

Demographics

| Gender | N | % | Current Class Load | N | % |
|---------------|----------|----------|---------------------------|----------|----------|
| Female | 44 | 83.02% | Full-time | 39 | 70.91% |
| Male | 9 | 16.98% | Part-time | 16 | 29.09% |
| Total | 53 | 100.00% | Total | 55 | 100.00% |
| No Response | 3 | | No Response | 1 | |

| Age | N | % | Class Level | N | % |
|--------------|----------|----------|-----------------------|----------|----------|
| 18 and under | 2 | 3.64% | First year | 13 | 23.64% |
| 19 to 24 | 8 | 14.55% | Second year | 32 | 58.18% |
| 25 to 34 | 17 | 30.91% | Third year | 4 | 7.27% |
| 35 to 44 | 11 | 20.00% | Fourth year | 1 | 1.82% |
| 45 to 54 | 14 | 25.45% | Special student | 1 | 1.82% |
| 55 to 64 | 3 | 5.45% | Graduate/professional | 2 | 3.64% |
| 65 and over | 0 | 0.00% | Other class level | 2 | 3.64% |
| Total | 55 | 100.00% | Total | 55 | 100.00% |
| No Response | 1 | | No Response | 1 | |

| Ethnicity/Race | N | % | Educational Goal | N | % |
|-----------------------------------|----------|----------|------------------------------------|----------|----------|
| African-American | 0 | 0.00% | Associate degree | 30 | 57.69% |
| American Indian or Alaskan Native | 0 | 0.00% | Bachelor's degree | 13 | 25.00% |
| Asian or Pacific Islander | 9 | 16.98% | Master's degree | 3 | 5.77% |
| Caucasian/White | 37 | 69.81% | Doctorate or professional degree | 0 | 0.00% |
| Hispanic | 4 | 7.55% | Certification (initial or renewal) | 0 | 0.00% |
| Other race | 3 | 5.66% | Self-improvement/pleasure | 1 | 1.92% |
| Race - Prefer not to respond | 0 | 0.00% | Job-related training | 1 | 1.92% |
| Total | 53 | 100.00% | Other educational goal | 4 | 7.69% |
| No Response | 3 | | Total | 52 | 100.00% |
| | | | No Response | 4 | |

| Current Enrollment Status | N | % | Employment | N | % |
|----------------------------------|----------|----------|-------------------|----------|----------|
| Primarily online | 52 | 94.55% | Full-time | 15 | 27.78% |
| Primarily on-campus | 3 | 5.45% | Part-time | 16 | 29.63% |
| Total | 55 | 100.00% | Not employed | 23 | 42.59% |
| No Response | 1 | | Total | 54 | 100.00% |
| | | | No Response | 2 | |

Demographics

| Current Residence | | | Previous Online Enrollment | | |
|----------------------------------|----------|----------|---|----------|----------|
| | N | % | | N | % |
| Own house | 18 | 33.33% | No classes | 9 | 16.36% |
| Rent room / apartment / house | 18 | 33.33% | 1-3 classes | 14 | 25.45% |
| Relative's home | 13 | 24.07% | 4-6 classes | 3 | 5.45% |
| Residence hall | 0 | 0.00% | 7-9 classes | 4 | 7.27% |
| Other residence | 5 | 9.26% | 10-12 classes | 10 | 18.18% |
| Total | 54 | 100.00% | 13-15 classes | 10 | 18.18% |
| No Response | 2 | | More than 15 classes | 5 | 9.09% |
| | | | Total | 55 | 100.00% |
| | | | No Response | 1 | |
| Marital Status | | | How many hours a week are you employed at a job during the school year? (work study, part-time, full-time) | | |
| | N | % | | N | % |
| Single | 23 | 42.59% | None | 23 | 42.59% |
| Single with children | 9 | 16.67% | 1-10 hours | 3 | 5.56% |
| Married | 7 | 12.96% | 11-20 hours | 9 | 16.67% |
| Married with children | 15 | 27.78% | 21-30 hours | 4 | 7.41% |
| Marital - Prefer not to respond | 0 | 0.00% | 31-40 hours | 9 | 16.67% |
| Total | 54 | 100.00% | More than 40 hours | 6 | 11.11% |
| No Response | 2 | | Total | 54 | 100.00% |
| | | | No Response | 2 | |
| Current Plans | | | Institution Question 2 | | |
| | N | % | | N | % |
| Complete online degree program | 31 | 58.49% | Campus item 2 - Answer 1 | 0 | 0% |
| Complete degree on campus | 1 | 1.89% | Campus item 2 - Answer 2 | 0 | 0% |
| Transfer credits | 13 | 24.53% | Campus item 2 - Answer 3 | 0 | 0% |
| Complete this course | 8 | 15.09% | Campus item 2 - Answer 4 | 0 | 0% |
| Total | 53 | 100.00% | Campus item 2 - Answer 5 | 0 | 0% |
| No Response | 3 | | Campus item 2 - Answer 6 | 0 | 0% |
| | | | Total | 0 | 100.00% |
| | | | No Response | 56 | |
| Current Online Enrollment | | | Group Code | | |
| | N | % | | N | % |
| 1-3 credits | 0 | 0.00% | 1000: Accounting | 1 | 1.92% |
| 4-6 credits | 10 | 18.87% | 1030: Business | 3 | 5.77% |
| 7-9 credits | 4 | 7.55% | 1040: Business Technology | 5 | 9.62% |
| 10-12 credits | 17 | 32.08% | 1060: Criminal Justice | 3 | 5.77% |
| 13-15 credits | 21 | 39.62% | 1080: Education | 5 | 9.62% |
| More than 15 credits | 1 | 1.89% | 1090: Health Informatics and Information Management | 18 | 34.62% |
| Total | 53 | 100.00% | | | |
| No Response | 3 | | | | |

Demographics

| | | |
|--|----|---------|
| 1130: Nursing | 2 | 3.85% |
| 1160: Purchasing & Supply Chain Management | 2 | 3.85% |
| 1180: Transfer -- Arts/Humanities focus | 5 | 9.62% |
| 1200: Transfer -- Science focus | 2 | 3.85% |
| 1210: Transfer -- Social science focus | 2 | 3.85% |
| 1220: Transfer -- Undecided | 1 | 1.92% |
| 1230: Undecided | 3 | 5.77% |
| Total | 52 | 100.00% |
| No Response | 4 | |

Institutional Summary
Scales: In Order of Importance

| Scale | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|---------------------------|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| Enrollment Services | 6.44 | 5.86 / 0.98 | 0.58 | 6.54 | 6.04 / 1.09 | 0.50 | -0.18 |
| Institutional Perceptions | 6.43 | 5.89 / 1.13 | 0.54 | 6.56 | 5.87 / 1.20 | 0.69 | 0.02 |
| Instructional Services | 6.30 | 5.85 / 1.06 | 0.45 | 6.45 | 5.85 / 1.06 | 0.60 | 0.00 |
| Academic Services | 6.24 | 5.68 / 1.02 | 0.56 | 6.46 | 5.90 / 1.01 | 0.56 | -0.22 |
| Student Services | 6.14 | 5.39 / 1.07 | 0.75 | 6.41 | 5.85 / 1.14 | 0.56 | -0.46 ** |

National Group Means are based on 114138 records.

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

| Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|---|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 51. Factor to enroll: Convenience | 6.73 | | | 6.77 | | | |
| 3. Instructional materials are appropriate for program content. | 6.72 | 6.04 / 1.21 | 0.68 | 6.62 | 6.00 / 1.21 | 0.62 | 0.04 |
| 11. Student assignments are clearly defined in the syllabus. | 6.72 | 6.18 / 0.99 | 0.54 | 6.68 | 5.97 / 1.30 | 0.71 | 0.21 |
| 20. The quality of online instruction is excellent. | 6.70 | 5.73 / 1.47 | 0.97 | 6.69 | 5.86 / 1.38 | 0.83 | -0.13 |
| 27. Campus item: Online classes have allowed me to pursue my education while working, having a family, etc. outside of college. | 6.69 | 6.39 / 1.04 | 0.30 | | | | |
| 7. Program requirements are clear and reasonable. | 6.68 | 6.07 / 1.21 | 0.61 | 6.63 | 5.94 / 1.29 | 0.69 | 0.13 |
| 12. There are sufficient offerings within my program of study. | 6.63 | 5.74 / 1.47 | 0.89 | 6.58 | 5.94 / 1.28 | 0.64 | -0.20 |
| 6. Tuition paid is a worthwhile investment. | 6.62 | 5.76 / 1.37 | 0.86 | 6.65 | 5.76 / 1.45 | 0.89 | 0.00 |
| 9. Adequate financial aid is available. | 6.57 | 5.73 / 1.55 | 0.84 | 6.50 | 5.83 / 1.53 | 0.67 | -0.10 |
| 18. Registration for online courses is convenient. | 6.56 | 6.26 / 1.15 | 0.30 | 6.64 | 6.37 / 1.10 | 0.27 | -0.11 |
| 5. My program advisor helps me work toward career goals. | 6.54 | 5.53 / 1.68 | 1.01 | 6.32 | 5.59 / 1.61 | 0.73 | -0.06 |
| 25. Faculty are responsive to student needs. | 6.52 | 5.79 / 1.22 | 0.73 | 6.66 | 5.90 / 1.36 | 0.76 | -0.11 |
| 2. My program advisor is accessible by telephone and e-mail. | 6.49 | 5.92 / 1.25 | 0.57 | 6.49 | 6.03 / 1.36 | 0.46 | -0.11 |
| 4. Faculty provide timely feedback about student progress. | 6.48 | 5.95 / 1.23 | 0.53 | 6.62 | 5.79 / 1.41 | 0.83 | 0.16 |
| 23. Billing and payment procedures are convenient for me. | 6.37 | 5.94 / 1.38 | 0.43 | 6.56 | 6.16 / 1.27 | 0.40 | -0.22 |
| 10. This institution responds quickly when I request information. | 6.35 | 5.44 / 1.70 | 0.91 | 6.60 | 5.94 / 1.40 | 0.66 | -0.50 * |
| 49. Factor to enroll: Work schedule | 6.34 | | | 6.60 | | | |

* Difference statistically significant at the .05 level
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 *** Difference statistically significant at the .001 level

National Group Means are based on 114138 records.

Institutional Summary

Items: In Order of Importance

| Item | Shoreline 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. | 6.33 | 5.70 / 1.33 | 0.63 | 6.53 | 5.97 / 1.25 | 0.56 | -0.27 |
| 13. The frequency of student and instructor interactions is adequate. | 6.28 | 5.89 / 1.17 | 0.39 | 6.40 | 5.80 / 1.36 | 0.60 | 0.09 |
| 14. I receive timely information on the availability of financial aid. | 6.26 | 5.44 / 1.55 | 0.82 | 6.45 | 5.76 / 1.55 | 0.69 | -0.32 |
| 35. Campus item: Most of my online classes get me actively involved in learning. | 6.26 | 6.02 / 1.30 | 0.24 | | | | |
| 50. Factor to enroll: Flexible pacing for completing a program | 6.26 | | | 6.65 | | | |
| 1. This institution has a good reputation. | 6.24 | 6.02 / 1.11 | 0.22 | 6.47 | 5.98 / 1.21 | 0.49 | 0.04 |
| 30. Campus item: Student services were accessible to me without having to come to campus. | 6.24 | 5.47 / 1.68 | 0.77 | | | | |
| 34. Campus item: I access my course materials and/or college services using a mobile device like a phone, laptop, or tablet. | 6.22 | 6.22 / 1.02 | 0.00 | | | | |
| 52. Factor to enroll: Distance from campus | 6.19 | | | 5.29 | | | |
| 26. The bookstore provides timely service to students. | 6.18 | 5.59 / 1.27 | 0.59 | 6.38 | 6.08 / 1.27 | 0.30 | -0.49 ** |
| 45. Factor to enroll: Cost | 6.18 | | | 6.26 | | | |
| 36. Campus item: There are many opportunities to interact with faculty in my online class. | 6.17 | 5.77 / 1.43 | 0.40 | | | | |
| 28. Campus item: I am adequately informed about the college through my go.shoreline.edu email account. | 6.13 | 6.36 / 0.93 | -0.23 | | | | |
| 22. I am aware of whom to contact for questions about programs and services. | 6.09 | 5.46 / 1.57 | 0.63 | 6.53 | 5.97 / 1.38 | 0.56 | -0.51 ** |

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National Group Means are based on 114138 records.

Institutional Summary

Items: In Order of Importance

| Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|--|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 53. Factor to enroll: Program requirements | 6.09 | | | 6.48 | | | |
| 19. Online career services are available. | 6.06 | 5.15 / 1.58 | 0.91 | 6.16 | 5.69 / 1.47 | 0.47 | -0.54 * |
| 16. Appropriate technical assistance is readily available. | 6.00 | 5.76 / 1.04 | 0.24 | 6.51 | 6.06 / 1.27 | 0.45 | -0.30 |
| 15. Channels are available for providing timely responses to student complaints. | 5.98 | 5.23 / 1.35 | 0.75 | 6.33 | 5.51 / 1.62 | 0.82 | -0.28 |
| 40. Source of information: Web site | 5.86 | | | 6.35 | | | |
| 46. Factor to enroll: Financial assistance available | 5.86 | | | 6.36 | | | |
| 47. Factor to enroll: Future employment opportunities | 5.83 | | | 6.23 | | | |
| 48. Factor to enroll: Reputation of institution | 5.83 | | | 6.37 | | | |
| 38. Source of information: Catalog (online) | 5.77 | | | 5.96 | | | |
| 21. Adequate online library resources are provided. | 5.72 | 5.50 / 1.33 | 0.22 | 6.53 | 6.09 / 1.27 | 0.44 | -0.59 ** |
| 44. Factor to enroll: Ability to transfer credits | 5.69 | | | 6.17 | | | |
| 31. Campus item: eLibrary services met my needs as an online learner. | 5.58 | 5.29 / 1.36 | 0.29 | | | | |
| 24. Tutoring services are readily available for online courses. | 5.57 | 5.00 / 1.72 | 0.57 | 6.09 | 5.62 / 1.56 | 0.47 | -0.62 * |
| 33. Campus item: Counseling services met my needs as an online learner. | 5.55 | 4.81 / 1.77 | 0.74 | | | | |
| 32. Campus item: eTutoring options met my needs as an online learner. | 5.51 | 4.69 / 1.75 | 0.82 | | | | |

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Institutional Summary
Items: In Order of Importance

| Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|---|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 42. Source of information: Recommendation from instructor or program advisor | 5.25 | | | 5.64 | | | |
| 29. Campus item: I feel connected to the Shoreline Community College community. | 5.15 | 5.40 / 1.52 | -0.25 | | | | |
| 8. Student-to-student collaborations are valuable to me. | 4.60 | 5.49 / 1.50 | -0.89 | 5.40 | 5.54 / 1.42 | -0.14 | -0.05 |
| 43. Source of information: Contact with current students and / or recent graduates of the program | 4.46 | | | 5.24 | | | |
| 39. Source of information: College representatives | 4.10 | | | 5.65 | | | |
| 54. Factor to enroll: Recommendations from employer | 4.00 | | | 5.13 | | | |
| 37. Source of information: Catalog and brochures (printed) | 3.79 | | | 4.59 | | | |
| 41. Source of information: Advertisements | 3.20 | | | 4.47 | | | |

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National Group Means are based on 114138 records.

Institutional Summary

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

| Scale/Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|---|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC SERVICES | 6.24 | 5.68 / 1.02 | 0.56 | 6.46 | 5.90 / 1.01 | 0.56 | -0.22 |
| 2. My program advisor is accessible by telephone and e-mail. | 6.49 | 5.92 / 1.25 | 0.57 | 6.49 | 6.03 / 1.36 | 0.46 | -0.11 |
| 5. My program advisor helps me work toward career goals. | 6.54 | 5.53 / 1.68 | 1.01 | 6.32 | 5.59 / 1.61 | 0.73 | -0.06 |
| 7. Program requirements are clear and reasonable. | 6.68 | 6.07 / 1.21 | 0.61 | 6.63 | 5.94 / 1.29 | 0.69 | 0.13 |
| 12. There are sufficient offerings within my program of study. | 6.63 | 5.74 / 1.47 | 0.89 | 6.58 | 5.94 / 1.28 | 0.64 | -0.20 |
| 16. Appropriate technical assistance is readily available. | 6.00 | 5.76 / 1.04 | 0.24 | 6.51 | 6.06 / 1.27 | 0.45 | -0.30 |
| 21. Adequate online library resources are provided. | 5.72 | 5.50 / 1.33 | 0.22 | 6.53 | 6.09 / 1.27 | 0.44 | -0.59 ** |
| 24. Tutoring services are readily available for online courses. | 5.57 | 5.00 / 1.72 | 0.57 | 6.09 | 5.62 / 1.56 | 0.47 | -0.62 * |

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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 - Enrollment Services

| Scale/Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|--|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ENROLLMENT SERVICES | 6.44 | 5.86 / 0.98 | 0.58 | 6.54 | 6.04 / 1.09 | 0.50 | -0.18 |
| 9. Adequate financial aid is available. | 6.57 | 5.73 / 1.55 | 0.84 | 6.50 | 5.83 / 1.53 | 0.67 | -0.10 |
| 14. I receive timely information on the availability of financial aid. | 6.26 | 5.44 / 1.55 | 0.82 | 6.45 | 5.76 / 1.55 | 0.69 | -0.32 |
| 18. Registration for online courses is convenient. | 6.56 | 6.26 / 1.15 | 0.30 | 6.64 | 6.37 / 1.10 | 0.27 | -0.11 |
| 23. Billing and payment procedures are convenient for me. | 6.37 | 5.94 / 1.38 | 0.43 | 6.56 | 6.16 / 1.27 | 0.40 | -0.22 |

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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 - Institutional Perceptions

| Scale/Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|---|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTITUTIONAL PERCEPTIONS | 6.43 | 5.89 / 1.13 | 0.54 | 6.56 | 5.87 / 1.20 | 0.69 | 0.02 |
| 1. This institution has a good reputation. | 6.24 | 6.02 / 1.11 | 0.22 | 6.47 | 5.98 / 1.21 | 0.49 | 0.04 |
| 6. Tuition paid is a worthwhile investment. | 6.62 | 5.76 / 1.37 | 0.86 | 6.65 | 5.76 / 1.45 | 0.89 | 0.00 |

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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 - Instructional Services

| Scale/Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|---|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTRUCTIONAL SERVICES | 6.30 | 5.85 / 1.06 | 0.45 | 6.45 | 5.85 / 1.06 | 0.60 | 0.00 |
| 3. Instructional materials are appropriate for program content. | 6.72 | 6.04 / 1.21 | 0.68 | 6.62 | 6.00 / 1.21 | 0.62 | 0.04 |
| 4. Faculty provide timely feedback about student progress. | 6.48 | 5.95 / 1.23 | 0.53 | 6.62 | 5.79 / 1.41 | 0.83 | 0.16 |
| 8. Student-to-student collaborations are valuable to me. | 4.60 | 5.49 / 1.50 | -0.89 | 5.40 | 5.54 / 1.42 | -0.14 | -0.05 |
| 11. Student assignments are clearly defined in the syllabus. | 6.72 | 6.18 / 0.99 | 0.54 | 6.68 | 5.97 / 1.30 | 0.71 | 0.21 |
| 13. The frequency of student and instructor interactions is adequate. | 6.28 | 5.89 / 1.17 | 0.39 | 6.40 | 5.80 / 1.36 | 0.60 | 0.09 |
| 17. Assessment and evaluation procedures are clear and reasonable. | 6.33 | 5.70 / 1.33 | 0.63 | 6.53 | 5.97 / 1.25 | 0.56 | -0.27 |
| 20. The quality of online instruction is excellent. | 6.70 | 5.73 / 1.47 | 0.97 | 6.69 | 5.86 / 1.38 | 0.83 | -0.13 |
| 25. Faculty are responsive to student needs. | 6.52 | 5.79 / 1.22 | 0.73 | 6.66 | 5.90 / 1.36 | 0.76 | -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

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

| Scale/Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|--|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| STUDENT SERVICES | 6.14 | 5.39 / 1.07 | 0.75 | 6.41 | 5.85 / 1.14 | 0.56 | -0.46 ** |
| 10. This institution responds quickly when I request information. | 6.35 | 5.44 / 1.70 | 0.91 | 6.60 | 5.94 / 1.40 | 0.66 | -0.50 * |
| 15. Channels are available for providing timely responses to student complaints. | 5.98 | 5.23 / 1.35 | 0.75 | 6.33 | 5.51 / 1.62 | 0.82 | -0.28 |
| 19. Online career services are available. | 6.06 | 5.15 / 1.58 | 0.91 | 6.16 | 5.69 / 1.47 | 0.47 | -0.54 * |
| 22. I am aware of whom to contact for questions about programs and services. | 6.09 | 5.46 / 1.57 | 0.63 | 6.53 | 5.97 / 1.38 | 0.56 | -0.51 ** |
| 26. The bookstore provides timely service to students. | 6.18 | 5.59 / 1.27 | 0.59 | 6.38 | 6.08 / 1.27 | 0.30 | -0.49 ** |

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

National Group Means are based on 114138 records.

Institutional Summary

Items: In Sequential Order

| Item | Shoreline 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. | 6.24 | 6.02 / 1.11 | 0.22 | 6.47 | 5.98 / 1.21 | 0.49 | 0.04 |
| 2. My program advisor is accessible by telephone and e-mail. | 6.49 | 5.92 / 1.25 | 0.57 | 6.49 | 6.03 / 1.36 | 0.46 | -0.11 |
| 3. Instructional materials are appropriate for program content. | 6.72 | 6.04 / 1.21 | 0.68 | 6.62 | 6.00 / 1.21 | 0.62 | 0.04 |
| 4. Faculty provide timely feedback about student progress. | 6.48 | 5.95 / 1.23 | 0.53 | 6.62 | 5.79 / 1.41 | 0.83 | 0.16 |
| 5. My program advisor helps me work toward career goals. | 6.54 | 5.53 / 1.68 | 1.01 | 6.32 | 5.59 / 1.61 | 0.73 | -0.06 |
| 6. Tuition paid is a worthwhile investment. | 6.62 | 5.76 / 1.37 | 0.86 | 6.65 | 5.76 / 1.45 | 0.89 | 0.00 |
| 7. Program requirements are clear and reasonable. | 6.68 | 6.07 / 1.21 | 0.61 | 6.63 | 5.94 / 1.29 | 0.69 | 0.13 |
| 8. Student-to-student collaborations are valuable to me. | 4.60 | 5.49 / 1.50 | -0.89 | 5.40 | 5.54 / 1.42 | -0.14 | -0.05 |
| 9. Adequate financial aid is available. | 6.57 | 5.73 / 1.55 | 0.84 | 6.50 | 5.83 / 1.53 | 0.67 | -0.10 |
| 10. This institution responds quickly when I request information. | 6.35 | 5.44 / 1.70 | 0.91 | 6.60 | 5.94 / 1.40 | 0.66 | -0.50 * |
| 11. Student assignments are clearly defined in the syllabus. | 6.72 | 6.18 / 0.99 | 0.54 | 6.68 | 5.97 / 1.30 | 0.71 | 0.21 |
| 12. There are sufficient offerings within my program of study. | 6.63 | 5.74 / 1.47 | 0.89 | 6.58 | 5.94 / 1.28 | 0.64 | -0.20 |
| 13. The frequency of student and instructor interactions is adequate. | 6.28 | 5.89 / 1.17 | 0.39 | 6.40 | 5.80 / 1.36 | 0.60 | 0.09 |
| 14. I receive timely information on the availability of financial aid. | 6.26 | 5.44 / 1.55 | 0.82 | 6.45 | 5.76 / 1.55 | 0.69 | -0.32 |
| 15. Channels are available for providing timely responses to student complaints. | 5.98 | 5.23 / 1.35 | 0.75 | 6.33 | 5.51 / 1.62 | 0.82 | -0.28 |
| 16. Appropriate technical assistance is readily available. | 6.00 | 5.76 / 1.04 | 0.24 | 6.51 | 6.06 / 1.27 | 0.45 | -0.30 |

* 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 114138 records.

Institutional Summary

Items: In Sequential Order

| Item | Shoreline 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. | 6.33 | 5.70 / 1.33 | 0.63 | 6.53 | 5.97 / 1.25 | 0.56 | -0.27 |
| 18. Registration for online courses is convenient. | 6.56 | 6.26 / 1.15 | 0.30 | 6.64 | 6.37 / 1.10 | 0.27 | -0.11 |
| 19. Online career services are available. | 6.06 | 5.15 / 1.58 | 0.91 | 6.16 | 5.69 / 1.47 | 0.47 | -0.54 * |
| 20. The quality of online instruction is excellent. | 6.70 | 5.73 / 1.47 | 0.97 | 6.69 | 5.86 / 1.38 | 0.83 | -0.13 |
| 21. Adequate online library resources are provided. | 5.72 | 5.50 / 1.33 | 0.22 | 6.53 | 6.09 / 1.27 | 0.44 | -0.59 ** |
| 22. I am aware of whom to contact for questions about programs and services. | 6.09 | 5.46 / 1.57 | 0.63 | 6.53 | 5.97 / 1.38 | 0.56 | -0.51 ** |
| 23. Billing and payment procedures are convenient for me. | 6.37 | 5.94 / 1.38 | 0.43 | 6.56 | 6.16 / 1.27 | 0.40 | -0.22 |
| 24. Tutoring services are readily available for online courses. | 5.57 | 5.00 / 1.72 | 0.57 | 6.09 | 5.62 / 1.56 | 0.47 | -0.62 * |
| 25. Faculty are responsive to student needs. | 6.52 | 5.79 / 1.22 | 0.73 | 6.66 | 5.90 / 1.36 | 0.76 | -0.11 |
| 26. The bookstore provides timely service to students. | 6.18 | 5.59 / 1.27 | 0.59 | 6.38 | 6.08 / 1.27 | 0.30 | -0.49 ** |
| 27. Campus item: Online classes have allowed me to pursue my education while working, having a family, etc. outside of college. | 6.69 | 6.39 / 1.04 | 0.30 | | | | |
| 28. Campus item: I am adequately informed about the college through my go.shoreline.edu email account. | 6.13 | 6.36 / 0.93 | -0.23 | | | | |
| 29. Campus item: I feel connected to the Shoreline Community College community. | 5.15 | 5.40 / 1.52 | -0.25 | | | | |
| 30. Campus item: Student services were accessible to me without having to come to campus. | 6.24 | 5.47 / 1.68 | 0.77 | | | | |
| 31. Campus item: eLibrary services met my needs as an online learner. | 5.58 | 5.29 / 1.36 | 0.29 | | | | |

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National Group Means are based on 114138 records.

Institutional Summary

Items: In Sequential Order

| Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|--|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 32. Campus item: eTutoring options met my needs as an online learner. | 5.51 | 4.69 / 1.75 | 0.82 | | | | |
| 33. Campus item: Counseling services met my needs as an online learner. | 5.55 | 4.81 / 1.77 | 0.74 | | | | |
| 34. Campus item: I access my course materials and/or college services using a mobile device like a phone, laptop, or tablet. | 6.22 | 6.22 / 1.02 | 0.00 | | | | |
| 35. Campus item: Most of my online classes get me actively involved in learning. | 6.26 | 6.02 / 1.30 | 0.24 | | | | |
| 36. Campus item: There are many opportunities to interact with faculty in my online class. | 6.17 | 5.77 / 1.43 | 0.40 | | | | |
| 37. Source of information: Catalog and brochures (printed) | 3.79 | | | 4.59 | | | |
| 38. Source of information: Catalog (online) | 5.77 | | | 5.96 | | | |
| 39. Source of information: College representatives | 4.10 | | | 5.65 | | | |
| 40. Source of information: Web site | 5.86 | | | 6.35 | | | |
| 41. Source of information: Advertisements | 3.20 | | | 4.47 | | | |
| 42. Source of information: Recommendation from instructor or program advisor | 5.25 | | | 5.64 | | | |
| 43. Source of information: Contact with current students and / or recent graduates of the program | 4.46 | | | 5.24 | | | |
| 44. Factor to enroll: Ability to transfer credits | 5.69 | | | 6.17 | | | |
| 45. Factor to enroll: Cost | 6.18 | | | 6.26 | | | |
| 46. Factor to enroll: Financial assistance available | 5.86 | | | 6.36 | | | |

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National Group Means are based on 114138 records.

Institutional Summary
Items: In Sequential Order

| Item | Shoreline Community College - PSOL | | | National Online Learners | | | Mean Difference |
|--|------------------------------------|-------------------|-----------------|--------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 47. Factor to enroll: Future employment opportunities | 5.83 | | | 6.23 | | | |
| 48. Factor to enroll: Reputation of institution | 5.83 | | | 6.37 | | | |
| 49. Factor to enroll: Work schedule | 6.34 | | | 6.60 | | | |
| 50. Factor to enroll: Flexible pacing for completing a program | 6.26 | | | 6.65 | | | |
| 51. Factor to enroll: Convenience | 6.73 | | | 6.77 | | | |
| 52. Factor to enroll: Distance from campus | 6.19 | | | 5.29 | | | |
| 53. Factor to enroll: Program requirements | 6.09 | | | 6.48 | | | |
| 54. Factor to enroll: Recommendations from employer | 4.00 | | | 5.13 | | | |

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

National Group Means are based on 114138 records.

Institutional Summary

Summary Items

| Summary Item | Shoreline Community College - PSOL | National Online Learners | Mean Difference |
|--|------------------------------------|--------------------------|-----------------|
| So far, how has your college experience met your expectations? | Average: 5.13 | Average: 5.18 | -0.05 |
| 1=Much worse than expected | 0% | 2% | |
| 2=Quite a bit worse than I expected | 1% | 1% | |
| 3=Worse than I expected | 1% | 6% | |
| 4=About what I expected | 29% | 23% | |
| 5=Better than I expected | 32% | 25% | |
| 6=Quite a bit better than I expected | 18% | 15% | |
| 7=Much better than expected | 16% | 26% | |
| Rate your overall satisfaction with your experience here thus far. | Average: 5.78 | Average: 5.83 | -0.05 |
| 1=Not satisfied at all | 0% | 1% | |
| 2=Not very satisfied | 1% | 2% | |
| 3=Somewhat dissatisfied | 3% | 4% | |
| 4=Neutral | 5% | 5% | |
| 5=Somewhat satisfied | 20% | 11% | |
| 6=Satisfied | 41% | 37% | |
| 7=Very satisfied | 27% | 37% | |
| All in all, if you had to do it over, would you enroll here again? | Average: 6.04 | Average: 5.86 | 0.18 |
| 1=Definitely not | 1% | 2% | |
| 2=Probably not | 1% | 4% | |
| 3=Maybe not | 3% | 3% | |
| 4=I don't know | 1% | 6% | |
| 5=Maybe yes | 12% | 7% | |
| 6=Probably yes | 30% | 26% | |
| 7=Definitely yes | 47% | 49% | |