Demographics

Gender	N	%
Female	90	75.63%
Male	29	24.37%
Total	119	100.00%
No Answer	8	

Current Class Load	N	%
Full-time	52	44.07%
Part-time	66	55.93%
Total	118	100.00%
No Answer	9	

Age	N	%
18 and under	1	0.85%
19 to 24	32	27.12%
25 to 34	43	36.44%
35 to 44	27	22.88%
45 to 54	10	8.47%
55 to 64	5	4.24%
65 and over	0	0.00%
Total	118	100.00%
No Answer	9	

Class Level	N	%
First year	12	10.08%
Second year	17	14.29%
Third year	21	17.65%
Fourth year	22	18.49%
Special student	2	1.68%
Graduate/Professional	39	32.77%
Other class level	6	5.04%
Total	119	100.00%
No Answer	8	

Ethnicity/Race	N	%
African-American	4	3.42%
American Indian or Alaskan Native	9	7.69%
Asian or Pacific Islander	5	4.27%
Caucasian/White	85	72.65%
Hispanic	6	5.13%
Other race	3	2.56%
Race - Prefer not to respond	5	4.27%
Total	117	100.00%
No Answer	10	

Educational Goal	N	%
Associate degree	2	1.64%
Bachelor's degree	65	53.28%
Master's degree	39	31.97%
Doctorate or professional degree	6	4.92%
Certification (initial or renewal)	5	4.10%
Self-improvement/pleasure	1	0.82%
Job-related training	0	0.00%
Other educational goal	4	3.28%
Total	122	100.00%
No Answer	5	

Current Enrollment Status	N	%
Primarily online	118	99.16%
Primarily on-campus	1	0.84%
Total	119	100.00%
No Answer	8	

Employment	N	%
Full-time	95	77.24%
Part-time	17	13.82%
Not employed	11	8.94%
Total	123	100.00%
No Answer	4	

Current Residence	N	%
Own house	56	45.90%
Rent room / apartment / house	52	42.62%
Relative's home	11	9.02%
Residence hall	1	0.82%
Other residence	2	1.64%
Total	122	100.00%
No Answer	5	

Marital Status	N	%
Single	43	35.25%
Single with children	11	9.02%
Married	22	18.03%
Married with children	43	35.25%
Marital - Prefer not to respond	3	2.46%
Total	122	100.00%
No Answer	5	

Current Plans	N	%
Complete online degree program	98	80.99%
Complete degree on campus	11	9.09%
Transfer credits	3	2.48%
Complete this course	9	7.44%
Total	121	100.00%
No Answer	6	

Current Online Enrollment	N	%
1-3 credits	17	14.05%
4-6 credits	40	33.06%
7-9 credits	20	16.53%
10-12 credits	18	14.88%
13-15 credits	19	15.70%
More than 15 credits	7	5.79%
Total	121	100.00%
No Answer	6	

Previous Online Enrollment	N	%
No classes	23	19.01%
1-3 classes	36	29.75%
4-6 classes	26	21.49%
7-9 classes	5	4.13%
10-12 classes	10	8.26%
13-15 classes	8	6.61%
More than 15 classes	13	10.74%
Total	121	100.00%
No Answer	6	

Approximately how far do you live from Minot State?	N	%
Live in the Minot area	46	38.33%
21-50 miles	6	5.00%
51-100 miles	14	11.67%
More than 100 miles, but within North Dakota	23	19.17%
Outside of North Dakota, but within the U.S.	25	20.83%
Outside of the U.S.	6	5.00%
Total	120	100.00%
No Answer	7	

US Military Service	N	%
Active duty service member	3	2.52%
National Guard	1	0.84%
Reservist	1	0.84%
Veteran	4	3.36%
Spouse/Dependent of active duty member/veteran	10	8.40%
No military affiliation	100	84.03%
Total	119	100.00%
No Answer	8	

Majors/Programs	N	%
1000: Accounting	1	0.84%
1001: Addiction Studies	1	0.84%
1002: Applied Business Info Tech	2	1.68%
1008: Biology	1	0.84%
1011: Business Education	4	3.36%
1012: Chemistry	1	0.84%
1014: Communication Sciences and Disorders	1	0.84%
1017: Criminal Justice	4	3.36%
1018: Early Childhood Education	6	5.04%
1020: Education	1	0.84%
1021: Elementary Education	1	0.84%
1024: English Education	1	0.84%
1025: Entrepreneurship	1	0.84%
1026: Finance	2	1.68%
1031: General Studies	4	3.36%
1035: Intellectual and Developmental Disabilities	3	2.52%
1036: International Business	1	0.84%
1037: Interpreting and Sign Language Studies	2	1.68%
1038: Management	20	16.81%
1039: Management Information Systems	11	9.24%
1040: Marketing	2	1.68%
1041: Mathematics	1	0.84%
1042: Mathematics Education	1	0.84%
1047: Nursing	7	5.88%
1067: Social Work	6	5.04%
1069: Special Education	14	11.76%
1070: Sports Management	6	5.04%
1072: Undeclared or Non-degree	4	3.36%
1077: Disability Human Services	3	2.52%
1078: School Psychology	1	0.84%
1079: Deaf and Hard of Hearing Education	4	3.36%
1081: Special Education Strategist	2	1.68%
Total	119	100.00%

Strategic Planning Overview
Strengths and Challenges

Strengths (high importance and high satisfaction)

No	Item	vs. National	Imp Rank
18	Registration for online courses is convenient.	lower satisfaction	1
2	My program advisor is accessible by telephone and e-mail.		3
25	Faculty are responsive to student needs.		5
29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient to access.		6
23	Billing and payment procedures are convenient for me.		8
10	This institution responds quickly when I request information.		11
5	My program advisor helps me work toward career goals.	higher satisfaction	12
32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of students.		14

Challenges (high importance and low satisfaction/large gap)

No	Item	vs. National	Imp Rank
30	Campus item: Online course content is current and relevant to my program.		2
4	Faculty provide timely feedback about student progress.		3
28	Campus item: The location of course tools is consistent across all of my online courses.		7
20	The quality of online instruction is excellent.		9
31	Campus item: Faculty provide valuable professional expertise in online courses.		9
11	Student assignments are clearly defined in the syllabus.		13
12	There are sufficient offerings within my program of study.	lower satisfaction	16

Benchmarks

Higher Satisfaction vs. National

No	Item	Imp Rank
5	My program advisor helps me work toward career goals.	12

Higher Importance vs. National

No	Item	Imp Rank
5	My program advisor helps me work toward career goals.	12

Lower Satisfaction vs. National

No	Item	Imp Rank
12	There are sufficient offerings within my program of study.	16
18	Registration for online courses is convenient.	1

Institutional Summary

Scales: In Order of Importance

Scale	Minot State - PSOL				National Online Learners				Difference	SS
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
Enrollment Services	6.51	6.11	0.99	0.40	6.54	6.08	1.11	0.46	0.03	
Institutional Perceptions	6.41	6	1.09	0.41	6.53	5.94	1.23	0.59	0.06	
Academic Services	6.38	5.95	1.05	0.43	6.48	6.02	1.03	0.46	-0.07	
Instructional Services	6.32	5.9	1.01	0.42	6.42	5.91	1.09	0.51	-0.01	
Student Services	6.31	5.9	1.05	0.41	6.41	5.95	1.18	0.46	-0.05	

Institutional Summary

Items: In Order of Importance

S/C	No	Item	Minot State University - PSOL				National Online Learners				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
S	18	Registration for online courses is convenient.	6.67	6.19	1.24	0.48	6.68	6.4	1.13	0.28	-0.21	★
C	30	Campus item: Online course content is current and relevant to my program.	6.65	6.04	1.38	0.61						
	51	Factor to enroll: Convenience	6.65				6.66					
S	2	My program advisor is accessible by telephone and e-mail.	6.63	6.29	1.32	0.34	6.53	6.14	1.35	0.39	0.15	
C	4	Faculty provide timely feedback about student progress.	6.63	5.88	1.33	0.75	6.61	5.92	1.37	0.69	-0.04	
S	25	Faculty are responsive to student needs.	6.59	6.21	1.11	0.38	6.65	6	1.37	0.65	0.21	
S	29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient to access.	6.58	6.14	1.34	0.44						
C	28	Campus item: The location of course tools is consistent across all of my online courses.	6.56	5.89	1.47	0.67						
S	23	Billing and payment procedures are convenient for me.	6.55	6.37	1.03	0.18	6.57	6.21	1.29	0.36	0.16	
C	20	The quality of online instruction is excellent.	6.54	5.82	1.38	0.72	6.67	5.86	1.44	0.81	-0.04	
C	31	Campus item: Faculty provide valuable professional expertise in online courses.	6.54	6.02	1.26	0.52						
S	10	This institution responds quickly when I request information.	6.53	6.18	1.09	0.35	6.58	6.04	1.38	0.54	0.14	
S	5	My program advisor helps me work toward career goals.	6.51	6.12	1.35	0.39	6.35	5.71	1.64	0.64	0.41	★★
C	11	Student assignments are clearly defined in the syllabus.	6.50	5.85	1.32	0.65	6.66	6.03	1.32	0.63	-0.18	
	50	Factor to enroll: Flexible pacing for completing a program	6.48				6.58					
	7	Program requirements are clear and reasonable.	6.46	5.98	1.31	0.48	6.64	6.01	1.33	0.63	-0.03	
S	32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of students.	6.46	6.28	1	0.18						
C	12	There are sufficient offerings within my program of study.	6.44	5.75	1.36	0.69	6.57	6.02	1.3	0.55	-0.27	★
	40	Source of information: Web site	6.44				6.49					
	14	I receive timely information on the availability of financial aid.	6.43	6.04	1.25	0.39	6.43	5.87	1.55	0.56	0.17	
	27	Campus item: Adequate tools were provided to prepare me for my online courses.	6.43	5.97	1.3	0.46						
	6	Tuition paid is a worthwhile investment.	6.42	5.93	1.36	0.49	6.6	5.83	1.48	0.77	0.10	
	1	This institution has a good reputation.	6.41	6.06	1.07	0.35	6.47	6.06	1.23	0.41	0.00	
	3	Instructional materials are appropriate for program content.	6.41	5.91	1.3	0.50	6.65	6.02	1.27	0.63	-0.11	
	53	Factor to enroll: Program requirements	6.41				6.39					
	49	Factor to enroll: Work schedule	6.40				6.57					
	9	Adequate financial aid is available.	6.38	5.79	1.47	0.59	6.45	5.79	1.63	0.66	0.00	
	22	I am aware of whom to contact for questions about programs and services.	6.37	5.86	1.4	0.51	6.52	6.01	1.43	0.51	-0.15	
	45	Factor to enroll: Cost	6.36				6.37					

★ 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 103,662 records

S/C	No	Item	Minot State University - PSOL				National Online Learners				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
	13	The frequency of student and instructor interactions is adequate.	6.35	6.01	1.21	0.34	6.4	5.94	1.35	0.46	0.07	
	16	Appropriate technical assistance is readily available.	6.34	6.11	1.03	0.23	6.52	6.16	1.27	0.36	-0.05	
	38	Source of information: Catalog (online)	6.34				6.32					
	17	Assessment and evaluation procedures are clear and reasonable.	6.32	6	1.24	0.32	6.56	6.07	1.27	0.49	-0.07	
	26	The bookstore provides timely service to students.	6.30	5.95	1.4	0.35	6.37	6.15	1.3	0.22	-0.20	
	21	Adequate online library resources are provided.	6.20	5.68	1.56	0.52	6.56	6.23	1.21	0.33	-0.55	★★★
	44	Factor to enroll: Ability to transfer credits	6.18				6.3					
	42	Source of information: Recommendation from instructor or program advisor	6.17				6.1					
	19	Online career services are available.	6.14	5.72	1.41	0.42	6.18	5.86	1.47	0.32	-0.14	
	15	Channels are available for providing timely responses to student complaints.	6.13	5.71	1.45	0.42	6.34	5.66	1.65	0.68	0.05	
	33	Campus item: There are ample internship and field experience opportunities.	6.10	5.58	1.63	0.52						
	46	Factor to enroll: Financial assistance available	6.07				6.28					
	47	Factor to enroll: Future employment opportunities	6.06				6.24					
	48	Factor to enroll: Reputation of institution	6.02				6.34					
	24	Tutoring services are readily available for online courses.	6.00	5.63	1.46	0.37	6.18	5.79	1.57	0.39	-0.16	
	43	Source of information: Contact with current students and / or recent graduates of the program	5.50				5.53					
	54	Factor to enroll: Recommendations from employer	5.49				5.34					
	52	Factor to enroll: Distance from campus	5.42				5.42					
	39	Source of information: College representatives	5.40				5.8					
	8	Student-to-student collaborations are valuable to me.	5.20	5.52	1.36	-0.32	5.16	5.42	1.59	-0.26	0.10	
	37	Source of information: Catalog and brochures (printed)	5.08				5.34					
	41	Source of information: Advertisements	4.83				4.87					

★ 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 103,662 records

Institutional Summary

Items: In Sequential Order

S/C	No	Item	Minot State University - PSOL				National Online Learners				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
	1	This institution has a good reputation.	6.41	6.06	1.07	0.35	6.47	6.06	1.23	0.41	0.00	
S	2	My program advisor is accessible by telephone and e-mail.	6.63	6.29	1.32	0.34	6.53	6.14	1.35	0.39	0.15	
	3	Instructional materials are appropriate for program content.	6.41	5.91	1.3	0.50	6.65	6.02	1.27	0.63	-0.11	
C	4	Faculty provide timely feedback about student progress.	6.63	5.88	1.33	0.75	6.61	5.92	1.37	0.69	-0.04	
S	5	My program advisor helps me work toward career goals.	6.51	6.12	1.35	0.39	6.35	5.71	1.64	0.64	0.41	★★
	6	Tuition paid is a worthwhile investment.	6.42	5.93	1.36	0.49	6.6	5.83	1.48	0.77	0.10	
	7	Program requirements are clear and reasonable.	6.46	5.98	1.31	0.48	6.64	6.01	1.33	0.63	-0.03	
	8	Student-to-student collaborations are valuable to me.	5.20	5.52	1.36	-0.32	5.16	5.42	1.59	-0.26	0.10	
	9	Adequate financial aid is available.	6.38	5.79	1.47	0.59	6.45	5.79	1.63	0.66	0.00	
S	10	This institution responds quickly when I request information.	6.53	6.18	1.09	0.35	6.58	6.04	1.38	0.54	0.14	
C	11	Student assignments are clearly defined in the syllabus.	6.50	5.85	1.32	0.65	6.66	6.03	1.32	0.63	-0.18	
C	12	There are sufficient offerings within my program of study.	6.44	5.75	1.36	0.69	6.57	6.02	1.3	0.55	-0.27	★
	13	The frequency of student and instructor interactions is adequate.	6.35	6.01	1.21	0.34	6.4	5.94	1.35	0.46	0.07	
	14	I receive timely information on the availability of financial aid.	6.43	6.04	1.25	0.39	6.43	5.87	1.55	0.56	0.17	
	15	Channels are available for providing timely responses to student complaints.	6.13	5.71	1.45	0.42	6.34	5.66	1.65	0.68	0.05	
	16	Appropriate technical assistance is readily available.	6.34	6.11	1.03	0.23	6.52	6.16	1.27	0.36	-0.05	
	17	Assessment and evaluation procedures are clear and reasonable.	6.32	6	1.24	0.32	6.56	6.07	1.27	0.49	-0.07	
S	18	Registration for online courses is convenient.	6.67	6.19	1.24	0.48	6.68	6.4	1.13	0.28	-0.21	★
	19	Online career services are available.	6.14	5.72	1.41	0.42	6.18	5.86	1.47	0.32	-0.14	
C	20	The quality of online instruction is excellent.	6.54	5.82	1.38	0.72	6.67	5.86	1.44	0.81	-0.04	
	21	Adequate online library resources are provided.	6.20	5.68	1.56	0.52	6.56	6.23	1.21	0.33	-0.55	★★★
	22	I am aware of whom to contact for questions about programs and services.	6.37	5.86	1.4	0.51	6.52	6.01	1.43	0.51	-0.15	
S	23	Billing and payment procedures are convenient for me.	6.55	6.37	1.03	0.18	6.57	6.21	1.29	0.36	0.16	
	24	Tutoring services are readily available for online courses.	6.00	5.63	1.46	0.37	6.18	5.79	1.57	0.39	-0.16	
S	25	Faculty are responsive to student needs.	6.59	6.21	1.11	0.38	6.65	6	1.37	0.65	0.21	
	26	The bookstore provides timely service to students.	6.30	5.95	1.4	0.35	6.37	6.15	1.3	0.22	-0.20	
	27	Campus item: Adequate tools were provided to prepare me for my online courses.	6.43	5.97	1.3	0.46						
C	28	Campus item: The location of course tools is consistent across all of my online courses.	6.56	5.89	1.47	0.67						
S	29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient to access.	6.58	6.14	1.34	0.44						
C	30	Campus item: Online course content is current and relevant to my program.	6.65	6.04	1.38	0.61						

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

S/C	No	Item	Minot State University - PSOL				National Online Learners				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
C	31	Campus item: Faculty provide valuable professional expertise in online courses.	6.54	6.02	1.26	0.52						
S	32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of students.	6.46	6.28	1	0.18						
	33	Campus item: There are ample internship and field experience opportunities.	6.10	5.58	1.63	0.52						
	37	Source of information: Catalog and brochures (printed)	5.08				5.34					
	38	Source of information: Catalog (online)	6.34				6.32					
	39	Source of information: College representatives	5.40				5.8					
	40	Source of information: Web site	6.44				6.49					
	41	Source of information: Advertisements	4.83				4.87					
	42	Source of information: Recommendation from instructor or program advisor	6.17				6.1					
	43	Source of information: Contact with current students and / or recent graduates of the program	5.50				5.53					
	44	Factor to enroll: Ability to transfer credits	6.18				6.3					
	45	Factor to enroll: Cost	6.36				6.37					
	46	Factor to enroll: Financial assistance available	6.07				6.28					
	47	Factor to enroll: Future employment opportunities	6.06				6.24					
	48	Factor to enroll: Reputation of institution	6.02				6.34					
	49	Factor to enroll: Work schedule	6.40				6.57					
	50	Factor to enroll: Flexible pacing for completing a program	6.48				6.58					
	51	Factor to enroll: Convenience	6.65				6.66					
	52	Factor to enroll: Distance from campus	5.42				5.42					
	53	Factor to enroll: Program requirements	6.41				6.39					
	54	Factor to enroll: Recommendations from employer	5.49				5.34					

★ 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 103,662 records

Institutional Summary
Summary Items

Summary	Minot State University - PSOL	National Online Learners	Difference	SS
	Institution	National Norms		
So far, how has your college experience met your expectations?	**5.02**	**5.17**	**-0.15**	
1= Much worse than I expected	1%	2%		
2= Quite a bit worse than I expected	3%	1%		
3= Worse than I expected	7%	6%		
4= About what I expected	28%	24%		
5= Better than I expected	20%	22%		
6= Quite a bit better than I expected	16%	15%		
7= Much better than I expected	22%	26%		
Rate your overall satisfaction with your experience here thus far.	**5.83**	**5.79**	**0.04**	
1= Not satisfied at all	0%	1%		
2= Not very satisfied	3%	2%		
3= Somewhat dissatisfied	4%	5%		
4= Neutral	7%	6%		
5= Somewhat satisfied	9%	11%		
6= Satisfied	38%	36%		
7= Very satisfied	36%	36%		
All in all, if you had it to do over again, would you enroll here?	**5.98**	**5.86**	**0.12**	
1= Definitely not	1%	3%		
2= Probably not	0%	4%		
3= Maybe not	3%	3%		
4= I don't know	9%	6%		
5= Maybe yes	8%	7%		
6= Probably yes	30%	26%		
7= Definitely yes	46%	48%		

Item Percentage

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."

S/C	No	Item	Minot State University - PSOL			National Online Learners			Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	1	This institution has a good reputation.	88%	75%	13%	87%	76%	11%	-1%
S	2	My program advisor is accessible by telephone and e-mail.	91%	82%	9%	89%	78%	11%	4%
	3	Instructional materials are appropriate for program content.	86%	71%	15%	93%	74%	19%	-3%
C	4	Faculty provide timely feedback about student progress.	91%	68%	23%	92%	71%	21%	-3%
S	5	My program advisor helps me work toward career goals.	89%	79%	10%	83%	66%	17%	13%
	6	Tuition paid is a worthwhile investment.	87%	71%	16%	91%	68%	23%	3%
	7	Program requirements are clear and reasonable.	87%	72%	15%	93%	75%	18%	-3%
	8	Student-to-student collaborations are valuable to me.	48%	57%	-9%	49%	56%	-7%	1%
	9	Adequate financial aid is available.	79%	63%	16%	87%	68%	19%	-5%
S	10	This institution responds quickly when I request information.	90%	79%	11%	91%	76%	15%	3%
C	11	Student assignments are clearly defined in the syllabus.	89%	66%	23%	93%	75%	18%	-9%
C	12	There are sufficient offerings within my program of study.	86%	65%	21%	91%	74%	17%	-9%
	13	The frequency of student and instructor interactions is adequate.	84%	72%	12%	86%	72%	14%	0%
	14	I receive timely information on the availability of financial aid.	86%	74%	12%	87%	71%	16%	3%
	15	Channels are available for providing timely responses to student complaints.	78%	68%	10%	83%	65%	18%	3%
	16	Appropriate technical assistance is readily available.	80%	74%	6%	89%	79%	10%	-5%
	17	Assessment and evaluation procedures are clear and reasonable.	80%	68%	12%	91%	77%	14%	-9%
S	18	Registration for online courses is convenient.	92%	77%	15%	93%	86%	7%	-9%
	19	Online career services are available.	75%	66%	9%	78%	69%	9%	-3%
C	20	The quality of online instruction is excellent.	90%	66%	24%	94%	70%	24%	-4%
	21	Adequate online library resources are provided.	78%	64%	14%	90%	80%	10%	-16%
	22	I am aware of whom to contact for questions about programs and services.	84%	69%	15%	89%	74%	15%	-5%
S	23	Billing and payment procedures are convenient for me.	90%	82%	8%	90%	81%	9%	1%
	24	Tutoring services are readily available for online courses.	72%	58%	14%	78%	68%	10%	-10%
S	25	Faculty are responsive to student needs.	88%	81%	7%	93%	75%	18%	6%
	26	The bookstore provides timely service to students.	81%	69%	12%	84%	78%	6%	-9%
	27	Campus item: Adequate tools were provided to prepare me for my online courses.	87%	73%	14%				
C	28	Campus item: The location of course tools is consistent across all of my online courses.	88%	71%	17%				
S	29	Campus item: The shared Blackboard system among NDUS institutions makes online courses more convenient to access.	92%	77%	15%				
C	30	Campus item: Online course content is current and relevant to my program.	93%	72%	21%				
C	31	Campus item: Faculty provide valuable professional expertise in online courses.	92%	75%	17%				
S	32	Campus item: Minot State takes reasonable and effective steps to ensure the academic honesty of students.	88%	84%	4%				
	33	Campus item: There are ample internship and field experience opportunities.	75%	58%	17%				

S/C	No	Item	Minot State University - PSOL			National Online Learners			Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	37	Source of information: Catalog and brochures (printed)	45%			58%			
	38	Source of information: Catalog (online)	81%			83%			
	39	Source of information: College representatives	57%			69%			
	40	Source of information: Web site	83%			89%			
	41	Source of information: Advertisements	38%			46%			
	42	Source of information: Recommendation from instructor or program advisor	79%			78%			
	43	Source of information: Contact with current students and / or recent graduates of the program	54%			62%			
	44	Factor to enroll: Ability to transfer credits	82%			84%			
	45	Factor to enroll: Cost	85%			84%			
	46	Factor to enroll: Financial assistance available	72%			83%			
	47	Factor to enroll: Future employment opportunities	72%			81%			
	48	Factor to enroll: Reputation of institution	74%			83%			
	49	Factor to enroll: Work schedule	87%			90%			
	50	Factor to enroll: Flexible pacing for completing a program	88%			91%			
	51	Factor to enroll: Convenience	91%			93%			
	52	Factor to enroll: Distance from campus	62%			64%			
	53	Factor to enroll: Program requirements	88%			85%			
	54	Factor to enroll: Recommendations from employer	57%			60%			

Year to Year Comparison
Items: In Sequential Order

	No	Item	Apr 2021				Apr 2019					
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	1	This institution has a good reputation.	6.41	6.06	1.07	0.35	6.35	6.04	1.10	0.31	0.02	
★	2	My program advisor is accessible by telephone and e-mail.	6.63	6.29	1.32	0.34	6.54	6.36	0.98	0.18	-0.07	
	3	Instructional materials are appropriate for program content.	6.41	5.91	1.30	0.50	6.54	6.02	1.30	0.52	-0.11	
🚩	4	Faculty provide timely feedback about student progress.	6.63	5.88	1.33	0.75	6.55	5.83	1.53	0.72	0.05	
★	5	My program advisor helps me work toward career goals.	6.51	6.12	1.35	0.39	6.40	6.27	1.26	0.13	-0.15	
	6	Tuition paid is a worthwhile investment.	6.42	5.93	1.36	0.49	6.42	5.91	1.38	0.51	0.02	
	7	Program requirements are clear and reasonable.	6.46	5.98	1.31	0.48	6.42	6.02	1.25	0.40	-0.04	
	8	Student-to-student collaborations are valuable to me.	5.20	5.52	1.36	-0.32	5.00	5.65	1.39	-0.65	-0.13	
	9	Adequate financial aid is available.	6.38	5.79	1.47	0.59	6.28	5.95	1.43	0.33	-0.16	
★	10	This institution responds quickly when I request information.	6.53	6.18	1.09	0.35	6.40	6.13	1.50	0.27	0.05	
🚩	11	Student assignments are clearly defined in the syllabus.	6.50	5.85	1.32	0.65	6.51	5.95	1.31	0.56	-0.10	
🚩	12	There are sufficient offerings within my program of study.	6.44	5.75	1.36	0.69	6.48	5.90	1.41	0.58	-0.15	
	13	The frequency of student and instructor interactions is adequate.	6.35	6.01	1.21	0.34	6.31	6.08	1.23	0.23	-0.07	
	14	I receive timely information on the availability of financial aid.	6.43	6.04	1.25	0.39	6.34	6.16	1.25	0.18	-0.12	
	15	Channels are available for providing timely responses to student complaints.	6.13	5.71	1.45	0.42	6.26	5.94	1.44	0.32	-0.23	
	16	Appropriate technical assistance is readily available.	6.34	6.11	1.03	0.23	6.33	6.21	1.17	0.12	-0.10	
	17	Assessment and evaluation procedures are clear and reasonable.	6.32	6.00	1.24	0.32	6.41	6.07	1.27	0.34	-0.07	
★	18	Registration for online courses is convenient.	6.67	6.19	1.24	0.48	6.64	6.31	1.29	0.33	-0.12	
	19	Online career services are available.	6.14	5.72	1.41	0.42	6.05	5.82	1.40	0.23	-0.10	
🚩	20	The quality of online instruction is excellent.	6.54	5.82	1.38	0.72	6.65	5.86	1.42	0.79	-0.04	
	21	Adequate online library resources are provided.	6.20	5.68	1.56	0.52	6.39	5.53	1.73	0.86	0.15	
	22	I am aware of whom to contact for questions about programs and services.	6.37	5.86	1.40	0.51	6.38	5.95	1.38	0.43	-0.09	
★	23	Billing and payment procedures are convenient for me.	6.55	6.37	1.03	0.18	6.49	6.39	1.16	0.10	-0.02	
	24	Tutoring services are readily available for online courses.	6.00	5.63	1.46	0.37	5.71	5.32	1.67	0.39	0.31	
★	25	Faculty are responsive to student needs.	6.59	6.21	1.11	0.38	6.50	6.10	1.18	0.40	0.11	

Year to Year Comparison
Items: In Sequential Order

	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	26	The bookstore provides timely service to students.	6.30	5.95	1.40	0.35	6.11	6.08	1.27	0.03	-0.13	
	27	Campus item: Adequate tools were provided to prepare me for my online courses.	6.43	5.97	1.30	0.46	6.36	6.01	1.16	0.35	-0.04	
🚩	28	Campus item: The location of course tools is consistent across all of my online cours...	6.56	5.89	1.47	0.67	6.39	6.04	1.21	0.35	-0.15	
⭐	29	Campus item: The shared Blackboard system among NDUS institutions makes onlin...	6.58	6.14	1.34	0.44	6.24	6.28	1.10	-0.04	-0.14	
🚩	30	Campus item: Online course content is current and relevant to my program.	6.65	6.04	1.38	0.61	6.61	6.16	1.29	0.45	-0.12	
🚩	31	Campus item: Faculty provide valuable professional expertise in online courses.	6.54	6.02	1.26	0.52	6.51	6.01	1.27	0.50	0.01	
⭐	32	Campus item: Minot State takes reasonable and effective steps to ensure the acade...	6.46	6.28	1.00	0.18	6.31	6.40	0.99	-0.09	-0.12	
	33	Campus item: There are ample internship and field experience opportunities.	6.10	5.58	1.63	0.52	5.87	5.35	1.70	0.52	0.23	
	37	Source of information: Catalog and brochures (printed)	5.08				5.23					
	38	Source of information: Catalog (online)	6.34				6.24					
	39	Source of information: College representatives	5.40				5.70					
	40	Source of information: Web site	6.44				6.45					
	41	Source of information: Advertisements	4.83				4.95					
	42	Source of information: Recommendation from instructor or program advisor	6.17				6.10					
	43	Source of information: Contact with current students and / or recent graduates of th...	5.50				5.36					
	44	Factor to enroll: Ability to transfer credits	6.18				5.91					
	45	Factor to enroll: Cost	6.36				6.31					
	46	Factor to enroll: Financial assistance available	6.07				5.83					
	47	Factor to enroll: Future employment opportunities	6.06				6.01					
	48	Factor to enroll: Reputation of institution	6.02				6.13					
	49	Factor to enroll: Work schedule	6.40				6.53					
	50	Factor to enroll: Flexible pacing for completing a program	6.48				6.40					
	51	Factor to enroll: Convenience	6.65				6.43					
	52	Factor to enroll: Distance from campus	5.42				5.77					
	53	Factor to enroll: Program requirements	6.41				6.23					
	54	Factor to enroll: Recommendations from employer	5.49				5.22					

Year to Year Comparison
Items: In Sequential Order

	Apr 2021	Apr 2019		
Summary	%	%	Difference	SS
So far, how has your college experience met your expectations?	**5.02**	**4.97**	**0.05**	
1 = Much worse than I expected	1%	1%		
2 = Quite a bit worse than I expected	3%	3%		
3 = Worse than I expected	7%	4%		
4 = About what I expected	28%	36%		
5 = Better than I expected	20%	17%		
6 = Quite a bit better than I expected	16%	18%		
7 = Much better than I expected	22%	19%		
Rate your overall satisfaction with your experience here thus far.	**5.83**	**5.80**	**0.03**	
1 = Not satisfied at all	0%	1%		
2 = Not very satisfied	3%	2%		
3 = Somewhat dissatisfied	4%	6%		
4 = Neutral	7%	4%		
5 = Somewhat satisfied	9%	8%		
6 = Satisfied	38%	43%		
7 = Very satisfied	36%	33%		
All in all, if you had it to do over again, would you enroll here?	**5.98**	**6.01**	**-0.03**	
1 = Definitely not	1%	1%		
2 = Probably not	0%	3%		
3 = Maybe not	3%	3%		
4 = I don't know	9%	3%		
5 = Maybe yes	8%	11%		
6 = Probably yes	30%	28%		
7 = Definitely yes	46%	48%		