

	A	B	C	D	E	F	G	H	I	J	K	L	M
1		Ozark Spring 2017			Ozark Spring 2019			Ozark Spring 2021			Ozark Spring 2023		
2		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
3	1. This institution has a good reputation.	94%	89%	5%	88%	91%	-3%	97%	94%	3%	94%	95%	-1%
4	2. My program advisor is accessible by telephone and email.	89%	94%	-5%	85%	82%	3%	84%	97%	-13%	94%	95%	-1%
5	3. Instructional materials are appropriate for program content.	94%	83%	11%	97%	72%	25%	100%	74%	26%	94%	94%	0%
6	4. Faculty provide timely feedback about student progress.	89%	78%	11%	88%	82%	6%	94%	71%	23%	100%	89%	11%
7	5. My program advisor helps me work toward career goals.	83%	83%	0%	79%	76%	3%	76%	82%	-6%	83%	76%	7%
8	6. Tuition paid is a worthwhile investment.	94%	83%	11%	91%	76%	15%	90%	81%	9%	82%	83%	-1%
9	7. Program requirements are clear and reasonable.	94%	83%	11%	94%	70%	24%	97%	74%	23%	94%	89%	5%
10	8. Student-to-student collaborations are valuable to me.	44%	44%	0%	33%	44%	-11%	40%	72%	-32%	53%	50%	3%
11	9. Adequate financial aid is available	88%	71%	17%	90%	83%	7%	97%	83%	14%	82%	71%	11%
12	10. This institution responds quickly when I request information.	100%	100%	0%	88%	81%	-3%	97%	97%	0%	100%	100%	0%
13	11. Student assignments are clearly defined in the syllabus.	100%	83%	17%	97%	58%	39%	97%	75%	22%	88%	83%	5%
14	12. There are sufficient offerings within my program of study.	83%	72%	11%	91%	61%	30%	96%	79%	17%	80%	75%	5%
15	13. The frequency of student and instructor interactions is adequate.	78%	83%	-5%	76%	79%	-3%	81%	77%	4%	82%	76%	6%
16	14. I receive timely information on the availability of financial aid.	94%	88%	6%	84%	80%	4%	83%	83%	0%	93%	87%	6%
17	15. Channels are available for providing timely responses to student complaints.	69%	86%	-17%	68%	82%	-14%	71%	75%	-4%	85%	80%	5%
18	16. Appropriate technical assistance is readily available.	89%	89%	0%	76%	72%	4%	79%	89%	-10%	81%	83%	-2%
19	17. Assessment and evaluation procedures are clear and reasonable.	72%	89%	-17%	85%	70%	15%	97%	86%	11%	94%	88%	6%
20	18. Registration for online courses is convenient.	100%	100%	0%	91%	94%	-3%	90%	93%	-3%	94%	94%	0%
21	19. Online career services are available.	77%	91%	-14%	73%	71%	2%	65%	68%	-3%	60%	58%	2%
22	20. The quality of online instruction is excellent	89%	89%	0%	97%	66%	31%	100%	77%	23%	100%	71%	29%
23	21. Adequate online library resources are provided.	82%	76%	6%	82%	67%	15%	90%	77%	13%	94%	82%	12%
24	22. I am aware of whom to contact for questions about programs and services.	94%	100%	-6%	91%	88%	3%	93%	90%	3%	89%	94%	-5%
25	23. Billing and payment procedures are convenient for me.	89%	94%	-5%	88%	79%	9%	93%	93%	0%	89%	89%	0%
26	24. Tutoring services are readily available for online courses.	31%	40%	-9%	48%	43%	5%	63%	65%	-2%	63%	67%	-4%
27	25. Faculty are responsive to student needs.	89%	94%	-5%	88%	76%	12%	93%	87%	6%	94%	94%	0%
28	26. The bookstore provides timely service to students.	82%	91%	-9%	64%	91%	-27%	74%	94%	-20%	83%	91%	-8%
29	27. Campus item: I am growing in Christlikeness	100%	83%	17%	94%	73%	21%	97%	86%	11%	100%	94%	6%
30	28. Campus item: I am learning to be grounded in Scripture										100%	100%	0%
31	29. Campus item: I am learning to practice cultural discernment.										100%	100%	0%
32	30. Campus item: I am being vocationally prepared for Christian service.	100%	78%	22%	94%	88%	6%	97%	79%	18%	94%	94%	0%
33	31. Campus item: Course assignments are due on days (Thursday, Sunday) that are most convenient.	83%	39%	44%	82%	53%	29%	78%	78%	0%	84%	67%	17%
34	32. Campus item: Billing policies are reasonable.	94%	82%	12%	85%	84%	1%	83%	93%	-10%	88%	93%	-5%
35	33. Campus item: The campus staff are caring and helpful.	94%	94%	0%	87%	90%	-3%	91%	100%	-9%	100%	100%	0%
36	34. Campus item: The program orientation helped me know what to expect in online classes.	87%	87%	0%	73%	66%	7%	83%	77%	6%	88%	81%	7%
37	35. Campus item: I would like ministry career planning assistance.	53%	54%	-1%	48%	55%	-7%	56%	74%	-18%	69%	60%	9%
38	36. Campus item: The course content and assignments are appropriately rigorous and challenging.										83%	76%	7%
39	(28). Campus item: the length of time during the process of admission, acceptance, and enrollment was appropriate.	88%	94%	-6%	81%	84%	-3%	83%	97%	-14%	Did not use question in 2023		

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40	(29). Campus item: The course content and assignments are appropriately rigorous and challenging.	89%	83%	6%	85%	76%	9%	97%	90%	7%	Did not use question in 2023		
41	37. Source of information: Catalog and brochures (printed)	44%			56%			58%			50%		
42	38. Source of information: Catalog (online)	71%			80%			79%			75%		
43	39. Source of information: College representatives	50%			50%			52%			69%		
44	40. Source of information: Website	88%			85%			86%			83%		
45	41. Source of information: Advertisements	33%			37%			42%			44%		
46	42. Source of information: Recommendation from instructor or program advisor.	83%			74%			71%			79%		
47	43. Source of information: Contact with current students and/or recent graduates of the program.	41%			39%			52%			88%		
48	44. Factor to enroll: Ability to transfer credits	88%			93%			86%			78%		
49	45. Factor to enroll: Cost	67%			75%			83%			89%		
50	46. Factor to enroll: Financial assistance available	71%			71%			69%			78%		
51	47. Factor to enroll: Future employment opportunities.	78%			53%			50%			67%		
52	48. Factor to enroll: Reputation of institution	94%			85%			93%			94%		
53	49. Factor to enroll: Work schedule	94%			78%			81%			76%		
54	50. Factor to enroll: Flexible pacing for completing a program	83%			94%			90%			94%		
55	51. Factor to enroll: Convenience	94%			97%			80%			89%		
56	52. Factor to enroll: Distance from campus	75%			44%			46%			62%		
57	53. Factor to enroll: Program requirements	69%			72%			71%			65%		
58	54. Factor to enroll: Recommendations from employer	56%			40%			64%			36%		
59	So far, how has your college experience met your expectations?					5.19			5.42			5.11	
60	Rate your overall satisfaction with your experience here thus far.					79%			83%			71%	
61	All in all, if you had it to do over again, would you enroll here?					85%			86%			83%	
62	DEMOGRAPHICS												
63	Class Level												
64	<i>Freshman</i>					23%			13%			16%	
65	<i>Sophomores</i>					13%			19%			11%	
66	<i>Junior</i>					13%			32%			37%	
67	<i>Senior</i>					44%			32%			21%	
68	Gender												
69	<i>Female</i>					52%			29%			50%	
70	<i>Male</i>					48%			71%			50%	
71	Employment												
72	<i>Full-time</i>					78%			63%			58%	
73	<i>Part-time</i>					11%			27%			27%	
74	Not employed					11%			10%			16%	
75													
76	Number of students completing survey		18			34			32			19	
77	Number of students who were sent the survey		59			51			65			58	