



Strengths and Challenges	
Strengths	vs. Comparison
3. Instructional materials are appropriate for program content.	
18. Registration for online courses is convenient.	
1. This institution has a good reputation.	
21. Adequate online library resources are provided.	
23. Billing and payment procedures are convenient for me.	
16. Appropriate technical assistance is readily available.	
Challenges	
20. The quality of online instruction is excellent.	
4. Faculty provide timely feedback about student progress.	
25. Faculty are responsive to student needs.	
6. Tuition paid is a worthwhile investment.	
10. This institution responds quickly when I request information.	
Benchmarks	
Higher Satisfaction vs. National Online Learners	
1. This institution has a good reputation.	
Lower Satisfaction vs. National Online Learners	
10. This institution responds quickly when I request information.	
Higher Importance vs. National Online Learners	
4. Faculty provide timely feedback about student progress.	
1. This institution has a good reputation.	

