No	Item	Importance	Satisfaction	SD	Gap
	Survey Items	**November 2025 Administration**			
1	This institution has a good reputation.	6.34	6.06	1.2	0.28
2	My program advisor is accessible by telephone and e-mail.	6.52	6.32	1.2	0.20
3	Instructional materials are appropriate for program content.	6.6	5.93	1.3	0.67
4	Faculty provide timely feedback about student progress.	6.56	5.78	1.4	0.78
5	My program advisor helps me work toward career goals.	6.28	5.62	1.7	0.66
6	Tuition paid is a worthwhile investment.	6.46	5.72	1.5	0.74
7	Program requirements are clear and reasonable.	6.64	6.09	1.2	0.55
8	Student-to-student collaborations are valuable to me.	4.85	4.98	1.9	-0.13
9	Adequate financial aid is available.	6.3	5.57	1.8	0.73
10	This institution responds quickly when I request information.	6.51	6.16	1.3	0.35
11	Student assignments are clearly defined in the syllabus.	6.55	5.96	1.4	0.59
12	There are sufficient offerings within my program of study.	6.43	5.82	1.5	0.61
13	The frequency of student and instructor interactions is adequate.	6.25	5.67	1.5	0.58
14	I receive timely information on the availability of financial aid.	6.39	6.04	1.5	0.35
15	Channels are available for providing timely responses to student complaints.	6.24	5.68	1.6	0.56
16	Appropriate technical assistance is readily available.	6.4	6.17	1.3	0.23
17	Assessment and evaluation procedures are clear and reasonable.	6.5	6.2	1.2	0.30
18	Registration for online courses is convenient.	6.58	6.15	1.5	0.43
19	Online career services are available.	6.25	5.78	1.6	0.47
20	The quality of online instruction is excellent.	6.55	5.62	1.6	0.93
21	Adequate online library resources are provided.	6.39	6.06	1.3	0.33
22	I am aware of whom to contact for questions about programs and services.	6.47	6.05	1.4	0.42
23	Billing and payment procedures are convenient for me.	6.52	6.07	1.5	0.45
24	Tutoring services are readily available for online courses.	6.15	5.95	1.5	0.20
25	Faculty are responsive to student needs.	6.57	5.98	1.4	0.59
26	The bookstore provides timely service to students.	6.32	6.32	1.1	0.00
27	Campus item: Discussions with other students contribute to my learning.	5.29	5.11	2	0.18
28	Campus item: Faculty provide feedback I can use to improve my learning.	6.51	5.76	1.5	0.75
29	Campus item: Faculty make the relevance of the courses evident.	6.48	5.85	1.5	0.63
30	Campus item: Media is used effectively to convey course concepts.	6.43	6.03	1.4	0.40

No	Item	Importance	Satisfaction	SD	Gap	Difference	SS
	Survey Items	**May 2023 Administration**					
1	This institution has a good reputation.	6.5	6.3	1.1	0.20	0.24	★★
2	My program advisor is accessible by telephone and e-mail.	6.57	6.37	1.2	0.20	0.05	
3	Instructional materials are appropriate for program content.	6.66	6.11	1.2	0.55	0.18	★
4	Faculty provide timely feedback about student progress.	6.61	5.94	1.3	0.67	0.16	
5	My program advisor helps me work toward career goals.	6.35	5.88	1.6	0.47	0.26	★
6	Tuition paid is a worthwhile investment.	6.59	6.02	1.5	0.57	0.30	★★
7	Program requirements are clear and reasonable.	6.68	6.22	1.2	0.46	0.13	
8	Student-to-student collaborations are valuable to me.	5.06	5.28	1.7	-0.22	0.30	★
9	Adequate financial aid is available.	6.48	5.91	1.6	0.57	0.34	★
10	This institution responds quickly when I request information.	6.61	6.33	1.1	0.28	0.17	
11	Student assignments are clearly defined in the syllabus.	6.7	6.23	1.2	0.47	0.27	★★
12	There are sufficient offerings within my program of study.	6.63	6.13	1.3	0.50	0.31	★★
13	The frequency of student and instructor interactions is adequate.	6.31	5.88	1.5	0.43	0.21	
14	I receive timely information on the availability of financial aid.	6.5	6.21	1.3	0.29	0.17	
15	Channels are available for providing timely responses to student complaints.	6.36	5.97	1.4	0.39	0.29	★
16	Appropriate technical assistance is readily available.	6.51	6.18	1.3	0.33	0.01	
17	Assessment and evaluation procedures are clear and reasonable.	6.6	6.22	1.2	0.38	0.02	
18	Registration for online courses is convenient.	6.68	6.4	1.2	0.28	0.25	★
19	Online career services are available.	6.25	5.92	1.6	0.33	0.14	
20	The quality of online instruction is excellent.	6.67	5.93	1.5	0.74	0.31	★★
21	Adequate online library resources are provided.	6.56	6.29	1.2	0.27	0.23	★
22	I am aware of whom to contact for questions about programs and services.	6.57	6.16	1.4	0.41	0.11	
23	Billing and payment procedures are convenient for me.	6.6	6.32	1.3	0.28	0.25	★
24	Tutoring services are readily available for online courses.	6.34	6.16	1.4	0.18	0.21	
25	Faculty are responsive to student needs.	6.65	6.14	1.3	0.51	0.16	
26	The bookstore provides timely service to students.	6.45	6.25	1.3	0.20	-0.07	
27	Campus item: Discussions with other students contribute to my learning.	5.53	5.4	1.9	0.13	0.29	★
28	Campus item: Faculty provide feedback I can use to improve my learning.	6.58	5.98	1.5	0.60	0.22	★
29	Campus item: Faculty make the relevance of the courses evident.	6.54	6.04	1.4	0.50	0.19	
30	Campus item: Media is used effectively to convey course concepts.	6.45	6.14	1.3	0.31	0.11	

No	Item	November 2025 Administration			
		Importance	Satisfaction	SD	Gap
1	This institution has a good reputation.	6.50	6.3	1.06	0.20
2	My program advisor is accessible by telephone and e-mail.	6.57	6.37	1.17	0.20
3	Instructional materials are appropriate for program content.	6.66	6.11	1.2	0.55
4	Faculty provide timely feedback about student progress.	6.61	5.94	1.33	0.67
5	My program advisor helps me work toward career goals.	6.35	5.88	1.61	0.47
6	Tuition paid is a worthwhile investment.	6.59	6.02	1.45	0.57
7	Program requirements are clear and reasonable.	6.68	6.22	1.19	0.46
8	Student-to-student collaborations are valuable to me.	5.06	5.28	1.73	-0.22
9	Adequate financial aid is available.	6.48	5.91	1.61	0.57
10	This institution responds quickly when I request information.	6.61	6.33	1.14	0.28
11	Student assignments are clearly defined in the syllabus.	6.70	6.23	1.21	0.47
12	There are sufficient offerings within my program of study.	6.63	6.13	1.28	0.50
13	The frequency of student and instructor interactions is adequate.	6.31	5.88	1.46	0.43
14	I receive timely information on the availability of financial aid.	6.50	6.21	1.33	0.29
15	Channels are available for providing timely responses to student complaints.	6.36	5.97	1.43	0.39
16	Appropriate technical assistance is readily available.	6.51	6.18	1.31	0.33
17	Assessment and evaluation procedures are clear and reasonable.	6.60	6.22	1.17	0.38
18	Registration for online courses is convenient.	6.68	6.4	1.18	0.28
19	Online career services are available.	6.25	5.92	1.55	0.33
20	The quality of online instruction is excellent.	6.67	5.93	1.45	0.74
21	Adequate online library resources are provided.	6.56	6.29	1.16	0.27
22	I am aware of whom to contact for questions about programs and services.	6.57	6.16	1.37	0.41
23	Billing and payment procedures are convenient for me.	6.60	6.32	1.26	0.28
24	Tutoring services are readily available for online courses.	6.34	6.16	1.44	0.18
25	Faculty are responsive to student needs.	6.65	6.14	1.31	0.51
26	The bookstore provides timely service to students.	6.45	6.25	1.33	0.20

No	Item	PSOL Comparison Group 2025					
		Importance	Satisfaction	SD	Gap	Difference	SS
1	This institution has a good reputation.	6.44	6.16	1.22	0.28	0.14	★
2	My program advisor is accessible by telephone and e-mail.	6.52	6.17	1.39	0.35	0.20	★★
3	Instructional materials are appropriate for program content.	6.65	6.12	1.26	0.53	-0.01	
4	Faculty provide timely feedback about student progress.	6.59	6.01	1.36	0.58	-0.07	
5	My program advisor helps me work toward career goals.	6.37	5.86	1.63	0.51	0.02	
6	Tuition paid is a worthwhile investment.	6.57	5.92	1.48	0.65	0.10	
7	Program requirements are clear and reasonable.	6.63	6.11	1.32	0.52	0.11	
8	Student-to-student collaborations are valuable to me.	5.33	5.56	1.6	-0.23	-0.28	★★★
9	Adequate financial aid is available.	6.4	5.74	1.69	0.66	0.17	
10	This institution responds quickly when I request information.	6.56	6.05	1.44	0.51	0.28	★★★
11	Student assignments are clearly defined in the syllabus.	6.65	6.15	1.26	0.5	0.08	
12	There are sufficient offerings within my program of study.	6.55	6.06	1.33	0.49	0.07	
13	The frequency of student and instructor interactions is adequate.	6.39	6.01	1.36	0.38	-0.13	★
14	I receive timely information on the availability of financial aid.	6.41	5.89	1.58	0.52	0.32	★★★
15	Channels are available for providing timely responses to student complaints.	6.34	5.76	1.65	0.58	0.21	★
16	Appropriate technical assistance is readily available.	6.48	6.19	1.27	0.29	-0.01	
17	Assessment and evaluation procedures are clear and reasonable.	6.56	6.16	1.25	0.4	0.06	
18	Registration for online courses is convenient.	6.66	6.35	1.21	0.31	0.05	
19	Online career services are available.	6.22	5.99	1.44	0.23	-0.07	
20	The quality of online instruction is excellent.	6.66	5.96	1.42	0.7	-0.03	
21	Adequate online library resources are provided.	6.53	6.27	1.2	0.26	0.02	
22	I am aware of whom to contact for questions about programs and services.	6.51	6.03	1.45	0.48	0.13	
23	Billing and payment procedures are convenient for me.	6.55	6.23	1.3	0.32	0.09	
24	Tutoring services are readily available for online courses.	6.22	5.96	1.5	0.26	0.20	★
25	Faculty are responsive to student needs.	6.64	6.09	1.35	0.55	0.05	
26	The bookstore provides timely service to students.	6.36	6.19	1.3	0.17	0.06	

Demographic	Demographic Responses	N	%
Age	18 and under	0	0.00%
	19 to 24	45	9.80%
	25 to 34	147	32.03%
	35 to 44	139	30.28%
	45 to 54	82	17.86%
	55 to 64	44	9.59%
	65 and over	2	0.44%
	Total	459	100.00%
	No Answer	10	
Class Level	First year	44	9.57%
	Second year	78	16.96%
	Third year	99	21.52%
	Fourth year	83	18.04%
	Special student	2	0.43%
	Graduate/Professional	136	29.57%
	Other class level	18	3.91%
	Total	460	100.00%
	No Answer	9	
Current Class Load	Full-time	263	57.30%
	Part-time	196	42.70%
	Total	459	100.00%
	No Answer	10	
Current Enrollment Status	Primarily online	454	99.34%
	Primarily on-campus	3	0.66%
	Total	457	100.00%
	No Answer	12	
Current Online Enrollment	1-3 credits	77	16.92%
	4-6 credits	146	32.09%
	7-9 credits	65	14.29%
	10-12 credits	74	16.26%
	13-15 credits	33	7.25%
	More than 15 credits	60	13.19%
	Total	455	100.00%
	No Answer	14	

Demographic	Demographic Responses	N	%
Current Plans	Complete online degree program	446	95.71%
	Complete degree on campus	1	0.21%
	Transfer credits	7	1.50%
	Complete this course	12	2.58%
	Total	466	100.00%
	No Answer	3	
Current Residence	Own house	208	45.41%
	Rent room / apartment / house	185	40.39%
	Relative's home	60	13.10%
	Residence hall	0	0.00%
	Other residence	5	1.09%
	Total	458	100.00%
	No Answer	11	
Educational Goal	Associate degree	25	5.43%
	Bachelor's degree	247	53.70%
	Master's degree	128	27.83%
	Doctorate or professional degree	43	9.35%
	Certification (initial or renewal)	9	1.96%
	Self-improvement/pleasure	3	0.65%
	Job-related training	4	0.87%
	Other educational goal	1	0.22%
	Total	460	100.00%
	No Answer	9	
Employment	Full-time	375	81.70%
	Part-time	44	9.59%
	Not employed	40	8.71%
	Total	459	100.00%
	No Answer	10	

Demographic	Demographic Responses	N	%
Ethnicity/Race	Black/African-American	119	26.04%
	American Indian or Alaskan Native	3	0.66%
	Asian or Pacific Islander	17	3.72%
	Caucasian/White	222	48.58%
	Hispanic	50	10.94%
	Other race	4	0.88%
	Race - Prefer not to respond	8	1.75%
	Multi-racial	34	7.44%
	Total	457	100.00%
	No Answer	12	
Gender	Female	320	68.97%
	Male	136	29.31%
	Prefer not to respond	4	0.86%
	Transgender	1	0.22%
	Genderqueer	2	0.43%
	Additional gender category or Other	1	0.22%
	Total	464	100.00%
	No Answer	5	
Marital Status	Single	196	42.52%
	Single with children	59	12.80%
	Married	75	16.27%
	Married with children	119	25.81%
	Marital - Prefer not to respond	12	2.60%
	Total	461	100.00%
	No Answer	8	
Previous Online Enrollment	No classes	71	15.74%
	1-3 classes	187	41.46%
	4-6 classes	81	17.96%
	7-9 classes	37	8.20%
	10-12 classes	30	6.65%
	13-15 classes	8	1.77%
	More than 15 classes	37	8.20%
	Total	451	100.00%
	No Answer	18	