

Demographics

Gender	N	%	Current Class Load	N	%
Female	32	94.12%	Full-time	19	51.35%
Male	2	5.88%	Part-time	18	48.65%
Total	34	100.00%	Total	37	100.00%
No Response	6		No Response	3	

Age	N	%	Class Level	N	%
18 and under	1	2.78%	First year	21	58.33%
19 to 24	16	44.44%	Second year	11	30.56%
25 to 34	10	27.78%	Third year	1	2.78%
35 to 44	6	16.67%	Fourth year	0	0.00%
45 to 54	2	5.56%	Special student	0	0.00%
55 to 64	1	2.78%	Graduate/professional	0	0.00%
65 and over	0	0.00%	Other class level	3	8.33%
Total	36	100.00%	Total	36	100.00%
No Response	4		No Response	4	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	1	2.56%	Associate degree	29	80.56%
American Indian or Alaskan Native	2	5.13%	Bachelor's degree	0	0.00%
Asian or Pacific Islander	1	2.56%	Master's degree	2	5.56%
Caucasian/White	34	87.18%	Doctorate or professional degree	0	0.00%
Hispanic	0	0.00%	Certification (initial or renewal)	3	8.33%
Other race	0	0.00%	Self-improvement/pleasure	1	2.78%
Race - Prefer not to respond	1	2.56%	Job-related training	0	0.00%
Total	39	100.00%	Other educational goal	1	2.78%
No Response	1		Total	36	100.00%
			No Response	4	

Current Enrollment Status	N	%	Employment	N	%
Primarily online	38	100.00%	Full-time	20	54.05%
Primarily on-campus	0	0.00%	Part-time	12	32.43%
Total	38	100.00%	Not employed	5	13.51%
No Response	2		Total	37	100.00%
			No Response	3	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	15	40.54%	No classes	13	33.33%
Rent room / apartment / house	17	45.95%	1-3 classes	5	12.82%
Relative's home	3	8.11%	4-6 classes	14	35.90%
Residence hall	0	0.00%	7-9 classes	1	2.56%
Other residence	2	5.41%	10-12 classes	3	7.69%
Total	37	100.00%	13-15 classes	3	7.69%
No Response	3		More than 15 classes	0	0.00%
			Total	39	100.00%
			No Response	1	

Marital Status			I received financial aid this year.		
	N	%		N	%
Single	11	30.56%	Yes	27	77.14%
Single with children	13	36.11%	No	8	22.86%
Married	3	8.33%	Campus item - Answer 3	0	0.00%
Married with children	9	25.00%	Campus item - Answer 4	0	0.00%
Marital - Prefer not to respond	0	0.00%	Campus item - Answer 5	0	0.00%
Total	36	100.00%	Campus item - Answer 6	0	0.00%
No Response	4		Total	35	100.00%
			No Response	5	

Current Plans			I attended another college fulltime before I enrolled at MTL.		
	N	%		N	%
Complete online degree program	38	97.44%	Yes	15	38.46%
Complete degree on campus	0	0.00%	No	24	61.54%
Transfer credits	0	0.00%	Campus item 2 - Answer 3	0	0.00%
Complete this course	1	2.56%	Campus item 2 - Answer 4	0	0.00%
Total	39	100.00%	Campus item 2 - Answer 5	0	0.00%
No Response	1		Campus item 2 - Answer 6	0	0.00%
			Total	39	100.00%
			No Response	1	

Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	0	0.00%	1000: Administrative Office Specialist	7	18.92%
4-6 credits	10	25.64%	3000: Medical Office Professional	13	35.14%
7-9 credits	10	25.64%	5000: Small Business Management	5	13.51%
10-12 credits	10	25.64%	6000: Speech-Language Pathology Assistant	12	32.43%
13-15 credits	6	15.38%	Total	37	100.00%
More than 15 credits	3	7.69%	No Response	3	
Total	39	100.00%			
No Response	1				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 2. My program advisor is accessible by telephone and e-mail.
- 11. Student assignments are clearly defined in the syllabus.
- 18. Registration for online courses is convenient.
- 12. There are sufficient offerings within my program of study.
- 6. Tuition paid is a worthwhile investment.
- 31. Campus item: I have been able to build a good rapport with my instructors.
- 7. Program requirements are clear and reasonable.

Challenges

- 10. This institution responds quickly when I request information.
- 9. Adequate financial aid is available.
- 14. I receive timely information on the availability of financial aid.
- 25. Faculty are responsive to student needs.
- 15. Channels are available for providing timely responses to student complaints.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Online Learners

- 2. My program advisor is accessible by telephone and e-mail.
- 11. Student assignments are clearly defined in the syllabus.
- 18. Registration for online courses is convenient.
- 12. There are sufficient offerings within my program of study.
- 6. Tuition paid is a worthwhile investment.
- 17. Assessment and evaluation procedures are clear and reasonable.
- 20. The quality of online instruction is excellent.
- 7. Program requirements are clear and reasonable.

Higher Importance vs. National Online Learners

- 10. This institution responds quickly when I request information.
- 2. My program advisor is accessible by telephone and e-mail.
- 9. Adequate financial aid is available.
- 12. There are sufficient offerings within my program of study.
- 14. I receive timely information on the availability of financial aid.
- 16. Appropriate technical assistance is readily available.
- 15. Channels are available for providing timely responses to student complaints.

Institutional Summary
Scales: In Order of Importance

Scale	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.68	6.40 / 0.93	0.28	6.53	6.08 / 1.08	0.45	0.32
Academic Services	6.62	6.41 / 0.84	0.21	6.47	5.97 / 1.02	0.50	0.44 **
Student Services	6.59	6.17 / 1.26	0.42	6.40	5.90 / 1.16	0.50	0.27
Institutional Perceptions	6.57	6.51 / 0.76	0.06	6.55	5.93 / 1.20	0.62	0.58 **
Instructional Services	6.46	6.17 / 1.00	0.29	6.43	5.89 / 1.07	0.54	0.28

* 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 128988 records.

Institutional Summary Items: In Order of Importance

Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
2. My program advisor is accessible by telephone and e-mail.	6.82	6.74 / 0.76	0.08	6.49	6.11 / 1.33	0.38	0.63 **
10. This institution responds quickly when I request information.	6.82	5.95 / 1.86	0.87	6.60	6.03 / 1.35	0.57	-0.08
9. Adequate financial aid is available.	6.79	6.28 / 1.02	0.51	6.46	5.81 / 1.57	0.65	0.47
11. Student assignments are clearly defined in the syllabus.	6.79	6.49 / 1.12	0.30	6.68	6.01 / 1.31	0.67	0.48 *
50. Factor to enroll: Flexible pacing for completing a program	6.79			6.63			
30. Campus item: Instructors work with unplanned schedule conflicts.	6.78	6.40 / 1.24	0.38				
18. Registration for online courses is convenient.	6.77	6.82 / 0.39	-0.05	6.66	6.41 / 1.08	0.25	0.41 *
12. There are sufficient offerings within my program of study.	6.76	6.51 / 0.80	0.25	6.58	5.97 / 1.30	0.61	0.54 *
6. Tuition paid is a worthwhile investment.	6.74	6.57 / 0.74	0.17	6.64	5.82 / 1.45	0.82	0.75 **
14. I receive timely information on the availability of financial aid.	6.74	6.29 / 1.29	0.45	6.43	5.84 / 1.52	0.59	0.45
51. Factor to enroll: Convenience	6.74			6.75			
16. Appropriate technical assistance is readily available.	6.69	6.43 / 1.26	0.26	6.51	6.11 / 1.26	0.40	0.32
17. Assessment and evaluation procedures are clear and reasonable.	6.69	6.43 / 0.96	0.26	6.55	6.02 / 1.26	0.53	0.41 *
20. The quality of online instruction is excellent.	6.69	6.34 / 0.97	0.35	6.69	5.88 / 1.40	0.81	0.46 *
25. Faculty are responsive to student needs.	6.69	6.29 / 1.39	0.40	6.67	5.97 / 1.35	0.70	0.32
31. Campus item: I have been able to build a good rapport with my instructors.	6.68	6.50 / 0.74	0.18				

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 ** Difference statistically significant at the .01 level
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National Group Means are based on 128988 records.

Institutional Summary Items: In Order of Importance

Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. Program requirements are clear and reasonable.	6.67	6.50 / 0.95	0.17	6.64	5.98 / 1.31	0.66	0.52 *
15. Channels are available for providing timely responses to student complaints.	6.66	5.90 / 1.79	0.76	6.32	5.59 / 1.63	0.73	0.31
32. Campus item: The quality of instruction in my online General Education classes is excellent.	6.65	6.36 / 0.95	0.29				
36. Campus item: General Education instructors work with unplanned schedule conflicts.	6.65	6.41 / 1.01	0.24				
27. Campus item: Online course activities encourage learning.	6.61	6.29 / 1.25	0.32				
49. Factor to enroll: Work schedule	6.61			6.61			
4. Faculty provide timely feedback about student progress.	6.59	5.95 / 1.45	0.64	6.63	5.88 / 1.38	0.75	0.07
22. I am aware of whom to contact for questions about programs and services.	6.59	6.24 / 1.53	0.35	6.53	5.99 / 1.40	0.54	0.25
35. Campus item: General Education faculty provide timely feedback about student progress.	6.58	6.10 / 1.40	0.48				
34. Campus item: General Education faculty are responsive to student needs.	6.55	6.21 / 1.42	0.34				
19. Online career services are available.	6.53	6.32 / 0.83	0.21	6.13	5.76 / 1.48	0.37	0.56 *
5. My program advisor helps me work toward career goals.	6.51	6.43 / 1.24	0.08	6.31	5.67 / 1.60	0.64	0.76 **
47. Factor to enroll: Future employment opportunities	6.51			6.23			
3. Instructional materials are appropriate for program content.	6.49	6.03 / 1.44	0.46	6.64	6.01 / 1.24	0.63	0.02
53. Factor to enroll: Program requirements	6.46			6.48			

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National Group Means are based on 128988 records.

Institutional Summary Items: In Order of Importance

Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. Adequate online library resources are provided.	6.42	6.20 / 0.89	0.22	6.55	6.15 / 1.24	0.40	0.05
23. Billing and payment procedures are convenient for me.	6.42	6.15 / 1.58	0.27	6.57	6.20 / 1.25	0.37	-0.05
24. Tutoring services are readily available for online courses.	6.42	5.93 / 1.62	0.49	6.13	5.68 / 1.58	0.45	0.25
29. Campus item: Online advising is effective in keeping me on track.	6.42	6.30 / 1.31	0.12				
40. Source of information: Web site	6.42			6.39			
13. The frequency of student and instructor interactions is adequate.	6.41	6.39 / 1.08	0.02	6.37	5.88 / 1.34	0.49	0.51 *
1. This institution has a good reputation.	6.39	6.46 / 0.80	-0.07	6.47	6.03 / 1.21	0.44	0.43 *
38. Source of information: Catalog (online)	6.36			6.00			
48. Factor to enroll: Reputation of institution	6.36			6.37			
28. Campus item: Online courses must be as rigorous as traditional learning.	6.32	6.47 / 0.97	-0.15				
33. Campus item: General Education classes at MTI provide the basic knowledge and skills needed to succeed in college and in later life.	6.31	6.38 / 1.05	-0.07				
26. The bookstore provides timely service to students.	6.29	6.56 / 0.92	-0.27	6.34	6.09 / 1.30	0.25	0.47
46. Factor to enroll: Financial assistance available	6.21			6.31			
45. Factor to enroll: Cost	6.16			6.39			
42. Source of information: Recommendation from instructor or program advisor	6.14			5.74			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 records.

Institutional Summary
Items: In Order of Importance

Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
44. Factor to enroll: Ability to transfer credits	5.91			6.25			
54. Factor to enroll: Recommendations from employer	5.77			5.25			
39. Source of information: College representatives	5.65			5.61			
37. Source of information: Catalog and brochures (printed)	5.64			4.54			
41. Source of information: Advertisements	5.59			4.45			
52. Factor to enroll: Distance from campus	5.59			5.24			
43. Source of information: Contact with current students and / or recent graduates of the program	5.54			5.23			
8. Student-to-student collaborations are valuable to me.	5.25	5.41 / 1.40	-0.16	5.21	5.46 / 1.50	-0.25	-0.05

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

National Group Means are based on 128988 records.

Institutional Summary

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

Scale/Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.62	6.41 / 0.84	0.21	6.47	5.97 / 1.02	0.50	0.44 **
2. My program advisor is accessible by telephone and e-mail.	6.82	6.74 / 0.76	0.08	6.49	6.11 / 1.33	0.38	0.63 **
5. My program advisor helps me work toward career goals.	6.51	6.43 / 1.24	0.08	6.31	5.67 / 1.60	0.64	0.76 **
7. Program requirements are clear and reasonable.	6.67	6.50 / 0.95	0.17	6.64	5.98 / 1.31	0.66	0.52 *
12. There are sufficient offerings within my program of study.	6.76	6.51 / 0.80	0.25	6.58	5.97 / 1.30	0.61	0.54 *
16. Appropriate technical assistance is readily available.	6.69	6.43 / 1.26	0.26	6.51	6.11 / 1.26	0.40	0.32
21. Adequate online library resources are provided.	6.42	6.20 / 0.89	0.22	6.55	6.15 / 1.24	0.40	0.05
24. Tutoring services are readily available for online courses.	6.42	5.93 / 1.62	0.49	6.13	5.68 / 1.58	0.45	0.25

* 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 128988 records.

Institutional Summary

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

Scale/Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.68	6.40 / 0.93	0.28	6.53	6.08 / 1.08	0.45	0.32
9. Adequate financial aid is available.	6.79	6.28 / 1.02	0.51	6.46	5.81 / 1.57	0.65	0.47
14. I receive timely information on the availability of financial aid.	6.74	6.29 / 1.29	0.45	6.43	5.84 / 1.52	0.59	0.45
18. Registration for online courses is convenient.	6.77	6.82 / 0.39	-0.05	6.66	6.41 / 1.08	0.25	0.41 *
23. Billing and payment procedures are convenient for me.	6.42	6.15 / 1.58	0.27	6.57	6.20 / 1.25	0.37	-0.05

* 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 128988 records.

Institutional Summary

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

Scale/Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.57	6.51 / 0.76	0.06	6.55	5.93 / 1.20	0.62	0.58 **
1. This institution has a good reputation.	6.39	6.46 / 0.80	-0.07	6.47	6.03 / 1.21	0.44	0.43 *
6. Tuition paid is a worthwhile investment.	6.74	6.57 / 0.74	0.17	6.64	5.82 / 1.45	0.82	0.75 **

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 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 records.

Institutional Summary

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

Scale/Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.46	6.17 / 1.00	0.29	6.43	5.89 / 1.07	0.54	0.28
3. Instructional materials are appropriate for program content.	6.49	6.03 / 1.44	0.46	6.64	6.01 / 1.24	0.63	0.02
4. Faculty provide timely feedback about student progress.	6.59	5.95 / 1.45	0.64	6.63	5.88 / 1.38	0.75	0.07
8. Student-to-student collaborations are valuable to me.	5.25	5.41 / 1.40	-0.16	5.21	5.46 / 1.50	-0.25	-0.05
11. Student assignments are clearly defined in the syllabus.	6.79	6.49 / 1.12	0.30	6.68	6.01 / 1.31	0.67	0.48 *
13. The frequency of student and instructor interactions is adequate.	6.41	6.39 / 1.08	0.02	6.37	5.88 / 1.34	0.49	0.51 *
17. Assessment and evaluation procedures are clear and reasonable.	6.69	6.43 / 0.96	0.26	6.55	6.02 / 1.26	0.53	0.41 *
20. The quality of online instruction is excellent.	6.69	6.34 / 0.97	0.35	6.69	5.88 / 1.40	0.81	0.46 *
25. Faculty are responsive to student needs.	6.69	6.29 / 1.39	0.40	6.67	5.97 / 1.35	0.70	0.32

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 *** 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	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.59	6.17 / 1.26	0.42	6.40	5.90 / 1.16	0.50	0.27
10. This institution responds quickly when I request information.	6.82	5.95 / 1.86	0.87	6.60	6.03 / 1.35	0.57	-0.08
15. Channels are available for providing timely responses to student complaints.	6.66	5.90 / 1.79	0.76	6.32	5.59 / 1.63	0.73	0.31
19. Online career services are available.	6.53	6.32 / 0.83	0.21	6.13	5.76 / 1.48	0.37	0.56 *
22. I am aware of whom to contact for questions about programs and services.	6.59	6.24 / 1.53	0.35	6.53	5.99 / 1.40	0.54	0.25
26. The bookstore provides timely service to students.	6.29	6.56 / 0.92	-0.27	6.34	6.09 / 1.30	0.25	0.47

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Institutional Summary

Items: In Sequential Order

Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.39	6.46 / 0.80	-0.07	6.47	6.03 / 1.21	0.44	0.43 *
2. My program advisor is accessible by telephone and e-mail.	6.82	6.74 / 0.76	0.08	6.49	6.11 / 1.33	0.38	0.63 **
3. Instructional materials are appropriate for program content.	6.49	6.03 / 1.44	0.46	6.64	6.01 / 1.24	0.63	0.02
4. Faculty provide timely feedback about student progress.	6.59	5.95 / 1.45	0.64	6.63	5.88 / 1.38	0.75	0.07
5. My program advisor helps me work toward career goals.	6.51	6.43 / 1.24	0.08	6.31	5.67 / 1.60	0.64	0.76 **
6. Tuition paid is a worthwhile investment.	6.74	6.57 / 0.74	0.17	6.64	5.82 / 1.45	0.82	0.75 **
7. Program requirements are clear and reasonable.	6.67	6.50 / 0.95	0.17	6.64	5.98 / 1.31	0.66	0.52 *
8. Student-to-student collaborations are valuable to me.	5.25	5.41 / 1.40	-0.16	5.21	5.46 / 1.50	-0.25	-0.05
9. Adequate financial aid is available.	6.79	6.28 / 1.02	0.51	6.46	5.81 / 1.57	0.65	0.47
10. This institution responds quickly when I request information.	6.82	5.95 / 1.86	0.87	6.60	6.03 / 1.35	0.57	-0.08
11. Student assignments are clearly defined in the syllabus.	6.79	6.49 / 1.12	0.30	6.68	6.01 / 1.31	0.67	0.48 *
12. There are sufficient offerings within my program of study.	6.76	6.51 / 0.80	0.25	6.58	5.97 / 1.30	0.61	0.54 *
13. The frequency of student and instructor interactions is adequate.	6.41	6.39 / 1.08	0.02	6.37	5.88 / 1.34	0.49	0.51 *
14. I receive timely information on the availability of financial aid.	6.74	6.29 / 1.29	0.45	6.43	5.84 / 1.52	0.59	0.45
15. Channels are available for providing timely responses to student complaints.	6.66	5.90 / 1.79	0.76	6.32	5.59 / 1.63	0.73	0.31
16. Appropriate technical assistance is readily available.	6.69	6.43 / 1.26	0.26	6.51	6.11 / 1.26	0.40	0.32

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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	Mitchell Technical Institute - 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.	6.69	6.43 / 0.96	0.26	6.55	6.02 / 1.26	0.53	0.41 *
18. Registration for online courses is convenient.	6.77	6.82 / 0.39	-0.05	6.66	6.41 / 1.08	0.25	0.41 *
19. Online career services are available.	6.53	6.32 / 0.83	0.21	6.13	5.76 / 1.48	0.37	0.56 *
20. The quality of online instruction is excellent.	6.69	6.34 / 0.97	0.35	6.69	5.88 / 1.40	0.81	0.46 *
21. Adequate online library resources are provided.	6.42	6.20 / 0.89	0.22	6.55	6.15 / 1.24	0.40	0.05
22. I am aware of whom to contact for questions about programs and services.	6.59	6.24 / 1.53	0.35	6.53	5.99 / 1.40	0.54	0.25
23. Billing and payment procedures are convenient for me.	6.42	6.15 / 1.58	0.27	6.57	6.20 / 1.25	0.37	-0.05
24. Tutoring services are readily available for online courses.	6.42	5.93 / 1.62	0.49	6.13	5.68 / 1.58	0.45	0.25
25. Faculty are responsive to student needs.	6.69	6.29 / 1.39	0.40	6.67	5.97 / 1.35	0.70	0.32
26. The bookstore provides timely service to students.	6.29	6.56 / 0.92	-0.27	6.34	6.09 / 1.30	0.25	0.47
27. Campus item: Online course activities encourage learning.	6.61	6.29 / 1.25	0.32				
28. Campus item: Online courses must be as rigorous as traditional learning.	6.32	6.47 / 0.97	-0.15				
29. Campus item: Online advising is effective in keeping me on track.	6.42	6.30 / 1.31	0.12				
30. Campus item: Instructors work with unplanned schedule conflicts.	6.78	6.40 / 1.24	0.38				
31. Campus item: I have been able to build a good rapport with my instructors.	6.68	6.50 / 0.74	0.18				

* 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 128988 records.

Institutional Summary
Items: In Sequential Order

Item	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Campus item: The quality of instruction in my online General Education classes is excellent.	6.65	6.36 / 0.95	0.29				
33. Campus item: General Education classes at MTI provide the basic knowledge and skills needed to succeed in college and in later life.	6.31	6.38 / 1.05	-0.07				
34. Campus item: General Education faculty are responsive to student needs.	6.55	6.21 / 1.42	0.34				
35. Campus item: General Education faculty provide timely feedback about student progress.	6.58	6.10 / 1.40	0.48				
36. Campus item: General Education instructors work with unplanned schedule conflicts.	6.65	6.41 / 1.01	0.24				
37. Source of information: Catalog and brochures (printed)	5.64			4.54			
38. Source of information: Catalog (online)	6.36			6.00			
39. Source of information: College representatives	5.65			5.61			
40. Source of information: Web site	6.42			6.39			
41. Source of information: Advertisements	5.59			4.45			
42. Source of information: Recommendation from instructor or program advisor	6.14			5.74			
43. Source of information: Contact with current students and / or recent graduates of the program	5.54			5.23			
44. Factor to enroll: Ability to transfer credits	5.91			6.25			
45. Factor to enroll: Cost	6.16			6.39			

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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	Mitchell Technical Institute - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Factor to enroll: Financial assistance available	6.21			6.31			
47. Factor to enroll: Future employment opportunities	6.51			6.23			
48. Factor to enroll: Reputation of institution	6.36			6.37			
49. Factor to enroll: Work schedule	6.61			6.61			
50. Factor to enroll: Flexible pacing for completing a program	6.79			6.63			
51. Factor to enroll: Convenience	6.74			6.75			
52. Factor to enroll: Distance from campus	5.59			5.24			
53. Factor to enroll: Program requirements	6.46			6.48			
54. Factor to enroll: Recommendations from employer	5.77			5.25			

* 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 128988 records.

Institutional Summary

Summary Items

Summary Item	Mitchell Technical Institute - 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: 5.40 0% 2% 0% 20% 32% 22% 22%	Average: 5.19 2% 1% 6% 24% 24% 15% 26%	0.21
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: 6.15 0% 2% 0% 2% 7% 50% 37%	Average: 5.84 1% 2% 4% 5% 11% 37% 37%	0.31
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: 6.08 0% 2% 0% 10% 7% 35% 45%	Average: 5.88 2% 4% 3% 6% 7% 26% 49%	0.20