



**Pacific Oaks
Student Satisfaction Survey
Spring 2017**

Field Interviewing: March 21, 2017 to April 17, 2017

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Introduction

Pacific Oaks College (PO) is dedicated to providing quality services to their students. To assist in their continued efforts, PO tasked the Office of Institutional Research (OIR) with a web-based assessment of current students' satisfaction with the institution. The purpose of this assessment is to identify areas in which the Administration can improve student needs and create a higher level of student satisfaction. The results of this assessment will be used to inform improvements to PO.

Methodology

The goal of OIR's Spring 2017 assessment is to provide the information necessary to inform future improvements. In order to do this, OIR surveyed the entire active student population within PO for the Spring 2017 semester using a web-based questionnaire that contained 100 survey items that were in the form of multiple choice questions, Likert scales, and open-ended questions.

Using a Custom Term Registration Analysis Report from CampusVue, OIR identified 1,209 students with an active status¹ at one of the four PO campuses: Pasadena, Online, Cohort, and Branch.² The Spring 2017 assessment includes responses from 372 PO students. In order to increase response rates, OIR contacted individuals using an introductory email on March 20, 2017, that included an individualized link to the survey. Individuals who had not responded to the survey seven days later (March 27, 2017) received a reminder email with an individualized link to the survey. A second, third, and a final reminder email were sent respectively, on April 3, 2017, April 10, 2017, and April 13, 2017. The total number of possible contacts attempted by OIR was five.

Contact information for each individual was provided by OIR. The survey was conducted March 20, 2017 to April 17, 2017. Of the 1,209 individuals included in the sample, OIR received responses from 372 students. The overall response rate for the survey is 30.7 percent with a margin of error of ± 5.1 percent.³ For a breakdown of response rates by campus, please see Table 1.

¹ Active statuses are defined as individuals with one of the following SchoolStatus categories: Academic & FA Probation, Academic & FA Warning, Active, Pending Graduate, Pending Probation, Re-entry, Transfer to Other Campus).

² The Cohort campus contains respondents from the Claremont Cohort, Downey Cohort, East Los Angeles Cohort 1, East Los Angeles College Cohort, HLPUSD Cohort, Human Services Association Cohort, Los Angeles City College Cohort, North Hollywood Cohort, Options Head Start Cohort, San Diego Cohort, Santa Ana Cohort, Van Nuys Cohort, and VOA-North Hollywood Cohort. The Branch campus contains respondents from the Sacramento Instructional Site and San Jose Branch Campus.

³ Response rate was calculated according to AAPOR guidelines. The margin of error was calculated using the following formula: $\frac{Z_{\alpha/2}}{(2 \cdot \sqrt{n})}$, where $Z_{\alpha/2} = 1.96$ and n is the number of respondents who completed the survey, 372.

Table 1: Survey Response Rates by Campus

	Completed Surveys	Partially Completed Surveys	Institution Surveys	Response Rate
Pasadena	161	8	169	31.0%
Online	92	5	97	29.3%
Branch	43	2	45	34.4%
Cohort	51	10	61	30.0%
Institution	347	25	372	30.7%

*Note: The response rate was calculated in guidelines with AAPOR standards, reporting Response Rate 2
Data Source: PO Student Satisfaction Survey, Spring 2017

Sample

The corresponding table (Table 2) compares campus and demographic information of three groups: Spring 2017 Census (A) population, the 2017 unweighted assessment sample, and the 2017 weighted assessment sample. Ideally, an assessment sample is representative of the population or within the survey's margin of error ± 5.1 percent. However, the portion of respondents from the Branch campus is overrepresented (respectively, 10.0% compared to 16.4%) while respondents from the Cohort campus are underrepresented (respectively, 18.2% compared to 12.1%). Thus, researchers at OIR made the decision to apply post-stratification weights⁴ to the survey data based on three criteria: a respondent's campus, gender, and race/ ethnicity.

The resulting weighted assessment sample is extremely representative of the PO population. The largest discrepancy between the PO student population and the weighted assessment sample is among respondents who identify with a race/ethnicity other than Black or African American, Latino(a)/ Hispanic, or White (a difference of 1.7 percentage points). This discrepancy is well within the survey's margin of error and is acceptable.

⁴ Post-stratification weighting is one technique used to ensure that the sample more accurately reflects the characteristics of the population. This is done by adjusting the magnitude of respondents' responses based on characteristics of the population and sample. Please note that the post-stratification weights do not change the actual answers to survey items.

Table 2: A Comparison of the Assessment Sample and the Survey Population

	Spring 2017 Census (A)	2017 Unweighted Assessment Sample	2017 Weighted Assessment Sample
	(1,195)	(372)	(360)
Campus			
Pasadena	45.7%	45.4%	45.4%
Online	26.2%	26.1%	27.3%
Branch	10.0%	16.4%	9.1%
Cohort	18.2%	12.1%	18.1%
Gender			
Female	89.5%	92.7%	89.9%
Male	10.4%	7.3%	10.1%
Race/ Ethnicity			
Black or African American	13.7%	11.8%	13.4%
Latino(a)/ Hispanic ⁵	48.8%	50.3%	49.3%
White	21.8%	22.8%	23.3%
Other ⁶	12.3%	15.1%	14.0%

Data Source: PO Spring 2017 Census (A) and PO Student Satisfaction Survey, Spring 2017

Analysis

The survey included 100 survey items assessing attitudes concerning student satisfaction toward PO, academic factors including advising, student services, communication with the administration, etc. The majority of survey items were evaluated using a five-point Likert scale where respondents report their level of agreement, satisfaction, importance, preparedness, and/or interest with the provided statements.

Due to a low number of responses within some campuses, the subsequent sections in this report do not speak to any statistical findings. Rather, this assessment provides a descriptive narrative of 95 survey items from the 2017 Student Satisfaction Survey.⁷

⁵ This category was created using the Department of Education's guidelines where any individual who identifies as Latino(a)/ Hispanic is categorized by their ethnicity, regardless of their identified race. The exception to this is if an individual identifies as International. In this case, the individual's race/ ethnicity would be International.

⁶ Races and ethnicities included within the Other category are Asian, Pacific Islander, American Indian, Alaskan Native, International, Two or more races, and Not Reported.

⁷ Open-ended survey items are not reported in this executive summary; however, they are provided in the topline found at the end of this document.

General Evaluations

Respondents were asked to evaluate five survey items evaluating their experience at PO that includes the following topics: satisfaction with their overall academic experience, if they would recommend PO to friends/family, if PO has met their expectations, and if they are able to maintain a healthy balance between their personal life and course work/training. Survey items were evaluated on either a five-point Satisfaction scale⁸ or a five-point Agreement scale⁹ where larger values indicate higher levels of satisfaction or agreement.

Additionally, respondents were asked to evaluate the importance of ten survey items to their satisfaction with PO. Survey items were evaluated using a five-point Importance scale¹⁰ where larger values indicate larger levels of importance.

How satisfied are you with your overall academic experience at Pacific Oaks? Respondents report satisfaction with their overall academic experience at Pacific Oaks. The average response among all respondents ranges from *Satisfied* to *Very Satisfied* (See Table 3; Institution: $\bar{X} = 4.2$). Respondents from the Branch campus report the highest level of satisfaction (Branch: $\bar{X} = 4.6$) followed by respondents from the Online campus (Online: $\bar{X} = 4.3$), the Pasadena campus (Pasadena: $\bar{X} = 4.2$), and the Cohort campus (Cohort: $\bar{X} = 3.9$) with an average response that ranges from *Neither Satisfied nor Dissatisfied* to *Satisfied*.

Table 3: Satisfaction with Overall Academic Experience at PO

	Pasadena	Online	Branch	Cohort	Institution
How satisfied are you with your overall academic experience at Pacific Oaks?	4.2 (0.8)	4.3 (0.8)	4.6 (0.5)	3.9 (1.0)	4.2 (0.8)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

I made the right choice by enrolling at Pacific Oaks College. Respondents overall agree that they made the right choice by enrolling at PO. The average response at all levels of interest ranges from *Agree* to *Strongly Agree* (See Table 4; Institution: $\bar{X} = 4.3$; Pasadena: $\bar{X} = 4.3$; Online: $\bar{X} = 4.4$; Branch: $\bar{X} = 4.4$; Cohort: $\bar{X} = 4.3$).

I would recommend Pacific Oaks College to friends/family considering a career in education, marriage and family therapy, or human development. Overall, respondents at all levels of interest would recommend PO to friends and family considering a career in one of PO's program areas. The average response at the Institution and from the Pasadena, Online, and Branch campuses ranges from *Agree* to *Strongly Agree* (See Table 4; Institution: $\bar{X} = 4.2$; Pasadena: $\bar{X} = 4.2$; Online: $\bar{X} = 4.3$; Branch: $\bar{X} = 4.4$), while the average response from the Cohort campus is *Agree* (Cohort: $\bar{X} = 4.0$).

My overall experience at Pacific Oaks College has met my expectations. Respondents tend to report agreement with the statement, *My overall experience at Pacific Oaks College has met my expectations*. The average response among all respondents and respondents from the Pasadena campus is *Agree* (See Table 4; Institution:

⁸ Not at all Satisfied (1), Dissatisfied (2), Neither Satisfied nor Dissatisfied (3), Satisfied (4), Very Satisfied (5)

⁹ Strongly Disagree (1), Disagree (2), Neither Agree nor Disagree (3), Agree (4), Strongly Agree (5)

¹⁰ Not at all Important (1), Unimportant (2), Neither Important nor Unimportant (3), Important (4), Very Important (5)

$\bar{X} = 4.0$; Pasadena: $\bar{X} = 4.0$). The average response at the Online and Branch campuses ranges from *Agree* to *Strongly Agree* (Online: $\bar{X} = 4.1$; Branch: $\bar{X} = 4.4$). The average response at the Cohort campus ranges from *Neither Agree nor Disagree* to *Agree* (Cohort: $\bar{X} = 3.7$).

Table 4: General Evaluations of TCSP

	Pasadena	Online	Branch	Cohort	Institution
I made the right choice by enrolling at Pacific Oaks College.	4.3 (0.9)	4.4 (0.9)	4.4 (1.0)	4.3 (0.8)	4.3 (0.9)
I would recommend Pacific Oaks College to friends/family considering a career in human development, early childhood education, martial & family therapy, teaching, or organizational leadership and change.	4.2 (1.0)	4.3 (1.0)	4.4 (0.9)	4.0 (1.0)	4.2 (1.0)
My overall experience at Pacific Oaks College has met my expectations.	4.0 (1.0)	4.1 (1.0)	4.4 (0.8)	3.7 (1.1)	4.0 (1.0)
I am able to maintain a healthy balance between my personal life and my course work/training	4.0 (0.9)	4.2 (1.0)	4.0 (1.0)	3.9 (0.8)	4.0 (0.9)

Note: Standard deviations appear in parentheses below means.
Data Source: PO Student Satisfaction Survey, Spring 2017

I am able to maintain a healthy balance between my personal life and my course work/training. Overall, respondents *Agree* that they are able to maintain a healthy balance between their personal life and their course work/training (See Table 4; Institution: $\bar{X} = 4.0$). This is consistent with evaluations from the Pasadena and Branch campuses (Pasadena: $\bar{X} = 4.0$; Branch: $\bar{X} = 4.0$). The Online campus reports a higher level of agreement with the average response ranging from *Agree* to *Strongly Agree* (Online: $\bar{X} = 4.2$). The Cohort campus reports the lowest level of agreement with the average response ranging from *Neither Agree nor Disagree* to *Agree* (Cohort: $\bar{X} = 3.9$)

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?

Institution. The most important item to respondents' overall satisfaction with PO is *Learning the most you can from every experience* (See Table 5; Institution: $\bar{X} = 4.7$ with 98.0% of all weighted respondents reporting this item as *Important* or *Very Important*). The least important item to respondents' overall satisfaction is *Access to academic support services provided by C.A.R.E.* (Institution: $\bar{X} = 4.0$ with 71.8% of all weighted respondents reporting this item as *Important* or *Very Important*).

Pasadena. Pasadena respondents report that *Learning the most you can from every experience* as the most important item to their overall satisfaction with PO (See Table 5; Pasadena: $\bar{X} = 4.7$ with 98.2% of weighted Pasadena respondents reporting this item as *Important* or *Very Important*) with *Being able to take required courses in an online delivery mode* as the least important (Pasadena: $\bar{X} = 3.9$ with 67.9% of weighted Pasadena respondents reporting this item as *Important* or *Very Important*).

Online. Respondents from the Online campus attribute the most importance to *Learning the most you can from every experience* to their overall satisfaction with PO (See Table 5; Online: $\bar{X} = 4.8$ with 100.0% of weighted Online respondents reporting the item as *Important* or *Very Important*) and attribute the least importance to *Access to academic support services provided by C.A.R.E.* (Online: $\bar{X} = 3.7$ with 57.4% of weighted Online respondents reporting the item as *Important* or *Very Important*).

Table 5: Importance to Overall Satisfaction with PO

	Pasadena	Online	Branch	Cohort	Institution
Access to academic support services provided by individual faculty	4.6 (0.6)	4.5 (0.7)	4.4 (0.6)	4.5 (0.6)	4.5 (0.6)
Access to academic support services provided by the Library	4.3 (0.8)	4.3 (0.8)	4.1 (0.7)	4.4 (0.7)	4.3 (0.8)
Access to academic support services provided by C.A.R.E.	4.1 (0.9)	3.7 (1.0)	3.9 (0.8)	4.1 (0.9)	4.0 (0.9)
Learning the most you can from every experience	4.7 (0.5)	4.8 (0.4)	4.7 (0.5)	4.6 (0.7)	4.7 (0.5)
The academic rigor of your degree program	4.6 (0.6)	4.6 (0.6)	4.5 (0.6)	4.5 (0.7)	4.5 (0.6)
The value that PO places on each individual student	4.6 (0.7)	4.7 (0.6)	4.6 (0.5)	4.4 (0.8)	4.6 (0.7)
Being at a college that shares your vision for society	4.6 (0.6)	4.7 (0.5)	4.7 (0.5)	4.5 (0.8)	4.6 (0.6)
Employment in a new career after graduation	4.7 (0.6)	4.5 (0.8)	4.3 (0.6)	4.5 (0.7)	4.6 (0.7)
Advancement in your current employment	4.6 (0.8)	4.6 (0.7)	4.6 (0.8)	4.5 (0.7)	4.6 (0.7)
Being able to take required courses in an online delivery mode	3.9 (1.1)	4.8 (0.5)	4.1 (1.1)	4.2 (0.9)	4.2 (1.0)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

Branch. Respondents from the Branch campus attribute the most importance to two items concerning their overall satisfaction with PO, *Learning the most you can from every experience* (See Table 5; Branch: $\bar{X} = 4.7$ with 97.0% of weighted Branch respondents reporting the item as *Important* or *Very Important*) and *Being at a college that shares your vision for society* (Branch: $\bar{X} = 4.7$ with 97.0% of weighted Branch respondents reporting the item as *Important* or *Very Important*). The Branch campus attributes the least importance to *Access to academic support services provided by C.A.R.E.* (Branch: $\bar{X} = 3.9$ with 72.7% of weighted Branch respondents reporting the item as *Important* or *Very Important*).

Cohort. Respondents from the Cohort campus attribute the most importance to *Learning the most you can from every experience* (See Table 5; Cohort: $\bar{X} = 4.6$ with 95.4% of weighted Cohort respondents reporting the item as *Important* or *Very Important*). The Cohort campus attributes the least importance to *Access to academic support services provided by C.A.R.E.* (Cohort: $\bar{X} = 4.1$ with 76.8% of weighted Cohort respondents reporting the item as *Important* or *Very Important*).

Academic Factors

Respondents were asked to evaluate 12 survey items that assess their satisfaction with general academic factors at PO. Survey items were evaluated using a 5-point Satisfaction scale¹¹ where larger values indicate larger levels of satisfaction.

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.

Institution. On average, respondents report some level of satisfaction with the 12 provided factors (See Table 6; Institution: $3.8 \leq \bar{X} \leq 4.4$). Respondents report the most satisfaction with the item, *Quality of academic courses you've taken* (Institution: $\bar{X} = 4.4$ with 91.7% of all weighted respondents reporting they are *Satisfied* or *Very Satisfied*) and are the least satisfied with *The availability of elective courses* (Institution: $\bar{X} = 3.8$ with 62.9% of all weighted respondents reporting they are *Satisfied* or *Very Satisfied*).

Table 6: Satisfaction with Academic Factors

	Pasadena	Online	Branch	Cohort	Institution
Quality of instruction provided by faculty	4.3 (0.8)	4.4 (0.7)	4.3 (0.7)	4.1 (1.0)	4.3 (0.8)
Consistency of instruction across faculty	3.8 (1.1)	4.0 (1.0)	4.0 (0.9)	4.0 (1.0)	3.9 (1.1)
Intellectual challenge of the coursework	4.3 (0.7)	4.5 (0.7)	4.5 (0.7)	4.1 (0.9)	4.4 (0.7)
Quality of academic courses you've taken	4.4 (0.8)	4.5 (0.6)	4.4 (0.8)	4.1 (0.9)	4.4 (0.8)
Number of courses taught by my department's core faculty	4.0 (1.0)	4.1 (0.9)	4.3 (0.8)	4.2 (0.8)	4.1 (0.9)
Staff's response to concerns I've expressed	3.9 (1.0)	3.9 (1.1)	4.1 (1.0)	3.7 (1.2)	3.9 (1.1)
Overall experience of the practicum process	3.9 (1.1)	4.2 (0.9)	4.4 (0.7)	4.2 (0.9)	4.1 (1.0)
Overall quality of my academic program	4.2 (0.8)	4.3 (0.8)	4.4 (0.7)	4.0 (1.0)	4.2 (0.8)
Support received from the Financial Aid Office	4.0 (1.0)	3.9 (1.0)	4.1 (0.9)	3.9 (1.1)	4.0 (1.0)
Process of registering for courses	3.7 (1.2)	3.9 (1.2)	4.5 (0.7)	4.4 (0.9)	4.0 (1.1)
Availability of courses to allow progress toward the completion of my degree	3.7 (1.1)	4.1 (1.0)	4.6 (0.6)	4.3 (0.8)	4.0 (1.1)
Availability of elective courses	3.5 (1.1)	4.0 (0.9)	4.0 (1.0)	4.0 (0.9)	3.8 (1.1)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

¹¹ Not at all Satisfied (1), Dissatisfied (2), Neither Satisfied nor Dissatisfied (3), Satisfied (4), Very Satisfied (5)
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Pasadena. Respondents from the Pasadena campus report being the most satisfied with the *Quality of academic courses you've taken* (See Table 6; Pasadena: $\bar{X} = 4.4$ with 91.8% of weighted Pasadena respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with *Availability of elective courses* (Pasadena: $\bar{X} = 3.5$ with 56.3% of weighted Pasadena respondents reporting they are *Satisfied* or *Very Satisfied*).

Online. Online respondents report being the most satisfied with the academic factor, *Quality of academic courses you've taken* (See Table 6; Online: $\bar{X} = 4.5$ with 95.9% of weighted Online respondents reporting they are *Satisfied* or *Very Satisfied*). They report being the least satisfied with the *Process of registering for courses* (Online: $\bar{X} = 3.9$ with 72.8% of weighted Online respondents reporting they are *Satisfied* or *Very Satisfied*).

Branch. Respondents from the Branch campus report being the most satisfied with the *Availability of courses to allow progress toward the completion of my degree* (See Table 6; Branch: $\bar{X} = 4.6$ with 93.6% of weighted Branch respondents reporting they are *Satisfied* or *Very Satisfied*). Respondents from this campus report being the least satisfied with the *Availability of elective courses* (Branch: $\bar{X} = 4.0$ with 65.4% of weighted Branch respondents reporting they are *Satisfied* or *Very Satisfied*).

Cohort. Cohort respondents report being most satisfied with the *Process of registering for courses* (See Table 6; Cohort: $\bar{X} = 4.4$ with 86.2% of weighted Cohort respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with *Staff's response to concerns I've expressed* (Cohort: $\bar{X} = 3.7$ with 59.3% of weighted Cohort respondents reporting they are *Satisfied* or *Very Satisfied*).

Advising

Respondents were asked to evaluate their satisfaction with eight survey items concerning the advising process at PO. Survey items were evaluated using a 5-point Satisfaction scale¹² where larger values indicate higher levels of satisfaction.

As a student of Pacific Oaks College, we would like to know your level of satisfaction with the following statements related to advising.

Institution. On average, respondents tend to report a somewhat low level of satisfaction with the seven survey items related to advising with the average response for seven survey items ranging from *Neither Satisfied nor Dissatisfied* to *Satisfied* (See Table 7; Institution: $3.7 \leq \bar{X} \leq 4.0$). Respondents report being the most satisfied with *Support received from my Admission Enrollment Counselor* (Institution: $\bar{X} = 4.0$ with 74.0% of all weighted respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with the *Overall quality of academic advising* (Institution: $\bar{X} = 3.7$ with 62.9% of respondents reporting they are *Satisfied* or *Very Satisfied*).

Pasadena. Respondents from the Pasadena campus report being the most satisfied with the *Overall quality of faculty advising* (See Table 7; Pasadena: $\bar{X} = 3.9$ with 70.1% of weighted Pasadena respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with the *Accessibility to academic advising (mail, phone, office hours, etc.)* (Pasadena: $\bar{X} = 3.5$ with 56.9% of weighted Pasadena respondents reporting they are *Satisfied* or *Very Satisfied*).

Table 7: Satisfaction with Advising

	Pasadena	Online	Branch	Cohort	Institution
Support received from my Admission Enrollment Counselor	3.8 (1.2)	4.2 (1.0)	4.2 (0.9)	4.1 (1.0)	4.0 (1.1)
Support received from my Academic Advisor	3.6 (1.2)	3.7 (1.2)	4.2 (0.9)	3.8 (1.0)	3.7 (1.2)
Accessibility to academic advising (mail, phone, office hours, etc.)	3.5 (1.2)	3.8 (1.2)	4.1 (1.0)	3.9 (1.0)	3.7 (1.2)
Overall quality of academic advising	3.6 (1.2)	3.7 (1.2)	4.2 (0.9)	3.8 (1.0)	3.7 (1.1)
Overall quality of support provided by your Academic Advisor	3.6 (1.2)	3.7 (1.2)	4.2 (1.0)	3.9 (1.1)	3.7 (1.1)
Support received from my Faculty Advisor	3.8 (1.1)	3.8 (1.1)	4.2 (1.0)	3.7 (1.2)	3.9 (1.1)
Overall quality of faculty advising	3.9 (1.1)	3.9 (1.1)	4.3 (0.9)	3.7 (1.1)	3.9 (1.1)
Overall quality of support provided by your Faculty Advisor	3.8 (1.2)	3.9 (1.1)	4.2 (1.0)	3.7 (1.1)	3.9 (1.1)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

¹² Not at all Satisfied (1), Dissatisfied (2), Neither Satisfied nor Dissatisfied (3), Satisfied (4), Very Satisfied (5)
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Online. Respondents from the Online campus report being the most satisfied with *Support received from my Admission Enrollment Counselor* (See Table 7; Online: $\bar{X} = 4.2$ with 78.7% of weighted Online respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with the *Overall quality of support provided by your Academic Advisor* (Online: $\bar{X} = 3.7$ with 60.8% of weighted Online respondents reporting they are *Satisfied* or *Very Satisfied*).

Branch. Branch campus respondents report being the most satisfied with the *Overall quality of faculty advising* (See Table 7; Branch: $\bar{X} = 4.3$ with 83.8% of weighted Branch respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with the *Accessibility to academic advising (mail, phone, office hours, etc.)* (Branch: $\bar{X} = 4.1$ with 74.2% of weighted Branch respondents reporting they are *Satisfied* or *Very Satisfied*).

Cohort. Cohort campus respondents report being the most satisfied with *Support received from my Admission Enrollment Counselor* (See Table 7; Cohort: $\bar{X} = 4.1$ with 82.8% of weighted Cohort respondents reporting they are *Satisfied* or *Very Satisfied*). They are the least satisfied with the *Support received from my faculty advisor* (Cohort: $\bar{X} = 3.7$ with 65.5% of weighted Cohort respondents reporting they are *Satisfied* or *Very Satisfied*).

Culture Centered Practices

Respondents were asked to evaluate six survey items regarding culture centered practices at PO. Survey items were evaluated on a 5-point Agreement scale¹³ where larger values indicate higher levels of agreement.

Please rate your level of agreement with the following culture centered practices.

Faculty and staff create a safe environment in which multiple voices and perspectives are shared and heard.

Overall, respondents agree with the statement, *Faculty and staff create a safe environment in which multiple voices and perspectives are shared and heard*. At all levels of interest, the average response ranges from *Agree* to *Strongly Agree* (See Table 8; Institution: $\bar{X} = 4.4$; Pasadena: $\bar{X} = 4.4$; Online: $\bar{X} = 4.4$; Branch: $\bar{X} = 4.5$; Cohort: $\bar{X} = 4.3$).

Course content is balanced and inclusive so that diverse perspectives are explored. Respondents agree that *Course content is balanced and inclusive so that diverse perspectives are explored* at PO with the average response ranging from *Agree* to *Strongly Agree* at all levels of interest (See Table 8; Institution: $\bar{X} = 4.5$; Pasadena: $\bar{X} = 4.5$; Online: $\bar{X} = 4.6$; Branch: $\bar{X} = 4.5$; Cohort: $\bar{X} = 4.4$).

Development education is practiced by accommodating different learning styles, cognitive abilities, and sociocultural influences in the classroom. At all levels of interest, respondents report agreement with the statement, *Development education is practiced by accommodating different learning styles, cognitive abilities, and sociocultural influences in the classroom*. Average responses range from *Agree* to *Strongly Agree* (See Table 8; Institution: $\bar{X} = 4.4$; Pasadena: $\bar{X} = 4.4$; Online: $\bar{X} = 4.4$; Branch: $\bar{X} = 4.4$; Cohort: $\bar{X} = 4.3$).

Inclusive classroom and co-curricular environment promote mutual respect, reflection, critical thinking, and academic excellence. Respondents generally agree that there is an inclusive classroom and co-curricular environment that promotes mutual respect, reflections, critical thinking, and academic excellence at PO. Responses at all levels range from *Agree* to *Strongly Agree* (See Table 8; Institution: $\bar{X} = 4.5$; Pasadena: $\bar{X} = 4.5$; Online: $\bar{X} = 4.4$; Branch: $\bar{X} = 4.4$; Cohort: $\bar{X} = 4.4$).

I feel actively engaged in the learning process.¹⁴ On average, respondents report that they feel actively engaged in the learning process. The average response at the Institution and the Pasadena, Online, and Branch campuses ranges from *Agree* to *Strongly Agree* (See Table 8; Institution: $\bar{X} = 4.1$; Pasadena: $\bar{X} = 4.1$; Online: $\bar{X} = 4.1$; Branch: $\bar{X} = 4.2$) and ranges from *Neither Agree nor Disagree* to *Agree* at the Cohort campus (Cohort: $\bar{X} = 3.8$).

Courses are available to fit my schedule. Generally, respondents agree with the statement, *Courses are available to fit my schedule*. The average response at the Institution and the Online, Branch, and Cohort campus ranges from *Agree* to *Strongly Agree* (See Table 8; Institution: $\bar{X} = 4.3$; Online: $\bar{X} = 4.5$; Branch: $\bar{X} = 4.5$; Cohort: $\bar{X} = 4.5$) and is *Agree* at the Pasadena campus (Pasadena: $\bar{X} = 4.0$).

¹³ *Strongly Disagree (1), Disagree (2), Neither Agree nor Disagree (3), Agree (4), Strongly Agree (5)*

¹⁴ The actual wording of this statement is *I DO NOT feel actively engaged in the learning process*. It was recoded for interpretability.

Table 8: Culture Centered Practices

	Pasadena	Online	Branch	Cohort	Institution
Faculty and staff create a safe environment in which multiple voices and perspectives are shared and heard	4.4 (0.7)	4.4 (0.7)	4.5 (0.7)	4.3 (1.0)	4.4 (0.7)
Course content is balanced and inclusive so that diverse perspectives are explored	4.5 (0.7)	4.6 (0.5)	4.5 (0.6)	4.4 (0.7)	4.5 (0.6)
Development education is practiced by accommodating different learning styles, cognitive abilities, and sociocultural influences in the classroom	4.4 (0.7)	4.4 (0.8)	4.4 (0.8)	4.3 (0.8)	4.4 (0.8)
Inclusive classroom and co-curricular environment promote mutual respect, reflection, critical thinking, and academic excellence	4.5 (0.6)	4.4 (0.8)	4.4 (0.9)	4.4 (0.8)	4.5 (0.7)
I feel actively engaged in the learning process	4.1 (1.0)	4.1 (1.1)	4.2 (1.0)	3.8 (1.2)	4.1 (1.1)
Courses are available to fit my schedule	4.0 (1.0)	4.5 (0.7)	4.5 (0.7)	4.5 (0.8)	4.3 (0.9)

Note: Standard deviations appear in parentheses below means.
Data Source: PO Student Satisfaction Survey, Spring 2017

Student Services & Resources

Respondents were asked a number of survey items related to their experience with student services and resources at PO. For example, respondents were asked their level of satisfaction with the communication and hours of operation of specific departments. Additionally, respondents were asked if they have used certain student services and resources offered at PO. Those who have used those services and resources were then asked to provide their level of agreement, satisfaction, or preparedness with various survey items. The majority of survey items were evaluated on a 5-point Satisfaction scale¹⁵, a 5-point Agreement scale¹⁶, or a 5-point Preparedness scale¹⁷ where larger values indicate higher levels of interest.

Now, we are interested in your satisfaction with the communication for several departments and organizations.

Institution. Overall, respondents tend to report some satisfaction with the communication they receive from the eight provided areas (See Table 9; $3.5 \leq \bar{X} \leq 4.1$). Respondents report being the most satisfied with communication from their *Academic Department (core faculty)* (Institution: $\bar{X} = 4.1$ with 81.9% of all weighted respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with communication from the *Student Government Association* (Institution: $\bar{X} = 3.5$ with 39.9% of all weighted respondents reporting they are *Satisfied* or *Very Satisfied*).

Pasadena. Respondents from Pasadena are the most satisfied with the communication received from their *Academic Department (core faculty)* (See Table 9; Pasadena: $\bar{X} = 4.1$ with 79.9% of weighted Pasadena respondents reporting they are *Satisfied* or *Very Satisfied*) and are least satisfied with the communication from the *Student Government Association* (Pasadena: $\bar{X} = 3.4$ with 37.0% of weighted Pasadena respondents reporting they are *Satisfied* or *Very Satisfied*).

Online. Online respondents are the most satisfied with communication from *Admissions* (See Table 9; Online: $\bar{X} = 4.2$ with 81.1% of weighted Online respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with communication from the *Student Government Association* (Online: $\bar{X} = 3.4$ with 31.2% of weighted Online respondents reporting they are *Satisfied* or *Very Satisfied*).

Branch. Branch respondents report being the most satisfied with communication from their *Academic Department (core faculty)* (See Table 9; Branch: $\bar{X} = 4.5$ with 96.8% of weighted Branch respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with communication from the *Student Government Association* (Branch: $\bar{X} = 3.4$ with 40.0% of weighted Branch respondents reporting they are *Satisfied* or *Very Satisfied*).

¹⁵ Not at all Satisfied (1), Dissatisfied (2), Neither Satisfied nor Dissatisfied (3), Satisfied (4), Very Satisfied (5)

¹⁶ Strongly Disagree (1), Disagree (2), Neither Agree nor Disagree (3), Agree (4), Strongly Agree (5)

¹⁷ Not at all Prepared (1), Unprepared (2), Neither Prepared nor Unprepared (3), Prepared (4), Very Prepared (5)

Cohort. Cohort respondents are the most satisfied with communication from *Admissions* (See Table 9; Cohort: \bar{X} = 4.2 with 84.2% of weighted Cohort respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with communication from the *Student Government Association* (Cohort: \bar{X} = 3.8 with 61.1% of weighted Cohort respondents reporting they are *Satisfied* or *Very Satisfied*).

Table 9: Satisfaction with Communication

	Pasadena	Online	Branch	Cohort	Institution
Academic Department (core faculty)	4.1 (0.9)	4.2 (0.8)	4.5 (0.6)	4.1 (0.9)	4.1 (0.8)
Admissions	3.9 (0.9)	4.2 (0.9)	4.3 (0.8)	4.2 (0.7)	4.0 (0.9)
Registrar's Office	3.9 (0.9)	3.9 (1.0)	4.0 (0.9)	4.1 (0.8)	4.0 (0.9)
C.A.R.E.	3.8 (0.8)	3.5 (0.8)	3.8 (0.9)	3.9 (0.9)	3.7 (0.9)
Financial Aid	4.0 (0.9)	3.9 (1.0)	4.0 (1.0)	4.0 (1.0)	3.9 (1.0)
Business Office (Student Accounts)	3.8 (0.8)	3.7 (0.9)	4.0 (0.8)	3.9 (0.9)	3.8 (0.9)
Information Technology (Help Desk)	4.0 (0.9)	3.9 (0.9)	4.0 (0.9)	4.0 (0.9)	4.0 (0.9)
Student Government Association	3.4 (0.9)	3.4 (0.8)	3.4 (1.0)	3.8 (0.9)	3.5 (0.9)
Academic Advising Center	3.5 (1.1)	3.5 (1.0)	3.9 (1.0)	3.8 (0.9)	3.6 (1.0)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

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

Institution. Overall, respondents report some satisfaction with the hours of operation for the eight provided areas (See Table 10; $3.6 \leq \bar{X} \leq 4.0$). Respondents report being the most satisfied with hours of operation for *Admissions* (Institution: \bar{X} = 4.0 with 73.8% of all weighted respondents reporting they are *Satisfied* or *Very Satisfied*) and the *Registrar's Office* (Institution: \bar{X} = 4.0 with 73.8% of all weighted respondents reporting they are *Satisfied* or *Very Satisfied*) and the least satisfied with hours of operation for the *Student Government Association* (Institution: \bar{X} = 3.6 with 46.2% of all weighted respondents reporting they are *Satisfied* or *Very Satisfied*).

Pasadena. Respondents from Pasadena are the most satisfied with the hours of operation for their *Academic Department (core faculty)* (See Table 10; Pasadena: \bar{X} = 4.0 with 74.6% of weighted Pasadena respondents reporting they are *Satisfied* or *Very Satisfied*). They are the least satisfied with the hours of operation of the *Student Government Association* (Pasadena: \bar{X} = 3.6 with 43.3% of weighted Pasadena respondents reporting they are *Satisfied* or *Very Satisfied*).

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Table 10: Satisfaction with Hours of Operation

	Pasadena	Online	Branch	Cohort	Institution
Academic Department (core faculty)	4.0 (0.9)	3.9 (0.8)	4.4 (0.7)	3.9 (0.9)	4.0 (0.9)
Admissions	3.9 (0.9)	4.1 (0.8)	4.2 (0.8)	4.1 (0.8)	4.0 (0.8)
Registrar's Office	3.9 (0.9)	4.0 (0.8)	4.0 (0.8)	4.0 (0.8)	4.0 (0.8)
C.A.R.E.	3.8 (0.9)	3.7 (0.8)	3.9 (0.9)	3.8 (0.9)	3.8 (0.9)
Financial Aid	3.9 (0.9)	3.9 (0.9)	4.0 (1.0)	4.0 (1.0)	3.9 (0.9)
Business Office (Student Accounts)	3.8 (0.8)	3.8 (0.8)	3.9 (0.9)	3.9 (0.9)	3.8 (0.8)
Information Technology (Help Desk)	3.9 (0.9)	4.0 (0.8)	4.0 (0.8)	3.9 (1.0)	3.9 (0.9)
Student Government Association	3.6 (0.8)	3.6 (0.8)	3.5 (1.0)	3.8 (0.9)	3.6 (0.9)
Academic Advising Center	3.6 (0.9)	3.6 (1.0)	3.8 (0.9)	3.8 (1.0)	3.7 (0.9)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

Online. Online respondents are the most satisfied with the hours of operation of *Admissions* (See Table 10; Online: $\bar{X} = 4.1$ with 75.2% of weighted Online respondents reporting they are *Satisfied* or *Very Satisfied*). They are the least satisfied with the hours of operation of the *Student Government Association* (Online: $\bar{X} = 3.6$ with 43.0% of weighted Online respondents reporting they are *Satisfied* or *Very Satisfied*).

Branch. Respondents from the Branch campus are the most satisfied with hours of operation from their *Academic department (core faculty)* (See Table 10; Branch: $\bar{X} = 4.4$ with 87.1% of weighted Branch respondents reporting they are *Satisfied* or *Very Satisfied*). They are the least satisfied with the hours of operation of the *Student Government Association* (Branch: $\bar{X} = 3.5$ with 45.2% of weighted Branch respondents reporting they are *Satisfied* or *Very Satisfied*).

Cohort. Respondents from the Cohort campus are the most satisfied with the hours of operation for *Admissions* (See Table 10; Cohort: $\bar{X} = 4.1$ with 79.4% of weighted Cohort respondents reporting they are *Satisfied* or *Very Satisfied*). They are the least satisfied with the hours of operation of the *Student Government Association* (Cohort: $\bar{X} = 3.8$ with 59.7% of weighted Cohort respondents reporting they are *Satisfied* or *Very Satisfied*).

Please indicate if you have used any of the following while a student at Pacific Oaks.

Institution. The most used resource among all weighted respondents is *Canvas* (See Table 11; Institution: 99.7%) followed by the *Student Gateway* (80.8%), *Help Desk by either email or phone* (57.1%), and *Career Services* (14.7%). This trend is consistent at all remaining levels of interest with the vast majority of respondents indicating that they use *Canvas*, the *Student Gateway*, and the *Help Desk by either email or phone*. Only a small portion of weighted respondents report using *Career Services*.

Table 11: Use of Resources (Weighted Percent Who Said “Yes”)

	Pasadena	Online	Branch	Cohort	Institution
Canvas	99.4%	100.0%	100.0%	100.0%	99.7%
Career Services	16.9%	9.9%	16.7%	15.7%	14.7%
Help Desk by either email or phone	57.4%	54.8%	61.3%	57.4%	57.1%
Student Gateway	79.2%	86.0%	96.8%	67.3%	80.8%

Data Source: PO Student Satisfaction Survey, Spring 2017

Please indicate your level of agreement with the following statements.

Canvas courses are easy to navigate.¹⁸ Overall, respondents somewhat agree that courses are easy to navigate in Canvas (See Table 12; $3.8 \leq \bar{X} \leq 4.2$) with the average response at the Institution ranging from *Neither Agree nor Disagree* to *Agree*. Respondents from the Online campus report the highest level of agreement with the survey item (Online: $\bar{X} = 4.2$) followed by respondents from the Branch, Cohort, and Pasadena campuses (Branch: $\bar{X} = 4.1$; Cohort: $\bar{X} = 3.9$; Pasadena: $\bar{X} = 3.8$).

Table 12: Canvas and Student Gateway Evaluations

	Pasadena	Online	Branch	Cohort	Institution
Canvas courses are easy to navigate	3.8 (1.1)	4.2 (1.0)	4.1 (1.1)	3.9 (1.0)	3.9 (1.1)
Canvas courses are conducted effectively by Pacific Oaks College instructors	3.7 (1.1)	4.2 (0.9)	4.3 (0.9)	4.1 (0.9)	4.0 (1.0)
The Student Gateway is easy to navigate and use	4.0 (0.8)	4.1 (1.0)	4.0 (0.9)	4.1 (0.8)	4.1 (0.9)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

Canvas courses are conducted effectively by Pacific Oaks College instructors. On average, respondents *Agree* that Canvas courses are conducted by instructors effectively (See Table 12; Institution: $\bar{X} = 4.0$). Respondents from the Branch, Online, and Cohort campuses report the highest level of agreement with average responses ranging from *Agree* to *Strongly Agree* (Branch: $\bar{X} = 4.3$; Online: $\bar{X} = 4.2$; Cohort: $\bar{X} = 4.1$). Respondents from the

¹⁸ The actual wording of this statement is *Canvas course are NOT easy to navigate*. It was recoded for interpretability.

Pasadena campus report the lowest level of agreement with an average response that ranges from *Neither Agree nor Disagree* to *Agree* (Pasadena: $\bar{X} = 3.7$).

The Student Gateway is easy to use. Respondents generally agree with the survey item, *The Student Gateway is easy to use*. The average response at all levels of interest either ranges from *Agree* to *Strongly Agree* or is *Agree* (See Table 12; Institution: $\bar{X} = 4.1$; Pasadena: $\bar{X} = 4.0$; \bar{X} = Online: $\bar{X} = 4.1$; Branch: $\bar{X} = 4.0$; Cohort: $\bar{X} = 4.1$).

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

Quality of Career Services. Respondents tend to report satisfaction with the *Quality of Career Services*. The average response at the Institution is *Satisfied* (See Table 13; Institution: $\bar{X} = 4.0$). The average response at the Online, Branch, and Cohort campuses ranges from *Satisfied* to *Very Satisfied* (Online: $\bar{X} = 4.1$; Branch: $\bar{X} = 4.3$; Cohort: $\bar{X} = 4.4$) with the average response at the Pasadena campus ranging from *Neither Satisfied nor Dissatisfied* to *Satisfied* (Pasadena: $\bar{X} = 3.8$).

Availability of Career Services. Respondents tend to report satisfaction with the *Availability of Career Services*. The average response at the Institution is *Satisfied* (See Table 13; Institution: $\bar{X} = 4.0$). The average response at the Online, Branch, and Cohort campuses ranges from *Satisfied* to *Very Satisfied* (Online: $\bar{X} = 4.1$; Branch: $\bar{X} = 4.3$; Cohort: $\bar{X} = 4.4$) with the average response at the Pasadena campus ranging from *Neither Satisfied nor Dissatisfied* to *Satisfied* (Pasadena: $\bar{X} = 3.8$).

Availability of Help Desk Staff. Overall, respondents report satisfaction with the *Availability of Help Desk Staff*. The average response at the Institution and the Pasadena, Online, and Cohort campuses ranges from *Satisfied* to *Very Satisfied* (See Table 13; Institution: $\bar{X} = 4.1$; Pasadena: $\bar{X} = 4.1$; Online: $\bar{X} = 4.3$; Cohort: $\bar{X} = 4.1$). The average response at the Branch campus is *Satisfied* (Branch: $\bar{X} = 4.0$).

Table 13: Satisfaction with Resources and Course Technology

	Pasadena	Online	Branch	Cohort	Institution
Quality of Career Services	3.8 (0.8)	4.1 (0.9)	4.3 (0.8)	4.4 (0.7)	4.0 (0.8)
Availability of Career Services	3.8 (0.9)	4.1 (0.9)	4.3 (0.8)	4.4 (0.7)	4.0 (0.9)
Availability of Help Desk Staff	4.1 (0.8)	4.3 (0.7)	4.0 (0.9)	4.1 (0.7)	4.1 (0.8)
The time it took for the Help Desk to resolve your issue	4.1 (0.8)	4.2 (0.7)	4.0 (0.9)	4.0 (0.8)	4.1 (0.8)
Effective use of technology in courses	4.0 (0.9)	4.3 (0.7)	4.3 (0.7)	4.1 (0.9)	4.1 (0.8)
Support received from the Student Accounts department	3.7 (0.9)	3.8 (0.9)	4.0 (0.8)	3.8 (0.8)	3.8 (0.9)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

The time it took for the Help Desk to resolve your issue. Respondents tend to report satisfaction with the time it took for the Help Desk to resolve their issue. The average response at the Institution and the Pasadena and Online campuses ranges from *Satisfied* to *Very Satisfied* (See Table 13; Institution: $\bar{X} = 4.1$; Pasadena: $\bar{X} = 4.1$; Online: $\bar{X} = 4.2$) with an average response of *Satisfied* at the Branch and Cohort campuses (Branch: $\bar{X} = 4.0$; Cohort: $\bar{X} = 4.0$).

Effective use of technology in courses. Respondents are generally satisfied with the use of technology in their courses. With the exception of the Pasadena campus, the average response ranges from *Satisfied* to *Very Satisfied* (See Table 13; Institution: $\bar{X} = 4.1$; Online: $\bar{X} = 4.1$; Branch: $\bar{X} = 4.3$; Cohort: $\bar{X} = 4.3$) with the Pasadena campus reporting an average response of *Satisfied* (Pasadena: $\bar{X} = 4.0$).

Support received from the Student Accounts department. Respondents report some satisfaction with the *Support received from the Student Accounts department*. With the exception of the Branch campus, the average response ranges from *Neither Satisfied nor Dissatisfied* to *Satisfied* (See Table 13; Institution: $\bar{X} = 3.8$; Pasadena: $\bar{X} = 3.7$; Online: $\bar{X} = 3.8$; Cohort: $\bar{X} = 3.8$). The Branch campus reports an average response of *Satisfied* (Branch: $\bar{X} = 4.0$).

How prepared do you feel about the online student account system, Intuit? Overall, respondents report feeling somewhat prepared to use Intuit. Except among Online respondents, the average response at the remaining levels of interest ranges from *Neither Prepared nor Unprepared* to *Prepared* (See Table 14; Institution: $\bar{X} = 3.9$; Pasadena: $\bar{X} = 3.8$; Branch: $\bar{X} = 3.8$; Cohort: $\bar{X} = 3.8$) with Online respondents reporting an average response that ranges from *Prepared* to *Very Prepared* (Online: $\bar{X} = 4.1$).

Table 14: Level of Preparedness to use Intuit

	Pasadena	Online	Branch	Cohort	Institution
How prepared do you feel about the online student account system, Intuit?	3.8 (0.9)	4.1 (0.9)	3.8 (0.9)	3.8 (0.8)	3.9 (0.9)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

Considering the past academic year, please indicate your level of agreement with the following statements.

Library Resources are appropriate for my needs. Respondents tend to agree with the statement, *Library Resources are appropriate for my needs*. The average response among all respondents and respondents from the Cohort campus ranges from *Neither Agree nor Disagree* to *Agree* (See Table 15; Institution: $\bar{X} = 3.9$; Cohort: $\bar{X} = 3.8$) while the average response at the Pasadena, Online, and Branch campuses is *Agree* (Pasadena: $\bar{X} = 4.0$; Online: $\bar{X} = 4.0$; Branch: $\bar{X} = 4.1$).

The library's hours of operation fit my schedule.¹⁹ On average, respondents report neutral evaluations regarding the library's hours of operation. Respondents at the Institution and the Online campus display an average response that ranges from *Neither Agree nor Disagree* to *Agree* (See Table 15; Institution: $\bar{X} = 3.1$; Online: $\bar{X} = 3.2$). Respondents from the Pasadena, Branch, and Cohort campus display an average response of *Neither Agree nor Disagree* (Pasadena: $\bar{X} = 3.0$; Branch: $\bar{X} = 3.0$; Cohort: $\bar{X} = 3.0$).

Table 15: Library Resources, Computer Labs, and Study Areas

	Pasadena	Online	Branch	Cohort	Institution
Library resources are appropriate for my needs	4.0 (0.9)	4.0 (0.8)	4.0 (0.9)	3.8 (0.9)	3.9 (0.9)
The library's hours of operation fit my schedule	3.0 (1.1)	3.2 (1.0)	3.0 (1.0)	3.0 (0.9)	3.1 (1.0)
The computer lab is appropriate for my needs	4.0 (0.8)	3.2 (0.7)	3.1 (0.7)	3.5 (0.8)	3.6 (0.9)
The computer lab's hours of operation fit my schedule	4.0 (0.9)	3.3 (0.7)	3.1 (0.6)	3.4 (0.8)	3.6 (0.9)
Areas for study are made available to me	3.5 (1.1)	3.3 (0.9)	3.0 (1.1)	3.1 (1.1)	3.3 (1.1)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

The computer lab is appropriate for my needs. Respondents, generally, report some agreement with the survey item, *The computer lab is appropriate for my needs*. With the exception of the Pasadena campus, all levels of interest report an average evaluation that ranges from *Neither Agree nor Disagree* to *Agree* (See Table 15; Institution: $\bar{X} = 3.6$; Online: $\bar{X} = 3.2$; Branch: $\bar{X} = 3.1$; Cohort: $\bar{X} = 3.5$) while the average evaluation from the Pasadena campus is *Agree* (Pasadena: $\bar{X} = 4.0$).

The computer lab's hours of operation fit my schedule. Overall, respondents report some agreement with the survey item, *The computer lab's hours of operation fit my schedule*. The average response from the Institution and the Online, Branch, and Cohort campuses ranges from *Neither Agree nor Disagree* to *Agree* (See Table 15; Institution: $\bar{X} = 3.6$; Online: $\bar{X} = 3.3$; Branch: $\bar{X} = 3.1$; Cohort: $\bar{X} = 3.4$) with the Pasadena campus reporting an average response of *Agree* (Pasadena: $\bar{X} = 4.0$).

Areas for study are made available to me.²⁰ Overall, respondents at all levels of interest report a low level of agreement with this survey item with average responses ranging from *Neither Agree nor Disagree* to *Agree* (See Table 15; Institution: $\bar{X} = 3.3$; Pasadena: $\bar{X} = 3.5$; Online: $\bar{X} = 3.3$; Cohort: $\bar{X} = 3.1$). The average response from the Branch campus is *Neither Agree nor Disagree* (Branch: $\bar{X} = 3.0$).

¹⁹ The actual wording of this statement is *The library's hours of operation DO NOT fit my schedule*. It was recoded for interpretability.

²⁰ The actual wording of this statement is *Areas for study are NOT made available to me*. It was recoded for interpretability.

Next, we would like to know your level of interest in the following services.²¹ Are you Very Interested, Somewhat Interested, Somewhat Uninterested, or Not at all Interested? Overall, the service with the highest level of interest is *Career Assistance* (See Table 16; Institution: $\bar{X} = 3.3$). This trend is consistent with responses from the Pasadena and Online campus who also report having the most interest in *Career Services* (Pasadena; $\bar{X} = 3.5$; Online: $\bar{X} = 2.9$). The Branch and Cohort campuses report having the most interest in *Writing Assistance* (Branch: $\bar{X} = 3.3$; Cohort: $\bar{X} = 3.3$).

Table 16: Interest in PO Services

	Pasadena	Online	Branch	Cohort	Institution
Copy Machines	3.4 (0.8)	1.6 (1.0)	2.9 (1.2)	2.7 (1.3)	2.7 (1.3)
Career Assistance	3.5 (0.7)	2.9 (1.2)	3.2 (0.9)	3.3 (1.0)	3.3 (1.0)
Writing Assistance	3.2 (1.0)	2.6 (1.1)	3.3 (0.8)	3.3 (0.9)	3.0 (1.0)
Workshops	3.1 (1.0)	2.1 (1.2)	2.7 (1.2)	2.6 (1.3)	2.7 (1.2)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

²¹ The four services were evaluated on a 4-point Interest scale (*Not at all Interested* (1), *Somewhat Uninterested* (2), *Somewhat Interested* (3), *Very Interested* (4)).

Communication

Respondents were asked to evaluate five survey items concerning communication with PO. Survey items were evaluated using a 5-point Agreement scale²² where larger values indicate higher levels of agreement.

If I have a question I know which staff members/department to contact.²³ On average, respondents report a low level of agreement with this survey item. The average response from the Institution, Pasadena, Online, and Branch campuses ranges from *Neither Agree nor Disagree* to *Agree* (See Table 17; Institution: $\bar{X} = 3.2$; Pasadena: $\bar{X} = 3.2$; Online: $\bar{X} = 3.1$; Branch: $\bar{X} = 3.6$) with the Cohort campus reporting an average response of *Neither Agree nor Disagree* (Cohort: $\bar{X} = 3.0$).

Pacific Oaks College provides proper channels of communication for students. At all levels of interest, respondents report some agreement with the statement, *Pacific Oaks College provides proper channels of communication for students*, with an average response that ranges from *Neither Agree nor Disagree* to *Agree* (See Table 17; Institution: $\bar{X} = 3.6$; Pasadena: $\bar{X} = 3.6$; Online: $\bar{X} = 3.7$; Branch: $\bar{X} = 3.8$; Cohort: $\bar{X} = 3.7$).

I am aware of advisory/emergency action plans. Respondents, generally, report little awareness of advisory/emergency action plans at PO. The average response from the Institution and the Pasadena and Online campuses ranges from *Neither Agree nor Disagree* to *Agree* (See Table 17; Institution: $\bar{X} = 3.2$; Pasadena: $\bar{X} = 3.2$; Online: $\bar{X} = 3.2$). The average response from the Cohort campus is *Agree* (Cohort: $\bar{X} = 3.0$) and ranges from *Disagree* to *Neither Agree nor Disagree* at the Branch campus (Branch: $\bar{X} = 2.8$).

Table 17: Communication from PO and Safety

	Pasadena	Online	Branch	Cohort	Institution
If I have a question I know which staff members/department to contact	3.2 (1.2)	3.1 (1.3)	3.6 (1.2)	3.0 (1.2)	3.2 (1.2)
Pacific Oaks College provides proper channels of communication for students	3.6 (1.1)	3.7 (0.9)	3.8 (0.9)	3.7 (0.9)	3.6 (1.0)
I am aware of campus advisory/emergency action plans	3.2 (1.2)	3.2 (0.9)	2.8 (1.2)	3.0 (1.1)	3.2 (1.1)
I feel safe and secure on campus	4.3 (0.7)	3.3 (0.7)	4.1 (0.7)	3.6 (0.8)	3.9 (0.8)
I feel the information I send and receive online is secure (email, Canvas, etc.)	4.3 (0.7)	4.1 (0.7)	4.4 (0.7)	4.1 (0.7)	4.2 (0.7)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

²² Strongly Disagree (1), Disagree (2), Neither Agree nor Disagree (3), Agree (4), Strongly Agree (5)

²³ The actual wording of this statement is *If I have a question I DO NOT know which staff members/department to contact*. It was recoded for interpretability.

I feel safe and secure on campus. Overall, respondents report some agreement with the statement, *I feel safe and secure on campus* with the average response from the Institution ranging from *Neither Agree nor Disagree* to *Agree* (See Table 17; Institution: $\bar{X} = 3.9$). Respondents from the Online campus report the lowest level of agreement with this statement (Online: $\bar{X} = 3.3$) followed by the Cohort campus (Cohort: $\bar{X} = 3.6$). Respondents from the Pasadena and Branch campuses report the highest level of agreement with an average response that ranges from *Agree* to *Strongly Agree* (Pasadena: $\bar{X} = 4.3$; Branch: $\bar{X} = 4.1$).

I feel the information I send and receive online is secure (email, Canvas, etc.). Respondents agree that the information they send and receive online is secure. At all levels of interest, the average response ranges from *Agree* to *Strongly Agree* (See Table 17; Institution: $\bar{X} = 4.2$; Pasadena: $\bar{X} = 4.3$; Online: $\bar{X} = 4.1$; Branch: $\bar{X} = 4.4$; Cohort: $\bar{X} = 4.1$).

Professional Behavior

Respondents were asked to evaluate five survey items concerning changes to their professional behavior over the past academic year at PO. Survey items were evaluated using a 5-point Agreement scale²⁴ where larger values indicate higher levels of agreement.

Considering the past academic year, what is your level of agreement with the following statements?

My experiences at Pacific Oaks College have...

Advanced my multicultural competence. Overall, respondents agree that their experiences at PO have advanced their multicultural competence. The average response from the Institution and the Pasadena, Online, and Branch campuses ranges from *Agree* to *Strongly Agree* (See Table 18; Institution: $\bar{X} = 4.1$; Pasadena: $\bar{X} = 4.2$; Online: $\bar{X} = 4.1$; Cohort: $\bar{X} = 4.1$) with the average response from the Cohort campus ranging from *Neither Agree nor Disagree* to *Agree* (Cohort: $\bar{X} = 3.9$).

Increased my awareness of writing as an important skill in my professional life. Respondents agree with the survey item, *My experiences at Pacific Oaks College have increased my awareness of writing as an important skill in my professional life*. At all levels of interest, the average response ranges from *Agree* to *Strongly Agree* (See Table 18; Institution: $\bar{X} = 4.3$; Pasadena: 4.3; Online: $\bar{X} = 4.4$; Branch: $\bar{X} = 4.5$; Cohort: $\bar{X} = 4.2$).

Table 18: Professional Behavior

	Pasadena	Online	Branch	Cohort	Institution
Advanced my multicultural competence	4.2 (0.9)	4.1 (1.0)	4.1 (1.0)	3.9 (0.8)	4.1 (0.9)
Increased my awareness of writing as an important skill in my professional life	4.3 (0.8)	4.4 (0.7)	4.5 (0.7)	4.2 (0.8)	4.3 (0.8)
Advanced my professional practice skills	4.3 (0.7)	4.4 (0.7)	4.4 (0.7)	4.3 (0.8)	4.4 (0.7)
Prepared me to behave in a professional manner	4.3 (0.7)	4.2 (0.8)	4.2 (0.9)	4.2 (0.8)	4.2 (0.8)
Improved my ability to apply theory and scholarship to practice issues	4.3 (0.8)	4.4 (0.7)	4.6 (0.6)	4.2 (0.8)	4.3 (0.8)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

²⁴ Strongly Disagree (1), Disagree (2), Neither Agree nor Disagree (3), Agree (4), Strongly Agree (5)

Advanced my professional practice skills. On average, respondents report that their experiences at PO have advanced their professional practice skills with the average response at all levels of interest ranging from *Agree* to *Strongly Agree* (See Table 18; Institution: $\bar{X} = 4.4$; Pasadena: $\bar{X} = 4.3$; Online: $\bar{X} = 4.4$; Branch: $\bar{X} = 4.4$; Cohort: $\bar{X} = 4.3$).

Advanced my professional practice skills. Respondents report agreement with the statement, *My experiences at Pacific Oaks College have advanced my professional practice skills*. At all levels of interest, the average response ranges from *Agree* to *Strongly Agree* (See Table 18; Institution: $\bar{X} = 4.3$; Pasadena: $\bar{X} = 4.3$; Online: $\bar{X} = 4.4$; Branch: $\bar{X} = 4.6$; Cohort: $\bar{X} = 4.2$).

Prepared me to behave in a professional manner. Respondents, overall, agree with the statement, *My experiences at Pacific Oaks College have prepared me to behave in a professional manner*. At all levels of interest, the average response ranges from *Agree* to *Strongly Agree* (See Table 18; Institution: $\bar{X} = 4.2$; Pasadena: $\bar{X} = 4.3$; Online: $\bar{X} = 4.2$; Branch: $\bar{X} = 4.2$; Cohort: $\bar{X} = 4.2$).

Improved my ability to apply theory and scholarship to practice issues. Respondents agree that their experiences at PO have improved their ability to apply theory and scholarship to practice issues. The average response at all levels of interest ranges from *Agree* to *Strongly Agree* (See Table 18; Institution: $\bar{X} = 4.3$; Pasadena: $\bar{X} = 4.3$; Online: $\bar{X} = 4.4$; Branch: $\bar{X} = 4.6$; Cohort: $\bar{X} = 4.2$).

New Student Orientation

Respondents who started PO as a new student in a Spring 2017 term were asked to evaluate their satisfaction with the orientation process. Survey items were evaluated using a 5-point Satisfaction scale²⁵ where larger values indicate higher levels of satisfaction.

As a new student of Pacific Oaks College, we would like to know your level of satisfaction with a few orientation and information sessions.

Quality of New Student Orientation hosted by the C.A.R.E. office. New students, generally, report satisfaction with the *Quality of New Student Orientation hosted by the C.A.R.E. office*. Overall, the average response ranges from *Neither Satisfied nor Dissatisfied* to *Satisfied* (See Table 19; Institution: $\bar{X} = 3.8$). The average response from the Pasadena and Cohort campuses ranges from *Satisfied* to *Very Satisfied* (Pasadena: $\bar{X} = 4.2$; Cohort: $\bar{X} = 4.2$). The average response from the Branch campus is *Satisfied* (Branch: $\bar{X} = 4.0$) with respondents from the Online campus reporting the lowest level of satisfaction (Online: $\bar{X} = 3.4$) with an average response ranging from *Neither Satisfied nor Dissatisfied* to *Satisfied*.

Table 19: Satisfaction with New Student Orientation

	Pasadena	Online	Branch	Cohort	Institution
Quality of New Student Orientation hosted by the C.A.R.E. office	4.2 (0.9)	3.4 (0.9)	4.0 (0.9)	4.2 (0.9)	3.8 (0.9)
Quality of Program Orientation hosted by the MFT Department	4.2 (0.8)	-- (--)	4.0 (--)	-- (--)	4.2 (0.7)
Quality of Information Session hosted by the Admissions Department	3.9 (1.1)	3.7 (0.9)	4.3 (0.5)	4.3 (0.9)	3.9 (1.0)

Note: Standard deviations appear in parentheses below means.

Data Source: PO Student Satisfaction Survey, Spring 2017

Quality of Program Orientation hosted by the MFT Department. MFT, new student respondents report satisfaction with the quality of the Program Orientation. The average response among all MFT, new student respondents ranges from *Satisfied* to *Very Satisfied* (See Table 19; Institution: $\bar{X} = 4.2$). This evaluation is consistent with MFT, new student respondents from the Pasadena campus (Pasadena: $\bar{X} = 4.2$) with MFT, new student respondents at the Branch campus reporting an average response of *Satisfied* (Branch: $\bar{X} = 4.0$).

Quality of Information Session hosted by the Admissions Department. New student respondents, generally, report satisfaction with the *Quality of information hosted by the Admissions Department*. The overall average response ranges from *Neither Satisfied nor Dissatisfied* to *Satisfied* (See Table 19; Institution: $\bar{X} = 3.9$). This is consistent with evaluations from the Pasadena and Online campuses (Pasadena: $\bar{X} = 3.9$; Online: $\bar{X} = 3.7$) with the Branch and Cohort campuses reporting an average response that ranges from *Satisfied* to *Very Satisfied* (Branch: $\bar{X} = 4.3$; Cohort: $\bar{X} = 4.3$).

²⁵ Not at all Satisfied (1), Dissatisfied (2), Neither Satisfied nor Dissatisfied (3), Satisfied (4), Very Satisfied (5)

**Unweighted Abbreviated Topline
Student Satisfaction Survey²⁶
Spring 2017
(n = 372)**

Section 1. Overall Satisfaction

Pacific Oaks College values your opinion of the institution. When responding to the statements, please think about your time here as a student.

How satisfied are you with your OVERALL academic experience at Pacific Oaks College? Are you Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, or Not at all Satisfied?

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(168)	(97)	(45)	(60)	(370)
Not at all Satisfied	1.2	0.0	0.0	0.0	0.5
Dissatisfied	3.0	5.2	0.0	13.3	4.9
Neither Satisfied nor Dissatisfied	8.3	6.2	2.2	16.7	8.4
Satisfied	51.2	43.3	37.8	36.7	45.1
Very Satisfied	36.3	45.4	60.0	33.3	41.1

Please rate your level of agreement with the following statements. Do you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree?

I made the right choice by enrolling at Pacific Oaks College

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(169)	(97)	(45)	(60)	(371)
Strongly Disagree	1.8	1.0	4.4	0.0	1.6
Disagree	1.8	4.1	0.0	3.3	2.4
Neither Agree nor Disagree	10.1	8.2	6.7	11.7	9.4
Agree	37.3	29.9	24.4	41.7	34.5
Strongly Agree	49.1	56.7	64.4	43.3	52.0

²⁶ Note: The Student Satisfaction Survey was administered from March 20, 2017 to April 17, 2017. The results of this topline are based on 372 responses yielding a 30.7% response rate (Pasadena: 31.0%; Online: 29.3%; Branch/Institutional: 34.4%; Cohorts: 30.0%). Due to rounding, each column may not sum to 100.0%. Tables report valid percentages; valid n's are in parenthesis; open-ended questions are reported verbatim and include all typos.

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(169)	(97)	(45)	(59)	(370)
Strongly Disagree	3.0	2.1	2.2	1.7	2.4
Disagree	3.0	5.2	2.2	6.8	4.1
Neither Agree nor Disagree	9.5	9.3	4.4	16.9	10.0
Agree	38.5	24.7	33.3	35.6	33.8
Strongly Agree	46.2	58.8	57.8	39.0	49.7

My overall experience at Pacific Oaks College has met my expectations.

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(169)	(97)	(45)	(60)	(371)
Strongly Disagree	1.8	.0	2.2	1.7	1.3
Disagree	8.3	10.3	0.0	13.3	8.6
Neither Agree nor Disagree	13.6	9.3	6.7	23.3	13.2
Agree	42.0	36.1	42.2	33.3	39.1
Strongly Agree	34.3	44.3	48.9	28.3	37.7

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(169)	(97)	(45)	(60)	(371)
Strongly Disagree	0.0	1.0	2.2	0.0	0.5
Disagree	7.7	6.2	6.7	6.7	7.0
Neither Agree nor Disagree	17.2	12.4	13.3	18.3	15.6
Agree	41.4	35.1	44.4	50.0	41.5
Strongly Agree	33.7	45.4	33.3	25.0	35.3

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(166)	(95)	(45)	(60)	(366)
Not at all Important	0.0	1.1	0.0	0.0	0.3
Unimportant	0.0	2.1	0.0	1.7	0.8
Neither Important nor Unimportant	3.0	1.1	4.4	3.3	2.7
Important	37.3	33.7	51.1	36.7	38.0
Very Important	59.6	62.1	44.4	58.3	58.2

Access to academic support services provided by the Library

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(165)	(95)	(45)	(60)	(365)
Not at all Important	1.2	1.1	0.0	0.0	0.8
Unimportant	1.2	1.1	0.0	1.7	1.1
Neither Important nor Unimportant	10.3	12.6	17.8	6.7	11.2
Important	44.8	41.1	51.1	41.7	44.1
Very Important	42.4	44.2	31.1	50.0	42.7

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(166)	(92)	(44)	(58)	(360)
Not at all Important	1.8	4.3	2.3	1.7	2.5
Unimportant	2.4	4.3	0.0	3.4	2.8
Neither Important nor Unimportant	17.5	32.6	25.0	17.2	22.2
Important	42.2	38.0	50.0	37.9	41.4
Very Important	36.1	20.7	22.7	39.7	31.1

Learning the most you can from every experience

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(165)	(94)	(45)	(60)	(364)
Not at all Important	0.0	0.0	0.0	0.0	0.0
Unimportant	0.0	0.0	0.0	3.3	0.5
Neither Important nor Unimportant	1.8	0.0	2.2	1.7	1.4
Important	24.2	24.5	22.2	31.7	25.3
Very Important	73.9	75.5	75.6	63.3	72.8

The academic rigor your degree program

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(165)	(95)	(45)	(60)	(365)
Not at all Important	0.0	0.0	0.0	0.0	0.0
Unimportant	0.6	0.0	0.0	1.7	0.5
Neither Important nor Unimportant	2.4	4.2	4.4	5.0	3.6
Important	33.3	34.7	42.2	40.0	35.9
Very Important	63.6	61.1	53.3	53.3	60.0

The value that PO places on each individual student

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(164)	(95)	(45)	(58)	(362)
Not at all Important	1.2	0.0	0.0	0.0	0.6
Unimportant	0.0	0.0	0.0	3.4	0.6
Neither Important nor Unimportant	4.3	4.2	0.0	8.6	4.4
Important	28.0	25.3	35.6	31.0	28.7
Very Important	66.5	70.5	64.4	56.9	65.7

Being at a college that shares your vision for society

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(166)	(94)	(45)	(58)	(363)
Not at all Important	0.6	0.0	0.0	0.0	0.3
Unimportant	0.0	0.0	0.0	3.4	0.6
Neither Important nor Unimportant	4.2	3.2	2.2	5.2	3.9
Important	24.7	22.3	28.9	29.3	25.3
Very Important	70.5	74.5	68.9	62.1	70.0

Employment in a new career after graduation

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(166)	(93)	(45)	(58)	(362)
Not at all Important	0.0	2.2	0.0	0.0	0.6
Unimportant	0.6	0.0	0.0	1.7	0.6
Neither Important nor Unimportant	4.2	8.6	8.9	8.6	6.6
Important	21.1	23.7	48.9	29.3	26.5
Very Important	74.1	65.6	42.2	60.3	65.7

Advancement in your current employment

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(163)	(93)	(45)	(59)	(360)
Not at all Important	1.2	1.1	2.2	0.0	1.1
Unimportant	1.2	0.0	0.0	0.0	0.6
Neither Important nor Unimportant	5.5	4.3	2.2	8.5	5.3
Important	23.3	24.7	24.4	32.2	25.3
Very Important	68.7	69.9	71.1	59.3	67.8

Being able to take required courses in an online delivery mode

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(165)	(93)	(45)	(58)	(361)
Not at all Important	6.1	0.0	4.4	0.0	3.3
Unimportant	3.6	1.1	4.4	5.2	3.3
Neither Important nor Unimportant	21.8	0.0	13.3	13.8	13.9
Important	26.1	15.1	35.6	37.9	26.3
Very Important	42.4	83.9	42.2	43.1	53.2

Section 2. Academic Factors

In order to provide a quality education experience, Pacific Oaks College relies on student feedback to inform future improvements to your degree program.

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

Quality of instruction provided by faculty

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(166)	(95)	(44)	(58)	(363)
Not at all Satisfied	1.2	0.0	0.0	1.7	0.8
Dissatisfied	3.0	2.1	2.3	10.3	3.9
Neither Satisfied nor Dissatisfied	4.8	6.3	4.5	8.6	5.8
Satisfied	50.6	45.3	50.0	39.7	47.4
Very Satisfied	40.4	46.3	43.2	39.7	42.1

Consistency of instruction across faculty

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(166)	(94)	(44)	(58)	(362)
Not at all Satisfied	4.2	0.0	0.0	0.0	1.9
Dissatisfied	13.3	10.6	9.1	13.8	12.2
Neither Satisfied nor Dissatisfied	9.6	14.9	11.4	10.3	11.3
Satisfied	42.8	36.2	52.3	41.4	42.0
Very Satisfied	30.1	38.3	27.3	34.5	32.6

Intellectual challenge of the course work

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(166)	(95)	(44)	(57)	(362)
Not at all Satisfied	0.6	1.1	0.0	1.8	0.8
Dissatisfied	0.6	0.0	2.3	1.8	0.8
Neither Satisfied nor Dissatisfied	4.2	5.3	6.8	17.5	6.9
Satisfied	51.8	35.8	31.8	40.4	43.4
Very Satisfied	42.8	57.9	59.1	38.6	48.1

Quality of academic courses you've taken

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(165)	(95)	(44)	(58)	(362)
Not at all Satisfied	0.6	0.0	0.0	0.0	0.3
Dissatisfied	2.4	1.1	4.5	6.9	3.0
Neither Satisfied nor Dissatisfied	4.8	2.1	2.3	10.3	4.7
Satisfied	44.2	40.0	38.6	46.6	42.8
Very Satisfied	47.9	56.8	54.5	36.2	49.2

Number of courses taught by my department's core faculty

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(156)	(86)	(40)	(55)	(337)
Not at all Satisfied	1.9	0.0	0.0	0.0	0.9
Dissatisfied	7.1	5.8	2.5	3.6	5.6
Neither Satisfied nor Dissatisfied	13.5	16.3	10.0	12.7	13.6
Satisfied	45.5	34.9	40.0	43.6	41.8
Very Satisfied	32.1	43.0	47.5	40.0	38.0

Staff's response to concerns I've expressed

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(91)	(44)	(55)	(349)
Not at all Satisfied	3.8	2.2	0.0	3.6	2.9
Dissatisfied	6.3	11.0	9.1	18.2	9.7
Neither Satisfied nor Dissatisfied	14.5	12.1	13.6	18.2	14.3
Satisfied	45.3	36.3	34.1	29.1	39.0
Very Satisfied	30.2	38.5	43.2	30.9	34.1

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Overall experience of the practicum process

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(135)	(74)	(36)	(53)	(298)
Not at all Satisfied	3.0	1.4	0.0	0.0	1.7
Dissatisfied	8.9	1.4	0.0	7.5	5.7
Neither Satisfied nor Dissatisfied	17.0	14.9	11.1	9.4	14.4
Satisfied	34.1	37.8	36.1	45.3	37.2
Very Satisfied	37.0	44.6	52.8	37.7	40.9

Overall quality of my academic program

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(94)	(44)	(56)	(356)
Not at all Satisfied	0.6	1.1	0.0	1.8	0.8
Dissatisfied	3.1	2.1	0.0	5.4	2.8
Neither Satisfied nor Dissatisfied	6.2	3.2	9.1	17.9	7.6
Satisfied	53.1	46.8	40.9	39.3	47.8
Very Satisfied	37.0	46.8	50.0	35.7	41.0

Support from the Financial Aid Office

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(152)	(93)	(39)	(58)	(342)
Not at all Satisfied	2.6	2.2	0.0	3.4	2.3
Dissatisfied	5.3	9.7	10.3	6.9	7.3
Neither Satisfied nor Dissatisfied	17.1	14.0	7.7	19.0	15.5
Satisfied	40.1	39.8	43.6	32.8	39.2
Very Satisfied	34.9	34.4	38.5	37.9	35.7

Process of registering for courses

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(164)	(91)	(41)	(55)	(351)
Not at all Satisfied	5.5	4.4	0.0	0.0	3.7
Dissatisfied	12.2	11.0	2.4	5.5	9.7
Neither Satisfied nor Dissatisfied	13.4	12.1	2.4	9.1	11.1
Satisfied	40.2	34.1	39.0	29.1	36.8
Very Satisfied	28.7	38.5	56.1	56.4	38.7

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(163)	(92)	(43)	(53)	(351)
Not at all Satisfied	3.7	3.3	0.0	0.0	2.6
Dissatisfied	16.0	5.4	0.0	1.9	9.1
Neither Satisfied nor Dissatisfied	14.1	9.8	7.0	13.2	12.0
Satisfied	39.3	40.2	23.3	35.8	37.0
Very Satisfied	27.0	41.3	69.8	49.1	39.3

Availability of elective courses

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(130)	(75)	(34)	(46)	(285)
Not at all Satisfied	5.4	1.3	2.9	0.0	3.2
Dissatisfied	13.8	2.7	2.9	0.0	7.4
Neither Satisfied nor Dissatisfied	23.8	22.7	26.5	37.0	26.0
Satisfied	34.6	34.7	26.5	28.3	32.6
Very Satisfied	22.3	38.7	41.2	34.8	30.9

As a student of Pacific Oaks College, we would like to know your level of satisfaction with the following statements related to advising.

Support received from my Admissions Enrollment Counselor

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(156)	(92)	(43)	(54)	(345)
Not at all Satisfied	5.8	1.1	0.0	1.9	3.2
Dissatisfied	10.9	7.6	7.0	7.4	9.0
Neither Satisfied nor Dissatisfied	16.7	13.0	11.6	9.3	13.9
Satisfied	35.3	28.3	32.6	46.3	34.8
Very Satisfied	31.4	50.0	48.8	35.2	39.1

Support received from my Academic Advisor

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(156)	(92)	(43)	(55)	(346)
Not at all Satisfied	5.8	3.3	0.0	1.8	3.8
Dissatisfied	14.7	16.3	7.0	10.9	13.6
Neither Satisfied nor Dissatisfied	19.9	15.2	14.0	18.2	17.6
Satisfied	32.7	31.5	32.6	41.8	33.8
Very Satisfied	26.9	33.7	46.5	27.3	31.2

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(89)	(43)	(54)	(348)
Not at all Satisfied	5.6	4.5	0.0	3.7	4.3
Dissatisfied	17.3	14.6	7.0	7.4	13.8
Neither Satisfied nor Dissatisfied	19.1	11.2	18.6	13.0	16.1
Satisfied	37.7	30.3	30.2	44.4	35.9
Very Satisfied	20.4	39.3	44.2	31.5	29.9

Overall quality of academic advising

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(89)	(42)	(55)	(345)
Not at all Satisfied	5.7	4.5	0.0	3.6	4.3
Dissatisfied	14.5	12.4	4.8	9.1	11.9
Neither Satisfied nor Dissatisfied	21.4	21.3	16.7	14.5	19.7
Satisfied	34.6	29.2	31.0	47.3	34.8
Very Satisfied	23.9	32.6	47.6	25.5	29.3

Overall quality of support provided by your Academic Advisor

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(158)	(91)	(43)	(55)	(347)
Not at all Satisfied	6.3	3.3	0.0	1.8	4.0
Dissatisfied	14.6	15.4	9.3	12.7	13.8
Neither Satisfied nor Dissatisfied	16.5	19.8	14.0	12.7	16.4
Satisfied	36.1	31.9	27.9	41.8	34.9
Very Satisfied	26.6	29.7	48.8	30.9	30.8

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Support received from my Faculty Advisor

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(157)	(82)	(42)	(55)	(336)
Not at all Satisfied	5.7	3.7	0.0	5.5	4.5
Dissatisfied	8.3	9.8	7.1	10.9	8.9
Neither Satisfied nor Dissatisfied	16.6	19.5	19.0	18.2	17.9
Satisfied	36.3	31.7	19.0	38.2	33.3
Very Satisfied	33.1	35.4	54.8	27.3	35.4

Overall quality of faculty advising

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(156)	(80)	(42)	(54)	(332)
Not at all Satisfied	3.8	3.8	0.0	3.7	3.3
Dissatisfied	7.7	8.8	7.1	13.0	8.7
Neither Satisfied nor Dissatisfied	20.5	17.5	9.5	16.7	17.8
Satisfied	35.9	33.8	28.6	38.9	34.9
Very Satisfied	32.1	36.3	54.8	27.8	35.2

Overall quality of support provided by your Faculty Advisor

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(156)	(81)	(43)	(54)	(334)
Not at all Satisfied	5.1	3.7	0.0	3.7	3.9
Dissatisfied	8.3	7.4	7.0	13.0	8.7
Neither Satisfied nor Dissatisfied	19.9	19.8	16.3	16.7	18.9
Satisfied	30.8	34.6	25.6	40.7	32.6
Very Satisfied	35.9	34.6	51.2	25.9	35.9

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

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(93)	(44)	(55)	(354)
Strongly Disagree	0.0	0.0	0.0	1.8	0.3
Disagree	1.9	1.1	2.3	5.5	2.3
Neither Agree nor Disagree	5.6	10.8	2.3	7.3	6.8
Agree	42.0	35.5	38.6	32.7	38.4
Strongly Agree	50.6	52.7	56.8	52.7	52.3

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(94)	(44)	(55)	(355)
Strongly Disagree	0.0	0.0	0.0	0.0	0.0
Disagree	1.9	0.0	0.0	0.0	0.8
Neither Agree nor Disagree	3.1	2.1	2.3	9.1	3.7
Agree	43.2	40.4	43.2	45.5	42.8
Strongly Agree	51.9	57.4	54.5	45.5	52.7

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(163)	(94)	(44)	(55)	(356)
Strongly Disagree	0.0	0.0	2.3	0.0	0.3
Disagree	1.8	3.2	0.0	3.6	2.2
Neither Agree nor Disagree	6.1	9.6	6.8	9.1	7.6
Agree	41.7	35.1	36.4	38.2	38.8
Strongly Agree	50.3	52.1	54.5	49.1	51.1

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(93)	(44)	(55)	(354)
Strongly Disagree	0.0	2.2	2.3	1.8	1.1
Disagree	0.6	1.1	2.3	1.8	1.1
Neither Agree nor Disagree	3.7	3.2	4.5	3.6	3.7
Agree	40.1	39.8	31.8	38.2	38.7
Strongly Agree	55.6	53.8	59.1	54.5	55.4

I feel actively engaged in the learning process²⁷

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(94)	(42)	(55)	(353)
Strongly Disagree	3.1	5.3	2.4	5.5	4.0
Disagree	5.6	7.4	4.8	16.4	7.6
Neither Agree nor Disagree	9.9	7.4	9.5	5.5	8.5
Agree	38.3	34.0	38.1	38.2	37.1
Strongly Agree	43.2	45.7	45.2	34.5	42.8

Courses are available to fit my schedule

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(94)	(44)	(55)	(355)
Strongly Disagree	1.9	0.0	0.0	1.8	1.1
Disagree	7.4	1.1	2.3	1.8	4.2
Neither Agree nor Disagree	12.3	8.5	4.5	1.8	8.7
Agree	43.2	31.9	31.8	32.7	37.2
Strongly Agree	35.2	58.5	61.4	61.8	48.7

²⁷ The actual question wording was reversed, "I DO NOT feel actively engaged in the learning process."

Section 3. Student Services and Resources

In order to determine if support services and resources are aligned with the needs of our students, the College relies on student feedback to inform future improvements in this area.

Now, we are interested in your satisfaction with the communication for several departments and organizations. Are you Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, or Not at all Satisfied with the communication from the following...

Academic Department (core faculty)

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(163)	(92)	(43)	(53)	(351)
Not at all Satisfied	1.2	0.0	0.0	0.0	0.6
Dissatisfied	3.7	3.3	0.0	7.5	3.7
Neither Satisfied nor Dissatisfied	14.7	15.2	4.7	13.2	13.4
Satisfied	44.8	43.5	44.2	45.3	44.4
Very Satisfied	35.6	38.0	51.2	34.0	37.9

Admissions

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(93)	(43)	(53)	(351)
Not at all Satisfied	2.5	1.1	0.0	0.0	1.4
Dissatisfied	4.3	3.2	0.0	0.0	2.8
Neither Satisfied nor Dissatisfied	19.8	14.0	18.6	15.1	17.4
Satisfied	48.8	38.7	37.2	52.8	45.3
Very Satisfied	24.7	43.0	44.2	32.1	33.0

Registrar's Office

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(93)	(42)	(54)	(351)
Not at all Satisfied	0.6	2.2	0.0	0.0	0.9
Dissatisfied	6.2	7.5	4.8	1.9	5.7
Neither Satisfied nor Dissatisfied	19.8	18.3	23.8	18.5	19.7
Satisfied	48.1	38.7	35.7	50.0	44.4
Very Satisfied	25.3	33.3	35.7	29.6	29.3

C.A.R.E.

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(161)	(89)	(42)	(53)	(345)
Not at all Satisfied	1.2	2.2	2.4	1.9	1.7
Dissatisfied	0.6	0.0	0.0	0.0	0.3
Neither Satisfied nor Dissatisfied	36.0	58.4	40.5	30.2	41.4
Satisfied	37.3	24.7	31.0	39.6	33.6
Very Satisfied	24.8	14.6	26.2	28.3	22.9

Financial Aid

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(163)	(93)	(43)	(54)	(353)
Not at all Satisfied	1.8	1.1	2.3	1.9	1.7
Dissatisfied	4.9	8.6	7.0	7.4	6.5
Neither Satisfied nor Dissatisfied	17.2	20.4	18.6	13.0	17.6
Satisfied	46.6	41.9	34.9	40.7	43.1
Very Satisfied	29.4	28.0	37.2	37.0	31.2

Business Office (Student Accounts)

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(92)	(43)	(54)	(351)
Not at all Satisfied	1.9	0.0	0.0	1.9	1.1
Dissatisfied	1.9	7.6	0.0	1.9	3.1
Neither Satisfied nor Dissatisfied	30.9	32.6	30.2	24.1	30.2
Satisfied	46.3	38.0	44.2	44.4	43.6
Very Satisfied	19.1	21.7	25.6	27.8	21.9

Information Technology (Help Desk)

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(92)	(43)	(54)	(351)
Not at all Satisfied	1.2	1.1	0.0	1.9	1.1
Dissatisfied	3.1	0.0	2.3	1.9	2.0
Neither Satisfied nor Dissatisfied	23.5	32.6	27.9	20.4	25.9
Satisfied	41.4	35.9	34.9	44.4	39.6
Very Satisfied	30.9	30.4	34.9	31.5	31.3

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Student Government Association

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(161)	(91)	(42)	(54)	(348)
Not at all Satisfied	3.7	3.3	7.1	1.9	3.7
Dissatisfied	1.9	0.0	0.0	1.9	1.1
Neither Satisfied nor Dissatisfied	56.5	65.9	52.4	35.2	55.2
Satisfied	25.5	17.6	26.2	38.9	25.6
Very Satisfied	12.4	13.2	14.3	22.2	14.4

Academic Advising Center

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(165)	(92)	(42)	(54)	(353)
Not at all Satisfied	4.8	4.3	2.4	1.9	4.0
Dissatisfied	10.3	6.5	4.8	1.9	7.4
Neither Satisfied nor Dissatisfied	32.7	38.0	21.4	33.3	32.9
Satisfied	33.9	29.3	40.5	40.7	34.6
Very Satisfied	18.2	21.7	31.0	22.2	21.2

Now, we are interested in your satisfaction with the hours of operation for several departments and organizations. Are you Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, or Not at all Satisfied?

Academic Department

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(91)	(43)	(53)	(349)
Not at all Satisfied	1.9	0.0	0.0	1.9	1.1
Dissatisfied	4.9	3.3	0.0	1.9	3.4
Neither Satisfied nor Dissatisfied	19.1	27.5	14.0	28.3	22.1
Satisfied	42.0	39.6	34.9	37.7	39.8
Very Satisfied	32.1	29.7	51.2	30.2	33.5

Admissions

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(92)	(43)	(54)	(351)
Not at all Satisfied	1.2	0.0	0.0	0.0	0.6
Dissatisfied	1.2	2.2	2.3	1.9	1.7
Neither Satisfied nor Dissatisfied	28.4	22.8	14.0	18.5	23.6
Satisfied	42.6	41.3	44.2	46.3	43.0
Very Satisfied	26.5	33.7	39.5	33.3	31.1

Registrar's Office

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(91)	(43)	(54)	(350)
Not at all Satisfied	1.9	0.0	0.0	0.0	0.9
Dissatisfied	3.1	4.4	2.3	3.7	3.4
Neither Satisfied nor Dissatisfied	21.6	20.9	25.6	18.5	21.4
Satisfied	49.4	46.2	44.2	46.3	47.4
Very Satisfied	24.1	28.6	27.9	31.5	26.9

C.A.R.E.

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(161)	(92)	(42)	(54)	(349)
Not at all Satisfied	1.2	0.0	2.4	1.9	1.1
Dissatisfied	1.9	0.0	0.0	1.9	1.1
Neither Satisfied nor Dissatisfied	35.4	53.3	33.3	33.3	39.5
Satisfied	36.6	28.3	35.7	35.2	34.1
Very Satisfied	24.8	18.5	28.6	27.8	24.1

Financial Aid

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(91)	(43)	(54)	(350)
Not at all Satisfied	1.9	0.0	2.3	1.9	1.4
Dissatisfied	3.7	6.6	4.7	5.6	4.9
Neither Satisfied nor Dissatisfied	24.1	25.3	16.3	18.5	22.6
Satisfied	41.4	40.7	44.2	37.0	40.9
Very Satisfied	29.0	27.5	32.6	37.0	30.3

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Business Office (Student Accounts)

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(160)	(90)	(43)	(53)	(346)
Not at all Satisfied	1.3	0.0	2.3	1.9	1.2
Dissatisfied	1.3	2.2	0.0	3.8	1.7
Neither Satisfied nor Dissatisfied	34.4	37.8	27.9	26.4	33.2
Satisfied	41.9	34.4	44.2	41.5	40.2
Very Satisfied	21.3	25.6	25.6	26.4	23.7

Information Technology (Help Desk)

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(161)	(92)	(43)	(53)	(349)
Not at all Satisfied	0.6	0.0	0.0	1.9	0.6
Dissatisfied	3.1	0.0	2.3	3.8	2.3
Neither Satisfied nor Dissatisfied	31.7	32.6	25.6	26.4	30.4
Satisfied	37.9	35.9	41.9	35.8	37.5
Very Satisfied	26.7	31.5	30.2	32.1	29.2

Student Government Association

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(161)	(92)	(43)	(54)	(350)
Not at all Satisfied	1.2	1.1	4.7	1.9	1.7
Dissatisfied	1.2	0.0	2.3	3.7	1.4
Neither Satisfied nor Dissatisfied	53.4	55.4	48.8	35.2	50.6
Satisfied	28.6	23.9	25.6	35.2	28.0
Very Satisfied	15.5	19.6	18.6	24.1	18.3

Academic Advising Center

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(92)	(43)	(54)	(351)
Not at all Satisfied	1.2	3.3	0.0	3.7	2.0
Dissatisfied	9.3	3.3	4.7	3.7	6.3
Neither Satisfied nor Dissatisfied	32.7	43.5	30.2	27.8	34.5
Satisfied	38.3	28.3	41.9	38.9	36.2
Very Satisfied	18.5	21.7	23.3	25.9	21.1

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Please indicate if you have used any of the following while a student at Pacific Oaks.

Canvas

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(164)	(93)	(44)	(54)	(355)
Yes	99.4	100.0	100.0	100.0	99.7
No	0.6	0.0	0.0	0.0	0.3

Career Services

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(158)	(89)	(42)	(48)	(337)
Yes	17.1	10.1	16.7	16.7	15.1
No	82.9	89.9	83.3	83.3	84.9

Help Desk by either email or phone

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(91)	(43)	(51)	(344)
Yes	57.9	54.9	60.5	56.9	57.3
No	42.1	45.1	39.5	43.1	42.7

Student Gateway

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(92)	(43)	(51)	(345)
Yes	79.2	85.9	95.3	66.7	81.2
No	20.8	14.1	4.7	33.3	18.8

Please indicate your level of agreement with the following statements. Do you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree?

Canvas Courses are easy to navigate and use²⁸

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(92)	(42)	(54)	(350)
Strongly Disagree	3.7	3.3	4.8	3.7	3.7
Disagree	11.7	6.5	4.8	3.7	8.3
Neither Agree nor Disagree	14.8	6.5	7.1	20.4	12.6
Agree	42.0	38.0	40.5	42.6	40.9
Strongly Agree	27.8	45.7	42.9	29.6	34.6

Canvas courses are conducted effectively by Pacific Oaks College instructors

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(163)	(92)	(43)	(54)	(352)
Strongly Disagree	3.7	2.2	2.3	1.9	2.8
Disagree	11.7	2.2	2.3	3.7	6.8
Neither Agree nor Disagree	16.0	9.8	4.7	14.8	12.8
Agree	44.2	42.4	46.5	46.3	44.3
Strongly Agree	24.5	43.5	44.2	33.3	33.2

The Student Gateway is easy to navigate and use

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(127)	(77)	(40)	(34)	(277)
Strongly Disagree	1.6	1.3	0.0	0.0	1.1
Disagree	3.2	6.5	10.0	2.9	5.1
Neither Agree nor Disagree	14.3	11.7	10.0	11.8	12.6
Agree	54.0	40.3	47.5	52.9	49.1
Strongly Agree	27.0	40.3	32.5	32.4	32.1

²⁸ The actual question wording was reversed, "Canvas courses are NOT easy to navigate and use."

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

Quality of Career Services

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(27)	(9)	(7)	(8)	(51)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0
Dissatisfied	0.0	0.0	0.0	0.0	0.0
Neither Satisfied nor Dissatisfied	37.0	33.3	14.3	12.5	29.4
Satisfied	40.7	22.2	42.9	37.5	37.3
Very Satisfied	22.2	44.4	42.9	50.0	33.3

Availability of Career Services

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(27)	(9)	(7)	(8)	(51)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0
Dissatisfied	3.7	0.0	0.0	0.0	2.0
Neither Satisfied nor Dissatisfied	37.0	33.3	14.3	12.5	29.4
Satisfied	33.3	22.2	42.9	37.5	33.3
Very Satisfied	25.9	44.4	42.9	50.0	35.3

Availability of the Help Desk staff

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(92)	(50)	(25)	(29)	(196)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0
Dissatisfied	4.3	0.0	4.0	0.0	2.6
Neither Satisfied nor Dissatisfied	17.4	16.0	24.0	20.7	18.4
Satisfied	42.4	42.0	40.0	48.3	42.9
Very Satisfied	35.9	42.0	32.0	31.0	36.2

The time it took for the Help Desk to resolve your issue

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(91)	(50)	(25)	(29)	(195)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0
Dissatisfied	3.3	0.0	8.0	3.4	3.1
Neither Satisfied nor Dissatisfied	20.9	16.0	20.0	24.1	20.0
Satisfied	41.8	44.00	40.0	41.4	42.1
Very Satisfied	34.1	40.0	32.0	31.0	34.9

Effective use of technology in courses

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(164)	(92)	(43)	(54)	(353)
Not at all Satisfied	1.8	0.0	0.0	0.0	0.8
Dissatisfied	3.0	0.0	0.0	5.6	2.3
Neither Satisfied nor Dissatisfied	16.5	14.1	11.6	16.7	15.3
Satisfied	45.1	44.6	48.8	44.4	45.3
Very Satisfied	33.5	41.3	39.5	33.3	36.3

Support received from the Student Accounts department

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(90)	(42)	(54)	(348)
Not at all Satisfied	2.5	1.1	0.0	0.0	1.4
Dissatisfied	1.2	5.6	0.0	3.7	2.6
Neither Satisfied nor Dissatisfied	35.8	31.1	31.0	33.3	33.6
Satisfied	38.9	36.7	35.7	38.9	37.9
Very Satisfied	21.6	25.6	33.3	24.1	24.4

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(160)	(92)	(43)	(52)	(347)
Not at all Prepared	2.5	0.0	0.0	1.9	1.4
Unprepared	4.4	3.3	7.0	1.9	4.0
Neither Prepared nor Unprepared	25.6	21.7	30.2	21.2	24.5
Prepared	44.4	34.8	34.9	61.5	43.2
Very Prepared	23.1	40.2	27.9	13.5	26.8

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

Library resources and services are appropriate for my needs

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(161)	(92)	(42)	(53)	(348)
Strongly Disagree	1.2	1.1	0.0	1.9	1.1
Disagree	4.3	1.1	7.1	1.9	3.4
Neither Agree nor Disagree	20.5	25.0	19.0	28.3	22.7
Agree	43.5	44.6	42.9	45.3	44.0
Strongly Agree	30.4	28.3	31.0	22.6	28.7

The library's hours of operation fit my schedule²⁹

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(161)	(92)	(42)	(54)	(349)
Strongly Disagree	9.9	8.7	9.5	5.6	8.9
Disagree	21.1	5.4	14.3	24.1	16.6
Neither Agree nor Disagree	33.5	57.6	47.6	40.7	42.7
Agree	26.1	16.3	21.4	25.9	22.9
Strongly Agree	9.3	12.0	7.1	3.7	8.9

²⁹ The actual question wording was reversed, "The library's hours of operation DO NOT fit my schedule."

The computer lab is appropriate for my needs

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(162)	(92)	(42)	(54)	(350)
Strongly Disagree	0.0	2.2	2.4	1.9	1.1
Disagree	1.9	1.1	4.8	1.9	2.0
Neither Agree nor Disagree	24.1	79.3	73.8	55.6	49.4
Agree	40.7	5.4	14.3	27.8	26.3
Strongly Agree	33.3	12.0	4.8	13.0	21.1

The computer lab's hours of operation fit my schedule

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(161)	(92)	(41)	(54)	(348)
Strongly Disagree	0.6	1.1	2.4	1.9	1.1
Disagree	1.2	2.2	2.4	5.6	2.3
Neither Agree nor Disagree	31.7	77.2	80.5	57.4	53.4
Agree	35.4	6.5	9.8	25.9	23.3
Strongly Agree	31.1	13.0	4.9	9.3	19.8

Areas for study are made available to me³⁰

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(158)	(92)	(42)	(52)	(344)
Strongly Disagree	7.6	3.3	11.9	11.5	15.1
Disagree	10.1	3.3	14.3	19.2	23.5
Neither Agree nor Disagree	31.0	66.3	52.4	50.0	45.9
Agree	32.9	14.1	9.5	9.6	8.1
Strongly Agree	18.4	13.0	11.9	9.6	7.3

³⁰ The actual question wording was reversed, "Areas for study are NOT made available to me."

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?

Copy Machines

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(161)	(92)	(42)	(52)	(347)
Not at all Interested	6.2	71.7	21.4	32.7	29.4
Somewhat Uninterested	3.7	4.3	9.5	5.8	4.9
Somewhat Interested	31.1	16.3	28.6	25.0	25.9
Very Interested	59.0	7.6	40.5	36.4	39.8

Career Assistance

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(158)	(92)	(43)	(51)	(344)
Not at all Interested	3.2	26.1	7.0	11.8	11.0
Somewhat Uninterested	3.8	1.1	7.0	2.0	3.2
Somewhat Interested	29.7	27.2	44.2	33.3	31.4
Very Interested	63.3	45.7	41.9	52.9	54.4

Writing Assistance

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(157)	(92)	(41)	(53)	(343)
Not at all Interested	9.6	25.0	2.4	7.5	12.5
Somewhat Uninterested	7.6	13.0	9.8	3.8	8.7
Somewhat Interested	35.7	40.2	43.9	39.6	38.5
Very Interested	47.1	21.7	43.9	49.1	40.2

Workshops (please specify)

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(127)	(73)	(30)	(49)	(279)
Not at all Interested	14.2	49.3	20.0	30.6	26.9
Somewhat Uninterested	7.9	8.2	26.7	16.3	11.5
Somewhat Interested	37.0	26.0	20.0	18.4	29.0
Very Interested	40.9	16.4	33.3	34.7	32.6

Workshops specified include: 0; A workshop regarding preparing for the CBEST is something I am very interested in. I have not seen info for this - perhaps I have missed this message?; after working hours; An online student...; any; Any workshop; Anything; apa; Apa; APA format; APA FORMAT; APA Formatting; APA style and format; APA workshops; capstone; Capstone; Career; career development; Cbest prep; Child development; Child Development; Communication; CSET; CSET and other workshops for certification; CSET, RICA; CSET, RICA, CBEST; dolls, apa format, citation; ECE workshops for professional growth hours; Educational; Financial Aid; financial aid, career planning; Financial, credentialing, course related; for extra-on my own.; General Student Enhancement; grammar; How to use CARE program; interview job, job hunting, resumes,; job opportunities and preparedness in your field; lectures; LGBTQ; Life after MFT degree; new students; Open to learn about what workshops are provided; pertaining to degree or field, support for online students; professional growth hours; Research; resume help, job readiness; Resumes & Cover Letters; RICA, CSET; self-care and alternate therapy workshops for MFT students; technology; Test Prep (RICA/CSET,ETC); test, math, science; Thesis; Thesis (BEFORE THESIS SEMESTER BEGINS); Thesis Rescue; Thesis, writing, studying; time management; to help students who are struggling with a certain subject; Trainings; Trainings and information on theoretical approaches; Trainings for career; Tutoring; W; workshop about APA; workshops for networking; workshops relating to practicum process; Writing; Writing /library resources; writing and reading

Section 4. Communication & Safety at Pacific Oaks

Considering the past academic year, please indicate your level of agreement with the following statements concerning campus security and communication at Pacific Oaks. Do you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree?

If I have a question I know which staff member/ department to contact³¹

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(89)	(43)	(52)	(343)
Strongly Disagree	14.5	15.7	23.3	9.6	15.2
Disagree	32.1	27.0	37.2	30.8	31.2
Neither Agree nor Disagree	20.1	18.0	18.6	21.2	19.5
Agree	23.3	27.0	14.0	26.9	23.6
Strongly Agree	10.1	12.4	7.0	11.5	10.5

³¹ The question wording was reversed, "If I have a question I DO NOT know which staff member/ department to contact."
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Pacific Oaks College provides proper channels of communication for students

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(90)	(43)	(52)	(344)
Strongly Disagree	6.3	3.3	0.0	1.9	4.1
Disagree	9.4	6.7	7.0	5.8	7.8
Neither Agree nor Disagree	22.0	25.6	27.9	36.5	25.9
Agree	44.7	48.9	39.5	36.5	43.9
Strongly Agree	17.6	15.6	25.6	19.2	18.3

I am aware of campus advisory/ emergency action plans³²

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(90)	(42)	(52)	(343)
Strongly Disagree	7.5	2.2	19.0	11.5	8.2
Disagree	23.9	16.7	16.7	21.2	20.7
Neither Agree nor Disagree	21.4	43.3	40.5	32.7	31.2
Agree	32.1	28.9	11.9	26.9	28.0
Strongly Agree	15.2	8.9	11.9	7.7	12.0

I feel safe and secure on campus

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(89)	(43)	(51)	(342)
Strongly Disagree	0.0	1.1	0.0	0.0	0.3
Disagree	1.9	0.0	2.3	3.9	1.8
Neither Agree nor Disagree	8.8	75.3	14.0	51.0	33.0
Agree	46.5	12.4	51.2	29.4	35.7
Strongly Agree	42.8	11.2	32.6	15.7	29.2

³² The question wording was reversed, "I am NOT aware of campus advisory/ emergency action plans."

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(158)	(91)	(43)	(51)	(343)
Strongly Disagree	0.0	0.0	0.0	0.0	0.0
Disagree	1.3	2.2	0.0	2.0	1.5
Neither Agree nor Disagree	11.4	11.0	9.3	15.7	11.7
Agree	47.5	59.3	46.5	54.9	51.6
Strongly Agree	39.9	27.5	44.2	27.5	35.3

Section 5. Professional Behavior

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

My experiences at Pacific Oaks College have advanced my multicultural competence³³

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(91)	(42)	(52)	(344)
Strongly Disagree	1.3	4.4	4.8	1.9	2.6
Disagree	5.0	3.3	2.4	3.8	4.1
Neither Agree nor Disagree	10.7	11.0	9.5	15.4	11.3
Agree	40.3	40.7	50.0	57.7	44.2
Strongly Agree	42.8	40.7	33.3	21.2	37.8

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(92)	(43)	(52)	(346)
Strongly Disagree	0.6	0.0	0.0	0.0	0.3
Disagree	1.9	3.3	2.3	7.7	3.2
Neither Agree nor Disagree	9.4	2.2	4.7	5.8	6.4
Agree	39.0	44.6	37.2	50.0	41.9
Strongly Agree	49.1	50.0	55.8	36.5	48.3

³³ The actual question wording was reversed, "My experiences at Pacific Oaks College have NOT advanced my multicultural competence."

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(92)	(43)	(52)	(346)
Strongly Disagree	0.6	0.0	0.0	0.0	0.3
Disagree	0.6	2.2	0.0	3.8	1.4
Neither Agree nor Disagree	7.5	4.3	11.6	7.7	7.2
Agree	47.2	42.4	37.2	44.2	44.2
Strongly Agree	44.0	51.1	51.2	44.2	46.8

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(92)	(43)	(52)	(346)
Strongly Disagree	0.0	0.0	0.0	0.0	0.0
Disagree	1.3	1.1	7.0	3.8	2.3
Neither Agree nor Disagree	13.8	19.6	14.0	13.5	15.3
Agree	44.0	37.0	32.6	38.5	39.9
Strongly Agree	40.9	42.4	46.5	44.2	42.5

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(159)	(90)	(43)	(52)	(344)
Strongly Disagree	0.6	0.0	0.0	0.0	0.3
Disagree	2.5	1.1	0.0	3.8	2.0
Neither Agree nor Disagree	9.4	7.8	2.3	9.6	8.1
Agree	40.9	37.8	34.9	51.9	41.0
Strongly Agree	46.5	53.3	62.8	34.6	48.5

Section 6. New Student Orientation

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

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

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(28)	(27)	(6)	(10)	(71)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0
Dissatisfied	0.0	3.7	0.0	0.0	1.4
Neither Satisfied nor Dissatisfied	25.0	63.0	33.3	30.0	40.8
Satisfied	28.6	22.2	33.3	20.0	25.4
Very Satisfied	46.4	11.1	33.3	50.0	32.4

Quality of Program Orientation hosted by the MFT Department

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(6)	(1)	(NA)	(NA)	(7)
Not at all Satisfied	0.0	0.0	--	--	0.0
Dissatisfied	0.0	0.0	--	--	0.0
Neither Satisfied nor Dissatisfied	16.7	0.0	--	--	14.3
Satisfied	50.0	100.0	--	--	57.1
Very Satisfied	33.3	0.0	--	--	28.6

Quality of Information Session hosted by the Admissions Department

	Pasadena	Online	Branch/ Instructional	Cohorts	Total
	(28)	(27)	(7)	(10)	(72)
Not at all Satisfied	3.6	0.0	0.0	0.0	1.4
Dissatisfied	7.1	3.7	0.0	0.0	4.2
Neither Satisfied nor Dissatisfied	21.4	48.1	0.0	30.0	30.6
Satisfied	28.6	25.9	71.4	10.0	29.2
Very Satisfied	39.3	22.2	28.6	60.0	34.7