marital Status	N	%	No Response	4	
Single	26	37.68%	A managina dala harrifa a da man lima	N T	%
Single with children	4	5.80%	Approximately how far do you live from MSU?	N	%0
Married	14	20.29%		20	28 000/
Married with children	24	34.78%	Live in the Minot area	20	28.99%
Marital - Prefer not to respond	1	1.45%	21-50 miles	3	4.35%
Total	69	100.00%	51-100 miles	10	14.49%
No Response	2		More than 100 miles, but within North Dakota	14	20.29%
			Outside of North Dakota, but within the U.S.	21	30.43%
Current Plans	N	%	Outside of the U.S.	1	1.45%
Complete online degree program	56	80.00%	Total	69	100.00%
Complete degree on campus	8	11.43%	No Response	2	
Transfer credits	3	4.29%			
Complete this course	3	4.29%			
Total	70	100.00%	How many hours do you work on	N	%
No Response	1		average per week?	2	4.250/
			1-10 Hours	3	4.35%
			11-20 Hours	1	1.45%
Current Online Enrollment	N	%	21-30 Hours	4	5.80%
1-3 credits	16	22.86%	31-40 Hours	18	26.09%
4-6 credits	16	22.86%	40+ Hours	35	50.72%
7-9 credits	12	17.14%	Not Employed	8	11.59%
10-12 credits	15	21.43%	Total	69	100.00%
13-15 credits	4	5.71%	No Response	2	
More than 15 credits	7	10.00%			
Total	70	100.00%	Group Code	N	%
No Response	1		1000: Accounting	2	2.99%
			1000: Accounting 1003: Applied Business Info Tech	1	1.49%
			1005: Applied Management	1	1.49%
			1009: Biology 1013: Business Education	1 5	1.49% 7.46%

Demographics

1021: Computer Science	4	5.97%
1024: Developmental Disabilities	1	1.49%
1027: Special Education	5	7.46%
1028: Elementary Education	4	5.97%
1029: Energy Economics & Energy Finance	1	1.49%
1038: General Studies	2	2.99%
1040: History	1	1.49%
1042: International Business	1	1.49%
1044: Management	19	28.36%
1045: Marketing	4	5.97%
1048: Mgmt Info System	8	11.94%
1052: Nursing	4	5.97%
1070: Social Work	2	2.99%
Total	67	100.00%
No Response	4	

Strategic Planning Overview Strengths and Challenges

Strengths

- 18. Registration for online courses is convenient.
- 25. Faculty are responsive to student needs.
- 2. My program advisor is accessible by telephone and e-mail.
- 7. Program requirements are clear and reasonable.
- 10. This institution responds quickly when I request information.
- 23. Billing and payment procedures are convenient for me.
- 17. Assessment and evaluation procedures are clear and reasonable.

Challenges

- 25. Faculty are responsive to student needs.
- 6. Tuition paid is a worthwhile investment.
- 20. The quality of online instruction is excellent.
- 11. Student assignments are clearly defined in the syllabus.

Strategic Planning Overview Benchmarks

Scales: In Order of Importance

	1	Minot State University - PSO	L		Mean Difference		
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Institutional Perceptions	6.38	5.79 / 1.11	0.59	6.55	5.93 / 1.18	0.62	-0.14
Enrollment Services	6.28	5.91 / 0.96	0.37	6.52	6.07 / 1.08	0.45	-0.16
Instructional Services	6.24	5.74 / 1.01	0.50	6.43	5.88 / 1.06	0.55	-0.14
Academic Services	6.20	5.67 / 1.05	0.53	6.45	5.94 / 1.02	0.51	-0.27 *
Student Services	6.14	5.62 / 1.14	0.52	6.39	5.89 / 1.15	0.50	-0.27 *

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

	:	Minot State University - PSC	DL	National Online Learners			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. Factor to enroll: Convenience	6.70			6.75			
18. Registration for online courses is convenient.	6.60	6.23 / 1.08	0.37	6.65	6.39 / 1.08	0.26	-0.16
25. Faculty are responsive to student needs.	6.58	5.87 / 1.50	0.71	6.66	5.96 / 1.34	0.70	-0.09
6. Tuition paid is a worthwhile investment.	6.57	5.73 / 1.38	0.84	6.64	5.82 / 1.44	0.82	-0.09
20. The quality of online instruction is excellent.	6.54	5.76 / 1.28	0.78	6.68	5.88 / 1.39	0.80	-0.12
50. Factor to enroll: Flexible pacing for completing a program	6.54			6.63			
11. Student assignments are clearly defined in the syllabus.	6.51	5.74 / 1.32	0.77	6.68	5.99 / 1.31	0.69	-0.25
44. Factor to enroll: Ability to transfer credits	6.48			6.23			
2. My program advisor is accessible by telephone and e-mail.	6.46	6.09 / 1.31	0.37	6.47	6.09 / 1.33	0.38	0.00
7. Program requirements are clear and reasonable.	6.46	5.86 / 1.35	0.60	6.64	5.96 / 1.30	0.68	-0.10
10. This institution responds quickly when I request information.	6.45	5.93 / 1.32	0.52	6.60	6.02 / 1.35	0.58	-0.09
23. Billing and payment procedures are convenient for me.	6.45	6.21 / 1.13	0.24	6.56	6.20 / 1.24	0.36	0.01
4. Faculty provide timely feedback about student progress.	6.44	5.74 / 1.38	0.70	6.62	5.86 / 1.38	0.76	-0.12
12. There are sufficient offerings within my program of study.	6.41	5.71 / 1.46	0.70	6.58	5.96 / 1.30	0.62	-0.25
49. Factor to enroll: Work schedule	6.39			6.61			
3. Instructional materials are appropriate for program content.	6.36	5.85 / 1.25	0.51	6.63	6.00 / 1.23	0.63	-0.15
53. Factor to enroll: Program requirements	6.34			6.48			

^{*} 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.

		Minot State University - PSOL			National Online Learners			
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap		
17. Assessment and evaluation procedures are clear and reasonable.	6.30	6.01 / 1.08	0.29	6.53	6.01 / 1.26	0.52	0.00	
27. Campus item: Adequate tools were provided to prepare me for my online courses.	6.30	5.76 / 1.47	0.54					
40. Source of information: Web site	6.29			6.35				
5. My program advisor helps me work toward career goals.	6.27	5.61 / 1.60	0.66	6.30	5.65 / 1.60	0.65	-0.04	
28. Campus item: The location of course tools is consistent across all of my online courses.	6.26	5.38 / 1.77	0.88					
45. Factor to enroll: Cost	6.26			6.38				
22. I am aware of whom to contact for questions about programs and services.	6.24	5.52 / 1.62	0.72	6.53	5.98 / 1.40	0.55	-0.46 **	
1. This institution has a good reputation.	6.20	5.84 / 1.27	0.36	6.45	6.04 / 1.19	0.41	-0.20	
13. The frequency of student and instructor interactions is adequate.	6.20	5.74 / 1.23	0.46	6.36	5.87 / 1.34	0.49	-0.13	
47. Factor to enroll: Future employment opportunities	6.20			6.23				
16. Appropriate technical assistance is readily available.	6.18	5.82 / 1.08	0.36	6.50	6.09 / 1.27	0.41	-0.27	
38. Source of information: Catalog (online)	6.12			5.95				
15. Channels are available for providing timely responses to student complaints.	6.06	5.44 / 1.62	0.62	6.30	5.57 / 1.62	0.73	-0.13	
21. Adequate online library resources are provided.	6.04	5.53 / 1.31	0.51	6.53	6.11 / 1.26	0.42	-0.58 ***	
26. The bookstore provides timely service to students.	6.03	5.70 / 1.51	0.33	6.34	6.07 / 1.29	0.27	-0.37 *	

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

	j	Minot State University - PSO	L	National Online Learners			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. I receive timely information on the availability of financial aid.	6.00	5.64 / 1.46	0.36	6.42	5.84 / 1.51	0.58	-0.20
9. Adequate financial aid is available.	5.98	5.37 / 1.60	0.61	6.46	5.82 / 1.55	0.64	-0.45 *
46. Factor to enroll: Financial assistance available	5.93			6.32			
48. Factor to enroll: Reputation of institution	5.90			6.37			
42. Source of information: Recommendation from instructor or program advisor	5.87			5.65			
19. Online career services are available.	5.84	5.40 / 1.61	0.44	6.11	5.74 / 1.47	0.37	-0.34
52. Factor to enroll: Distance from campus	5.76			5.26			
29. Campus item: There are ample internship and field experience opportunities.	5.61	4.40 / 1.77	1.21				
24. Tutoring services are readily available for online courses.	5.51	4.86 / 1.70	0.65	6.10	5.67 / 1.57	0.43	-0.81 ***
54. Factor to enroll: Recommendations from employer	5.51			5.19			
39. Source of information: College representatives	4.98			5.58			
8. Student-to-student collaborations are valuable to me.	4.90	5.18 / 1.38	-0.28	5.24	5.48 / 1.46	-0.24	-0.30
43. Source of information: Contact with current students and / or recent graduates of the program	4.88			5.21			
37. Source of information: Catalog and brochures (printed)	4.46			4.47			
41. Source of information: Advertisements	4.03			4.39			
30. Campus item 4							

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

	Minot State University - PSOL			National Online Learners			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Campus item 5							
32. Campus item 6							
33. Campus item 7							
34. Campus item 8							
35. Campus item 9							
36. Campus item 10							

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

Scales: In Order With Items That Make Up the Scale - Academic Services

	1	Minot State University - PSO	L		Mean Difference		
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.20	5.67 / 1.05	0.53	6.45	5.94 / 1.02	0.51	-0.27 *
2. My program advisor is accessible by telephone and e-mail.	6.46	6.09 / 1.31	0.37	6.47	6.09 / 1.33	0.38	0.00
5. My program advisor helps me work toward career goals.	6.27	5.61 / 1.60	0.66	6.30	5.65 / 1.60	0.65	-0.04
7. Program requirements are clear and reasonable.	6.46	5.86 / 1.35	0.60	6.64	5.96 / 1.30	0.68	-0.10
12. There are sufficient offerings within my program of study.	6.41	5.71 / 1.46	0.70	6.58	5.96 / 1.30	0.62	-0.25
16. Appropriate technical assistance is readily available.	6.18	5.82 / 1.08	0.36	6.50	6.09 / 1.27	0.41	-0.27
21. Adequate online library resources are provided.	6.04	5.53 / 1.31	0.51	6.53	6.11 / 1.26	0.42	-0.58 ***
24. Tutoring services are readily available for online courses.	5.51	4.86 / 1.70	0.65	6.10	5.67 / 1.57	0.43	-0.81 ***

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

Scales: In Order With Items That Make Up the Scale - Enrollment Services

	:	Minot State University - PSO	L		Mean Difference		
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.28	5.91 / 0.96	0.37	6.52	6.07 / 1.08	0.45	-0.16
9. Adequate financial aid is available.	5.98	5.37 / 1.60	0.61	6.46	5.82 / 1.55	0.64	-0.45 *
14. I receive timely information on the availability of financial aid.	6.00	5.64 / 1.46	0.36	6.42	5.84 / 1.51	0.58	-0.20
18. Registration for online courses is convenient.	6.60	6.23 / 1.08	0.37	6.65	6.39 / 1.08	0.26	-0.16
23. Billing and payment procedures are convenient for me.	6.45	6.21 / 1.13	0.24	6.56	6.20 / 1.24	0.36	0.01

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

Scales: In Order With Items That Make Up the Scale - Institutional Perceptions

]	Minot State University - PSO	L		Mean Difference		
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.38	5.79 / 1.11	0.59	6.55	5.93 / 1.18	0.62	-0.14
1. This institution has a good reputation.	6.20	5.84 / 1.27	0.36	6.45	6.04 / 1.19	0.41	-0.20
6. Tuition paid is a worthwhile investment.	6.57	5.73 / 1.38	0.84	6.64	5.82 / 1.44	0.82	-0.09

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Services

		Minot State University - PSO	L		Mean Difference		
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.24	5.74 / 1.01	0.50	6.43	5.88 / 1.06	0.55	-0.14
3. Instructional materials are appropriate for program content.	6.36	5.85 / 1.25	0.51	6.63	6.00 / 1.23	0.63	-0.15
4. Faculty provide timely feedback about student progress.	6.44	5.74 / 1.38	0.70	6.62	5.86 / 1.38	0.76	-0.12
8. Student-to-student collaborations are valuable to me.	4.90	5.18 / 1.38	-0.28	5.24	5.48 / 1.46	-0.24	-0.30
11. Student assignments are clearly defined in the syllabus.	6.51	5.74 / 1.32	0.77	6.68	5.99 / 1.31	0.69	-0.25
13. The frequency of student and instructor interactions is adequate.	6.20	5.74 / 1.23	0.46	6.36	5.87 / 1.34	0.49	-0.13
17. Assessment and evaluation procedures are clear and reasonable.	6.30	6.01 / 1.08	0.29	6.53	6.01 / 1.26	0.52	0.00
20. The quality of online instruction is excellent.	6.54	5.76 / 1.28	0.78	6.68	5.88 / 1.39	0.80	-0.12
25. Faculty are responsive to student needs.	6.58	5.87 / 1.50	0.71	6.66	5.96 / 1.34	0.70	-0.09

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

Scales: In Order With Items That Make Up the Scale - Student Services

	Minot State University - PSOL			National Online Learners			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.14	5.62 / 1.14	0.52	6.39	5.89 / 1.15	0.50	-0.27 *
10. This institution responds quickly when I request information.	6.45	5.93 / 1.32	0.52	6.60	6.02 / 1.35	0.58	-0.09
15. Channels are available for providing timely responses to student complaints.	6.06	5.44 / 1.62	0.62	6.30	5.57 / 1.62	0.73	-0.13
19. Online career services are available.	5.84	5.40 / 1.61	0.44	6.11	5.74 / 1.47	0.37	-0.34
22. I am aware of whom to contact for questions about programs and services.	6.24	5.52 / 1.62	0.72	6.53	5.98 / 1.40	0.55	-0.46 **
26. The bookstore provides timely service to students.	6.03	5.70 / 1.51	0.33	6.34	6.07 / 1.29	0.27	-0.37 *

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

	Minot State University - PSOL				Mean Difference		
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.20	5.84 / 1.27	0.36	6.45	6.04 / 1.19	0.41	-0.20
My program advisor is accessible by telephone and e-mail.	6.46	6.09 / 1.31	0.37	6.47	6.09 / 1.33	0.38	0.00
3. Instructional materials are appropriate for program content.	6.36	5.85 / 1.25	0.51	6.63	6.00 / 1.23	0.63	-0.15
Faculty provide timely feedback about student progress.	6.44	5.74 / 1.38	0.70	6.62	5.86 / 1.38	0.76	-0.12
5. My program advisor helps me work toward career goals.	6.27	5.61 / 1.60	0.66	6.30	5.65 / 1.60	0.65	-0.04
6. Tuition paid is a worthwhile investment.	6.57	5.73 / 1.38	0.84	6.64	5.82 / 1.44	0.82	-0.09
7. Program requirements are clear and reasonable.	6.46	5.86 / 1.35	0.60	6.64	5.96 / 1.30	0.68	-0.10
8. Student-to-student collaborations are valuable to me.	4.90	5.18 / 1.38	-0.28	5.24	5.48 / 1.46	-0.24	-0.30
9. Adequate financial aid is available.	5.98	5.37 / 1.60	0.61	6.46	5.82 / 1.55	0.64	-0.45 *
10. This institution responds quickly when I request information.	6.45	5.93 / 1.32	0.52	6.60	6.02 / 1.35	0.58	-0.09
11. Student assignments are clearly defined in the syllabus.	6.51	5.74 / 1.32	0.77	6.68	5.99 / 1.31	0.69	-0.25
12. There are sufficient offerings within my program of study.	6.41	5.71 / 1.46	0.70	6.58	5.96 / 1.30	0.62	-0.25
13. The frequency of student and instructor interactions is adequate.	6.20	5.74 / 1.23	0.46	6.36	5.87 / 1.34	0.49	-0.13
14. I receive timely information on the availability of financial aid.	6.00	5.64 / 1.46	0.36	6.42	5.84 / 1.51	0.58	-0.20
15. Channels are available for providing timely responses to student complaints.	6.06	5.44 / 1.62	0.62	6.30	5.57 / 1.62	0.73	-0.13
16. Appropriate technical assistance is readily available.	6.18	5.82 / 1.08	0.36	6.50	6.09 / 1.27	0.41	-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.

	:	Minot State University - PSC	DL	National Online Learners		Mean Difference	
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.30	6.01 / 1.08	0.29	6.53	6.01 / 1.26	0.52	0.00
18. Registration for online courses is convenient.	6.60	6.23 / 1.08	0.37	6.65	6.39 / 1.08	0.26	-0.16
19. Online career services are available.	5.84	5.40 / 1.61	0.44	6.11	5.74 / 1.47	0.37	-0.34
20. The quality of online instruction is excellent.	6.54	5.76 / 1.28	0.78	6.68	5.88 / 1.39	0.80	-0.12
21. Adequate online library resources are provided.	6.04	5.53 / 1.31	0.51	6.53	6.11 / 1.26	0.42	-0.58 ***
22. I am aware of whom to contact for questions about programs and services.	6.24	5.52 / 1.62	0.72	6.53	5.98 / 1.40	0.55	-0.46 **
23. Billing and payment procedures are convenient for me.	6.45	6.21 / 1.13	0.24	6.56	6.20 / 1.24	0.36	0.01
24. Tutoring services are readily available for online courses.	5.51	4.86 / 1.70	0.65	6.10	5.67 / 1.57	0.43	-0.81 ***
25. Faculty are responsive to student needs.	6.58	5.87 / 1.50	0.71	6.66	5.96 / 1.34	0.70	-0.09
26. The bookstore provides timely service to students.	6.03	5.70 / 1.51	0.33	6.34	6.07 / 1.29	0.27	-0.37 *
27. Campus item: Adequate tools were provided to prepare me for my online courses.	6.30	5.76 / 1.47	0.54				
28. Campus item: The location of course tools is consistent across all of my online courses.	6.26	5.38 / 1.77	0.88				
29. Campus item: There are ample internship and field experience opportunities.	5.61	4.40 / 1.77	1.21				
30. Campus item 4							
31. Campus item 5							
32. Campus item 6							

^{*} 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.

	Minot State University - PSOL		National Online Learners			Mean Difference	
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. Campus item 7							
34. Campus item 8							
35. Campus item 9							
36. Campus item 10							
37. Source of information: Catalog and brochures (printed)	4.46			4.47			
38. Source of information: Catalog (online)	6.12			5.95			
39. Source of information: College representatives	4.98			5.58			
40. Source of information: Web site	6.29			6.35			
41. Source of information: Advertisements	4.03			4.39			
42. Source of information: Recommendation from instructor or program advisor	5.87			5.65			
43. Source of information: Contact with current students and / or recent graduates of the program	4.88			5.21			
44. Factor to enroll: Ability to transfer credits	6.48			6.23			
45. Factor to enroll: Cost	6.26			6.38			
46. Factor to enroll: Financial assistance available	5.93			6.32			
47. Factor to enroll: Future employment opportunities	6.20			6.23			
48. Factor to enroll: Reputation of institution	5.90			6.37			
49. Factor to enroll: Work schedule	6.39			6.61			

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

		Minot State University - PSO	L		National Online Learners		Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
50. Factor to enroll: Flexible pacing for completing a program	6.54			6.63			
51. Factor to enroll: Convenience	6.70			6.75			
52. Factor to enroll: Distance from campus	5.76			5.26			
53. Factor to enroll: Program requirements	6.34			6.48			
54. Factor to enroll: Recommendations from employer	5.51			5.19			

^{*} Difference statistically significant at the .05 level

^{**} Difference statistically significant at the .01 level *** Difference statistically significant at the .001 level

Summary Items

Summary Item	Minot State University - PSOL	National Online Learners	Mean Difference
So far, how has your college experience met your expectations?	Average: 5.03	Average: 5.19	-0.16
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	0%	1%	
3=Worse than I expected	1%	6%	
4=About what I expected	38%	24%	
5=Better than I expected	28%	24%	
6=Quite a bit better than I expected	12%	15%	
7=Much better than expected	18%	26%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.79	Average: 5.84	-0.05
1=Not satisfied at all	0%	1%	
2=Not very satisfied	0%	2%	
3=Somewhat dissatisfied	7%	4%	
4=Neutral	8%	5%	
5=Somewhat satisfied	12%	11%	
6=Satisfied	42%	37%	
7=Very satisfied	29%	37%	
All in all, if you had to do it over, would you enroll here again?	Average: 6.15	Average: 5.88	0.27
1=Definitely not	0%	2%	
2=Probably not	4%	4%	
3=Maybe not	0%	3%	
4=I don't know	2%	6%	
5=Maybe yes	8%	7%	
6=Probably yes	38%	26%	
7=Definitely yes	46%	49%	