

Demographics

Gender	N	%	Current Class Load	N	%
Female	237	75.24%	Full-time	178	55.45%
Male	78	24.76%	Part-time	143	44.55%
Total	315	100.00%	Total	321	100.00%
No Response	33		No Response	27	

Age	N	%	Class Level	N	%
18 and under	0	0.00%	First year	36	11.01%
19 to 24	74	23.34%	Second year	59	18.04%
25 to 34	109	34.38%	Third year	58	17.74%
35 to 44	84	26.50%	Fourth year	42	12.84%
45 to 54	42	13.25%	Special student	0	0.00%
55 to 64	8	2.52%	Graduate/professional	130	39.76%
65 and over	0	0.00%	Other class level	2	0.61%
Total	317	100.00%	Total	327	100.00%
No Response	31		No Response	21	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	69	21.17%	Associate degree	1	0.31%
American Indian or Alaskan Native	2	0.61%	Bachelor's degree	141	43.52%
Asian or Pacific Islander	8	2.45%	Master's degree	168	51.85%
Caucasian/White	180	55.21%	Doctorate or professional degree	12	3.70%
Hispanic	28	8.59%	Certification (initial or renewal)	0	0.00%
Other race	14	4.29%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	25	7.67%	Job-related training	1	0.31%
Total	326	100.00%	Other educational goal	1	0.31%
No Response	22		Total	324	100.00%
			No Response	24	

Current Enrollment Status	N	%	Employment	N	%
Primarily online	321	99.38%	Full-time	246	77.12%
Primarily on-campus	2	0.62%	Part-time	41	12.85%
Total	323	100.00%	Not employed	32	10.03%
No Response	25		Total	319	100.00%
			No Response	29	

Demographics

Current Residence	N	%	Previous Online Enrollment	N	%
Own house	119	36.39%	No classes	87	26.05%
Rent room / apartment / house	133	40.67%	1-3 classes	135	40.42%
Relative's home	63	19.27%	4-6 classes	39	11.68%
Residence hall	0	0.00%	7-9 classes	27	8.08%
Other residence	12	3.67%	10-12 classes	18	5.39%
Total	327	100.00%	13-15 classes	9	2.69%
No Response	21		More than 15 classes	19	5.69%
			Total	334	100.00%
			No Response	14	

Marital Status	N	%
Single	147	46.08%
Single with children	47	14.73%
Married	47	14.73%
Married with children	66	20.69%
Marital - Prefer not to respond	12	3.76%
Total	319	100.00%
No Response	29	

Current Plans	N	%
Complete online degree program	325	94.75%
Complete degree on campus	4	1.17%
Transfer credits	6	1.75%
Complete this course	8	2.33%
Total	343	100.00%
No Response	5	

Current Online Enrollment	N	%
1-3 credits	30	8.80%
4-6 credits	98	28.74%
7-9 credits	117	34.31%
10-12 credits	27	7.92%
13-15 credits	30	8.80%
More than 15 credits	39	11.44%
Total	341	100.00%
No Response	7	

Institution Question	N	%
Campus item - Answer 1	0	0%
Campus item - Answer 2	0	0%
Campus item - Answer 3	0	0%
Campus item - Answer 4	0	0%
Campus item - Answer 5	0	0%
Campus item - Answer 6	0	0%
Total	0	100.00%
No Response	348	

Institution Question 2	N	%
Campus item 2 - Answer 1	0	0%
Campus item 2 - Answer 2	0	0%
Campus item 2 - Answer 3	0	0%
Campus item 2 - Answer 4	0	0%
Campus item 2 - Answer 5	0	0%
Campus item 2 - Answer 6	0	0%
Total	0	100.00%
No Response	348	

Group Code	N	%
0001: BABS - Business Administration	20	5.81%
0002: BKFM - Baking&Pastry Arts/ Food Svc Mg	9	2.62%
0003: BUAD - Business Administration	40	11.63%
0004: BUSS - Business Studies	20	5.81%
0005: CAFM - Culinary Arts & Food Srcv Mgmt	24	6.98%
0006: CJST - Criminal Justice	4	1.16%
0008: ENTR - Entrepreneurship	4	1.16%

Demographics

0009: FNCE - Finance	11	3.20%
0010: HRMG - Human Resource Management	30	8.72%
0011: HSMG - Hospitality Management	79	22.97%
0012: IBUS - International Business	1	0.29%
0013: LIBS - Liberal Studies	6	1.74%
0014: MRKT - Marketing	6	1.74%
0015: NPMG - Non-Profit Management	15	4.36%
0016: ORSM - Org Risk & Cyber Security Mgmt	2	0.58%
0017: OSCM - Operations & Supply Chain Mgmt	9	2.62%
1018: HSCI - Health Science	9	2.62%
1019: INSA - Information Security & Assurance	3	0.87%
1020: SPEM - Sports, Entertainment, Event Management	19	5.52%
1021: ADMC - Advertising & Marketing Communications	3	0.87%
1022: FBEN - Food & Beverage Entrepreneurship	3	0.87%
1023: HLMG - Hotel & Lodging Management	10	2.91%
1024: FRTL - Fashion Merchandising & Retailing	2	0.58%
1025: RFBV - Restaurant, Food & Beverage Management	2	0.58%
1026: TOUR - Tourism & Hospitality Management	10	2.91%
1027: SPL - Sport Leadership	3	0.87%
Total	344	100.00%
No Response	4	

Strategic Planning Overview

Strengths and Challenges

Strengths

18. Registration for online courses is convenient.
10. This institution responds quickly when I request information.
2. My program advisor is accessible by telephone and e-mail.
7. Program requirements are clear and reasonable.
1. This institution has a good reputation.
17. Assessment and evaluation procedures are clear and reasonable.

Challenges

11. Student assignments are clearly defined in the syllabus.
20. The quality of online instruction is excellent.
12. There are sufficient offerings within my program of study.
3. Instructional materials are appropriate for program content.
9. Adequate financial aid is available.
28. Campus item: Faculty provide feedback I can use to improve my learning.
4. Faculty provide timely feedback about student progress.
29. Campus item: Faculty make the relevance of the courses evident.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Online Learners

- 10. This institution responds quickly when I request information.
- 2. My program advisor is accessible by telephone and e-mail.
- 14. I receive timely information on the availability of financial aid.
- 1. This institution has a good reputation.

Lower Satisfaction vs. National Online Learners

- 18. Registration for online courses is convenient.

Higher Importance vs. National Online Learners

- 9. Adequate financial aid is available.

Institutional Summary
Scales: In Order of Importance

Scale	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.58	6.08 / 1.13	0.50	6.53	6.08 / 1.08	0.45	0.00
Academic Services	6.50	6.08 / 0.90	0.42	6.47	5.97 / 1.02	0.50	0.11 *
Institutional Perceptions	6.50	6.00 / 1.05	0.50	6.55	5.93 / 1.20	0.62	0.07
Student Services	6.42	6.01 / 1.10	0.41	6.40	5.90 / 1.16	0.50	0.11
Instructional Services	6.39	5.86 / 1.05	0.53	6.43	5.89 / 1.07	0.54	-0.03

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 records.

Institutional Summary

Items: In Order of Importance

Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
50. Factor to enroll: Flexible pacing for completing a program	6.72			6.63			
51. Factor to enroll: Convenience	6.67			6.75			
11. Student assignments are clearly defined in the syllabus.	6.66	5.96 / 1.30	0.70	6.68	6.01 / 1.31	0.67	-0.05
18. Registration for online courses is convenient.	6.66	6.21 / 1.38	0.45	6.66	6.41 / 1.08	0.25	-0.20 ***
20. The quality of online instruction is excellent.	6.66	5.85 / 1.38	0.81	6.69	5.88 / 1.40	0.81	-0.03
25. Faculty are responsive to student needs.	6.66	6.08 / 1.23	0.58	6.67	5.97 / 1.35	0.70	0.11
49. Factor to enroll: Work schedule	6.66			6.61			
12. There are sufficient offerings within my program of study.	6.65	6.06 / 1.23	0.59	6.58	5.97 / 1.30	0.61	0.09
3. Instructional materials are appropriate for program content.	6.63	6.01 / 1.17	0.62	6.64	6.01 / 1.24	0.63	0.00
9. Adequate financial aid is available.	6.63	5.85 / 1.59	0.78	6.46	5.81 / 1.57	0.65	0.04
2. My program advisor is accessible by telephone and e-mail.	6.61	6.44 / 1.10	0.17	6.49	6.11 / 1.33	0.38	0.33 ***
10. This institution responds quickly when I request information.	6.61	6.24 / 1.18	0.37	6.60	6.03 / 1.35	0.57	0.21 **
4. Faculty provide timely feedback about student progress.	6.60	5.79 / 1.33	0.81	6.63	5.88 / 1.38	0.75	-0.09
7. Program requirements are clear and reasonable.	6.60	6.11 / 1.19	0.49	6.64	5.98 / 1.31	0.66	0.13
28. Campus item: Faculty provide feedback I can use to improve my learning.	6.60	5.93 / 1.39	0.67				
29. Campus item: Faculty make the relevance of the courses evident.	6.59	6.00 / 1.36	0.59				

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Institutional Summary

Items: In Order of Importance

Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. I receive timely information on the availability of financial aid.	6.55	6.09 / 1.42	0.46	6.43	5.84 / 1.52	0.59	0.25 **
1. This institution has a good reputation.	6.53	6.26 / 0.98	0.27	6.47	6.03 / 1.21	0.44	0.23 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.52	6.11 / 1.23	0.41	6.55	6.02 / 1.26	0.53	0.09
21. Adequate online library resources are provided.	6.50	6.10 / 1.22	0.40	6.55	6.15 / 1.24	0.40	-0.05
23. Billing and payment procedures are convenient for me.	6.49	6.14 / 1.31	0.35	6.57	6.20 / 1.25	0.37	-0.06
16. Appropriate technical assistance is readily available.	6.48	6.05 / 1.40	0.43	6.51	6.11 / 1.26	0.40	-0.06
6. Tuition paid is a worthwhile investment.	6.47	5.73 / 1.44	0.74	6.64	5.82 / 1.45	0.82	-0.09
22. I am aware of whom to contact for questions about programs and services.	6.46	6.05 / 1.43	0.41	6.53	5.99 / 1.40	0.54	0.06
40. Source of information: Web site	6.45			6.39			
48. Factor to enroll: Reputation of institution	6.45			6.37			
46. Factor to enroll: Financial assistance available	6.42			6.31			
30. Campus item: Media is used effectively to convey course concepts.	6.40	6.17 / 1.22	0.23				
45. Factor to enroll: Cost	6.40			6.39			
13. The frequency of student and instructor interactions is adequate.	6.39	5.90 / 1.34	0.49	6.37	5.88 / 1.34	0.49	0.02
53. Factor to enroll: Program requirements	6.39			6.48			

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National Group Means are based on 128988 records.

Institutional Summary

Items: In Order of Importance

Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. Channels are available for providing timely responses to student complaints.	6.36	5.84 / 1.54	0.52	6.32	5.59 / 1.63	0.73	0.25 *
26. The bookstore provides timely service to students.	6.35	6.04 / 1.36	0.31	6.34	6.09 / 1.30	0.25	-0.05
38. Source of information: Catalog (online)	6.35			6.00			
24. Tutoring services are readily available for online courses.	6.33	6.08 / 1.35	0.25	6.13	5.68 / 1.58	0.45	0.40 ***
5. My program advisor helps me work toward career goals.	6.32	5.74 / 1.64	0.58	6.31	5.67 / 1.60	0.64	0.07
47. Factor to enroll: Future employment opportunities	6.30			6.23			
19. Online career services are available.	6.28	5.80 / 1.55	0.48	6.13	5.76 / 1.48	0.37	0.04
44. Factor to enroll: Ability to transfer credits	6.26			6.25			
42. Source of information: Recommendation from instructor or program advisor	6.08			5.74			
39. Source of information: College representatives	5.77			5.61			
27. Campus item: Discussions with other students contribute to my learning.	5.66	5.52 / 1.60	0.14				
43. Source of information: Contact with current students and / or recent graduates of the program	5.41			5.23			
52. Factor to enroll: Distance from campus	5.35			5.24			
54. Factor to enroll: Recommendations from employer	5.33			5.25			
37. Source of information: Catalog and brochures (printed)	5.20			4.54			
8. Student-to-student collaborations are valuable to me.	5.01	5.19 / 1.66	-0.18	5.21	5.46 / 1.50	-0.25	-0.27 **

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Institutional Summary
Items: In Order of Importance

Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
41. Source of information: Advertisements	4.83			4.45			
31. Campus item 5							
32. Campus item 6							
33. Campus item 7							
34. Campus item 8							
35. Campus item 9							
36. Campus item 10							

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.50	6.08 / 0.90	0.42	6.47	5.97 / 1.02	0.50	0.11 *
2. My program advisor is accessible by telephone and e-mail.	6.61	6.44 / 1.10	0.17	6.49	6.11 / 1.33	0.38	0.33 ***
5. My program advisor helps me work toward career goals.	6.32	5.74 / 1.64	0.58	6.31	5.67 / 1.60	0.64	0.07
7. Program requirements are clear and reasonable.	6.60	6.11 / 1.19	0.49	6.64	5.98 / 1.31	0.66	0.13
12. There are sufficient offerings within my program of study.	6.65	6.06 / 1.23	0.59	6.58	5.97 / 1.30	0.61	0.09
16. Appropriate technical assistance is readily available.	6.48	6.05 / 1.40	0.43	6.51	6.11 / 1.26	0.40	-0.06
21. Adequate online library resources are provided.	6.50	6.10 / 1.22	0.40	6.55	6.15 / 1.24	0.40	-0.05
24. Tutoring services are readily available for online courses.	6.33	6.08 / 1.35	0.25	6.13	5.68 / 1.58	0.45	0.40 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Enrollment Services

Scale/Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.58	6.08 / 1.13	0.50	6.53	6.08 / 1.08	0.45	0.00
9. Adequate financial aid is available.	6.63	5.85 / 1.59	0.78	6.46	5.81 / 1.57	0.65	0.04
14. I receive timely information on the availability of financial aid.	6.55	6.09 / 1.42	0.46	6.43	5.84 / 1.52	0.59	0.25 **
18. Registration for online courses is convenient.	6.66	6.21 / 1.38	0.45	6.66	6.41 / 1.08	0.25	-0.20 ***
23. Billing and payment procedures are convenient for me.	6.49	6.14 / 1.31	0.35	6.57	6.20 / 1.25	0.37	-0.06

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 *** Difference statistically significant at the .001 level

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Institutional Perceptions

Scale/Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.50	6.00 / 1.05	0.50	6.55	5.93 / 1.20	0.62	0.07
1. This institution has a good reputation.	6.53	6.26 / 0.98	0.27	6.47	6.03 / 1.21	0.44	0.23 ***
6. Tuition paid is a worthwhile investment.	6.47	5.73 / 1.44	0.74	6.64	5.82 / 1.45	0.82	-0.09

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 *** Difference statistically significant at the .001 level

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Services

Scale/Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.39	5.86 / 1.05	0.53	6.43	5.89 / 1.07	0.54	-0.03
3. Instructional materials are appropriate for program content.	6.63	6.01 / 1.17	0.62	6.64	6.01 / 1.24	0.63	0.00
4. Faculty provide timely feedback about student progress.	6.60	5.79 / 1.33	0.81	6.63	5.88 / 1.38	0.75	-0.09
8. Student-to-student collaborations are valuable to me.	5.01	5.19 / 1.66	-0.18	5.21	5.46 / 1.50	-0.25	-0.27 **
11. Student assignments are clearly defined in the syllabus.	6.66	5.96 / 1.30	0.70	6.68	6.01 / 1.31	0.67	-0.05
13. The frequency of student and instructor interactions is adequate.	6.39	5.90 / 1.34	0.49	6.37	5.88 / 1.34	0.49	0.02
17. Assessment and evaluation procedures are clear and reasonable.	6.52	6.11 / 1.23	0.41	6.55	6.02 / 1.26	0.53	0.09
20. The quality of online instruction is excellent.	6.66	5.85 / 1.38	0.81	6.69	5.88 / 1.40	0.81	-0.03
25. Faculty are responsive to student needs.	6.66	6.08 / 1.23	0.58	6.67	5.97 / 1.35	0.70	0.11

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Services

Scale/Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.42	6.01 / 1.10	0.41	6.40	5.90 / 1.16	0.50	0.11
10. This institution responds quickly when I request information.	6.61	6.24 / 1.18	0.37	6.60	6.03 / 1.35	0.57	0.21 **
15. Channels are available for providing timely responses to student complaints.	6.36	5.84 / 1.54	0.52	6.32	5.59 / 1.63	0.73	0.25 *
19. Online career services are available.	6.28	5.80 / 1.55	0.48	6.13	5.76 / 1.48	0.37	0.04
22. I am aware of whom to contact for questions about programs and services.	6.46	6.05 / 1.43	0.41	6.53	5.99 / 1.40	0.54	0.06
26. The bookstore provides timely service to students.	6.35	6.04 / 1.36	0.31	6.34	6.09 / 1.30	0.25	-0.05

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Institutional Summary

Items: In Sequential Order

Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.53	6.26 / 0.98	0.27	6.47	6.03 / 1.21	0.44	0.23 ***
2. My program advisor is accessible by telephone and e-mail.	6.61	6.44 / 1.10	0.17	6.49	6.11 / 1.33	0.38	0.33 ***
3. Instructional materials are appropriate for program content.	6.63	6.01 / 1.17	0.62	6.64	6.01 / 1.24	0.63	0.00
4. Faculty provide timely feedback about student progress.	6.60	5.79 / 1.33	0.81	6.63	5.88 / 1.38	0.75	-0.09
5. My program advisor helps me work toward career goals.	6.32	5.74 / 1.64	0.58	6.31	5.67 / 1.60	0.64	0.07
6. Tuition paid is a worthwhile investment.	6.47	5.73 / 1.44	0.74	6.64	5.82 / 1.45	0.82	-0.09
7. Program requirements are clear and reasonable.	6.60	6.11 / 1.19	0.49	6.64	5.98 / 1.31	0.66	0.13
8. Student-to-student collaborations are valuable to me.	5.01	5.19 / 1.66	-0.18	5.21	5.46 / 1.50	-0.25	-0.27 **
9. Adequate financial aid is available.	6.63	5.85 / 1.59	0.78	6.46	5.81 / 1.57	0.65	0.04
10. This institution responds quickly when I request information.	6.61	6.24 / 1.18	0.37	6.60	6.03 / 1.35	0.57	0.21 **
11. Student assignments are clearly defined in the syllabus.	6.66	5.96 / 1.30	0.70	6.68	6.01 / 1.31	0.67	-0.05
12. There are sufficient offerings within my program of study.	6.65	6.06 / 1.23	0.59	6.58	5.97 / 1.30	0.61	0.09
13. The frequency of student and instructor interactions is adequate.	6.39	5.90 / 1.34	0.49	6.37	5.88 / 1.34	0.49	0.02
14. I receive timely information on the availability of financial aid.	6.55	6.09 / 1.42	0.46	6.43	5.84 / 1.52	0.59	0.25 **
15. Channels are available for providing timely responses to student complaints.	6.36	5.84 / 1.54	0.52	6.32	5.59 / 1.63	0.73	0.25 *
16. Appropriate technical assistance is readily available.	6.48	6.05 / 1.40	0.43	6.51	6.11 / 1.26	0.40	-0.06

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Institutional Summary

Items: In Sequential Order

Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.52	6.11 / 1.23	0.41	6.55	6.02 / 1.26	0.53	0.09
18. Registration for online courses is convenient.	6.66	6.21 / 1.38	0.45	6.66	6.41 / 1.08	0.25	-0.20 ***
19. Online career services are available.	6.28	5.80 / 1.55	0.48	6.13	5.76 / 1.48	0.37	0.04
20. The quality of online instruction is excellent.	6.66	5.85 / 1.38	0.81	6.69	5.88 / 1.40	0.81	-0.03
21. Adequate online library resources are provided.	6.50	6.10 / 1.22	0.40	6.55	6.15 / 1.24	0.40	-0.05
22. I am aware of whom to contact for questions about programs and services.	6.46	6.05 / 1.43	0.41	6.53	5.99 / 1.40	0.54	0.06
23. Billing and payment procedures are convenient for me.	6.49	6.14 / 1.31	0.35	6.57	6.20 / 1.25	0.37	-0.06
24. Tutoring services are readily available for online courses.	6.33	6.08 / 1.35	0.25	6.13	5.68 / 1.58	0.45	0.40 ***
25. Faculty are responsive to student needs.	6.66	6.08 / 1.23	0.58	6.67	5.97 / 1.35	0.70	0.11
26. The bookstore provides timely service to students.	6.35	6.04 / 1.36	0.31	6.34	6.09 / 1.30	0.25	-0.05
27. Campus item: Discussions with other students contribute to my learning.	5.66	5.52 / 1.60	0.14				
28. Campus item: Faculty provide feedback I can use to improve my learning.	6.60	5.93 / 1.39	0.67				
29. Campus item: Faculty make the relevance of the courses evident.	6.59	6.00 / 1.36	0.59				
30. Campus item: Media is used effectively to convey course concepts.	6.40	6.17 / 1.22	0.23				
31. Campus item 5							

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 records.

Institutional Summary

Items: In Sequential Order

Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
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)	5.20			4.54			
38. Source of information: Catalog (online)	6.35			6.00			
39. Source of information: College representatives	5.77			5.61			
40. Source of information: Web site	6.45			6.39			
41. Source of information: Advertisements	4.83			4.45			
42. Source of information: Recommendation from instructor or program advisor	6.08			5.74			
43. Source of information: Contact with current students and / or recent graduates of the program	5.41			5.23			
44. Factor to enroll: Ability to transfer credits	6.26			6.25			
45. Factor to enroll: Cost	6.40			6.39			
46. Factor to enroll: Financial assistance available	6.42			6.31			
47. Factor to enroll: Future employment opportunities	6.30			6.23			
48. Factor to enroll: Reputation of institution	6.45			6.37			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

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Institutional Summary

Items: In Sequential Order

Item	Johnson & Wales University-Providence - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
49. Factor to enroll: Work schedule	6.66			6.61			
50. Factor to enroll: Flexible pacing for completing a program	6.72			6.63			
51. Factor to enroll: Convenience	6.67			6.75			
52. Factor to enroll: Distance from campus	5.35			5.24			
53. Factor to enroll: Program requirements	6.39			6.48			
54. Factor to enroll: Recommendations from employer	5.33			5.25			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 records.

Institutional Summary

Summary Items

Summary Item	Johnson & Wales University-Providence - PSOL	National Online Learners	Mean Difference
So far, how has your college experience met your expectations?	Average: 5.20	Average: 5.19	0.01
1=Much worse than expected	1%	2%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	5%	6%	
4=About what I expected	26%	24%	
5=Better than I expected	20%	24%	
6=Quite a bit better than I expected	19%	15%	
7=Much better than expected	24%	26%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.88	Average: 5.84	0.04
1=Not satisfied at all	0%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	4%	4%	
4=Neutral	7%	5%	
5=Somewhat satisfied	9%	11%	
6=Satisfied	35%	37%	
7=Very satisfied	39%	37%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.93	Average: 5.88	0.05
1=Definitely not	1%	2%	
2=Probably not	2%	4%	
3=Maybe not	3%	3%	
4=I don't know	8%	6%	
5=Maybe yes	8%	7%	
6=Probably yes	28%	26%	
7=Definitely yes	46%	49%	