



Perceptions of Student Satisfaction  
USF Online Courses  
2013-2014

	2013	2014	Mean Dif 2014-2013
	N = 81	N = 87	
	Mean	Mean	
SAT1: This institution has a good reputation.	6.36	6.41	0.06
SAT2: My program advisor is accessible by telephone and e-mail.	6.01	5.68	-0.33
SAT3: Instructional materials are appropriate for program content.	6.15	6.03	-0.12
SAT4: Faculty provide timely feedback about student progress.	4.84	5.68	0.84
SAT5: My program advisor helps me work toward career goals.	5.60	5.39	-0.21
SAT6: Tuition paid is a worthwhile investment.	5.41	5.59	0.19
SAT7: Program requirements are clear and reasonable.	5.83	5.94	0.12
SAT8: Student-to-student collaborations are valuable to me.	5.73	5.52	-0.22
SAT9: Adequate financial aid is available.	5.40	5.50	0.10
SAT10: This institution responds quickly when I request information.	5.86	5.58	-0.28
SAT11: Student assignments are clearly defined in the syllabus.	5.69	6.02	0.34
SAT12: There are sufficient offerings within my program of study.	5.81	6.03	0.21
SAT13: The frequency of student and instructor interactions is adequate.	5.51	5.66	0.15
SAT14: I receive timely information on the availability of financial aid.	5.84	5.65	-0.19
SAT15: Channels are available for providing timely responses to student complaints.	5.29	5.29	0.00
SAT16: Appropriate technical assistance is readily available.	6.00	6.16	0.16
SAT17: Assessment and evaluation procedures are clear and reasonable.	5.75	5.86	0.11
SAT18: Registration for online courses is convenient.	6.65	6.47	-0.18
SAT19: Online career services are available.	5.62	5.52	-0.10
SAT20: The quality of online instruction is excellent.	5.81	5.89	0.08
SAT21: Adequate online library resources are provided.	6.19	6.19	0.00
SAT22: I am aware of whom to contact for questions about programs and services.	6.26	5.80	-0.46
SAT23: Billing and payment procedures are convenient for me.	6.17	6.20	0.03
SAT24: Tutoring services are readily available for online courses.	4.81	5.02	0.21
SAT25: Faculty are responsive to student needs.	5.63	5.91	0.28
SAT26: The bookstore provides timely service to students.	5.98	5.65	-0.33
SAT99: So far, how has your college experience met your expectations?	4.99	4.98	-0.01
SAT100: Rate your overall satisfaction with your experience here thus far.	5.66	5.72	0.06
SAT101: All in all, if you had it to do over again, would you enroll here?	5.84	5.78	-0.06