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Mount Olive College - 3/2008

Strategic Planning Overview

Strengths and Challenges

Strengths

- 33. This institution explains what is needed for me to complete my program here.
- 1. My program allows me to pace my studies to fit my life and work schedules.
- 30. I am able to obtain information I need by phone, fax, e-mail, or online.
- 10. I have a clear understanding of what I'm expected to learn in my classes.
- 51. Campus item
- 21. My studies are closely related to my life and work goals.
- 13. Processes and procedures for enrolling here are convenient.
- 3. This institution assists students who need help with the financial aid process.
- 32. Technology enables me to get the services I need when I need them.
- 27. I am encouraged to apply the classes I've taken towards a degree or certificate.
- 46. The learning experiences within my program of study challenge me to reach beyond what I know already.
- 43. The frequency of interactions with my instructors is satisfactory.
- 18. This institution uses technology on a regular basis to communicate with me.

Challenges

- 17. My instructors provide timely feedback about my academic progress.
- 24. I receive the help I need to stay on track with my program of study.
- 16. Billing for tuition and fees is tailored to meet my specific needs.
- 2. Sufficient course offerings within my program of study are available each term.
- 9. I receive adequate information about sources of financial assistance available to me.
- 40. I receive the help I need to make decisions about courses and programs that interest me.
- 14. I receive guidance on which classes will transfer to programs here and elsewhere.

Benchmarks

Higher Satisfaction vs. National ALI Four-Year Institutions

- 30. I am able to obtain information I need by phone, fax, e-mail, or online.
- 19. I receive timely responses to my requests for help and information.
- 24. I receive the help I need to stay on track with my program of study.
- 16. Billing for tuition and fees is tailored to meet my specific needs.
- 3. This institution assists students who need help with the financial aid process.
- 2. Sufficient course offerings within my program of study are available each term.
- 9. I receive adequate information about sources of financial assistance available to me.
- 32. Technology enables me to get the services I need when I need them.
- 8. This institution provides students with the help they need to develop an education plan.

23. I can make payments or inquiries about tuition at times that are convenient for me.
31. This institution makes many support services available at convenient times and places.
18. This institution uses technology on a regular basis to communicate with me.
Lower Satisfaction vs. National ALI Four-Year Institutions
29. My instructors respect student opinions and ideas that differ from their own.
Higher Importance vs. National ALI Four-Year Institutions
16. Billing for tuition and fees is tailored to meet my specific needs.
3. This institution assists students who need help with the financial aid process.
9. I receive adequate information about sources of financial assistance available to me.
32. Technology enables me to get the services I need when I need them.
8. This institution provides students with the help they need to develop an education plan.
23. I can make payments or inquiries about tuition at times that are convenient for me.
7. Staff are available to help me solve unique problems I encounter.
31. This institution makes many support services available at convenient times and places.
18. This institution uses technology on a regular basis to communicate with me.

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Adult Learner Inventory

Mount Olive College - 3/2008

Institutional Summary

Item	Mount Olive College			National ALI Four-Year Institutions			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. My program allows me to pace my studies to fit my life and work schedules.	6.66	5.84 / 1.37	0.82	6.70	5.86 / 1.32	0.84	-0.02
2. Sufficient course offerings within my program of study are available each term.	6.57	5.63 / 1.50	0.94	6.50	5.30 / 1.57	1.20	0.33 ***
3. This institution assists students who need help with the financial aid process.	6.58	5.84 / 1.44	0.74	6.27	5.49 / 1.62	0.78	0.35 ***
4. My instructors involve me in evaluating my own learning.	6.26	5.52 / 1.35	0.74	6.04	5.49 / 1.37	0.55	0.03
5. I receive the help I need to improve my technology skills.	6.11	5.39 / 1.43	0.72	5.85	5.31 / 1.45	0.54	0.08
6. I receive timely direction on how to transfer to other institutions.	5.73	4.94 / 1.66	0.79				
7. Staff are available to help me solve unique problems I encounter.	6.50	5.64 / 1.51	0.86	6.34	5.60 / 1.47	0.74	0.04
8. This institution provides students with the help they need to develop an education plan.	6.55	5.66 / 1.51	0.89	6.27	5.37 / 1.63	0.90	0.29 ***
9. I receive adequate information about sources of financial assistance available to me.	6.57	5.43 / 1.63	1.14	6.23	5.05 / 1.77	1.18	0.38 ***
10. I have a clear understanding of what I'm expected to learn in my classes.	6.64	5.88 / 1.29	0.76	6.59	5.92 / 1.23	0.67	-0.04
11. This institution offers strategies to help me cope with the multiple pressures of home, work, and my studies.	6.33	4.97 / 1.70	1.36	6.01	4.83 / 1.67	1.18	0.14 *
12. Technology support is available to me when I need it.	6.37	5.60 / 1.45	0.77	6.16	5.44 / 1.51	0.72	0.16 **
13. Processes and procedures for enrolling here are convenient.	6.58	6.12 / 1.19	0.46	6.47	6.05 / 1.28	0.42	0.07
14. I receive guidance on which classes will transfer to programs here and elsewhere.	6.45	5.39 / 1.63	1.06				
15. Advisors are knowledgeable about requirements for courses and programs of interest to me.	6.55	5.72 / 1.46	0.83	6.56	5.69 / 1.55	0.87	0.03
16. Billing for tuition and fees is tailored to meet my specific needs.	6.59	5.56 / 1.58	1.03	6.34	5.29 / 1.62	1.05	0.27 ***
17. My instructors provide timely feedback about my academic progress.	6.68	5.65 / 1.49	1.03	6.59	5.61 / 1.46	0.98	0.04
18. This institution uses technology on a regular basis to communicate with me.	6.44	6.13 / 1.11	0.31	6.12	5.76 / 1.37	0.36	0.37 ***
19. I receive timely responses to my requests for help and information.	6.64	5.82 / 1.35	0.82	6.57	5.64 / 1.49	0.93	0.18 **
20. This institution periodically evaluates my skill level to guide my learning experiences.	6.13	5.09 / 1.63	1.04	5.88	4.99 / 1.59	0.89	0.10
21. My studies are closely related to my life and work goals.	6.60	6.07 / 1.17	0.53				
22. I receive the help I need to develop my academic skills, including reading, writing, and math.	6.41	5.67 / 1.38	0.74	6.24	5.61 / 1.37	0.63	0.06
23. I can make payments or inquiries about tuition at times that are convenient for me.	6.51	5.83 / 1.40	0.68	6.30	5.60 / 1.52	0.70	0.23 ***
24. I receive the help I need to stay on track with my program of study.	6.60	5.64 / 1.53	0.96	6.46	5.51 / 1.50	0.95	0.13 *
25. I'm evaluated on the knowledge and skills I'll need in my life and career.	6.39	5.47 / 1.46	0.92	6.35	5.45 / 1.44	0.90	0.02
26. I am able to choose course delivery that fits my life circumstances.	6.52	5.62 / 1.44	0.90	6.52	5.71 / 1.49	0.81	-0.09
27. I am encouraged to apply the classes I've taken towards a degree or certificate.	6.54	5.94 / 1.29	0.60				

28. This institution initiates many opportunities for me to connect with other adult learners.	6.24	5.84 / 1.31	0.40	5.82	5.53 / 1.49	0.29	0.31 ***
29. My instructors respect student opinions and ideas that differ from their own.	6.54	5.79 / 1.45	0.75	6.50	5.97 / 1.31	0.53	-0.18 ***
30. I am able to obtain information I need by phone, fax, e-mail, or online.	6.66	6.08 / 1.20	0.58	6.58	5.97 / 1.35	0.61	0.11 *
31. This institution makes many support services available at convenient times and places.	6.47	5.72 / 1.40	0.75	6.13	5.37 / 1.45	0.76	0.35 ***
32. Technology enables me to get the services I need when I need them.	6.55	5.94 / 1.20	0.61	6.32	5.63 / 1.35	0.69	0.31 ***
33. This institution explains what is needed for me to complete my program here.	6.72	5.96 / 1.37	0.76				
34. This institution provides "one-stop shopping" for most student support services.	6.42	5.65 / 1.43	0.77	6.26	5.58 / 1.49	0.68	0.07
35. Mentors are available to guide my career and life goals.	6.18	5.16 / 1.67	1.02	5.97	4.87 / 1.70	1.10	0.29 ***
36. Most instructors use a variety of teaching methods.	6.41	5.62 / 1.44	0.79	6.16	5.59 / 1.35	0.57	0.03
37. I have many ways to demonstrate what I know.	6.27	5.65 / 1.28	0.62	6.13	5.56 / 1.32	0.57	0.09
38. My instructors encourage student-to-student interactions through a variety of techniques.	6.19	5.86 / 1.26	0.33	5.90	5.72 / 1.30	0.18	0.14 **
39. Information is available online to help me understand what I need to do next in my program of study.	6.39	5.57 / 1.49	0.82	6.33	5.38 / 1.60	0.95	0.19 **
40. I receive the help I need to make decisions about courses and programs that interest me.	6.49	5.57 / 1.49	0.92	6.42	5.45 / 1.57	0.97	0.12
41. Staff are available to help me with the employer tuition reimbursement process.	6.33	5.50 / 1.56	0.83				
42. This institution evaluates students' academic skills for placement in reading, writing and math.	6.12	5.42 / 1.53	0.70	5.92	5.32 / 1.56	0.60	0.10
43. The frequency of interactions with my instructors is satisfactory.	6.51	5.87 / 1.33	0.64	6.39	5.81 / 1.34	0.58	0.06
44. I can receive credit for learning derived from my previous life and work experiences.	6.41	5.24 / 1.76	1.17	6.31	5.10 / 1.87	1.21	0.14
45. Instructors incorporate my life and work experiences in class activities and assignments.	6.27	5.55 / 1.51	0.72	6.14	5.65 / 1.43	0.49	-0.10
46. The learning experiences within my program of study challenge me to reach beyond what I know already.	6.53	6.05 / 1.19	0.48	6.52	6.02 / 1.24	0.50	0.03
47. When I miss a deadline or fall behind in my studies, someone from the institution contacts me.	6.16	4.95 / 1.85	1.21				
48. Campus item	6.42	5.75 / 1.49	0.67				
49. Campus item	5.68	4.78 / 1.71	0.90				
50. Campus item	5.50	5.33 / 1.61	0.17				
51. Campus item	6.61	5.85 / 1.36	0.76				
52. Campus item	6.25	5.74 / 1.43	0.51				
53. Campus item	5.65	5.57 / 1.47	0.08				
54. Campus item	6.14	5.61 / 1.40	0.53				
55. Campus item	5.83	5.59 / 1.39	0.24				
56. Campus item	5.97	5.74 / 1.34	0.23				
57. Campus item	5.98	5.83 / 1.41	0.15				
58. Ability to transfer credits as factor in decision to enroll	6.66			6.29			
59. Credit for learning gained from life and work experiences as factor in decision to enroll	6.35			5.94			
60. Ability to design my own program as factor in decision to enroll	5.92			5.95			
61. Cost as factor in decision to enroll	6.55			6.09			

62. Tuition reimbursement from employer as factor in decision to enroll	6.28			5.67		
63. Availability of financial assistance as factor in decision to enroll	6.73			6.10		
64. Requirement for current or future job as factor in decision to enroll	6.57			6.07		
65. Reputation of institution as factor in decision to enroll	6.53			6.22		
66. Flexible pacing for completing a program as factor in decision to enroll	6.66			6.47		
67. Convenient time and place for classes as factor in decision to enroll	6.77			6.60		
68. Availability of online courses as factor in decision to enroll	6.45			5.89		
69. Distance from campus as factor in decision to enroll	6.50			5.73		
70. Labor union support/endorsement as factor in decision to enroll	4.86			3.50		
71. Courses held at employment site as factor in decision to enroll	5.23			3.84		
72. Employer endorsement as factor in decision to enroll	5.66			4.47		
73. Program accreditation by professional organization or trade group as factor in decision to enroll	6.31			5.60		
74. Availability of child care as factor in decision to enroll	4.74			3.66		
75. Availability of program I wanted as factor in decision to enroll	6.70					
76. High rate of job placement as factor in decision to enroll.	6.26					
77. Time required to complete program as factor in decision to enroll	6.70					

National Group Means are based on 14702 records

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Adult Learner Inventory

Mount Olive College - 3/2008
Institutional Summary

Scale	Mount Olive College			National ALI Four-Year Institutions			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
▼Scale #1: Outreach	6.58	5.79 / 1.07	0.79	6.50	5.74 / 1.01	0.76	0.05
1. My program allows me to pace my studies to fit my life and work schedules.	6.66	5.84 / 1.37	0.82	6.70	5.86 / 1.32	0.84	-0.02
7. Staff are available to help me solve unique problems I encounter.	6.50	5.64 / 1.51	0.86	6.34	5.60 / 1.47	0.74	0.04
13. Processes and procedures for enrolling here are convenient.	6.58	6.12 / 1.19	0.46	6.47	6.05 / 1.28	0.42	0.07
24. I receive the help I need to stay on track with my program of study.	6.60	5.64 / 1.53	0.96	6.46	5.51 / 1.50	0.95	0.13 *
26. I am able to choose course delivery that fits my life circumstances.	6.52	5.62 / 1.44	0.90	6.52	5.71 / 1.49	0.81	-0.09
30. I am able to obtain information I need by phone, fax, e-mail, or online.	6.66	6.08 / 1.20	0.58	6.58	5.97 / 1.35	0.61	0.11 *
40. I receive the help I need to make decisions about courses and programs that interest me.	6.49	5.57 / 1.49	0.92	6.42	5.45 / 1.57	0.97	0.12
▼Scale #2: Life and Career Planning	6.46	5.50 / 1.22	0.96	6.33	5.28 / 1.14	1.05	0.22 ***
2. Sufficient course offerings within my program of study are available each term.	6.57	5.63 / 1.50	0.94	6.50	5.30 / 1.57	1.20	0.33 ***
8. This institution provides students with the help they need to develop an education plan.	6.55	5.66 / 1.51	0.89	6.27	5.37 / 1.63	0.90	0.29 ***
15. Advisors are knowledgeable about requirements for courses and programs of interest to me.	6.55	5.72 / 1.46	0.83	6.56	5.69 / 1.55	0.87	0.03
35. Mentors are available to guide my career and life goals.	6.18	5.16 / 1.67	1.02	5.97	4.87 / 1.70	1.10	0.29 ***
44. I can receive credit for learning derived from my previous life and work experiences.	6.41	5.24 / 1.76	1.17	6.31	5.10 / 1.87	1.21	0.14
▼Scale #3: Financing	6.56	5.66 / 1.26	0.90	6.29	5.36 / 1.13	0.93	0.30 ***
3. This institution assists students who need help with the financial aid process.	6.58	5.84 / 1.44	0.74	6.27	5.49 / 1.62	0.78	0.35 ***
9. I receive adequate information about sources of financial assistance available to me.	6.57	5.43 / 1.63	1.14	6.23	5.05 / 1.77	1.18	0.38 ***
16. Billing for tuition and fees is tailored to meet my specific needs.	6.59	5.56 / 1.58	1.03	6.34	5.29 / 1.62	1.05	0.27 ***
23. I can make payments or inquiries about tuition at times that are convenient for me.	6.51	5.83 / 1.40	0.68	6.30	5.60 / 1.52	0.70	0.23 ***
▼Scale #4: Assessment of Learning Outcomes	6.24	5.43 / 1.21	0.81	6.07	5.37 / 1.12	0.70	0.06
4. My instructors involve me in evaluating my own learning.	6.26	5.52 / 1.35	0.74	6.04	5.49 / 1.37	0.55	0.03
20. This institution periodically evaluates my skill level to guide my learning experiences.	6.13	5.09 / 1.63	1.04	5.88	4.99 / 1.59	0.89	0.10
25. I'm evaluated on the knowledge and skills I'll need in my life and career.	6.39	5.47 / 1.46	0.92	6.35	5.45 / 1.44	0.90	0.02
37. I have many ways to demonstrate what I know.	6.27	5.65 / 1.28	0.62	6.13	5.56 / 1.32	0.57	0.09
42. This institution evaluates students' academic skills for placement in reading, writing and math.	6.12	5.42 / 1.53	0.70	5.92	5.32 / 1.56	0.60	0.10

▼Scale #5: Teaching - Learning Process	6.47	5.79 / 1.10	0.68	6.35	5.79 / 1.16	0.56	0.00
10. I have a clear understanding of what I'm expected to learn in my classes.	6.64	5.88 / 1.29	0.76	6.59	5.92 / 1.23	0.67	-0.04
17. My instructors provide timely feedback about my academic progress.	6.68	5.65 / 1.49	1.03	6.59	5.61 / 1.46	0.98	0.04
29. My instructors respect student opinions and ideas that differ from their own.	6.54	5.79 / 1.45	0.75	6.50	5.97 / 1.31	0.53	-0.18 ***
36. Most instructors use a variety of teaching methods.	6.41	5.62 / 1.44	0.79	6.16	5.59 / 1.35	0.57	0.03
38. My instructors encourage student-to-student interactions through a variety of techniques.	6.19	5.86 / 1.26	0.33	5.90	5.72 / 1.30	0.18	0.14 **
43. The frequency of interactions with my instructors is satisfactory.	6.51	5.87 / 1.33	0.64	6.39	5.81 / 1.34	0.58	0.06
45. Instructors incorporate my life and work experiences in class activities and assignments.	6.27	5.55 / 1.51	0.72	6.14	5.65 / 1.43	0.49	-0.10
46. The learning experiences within my program of study challenge me to reach beyond what I know already.	6.53	6.05 / 1.19	0.48	6.52	6.02 / 1.24	0.50	0.03
▼Scale #6: Student Support Systems	6.42	5.61 / 1.14	0.81	6.17	5.43 / 1.11	0.74	0.18 ***
11. This institution offers strategies to help me cope with the multiple pressures of home, work, and my studies.	6.33	4.97 / 1.70	1.36	6.01	4.83 / 1.67	1.18	0.14 *
19. I receive timely responses to my requests for help and information.	6.64	5.82 / 1.35	0.82	6.57	5.64 / 1.49	0.93	0.18 **
22. I receive the help I need to develop my academic skills, including reading, writing, and math.	6.41	5.67 / 1.38	0.74	6.24	5.61 / 1.37	0.63	0.06
28. This institution initiates many opportunities for me to connect with other adult learners.	6.24	5.84 / 1.31	0.40	5.82	5.53 / 1.49	0.29	0.31 ***
31. This institution makes many support services available at convenient times and places.	6.47	5.72 / 1.40	0.75	6.13	5.37 / 1.45	0.76	0.35 ***
34. This institution provides "one-stop shopping" for most student support services.	6.42	5.65 / 1.43	0.77	6.26	5.58 / 1.49	0.68	0.07
▼Scale #7: Technology	6.37	5.73 / 1.05	0.64	6.16	5.51 / 1.06	0.65	0.22 ***
5. I receive the help I need to improve my technology skills.	6.11	5.39 / 1.43	0.72	5.85	5.31 / 1.45	0.54	0.08
12. Technology support is available to me when I need it.	6.37	5.60 / 1.45	0.77	6.16	5.44 / 1.51	0.72	0.16 **
18. This institution uses technology on a regular basis to communicate with me.	6.44	6.13 / 1.11	0.31	6.12	5.76 / 1.37	0.36	0.37 ***
32. Technology enables me to get the services I need when I need them.	6.55	5.94 / 1.20	0.61	6.32	5.63 / 1.35	0.69	0.31 ***
39. Information is available online to help me understand what I need to do next in my program of study.	6.39	5.57 / 1.49	0.82	6.33	5.38 / 1.60	0.95	0.19 **
▼Scale #8: Transitions	6.39	5.60 / 1.13	0.79	6.16	5.34 / 1.13	0.82	0.26 ***
6. I receive timely direction on how to transfer to other institutions.	5.73	4.94 / 1.66	0.79				
14. I receive guidance on which classes will transfer to programs here and elsewhere.	6.45	5.39 / 1.63	1.06				
21. My studies are closely related to my life and work goals.	6.60	6.07 / 1.17	0.53				
27. I am encouraged to apply the classes I've taken towards a degree or certificate.	6.54	5.94 / 1.29	0.60				
33. This institution explains what is needed for me to complete my program here.	6.72	5.96 / 1.37	0.76				
41. Staff are available to help me with the employer tuition reimbursement process.	6.33	5.50 / 1.56	0.83				
47. When I miss a deadline or fall behind in my studies, someone from the institution contacts me.	6.16	4.95 / 1.85	1.21				

National Group Means are based on 14702 records



Mount Olive College - 3/2008
Institutional Summary

	Mount Olive College	National ALI Four-Year Institutions	Mean Difference
Summary			
How would you rate your overall satisfaction with this program?	5.96	5.95	0.01
1 = Not satisfied at all	0%	0%	
2 = Not very satisfied	2%	1%	
3 = Somewhat dissatisfied	4%	3%	
4 = Neutral	3%	2%	
5 = Somewhat satisfied	10%	12%	
6 = Satisfied	40%	41%	
7 = Very satisfied	37%	36%	
Would you recommend this program to other adult learners?	6.23	6.23	0.00
1 = Definitely not	0%	0%	
2 = Probably not	3%	2%	
3 = Maybe not	1%	1%	
4 = I don't know	4%	3%	
5 = Maybe yes	9%	8%	
6 = Probably yes	20%	26%	
7 = Definitely yes	60%	56%	

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