

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 22. I am aware of whom to contact for questions about programs and services.
- 23. Billing and payment procedures are convenient for me.
- 3. Instructional materials are appropriate for program content.
- 18. Registration for online courses is convenient.
- 21. Adequate online library resources are provided.
- 1. This institution has a good reputation.

#### Challenges

- 25. Faculty are responsive to student needs.
- 11. Student assignments are clearly defined in the syllabus.
- 6. Tuition paid is a worthwhile investment.
- 4. Faculty provide timely feedback about student progress.

### Benchmarks

#### Higher Satisfaction vs. National Online Learners

- 22. I am aware of whom to contact for questions about programs and services.
- 18. Registration for online courses is convenient.

#### Lower Satisfaction vs. National Online Learners

- 6. Tuition paid is a worthwhile investment.
- 4. Faculty provide timely feedback about student progress.

#### Higher Importance vs. National Online Learners

- 25. Faculty are responsive to student needs.
- 11. Student assignments are clearly defined in the syllabus.
- 22. I am aware of whom to contact for questions about programs and services.
- 10. This institution responds quickly when I request information.
- 6. Tuition paid is a worthwhile investment.
- 20. The quality of online instruction is excellent.
- 7. Program requirements are clear and reasonable.
- 14. I receive timely information on the availability of financial aid.
- 23. Billing and payment procedures are convenient for me.
- 3. Instructional materials are appropriate for program content.
- 21. Adequate online library resources are provided.