

Demographics

Gender	N	%	Class Level	N	%
Female	164	84.10%	First year	6	3.09%
Male	31	15.90%	Second year	14	7.22%
Total	195	100.00%	Third year	12	6.19%
No Response	11		Fourth year	26	13.40%
			Special student	1	0.52%
			Graduate/professional	129	66.49%
			Other class level	6	3.09%
			Total	194	100.00%
			No Response	12	
Age	N	%	Current GPA	N	%
24 and under	17	8.67%	No credits earned	12	6.28%
25 to 34	65	33.16%	1.99 or below	0	0.00%
35 to 44	47	23.98%	2.0 - 2.49	0	0.00%
45 and over	67	34.18%	2.5 - 2.99	6	3.14%
Total	196	100.00%	3.0 - 3.49	31	16.23%
No Response	10		3.5 or above	142	74.35%
			Total	191	100.00%
			No Response	15	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	57	29.23%	Associate degree	8	4.10%
American Indian or Alaskan Native	0	0.00%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	5	2.56%	Transfer to another institution	0	0.00%
Caucasian/White	110	56.41%	Bachelor's degree	44	22.56%
Hispanic	9	4.62%	Master's degree	88	45.13%
Other race	4	2.05%	Doctorate or professional degree	44	22.56%
Race - Prefer not to respond	10	5.13%	Certification (initial/renewal)	8	4.10%
Total	195	100.00%	Self-improvement/pleasure	0	0.00%
No Response	11		Job-related training	1	0.51%
			Other educational goal	2	1.03%
			Total	195	100.00%
			No Response	11	
Current Enrollment Status	N	%			
Day	40	22.60%			
Evening	129	72.88%			
Weekend	8	4.52%			
Total	177	100.00%			
No Response	29				
Current Class Load	N	%			
Full-time	127	64.47%			
Part-time	70	35.53%			
Total	197	100.00%			
No Response	9				

Demographics

1012: Edu Master Teacher Second Certification	4	2.06%
1013: School Counseling Dual Cert	20	10.31%
1014: Management	3	1.55%
1015: Health Care Administration	4	2.06%
1016: Strategic Management and Leadership	10	5.15%
1017: Nursing	18	9.28%
1018: Spe Edu PreK8 Autism Endorsement	1	0.52%
1020: Special Edu PreK8 SE Cert	1	0.52%
Total	194	100.00%
No Response	12	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 14. Faculty are fair and unbiased in their treatment of individual students.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 24. There is a commitment to academic excellence at this institution.
- 3. Classes are scheduled at times that are convenient for me.
- 7. The staff at this institution are caring and helpful.
- 5. Classroom locations are safe and secure for all students.
- 44. When students enroll at this institution, they develop a plan to complete their degree.
- 16. I am able to register for classes I need with few conflicts.
- 28. My academic advisor is accessible by telephone and e-mail.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 69. Campus item: My admissions representative responded quickly to my requests for information.
- 20. Registration processes are reasonable and convenient for adults.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 45. I am able to complete most of my enrollment tasks in one location.

Challenges

- 35. The quality of instruction I receive in my program is excellent.
- 52. Campus item: Assignments are clearly outlined in Blackboard.
- 53. Campus item: The feedback I receive from faculty on assignments supports my further understanding of course content.
- 23. Adequate financial aid is available for most adult students.
- 26. Faculty provide timely feedback about my progress.
- 54. Campus item: Faculty consistently use Blackboard Grade Center to communicate my progress in my courses.
- 37. Part-time faculty are competent as classroom instructors.
- 51. Campus item: Online assignments are meaningful learning opportunities.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Adult Students

- 3. Classes are scheduled at times that are convenient for me.
- 44. When students enroll at this institution, they develop a plan to complete their degree.
- 16. I am able to register for classes I need with few conflicts.
- 21. Tuition paid is a worthwhile investment.
- 20. Registration processes are reasonable and convenient for adults.
- 45. I am able to complete most of my enrollment tasks in one location.

Lower Satisfaction vs. National Adult Students

- 42. Nearly all faculty are knowledgeable in their field.
- 35. The quality of instruction I receive in my program is excellent.
- 37. Part-time faculty are competent as classroom instructors.

Higher Importance vs. National Adult Students

- 22. Security staff respond quickly in emergencies.
- 25. Admissions representatives respond to adult students' unique needs.

Institutional Summary
Scales: In Order of Importance

Scale	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.54	5.79 / 1.08	0.75	6.54	5.86 / 1.01	0.68	-0.07
Academic Advising	6.53	5.93 / 1.05	0.60	6.50	5.81 / 1.20	0.69	0.12
Admissions and Financial Aid	6.50	5.70 / 1.11	0.80	6.41	5.61 / 1.25	0.80	0.09
Registration Effectiveness	6.49	6.02 / 0.85	0.47	6.46	5.83 / 1.02	0.63	0.19 **
Campus Climate	6.46	5.82 / 1.06	0.64	6.46	5.76 / 1.08	0.70	0.06
Service Excellence	6.46	5.69 / 1.23	0.77	6.42	5.59 / 1.28	0.83	0.10
Safety and Security	6.39	5.82 / 1.07	0.57	6.30	5.76 / 1.11	0.54	0.06
Academic Services	6.36	5.63 / 1.22	0.73	6.25	5.64 / 1.17	0.61	-0.01

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Order of Importance

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
41. Major requirements are clear and reasonable.	6.69	5.81 / 1.36	0.88	6.64	5.93 / 1.33	0.71	-0.12
42. Nearly all faculty are knowledgeable in their field.	6.68	5.96 / 1.26	0.72	6.70	6.16 / 1.16	0.54	-0.20 *
35. The quality of instruction I receive in my program is excellent.	6.66	5.55 / 1.61	1.11	6.71	5.87 / 1.34	0.84	-0.32 ***
4. The content of the courses within my major is valuable.	6.64	5.82 / 1.38	0.82	6.70	5.97 / 1.21	0.73	-0.15
14. Faculty are fair and unbiased in their treatment of individual students.	6.64	6.03 / 1.27	0.61	6.57	5.86 / 1.38	0.71	0.17
19. My academic advisor is knowledgeable about requirements in my major.	6.64	6.10 / 1.26	0.54	6.60	5.97 / 1.41	0.63	0.13
52. Campus item: Assignments are clearly outlined in Blackboard.	6.63	5.46 / 1.60	1.17				
55. Campus item: Classwork relates to my professional goals.	6.62	5.84 / 1.44	0.78				
3. Classes are scheduled at times that are convenient for me.	6.61	6.28 / 1.12	0.33	6.59	5.77 / 1.44	0.82	0.51 ***
7. The staff at this institution are caring and helpful.	6.61	5.98 / 1.20	0.63	6.52	5.93 / 1.28	0.59	0.05
24. There is a commitment to academic excellence at this institution.	6.61	5.97 / 1.35	0.64	6.66	5.93 / 1.34	0.73	0.04
53. Campus item: The feedback I receive from faculty on assignments supports my further understanding of course content.	6.60	5.44 / 1.74	1.16				
5. Classroom locations are safe and secure for all students.	6.59	6.20 / 0.94	0.39	6.47	6.32 / 1.03	0.15	-0.12
23. Adequate financial aid is available for most adult students.	6.58	5.61 / 1.56	0.97	6.54	5.45 / 1.67	1.09	0.16
26. Faculty provide timely feedback about my progress.	6.58	5.52 / 1.57	1.06	6.56	5.65 / 1.44	0.91	-0.13

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Order of Importance

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
44. When students enroll at this institution, they develop a plan to complete their degree.	6.58	6.29 / 1.11	0.29	6.53	5.85 / 1.43	0.68	0.44 ***
16. I am able to register for classes I need with few conflicts.	6.57	6.15 / 1.22	0.42	6.60	5.79 / 1.49	0.81	0.36 **
21. Tuition paid is a worthwhile investment.	6.57	5.78 / 1.45	0.79	6.66	5.48 / 1.57	1.18	0.30 **
22. Security staff respond quickly in emergencies.	6.56	5.88 / 1.29	0.68	6.38	5.57 / 1.44	0.81	0.31
54. Campus item: Faculty consistently use Blackboard Grade Center to communicate my progress in my courses.	6.56	5.63 / 1.62	0.93				
60. Campus item: Expectations for my program were clearly and accurately explained to me by my admissions representative.	6.56	5.85 / 1.37	0.71				
28. My academic advisor is accessible by telephone and e-mail.	6.55	6.11 / 1.22	0.44	6.50	6.02 / 1.38	0.48	0.09
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.55	6.05 / 1.21	0.50	6.51	6.06 / 1.23	0.45	-0.01
66. Campus item: My academic advisor responds quickly to my requests for information.	6.55	5.93 / 1.37	0.62				
37. Part-time faculty are competent as classroom instructors.	6.54	5.55 / 1.52	0.99	6.50	5.80 / 1.37	0.70	-0.25 *
69. Campus item: My admissions representative responded quickly to my requests for information.	6.54	6.17 / 1.13	0.37				
20. Registration processes are reasonable and convenient for adults.	6.53	6.22 / 1.00	0.31	6.52	6.00 / 1.30	0.52	0.22 *
31. I am able to register for classes by personal computer, fax, or telephone.	6.53	6.21 / 1.27	0.32	6.45	6.08 / 1.35	0.37	0.13
25. Admissions representatives respond to adult students' unique needs.	6.52	5.96 / 1.17	0.56	6.36	5.81 / 1.35	0.55	0.15

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Order of Importance

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. Campus item: Online assignments are meaningful learning opportunities.	6.52	5.50 / 1.59	1.02				
67. Campus item: Financial aid staff respond quickly to my requests for information.	6.52	5.74 / 1.43	0.78				
45. I am able to complete most of my enrollment tasks in one location.	6.51	6.36 / 1.00	0.15	6.51	6.17 / 1.19	0.34	0.19 *
6. Financial aid counselors are helpful to adult students.	6.50	5.64 / 1.44	0.86	6.35	5.51 / 1.62	0.84	0.13
15. Library resources and services are adequate for adults.	6.50	5.93 / 1.35	0.57	6.34	5.79 / 1.39	0.55	0.14
30. Academic support services adequately meet the needs of adult students.	6.50	5.80 / 1.36	0.70	6.42	5.77 / 1.40	0.65	0.03
43. This institution offers a variety of payment plans for adult students.	6.49	5.61 / 1.55	0.88	6.35	5.55 / 1.53	0.80	0.06
68. Campus item: Business office staff respond quickly to my requests for information.	6.49	5.90 / 1.22	0.59				
39. This institution responds quickly to my requests for information.	6.48	5.89 / 1.12	0.59	6.49	5.74 / 1.42	0.75	0.15
8. My academic advisor is available at times that are convenient for me.	6.47	5.90 / 1.31	0.57	6.37	5.75 / 1.52	0.62	0.15
59. Campus item: My admissions representative kept me on track during the application process by communicating regularly.	6.47	5.95 / 1.34	0.52				
10. Admissions representatives are knowledgeable.	6.46	6.01 / 1.15	0.45	6.38	5.85 / 1.37	0.53	0.16
46. This institution provides timely responses to student complaints.	6.46	5.51 / 1.67	0.95	6.38	5.37 / 1.67	1.01	0.14
27. This institution has a good reputation within the community.	6.45	6.07 / 1.10	0.38	6.44	5.85 / 1.35	0.59	0.22 *

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Order of Importance

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
34. I receive complete information on the availability of financial aid.	6.45	5.16 / 1.91	1.29	6.44	5.40 / 1.70	1.04	-0.24
48. I am aware of whom to contact for questions about programs and services.	6.44	5.76 / 1.54	0.68	6.43	5.64 / 1.54	0.79	0.12
62. Campus item: I felt prepared to start my classes.	6.44	5.91 / 1.22	0.53				
11. My academic advisor is concerned about my success as an individual.	6.41	5.76 / 1.45	0.65	6.44	5.70 / 1.59	0.74	0.06
29. I seldom get the "run-around" when seeking information at this institution.	6.41	5.80 / 1.42	0.61	6.49	5.54 / 1.66	0.95	0.26 *
49. There are sufficient options within my program of study.	6.41	5.56 / 1.60	0.85	6.48	5.58 / 1.48	0.90	-0.02
2. Faculty care about me as an individual.	6.39	5.81 / 1.30	0.58	6.44	5.82 / 1.35	0.62	-0.01
56. Campus item: My academic advisor helps me stay focused on my educational goals.	6.39	5.48 / 1.69	0.91				
71. Cost as factor in decision to enroll.	6.39			6.07			
50. My advisor helps me apply my academic major to specific career goals.	6.37	5.41 / 1.71	0.96	6.41	5.43 / 1.71	0.98	-0.02
33. Channels are readily available for adult students to express complaints.	6.36	5.05 / 1.97	1.31	6.19	5.20 / 1.74	0.99	-0.15
9. Billing policies are reasonable for adult students.	6.34	5.70 / 1.40	0.64	6.35	5.51 / 1.51	0.84	0.19
17. Business office hours are convenient for adult students.	6.34	5.61 / 1.40	0.73	6.27	5.70 / 1.38	0.57	-0.09
63. Campus item: Business office staff are helpful to adult students.	6.34	5.85 / 1.27	0.49				

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Order of Importance

Item	Gwynedd Mercy University - ASPSP			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. Parking lots are well-lighted and secure.	6.33	5.39 / 1.74	0.94	6.27	5.71 / 1.45	0.56	-0.32
78. Availability of evening/weekend courses as factor in decision to enroll.	6.32			6.13			
1. Adult students are made to feel welcome at this institution.	6.31	6.06 / 1.11	0.25	6.33	6.06 / 1.22	0.27	0.00
47. Bookstore hours are convenient for adult students.	6.27	5.05 / 2.02	1.22	6.07	5.38 / 1.64	0.69	-0.33
58. Campus item: My admissions representative cares about my personal goals and challenges.	6.27	5.68 / 1.48	0.59				
57. Campus item: The mission of the University is reflected in interactions with faculty and staff.	6.26	5.77 / 1.42	0.49				
38. Career services are adequate and accessible for adult students.	6.25	5.22 / 1.61	1.03	6.26	5.46 / 1.54	0.80	-0.24
79. Personalized attention prior to enrollment as factor in decision to enroll.	6.21			5.92			
12. Computer labs are adequate and accessible for adult students.	6.16	5.84 / 1.22	0.32	6.12	5.70 / 1.52	0.42	0.14
73. Academic reputation as factor in decision to enroll.	6.16			6.28			
77. Campus location (close to home/work) as factor in decision to enroll.	6.16			6.04			
65. Campus item: Financial aid staff are concerned about my success as an individual.	6.15	5.26 / 1.63	0.89				
32. My classes provide opportunities to improve my technology skills.	6.10	5.90 / 1.41	0.20	6.04	5.70 / 1.39	0.34	0.20 *
64. Campus item: Business office staff are concerned about my success as an individual.	6.08	5.51 / 1.41	0.57				

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

National Group Means are based on 80451 records.

Institutional Summary
Items: In Order of Importance

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. The amount of student parking is adequate.	5.99	5.66 / 1.65	0.33	6.07	5.33 / 1.80	0.74	0.33
75. Future employment opportunities as factor in decision to enroll.	5.84			6.16			
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.83			6.03			
61. Campus item: The mission of the University is incorporated into class discussions and assignments.	5.77	5.38 / 1.58	0.39				
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.47			5.52			
74. Size of institution as factor in decision to enroll.	5.26			5.38			
36. Vending or snack bar food options are readily available.	5.11	5.22 / 1.66	-0.11	5.43	5.28 / 1.68	0.15	-0.06
70. Campus item 20							

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

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising

Scale/Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.53	5.93 / 1.05	0.60	6.50	5.81 / 1.20	0.69	0.12
8. My academic advisor is available at times that are convenient for me.	6.47	5.90 / 1.31	0.57	6.37	5.75 / 1.52	0.62	0.15
11. My academic advisor is concerned about my success as an individual.	6.41	5.76 / 1.45	0.65	6.44	5.70 / 1.59	0.74	0.06
19. My academic advisor is knowledgeable about requirements in my major.	6.64	6.10 / 1.26	0.54	6.60	5.97 / 1.41	0.63	0.13
28. My academic advisor is accessible by telephone and e-mail.	6.55	6.11 / 1.22	0.44	6.50	6.02 / 1.38	0.48	0.09
41. Major requirements are clear and reasonable.	6.69	5.81 / 1.36	0.88	6.64	5.93 / 1.33	0.71	-0.12
44. When students enroll at this institution, they develop a plan to complete their degree.	6.58	6.29 / 1.11	0.29	6.53	5.85 / 1.43	0.68	0.44 ***
50. My advisor helps me apply my academic major to specific career goals.	6.37	5.41 / 1.71	0.96	6.41	5.43 / 1.71	0.98	-0.02

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

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.36	5.63 / 1.22	0.73	6.25	5.64 / 1.17	0.61	-0.01
12. Computer labs are adequate and accessible for adult students.	6.16	5.84 / 1.22	0.32	6.12	5.70 / 1.52	0.42	0.14
15. Library resources and services are adequate for adults.	6.50	5.93 / 1.35	0.57	6.34	5.79 / 1.39	0.55	0.14
30. Academic support services adequately meet the needs of adult students.	6.50	5.80 / 1.36	0.70	6.42	5.77 / 1.40	0.65	0.03
38. Career services are adequate and accessible for adult students.	6.25	5.22 / 1.61	1.03	6.26	5.46 / 1.54	0.80	-0.24
47. Bookstore hours are convenient for adult students.	6.27	5.05 / 2.02	1.22	6.07	5.38 / 1.64	0.69	-0.33

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

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid

Scale/Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.50	5.70 / 1.11	0.80	6.41	5.61 / 1.25	0.80	0.09
6. Financial aid counselors are helpful to adult students.	6.50	5.64 / 1.44	0.86	6.35	5.51 / 1.62	0.84	0.13
10. Admissions representatives are knowledgeable.	6.46	6.01 / 1.15	0.45	6.38	5.85 / 1.37	0.53	0.16
23. Adequate financial aid is available for most adult students.	6.58	5.61 / 1.56	0.97	6.54	5.45 / 1.67	1.09	0.16
25. Admissions representatives respond to adult students' unique needs.	6.52	5.96 / 1.17	0.56	6.36	5.81 / 1.35	0.55	0.15
34. I receive complete information on the availability of financial aid.	6.45	5.16 / 1.91	1.29	6.44	5.40 / 1.70	1.04	-0.24

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

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.46	5.82 / 1.06	0.64	6.46	5.76 / 1.08	0.70	0.06
1. Adult students are made to feel welcome at this institution.	6.31	6.06 / 1.11	0.25	6.33	6.06 / 1.22	0.27	0.00
2. Faculty care about me as an individual.	6.39	5.81 / 1.30	0.58	6.44	5.82 / 1.35	0.62	-0.01
5. Classroom locations are safe and secure for all students.	6.59	6.20 / 0.94	0.39	6.47	6.32 / 1.03	0.15	-0.12
7. The staff at this institution are caring and helpful.	6.61	5.98 / 1.20	0.63	6.52	5.93 / 1.28	0.59	0.05
21. Tuition paid is a worthwhile investment.	6.57	5.78 / 1.45	0.79	6.66	5.48 / 1.57	1.18	0.30 **
24. There is a commitment to academic excellence at this institution.	6.61	5.97 / 1.35	0.64	6.66	5.93 / 1.34	0.73	0.04
27. This institution has a good reputation within the community.	6.45	6.07 / 1.10	0.38	6.44	5.85 / 1.35	0.59	0.22 *
29. I seldom get the "run-around" when seeking information at this institution.	6.41	5.80 / 1.42	0.61	6.49	5.54 / 1.66	0.95	0.26 *
33. Channels are readily available for adult students to express complaints.	6.36	5.05 / 1.97	1.31	6.19	5.20 / 1.74	0.99	-0.15
50. My advisor helps me apply my academic major to specific career goals.	6.37	5.41 / 1.71	0.96	6.41	5.43 / 1.71	0.98	-0.02

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.54	5.79 / 1.08	0.75	6.54	5.86 / 1.01	0.68	-0.07
2. Faculty care about me as an individual.	6.39	5.81 / 1.30	0.58	6.44	5.82 / 1.35	0.62	-0.01
4. The content of the courses within my major is valuable.	6.64	5.82 / 1.38	0.82	6.70	5.97 / 1.21	0.73	-0.15
14. Faculty are fair and unbiased in their treatment of individual students.	6.64	6.03 / 1.27	0.61	6.57	5.86 / 1.38	0.71	0.17
24. There is a commitment to academic excellence at this institution.	6.61	5.97 / 1.35	0.64	6.66	5.93 / 1.34	0.73	0.04
26. Faculty provide timely feedback about my progress.	6.58	5.52 / 1.57	1.06	6.56	5.65 / 1.44	0.91	-0.13
32. My classes provide opportunities to improve my technology skills.	6.10	5.90 / 1.41	0.20	6.04	5.70 / 1.39	0.34	0.20 *
35. The quality of instruction I receive in my program is excellent.	6.66	5.55 / 1.61	1.11	6.71	5.87 / 1.34	0.84	-0.32 ***
37. Part-time faculty are competent as classroom instructors.	6.54	5.55 / 1.52	0.99	6.50	5.80 / 1.37	0.70	-0.25 *
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.55	6.05 / 1.21	0.50	6.51	6.06 / 1.23	0.45	-0.01
41. Major requirements are clear and reasonable.	6.69	5.81 / 1.36	0.88	6.64	5.93 / 1.33	0.71	-0.12
42. Nearly all faculty are knowledgeable in their field.	6.68	5.96 / 1.26	0.72	6.70	6.16 / 1.16	0.54	-0.20 *
49. There are sufficient options within my program of study.	6.41	5.56 / 1.60	0.85	6.48	5.58 / 1.48	0.90	-0.02

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

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.49	6.02 / 0.85	0.47	6.46	5.83 / 1.02	0.63	0.19 **
3. Classes are scheduled at times that are convenient for me.	6.61	6.28 / 1.12	0.33	6.59	5.77 / 1.44	0.82	0.51 ***
9. Billing policies are reasonable for adult students.	6.34	5.70 / 1.40	0.64	6.35	5.51 / 1.51	0.84	0.19
16. I am able to register for classes I need with few conflicts.	6.57	6.15 / 1.22	0.42	6.60	5.79 / 1.49	0.81	0.36 **
17. Business office hours are convenient for adult students.	6.34	5.61 / 1.40	0.73	6.27	5.70 / 1.38	0.57	-0.09
20. Registration processes are reasonable and convenient for adults.	6.53	6.22 / 1.00	0.31	6.52	6.00 / 1.30	0.52	0.22 *
31. I am able to register for classes by personal computer, fax, or telephone.	6.53	6.21 / 1.27	0.32	6.45	6.08 / 1.35	0.37	0.13
43. This institution offers a variety of payment plans for adult students.	6.49	5.61 / 1.55	0.88	6.35	5.55 / 1.53	0.80	0.06
45. I am able to complete most of my enrollment tasks in one location.	6.51	6.36 / 1.00	0.15	6.51	6.17 / 1.19	0.34	0.19 *

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

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.39	5.82 / 1.07	0.57	6.30	5.76 / 1.11	0.54	0.06
5. Classroom locations are safe and secure for all students.	6.59	6.20 / 0.94	0.39	6.47	6.32 / 1.03	0.15	-0.12
13. The amount of student parking is adequate.	5.99	5.66 / 1.65	0.33	6.07	5.33 / 1.80	0.74	0.33
18. Parking lots are well-lighted and secure.	6.33	5.39 / 1.74	0.94	6.27	5.71 / 1.45	0.56	-0.32
22. Security staff respond quickly in emergencies.	6.56	5.88 / 1.29	0.68	6.38	5.57 / 1.44	0.81	0.31

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

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.46	5.69 / 1.23	0.77	6.42	5.59 / 1.28	0.83	0.10
7. The staff at this institution are caring and helpful.	6.61	5.98 / 1.20	0.63	6.52	5.93 / 1.28	0.59	0.05
29. I seldom get the "run-around" when seeking information at this institution.	6.41	5.80 / 1.42	0.61	6.49	5.54 / 1.66	0.95	0.26 *
33. Channels are readily available for adult students to express complaints.	6.36	5.05 / 1.97	1.31	6.19	5.20 / 1.74	0.99	-0.15
39. This institution responds quickly to my requests for information.	6.48	5.89 / 1.12	0.59	6.49	5.74 / 1.42	0.75	0.15
46. This institution provides timely responses to student complaints.	6.46	5.51 / 1.67	0.95	6.38	5.37 / 1.67	1.01	0.14
48. I am aware of whom to contact for questions about programs and services.	6.44	5.76 / 1.54	0.68	6.43	5.64 / 1.54	0.79	0.12

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Adult students are made to feel welcome at this institution.	6.31	6.06 / 1.11	0.25	6.33	6.06 / 1.22	0.27	0.00
2. Faculty care about me as an individual.	6.39	5.81 / 1.30	0.58	6.44	5.82 / 1.35	0.62	-0.01
3. Classes are scheduled at times that are convenient for me.	6.61	6.28 / 1.12	0.33	6.59	5.77 / 1.44	0.82	0.51 ***
4. The content of the courses within my major is valuable.	6.64	5.82 / 1.38	0.82	6.70	5.97 / 1.21	0.73	-0.15
5. Classroom locations are safe and secure for all students.	6.59	6.20 / 0.94	0.39	6.47	6.32 / 1.03	0.15	-0.12
6. Financial aid counselors are helpful to adult students.	6.50	5.64 / 1.44	0.86	6.35	5.51 / 1.62	0.84	0.13
7. The staff at this institution are caring and helpful.	6.61	5.98 / 1.20	0.63	6.52	5.93 / 1.28	0.59	0.05
8. My academic advisor is available at times that are convenient for me.	6.47	5.90 / 1.31	0.57	6.37	5.75 / 1.52	0.62	0.15
9. Billing policies are reasonable for adult students.	6.34	5.70 / 1.40	0.64	6.35	5.51 / 1.51	0.84	0.19
10. Admissions representatives are knowledgeable.	6.46	6.01 / 1.15	0.45	6.38	5.85 / 1.37	0.53	0.16
11. My academic advisor is concerned about my success as an individual.	6.41	5.76 / 1.45	0.65	6.44	5.70 / 1.59	0.74	0.06
12. Computer labs are adequate and accessible for adult students.	6.16	5.84 / 1.22	0.32	6.12	5.70 / 1.52	0.42	0.14
13. The amount of student parking is adequate.	5.99	5.66 / 1.65	0.33	6.07	5.33 / 1.80	0.74	0.33
14. Faculty are fair and unbiased in their treatment of individual students.	6.64	6.03 / 1.27	0.61	6.57	5.86 / 1.38	0.71	0.17
15. Library resources and services are adequate for adults.	6.50	5.93 / 1.35	0.57	6.34	5.79 / 1.39	0.55	0.14
16. I am able to register for classes I need with few conflicts.	6.57	6.15 / 1.22	0.42	6.60	5.79 / 1.49	0.81	0.36 **

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.34	5.61 / 1.40	0.73	6.27	5.70 / 1.38	0.57	-0.09
18. Parking lots are well-lighted and secure.	6.33	5.39 / 1.74	0.94	6.27	5.71 / 1.45	0.56	-0.32
19. My academic advisor is knowledgeable about requirements in my major.	6.64	6.10 / 1.26	0.54	6.60	5.97 / 1.41	0.63	0.13
20. Registration processes are reasonable and convenient for adults.	6.53	6.22 / 1.00	0.31	6.52	6.00 / 1.30	0.52	0.22 *
21. Tuition paid is a worthwhile investment.	6.57	5.78 / 1.45	0.79	6.66	5.48 / 1.57	1.18	0.30 **
22. Security staff respond quickly in emergencies.	6.56	5.88 / 1.29	0.68	6.38	5.57 / 1.44	0.81	0.31
23. Adequate financial aid is available for most adult students.	6.58	5.61 / 1.56	0.97	6.54	5.45 / 1.67	1.09	0.16
24. There is a commitment to academic excellence at this institution.	6.61	5.97 / 1.35	0.64	6.66	5.93 / 1.34	0.73	0.04
25. Admissions representatives respond to adult students' unique needs.	6.52	5.96 / 1.17	0.56	6.36	5.81 / 1.35	0.55	0.15
26. Faculty provide timely feedback about my progress.	6.58	5.52 / 1.57	1.06	6.56	5.65 / 1.44	0.91	-0.13
27. This institution has a good reputation within the community.	6.45	6.07 / 1.10	0.38	6.44	5.85 / 1.35	0.59	0.22 *
28. My academic advisor is accessible by telephone and e-mail.	6.55	6.11 / 1.22	0.44	6.50	6.02 / 1.38	0.48	0.09
29. I seldom get the "run-around" when seeking information at this institution.	6.41	5.80 / 1.42	0.61	6.49	5.54 / 1.66	0.95	0.26 *
30. Academic support services adequately meet the needs of adult students.	6.50	5.80 / 1.36	0.70	6.42	5.77 / 1.40	0.65	0.03
31. I am able to register for classes by personal computer, fax, or telephone.	6.53	6.21 / 1.27	0.32	6.45	6.08 / 1.35	0.37	0.13

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My classes provide opportunities to improve my technology skills.	6.10	5.90 / 1.41	0.20	6.04	5.70 / 1.39	0.34	0.20 *
33. Channels are readily available for adult students to express complaints.	6.36	5.05 / 1.97	1.31	6.19	5.20 / 1.74	0.99	-0.15
34. I receive complete information on the availability of financial aid.	6.45	5.16 / 1.91	1.29	6.44	5.40 / 1.70	1.04	-0.24
35. The quality of instruction I receive in my program is excellent.	6.66	5.55 / 1.61	1.11	6.71	5.87 / 1.34	0.84	-0.32 ***
36. Vending or snack bar food options are readily available.	5.11	5.22 / 1.66	-0.11	5.43	5.28 / 1.68	0.15	-0.06
37. Part-time faculty are competent as classroom instructors.	6.54	5.55 / 1.52	0.99	6.50	5.80 / 1.37	0.70	-0.25 *
38. Career services are adequate and accessible for adult students.	6.25	5.22 / 1.61	1.03	6.26	5.46 / 1.54	0.80	-0.24
39. This institution responds quickly to my requests for information.	6.48	5.89 / 1.12	0.59	6.49	5.74 / 1.42	0.75	0.15
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.55	6.05 / 1.21	0.50	6.51	6.06 / 1.23	0.45	-0.01
41. Major requirements are clear and reasonable.	6.69	5.81 / 1.36	0.88	6.64	5.93 / 1.33	0.71	-0.12
42. Nearly all faculty are knowledgeable in their field.	6.68	5.96 / 1.26	0.72	6.70	6.16 / 1.16	0.54	-0.20 *
43. This institution offers a variety of payment plans for adult students.	6.49	5.61 / 1.55	0.88	6.35	5.55 / 1.53	0.80	0.06
44. When students enroll at this institution, they develop a plan to complete their degree.	6.58	6.29 / 1.11	0.29	6.53	5.85 / 1.43	0.68	0.44 ***
45. I am able to complete most of my enrollment tasks in one location.	6.51	6.36 / 1.00	0.15	6.51	6.17 / 1.19	0.34	0.19 *

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.46	5.51 / 1.67	0.95	6.38	5.37 / 1.67	1.01	0.14
47. Bookstore hours are convenient for adult students.	6.27	5.05 / 2.02	1.22	6.07	5.38 / 1.64	0.69	-0.33
48. I am aware of whom to contact for questions about programs and services.	6.44	5.76 / 1.54	0.68	6.43	5.64 / 1.54	0.79	0.12
49. There are sufficient options within my program of study.	6.41	5.56 / 1.60	0.85	6.48	5.58 / 1.48	0.90	-0.02
50. My advisor helps me apply my academic major to specific career goals.	6.37	5.41 / 1.71	0.96	6.41	5.43 / 1.71	0.98	-0.02
51. Campus item: Online assignments are meaningful learning opportunities.	6.52	5.50 / 1.59	1.02				
52. Campus item: Assignments are clearly outlined in Blackboard.	6.63	5.46 / 1.60	1.17				
53. Campus item: The feedback I receive from faculty on assignments supports my further understanding of course content.	6.60	5.44 / 1.74	1.16				
54. Campus item: Faculty consistently use Blackboard Grade Center to communicate my progress in my courses.	6.56	5.63 / 1.62	0.93				
55. Campus item: Classwork relates to my professional goals.	6.62	5.84 / 1.44	0.78				
56. Campus item: My academic advisor helps me stay focused on my educational goals.	6.39	5.48 / 1.69	0.91				
57. Campus item: The mission of the University is reflected in interactions with faculty and staff.	6.26	5.77 / 1.42	0.49				
58. Campus item: My admissions representative cares about my personal goals and challenges.	6.27	5.68 / 1.48	0.59				
59. Campus item: My admissions representative kept me on track during the application process by communicating regularly.	6.47	5.95 / 1.34	0.52				

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

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. Campus item: Expectations for my program were clearly and accurately explained to me by my admissions representative.	6.56	5.85 / 1.37	0.71				
61. Campus item: The mission of the University is incorporated into class discussions and assignments.	5.77	5.38 / 1.58	0.39				
62. Campus item: I felt prepared to start my classes.	6.44	5.91 / 1.22	0.53				
63. Campus item: Business office staff are helpful to adult students.	6.34	5.85 / 1.27	0.49				
64. Campus item: Business office staff are concerned about my success as an individual.	6.08	5.51 / 1.41	0.57				
65. Campus item: Financial aid staff are concerned about my success as an individual.	6.15	5.26 / 1.63	0.89				
66. Campus item: My academic advisor responds quickly to my requests for information.	6.55	5.93 / 1.37	0.62				
67. Campus item: Financial aid staff respond quickly to my requests for information.	6.52	5.74 / 1.43	0.78				
68. Campus item: Business office staff respond quickly to my requests for information.	6.49	5.90 / 1.22	0.59				
69. Campus item: My admissions representative responded quickly to my requests for information.	6.54	6.17 / 1.13	0.37				
70. Campus item 20							
71. Cost as factor in decision to enroll.	6.39			6.07			
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.83			6.03			
73. Academic reputation as factor in decision to enroll.	6.16			6.28			

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

National Group Means are based on 80451 records.

Institutional Summary
Items: In Sequential Order

Item	Gwynedd Mercy University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
74. Size of institution as factor in decision to enroll.	5.26			5.38			
75. Future employment opportunities as factor in decision to enroll.	5.84			6.16			
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.47			5.52			
77. Campus location (close to home/work) as factor in decision to enroll.	6.16			6.04			
78. Availability of evening/weekend courses as factor in decision to enroll.	6.32			6.13			
79. Personalized attention prior to enrollment as factor in decision to enroll.	6.21			5.92			

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

National Group Means are based on 80451 records.

Institutional Summary

Summary Items

Summary Item	Gwynedd Mercy University - ASPS	National Adult Students	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.82	Average: 4.89	-0.07
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	9%	8%	
4=About what I expected	34%	30%	
5=Better than I expected	21%	24%	
6=Quite a bit better than I expected	10%	13%	
7=Much better than expected	20%	18%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.58	Average: 5.62	-0.04
1=Not satisfied at all	1%	1%	
2=Not very satisfied	4%	3%	
3=Somewhat dissatisfied	7%	6%	
4=Neutral	7%	6%	
5=Somewhat satisfied	11%	14%	
6=Satisfied	41%	39%	
7=Very satisfied	27%	28%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.77	Average: 5.67	0.10
1=Definitely not	2%	3%	
2=Probably not	3%	5%	
3=Maybe not	5%	4%	
4=I don't know	6%	7%	
5=Maybe yes	9%	9%	
6=Probably yes	33%	28%	
7=Definitely yes	39%	42%	