



Student Satisfaction Survey¹
Spring 2018
(n = 370)

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 (n = 175)	Online (n = 92)	Branch (n = 34)	Instructional (n = 27)	Cohorts (n = 38)	Total (n = 366)
Not at all Satisfied	0.0	0.0	0.0	0.0	2.6	0.3
Dissatisfied	4.0	5.4	8.8	11.1	5.3	5.5
Neither Satisfied nor Dissatisfied	4.6	7.6	8.8	11.1	2.6	6.0
Satisfied	44.0	45.7	41.2	29.6	44.7	43.2
Very Satisfied	47.4	41.3	41.2	48.1	44.7	45.1

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 (n = 175)	Online (n = 92)	Branch (n = 34)	Instructional (n = 27)	Cohorts (n = 39)	Total (n = 366)
Strongly Disagree	0.6	2.2	2.9	7.4	7.7	0.3
Disagree	1.7	4.3	2.9	3.7	0.0	5.5
Neither Agree nor Disagree	8.6	14.1	14.7	14.8	10.3	6.0
Agree	29.7	27.2	23.5	33.3	35.9	43.2
Strongly Agree	59.4	52.2	55.9	40.7	46.2	45.1

¹The Student Satisfaction Survey was administered from 3/12/18 to 4/9/18. The results of this topline are based on 370 responses yielding a 33.9% response rate (Pasadena: 37.3%; Online: 29.3%; Branch: 29.3%; Instructional: 38.0%; Cohorts: 34.5%). The Branch grouping includes the San Jose Branch Campus shift. The Instructional grouping includes the following shifts: Madera ECE Cohort, Sacramento Instructional Site, Salina ECE Cohort, Santa Clara Cohort 1, Santa Clara Cohort 2, and Watsonville Head Start Cohort 1. The Cohorts grouping includes the following shifts: Claremont Cohort, East LA ASJ Cohort 1, East Los Angeles Cohort 1, East Los Angeles Cohort 3, East Los Angeles College Cohort, East San Gabriel Valley Cohort 1, East San Gabriel Valley Cohort 2, HLPUSD Cohort 1, Options Head Start Cohort, San Diego Cohort, San Diego Cohort 2, and Van Nuys Cohort. 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 PO to friends/family considering careers in human development, early childhood education, marital & family therapy, teaching, advocacy & social justice, or organizational leadership change.

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 174)	(n = 93)	(n = 34)	(n = 27)	(n = 39)	(n = 367)
Strongly Disagree	1.1	1.1	5.9	11.1	7.7	3.0
Disagree	2.3	9.7	2.9	14.8	5.1	5.4
Neither Agree nor Disagree	10.3	10.8	11.8	3.7	10.3	10.1
Agree	33.3	30.1	32.4	29.6	33.3	32.2
Strongly Agree	52.9	48.4	47.1	40.7	43.6	49.3

My overall experience at PO has met my expectations.

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 175)	(n = 93)	(n = 34)	(n = 27)	(n = 39)	(n = 368)
Strongly Disagree	2.3	2.2	5.9	11.1	10.3	4.1
Disagree	2.3	9.7	8.8	11.1	2.6	5.4
Neither Agree nor Disagree	10.3	15.1	11.8	7.4	5.1	10.9
Agree	42.9	36.6	29.4	33.3	43.6	39.4
Strongly Agree	42.3	36.6	44.1	37.0	38.5	40.2

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

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 176)	(n = 93)	(n = 34)	(n = 27)	(n = 39)	(n = 369)
Strongly Disagree	2.3	4.3	5.9	11.1	5.1	4.1
Disagree	9.7	5.4	8.8	7.4	5.1	7.9
Neither Agree nor Disagree	14.2	7.5	11.8	11.1	2.6	10.8
Agree	43.2	50.5	47.1	59.3	56.4	48.0
Strongly Agree	30.7	32.3	26.5	11.1	30.8	29.3

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
	(n = 173)	(n = 93)	(n = 34)	(n = 27)	(n = 37)	(n = 364)
Not at all Important	0.6	0.0	2.9	0.0	0.0	0.5
Unimportant	0.0	0.0	2.9	0.0	0.0	0.3
Neither Important nor Unimportant	4.0	5.4	5.9	14.8	5.4	5.5
Important	34.1	36.6	32.4	48.1	32.4	35.4
Very Important	61.3	58.1	55.9	37.0	62.2	58.2

Access to academic support services provided by the Library

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 175)	(n = 92)	(n = 33)	(n = 27)	(n = 37)	(n = 364)
Not at all Important	0.6	0.0	0.0	0.0	0.0	0.3
Unimportant	1.1	2.2	3.0	7.4	2.7	2.2
Neither Important nor Unimportant	10.3	6.5	9.1	11.1	5.4	8.8
Important	35.4	42.4	39.4	44.4	35.1	38.2
Very Important	52.6	48.9	48.5	37.0	56.8	50.5

Access to academic support services provided by C.A.R.E. (i.e., learning center and disability services)

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 174)	(n = 93)	(n = 34)	(n = 27)	(n = 37)	(n = 365)
Not at all Important	0.6	3.2	2.9	3.7	0.0	1.6
Unimportant	1.7	2.2	0.0	7.4	2.7	2.2
Neither Important nor Unimportant	14.4	23.7	17.6	25.9	8.1	17.3
Important	33.3	33.3	32.4	37.0	29.7	33.2
Very Important	50.0	37.6	47.1	25.9	59.5	45.8

Learning the most you can from every experience

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 173)	(n = 93)	(n = 34)	(n = 27)	(n = 37)	(n = 364)
Not at all Important	0.6	0.0	0.0	0.0	0.0	0.3
Unimportant	0.0	0.0	0.0	0.0	0.0	0.0
Neither Important nor Unimportant	0.0	1.1	0.0	0.0	5.4	0.8
Important	24.3	20.4	20.6	22.2	16.2	22.0
Very Important	75.1	78.5	79.4	77.8	78.4	76.9

The academic rigor your degree program

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 170)	(n = 93)	(n = 34)	(n = 27)	(n = 37)	(n = 361)
Not at all Important	0.6	0.0	0.0	0.0	0.0	0.3
Unimportant	1.2	1.1	0.0	0.0	2.7	1.1
Neither Important nor Unimportant	2.9	2.2	2.9	7.4	5.4	3.3
Important	34.1	29.0	29.4	33.3	32.4	32.1
Very Important	61.2	67.7	67.6	59.3	59.5	63.2

The value that PO places on each individual student

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 173)	(n = 93)	(n = 34)	(n = 27)	(n = 37)	(n = 364)
Not at all Important	0.6	0.0	0.0	3.7	0.0	0.5
Unimportant	1.2	0.0	2.9	0.0	0.0	0.8
Neither Important nor Unimportant	2.9	7.5	2.9	0.0	5.4	4.1
Important	24.9	23.7	17.6	22.2	32.4	24.5
Very Important	70.5	68.8	76.5	74.1	62.2	70.1

Being at a college that shares your vision for society

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 174)	(n = 93)	(n = 34)	(n = 27)	(n = 37)	(n = 365)
Not at all Important	0.6	0.0	0.0	0.0	0.0	0.3
Unimportant	1.1	0.0	0.0	0.0	0.0	0.5
Neither Important nor Unimportant	0.6	3.2	0.0	7.4	5.4	2.2
Important	27.0	23.7	20.6	25.9	21.6	24.9
Very Important	70.7	73.1	79.4	66.7	73.0	72.1

Employment in a new career after graduation

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 173)	(n = 93)	(n = 34)	(n = 27)	(n = 37)	(n = 364)
Not at all Important	2.3	1.1	0.0	0.0	0.0	1.4
Unimportant	1.2	2.2	0.0	0.0	2.7	1.4
Neither Important nor Unimportant	6.9	14.0	11.8	18.5	8.1	10.2
Important	16.8	16.1	23.5	29.6	16.2	18.1
Very Important	72.8	66.7	64.7	51.9	73.0	69.0

Advancement in your current employment

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 173)	(n = 93)	(n = 33)	(n = 27)	(n = 37)	(n = 363)
Not at all Important	3.5	0.0	0.0	0.0	0.0	1.7
Unimportant	1.2	0.0	3.0	0.0	0.0	0.8
Neither Important nor Unimportant	8.1	7.5	9.1	7.4	10.8	8.3
Important	24.9	22.6	21.2	25.9	16.2	23.1
Very Important	62.4	69.9	66.7	66.7	73.0	66.1

Being able to take required courses in an online delivery mode

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 173)	(n = 93)	(n = 34)	(n = 27)	(n = 37)	(n = 364)
Not at all Important	5.8	0.0	5.9	0.0	0.0	3.3
Unimportant	4.0	0.0	8.8	0.0	0.0	2.7
Neither Important nor Unimportant	21.4	3.2	20.6	14.8	16.2	15.7
Important	30.1	12.9	29.4	29.6	37.8	26.4
Very Important	38.7	83.9	35.3	55.6	45.9	51.9

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

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = NA)	(n = NA)	(n = 34)	(n = 27)	(n = 37)	(n = 98)
Not at all Important	--	--	2.9	0.0	2.7	2.0
Unimportant	--	--	0.0	0.0	0.0	0.0
Neither Important nor Unimportant	--	--	5.9	7.4	0.0	4.1
Important	--	--	29.4	25.9	21.6	25.5
Very Important	--	--	61.8	66.7	75.7	68.4

Having face-to-face contact with Financial Aid counselors

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = NA)	(n = NA)	(n = 34)	(n = 27)	(n = 37)	(n = 98)
Not at all Important	--	--	2.9	3.7	0.0	2.0
Unimportant	--	--	2.9	11.1	2.7	5.1
Neither Important nor Unimportant	--	--	14.7	22.2	10.8	15.3
Important	--	--	38.2	40.7	21.6	32.7
Very Important	--	--	41.2	22.2	64.9	44.9

Section 2. Student Services and Resources

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

Financial Aid

Please respond to the following questions related to your experience with Financial Aid.

Please select your level of agreement to the following statement:

The financial aid award package I received is adequate to meet my educational expenses (e.g., tuition, books, fees).

	Pasadena (n = 166)	Online (n = 84)	Branch (n = 30)	Instructional (n = 23)	Cohorts (n = 36)	Total (n = 339)
Strongly Disagree	4.2	8.3	3.3	0.0	5.6	5.0
Disagree	11.4	9.5	3.3	8.7	11.1	10.0
Neither Agree nor Disagree	9.6	7.1	16.7	17.4	11.1	10.3
Agree	32.5	33.3	36.7	26.1	36.1	33.0
Strongly Agree	42.2	41.7	40.0	47.8	36.1	41.6

Please select your satisfaction with the service you received from the Financial Aid Office in completing the Financial Aid process.

	Pasadena (n = 164)	Online (n = 84)	Branch (n = 30)	Instructional (n = 22)	Cohorts (n = 36)	Total (n = 336)
Not at all Satisfied	2.4	4.8	0.0	0.0	0.0	2.4
Dissatisfied	3.7	4.8	3.3	9.1	2.8	4.2
Neither Satisfied nor Dissatisfied	12.2	6.0	30.0	22.7	11.1	12.8
Satisfied	40.2	34.5	40.0	27.3	50.0	39.0
Very Satisfied	41.5	50.0	26.7	40.9	36.1	41.7

Student Accounts

Please respond to the following questions related to your experience with Student Accounts.

Please select your level of satisfaction with service received from the Student Accounts Office.

	Pasadena (n = 170)	Online (n = 89)	Branch (n = 32)	Instructional (n = 26)	Cohorts (n = 35)	Total (n = 352)
Not at all Satisfied	1.8	0.0	0.0	3.8	0.0	1.1
Dissatisfied	2.4	2.2	3.1	0.0	5.7	2.6
Neither Satisfied nor Dissatisfied	18.2	16.9	25.0	30.8	17.1	19.3
Satisfied	47.1	43.8	37.5	34.6	37.1	43.5
Very Satisfied	30.6	37.1	34.4	30.8	40.0	33.5

Please select your level of satisfaction with the following payment options provided by the Student Accounts Office.

Online payment

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 118)	(n = 64)	(n = 22)	(n = 14)	(n = 26)	(n = 244)
Not at all Satisfied	3.4	0.0	0.0	0.0	0.0	1.6
Dissatisfied	0.8	1.6	0.0	0.0	0.0	0.8
Neither Satisfied nor Dissatisfied	11.0	9.4	18.2	35.7	15.4	13.1
Satisfied	33.1	17.2	36.4	28.6	23.1	27.9
Very Satisfied	51.7	71.9	45.5	35.7	61.5	56.6

Check or money order mail-in

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 64)	(n = 38)	(n = 9)	(n = 8)	(n = 18)	(n = 137)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0	0.0
Dissatisfied	1.6	0.0	0.0	0.0	5.6	1.5
Neither Satisfied nor Dissatisfied	31.3	15.8	33.3	50.0	16.7	26.3
Satisfied	20.3	13.2	22.2	37.5	22.2	19.7
Very Satisfied	46.9	71.1	44.4	12.5	55.6	52.6

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
	(n = 171)	(n = 89)	(n = 32)	(n = 26)	(n = 35)	(n = 353)
Not at all Satisfied	1.2	0.0	3.1	3.8	2.9	1.4
Dissatisfied	6.4	7.9	15.6	7.7	5.7	7.6
Neither Satisfied nor Dissatisfied	9.9	16.9	9.4	23.1	17.1	13.3
Satisfied	39.2	33.7	28.1	34.6	40.0	36.5
Very Satisfied	43.3	41.6	43.8	30.8	34.3	41.1

Admissions

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 169)	(n = 88)	(n = 32)	(n = 26)	(n = 35)	(n = 350)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0	0.0
Dissatisfied	4.1	3.4	6.3	3.8	0.0	3.7
Neither Satisfied nor Dissatisfied	14.8	6.8	21.9	23.1	17.1	14.3
Satisfied	39.6	37.5	46.9	42.3	37.1	39.7
Very Satisfied	41.4	52.3	25.0	30.8	45.7	42.3

Registrar's Office

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 169)	(n = 89)	(n = 31)	(n = 26)	(n = 35)	(n = 350)
Not at all Satisfied	1.8	1.1	0.0	0.0	0.0	1.1
Dissatisfied	3.0	7.9	6.5	0.0	0.0	4.0
Neither Satisfied nor Dissatisfied	20.1	22.5	32.3	42.3	20.0	23.4
Satisfied	43.8	30.3	32.3	34.6	34.3	37.7
Very Satisfied	31.4	38.2	29.0	23.1	45.7	33.7

C.A.R.E.

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 170)	(n = 88)	(n = 31)	(n = 25)	(n = 35)	(n = 349)
Not at all Satisfied	0.0	2.3	3.2	0.0	0.0	0.9
Dissatisfied	1.2	2.3	0.0	4.0	0.0	1.4
Neither Satisfied nor Dissatisfied	31.8	48.9	51.6	48.0	20.0	37.8
Satisfied	38.8	20.5	19.4	32.0	40.0	32.1
Very Satisfied	28.2	26.1	25.8	16.0	40.0	27.8

Financial Aid

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 172)	(n = 88)	(n = 32)	(n = 26)	(n = 35)	(n = 353)
Not at all Satisfied	1.2	3.4	0.0	3.8	0.0	1.7
Dissatisfied	3.5	2.3	3.1	0.0	2.9	2.8
Neither Satisfied nor Dissatisfied	17.4	9.1	31.3	23.1	17.1	17.0
Satisfied	44.2	36.4	40.6	38.5	40.0	41.1
Very Satisfied	33.7	48.9	25.0	34.6	40.0	37.4

Student Accounts

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 170)	(n = 89)	(n = 31)	(n = 25)	(n = 35)	(n = 350)
Not at all Satisfied	2.4	0.0	0.0	0.0	0.0	1.1
Dissatisfied	1.2	0.0	0.0	0.0	0.0	0.6
Neither Satisfied nor Dissatisfied	24.1	22.5	29.0	32.0	17.1	24.0
Satisfied	45.3	36.0	38.7	32.0	40.0	40.9
Very Satisfied	27.1	41.6	32.3	36.0	42.9	33.4

Information Technology (Help Desk)

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 171)	(n = 87)	(n = 32)	(n = 26)	(n = 35)	(n = 351)
Not at all Satisfied	0.6	2.3	3.1	7.7	0.0	1.7
Dissatisfied	1.2	4.6	0.0	3.8	0.0	2.0
Neither Satisfied nor Dissatisfied	22.8	28.7	37.5	38.5	28.6	27.4
Satisfied	39.2	28.7	40.6	30.8	37.1	35.9
Very Satisfied	36.3	35.6	18.8	19.2	34.3	33.0

Student Government Association

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 168)	(n = 88)	(n = 32)	(n = 26)	(n = 34)	(n = 348)
Not at all Satisfied	1.8	2.3	3.1	0.0	0.0	1.7
Dissatisfied	2.4	1.1	0.0	0.0	0.0	1.4
Neither Satisfied nor Dissatisfied	59.5	59.1	65.6	57.7	35.3	57.5
Satisfied	19.6	20.5	15.6	30.8	32.4	21.6
Very Satisfied	16.7	17.0	15.6	11.5	32.4	17.8

Academic Advising Center

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 169)	(n = 88)	(n = 32)	(n = 26)	(n = 35)	(n = 350)
Not at all Satisfied	3.0	1.1	3.1	3.8	0.0	2.3
Dissatisfied	9.5	17.0	12.5	7.7	2.9	10.9
Neither Satisfied nor Dissatisfied	16.6	18.2	25.0	26.9	25.7	19.4
Satisfied	42.6	29.5	31.3	34.6	34.3	36.9
Very Satisfied	28.4	34.1	28.1	26.9	37.1	30.6

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 (core faculty)

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 163)	(n = 88)	(n = 31)	(n = 26)	(n = 35)	(n = 343)
Not at all Satisfied	0.0	0.0	0.0	0.0	2.9	0.3
Dissatisfied	3.1	5.7	9.7	0.0	5.7	4.4
Neither Satisfied nor Dissatisfied	15.3	23.9	25.8	34.6	22.9	20.7
Satisfied	42.9	39.8	32.3	38.5	25.7	39.1
Very Satisfied	38.7	30.7	32.3	26.9	42.9	35.6

Admissions

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 163)	(n = 88)	(n = 32)	(n = 23)	(n = 35)	(n = 341)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0	0.0
Dissatisfied	1.2	1.1	3.1	0.0	0.0	1.2
Neither Satisfied nor Dissatisfied	17.2	19.3	43.8	39.1	25.7	22.6
Satisfied	47.9	47.7	21.9	30.4	40.0	43.4
Very Satisfied	33.7	31.8	31.3	30.4	34.3	32.8

Registrar's Office

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 86)	(n = 32)	(n = 26)	(n = 34)	(n = 340)
Not at all Satisfied	0.6	1.2	0.0	0.0	0.0	0.6
Dissatisfied	1.9	2.3	3.1	0.0	2.9	2.1
Neither Satisfied nor Dissatisfied	19.1	22.1	46.9	42.3	14.7	23.8
Satisfied	47.5	43.0	21.9	26.9	38.2	41.5
Very Satisfied	30.9	31.4	28.1	30.8	44.1	32.1

C.A.R.E.

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 163)	(n = 88)	(n = 32)	(n = 24)	(n = 35)	(n = 342)
Not at all Satisfied	0.0	0.0	3.1	0.0	0.0	0.3
Dissatisfied	2.5	1.1	0.0	0.0	2.9	1.8
Neither Satisfied nor Dissatisfied	28.2	47.7	50.0	45.8	20.0	35.7
Satisfied	41.7	29.5	25.0	37.5	40.0	36.5
Very Satisfied	27.6	21.6	21.9	16.7	37.1	25.7

Financial Aid

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 164)	(n = 86)	(n = 32)	(n = 26)	(n = 35)	(n = 343)
Not at all Satisfied	0.6	1.2	0.0	3.8	0.0	0.9
Dissatisfied	3.0	3.5	3.1	3.8	5.7	3.5
Neither Satisfied nor Dissatisfied	17.1	17.4	43.8	26.9	17.1	20.4
Satisfied	45.1	43.0	28.1	30.8	42.9	41.7
Very Satisfied	34.1	34.9	25.0	34.6	34.3	33.5

Student Accounts

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 88)	(n = 32)	(n = 26)	(n = 35)	(n = 343)
Not at all Satisfied	1.2	0.0	3.1	0.0	2.9	1.2
Dissatisfied	1.2	1.1	0.0	0.0	2.9	1.2
Neither Satisfied nor Dissatisfied	25.3	26.1	37.5	34.6	20.0	26.8
Satisfied	44.4	44.3	28.1	42.3	31.4	41.4
Very Satisfied	27.8	28.4	31.3	23.1	42.9	29.4

Information Technology (Help Desk)

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 164)	(n = 87)	(n = 31)	(n = 25)	(n = 35)	(n = 342)
Not at all Satisfied	1.2	0.0	0.0	0.0	0.0	0.6
Dissatisfied	1.8	2.3	0.0	0.0	2.9	1.8
Neither Satisfied nor Dissatisfied	19.5	34.5	41.9	48.0	20.0	27.5
Satisfied	41.5	32.2	35.5	28.0	45.7	38.0
Very Satisfied	36.0	31.0	22.6	24.0	31.4	32.2

Student Government Association

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 87)	(n = 32)	(n = 26)	(n = 34)	(n = 341)
Not at all Satisfied	1.9	0.0	3.1	0.0	2.9	1.5
Dissatisfied	1.2	1.1	0.0	0.0	2.9	1.2
Neither Satisfied nor Dissatisfied	46.9	49.4	62.5	57.7	26.5	47.8
Satisfied	31.5	25.3	18.8	26.9	38.2	29.0
Very Satisfied	18.5	24.1	15.6	15.4	29.4	20.5

Academic Advising Center

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 165)	(n = 87)	(n = 32)	(n = 24)	(n = 35)	(n = 343)
Not at all Satisfied	0.6	0.0	3.1	0.0	0.0	0.6
Dissatisfied	3.0	6.9	3.1	4.2	5.7	4.4
Neither Satisfied nor Dissatisfied	21.8	26.4	40.6	37.5	25.7	26.2
Satisfied	43.0	39.1	31.3	37.5	37.1	39.9
Very Satisfied	31.5	27.6	21.9	20.8	31.4	28.9

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

Canvas

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 168)	(n = 88)	(n = 32)	(n = 26)	(n = 36)	(n = 350)
Yes	98.2	96.6	96.9	96.2	100.0	97.7
No	1.8	3.4	3.1	3.8	0.0	2.3

Career Services

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 164)	(n = 86)	(n = 31)	(n = 25)	(n = 34)	(n = 340)
Yes	20.1	11.6	16.1	20.0	32.4	18.8
No	79.9	88.4	83.9	80.0	67.6	81.2

Help Desk by either email or phone

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 163)	(n = 87)	(n = 31)	(n = 25)	(n = 35)	(n = 341)
Yes	62.0	42.5	35.5	48.0	54.3	52.8
No	38.0	57.5	64.5	52.0	45.7	47.2

Student Gateway

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 166)	(n = 86)	(n = 32)	(n = 26)	(n = 35)	(n = 345)
Yes	78.3	73.3	65.6	76.9	80.0	75.9
No	21.7	26.7	34.4	23.1	20.0	24.1

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

Canvas courses are easy to navigate and use²

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 164)	(n = 85)	(n = 30)	(n = 25)	(n = 35)	(n = 339)
Strongly Disagree	8.5	8.2	3.3	8.0	20.0	9.1
Disagree	13.4	8.2	0.0	28.0	5.7	11.2
Neither Agree nor Disagree	15.2	5.9	16.7	8.0	14.3	12.4
Agree	37.2	37.6	43.3	28.0	40.0	37.5
Strongly Agree	25.6	40.0	36.7	28.0	20.0	29.8

Canvas courses are conducted effectively by PO instructors

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 165)	(n = 85)	(n = 30)	(n = 25)	(n = 35)	(n = 340)
Strongly Disagree	1.8	0.0	3.3	8.0	2.9	2.1
Disagree	10.3	5.9	13.3	16.0	8.6	9.7
Neither Agree nor Disagree	10.9	3.5	16.7	0.0	11.4	8.8
Agree	41.8	40.0	26.7	28.0	34.3	38.2
Strongly Agree	35.2	50.6	40.0	48.0	42.9	41.2

The Student Gateway is easy to navigate and use

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 130)	(n = 63)	(n = 20)	(n = 20)	(n = 28)	(n = 261)
Strongly Disagree	1.5	1.6	0.0	0.0	0.0	1.1
Disagree	3.8	3.2	10.0	0.0	0.0	3.4
Neither Agree nor Disagree	6.2	9.5	15.0	25.0	3.6	8.8
Agree	43.1	33.3	30.0	40.0	50.0	40.2
Strongly Agree	45.4	52.4	45.0	35.0	46.4	46.4

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
	(n = 33)	(n = 10)	(n = 5)	(n = 5)	(n = 11)	(n = 64)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0	0.0
Dissatisfied	0.0	0.0	0.0	0.0	0.0	0.0
Neither Satisfied nor Dissatisfied	6.1	30.0	20.0	40.0	9.1	14.1
Satisfied	42.4	50.0	20.0	20.0	36.4	39.1
Very Satisfied	51.5	20.0	60.0	40.0	54.5	46.9

² The actual wording of this statement is *Canvas courses are NOT easy to navigate and use*.

Availability of Career Services

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 33)	(n = 10)	(n = 5)	(n = 5)	(n = 11)	(n = 64)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0	0.0
Dissatisfied	0.0	0.0	0.0	0.0	0.0	0.0
Neither Satisfied nor Dissatisfied	6.1	40.0	20.0	40.0	0.0	14.1
Satisfied	36.4	40.0	20.0	0.0	45.5	34.4
Very Satisfied	57.6	20.0	60.0	60.0	54.5	51.6

Availability of the Help Desk staff

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 100)	(n = 36)	(n = 11)	(n = 12)	(n = 19)	(n = 178)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0	0.0
Dissatisfied	1.0	5.6	0.0	8.3	0.0	2.2
Neither Satisfied nor Dissatisfied	18.0	11.1	27.3	25.0	10.5	16.9
Satisfied	38.0	30.6	36.4	41.7	36.8	36.5
Very Satisfied	43.0	52.8	36.4	25.0	52.6	44.4

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

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 100)	(n = 37)	(n = 11)	(n = 12)	(n = 19)	(n = 179)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0	0.0
Dissatisfied	3.0	5.4	0.0	8.3	0.0	3.4
Neither Satisfied nor Dissatisfied	13.0	8.1	27.3	25.0	15.8	14.0
Satisfied	42.0	27.0	45.5	33.3	31.6	37.4
Very Satisfied	42.0	59.5	27.3	33.3	52.6	45.3

Effective use of technology in courses

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 167)	(n = 88)	(n = 32)	(n = 26)	(n = 35)	(n = 348)
Not at all Satisfied	0.6	0.0	0.0	7.7	2.9	1.1
Dissatisfied	3.0	3.4	6.3	7.7	0.0	3.4
Neither Satisfied nor Dissatisfied	10.2	8.0	9.4	11.5	17.1	10.3
Satisfied	44.3	48.9	43.8	50.0	42.9	45.7
Very Satisfied	41.9	39.8	40.6	23.1	37.1	39.4

Quality of classroom facilities

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 168)	(n = NA)	(n = 32)	(n = 26)	(n = 35)	(n = 261)
Not at all Satisfied	0.6	--	0.0	0.0	5.7	1.1
Dissatisfied	3.0	--	25.0	15.4	5.7	7.3
Neither Satisfied nor Dissatisfied	8.9	--	6.3	15.4	8.6	9.2
Satisfied	38.7	--	37.5	38.5	42.9	39.1
Very Satisfied	48.8	--	31.3	30.8	37.1	43.3

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

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 167)	(n = NA)	(n = 32)	(n = 26)	(n = 35)	(n = 260)
Not at all Satisfied	0.0	--	0.0	0.0	5.7	0.8
Dissatisfied	1.2	--	6.3	7.7	5.7	3.1
Neither Satisfied nor Dissatisfied	16.2	--	9.4	19.2	14.3	15.4
Satisfied	42.5	--	43.8	42.3	42.9	42.7
Very Satisfied	40.1	--	40.6	30.8	31.4	38.1

Support received from the Student Accounts department

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 166)	(n = 88)	(n = 32)	(n = 26)	(n = 35)	(n = 347)
Not at all Satisfied	1.2	0.0	0.0	0.0	2.9	0.9
Dissatisfied	2.4	3.4	3.1	0.0	5.7	2.9
Neither Satisfied nor Dissatisfied	27.7	29.5	43.8	38.5	28.6	30.5
Satisfied	36.1	30.7	28.1	38.5	25.7	33.1
Very Satisfied	32.5	36.4	25.0	23.1	37.1	32.6

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

Library resources and services are appropriate for my needs

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 142)	(n = 69)	(n = 23)	(n = 18)	(n = 25)	(n = 277)
Strongly Disagree	2.1	1.4	0.0	0.0	4.0	1.8
Disagree	5.6	4.3	21.7	0.0	0.0	5.8
Neither Agree nor Disagree	15.5	14.5	21.7	27.8	40.0	18.8
Agree	40.1	42.0	26.1	61.1	20.0	39.0
Strongly Agree	36.6	37.7	30.4	11.1	36.0	34.7

The library's hours of operation fit my schedule³

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 125)	(n = 40)	(n = 18)	(n = 12)	(n = 23)	(n = 218)
Strongly Disagree	8.0	2.5	16.7	8.3	34.8	10.6
Disagree	21.6	7.5	22.2	50.0	0.0	18.3
Neither Agree nor Disagree	28.0	50.0	22.2	25.0	43.5	33.0
Agree	29.6	20.0	27.8	16.7	21.7	26.1
Strongly Agree	12.8	20.0	11.1	0.0	0.0	11.9

³ The actual wording of this statement is *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
	(n = 124)	(n = 30)	(n = 12)	(n = 9)	(n = 22)	(n = 197)
Strongly Disagree	0.0	3.3	0.0	0.0	4.5	1.0
Disagree	6.5	3.3	25.0	0.0	0.0	6.1
Neither Agree nor Disagree	16.1	46.7	33.3	66.7	45.5	27.4
Agree	41.9	10.0	16.7	33.3	22.7	33.0
Strongly Agree	35.5	36.7	25.0	0.0	27.3	32.5

The computer lab's hours of operation fit my schedule

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 131)	(n = 25)	(n = 13)	(n = 9)	(n = 23)	(n = 201)
Strongly Disagree	0.8	4.0	7.7	0.0	4.3	2.0
Disagree	4.6	4.0	23.1	0.0	13.0	6.5
Neither Agree nor Disagree	19.8	56.0	38.5	44.4	43.5	29.4
Agree	42.7	12.0	0.0	55.6	13.0	33.3
Strongly Agree	32.1	24.0	30.8	0.0	26.1	28.9

Areas for study are available to me⁴

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 130)	(n = 36)	(n = 20)	(n = 13)	(n = 21)	(n = 220)
Strongly Disagree	5.4	8.3	20.0	0.0	28.6	9.1
Disagree	14.6	8.3	25.0	46.2	4.8	15.5
Neither Agree nor Disagree	21.5	36.1	10.0	15.4	42.9	24.5
Agree	31.5	19.4	25.0	23.1	14.3	26.8
Strongly Agree	26.9	27.8	20.0	15.4	9.5	24.1

Next, we would like to know your level of interest in the following services.

Student Activities

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 138)	(n = 28)	(n = 22)	(n = 11)	(n = 23)	(n = 222)
Not at all Interested	7.2	17.9	22.7	18.2	4.3	10.4
Somewhat Uninterested	8.0	17.9	9.1	0.0	17.4	9.9
Somewhat Interested	42.0	35.7	31.8	45.5	47.8	41.0
Very Interested	42.8	28.6	36.4	36.4	30.4	38.7

⁴ The actual wording of this statement is *Areas for study are NOT available to me.*

Copy Machines

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 139)	(n = 19)	(n = 19)	(n = 13)	(n = 20)	(n = 210)
Not at all Interested	2.9	36.8	10.5	15.4	5.0	7.6
Somewhat Uninterested	7.9	10.5	10.5	0.0	0.0	7.1
Somewhat Interested	27.3	15.8	42.1	38.5	30.0	28.6
Very Interested	61.9	36.8	36.8	46.2	65.0	56.7

Career Assistance

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 146)	(n = 50)	(n = 26)	(n = 12)	(n = 27)	(n = 261)
Not at all Interested	4.1	6.0	11.5	8.3	3.7	5.4
Somewhat Uninterested	4.1	6.0	7.7	8.3	3.7	5.0
Somewhat Interested	26.0	32.0	26.9	50.0	59.3	31.8
Very Interested	65.8	56.0	53.8	33.3	33.3	57.9

Writing Assistance

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 136)	(n = 52)	(n = 25)	(n = 19)	(n = 30)	(n = 262)
Not at all Interested	9.6	5.8	8.0	10.5	6.7	8.4
Somewhat Uninterested	8.1	13.5	12.0	10.5	10.0	9.9
Somewhat Interested	37.5	42.3	28.0	36.8	30.0	36.6
Very Interested	44.9	38.5	52.0	42.1	53.3	45.0

Daytime Courses

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 119)	(n = 21)	(n = 18)	(n = 12)	(n = 19)	(n = 189)
Not at all Interested	24.4	38.1	33.3	33.3	26.3	27.5
Somewhat Uninterested	10.9	9.5	11.1	8.3	5.3	10.1
Somewhat Interested	27.7	28.6	33.3	41.7	42.1	30.7
Very Interested	37.0	23.8	22.2	16.7	26.3	31.7

Workshops (please specify)

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 87)	(n = 29)	(n = 14)	(n = 8)	(n = 19)	(n = 157)
Not at all Interested	5.7	0.0	21.4	12.5	10.5	7.0
Somewhat Uninterested	5.7	10.3	0.0	0.0	5.3	5.7
Somewhat Interested	28.7	31.0	28.6	37.5	42.1	31.2
Very Interested	59.8	58.6	50.0	50.0	42.1	56.1

Workshops (please specify) responses include: all workshops that have to do with our area of study (1); Anti-Bias (1); any (1); Any (2); anything for BBS hours (1); apa (2); APA (2); APA formatting (1); APA in Writing for Essays (1); Apa style workshops, web design (1); APA trainings (1); APA, Mentoring, Career networking (1); Career advisors, tutoring groups, (1); Career Changes, Resume and Cover Letter organization and writing (1); careers (1); Cbest (1); CBEST, CSET and RICA (1); Closer to Salinas/ San Jose (1); credit (1); Cset (1); CSET (1); CSET, RICA (1); CSET, RICA, TPA 1-4 (1); Developmental (1); Diversity (1); early childhood education (1); Early childhood trauma (1); EC and HD (1); ECE trauma and CRT (1); educational (1); Employment seeking preparation (1); financial counseling, emotional health, how to research (1); For educators (1); guest speakers A & social justice (1); How to make a power point (1); How to use Canvas and navigate class assignments and requirements. (1); Human Development related (1); human development/ECE (1); Inclusive Learning (1); infant/toddler, CLASS/ECERS, ECE behavior management in classroom setting (1); interventions, working with kids, interventions, intervention,

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interventions :) (1); Job, health, counseling. (1); MFT law and ethics exam prep (1); MFT related for trauma- gang subculture and clients, certifications that can be attained at the grad school level prior to MFT licensure, any workshops and extra training that will make us more marketable as interns and new therapists (1); MFT workshops and trainings would be nice to have for the San Jose campus. All the emails that we see for workshops are for the Pasadena campus students only. Not a fair thing, if you ask me! (1); More Jungian or Intrapsychic work (1); Non-violent communication, restorative communication, art therapy (1); off campus-resume (1); Online with relevance to my degree would be of interest. (1); online/weekend (1); Policy change, grassroots organization, social justice reform, trauma (1); related to ECE (1); Research Paper Writing Workshop (1); RICA/CSET (1); special education (1); test prep (1); tests for credentials (1); Therapeutic interventions; models (1); Thesis editors/ asst (1); Thesis related (1); Thesis Support (1); topic currently offered are great, but usually offered too early on weekdays (1); TPA, CSET (1); TPA, CSET prep (1); TPA's, Canvas Research Projects, Signature Assignments. The instructions are sometimes asking multiple questions and are extremely confusing. I found myself reading them over and over. I feel the Professors should have GotoMeeting for big assignment, or a initial meeting to go over the class assignments and requirements. The syllabus are not always clear and follow the class assignments. I am so confused sometimes. (1); trainings, professional experience, mindfulness and self care for students, job fairs for students coming up for internships, mft quarterly workshops for students (1); tutoring (1); well being (1); workshops for online students (1); workshops to help in taking the MFT licensing exams (1); workshops to help prepare for certain careers such as teacher or social worker (1); Would like to have the same options in NorCal as Pasadena, EQUITY. (1); writing (2); Writing (1); Writing workshops (1)

Section 3. Academic Factors

In order to provide a quality education experience, PO 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 PO 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
	(n = 164)	(n = 88)	(n = 32)	(n = 25)	(n = 34)	(n = 343)
Not at all Satisfied	1.2	1.1	3.1	4.0	5.9	2.0
Dissatisfied	4.3	6.8	9.4	4.0	2.9	5.2
Neither Satisfied nor Dissatisfied	7.3	10.2	3.1	8.0	11.8	8.2
Satisfied	39.6	38.6	46.9	48.0	32.4	39.9
Very Satisfied	47.6	43.2	37.5	36.0	47.1	44.6

Consistency of instruction across faculty

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 160)	(n = 85)	(n = 32)	(n = 26)	(n = 34)	(n = 337)
Not at all Satisfied	1.9	3.5	0.0	0.0	5.9	2.4
Dissatisfied	11.9	15.3	21.9	11.5	2.9	12.8
Neither Satisfied nor Dissatisfied	8.8	12.9	9.4	7.7	11.8	10.1
Satisfied	35.6	32.9	34.4	46.2	26.5	34.7
Very Satisfied	41.9	35.3	34.4	34.6	52.9	40.1

Intellectual challenge of the course work

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 161)	(n = 88)	(n = 32)	(n = 26)	(n = 34)	(n = 341)
Not at all Satisfied	0.0	0.0	0.0	0.0	0.0	0.0
Dissatisfied	1.2	4.5	3.1	0.0	5.9	2.6
Neither Satisfied nor Dissatisfied	3.7	2.3	6.3	11.5	5.9	4.4
Satisfied	42.9	40.9	50.0	53.8	41.2	43.7
Very Satisfied	52.2	52.3	40.6	34.6	47.1	49.3

Quality of academic courses you've taken

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 160)	(n = 88)	(n = 32)	(n = 26)	(n = 34)	(n = 340)
Not at all Satisfied	1.3	0.0	0.0	0.0	2.9	0.9
Dissatisfied	2.5	4.5	3.1	0.0	0.0	2.6
Neither Satisfied nor Dissatisfied	7.5	5.7	18.8	7.7	11.8	8.5
Satisfied	38.8	42.0	31.3	50.0	26.5	38.5
Very Satisfied	50.0	47.7	46.9	42.3	58.8	49.4

Number of courses taught by my department's core faculty

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 153)	(n = 77)	(n = 28)	(n = 25)	(n = 32)	(n = 315)
Not at all Satisfied	0.0	1.3	0.0	0.0	3.1	0.6
Dissatisfied	7.2	3.9	7.1	4.0	0.0	5.4
Neither Satisfied nor Dissatisfied	13.1	23.4	10.7	12.0	21.9	16.2
Satisfied	39.9	29.9	42.9	36.0	34.4	36.8
Very Satisfied	39.9	41.6	39.3	48.0	40.6	41.0

Staff's response to concerns I've expressed

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 157)	(n = 83)	(n = 30)	(n = 25)	(n = 33)	(n = 328)
Not at all Satisfied	3.2	4.8	10.0	4.0	0.0	4.0
Dissatisfied	8.3	9.6	13.3	8.0	6.1	8.8
Neither Satisfied nor Dissatisfied	10.2	8.4	10.0	12.0	12.1	10.1
Satisfied	35.0	37.3	33.3	24.0	30.3	34.1
Very Satisfied	43.3	39.8	33.3	52.0	51.5	43.0

Overall experience of the practicum process

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 124)	(n = 76)	(n = 25)	(n = 24)	(n = 28)	(n = 277)
Not at all Satisfied	1.6	1.3	0.0	0.0	3.6	1.4
Dissatisfied	9.7	5.3	12.0	12.5	0.0	7.9
Neither Satisfied nor Dissatisfied	8.1	17.1	20.0	8.3	17.9	12.6
Satisfied	41.1	32.9	28.0	45.8	32.1	37.2
Very Satisfied	39.5	43.4	40.0	33.3	46.4	40.8

Overall quality of my academic program

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 86)	(n = 32)	(n = 26)	(n = 33)	(n = 339)
Not at all Satisfied	1.2	0.0	0.0	0.0	3.0	0.9
Dissatisfied	3.1	5.8	15.6	7.7	6.1	5.6
Neither Satisfied nor Dissatisfied	3.7	4.7	3.1	7.7	6.1	4.4
Satisfied	41.4	40.7	28.1	46.2	33.3	39.5
Very Satisfied	50.6	48.8	53.1	38.5	51.5	49.6

Process of registering for courses

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 164)	(n = 80)	(n = 31)	(n = 23)	(n = 34)	(n = 332)
Not at all Satisfied	0.6	5.0	6.5	0.0	0.0	2.1
Dissatisfied	7.9	5.0	0.0	0.0	0.0	5.1
Neither Satisfied nor Dissatisfied	6.7	12.5	19.4	13.0	8.8	9.9
Satisfied	42.7	27.5	32.3	43.5	29.4	36.7
Very Satisfied	42.1	50.0	41.9	43.5	61.8	46.1

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

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 160)	(n = 86)	(n = 31)	(n = 24)	(n = 33)	(n = 334)
Not at all Satisfied	1.3	2.3	3.2	0.0	3.0	1.8
Dissatisfied	8.1	3.5	6.5	0.0	0.0	5.4
Neither Satisfied nor Dissatisfied	6.9	7.0	9.7	8.3	9.1	7.5
Satisfied	38.1	36.0	38.7	41.7	45.5	38.6
Very Satisfied	45.6	51.2	41.9	50.0	42.4	46.7

Please select your level of satisfaction with the following statements regarding your Faculty Advisor.

Overall quality of your Faculty Advisor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 154)	(n = 76)	(n = 30)	(n = 24)	(n = 30)	(n = 314)
Not at all Satisfied	3.2	3.9	6.7	0.0	6.7	3.8
Dissatisfied	0.6	7.9	13.3	0.0	0.0	3.5
Neither Satisfied nor Dissatisfied	16.9	13.2	10.0	20.8	23.3	16.2
Satisfied	31.2	35.5	36.7	29.2	33.3	32.8
Very Satisfied	48.1	39.5	33.3	50.0	36.7	43.6

Accessibility to my Faculty Advisor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 153)	(n = 77)	(n = 29)	(n = 24)	(n = 30)	(n = 313)
Not at all Satisfied	3.3	3.9	6.9	0.0	6.7	3.8
Dissatisfied	3.9	7.8	13.8	8.3	3.3	6.1
Neither Satisfied nor Dissatisfied	13.1	13.0	6.9	16.7	23.3	13.7
Satisfied	36.6	39.0	34.5	25.0	26.7	35.1
Very Satisfied	43.1	36.4	37.9	50.0	40.0	41.2

Overall quality of support provided by your Faculty Advisor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 151)	(n = 76)	(n = 30)	(n = 24)	(n = 30)	(n = 311)
Not at all Satisfied	3.3	3.9	6.7	0.0	6.7	3.9
Dissatisfied	4.0	9.2	13.3	8.3	3.3	6.4
Neither Satisfied nor Dissatisfied	16.6	13.2	6.7	16.7	20.0	15.1
Satisfied	29.1	36.8	40.0	29.2	33.3	32.5
Very Satisfied	47.0	36.8	33.3	45.8	36.7	42.1

Please select your level of satisfaction with the following statements regarding your Academic Advisor.

Overall quality of your Academic Advisor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 159)	(n = 81)	(n = 29)	(n = 23)	(n = 31)	(n = 323)
Not at all Satisfied	3.8	1.2	6.9	0.0	6.5	3.4
Dissatisfied	6.3	12.3	10.3	4.3	6.5	8.0
Neither Satisfied nor Dissatisfied	15.7	14.8	10.3	17.4	22.6	15.8
Satisfied	34.0	35.8	37.9	39.1	22.6	34.1
Very Satisfied	40.3	35.8	34.5	39.1	41.9	38.7

Accessibility to my Academic Advisor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 158)	(n = 81)	(n = 28)	(n = 23)	(n = 31)	(n = 321)
Not at all Satisfied	3.8	3.7	7.1	0.0	6.5	4.0
Dissatisfied	13.3	13.6	14.3	8.7	3.2	12.1
Neither Satisfied nor Dissatisfied	13.9	14.8	10.7	17.4	29.0	15.6
Satisfied	31.6	35.8	32.1	30.4	19.4	31.5
Very Satisfied	37.3	32.1	35.7	43.5	41.9	36.8

Overall quality of support provided by your Academic Advisor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 158)	(n = 81)	(n = 29)	(n = 23)	(n = 31)	(n = 322)
Not at all Satisfied	2.5	1.2	6.9	0.0	6.5	2.8
Dissatisfied	8.9	14.8	10.3	4.3	6.5	9.9
Neither Satisfied nor Dissatisfied	14.6	13.6	13.8	26.1	19.4	15.5
Satisfied	32.9	38.3	34.5	21.7	29.0	33.2
Very Satisfied	41.1	32.1	34.5	47.8	38.7	38.5

Please select your level of agreement with the following statements regarding your Academic Advisor.

It was easy to get in touch with the Academic Advisor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 156)	(n = 82)	(n = 28)	(n = 22)	(n = 31)	(n = 319)
Strongly Disagree	7.7	7.3	3.6	4.5	6.5	6.9
Disagree	12.8	12.2	7.1	4.5	6.5	11.0
Neither Agree nor Disagree	14.7	17.1	25.0	22.7	29.0	18.2
Agree	32.1	30.5	28.6	22.7	19.4	29.5
Strongly Agree	32.7	32.9	35.7	45.5	38.7	34.5

The Academic Advisor helped me understand the student resources available to me

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 151)	(n = 75)	(n = 28)	(n = 22)	(n = 31)	(n = 307)
Strongly Disagree	6.0	5.3	7.1	0.0	6.5	5.5
Disagree	7.9	20.0	10.7	4.5	3.2	10.4
Neither Agree nor Disagree	23.8	20.0	14.3	18.2	22.6	21.5
Agree	29.1	24.0	35.7	31.8	22.6	28.0
Strongly Agree	33.1	30.7	32.1	45.5	45.2	34.5

Please select your level of satisfaction with the following statements regarding your Admissions Enrollment Counselor.

Overall quality of your Admissions Enrollment Counselor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 147)	(n = 81)	(n = 29)	(n = 18)	(n = 28)	(n = 303)
Not at all Satisfied	0.7	0.0	3.4	5.6	7.1	1.7
Dissatisfied	2.0	2.5	3.4	0.0	0.0	2.0
Neither Satisfied nor Dissatisfied	13.6	8.6	13.8	27.8	25.0	14.2
Satisfied	34.7	28.4	44.8	38.9	28.6	33.7
Very Satisfied	49.0	60.5	34.5	27.8	39.3	48.5

Accessibility to my Admissions Enrollment Counselor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 146)	(n = 81)	(n = 29)	(n = 18)	(n = 29)	(n = 303)
Not at all Satisfied	0.0	0.0	3.4	5.6	6.9	1.3
Dissatisfied	2.1	2.5	3.4	0.0	0.0	2.0
Neither Satisfied nor Dissatisfied	11.6	8.6	17.2	33.3	27.6	14.2
Satisfied	40.4	29.6	48.3	33.3	24.1	36.3
Very Satisfied	45.9	59.3	27.6	27.8	41.4	46.2

Overall quality of support provided by your Admissions Enrollment Counselor

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 145)	(n = 81)	(n = 29)	(n = 18)	(n = 28)	(n = 301)
Not at all Satisfied	0.0	0.0	3.4	5.6	7.1	1.3
Dissatisfied	1.4	2.5	3.4	0.0	0.0	1.7
Neither Satisfied nor Dissatisfied	14.5	7.4	13.8	33.3	25.0	14.6
Satisfied	36.6	30.9	44.8	33.3	28.6	34.9
Very Satisfied	47.6	59.3	34.5	27.8	39.3	47.5

Please select 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

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 88)	(n = 31)	(n = 26)	(n = 33)	(n = 340)
Strongly Disagree	0.6	1.1	0.0	0.0	6.1	1.2
Disagree	3.1	3.4	3.2	0.0	3.0	2.9
Neither Agree nor Disagree	3.7	5.7	3.2	15.4	6.1	5.3
Agree	34.0	35.2	32.3	30.8	39.4	34.4
Strongly Agree	58.6	54.5	61.3	53.8	45.5	56.2

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

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 88)	(n = 31)	(n = 26)	(n = 33)	(n = 340)
Strongly Disagree	0.6	2.3	0.0	0.0	3.0	1.2
Disagree	0.0	1.1	3.2	3.8	3.0	1.2
Neither Agree nor Disagree	4.9	4.5	3.2	7.7	9.1	5.3
Agree	37.7	37.5	32.3	34.6	36.4	36.8
Strongly Agree	56.8	54.5	61.3	53.8	48.5	55.6

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

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 161)	(n = 88)	(n = 31)	(n = 26)	(n = 33)	(n = 339)
Strongly Disagree	0.6	1.1	0.0	0.0	3.0	0.9
Disagree	2.5	1.1	0.0	0.0	3.0	1.8
Neither Agree nor Disagree	5.0	8.0	6.5	7.7	6.1	6.2
Agree	34.8	39.8	38.7	42.3	33.3	36.9
Strongly Agree	57.1	50.0	54.8	50.0	54.5	54.3

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

	Pasadena (n = 162)	Online (n = 88)	Branch (n = 31)	Instructional (n = 26)	Cohorts (n = 33)	Total (n = 340)
Strongly Disagree	0.0	2.3	0.0	0.0	3.0	0.9
Disagree	1.2	2.3	3.2	0.0	3.0	1.8
Neither Agree nor Disagree	6.2	8.0	6.5	0.0	3.0	5.9
Agree	31.5	35.2	32.3	46.2	39.4	34.4
Strongly Agree	61.1	52.3	58.1	53.8	51.5	57.1

I feel actively engaged in the learning process⁵

	Pasadena (n = 162)	Online (n = 88)	Branch (n = 31)	Instructional (n = 26)	Cohorts (n = 33)	Total (n = 340)
Strongly Disagree	4.3	4.5	0.0	0.0	15.2	4.3
Disagree	6.8	9.1	3.2	19.2	3.0	7.6
Neither Agree nor Disagree	9.9	8.0	9.7	7.7	6.1	8.8
Agree	34.6	28.4	54.8	30.8	57.6	36.8
Strongly Agree	44.4	50.0	32.3	42.3	18.2	42.1

Courses are available to fit my schedule.

	Pasadena (n = 162)	Online (n = 88)	Branch (n = 31)	Instructional (n = 26)	Cohorts (n = 33)	Total (n = 340)
Strongly Disagree	0.0	0.0	3.2	0.0	3.0	0.6
Disagree	4.9	0.0	3.2	0.0	6.1	3.2
Neither Agree nor Disagree	13.0	3.4	16.1	3.8	3.0	9.1
Agree	39.5	33.0	32.3	46.2	39.4	37.6
Strongly Agree	42.6	63.6	45.2	50.0	48.41	49.4

Section 4. Community & Safety at PO

Considering the past academic year, please indicate your agreement with the following statements concerning communication and campus security at PO.

If I have a question I know which staff member/department to contact⁶

	Pasadena (n = 162)	Online (n = 85)	Branch (n = 30)	Instructional (n = 26)	Cohorts (n = 33)	Total (n = 336)
Strongly Disagree	6.2	8.2	3.3	0.0	18.2	7.1
Disagree	18.5	17.6	13.3	15.4	24.2	18.2
Neither Agree nor Disagree	16.7	22.4	20.0	26.9	18.2	19.3
Agree	40.7	22.4	43.3	42.3	21.2	34.5
Strongly Agree	17.9	29.4	20.0	15.4	18.2	20.8

⁵ The actual wording of this statement is *I DO NOT feel actively engaged in the learning process.*

⁶ The actual wording of this statement is *If I have a question I DO NOT know which staff member/department to contact.*

PO provides proper channels of communication for students

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 161)	(n = 86)	(n = 29)	(n = 26)	(n = 33)	(n = 335)
Strongly Disagree	1.2	0.0	3.4	3.8	0.0	1.2
Disagree	4.3	3.5	6.9	3.8	0.0	3.9
Neither Agree nor Disagree	13.0	15.1	20.7	19.2	18.2	15.2
Agree	44.1	40.7	20.7	34.6	51.5	41.2
Strongly Agree	37.3	40.7	48.3	38.5	30.3	38.5

I am aware of campus advisory/emergency plans⁷

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 161)	(n = 86)	(n = 30)	(n = 26)	(n = 33)	(n = 336)
Strongly Disagree	3.7	7.0	13.3	3.8	12.1	6.3
Disagree	18.0	11.6	20.0	11.5	24.2	16.7
Neither Agree nor Disagree	23.0	33.7	26.7	23.1	15.2	25.3
Agree	34.2	19.8	30.0	46.2	27.3	30.4
Strongly Agree	21.1	27.9	10.0	15.4	21.2	21.4

I feel safe and secure on campus

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 86)	(n = 30)	(n = 26)	(n = 32)	(n = 336)
Strongly Disagree	0.6	3.5	0.0	11.5	0.0	2.1
Disagree	0.6	0.0	6.7	23.1	3.1	3.0
Neither Agree nor Disagree	9.9	61.6	13.3	23.1	18.8	25.3
Agree	40.7	12.8	43.3	15.4	43.8	32.1
Strongly Agree	48.1	22.1	36.7	26.9	34.4	37.5

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

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 86)	(n = 30)	(n = 26)	(n = 33)	(n = 337)
Strongly Disagree	0.6	0.0	3.3	0.0	0.0	0.6
Disagree	1.9	0.0	0.0	0.0	0.0	0.9
Neither Agree nor Disagree	12.3	10.5	10.0	11.5	9.1	11.3
Agree	44.4	39.5	53.3	46.2	51.5	44.8
Strongly Agree	40.7	50.0	33.3	42.3	39.4	42.4

⁷ The actual wording of this statement is *I am NOT aware of campus advisory/emergency plans.*

Section 5. Professional Behavior

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

My experiences at PO have advanced my cultural competence⁸

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 86)	(n = 30)	(n = 26)	(n = 33)	(n = 337)
Strongly Disagree	3.1	1.2	3.3	0.0	6.1	2.7
Disagree	3.7	4.7	3.3	11.5	6.1	4.7
Neither Agree nor Disagree	14.2	12.8	10.0	26.9	9.1	13.9
Agree	33.3	39.5	40.0	34.6	57.6	38.0
Strongly Agree	45.7	41.9	43.3	26.9	21.2	40.7

My experiences at PO increased my awareness of writing as an important skill in my professional life

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 161)	(n = 86)	(n = 30)	(n = 26)	(n = 33)	(n = 336)
Strongly Disagree	0.6	0.0	3.3	0.0	0.0	0.6
Disagree	3.1	2.3	3.3	3.8	3.0	3.0
Neither Agree nor Disagree	5.0	5.8	3.3	11.5	6.1	5.7
Agree	29.8	34.9	26.7	38.5	42.4	32.7
Strongly Agree	61.5	57.0	63.3	46.2	48.5	58.0

My experiences at PO have advanced my professional practice skills

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 86)	(n = 30)	(n = 26)	(n = 33)	(n = 337)
Strongly Disagree	0.0	0.0	0.0	0.0	0.0	0.0
Disagree	1.2	1.2	0.0	0.0	0.0	0.9
Neither Agree nor Disagree	4.9	5.8	13.3	3.8	3.0	5.6
Agree	34.0	34.9	23.3	50.0	51.5	36.2
Strongly Agree	59.9	58.1	63.3	46.2	45.5	57.3

My experiences at PO have prepared me to behave in a professional manner

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 86)	(n = 30)	(n = 26)	(n = 32)	(n = 336)
Strongly Disagree	0.0	0.0	0.0	0.0	0.0	0.0
Disagree	1.2	3.5	3.3	0.0	0.0	1.8
Neither Agree nor Disagree	11.1	15.1	10.0	26.9	3.1	12.5
Agree	32.7	31.4	30.0	34.6	43.8	33.3
Strongly Agree	54.9	50.0	56.7	38.5	53.1	52.4

⁸ The actual wording of this statement is *My experiences at PO have NOT advanced my cultural competence*.
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My experiences at PO improved my ability to apply theory and scholarship to practice issues

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 162)	(n = 86)	(n = 29)	(n = 26)	(n = 33)	(n = 336)
Strongly Disagree	0.0	1.2	0.0	0.0	0.0	0.3
Disagree	1.9	1.2	0.0	3.8	0.0	1.5
Neither Agree nor Disagree	6.2	7.0	6.9	3.8	3.0	6.0
Agree	34.0	39.5	34.5	42.3	45.5	37.2
Strongly Agree	58.0	51.2	58.6	50.0	51.5	55.1

Section 6. New Student Orientation

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

Quality of New Student Orientation hosted by Student Services

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 25)	(n = NA)	(n = 3)	(n = 1)	(n = 6)	(n = 35)
Not at all Satisfied	0.0	--	0.0	0.0	0.0	0.0
Dissatisfied	0.0	--	33.3	0.0	0.0	2.9
Neither Satisfied nor Dissatisfied	20.0	--	0.0	0.0	16.7	17.1
Satisfied	36.0	--	33.3	100.0	16.7	34.3
Very Satisfied	44.0	--	33.3	0.0	66.7	45.7

Quality of Program Orientation hosted by the MFT Department

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 5)	(n = NA)	(n = NA)	(n = NA)	(n = NA)	(n = 5)
Not at all Satisfied	0.0	--	--	--	-	0.0
Dissatisfied	20.0	--	--	--	--	20.0
Neither Satisfied nor Dissatisfied	0.0	--	--	--	--	0.0
Satisfied	20.0	--	--	--	--	20.0
Very Satisfied	60.0	--	--	--	--	60.0

Quality of Information Session hosted by the Admissions Department

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = 25)	(n = 17)	(n = 3)	(n = 1)	(n = 6)	(n = 52)
Not at all Satisfied	0.0	5.9	0.0	0.0	16.7	3.8
Dissatisfied	0.0	0.0	0.0	0.0	0.0	0.0
Neither Satisfied nor Dissatisfied	24.0	41.2	33.3	0.0	16.7	28.8
Satisfied	32.0	17.6	33.3	0.0	16.7	25.0
Very Satisfied	44.0	35.3	33.3	100.0	50.0	42.3

Online New Student Orientation

	Pasadena	Online	Branch	Instructional	Cohorts	Total
	(n = NA)	(n = 17)	(n = NA)	(n = NA)	(n = NA)	(n = 17)
Not at all Satisfied	--	5.9	--	--	--	5.9
Dissatisfied	--	5.9	--	--	--	5.9
Neither Satisfied nor Dissatisfied	--	17.6	--	--	--	17.6
Satisfied	--	58.8	--	--	--	58.8
Very Satisfied	--	11.8	--	--	--	11.8