

Demographics

Gender	N	%	Current Class Load	N	%
Female	137	70.62%	Full-time	78	40.21%
Male	57	29.38%	Part-time	116	59.79%
Total	194	100.00%	Total	194	100.00%
No Response	7		No Response	7	

Age	N	%	Class Level	N	%
18 and under	6	3.06%	First year	40	20.73%
19 to 24	42	21.43%	Second year	70	36.27%
25 to 34	57	29.08%	Third year	27	13.99%
35 to 44	40	20.41%	Fourth year	8	4.15%
45 to 54	36	18.37%	Special student	3	1.55%
55 to 64	15	7.65%	Graduate/professional	25	12.95%
65 and over	0	0.00%	Other class level	20	10.36%
Total	196	100.00%	Total	193	100.00%
No Response	5		No Response	8	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	7	3.57%	Associate degree	59	30.26%
American Indian or Alaskan Native	4	2.04%	Bachelor's degree	61	31.28%
Asian or Pacific Islander	12	6.12%	Master's degree	21	10.77%
Caucasian/White	133	67.86%	Doctorate or professional degree	13	6.67%
Hispanic	27	13.78%	Certification (initial or renewal)	17	8.72%
Other race	2	1.02%	Self-improvement/pleasure	8	4.10%
Race - Prefer not to respond	11	5.61%	Job-related training	4	2.05%
Total	196	100.00%	Other educational goal	12	6.15%
No Response	5		Total	195	100.00%
			No Response	6	

Current Enrollment Status	N	%	Employment	N	%
Primarily online	174	89.69%	Full-time	108	55.38%
Primarily on-campus	20	10.31%	Part-time	24	12.31%
Total	194	100.00%	Not employed	63	32.31%
No Response	7		Total	195	100.00%
			No Response	6	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	68	35.05%	No classes	40	20.73%
Rent room / apartment / house	89	45.88%	1-3 classes	68	35.23%
Relative's home	30	15.46%	4-6 classes	37	19.17%
Residence hall	0	0.00%	7-9 classes	17	8.81%
Other residence	7	3.61%	10-12 classes	19	9.84%
Total	194	100.00%	13-15 classes	5	2.59%
No Response	7		More than 15 classes	7	3.63%
			Total	193	100.00%
			No Response	8	
Marital Status			What is your primary reason for taking online courses?		
	N	%		N	%
Single	85	43.37%	On-campus class times are inconvenient.	79	41.80%
Single with children	29	14.80%	Transportation to campus is difficult.	21	11.11%
Married	28	14.29%	Hard getting away from the house.	20	10.58%
Married with children	48	24.49%	Save money from traveling/parking.	20	10.58%
Marital - Prefer not to respond	6	3.06%	Online courses suit my learning style.	49	25.93%
Total	196	100.00%	Campus item - Answer 6	0	0.00%
No Response	5		Total	189	100.00%
			No Response	12	
Current Plans			Would you be interested in completing your degree or certificate entirely online at this college?		
	N	%		N	%
Complete online degree program	65	33.68%	Yes	100	51.28%
Complete degree on campus	31	16.06%	No	57	29.23%
Transfer credits	62	32.12%	Unsure	38	19.49%
Complete this course	35	18.13%	Campus item 2 - Answer 4	0	0.00%
Total	193	100.00%	Campus item 2 - Answer 5	0	0.00%
No Response	8		Campus item 2 - Answer 6	0	0.00%
			Total	195	100.00%
			No Response	6	
Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	52	27.08%	2000: Associate in General Studies	17	9.09%
4-6 credits	54	28.13%	3014: AAS - Agribusiness	1	0.53%
7-9 credits	40	20.83%	3048: AAS - Retail Management	1	0.53%
10-12 credits	28	14.58%	3053: AAS - Recreation Management	1	0.53%
13-15 credits	14	7.29%	3059: AAS - Strength, Nutrition, Personal Training	1	0.53%
More than 15 credits	4	2.08%			
Total	192	100.00%			
No Response	9				

Demographics

3081: AAS - Digital Arts	1	0.53%	7100: Enhance Job Skills - Not Seeking MCC Degree	6	3.21%
3084: AAS - Web Developer	2	1.07%	7110: Courses for University - Not Seeking MCC Degree	3	1.60%
3087: AAS - Web Server Administrator	1	0.53%	7111: Dual or Concurrent Courses	1	0.53%
3112: AAS - Emergency Response and Operations	1	0.53%	7142: Undeclared	8	4.28%
3124: AAS - Early Learning and Development	2	1.07%	7152: Transfer to Bachelor Degree Program - Not Seeking MCC Degree	16	8.56%
3145: AAS - Game Technology	1	0.53%	8101: Associate in Arts, Elem. Education	2	1.07%
3147: AAS - Multimedia and Business Technology	3	1.60%	8105: Associate in Arts, Fine Arts - Art	4	2.14%
3164: AAS - Computer Programming	8	4.28%	8400: Associate in Arts	17	9.09%
3208: AAS - Networking System Administration	1	0.53%	8600: Associate in Science	13	6.95%
3392: AAS - Library Information Technology	1	0.53%	8800: Associate in Business Special	3	1.60%
3394: AAS - Judicial Studies	2	1.07%	8900: Associate in Business General	19	10.16%
3398: AAS - Administration of Justice Studies	3	1.60%	9100: ATP - Social Work-ASU M	3	1.60%
3727: AAS - Organizational Management	2	1.07%	9102: ATP - Psychology (BA)-ASU M	2	1.07%
3765: AAS - Mortuary Science	2	1.07%	9104: ATP - Accountancy-ASU M	1	0.53%
3802: AAS - Architecture	1	0.53%	9107: ATP - Nursing (BS)-ASU M	3	1.60%
3812: AAS - Nursing	5	2.67%	Total	187	100.00%
3831: AAS - Dental Hygiene	1	0.53%	No Response	14	
3852: AAS - Business	11	5.88%			
5060: Certificate - Web Developer	1	0.53%			
5135: Certificate - Geographic Info. Systems	1	0.53%			
5146: Certificate - Microsoft Office Specialist/Basic	1	0.53%			
5342: Certificate - Web Server Administrator	1	0.53%			
5345: Certificate - Advanced Web Designer	1	0.53%			
5445: Certificate - Personal Training Specialist	1	0.53%			
5477: Certificate - Project Management	2	1.07%			
5619: Certificate - Residential Appraisal Trainee	1	0.53%			
5629: Certificate - Digital Arts: Web Design	1	0.53%			
5633: Certificate - Digital Arts: Graphic Design	1	0.53%			
5739: Certificate - Nursing Refresher	3	1.60%			
5768: Certificate - Textile/Apparel: Fashion Stylist	1	0.53%			
5999: Certificate - International Trade	1	0.53%			
6238: Certificate - Child and Family Professional Dev.	1	0.53%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 32. Campus item: The course syllabus and the information on required textbooks and supplies is helpful.
- 18. Registration for online courses is convenient.
- 31. Campus item: Canvas is reliable and performs well.
- 6. Tuition paid is a worthwhile investment.
- 17. Assessment and evaluation procedures are clear and reasonable.
- 23. Billing and payment procedures are convenient for me.
- 28. Campus item: The test proctoring services associated with your online courses are convenient.

Challenges

- 25. Faculty are responsive to student needs.
- 20. The quality of online instruction is excellent.
- 4. Faculty provide timely feedback about student progress.
- 10. This institution responds quickly when I request information.
- 30. Campus item: Online Course Previews for your course(s) provide enough information.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Online Learners

- 11. Student assignments are clearly defined in the syllabus.
- 25. Faculty are responsive to student needs.
- 18. Registration for online courses is convenient.
- 20. The quality of online instruction is excellent.
- 7. Program requirements are clear and reasonable.
- 3. Instructional materials are appropriate for program content.
- 4. Faculty provide timely feedback about student progress.
- 12. There are sufficient offerings within my program of study.
- 17. Assessment and evaluation procedures are clear and reasonable.
- 23. Billing and payment procedures are convenient for me.
- 10. This institution responds quickly when I request information.

Institutional Summary
Scales: In Order of Importance

Scale	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.30	5.67 / 1.27	0.63	6.52	6.02 / 1.07	0.50	-0.35 ***
Institutional Perceptions	6.26	5.84 / 1.19	0.42	6.54	5.88 / 1.16	0.66	-0.04
Instructional Services	6.24	5.46 / 1.37	0.78	6.43	5.83 / 1.04	0.60	-0.37 ***
Academic Services	6.21	5.34 / 1.27	0.87	6.43	5.86 / 1.00	0.57	-0.52 ***
Student Services	6.15	5.25 / 1.33	0.90	6.39	5.81 / 1.12	0.58	-0.56 ***

National Group Means are based on 123594 records.

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

Institutional Summary

Items: In Order of Importance

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. Factor to enroll: Convenience	6.62			6.76			
11. Student assignments are clearly defined in the syllabus.	6.61	5.69 / 1.64	0.92	6.67	5.96 / 1.28	0.71	-0.27 **
25. Faculty are responsive to student needs.	6.60	5.37 / 1.72	1.23	6.64	5.87 / 1.35	0.77	-0.50 ***
32. Campus item: The course syllabus and the information on required textbooks and supplies is helpful.	6.58	5.92 / 1.44	0.66				
18. Registration for online courses is convenient.	6.57	5.92 / 1.55	0.65	6.64	6.37 / 1.09	0.27	-0.45 ***
20. The quality of online instruction is excellent.	6.56	5.31 / 1.91	1.25	6.68	5.84 / 1.37	0.84	-0.53 ***
7. Program requirements are clear and reasonable.	6.54	5.62 / 1.62	0.92	6.62	5.93 / 1.27	0.69	-0.31 ***
31. Campus item: Canvas is reliable and performs well.	6.54	5.82 / 1.48	0.72				
4. Faculty provide timely feedback about student progress.	6.52	5.39 / 1.75	1.13	6.61	5.75 / 1.40	0.86	-0.36 ***
3. Instructional materials are appropriate for program content.	6.52	5.64 / 1.64	0.88	6.61	5.99 / 1.19	0.62	-0.35 ***
34. Campus item: The amount of work assigned is appropriate.	6.51	5.52 / 1.78	0.99				
6. Tuition paid is a worthwhile investment.	6.49	5.78 / 1.44	0.71	6.64	5.78 / 1.41	0.86	0.00
33. Campus item: The difficulty level of work required is appropriate.	6.49	5.53 / 1.67	0.96				

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** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 123594 records.

Institutional Summary

Items: In Order of Importance

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
12. There are sufficient offerings within my program of study.	6.45	5.48 / 1.54	0.97	6.57	5.92 / 1.27	0.65	-0.44 ***
49. Factor to enroll: Work schedule	6.45			6.59			
50. Factor to enroll: Flexible pacing for completing a program	6.43			6.63			
17. Assessment and evaluation procedures are clear and reasonable.	6.41	5.71 / 1.52	0.70	6.51	5.95 / 1.24	0.56	-0.24 **
45. Factor to enroll: Cost	6.41			6.25			
23. Billing and payment procedures are convenient for me.	6.39	5.93 / 1.35	0.46	6.55	6.15 / 1.26	0.40	-0.22 *
10. This institution responds quickly when I request information.	6.38	5.34 / 1.65	1.04	6.59	5.92 / 1.39	0.67	-0.58 ***
28. Campus item: The test proctoring services associated with your online courses are convenient.	6.37	5.71 / 1.63	0.66				
30. Campus item: Online Course Previews for your course(s) provide enough information.	6.29	5.23 / 1.80	1.06				
16. Appropriate technical assistance is readily available.	6.27	5.65 / 1.55	0.62	6.48	6.00 / 1.28	0.48	-0.35 ***
26. The bookstore provides timely service to students.	6.23	5.73 / 1.47	0.50	6.39	6.06 / 1.28	0.33	-0.33 ***
40. Source of information: Web site	6.23			6.34			

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National Group Means are based on 123594 records.

Institutional Summary

Items: In Order of Importance

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
22. I am aware of whom to contact for questions about programs and services.	6.23	5.08 / 1.81	1.15	6.51	5.92 / 1.39	0.59	-0.84 ***
44. Factor to enroll: Ability to transfer credits	6.23			6.17			
13. The frequency of student and instructor interactions is adequate.	6.22	5.39 / 1.70	0.83	6.37	5.77 / 1.34	0.60	-0.38 ***
21. Adequate online library resources are provided.	6.19	5.56 / 1.49	0.63	6.50	6.06 / 1.28	0.44	-0.50 ***
53. Factor to enroll: Program requirements	6.17			6.45			
14. I receive timely information on the availability of financial aid.	6.16	5.22 / 1.66	0.94	6.41	5.72 / 1.54	0.69	-0.50 ***
38. Source of information: Catalog (online)	6.07			5.95			
2. My program advisor is accessible by telephone and e-mail.	6.07	5.01 / 1.87	1.06	6.47	5.98 / 1.37	0.49	-0.97 ***
1. This institution has a good reputation.	6.04	5.90 / 1.21	0.14	6.45	5.97 / 1.19	0.48	-0.07
15. Channels are available for providing timely responses to student complaints.	6.00	4.82 / 1.84	1.18	6.29	5.45 / 1.61	0.84	-0.63 ***
9. Adequate financial aid is available.	5.99	5.43 / 1.64	0.56	6.48	5.81 / 1.53	0.67	-0.38 **
47. Factor to enroll: Future employment opportunities	5.98			6.19			
27. Campus item: The tutorials provided on the student eLearning website are helpful.	5.98	5.51 / 1.53	0.47				

* Difference statistically significant at the .05 level

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*** Difference statistically significant at the .001 level

National Group Means are based on 123594 records.

Institutional Summary

Items: In Order of Importance

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
5. My program advisor helps me work toward career goals.	5.96	4.74 / 1.84	1.22	6.29	5.53 / 1.60	0.76	-0.79 ***
24. Tutoring services are readily available for online courses.	5.93	5.15 / 1.77	0.78	6.02	5.51 / 1.57	0.51	-0.36 **
48. Factor to enroll: Reputation of institution	5.88			6.34			
29. Campus item: Information on the eLearning website about technology/personal traits/commitment required for eLearning courses is useful.	5.86	5.69 / 1.41	0.17				
19. Online career services are available.	5.84	5.22 / 1.64	0.62	6.11	5.64 / 1.47	0.47	-0.42 ***
52. Factor to enroll: Distance from campus	5.82			5.27			
46. Factor to enroll: Financial assistance available	5.68			6.32			
35. Campus item: The number of hybrid courses (partially online and partially face-to-face) offered by the college is adequate.	5.67	5.04 / 1.75	0.63				
42. Source of information: Recommendation from instructor or program advisor	5.43			5.57			
36. Campus item: The number of opportunities to interact with online classmates is adequate.	5.24	5.50 / 1.51	-0.26				
39. Source of information: College representatives	5.08			5.61			
54. Factor to enroll: Recommendations from employer	4.75			5.01			

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National Group Means are based on 123594 records.

Institutional Summary
Items: In Order of Importance

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
43. Source of information: Contact with current students and / or recent graduates of the program	4.51			5.20			
8. Student-to-student collaborations are valuable to me.	4.47	5.10 / 1.43	-0.63	5.35	5.52 / 1.39	-0.17	-0.42 ***
37. Source of information: Catalog and brochures (printed)	4.29			4.64			
41. Source of information: Advertisements	3.55			4.42			

National Group Means are based on 123594 records.

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 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.21	5.34 / 1.27	0.87	6.43	5.86 / 1.00	0.57	-0.52 ***
2. My program advisor is accessible by telephone and e-mail.	6.07	5.01 / 1.87	1.06	6.47	5.98 / 1.37	0.49	-0.97 ***
5. My program advisor helps me work toward career goals.	5.96	4.74 / 1.84	1.22	6.29	5.53 / 1.60	0.76	-0.79 ***
7. Program requirements are clear and reasonable.	6.54	5.62 / 1.62	0.92	6.62	5.93 / 1.27	0.69	-0.31 ***
12. There are sufficient offerings within my program of study.	6.45	5.48 / 1.54	0.97	6.57	5.92 / 1.27	0.65	-0.44 ***
16. Appropriate technical assistance is readily available.	6.27	5.65 / 1.55	0.62	6.48	6.00 / 1.28	0.48	-0.35 ***
21. Adequate online library resources are provided.	6.19	5.56 / 1.49	0.63	6.50	6.06 / 1.28	0.44	-0.50 ***
24. Tutoring services are readily available for online courses.	5.93	5.15 / 1.77	0.78	6.02	5.51 / 1.57	0.51	-0.36 **

* 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 123594 records.

Institutional Summary

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

Scale/Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.30	5.67 / 1.27	0.63	6.52	6.02 / 1.07	0.50	-0.35 ***
9. Adequate financial aid is available.	5.99	5.43 / 1.64	0.56	6.48	5.81 / 1.53	0.67	-0.38 **
14. I receive timely information on the availability of financial aid.	6.16	5.22 / 1.66	0.94	6.41	5.72 / 1.54	0.69	-0.50 ***
18. Registration for online courses is convenient.	6.57	5.92 / 1.55	0.65	6.64	6.37 / 1.09	0.27	-0.45 ***
23. Billing and payment procedures are convenient for me.	6.39	5.93 / 1.35	0.46	6.55	6.15 / 1.26	0.40	-0.22 *

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 123594 records.

Institutional Summary

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

Scale/Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.26	5.84 / 1.19	0.42	6.54	5.88 / 1.16	0.66	-0.04
1. This institution has a good reputation.	6.04	5.90 / 1.21	0.14	6.45	5.97 / 1.19	0.48	-0.07
6. Tuition paid is a worthwhile investment.	6.49	5.78 / 1.44	0.71	6.64	5.78 / 1.41	0.86	0.00

National Group Means are based on 123594 records.

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 ** 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

Scale/Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.24	5.46 / 1.37	0.78	6.43	5.83 / 1.04	0.60	-0.37 ***
3. Instructional materials are appropriate for program content.	6.52	5.64 / 1.64	0.88	6.61	5.99 / 1.19	0.62	-0.35 ***
4. Faculty provide timely feedback about student progress.	6.52	5.39 / 1.75	1.13	6.61	5.75 / 1.40	0.86	-0.36 ***
8. Student-to-student collaborations are valuable to me.	4.47	5.10 / 1.43	-0.63	5.35	5.52 / 1.39	-0.17	-0.42 ***
11. Student assignments are clearly defined in the syllabus.	6.61	5.69 / 1.64	0.92	6.67	5.96 / 1.28	0.71	-0.27 **
13. The frequency of student and instructor interactions is adequate.	6.22	5.39 / 1.70	0.83	6.37	5.77 / 1.34	0.60	-0.38 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.41	5.71 / 1.52	0.70	6.51	5.95 / 1.24	0.56	-0.24 **
20. The quality of online instruction is excellent.	6.56	5.31 / 1.91	1.25	6.68	5.84 / 1.37	0.84	-0.53 ***
25. Faculty are responsive to student needs.	6.60	5.37 / 1.72	1.23	6.64	5.87 / 1.35	0.77	-0.50 ***

* 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 123594 records.

Institutional Summary

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

Scale/Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.15	5.25 / 1.33	0.90	6.39	5.81 / 1.12	0.58	-0.56 ***
10. This institution responds quickly when I request information.	6.38	5.34 / 1.65	1.04	6.59	5.92 / 1.39	0.67	-0.58 ***
15. Channels are available for providing timely responses to student complaints.	6.00	4.82 / 1.84	1.18	6.29	5.45 / 1.61	0.84	-0.63 ***
19. Online career services are available.	5.84	5.22 / 1.64	0.62	6.11	5.64 / 1.47	0.47	-0.42 ***
22. I am aware of whom to contact for questions about programs and services.	6.23	5.08 / 1.81	1.15	6.51	5.92 / 1.39	0.59	-0.84 ***
26. The bookstore provides timely service to students.	6.23	5.73 / 1.47	0.50	6.39	6.06 / 1.28	0.33	-0.33 ***

* 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 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.04	5.90 / 1.21	0.14	6.45	5.97 / 1.19	0.48	-0.07
2. My program advisor is accessible by telephone and e-mail.	6.07	5.01 / 1.87	1.06	6.47	5.98 / 1.37	0.49	-0.97 ***
3. Instructional materials are appropriate for program content.	6.52	5.64 / 1.64	0.88	6.61	5.99 / 1.19	0.62	-0.35 ***
4. Faculty provide timely feedback about student progress.	6.52	5.39 / 1.75	1.13	6.61	5.75 / 1.40	0.86	-0.36 ***
5. My program advisor helps me work toward career goals.	5.96	4.74 / 1.84	1.22	6.29	5.53 / 1.60	0.76	-0.79 ***
6. Tuition paid is a worthwhile investment.	6.49	5.78 / 1.44	0.71	6.64	5.78 / 1.41	0.86	0.00
7. Program requirements are clear and reasonable.	6.54	5.62 / 1.62	0.92	6.62	5.93 / 1.27	0.69	-0.31 ***
8. Student-to-student collaborations are valuable to me.	4.47	5.10 / 1.43	-0.63	5.35	5.52 / 1.39	-0.17	-0.42 ***
9. Adequate financial aid is available.	5.99	5.43 / 1.64	0.56	6.48	5.81 / 1.53	0.67	-0.38 **
10. This institution responds quickly when I request information.	6.38	5.34 / 1.65	1.04	6.59	5.92 / 1.39	0.67	-0.58 ***
11. Student assignments are clearly defined in the syllabus.	6.61	5.69 / 1.64	0.92	6.67	5.96 / 1.28	0.71	-0.27 **
12. There are sufficient offerings within my program of study.	6.45	5.48 / 1.54	0.97	6.57	5.92 / 1.27	0.65	-0.44 ***

* 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 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. The frequency of student and instructor interactions is adequate.	6.22	5.39 / 1.70	0.83	6.37	5.77 / 1.34	0.60	-0.38 ***
14. I receive timely information on the availability of financial aid.	6.16	5.22 / 1.66	0.94	6.41	5.72 / 1.54	0.69	-0.50 ***
15. Channels are available for providing timely responses to student complaints.	6.00	4.82 / 1.84	1.18	6.29	5.45 / 1.61	0.84	-0.63 ***
16. Appropriate technical assistance is readily available.	6.27	5.65 / 1.55	0.62	6.48	6.00 / 1.28	0.48	-0.35 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.41	5.71 / 1.52	0.70	6.51	5.95 / 1.24	0.56	-0.24 **
18. Registration for online courses is convenient.	6.57	5.92 / 1.55	0.65	6.64	6.37 / 1.09	0.27	-0.45 ***
19. Online career services are available.	5.84	5.22 / 1.64	0.62	6.11	5.64 / 1.47	0.47	-0.42 ***
20. The quality of online instruction is excellent.	6.56	5.31 / 1.91	1.25	6.68	5.84 / 1.37	0.84	-0.53 ***
21. Adequate online library resources are provided.	6.19	5.56 / 1.49	0.63	6.50	6.06 / 1.28	0.44	-0.50 ***
22. I am aware of whom to contact for questions about programs and services.	6.23	5.08 / 1.81	1.15	6.51	5.92 / 1.39	0.59	-0.84 ***
23. Billing and payment procedures are convenient for me.	6.39	5.93 / 1.35	0.46	6.55	6.15 / 1.26	0.40	-0.22 *
24. Tutoring services are readily available for online courses.	5.93	5.15 / 1.77	0.78	6.02	5.51 / 1.57	0.51	-0.36 **
25. Faculty are responsive to student needs.	6.60	5.37 / 1.72	1.23	6.64	5.87 / 1.35	0.77	-0.50 ***

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*** Difference statistically significant at the .001 level

National Group Means are based on 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
26. The bookstore provides timely service to students.	6.23	5.73 / 1.47	0.50	6.39	6.06 / 1.28	0.33	-0.33 ***
27. Campus item: The tutorials provided on the student eLearning website are helpful.	5.98	5.51 / 1.53	0.47				
28. Campus item: The test proctoring services associated with your online courses are convenient.	6.37	5.71 / 1.63	0.66				
29. Campus item: Information on the eLearning website about technology/personal traits/commitment required for eLearning courses is useful.	5.86	5.69 / 1.41	0.17				
30. Campus item: Online Course Previews for your course(s) provide enough information.	6.29	5.23 / 1.80	1.06				
31. Campus item: Canvas is reliable and performs well.	6.54	5.82 / 1.48	0.72				
32. Campus item: The course syllabus and the information on required textbooks and supplies is helpful.	6.58	5.92 / 1.44	0.66				
33. Campus item: The difficulty level of work required is appropriate.	6.49	5.53 / 1.67	0.96				
34. Campus item: The amount of work assigned is appropriate.	6.51	5.52 / 1.78	0.99				
35. Campus item: The number of hybrid courses (partially online and partially face-to-face) offered by the college is adequate.	5.67	5.04 / 1.75	0.63				

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
36. Campus item: The number of opportunities to interact with online classmates is adequate.	5.24	5.50 / 1.51	-0.26				
37. Source of information: Catalog and brochures (printed)	4.29			4.64			
38. Source of information: Catalog (online)	6.07			5.95			
39. Source of information: College representatives	5.08			5.61			
40. Source of information: Web site	6.23			6.34			
41. Source of information: Advertisements	3.55			4.42			
42. Source of information: Recommendation from instructor or program advisor	5.43			5.57			
43. Source of information: Contact with current students and / or recent graduates of the program	4.51			5.20			
44. Factor to enroll: Ability to transfer credits	6.23			6.17			
45. Factor to enroll: Cost	6.41			6.25			
46. Factor to enroll: Financial assistance available	5.68			6.32			
47. Factor to enroll: Future employment opportunities	5.98			6.19			
48. Factor to enroll: Reputation of institution	5.88			6.34			
49. Factor to enroll: Work schedule	6.45			6.59			
50. Factor to enroll: Flexible pacing for completing a program	6.43			6.63			

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. Factor to enroll: Convenience	6.62			6.76			
52. Factor to enroll: Distance from campus	5.82			5.27			
53. Factor to enroll: Program requirements	6.17			6.45			
54. Factor to enroll: Recommendations from employer	4.75			5.01			

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Institutional Summary

Summary Items

Summary Item	Mesa Community College - PSOL	National Online Learners	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected</p> <p>2=Quite a bit worse than I expected</p> <p>3=Worse than I expected</p> <p>4=About what I expected</p> <p>5=Better than I expected</p> <p>6=Quite a bit better than I expected</p> <p>7=Much better than expected</p>	<p>Average: 4.57</p> <p>6%</p> <p>3%</p> <p>10%</p> <p>29%</p> <p>21%</p> <p>13%</p> <p>15%</p>	<p>Average: 5.17</p> <p>1%</p> <p>1%</p> <p>6%</p> <p>24%</p> <p>25%</p> <p>15%</p> <p>25%</p>	-0.60
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all</p> <p>2=Not very satisfied</p> <p>3=Somewhat dissatisfied</p> <p>4=Neutral</p> <p>5=Somewhat satisfied</p> <p>6=Satisfied</p> <p>7=Very satisfied</p>	<p>Average: 5.28</p> <p>5%</p> <p>5%</p> <p>7%</p> <p>6%</p> <p>13%</p> <p>38%</p> <p>23%</p>	<p>Average: 5.82</p> <p>1%</p> <p>2%</p> <p>4%</p> <p>5%</p> <p>11%</p> <p>37%</p> <p>36%</p>	-0.54
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not</p> <p>2=Probably not</p> <p>3=Maybe not</p> <p>4=I don't know</p> <p>5=Maybe yes</p> <p>6=Probably yes</p> <p>7=Definitely yes</p>	<p>Average: 5.65</p> <p>4%</p> <p>7%</p> <p>2%</p> <p>4%</p> <p>9%</p> <p>29%</p> <p>42%</p>	<p>Average: 5.90</p> <p>2%</p> <p>4%</p> <p>3%</p> <p>6%</p> <p>7%</p> <p>26%</p> <p>49%</p>	-0.25