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Mount Olive College - 3/2009
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. |
| 21. My studies are closely related to my life and work goals. |
| 30. I am able to obtain information I need by phone, fax, e-mail, or online. |
| 46. The learning experiences within my program of study challenge me to reach beyond what I know already. |
| 15. Advisors are knowledgeable about requirements for courses and programs of interest to me. |
| 27. I am encouraged to apply the classes I've taken towards a degree or certificate. |
| 23. I can make payments or inquiries about tuition at times that are convenient for me. |
| 51. Campus item |
| 13. Processes and procedures for enrolling here are convenient. |
| 32. Technology enables me to get the services I need when I need them. |
| 18. This institution uses technology on a regular basis to communicate with me. |
| 3. This institution assists students who need help with the financial aid process. |
| 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. |
| 29. My instructors respect student opinions and ideas that differ from their own. |
| 16. Billing for tuition and fees is tailored to meet my specific needs. |
| 9. I receive adequate information about sources of financial assistance available to me. |
| 26. I am able to choose course delivery that fits my life circumstances. |
| 2. Sufficient course offerings within my program of study are available each term. |
| 14. I receive guidance on which classes will transfer to programs here and elsewhere. |
| Benchmarks |
| Higher Satisfaction vs. National ALI Four-Year Institutions |
| 33. This institution explains what is needed for me to complete my program here. |
| 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. |
| 15. Advisors are knowledgeable about requirements for courses and programs of interest to me. |
| 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. |
| 13. Processes and procedures for enrolling here are convenient. |
| 16. Billing for tuition and fees is tailored to meet my specific needs. |
| 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. |
| 2. Sufficient course offerings within my program of study are available each term. |
| 7. Staff are available to help me solve unique problems I encounter. |
| 18. This institution uses technology on a regular basis to communicate with me. |
| 3. This institution assists students who need help with the financial aid process. |
| 14. I receive guidance on which classes will transfer to programs here and elsewhere. |
| Lower Satisfaction vs. National ALI Four-Year Institutions |
| 17. My instructors provide timely feedback about my academic progress. |
| 10. I have a clear understanding of what I'm expected to learn in my classes. |
| 29. My instructors respect student opinions and ideas that differ from their own. |
| Higher Importance vs. National ALI Four-Year Institutions |
| 27. I am encouraged to apply the classes I've taken towards a degree or certificate. |

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|--|
| 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. |
| 16. Billing for tuition and fees is tailored to meet my specific needs. |
| 9. I receive adequate information about sources of financial assistance available to me. |
| 18. This institution uses technology on a regular basis to communicate with me. |
| 3. This institution assists students who need help with the financial aid process. |
| 14. I receive guidance on which classes will transfer to programs here and elsewhere. |
| 22. I receive the help I need to develop my academic skills, including reading, writing, and math. |

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Mount Olive College - 3/2009
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. | 6.74 | 5.87 / 1.33 | 0.87 | 6.73 | 5.93 / 1.31 | 0.80 | -0.06 |
| 2. Sufficient course offerings within my program of study are available each term. | 6.55 | 5.63 / 1.44 | 0.92 | 6.49 | 5.49 / 1.52 | 1.00 | 0.14 * |
| 3. This institution assists students who need help with the financial aid process. | 6.54 | 5.90 / 1.32 | 0.64 | 6.38 | 5.64 / 1.58 | 0.74 | 0.26 *** |
| 4. My instructors involve me in evaluating my own learning. | 6.29 | 5.39 / 1.46 | 0.90 | 6.07 | 5.51 / 1.38 | 0.56 | -0.12 * |
| 5. I receive the help I need to improve my technology skills. | 6.22 | 5.44 / 1.46 | 0.78 | 5.92 | 5.41 / 1.44 | 0.51 | 0.03 |
| 6. I receive timely direction on how to transfer to other institutions. | 5.97 | 5.20 / 1.63 | 0.77 | 5.45 | 5.04 / 1.64 | 0.41 | 0.16 |
| 7. Staff are available to help me solve unique problems I encounter. | 6.55 | 5.78 / 1.40 | 0.77 | 6.43 | 5.66 / 1.48 | 0.77 | 0.12 * |
| 8. This institution provides students with the help they need to develop an education plan. | 6.62 | 5.79 / 1.39 | 0.83 | 6.42 | 5.56 / 1.57 | 0.86 | 0.23 *** |
| 9. I receive adequate information about sources of financial assistance available to me. | 6.58 | 5.64 / 1.54 | 0.94 | 6.35 | 5.24 / 1.73 | 1.11 | 0.40 *** |
| 10. I have a clear understanding of what I'm expected to learn in my classes. | 6.65 | 5.82 / 1.39 | 0.83 | 6.63 | 5.98 / 1.22 | 0.65 | -0.16 ** |
| 11. This institution offers strategies to help me cope with the multiple pressures of home, work, and my studies. | 6.32 | 5.05 / 1.69 | 1.27 | 6.11 | 4.96 / 1.68 | 1.15 | 0.09 |
| 12. Technology support is available to me when I need it. | 6.46 | 5.56 / 1.59 | 0.90 | 6.28 | 5.59 / 1.48 | 0.69 | -0.03 |
| 13. Processes and procedures for enrolling here are convenient. | 6.59 | 6.24 / 1.03 | 0.35 | 6.50 | 6.11 / 1.23 | 0.39 | 0.13 * |
| 14. I receive guidance on which classes will transfer to programs here and elsewhere. | 6.52 | 5.62 / 1.48 | 0.90 | 6.29 | 5.37 / 1.65 | 0.92 | 0.25 *** |
| 15. Advisors are knowledgeable about requirements for courses and programs of interest to me. | 6.63 | 5.93 / 1.33 | 0.70 | 6.58 | 5.71 / 1.53 | 0.87 | 0.22 *** |
| 16. Billing for tuition and fees is tailored to meet my specific needs. | 6.59 | 5.64 / 1.44 | 0.95 | 6.42 | 5.44 / 1.60 | 0.98 | 0.20 ** |
| 17. My instructors provide timely feedback about my academic progress. | 6.72 | 5.53 / 1.61 | 1.19 | 6.63 | 5.66 / 1.46 | 0.97 | -0.13 * |
| 18. This institution uses technology on a regular basis to communicate with me. | 6.54 | 6.15 / 1.12 | 0.39 | 6.27 | 5.97 / 1.27 | 0.30 | 0.18 *** |
| 19. I receive timely responses to my requests for help and information. | 6.70 | 5.83 / 1.39 | 0.87 | 6.62 | 5.71 / 1.47 | 0.91 | 0.12 * |
| 20. This institution periodically evaluates my skill level to guide my learning experiences. | 6.29 | 5.20 / 1.63 | 1.09 | 6.01 | 5.11 / 1.59 | 0.90 | 0.09 |
| 21. My studies are closely related to my life and work goals. | 6.69 | 6.13 / 1.07 | 0.56 | 6.63 | 6.06 / 1.20 | 0.57 | 0.07 |
| 22. I receive the help I need to develop my academic skills, including reading, writing, and math. | 6.52 | 5.71 / 1.42 | 0.81 | 6.31 | 5.68 / 1.37 | 0.63 | 0.03 |
| 23. I can make payments or inquiries about tuition at times that are convenient for me. | 6.60 | 5.94 / 1.29 | 0.66 | 6.37 | 5.70 / 1.50 | 0.67 | 0.24 *** |
| 24. I receive the help I need to stay on track with my program of study. | 6.66 | 5.76 / 1.47 | 0.90 | 6.52 | 5.59 / 1.50 | 0.93 | 0.17 ** |
| 25. I'm evaluated on the knowledge and skills I'll need in my life and career. | 6.48 | 5.59 / 1.43 | 0.89 | 6.38 | 5.54 / 1.41 | 0.84 | 0.05 |

Source: Mount Olive College / IPS

| | Spring 2009 | | | Adult Learner Inventory (ALI) | | | |
|---|-------------|-------------|-------|-------------------------------|-------------|------|-----------|
| 26. I am able to choose course delivery that fits my life circumstances. | 6.56 | 5.65 / 1.44 | 0.91 | 6.54 | 5.73 / 1.46 | 0.81 | -0.08 |
| 27. I am encouraged to apply the classes I've taken towards a degree or certificate. | 6.62 | 5.99 / 1.23 | 0.63 | 6.45 | 5.93 / 1.33 | 0.52 | 0.06 |
| 28. This institution initiates many opportunities for me to connect with other adult learners. | 6.25 | 5.82 / 1.35 | 0.43 | 5.95 | 5.69 / 1.45 | 0.26 | 0.13 * |
| 29. My instructors respect student opinions and ideas that differ from their own. | 6.62 | 5.71 / 1.54 | 0.91 | 6.52 | 6.00 / 1.30 | 0.52 | -0.29 *** |
| 30. I am able to obtain information I need by phone, fax, e-mail, or online. | 6.66 | 6.04 / 1.22 | 0.62 | 6.60 | 6.05 / 1.29 | 0.55 | -0.01 |
| 31. This institution makes many support services available at convenient times and places. | 6.51 | 5.70 / 1.42 | 0.81 | 6.30 | 5.59 / 1.44 | 0.71 | 0.11 |
| 32. Technology enables me to get the services I need when I need them. | 6.59 | 5.88 / 1.36 | 0.71 | 6.44 | 5.81 / 1.31 | 0.63 | 0.07 |
| 33. This institution explains what is needed for me to complete my program here. | 6.77 | 6.07 / 1.30 | 0.70 | 6.70 | 5.89 / 1.43 | 0.81 | 0.18 ** |
| 34. This institution provides "one-stop shopping" for most student support services. | 6.49 | 5.82 / 1.37 | 0.67 | 6.32 | 5.67 / 1.44 | 0.65 | 0.15 * |
| 35. Mentors are available to guide my career and life goals. | 6.34 | 5.36 / 1.62 | 0.98 | 6.10 | 5.04 / 1.72 | 1.06 | 0.32 *** |
| 36. Most instructors use a variety of teaching methods. | 6.46 | 5.69 / 1.46 | 0.77 | 6.24 | 5.63 / 1.40 | 0.61 | 0.06 |
| 37. I have many ways to demonstrate what I know. | 6.36 | 5.65 / 1.29 | 0.71 | 6.19 | 5.65 / 1.30 | 0.54 | 0.00 |
| 38. My instructors encourage student-to-student interactions through a variety of techniques. | 6.25 | 5.88 / 1.27 | 0.37 | 6.00 | 5.80 / 1.29 | 0.20 | 0.08 |
| 39. Information is available online to help me understand what I need to do next in my program of study. | 6.45 | 5.48 / 1.57 | 0.97 | 6.43 | 5.56 / 1.53 | 0.87 | -0.08 |
| 40. I receive the help I need to make decisions about courses and programs that interest me. | 6.56 | 5.73 / 1.40 | 0.83 | 6.47 | 5.51 / 1.58 | 0.96 | 0.22 ** |
| 41. Staff are available to help me with the employer tuition reimbursement process. | 6.33 | 5.60 / 1.51 | 0.73 | 6.11 | 5.38 / 1.64 | 0.73 | 0.22 ** |
| 42. This institution evaluates students' academic skills for placement in reading, writing and math. | 6.20 | 5.44 / 1.53 | 0.76 | 5.92 | 5.40 / 1.53 | 0.52 | 0.04 |
| 43. The frequency of interactions with my instructors is satisfactory. | 6.57 | 5.85 / 1.40 | 0.72 | 6.42 | 5.83 / 1.35 | 0.59 | 0.02 |
| 44. I can receive credit for learning derived from my previous life and work experiences. | 6.49 | 5.22 / 1.77 | 1.27 | 6.36 | 5.19 / 1.85 | 1.17 | 0.03 |
| 45. Instructors incorporate my life and work experiences in class activities and assignments. | 6.41 | 5.61 / 1.52 | 0.80 | 6.21 | 5.69 / 1.43 | 0.52 | -0.08 |
| 46. The learning experiences within my program of study challenge me to reach beyond what I know already. | 6.64 | 6.03 / 1.27 | 0.61 | 6.55 | 6.05 / 1.23 | 0.50 | -0.02 |
| 47. When I miss a deadline or fall behind in my studies, someone from the institution contacts me. | 6.32 | 4.85 / 1.92 | 1.47 | 5.86 | 4.78 / 1.82 | 1.08 | 0.07 |
| 48. Campus item | 6.44 | 5.78 / 1.46 | 0.66 | | | | |
| 49. Campus item | 5.76 | 4.80 / 1.82 | 0.96 | | | | |
| 50. Campus item | 5.63 | 5.37 / 1.58 | 0.26 | | | | |
| 51. Campus item | 6.60 | 5.95 / 1.34 | 0.65 | | | | |
| 52. Campus item | 6.49 | 5.82 / 1.36 | 0.67 | | | | |
| 53. Campus item | 5.67 | 5.74 / 1.33 | -0.07 | | | | |
| 54. Campus item | 6.24 | 5.53 / 1.50 | 0.71 | | | | |
| 55. Campus item | 5.86 | 5.73 / 1.30 | 0.13 | | | | |
| 56. Campus item | 6.12 | 5.69 / 1.45 | 0.43 | | | | |
| 57. Campus item | 6.13 | 5.76 / 1.48 | 0.37 | | | | |
| 58. Ability to transfer credits as factor in decision to enroll | 6.69 | | | 6.41 | | | |
| 59. Credit for learning gained from life and work experiences as factor in decision to enroll | 6.36 | | | 6.13 | | | |
| 60. Ability to design my own program as factor in decision to enroll | 6.09 | | | 6.01 | | | |
| 61. Cost as factor in decision to enroll | 6.54 | | | 6.23 | | | |

Source: Mount Olive College / IPS

| | Spring 2009 | | | Adult Learner Inventory (ALI) | | |
|---|-------------|--|--|-------------------------------|--|--|
| 62. Tuition reimbursement from employer as factor in decision to enroll | 6.25 | | | 5.88 | | |
| 63. Availability of financial assistance as factor in decision to enroll | 6.70 | | | 6.35 | | |
| 64. Requirement for current or future job as factor in decision to enroll | 6.57 | | | 6.26 | | |
| 65. Reputation of institution as factor in decision to enroll | 6.62 | | | 6.39 | | |
| 66. Flexible pacing for completing a program as factor in decision to enroll | 6.72 | | | 6.57 | | |
| 67. Convenient time and place for classes as factor in decision to enroll | 6.83 | | | 6.67 | | |
| 68. Availability of online courses as factor in decision to enroll | 6.43 | | | 6.24 | | |
| 69. Distance from campus as factor in decision to enroll | 6.61 | | | 5.79 | | |
| 70. Labor union support/endorsement as factor in decision to enroll | 5.01 | | | 3.86 | | |
| 71. Courses held at employment site as factor in decision to enroll | 5.40 | | | 4.08 | | |
| 72. Employer endorsement as factor in decision to enroll | 5.86 | | | 4.80 | | |
| 73. Program accreditation by professional organization or trade group as factor in decision to enroll | 6.52 | | | 5.94 | | |
| 74. Availability of child care as factor in decision to enroll | 4.78 | | | 3.79 | | |
| 75. Availability of program I wanted as factor in decision to enroll | 6.78 | | | 6.71 | | |
| 76. High rate of job placement as factor in decision to enroll. | 6.48 | | | 5.98 | | |
| 77. Time required to complete program as factor in decision to enroll | 6.76 | | | 6.60 | | |

National Group Means are based on 21297 records

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Mount Olive College - 3/2009
Institutional Summary

| Scale | Mount Olive College | | | National ALI Four-Year Institutions | | | Mean Difference |
|--|---------------------|-------------|------|-------------------------------------|-------------|------|---------------------|
| | Import | Satis / SD | Gap | Import | Satis / SD | Gap | |
| Scale #1: Outreach | 6.62 | 5.87 / 1.02 | 0.75 | 6.54 | 5.80 / 1.03 | 0.74 | 0.07 |
| 1. My program allows me to pace my studies to fit my life and work schedules. | 6.74 | 5.87 / 1.33 | 0.87 | 6.73 | 5.93 / 1.31 | 0.80 | -0.06 |
| 7. Staff are available to help me solve unique problems I encounter. | 6.55 | 5.78 / 1.40 | 0.77 | 6.43 | 5.66 / 1.48 | 0.77 | 0.12 ^{**} |
| 13. Processes and procedures for enrolling here are convenient. | 6.59 | 6.24 / 1.03 | 0.35 | 6.50 | 6.11 / 1.23 | 0.39 | 0.13 ^{**} |
| 24. I receive the help I need to stay on track with my program of study. | 6.66 | 5.76 / 1.47 | 0.90 | 6.52 | 5.59 / 1.50 | 0.93 | 0.17 ^{***} |
| 26. I am able to choose course delivery that fits my life circumstances. | 6.56 | 5.65 / 1.44 | 0.91 | 6.54 | 5.73 / 1.46 | 0.81 | -0.08 |
| 30. I am able to obtain information I need by phone, fax, e-mail, or online. | 6.66 | 6.04 / 1.22 | 0.62 | 6.60 | 6.05 / 1.29 | 0.55 | -0.01 |
| 40. I receive the help I need to make decisions about courses and programs that interest me. | 6.56 | 5.73 / 1.40 | 0.83 | 6.47 | 5.51 / 1.58 | 0.96 | 0.22 ^{***} |
| Scale #2: Life and Career Planning | 6.53 | 5.60 / 1.15 | 0.93 | 6.40 | 5.42 / 1.19 | 0.98 | 0.18 ^{***} |
| 2. Sufficient course offerings within my program of study are available each term. | 6.55 | 5.63 / 1.44 | 0.92 | 6.49 | 5.49 / 1.52 | 1.00 | 0.14 ^{**} |
| 8. This institution provides students with the help they need to develop an education plan. | 6.62 | 5.79 / 1.39 | 0.83 | 6.42 | 5.56 / 1.57 | 0.86 | 0.23 ^{***} |
| 15. Advisors are knowledgeable about requirements for courses and programs of interest to me. | 6.63 | 5.93 / 1.33 | 0.70 | 6.58 | 5.71 / 1.53 | 0.87 | 0.22 ^{***} |
| 35. Mentors are available to guide my career and life goals. | 6.34 | 5.36 / 1.62 | 0.98 | 6.10 | 5.04 / 1.72 | 1.06 | 0.32 ^{***} |
| 44. I can receive credit for learning derived from my previous life and work experiences. | 6.49 | 5.22 / 1.77 | 1.27 | 6.36 | 5.19 / 1.85 | 1.17 | 0.03 |
| Scale #3: Financing | 6.58 | 5.78 / 1.16 | 0.80 | 6.38 | 5.50 / 1.22 | 0.88 | 0.28 ^{***} |
| 3. This institution assists students who need help with the financial aid process. | 6.54 | 5.90 / 1.32 | 0.64 | 6.38 | 5.64 / 1.58 | 0.74 | 0.26 ^{***} |
| 9. I receive adequate information about sources of financial assistance available to me. | 6.58 | 5.64 / 1.54 | 0.94 | 6.35 | 5.24 / 1.73 | 1.11 | 0.40 ^{***} |
| 16. Billing for tuition and fees is tailored to meet my specific needs. | 6.59 | 5.64 / 1.44 | 0.95 | 6.42 | 5.44 / 1.60 | 0.98 | 0.20 ^{**} |
| 23. I can make payments or inquiries about tuition at times that are convenient for me. | 6.60 | 5.94 / 1.29 | 0.66 | 6.37 | 5.70 / 1.50 | 0.67 | 0.24 ^{***} |
| Scale #4: Assessment of Learning Outcomes | 6.33 | 5.46 / 1.22 | 0.87 | 6.13 | 5.45 / 1.14 | 0.68 | 0.01 |
| 4. My instructors involve me in evaluating my own learning. | 6.29 | 5.39 / 1.46 | 0.90 | 6.07 | 5.51 / 1.38 | 0.56 | -0.12 ^{**} |
| 20. This institution periodically evaluates my skill level to guide my learning experiences. | 6.29 | 5.20 / 1.63 | 1.09 | 6.01 | 5.11 / 1.59 | 0.90 | 0.09 |
| 25. I'm evaluated on the knowledge and skills I'll need in my life and career. | 6.48 | 5.59 / 1.43 | 0.89 | 6.38 | 5.54 / 1.41 | 0.84 | 0.05 |
| 37. I have many ways to demonstrate what I know. | 6.36 | 5.65 / 1.29 | 0.71 | 6.19 | 5.65 / 1.30 | 0.54 | 0.00 |
| 42. This institution evaluates students' academic skills for placement in reading, writing and math. | 6.20 | 5.44 / 1.53 | 0.76 | 5.92 | 5.40 / 1.53 | 0.52 | 0.04 |
| Scale #5: Teaching - Learning Process | 6.54 | 5.76 / 1.15 | 0.78 | 6.40 | 5.83 / 1.12 | 0.57 | -0.07 |
| 10. I have a clear understanding of what I'm expected to learn in my classes. | 6.65 | 5.82 / 1.39 | 0.83 | 6.63 | 5.98 / 1.22 | 0.65 | -0.16 ^{**} |
| 17. My instructors provide timely feedback about my academic progress. | 6.72 | 5.53 / 1.61 | 1.19 | 6.63 | 5.66 / 1.46 | 0.97 | -0.13 [*] |

Source: Mount Olive College / IPS

| | Spring 2009 | | | Adult Learner Inventory (ALI) | | | |
|---|-------------|-------------|------|-------------------------------|-------------|------|-----------|
| 29. My instructors respect student opinions and ideas that differ from their own. | 6.62 | 5.71 / 1.54 | 0.91 | 6.52 | 6.00 / 1.30 | 0.52 | -0.29 *** |
| 36. Most instructors use a variety of teaching methods. | 6.46 | 5.69 / 1.46 | 0.77 | 6.24 | 5.63 / 1.40 | 0.61 | 0.06 |
| 38. My instructors encourage student-to-student interactions through a variety of techniques. | 6.25 | 5.88 / 1.27 | 0.37 | 6.00 | 5.80 / 1.29 | 0.20 | 0.08 |
| 43. The frequency of interactions with my instructors is satisfactory. | 6.57 | 5.85 / 1.40 | 0.72 | 6.42 | 5.83 / 1.35 | 0.59 | 0.02 |
| 45. Instructors incorporate my life and work experiences in class activities and assignments. | 6.41 | 5.61 / 1.52 | 0.80 | 6.21 | 5.69 / 1.43 | 0.52 | -0.08 |
| 46. The learning experiences within my program of study challenge me to reach beyond what I know already. | 6.64 | 6.03 / 1.27 | 0.61 | 6.55 | 6.05 / 1.23 | 0.50 | -0.02 |
| ▼Scale #6: Student Support Systems | 6.46 | 5.65 / 1.21 | 0.81 | 6.27 | 5.55 / 1.13 | 0.72 | 0.10 * |
| 11. This institution offers strategies to help me cope with the multiple pressures of home, work, and my studies. | 6.32 | 5.05 / 1.69 | 1.27 | 6.11 | 4.96 / 1.68 | 1.15 | 0.09 |
| 19. I receive timely responses to my requests for help and information. | 6.70 | 5.83 / 1.39 | 0.87 | 6.62 | 5.71 / 1.47 | 0.91 | 0.12 * |
| 22. I receive the help I need to develop my academic skills, including reading, writing, and math. | 6.52 | 5.71 / 1.42 | 0.81 | 6.31 | 5.68 / 1.37 | 0.63 | 0.03 |
| 28. This institution initiates many opportunities for me to connect with other adult learners. | 6.25 | 5.82 / 1.35 | 0.43 | 5.95 | 5.69 / 1.45 | 0.26 | 0.13 * |
| 31. This institution makes many support services available at convenient times and places. | 6.51 | 5.70 / 1.42 | 0.81 | 6.30 | 5.59 / 1.44 | 0.71 | 0.11 |
| 34. This institution provides "one-stop shopping" for most student support services. | 6.49 | 5.82 / 1.37 | 0.67 | 6.32 | 5.67 / 1.44 | 0.65 | 0.15 * |
| ▼Scale #7: Technology | 6.45 | 5.71 / 1.13 | 0.74 | 6.27 | 5.68 / 1.07 | 0.59 | 0.03 |
| 5. I receive the help I need to improve my technology skills. | 6.22 | 5.44 / 1.46 | 0.78 | 5.92 | 5.41 / 1.44 | 0.51 | 0.03 |
| 12. Technology support is available to me when I need it. | 6.46 | 5.56 / 1.59 | 0.90 | 6.28 | 5.59 / 1.48 | 0.69 | -0.03 |
| 18. This institution uses technology on a regular basis to communicate with me. | 6.54 | 6.15 / 1.12 | 0.39 | 6.27 | 5.97 / 1.27 | 0.30 | 0.18 *** |
| 32. Technology enables me to get the services I need when I need them. | 6.59 | 5.88 / 1.36 | 0.71 | 6.44 | 5.81 / 1.31 | 0.63 | 0.07 |
| 39. Information is available online to help me understand what I need to do next in my program of study. | 6.45 | 5.48 / 1.57 | 0.97 | 6.43 | 5.56 / 1.53 | 0.87 | -0.08 |
| ▼Scale #8: Transitions | 6.49 | 5.70 / 1.12 | 0.79 | 6.31 | 5.62 / 1.13 | 0.69 | 0.08 |
| 6. I receive timely direction on how to transfer to other institutions. | 5.97 | 5.20 / 1.63 | 0.77 | 5.45 | 5.04 / 1.64 | 0.41 | 0.16 |
| 14. I receive guidance on which classes will transfer to programs here and elsewhere. | 6.52 | 5.62 / 1.48 | 0.90 | 6.29 | 5.37 / 1.65 | 0.92 | 0.25 *** |
| 21. My studies are closely related to my life and work goals. | 6.69 | 6.13 / 1.07 | 0.56 | 6.63 | 6.06 / 1.20 | 0.57 | 0.07 |
| 27. I am encouraged to apply the classes I've taken towards a degree or certificate. | 6.62 | 5.99 / 1.23 | 0.63 | 6.45 | 5.93 / 1.33 | 0.52 | 0.06 |
| 33. This institution explains what is needed for me to complete my program here. | 6.77 | 6.07 / 1.30 | 0.70 | 6.70 | 5.89 / 1.43 | 0.81 | 0.18 ** |
| 41. Staff are available to help me with the employer tuition reimbursement process. | 6.33 | 5.60 / 1.51 | 0.73 | 6.11 | 5.38 / 1.64 | 0.73 | 0.22 ** |
| 47. When I miss a deadline or fall behind in my studies, someone from the institution contacts me. | 6.32 | 4.85 / 1.92 | 1.47 | 5.86 | 4.78 / 1.82 | 1.08 | 0.07 |

National Group Means are based on 21297 records

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Mount Olive College - 3/2009
Institutional Summary

| | Mount Olive College | National ALI Four-Year Institutions | |
|---|---------------------|-------------------------------------|-----------------|
| Summary | | | Mean Difference |
| How would you rate your overall satisfaction with this program? | 6.04 | 6.01 | 0.03 |
| 1=Not satisfied at all | 0% | 0% | |
| 2=Not very satisfied | 1% | 1% | |
| 3=Somewhat dissatisfied | 3% | 3% | |
| 4=Neutral | 2% | 2% | |
| 5=Somewhat satisfied | 12% | 11% | |
| 6=Satisfied | 40% | 39% | |
| 7=Very satisfied | 39% | 39% | |
| Would you recommend this program to other adult learners? | 6.33 | 6.27 | 0.06 |
| 1=Definitely not | 0% | 1% | |
| 2=Probably not | 1% | 2% | |
| 3=Maybe not | 1% | 1% | |
| 4=I don't know | 2% | 3% | |
| 5=Maybe yes | 5% | 7% | |
| 6=Probably yes | 26% | 24% | |
| 7=Definitely yes | 60% | 60% | |

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