



**Pacific Oaks College**  
**Student Satisfaction Survey**

**Field Interviewing: March 16, 2015 to April 13, 2015**

Office of Institutional Research | [OIR@tcsedsystem.edu](mailto:OIR@tcsedsystem.edu) | (312) 467 – 6033 | Spring 2015



## Table of Contents

Executive Summary .....	1
Introduction .....	2
Methodology .....	2
Pacific Oaks College Population v. Sample .....	3
Analysis .....	4
General Evaluations of Pacific Oaks.....	5
Importance of Factors to Overall Satisfaction at Pacific Oaks .....	8
Academics .....	14
Instruction & Advising.....	18
Instruction .....	18
Advising.....	19
Student Services & Administration.....	22
Communication .....	22
Hours of Operation .....	27
Evaluation of Services .....	31
Interest in Services.....	34
New Student Orientation .....	36
Technology .....	39
HelpDesk .....	39
Canvas .....	42
Technology in Classrooms.....	44
Information Security & Intuit .....	45
Facilities .....	48
Safety & Security .....	52
Culture Centered Practices .....	54
Preparation for Professional Life.....	57
Topline .....	60

## Executive Summary

- Overall, respondents report that their experience with Pacific Oaks College (PO) is positive. Respondents report substantial agreement with the following statements:
  - My overall experience at Pacific Oaks has met my expectations
  - I made the right choice by enrolling at Pacific Oaks College
  - I would recommend Pacific Oaks College to friends/ family considering careers in human development, early childhood education, marital & family therapy, or teaching.
- The following four statements are the most important factors concerning overall satisfaction with PO:
  - Learning the most you can from every experience
  - The value that PO places on each individual student
  - Being at a college that shares your vision for society
  - Academic rigor or your degree program.
- The online campus reports a higher level of satisfaction with the practicum process than the Off-Site campuses and the Pasadena campus.
- The Pasadena campus is drastically less satisfied with the process of registering for courses and the availability of courses to allow progress toward the completion of their degree than the Off-Site campuses and the Online campus.
- In general, respondents report that they are not aware of campus advisory/emergency action plans at PO.
- In general, respondents report mediocre evaluations of Canvas at the PO. In particular, respondents do not find the platform easy to navigate or use and that instructors could use the platform more effectively. Not surprisingly, respondents who use Canvas the least, respondents from the Off-Site campuses and the Pasadena campus, hold the lowest evaluations of Canvas.

## Introduction

Pacific Oaks College is committed to providing quality services to their students. To accomplish this, Pacific Oaks College has tasked the Office of Institutional Research (OIR) to conduct a web-based assessment of students' satisfaction with the institution. The purpose of this assessment is examine the services provided Pacific Oaks College to understand students' needs, and based on the information improve Pacific Oaks College across a wide range of areas.

The 2015 assessment has two main functions:

1. To provide information that can better inform student needs to the administration;
2. To provide information that can help Pacific Oaks College improve its academic programs and student services.

## Methodology

The goal of the Office of Institutional Research's Spring 2015 assessment of Pacific Oaks College is to provide the information needed to serve these functions. Therefore, we surveyed the entire student population with Pacific Oaks College through a web-based questionnaire that contained a total of 105 questions that were in the form of multiple choice questions, Likert response scales, and open-ended questions.

Using a Spring Custom Term Registration Report from CampusVue, the Office of Institutional Research identified 1,171 active students on March 13, 2015 from the Pasadena and Online campuses and the Instructional/ Off-site Cohorts.<sup>1</sup> The Spring 2015 assessment includes responses from 503 students.

To increase response rates, OIR first contacted individuals using an introductory email on March 16, 2015 that included an individualized link to the questionnaire. Individuals that had not responded to the survey one week later (March 23, 2015) received a reminder email with an individualized link to the questionnaire. A second reminder was emailed one week later (April 1, 2015); a third reminder was emailed on April 10, 2015; and a final reminder was emailed on April 13, 2015. The total number of possible contacts attempted by the Office of Institutional Research was five. Additionally, all individuals who completed some portion of the survey were entered into a drawing to win an iPad mini or a gift card to the Amazon store; respectively, one respondent was randomly selected from all campuses for the iPad Mini and one respondent from each campus was selected for an Amazon store gift card.

Contact information for each individual was provided by OIR. The survey was conducted between March 16, 2015 and April 13, 2015. Of the 1,171 individuals included in the sample, 465 completed the survey in full and 38 partially completed the survey.<sup>2</sup> The overall response rate for the survey is 43.0 percent with an 83.8 percent

---

<sup>1</sup> Due to the number of Instructional/ Off-Site Cohorts, OIR collapsed all cohorts into one group that is referred to as the Off-Site campuses for analysis purposes.

<sup>2</sup> For this analysis, a survey was counted as a partial completion if they at least saw the following question: "How satisfied are you with your OVERALL academic experience at Pacific Oaks College?" which is approximately 50 percent of the survey.

cooperation rate and a margin of error of  $\pm 4.4$  percent.<sup>3</sup> The response rate for each campus is as follows: Instructional/ Off-Site Cohort (Off-Site campuses) is 49.6 percent, Online campus is 38.8 percent, and Pasadena 42.0 percent. The results presented in the following analyses consider overall trends from 503 students from Pacific Oaks College and campus-level trends.

### Pacific Oaks College Population v. Sample

The corresponding table (Table 1) compares two groups: the overall student population of Pacific Oaks College (PO) and the sample used in this assessment. As seen in Table 1, the assessment sample is extremely representative of the PO population as it closely resembles PO’s population with respect to demographics.

**Table 1: Population and Assessment Sample Demographic of PO Students**

	Spring 2015 (A) Pacific Oaks Census Report	Spring 2015 Student Satisfaction Assessment Sample	Difference between PO Population & Sample
<b>(n)</b>	<b>(1,171)</b>	<b>(503)</b>	<b>(668)</b>
<b>Campus</b>			
Off-Site	24.0%	28.0%	-4.0%
Online	27.0%	24.0%	3.0%
Pasadena	49.0%	48.0%	1.0%
<b>Gender</b>			
Female	91.0%	92.0%	-1.0%
Male	9.0%	8.0%	1.0%
<b>Race/Ethnicity</b>			
Hispanic/ Latino(a)	49.0%	47.4%	1.6%
Black/ African- American	13.0%	12.1%	0.9%
White	25.0%	25.8%	-0.8%
Other	13.0%	14.7%	1.7%

Data Source: Spring 2015 (A) Pacific Oaks Census Report & PO Student Satisfaction Survey 2015

In regards to gender, the proportion of students who identify as female or male is within 1.0 percentage point of the population. When examining race/ethnicity, the proportion of students who identify as an *Other* race/ethnicity is 1.7 percentage points higher than the PO population. Finally, the largest discrepancy between the assessment sample and the population is among Off-Site students, a difference of 4.0 percentage points; however, this difference is well within the margin of error for this survey,  $\pm 4.4$  percent.

<sup>3</sup> Response rate and cooperation rate was calculated in guidelines with AAPOR guidelines. The margin of error was calculated using the following formula:  $E = \frac{Z_{\alpha/2}}{(2+\sqrt{n})}$ , where  $Z_{\alpha/2} = 1.96$  and n is the number of respondents who completed the survey, 503.

## Analysis

The survey instrument included 105 survey items assessing attitudes regarding student satisfaction toward Pacific Oaks College. The majority of the questions were evaluated using a 5-point or 4-point Likert Scale with survey items asking respondents to report their level of agreement, satisfaction, interest, importance, and preparedness with the provided statements.

In order to examine how respondents from the three campuses assess student satisfaction at Pacific Oaks College, OIR identified a total of ten themes: general evaluations of Pacific Oaks College, the importance of factors to overall satisfaction, academics, instruction and advising, student services and administration, technology, facilities, safety and security, culture centered practices, and preparation for professional life based on survey item question wording. For each theme, OIR conducted a series of analyses of variance (ANOVAs)<sup>4</sup> on the survey items at the 95 percent confidence level. Each of the subsequent sections provides a detailed analysis of those survey items.

---

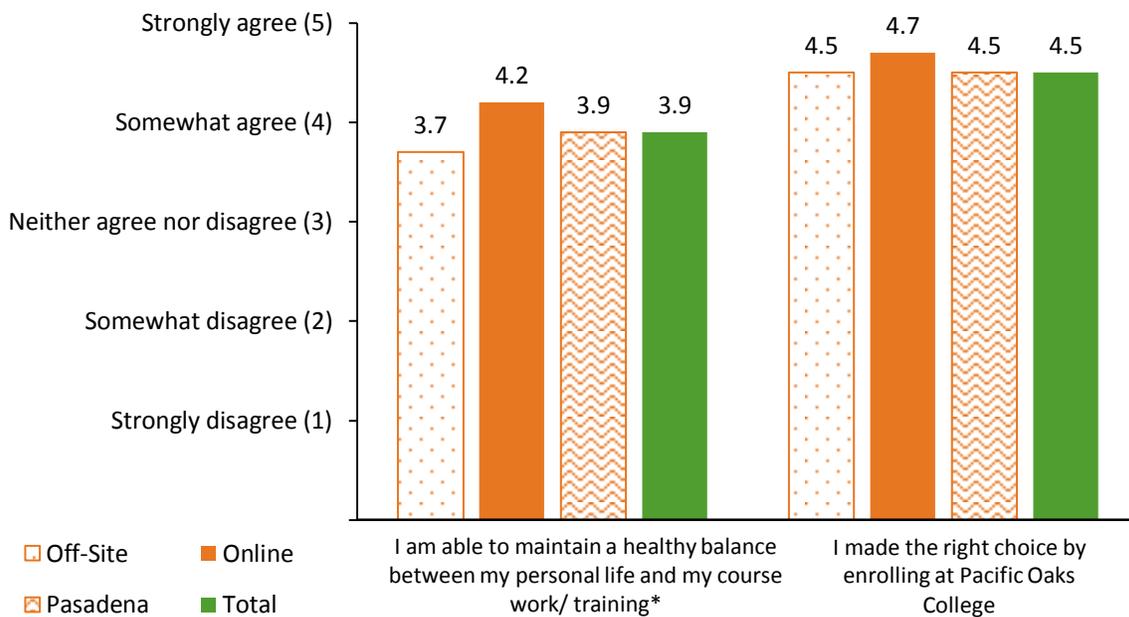
<sup>4</sup> An ANOVA is a set of statistical models used to analyze the variation among and between groups to determine if the means of several groups are equal.

## General Evaluations of Pacific Oaks

Respondents were asked to evaluate four statements that measure their general evaluations of PO. Responses range from *Strongly disagree* (1), *Somewhat disagree* (2), *Neither agree nor disagree* (3), *Somewhat agree* (4), to *Strongly agree* (5) where more positive values indicate higher levels of agreement.

Overall, respondents report positive evaluations of PO (See Figure 1a and Figure 1b), such that, on average responses range from either *Somewhat agree* to *Strongly agree* ( $4.0 < \bar{x} < 5.0$ ) or *Neither agree nor disagree* to *Somewhat agree* ( $3.0 < \bar{x} < 4.0$ ).

**Figure 1a: General Evaluations of Pacific Oaks**



Data Source: PO Student Satisfaction Survey 2015

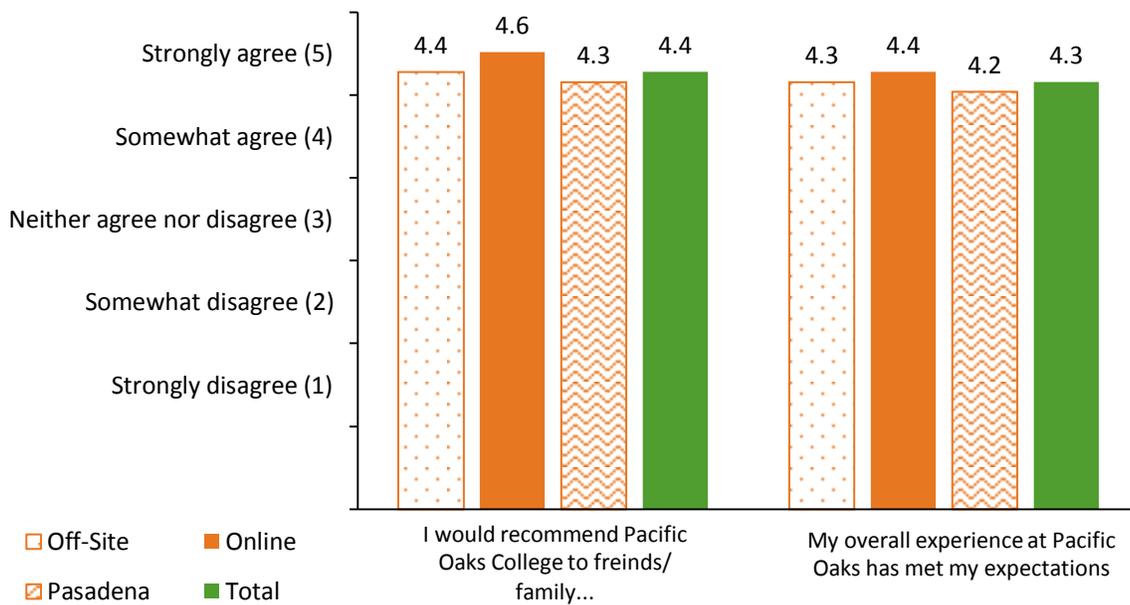
**I am able to maintain a healthy balance between my personal life and my course work/ training.** On average, respondents report agreement with the statement “I am able to maintain a healthy balance between my personal life and my course work/ training.” The typical response ranges from *Neither agree nor disagree* to *Somewhat agree* ( $\bar{x} = 3.9$ ; See Figure 1a). A one-way ANOVA finds that there are statistically significant differences in how respondents from the different campuses evaluate this statement,  $F(2, 480) = 5.036$ . Further analysis using a Tukey post hoc test finds that respondents from the Online campus report higher levels of agreement ( $\bar{x} = 4.2$ ) with this statement than respondents from the Off-Site campuses ( $\bar{x} = 3.7$ ;  $p$ -value = 0.006) and the Pasadena campus ( $\bar{x} = 3.9$ ;  $p$ -value = 0.050).<sup>5</sup>

<sup>5</sup> A post hoc test is used after finding a significant difference between conditions to determine where significant differences exist. For example, the ANOVA revealed that campuses evaluate the statement “I am able to maintain a healthy balance

**I made the right choice by enrolling at Pacific Oaks College.** Respondents report a high level of agreement when evaluating this statement. The typical response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.5$ ; See Figure 1a). Respondents from the Online campus display a slightly higher level of agreement ( $\bar{x} = 4.7$ ) with the statement than respondents from the Off-Site campuses ( $\bar{x} = 4.5$ ) and Pasadena campus ( $\bar{x} = 4.5$ ). However, these differences are statistically indistinguishable, such that, the three campuses evaluate the statement “I made the right choice by enrolling at Pacific Oaks College” the same.

**I would recommend Pacific Oaks College to friends/ family considering careers in human development, early childhood education, marital & family therapy, or teaching.** Overall, respondents agreement with this statement with the typical response ranging from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.4$ ; See Figure 1b). Respondents from the Pasadena campus display the lowest level of agreement ( $\bar{x} = 4.3$ ) followed by respondents from the Off-Site campuses ( $\bar{x} = 4.4$ ) and respondents from the Online campus ( $\bar{x} = 4.6$ ). Yet, these differences are negligible.

**Figure 1b: General Evaluations of Pacific Oaks**



Data Source: PO Student Satisfaction Survey 2015

**My overall experience at Pacific Oaks has met my expectations.** On average, respondents report agreeing with the statement, “My overall experience at Pacific Oaks has met my expectations,” with the typical response ranging from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.3$ ; See Figure 1b). Campus level evaluations are consistent with respondents from the Online campus reporting the highest level of agreement ( $\bar{x} = 4.4$ ) followed by the Off-Site campuses ( $\bar{x} = 4.3$ ) and the Pasadena campus ( $\bar{x} = 4.2$ ).

between my personal life and my course work/ training.” differently. However, you cannot determine which campuses are different from one another without using a post hoc test. OIR researchers used a Tukey post hoc test due to its conservative approach.

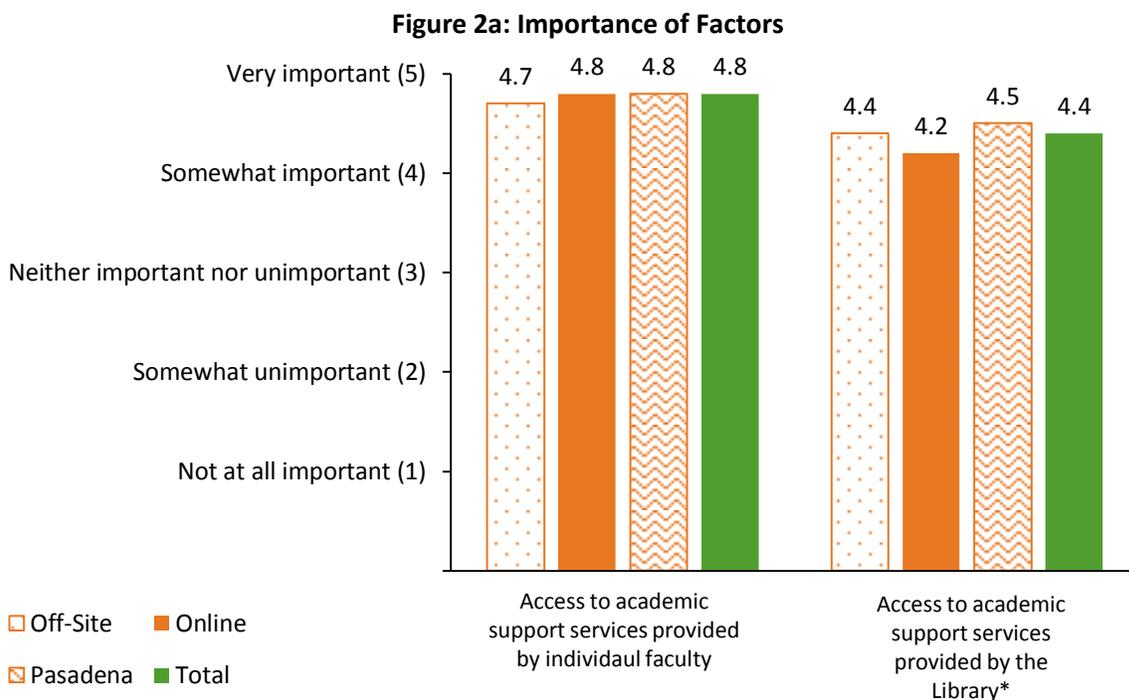


## Importance of Factors to Overall Satisfaction at Pacific Oaks

Respondents were asked to evaluate the importance of 10 statements in relation to their overall satisfaction with Pacific Oaks with students from the Off-Site campuses evaluating 12 statements. Responses range from *Not at all important* (1), *Somewhat important* (2), *Neither important nor unimportant* (3), *Somewhat important* (4), and *Very important* (5) where more positive values indicate higher levels of importance.

Overall, respondents report that the 10 shared statements are important to their overall satisfaction with PO, such that, on average, responses range from *Somewhat important* to *Very important* ( $4.0 < \bar{x} < 5.0$ ).

**Access to academic support services provided by individual faculty.** On average, respondents report that this statement is important to their overall satisfaction with PO. The statement displays a mean of 4.8 with the average response ranging from *Somewhat important* to *Very important*. The evaluations from the three campuses are extremely consistent,  $F(2, 499) = 1.081$ , with respondents from the Off-Site campuses reporting a mean of 4.7 and respondents from the Online campus and Pasadena campus a mean of 4.8 (See Figure 2a).

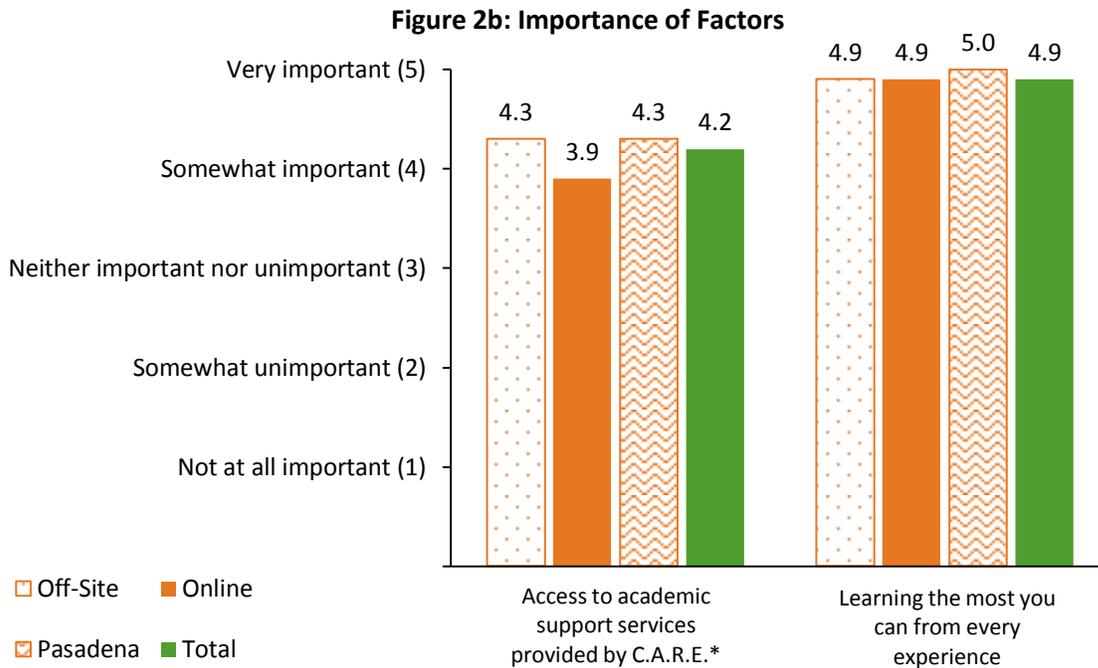


Data Source: PO Student Satisfaction Survey 2015

**Access to academic support services provided by the Library.** Overall, respondents report that having access to academic support services provided by the Library is important to their overall satisfaction with PO with the typical response ranging from *Somewhat important* to *Very important* ( $\bar{x} = 4.4$ , See Figure 2a). A one-way ANOVA reveals that there are statistically significant differences in how respondents from the different campus evaluate this statement,  $F(2, 498) = 5.796$ . Further analysis using a Tukey post-hoc test finds that respondents

from the Online campus report that access to academic support services provided by the library is significantly less important to them than to respondents from the Pasadena campus (p-value = 0.002).

**Access to academic support services provided by C.A.R.E.** When asked how important access to academic support services provided by C.A.R.E. is to their overall satisfaction with PO, respondents display an average response ranging from *Somewhat important* to *Very important* ( $\bar{x} = 4.2$ ; See Figure 2b). However, respondents from the Online campus place a significantly lower value of importance on this statement,  $F(2, 496) = 7.139$  ( $\bar{x} = 3.9$ ) than respondents from the Off-Site campuses ( $\bar{x} = 4.3$ ; p-value = 0.012) and respondents from the Pasadena campus ( $\bar{x} = 4.3$ ; p-value = 0.001)

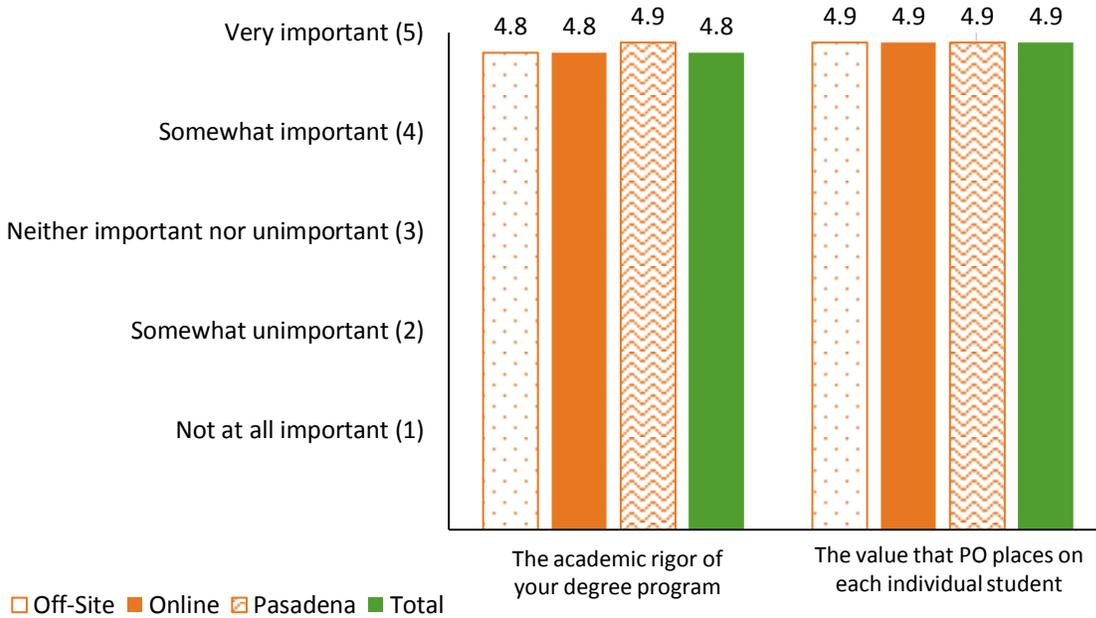


Data Source: PO Student Satisfaction Survey 2015

**Learning the most from every experience.** When asked to evaluate how important learning the most from every experience is to their overall satisfaction with PO, respondents report a high level of importance with the overall average response ranging from *Somewhat important* to *Very important* ( $\bar{x} = 4.9$ ; See Figure 2b). All three campuses display consistent evaluations with respondents from the Off-Site campuses and respondents from the Online campus displaying a mean value of 4.9 and respondents from the Pasadena campus a mean value of 5.0 (See Figure 2b).

**The academic rigor of your degree program.** In general, respondents report that the academic rigor of their degree program is important to their overall satisfaction with PO. The typical response ranges from *Somewhat Important* to *Very important* ( $\bar{x} = 4.8$ ; See Figure 2c). This trend is consistent across the three campuses with the respondents from the Off-Site campuses and respondents from the Online campus displaying a mean value of 4.8 and the Pasadena campus a mean value of 4.9 (See Figure 2c).

**Figure 2c: Importance of Factors**

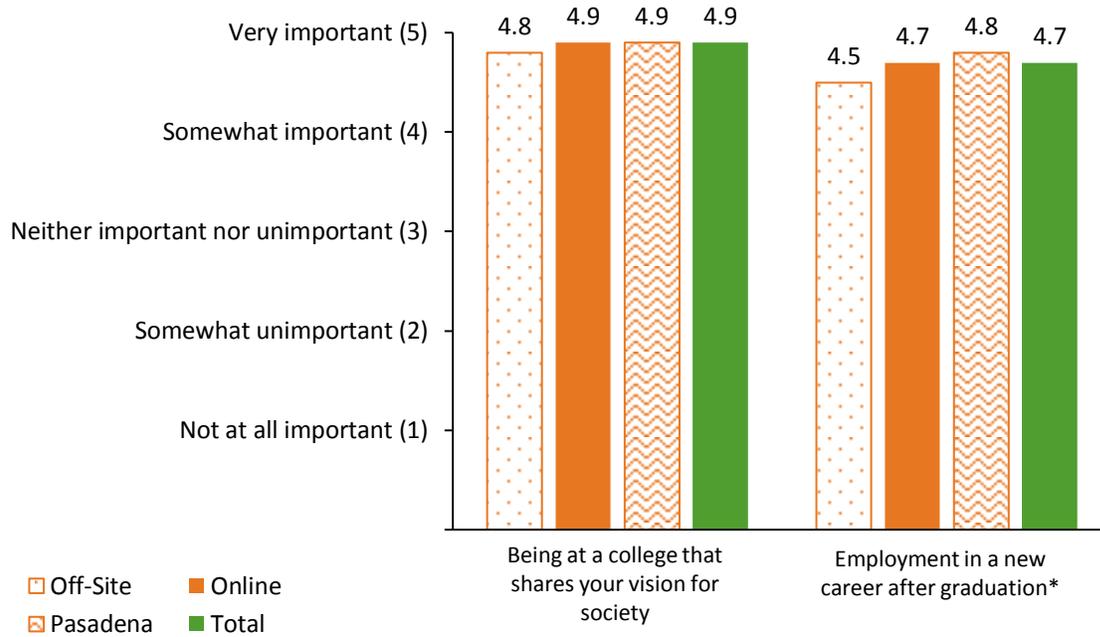


Data Source: PO Student Satisfaction Survey 2015

**The value that PO places on each individual student.** Respondents attribute a high level of importance to the value that PO places on each individual student. The typical response ranges from *Somewhat important* to *Very important* ( $\bar{x} = 4.9$ ) with all three campuses displaying a mean value of 4.9 (See Figure 2c).

**Being at a college that shares your vision for society.** Respondents display a high level of importance to this item with an overall mean value of 4.9. This trend is consistent among the three campuses with respondents from the Off-Site campuses displaying a mean value of 4.8 and respondents from the Online campus and Pasadena campus a mean value of 4.9 (See Figure 2d).

**Figure 2d: Importance of Factors**

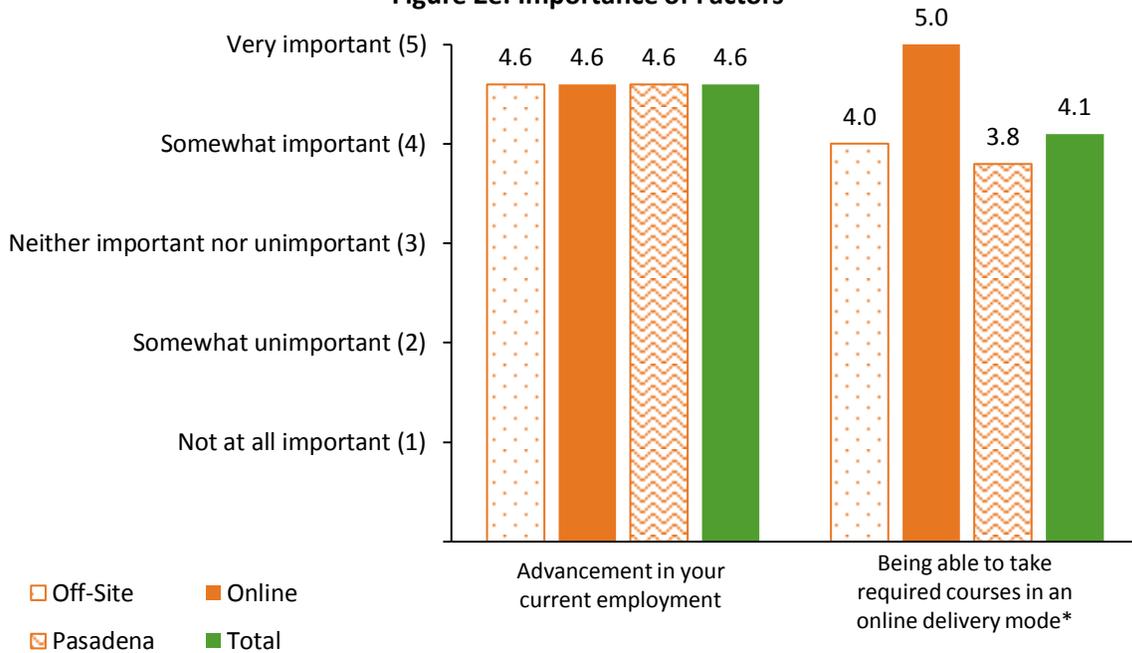


Data Source: PO Student Satisfaction Survey 2015

**Employment in a new career after graduation.** In general, respondents attribute a high level of importance to this item with the typical response ranging from *Somewhat important* to *Very important* ( $\bar{x} = 4.7$ ; See Figure 2d). However, respondents from the Pasadena campus display a significantly higher level of importance for this statement,  $F(2, 496) = 4.791$  ( $\bar{x} = 4.8$ ), than respondents from the Off-Site campuses ( $p$ -value = 0.006).

**Advancement in your current employment.** Overall, respondents report that advance in their current employment is important to their overall satisfaction with PO. The average response ranges from *Somewhat Important* to *Very important* with a mean value of 4.6. This evaluation is consistent among all three campuses who each display a mean value of 4.6 (See Figure 2e).

**Figure 2e: Importance of Factors**

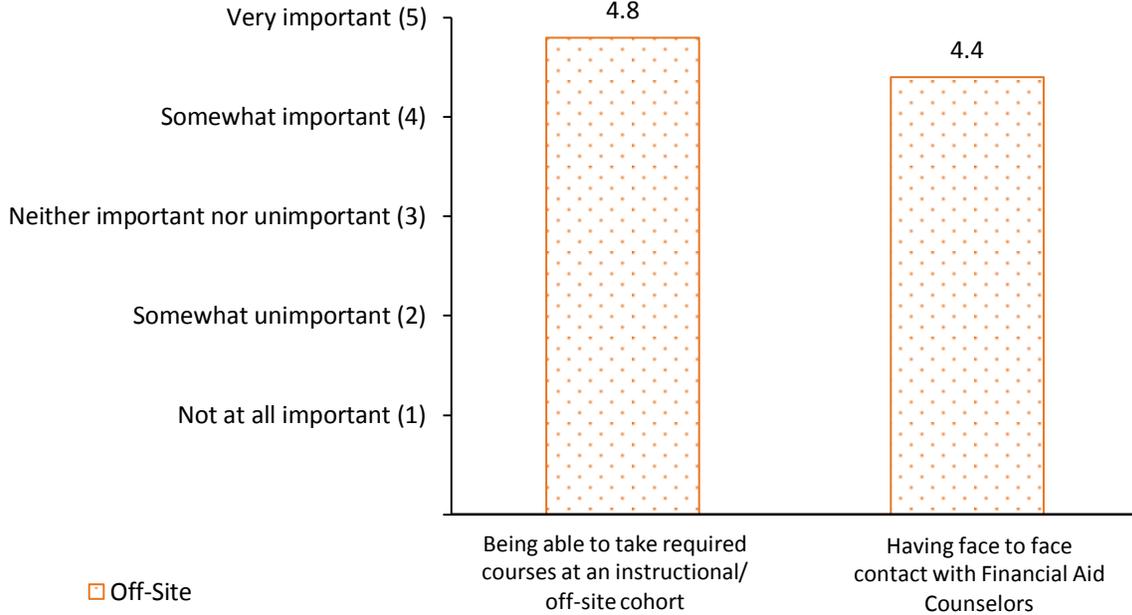


Data Source: PO Student Satisfaction Survey 2015

**Being able to take required courses in an online delivery mode.** Overall, respondents report that being able to take required courses in an online delivery mode is important to their overall satisfaction with PO. The average response ranges from *Somewhat important* to *Very important* ( $\bar{x} = 4.1$ ; See Figure 2e). Yet, a one-way ANOVA reveals significant differences exist among the campuses,  $F(2, 499) = 40.220$ . Specifically, a Tukey post-hoc test finds that respondents from the Online campus report a significantly higher level of importance for this statement than respondents from the Off-Site campuses ( $p\text{-value} = 0.000$ ) and the Pasadena Campus ( $p\text{-value} = 0.000$ ).

**Being able to take required courses at an instructional/ off-site cohort.** Respondents from the Off-Site campuses report that being able to take required courses at an instructional/ off-site cohort is important to their overall satisfaction with PO. The typical response ranges from *Somewhat important* to *Very important* ( $\bar{x} = 4.8$ ; See Figure 2f).

**Figure 2f: Importance of Factors**



Data Source: PO Student Satisfaction Survey 2015

**Having face to face contact with Financial Aid counselors.** Off-Site respondents report that having face to face contact with Financial Aid counselors is important to their overall satisfaction with PO. The typical response ranges from *Somewhat important* to *Very important* ( $\bar{x} = 4.4$ ; See Figure 2f).

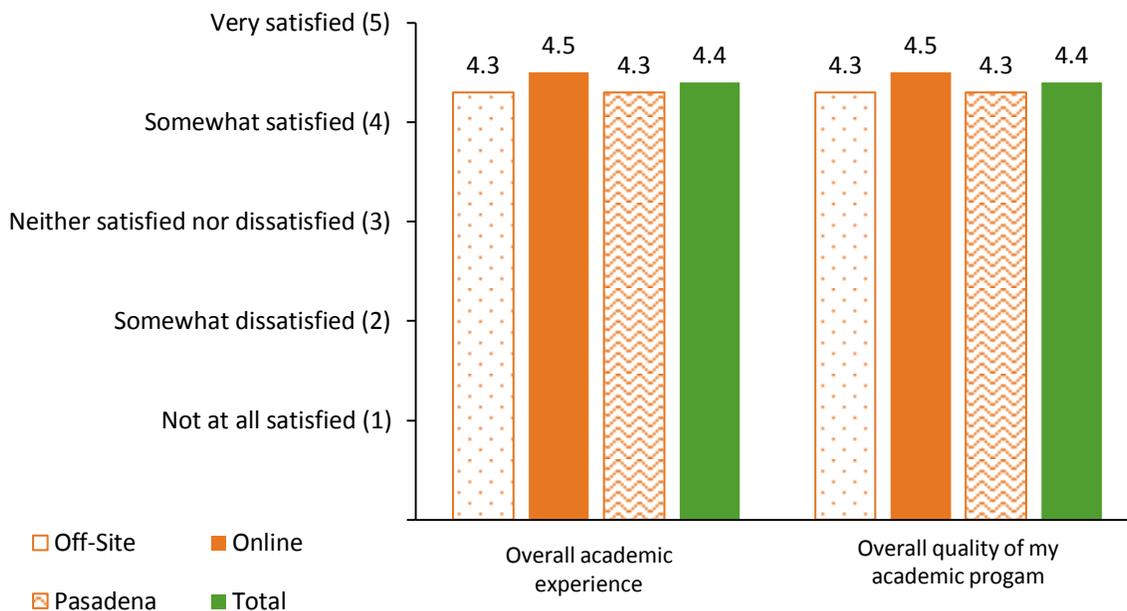
## Academics

Respondents were asked to evaluate their satisfaction with eight statements concerning academics at PO. Statements were evaluated on a 5-point Likert Scale with responses range from *Not at all satisfied* (1), *Somewhat dissatisfied* (2), *Neither satisfied nor dissatisfied* (3), *Somewhat satisfied* (4), and *Very satisfied* (5) where more positive values indicate higher levels of satisfaction.

Overall, respondents report some level of satisfaction with the 8 statements with the average response ranging from *Somewhat satisfied* to *Very satisfied* ( $4.0 < \bar{x} < 5.0$ ) or *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $3.0 < \bar{x} < 4.0$ ).

**Overall academic experience.** On average, respondents report that they are satisfied with their overall academic experience with the typical response ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.4$ ). Responses from the three campuses are extremely consistent,  $F(2, 499) = 0.930$ , with respondents from the Off-Site campuses and Pasadena campus displaying a mean of 4.3 and respondents from the Online campus a mean of 4.5 (See Figure 3a).

**Figure 3a: Satisfaction with Academic Factors**



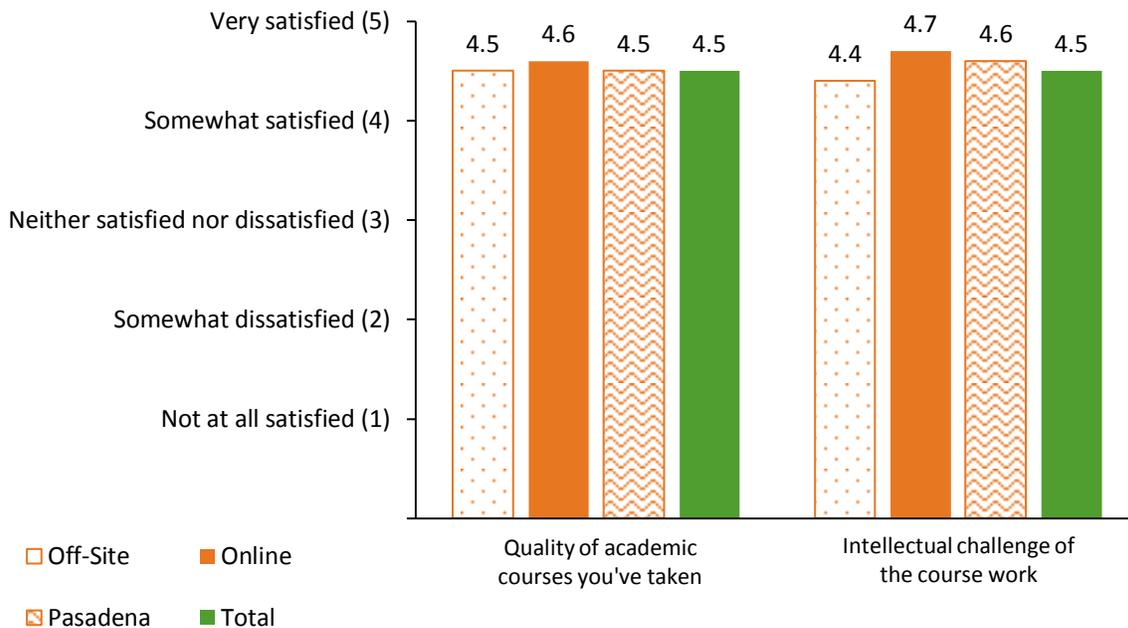
Data Source: PO Student Satisfaction Survey 2015

**Overall quality of my academic program.** When asked their satisfaction with the overall quality of their academic program, respondents report being satisfied. The typical response from all PO campuses ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.4$ ; See Figure 3a). The Off-Site campuses and Pasadena campus display a mean of 4.3 while the Online campus displays a mean of 4.5. However, any differences that exist among the three campuses are statistically insignificant,  $F(2, 492) = 1.159$ .

Office of Institutional Research | [OIR@tcsedsystem.edu](mailto:OIR@tcsedsystem.edu) | (312) 467 – 6033 | Spring 2015

**Quality of academic courses you've taken.** Overall, respondents report a high level of satisfaction with the quality of academic courses they have taken. The average response from all three PO campuses ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.5$ ; See Figure 3b). This high level of satisfaction is consistent,  $F(2, 491) = 1.525$ , across all three campuses with the Off-Site campuses and Pasadena campus displaying a mean of 4.5 and the Online campus a mean of 4.6.

**Figure 3b: Satisfaction with Academic Factors**



Data Source: PO Student Satisfaction Survey 2015

**Intellectual challenge of the coursework.** Respondents report a high level of satisfaction with the intellectual challenge of the coursework at PO. The average response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.5$ ; See Figure 3b). Respondents from the Off-Site campuses report the lowest level of satisfaction ( $\bar{x} = 4.4$ ) followed by respondents from the Pasadena campus ( $\bar{x} = 4.6$ ), and respondents from the Online campus ( $\bar{x} = 4.7$ ). Yet, any differences that might exist among the three campuses are statistically insignificant,  $F(2, 496) = 2.883$ , at the 95 percent confidence level.

**Number of courses taught by my department's core faculty.** Overall, respondents report satisfaction with the number of courses taught by their department's core faculty with the typical response ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.2$ ; See Figure 3c). This evaluation is extremely consistent across all the three PO campuses,  $F(2, 479) = 0.100$ . All three campuses display a mean of 4.2.

**Figure 3c: Satisfaction with Academic Factors**

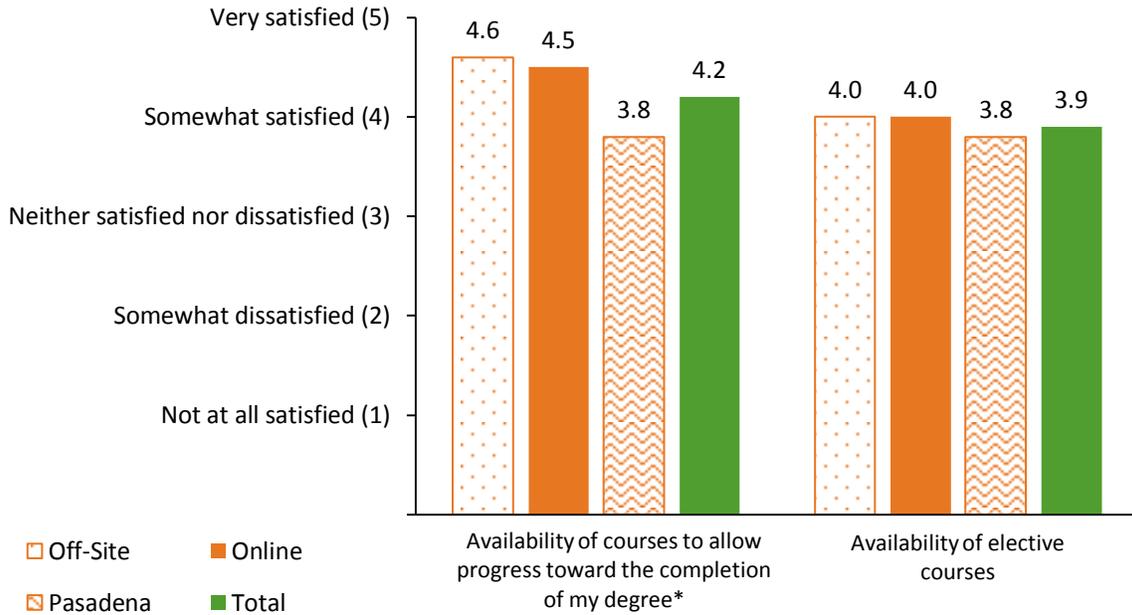


Data Source: PO Student Satisfaction Survey 2015

**Overall experience of the practicum process.** On average, respondents report satisfaction with their overall experience of the practicum process with the typical response ranging from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x} = 3.9$ ; See Figure 3c). A one-way ANOVA finds that there are statistically significant differences in how respondents from the three campuses evaluate their experience of the practicum process,  $F(2, 412) = 5.082$ . In particular, respondents from the Online campus report a higher level of satisfaction than respondents from the Pasadena campus (respectively, means of 4.2 and 3.7 with a p-value = 0.007). However, no significant differences exist between respondents from the Off-Site campuses and respondents from the Online campus or respondents from the Pasadena campus.

**Availability of courses to allow progress toward the completion of my degree.** On average, respondents report satisfaction with the availability of courses that allow progress toward the completion of their degree. Responses tend to range from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.2$ ; See Figure 3d). Yet, evaluations among the three campuses are quite different. The typical response from respondents at the Pasadena campus ranges from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x} = 3.8$ ) while responses from the Off-Site campuses and Online campus range from *Somewhat satisfied* to *Very satisfied* (respectively,  $\bar{x} = 4.6$  and  $\bar{x} = 4.5$ ). A one-way ANOVA and Tukey post hoc test confirms that these differences are statistically significant,  $F(2, 491) = 24.744$ , such that respondents from the Pasadena campus report a significantly lower level of satisfaction than respondents from the Off-Site campuses (p-value=0.000) and respondents from the Online campus (p-value = 0.000).

**Figure 3d: Satisfaction with Academic Factors**



Data Source: PO Student Satisfaction Survey 2015

**Availability of elective courses.** In general, PO respondents report satisfaction with the availability of elective courses with the overall typical response ranging from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x}$  = 3.9; See Figure 3d). The average response for respondents from the Off-Site campuses and Online campus is *Somewhat satisfied* ( $\bar{x}$  = 4.0) while the average response for respondents from the Pasadena campus ranges from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x}$  = 3.8). Despite these differences, a one-way ANOVA confirms that there are no differences in how the three campuses evaluate this survey item,  $F(2, 464) = 2.698$ .

## Instruction & Advising

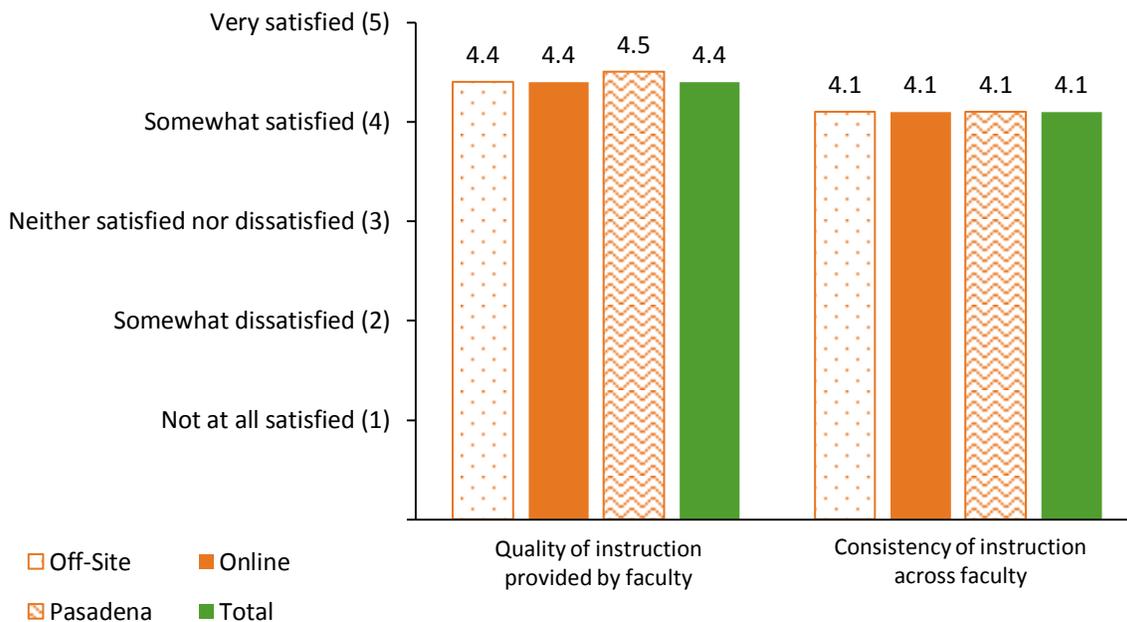
Respondents were asked to evaluate their satisfaction with seven statements concerning instruction and advising at PO. Statements were evaluated on a 5-point Likert Scale with responses range from *Not at all satisfied* (1), *Somewhat dissatisfied* (2), *Neither satisfied nor dissatisfied* (3), *Somewhat satisfied* (4), and *Very satisfied* (5) where more positive values indicate higher levels of satisfaction.

Overall, respondents report some level of satisfaction with the seven statements. Average responses tended to range from *Somewhat satisfied* to *Very satisfied* ( $4.0 < \bar{x} < 5.0$ ) or *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $3.0 < \bar{x} < 4.0$ ).

### Instruction

**Quality of instruction provided by faculty.** When asked about the quality of instruction provided by faculty, PO respondents generally report satisfaction with the typical response ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.4$ ; See Figure 4a). Respondents from all three campuses report the same level of satisfaction,  $F(2, 495) = 0.693$ , with the Off-Site campuses and Online campuses displaying a mean of 4.4 and the Pasadena campus a mean of 4.5.

Figure 4a: Satisfaction with Instruction & Advising

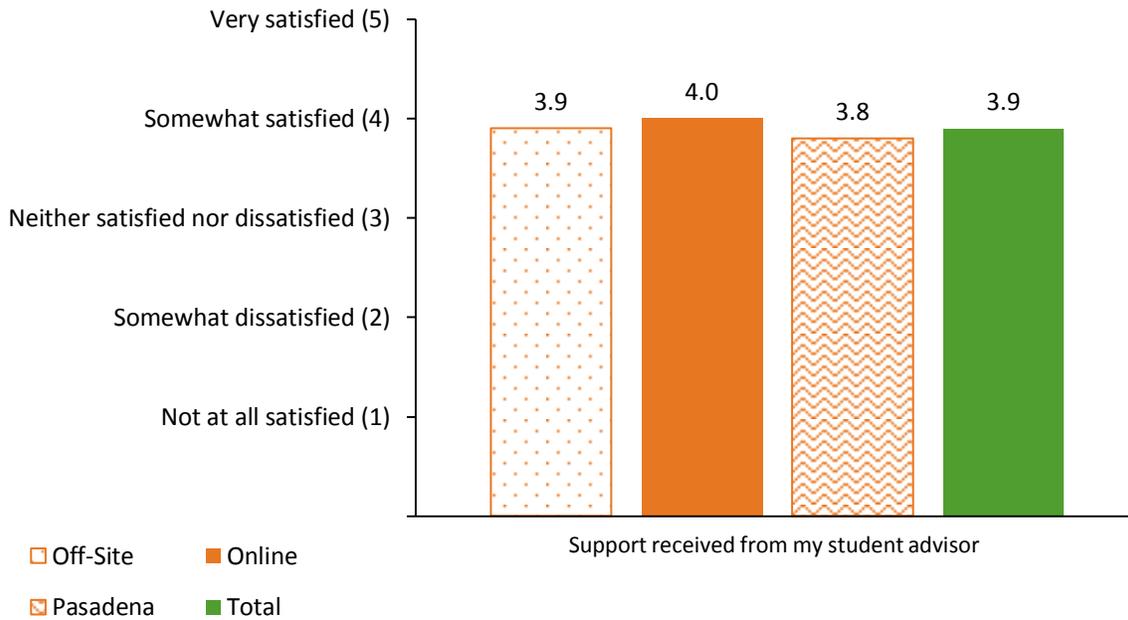


Data Source: PO Student Satisfaction Survey 2015

**Consistency of instruction across faculty.** The average response from all PO respondents ranges from *Somewhat Satisfied* to *Very satisfied* ( $\bar{x} = 4.1$ ). This level of satisfaction is consistent among the three campuses who all display a mean of 4.1,  $F(2, 490) = 0.050$ .

### Advising

**Figure 4b: Satisfaction with Instruction & Advising**

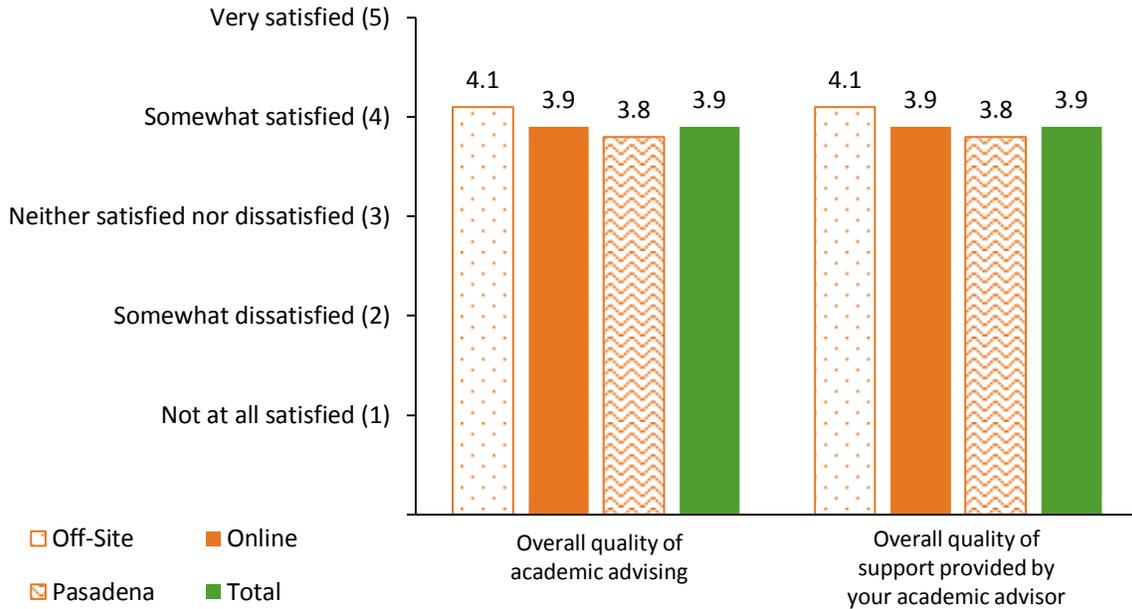


Data Source: PO Student Satisfaction Survey 2015

**Support received from my student advisor.** Overall, PO respondents report satisfaction with the support received from their student advisor with the average response ranging from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x} = 3.9$ ; See Figure 4b). The typical response from the Off-Site campuses and Pasadena campus ranges from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* (respectively,  $\bar{x} = 3.9$  and  $\bar{x} = 3.8$ ) while the typical response from Online respondents is *Somewhat satisfied* ( $\bar{x} = 4.0$ ). However, any differences among the campuses is negligible,  $F(2, 490) = 1.552$ .

**Overall quality of academic advising.** Generally, PO respondents report satisfaction with the overall quality of academic advising at PO. The overall typical response ranges from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x} = 3.9$ ; See Figure 4c). The typical response from respondents at the Online campus and Pasadena campus ranges from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* (respectively,  $\bar{x} = 3.9$  and  $\bar{x} = 3.8$ ) while the typical response from respondents at the Off-Site campuses ranges from *Somewhat satisfied* to *Very Satisfied* ( $\bar{x} = 4.1$ ). However, these differences are minute,  $F(2, 484) = 1.930$ .

**Figure 4c: Satisfaction with Instruction & Advising**

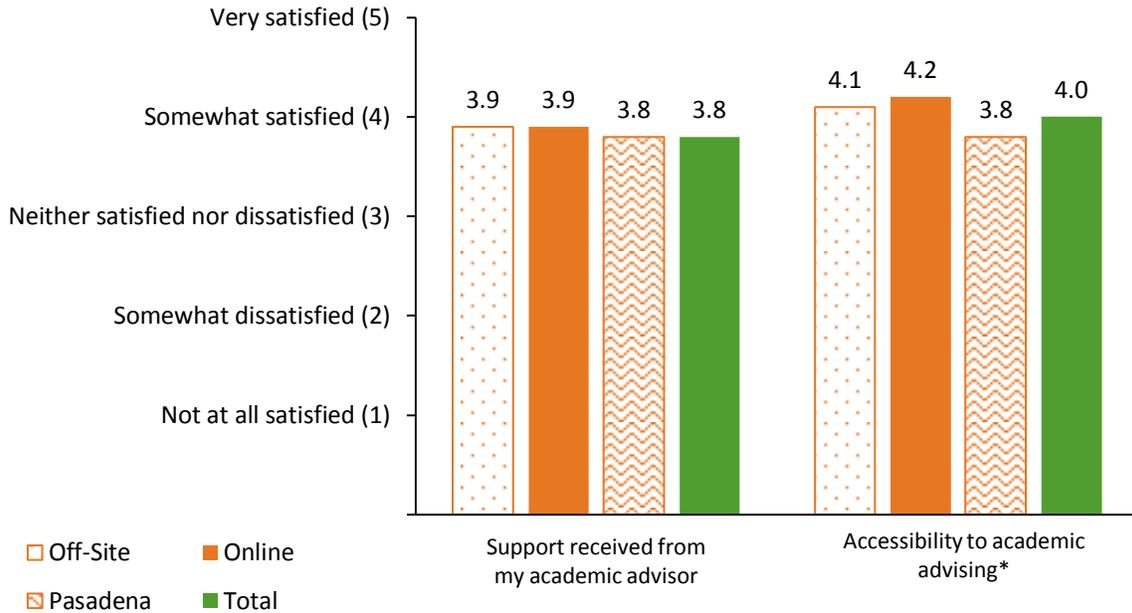


Data Source: PO Student Satisfaction Survey 2015

**Overall quality of support provided by your academic advisor.** Overall, respondents report satisfaction with the quality of support provided by their academic advisor. The average response among PO respondents ranges from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x} = 3.9$ ; See Figure 4c). Respondents from the Off-Site campuses report the highest level of satisfaction ( $\bar{x} = 4.1$ ) followed by respondents from the Online campus ( $\bar{x} = 3.9$ ) and respondents from the Pasadena campus ( $\bar{x} = 3.8$ ). However, these differences are statistically insignificant,  $F(2, 483) = 1.771$ .

**Support received from my academic advisor.** Generally, respondents report satisfaction with the support they receive from their academic advisor with the average response ranging from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x} = 3.8$ ). Evaluations among the different PO campuses are very consistent,  $F(2, 493) = 0.471$ , with the typical response from each campus ranging from *Neither satisfied nor dissatisfied* to *Somewhat satisfied*.

**Figure 4d: Satisfaction with Instruction & Advising**



Data Source: PO Student Satisfaction Survey 2015

**Accessibility to academic advising (mail, phone, office hours, etc.).** When asked their level of satisfaction with the accessibility to academic advising, PO respondents report that they are *Somewhat satisfied* ( $\bar{x} = 4.0$ ; See Figure 4d). Respondents from the Online campus display the highest level of satisfaction ( $\bar{x} = 4.2$ ) followed by respondents from the Off-Site campuses ( $\bar{x} = 4.1$ ) and respondents from the Pasadena campus ( $\bar{x} = 3.8$ ). A one-way ANOVA finds that there are statistically significant differences in how the three campuses evaluate this statement,  $F(2, 489) = 4.918$ . Specifically, respondents from the Pasadena campus report significantly lower evaluations of this statement than respondents from the Off-Site campuses ( $p$ -value = 0.027) and the Online campus ( $p$ -value = 0.029).

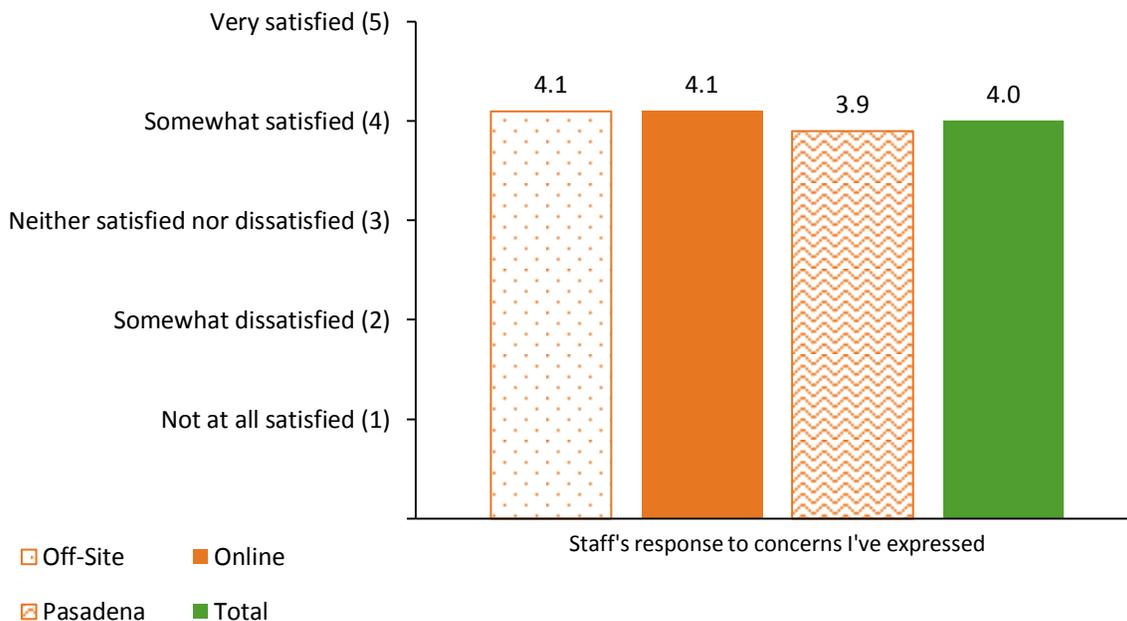
## Student Services & Administration

Respondents were asked to evaluate their satisfaction with approximately thirty survey items regarding student services and administration at PO. Statements were evaluated one of three Likert scales: a 5-point satisfaction scale with responses ranging from *Not at all satisfied* (1), *Somewhat dissatisfied* (2), *Neither satisfied nor dissatisfied* (3), *Somewhat satisfied* (4), to *Very satisfied* (5); a 4-point interest scale with responses ranging from *Not at all interested* (1), *Somewhat uninterested* (2), *Somewhat interested* (3), to *Very interested* (4), and a 5-point agreement scale with responses ranging from *Strongly disagree* (1), *Somewhat disagree* (2), *Neither agree nor disagree* (3), *Somewhat agree* (4), to *Strongly agree* (5). For all scales, more positive values indicate higher levels of satisfaction, interest, or agreement.

Overall, respondents report some level of satisfaction, agreement, or interest with the statements. Average responses tend to range from *Somewhat satisfied* to *Very satisfied* ( $4.0 < \bar{x} < 5.0$ ), *Somewhat agree* to *Strongly agree* ( $4.0 < \bar{x} < 5.0$ ), *Somewhat uninterested* to *Somewhat interested* ( $2.0 < \bar{x} < 3.0$ ) with the exception of four statements with display a low level of satisfaction or agreement: “If I have a question I know which staff member/ department to contact,” communication and hours of the Student Government Association, and “The library’s hours of operation fit my schedule.”

### Communication

**Figure 5a: Satisfaction with Communication from...**



Data Source: PO Student Satisfaction Survey 2015

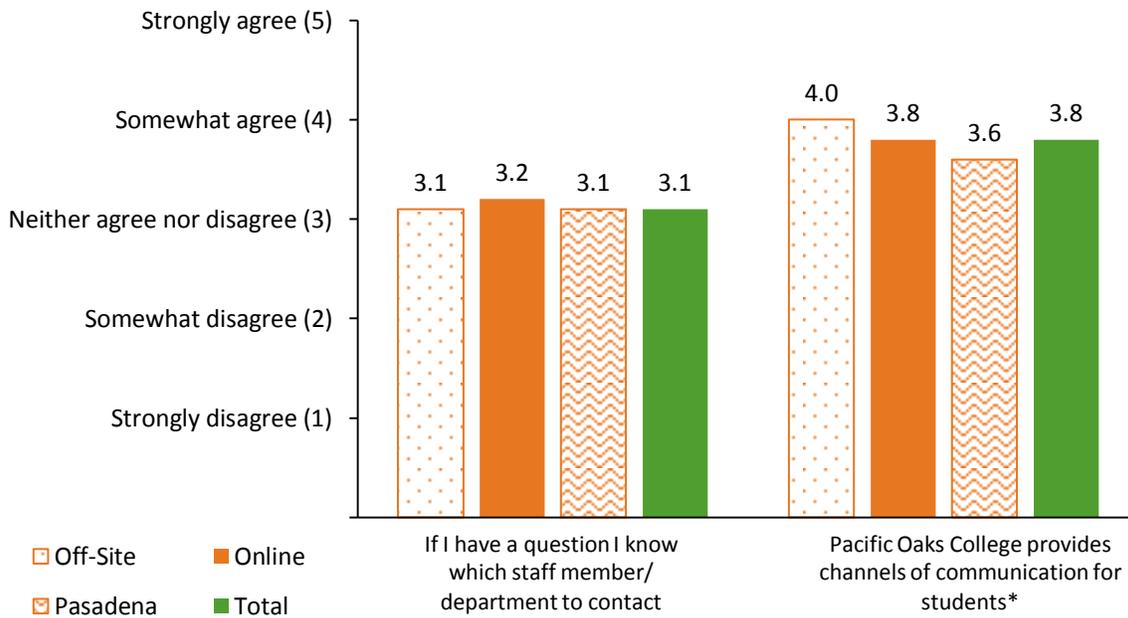
**Staff’s response to concerns I’ve expressed.** On average, PO respondents report satisfaction with staff responses to concerns they have expressed with a typical response of *Somewhat satisfied* ( $\bar{x} = 4.0$ ; See Figure Office of Institutional Research | [OIR@tcsedsystem.edu](mailto:OIR@tcsedsystem.edu) | (312) 467 – 6033 | Spring 2015

5a). The typical response for respondents from the Off-Site campuses and Online campus ranges from *Somewhat satisfied* to *Very satisfied* (respectively,  $\bar{x} = 4.1$  and  $\bar{x} = 4.1$ ) while the typical response from the Pasadena campus ranges from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x} = 3.9$ ). However, any differences that exist among the different campuses evaluations of this statement are negligible,  $F(2, 492) = 1.655$ .

**If I have a question I know which staff member/ department to contact.** PO respondents report a very low level of agreement with the statement “If I have a question I know which staff member/ department to contact.” The typical response ranges from *Neither agree nor disagree* to *Somewhat agree* ( $\bar{x} = 3.1$ ; See Figure 5b). The three campuses display very similar evaluations of this statement,  $F(2, 477) = 0.300$ , such that statistically the campuses evaluate this statement the same.

**Pacific Oaks College provides channels of communication for students.** Overall, PO respondents report agreement with the statement “Pacific Oaks College provides channels of communication for students.” The typical response ranges from *Neither agree nor disagree* to *Somewhat agree* ( $\bar{x} = 3.8$ ; See Figure 5b). A one-way ANOVA finds that there are statistically significant differences in how the campuses evaluate this statement,  $F(2, 476) = 3.756$ . A Tukey post hoc test reveals that respondents from the Pasadena campus report a significantly lower level of satisfaction than respondents from the Off-Site campuses ( $p$ -value = 0.021).

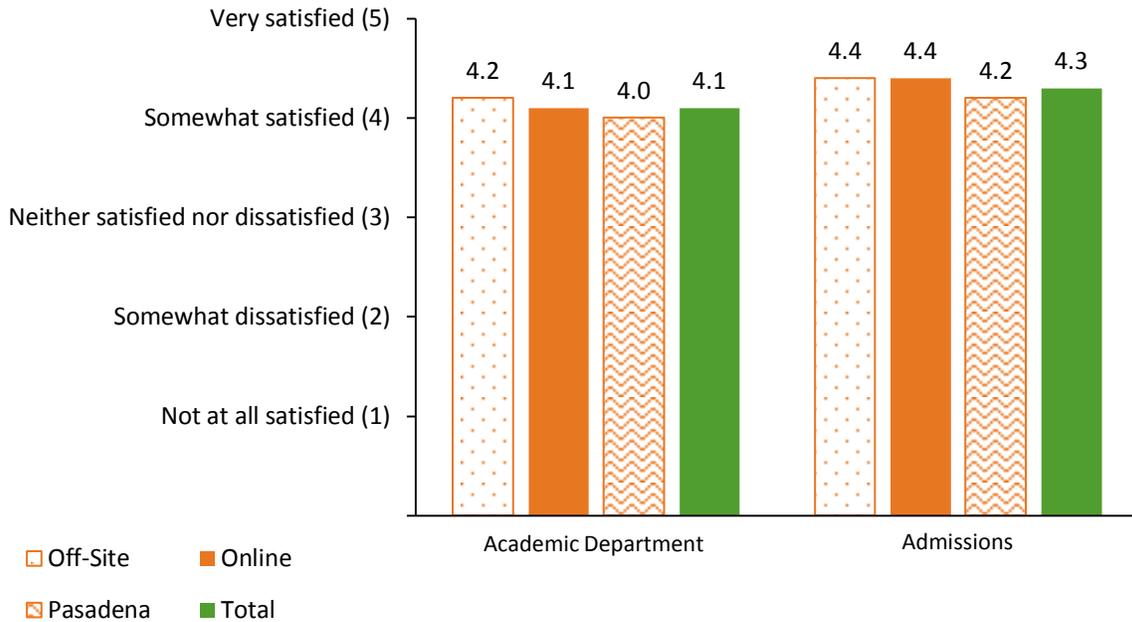
**Figure 5b: Agreement with...**



Data Source: PO Student Satisfaction Survey 2015

**Academic Department.** When asked about their satisfaction of communication from their academic department, PO respondents report that they are overall satisfied ( $\bar{x} = 4.1$ ; See Figure 5c). The average response from all PO respondents ranges from *Somewhat satisfied* to *Very satisfied*. Respondents from the Off-Site campuses display the highest level of satisfaction ( $\bar{x} = 4.2$ ) followed by respondents from the Online campus ( $\bar{x} = 4.1$ ) and the Pasadena campus ( $\bar{x} = 4.0$ ). Yet, these differences are minimal,  $F(2, 476) = 2.834$ .

**Figure 5c: Satisfaction with Communication from...**

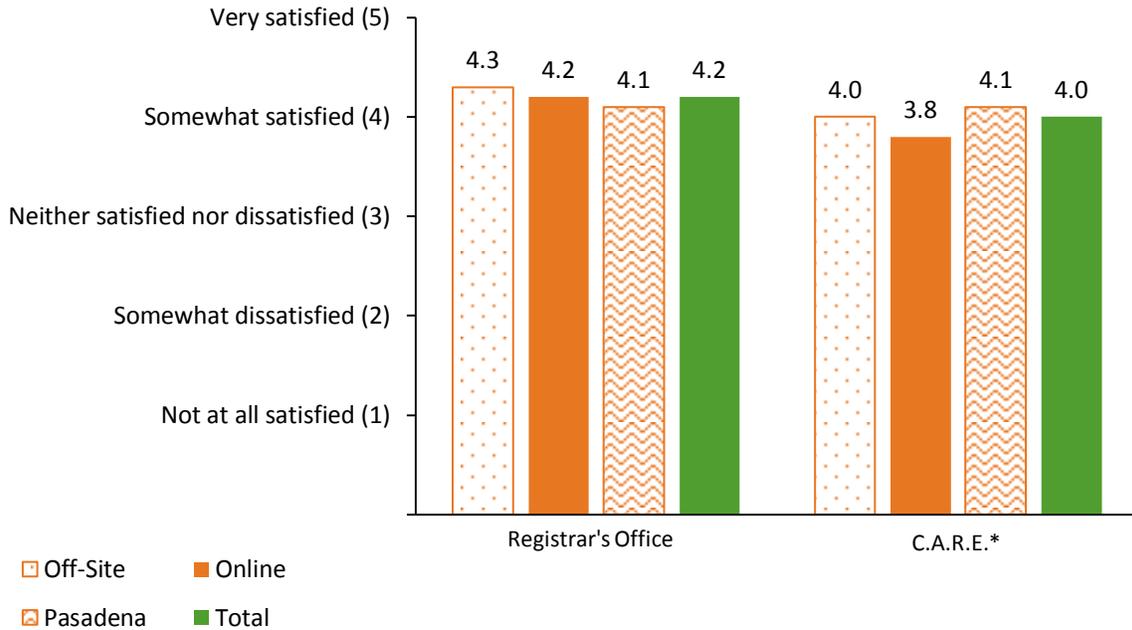


Data Source: PO Student Satisfaction Survey 2015

**Admissions.** On average, PO respondents report that they are satisfied with the communication from admissions. The typical response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.3$ ). Average responses among the different PO campuses are consistent,  $F(2, 475) = 1.825$ , with one another. The Off-Site campuses and Online campus displaying a mean of 4.4 and the Pasadena campus a mean of 4.2

**Registrar’s Office.** In general, PO respondents report satisfaction with the communication from Registrar’s Office. The average response from PO respondents ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.2$ ). Respondents from the Off-Site campuses report the highest level of satisfaction ( $\bar{x} = 4.3$ ) followed by respondents from the Online campus ( $\bar{x} = 4.2$ ) and the Pasadena campus ( $\bar{x} = 4.1$ ). However, these differences are statistically insignificant,  $F(2, 471) = 2.466$ .

**Figure 5d: Satisfaction with Communication from...**

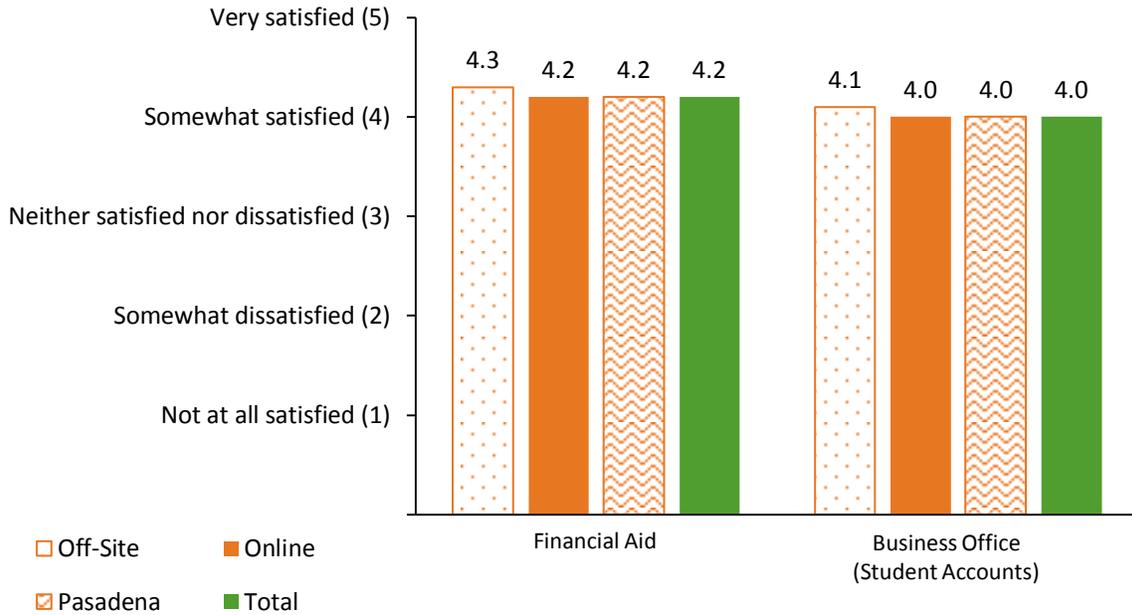


Data Source: PO Student Satisfaction Survey 2015

**C.A.R.E.** When asked their level of satisfaction with the communication from C.A.R.E., PO respondents that they are *Somewhat Satisfied* ( $\bar{x} = 4.0$ ; See Figure 5d). However, a one-way ANOVA finds that there are statistically significant differences in how the campuses evaluate this statement,  $F(2, 446) = 3.031$ . Respondents from the Online campus report a significantly lower level of satisfaction than respondents from the Pasadena campus ( $p$ -value = 0.031).

**Financial Aid.** Overall, PO respondents report that they are satisfied with the communication from Financial Aid. The typical response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.3$ ; See Figure 5e). Respondents from all three campus report the same level of satisfaction with the communication from Financial Aid,  $F(2, 477) = 0.759$  (respectively,  $\bar{x} = 4.3$ ,  $\bar{x} = 4.2$ , and  $\bar{x} = 4.2$ ).

**Figure 5e: Satisfaction with Communication from...**

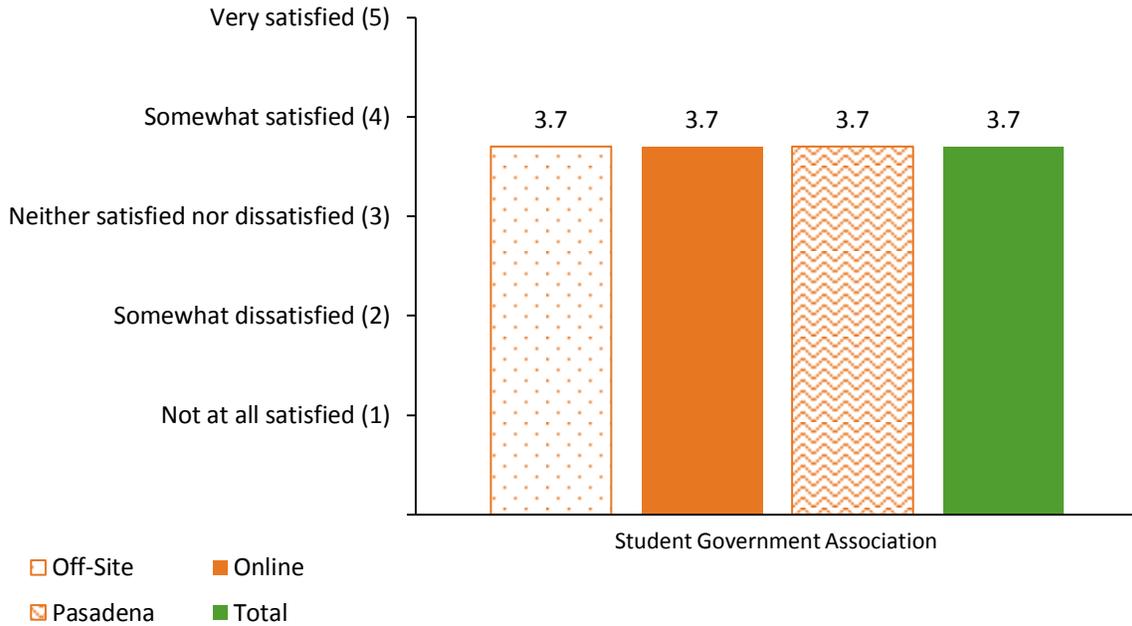


Data Source: PO Student Satisfaction Survey 2015

**Business Office (Student Accounts).** On average, PO respondents report that they are *Somewhat satisfied* with communication from the Business Office ( $\bar{x} = 4.0$ ; See Figure 5e). This evaluation is extremely consistent among the three campuses,  $F(2, 449) = 1.130$ , with respondents from the Off-Site campuses displaying a mean response of 4.1 and respondents from the Online and Pasadena campuses a mean response of 4.0.

**Student Government Association.** Overall, PO respondents report a low level of satisfaction with communication from the Student Government Association. The average response ranges from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x} = 3.7$ ; See Figure 5f). This level of satisfaction is steady across the Off-Site campuses, the Online campus, and the Pasadena campus,  $F(2, 422) = 0.125$ , which all display a mean response of 3.7.

**Figure 5f: Satisfaction with Communication from...**

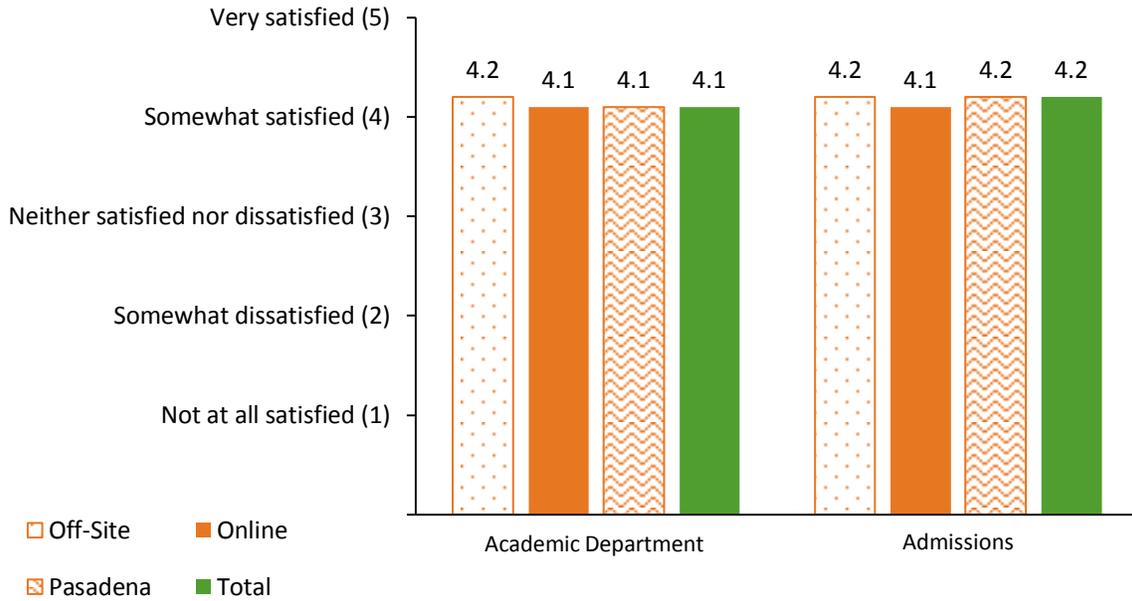


Data Source: PO Student Satisfaction Survey 2015

### Hours of Operation

**Academic Department.** PO respondents generally report satisfaction with the hours of operation with their academic department. The typical response at the aggregate and individual campus level ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.1$ ; See Figure 5g) such that all of the campuses display the same evaluation of this statement,  $F(2, 458) = 0.340$ .

**Figure 5g: Satisfaction with Hours of Operation for...**

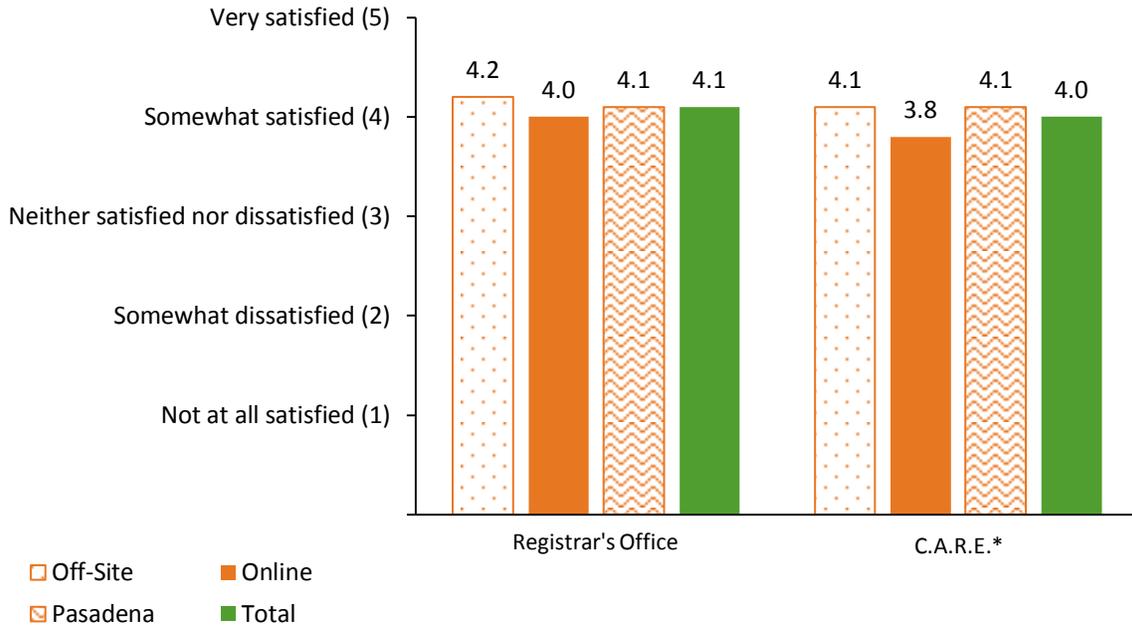


Data Source: PO Student Satisfaction Survey 2015

**Admissions.** On average, PO respondents at both the aggregate and campus level report the same level of satisfaction with the hours of operation for admissions,  $F(2, 462) = 0.705$ . The typical response ranges from *Somewhat satisfied* to *Very satisfied* (see Figure 5g).

**Registrar’s Office.** PO respondents report satisfaction with the hours of operation for the Registrar’s Office. The average response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.1$ ; See Figure 5h). The typical response from the Off-Site campuses and Pasadena campus ranges from *Somewhat* to *Very satisfied* (respectively,  $\bar{x} = 4.1$  and  $\bar{x} = 4.1$ ) while the typical response from the Online campus is *Somewhat satisfied* ( $\bar{x} = 4.0$ ). Despite these differences, a one-way ANOVA finds that no differences exist in how the three campuses evaluate this statement,  $F(2, 460) = 1.169$ .

**Figure 5h: Satisfaction with Hours of Operation for...**

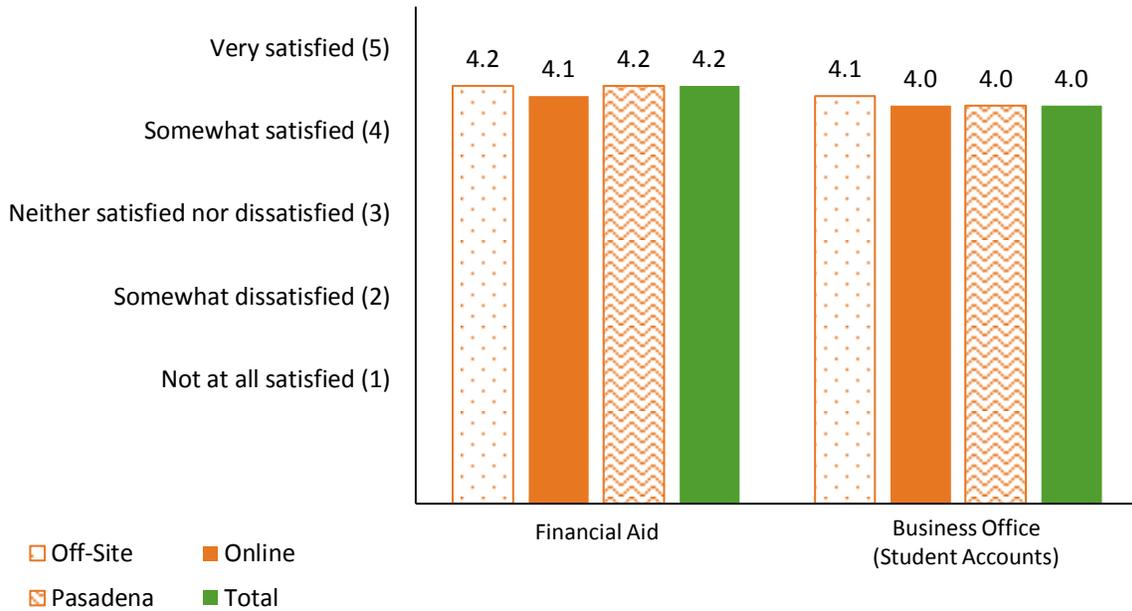


Data Source: PO Student Satisfaction Survey 2015

**C.A.R.E.** When asked to report their level of satisfaction with the hours of operation for C.A.R.E., PO respondents overall report that they are *Somewhat satisfied* ( $\bar{x} = 4.0$ ; See Figure 5h). A one-way ANOVA finds that there are statistically significant differences in how the campuses evaluate this statement,  $F(2, 448) = 3.744$ . In particular, respondents from the Online campus display a mean evaluation of 3.8 while respondents from the Off-Site campuses and the Pasadena campus display a mean evaluation of 4.1. A Tukey post hoc test concludes that respondents from the Online campus report a significantly lower level of satisfaction than respondents from the Pasadena campus ( $p$ -value = 0.018).

**Financial Aid.** Overall, PO respondents report that they are satisfied with the hours of operation for Financial Aid. The average response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.2$ ; See Figure 5i). All three campuses report statistically equivalent evaluations of this statement,  $F(2, 463) = 0.853$ , with respective mean evaluations of 4.2, 4.1, and 4.2.

**Figure 5i: Satisfaction with Hours of Operation for...**

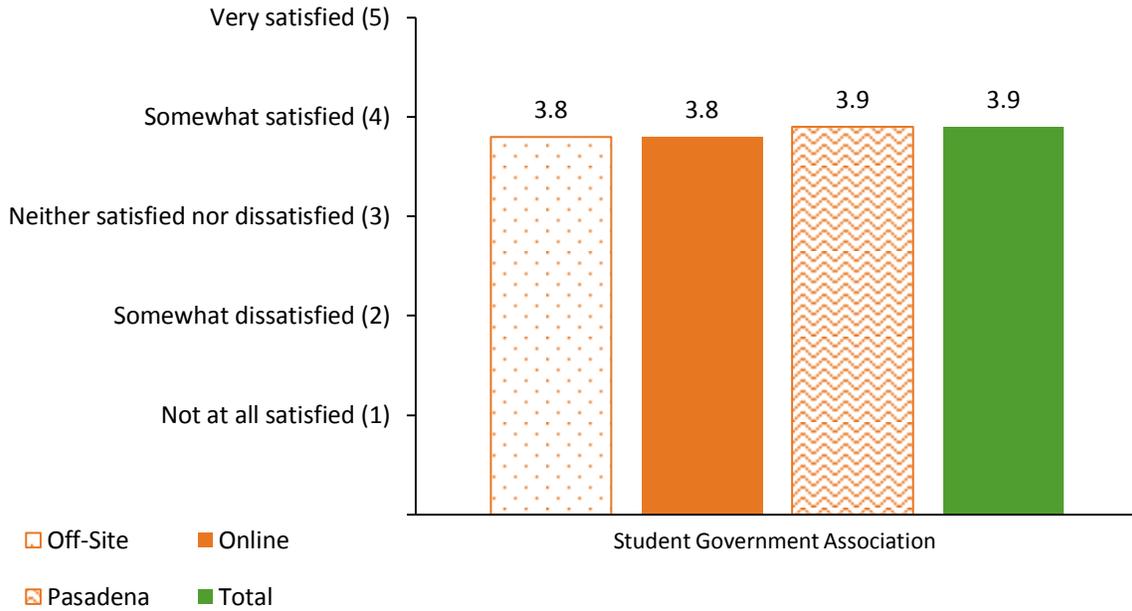


Data Source: PO Student Satisfaction Survey 2015

**Business Office (Student Accounts).** When asked to report their level of satisfaction with the hours of operation for the Business Office, PO respondents report being *Somewhat satisfied* ( $\bar{x} = 4.0$ ; See Figure 5i). Evaluations of this statement are steady among all three campuses, such that, all campuses report satisfaction,  $F(2, 448) = 1.112$ .

**Student Government Association.** PO respondents report some satisfaction with the hours of operation for the Student Government Association. The typical response ranges from *Neither satisfied nor dissatisfied* to *Somewhat satisfied* ( $\bar{x} = 3.9$ ; See Figure 5j). This evaluation is consistent with the evaluations at the campus level,  $F(2, 430) = 0.350$ .

**Figure 5j: Satisfaction with Hours of Operation for...**

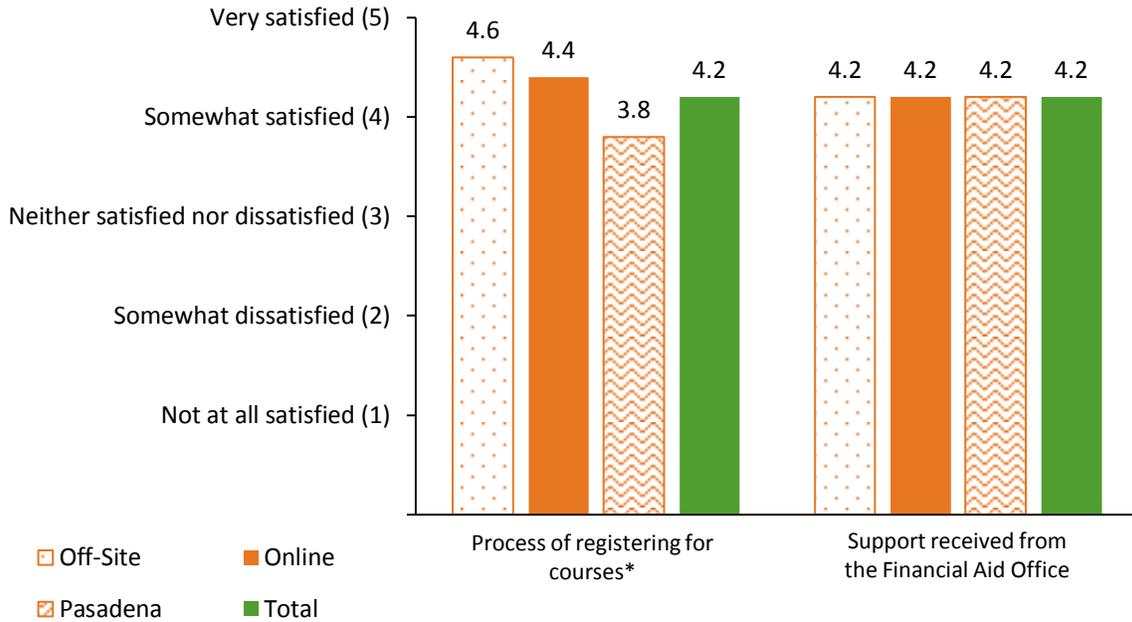


Data Source: PO Student Satisfaction Survey 2015

### Evaluation of Services

**Process of registering for courses.** Overall, PO respondents report that they are satisfied with the process of registering for courses with the typical response ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.2$ ; See Figure 5k). However, drastic differences exist when comparing the campuses,  $F(2, 494) = 26.4333$ . Specifically, respondents from the Pasadena campus report a significantly lower level of satisfaction ( $\bar{x} = 3.8$ ) than respondents from the Off-Site campuses ( $\bar{x} = 4.6$ ; p-value = 0.000) and respondents from the Online campus ( $\bar{x} = 4.4$ ; p-value = 0.000).

**Figure 5k: Satisfaction with....**



Data Source: PO Student Satisfaction Survey 2015

**Support received from the Financial Aid Office.** Respondents report that they are satisfied with the support they receive from the Financial Aid Office with the average response ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.2$ ; See Figure 5k) at the aggregate and campus level,  $F(2, 488) = 0.072$ .

**Quality of Career Services.**<sup>6</sup> PO Respondents who have used Career Services report being *Satisfied* with the quality of service they received. Online respondents report the highest level of satisfaction ( $\bar{x} = 4.8$ ; See Figure 5l) followed by respondents from the Off-Site campuses ( $\bar{x} = 4.0$ ) and respondents from the Pasadena campus ( $\bar{x} = 3.7$ ).

<sup>6</sup> Due to the small number of respondents who have used Career Services (n = 27), OIR only presents descriptive statistics.  
Office of Institutional Research | [OIR@tcsedsystem.edu](mailto:OIR@tcsedsystem.edu) | (312) 467 – 6033 | Spring 2015

**Figure 5I: Satisfaction with...**



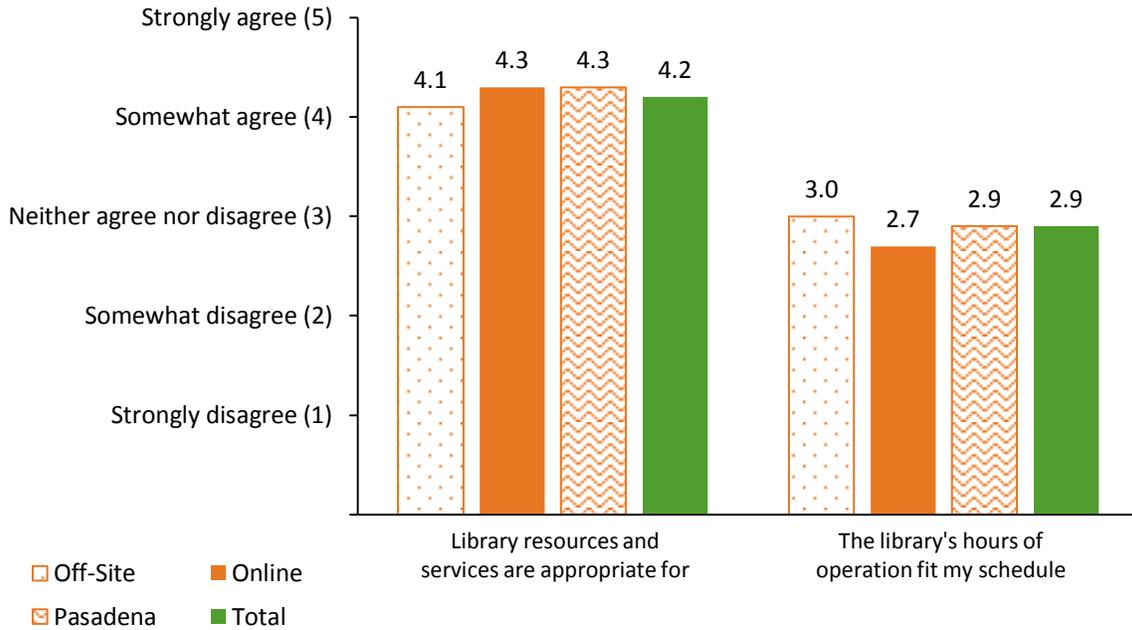
Data Source: PO Student Satisfaction Survey 2015

**Availability of career services.**<sup>7</sup> PO respondents who have used Career Services report being satisfied with the availability of Career Services with the average response ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.2$ ; See Figure 5I). Respondents from the Online campus report the highest level of satisfaction ( $\bar{x} = 4.8$ ) followed by respondents from the Off-Site campuses and Pasadena campuses (respectively,  $\bar{x} = 4.0$  and  $\bar{x} = 4.0$ ).

**Library resources and services are appropriate for my needs.** Overall, PO respondents report agreement when evaluating this statement. The statement displays a mean of 4.2 with the average response ranging from *Somewhat agree* to *Strongly Agree* (See Figure 5m). Respondents from the Off-Site campuses report slightly less agreement ( $\bar{x} = 4.1$ ) than respondents from the Online campus and Pasadena campus (respectively,  $\bar{x} = 4.3$  and  $\bar{x} = 4.3$ ). However, any differences among the campuses are null,  $(2, 453) = 1.164$ .

<sup>7</sup> Due to the small number of respondents who have used Career Services ( $n = 27$ ), OIR only presents descriptive statistics.  
Office of Institutional Research | [OIR@tcsedsystem.edu](mailto:OIR@tcsedsystem.edu) | (312) 467 – 6033 | Spring 2015

**Figure 5m: Evaluation of Library Resources**



Data Source: PO Student Satisfaction Survey 2015

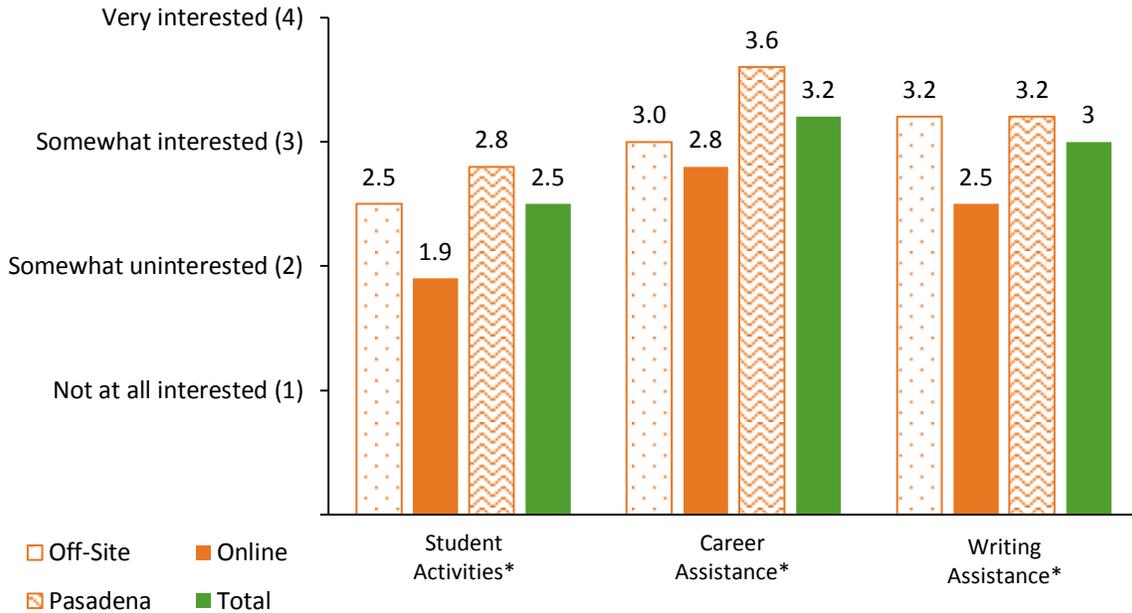
**The library’s hours of operation fit my schedule.** PO respondents generally report disagreement with the statement, “The library’s hours of operation fit my schedule.” The typical response ranges from *Somewhat disagree* to *Neither agree nor disagree* ( $\bar{x} = 2.9$ ; See Figure 5m). This evaluation is consistent among respondents,  $F(2, 419) = 0.725$  from the Off-Site campus ( $\bar{x} = 3.0$ ), the Online campus ( $\bar{x} = 2.7$ ), and the Pasadena campus ( $\bar{x} = 2.9$ ).

### Interest in Services

**Student Activities.** On average, PO respondents report a low level of interest in student activities ( $\bar{x} = 2.5$ ; See Figure 5n). The typical institutional, Off-Site, and Pasadena response ranges from *Somewhat uninterested* to *Somewhat interested* ( $2.0 < \bar{x} < 3.0$ ) while the typical response from the Online campus is drastically lower,  $F(2, 460) = 27.074$ , *Not at all interested* to *Somewhat uninterested* ( $\bar{x} = 1.9$ ). A Tukey post hoc test confirms that respondents from the Online campus report a significantly lower level of interest in student activities than respondents from the Pasadena campus ( $p$ -value = 0.000) and the Off-Site campuses ( $p$ -value = 0.000). Additionally, respondents from the Pasadena campus report a significantly higher level of interest in student activities than respondents from the Off-Site respondents ( $p$ -value = 0.020).

**Career Assistance.** PO respondents generally report interest in career assistance ( $\bar{x} = 3.2$ ; See Figure 5n) with the average institutional response ranging from *Somewhat interested* to *Very interested*. Respondents from the Pasadena campus report a significantly higher level of interest in career assistance,  $F(2, 457) = 25.942$  than respondents Off-Site campuses ( $p$ -value = 0.000) and respondents from the Online campus ( $p$ -value = 0.000).

**Figure 5n: Interest in...**



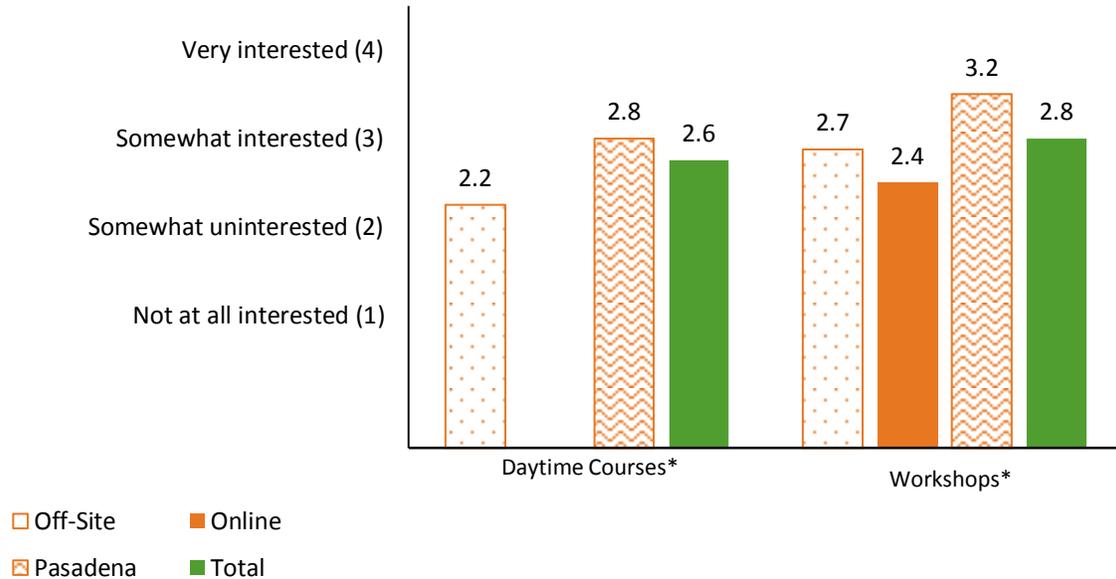
Data Source: PO Student Satisfaction Survey 2015

**Writing Assistance.** On average, PO respondents report that they are *Somewhat interested* in writing assistance ( $\bar{x} = 3.0$ ; See Figure 5n) with respondents from the Online campus reporting significantly less interest,  $F(2, 458) = 18.523$ , than respondents from the Off-Site campuses ( $p\text{-value} = 0.000$ ) and Pasadena campus ( $p\text{-value} = 0.000$ ).

**Daytime Courses.**<sup>8</sup> Respondents from the Off-Site campuses and Pasadena campus report some interest in daytime courses with the average response ranging from *Somewhat uninterested* to *Somewhat interested* ( $\bar{x} = 2.6$ ; See Figure 5o). Respondents from the Pasadena camps report a significantly higher level of interest in daytime courses than respondents from the Off-Site campuses,  $F(2, 339) = 21.011$  ( $p\text{-value} = 0.000$ ).

<sup>8</sup> Respondents from the Online campus did not evaluate this statement.

Figure 5o: Interest in...



Data Source: PO Student Satisfaction Survey 2015

**Workshops.** Overall, PO respondents report having some interest in workshops with the average response ranging from *Somewhat uninterested* to *Somewhat interested* ( $\bar{x} = 2.8$ ; See Figure 5o). Respondents from the Pasadena campus report having more interest,  $F(2, 342) = 17.500$ , in workshop than respondents from the Off-Site campuses ( $p$ -value 0.002) and Online campus ( $p$ -value = 0.000).

### New Student Orientation<sup>9</sup>

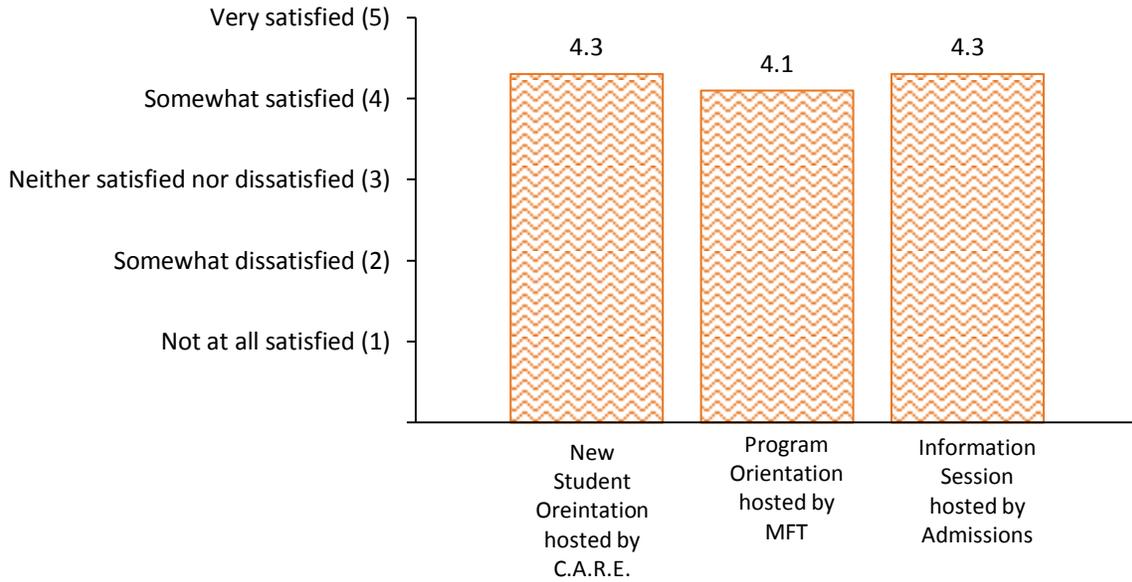
**Quality of New Student Orientation hosted by the C.A.R.E. Office.** Pasadena respondents who identify as a new student, report that they are satisfied with the quality of the New Student Orientation hosted by the C.A.R.E. Office. The average response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.3$ ; See Figure 5p).

**Quality of Program Orientation hosted by the MFT Department.** Respondents who identify as a new student at the Pasadena campus report that they are satisfied the quality of the Program Orientation hosted by the MFT department. The typical response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.1$ ; See Figure 5p).

**Quality of Information Session hosted by the Admissions Department.** Respondents who identify as a new student at the Pasadena campus report satisfaction with the Information Session hosted by the Admissions department with the typical response ranging from *Somewhat satisfied* to *Very Satisfied* ( $\bar{x} = 4.3$ ; See Figure 5p).

<sup>9</sup> Each campus received their own unique set of questions concerning New Student Orientation. Therefore, OIR only provides descriptive statistics.

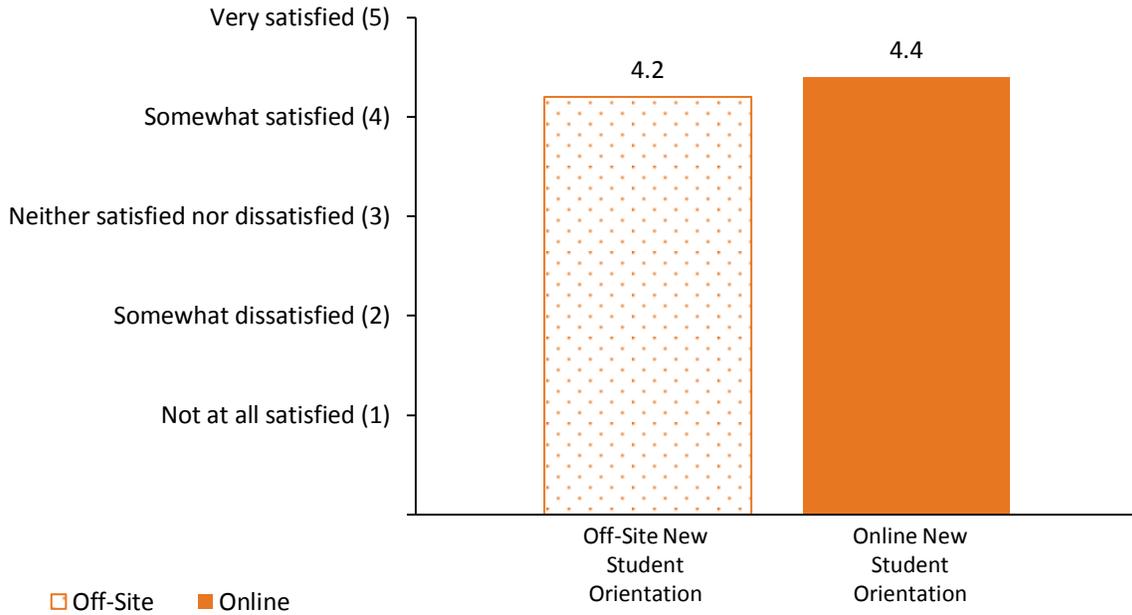
**Figure 5p: Satisfaction with Quality of Pasadena Orientation**



Data Source: PO Student Satisfaction Survey 2015

**Quality of (Off-Site) New Student Orientation.** Respondents who identify as a new student from the Off-Site campuses report satisfaction with New Student Orientation. The average response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.2$ ; See Figure 5q).

**Figure 5q: Satisfaction with Quality of Online and Off-Site Orientation**



Data Source: PO Student Satisfaction Survey 2015

**Quality of Online New Student Orientation.** New student respondents from the Online campus report satisfaction with New Student Orientation with the average response ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.4$ ; See Figure 5q).

---

## Technology

---

Respondents were asked to evaluate their use, satisfaction with, and agreement with thirteen survey items regarding technology at PO. Statements were evaluated on one of three Likert scales: a 5-point satisfaction scale with responses ranging from *Not at all satisfied* (1), *Somewhat dissatisfied* (2), *Neither satisfied nor dissatisfied* (3), *Somewhat satisfied* (4), to *Very satisfied* (5); a 5-point preparation scale with responses ranging from *Not at all prepared*(1), *Somewhat prepared* (2), *Neither prepared nor unprepared* (3), *Somewhat prepared* (4), to *Very prepared*(5), and a 5-point agreement scale with responses ranging from *Strongly disagree* (1), *Somewhat disagree* (2), *Neither agree nor disagree* (3), *Somewhat agree* (4), to *Strongly agree* (5). For all scales, more positive values indicate higher levels of satisfaction, agreement, or preparedness.

Overall, respondents report some level of satisfaction, agreement, or preparedness with the statements. Average responses tend to range from *Somewhat satisfied* to *Very satisfied* ( $4.0 < \bar{x} < 5.0$ ), *Somewhat agree* to *Strongly agree* ( $4.0 < \bar{x} < 5.0$ ), *Somewhat prepared* to *Very prepared* ( $3.0 < \bar{x} < 4.0$ ) with the exception of two statements that display a mediocre level of satisfaction: “Canvas courses are easy to navigate and use,” and “Canvas courses are conducted effectively by Pacific Oaks College instructors.”

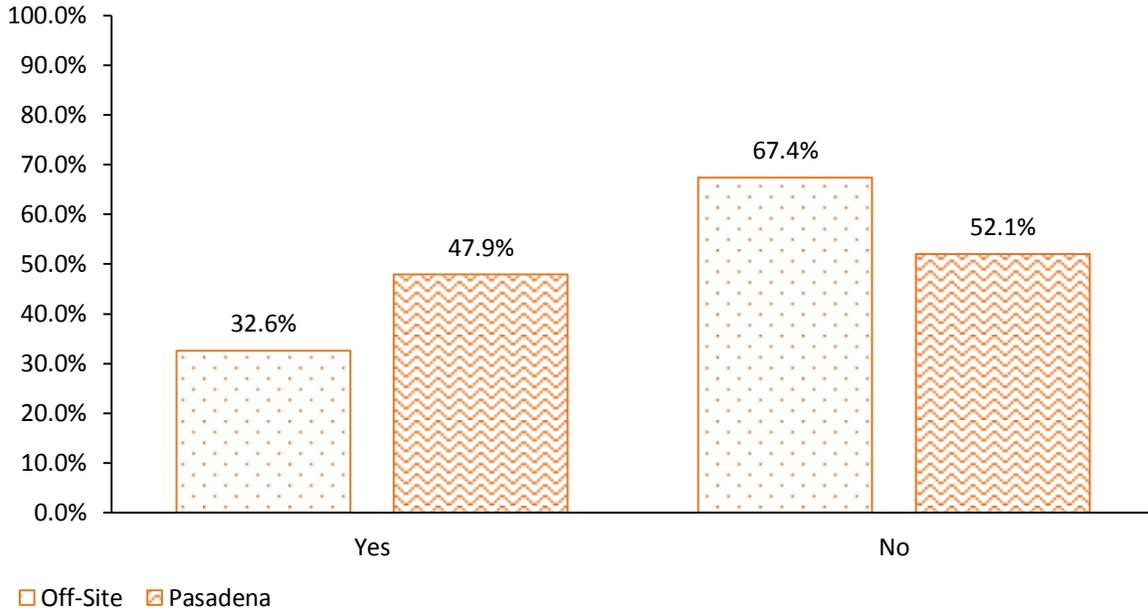
---

## HelpDesk

**Have you ever used the HelpDesk by either email or phone?** Slightly less than half of all respondents (47.9 percent) from the Pasadena campus report that they have used the HelpDesk by either email or phone while nearly one-in-three of all respondents from the Off-Site campuses report the same (32.6 percent; Figure 6a).

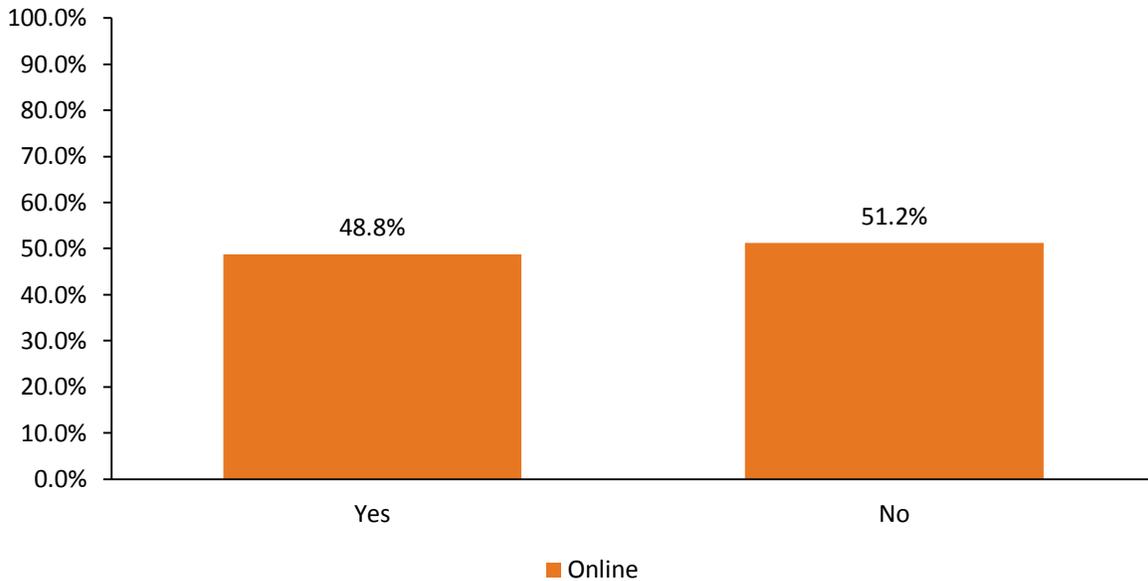
**Have you ever used the Canvas HelpDesk by either email or phone?** Nearly half of all respondents (48.8 percent) from the Online campus report that they have used the Canvas HelpDesk by either email or phone (See Figure 6b).

**Figure 6a: Have you ever used the HelpDesk by either email or phone?\***



Data Source: PO Student Satisfaction Survey 2015

**Figure 6b: Have you ever used the Canvas HelpDesk by either email or phone?**

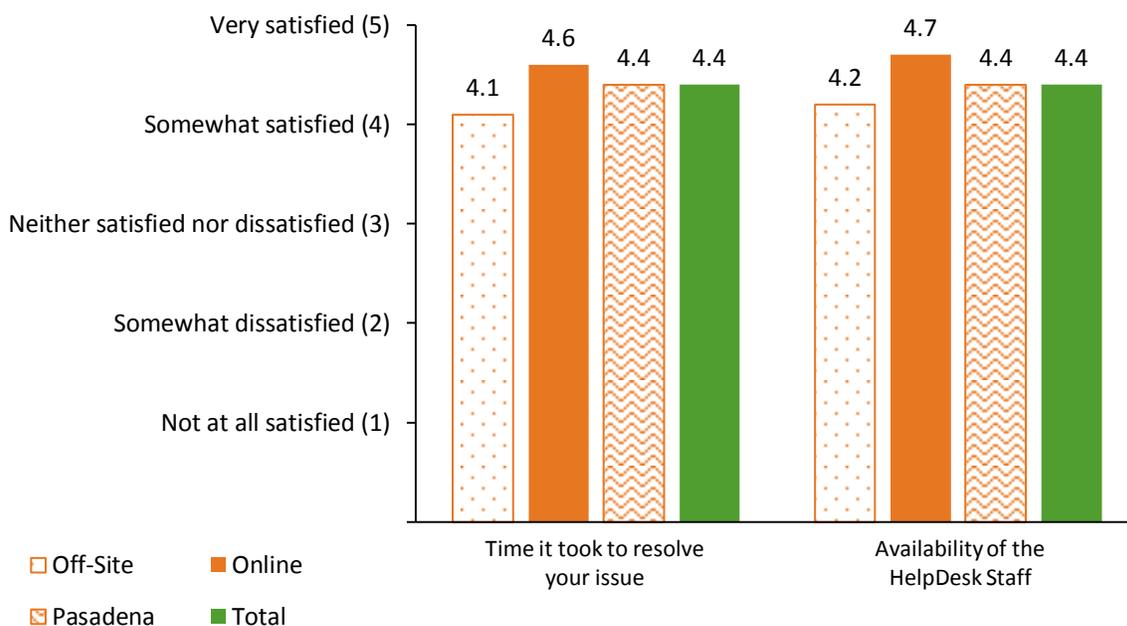


Data Source: PO Student Satisfaction Survey 2015

**Time it took to resolve your issue.** PO respondents who have used the HelpDesk report that they are satisfied with the amount of time it took to resolve their issue. The average response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.4$ ; See Figure 6c). Respondents from the Online campus report the highest level of satisfaction ( $\bar{x} = 4.6$ ) followed by respondents from the Pasadena campus ( $\bar{x} = 4.4$ ), and respondents from the Off-Site campuses ( $\bar{x} = 4.1$ ). However, these differences are not significant at the 95 percent confidence level,  $F(2, 217) = 2.956$ .

**Availability of the HelpDesk Staff.** PO respondents who have used the HelpDesk report that they are overall satisfied with the availability of the HelpDesk staff. The typical response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.4$ ; See Figure 6c). Online respondents report a significantly higher level of satisfaction,  $F(2, 218) = 3.415$ , than respondents from the Off-site campus ( $p\text{-value} = 0.028$ )—no other statistical differences exist.

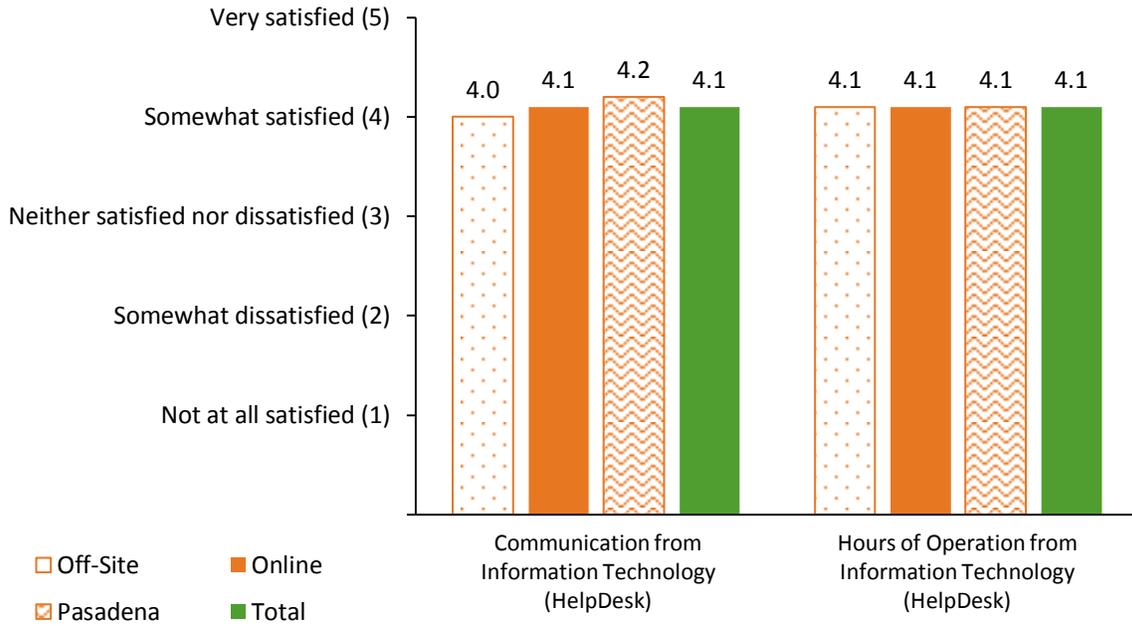
**Figure 6c: Satisfaction with HelpDesk...**



Data Source: PO Student Satisfaction Survey 2015

**Communication from Information Technology (HelpDesk).** PO respondents report that they are satisfied with the communication from Information Technology. The average response at the institutional level and campus level are consistent,  $F(2, 458) = 1.455$ , with responses ranging from *Somewhat satisfied* to *Very satisfied* ( $4.0 < \bar{x} < 5.0$ ; See Figure 6d).

**Figure 6d: Satisfaction with HelpDesk**



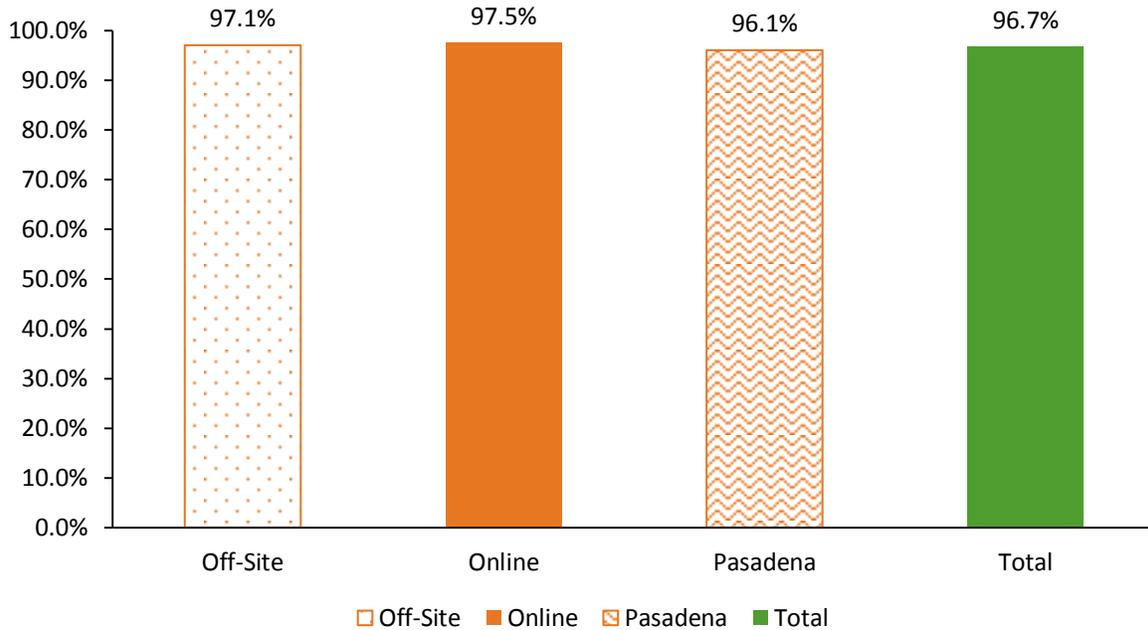
Data Source: PO Student Satisfaction Survey 2015

**Hours of operation from Information Technology (HelpDesk).** On average, PO respondents at the institutional and campus level report that they are satisfied with the hours of operation from Information Technology. The reported level of satisfaction is consistent among all three campuses,  $F(2, 447) = 0.027$ , with responses ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.1$  at the institutional and campus level; See Figure 6d).

### Canvas

**Have you ever used Canvas as Pacific Oaks College?** PO respondents were asked if they have used Canvas while at PO. Overall, more than nine-in-ten PO respondents (96.7 percent; See Figure 6e) report that they have used Canvas while at PO. This trend is consistent at the campus level where more than nine-in-ten respondents report that they have used Canvas while at PO (respectively, 97.1 percent of Off-Site respondents; 97.5 percent of Online respondents; and 96.1 percent of Pasadena respondents).

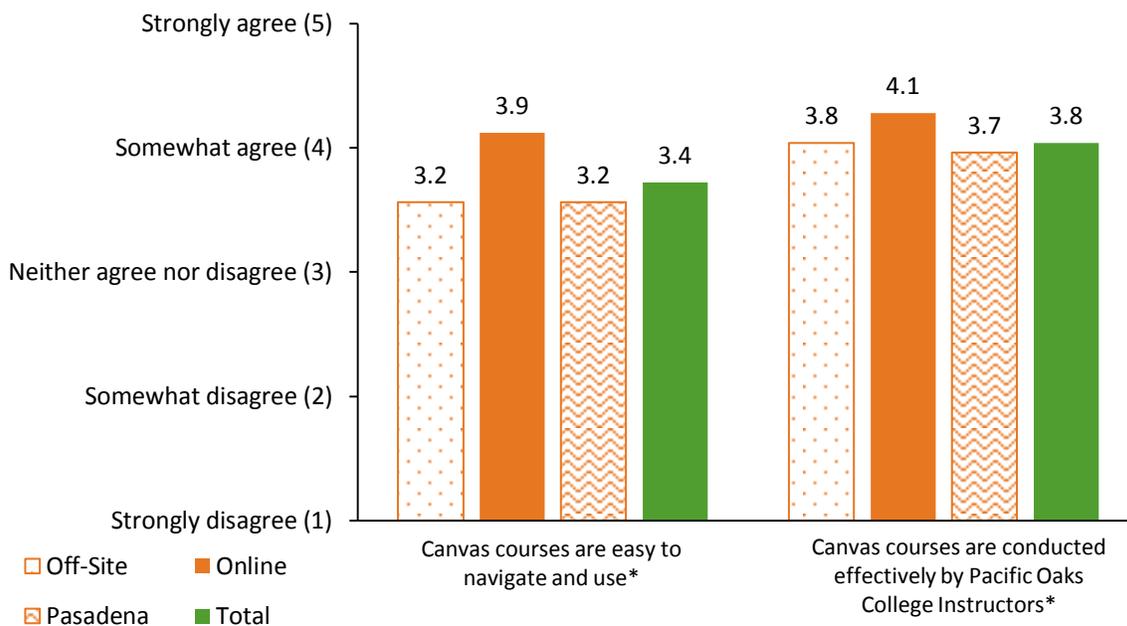
**Figure 6e: Have you used Canvas at Pacific Oaks College?**



Data Source: PO Student Satisfaction Survey 2015

**Canvas courses are easy to navigate and use.** Respondents who report that they have used Canvas while at PO report a low level of agreement with this statement. The average response ranges from *Neither agree nor disagree* to *Somewhat agree* ( $\bar{x} = 3.4$ ; See Figure 6f). Respondents from the Online campus report a significantly higher level of agreement,  $F(2, 463) = 11.550$ , with the statement, “Canvas courses are easy to navigate and use.” than respondents from the Off-Site campuses ( $p$ -value = 0.000) and Pasadena campus ( $p$ -value = 0.000).

**Figure 6f: Satisfaction with Canvas**



Data Source: PO Student Satisfaction Survey 2015

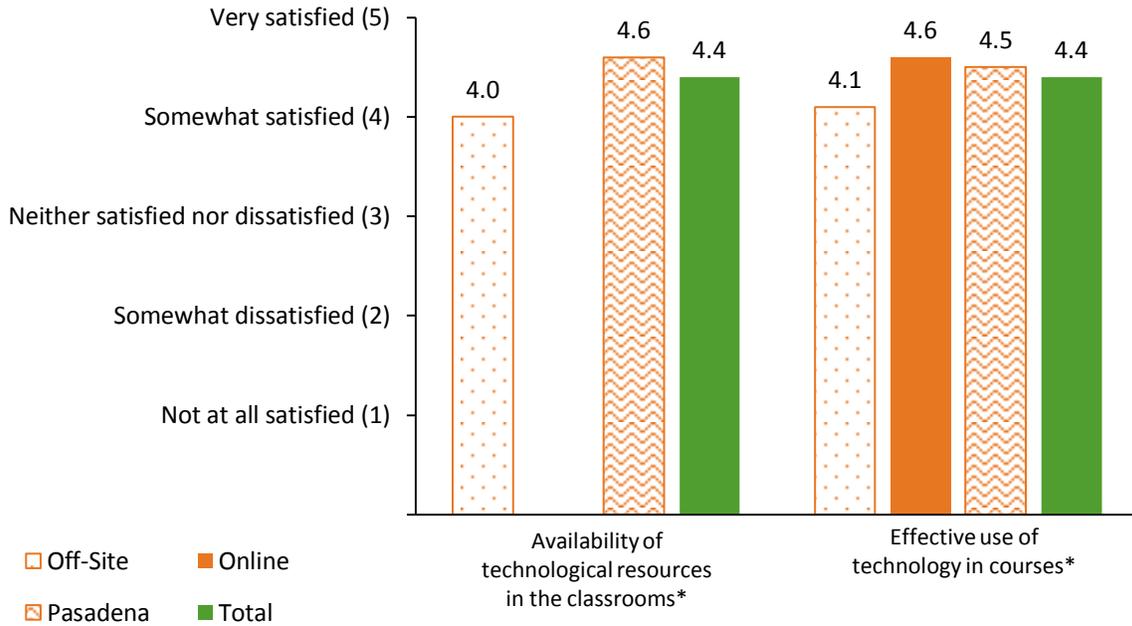
**Canvas courses are conducted effectively by Pacific Oaks College Instructors.** Overall, PO respondents report some agreement with the statement, “Canvas courses are conducted effectively by Pacific Oaks College Instructors.” The typical response ranges from *Neither agree nor disagree* to *Somewhat agree* ( $\bar{x} = 3.8$ ; See Figure 6f). Respondents from the Online campus report the highest level of agreement with the statement ( $\bar{x} = 4.1$ ) with responses ranging from *Somewhat agree* to *Strongly agree*. Whereas, the typical response from the Off-Site campuses and Pasadena campus ranges from *Neither agree nor disagree* to *Somewhat agree* (respectively,  $\bar{x} = 3.8$  and  $\bar{x} = 3.7$ ). A one-way ANOVA confirms that these differences are statistically significant,  $F(2, 458) = 5.210$ . Specifically, Respondents from the Online campus report a significantly higher level of agreement than respondents from the Pasadena campus ( $p$ -value = 0.005).

### Technology in Classrooms

**Availability of technological resources (e.g. video players, overhead projectors, etc.) in the classrooms.**<sup>10</sup> Respondents from the Off-Site campuses and the Pasadena campus were asked to evaluate their satisfaction with the availability of technological resources in the classroom. Overall, respondents report that they are satisfied with the typical response ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.4$ ; See Figure 6g). Respondents from the Pasadena campus report a significantly higher level of satisfaction than respondents from the Off-Site campuses,  $F(2, 367) = 30.747$  (respectively,  $\bar{x} = 4.6$  and  $\bar{x} = 4.0$ ,  $p$ -value = 0.000).

<sup>10</sup> Respondents from the Online campus did not evaluate this statement.

**Figure 6g: Satisfaction with Technology in Classrooms**



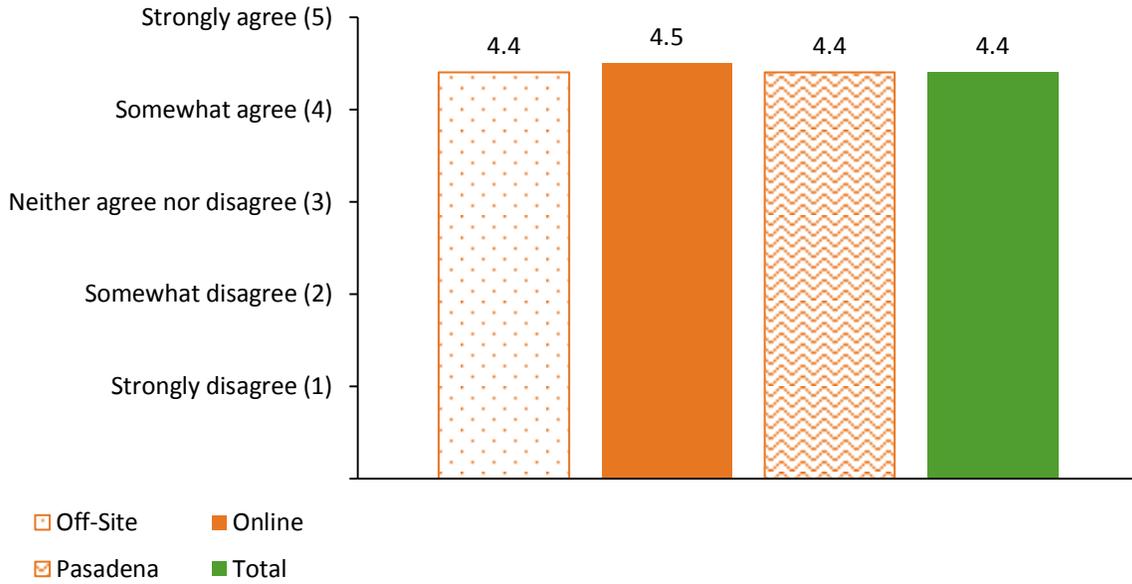
Data Source: PO Student Satisfaction Survey 2015

**Effective use of technology in courses.** On average, PO respondents report that they are satisfied with the effective use of technology in their courses. The typical response ranges from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.4$ ; See Figure 6g). Respondents from the Online campus report the highest level of satisfaction ( $\bar{x} = 4.6$ ) followed by respondents from the Pasadena campus ( $\bar{x} = 4.5$ ) and respondents from the Off-Site campuses ( $\bar{x} = 4.1$ ). A one-way ANOVA finds that significant differences exist in how campuses evaluate this statement,  $F(2, 491) = 12.369$ . A Tukey post hoc test reveals that respondents from the Off-Site campuses report a significantly lower level of satisfaction than respondents from the Online campus ( $p$ -value = 0.000) and Pasadena campus ( $p$ -value = 0.000) while respondents from the Online campus and Pasadena campus report the same level of satisfaction.

### Information Security & Intuit

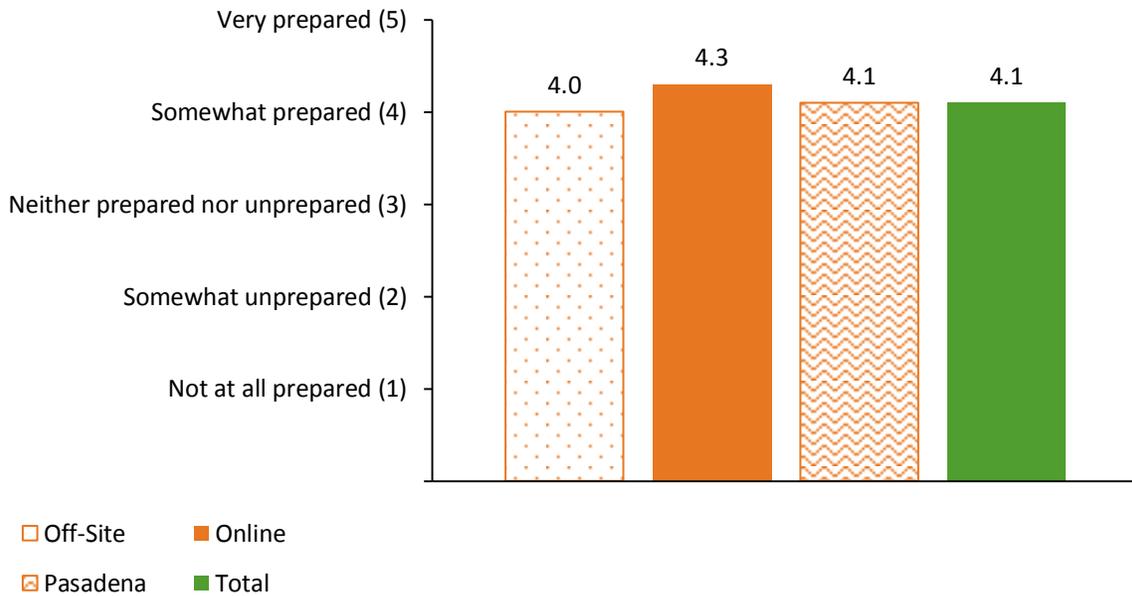
**I feel the information I send and receive online is secure (email, Canvas, etc.).** PO respondents generally report agreement with the statement “I feel the information I send and receive online is secure (email, Canvas, etc.).” The average response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.4$ ; See Figure 6h). Responses are extremely consistent across campuses,  $F(2, 467) = 0.526$ , with the Online campus reporting a mean value of 4.5 and the Off-Site campuses and Pasadena campus a mean value of 4.4.

**Figure 6h: I Feel the Information I Send & Receive Online is Secure (email, Canvas, etc.)**



Data Source: PO Student Satisfaction Survey 2015

**Figure 6i: How Prepared Do You Feel about the Online Student Account System, Intuit?**



Data Source: PO Student Satisfaction Survey 2015

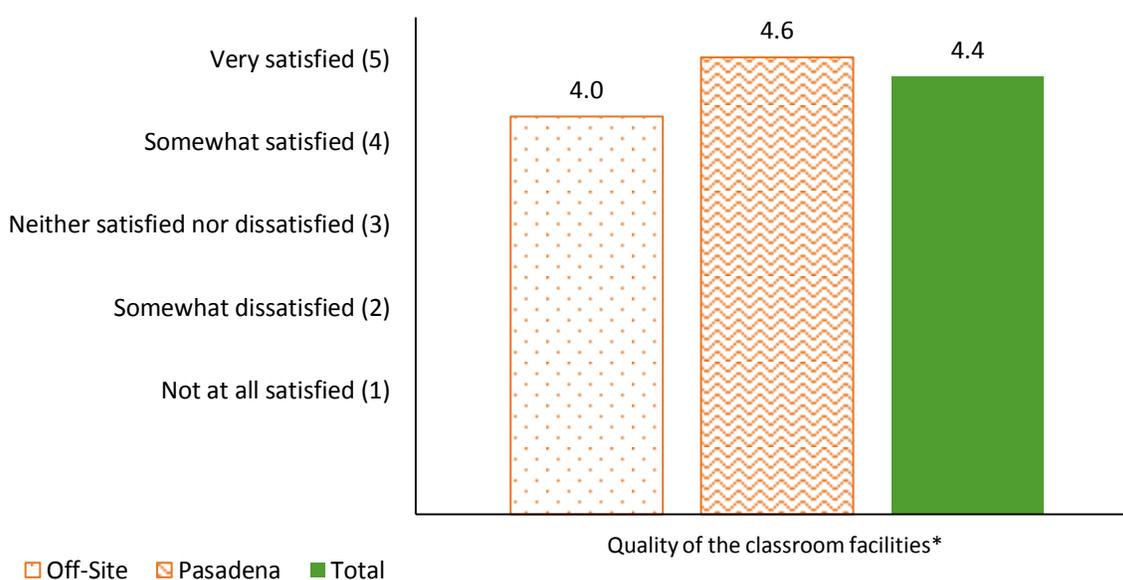
**How prepared do you feel about the online student account system, Intuit?** PO respondents were asked their level of preparedness concerning the Online Student Account System, Intuit. On average, respondents report that they feel fairly prepared with the typical response ranging from *Somewhat prepared* to *Very prepared* ( $\bar{x} = 4.1$ ; Figure 6i). Online respondents report the highest level of preparedness ( $\bar{x} = 4.3$ ) followed by respondents from the Pasadena campus ( $\bar{x} = 4.1$ ) and respondents from the Off-Site campus ( $\bar{x} = 4.0$ ). Yet, these differences are statistically indistinguishable,  $F(2, 474) = 2.869$

## Facilities

Respondents were asked to evaluate their satisfaction, agreement, and interest of five items related to the facilities at PO. Statements were evaluated on one of three Likert scales: a 5-point satisfaction scale with responses ranging from *Not at all satisfied* (1), *Somewhat dissatisfied* (2), *Neither satisfied nor dissatisfied* (3), *Somewhat satisfied* (4), to *Very satisfied* (5); a 5-point agreement scale with responses ranging from *Strongly disagree* (1), *Somewhat disagree* (2), *Neither agree nor disagree* (3), *Somewhat agree* (4), to *Strongly agree* (5), and a 4-point interest scale with responses ranging from *Not at all interested* (1), *Somewhat uninterested* (2), *Somewhat interested* (3), to *Very interested* (4), and. For all scales, more positive values indicate higher levels of satisfaction, agreement, or interest.

Overall, respondents report some level of satisfaction, agreement, or interest with the majority of the statements. Average responses tend to range from *Somewhat satisfied* to *Very satisfied* ( $4.0 < \bar{x} < 5.0$ ), *Somewhat agree* to *Strongly agree* ( $4.0 < \bar{x} < 5.0$ ), or *Somewhat uninterested* to *Somewhat interested* ( $2.0 < \bar{x} < 3.0$ ) with the exception of one statement that displays a level of neutrality: “Areas for study are made available to me.”

**Figure 7a: Satisfaction with...**



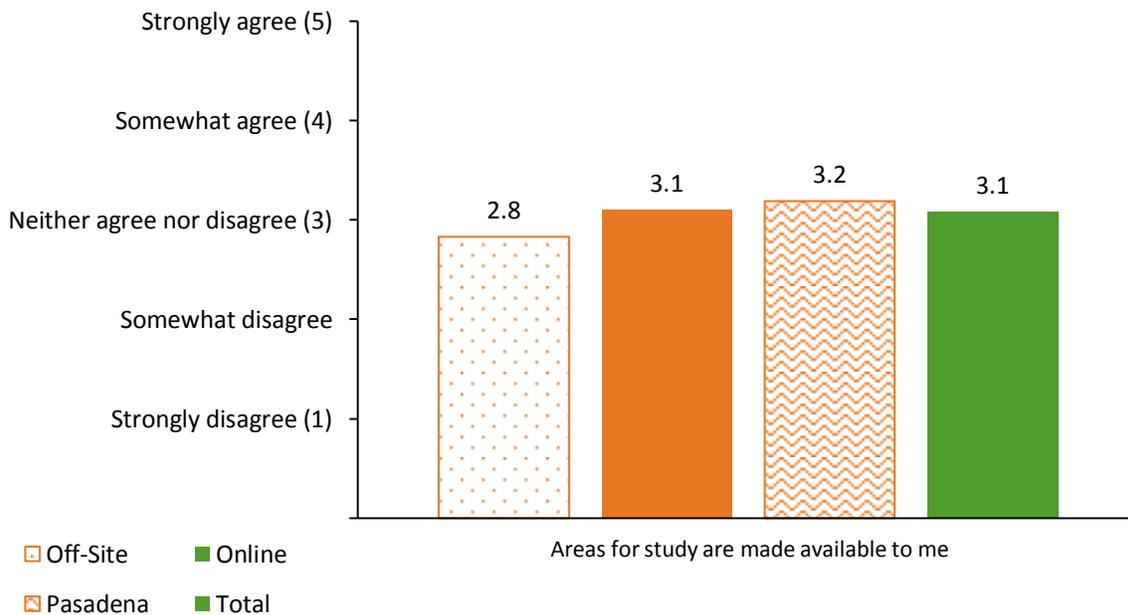
Data Source: PO Student Satisfaction Survey 2015

**Quality of the classroom facilities.** Respondents from the Off-Site campuses and the Pasadena campus were asked their level of satisfaction with the quality of the classrooms. Overall, these respondents report that they are satisfied with the quality of the classroom facilities with the average response ranging from *Somewhat satisfied* to *Very satisfied* ( $\bar{x} = 4.4$ ; See Figure 7a). Respondents from the Off-Site campus display a significantly

lower level of satisfaction,  $F(1, 369) = 48.637$ , than respondents from the Pasadena campus (respectively,  $\bar{x} = 4.0$  and  $\bar{x} = 4.6$  with a  $p$ -value = 0.000).

**Areas of study are made available to me.** On average, respondents report an extremely low level of agreement with the statement “Areas of study are made available to me.” The typical statement ranges from *Neither agree nor disagree* to *Somewhat agree* ( $\bar{x} = 3.1$ ; See Figure 7b). Respondents from the Pasadena campus report the highest level of agreement ( $\bar{x} = 3.2$ ) followed by respondents from the Online campus ( $\bar{x} = 3.1$ ) and respondents from the Off-Site campuses ( $\bar{x} = 2.8$ ). Despite the differences among the three campuses, statistically the three campuses display the same level of agreement with the statement,  $F(2, 401) = 2.716$ .

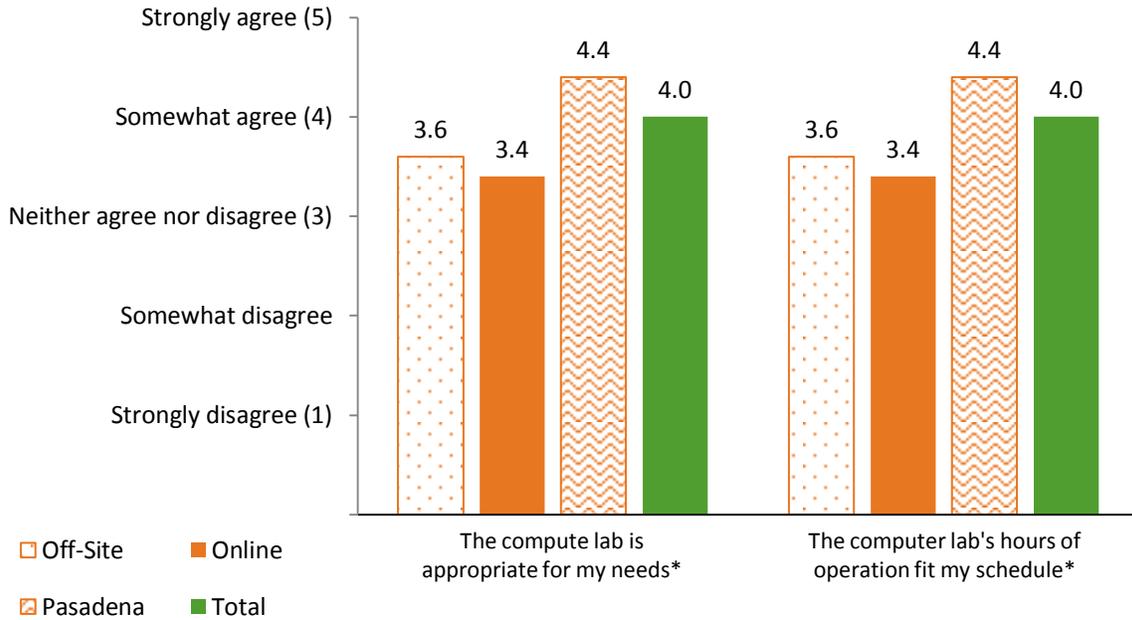
**Figure 7b: Evaluation of Study Areas**



Data Source: PO Student Satisfaction Survey 2015

**The computer lab is appropriate for my needs.** Respondents were asked to indicate their level of agreement with the statement, “The computer lab is appropriate for my needs.” On average, PO respondents report agreement with this statement with the typical response of *Somewhat agree* ( $\bar{x} = 4.0$ ; See Figure 7c). Pasadena respondents report a significantly higher level of agreement with this statement,  $F(2, 409) = 39.616$ , than respondents from the Off-Site campus (respectively,  $\bar{x} = 4.4$  and  $\bar{x} = 3.6$  with a  $p$ -value = 0.000) and from Online campus (respectively,  $\bar{x} = 4.4$  and  $\bar{x} = 3.4$  with a  $p$ -value = 0.000).

**Figure 7c: Evaluation of Computer Labs**

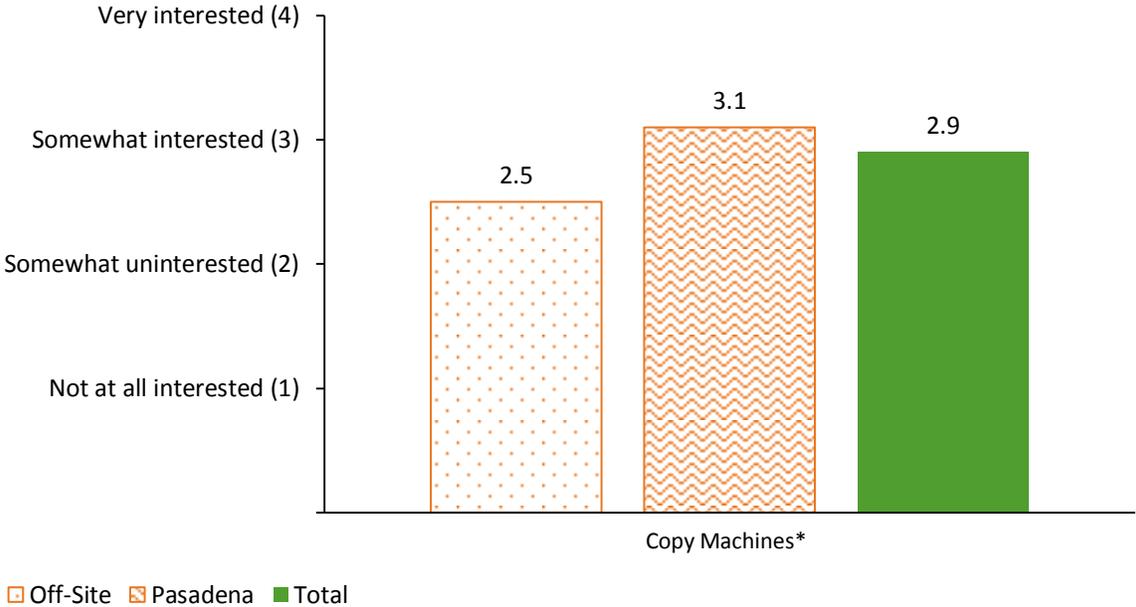


Data Source: PO Student Satisfaction Survey 2015

**The computer lab’s hours of operation fit my schedule.** On average, respondents report agreement with the statement, “The computer lab’s hours of operation fit my schedule.” with a typical response of *Somewhat agree* ( $\bar{x} = 4.0$ ; See Figure 7c). Pasadena respondents report a significantly higher level of agreement,  $F(2, 406) = 49.864$ , with this statement than Off-Site respondents (respectively,  $\bar{x} = 4.4$  and  $\bar{x} = 3.6$  with a p-value = 0.000) and Online respondents (respectively,  $\bar{x} = 4.4$  and  $\bar{x} = 3.4$  with a p-value of 0.000).

**Copy machines.** Respondents from the Off-Site campuses and Pasadena campus were asked to indicate their level of interest in having copy machines on campus. Overall, respondents indicate some interest with the typical response ranging from *Somewhat uninterested* to *Somewhat interested* ( $\bar{x} = 2.9$ ; See Figure 7d). Respondents from the Pasadena campus indicate a significantly higher level of interest,  $F(1, 342) = 23.235$ , than respondents from the Off-Site Campuses (respectively,  $\bar{x} = 3.1$  and  $\bar{x} = 2.5$  with a p-value = 0.000).

Figure 7d: Interest in...



Data Source: PO Student Satisfaction Survey 2015

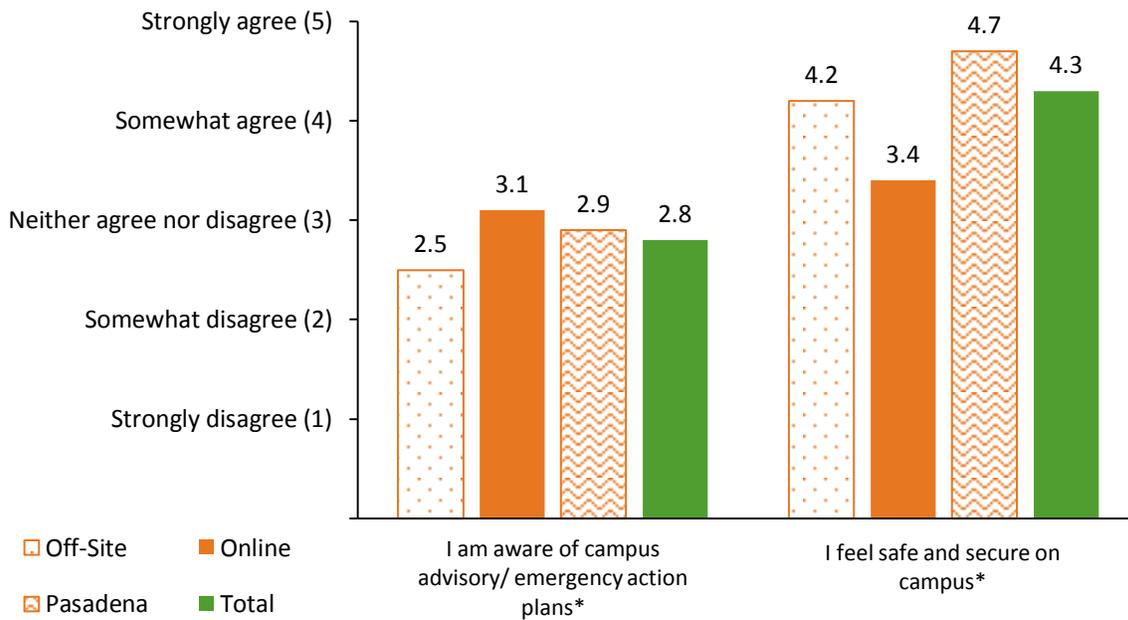
## Safety & Security

Respondents were asked to evaluate their agreement with two items related to safety and security at PO. Statements were evaluated on a 5-point agreement scale with responses ranging from *Strongly disagree* (1), *Somewhat disagree* (2), *Neither agree nor disagree* (3), *Somewhat agree* (4), to *Strongly agree* (5) where more positive values indicate higher levels of agreement.

Overall, respondents report that they agree with the statement “I feel safe and secure on campus.” However, respondents are not aware of campus advisory/ emergency action plans. “

**I am aware of campus advisory/ emergency action plans.** On average, respondents report disagreement with the statement “I am aware of campus advisory/ emergency action plans.” The typical response ranges from *Somewhat disagree* to *Neither agree nor disagree* ( $\bar{x} = 2.8$ ; See Figure 8a). Respondents from the Online campus report the lowest level of disagreement ( $\bar{x} = 3.1$ ) followed by respondents from the Pasadena campus ( $\bar{x} = 2.9$ ) and respondents from the Off-Site campuses ( $\bar{x} = 2.5$ ). A on- way ANOVA yields the following:  $F(2, 417) = 4.70$  which indicates significant differences among the campus. A Tukey post-hoc reveals that respondents from the Online campus have a significantly higher level of agreement than respondents from the Off-Site campuses (respectively,  $\bar{x} = 3.1$  and  $\bar{x} = 2.5$  with a p-value of 0.009). However, no other differences exist.

**Figure 8a: Evaluation of Safety & Security**



Data Source: PO Student Satisfaction Survey 2015

**I feel safe and secure on campus.** Respondents were asked their agreement with the statement “I feel safe and secure on campus.” Overall, PO respondents report agreement with this statement with the average response

ranging from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.3$ ; See figure 8a). Respondents from the Pasadena campus report the highest level of agreement ( $\bar{x} = 4.7$ ) followed by respondents from the Off-Site campuses ( $\bar{x} = 4.2$ ) and respondents from the Online campus ( $\bar{x} = 3.4$ ). A one-way ANOVA confirms that there are significant differences across the campuses,  $F(2, 412) = 65.416$ . Specifically, Online respondents report a significantly lower level of agreement than respondents from the Off-Site campuses ( $p\text{-value} = 0.000$ ) and respondents from the Pasadena campus ( $p\text{-value} = 0.000$ ). Additionally, respondents from the Pasadena campus report a significantly higher level of agreement than respondents from the Off-Site campuses ( $p\text{-value} = 0.000$ ). Thus, all three campuses report very distinct levels of agreement with the statement, "I feel safe and secure on campus."

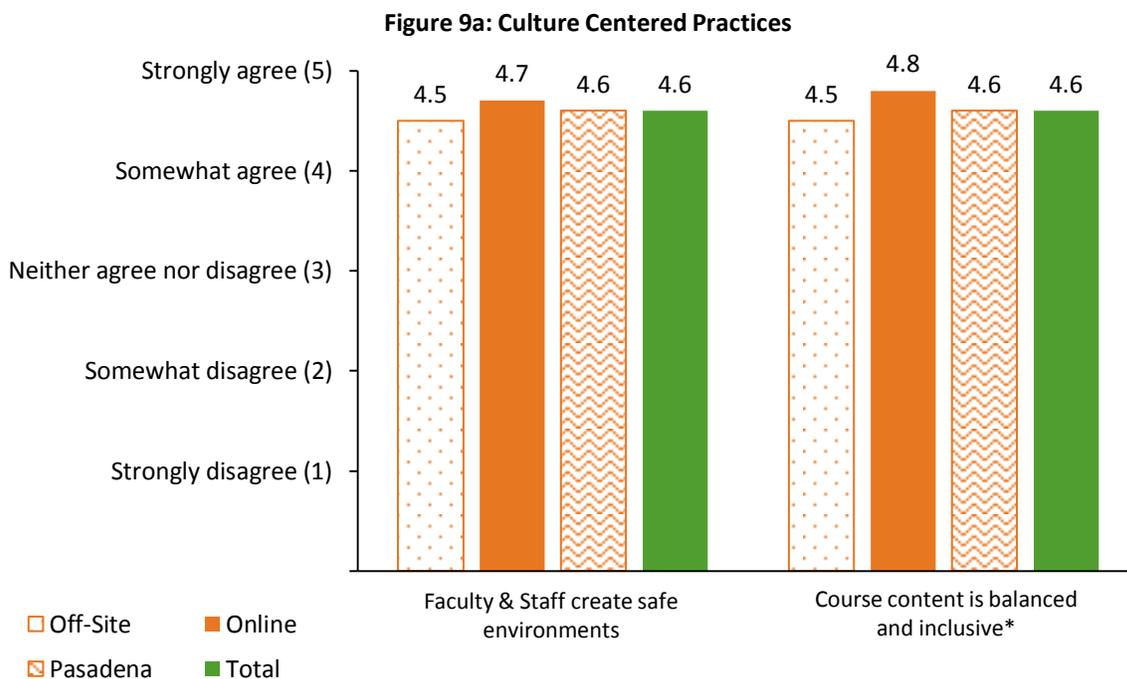
## Culture Centered Practices

Respondents were asked to evaluate their agreement with two items related to culture centered practices at PO. Statements were evaluated on a 5-point agreement scale with responses ranging from *Strongly disagree* (1), *Somewhat disagree* (2), *Neither agree nor disagree* (3), *Somewhat agree* (4), to *Strongly agree* (5) where more positive values indicate higher levels of agreement.

Overall, respondents report high levels of agreement for all five statements ( $4.0 < \bar{x} < 5.0$ ).

### Faculty and staff create safe environments in which multiple voices and perspectives are shared and heard.

On average, PO respondents report a high level of agreement with the statement, “Faculty and staff create safe environment in which multiple voices and perspectives are shared and heard.” The typical response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.6$ ; See Figure 9a). Responses among the campuses are statistically consistent,  $F(2, 470) = 1.485$ . Responses from the Online campus display the highest mean value ( $\bar{x} = 4.7$ ) followed by responses from the Pasadena campus ( $\bar{x} = 4.6$ ) and responses from the Off-Site campuses ( $\bar{x} = 4.5$ ).

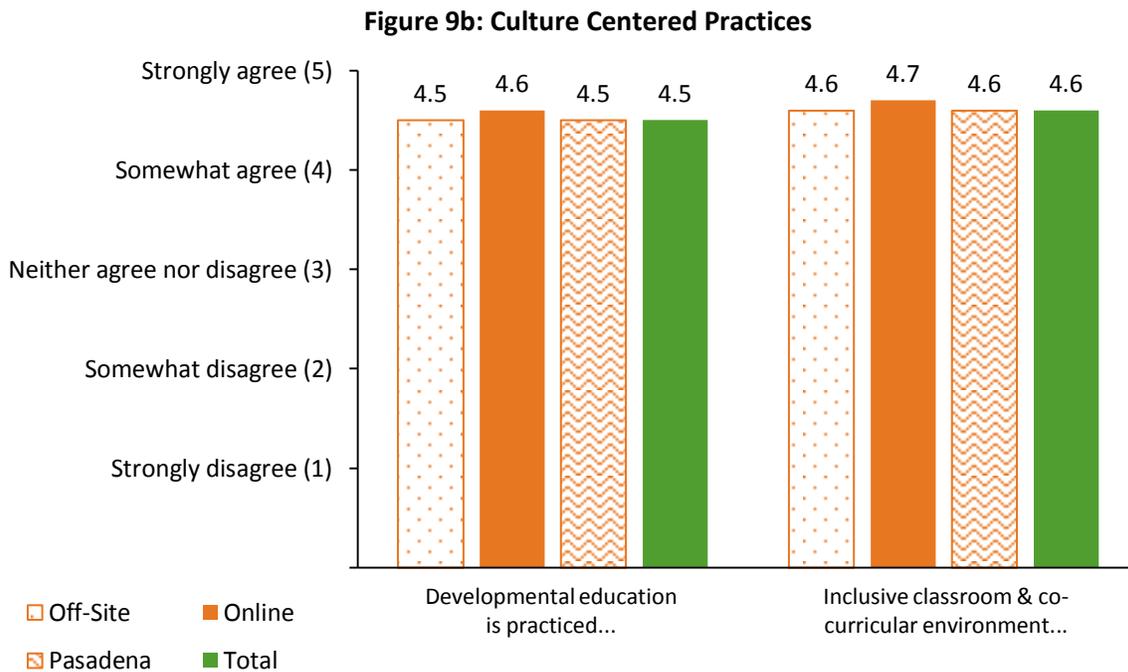


Data Source: PO Student Satisfaction Survey 2015

**Course content is balanced and inclusive so that diverse perspectives are explored.** PO respondents report a high level of agreement with this statement. The average response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.6$ ; See Figure 9a). Respondents from the Online campus report the highest level of agreement ( $\bar{x} = 4.8$ ) followed by respondents from the Pasadena campus ( $\bar{x} = 4.6$ ) and the Off-Site campuses ( $\bar{x} = 4.5$ ). A one-

way ANOVA finds that there are significant differences in how the campuses evaluate this statement,  $F(2, 477) = 3.442$ . In particular, a Tukey post hoc finds that respondents from the Online campus report a significantly higher level of agreement with the statement “Course content is balanced and inclusive so that diverse perspectives are explored.” than respondents from the Off-Site campuses ( $p$ -value = 0.028). However, no other statistical differences exist.

**Developmental education is practiced by accommodating different learning styles, cognitive abilities, and sociocultural influences in the classroom.** PO respondents report a high level of agreement with the statement “Development education is practiced by accommodating different learning styles, cognitive abilities, and sociocultural influences in the classroom. The average response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.5$ ; See Figure 9b). Evaluations across the three PO campuses are consistent,  $F(2, 472) = 0.201$ , such that all three campuses statistically display equivalent evaluations.



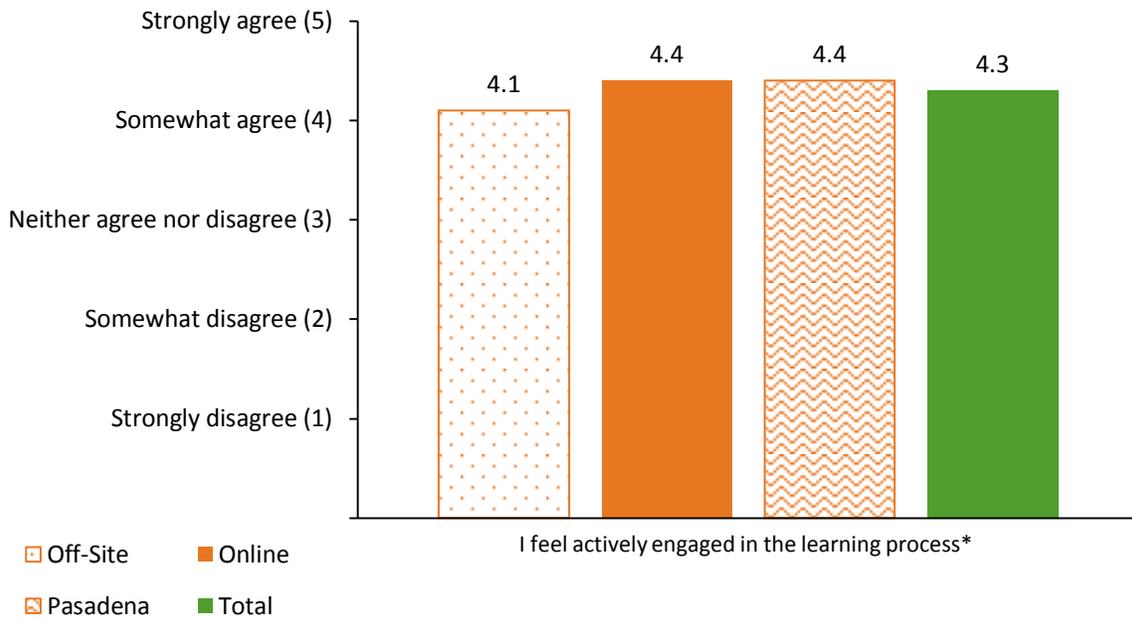
Data Source: PO Student Satisfaction Survey 2015

**Inclusive classroom and co-curricular environment promote mutual respect, reflection, critical thinking, and academic excellence.** Overall, respondents report a high level of agreement with the statement “Inclusive classroom and co-curricular environment promote mutual respect, reflection, critical thinking, and academic excellence.” The average response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.6$ ; See Figure 9b). Levels of agreement are statistically equivalent across all three campuses,  $F(2, 472) = 1.829$ .

**I feel actively engaged in the learning process.** PO respondents report agreement with the statement, “I feel actively engaged in the learning process.” The typical response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.3$ ; See Figure 9c). Respondents from the Online campus and the Pasadena campus display the highest level of agreement (respectively,  $\bar{x} = 4.4$  and  $\bar{x} = 4.4$ ) followed by respondents from the Off-Site campuses ( $\bar{x} = 4.1$ ). A one-way ANOVA finds that significant differences exist among the campuses,  $F(2, 473) = 4.153$ .

Specifically, a Tukey post hoc test finds that respondents from the Pasadena campus report a significantly higher level of agreement with the statement than respondents from the Off-Site campuses (p-value = 0.016). However, no other differences are statistically significant.

**Figure 9c: Culture Centered Practices**



Data Source: PO Student Satisfaction Survey 2015

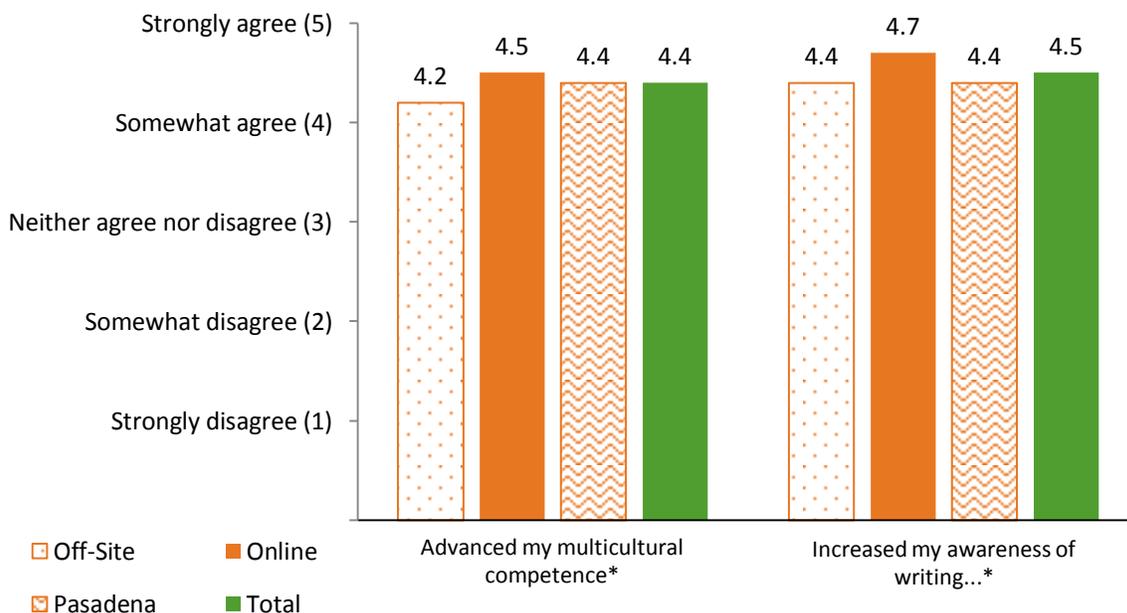
## Preparation for Professional Life

Respondents were asked to evaluate their agreement with five survey items relating to how their experiences at PO have prepared them for professional life. Statements were evaluated on a 5-point agreement scale with responses ranging from *Strongly disagree* (1), *Somewhat disagree* (2), *Neither agree nor disagree* (3), *Somewhat agree* (4), to *Strongly agree* (5) where more positive values indicate higher levels of agreement.

Overall, respondents report high levels of agreement for all five statements ( $4.0 < \bar{x} < 5.0$ ).

**My experiences at Pacific Oaks College have advanced my multicultural competence.** PO respondents generally report agreement with the statement “My experiences at Pacific Oaks College have advanced my multicultural competence.” The average response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.4$ ; See Figure 10a). Respondents from the Online campus report the highest level of agreement ( $\bar{x} = 4.5$ ) followed by respondents from the Pasadena campus ( $\bar{x} = 4.4$ ) and respondents from the Off-Site campuses ( $\bar{x} = 4.2$ ). A one-way ANOVA finds that significant differences exist among the campus level evaluations,  $F(2, 464) = 3.145$ . In particular, Online respondents report a significantly higher level of agreement with this statement than respondents from the Off-Site campuses ( $p$ -value = 0.036).

**Figure 10a: My experiences at Pacific Oaks have...**



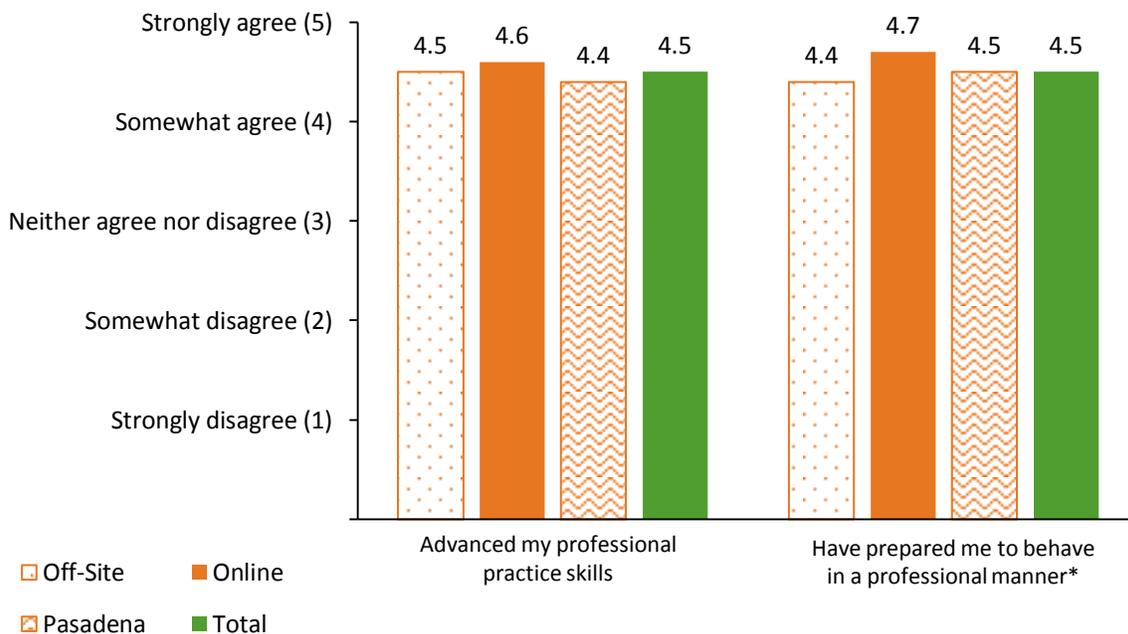
Data Source: PO Student Satisfaction Survey 2015

**My experiences at Pacific Oaks College have increased my awareness of writing as an important skill in my professional life.** Overall, PO respondents report a high level of agreement with this statement. The typical response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.5$ ; See Figure 10a). Respondents from the Online campus report the highest level of agreement with the statement ( $\bar{x} = 4.7$ ) followed by respondents from the

Off-Site campuses and Pasadena campus (respectively,  $\bar{x} = 4.4$  and  $\bar{x} = 4.4$ ). A one-way ANOVA finds that statistical differences exist among the campus evaluations,  $F(2, 465) = 3.366$ . Further analysis in the form of a Tukey post hoc test finds that respondents from the Online campus report a significantly level of agreement with the statement “My experiences at Pacific Oaks College have increased my awareness of writing as an important skill in my professional life.” than respondents from the Pasadena campus (p-value = 0.039). However, no other differences were statistically significant at any conventional levels of significance,  $\alpha = 0.050$ ).

**My experiences at Pacific Oaks College have advanced my professional practice skills.** When asked to indicate their level of agreement with the statement, “My experiences at Pacific Oaks College have advanced my professional practice skills.” respondents report a high level of agreement. The average response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.5$ ; See Figure 10b). Responses among the three campuses are statistically equivalent,  $F(2, 467) = 0.699$  (respectively,  $\bar{x} = 4.5$  among Off-Site respondents,  $\bar{x} = 4.6$  among Online respondents,  $\bar{x} = 4.4$  among Pasadena respondents).

**Figure 10b: My experiences at Pacific Oaks have...**



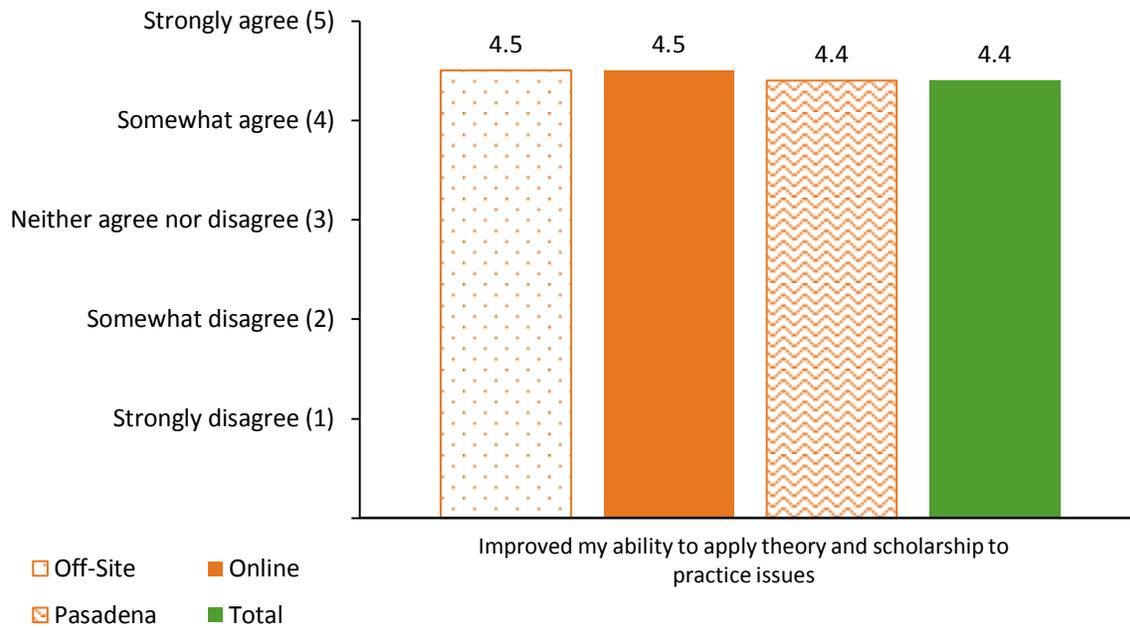
Data Source: PO Student Satisfaction Survey 2015

**My experiences at Pacific Oaks College have prepared me to behave in a professional manner.** On average, PO respondents report a high level of agreement when evaluating this statement. The average response ranges from *Somewhat agree* to *Strongly agree* ( $\bar{x} = 4.5$ ; See Figure 10b). Respondents from the Online campus report a significantly higher level of agreement than respondents from the Off-Site campus,  $F(2, 465) = 3.026$  (respectively,  $\bar{x} = 4.7$  and  $\bar{x} = 4.4$ ; p-value = 0.039). However, no other significant differences exist among the three campuses.

**My experiences at Pacific Oaks College have improved my ability to apply theory and scholarship to practice issues.** PO respondents report agreement with the statement, “My experiences at Pacific Oaks College have improved my ability to apply theory and scholarship to practice issues.” The typical response ranges from

*Somewhat agree to Strongly agree* ( $\bar{x} = 4.4$ ; See Figure 10c). Responses among the three campuses are statistically consistent,  $F(2, 464) = 1.270$  with mean values ranging from 4.4 to 4.5 (respectively,  $\bar{x} = 4.5$  among Off-Site respondents,  $\bar{x} = 4.5$  among Online respondents, and  $\bar{x} = 4.4$  among Pasadena respondents).

**Figure 10c: My experiences at Pacific Oaks have...**



Data Source: PO Student Satisfaction Survey 2015

**Topline: Pacific Oaks College  
Student Satisfaction Survey  
Spring 2015  
(n = 503)**

Which of the following statements best describes you?

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(123)	(234)	(496)
<b>I am a new Pacific Oaks College Student.</b>	46.0	36.6	28.6	35.5
<b>I am a returning Pacific Oaks College student.</b>	54.0	63.4	71.4	64.5

In general, we are interested in your overall satisfaction with Pacific Oaks College. How important, if at all, would you say the following items are to your overall satisfaction with Pacific Oaks College.

Access to academic support services provided by individual faculty

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(123)	(240)	(502)
<b>Very important</b>	79.1	87.0	85.0	83.9
<b>Somewhat important</b>	15.8	8.9	11.7	12.2
<b>Neither important nor unimportant</b>	3.6	2.4	1.2	2.2
<b>Somewhat unimportant</b>	0.0	1.6	1.2	1.0
<b>Not at all important</b>	1.4	0.0	0.8	0.8

Access to academic support services provided by the Library

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(138)	(123)	(240)	(501)
<b>Very important</b>	58.0	49.6	63.7	58.7
<b>Somewhat important</b>	31.2	34.1	30.4	31.5
<b>Neither important nor unimportant</b>	8.0	8.1	3.8	6.0
<b>Somewhat unimportant</b>	1.4	4.1	0.4	1.6
<b>Not at all important</b>	1.4	4.1	1.7	2.2

Access to academic support services provided by C.A.R.E.

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(138)	(121)	(240)	(499)
<b>Very important</b>	50.7	38.8	52.9	48.9
<b>Somewhat important</b>	31.2	30.6	32.5	31.7
<b>Neither important nor unimportant</b>	15.2	19.8	11.2	14.4
<b>Somewhat unimportant</b>	0.7	5.8	1.2	2.2
<b>Not at all important</b>	2.2	5.0	2.1	2.8

Learning the most you can from every experience

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(121)	(240)	(500)
<b>Very important</b>	90.6	93.4	96.2	94.0
<b>Somewhat important</b>	5.8	6.6	3.3	4.8
<b>Neither important nor unimportant</b>	3.6	0.0	0.4	1.2
<b>Somewhat unimportant</b>	0.0	0.0	0.0	0.0
<b>Not at all important</b>	0.0	0.0	0.0	0.0

The academic rigor of your degree program

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(140)	(121)	(237)	(498)
<b>Very important</b>	85.7	83.5	89.5	86.9
<b>Somewhat important</b>	12.1	11.6	8.9	10.4
<b>Neither important nor unimportant</b>	2.1	3.3	1.3	2.0
<b>Somewhat unimportant</b>	0.0	0.8	0.4	0.4
<b>Not at all important</b>	0.0	0.8	0.0	0.2

The value that PO places on each individual student

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(123)	(239)	(501)
<b>Very important</b>	90.6	92.7	91.6	91.6
<b>Somewhat important</b>	5.0	7.3	5.9	6.0
<b>Neither important nor unimportant</b>	2.9	0.0	0.8	1.2
<b>Somewhat unimportant</b>	1.4	0.0	1.3	1.0
<b>Not at all important</b>	0.0	0.0	0.4	0.2

Being at a college that shares your vision for society

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(140)	(123)	(240)	(503)
<b>Very important</b>	89.3	88.6	93.8	91.3
<b>Somewhat important</b>	7.9	10.6	5.8	7.6
<b>Neither important nor unimportant</b>	2.1	0.0	0.0	0.6
<b>Somewhat unimportant</b>	0.0	0.0	0.0	0.0
<b>Not at all important</b>	0.7	0.8	0.4	0.6

Employment in a new career after graduation

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(122)	(238)	(499)
<b>Very important</b>	71.9	77.9	86.1	80.2
<b>Somewhat important</b>	14.4	13.9	7.6	11.0
<b>Neither important nor unimportant</b>	10.1	7.4	4.2	6.6
<b>Somewhat unimportant</b>	0.7	0.0	1.3	0.8
<b>Not at all important</b>	2.9	0.8	0.8	1.4

Advancement in your current employment

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(123)	(240)	(502)
<b>Very important</b>	79.1	75.6	77.1	77.3
<b>Somewhat important</b>	12.9	16.3	12.5	13.5
<b>Neither important nor unimportant</b>	5.0	6.5	6.7	6.2
<b>Somewhat unimportant</b>	0.0	0.0	1.7	0.8
<b>Not at all important</b>	2.9	1.6	2.1	2.2

Being able to take required courses in an online delivery mode

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(123)	(240)	(502)
<b>Very important</b>	39.6	95.9	41.7	54.4
<b>Somewhat important</b>	32.4	3.3	27.1	22.7
<b>Neither important nor unimportant</b>	20.9	0.8	17.5	14.3
<b>Somewhat unimportant</b>	4.3	0.0	3.8	3.0
<b>Not at all important</b>	2.9	0.0	10.0	5.6

Being able to take required courses at an instructional/ off-site cohort

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	--	--	(139)
<b>Very important</b>	87.1	--	--	87.1
<b>Somewhat important</b>	7.9	--	--	7.9
<b>Neither important nor unimportant</b>	3.6	--	--	3.6
<b>Somewhat unimportant</b>	1.4	--	--	1.4
<b>Not at all important</b>	0.0	--	--	0.0

Having face to face contact with Financial Aid counselors

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	--	--	(139)
<b>Very important</b>	62.6	--	--	62.6
<b>Somewhat important</b>	22.3	--	--	22.3
<b>Neither important nor unimportant</b>	10.1	--	--	10.1
<b>Somewhat unimportant</b>	1.4	--	--	1.4
<b>Not at all important</b>	3.6	--	--	3.6

Now, we would like to know how satisfied, if at all, you are with Pacific Oaks College over the past academic year. Please indicate your level of satisfaction with the following items.

Quality of instruction provided by faculty

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(119)	(240)	(498)
<b>Very satisfied</b>	58.3	62.2	63.7	61.8
<b>Somewhat satisfied</b>	28.8	26.9	26.2	27.1
<b>Neither satisfied nor dissatisfied</b>	5.8	2.5	3.3	3.8
<b>Somewhat dissatisfied</b>	4.3	7.6	6.2	6.0
<b>Not at all satisfied</b>	2.9	0.8	0.4	1.2

Consistency of instruction across faculty

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(138)	(118)	(237)	(493)
<b>Very satisfied</b>	46.4	51.7	48.5	48.7
<b>Somewhat satisfied</b>	37.0	28.0	32.9	32.9
<b>Neither satisfied nor dissatisfied</b>	3.6	1.7	3.4	3.0
<b>Somewhat dissatisfied</b>	8.7	14.4	12.7	12.0
<b>Not at all satisfied</b>	4.3	4.2	2.5	3.4

Intellectual challenge of the course work

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(120)	(240)	(499)
<b>Very satisfied</b>	59.7	78.3	69.6	68.9
<b>Somewhat satisfied</b>	30.2	15.0	21.2	22.2
<b>Neither satisfied nor dissatisfied</b>	2.9	0.8	3.8	2.8
<b>Somewhat dissatisfied</b>	5.8	5.8	5.0	5.4
<b>Not at all satisfied</b>	1.4	0.0	0.4	0.6

Quality of academic courses you've taken

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(135)	(120)	(239)	(494)
<b>Very satisfied</b>	64.4	75.0	67.8	68.6
<b>Somewhat satisfied</b>	24.4	18.3	22.6	22.1
<b>Neither satisfied nor dissatisfied</b>	3.7	1.7	5.0	3.8
<b>Somewhat dissatisfied</b>	6.7	5.0	3.8	4.9
<b>Not at all satisfied</b>	0.7	0.0	0.8	0.6

Number of courses taught by my department's core faculty

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(132)	(115)	(235)	(482)
<b>Very satisfied</b>	50.0	60.0	52.3	53.5
<b>Somewhat satisfied</b>	29.5	8.7	26.0	22.8
<b>Neither satisfied nor dissatisfied</b>	12.1	27.0	12.3	15.8
<b>Somewhat dissatisfied</b>	5.3	3.5	6.8	5.6
<b>Not at all satisfied</b>	3.0	0.9	2.6	2.3

Staff's response to concerns I've expressed

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(137)	(120)	(238)	(495)
<b>Very satisfied</b>	51.1	57.5	49.6	51.9
<b>Somewhat satisfied</b>	23.4	22.5	20.2	21.6
<b>Neither satisfied nor dissatisfied</b>	12.4	0.8	9.7	8.3
<b>Somewhat dissatisfied</b>	8.8	13.3	10.9	10.9
<b>Not at all satisfied</b>	4.4	5.8	9.7	7.3

Support received from my student advisor

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(136)	(121)	(236)	(493)
<b>Very satisfied</b>	43.4	47.9	42.8	44.2
<b>Somewhat satisfied</b>	20.6	25.6	18.6	20.9
<b>Neither satisfied nor dissatisfied</b>	25.0	11.6	19.1	18.9
<b>Somewhat dissatisfied</b>	5.1	9.9	12.3	9.7
<b>Not at all satisfied</b>	5.9	5.0	7.2	6.3

Support received from my academic advisor

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(137)	(120)	(239)	(496)
<b>Very satisfied</b>	44.5	47.5	46.0	46.0
<b>Somewhat satisfied</b>	18.2	22.5	19.7	20.0
<b>Neither satisfied nor dissatisfied</b>	26.3	10.0	10.9	14.9
<b>Somewhat dissatisfied</b>	4.4	12.5	13.4	10.7
<b>Not at all satisfied</b>	6.6	7.5	10.0	8.5

Support received from the Financial Aid Office

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(136)	(120)	(235)	(491)
<b>Very satisfied</b>	52.9	55.8	56.2	55.2
<b>Somewhat satisfied</b>	19.9	19.2	18.7	19.1
<b>Neither satisfied nor dissatisfied</b>	19.9	15.8	17.9	17.9
<b>Somewhat dissatisfied</b>	5.9	5.0	4.3	4.9
<b>Not at all satisfied</b>	1.5	4.2	3.0	2.9

Please indicate your level of satisfaction over the past academic year with the following

Quality of the classroom facilities

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(133)	--	(238)	(371)
<b>Very satisfied</b>	43.6	--	76.5	64.7
<b>Somewhat satisfied</b>	25.6	--	14.7	18.6
<b>Neither satisfied nor dissatisfied</b>	17.3	--	5.5	9.7
<b>Somewhat dissatisfied</b>	9.8	--	3.4	5.7
<b>Not at all satisfied</b>	3.8	--	0.0	1.3

Availability of technological resources (e.g. video players, overhead projectors, etc.) in the classrooms

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(132)	--	(237)	(369)
<b>Very satisfied</b>	44.7	--	70.9	61.5
<b>Somewhat satisfied</b>	27.3	--	18.6	21.7
<b>Neither satisfied nor dissatisfied</b>	13.6	--	7.6	9.8
<b>Somewhat dissatisfied</b>	11.4	--	1.7	5.1
<b>Not at all satisfied</b>	3.0	--	1.3	1.9

Effective use of technology in courses

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(135)	(120)	(239)	(494)
<b>Very satisfied</b>	45.2	71.7	62.8	60.1
<b>Somewhat satisfied</b>	26.7	22.5	24.7	24.7
<b>Neither satisfied nor dissatisfied</b>	20.7	1.7	9.6	10.7
<b>Somewhat dissatisfied</b>	7.4	2.5	2.1	3.6
<b>Not at all satisfied</b>	0.0	1.7	0.8	0.8

Process of registering for courses

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(135)	(120)	(240)	(495)
<b>Very satisfied</b>	78.5	73.3	44.6	60.8
<b>Somewhat satisfied</b>	10.4	8.3	24.6	16.8
<b>Neither satisfied nor dissatisfied</b>	8.1	10.0	5.4	7.3
<b>Somewhat dissatisfied</b>	2.2	5.8	15.8	9.7
<b>Not at all satisfied</b>	0.7	2.5	9.6	5.5

Availability of courses to allow progress toward the completion of my degree

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(135)	(120)	(239)	(494)
<b>Very satisfied</b>	76.3	72.5	43.9	59.7
<b>Somewhat satisfied</b>	12.6	13.3	25.1	18.8
<b>Neither satisfied nor dissatisfied</b>	8.9	5.8	8.8	8.1
<b>Somewhat dissatisfied</b>	0.7	5.0	14.6	8.5
<b>Not at all satisfied</b>	1.5	3.3	7.5	4.9

Availability of elective courses

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(124)	(115)	(228)	(467)
<b>Very satisfied</b>	45.2	45.2	36.4	40.9
<b>Somewhat satisfied</b>	16.9	13.9	22.8	19.1
<b>Neither satisfied nor dissatisfied</b>	34.7	33.9	25.0	29.8
<b>Somewhat dissatisfied</b>	0.0	5.2	10.1	6.2
<b>Not at all satisfied</b>	3.2	1.7	5.7	4.1

Have you ever used the HelpDesk by either email or phone? [Off-Site and Pasadena]

Have you ever used the Canvas Help Desk by either email or phone? [Online]

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(138)	(123)	(240)	(501)
<b>Yes</b>	32.6	48.8	47.9	43.9
<b>No</b>	67.4	51.2	52.1	56.1

Please indicate how satisfied, if at all, you have been with the HelpDesk on the following statements.

Time it took to resolve your issue

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(45)	(60)	(115)	(220)
<b>Very satisfied</b>	53.3	78.3	62.6	65.0
<b>Somewhat satisfied</b>	24.4	15.0	23.5	21.4
<b>Neither satisfied nor dissatisfied</b>	11.1	0.0	2.6	3.6
<b>Somewhat dissatisfied</b>	2.2	3.3	8.7	5.9
<b>Not at all satisfied</b>	8.9	3.3	2.6	4.1

Availability of the HelpDesk staff

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(45)	(60)	(114)	(219)
<b>Very satisfied</b>	48.9	81.7	63.2	65.3
<b>Somewhat satisfied</b>	35.6	11.7	22.8	22.4
<b>Neither satisfied nor dissatisfied</b>	4.4	1.7	6.1	4.6
<b>Somewhat dissatisfied</b>	6.7	1.7	7.0	5.5
<b>Not at all satisfied</b>	4.4	3.3	0.9	2.3

As a new student of Pacific Oaks College, we would like to know your level of satisfaction with a few orientations and information sessions. Are you Very Satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, or Not at all satisfied?

Quality of New Student Orientation hosted by the C.A.R.E. Office

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	--	--	(65)	(65)
<b>Very satisfied</b>	--	--	58.5	58.5
<b>Somewhat satisfied</b>	--	--	16.9	16.9
<b>Neither satisfied nor dissatisfied</b>	--	--	21.5	21.5
<b>Somewhat dissatisfied</b>	--	--	3.1	3.1
<b>Not at all satisfied</b>	--	--	0.0	0.0

Quality of program orientation hosted by the MFT Department

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	--	--	(54)	(54)
<b>Very satisfied</b>	--	--	53.7	53.7
<b>Somewhat satisfied</b>	--	--	9.3	9.3
<b>Neither satisfied nor dissatisfied</b>	--	--	31.5	31.5
<b>Somewhat dissatisfied</b>	--	--	5.6	5.6
<b>Not at all satisfied</b>	--	--	0.0	0.0

Quality of information session hosted by Admissions Department

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	--	--	(64)	(64)
<b>Very satisfied</b>	--	--	56.2	56.2
<b>Somewhat satisfied</b>	--	--	20.3	20.3
<b>Neither satisfied nor dissatisfied</b>	--	--	20.3	20.3
<b>Somewhat dissatisfied</b>	--	--	3.1	3.1
<b>Not at all satisfied</b>	--	--	0.0	0.0

As a new student of Pacific Oaks College, we would like to know your level of satisfaction with the quality of Online New Student Orientation. Are you Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, or Not at all satisfied?

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	--	(45)	--	(45)
<b>Very satisfied</b>	--	55.6	--	55.6
<b>Somewhat satisfied</b>	--	33.1	--	33.1
<b>Neither satisfied nor dissatisfied</b>	--	11.1	--	11.1
<b>Somewhat dissatisfied</b>	--	2.2	--	2.2
<b>Not at all satisfied</b>	--	0.0	--	0.0

As a new student of Pacific Oaks College, we would like to know your level of satisfaction with the quality of New Student Orientation. Are you Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, or Not at all satisfied?

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(63)	--	--	(63)
<b>Very satisfied</b>	47.6	--	--	47.6
<b>Somewhat satisfied</b>	34.9	--	--	34.9
<b>Neither satisfied nor dissatisfied</b>	6.3	--	--	6.3
<b>Somewhat dissatisfied</b>	7.9	--	--	7.9
<b>Not at all satisfied</b>	3.2	--	--	3.2

As a student of Pacific Oaks College, we would like to know your level of satisfaction with the following statements. Are you Very satisfied, Somewhat Satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, or Not at all satisfied?

Accessibility to academic advising (mail, phone, office hours, etc.)

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(134)	(117)	(239)	(490)
<b>Very satisfied</b>	49.3	49.6	42.7	46.1
<b>Somewhat satisfied</b>	25.4	28.2	26.4	26.5
<b>Neither satisfied nor dissatisfied</b>	17.9	12.8	8.4	12.0
<b>Somewhat dissatisfied</b>	5.2	6.8	14.2	10.0
<b>Not at all satisfied</b>	2.2	2.6	8.4	5.3

Overall quality of academic advising

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(134)	(117)	(236)	(487)
<b>Very satisfied</b>	43.3	47.9	44.1	44.8
<b>Somewhat satisfied</b>	32.1	19.7	24.6	25.5
<b>Neither satisfied nor dissatisfied</b>	17.2	12.8	9.7	12.5
<b>Somewhat dissatisfied</b>	4.5	13.7	11.9	10.3
<b>Not at all satisfied</b>	3.0	6.0	9.7	7.0

Overall quality of support provided by your academic advisor

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(135)	(117)	(234)	(486)
<b>Very satisfied</b>	45.2	49.6	45.3	46.3
<b>Somewhat satisfied</b>	27.4	16.2	21.4	21.8
<b>Neither satisfied nor dissatisfied</b>	17.8	14.5	11.5	14.0
<b>Somewhat dissatisfied</b>	6.7	12.8	10.3	9.9
<b>Not at all satisfied</b>	3.0	6.8	11.5	8.0

Overall experience of the practicum process

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(114)	(101)	(200)	(415)
<b>Very satisfied</b>	45.6	53.5	39.0	44.3
<b>Somewhat satisfied</b>	21.9	19.8	20.5	20.7
<b>Neither satisfied nor dissatisfied</b>	23.7	20.8	24.0	23.1
<b>Somewhat dissatisfied</b>	6.1	3.0	9.0	6.7
<b>Not at all satisfied</b>	2.6	3.0	7.5	5.1

Overall quality of my academic program

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(139)	(121)	(235)	(495)
<b>Very satisfied</b>	54.7	61.2	57.4	57.6
<b>Somewhat satisfied</b>	28.8	28.1	28.5	28.5
<b>Neither satisfied nor dissatisfied</b>	7.9	5.8	7.7	7.3
<b>Somewhat dissatisfied</b>	5.8	4.1	3.8	4.4
<b>Not at all satisfied</b>	2.9	0.8	2.6	2.2

How satisfied are you with your overall experience at Pacific Oaks College? Are you Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, or Not at all satisfied?

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(140)	(123)	(239)	(502)
<b>Very satisfied</b>	54.3	65.0	53.1	56.4
<b>Somewhat satisfied</b>	34.3	25.2	34.7	32.3
<b>Neither satisfied nor dissatisfied</b>	3.6	0.8	3.3	2.8
<b>Somewhat dissatisfied</b>	7.1	7.3	7.1	7.2
<b>Not at all satisfied</b>	0.7	1.6	1.7	1.4

Now we are interested in your satisfaction with the communication and hours of operation for several department and organizations.

Are you Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, or Not at all satisfied with the communication from the following...

Academic Department

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(133)	(115)	(231)	(479)
<b>Very satisfied</b>	51.1	47.0	42.4	45.9
<b>Somewhat satisfied</b>	27.8	25.2	28.6	27.6
<b>Neither satisfied nor dissatisfied</b>	15.8	20.0	15.2	16.5
<b>Somewhat dissatisfied</b>	3.8	4.3	9.5	6.7
<b>Not at all satisfied</b>	1.5	3.5	4.3	3.3

Admissions

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(133)	(119)	(226)	(478)
<b>Very satisfied</b>	57.9	55.5	51.3	54.2
<b>Somewhat satisfied</b>	24.8	26.9	27.4	26.6
<b>Neither satisfied nor dissatisfied</b>	14.3	15.1	14.6	14.6
<b>Somewhat dissatisfied</b>	3.0	2.5	3.5	3.1
<b>Not at all satisfied</b>	0.0	0.0	3.1	1.5

Registrar's Office

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(131)	(113)	(230)	(474)
<b>Very satisfied</b>	49.6	48.7	49.1	49.2
<b>Somewhat satisfied</b>	33.6	24.8	23.9	26.8
<b>Neither satisfied nor dissatisfied</b>	15.3	22.1	15.7	17.1
<b>Somewhat dissatisfied</b>	1.5	2.7	7.0	4.4
<b>Not at all satisfied</b>	0.0	1.8	4.3	2.5

## C.A.R.E.

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(124)	(104)	(221)	(449)
<b>Very satisfied</b>	36.3	32.7	47.1	40.8
<b>Somewhat satisfied</b>	30.6	18.3	19.9	22.5
<b>Neither satisfied nor dissatisfied</b>	29.8	47.1	29.9	33.9
<b>Somewhat dissatisfied</b>	1.6	0.0	1.4	1.1
<b>Not at all satisfied</b>	1.6	1.9	1.8	1.8

## Financial Aid

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(137)	(117)	(226)	(480)
<b>Very satisfied</b>	55.5	51.3	52.2	52.9
<b>Somewhat satisfied</b>	27.0	26.5	25.2	26.0
<b>Neither satisfied nor dissatisfied</b>	12.4	14.5	15.9	14.6
<b>Somewhat dissatisfied</b>	4.4	5.1	4.0	4.4
<b>Not at all satisfied</b>	0.7	2.6	2.7	2.1

## Business Office (Student Accounts)

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(126)	(110)	(216)	(452)
<b>Very satisfied</b>	42.9	41.8	39.8	41.2
<b>Somewhat satisfied</b>	29.4	21.8	25.9	25.9
<b>Neither satisfied nor dissatisfied</b>	26.2	31.8	28.7	28.8
<b>Somewhat dissatisfied</b>	1.6	1.8	3.7	2.7
<b>Not at all satisfied</b>	0.0	2.7	1.9	1.5

## Information Technology (Help Desk)

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(125)	(111)	(225)	(461)
<b>Very satisfied</b>	40.0	49.5	45.3	44.9
<b>Somewhat satisfied</b>	24.0	18.0	28.9	24.9
<b>Neither satisfied nor dissatisfied</b>	32.8	30.6	22.2	27.1
<b>Somewhat dissatisfied</b>	0.8	0.9	3.1	2.0
<b>Not at all satisfied</b>	2.4	0.9	0.4	1.1

Student Government Association

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(116)	(98)	(211)	(425)
<b>Very satisfied</b>	25.0	28.6	29.9	28.2
<b>Somewhat satisfied</b>	23.3	16.3	22.3	21.2
<b>Neither satisfied nor dissatisfied</b>	49.1	54.1	42.7	47.1
<b>Somewhat dissatisfied</b>	0.9	0.0	2.8	1.6
<b>Not at all satisfied</b>	1.7	1.0	2.4	1.9

Are you Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, or Not at all satisfied with the hours of operation from the following...

Academic Department

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(127)	(111)	(223)	(461)
<b>Very satisfied</b>	48.0	47.7	45.7	46.9
<b>Somewhat satisfied</b>	20.5	18.9	25.6	22.6
<b>Neither satisfied nor dissatisfied</b>	29.9	27.9	21.1	25.2
<b>Somewhat dissatisfied</b>	1.6	0.9	6.3	3.7
<b>Not at all satisfied</b>	0.0	4.5	1.3	1.7

Admissions

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(128)	(115)	(222)	(465)
<b>Very satisfied</b>	51.6	46.1	48.6	48.8
<b>Somewhat satisfied</b>	20.3	20.9	25.2	22.8
<b>Neither satisfied nor dissatisfied</b>	26.6	29.6	22.5	25.4
<b>Somewhat dissatisfied</b>	1.6	1.7	2.3	1.9
<b>Not at all satisfied</b>	0.0	1.7	1.4	1.1

Registrar's Office

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(126)	(112)	(225)	(463)
<b>Very satisfied</b>	50.0	43.8	47.6	47.3
<b>Somewhat satisfied</b>	23.0	21.4	24.9	23.5
<b>Neither satisfied nor dissatisfied</b>	24.6	30.4	23.1	25.3
<b>Somewhat dissatisfied</b>	2.4	1.8	3.1	2.6
<b>Not at all satisfied</b>	0.0	2.7	1.3	1.3

## C.A.R.E.

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(126)	(104)	(221)	(451)
<b>Very satisfied</b>	43.7	34.6	47.5	43.5
<b>Somewhat satisfied</b>	20.6	18.3	22.5	20.8
<b>Neither satisfied nor dissatisfied</b>	33.3	44.2	27.1	32.8
<b>Somewhat dissatisfied</b>	1.6	0.0	2.3	1.6
<b>Not at all satisfied</b>	0.8	2.9	0.9	1.3

## Financial Aid

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(129)	(113)	(224)	(466)
<b>Very satisfied</b>	52.7	49.6	48.2	49.8
<b>Somewhat satisfied</b>	19.4	15.9	25.4	21.5
<b>Neither satisfied nor dissatisfied</b>	25.6	29.2	22.3	24.9
<b>Somewhat dissatisfied</b>	2.3	1.8	2.7	2.4
<b>Not at all satisfied</b>	0.0	3.5	1.3	1.5

## Business Office (Student Accounts)

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(124)	(108)	(219)	(451)
<b>Very satisfied</b>	48.4	41.7	40.6	43.0
<b>Somewhat satisfied</b>	17.7	18.5	24.2	21.1
<b>Neither satisfied nor dissatisfied</b>	33.1	37.0	30.6	32.8
<b>Somewhat dissatisfied</b>	0.8	0.9	2.7	1.8
<b>Not at all satisfied</b>	0.0	1.9	1.8	1.3

## Information Technology (Help Desk)

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(126)	(108)	(216)	(450)
<b>Very satisfied</b>	46.8	48.1	46.3	46.9
<b>Somewhat satisfied</b>	19.8	16.7	24.1	21.1
<b>Neither satisfied nor dissatisfied</b>	32.5	33.3	25.9	29.6
<b>Somewhat dissatisfied</b>	0.8	0.9	3.2	2.0
<b>Not at all satisfied</b>	0.0	0.9	0.5	0.4

Student Government Association

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(121)	(99)	(213)	(433)
<b>Very satisfied</b>	32.2	31.3	36.6	34.2
<b>Somewhat satisfied</b>	21.5	19.2	20.7	20.6
<b>Neither satisfied nor dissatisfied</b>	44.6	49.5	39.9	43.4
<b>Somewhat dissatisfied</b>	0.8	0.0	1.9	1.2
<b>Not at all satisfied</b>	0.8	0.0	0.9	0.7

Considering the past academic year, please indicate your level of agreement with the following statements. Do you Strongly agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, or Strongly disagree?

Courses are available to fit my schedule

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(127)	(114)	(230)	(471)
<b>Strongly agree</b>	74.8	84.2	45.2	62.6
<b>Somewhat agree</b>	16.5	7.9	33.0	22.5
<b>Neither agree nor disagree</b>	5.5	4.4	4.8	4.9
<b>Somewhat disagree</b>	0.8	3.5	12.6	7.2
<b>Strongly disagree</b>	2.4	0.0	4.3	2.8

Library resources and services are appropriate for my needs

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(123)	(110)	(223)	(456)
<b>Strongly agree</b>	48.0	56.4	51.1	51.5
<b>Somewhat agree</b>	26.0	16.4	30.5	25.9
<b>Neither agree nor disagree</b>	20.3	24.5	14.3	18.4
<b>Somewhat disagree</b>	1.6	2.7	3.1	2.6
<b>Strongly disagree</b>	4.1	0.0	0.9	1.5

The library's hours of operation fit my schedule

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(111)	(95)	(216)	(422)
<b>Strongly agree</b>	18.9	22.1	22.2	21.3
<b>Somewhat agree</b>	11.7	3.2	12.0	10.0
<b>Neither agree nor disagree</b>	40.5	61.1	35.2	42.4
<b>Somewhat disagree</b>	13.5	6.3	18.1	14.2
<b>Strongly disagree</b>	15.3	7.4	12.5	12.1

The computer lab is appropriate for my needs

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(101)	(88)	(223)	(412)
<b>Strongly agree</b>	33.7	19.3	61.0	45.4
<b>Somewhat agree</b>	13.9	4.5	21.5	16.0
<b>Neither agree nor disagree</b>	43.6	73.9	11.7	32.8
<b>Somewhat disagree</b>	1.0	0.0	5.4	3.2
<b>Strongly disagree</b>	7.9	2.3	0.4	2.7

The computer lab's hours of operation fit my schedule

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(100)	(87)	(222)	(409)
<b>Strongly agree</b>	33.3	18.4	65.8	47.7
<b>Somewhat agree</b>	11.0	4.6	16.7	12.7
<b>Neither agree nor disagree</b>	45.0	74.7	14.0	34.5
<b>Somewhat disagree</b>	2.0	0.0	2.7	2.0
<b>Strongly disagree</b>	9.0	2.3	0.9	3.2

Areas for study are made available to me

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(101)	(87)	(216)	(404)
<b>Strongly agree</b>	15.8	16.1	25.5	21.0
<b>Somewhat agree</b>	5.9	2.3	12.0	8.4
<b>Neither agree nor disagree</b>	42.6	69.0	33.3	43.3
<b>Somewhat disagree</b>	16.8	1.1	14.4	12.1
<b>Strongly disagree</b>	18.8	11.5	14.8	15.1

Have you used Canvas at Pacific Oaks College?

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(138)	(120)	(233)	(491)
<b>Yes</b>	97.1	97.5	96.1	96.7
<b>No</b>	2.9	2.5	3.9	3.3

Considering your use of Canvas within the past academic year, please indicate your level of agreement with the following statements. Do you Strongly agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, or Strongly disagree?

Canvas courses are easy to navigate and use

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(128)	(116)	(222)	(466)
<b>Strongly agree</b>	23.4	52.6	26.1	32.0
<b>Somewhat agree</b>	21.9	17.2	19.4	19.5
<b>Neither agree nor disagree</b>	17.2	4.3	13.1	12.0
<b>Somewhat disagree</b>	24.2	19.0	27.9	24.7
<b>Strongly disagree</b>	13.3	6.9	13.5	11.8

Canvas courses are conducted effectively by Pacific Oaks College instructors

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(128)	(116)	(217)	(461)
<b>Strongly agree</b>	37.5	52.6	30.4	38.0
<b>Somewhat agree</b>	29.7	25.0	32.7	29.9
<b>Neither agree nor disagree</b>	12.5	6.9	16.6	13.0
<b>Somewhat disagree</b>	13.3	13.8	16.1	14.8
<b>Strongly disagree</b>	7.0	1.7	4.1	4.3

Considering the past academic year, please indicate your level of agreement with the following statements. Do you Strongly agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, or Strongly disagree?

If I have question I know which staff member/department to contact

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(133)	(117)	(230)	(480)
<b>Strongly agree</b>	21.8	23.9	20.4	21.7
<b>Somewhat agree</b>	21.1	26.5	24.3	24.0
<b>Neither agree nor disagree</b>	18.8	9.4	14.8	14.6
<b>Somewhat disagree</b>	24.8	25.6	23.0	24.2
<b>Strongly disagree</b>	13.5	14.5	17.4	15.6

Pacific Oaks College provides proper channels of communication for students

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(132)	(116)	(231)	(479)
<b>Strongly agree</b>	40.2	37.1	34.6	36.7
<b>Somewhat agree</b>	31.8	32.8	27.3	29.9
<b>Neither agree nor disagree</b>	15.2	10.3	12.6	12.7
<b>Somewhat disagree</b>	10.6	13.8	14.3	13.2
<b>Strongly disagree</b>	2.3	6.0	11.3	7.5

As a student of Pacific Oaks College, I am able to maintain a healthy balance between my personal life and my course work/ training

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(133)	(118)	(232)	(483)
<b>Strongly agree</b>	33.8	50.0	34.5	38.1
<b>Somewhat agree</b>	30.1	31.4	36.6	33.5
<b>Neither agree nor disagree</b>	15.0	6.8	13.4	12.2
<b>Somewhat disagree</b>	16.5	9.3	12.1	12.6
<b>Strongly disagree</b>	4.5	2.5	3.4	3.5

Please rate your level of agreement with the following statements. Do you Strongly agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, or Strongly disagree?

I made the right choice by enrolling at Pacific Oaks College.

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(137)	(120)	(231)	(488)
<b>Strongly agree</b>	71.5	79.2	70.1	72.7
<b>Somewhat agree</b>	13.1	12.5	15.6	14.1
<b>Neither agree nor disagree</b>	10.2	3.3	6.9	7.0
<b>Somewhat disagree</b>	5.1	4.2	6.1	5.3
<b>Strongly disagree</b>	0.0	0.8	1.3	0.8

I would recommend Pacific Oaks College to friends/ family considering careers in human development, early childhood education, marital & family therapy, or teaching.

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(137)	(120)	(231)	(488)
<b>Strongly agree</b>	67.9	77.5	63.2	68.0
<b>Somewhat agree</b>	19.0	14.2	19.0	17.8
<b>Neither agree nor disagree</b>	5.8	1.7	10.0	6.8
<b>Somewhat disagree</b>	3.6	3.3	4.3	3.9
<b>Strongly disagree</b>	3.6	3.3	3.5	3.5

Please indicate your level of agreement with the following statements regarding campus security over the past academic year. Do you Strongly agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, or Strongly disagree?

I am aware of campus advisory/ emergency action plans

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(112)	(86)	(222)	(420)
<b>Strongly agree</b>	11.6	23.3	22.5	19.8
<b>Somewhat agree</b>	8.0	7.0	14.0	11.0
<b>Neither agree nor disagree</b>	30.4	44.2	14.9	25.0
<b>Somewhat disagree</b>	17.0	7.0	23.4	18.3
<b>Strongly disagree</b>	33.3	18.6	25.2	26.0

I feel safe and secure on campus

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(113)	(73)	(229)	(415)
<b>Strongly agree</b>	53.1	19.2	76.4	60.0
<b>Somewhat agree</b>	19.5	5.5	17.5	15.9
<b>Neither agree nor disagree</b>	25.7	75.3	3.5	22.2
<b>Somewhat disagree</b>	1.8	0.0	0.9	1.0
<b>Strongly disagree</b>	0.0	0.0	1.7	1.0

I feel the information I send and receive online is secure (email, Canvas, etc.)

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(128)	(112)	(230)	(470)
<b>Strongly agree</b>	55.5	62.5	61.3	60.0
<b>Somewhat agree</b>	32.8	25.9	23.5	26.6
<b>Neither agree nor disagree</b>	10.9	9.8	9.6	10.0
<b>Somewhat disagree</b>	0.8	0.9	3.5	2.1
<b>Strongly disagree</b>	0.0	0.9	2.2	1.3

How prepared do you feel about the online student account system, Intuit? Do you feel Very prepared, Somewhat prepared, Neither prepared nor unprepared, Somewhat unprepared, or Not at all prepared?

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(132)	(119)	(226)	(477)
<b>Very prepared</b>	32.6	52.1	40.3	41.1
<b>Somewhat prepared</b>	46.2	32.8	39.4	39.6
<b>Neither prepared nor unprepared</b>	13.6	7.6	10.6	10.7
<b>Somewhat unprepared</b>	6.1	7.6	6.6	6.7
<b>Not at all prepared</b>	1.5	0.0	3.1	1.9

Have you ever used Career Services?

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(136)	(117)	(227)	(480)
<b>Yes</b>	5.1	5.1	6.6	5.8
<b>No</b>	64.7	67.5	45.8	56.5
<b>No, but I would like to</b>	30.1	27.4	47.6	37.7

How satisfied are you with the following components of your Career Services experience? Are you Very satisfied, Somewhat satisfied, Neither satisfied nor dissatisfied, Somewhat dissatisfied, or Not at all satisfied?

Quality of Career Services

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(7)	(6)	(15)	(28)
<b>Very satisfied</b>	42.9	83.3	33.3	46.4
<b>Somewhat satisfied</b>	28.6	16.7	26.7	25.0
<b>Neither satisfied nor dissatisfied</b>	14.3	0.0	13.3	10.7
<b>Somewhat dissatisfied</b>	14.3	0.0	26.7	17.9
<b>Not at all satisfied</b>	0.0	0.0	0.0	0.0

Availability of Career Services

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(7)	(5)	(15)	(27)
<b>Very satisfied</b>	42.9	80.0	53.3	55.6
<b>Somewhat satisfied</b>	14.3	20.0	13.3	14.8
<b>Neither satisfied nor dissatisfied</b>	42.9	0.0	13.3	18.5
<b>Somewhat dissatisfied</b>	0.0	0.0	20.0	11.1
<b>Not at all satisfied</b>	0.0	0.0	0.0	0.0

Please rate your level of agreement with the following culture centered practices. Do you Strongly agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, or Strongly disagree?

Faculty and staff create safe environments in which multiple voices and perspectives are shared and heard

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(130)	(114)	(229)	(473)
<b>Strongly agree</b>	70.8	78.9	72.9	73.8
<b>Somewhat agree</b>	17.7	13.2	19.2	17.3
<b>Neither agree nor disagree</b>	6.9	7.0	4.4	5.7
<b>Somewhat disagree</b>	1.5	0.0	2.2	1.5
<b>Strongly disagree</b>	3.1	0.9	1.3	1.7

Course content is balanced and inclusive so that diverse perspective are explored

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(134)	(118)	(228)	(480)
<b>Strongly agree</b>	69.4	81.4	72.4	73.8
<b>Somewhat agree</b>	18.7	15.3	20.2	18.5
<b>Neither agree nor disagree</b>	7.5	1.7	2.6	3.8
<b>Somewhat disagree</b>	2.2	1.7	3.5	2.7
<b>Strongly disagree</b>	2.2	0.0	1.3	1.2

Developmental education is practiced by accommodating different learning styles, cognitive abilities, and sociocultural influences in the classroom

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(134)	(114)	(227)	(475)
<b>Strongly agree</b>	65.7	72.8	67.0	68.0
<b>Somewhat agree</b>	25.4	15.8	21.1	21.1
<b>Neither agree nor disagree</b>	5.2	7.0	8.4	7.2
<b>Somewhat disagree</b>	1.5	3.5	2.2	2.3
<b>Strongly disagree</b>	2.2	0.9	1.3	1.5

Inclusive classroom and co-curricular environment promote mutual respect, reflection, critical thinking, and academic excellence

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(134)	(113)	(228)	(475)
<b>Strongly agree</b>	68.7	82.3	74.1	74.5
<b>Somewhat agree</b>	24.6	8.8	18.0	17.7
<b>Neither agree nor disagree</b>	3.0	8.8	5.3	5.5
<b>Somewhat disagree</b>	0.7	0.0	1.8	1.1
<b>Strongly disagree</b>	3.0	0.0	0.9	1.3

I feel actively engaged in the learning process

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(133)	(117)	(226)	(476)
<b>Strongly agree</b>	54.1	70.9	69.9	65.8
<b>Somewhat agree</b>	15.8	10.3	12.4	12.8
<b>Neither agree nor disagree</b>	16.5	8.5	9.7	11.3
<b>Somewhat disagree</b>	9.8	6.0	4.4	6.3
<b>Strongly disagree</b>	3.8	4.3	3.5	3.8

Considering the past academic year, what is your level of agreement with the following statements? Do you Strongly agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, or Strongly disagree?

My experiences at Pacific Oaks Colleges have advanced my multicultural competence

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(129)	(114)	(224)	(467)
<b>Strongly agree</b>	55.8	71.9	65.6	64.5
<b>Somewhat agree</b>	21.7	15.8	19.2	19.1
<b>Neither agree nor disagree</b>	12.4	7.0	6.7	8.4
<b>Somewhat disagree</b>	4.7	2.6	4.0	3.9
<b>Strongly disagree</b>	5.4	2.6	7.5	4.3

My experiences at Pacific Oaks College have increased my awareness of writing as an important skill in my professional life

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(130)	(114)	(224)	(468)
<b>Strongly agree</b>	63.8	75.4	67.4	68.4
<b>Somewhat agree</b>	19.2	15.8	16.5	17.1
<b>Neither agree nor disagree</b>	13.1	8.8	8.9	10.0
<b>Somewhat disagree</b>	2.3	0.0	4.0	2.6
<b>Strongly disagree</b>	1.5	0.0	3.1	1.9

My experiences at Pacific Oaks College have advanced my professional practice skills

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(130)	(115)	(225)	(470)
<b>Strongly agree</b>	66.2	69.6	62.7	65.3
<b>Somewhat agree</b>	19.2	17.4	23.6	20.9
<b>Neither agree nor disagree</b>	12.3	11.3	9.3	10.6
<b>Somewhat disagree</b>	1.5	1.7	3.6	2.6
<b>Strongly disagree</b>	0.8	0.0	0.9	0.6

My experiences at Pacific Oaks College have prepared me to behave in a professional manner

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(129)	(115)	(224)	(468)
<b>Strongly agree</b>	66.7	76.5	70.5	70.9
<b>Somewhat agree</b>	14.0	12.2	12.9	13.0
<b>Neither agree nor disagree</b>	12.4	11.3	12.9	12.4
<b>Somewhat disagree</b>	3.1	0.0	1.3	1.5
<b>Strongly disagree</b>	3.9	0.0	2.2	2.1

My experiences at Pacific Oaks College have improved my ability to apply theory and scholarship to practice issues

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(129)	(115)	(223)	(467)
<b>Strongly agree</b>	64.3	65.2	59.2	62.1
<b>Somewhat agree</b>	20.9	23.5	26.9	24.4
<b>Neither agree nor disagree</b>	11.6	9.6	7.6	9.2
<b>Somewhat disagree</b>	1.6	1.7	3.6	2.6
<b>Strongly disagree</b>	1.6	0.0	2.7	1.7

Please indicate your level of agreement with the following statement, “My overall experience at Pacific Oaks college has met my expectations.” Do you Strongly agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, or Strongly disagree?

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(134)	(119)	(226)	(479)
<b>Strongly agree</b>	53.7	61.3	51.8	54.7
<b>Somewhat agree</b>	33.6	28.6	32.3	31.7
<b>Neither agree nor disagree</b>	6.0	4.2	4.4	4.8
<b>Somewhat disagree</b>	3.7	3.4	8.0	5.6
<b>Strongly disagree</b>	3.0	2.5	3.5	3.1

Next, we would like to know your level of interest in the following services. Are you Very interested, Somewhat interested, Somewhat uninterested, or Not at all interested?

#### Student Activities

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(131)	(112)	(220)	(463)
<b>Very interested</b>	24.4	10.7	30.9	24.2
<b>Somewhat interested</b>	28.2	21.4	36.4	30.5
<b>Somewhat uninterested</b>	22.9	18.8	18.6	19.9
<b>Not at all interested</b>	24.4	49.1	14.1	25.5

#### Copy Machines

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(126)	--	(218)	(344)
<b>Very interested</b>	33.3	--	43.6	39.8
<b>Somewhat interested</b>	17.5	--	33.9	27.9
<b>Somewhat uninterested</b>	15.9	--	11.5	13.1
<b>Not at all interested</b>	33.3	--	11.0	19.2

Career Assistance

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(128)	(116)	(216)	(460)
<b>Very interested</b>	46.1	40.5	70.8	56.3
<b>Somewhat interested</b>	23.4	25.9	20.8	22.8
<b>Somewhat uninterested</b>	14.1	10.3	3.7	8.3
<b>Not at all interested</b>	16.4	23.3	4.6	12.6

Writing Assistance

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(131)	(112)	(218)	(461)
<b>Very interested</b>	55.0	27.7	50.5	46.2
<b>Somewhat interested</b>	22.9	29.5	31.7	28.6
<b>Somewhat uninterested</b>	11.5	12.5	8.7	10.4
<b>Not at all interested</b>	10.7	30.4	9.2	14.8

Daytime Courses

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(122)	--	(218)	(340)
<b>Very interested</b>	19.7	--	39.9	32.6
<b>Somewhat interested</b>	22.1	--	22.0	22.1
<b>Somewhat uninterested</b>	16.4	--	17.1	16.8
<b>Not at all interested</b>	41.8	--	21.1	28.5

Workshops

	Off-Site	Online	Pasadena	Total
<b>(n)</b>	(102)	(93)	(150)	(345)
<b>Very interested</b>	37.3	22.6	48.0	38.0
<b>Somewhat interested</b>	22.5	26.9	30.7	27.2
<b>Somewhat uninterested</b>	13.7	14.0	14.0	13.9
<b>Not at all interested</b>	26.5	36.6	7.3	20.9