

Priorities Survey of Online Learners (PSOL)

Scale / Item	Clarkson College (n=146)				National Online Learners (n=131074)				Difference
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	
<b>Institutional Perceptions (2)</b>	6.65	6.03	/ 1.04	0.62	6.55	5.93	/ 1.18	0.62	0.1
1. This institution has a good reputation.	6.68	6.22	/ 1	0.46	6.45	6.04	/ 1.19	0.41	0.18
6. Tuition paid is a worthwhile investment.	6.62	5.85	/ 1.38	0.77	6.64	5.82	/ 1.44	0.82	0.03
<b>Academic Services (7)</b>	6.63	6.15	/ 0.79	0.48	6.45	5.94	/ 1.02	0.51	0.21*
2. My program advisor is accessible by telephone and e-mail.	6.76	6.5	/ 0.86	0.26	6.47	6.09	/ 1.33	0.38	0.41***
5. My program advisor helps me work toward career goals.	6.6	6.08	/ 1.16	0.52	6.3	5.65	/ 1.6	0.65	0.43***
7. Program requirements are clear and reasonable.	6.7	6	/ 1.16	0.7	6.64	5.96	/ 1.3	0.68	0.04
12. There are sufficient offerings within my program of study.	6.61	6.17	/ 1.07	0.44	6.58	5.96	/ 1.3	0.62	0.21*
16. Appropriate technical assistance is readily available.	6.58	5.99	/ 1.29	0.59	6.5	6.09	/ 1.27	0.41	-0.1
21. Adequate online library resources are provided.	6.78	6.44	/ 0.92	0.34	6.53	6.11	/ 1.26	0.42	0.33**
24. Tutoring services are readily available for online courses.	6.29	5.74	/ 1.59	0.55	6.1	5.67	/ 1.57	0.43	0.07
<b>Instructional Services (8)</b>	6.47	5.79	/ 1.05	0.68	6.43	5.88	/ 1.06	0.55	-0.09
3. Instructional materials are appropriate for program content.	6.73	5.92	/ 1.13	0.81	6.63	6	/ 1.23	0.63	-0.08
4. Faculty provide timely feedback about student progress.	6.71	5.55	/ 1.45	1.16	6.62	5.86	/ 1.38	0.76	-0.31**
8. Student-to-student collaborations are valuable to me.	5.2	5.56	/ 1.26	-0.36	5.24	5.48	/ 1.46	-0.24	0.08
11. Student assignments are clearly defined in the syllabus.	6.67	5.84	/ 1.31	0.83	6.68	5.99	/ 1.31	0.69	-0.15
13. The frequency of student and instructor interactions is adequate.	6.36	5.83	/ 1.28	0.53	6.36	5.87	/ 1.34	0.49	-0.04
17. Assessment and evaluation procedures are clear and reasonable.	6.55	5.99	/ 1.21	0.56	6.53	6.01	/ 1.26	0.52	-0.02
20. The quality of online instruction is excellent.	6.77	5.69	/ 1.42	1.08	6.68	5.88	/ 1.39	0.8	-0.19
25. Faculty are responsive to student needs.	6.72	5.94	/ 1.27	0.78	6.66	5.96	/ 1.34	0.7	-0.02
<b>Enrollment Services (4)</b>	6.56	6.17	/ 0.86	0.39	6.52	6.07	/ 1.08	0.45	0.1
9. Adequate financial aid is available.	6.43	5.58	/ 1.64	0.85	6.46	5.82	/ 1.55	0.64	-0.24
14. I receive timely information on the availability of financial aid.	6.44	6.22	/ 1.11	0.22	6.42	5.84	/ 1.51	0.58	0.38**

18. Registration for online courses is convenient.	6.72	6.35	/	1.11	0.37	6.65	6.39	/	1.08	0.26	-0.04
23. Billing and payment procedures are convenient for me.	6.61	6.47	/	0.8	0.14	6.56	6.2	/	1.24	0.36	0.27**
<b>Student Services (5)</b>	<b>6.41</b>	<b>6.03</b>	/	<b>0.96</b>	<b>0.38</b>	<b>6.39</b>	<b>5.89</b>	/	<b>1.15</b>	<b>0.5</b>	<b>0.14</b>
10. This institution responds quickly when I request information.	6.61	6.27	/	1.05	0.34	6.6	6.02	/	1.35	0.58	0.25*
15. Channels are available for providing timely responses to student complaints.	6.35	5.57	/	1.71	0.78	6.3	5.57	/	1.62	0.73	0
19. Online career services are available.	6.18	5.68	/	1.4	0.5	6.11	5.74	/	1.47	0.37	-0.06
22. I am aware of whom to contact for questions about programs and services.	6.6	6.23	/	1.02	0.37	6.53	5.98	/	1.4	0.55	0.25*
26. The bookstore provides timely service to students.	6.23	6.25	/	1.05	-0.02	6.34	6.07	/	1.29	0.27	0.18

Sorted by Scales

7-Point Likert Scale

**Challenges are selected on the basis of a GAP of 0.7 or higher**

\* - Difference statistically significant at the .05 level

\*\* - Difference statistically significant at the .01 level

\*\*\* - Difference statistically significant at the .001 level