

Calhoun Community College - PSOL - 05/2019



Priorities Survey for Online Learners

* Indicates the response option that was selected by the majority of survey participants.

Gender

		N	%
*	Female	134	78.82%
	Male	36	21.18%
	Total	170	100%
	No Answer	24	

Age

		N	%
	18 and under	16	9.09%
*	19 to 24	62	35.23%
	25 to 34	49	27.84%
	35 to 44	33	18.75%
	45 to 54	10	5.68%
	55 to 64	6	3.41%
	65 and over	0	0%
	Total	176	100%
	No Answer	18	

Ethnicity/Race

		N	%
	African-American	30	15.96%
	American Indian or Alaskan Native	4	2.13%
	Asian or Pacific Islander	5	2.66%
*	Caucasian/White	134	71.28%
	Hispanic	4	2.13%
	Other race	3	1.60%
	Race - Prefer not to respond	8	4.26%
	Total	188	100%
	No Answer	6	

Current Enrollment Status

		N	%
*	Primarily online	171	97.16%
	Primarily on-campus	5	2.84%
	Total	176	100%
	No Answer	18	

Marital Status

		N	%
*	Single	89	50.57%
	Single with children	22	12.50%
	Married	13	7.39%
	Married with children	48	27.27%
	Marital - Prefer not to respond	4	2.27%
	Total	176	100%
	No Answer	18	

Current Plans

		N	%
	Complete online degree program	58	30.21%
	Complete degree on campus	42	21.88%
*	Transfer credits	78	40.63%
	Complete this course	14	7.29%
	Total	192	100%
	No Answer	2	

Current Online Enrollment

		N	%
	1-3 credits	36	18.95%
*	4-6 credits	43	22.63%
	7-9 credits	35	18.42%
	10-12 credits	29	15.26%
	13-15 credits	20	10.53%
	More than 15 credits	27	14.21%
	Total	190	100%
	No Answer	4	

Previous Online Enrollment

		N	%
	No classes	34	18.09%
*	1-3 classes	76	40.43%
	4-6 classes	34	18.09%
	7-9 classes	15	7.98%
	10-12 classes	18	9.57%
	13-15 classes	4	2.13%

Current Class Load

		N	%
	Full-time	77	44.25%
✱	Part-time	97	55.75%
	Total	174	100%
	No Answer	20	

Class Level

		N	%
	First year	50	27.47%
✱	Second year	73	40.11%
	Third year	32	17.58%
	Fourth year	4	2.20%
	Special student	2	1.10%
	Graduate/professional	5	2.75%
	Other class level	16	8.79%
	Total	182	100%
	No Answer	12	

Educational Goal

		N	%
	Associate degree	68	36.56%
✱	Bachelor's degree	74	39.78%
	Master's degree	22	11.83%
	Doctorate or professional degree	13	6.99%
	Certification (initial or renewal)	1	0.54%
	Self-improvement/pleasure	0	0%
	Job-related training	0	0%
	Other educational goal	8	4.30%
	Total	186	100%
	No Answer	8	

Employment

		N	%
✱	Full-time	83	47.43%
	Part-time	44	25.14%
	Not employed	48	27.43%
	Total	175	100%
	No Answer	19	

Current Residence

		N	%
✱	Own house	75	40.98%
	Rent room / apartment / house	52	28.42%
	Relative's home	55	30.05%

		N	%
	More than 15 classes	7	3.72%
	Total	188	100%
	No Answer	6	

This semester, I am taking 100% of my classes via Distance Learning (on-line).

		N	%
✱	Yes	181	95.26%
	No	9	4.74%
	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	190	100%
	No Answer	4	

I am currently, or have in the past, taken a developmental English or Math class.

		N	%
✱	Yes	120	63.49%
	No	69	36.51%
	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	189	100%
	No Answer	5	

Group Code

		N	%
	0101: Computer Information Systems (includes all areas of concentration)	12	6.32%
✱	0102: General Studies (includes all areas of concentration)	76	40.00%
	0201: Business Administration (includes all areas of concentration)	28	14.74%
	0401: Computer Graphics	1	0.53%
	0601: Dental Assisting	1	0.53%
	0613: Advanced Manufacturing (includes all areas of concentration)	3	1.58%
	0708: Child Development	5	2.63%
	0806: Physical Therapist Assistant	6	3.16%
	0904: Emergency Medical Services	3	1.58%
	0909: Surgical Technology	3	1.58%
	0999: Music Industry Communications	1	0.53%

		N	%
	Residence hall	0	0%
	Other residence	1	0.55%
	Total	183	100%
	No Answer	11	

		N	%
	1004: Medical Laboratory Technician	4	2.11%
	3801: Nursing	39	20.53%
	9999: Undecided	8	4.21%
	Total	190	100%
	No Answer	4	

Calhoun Community College - PSOL - 05/2019



Priorities Survey for Online Learners

[«](#) [»](#)

Strengths and Challenges	
Strengths	vs. Comparison
18. Registration for online courses is convenient.	
11. Student assignments are clearly defined in the syllabus.	
23. Billing and payment procedures are convenient for me.	
28. Campus item: Admissions procedures are clear and the application process is student-friendly.	
6. Tuition paid is a worthwhile investment.	
21. Adequate online library resources are provided.	
1. This institution has a good reputation.	
16. Appropriate technical assistance is readily available.	
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.	
25. Faculty are responsive to student needs.	
12. There are sufficient offerings within my program of study.	
10. This institution responds quickly when I request information.	
3. Instructional materials are appropriate for program content.	
26. The bookstore provides timely service to students.	
4. Faculty provide timely feedback about student progress.	
5. My program advisor helps me work toward career goals.	
Benchmarks	
Higher Satisfaction vs. National Online Learners	
11. Student assignments are clearly defined in the syllabus.	
23. Billing and payment procedures are convenient for me.	
6. Tuition paid is a worthwhile investment.	
1. This institution has a good reputation.	
Higher Importance vs. National Online Learners	
26. The bookstore provides timely service to students.	

Calhoun Community College - PSOL - 05/2019



Priorities Survey for Online Learners

Sort on each column to see data from highest to lowest.

	Calhoun Community College - PSOL			National Online Learners			
Scale / Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
Institutional Perceptions	6.62	6.21 / 1.07	0.41	6.54	5.91 / 1.22	0.63	0.30 ***
Enrollment Services	6.59	6.21 / 1.07	0.38	6.54	6.07 / 1.11	0.47	0.14
Academic Services	6.56	6.06 / 1.09	0.50	6.47	5.98 / 1.02	0.49	0.08
Student Services	6.51	6.00 / 1.18	0.51	6.40	5.91 / 1.17	0.49	0.09
Instructional Services	6.39	5.96 / 1.09	0.43	6.43	5.90 / 1.07	0.53	0.06

National Group Means are based on 126748 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

Calhoun Community College - PSOL - 05/2019



Priorities Survey for Online Learners

Sort on each column to see data from highest to lowest.

[«](#) [»](#)

Item	Calhoun Community College - PSOL			National Online Learners			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
★ 18. Registration for online courses is convenient.	6.77	6.55 / 0.98	0.22	6.67	6.40 / 1.10	0.27	0.15
🚩 11. Student assignments are clearly defined in the syllabus.	6.75	6.21 / 1.26	0.54	6.68	6.02 / 1.30	0.66	0.19 *
51. Factor to enroll: Convenience	6.73			6.71			
★ 23. Billing and payment procedures are convenient for me.	6.69	6.50 / 1.02	0.19	6.57	6.19 / 1.28	0.38	0.31 **
44. Factor to enroll: Ability to transfer credits	6.67			6.26			
45. Factor to enroll: Cost	6.67			6.37			
🚩 20. The quality of online instruction is excellent.	6.66	5.90 / 1.42	0.76	6.68	5.88 / 1.41	0.80	0.02
🚩 25. Faculty are responsive to student needs.	6.66	6.10 / 1.27	0.56	6.66	5.99 / 1.35	0.67	0.11
★ 28. Campus item: Admissions procedures are clear and the application process is student-friendly.	6.66	6.24 / 1.25	0.42				
7. Program requirements are clear and reasonable.	6.65	6.13 / 1.34	0.52	6.64	5.99 / 1.32	0.65	0.14
★ 6. Tuition paid is a worthwhile investment.	6.64	6.16 / 1.42	0.48	6.62	5.80 / 1.48	0.82	0.36 **
🚩 12. There are sufficient offerings within my program of study.	6.64	6.07 / 1.35	0.57	6.57	5.99 / 1.30	0.58	0.08
50. Factor to enroll: Flexible pacing for completing a program	6.64			6.61			
★ 21. Adequate online library resources are provided.	6.60	6.15 / 1.39	0.45	6.56	6.19 / 1.22	0.37	-0.04
40. Source of information: Web site	6.60			6.43			
★ 1. This institution has a good reputation.	6.59	6.25 / 1.14	0.34	6.47	6.02 / 1.23	0.45	0.23 *
🚩 3. Instructional materials are appropriate for program content.	6.59	6.05 / 1.29	0.54	6.64	6.02 / 1.25	0.62	0.03
🚩 10. This institution responds quickly when I request information.	6.59	6.02 / 1.44	0.57	6.59	6.02 / 1.37	0.57	0.00
31. Campus item: The Financial Aid application process is clear and student-friendly.	6.59	6.08 / 1.45	0.51				
🚩 26. The bookstore provides timely service to students.	6.58	6.04 / 1.58	0.54	6.35	6.10 / 1.31	0.25	-0.06
★ 16. Appropriate technical assistance is readily available.	6.57	6.24 / 1.21	0.33	6.51	6.12 / 1.26	0.39	0.12

	Calhoun Community College - PSOL			National Online Learners			
Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
4. Faculty provide timely feedback about student progress.	6.56	5.92 / 1.44	0.64	6.62	5.90 / 1.37	0.72	0.02
17. Assessment and evaluation procedures are clear and reasonable.	6.56	6.22 / 1.23	0.34	6.55	6.05 / 1.26	0.50	0.17
5. My program advisor helps me work toward career goals.	6.55	5.83 / 1.61	0.72	6.32	5.68 / 1.62	0.64	0.15
22. I am aware of whom to contact for questions about programs and services.	6.54	5.94 / 1.42	0.60	6.53	6.00 / 1.41	0.53	-0.06
29. Campus item: The Career Services Office equips students with the tools they need to compete in the job market.	6.54	6.06 / 1.37	0.48				
49. Factor to enroll: Work schedule	6.51			6.59			
14. I receive timely information on the availability of financial aid.	6.49	5.88 / 1.64	0.61	6.43	5.84 / 1.54	0.59	0.04
48. Factor to enroll: Reputation of institution	6.49			6.35			
2. My program advisor is accessible by telephone and e-mail.	6.44	6.01 / 1.47	0.43	6.51	6.12 / 1.34	0.39	-0.11
13. The frequency of student and instructor interactions is adequate.	6.43	5.92 / 1.46	0.51	6.39	5.91 / 1.34	0.48	0.01
19. Online career services are available.	6.43	6.15 / 1.35	0.28	6.15	5.79 / 1.48	0.36	0.36 **
24. Tutoring services are readily available for online courses.	6.43	5.97 / 1.51	0.46	6.15	5.72 / 1.58	0.43	0.25 *
15. Channels are available for providing timely responses to student complaints.	6.41	5.87 / 1.51	0.54	6.33	5.61 / 1.64	0.72	0.26
52. Factor to enroll: Distance from campus	6.40			5.31			
38. Source of information: Catalog (online)	6.38			6.14			
9. Adequate financial aid is available.	6.37	5.85 / 1.74	0.52	6.46	5.79 / 1.60	0.67	0.06
47. Factor to enroll: Future employment opportunities	6.36			6.24			
53. Factor to enroll: Program requirements	6.35			6.43			
34. Campus item: Testing services provided by the Student Disability Services/ADA offices are adequate.	6.28	6.14 / 1.28	0.14				
27. Campus item: A technology support center to assist with online resources & troubleshooting my personal devices would be helpful to me.	6.27	6.02 / 1.30	0.25				
46. Factor to enroll: Financial assistance available	6.27			6.30			
42. Source of information: Recommendation from instructor or program advisor	6.22			5.91			
30. Campus item: There are adequate opportunities (clubs/organizations, student events, etc.) offered on campus to help me feel connected.	6.02	5.97 / 1.54	0.05				
39. Source of information: College representatives	5.96			5.70			
33. Campus item: The availability of mental health professionals on campus would be helpful to me.	5.87	5.80 / 1.66	0.07				

	Calhoun Community College - PSOL			National Online Learners			
Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
36. Campus item: A loaner program for technology devices (laptop, iPad, graphing calculators, etc.) would be helpful to me.	5.77	5.51 / 1.91	0.26				
54. Factor to enroll: Recommendations from employer	5.64			5.29			
37. Source of information: Catalog and brochures (printed)	5.54			4.89			
43. Source of information: Contact with current students and / or recent graduates of the program	5.50			5.34			
35. Campus item: A low-cost form of transportation between campuses would be helpful for me.	5.35	5.23 / 2.16	0.12				
32. Campus item: The Orientation (ORI 110 or 105) course is a valuable experience.	5.30	5.27 / 2.15	0.03				
41. Source of information: Advertisements	5.13			4.63			
8. Student-to-student collaborations are valuable to me.	4.82	5.28 / 1.81	-0.46	5.19	5.44 / 1.54	-0.25	-0.16

National Group Means are based on 126748 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level







Calhoun Community College - PSOL - 05/2019



Priorities Survey for Online Learners

Sort on each column to see data from highest to lowest.

Scale / Item	Calhoun Community College - PSOL			National Online Learners			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Institutional Perceptions	6.62	6.21 / 1.07	0.41	6.54	5.91 / 1.22	0.63	0.30 ***
★ 6. Tuition paid is a worthwhile investment.	6.64	6.16 / 1.42	0.48	6.62	5.80 / 1.48	0.82	0.36 **
★ 1. This institution has a good reputation.	6.59	6.25 / 1.14	0.34	6.47	6.02 / 1.23	0.45	0.23 *
Enrollment Services	6.59	6.21 / 1.07	0.38	6.54	6.07 / 1.11	0.47	0.14
★ 18. Registration for online courses is convenient.	6.77	6.55 / 0.98	0.22	6.67	6.40 / 1.10	0.27	0.15
★ 23. Billing and payment procedures are convenient for me.	6.69	6.50 / 1.02	0.19	6.57	6.19 / 1.28	0.38	0.31 **
14. I receive timely information on the availability of financial aid.	6.49	5.88 / 1.64	0.61	6.43	5.84 / 1.54	0.59	0.04
9. Adequate financial aid is available.	6.37	5.85 / 1.74	0.52	6.46	5.79 / 1.60	0.67	0.06
Academic Services	6.56	6.06 / 1.09	0.50	6.47	5.98 / 1.02	0.49	0.08
7. Program requirements are clear and reasonable.	6.65	6.13 / 1.34	0.52	6.64	5.99 / 1.32	0.65	0.14
🚩 12. There are sufficient offerings within my program of study.	6.64	6.07 / 1.35	0.57	6.57	5.99 / 1.30	0.58	0.08
★ 21. Adequate online library resources are provided.	6.60	6.15 / 1.39	0.45	6.56	6.19 / 1.22	0.37	-0.04
★ 16. Appropriate technical assistance is readily available.	6.57	6.24 / 1.21	0.33	6.51	6.12 / 1.26	0.39	0.12
🚩 5. My program advisor helps me work toward career goals.	6.55	5.83 / 1.61	0.72	6.32	5.68 / 1.62	0.64	0.15
2. My program advisor is accessible by telephone and e-mail.	6.44	6.01 / 1.47	0.43	6.51	6.12 / 1.34	0.39	-0.11
24. Tutoring services are readily available for online courses.	6.43	5.97 / 1.51	0.46	6.15	5.72 / 1.58	0.43	0.25 *
Student Services	6.51	6.00 / 1.18	0.51	6.40	5.91 / 1.17	0.49	0.09
🚩 10. This institution responds quickly when I request information.	6.59	6.02 / 1.44	0.57	6.59	6.02 / 1.37	0.57	0.00
🚩 26. The bookstore provides timely service to students.	6.58	6.04 / 1.58	0.54	6.35	6.10 / 1.31	0.25	-0.06
22. I am aware of whom to contact for questions about programs and services.	6.54	5.94 / 1.42	0.60	6.53	6.00 / 1.41	0.53	-0.06
19. Online career services are available.	6.43	6.15 / 1.35	0.28	6.15	5.79 / 1.48	0.36	0.36 **
15. Channels are available for providing timely responses to student complaints.	6.41	5.87 / 1.51	0.54	6.33	5.61 / 1.64	0.72	0.26

		Calhoun Community College - PSOL			National Online Learners			
Scale / Item		Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
Instructional Services		6.39	5.96 / 1.09	0.43	6.43	5.90 / 1.07	0.53	0.06
	11. Student assignments are clearly defined in the syllabus.	6.75	6.21 / 1.26	0.54	6.68	6.02 / 1.30	0.66	0.19 *
	20. The quality of online instruction is excellent.	6.66	5.90 / 1.42	0.76	6.68	5.88 / 1.41	0.80	0.02
	25. Faculty are responsive to student needs.	6.66	6.10 / 1.27	0.56	6.66	5.99 / 1.35	0.67	0.11
	3. Instructional materials are appropriate for program content.	6.59	6.05 / 1.29	0.54	6.64	6.02 / 1.25	0.62	0.03
	4. Faculty provide timely feedback about student progress.	6.56	5.92 / 1.44	0.64	6.62	5.90 / 1.37	0.72	0.02
	17. Assessment and evaluation procedures are clear and reasonable.	6.56	6.22 / 1.23	0.34	6.55	6.05 / 1.26	0.50	0.17
	13. The frequency of student and instructor interactions is adequate.	6.43	5.92 / 1.46	0.51	6.39	5.91 / 1.34	0.48	0.01
	8. Student-to-student collaborations are valuable to me.	4.82	5.28 / 1.81	-0.46	5.19	5.44 / 1.54	-0.25	-0.16

National Group Means are based on 126748 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

Calhoun Community College - PSOL - 05/2019



Priorities Survey for Online Learners

	Calhoun Community College - PSOL	National Online Learners	
Summary			Difference
So far, how has your college experience met your expectations?	5.22	5.18	0.04
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	3%	1%	
3=Worse than I expected	4%	6%	
4=About what I expected	25%	24%	
5=Better than I expected	19%	23%	
6=Quite a bit better than I expected	13%	15%	
7=Much better than expected	31%	26%	
Rate your overall satisfaction with your experience here thus far.	5.81	5.82	-0.01
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	5%	5%	
4=Neutral	6%	5%	
5=Somewhat satisfied	10%	11%	
6=Satisfied	37%	36%	
7=Very satisfied	36%	37%	
All in all, if you had to do it over, would you enroll here again?	5.97	5.86	0.11
1=Definitely not	1%	3%	
2=Probably not	4%	4%	
3=Maybe not	2%	3%	
4=I don't know	5%	6%	
5=Maybe yes	7%	7%	
6=Probably yes	26%	26%	

	Calhoun Community College - PSOL	National Online Learners	
Summary			Difference
7=Definitely yes	51%	49%	

Calhoun Community College - PSOL - 05/2019



Priorities Survey for Online Learners

Sort on each column to see data from highest to lowest.



Item	Calhoun Community College - PSOL			National Online Learners			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
★ 1. This institution has a good reputation.	6.59	6.25 / 1.14	0.34	6.47	6.02 / 1.23	0.45	0.23 *
2. My program advisor is accessible by telephone and e-mail.	6.44	6.01 / 1.47	0.43	6.51	6.12 / 1.34	0.39	-0.11
🚩 3. Instructional materials are appropriate for program content.	6.59	6.05 / 1.29	0.54	6.64	6.02 / 1.25	0.62	0.03
🚩 4. Faculty provide timely feedback about student progress.	6.56	5.92 / 1.44	0.64	6.62	5.90 / 1.37	0.72	0.02
🚩 5. My program advisor helps me work toward career goals.	6.55	5.83 / 1.61	0.72	6.32	5.68 / 1.62	0.64	0.15
★ 6. Tuition paid is a worthwhile investment.	6.64	6.16 / 1.42	0.48	6.62	5.80 / 1.48	0.82	0.36 **
7. Program requirements are clear and reasonable.	6.65	6.13 / 1.34	0.52	6.64	5.99 / 1.32	0.65	0.14
8. Student-to-student collaborations are valuable to me.	4.82	5.28 / 1.81	-0.46	5.19	5.44 / 1.54	-0.25	-0.16
9. Adequate financial aid is available.	6.37	5.85 / 1.74	0.52	6.46	5.79 / 1.60	0.67	0.06
🚩 10. This institution responds quickly when I request information.	6.59	6.02 / 1.44	0.57	6.59	6.02 / 1.37	0.57	0.00
🚩 11. Student assignments are clearly defined in the syllabus.	6.75	6.21 / 1.26	0.54	6.68	6.02 / 1.30	0.66	0.19 *
🚩 12. There are sufficient offerings within my program of study.	6.64	6.07 / 1.35	0.57	6.57	5.99 / 1.30	0.58	0.08
13. The frequency of student and instructor interactions is adequate.	6.43	5.92 / 1.46	0.51	6.39	5.91 / 1.34	0.48	0.01
14. I receive timely information on the availability of financial aid.	6.49	5.88 / 1.64	0.61	6.43	5.84 / 1.54	0.59	0.04
15. Channels are available for providing timely responses to student complaints.	6.41	5.87 / 1.51	0.54	6.33	5.61 / 1.64	0.72	0.26
★ 16. Appropriate technical assistance is readily available.	6.57	6.24 / 1.21	0.33	6.51	6.12 / 1.26	0.39	0.12
★ 17. Assessment and evaluation procedures are clear and reasonable.	6.56	6.22 / 1.23	0.34	6.55	6.05 / 1.26	0.50	0.17
★ 18. Registration for online courses is convenient.	6.77	6.55 / 0.98	0.22	6.67	6.40 / 1.10	0.27	0.15
19. Online career services are available.	6.43	6.15 / 1.35	0.28	6.15	5.79 / 1.48	0.36	0.36 **
🚩 20. The quality of online instruction is excellent.	6.66	5.90 / 1.42	0.76	6.68	5.88 / 1.41	0.80	0.02
★ 21. Adequate online library resources are provided.	6.60	6.15 / 1.39	0.45	6.56	6.19 / 1.22	0.37	-0.04

	Calhoun Community College - PSOL			National Online Learners			
Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
22. I am aware of whom to contact for questions about programs and services.	6.54	5.94 / 1.42	0.60	6.53	6.00 / 1.41	0.53	-0.06
★ 23. Billing and payment procedures are convenient for me.	6.69	6.50 / 1.02	0.19	6.57	6.19 / 1.28	0.38	0.31 **
24. Tutoring services are readily available for online courses.	6.43	5.97 / 1.51	0.46	6.15	5.72 / 1.58	0.43	0.25 *
🚩 25. Faculty are responsive to student needs.	6.66	6.10 / 1.27	0.56	6.66	5.99 / 1.35	0.67	0.11
🚩 26. The bookstore provides timely service to students.	6.58	6.04 / 1.58	0.54	6.35	6.10 / 1.31	0.25	-0.06
27. Campus item: A technology support center to assist with online resources & troubleshooting my personal devices would be helpful to me.	6.27	6.02 / 1.30	0.25				
★ 28. Campus item: Admissions procedures are clear and the application process is student-friendly.	6.66	6.24 / 1.25	0.42				
29. Campus item: The Career Services Office equips students with the tools they need to compete in the job market.	6.54	6.06 / 1.37	0.48				
30. Campus item: There are adequate opportunities (clubs/organizations, student events, etc.) offered on campus to help me feel connected.	6.02	5.97 / 1.54	0.05				
31. Campus item: The Financial Aid application process is clear and student-friendly.	6.59	6.08 / 1.45	0.51				
32. Campus item: The Orientation (ORI 110 or 105) course is a valuable experience.	5.30	5.27 / 2.15	0.03				
33. Campus item: The availability of mental health professionals on campus would be helpful to me.	5.87	5.80 / 1.66	0.07				
34. Campus item: Testing services provided by the Student Disability Services/ADA offices are adequate.	6.28	6.14 / 1.28	0.14				
35. Campus item: A low-cost form of transportation between campuses would be helpful for me.	5.35	5.23 / 2.16	0.12				
36. Campus item: A loaner program for technology devices (laptop, iPad, graphing calculators, etc.) would be helpful to me.	5.77	5.51 / 1.91	0.26				
37. Source of information: Catalog and brochures (printed)	5.54			4.89			
38. Source of information: Catalog (online)	6.38			6.14			
39. Source of information: College representatives	5.96			5.70			
40. Source of information: Web site	6.60			6.43			
41. Source of information: Advertisements	5.13			4.63			
42. Source of information: Recommendation from instructor or program advisor	6.22			5.91			
43. Source of information: Contact with current students and / or recent graduates of the program	5.50			5.34			
44. Factor to enroll: Ability to transfer credits	6.67			6.26			

	Calhoun Community College - PSOL			National Online Learners			
Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
45. Factor to enroll: Cost	6.67			6.37			
46. Factor to enroll: Financial assistance available	6.27			6.30			
47. Factor to enroll: Future employment opportunities	6.36			6.24			
48. Factor to enroll: Reputation of institution	6.49			6.35			
49. Factor to enroll: Work schedule	6.51			6.59			
50. Factor to enroll: Flexible pacing for completing a program	6.64			6.61			
51. Factor to enroll: Convenience	6.73			6.71			
52. Factor to enroll: Distance from campus	6.40			5.31			
53. Factor to enroll: Program requirements	6.35			6.43			
54. Factor to enroll: Recommendations from employer	5.64			5.29			

National Group Means are based on 126748 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level