

Demographics

Gender		N	%	Current Class Load		N	%
Female		140	74.87%	Full-time		79	41.80%
Male		47	25.13%	Part-time		110	58.20%
Total		187	100.00%	Total		189	100.00%
No Response		2		No Response		0	

Age		N	%	Class Level		N	%
18 and under		15	7.98%	First year		48	25.53%
19 to 24		62	32.98%	Second year		78	41.49%
25 to 34		54	28.72%	Third year		35	18.62%
35 to 44		28	14.89%	Fourth year		5	2.66%
45 to 54		19	10.11%	Special student		2	1.06%
55 to 64		8	4.26%	Graduate/professional		4	2.13%
65 and over		2	1.06%	Other class level		16	8.51%
Total		188	100.00%	Total		188	100.00%
No Response		1		No Response		1	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		17	9.04%	Associate degree		59	31.22%
American Indian or Alaskan Native		3	1.60%	Bachelor's degree		79	41.80%
Asian or Pacific Islander		2	1.06%	Master's degree		34	17.99%
Caucasian/White		145	77.13%	Doctorate or professional degree		10	5.29%
Hispanic		8	4.26%	Certification (initial or renewal)		0	0.00%
Other race		2	1.06%	Self-improvement/pleasure		1	0.53%
Race - Prefer not to respond		11	5.85%	Job-related training		0	0.00%
Total		188	100.00%	Other educational goal		6	3.17%
No Response		1		Total		189	100.00%
				No Response		0	

Current Enrollment Status		N	%	Employment		N	%
Primarily online		177	93.65%	Full-time		110	58.20%
Primarily on-campus		12	6.35%	Part-time		38	20.11%
Total		189	100.00%	Not employed		41	21.69%
No Response		0		Total		189	100.00%
				No Response		0	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	80	42.55%	No classes	39	20.86%
Rent room / apartment / house	55	29.26%	1-3 classes	79	42.25%
Relative's home	43	22.87%	4-6 classes	31	16.58%
Residence hall	1	0.53%	7-9 classes	10	5.35%
Other residence	9	4.79%	10-12 classes	14	7.49%
Total	188	100.00%	13-15 classes	7	3.74%
No Response	1		More than 15 classes	7	3.74%
			Total	187	100.00%
			No Response	2	

Marital Status			This semester, I am taking 100% of my classes via Distance Learning (on-line).		
	N	%		N	%
Single	89	47.59%	Yes	171	91.44%
Single with children	16	8.56%	No	16	8.56%
Married	22	11.76%	Campus item - Answer 3	0	0.00%
Married with children	57	30.48%	Campus item - Answer 4	0	0.00%
Marital - Prefer not to respond	3	1.60%	Campus item - Answer 5	0	0.00%
Total	187	100.00%	Campus item - Answer 6	0	0.00%
No Response	2		Total	187	100.00%
			No Response	2	

Current Plans			I am currently, or have in the past, taken a developmental English or Math class.		
	N	%		N	%
Complete online degree program	52	27.51%	Yes	106	56.68%
Complete degree on campus	39	20.63%	No	81	43.32%
Transfer credits	78	41.27%	Campus item 2 - Answer 3	0	0.00%
Complete this course	20	10.58%	Campus item 2 - Answer 4	0	0.00%
Total	189	100.00%	Campus item 2 - Answer 5	0	0.00%
No Response	0		Campus item 2 - Answer 6	0	0.00%
			Total	187	100.00%
			No Response	2	

Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	34	17.99%	0101: Computer Information Systems (includes all areas of concentration)	11	5.98%
4-6 credits	49	25.93%	0102: General Studies (includes all areas of concentration)	72	39.13%
7-9 credits	43	22.75%	0201: Business Administration (includes all areas of concentration)	24	13.04%
10-12 credits	39	20.63%			
13-15 credits	13	6.88%			
More than 15 credits	11	5.82%			
Total	189	100.00%			
No Response	0				

Demographics

0601: Dental Assisting	1	0.54%
0613: Advanced Manufacturing (includes all areas of concentration)	1	0.54%
0708: Child Development	9	4.89%
0806: Physical Therapist Assistant	2	1.09%
0904: Emergency Medical Services	2	1.09%
0909: Surgical Technology	2	1.09%
1004: Medical Laboratory Technician	1	0.54%
3801: Nursing	40	21.74%
9999: Undecided	19	10.33%
Total	184	100.00%
No Response	5	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 11. Student assignments are clearly defined in the syllabus.
- 18. Registration for online courses is convenient.
- 28. Campus item: Admissions procedures are clear and the application process is student-friendly.
- 23. Billing and payment procedures are convenient for me.
- 21. Adequate online library resources are provided.
- 26. The bookstore provides timely service to students.
- 2. My program advisor is accessible by telephone and e-mail.

Challenges

- 20. The quality of online instruction is excellent.
- 6. Tuition paid is a worthwhile investment.
- 10. This institution responds quickly when I request information.
- 25. Faculty are responsive to student needs.
- 12. There are sufficient offerings within my program of study.
- 31. Campus item: The Financial Aid application process is clear and student-friendly.
- 4. Faculty provide timely feedback about student progress.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Online Learners

10. This institution responds quickly when I request information.
12. There are sufficient offerings within my program of study.

Higher Importance vs. National Online Learners

26. The bookstore provides timely service to students.

Institutional Summary
Scales: In Order of Importance

Scale	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.59	6.08 / 1.02	0.51	6.52	6.07 / 1.08	0.45	0.01
Institutional Perceptions	6.59	5.98 / 1.20	0.61	6.55	5.93 / 1.18	0.62	0.05
Academic Services	6.53	5.88 / 1.09	0.65	6.45	5.94 / 1.02	0.51	-0.06
Student Services	6.49	5.82 / 1.22	0.67	6.39	5.89 / 1.15	0.50	-0.07
Instructional Services	6.37	5.78 / 1.12	0.59	6.43	5.88 / 1.06	0.55	-0.10

* 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 131074 records.

Institutional Summary Items: In Order of Importance

Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
11. Student assignments are clearly defined in the syllabus.	6.78	6.11 / 1.22	0.67	6.68	5.99 / 1.31	0.69	0.12
45. Factor to enroll: Cost	6.78			6.38			
51. Factor to enroll: Convenience	6.77			6.75			
18. Registration for online courses is convenient.	6.76	6.41 / 1.12	0.35	6.65	6.39 / 1.08	0.26	0.02
6. Tuition paid is a worthwhile investment.	6.73	5.91 / 1.41	0.82	6.64	5.82 / 1.44	0.82	0.09
20. The quality of online instruction is excellent.	6.73	5.71 / 1.50	1.02	6.68	5.88 / 1.39	0.80	-0.17
28. Campus item: Admissions procedures are clear and the application process is student-friendly.	6.71	6.17 / 1.23	0.54				
50. Factor to enroll: Flexible pacing for completing a program	6.71			6.63			
7. Program requirements are clear and reasonable.	6.70	5.93 / 1.36	0.77	6.64	5.96 / 1.30	0.68	-0.03
44. Factor to enroll: Ability to transfer credits	6.68			6.23			
49. Factor to enroll: Work schedule	6.68			6.61			
3. Instructional materials are appropriate for program content.	6.67	5.90 / 1.36	0.77	6.63	6.00 / 1.23	0.63	-0.10
40. Source of information: Web site	6.66			6.35			
27. Campus item: Admissions staff respond to my questions and concerns in a timely manner.	6.63	6.05 / 1.34	0.58				
10. This institution responds quickly when I request information.	6.62	5.77 / 1.47	0.85	6.60	6.02 / 1.35	0.58	-0.25 *
25. Faculty are responsive to student needs.	6.62	5.79 / 1.55	0.83	6.66	5.96 / 1.34	0.70	-0.17

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National Group Means are based on 131074 records.

Institutional Summary Items: In Order of Importance

Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. Factor to enroll: Program requirements	6.61			6.48			
23. Billing and payment procedures are convenient for me.	6.60	6.27 / 1.10	0.33	6.56	6.20 / 1.24	0.36	0.07
12. There are sufficient offerings within my program of study.	6.59	5.74 / 1.41	0.85	6.58	5.96 / 1.30	0.62	-0.22 *
21. Adequate online library resources are provided.	6.59	6.08 / 1.28	0.51	6.53	6.11 / 1.26	0.42	-0.03
26. The bookstore provides timely service to students.	6.58	6.14 / 1.27	0.44	6.34	6.07 / 1.29	0.27	0.07
17. Assessment and evaluation procedures are clear and reasonable.	6.57	6.04 / 1.34	0.53	6.53	6.01 / 1.26	0.52	0.03
4. Faculty provide timely feedback about student progress.	6.56	5.71 / 1.51	0.85	6.62	5.86 / 1.38	0.76	-0.15
31. Campus item: The Financial Aid application process is clear and student-friendly.	6.56	5.74 / 1.65	0.82				
2. My program advisor is accessible by telephone and e-mail.	6.54	6.07 / 1.30	0.47	6.47	6.09 / 1.33	0.38	-0.02
22. I am aware of whom to contact for questions about programs and services.	6.54	5.86 / 1.53	0.68	6.53	5.98 / 1.40	0.55	-0.12
9. Adequate financial aid is available.	6.51	5.82 / 1.63	0.69	6.46	5.82 / 1.55	0.64	0.00
16. Appropriate technical assistance is readily available.	6.49	5.98 / 1.48	0.51	6.50	6.09 / 1.27	0.41	-0.11
46. Factor to enroll: Financial assistance available	6.48			6.32			
14. I receive timely information on the availability of financial aid.	6.47	5.73 / 1.59	0.74	6.42	5.84 / 1.51	0.58	-0.11
1. This institution has a good reputation.	6.45	6.04 / 1.15	0.41	6.45	6.04 / 1.19	0.41	0.00
38. Source of information: Catalog (online)	6.43			5.95			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 131074 records.

Institutional Summary Items: In Order of Importance

Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
5. My program advisor helps me work toward career goals.	6.42	5.83 / 1.46	0.59	6.30	5.65 / 1.60	0.65	0.18
52. Factor to enroll: Distance from campus	6.40			5.26			
15. Channels are available for providing timely responses to student complaints.	6.36	5.45 / 1.73	0.91	6.30	5.57 / 1.62	0.73	-0.12
47. Factor to enroll: Future employment opportunities	6.35			6.23			
24. Tutoring services are readily available for online courses.	6.33	5.50 / 1.88	0.83	6.10	5.67 / 1.57	0.43	-0.17
19. Online career services are available.	6.30	5.86 / 1.54	0.44	6.11	5.74 / 1.47	0.37	0.12
29. Campus item: The Career Services Office equips students with the tools they need to compete in an ever-changing job market.	6.30	5.77 / 1.45	0.53				
48. Factor to enroll: Reputation of institution	6.28			6.37			
42. Source of information: Recommendation from instructor or program advisor	6.27			5.65			
13. The frequency of student and instructor interactions is adequate.	6.26	5.86 / 1.32	0.40	6.36	5.87 / 1.34	0.49	-0.01
33. Campus item: Personnel in the Student Disability Services/ADA offices respond to my needs in a timely manner.	6.23	6.09 / 1.32	0.14				
34. Campus item: Testing services provided by the Student Disability Services/ADA offices are adequate.	6.18	6.14 / 1.32	0.04				
39. Source of information: College representatives	5.68			5.58			
54. Factor to enroll: Recommendations from employer	5.64			5.19			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 131074 records.

Institutional Summary
Items: In Order of Importance

Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
30. Campus item: There are adequate opportunities (clubs/ organizations, student events, etc.) offered on campus to help me feel connected.	5.63	5.67 / 1.55	-0.04				
35. Campus item: A low-cost form of transportation between campuses would be helpful for me.	5.46	5.18 / 1.78	0.28				
37. Source of information: Catalog and brochures (printed)	5.32			4.47			
32. Campus item: The Orientation (ORI 110 or 105) course is a valuable experience.	5.29	5.32 / 1.93	-0.03				
43. Source of information: Contact with current students and / or recent graduates of the program	5.24			5.21			
8. Student-to-student collaborations are valuable to me.	4.71	5.05 / 1.77	-0.34	5.24	5.48 / 1.46	-0.24	-0.43 ***
41. Source of information: Advertisements	4.52			4.39			
36. Campus item 10							

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 *** Difference statistically significant at the .001 level

National Group Means are based on 131074 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.53	5.88 / 1.09	0.65	6.45	5.94 / 1.02	0.51	-0.06
2. My program advisor is accessible by telephone and e-mail.	6.54	6.07 / 1.30	0.47	6.47	6.09 / 1.33	0.38	-0.02
5. My program advisor helps me work toward career goals.	6.42	5.83 / 1.46	0.59	6.30	5.65 / 1.60	0.65	0.18
7. Program requirements are clear and reasonable.	6.70	5.93 / 1.36	0.77	6.64	5.96 / 1.30	0.68	-0.03
12. There are sufficient offerings within my program of study.	6.59	5.74 / 1.41	0.85	6.58	5.96 / 1.30	0.62	-0.22 *
16. Appropriate technical assistance is readily available.	6.49	5.98 / 1.48	0.51	6.50	6.09 / 1.27	0.41	-0.11
21. Adequate online library resources are provided.	6.59	6.08 / 1.28	0.51	6.53	6.11 / 1.26	0.42	-0.03
24. Tutoring services are readily available for online courses.	6.33	5.50 / 1.88	0.83	6.10	5.67 / 1.57	0.43	-0.17

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

National Group Means are based on 131074 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.59	6.08 / 1.02	0.51	6.52	6.07 / 1.08	0.45	0.01
9. Adequate financial aid is available.	6.51	5.82 / 1.63	0.69	6.46	5.82 / 1.55	0.64	0.00
14. I receive timely information on the availability of financial aid.	6.47	5.73 / 1.59	0.74	6.42	5.84 / 1.51	0.58	-0.11
18. Registration for online courses is convenient.	6.76	6.41 / 1.12	0.35	6.65	6.39 / 1.08	0.26	0.02
23. Billing and payment procedures are convenient for me.	6.60	6.27 / 1.10	0.33	6.56	6.20 / 1.24	0.36	0.07

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 *** Difference statistically significant at the .001 level

National Group Means are based on 131074 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.59	5.98 / 1.20	0.61	6.55	5.93 / 1.18	0.62	0.05
1. This institution has a good reputation.	6.45	6.04 / 1.15	0.41	6.45	6.04 / 1.19	0.41	0.00
6. Tuition paid is a worthwhile investment.	6.73	5.91 / 1.41	0.82	6.64	5.82 / 1.44	0.82	0.09

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 *** Difference statistically significant at the .001 level

National Group Means are based on 131074 records.

Institutional Summary

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

Scale/Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.37	5.78 / 1.12	0.59	6.43	5.88 / 1.06	0.55	-0.10
3. Instructional materials are appropriate for program content.	6.67	5.90 / 1.36	0.77	6.63	6.00 / 1.23	0.63	-0.10
4. Faculty provide timely feedback about student progress.	6.56	5.71 / 1.51	0.85	6.62	5.86 / 1.38	0.76	-0.15
8. Student-to-student collaborations are valuable to me.	4.71	5.05 / 1.77	-0.34	5.24	5.48 / 1.46	-0.24	-0.43 ***
11. Student assignments are clearly defined in the syllabus.	6.78	6.11 / 1.22	0.67	6.68	5.99 / 1.31	0.69	0.12
13. The frequency of student and instructor interactions is adequate.	6.26	5.86 / 1.32	0.40	6.36	5.87 / 1.34	0.49	-0.01
17. Assessment and evaluation procedures are clear and reasonable.	6.57	6.04 / 1.34	0.53	6.53	6.01 / 1.26	0.52	0.03
20. The quality of online instruction is excellent.	6.73	5.71 / 1.50	1.02	6.68	5.88 / 1.39	0.80	-0.17
25. Faculty are responsive to student needs.	6.62	5.79 / 1.55	0.83	6.66	5.96 / 1.34	0.70	-0.17

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

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Institutional Summary

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

Scale/Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.49	5.82 / 1.22	0.67	6.39	5.89 / 1.15	0.50	-0.07
10. This institution responds quickly when I request information.	6.62	5.77 / 1.47	0.85	6.60	6.02 / 1.35	0.58	-0.25 *
15. Channels are available for providing timely responses to student complaints.	6.36	5.45 / 1.73	0.91	6.30	5.57 / 1.62	0.73	-0.12
19. Online career services are available.	6.30	5.86 / 1.54	0.44	6.11	5.74 / 1.47	0.37	0.12
22. I am aware of whom to contact for questions about programs and services.	6.54	5.86 / 1.53	0.68	6.53	5.98 / 1.40	0.55	-0.12
26. The bookstore provides timely service to students.	6.58	6.14 / 1.27	0.44	6.34	6.07 / 1.29	0.27	0.07

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National Group Means are based on 131074 records.

Institutional Summary

Items: In Sequential Order

Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.45	6.04 / 1.15	0.41	6.45	6.04 / 1.19	0.41	0.00
2. My program advisor is accessible by telephone and e-mail.	6.54	6.07 / 1.30	0.47	6.47	6.09 / 1.33	0.38	-0.02
3. Instructional materials are appropriate for program content.	6.67	5.90 / 1.36	0.77	6.63	6.00 / 1.23	0.63	-0.10
4. Faculty provide timely feedback about student progress.	6.56	5.71 / 1.51	0.85	6.62	5.86 / 1.38	0.76	-0.15
5. My program advisor helps me work toward career goals.	6.42	5.83 / 1.46	0.59	6.30	5.65 / 1.60	0.65	0.18
6. Tuition paid is a worthwhile investment.	6.73	5.91 / 1.41	0.82	6.64	5.82 / 1.44	0.82	0.09
7. Program requirements are clear and reasonable.	6.70	5.93 / 1.36	0.77	6.64	5.96 / 1.30	0.68	-0.03
8. Student-to-student collaborations are valuable to me.	4.71	5.05 / 1.77	-0.34	5.24	5.48 / 1.46	-0.24	-0.43 ***
9. Adequate financial aid is available.	6.51	5.82 / 1.63	0.69	6.46	5.82 / 1.55	0.64	0.00
10. This institution responds quickly when I request information.	6.62	5.77 / 1.47	0.85	6.60	6.02 / 1.35	0.58	-0.25 *
11. Student assignments are clearly defined in the syllabus.	6.78	6.11 / 1.22	0.67	6.68	5.99 / 1.31	0.69	0.12
12. There are sufficient offerings within my program of study.	6.59	5.74 / 1.41	0.85	6.58	5.96 / 1.30	0.62	-0.22 *
13. The frequency of student and instructor interactions is adequate.	6.26	5.86 / 1.32	0.40	6.36	5.87 / 1.34	0.49	-0.01
14. I receive timely information on the availability of financial aid.	6.47	5.73 / 1.59	0.74	6.42	5.84 / 1.51	0.58	-0.11
15. Channels are available for providing timely responses to student complaints.	6.36	5.45 / 1.73	0.91	6.30	5.57 / 1.62	0.73	-0.12
16. Appropriate technical assistance is readily available.	6.49	5.98 / 1.48	0.51	6.50	6.09 / 1.27	0.41	-0.11

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 ** 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	Calhoun Community College - 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.	6.57	6.04 / 1.34	0.53	6.53	6.01 / 1.26	0.52	0.03
18. Registration for online courses is convenient.	6.76	6.41 / 1.12	0.35	6.65	6.39 / 1.08	0.26	0.02
19. Online career services are available.	6.30	5.86 / 1.54	0.44	6.11	5.74 / 1.47	0.37	0.12
20. The quality of online instruction is excellent.	6.73	5.71 / 1.50	1.02	6.68	5.88 / 1.39	0.80	-0.17
21. Adequate online library resources are provided.	6.59	6.08 / 1.28	0.51	6.53	6.11 / 1.26	0.42	-0.03
22. I am aware of whom to contact for questions about programs and services.	6.54	5.86 / 1.53	0.68	6.53	5.98 / 1.40	0.55	-0.12
23. Billing and payment procedures are convenient for me.	6.60	6.27 / 1.10	0.33	6.56	6.20 / 1.24	0.36	0.07
24. Tutoring services are readily available for online courses.	6.33	5.50 / 1.88	0.83	6.10	5.67 / 1.57	0.43	-0.17
25. Faculty are responsive to student needs.	6.62	5.79 / 1.55	0.83	6.66	5.96 / 1.34	0.70	-0.17
26. The bookstore provides timely service to students.	6.58	6.14 / 1.27	0.44	6.34	6.07 / 1.29	0.27	0.07
27. Campus item: Admissions staff respond to my questions and concerns in a timely manner.	6.63	6.05 / 1.34	0.58				
28. Campus item: Admissions procedures are clear and the application process is student-friendly.	6.71	6.17 / 1.23	0.54				
29. Campus item: The Career Services Office equips students with the tools they need to compete in an ever-changing job market.	6.30	5.77 / 1.45	0.53				
30. Campus item: There are adequate opportunities (clubs/ organizations, student events, etc.) offered on campus to help me feel connected.	5.63	5.67 / 1.55	-0.04				

* 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 131074 records.

Institutional Summary

Items: In Sequential Order

Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Campus item: The Financial Aid application process is clear and student-friendly.	6.56	5.74 / 1.65	0.82				
32. Campus item: The Orientation (ORI 110 or 105) course is a valuable experience.	5.29	5.32 / 1.93	-0.03				
33. Campus item: Personnel in the Student Disability Services/ADA offices respond to my needs in a timely manner.	6.23	6.09 / 1.32	0.14				
34. Campus item: Testing services provided by the Student Disability Services/ADA offices are adequate.	6.18	6.14 / 1.32	0.04				
35. Campus item: A low-cost form of transportation between campuses would be helpful for me.	5.46	5.18 / 1.78	0.28				
36. Campus item 10							
37. Source of information: Catalog and brochures (printed)	5.32			4.47			
38. Source of information: Catalog (online)	6.43			5.95			
39. Source of information: College representatives	5.68			5.58			
40. Source of information: Web site	6.66			6.35			
41. Source of information: Advertisements	4.52			4.39			
42. Source of information: Recommendation from instructor or program advisor	6.27			5.65			
43. Source of information: Contact with current students and / or recent graduates of the program	5.24			5.21			
44. Factor to enroll: Ability to transfer credits	6.68			6.23			
45. Factor to enroll: Cost	6.78			6.38			

* 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 131074 records.

Institutional Summary
Items: In Sequential Order

Item	Calhoun Community College - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Factor to enroll: Financial assistance available	6.48			6.32			
47. Factor to enroll: Future employment opportunities	6.35			6.23			
48. Factor to enroll: Reputation of institution	6.28			6.37			
49. Factor to enroll: Work schedule	6.68			6.61			
50. Factor to enroll: Flexible pacing for completing a program	6.71			6.63			
51. Factor to enroll: Convenience	6.77			6.75			
52. Factor to enroll: Distance from campus	6.40			5.26			
53. Factor to enroll: Program requirements	6.61			6.48			
54. Factor to enroll: Recommendations from employer	5.64			5.19			

* 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 131074 records.

Institutional Summary

Summary Items

Summary Item	Calhoun Community College - PSOL	National Online Learners	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.93 3% 3% 4% 31% 22% 14% 20%	Average: 5.19 1% 1% 6% 24% 24% 15% 26%	-0.26
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.69 2% 3% 4% 5% 14% 37% 32%	Average: 5.84 1% 2% 4% 5% 11% 37% 37%	-0.15
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.97 3% 1% 2% 3% 8% 33% 46%	Average: 5.88 2% 4% 3% 6% 7% 26% 49%	0.09