

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	98	64.90%	First year	0	0.00%
Male	53	35.10%	Second year	0	0.00%
Total	151	100.00%	Third year	0	0.00%
No Response	15		Fourth year	1	0.66%
			Special student	1	0.66%
			Graduate/professional	150	98.68%
			Other class level	0	0.00%
			Total	152	100.00%
			No Response	14	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
24 and under	47	31.13%	No credits earned	5	3.36%
25 to 34	63	41.72%	1.99 or below	0	0.00%
35 to 44	24	15.89%	2.0 - 2.49	0	0.00%
45 and over	17	11.26%	2.5 - 2.99	1	0.67%
Total	151	100.00%	3.0 - 3.49	16	10.74%
No Response	15		3.5 or above	127	85.23%
			Total	149	100.00%
			No Response	17	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	1	0.66%	Associate degree	0	0.00%
American Indian or Alaskan Native	1	0.66%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	11	7.28%	Transfer to another institution	0	0.00%
Caucasian/White	124	82.12%	Bachelor's degree	1	0.67%
Hispanic	5	3.31%	Master's degree	115	76.67%
Other race	2	1.32%	Doctorate or professional degree	31	20.67%
Race - Prefer not to respond	7	4.64%	Certification (initial/renewal)	2	1.33%
Total	151	100.00%	Self-improvement/pleasure	1	0.67%
No Response	15		Job-related training	0	0.00%
			Other educational goal	0	0.00%
			Total	150	100.00%
			No Response	16	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	70	47.30%			
Evening	68	45.95%			
Weekend	10	6.76%			
Total	148	100.00%			
No Response	18				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	93	61.18%			
Part-time	59	38.82%			
Total	152	100.00%			
No Response	14				

## Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Was My</b>	<b>N</b>	<b>%</b>
Full-time off campus	54	36.00%	1st choice	119	80.95%
Part-time off campus	37	24.67%	2nd choice	25	17.01%
Full-time on campus	13	8.67%	3rd choice or lower	3	2.04%
Part-time on campus	15	10.00%	Total	147	100.00%
Not employed	31	20.67%	No Response	19	
Total	150	100.00%			
No Response	16				
<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Approximate Age of Child(ren)</b>	<b>N</b>	<b>%</b>
Own house	62	41.89%	No children	105	70.47%
Rent room / apartment / house	65	43.92%	Infant to preschool aged	10	6.71%
Relative's home	13	8.78%	Elementary school aged	11	7.38%
Other residence	8	5.41%	Middle school aged	4	2.68%
Total	148	100.00%	High school aged	10	6.71%
No Response	18		College aged	9	6.04%
			Total	149	100.00%
			No Response	17	
<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Location of Program</b>	<b>N</b>	<b>%</b>
In-state	95	64.63%	Burlington	1	0.68%
Out-of-state	45	30.61%	Davenport	144	97.30%
International (not U.S. citizen)	7	4.76%	Cedar Rapids or Waterloo	3	2.03%
Total	147	100.00%	Muscatine	0	0.00%
No Response	19		Ottumwa	0	0.00%
			Rock Island Arsenal	0	0.00%
			Total	148	100.00%
			No Response	18	
<b>Marital Status</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Single	88	59.06%	2008: Doctor of Business Administration	10	6.80%
Single with children	1	0.67%	2009: Doctor of Physical Therapy	21	14.29%
Married	24	16.11%	2010: Master of Accounting	8	5.44%
Married with children	33	22.15%	2011: Master of Business Administration	30	20.41%
Marital - Prefer not to respond	3	2.01%	2012: Master of Criminal Justice	3	2.04%
Total	149	100.00%	2013: Master of Education in Educational Administration	1	0.68%
No Response	17		2014: Master of Education in Teaching	1	0.68%
			2017: Master of Occupational Therapy	12	8.16%
			2018: Master of Organizational Leadership	14	9.52%
			2019: Master of Pastoral Theology	1	0.68%
			2020: Master of Pastoral Theology Deacon	1	0.68%

## Demographics

2021: Master of Physician Assistant	11	7.48%
2022: Master of Science in Information Technology Management	8	5.44%
2024: Master of Science in Speech Language Pathology	10	6.80%
2025: Master of Social Work	16	10.88%
Total	147	100.00%
No Response	19	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 35. The quality of instruction I receive in my program is excellent.
- 42. Nearly all faculty are knowledgeable in their field.
- 7. The staff at this institution are caring and helpful.
- 24. There is a commitment to academic excellence at this institution.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 41. Major requirements are clear and reasonable.
- 2. Faculty care about me as an individual.
- 44. When students enroll at this institution, they develop a plan to complete their degree.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 11. My academic advisor is concerned about my success as an individual.
- 16. I am able to register for classes I need with few conflicts.
- 28. My academic advisor is accessible by telephone and e-mail.
- 45. I am able to complete most of my enrollment tasks in one location.
- 20. Registration processes are reasonable and convenient for adults.
- 5. Classroom locations are safe and secure for all students.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 8. My academic advisor is available at times that are convenient for me.

#### **Challenges**

- 4. The content of the courses within my major is valuable.
- 21. Tuition paid is a worthwhile investment.
- 22. Security staff respond quickly in emergencies.
- 23. Adequate financial aid is available for most adult students.
- 56. Campus item: My employer provides some level of tuition reimbursement.
- 61. Campus item: I feel safe when I am on campus or in campus buildings at night.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 49. There are sufficient options within my program of study.
- 60. Campus item: Campus parking lots are easily accessible to off-campus students.
- 34. I receive complete information on the availability of financial aid.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Adult Students**

- 19. My academic advisor is knowledgeable about requirements in my major.
- 41. Major requirements are clear and reasonable.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 11. My academic advisor is concerned about my success as an individual.
- 28. My academic advisor is accessible by telephone and e-mail.
- 50. My advisor helps me apply my academic major to specific career goals.

#### **Lower Satisfaction vs. National Adult Students**

- 21. Tuition paid is a worthwhile investment.
- 23. Adequate financial aid is available for most adult students.
- 5. Classroom locations are safe and secure for all students.
- 34. I receive complete information on the availability of financial aid.

**Institutional Summary**  
**Scales: In Order of Importance**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.36	5.95 / 1.00	0.41	6.54	5.86 / 1.01	0.68	0.09
Academic Advising	6.29	6.12 / 1.02	0.17	6.50	5.81 / 1.20	0.69	0.31 **
Campus Climate	6.20	5.76 / 1.06	0.44	6.46	5.76 / 1.08	0.70	0.00
Safety and Security	6.13	5.28 / 1.25	0.85	6.30	5.76 / 1.11	0.54	-0.48 ***
Registration Effectiveness	6.10	5.73 / 0.99	0.37	6.46	5.83 / 1.02	0.63	-0.10
Service Excellence	6.08	5.51 / 1.36	0.57	6.42	5.59 / 1.28	0.83	-0.08
Admissions and Financial Aid	6.02	4.99 / 1.44	1.03	6.41	5.61 / 1.25	0.80	-0.62 ***
Academic Services	5.75	5.50 / 1.24	0.25	6.25	5.64 / 1.17	0.61	-0.14

National Group Means are based on 80451 records.

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

**Institutional Summary**

**Items: In Order of Importance**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
4. The content of the courses within my major is valuable.	6.69	5.91 / 1.37	0.78	6.70	5.97 / 1.21	0.73	-0.06
35. The quality of instruction I receive in my program is excellent.	6.62	5.99 / 1.30	0.63	6.71	5.87 / 1.34	0.84	0.12
42. Nearly all faculty are knowledgeable in their field.	6.62	6.26 / 1.13	0.36	6.70	6.16 / 1.16	0.54	0.10
21. Tuition paid is a worthwhile investment.	6.57	5.14 / 1.63	1.43	6.66	5.48 / 1.57	1.18	-0.34 **
7. The staff at this institution are caring and helpful.	6.47	6.05 / 1.34	0.42	6.52	5.93 / 1.28	0.59	0.12
24. There is a commitment to academic excellence at this institution.	6.46	5.98 / 1.21	0.48	6.66	5.93 / 1.34	0.73	0.05
19. My academic advisor is knowledgeable about requirements in my major.	6.44	6.33 / 1.06	0.11	6.60	5.97 / 1.41	0.63	0.36 **
41. Major requirements are clear and reasonable.	6.44	6.17 / 1.15	0.27	6.64	5.93 / 1.33	0.71	0.24 *
2. Faculty care about me as an individual.	6.42	6.02 / 1.31	0.40	6.44	5.82 / 1.35	0.62	0.20
44. When students enroll at this institution, they develop a plan to complete their degree.	6.37	5.94 / 1.40	0.43	6.53	5.85 / 1.43	0.68	0.09
62. Campus item: My program accommodates the challenges and commitments that occur in my daily life.	6.36	5.71 / 1.36	0.65				
26. Faculty provide timely feedback about my progress.	6.35	5.81 / 1.25	0.54	6.56	5.65 / 1.44	0.91	0.16
65. Campus item: My classes are held at a convenient time.	6.35	5.87 / 1.19	0.48				
22. Security staff respond quickly in emergencies.	6.34	5.53 / 1.55	0.81	6.38	5.57 / 1.44	0.81	-0.04
14. Faculty are fair and unbiased in their treatment of individual students.	6.33	5.89 / 1.27	0.44	6.57	5.86 / 1.38	0.71	0.03

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**Institutional Summary**  
**Items: In Order of Importance**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.33	6.29 / 1.03	0.04	6.51	6.06 / 1.23	0.45	0.23 *
23. Adequate financial aid is available for most adult students.	6.32	4.80 / 1.94	1.52	6.54	5.45 / 1.67	1.09	-0.65 ***
11. My academic advisor is concerned about my success as an individual.	6.31	6.12 / 1.34	0.19	6.44	5.70 / 1.59	0.74	0.42 **
16. I am able to register for classes I need with few conflicts.	6.31	6.00 / 1.32	0.31	6.60	5.79 / 1.49	0.81	0.21
3. Classes are scheduled at times that are convenient for me.	6.30	5.84 / 1.18	0.46	6.59	5.77 / 1.44	0.82	0.07
56. Campus item: My employer provides some level of tuition reimbursement.	6.30	5.53 / 2.19	0.77				
61. Campus item: I feel safe when I am on campus or in campus buildings at night.	6.28	5.57 / 1.54	0.71				
37. Part-time faculty are competent as classroom instructors.	6.27	5.93 / 1.39	0.34	6.50	5.80 / 1.37	0.70	0.13
28. My academic advisor is accessible by telephone and e-mail.	6.26	6.30 / 1.09	-0.04	6.50	6.02 / 1.38	0.48	0.28 *
29. I seldom get the "run-around" when seeking information at this institution.	6.26	5.52 / 1.66	0.74	6.49	5.54 / 1.66	0.95	-0.02
49. There are sufficient options within my program of study.	6.25	5.53 / 1.47	0.72	6.48	5.58 / 1.48	0.90	-0.05
45. I am able to complete most of my enrollment tasks in one location.	6.21	6.27 / 0.96	-0.06	6.51	6.17 / 1.19	0.34	0.10
5. Classroom locations are safe and secure for all students.	6.19	6.08 / 1.32	0.11	6.47	6.32 / 1.03	0.15	-0.24 **
20. Registration processes are reasonable and convenient for adults.	6.19	6.01 / 1.30	0.18	6.52	6.00 / 1.30	0.52	0.01

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**Institutional Summary**  
**Items: In Order of Importance**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
50. My advisor helps me apply my academic major to specific career goals.	6.17	5.87 / 1.47	0.30	6.41	5.43 / 1.71	0.98	0.44 **
60. Campus item: Campus parking lots are easily accessible to off-campus students.	6.16	4.30 / 2.19	1.86				
34. I receive complete information on the availability of financial aid.	6.15	4.46 / 1.98	1.69	6.44	5.40 / 1.70	1.04	-0.94 ***
30. Academic support services adequately meet the needs of adult students.	6.11	5.71 / 1.43	0.40	6.42	5.77 / 1.40	0.65	-0.06
39. This institution responds quickly to my requests for information.	6.11	5.64 / 1.54	0.47	6.49	5.74 / 1.42	0.75	-0.10
8. My academic advisor is available at times that are convenient for me.	6.09	6.10 / 1.34	-0.01	6.37	5.75 / 1.52	0.62	0.35 **
31. I am able to register for classes by personal computer, fax, or telephone.	6.09	6.23 / 1.15	-0.14	6.45	6.08 / 1.35	0.37	0.15
18. Parking lots are well-lighted and secure.	6.05	5.38 / 1.55	0.67	6.27	5.71 / 1.45	0.56	-0.33 **
25. Admissions representatives respond to adult students' unique needs.	6.01	5.68 / 1.37	0.33	6.36	5.81 / 1.35	0.55	-0.13
27. This institution has a good reputation within the community.	6.01	6.03 / 1.17	-0.02	6.44	5.85 / 1.35	0.59	0.18
9. Billing policies are reasonable for adult students.	6.00	5.04 / 1.59	0.96	6.35	5.51 / 1.51	0.84	-0.47 ***
13. The amount of student parking is adequate.	5.99	4.19 / 2.12	1.80	6.07	5.33 / 1.80	0.74	-1.14 ***
46. This institution provides timely responses to student complaints.	5.99	5.13 / 1.83	0.86	6.38	5.37 / 1.67	1.01	-0.24
64. Campus item: Building hours are adequate	5.99	5.69 / 1.38	0.30				

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# **Institutional Summary** **Items: In Order of Importance**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. Campus item: Classrooms are equipped with technology to meet my learning needs.	5.98	5.87 / 1.19	0.11				
53. Campus item: Textbook information is timely for my preferred purchasing method.	5.95	5.76 / 1.29	0.19				
43. This institution offers a variety of payment plans for adult students.	5.93	5.36 / 1.56	0.57	6.35	5.55 / 1.53	0.80	-0.19
48. I am aware of whom to contact for questions about programs and services.	5.93	5.51 / 1.61	0.42	6.43	5.64 / 1.54	0.79	-0.13
52. Campus item: Access to the Financial Aid Office and their services is adequate.	5.92	4.67 / 1.86	1.25				
54. Campus item: St. Ambrose email services meet my needs.	5.87	5.68 / 1.62	0.19				
66. Campus item: There are an adequate number of online classes to meet my needs.	5.87	5.27 / 1.59	0.60				
10. Admissions representatives are knowledgeable.	5.85	5.69 / 1.26	0.16	6.38	5.85 / 1.37	0.53	-0.16
75. Future employment opportunities as factor in decision to enroll.	5.85			6.16			
6. Financial aid counselors are helpful to adult students.	5.83	4.34 / 1.87	1.49	6.35	5.51 / 1.62	0.84	-1.17 ***
73. Academic reputation as factor in decision to enroll.	5.83			6.28			
38. Career services are adequate and accessible for adult students.	5.82	5.27 / 1.67	0.55	6.26	5.46 / 1.54	0.80	-0.19
15. Library resources and services are adequate for adults.	5.80	5.73 / 1.35	0.07	6.34	5.79 / 1.39	0.55	-0.06
77. Campus location (close to home/work) as factor in decision to enroll.	5.79			6.04			

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# **Institutional Summary** **Items: In Order of Importance**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
71. Cost as factor in decision to enroll.	5.76			6.07			
1. Adult students are made to feel welcome at this institution.	5.72	5.77 / 1.24	-0.05	6.33	6.06 / 1.22	0.27	-0.29 **
12. Computer labs are adequate and accessible for adult students.	5.70	5.58 / 1.69	0.12	6.12	5.70 / 1.52	0.42	-0.12
17. Business office hours are convenient for adult students.	5.69	5.27 / 1.48	0.42	6.27	5.70 / 1.38	0.57	-0.43 ***
33. Channels are readily available for adult students to express complaints.	5.65	4.89 / 1.74	0.76	6.19	5.20 / 1.74	0.99	-0.31
67. Campus item: There are an adequate number of hybrid (combination of online with face-to-face) classes to meet my needs.	5.63	5.03 / 1.72	0.60				
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.58			6.03			
58. Campus item: The program from which I will graduate makes me want to stay connected after graduation.	5.56	5.49 / 1.62	0.07				
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.92			
32. My classes provide opportunities to improve my technology skills.	5.38	5.54 / 1.43	-0.16	6.04	5.70 / 1.39	0.34	-0.16
47. Bookstore hours are convenient for adult students.	5.31	5.08 / 1.64	0.23	6.07	5.38 / 1.64	0.69	-0.30
78. Availability of evening/weekend courses as factor in decision to enroll.	5.30			6.13			
55. Campus item: There are tutors available for my program of study.	5.28	4.60 / 2.15	0.68				
51. Campus item: Bookstore hours are adequate.	5.18	5.12 / 1.66	0.06				

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**Institutional Summary**  
**Items: In Order of Importance**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
74. Size of institution as factor in decision to enroll.	4.96			5.38			
70. Campus item: The GSGA (Graduate Student Government Association) offers adequate support for my professional development.	4.90	4.44 / 1.89	0.46				
76. Recommendations from family/friends/employer as factor in decision to enroll.	4.87			5.52			
68. Campus item: I am aware of the Graduate Student Government Association (GSGA) at St. Ambrose and what it does.	4.83	4.85 / 1.77	-0.02				
69. Campus item: I am comfortable approaching GSGA (Graduate Student Government Association) or a representative to present issues/concerns.	4.75	4.58 / 1.93	0.17				
59. Campus item: I am connected with students from other graduate programs.	4.69	4.42 / 1.71	0.27				
36. Vending or snack bar food options are readily available.	4.57	5.43 / 1.47	-0.86	5.43	5.28 / 1.68	0.15	0.15
63. Campus item: On campus graduate student housing should be available.	4.30	4.31 / 1.88	-0.01				

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Institutional Summary

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

Scale/Item	St. Ambrose University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.29	6.12 / 1.02	0.17	6.50	5.81 / 1.20	0.69	0.31 **
8. My academic advisor is available at times that are convenient for me.	6.09	6.10 / 1.34	-0.01	6.37	5.75 / 1.52	0.62	0.35 **
11. My academic advisor is concerned about my success as an individual.	6.31	6.12 / 1.34	0.19	6.44	5.70 / 1.59	0.74	0.42 **
19. My academic advisor is knowledgeable about requirements in my major.	6.44	6.33 / 1.06	0.11	6.60	5.97 / 1.41	0.63	0.36 **
28. My academic advisor is accessible by telephone and e-mail.	6.26	6.30 / 1.09	-0.04	6.50	6.02 / 1.38	0.48	0.28 *
41. Major requirements are clear and reasonable.	6.44	6.17 / 1.15	0.27	6.64	5.93 / 1.33	0.71	0.24 *
44. When students enroll at this institution, they develop a plan to complete their degree.	6.37	5.94 / 1.40	0.43	6.53	5.85 / 1.43	0.68	0.09
50. My advisor helps me apply my academic major to specific career goals.	6.17	5.87 / 1.47	0.30	6.41	5.43 / 1.71	0.98	0.44 **

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Institutional Summary

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

Scale/Item	St. Ambrose University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	5.75	5.50 / 1.24	0.25	6.25	5.64 / 1.17	0.61	-0.14
12. Computer labs are adequate and accessible for adult students.	5.70	5.58 / 1.69	0.12	6.12	5.70 / 1.52	0.42	-0.12
15. Library resources and services are adequate for adults.	5.80	5.73 / 1.35	0.07	6.34	5.79 / 1.39	0.55	-0.06
30. Academic support services adequately meet the needs of adult students.	6.11	5.71 / 1.43	0.40	6.42	5.77 / 1.40	0.65	-0.06
38. Career services are adequate and accessible for adult students.	5.82	5.27 / 1.67	0.55	6.26	5.46 / 1.54	0.80	-0.19
47. Bookstore hours are convenient for adult students.	5.31	5.08 / 1.64	0.23	6.07	5.38 / 1.64	0.69	-0.30

National Group Means are based on 80451 records.

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

Institutional Summary

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

Scale/Item	St. Ambrose University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.02	4.99 / 1.44	1.03	6.41	5.61 / 1.25	0.80	-0.62 ***
6. Financial aid counselors are helpful to adult students.	5.83	4.34 / 1.87	1.49	6.35	5.51 / 1.62	0.84	-1.17 ***
10. Admissions representatives are knowledgeable.	5.85	5.69 / 1.26	0.16	6.38	5.85 / 1.37	0.53	-0.16
23. Adequate financial aid is available for most adult students.	6.32	4.80 / 1.94	1.52	6.54	5.45 / 1.67	1.09	-0.65 ***
25. Admissions representatives respond to adult students' unique needs.	6.01	5.68 / 1.37	0.33	6.36	5.81 / 1.35	0.55	-0.13
34. I receive complete information on the availability of financial aid.	6.15	4.46 / 1.98	1.69	6.44	5.40 / 1.70	1.04	-0.94 ***

National Group Means are based on 80451 records.

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

Institutional Summary

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

Scale/Item	St. Ambrose University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.20	5.76 / 1.06	0.44	6.46	5.76 / 1.08	0.70	0.00
1. Adult students are made to feel welcome at this institution.	5.72	5.77 / 1.24	-0.05	6.33	6.06 / 1.22	0.27	-0.29 **
2. Faculty care about me as an individual.	6.42	6.02 / 1.31	0.40	6.44	5.82 / 1.35	0.62	0.20
5. Classroom locations are safe and secure for all students.	6.19	6.08 / 1.32	0.11	6.47	6.32 / 1.03	0.15	-0.24 **
7. The staff at this institution are caring and helpful.	6.47	6.05 / 1.34	0.42	6.52	5.93 / 1.28	0.59	0.12
21. Tuition paid is a worthwhile investment.	6.57	5.14 / 1.63	1.43	6.66	5.48 / 1.57	1.18	-0.34 **
24. There is a commitment to academic excellence at this institution.	6.46	5.98 / 1.21	0.48	6.66	5.93 / 1.34	0.73	0.05
27. This institution has a good reputation within the community.	6.01	6.03 / 1.17	-0.02	6.44	5.85 / 1.35	0.59	0.18
29. I seldom get the "run-around" when seeking information at this institution.	6.26	5.52 / 1.66	0.74	6.49	5.54 / 1.66	0.95	-0.02
33. Channels are readily available for adult students to express complaints.	5.65	4.89 / 1.74	0.76	6.19	5.20 / 1.74	0.99	-0.31
50. My advisor helps me apply my academic major to specific career goals.	6.17	5.87 / 1.47	0.30	6.41	5.43 / 1.71	0.98	0.44 **

National Group Means are based on 80451 records.

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



Institutional Summary

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

Scale/Item	St. Ambrose University - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.36	5.95 / 1.00	0.41	6.54	5.86 / 1.01	0.68	0.09
2. Faculty care about me as an individual.	6.42	6.02 / 1.31	0.40	6.44	5.82 / 1.35	0.62	0.20
4. The content of the courses within my major is valuable.	6.69	5.91 / 1.37	0.78	6.70	5.97 / 1.21	0.73	-0.06
14. Faculty are fair and unbiased in their treatment of individual students.	6.33	5.89 / 1.27	0.44	6.57	5.86 / 1.38	0.71	0.03
24. There is a commitment to academic excellence at this institution.	6.46	5.98 / 1.21	0.48	6.66	5.93 / 1.34	0.73	0.05
26. Faculty provide timely feedback about my progress.	6.35	5.81 / 1.25	0.54	6.56	5.65 / 1.44	0.91	0.16
32. My classes provide opportunities to improve my technology skills.	5.38	5.54 / 1.43	-0.16	6.04	5.70 / 1.39	0.34	-0.16
35. The quality of instruction I receive in my program is excellent.	6.62	5.99 / 1.30	0.63	6.71	5.87 / 1.34	0.84	0.12
37. Part-time faculty are competent as classroom instructors.	6.27	5.93 / 1.39	0.34	6.50	5.80 / 1.37	0.70	0.13
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.33	6.29 / 1.03	0.04	6.51	6.06 / 1.23	0.45	0.23 *
41. Major requirements are clear and reasonable.	6.44	6.17 / 1.15	0.27	6.64	5.93 / 1.33	0.71	0.24 *
42. Nearly all faculty are knowledgeable in their field.	6.62	6.26 / 1.13	0.36	6.70	6.16 / 1.16	0.54	0.10
49. There are sufficient options within my program of study.	6.25	5.53 / 1.47	0.72	6.48	5.58 / 1.48	0.90	-0.05

\* 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

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.10	5.73 / 0.99	0.37	6.46	5.83 / 1.02	0.63	-0.10
3. Classes are scheduled at times that are convenient for me.	6.30	5.84 / 1.18	0.46	6.59	5.77 / 1.44	0.82	0.07
9. Billing policies are reasonable for adult students.	6.00	5.04 / 1.59	0.96	6.35	5.51 / 1.51	0.84	-0.47 ***
16. I am able to register for classes I need with few conflicts.	6.31	6.00 / 1.32	0.31	6.60	5.79 / 1.49	0.81	0.21
17. Business office hours are convenient for adult students.	5.69	5.27 / 1.48	0.42	6.27	5.70 / 1.38	0.57	-0.43 ***
20. Registration processes are reasonable and convenient for adults.	6.19	6.01 / 1.30	0.18	6.52	6.00 / 1.30	0.52	0.01
31. I am able to register for classes by personal computer, fax, or telephone.	6.09	6.23 / 1.15	-0.14	6.45	6.08 / 1.35	0.37	0.15
43. This institution offers a variety of payment plans for adult students.	5.93	5.36 / 1.56	0.57	6.35	5.55 / 1.53	0.80	-0.19
45. I am able to complete most of my enrollment tasks in one location.	6.21	6.27 / 0.96	-0.06	6.51	6.17 / 1.19	0.34	0.10

National Group Means are based on 80451 records.

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

Institutional Summary

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

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.13	5.28 / 1.25	0.85	6.30	5.76 / 1.11	0.54	-0.48 ***
5. Classroom locations are safe and secure for all students.	6.19	6.08 / 1.32	0.11	6.47	6.32 / 1.03	0.15	-0.24 **
13. The amount of student parking is adequate.	5.99	4.19 / 2.12	1.80	6.07	5.33 / 1.80	0.74	-1.14 ***
18. Parking lots are well-lighted and secure.	6.05	5.38 / 1.55	0.67	6.27	5.71 / 1.45	0.56	-0.33 **
22. Security staff respond quickly in emergencies.	6.34	5.53 / 1.55	0.81	6.38	5.57 / 1.44	0.81	-0.04

National Group Means are based on 80451 records.

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

Institutional Summary

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

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.08	5.51 / 1.36	0.57	6.42	5.59 / 1.28	0.83	-0.08
7. The staff at this institution are caring and helpful.	6.47	6.05 / 1.34	0.42	6.52	5.93 / 1.28	0.59	0.12
29. I seldom get the "run-around" when seeking information at this institution.	6.26	5.52 / 1.66	0.74	6.49	5.54 / 1.66	0.95	-0.02
33. Channels are readily available for adult students to express complaints.	5.65	4.89 / 1.74	0.76	6.19	5.20 / 1.74	0.99	-0.31
39. This institution responds quickly to my requests for information.	6.11	5.64 / 1.54	0.47	6.49	5.74 / 1.42	0.75	-0.10
46. This institution provides timely responses to student complaints.	5.99	5.13 / 1.83	0.86	6.38	5.37 / 1.67	1.01	-0.24
48. I am aware of whom to contact for questions about programs and services.	5.93	5.51 / 1.61	0.42	6.43	5.64 / 1.54	0.79	-0.13

National Group Means are based on 80451 records.

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

Institutional Summary  
Items: In Sequential Order

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Adult students are made to feel welcome at this institution.	5.72	5.77 / 1.24	-0.05	6.33	6.06 / 1.22	0.27	-0.29 **
2. Faculty care about me as an individual.	6.42	6.02 / 1.31	0.40	6.44	5.82 / 1.35	0.62	0.20
3. Classes are scheduled at times that are convenient for me.	6.30	5.84 / 1.18	0.46	6.59	5.77 / 1.44	0.82	0.07
4. The content of the courses within my major is valuable.	6.69	5.91 / 1.37	0.78	6.70	5.97 / 1.21	0.73	-0.06
5. Classroom locations are safe and secure for all students.	6.19	6.08 / 1.32	0.11	6.47	6.32 / 1.03	0.15	-0.24 **
6. Financial aid counselors are helpful to adult students.	5.83	4.34 / 1.87	1.49	6.35	5.51 / 1.62	0.84	-1.17 ***
7. The staff at this institution are caring and helpful.	6.47	6.05 / 1.34	0.42	6.52	5.93 / 1.28	0.59	0.12
8. My academic advisor is available at times that are convenient for me.	6.09	6.10 / 1.34	-0.01	6.37	5.75 / 1.52	0.62	0.35 **
9. Billing policies are reasonable for adult students.	6.00	5.04 / 1.59	0.96	6.35	5.51 / 1.51	0.84	-0.47 ***
10. Admissions representatives are knowledgeable.	5.85	5.69 / 1.26	0.16	6.38	5.85 / 1.37	0.53	-0.16
11. My academic advisor is concerned about my success as an individual.	6.31	6.12 / 1.34	0.19	6.44	5.70 / 1.59	0.74	0.42 **
12. Computer labs are adequate and accessible for adult students.	5.70	5.58 / 1.69	0.12	6.12	5.70 / 1.52	0.42	-0.12
13. The amount of student parking is adequate.	5.99	4.19 / 2.12	1.80	6.07	5.33 / 1.80	0.74	-1.14 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.33	5.89 / 1.27	0.44	6.57	5.86 / 1.38	0.71	0.03
15. Library resources and services are adequate for adults.	5.80	5.73 / 1.35	0.07	6.34	5.79 / 1.39	0.55	-0.06
16. I am able to register for classes I need with few conflicts.	6.31	6.00 / 1.32	0.31	6.60	5.79 / 1.49	0.81	0.21

National Group Means are based on 80451 records.

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

**Institutional Summary**  
**Items: In Sequential Order**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	5.69	5.27 / 1.48	0.42	6.27	5.70 / 1.38	0.57	-0.43 ***
18. Parking lots are well-lighted and secure.	6.05	5.38 / 1.55	0.67	6.27	5.71 / 1.45	0.56	-0.33 **
19. My academic advisor is knowledgeable about requirements in my major.	6.44	6.33 / 1.06	0.11	6.60	5.97 / 1.41	0.63	0.36 **
20. Registration processes are reasonable and convenient for adults.	6.19	6.01 / 1.30	0.18	6.52	6.00 / 1.30	0.52	0.01
21. Tuition paid is a worthwhile investment.	6.57	5.14 / 1.63	1.43	6.66	5.48 / 1.57	1.18	-0.34 **
22. Security staff respond quickly in emergencies.	6.34	5.53 / 1.55	0.81	6.38	5.57 / 1.44	0.81	-0.04
23. Adequate financial aid is available for most adult students.	6.32	4.80 / 1.94	1.52	6.54	5.45 / 1.67	1.09	-0.65 ***
24. There is a commitment to academic excellence at this institution.	6.46	5.98 / 1.21	0.48	6.66	5.93 / 1.34	0.73	0.05
25. Admissions representatives respond to adult students' unique needs.	6.01	5.68 / 1.37	0.33	6.36	5.81 / 1.35	0.55	-0.13
26. Faculty provide timely feedback about my progress.	6.35	5.81 / 1.25	0.54	6.56	5.65 / 1.44	0.91	0.16
27. This institution has a good reputation within the community.	6.01	6.03 / 1.17	-0.02	6.44	5.85 / 1.35	0.59	0.18
28. My academic advisor is accessible by telephone and e-mail.	6.26	6.30 / 1.09	-0.04	6.50	6.02 / 1.38	0.48	0.28 *
29. I seldom get the "run-around" when seeking information at this institution.	6.26	5.52 / 1.66	0.74	6.49	5.54 / 1.66	0.95	-0.02
30. Academic support services adequately meet the needs of adult students.	6.11	5.71 / 1.43	0.40	6.42	5.77 / 1.40	0.65	-0.06
31. I am able to register for classes by personal computer, fax, or telephone.	6.09	6.23 / 1.15	-0.14	6.45	6.08 / 1.35	0.37	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 Sequential Order**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My classes provide opportunities to improve my technology skills.	5.38	5.54 / 1.43	-0.16	6.04	5.70 / 1.39	0.34	-0.16
33. Channels are readily available for adult students to express complaints.	5.65	4.89 / 1.74	0.76	6.19	5.20 / 1.74	0.99	-0.31
34. I receive complete information on the availability of financial aid.	6.15	4.46 / 1.98	1.69	6.44	5.40 / 1.70	1.04	-0.94 ***
35. The quality of instruction I receive in my program is excellent.	6.62	5.99 / 1.30	0.63	6.71	5.87 / 1.34	0.84	0.12
36. Vending or snack bar food options are readily available.	4.57	5.43 / 1.47	-0.86	5.43	5.28 / 1.68	0.15	0.15
37. Part-time faculty are competent as classroom instructors.	6.27	5.93 / 1.39	0.34	6.50	5.80 / 1.37	0.70	0.13
38. Career services are adequate and accessible for adult students.	5.82	5.27 / 1.67	0.55	6.26	5.46 / 1.54	0.80	-0.19
39. This institution responds quickly to my requests for information.	6.11	5.64 / 1.54	0.47	6.49	5.74 / 1.42	0.75	-0.10
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.33	6.29 / 1.03	0.04	6.51	6.06 / 1.23	0.45	0.23 *
41. Major requirements are clear and reasonable.	6.44	6.17 / 1.15	0.27	6.64	5.93 / 1.33	0.71	0.24 *
42. Nearly all faculty are knowledgeable in their field.	6.62	6.26 / 1.13	0.36	6.70	6.16 / 1.16	0.54	0.10
43. This institution offers a variety of payment plans for adult students.	5.93	5.36 / 1.56	0.57	6.35	5.55 / 1.53	0.80	-0.19
44. When students enroll at this institution, they develop a plan to complete their degree.	6.37	5.94 / 1.40	0.43	6.53	5.85 / 1.43	0.68	0.09
45. I am able to complete most of my enrollment tasks in one location.	6.21	6.27 / 0.96	-0.06	6.51	6.17 / 1.19	0.34	0.10

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

National Group Means are based on 80451 records.

**Institutional Summary**  
**Items: In Sequential Order**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	5.99	5.13 / 1.83	0.86	6.38	5.37 / 1.67	1.01	-0.24
47. Bookstore hours are convenient for adult students.	5.31	5.08 / 1.64	0.23	6.07	5.38 / 1.64	0.69	-0.30
48. I am aware of whom to contact for questions about programs and services.	5.93	5.51 / 1.61	0.42	6.43	5.64 / 1.54	0.79	-0.13
49. There are sufficient options within my program of study.	6.25	5.53 / 1.47	0.72	6.48	5.58 / 1.48	0.90	-0.05
50. My advisor helps me apply my academic major to specific career goals.	6.17	5.87 / 1.47	0.30	6.41	5.43 / 1.71	0.98	0.44 **
51. Campus item: Bookstore hours are adequate.	5.18	5.12 / 1.66	0.06				
52. Campus item: Access to the Financial Aid Office and their services is adequate.	5.92	4.67 / 1.86	1.25				
53. Campus item: Textbook information is timely for my preferred purchasing method.	5.95	5.76 / 1.29	0.19				
54. Campus item: St. Ambrose email services meet my needs.	5.87	5.68 / 1.62	0.19				
55. Campus item: There are tutors available for my program of study.	5.28	4.60 / 2.15	0.68				
56. Campus item: My employer provides some level of tuition reimbursement.	6.30	5.53 / 2.19	0.77				
57. Campus item: Classrooms are equipped with technology to meet my learning needs.	5.98	5.87 / 1.19	0.11				
58. Campus item: The program from which I will graduate makes me want to stay connected after graduation.	5.56	5.49 / 1.62	0.07				
59. Campus item: I am connected with students from other graduate programs.	4.69	4.42 / 1.71	0.27				

\* 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

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. Campus item: Campus parking lots are easily accessible to off-campus students.	6.16	4.30 / 2.19	1.86				
61. Campus item: I feel safe when I am on campus or in campus buildings at night.	6.28	5.57 / 1.54	0.71				
62. Campus item: My program accommodates the challenges and commitments that occur in my daily life.	6.36	5.71 / 1.36	0.65				
63. Campus item: On campus graduate student housing should be available.	4.30	4.31 / 1.88	-0.01				
64. Campus item: Building hours are adequate	5.99	5.69 / 1.38	0.30				
65. Campus item: My classes are held at a convenient time.	6.35	5.87 / 1.19	0.48				
66. Campus item: There are an adequate number of online classes to meet my needs.	5.87	5.27 / 1.59	0.60				
67. Campus item: There are an adequate number of hybrid (combination of online with face-to-face) classes to meet my needs.	5.63	5.03 / 1.72	0.60				
68. Campus item: I am aware of the Graduate Student Government Association (GSGA) at St. Ambrose and what it does.	4.83	4.85 / 1.77	-0.02				
69. Campus item: I am comfortable approaching GSGA (Graduate Student Government Association) or a representative to present issues/concerns.	4.75	4.58 / 1.93	0.17				
70. Campus item: The GSGA (Graduate Student Government Association) offers adequate support for my professional development.	4.90	4.44 / 1.89	0.46				
71. Cost as factor in decision to enroll.	5.76			6.07			
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.58			6.03			

\* 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**

	St. Ambrose University - ASPS			National Adult Students			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Academic reputation as factor in decision to enroll.	5.83			6.28			
74. Size of institution as factor in decision to enroll.	4.96			5.38			
75. Future employment opportunities as factor in decision to enroll.	5.85			6.16			
76. Recommendations from family/friends/employer as factor in decision to enroll.	4.87			5.52			
77. Campus location (close to home/work) as factor in decision to enroll.	5.79			6.04			
78. Availability of evening/weekend courses as factor in decision to enroll.	5.30			6.13			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.47			5.92			

National Group Means are based on 80451 records.

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

**Institutional Summary**  
**Summary Items**

Summary Item	St. Ambrose University - ASPS	National Adult Students	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.77 4% 0% 6% 35% 26% 13% 14%	Average: 4.89 2% 1% 8% 30% 24% 13% 18%	-0.12
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.68 2% 1% 5% 3% 14% 45% 26%	Average: 5.62 1% 3% 6% 6% 14% 39% 28%	0.06
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.76 3% 3% 1% 5% 7% 41% 35%	Average: 5.67 3% 5% 4% 7% 9% 28% 42%	0.09