Priorities Survey for Online Learners
April 2021

Oklahoma State University Institute of Technology
Okmulgee, Oklahoma

OSUIT Office of Institutional Research

Executive Summary

Results for the Oklahoma State University Institute of Technology (OSUIT) spring 2021 administration of the Priorities Survey for Online Learners (PSOL) were mixed compared to 2020 for satisfaction items. Summary items showed a decrease in satisfaction and OSUIT online learners were less satisfied than the national comparison group in all of the scale areas. The following are strategic planning areas with items listed in descending order of importance for each bulleted list.

OSUIT's strengths in 2021 reflect a general satisfaction by online learners in the following areas:
- Campus item: Canvas, the online classroom, is easy to use.
- My program advisor is accessible by telephone and e-mail.
- Registration for online courses is convenient.
- Billing and payment procedures are convenient for me.
- The bookstore provides timely service to students.

OSUIT's challenges focus on the disparity between importance and satisfaction in the following areas:
- Instructional materials are appropriate for program content.
- Faculty are responsive to student needs.
- This institution responds quickly when I request information.
- The quality of online instruction is excellent.
- Campus item: When applicable, there is sufficient additional hands-on experience in my major.
- Tuition paid is a worthwhile investment.

When considering enrollment, the most important sources of information for online students typically include the *website* and the *online catalog*. At OSUIT, the most important sources of information were the *recommendations from an instructor or program advisor* and the *website*. Generally, the factors that go into the decision to enroll are *convenience*, *flexible pacing for completing a program*, and *work schedule*. At OSUIT, *future employment opportunities*, *cost, ability to transfer credits*, and *flexible pacing for completing a program* were most important.

Priorities Survey for Online Learners

Introduction

Online learning programs and courses are rapidly gaining popularity and, just recently, are a necessity due to the landmark COVID-19 virus. Students in online courses have different needs, expectations, and priorities than traditional students. The PSOL measures student satisfaction and priorities showing how satisfied students are as well as what issues are important to them, much like the Ruffalo Noel Levitz Student Satisfaction Inventory (SSI), but tailored for students taking coursework online. Ruffalo Noel Levitz modified and crafted the items for use with distance learning students. The full report of responses is available in Appendix A.

Sample Selection, Notification and Administration

All OSUIT students taking an online or hybrid class during spring semester 2021 with an active email address were invited to take part in the PSOL. The PSOL administration ran from February 2 through April 2, 2021. The email invitation and 14 email reminders were prepared and scheduled by Institutional Research and disbursed via Ruffalo Noel Levitz. Emails included a unique passcode for each student to access the survey online. Out of 1,840 students invited to participate, 243 online students completed the PSOL for a 13% response rate. Due to COVID 19, more courses were offered online than in previous years. With the increase in the number of students invited to participate, the response rate should have been much higher. These results also include a comparison to the National Online Learners, a comparison group of all colleges and universities administering the PSOL during the 2017-2018, 2018-2019, and 2019-2020 academic years. The current national group results were based on 103,662 responses gathered over the three-year period.

Demographics

The demographic section shows the composition of the OSUIT respondents for this report. Sixty-eight percent (68%) of respondents were enrolled full-time. Seventy-four percent (74%) were enrolled primarily online. The majority of respondents listed an Associate degree as their current goal. Forty-nine percent (49%) of respondents were female. Of the 236 online students responding to the question "*I attend most of my OSUIT classes…"*, 167 (71%) responded "Online" while 67 (28%) responded "On-campus at OSUIT-Okmulgee".

Instrument

The PSOL items describe student expectations of educational offerings and support services relative to distance learning. The survey consists of 26 standard items with an additional six campus-defined questions. Respondents rated the standard items and the campus-defined items on both importance and satisfaction. The PSOL also asks students about the sources of information they used in choosing OSUIT and other factors that played into their decisions; these items were rated on the importance scale only.

PSOL survey items make up the following five survey scales:

- *Institutional Perceptions*- assesses how students perceive our institution.
- *Academic Services*- assesses the services students utilize to achieve their academic goals. These services include advising, course offerings, technical assistance, online library resources, and tutoring services.
- *Instructional Services*- measures students' academic experience, the instructional materials, the faculty/student interactions, evaluation procedures, and the quality of the instruction.
- *Enrollment Services*- assesses the processes and services related to enrolling students in the online program, including financial aid, registration, and payment procedures.
- *Student Services*- measures the quality of student programs and services, including responses to student requests, online career services, and the bookstore.

Students were asked to respond with a level of importance and a level of satisfaction for these expectations using the following ratings:

Rating Scales

Importance   **Satisfaction**
1 = not important at all   1 = not satisfied at all
2 = not very important   2 = not very satisfied
3 = somewhat unimportant   3 = somewhat dissatisfied
4 = neutral   4 = neutral
5 = somewhat important   5 = somewhat satisfied
6 = important   6 = satisfied
7 = very important   7 = very satisfied

The difference between the *importance* score and the *satisfaction* score results in a "performance gap" score. The performance gap is useful for understanding the students' level of satisfaction *in context*. Performance gaps are calculated by subtracting the satisfaction score from the importance score on each item that makes up the scale and, cumulatively, for the scales themselves.

Results for the Five Survey Scales

Satisfaction for OSUIT online students in 2021 compared to the national group revealed statistically significant differences for all of the five scales. Online learners at OSUIT reported lower satisfaction for *Academic Services* ($p < .001$), *Enrollment Services* ($p < .05$), *Institutional Perception* ($p < .05$), *Instructional Services* ($p < .001$), and *Student Services* ($p < .05$). OSUIT students reported being less satisfied in 2021 than 2020 in the areas of *Academic Services, Institutional Perceptions,* and *Instructional Services*.

Scale	OSUIT Average Importance	OSUIT Average Satisfaction	Gap	National Average Importance	National Average Satisfaction	Gap	Difference	SS
Academic Services	6.40	5.77	0.63	6.48	6.02	0.46	-0.25	★★★
Enrollment Services	6.46	5.92	0.54	6.54	6.08	0.46	-0.16	★
Institutional Perceptions	6.43	5.74	0.69	6.53	5.94	0.59	-0.20	★
Instructional Services	6.34	5.60	0.74	6.42	5.91	0.51	-0.31	★★★
Student Services	6.38	5.78	0.60	6.41	5.95	0.46	-0.17	★

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

Taking these scales and drilling-down—performing an item-level analysis—allows us to identify strengths and challenges for a better understanding of how to address the needs of the OSUIT online students. The strategic planning overview that follows takes the more important items and identifies OSUIT's strengths and challenges while also benchmarking these strengths and challenges against the national comparison group.

Strategic Planning Overview

The Strategic Planning Overview identifies the areas that matter to online learners most at OSUIT, areas where their expectations are being met, and areas where there is room for improvement. The Strategic Planning Overview provides a summary of the results for immediate action planning; it identifies areas to celebrate and areas that need attention. The overview identifies the top *strengths* and top *challenges* at OSUIT.

At the item level, those items rated with both high importance and high satisfaction are considered *strengths*. Strengths provide positive feedback on what is working effectively at OSUIT. Items with high importance and low satisfaction, a large performance gap, are considered *challenges*. Challenges are the areas that students care most about, which they also feel can be further improved upon.

Five items rose to the level of strengths for OSUIT with high importance and relatively high satisfaction.

Strengths

No	Item	Importance	Satisfaction	SD	Gap
27	Campus item: Canvas, the online classroom, is easy to use.	6.71	6.26	1.28	0.45
2	My program advisor is accessible by telephone and e-mail.	6.54	6.19	1.36	0.35
18	Registration for online courses is convenient.	6.50	6.10	1.37	0.40
23	Billing and payment procedures are convenient for me.	6.50	6.05	1.46	0.45
26	The bookstore provides timely service to students.	6.47	6.35	1.24	0.12

Online learners reported sufficiently high importance with relatively lower satisfaction levels for six of the survey items.

Challenges

No	Item	Importance	Satisfaction	SD	Gap
3	Instructional materials are appropriate for program content.	6.69	5.82	1.44	0.87
25	Faculty are responsive to student needs.	6.56	5.67	1.69	0.89
10	This institution responds quickly when I request information.	6.52	5.72	1.72	0.80
20	The quality of online instruction is excellent.	6.52	5.03	2.00	1.49
32	Campus item: When applicable, there is sufficient additional hands-on experience in my major.	6.52	5.66	1.86	0.86
6	Tuition paid is a worthwhile investment.	6.51	5.53	1.78	0.98

Benchmarks

The Strategic Planning Overview also summarizes how OSUIT online learners' results compare with the national online learners group ("national group") by listing items with higher satisfaction, lower satisfaction, and higher importance as "Benchmarks"; this allows a quick overview to see how OSUIT student perceptions compare nationally. This list, as compiled by Ruffalo Noel Levitz, only includes items in the top half of OSUIT's importance ratings. Compared to national benchmarks, OSUIT students reported lower satisfaction in the following areas.

Higher Satisfaction vs Comparison Group							
No	Item	Imp Rank	OSUIT Importance	OSUIT Satisfaction	National Importance	National Satisfaction	Satisfaction Gap
26	The bookstore provides timely service to students.	15	6.47	6.35	6.37	6.15	0.20

No	Lower Satisfaction vs Comparison Group						
No	Item	Imp Rank	OSUIT Importance	OSUIT Satisfaction	National Importance	National Satisfaction	Satisfaction Gap
12	There are sufficient offerings within my program of study.	16	6.46	5.73	6.57	6.02	-0.29
7	Program requirements are clear and reasonable.	13	6.48	5.75	6.64	6.01	-0.26
18	Registration for online courses is convenient.	9	6.50	6.10	6.68	6.40	-0.30
22	I am aware of whom to contact for questions about programs and services.	9	6.50	5.79	6.52	6.01	-0.22
6	Tuition paid is a worthwhile investment.	8	6.51	5.53	6.60	5.83	-0.30
10	This institution responds quickly when I request information.	5	6.52	5.72	6.58	6.04	-0.32
20	The quality of online instruction is excellent.	5	6.52	5.03	6.67	5.86	-0.83
25	Faculty are responsive to student needs.	3	6.56	5.67	6.65	6.00	-0.33
3	Instructional materials are appropriate for program content.	2	6.69	5.82	6.65	6.02	-0.20

Summary Report

The PSOL also included three summary questions regarding students' general attitudes. These questions help the institution determine the likelihood of a positive or negative attitude that may reflect on the institution's reputation during face-to-face interactions with others. When asked, "So far, how has your college experience met your expectations?" the average of responses for OSUIT was 4.47 on a seven-point scale between 4 = "About what I expected" and 5 = "Better than I expected". This is down from an average of 4.85 for OSUIT last year. The average of responses for the national group was higher at 5.17. Responses for OSUIT when asked, "Rate your overall satisfaction with your experience here thus far" averaged 4.91 falling between 4 = "Neutral" and 5 = "Somewhat Satisfied" while the average of responses for the national group was higher at 5.79. The average for OSUIT last year was 5.29. When asked, "All in all, if you had to do it over, would you enroll here again?" the average of responses for OSUIT was 5.58 vs. 5.86 for the national group. On a seven-point scale, these responses fall between "Maybe yes" and "Probably yes". The average for OSUIT last year was 5.66.

Summary	Answer Description	Institution	National Norms	Difference	SS
So far, how has your college experience met your expectations?		**4.47**	**5.17**	**-0.7**	★★★
	1= Much worse than I expected	8%	2%		
	2= Quite a bit worse than I expected	4%	1%		
	3= Worse than I expected	12%	6%		
	4= About what I expected	28%	24%		
	5= Better than I expected	17%	22%		
	6= Quite a bit better than I expected	11%	15%		
	7= Much better than I expected	16%	26%		
Rate your overall satisfaction with your experience here thus far.		**4.91**	**5.79**	**-0.88**	★★★
	1= Not satisfied at all	6%	1%		
	2= Not very satisfied	8%	2%		
	3= Somewhat dissatisfied	11%	5%		
	4= Neutral	10%	6%		
	5= Somewhat satisfied	14%	11%		
	6= Satisfied	22%	36%		
	7= Very satisfied	26%	36%		
All in all, if you had it to do over again, would you enroll here?		**5.58**	**5.86**	**-0.28**	★★
	1= Definitely not	3%	3%		
	2= Probably not	7%	4%		
	3= Maybe not	1%	3%		
	4= I don't know	10%	6%		
	5= Maybe yes	10%	7%		
	6= Probably yes	20%	26%		
	7= Definitely yes	45%	48%		

★ Difference statistically significant at the .05 level

★★ Difference statistically significant at the .01 level

★★★ Difference statistically significant at the .001 level

Summary Report 2020 vs 2021)

| Summary	Answer Description	2020 OSUIT	2021 OSUIT	Difference	SS
So far, how has your college experience met your expectations?		**4.85**	**4.47**	**0.38**	★★
	1= Much worse than I expected	2%	8%		
	2= Quite a bit worse than I expected	1%	4%		
	3= Worse than I expected	8%	12%		
	4= About what I expected	34%	28%		
	5= Better than I expected	19%	17%		
	6= Quite a bit better than I expected	12%	11%		
	7= Much better than I expected	19%	16%		
Rate your overall satisfaction with your experience here thus far.		**5.29**	**4.91**	**0.38**	★
	1= Not satisfied at all	2%	6%		
	2= Not very satisfied	5%	8%		
	3= Somewhat dissatisfied	8%	11%		
	4= Neutral	12%	10%		
	5= Somewhat satisfied	10%	14%		
	6= Satisfied	35%	22%		
	7= Very satisfied	24%	26%		
All in all, if you had it to do over again, would you enroll here?		**5.66**	**5.58**	**0.08**	
	1= Definitely not	3%	3%		
	2= Probably not	4%	7%		
	3= Maybe not	2%	1%		
	4= I don't know	10%	10%		
	5= Maybe yes	9%	10%		
	6= Probably yes	31%	20%		
	7= Definitely yes	38%	45%		

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

Recommendation Scale

In addition to the summary items, Ruffalo Noel Levitz included an item representing the self-reported likelihood that a respondent would recommend OSUIT to a friend or colleague. This survey item appears as follows: "How likely is it that you would recommend our institution to a friend or colleague?" The response scale ranges from 0 - Not at all likely to 10 - Extremely likely. Although this rating scale differs from the summary items, the results can still be useful as another marker of satisfaction with the educational experience. The following are the results of OSUIT's recommendation scores since 2017.

Recommendation Scales, 2017-2021

Rating Scale	2017	2018	2019	2020	2021
0 - Not at all likely	7	7	11	9	11
1	1	2	1	0	3
2	1	1	4	2	3
3	4	2	3	3	6
4	5	5	3	4	2
5 - Neutral	24	20	25	34	16
6	12	11	14	13	13
7	29	28	25	24	24
8	39	53	56	47	36
9	41	28	27	33	21
10 - Extremely likely	122	140	121	113	96
Mean response	8.18	8.31	7.98	7.97	7.78
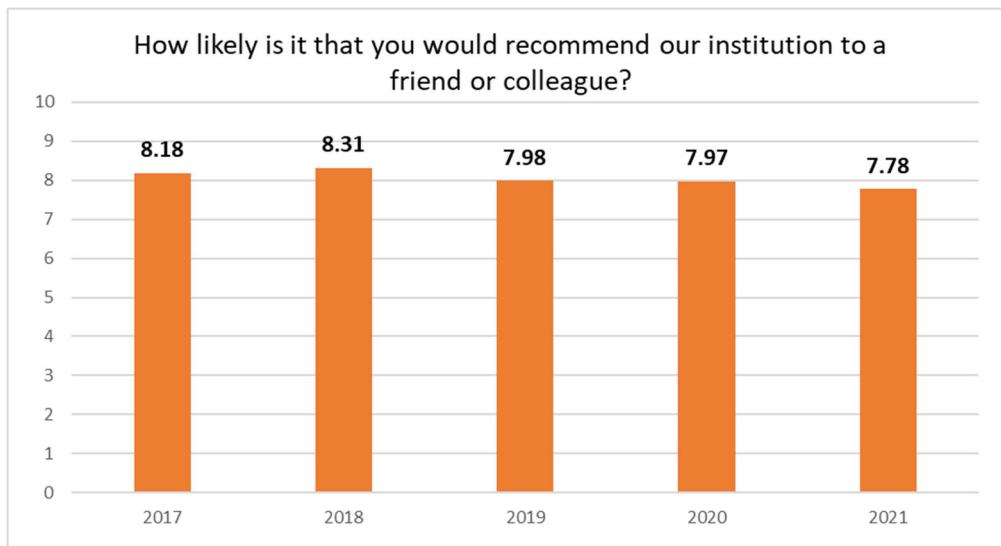
Sources of Information

In addition to the satisfaction items, the survey includes seven items that assess the sources of information students use in deciding to enroll. These items only ask for an importance rating and do not include satisfaction or performance gap scores. Respondents were presented a list of *Sources of Information* to rate how important these sources were in the student's decision to enroll in online classes. According to online learners at OSUIT, the *website* continued to be the most important source of information followed by *recommendations from an instructor or program advisor* and the *course catalog (online).* Least important this year, according to students' perceptions, were *advertisements* and *catalog & brochures (printed).*

Factors to Enroll

Also included in the survey are factors students consider when deciding to enroll. Again, these items only ask for an importance rating and do not include satisfaction or performance gap scores. Respondents were presented a list of 11 items to rate how important these factors were in the student's decision to enroll in online classes. According to online learners at OSUIT, the most important factors in the decision to enroll were *future employment opportunities*, *cost*, *ability to transfer credits*, and *flexible pacing for completing a program; recommendations from employer* and d*istance from campus* continued as least important to OSUIT online learners.

Conclusions

In 2021, satisfaction at OSUIT was mixed compared to the results from 2020 at the item level. The national group on average was more satisfied than OSUIT online learners. OSUIT responses this year, as in most years, continue to reflect similar concerns as those of the national comparison group while also continuing to run slightly lower both on satisfaction and on importance.

Again, online students send a clear message through the strengths and challenges identified by this survey. The learning management system migration to Canvas was fully implemented in summer 2019 and, for online learners, ease of use was most important to them and they were most satisfied in this area. Program advisor accessibility, convenience in the registration, billing/payment processes, and bookstore services received appreciation as important areas for students in which they were likewise satisfied with the results. Although accessibility of program advisors by phone or email was listed as a strength, it is clear that faculty and institutional responsiveness to students is seen as a challenge. Listed challenges, some of which may be a result of restructuring for COVID 19, included the following:
- Instructional materials are appropriate for program content
- Faculty are responsive to student needs.
- This institution responds quickly when I request information.
- The quality of online instruction is excellent.
- Campus item: When applicable, there is sufficient additional hands-on experience in my major.
- Tuition paid is a worthwhile investment.

Appendix A contains the results from the Priorities Survey of Online Learners including demographics, strengths, challenges, item results, and summary items. Appendix B contains OSUIT item response comparisons for 2020 administration compared to the 2021 administration. Appendix C contains item responses for the last five years for OSUIT.
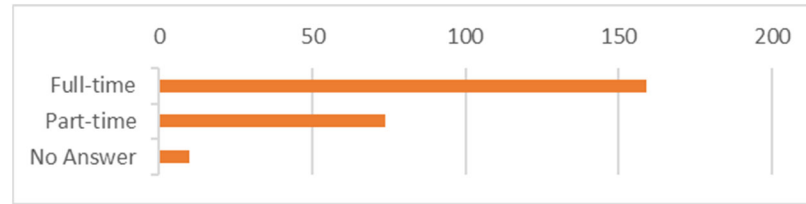
Michelle Canan, Director
OSUIT Institutional Research
April 22, 2021

Appendix A:
Priorities of Online Learners Survey Report

Demographics

Please note: responses under the "No Answer" category are not included in the total.

Enrollment Status	Frequency	Percent
Full-time	159	68.24%
Part-time	74	31.76%
No Answer	10	
Total	233	100.00%

Instruction Method	Frequency	Percent
Primarily on-campus	60	25.75%
Primarily online	173	74.25%
No Answer	10	
Total	233	100.00%
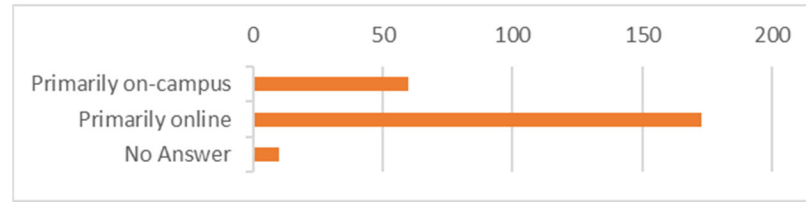
Current Online Credit Load	Frequency	Percent
1-3 credits	31	13.14%
4-6 credits	51	21.61%
7-9 credits	35	14.83%
10-12 credits	67	28.39%
13-15 credits	39	16.53%
More than 15 credits	13	5.51%
No Answer	7	
Total	236	100.00%
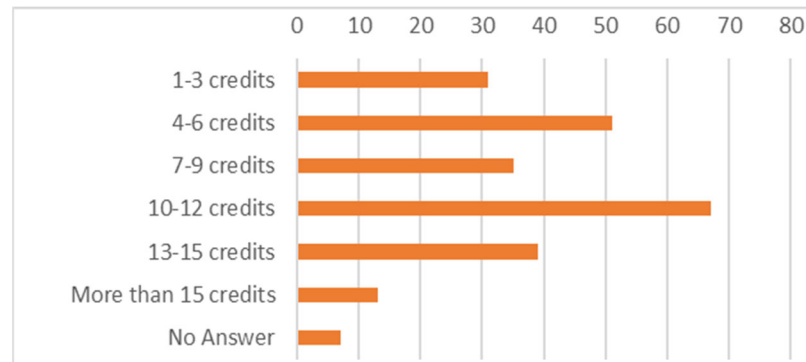
Current Goal	Frequency	Percent
Certification (initial or renewal)	2	0.87%
Associate degree	118	51.08%
Bachelor's degree	94	40.69%
Master's degree	10	4.33%
Doctorate or professional degree	2	0.87%
Job-related training	1	0.43%
Self-improvement/pleasure	1	0.43%
Other educational goal	3	1.30%
No Answer	12	
Total	231	100.00%
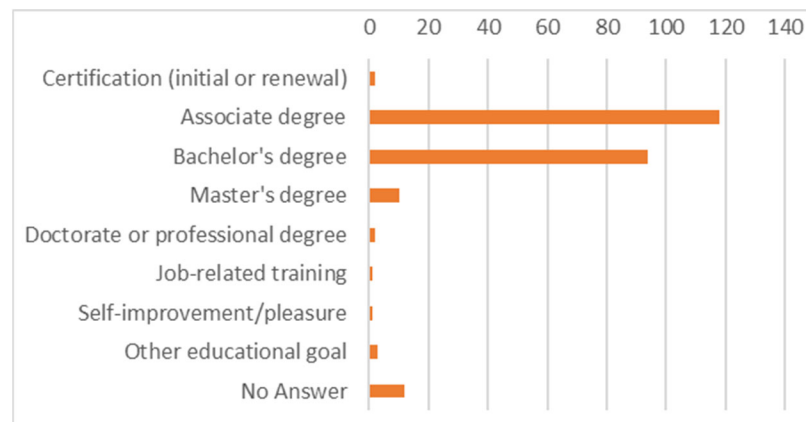
Current Plans	Frequency	Percent
Complete degree on campus	91	38.24%
Complete online degree program	94	39.50%
Complete this course	37	15.55%
Transfer credits	16	6.72%
No Answer	5	
Total	238	100.00%
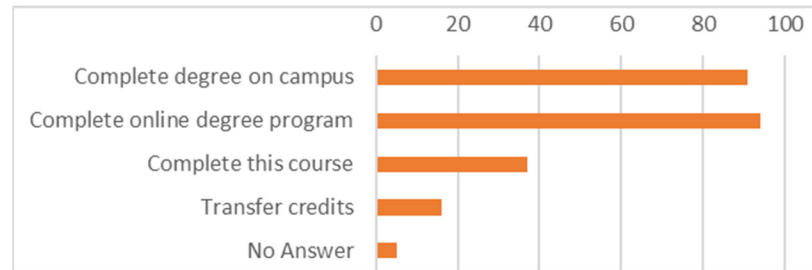
Gender	Frequency	Percent
Female	114	49.14%
Male	118	50.86%
No Answer	11	
Total	232	100.00%
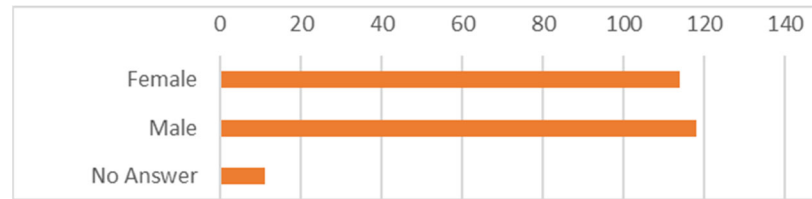
Race/Ethnicity	Frequency	Percent
African-American	9	3.88%
American Indian or Alaskan Native	52	22.41%
Asian or Pacific Islander	3	1.29%
Caucasian/White	140	60.34%
Hispanic	12	5.17%
Other race	1	0.43%
Race - Prefer not to respond	15	6.47%
No Answer	11	
Total	232	100.00%
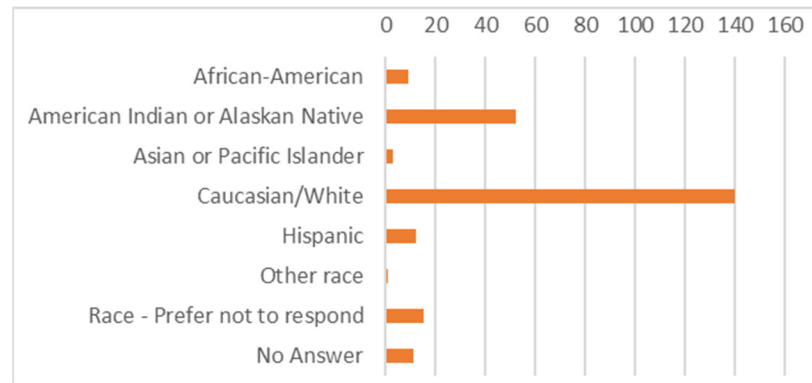
Age	Frequency	Percent
18 and under	19	8.19%
19 to 24	123	53.02%
25 to 34	42	18.10%
35 to 44	28	12.07%
45 to 54	11	4.74%
55 to 64	7	3.02%
65 and over	2	0.86%
No Answer	11	
Total	232	100.00%
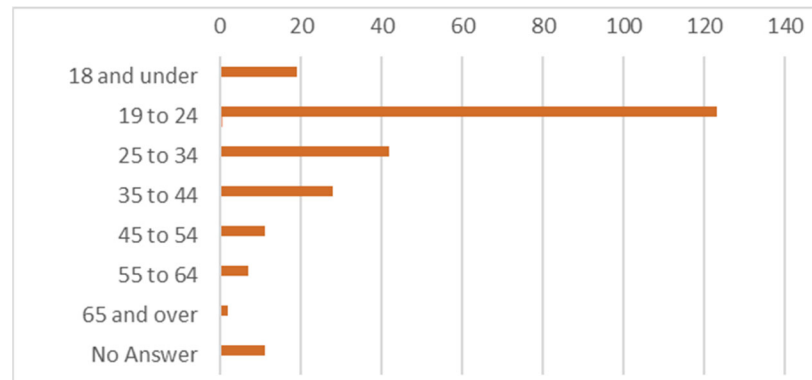
Class Level	Frequency	Percent
First year	87	37.34%
Second year	81	34.76%
Third year	33	14.16%
Fourth year	19	8.15%
Graduate/Professional	3	1.29%
Special student	2	0.86%
Other class level	8	3.43%
No Answer	10	
Total	233	100.00%
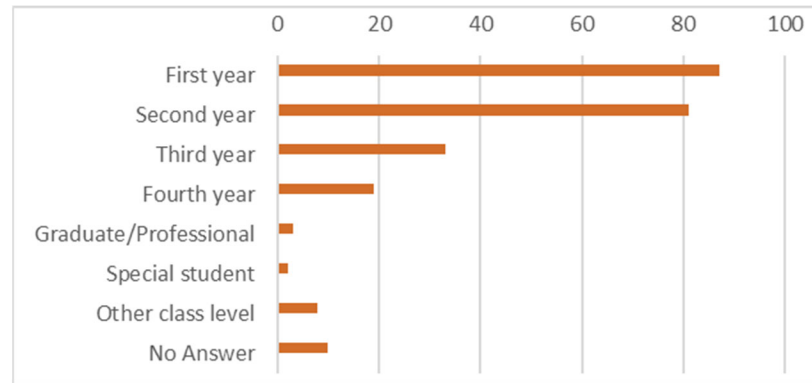
Current Residence	Frequency	Percent
Other residence	11	4.56%
Own house	69	28.63%
Relative's home	72	29.88%
Rent room / apartment / house	50	20.75%
Residence hall	39	16.18%
No Answer	2	
Total	241	100.00%
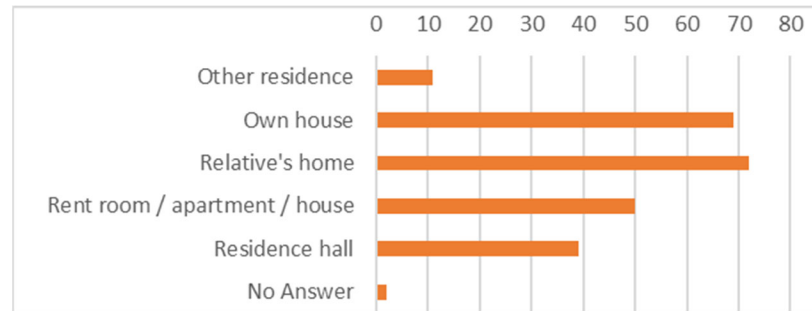
I attend most of my OSUIT classes…	Frequency	Percent
At a career tech	0	0.00%
At a local high school	2	0.85%
On-campus at OSUIT-Okmulgee	67	28.39%
Online	167	70.76%
No Answer	7	
Total	236	100.00%
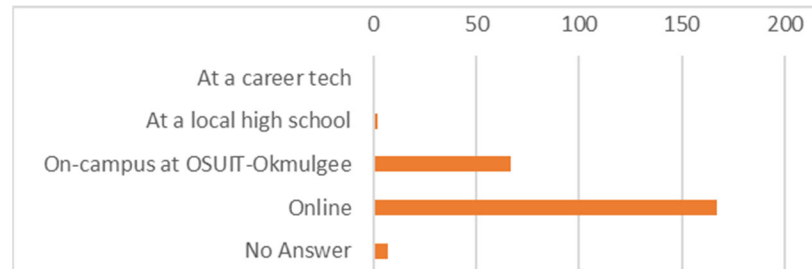
Marital Status	Frequency	Percent
Married	26	10.88%
Married with children	33	13.81%
Single	166	69.46%
Single with children	14	5.86%
Marital - Prefer not to respond	0	0.00%
No Answer	4	
Total	239	100.00%
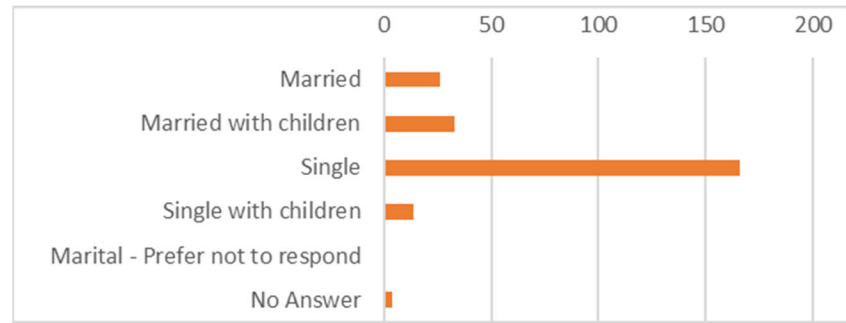
Employment	Frequency	Percent
Full-time	92	39.66%
Part-time	79	34.05%
Not employed	61	26.29%
No Answer	11	
Total	232	100.00%
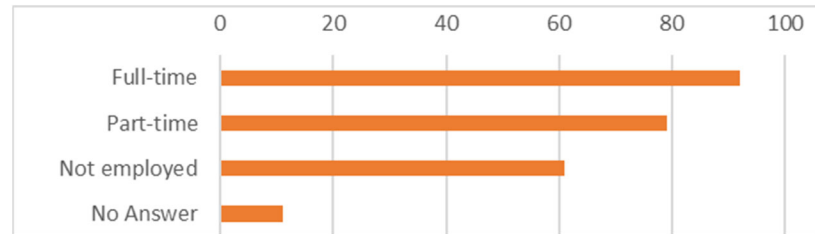
I would enroll in additional online courses	Frequency	Percent
Yes	69	29.24%
Maybe	111	47.03%
No	56	23.73%
No Answer	7	
Total	236	100.00%
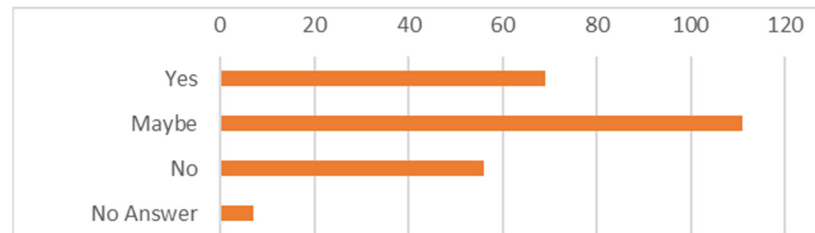
Majors/Programs	Frequency	Percent	
3D Modeling and Animation (AAS)	4	1.71%	4
Air Conditioning & Refrigeration Technology (AAS)	8	3.42%	8
Allied Health Sciences (AS)	15	6.41%	15
Applied Technical Leadership (BT)	12	5.13%	12
Automotive Service Technology-Chrysler-MOPAR (AAS)	1	0.43%	1
Automotive Service Technology-GM-ASEP (AAS)	1	0.43%	1
Automotive Service Technology-Toyota T-TEN (AAS)	3	1.28%	3
Business (AS)	6	2.56%	6
Civil Engineering/Surveying Technologies (AAS)	1	0.43%	1
Construction Technologies-High Voltage Lineman (AAS)	10	4.27%	10
Construction Technology (AAS)	10	4.27%	10
Culinary Arts (AAS)	8	3.42%	8
Diesel & Heavy Equipment Technology-CAT (AAS)	6	2.56%	6
Diesel & Heavy Equipment Technology-Komatsu (AAS)	2	0.85%	2
Diesel & Heavy Equipment Technology-WEDA (AAS)	2	0.85%	2
Engineering Graphics & Design Drafting (AAS)	6	2.56%	6
Engineering Technologies (AAS)	4	1.71%	4
Enterprise Development (AS)	1	0.43%	1
General Studies (AS)	2	0.85%	2
Graphic Design Technology (AAS)	9	3.85%	9
Industrial Maintenance Technologies - Level 2 Certification (CERT)	1	0.43%	1
Industrial Maintenance Technologies (AAS), may include NGC option	1	0.43%	1
Information Technologies (AAS)	11	4.70%	11
Information Technologies (AS)	5	2.14%	5
Information Technologies (BT)	35	14.96%	35
Instrumentation Engineering Technologies (BT)	11	4.70%	11
Nursing (AAS)	36	15.38%	36
Orthotics & Prosthetics (AAS)	1	0.43%	1
Pipeline Integrity Technology (AAS)	1	0.43%	1
Power Plant Technology (AAS)	3	1.28%	3
Pre-Education (AS)	6	2.56%	6
Pre-Professional Studies (AS)	6	2.56%	6
Undeclared	6	2.56%	6
Total	234	100.00%	
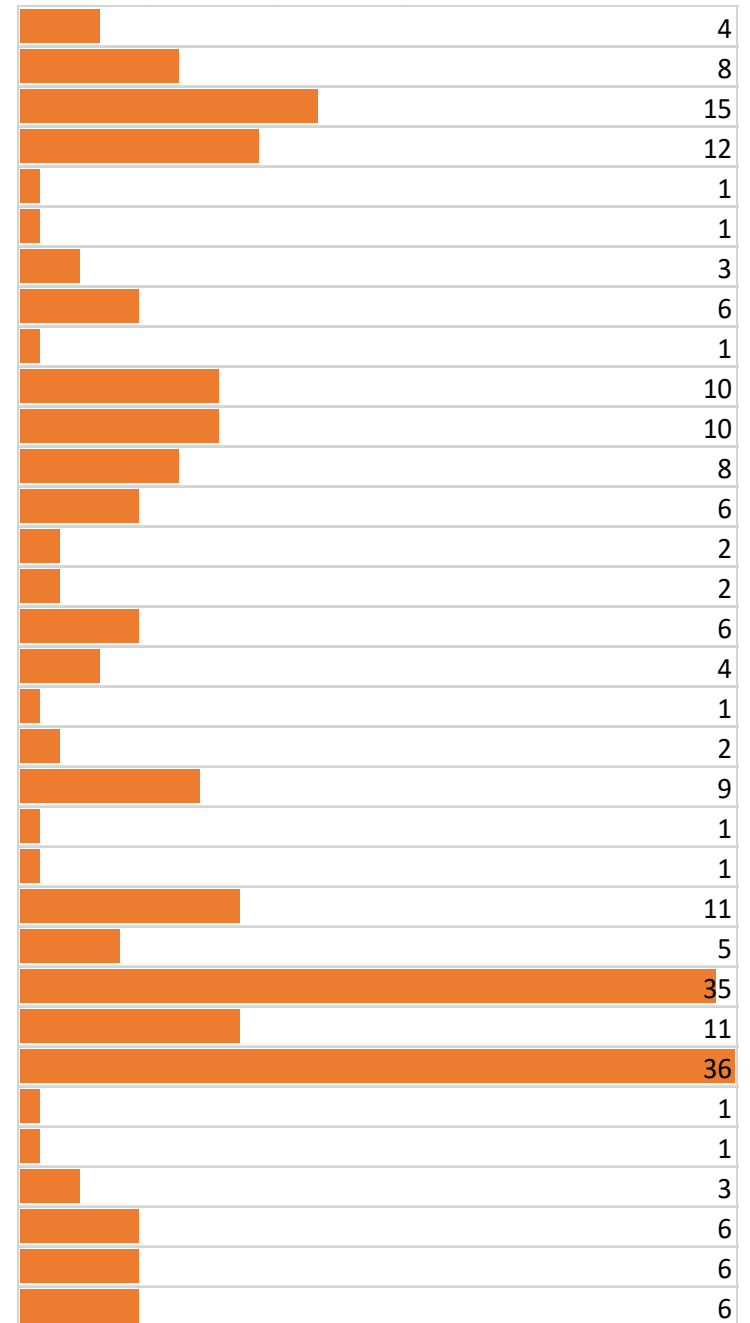
Strategic Planning Strengths and Challenges

Strengths	No	Item	Importance	Satisfaction	SD	Gap
Strength	27	Campus item: Canvas, the online classroom, is easy to use.	6.71	6.26	1.28	0.45
Strength	2	My program advisor is accessible by telephone and e-mail.	6.54	6.19	1.36	0.35
Strength	18	Registration for online courses is convenient.	6.50	6.10	1.37	0.40
Strength	23	Billing and payment procedures are convenient for me.	6.50	6.05	1.46	0.45
Strength	26	The bookstore provides timely service to students.	6.47	6.35	1.24	0.12

Challenges	No	Item	Importance	Satisfaction	SD	Gap
Challenge	3	Instructional materials are appropriate for program content.	6.69	5.82	1.44	0.87
Challenge	25	Faculty are responsive to student needs.	6.56	5.67	1.69	0.89
Challenge	10	This institution responds quickly when I request information.	6.52	5.72	1.72	0.80
Challenge	20	The quality of online instruction is excellent.	6.52	5.03	2.00	1.49
Challenge	32	Campus item: When applicable, there is sufficient additional hands-on experience in my major.	6.52	5.66	1.86	0.86
Challenge	6	Tuition paid is a worthwhile investment.	6.51	5.53	1.78	0.98

Benchmarks

The Strategic Planning Overview also summarizes how OSUIT online learners' results compare with the national online learners group ("national group") by listing items with higher satisfaction, lower satisfaction, and higher importance as "Benchmarks"; this allows a quick overview to see how OSUIT student perceptions compare nationally. This list, as compiled by Ruffalo Noel Levitz, only includes items in the top half of OSUIT's importance ratings.

Higher Satisfaction vs Comparison Group

No	Item	Imp Rank	OSUIT Importance	OSUIT Satsifaction	National Importance	National Satisfaction	Satisfaction Gap
26	The bookstore provides timely service to students.	15	6.47	6.35	6.37	6.15	0.20

Lower Satisfaction vs Comparison Group

No	Item	Imp Rank	OSUIT Importance	OSUIT Satsifaction	National Importance	National Satisfaction	Satisfaction Gap
12	There are sufficient offerings within my program of study.	16	6.46	5.73	6.57	6.02	0.29
7	Program requirements are clear and reasonable.	13	6.48	5.75	6.64	6.01	0.26
18	Registration for online courses is convenient.	9	6.50	6.10	6.68	6.40 -	0.30
22	I am aware of whom to contact for questions about programs and services.	9	6.50	5.79	6.52	6.01 -	0.22
6	Tuition paid is a worthwhile investment.	8	6.51	5.53	6.60	5.83 -	0.30
10	This institution responds quickly when I request information.	5	6.52	5.72	6.58	6.04 -	0.32
20	The quality of online instruction is excellent.	5	6.52	5.03	6.67	5.86 -	0.83
25	Faculty are responsive to student needs.	3	6.56	5.67	6.65	6.00 -	0.33
3	Instructional materials are appropriate for program content.	2	6.69	5.82	6.65	6.02 -	0.20
						-	
						-	

Scale Summaries

2021 Results	OSUIT PSOL				National PSOL					
Scale	Average Importance	Average Satisfaction	Average Standard Deviation	Gap	Average Importance	Average Satisfaction	Average Standard Deviation4	Gap	Difference	SS
Academic Services	6.40	5.77	1.28	0.63	6.48	6.02	1.03	0.46	0.25	★★★
Enrollment Services	6.46	5.92	1.26	0.54	6.54	6.08	1.11	0.46	0.16	★
Institutional Perceptions	6.43	5.74	1.56	0.69	6.53	5.94	1.23	0.59 -	0.20	★
Instructional Services	6.34	5.60	1.36	0.74	6.42	5.91	1.09	0.51 -	0.31	★★★
Student Services	6.38	5.78	1.37	0.60	6.41	5.95	1.18	0.46	0.17	★
								-		
★ Difference statistically significant at the .05 level								-		
★★ Difference statistically significant at the .01 level										
★★★ Difference statistically significant at the .001 level										

2020 vs 2021 Results	OSUIT 2020				OSUIT 2021					
Scale	Average Importance	Average Satisfaction	Average Standard Deviation	Gap	Average Importance	Average Satisfaction	Average Standard Deviation	Gap5	Difference	SS
Academic Services	6.35	5.87	1.20	0.48	6.40	5.77	1.28	0.63	0.10	
Enrollment Services	6.44	5.90	1.29	0.54	6.46	5.92	1.26	0.54	0.02	
Institutional Perceptions	6.32	5.84	1.35	0.48	6.43	5.74	1.56	0.69 -	0.10	
Instructional Services	6.30	5.83	1.18	0.47	6.34	5.60	1.36	0.74	0.23	★
Student Services	6.26	5.77	1.31	0.49	6.38	5.78	1.37	0.60	0.01	
★ Difference statistically significant at the .05 level								-		
★★ Difference statistically significant at the .01 level										
★★★ Difference statistically significant at the .001 level										

Results by Item

Strength And Challenge	No	Item	OSUIT PSOL				National PSOL				Difference	SS
			Importance	Satisfaction	Standard Deviation	Gap	Importance	Satisfaction	Standard Deviation	Gap		
Neither	1	This institution has a good reputation.	6.35	5.94	1.48	0.41	6.47	6.06	1.23	0.41	0.12	
Strength	2	My program advisor is accessible by telephone and e-mail.	6.54	6.19	1.36	0.35	6.53	6.14	1.35	0.39	0.05	
Challenge	3	Instructional materials are appropriate for program content.	6.69	5.82	1.44	0.87	6.65	6.02	1.27	0.63	0.20	★
Neither	4	Faculty provide timely feedback about student progress.	6.45	5.73	1.54	0.72	6.61	5.92	1.37	0.69	0.19	★
Neither	5	My program advisor helps me work toward career goals.	6.40	5.65	1.74	0.75	6.35	5.71	1.64	0.64	0.06	
Challenge	6	Tuition paid is a worthwhile investment.	6.51	5.53	1.78	0.98	6.6	5.83	1.48	0.77	0.30	★★
Neither	7	Program requirements are clear and reasonable.	6.48	5.75	1.5	0.73	6.64	6.01	1.33	0.63	0.26	★★
Neither	8	Student-to-student collaborations are valuable to me.	5.39	5.32	1.81	0.07	5.16	5.42	1.59	0.26	0.10	
Neither	9	Adequate financial aid is available.	6.49	5.79	1.7	0.70	6.45	5.79	1.63	0.66	0.00	
Challenge	10	This institution responds quickly when I request information.	6.52	5.72	1.72	0.80	6.58	6.04	1.38	0.54	0.32	★★★
Neither	11	Student assignments are clearly defined in the syllabus.	6.48	5.88	1.56	0.60	6.66	6.03	1.32	0.63	0.15	
Neither	12	There are sufficient offerings within my program of study.	6.46	5.73	1.55	0.73	6.57	6.02	1.3	0.55	0.29	★★
Neither	13	The frequency of student and instructor interactions is adequate.	6.19	5.45	1.72	0.74	6.4	5.94	1.35	0.46	0.49	★★★
Neither	14	I receive timely information on the availability of financial aid.	6.36	5.72	1.67	0.64	6.43	5.87	1.55	0.56	0.15	
Neither	15	Channels are available for providing timely responses to student complaints.	6.24	5.41	1.84	0.83	6.34	5.66	1.65	0.68	0.25	★
Neither	16	Appropriate technical assistance is readily available.	6.33	5.59	1.76	0.74	6.52	6.16	1.27	0.36	0.57	★★★
Neither	17	Assessment and evaluation procedures are clear and reasonable.	6.41	5.86	1.45	0.55	6.56	6.07	1.27	0.49	0.21	★
Strength	18	Registration for online courses is convenient.	6.50	6.1	1.37	0.40	6.68	6.4	1.13	0.28	0.30	★★★

Strength And Challenge	No	Item	OSUIT PSOL				National PSOL				Difference	SS
			Importance	Satisfaction	Standard Deviation	Gap	Importance	Satisfaction	Standard Deviation	Gap		
Neither	19	Online career services are available.	6.15	5.63	1.72	0.52	6.18	5.86	1.47	0.32	0.23	★
Challenge	20	The quality of online instruction is excellent.	6.52	5.03	2	1.49	6.67	5.86	1.44	0.81 ₋	0.83	★★★
Neither	21	Adequate online library resources are provided.	6.32	5.78	1.67	0.54	6.56	6.23	1.21	0.33 ₋	0.45	★★★
Neither	22	I am aware of whom to contact for questions about programs and services.	6.50	5.79	1.71	0.71	6.52	6.01	1.43	0.51 ₋	0.22	★
Strength	23	Billing and payment procedures are convenient for me.	6.50	6.05	1.46	0.45	6.57	6.21	1.29	0.36	0.16	
Neither	24	Tutoring services are readily available for online courses.	6.25	5.62	1.81	0.63	6.18	5.79	1.57	0.39 ₋	0.17	
Challenge	25	Faculty are responsive to student needs.	6.56	5.67	1.69	0.89	6.65	6	1.37	0.65 ₋	0.33	★★★
Strength	26	The bookstore provides timely service to students.	6.47	6.35	1.24	0.12	6.37	6.15	1.3	0.22 ₋	0.20	★
Strength	27	Campus item: Canvas, the online classroom, is easy to use.	6.71	6.26	1.28	0.45						
Neither	28	Campus item: There are sufficient online courses available through OSUIT.	6.45	6.08	1.47	0.37						
Neither	29	Campus item: There are sufficient online programs/majors available through OSUIT.	6.39	6.07	1.4	0.32						
Neither	30	Campus item: There are sufficient hybrid/blended courses available at OSUIT incorporating a mix of online and in-class instruction.	6.05	5.88	1.61	0.17						
Neither	31	Campus item: At OSUIT, choices are available for taking classes either face-to-face or online.	6.36	5.44	1.98	0.92						
Challenge	32	Campus item: When applicable, there is sufficient additional hands-on experience in my major.	6.52	5.66	1.86	0.86						
Neither	37	Source of information: Catalog and brochures (printed)	5.51				5.34					

Strength And Challenge	No	Item	OSUIT PSOL				National PSOL				Difference	SS
			Importance	Satisfaction	Standard Deviation	Gap	Importance	Satisfaction	Standard Deviation	Gap		
Neither	38	Source of information: Catalog (online)	6.07				6.32					
Neither	39	Source of information: College representatives	5.85				5.8					
Neither	40	Source of information: Web site	6.24				6.49					
Neither	41	Source of information: Advertisements	4.94				4.87					
Neither	42	Source of information: Recommendation from instructor or program advisor	6.14				6.1					
Neither	43	Source of information: Contact with current students and / or recent graduates of the program	5.71				5.53					
Neither	44	Factor to enroll: Ability to transfer credits	6.37				6.3					
Neither	45	Factor to enroll: Cost	6.46				6.37					
Neither	46	Factor to enroll: Financial assistance available	6.30				6.28					
Neither	47	Factor to enroll: Future employment opportunities	6.49				6.24					
Neither	48	Factor to enroll: Reputation of institution	6.25				6.34					
Neither	49	Factor to enroll: Work schedule	6.24				6.57					
Neither	50	Factor to enroll: Flexible pacing for completing a program	6.36				6.58					
Neither	51	Factor to enroll: Convenience	6.31				6.66					
Neither	52	Factor to enroll: Distance from campus	5.70				5.42					
Neither	53	Factor to enroll: Program requirements	6.25				6.39					
Neither	54	Factor to enroll: Recommendations from employer	5.82				5.34					
★		Difference statistically significant at the .05 level										
★★		Difference statistically significant at the .01 level										
★★★		Difference statistically significant at the .001 level										

Summary Report

Summary	Answer Description	OSUIT PSOL Institution	National PSOL National Norms	Difference	SS
So far, how has your college experience met your expectations?		**4.47**	**5.17**	**0.7**	★★★
	1= Much worse than I expected	8%	2%		
	2= Quite a bit worse than I expected	4%	1%		
	3= Worse than I expected	12%	6% -		
	4= About what I expected	28%	24%		
	5= Better than I expected	17%	22%		
	6= Quite a bit better than I expected	11%	15%		
	7= Much better than I expected	16%	26%		
Rate your overall satisfaction with your experience here thus far.		**4.91**	**5.79**	**0.88**	★★★
	1= Not satisfied at all	6%	1%		
	2= Not very satisfied	8%	2%		
	3= Somewhat dissatisfied	11%	5% -		
	4= Neutral	10%	6%		
	5= Somewhat satisfied	14%	11%		
	6= Satisfied	22%	36%		
	7= Very satisfied	26%	36%		
All in all, if you had it to do over again, would you enroll here?		**5.58**	**5.86**	**0.28**	★★
	1= Definitely not	3%	3%		
	2= Probably not	7%	4%		
	3= Maybe not	1%	3% -		
	4= I don't know	10%	6%		
	5= Maybe yes	10%	7%		
	6= Probably yes	20%	26%		
	7= Definitely yes	45%	48%		
★ Difference statistically significant at the .05 level					
★★ Difference statistically significant at the .01 level					
★★★ Difference statistically significant at the .001 level					

Appendix B:
OSUIT Item Results 2020 vs 2021

Results by Item

No	Item	2020 OSUIT				2021 OSUIT				Difference	SS
		Importance	Satisfaction	Standard Deviation	Gap	Importance	Satisfaction	Standard Deviation	Gap		
1	This institution has a good reputation.	6.16	5.88	1.34	0.28	6.35	5.94	1.48	0.41	0.06	
2	My program advisor is accessible by telephone and e-mail.	6.46	5.96	1.42	0.5	6.54	6.19	1.36	0.35 ‾	0.23	
3	Instructional materials are appropriate for program content.	6.53	5.98	1.21	0.55	6.69	5.82	1.44	0.87 ‾	0.16	
4	Faculty provide timely feedback about student progress.	6.5	5.84	1.42	0.66	6.45	5.73	1.54	0.72	0.11	
5	My program advisor helps me work toward career goals.	6.31	5.77	1.58	0.54	6.40	5.65	1.74	0.75	0.12	
6	Tuition paid is a worthwhile investment.	6.5	5.78	1.55	0.72	6.51	5.53	1.78	0.98	0.25	
7	Program requirements are clear and reasonable.	6.52	5.96	1.3	0.56	6.48	5.75	1.5	0.73	0.21	
8	Student-to-student collaborations are valuable to me.	5.33	5.47	1.52	0.14 ‾	5.39	5.32	1.81	0.07	0.15	
9	Adequate financial aid is available.	6.37	5.85	1.53	0.52	6.49	5.79	1.7	0.70	0.06	
10	This institution responds quickly when I request information.	6.44	5.73	1.52	0.71	6.52	5.72	1.72	0.80	0.01	
11	Student assignments are clearly defined in the syllabus.	6.4	5.96	1.35	0.44	6.48	5.88	1.56	0.60	0.08	
12	There are sufficient offerings within my program of study.	6.4	5.93	1.28	0.47	6.46	5.73	1.55	0.73	0.20	
13	The frequency of student and instructor interactions is adequate.	6.29	5.88	1.47	0.41	6.19	5.45	1.72	0.74	0.43	★★
14	I receive timely information on the availability of financial aid.	6.4	5.73	1.6	0.67	6.36	5.72	1.67	0.64	0.01	
15	Channels are available for providing timely responses to student complaints.	6.14	5.51	1.75	0.63	6.24	5.41	1.84	0.83	0.10	

No	Item	2020 OSUIT				2021 OSUIT				Difference	SS
		Importance	Satisfaction	Standard Deviation	Gap	Importance	Satisfaction	Standard Deviation	Gap		
16	Appropriate technical assistance is readily available.	6.33	5.79	1.59	0.54	6.33	5.59	1.76	0.74	0.20	
17	Assessment and evaluation procedures are clear and reasonable.	6.41	5.94	1.37	0.47	6.41	5.86	1.45	0.55	0.08	
18	Registration for online courses is convenient.	6.53	6.04	1.54	0.49	6.50	6.1	1.37	0.40	0.06	
19	Online career services are available.	6.04	5.72	1.46	0.32	6.15	5.63	1.72	0.52 ‾	0.09	
20	The quality of online instruction is excellent.	6.48	5.74	1.51	0.74	6.52	5.03	2	1.49	0.71	★★★
21	Adequate online library resources are provided.	6.22	5.87	1.45	0.35	6.32	5.78	1.67	0.54	0.09	
22	I am aware of whom to contact for questions about programs and services.	6.32	5.78	1.66	0.54	6.50	5.79	1.71	0.71 ‾	0.01	
23	Billing and payment procedures are convenient for me.	6.44	5.96	1.45	0.48	6.50	6.05	1.46	0.45	0.09	
24	Tutoring services are readily available for online courses.	6.21	5.77	1.62	0.44	6.25	5.62	1.81	0.63 ‾	0.15	
25	Faculty are responsive to student needs.	6.47	5.78	1.59	0.69	6.56	5.67	1.69	0.89	0.11	
26	The bookstore provides timely service to students.	6.34	6.11	1.42	0.23	6.47	6.35	1.24	0.12	0.24	
27	Campus item: Canvas, the online classroom, is easy to use.	6.58	6.16	1.39	0.42	6.71	6.26	1.28	0.45 ‾	0.10	
28	Campus item: There are sufficient online courses available through OSUIT.	6.41	5.97	1.44	0.44	6.45	6.08	1.47	0.37 ‾	0.11	
29	Campus item: There are sufficient online programs/majors available through OSUIT.	6.34	5.96	1.41	0.38	6.39	6.07	1.4	0.32 ‾	0.11	

No	Item	2020 OSUIT				2021 OSUIT				Difference	SS
		Importance	Satisfaction	Standard Deviation	Gap	Importance	Satisfaction	Standard Deviation	Gap		
30	Campus item: There are sufficient hybrid/blended courses available at OSUIT incorporating a mix of online and in-class instruction.	6.01	5.84	1.52	0.17	6.05	5.88	1.61	0.17	0.04 -	
31	Campus item: At OSUIT, choices are available for taking classes either face-to-face or online.	6.42	5.95	1.46	0.47	6.36	5.44	1.98	0.92	0.51	★★★
32	Campus item: When applicable, there is sufficient additional hands-on experience in my major.	6.43	5.94	1.57	0.49	6.52	5.66	1.86	0.86	0.28	
37	Source of information: Catalog and brochures (printed)	5.69				5.51					
38	Source of information: Catalog (online)	6.5				6.07					
39	Source of information: College representatives	5.97				5.85					
40	Source of information: Web site	6.37				6.24					
41	Source of information: Advertisements	5.42				4.94					
42	Source of information: Recommendation from instructor or program advisor	6.25				6.14					
43	Source of information: Contact with current students and / or recent graduates of the program	5.89				5.71					
44	Factor to enroll: Ability to transfer credits	6.39				6.37					
45	Factor to enroll: Cost	6.38				6.46					
46	Factor to enroll: Financial assistance available	6.18				6.30					

No	Item	2020 OSUIT				2021 OSUIT				Difference	SS
		Importance	Satisfaction	Standard Deviation	Gap	Importance	Satisfaction	Standard Deviation	Gap		
47	Factor to enroll: Future employment opportunities	6.45				6.49					
48	Factor to enroll: Reputation of institution	6.22				6.25					
49	Factor to enroll: Work schedule	6.24				6.24					
50	Factor to enroll: Flexible pacing for completing a program	6.27				6.36					
51	Factor to enroll: Convenience	6.38				6.31					
52	Factor to enroll: Distance from campus	5.87				5.70					
53	Factor to enroll: Program requirements	6.22				6.25					
54	Factor to enroll: Recommendations from employer	5.77				5.82					
★	Difference statistically significant at the .05 level										
★★	Difference statistically significant at the .01 level										
★★★	Difference statistically significant at the .001 level										

Summary Report

Summary	Answer Description	2020 OSUIT	2021 OSUIT	Difference	SS
So far, how has your college experience met your expectations?		**4.85**	**4.47**	**0.38**	★★
	1= Much worse than I expected	2%	8%		
	2= Quite a bit worse than I expected	1%	4%		
	3= Worse than I expected	8%	12%		
	4= About what I expected	34%	28%		
	5= Better than I expected	19%	17%		
	6= Quite a bit better than I expected	12%	11%		
	7= Much better than I expected	19%	16%		
Rate your overall satisfaction with your experience here thus far.		**5.29**	**4.91**	**0.38**	★
	1= Not satisfied at all	2%	6%		
	2= Not very satisfied	5%	8%		
	3= Somewhat dissatisfied	8%	11%		
	4= Neutral	12%	10%		
	5= Somewhat satisfied	10%	14%		
	6= Satisfied	35%	22%		
	7= Very satisfied	24%	26%		
All in all, if you had it to do over again, would you enroll here?		**5.66**	**5.58**	**0.08**	
	1= Definitely not	3%	3%		
	2= Probably not	4%	7%		
	3= Maybe not	2%	1%		
	4= I don't know	10%	10%		
	5= Maybe yes	9%	10%		
	6= Probably yes	31%	20%		
	7= Definitely yes	38%	45%		
★ Difference statistically significant at the .05 level					
★★ Difference statistically significant at the .01 level					
★★★ Difference statistically significant at the .001 level					

Appendix C:
OSUIT results for past five years (2017-2021), all items

OSUIT Satisfaction, Five-Year Trend

Items by Mean Satisfaction	2017	2018	2019	2020	2021
1. This institution has a good reputation.	6.04	6.06	6.00	5.88	5.94
2. My program advisor is accessible by telephone and e-mail.	6.18	6.23	6.15	5.96	6.19
3. Instructional materials are appropriate for program content.	5.88	5.96	5.91	5.98	5.82
4. Faculty provide timely feedback about student progress.	5.76	5.74	5.80	5.84	5.73
5. My program advisor helps me work toward career goals.	5.84	5.80	5.83	5.77	5.65
6. Tuition paid is a worthwhile investment.	5.84	5.91	5.80	5.78	5.53
7. Program requirements are clear and reasonable.	6.00	6.02	6.04	5.96	5.75
8. Student-to-student collaborations are valuable to me.	5.40	5.64	5.45	5.47	5.32
9. Adequate financial aid is available.	5.61	5.64	5.59	5.85	5.79
10. This institution responds quickly when I request information.	5.60	5.76	5.63	5.73	5.72
11. Student assignments are clearly defined in the syllabus.	6.04	5.98	5.85	5.96	5.88
12. There are sufficient offerings within my program of study.	5.85	5.93	5.89	5.93	5.73
13. The frequency of student and instructor interactions is adequate.	5.91	6.07	5.94	5.88	5.45
14. I receive timely information on the availability of financial aid.	5.39	5.59	5.65	5.73	5.72
15. Channels are available for providing timely responses to student complaints.	5.45	5.61	5.41	5.51	5.41
16. Appropriate technical assistance is readily available.	5.95	6.03	5.71	5.79	5.59
17. Assessment and evaluation procedures are clear and reasonable.	5.97	6.01	5.97	5.94	5.86
18. Registration for online courses is convenient.	6.10	6.30	6.18	6.04	6.1
19. Online career services are available.	5.66	5.79	5.70	5.72	5.63
20. The quality of online instruction is excellent.	5.41	5.65	5.50	5.74	5.03
21. Adequate online library resources are provided.	5.94	6.15	5.90	5.87	5.78
22. I am aware of whom to contact for questions about programs and services.	5.93	6.01	5.78	5.78	5.79
23. Billing and payment procedures are convenient for me.	5.98	6.17	6.08	5.96	6.05
24. Tutoring services are readily available for online courses.	5.63	5.78	5.62	5.77	5.62
25. Faculty are responsive to student needs.	5.95	6.00	5.82	5.78	5.67
26. The bookstore provides timely service to students.	6.18	6.26	6.09	6.11	6.35
27. Campus item: Brightspace, the online classroom, is easy to use.	6.15	6.29	6.02	6.16	6.26
28. Campus item: There are sufficient online courses available through OSUIT.	6.04	6.08	6.11	5.97	6.08
29. Campus item: There are sufficient online programs/majors available through OSUIT.	5.90	6.03	5.89	5.96	6.07
30. Campus item: There are sufficient hybrid/blended courses available at OSUIT incorporating a mix of online and in-class instruction.	5.83	6.00	5.92	5.84	5.88
31. Campus item: At OSUIT, choices are available for taking classes either face-to-face or online.	6.10	6.19	6.15	5.95	5.44
32. Campus item: When applicable, there is sufficient additional hands-on experience in my major.	5.95	6.06	6.03	5.94	5.66

OSUIT Summary Items, Five-Year Trend

Summary Items	2017	2018	2019	2020	2021
So far, how has your college experience met your expectations?	4.59	4.90	4.82	4.85	4.47
Rate your overall satisfaction with your experience here thus far.	5.15	5.43	5.14	5.29	4.91
All in all, if you had to do it over, would you enroll here again?	5.59	5.78	5.55	5.66	5.58

Sources of Information, Five-Year Trend

Importance: Source of Information	2017	2018	2019	2020	2021
37. Source of information: Catalog and brochures (printed)	5.24	5.88	5.59	5.69	5.51
38. Source of information: Catalog (online)	6.10	6.19	6.09	6.15	6.07
39. Source of information: College representatives	5.85	6.01	5.83	5.97	5.85
40. Source of information: Web site	6.48	6.41	6.30	6.37	6.24
41. Source of information: Advertisements	4.82	5.43	5.24	5.42	4.94
42. Source of information: Recommendation from instructor or program advisor	6.20	6.15	6.11	6.25	6.14
43. Source of information: Contact with current students and / or recent graduates of the program	5.51	5.85	5.76	5.89	5.71

Factors to Enroll, Five-Year Trend

Importance: Factors to Enroll	2017	2018	2019	2020	2021
44. Factor to enroll: Ability to transfer credits	6.49	6.33	6.18	6.39	6.37
45. Factor to enroll: Cost	6.44	6.38	6.32	6.38	6.46
46. Factor to enroll: Financial assistance available	6.31	6.26	6.21	6.18	6.30
47. Factor to enroll: Future employment opportunities	6.45	6.46	6.32	6.45	6.49
48. Factor to enroll: Reputation of institution	6.37	6.38	6.18	6.22	6.25
49. Factor to enroll: Work schedule	6.37	6.40	6.19	6.24	6.24
50. Factor to enroll: Flexible pacing for completing a program	6.50	6.34	6.14	6.27	6.36
51. Factor to enroll: Convenience	6.56	6.43	6.31	6.38	6.31
52. Factor to enroll: Distance from campus	5.94	5.94	5.81	5.87	5.70
53. Factor to enroll: Program requirements	6.46	6.30	6.25	6.22	6.25
54. Factor to enroll: Recommendations from employer	5.79	5.88	5.77	5.77	5.82