

Institutional Summary

Item	University of San Francisco - PSOL			National Online Learners			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. This institution has a good reputation.	6.75	6.36 / 0.98	0.39	6.45	5.97 / 1.19	0.48	0.39 **
2. My program advisor is accessible by telephone and e-mail.	6.62	6.01 / 1.29	0.61	6.47	5.98 / 1.37	0.49	0.03
3. Instructional materials are appropriate for program content.	6.78	6.15 / 0.96	0.63	6.61	5.99 / 1.19	0.62	0.16
4. Faculty provide timely feedback about student progress.	6.76	4.84 / 1.83	1.92	6.61	5.75 / 1.40	0.86	-0.91 ***
5. My program advisor helps me work toward career goals.	6.32	5.60 / 1.52	0.72	6.29	5.53 / 1.60	0.76	0.07
6. Tuition paid is a worthwhile investment.	6.87	5.41 / 1.49	1.46	6.64	5.78 / 1.41	0.86	-0.37 *
7. Program requirements are clear and reasonable.	6.86	5.83 / 1.39	1.03	6.62	5.93 / 1.27	0.69	-0.10
8. Student-to-student collaborations are valuable to me.	5.91	5.73 / 1.22	0.18	5.35	5.52 / 1.39	-0.17	0.21
9. Adequate financial aid is available.	6.73	5.40 / 1.72	1.33	6.48	5.81 / 1.53	0.67	-0.41 *
10. This institution responds quickly when I request information.	6.87	5.86 / 1.36	1.01	6.59	5.92 / 1.39	0.67	-0.06
11. Student assignments are clearly defined in the syllabus.	6.90	5.69 / 1.57	1.21	6.67	5.96 / 1.28	0.71	-0.27
12. There are sufficient offerings within my program of study.	6.68	5.81 / 1.29	0.87	6.57	5.92 / 1.27	0.65	-0.11
13. The frequency of student and instructor interactions is adequate.	6.56	5.51 / 1.46	1.05	6.37	5.77 / 1.34	0.60	-0.26
14. I receive timely information on the availability of financial aid.	6.79	5.84 / 1.39	0.95	6.41	5.72 / 1.54	0.69	0.12
15. Channels are available for providing timely responses to student complaints.	6.55	5.29 / 1.55	1.26	6.29	5.45 / 1.61	0.84	-0.16
16. Appropriate technical assistance is readily available.	6.64	6.00 / 1.18	0.64	6.48	6.00 / 1.28	0.48	0.00
17. Assessment and evaluation procedures are clear and reasonable.	6.75	5.75 / 1.44	1.00	6.51	5.95 / 1.24	0.56	-0.20
18. Registration for online courses is convenient.	6.76	6.65 / 0.66	0.11	6.64	6.37 / 1.09	0.27	0.28 *
19. Online career services are available.	6.10	5.62 / 1.30	0.48	6.11	5.64 / 1.47	0.47	-0.02
20. The quality of online instruction is excellent.	6.86	5.81 / 1.33	1.05	6.68	5.84 / 1.37	0.84	-0.03
21. Adequate online library resources are provided.	6.76	6.19 / 0.98	0.57	6.50	6.06 / 1.28	0.44	0.13
22. I am aware of whom to contact for questions about programs and services.	6.89	6.26 / 0.99	0.63	6.51	5.92 / 1.39	0.59	0.34 *
23. Billing and payment procedures are convenient for me.	6.78	6.17 / 1.20	0.61	6.55	6.15 / 1.26	0.40	0.02
24. Tutoring services are readily available for online courses.	6.08	4.81 / 1.73	1.27	6.02	5.51 / 1.57	0.51	-0.70 **
25. Faculty are responsive to student needs.	6.91	5.63 / 1.68	1.28	6.64	5.87 / 1.35	0.77	-0.24
26. The bookstore provides timely service to students.	6.59	5.98 / 1.57	0.61	6.39	6.06 / 1.28	0.33	-0.08
27. Campus item 1							
28. Campus item 2							
29. Campus item 3							
30. Campus item 4							

31. Campus item 5							
32. Campus item 6							
33. Campus item 7							
34. Campus item 8							
35. Campus item 9							
36. Campus item 10							
37. Source of information: Catalog and brochures (printed)	4.69			4.64			
38. Source of information: Catalog (online)	5.96			5.95			
39. Source of information: College representatives	5.49			5.61			
40. Source of information: Web site	6.64			6.34			
41. Source of information: Advertisements	4.24			4.42			
42. Source of information: Recommendation from instructor or program advisor	6.27			5.57			
43. Source of information: Contact with current students and / or recent graduates of the program	5.52			5.20			
44. Factor to enroll: Ability to transfer credits	5.53			6.17			
45. Factor to enroll: Cost	6.05			6.25			
46. Factor to enroll: Financial assistance available	6.31			6.32			
47. Factor to enroll: Future employment opportunities	6.35			6.19			
48. Factor to enroll: Reputation of institution	6.71			6.34			
49. Factor to enroll: Work schedule	6.82			6.59			
50. Factor to enroll: Flexible pacing for completing a program	6.61			6.63			
51. Factor to enroll: Convenience	6.84			6.76			
52. Factor to enroll: Distance from campus	5.23			5.27			
53. Factor to enroll: Program requirements	6.66			6.45			
54. Factor to enroll: Recommendations from employer	5.52			5.01			

National Group Means are based on 123594 records