

## Priorities Survey for Online Learners - February 2025

### Satisfied/Very Satisfied

How satisfied are our students compared with students nationally?

Percentages below indicate the students indicating Satisfied/Very Satisfied.

**73%**

Minot State

**72%**

National

### Probably/Definitely Yes

How like are our students to enroll again, if they had to do it over?

Percentages below indicate the students indicating Probably/Definitely yes.

**78%**

Minot State

**75%**

National

## Top 5 Factors to Enroll

Item	Importance %
Factor to enroll: Convenience	95%
Factor to enroll: Work schedule	91%
Factor to enroll: Flexible pacing for completing a program	87%
Factor to enroll: Ability to transfer credits	85%
Factor to enroll: Program requirements	84%

## Strengths (high importance and high satisfaction\*)

S/C	No	Item	vs. Comparison	Imp Rank
★	18	Registration for online courses is convenient.		2
★	31	Campus item: Faculty provide valuable professional expertise in online courses.		5
★	10	This institution responds quickly when I request information.		7
★	27	Campus item: Adequate tools were provided to prepare me for my online courses.		10
★	2	My program advisor is accessible by telephone and e-mail.		11
★	29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient to access.		11
★	32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of students.		13
★	23	Billing and payment procedures are convenient for me.		15

**Challenges** (high importance and low satisfaction or large performance gap\*\*)

S/C	No	Item	vs. Comparison	Imp Rank
▶	20	The quality of online instruction is excellent.		3
▶	11	Student assignments are clearly defined in the syllabus.		4
▶	5	My program advisor helps me work toward career goals.		9
▶	4	Faculty provide timely feedback about student progress.		13
▶	6	Tuition paid is a worthwhile investment.		15

**Benchmarks**

Higher Satisfaction vs. Comparison Group			
No	Item		Imp Rank

Lower Satisfaction vs. Comparison Group			
No	Item		Imp Rank

Higher Importance vs. Comparison Group			
No	Item		Imp Rank

\*Strengths are specifically identified as items above the mid-point in importance (top half) and in the upper quartile (25 percent) of our satisfaction scores. The strenghts are listed in descending order of importance.

\*\*Challenges are specifiially identified as items above the mid-point in importance (top half) and in the lower quartile (25 percent) of your satisfaction scores or items above the mid-point in importance (top half) and in the top quartile (25 percent) of our performance gap scores. The performance gap score is likely the reason the item has been identified as a challenge. The challenges are listed in the descending order of importance.

## Scale Summary

	Minot State University				National Online Learners					
Scale	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
Academic Services	6.47	6.04	1.07	0.43	6.47	6.07	1.06	0.4	-0.03	
Enrollment Services	6.51	6.19	1.18	0.32	6.51	6.06	1.17	0.45	0.13	
Institutional Perceptions	6.42	5.9	1.25	0.52	6.5	6.02	1.24	0.48	-0.12	
Instructional Services	6.38	5.93	1.11	0.45	6.43	5.98	1.11	0.45	-0.05	
Student Services	6.39	5.95	1.19	0.44	6.39	5.98	1.22	0.41	-0.03	

Definition of Performance Gap: A performance gap is simply the importance score minus the satisfaction score. The larger the performance gap, the greater the discrepancy between what students expect and their level of satisfaction with the current situation. The smaller the performance gap, the better the institution is doing at meeting student expectations.

### How likely is it that you would recommend our institution to a friend or colleague? (0-Not at all likely --> 10 - Extremely Likely)

Recommendation Score	Count	Percentage
10	65	46%
9	15	11%
8	17	12%
7	16	11%
6	4	3%
5	7	5%
4	4	3%
2	3	2%
1	1	1%
Blank or N/A	9	6%
<b>Grand Total</b>	<b>141</b>	<b>100%</b>

## Item Report

			Minot State University				National Online Learners					
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	1	This institution has a good reputation.	6.29	5.97	1.17	0.32	6.44	6.14	1.22	0.3	-0.17	
★	2	My program advisor is accessible by telephone and e-mail.	6.57	6.37	1.02	0.20	6.51	6.16	1.38	0.35	0.21	
	3	Instructional materials are appropriate for program content.	6.53	6.01	1.26	0.52	6.65	6.1	1.26	0.55	-0.09	
▶	4	Faculty provide timely feedback about student progress.	6.56	5.95	1.31	0.61	6.59	5.97	1.37	0.62	-0.02	
▶	5	My program advisor helps me work toward career goals.	6.59	6.02	1.51	0.57	6.35	5.8	1.64	0.55	0.22	
▶	6	Tuition paid is a worthwhile investment.	6.54	5.82	1.47	0.72	6.57	5.88	1.5	0.69	-0.06	
	7	Program requirements are clear and reasonable.	6.61	6.07	1.3	0.54	6.63	6.09	1.33	0.54	-0.02	
	8	Student-to-student collaborations are valuable to me.	5.10	5.35	1.65	-0.25	5.28	5.51	1.62	-0.23	-0.16	
	9	Adequate financial aid is available.	6.41	5.84	1.66	0.57	6.4	5.73	1.69	0.67	0.11	
★	10	This institution responds quickly when I request information.	6.62	6.18	1.32	0.44	6.56	6.05	1.42	0.51	0.13	
▶	11	Student assignments are clearly defined in the syllabus.	6.67	5.96	1.33	0.71	6.65	6.12	1.27	0.53	-0.16	
	12	There are sufficient offerings within my program of study.	6.47	5.88	1.45	0.59	6.55	6.03	1.34	0.52	-0.15	
	13	The frequency of student and instructor interactions is adequate.	6.36	6.08	1.21	0.28	6.39	5.97	1.37	0.42	0.11	
	14	I receive timely information on the availability of financial aid.	6.38	6.17	1.31	0.21	6.41	5.9	1.56	0.51	0.27	
	15	Channels are available for providing timely responses to student complaints.	6.32	5.64	1.81	0.68	6.32	5.72	1.66	0.6	-0.08	
	16	Appropriate technical assistance is readily available.	6.40	6.12	1.21	0.28	6.49	6.19	1.26	0.3	-0.07	
	17	Assessment and evaluation procedures are clear and reasonable.	6.50	6.17	1.21	0.33	6.56	6.14	1.25	0.42	0.03	
★	18	Registration for online courses is convenient.	6.70	6.36	1.22	0.34	6.66	6.33	1.23	0.33	0.03	
	19	Online career services are available.	6.16	5.77	1.55	0.39	6.2	5.96	1.44	0.24	-0.19	
▶	20	The quality of online instruction is excellent.	6.68	5.84	1.44	0.84	6.66	5.92	1.44	0.74	-0.08	
	21	Adequate online library resources are provided.	6.39	6.09	1.44	0.30	6.53	6.28	1.2	0.25	-0.19	
	22	I am aware of whom to contact for questions about programs and services.	6.44	5.87	1.49	0.57	6.51	6	1.46	0.51	-0.13	
★	23	Billing and payment procedures are convenient for me.	6.54	6.34	1.13	0.20	6.55	6.23	1.28	0.32	0.11	
	24	Tutoring services are readily available for online courses.	6.18	5.67	1.66	0.51	6.2	5.91	1.53	0.29	-0.24	
	25	Faculty are responsive to student needs.	6.65	6.11	1.32	0.54	6.64	6.06	1.37	0.58	0.05	
	26	The bookstore provides timely service to students.	6.36	6.18	1.31	0.18	6.33	6.16	1.32	0.17	0.02	
★	27	Campus item: Adequate tools were provided to prepare me for my online courses.	6.58	6.19	1.23	0.39						
	28	Campus item: The location of course tools is consistent across all of my online courses.	6.42	5.92	1.41	0.50						
★	29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient.	6.57	6.22	1.27	0.35						
	30	Campus item: Online course content is current and relevant to my program.	6.71	6.15	1.33	0.56						
★	31	Campus item: Faculty provide valuable professional expertise in online courses.	6.65	6.18	1.24	0.47						
★	32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of students.	6.56	6.55	0.87	0.01						
	33	Campus item: There are ample internship and field experience opportunities.	6.30	5.73	1.67	0.57						
	34	Campus item: There are sufficient offerings in general education online.	6.35	5.98	1.44	0.37						

## Item Report

			Minot State University				National Online Learners					
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	37	Source of information: Catalog and brochures (printed)	5.46				5.28					
	38	Source of information: Catalog (online)	6.21				6.32					
	39	Source of information: College representatives	5.54				5.79					
	40	Source of information: Web site	6.47				6.49					
	41	Source of information: Advertisements	4.95				5					
	42	Source of information: Recommendation from instructor or program advisor	6.24				6.12					
	43	Source of information: Contact with current students and / or recent graduates of the program	5.74				5.64					
	44	Factor to enroll: Ability to transfer credits	6.24				6.27					
	45	Factor to enroll: Cost	6.37				6.41					
	46	Factor to enroll: Financial assistance available	6.33				6.27					
	47	Factor to enroll: Future employment opportunities	5.98				6.26					
	48	Factor to enroll: Reputation of institution	6.13				6.32					
	49	Factor to enroll: Work schedule	6.61				6.55					
	50	Factor to enroll: Flexible pacing for completing a program	6.39				6.6					
	51	Factor to enroll: Convenience	6.67				6.62					
	52	Factor to enroll: Distance from campus	5.96				5.56					
	53	Factor to enroll: Program requirements	6.41				6.4					
	54	Factor to enroll: Recommendations from employer	5.71				5.42					

## Item Percentage

			Minot State University			National Online Learners			
S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
	1	This institution has a good reputation.	81%	70%	11%	86%	78%	8%	-8%
★	2	My program advisor is accessible by telephone and e-mail.	91%	84%	7%	88%	79%	9%	5%
	3	Instructional materials are appropriate for program content.	89%	74%	15%	93%	76%	17%	-2%
▶	4	Faculty provide timely feedback about student progress.	92%	71%	21%	91%	72%	19%	-1%
▶	5	My program advisor helps me work toward career goals.	91%	73%	18%	83%	69%	14%	4%
▶	6	Tuition paid is a worthwhile investment.	89%	67%	22%	90%	70%	20%	-3%
	7	Program requirements are clear and reasonable.	92%	79%	13%	92%	77%	15%	2%
	8	Student-to-student collaborations are valuable to me.	45%	53%	-8%	53%	58%	-5%	-5%
	9	Adequate financial aid is available.	87%	72%	15%	85%	67%	18%	5%
★	10	This institution responds quickly when I request information.	90%	80%	10%	90%	76%	14%	4%
▶	11	Student assignments are clearly defined in the syllabus.	94%	73%	21%	93%	77%	16%	-4%
	12	There are sufficient offerings within my program of study.	87%	71%	16%	90%	74%	16%	-3%
	13	The frequency of student and instructor interactions is adequate.	87%	78%	9%	85%	73%	12%	5%
	14	I receive timely information on the availability of financial aid.	85%	74%	11%	86%	72%	14%	2%
	15	Channels are available for providing timely responses to student complaints.	86%	68%	18%	82%	67%	15%	1%
	16	Appropriate technical assistance is readily available.	88%	76%	12%	87%	80%	7%	-4%
	17	Assessment and evaluation procedures are clear and reasonable.	91%	80%	11%	90%	78%	12%	2%
★	18	Registration for online courses is convenient.	96%	85%	11%	93%	84%	9%	1%
	19	Online career services are available.	74%	66%	8%	78%	72%	6%	-6%
▶	20	The quality of online instruction is excellent.	97%	70%	27%	93%	72%	21%	-2%
	21	Adequate online library resources are provided.	82%	76%	6%	88%	81%	7%	-5%
	22	I am aware of whom to contact for questions about programs and services.	86%	70%	16%	88%	74%	14%	-4%
★	23	Billing and payment procedures are convenient for me.	86%	82%	4%	89%	81%	8%	1%
	24	Tutoring services are readily available for online courses.	78%	61%	17%	78%	71%	7%	-10%
	25	Faculty are responsive to student needs.	93%	76%	17%	93%	76%	17%	0%
	26	The bookstore provides timely service to students.	85%	81%	4%	83%	78%	5%	3%
★	27	Campus item: Adequate tools were provided to prepare me for my online courses.	90%	80%	10%				
	28	Campus item: The location of course tools is consistent across all of my online courses.	87%	68%	19%				
★	29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient.	90%	79%	11%				
	30	Campus item: Online course content is current and relevant to my program.	94%	80%	14%				
★	31	Campus item: Faculty provide valuable professional expertise in online courses.	95%	82%	13%				
★	32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of students.	90%	92%	-2%				
	33	Campus item: There are ample internship and field experience opportunities.	83%	67%	16%				
	34	Campus item: There are sufficient offerings in general education online.	86%	74%	12%				

## Item Percentage

			Minot State University			National Online Learners			
S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
	37	Source of information: Catalog and brochures (printed)	64%			58%			
	38	Source of information: Catalog (online)	82%			83%			
	39	Source of information: College representatives	67%			69%			
	40	Source of information: Web site	91%			88%			
	41	Source of information: Advertisements	51%			50%			
	42	Source of information: Recommendation from instructor or program advisor	83%			78%			
	43	Source of information: Contact with current students and / or recent graduates of the program	70%			65%			
	44	Factor to enroll: Ability to transfer credits	85%			83%			
	45	Factor to enroll: Cost	83%			85%			
	46	Factor to enroll: Financial assistance available	83%			82%			
	47	Factor to enroll: Future employment opportunities	77%			81%			
	48	Factor to enroll: Reputation of institution	77%			83%			
	49	Factor to enroll: Work schedule	91%			90%			
	50	Factor to enroll: Flexible pacing for completing a program	87%			91%			
	51	Factor to enroll: Convenience	95%			91%			
	52	Factor to enroll: Distance from campus	76%			67%			
	53	Factor to enroll: Program requirements	84%			85%			
	54	Factor to enroll: Recommendations from employer	68%			62%			

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

## Summary Report

		Minot State	National Online Learners		
Summary	AnswerDescription	Institution	National Norms	Difference	SS
So far, how has your college experience met your expectations?	<b>Total</b>	<b>5.17</b>	<b>5.25</b>	<b>-0.08</b>	
	1= Much worse than I expected	2%	2%		
	2= Quite a bit worse than I expected	0%	1%		
	3= Worse than I expected	5%	6%		
	4= About what I expected	30%	23%		
	5= Better than I expected	17%	21%		
	6= Quite a bit better than I expected	17%	15%		
	7= Much better than I expected	26%	29%		
Rate your overall satisfaction with your experience here thus far.	<b>Total</b>	<b>5.85</b>	<b>5.83</b>	<b>0.02</b>	
	1= Not satisfied at all	2%	1%		
	2= Not very satisfied	2%	2%		
	3= Somewhat dissatisfied	3%	5%		
	4= Neutral	6%	6%		
	5= Somewhat satisfied	11%	10%		
	6= Satisfied	34%	33%		
	7= Very satisfied	39%	39%		
All in all, if you had it to do over again, would you enroll here?	<b>Total</b>	<b>5.97</b>	<b>5.92</b>	<b>0.05</b>	
	1= Definitely not	2%	2%		
	2= Probably not	3%	3%		
	3= Maybe not	2%	3%		
	4= I don't know	3%	6%		
	5= Maybe yes	9%	8%		
	6= Probably yes	32%	24%		
	7= Definitely yes	46%	51%		



## Demographics

Gender	N	%
Female	93	73.23%
Male	25	19.69%
Prefer not to respond	6	4.72%
Transgender	1	0.79%
Genderqueer	0	0.00%
Additional gender category or Other	2	1.57%
Total	127	100.00%
No Answer	14	

Age	N	%
18 and under	1	0.80%
19 to 24	36	28.80%
25 to 34	31	24.80%
35 to 44	34	27.20%
45 to 54	18	14.40%
55 to 64	3	2.40%
65 and over	2	1.60%
Total	125	100.00%
No Answer	16	

US Military Service	N	%
Active duty service member	6	4.48%
National Guard	2	1.49%
Reservist	0	0.00%
Veteran	5	3.73%
Spouse/Dependent of active duty member/veteran	10	7.46%
No military affiliation	111	82.84%
Total	134	100.00%
No Answer	7	

Class Level	N	%
First year	11	8.09%
Second year	19	13.97%
Third year	26	19.12%
Fourth year	23	16.91%
Special student	4	2.94%
Graduate/Professional	40	29.41%
Other class level	13	9.56%
Total	136	100.00%
No Answer	5	

Approximately how far do you live from MiSU?	N	%
Live in the Minot area	40	29.63%
21-50 miles	9	6.67%
51-100 miles	18	13.33%
More than 100 miles, but within North Dakota	32	23.70%
Outside of North Dakota, but within the U.S.	30	22.22%
Outside of the U.S.	6	4.44%
Total	135	100.00%
No Answer	6	

Current Class Load	N	%
Full-time	70	55.56%
Part-time	56	44.44%
Total	126	100.00%
No Answer	15	

## Demographics

Current Enrollment Status	N	%
Primarily online	123	98.40%
Primarily on-campus	2	1.60%
Total	125	100.00%
No Answer	16	

Current Plans	N	%
Complete online degree program	111	82.22%
Complete degree on campus	10	7.41%
Transfer credits	3	2.22%
Complete this course	11	8.15%
Total	135	100.00%
No Answer	6	

Educational Goal	N	%
Associate degree	2	1.49%
Bachelor's degree	68	50.75%
Master's degree	48	35.82%
Doctorate or professional degree	4	2.99%
Certification (initial or renewal)	5	3.73%
Self-improvement/pleasure	0	0.00%
Job-related training	1	0.75%
Other educational goal	6	4.48%
Total	134	100.00%
No Answer	7	

Current Online Enrollment	N	%
1-3 credits	21	15.56%
4-6 credits	28	20.74%
7-9 credits	22	16.30%
10-12 credits	31	22.96%
13-15 credits	21	15.56%
More than 15 credits	12	8.89%
Total	135	100.00%
No Answer	6	

Current Residence	N	%
Own house	67	49.63%
Rent room / apartment / house	54	40.00%
Relative's home	11	8.15%
Residence hall	1	0.74%
Other residence	2	1.48%
Total	135	100.00%
No Answer	6	

Employment	N	%
Full-time	104	77.61%
Part-time	12	8.96%
Not employed	18	13.43%
Total	134	100.00%
No Answer	7	

## Demographics

Ethnicity/Race	N	%
Black/African-American	10	8.06%
American Indian or Alaskan Native	3	2.42%
Asian or Pacific Islander	6	4.84%
Caucasian/White	88	70.97%
Hispanic	9	7.26%
Other race	0	0.00%
Race - Prefer not to respond	6	4.84%
Multi-racial	2	1.61%
Total	124	100.00%
No Answer	17	

Marital Status	N	%
Single	51	38.06%
Single with children	9	6.72%
Married	15	11.19%
Married with children	52	38.81%
Marital - Prefer not to respond	7	5.22%
Total	134	100.00%
No Answer	7	

Previous Online Enrollment	N	%
No classes	18	13.33%
1-3 classes	29	21.48%
4-6 classes	31	22.96%
7-9 classes	12	8.89%
10-12 classes	18	13.33%
13-15 classes	7	5.19%
More than 15 classes	20	14.81%
Total	135	100.00%
No Answer	6	

<b>Majors/Programs</b>	<b>N</b>	<b>%</b>
1001: Addiction Studies	4	2.94%
1004: Art Education	3	2.21%
1011: Business Education	2	1.47%
1014: Communication Sciences and Disorders	1	0.74%
1015: Computer Science	3	2.21%
1017: Criminal Justice	11	8.09%
1018: Early Childhood Education	4	2.94%
1020: Education	3	2.21%
1021: Elementary Education	1	0.74%
1023: English	1	0.74%
1024: English Education	1	0.74%
1025: Entrepreneurship	2	1.47%
1031: General Studies	2	1.47%
1032: Geology	1	0.74%
1035: Intellectual and Developmental Disabilities	2	1.47%
1038: Management	11	8.09%
1039: Computer Information Systems	6	4.41%
1040: Marketing	1	0.74%
1042: Mathematics Education	1	0.74%
1047: Nursing	15	11.03%
1063: Psychology	3	2.21%
1067: Social Work	5	3.68%
1069: Special Education	20	14.71%
1070: Sports Management	2	1.47%
1072: Undeclared or Non-degree	4	2.94%
1074: Cyber Security and Operations	3	2.21%
1077: Disability Human Services	2	1.47%
1078: School Psychology	8	5.88%
1079: Deaf and Hard of Hearing Education	5	3.68%
1081: Special Education Strategist	5	3.68%
1082: Speech-Language Pathology	3	2.21%
1085: Information Systems	1	0.74%
Total	136	100.00%

## Year to Year Comparison Report

S/ C	No	Item	Minot State - Feb 2025				Minot State - Apr 2023				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
	1	This institution has a good reputation.	6.29	5.97	1.17	0.32	6.26	6.16	1.05	0.1	-0.19	
★	2	My program advisor is accessible by telephone and e-mail.	6.57	6.37	1.02	0.20	6.58	6.46	0.96	0.12	-0.09	
	3	Instructional materials are appropriate for program content.	6.53	6.01	1.26	0.52	6.56	6.1	1.03	0.46	-0.09	
▶	4	Faculty provide timely feedback about student progress.	6.56	5.95	1.31	0.61	6.35	5.85	1.25	0.5	0.10	
▶	5	My program advisor helps me work toward career goals.	6.59	6.02	1.51	0.57	6.45	6.23	1.08	0.22	-0.21	
▶	6	Tuition paid is a worthwhile investment.	6.54	5.82	1.47	0.72	6.63	5.97	1.31	0.66	-0.15	
	7	Program requirements are clear and reasonable.	6.61	6.07	1.3	0.54	6.53	6.04	1.17	0.49	0.03	
	8	Student-to-student collaborations are valuable to me.	5.10	5.35	1.65	-0.25	4.86	5.25	1.69	-0.39	0.10	
	9	Adequate financial aid is available.	6.41	5.84	1.66	0.57	6.29	5.8	1.38	0.49	0.04	
★	10	This institution responds quickly when I request information.	6.62	6.18	1.32	0.44	6.48	6.28	1.09	0.2	-0.10	
▶	11	Student assignments are clearly defined in the syllabus.	6.67	5.96	1.33	0.71	6.54	5.98	1.15	0.56	-0.02	
	12	There are sufficient offerings within my program of study.	6.47	5.88	1.45	0.59	6.47	6.11	1.05	0.36	-0.23	
	13	The frequency of student and instructor interactions is adequate.	6.36	6.08	1.21	0.28	6.33	6.05	1.18	0.28	0.03	
	14	I receive timely information on the availability of financial aid.	6.38	6.17	1.31	0.21	6.4	6.04	1.29	0.36	0.13	
	15	Channels are available for providing timely responses to student complaints.	6.32	5.64	1.81	0.68	6.22	5.74	1.49	0.48	-0.10	
	16	Appropriate technical assistance is readily available.	6.40	6.12	1.21	0.28	6.43	6.28	1.02	0.15	-0.16	
	17	Assessment and evaluation procedures are clear and reasonable.	6.50	6.17	1.21	0.33	6.42	6.19	1.06	0.23	-0.02	
★	18	Registration for online courses is convenient.	6.70	6.36	1.22	0.34	6.63	6.33	1.15	0.3	0.03	
	19	Online career services are available.	6.16	5.77	1.55	0.39	6.15	6.1	1.31	0.05	-0.33	
▶	20	The quality of online instruction is excellent.	6.68	5.84	1.44	0.84	6.67	5.96	1.27	0.71	-0.12	
	21	Adequate online library resources are provided.	6.39	6.09	1.44	0.30	6.34	6.31	1.05	0.03	-0.22	
	22	I am aware of whom to contact for questions about programs and services.	6.44	5.87	1.49	0.57	6.18	6.1	1.29	0.08	-0.23	
★	23	Billing and payment procedures are convenient for me.	6.54	6.34	1.13	0.20	6.49	6.37	0.99	0.12	-0.03	
	24	Tutoring services are readily available for online courses.	6.18	5.67	1.66	0.51	5.95	5.67	1.66	0.28	0.00	
	25	Faculty are responsive to student needs.	6.65	6.11	1.32	0.54	6.55	6.18	1.13	0.37	-0.07	
	26	The bookstore provides timely service to students.	6.36	6.18	1.31	0.18	6.38	6.27	1.03	0.11	-0.09	
★	27	Campus item: Adequate tools were provided to prepare me for my online courses.	6.58	6.19	1.23	0.39	6.52	6.24	1.11	0.28	-0.05	
	28	Campus item: The location of course tools is consistent across all of my online courses.	6.42	5.92	1.41	0.50	6.3	5.87	1.45	0.43	0.05	
★	29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient.	6.57	6.22	1.27	0.35	6.52	6.56	0.91	-0.04	-0.34	★
	30	Campus item: Online course content is current and relevant to my program.	6.71	6.15	1.33	0.56	6.71	6.31	1.07	0.4	-0.16	
★	31	Campus item: Faculty provide valuable professional expertise in online courses.	6.65	6.18	1.24	0.47	6.63	6.22	1.15	0.41	-0.04	
★	32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of student.	6.56	6.55	0.87	0.01	6.47	6.51	0.95	-0.04	0.04	
	33	Campus item: There are ample internship and field experience opportunities.	6.30	5.73	1.67	0.57	6.08	5.95	1.32	0.13	-0.22	
	34	Campus item: There are sufficient offerings in general education online.	6.35	5.98	1.44	0.37	6.26	6.01	1.33	0.25	-0.03	

## Year to Year Comparison Report

			Minot State - Feb 2025				Minot State - Apr 2023					
S/ C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	37	Source of information: Catalog and brochures (printed)	5.46				5.15					
	38	Source of information: Catalog (online)	6.21				6.13					
	39	Source of information: College representatives	5.54				5.39					
	40	Source of information: Web site	6.47				6.44					
	41	Source of information: Advertisements	4.95				4.79					
	42	Source of information: Recommendation from instructor or program advisor	6.24				6.08					
	43	Source of information: Contact with current students and / or recent graduates of the program	5.74				5.37					
	44	Factor to enroll: Ability to transfer credits	6.24				6.29					
	45	Factor to enroll: Cost	6.37				6.45					
	46	Factor to enroll: Financial assistance available	6.33				6.11					
	47	Factor to enroll: Future employment opportunities	5.98				6.14					
	48	Factor to enroll: Reputation of institution	6.13				6					
	49	Factor to enroll: Work schedule	6.61				6.51					
	50	Factor to enroll: Flexible pacing for completing a program	6.39				6.53					
	51	Factor to enroll: Convenience	6.67				6.43					
	52	Factor to enroll: Distance from campus	5.96				5.64					
	53	Factor to enroll: Program requirements	6.41				6.26					
	54	Factor to enroll: Recommendations from employer	5.71				5.27					

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

## Single Group Report | Current Plans: Complete online degree program

			Minot State University				National Online Learners					
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	1	This institution has a good reputation.	6.35	6.07	1.08	0.28	6.47	6.21	1.15	0.26	-0.14	
★	2	My program advisor is accessible by telephone and e-mail.	6.61	6.39	1	0.22	6.53	6.22	1.33	0.31	0.17	
	3	Instructional materials are appropriate for program content.	6.60	6.09	1.09	0.51	6.68	6.15	1.21	0.53	-0.06	
▶	4	Faculty provide timely feedback about student progress.	6.58	6.01	1.28	0.57	6.61	6.02	1.32	0.59	-0.01	
	5	My program advisor helps me work toward career goals.	6.62	6.09	1.49	0.53	6.36	5.85	1.61	0.51	0.24	
▶	6	Tuition paid is a worthwhile investment.	6.55	5.84	1.46	0.71	6.61	5.96	1.42	0.65	-0.12	
	7	Program requirements are clear and reasonable.	6.61	6.11	1.24	0.50	6.66	6.15	1.26	0.51	-0.04	
	8	Student-to-student collaborations are valuable to me.	5.13	5.38	1.61	-0.25	5.23	5.53	1.6	-0.3	-0.15	
	9	Adequate financial aid is available.	6.49	5.91	1.59	0.58	6.41	5.79	1.65	0.62	0.12	
	10	This institution responds quickly when I request information.	6.64	6.17	1.38	0.47	6.59	6.13	1.34	0.46	0.04	
▶	11	Student assignments are clearly defined in the syllabus.	6.63	5.99	1.3	0.64	6.67	6.16	1.23	0.51	-0.17	
	12	There are sufficient offerings within my program of study.	6.45	5.98	1.29	0.47	6.58	6.09	1.28	0.49	-0.11	
	13	The frequency of student and instructor interactions is adequate.	6.37	6.15	1.12	0.22	6.4	6.01	1.33	0.39	0.14	
	14	I receive timely information on the availability of financial aid.	6.39	6.23	1.33	0.16	6.43	5.96	1.51	0.47	0.27	
	15	Channels are available for providing timely responses to student complaints.	6.35	5.63	1.84	0.72	6.34	5.8	1.61	0.54	-0.17	
	16	Appropriate technical assistance is readily available.	6.38	6.17	1.22	0.21	6.51	6.24	1.21	0.27	-0.07	
★	17	Assessment and evaluation procedures are clear and reasonable.	6.56	6.23	1.13	0.33	6.58	6.19	1.19	0.39	0.04	
★	18	Registration for online courses is convenient.	6.68	6.42	1.17	0.26	6.69	6.38	1.17	0.31	0.04	
	19	Online career services are available.	6.18	5.75	1.63	0.43	6.21	6	1.41	0.21	-0.25	
▶	20	The quality of online instruction is excellent.	6.69	5.9	1.4	0.79	6.7	5.99	1.37	0.71	-0.09	
	21	Adequate online library resources are provided.	6.45	6.2	1.35	0.25	6.56	6.32	1.15	0.24	-0.12	
	22	I am aware of whom to contact for questions about programs and services.	6.49	6	1.39	0.49	6.53	6.06	1.4	0.47	-0.06	
	23	Billing and payment procedures are convenient for me.	6.48	6.31	1.18	0.17	6.57	6.29	1.22	0.28	0.02	
	24	Tutoring services are readily available for online courses.	6.18	5.73	1.64	0.45	6.19	5.94	1.5	0.25	-0.21	
	25	Faculty are responsive to student needs.	6.65	6.12	1.35	0.53	6.67	6.13	1.3	0.54	-0.01	
	26	The bookstore provides timely service to students.	6.33	6.2	1.32	0.13	6.34	6.2	1.28	0.14	0.00	
	27	Campus item: Adequate tools were provided to prepare me for my online courses.	6.57	6.2	1.25	0.37						
	28	Campus item: The location of course tools is consistent across all of my online courses.	6.38	5.92	1.41	0.46						
★	29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient.	6.57	6.23	1.28	0.34						
▶	30	Campus item: Online course content is current and relevant to my program.	6.70	6.13	1.33	0.57						
★	31	Campus item: Faculty provide valuable professional expertise in online courses.	6.65	6.23	1.19	0.42						
★	32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of students.	6.58	6.6	0.85	-0.02						
	33	Campus item: There are ample internship and field experience opportunities.	6.35	5.81	1.69	0.54						
	34	Campus item: There are sufficient offerings in general education online.	6.38	6.02	1.4	0.36						

## Single Group Report | Current Plans: Complete online degree program

			Minot State University				National Online Learners					
S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	37	Source of information: Catalog and brochures (printed)	5.37				5.24					
	38	Source of information: Catalog (online)	6.22				6.36					
	39	Source of information: College representatives	5.52				5.8					
	40	Source of information: Web site	6.49				6.53					
	41	Source of information: Advertisements	4.98				4.97					
	42	Source of information: Recommendation from instructor or program advisor	6.29				6.15					
	43	Source of information: Contact with current students and / or recent graduates of the program	5.83				5.62					
	44	Factor to enroll: Ability to transfer credits	6.14				6.27					
	45	Factor to enroll: Cost	6.33				6.43					
	46	Factor to enroll: Financial assistance available	6.29				6.27					
	47	Factor to enroll: Future employment opportunities	6.02				6.26					
	48	Factor to enroll: Reputation of institution	6.11				6.36					
	49	Factor to enroll: Work schedule	6.61				6.61					
	50	Factor to enroll: Flexible pacing for completing a program	6.35				6.64					
	51	Factor to enroll: Convenience	6.68				6.68					
	52	Factor to enroll: Distance from campus	5.95				5.46					
	53	Factor to enroll: Program requirements	6.38				6.43					
	54	Factor to enroll: Recommendations from employer	5.76				5.39					

### Strengths (high importance and high satisfaction\*)

S/C	No	Item	vs. Comparison	Imp Rank
★	18	Registration for online courses is convenient.		3
★	31	Campus item: Faculty provide valuable professional expertise in online courses.		4
★	2	My program advisor is accessible by telephone and e-mail.		9
★	32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of students.		12
★	29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient to access.		14
★	17	Assessment and evaluation procedures are clear and reasonable.		16

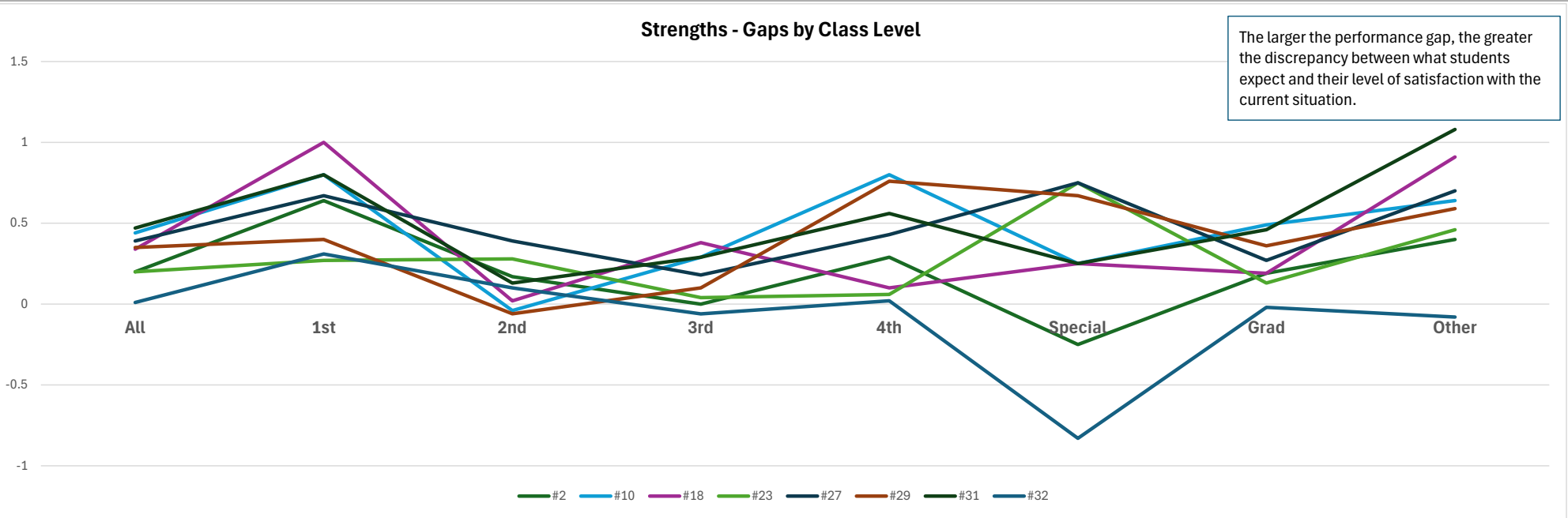
### Challenges (high importance and low satisfaction or large performance gap\*\*)

S/C	No	Item	vs. Comparison	Imp Rank
▶	30	Campus item: Online course content is current and relevant to my program.		1
▶	20	The quality of online instruction is excellent.		2
▶	11	Student assignments are clearly defined in the syllabus.		7
▶	4	Faculty provide timely feedback about student progress.		12
▶	6	Tuition paid is a worthwhile investment.		17



Strengths by Class Level

	First year				Second year				Third year				Fourth year				Graduate/professional			
Item	Import	Satis	SD	Gap	Import	Satis	SD	Gap	Import	Satis	SD	Gap	Import	Satis	SD	Gap	Import	Satis	SD	Gap
2. My program advisor is accessible by telephone and e-mail.	6.55	5.91	1.64	0.64	6.5	6.33	1.28	0.17	6.46	6.46	0.88	0	6.74	6.45	0.96	0.29	6.69	6.5	0.77	0.19
10. This institution responds quickly when I request information.	6.5	5.7	1.49	0.8	6.33	6.37	1.42	-0.04	6.54	6.25	1.48	0.29	6.75	5.95	1.75	0.8	6.83	6.34	0.88	0.49
18. Registration for online courses is convenient.	6.82	5.82	1.94	1	6.35	6.33	1.53	0.02	6.8	6.42	1.3	0.38	6.78	6.68	0.57	0.1	6.73	6.54	0.72	0.19
23. Billing and payment procedures are convenient for me.	6.18	5.91	1.14	0.27	6.39	6.11	1.52	0.28	6.42	6.38	1.17	0.04	6.83	6.77	0.53	0.06	6.51	6.38	1.06	0.13
27. Campus item: Adequate tools were provided to prepare me for my online cour	6.78	6.11	1.36	0.67	6.28	5.89	1.75	0.39	6.6	6.42	1.14	0.18	6.61	6.18	1.22	0.43	6.64	6.37	0.94	0.27
29. Campus item: The shared Blackboard system among NDUS institutions make	6.7	6.3	1.06	0.4	5.94	6	1.49	-0.06	6.48	6.38	1.3	0.1	6.86	6.1	1.55	0.76	6.65	6.29	1.07	0.36
31. Campus item: Faculty provide valuable professional expertise in online course	6.6	5.8	1.69	0.8	6.39	6.26	1.48	0.13	6.58	6.29	0.81	0.29	6.65	6.09	1.15	0.56	6.89	6.43	0.9	0.46
32. Campus item: Minot State takes reasonable and effective steps to ensure the	6.44	6.13	1.13	0.31	6.41	6.31	1.54	0.1	6.68	6.74	0.45	-0.06	6.7	6.68	0.65	0.02	6.69	6.71	0.46	-0.02



Challenges by Class Level

Item	First year				Second year				Third year				Fourth year				Graduate/professional			
	Import	Satis	SD	Gap	Import	Satis	SD	Gap	Import	Satis	SD	Gap	Import	Satis	SD	Gap	Import	Satis	SD	Gap
4. Faculty provide timely feedback about student progress.	6.6	5.4	1.71	1.2	6.39	5.95	1.54	0.44	6.44	6.08	1.13	0.36	6.65	5.82	1.56	0.83	6.68	6.31	0.86	0.37
5. My program advisor helps me work toward career goals.	6.7	5.6	2.07	1.1	6.39	6.37	1.46	0.02	6.58	5.96	1.88	0.62	6.73	5.9	1.45	0.83	6.63	6.14	1.08	0.49
6. Tuition paid is a worthwhile investment.	6.73	5.82	1.4	0.91	6.33	6.16	1.42	0.17	6.38	5.92	1.44	0.46	6.74	5.62	1.56	1.12	6.62	5.92	1.31	0.7
11. Student assignments are clearly defined in the syllabus.	6.7	5.4	1.78	1.3	6.53	6.11	1.18	0.42	6.64	6.15	1.19	0.49	6.61	6.05	1.33	0.56	6.7	6.13	1.13	0.57
20. The quality of online instruction is excellent.	6.64	5.82	1.33	0.82	6.29	6.11	1.53	0.18	6.64	6.08	1.09	0.56	6.78	5.55	1.6	1.23	6.78	6.13	1.17	0.65

