



Perceptions of Student Satisfaction  
USF Online Courses  
2013-2014

		2013		2014	
		N = 81		N = 87	
		Count	N %	Count	N %
<b>SAT1: This institution has a good reputation.</b>	Not satisfied at all	0	0.0%	0	0.0%
	Not very satisfied	0	0.0%	0	0.0%
	Somewhat dissatisfied	3	3.7%	2	2.3%
	Neutral	2	2.5%	3	3.4%
	Somewhat satisfied	5	6.2%	4	4.6%
	Satisfied	24	29.6%	26	29.9%
	Very satisfied	47	58.0%	52	59.8%
<b>SAT2: My program advisor is accessible by telephone and e-mail.</b>	Not satisfied at all	1	1.2%	2	2.3%
	Not very satisfied	1	1.2%	4	4.6%
	Somewhat dissatisfied	4	4.9%	5	5.7%
	Neutral	2	2.5%	5	5.7%
	Somewhat satisfied	11	13.6%	10	11.5%
	Satisfied	25	30.9%	28	32.2%
	Very satisfied	37	45.7%	33	37.9%
<b>SAT3: Instructional materials are appropriate for program content.</b>	Not satisfied at all	0	0.0%	0	0.0%
	Not very satisfied	0	0.0%	1	1.2%
	Somewhat dissatisfied	2	2.5%	3	3.5%
	Neutral	2	2.5%	2	2.3%
	Somewhat satisfied	13	16.3%	13	15.1%
	Satisfied	28	35.0%	34	39.5%
	Very satisfied	35	43.8%	33	38.4%
<b>SAT4: Faculty provide timely feedback about student progress.</b>	Not satisfied at all	3	3.8%	0	0.0%
	Not very satisfied	7	8.8%	3	3.4%
	Somewhat dissatisfied	12	15.0%	7	8.0%
	Neutral	10	12.5%	3	3.4%
	Somewhat satisfied	16	20.0%	17	19.5%
	Satisfied	10	12.5%	29	33.3%
	Very satisfied	22	27.5%	28	32.2%
<b>SAT5: My program advisor helps me work toward career goals.</b>	Not satisfied at all	2	2.7%	2	2.7%
	Not very satisfied	1	1.3%	1	1.3%
	Somewhat dissatisfied	3	4.0%	5	6.7%
	Neutral	13	17.3%	18	24.0%
	Somewhat satisfied	9	12.0%	8	10.7%
	Satisfied	19	25.3%	14	18.7%
	Very satisfied	28	37.3%	27	36.0%
<b>SAT6: Tuition paid is a worthwhile investment.</b>	Not satisfied at all	2	2.5%	1	1.2%
	Not very satisfied	2	2.5%	0	0.0%
	Somewhat dissatisfied	7	8.6%	8	9.3%
	Neutral	4	4.9%	8	9.3%
	Somewhat satisfied	23	28.4%	15	17.4%
	Satisfied	21	25.9%	29	33.7%
	Very satisfied	22	27.2%	25	29.1%



Perceptions of Student Satisfaction  
USF Online Courses  
2013-2014

		2013		2014	
		N = 81		N = 87	
		Count	N %	Count	N %
<b>SAT7: Program requirements are clear and reasonable.</b>	<b>Not satisfied at all</b>	1	1.2%	0	0.0%
	<b>Not very satisfied</b>	2	2.5%	0	0.0%
	<b>Somewhat dissatisfied</b>	4	4.9%	2	2.3%
	<b>Neutral</b>	3	3.7%	9	10.3%
	<b>Somewhat satisfied</b>	17	21.0%	14	16.1%
	<b>Satisfied</b>	20	24.7%	29	33.3%
	<b>Very satisfied</b>	34	42.0%	33	37.9%
<b>SAT8: Student-to-student collaborations are valuable to me.</b>	<b>Not satisfied at all</b>	0	0.0%	2	2.3%
	<b>Not very satisfied</b>	1	1.3%	1	1.1%
	<b>Somewhat dissatisfied</b>	1	1.3%	4	4.6%
	<b>Neutral</b>	13	16.5%	15	17.2%
	<b>Somewhat satisfied</b>	16	20.3%	13	14.9%
	<b>Satisfied</b>	20	25.3%	25	28.7%
	<b>Very satisfied</b>	28	35.4%	27	31.0%
<b>SAT9: Adequate financial aid is available.</b>	<b>Not satisfied at all</b>	1	1.3%	2	2.6%
	<b>Not very satisfied</b>	7	9.3%	2	2.6%
	<b>Somewhat dissatisfied</b>	7	9.3%	7	9.2%
	<b>Neutral</b>	3	4.0%	9	11.8%
	<b>Somewhat satisfied</b>	10	13.3%	7	9.2%
	<b>Satisfied</b>	22	29.3%	23	30.3%
	<b>Very satisfied</b>	25	33.3%	26	34.2%
<b>SAT10: This institution responds quickly when I request information.</b>	<b>Not satisfied at all</b>	2	2.5%	1	1.2%
	<b>Not very satisfied</b>	0	0.0%	2	2.4%
	<b>Somewhat dissatisfied</b>	4	5.1%	7	8.2%
	<b>Neutral</b>	4	5.1%	4	4.7%
	<b>Somewhat satisfied</b>	12	15.2%	19	22.4%
	<b>Satisfied</b>	26	32.9%	27	31.8%
	<b>Very satisfied</b>	31	39.2%	25	29.4%
<b>SAT11: Student assignments are clearly defined in the syllabus.</b>	<b>Not satisfied at all</b>	3	3.8%	0	0.0%
	<b>Not very satisfied</b>	2	2.5%	0	0.0%
	<b>Somewhat dissatisfied</b>	4	5.0%	4	4.6%
	<b>Neutral</b>	4	5.0%	4	4.6%
	<b>Somewhat satisfied</b>	13	16.3%	14	16.1%
	<b>Satisfied</b>	23	28.8%	29	33.3%
	<b>Very satisfied</b>	31	38.8%	36	41.4%



Perceptions of Student Satisfaction  
USF Online Courses  
2013-2014

		2013		2014	
		N = 81		N = 87	
		Count	N %	Count	N %
<b>SAT12: There are sufficient offerings within my program of study.</b>	Not satisfied at all	0	0.0%	1	1.3%
	Not very satisfied	1	1.3%	1	1.3%
	Somewhat dissatisfied	3	4.0%	0	0.0%
	Neutral	11	14.7%	8	10.3%
	Somewhat satisfied	9	12.0%	6	7.7%
	Satisfied	21	28.0%	29	37.2%
	Very satisfied	30	40.0%	33	42.3%
<b>SAT13: The frequency of student and instructor interactions is adequate.</b>	Not satisfied at all	2	2.5%	0	0.0%
	Not very satisfied	2	2.5%	2	2.4%
	Somewhat dissatisfied	3	3.8%	6	7.3%
	Neutral	9	11.3%	5	6.1%
	Somewhat satisfied	18	22.5%	20	24.4%
	Satisfied	22	27.5%	21	25.6%
	Very satisfied	24	30.0%	28	34.1%
<b>SAT14: I receive timely information on the availability of financial aid.</b>	Not satisfied at all	0	0.0%	1	1.4%
	Not very satisfied	2	2.7%	0	0.0%
	Somewhat dissatisfied	5	6.8%	5	6.9%
	Neutral	7	9.5%	11	15.3%
	Somewhat satisfied	6	8.1%	12	16.7%
	Satisfied	23	31.1%	14	19.4%
	Very satisfied	31	41.9%	29	40.3%
<b>SAT15: Channels are available for providing timely responses to student complaints.</b>	Not satisfied at all	1	1.5%	2	3.0%
	Not very satisfied	3	4.5%	1	1.5%
	Somewhat dissatisfied	4	6.1%	5	7.6%
	Neutral	14	21.2%	13	19.7%
	Somewhat satisfied	7	10.6%	11	16.7%
	Satisfied	20	30.3%	15	22.7%
	Very satisfied	17	25.8%	19	28.8%
<b>SAT16: Appropriate technical assistance is readily available.</b>	Not satisfied at all	0	0.0%	1	1.4%
	Not very satisfied	0	0.0%	0	0.0%
	Somewhat dissatisfied	3	4.3%	1	1.4%
	Neutral	7	10.0%	4	5.7%
	Somewhat satisfied	9	12.9%	8	11.4%
	Satisfied	19	27.1%	21	30.0%
	Very satisfied	32	45.7%	35	50.0%



Perceptions of Student Satisfaction  
USF Online Courses  
2013-2014

		2013		2014	
		N = 81		N = 87	
		Count	N %	Count	N %
<b>SAT17: Assessment and evaluation procedures are clear and reasonable.</b>	Not satisfied at all	2	2.5%	0	0.0%
	Not very satisfied	0	0.0%	1	1.2%
	Somewhat dissatisfied	4	5.0%	3	3.6%
	Neutral	10	12.5%	8	9.6%
	Somewhat satisfied	10	12.5%	13	15.7%
	Satisfied	22	27.5%	28	33.7%
	Very satisfied	32	40.0%	30	36.1%
<b>SAT18: Registration for online courses is convenient.</b>	Not satisfied at all	0	0.0%	0	0.0%
	Not very satisfied	0	0.0%	2	2.4%
	Somewhat dissatisfied	0	0.0%	1	1.2%
	Neutral	1	1.3%	0	0.0%
	Somewhat satisfied	5	6.3%	3	3.6%
	Satisfied	15	18.8%	24	28.9%
	Very satisfied	59	73.8%	53	63.9%
<b>SAT19: Online career services are available.</b>	Not satisfied at all	0	0.0%	0	0.0%
	Not very satisfied	0	0.0%	1	2.0%
	Somewhat dissatisfied	2	3.8%	2	4.0%
	Neutral	13	25.0%	11	22.0%
	Somewhat satisfied	6	11.5%	7	14.0%
	Satisfied	13	25.0%	14	28.0%
	Very satisfied	18	34.6%	15	30.0%
<b>SAT20: The quality of online instruction is excellent.</b>	Not satisfied at all	1	1.2%	1	1.2%
	Not very satisfied	2	2.5%	0	0.0%
	Somewhat dissatisfied	4	4.9%	4	4.8%
	Neutral	3	3.7%	2	2.4%
	Somewhat satisfied	12	14.8%	19	22.6%
	Satisfied	31	38.3%	27	32.1%
	Very satisfied	28	34.6%	31	36.9%
<b>SAT21: Adequate online library resources are provided.</b>	Not satisfied at all	0	0.0%	0	0.0%
	Not very satisfied	0	0.0%	2	2.6%
	Somewhat dissatisfied	0	0.0%	2	2.6%
	Neutral	6	7.5%	1	1.3%
	Somewhat satisfied	14	17.5%	9	11.5%
	Satisfied	19	23.8%	24	30.8%
	Very satisfied	41	51.3%	40	51.3%



Perceptions of Student Satisfaction  
USF Online Courses  
2013-2014

		2013		2014	
		N = 81		N = 87	
		Count	N %	Count	N %
<b>SAT22: I am aware of whom to contact for questions about programs and services.</b>	Not satisfied at all	0	0.0%	1	1.2%
	Not very satisfied	0	0.0%	1	1.2%
	Somewhat dissatisfied	1	1.3%	6	7.1%
	Neutral	5	6.3%	7	8.3%
	Somewhat satisfied	10	12.5%	11	13.1%
	Satisfied	20	25.0%	23	27.4%
	Very satisfied	44	55.0%	35	41.7%
<b>SAT23: Billing and payment procedures are convenient for me.</b>	Not satisfied at all	1	1.3%	0	0.0%
	Not very satisfied	0	0.0%	2	2.4%
	Somewhat dissatisfied	2	2.7%	1	1.2%
	Neutral	4	5.3%	4	4.8%
	Somewhat satisfied	9	12.0%	8	9.6%
	Satisfied	18	24.0%	24	28.9%
	Very satisfied	41	54.7%	44	53.0%
<b>SAT24: Tutoring services are readily available for online courses.</b>	Not satisfied at all	2	4.2%	2	4.7%
	Not very satisfied	2	4.2%	3	7.0%
	Somewhat dissatisfied	6	12.5%	3	7.0%
	Neutral	14	29.2%	8	18.6%
	Somewhat satisfied	5	10.4%	7	16.3%
	Satisfied	7	14.6%	8	18.6%
	Very satisfied	12	25.0%	12	27.9%
<b>SAT25: Faculty are responsive to student needs.</b>	Not satisfied at all	4	4.9%	0	0.0%
	Not very satisfied	2	2.5%	4	4.7%
	Somewhat dissatisfied	6	7.4%	4	4.7%
	Neutral	2	2.5%	3	3.5%
	Somewhat satisfied	11	13.6%	13	15.3%
	Satisfied	25	30.9%	22	25.9%
	Very satisfied	31	38.3%	39	45.9%
<b>SAT26: The bookstore provides timely service to students.</b>	Not satisfied at all	3	5.8%	2	3.8%
	Not very satisfied	0	0.0%	1	1.9%
	Somewhat dissatisfied	1	1.9%	2	3.8%
	Neutral	3	5.8%	8	15.4%
	Somewhat satisfied	3	5.8%	5	9.6%
	Satisfied	16	30.8%	11	21.2%
	Very satisfied	26	50.0%	23	44.2%



**Perceptions of Student Satisfaction**  
**USF Online Courses**  
**2013-2014**

		2013		2014	
		N = 81		N = 87	
		Count	N %	Count	N %
<b>SAT99: So far, how has your college experience met your expectations?</b>	<b>Much worse than I expected</b>	2	2.5%	0	0.0%
	<b>Quite a bit worse than I expected</b>	2	2.5%	5	5.8%
	<b>Worse than I expected</b>	6	7.5%	8	9.3%
	<b>About what I expected</b>	19	23.8%	20	23.3%
	<b>Better than I expected</b>	23	28.8%	22	25.6%
	<b>Quite a bit better than I expected</b>	12	15.0%	13	15.1%
	<b>Much better than I expected</b>	16	20.0%	18	20.9%
<b>SAT100: Rate your overall satisfaction with your experience here thus far.</b>	<b>Not satisfied at all</b>	1	1.3%	0	0.0%
	<b>Not very satisfied</b>	3	3.8%	3	3.5%
	<b>Somewhat dissatisfied</b>	6	7.5%	7	8.1%
	<b>Neutral</b>	3	3.8%	6	7.0%
	<b>Somewhat satisfied</b>	7	8.8%	10	11.6%
	<b>Satisfied</b>	39	48.8%	29	33.7%
	<b>Very satisfied</b>	21	26.3%	31	36.0%
<b>SAT101: All in all, if you had it to do over again, would you enroll here?</b>	<b>Definitely not</b>	0	0.0%	0	0.0%
	<b>Probably not</b>	4	5.0%	9	10.5%
	<b>Maybe not</b>	5	6.3%	3	3.5%
	<b>I don't know</b>	4	5.0%	3	3.5%
	<b>Maybe yes</b>	5	6.3%	6	7.0%
	<b>Probably yes</b>	31	38.8%	27	31.4%
	<b>Definitely yes</b>	31	38.8%	38	44.2%