



**2006 Current Student Satisfaction Survey**  
**Of the**  
**MSA Program**

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## EXECUTIVE SUMMARY- MSA

This study reports the findings of the current MSA student satisfaction at off-campus centers of Central Michigan University (CMU). Student perceptions were measured using the *Current Student Satisfaction Survey*. Mr. Elgammal consulted with program directors, student services staff, and the director of the ORA in developing the survey instrument. Every student was invited to participate in the survey online using the *Survey Monkey* link and 411 MSA students or 15% participated. The survey link was e-mailed to the MSA students on March 1<sup>st</sup>, 2006.

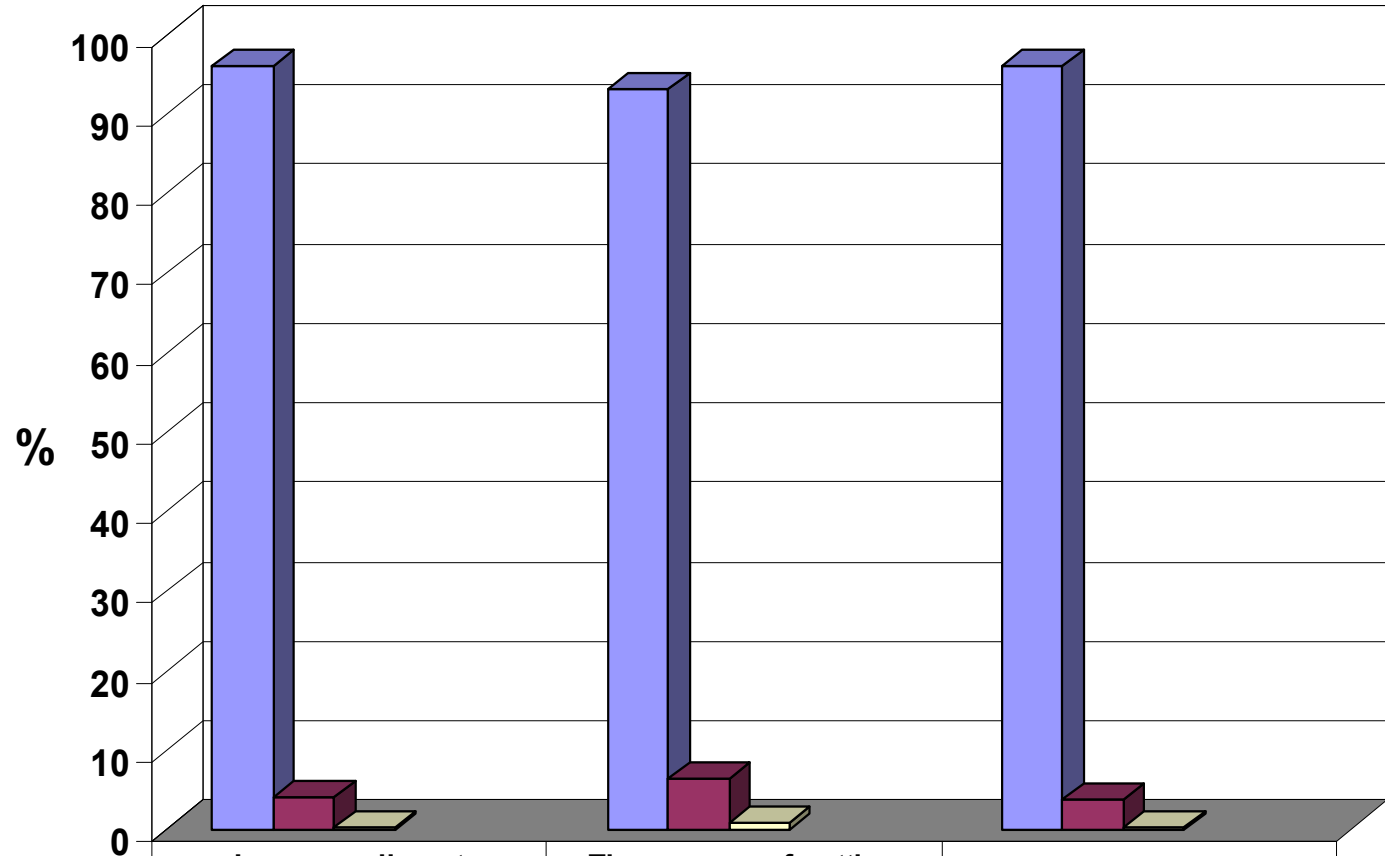
### Conclusions:

- More females participated in the survey than males (66.4% female, 33.6% male).
- The students who participated in the survey came from 21 different states in which 53% were from Michigan, 14% from Ohio, 7% from Virginia, 7% from North Carolina, and 19% of the students came from other states.
- The number of students who participated in the survey from the military was 17%.
- The average age of the students who participated in the survey was 38 years old.
- 31% of the students who participated in the survey had the General Administration concentration. 24% of the participants had Human Resources Administration concentration. 13.5% of the students had Health Administration concentrations. 13.2% of the students had Leadership Administration concentration. 8.3% of the students had Information Resource Management concentration. 7.5% of the students had Public Administration concentration. 1.2% of the students had International Administration concentration. 1.0% Software Engineering Administration concentration.
- 48% of the students had registered for 4 courses or less, 32% of the participants had registered for 5 to 7 courses, and 20% of the participants had registered for 8 or more courses.
- 41% of the participated students had taken 2 terms or less, 47% of the participants had taken 3 or 4 terms, and 12% of the participants had taken 5 to 7 terms.
- Overall responses throughout the survey were heavily skewed toward the positive with lowest positive responses toward class schedules, (Figure 13) and the highest positive responses toward the educational climate (Figure 19).
- Figure 1 showed that 95% of the students were satisfied with the process of getting started at CMU and from the welcoming staff.

- Figure 2 indicated that 85% of the students were satisfied with the advisors and 11% of the students were mostly dissatisfied because advisors were not available when they needed to speak with them and were not interested in the progress they were making in their programs.
- Figure 3 showed the best ways to contact advisors were by e-mail and phone.
- Figure 4 and 5 indicated that most of the participants want advisors to respond to their questions within 1 day.
- Figure 6 indicated that 79% of the students were satisfied with the registration process and registration staff and 14% of the students did not use the phone to register for classes and did not use the help of the registration staff.
- Figure 7 showed the best way to register for classes is online using the website.
- Figure 8 indicated that 84% of the students were satisfied with the receivable accounting processes and 8% of the students were dissatisfied because of insufficient access to receivable accounting and inadequate information about when and how to make payments on accounts. 7.5% of the students indicated that the online payment service was not applicable to them.
- Figure 9 indicated that 45% of the students were satisfied with the financial aid staff and services and 50% of the students did not use financial aid services.
- Figure 10 showed that 78% of the students were satisfied with the Missouri Book Store (MBS) services and 11% were dissatisfied. The rest of the students (11%) did not use MBS.
- Figure 11 indicated that 42% of the participants receive less than 25% of their books from MBS and 42% of the participants receive their books from MBS.
- Figure 12 showed 30% of the participants receive less than 25% of their books from other bookstores and 48% of the students receive 75% or more from other bookstores.
- Figure 13 indicated that 81% of the students were satisfied with the courses offered and class schedules offered at CMU. 18% of the students were dissatisfied with the courses offered and class schedules. The reasons given by the 18% who were dissatisfied were mostly because courses were not offered in proper sequence in order to graduate on time and the variety of course offerings at CMU were inadequate.
- Figure 14 showed 80% of the participants have taken less than three courses online.

- Figure 15 indicated that 72% of the students were satisfied with classrooms and facilities at CMU and 23% of the students indicated that they did not use CMU's computer labs, or needed adequate help desk support, and did not use the CMU's buildings and facilities.
- Figure 16 indicated 81% of the students were satisfied with the program center administration and 7% of the students were mostly dissatisfied because administrators did not alert them to changes in schedules or processes and were not careful to remind them about registration periods. 12% of the students did not use the help of the administrators to register for classes nor used their help in finding another class to take if the one they needed was full.
- Figure 17 showed that 78% of the students were satisfied with Off-Campus Library Services (OCLS) and 17% did not use OCLS resources and services.
- Figure 19 indicated the positive educational climate at CMU. 87% of the students were satisfied with the educational climate at CMU and 11% of the students did not answer the questions regarding CMU's support of people with disabilities and the needs of students in the military.
- Figure 20 indicated 94% of the students were satisfied with the overall educational quality at CMU. They were satisfied with the cost, quality of the curriculum, experience, and programs at CMU.
- Figure 21 thru 26 showed the quality of learning for six of the eight concentrations in the MSA program. There were correlations in the learning outcomes between the current students and the alumni students in some areas which include apply concepts of finance in your work place, apply the concepts of marketing in your workplace, and the use of information system to support decision making. These areas had high percentage of students who had small or no improvement.

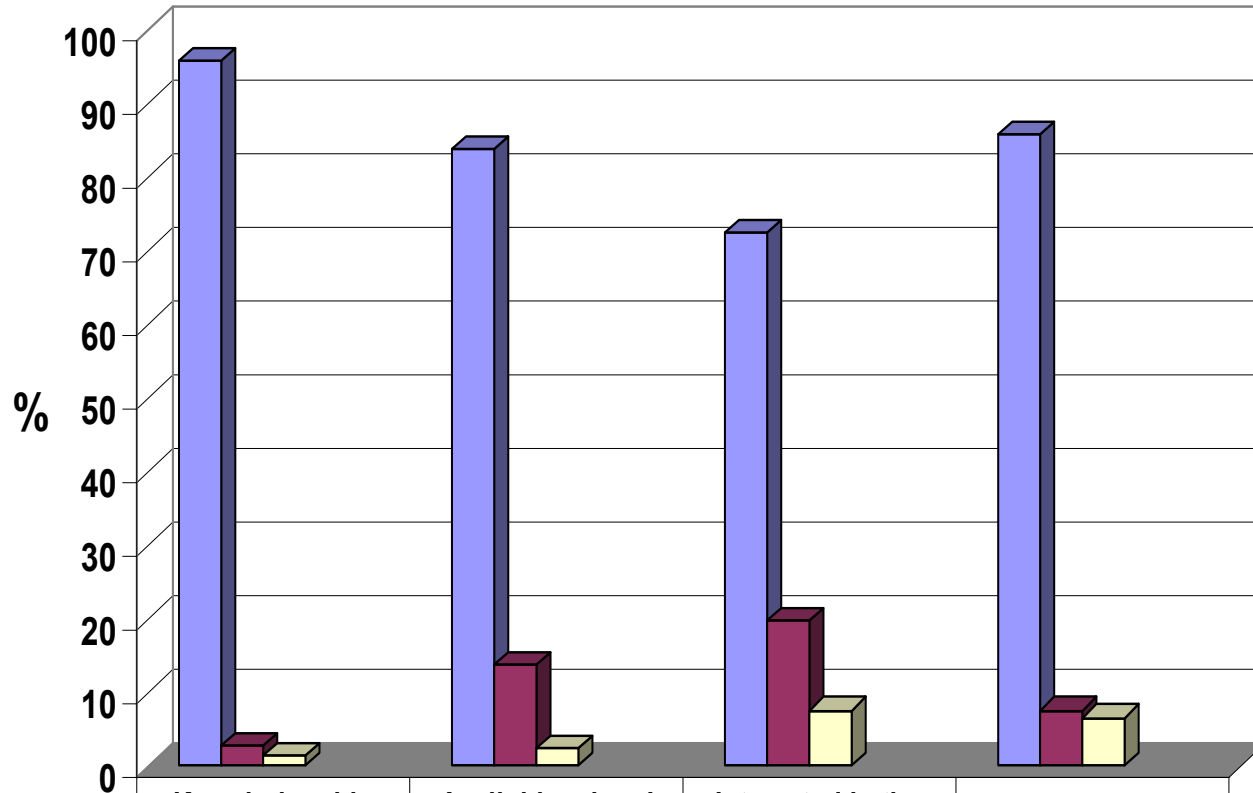
## 2006 Current MSA Student Survey: Getting Started at CMU



|                                   |              |              |              |
|-----------------------------------|--------------|--------------|--------------|
| <b>Strongly Agree/Agree</b>       | <b>95.9</b>  | <b>93</b>    | <b>96.1</b>  |
| <b>Strongly Disagree/Disagree</b> | <b>3.9</b>   | <b>6.3</b>   | <b>3.6</b>   |
| <b>Not Applicable</b>             | <b>0.2</b>   | <b>0.7</b>   | <b>0.2</b>   |
| <b>Mean</b>                       | <b>1.53</b>  | <b>1.62</b>  | <b>1.46</b>  |
| <b>Standard Deviation</b>         | <b>0.598</b> | <b>0.628</b> | <b>0.577</b> |

Figure 1

## 2006 Current MSA Student Survey: Advising



Advisors are:

|                              | Knowledgeable about degree requirements. | Available when I need to speak with them. | Interested in the progress I make in my program. | Helpful with a variety of questions. |
|------------------------------|--|---|--|--------------------------------------|
| ■ Strongly Agree/Agree       | 95.9                                     | 83.9                                      | 72.6   | 85.9                                 |
| ■ Strongly Disagree/Disagree | 2.7                                      | 13.7                                      | 19.8   | 7.6                                  |
| ■ Not Applicable             | 1.5                                      | 2.4                                       | 7.6  | 6.6                                  |
| Mean                         | 1.54                                     | 1.85                                      | 1.96   | 1.71                                 |
| Standard Deviation           | 0.569                                    | 0.734                                     | 0.792  | 0.648                                |

Figure 2

# 2006 Current MSA Student Survey: Advising

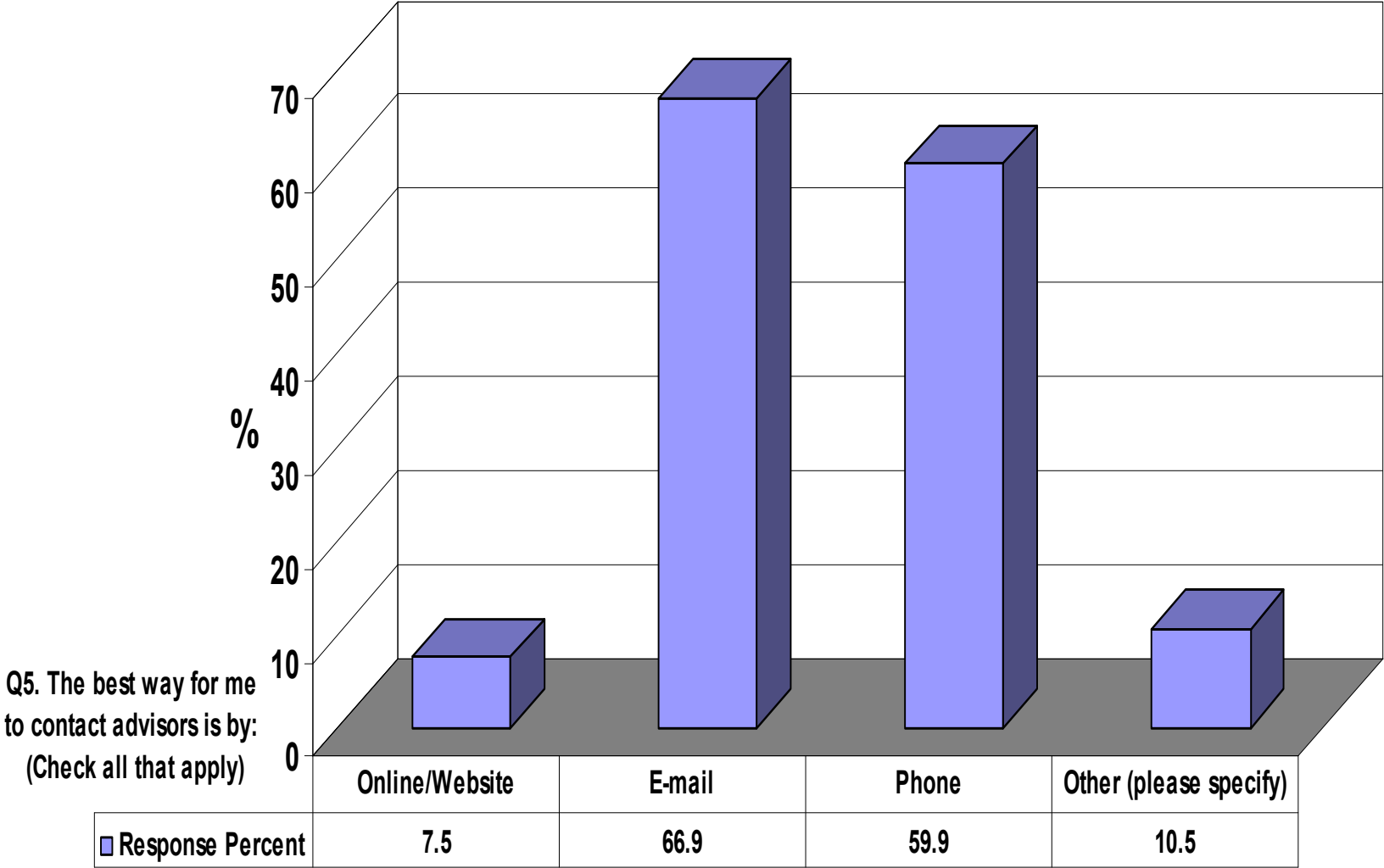


Figure 3

## 2006 Current MSA Student Survey: Advising

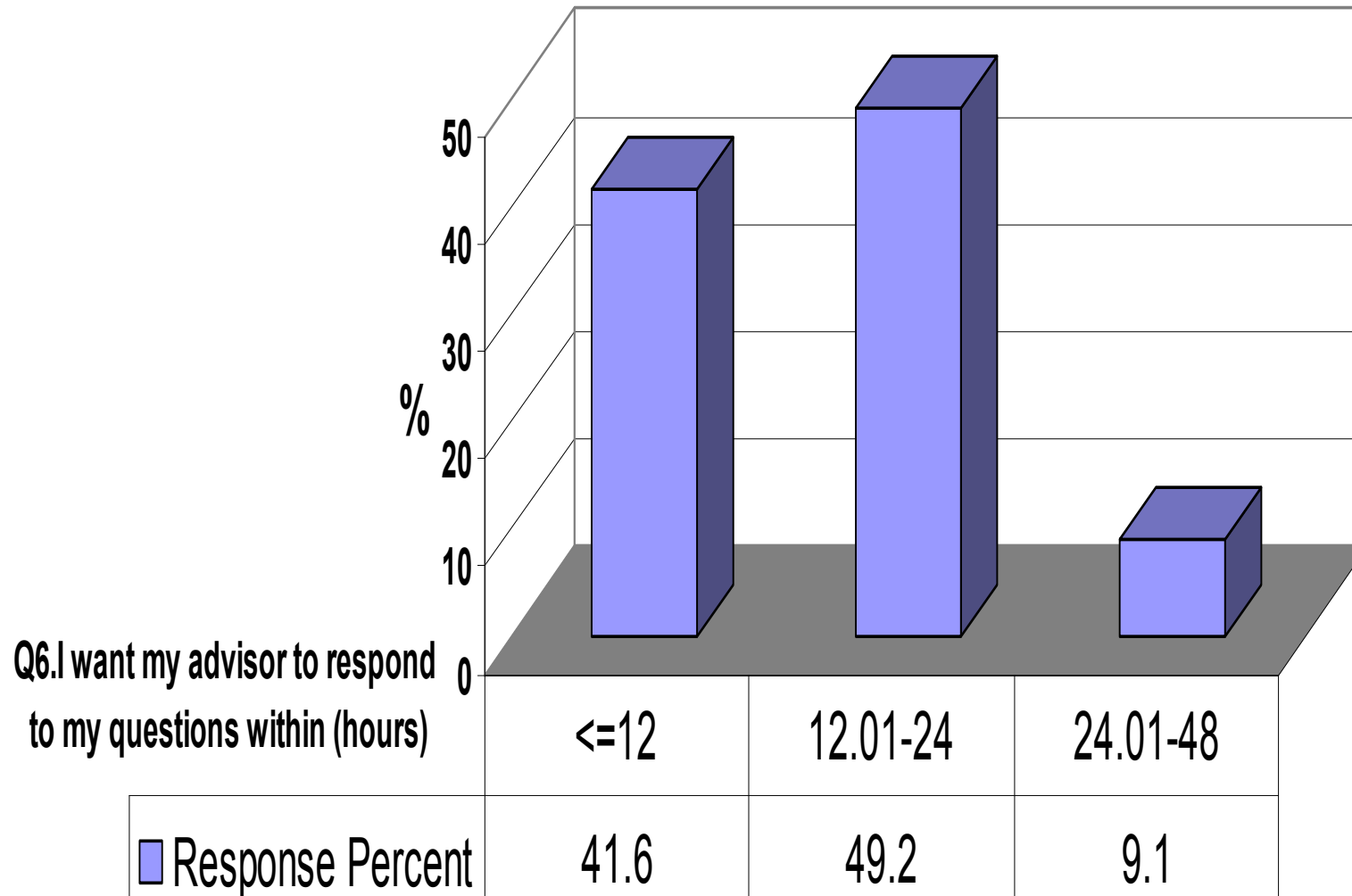


Figure 4

# 2006 Current MSA Student Survey: Advising

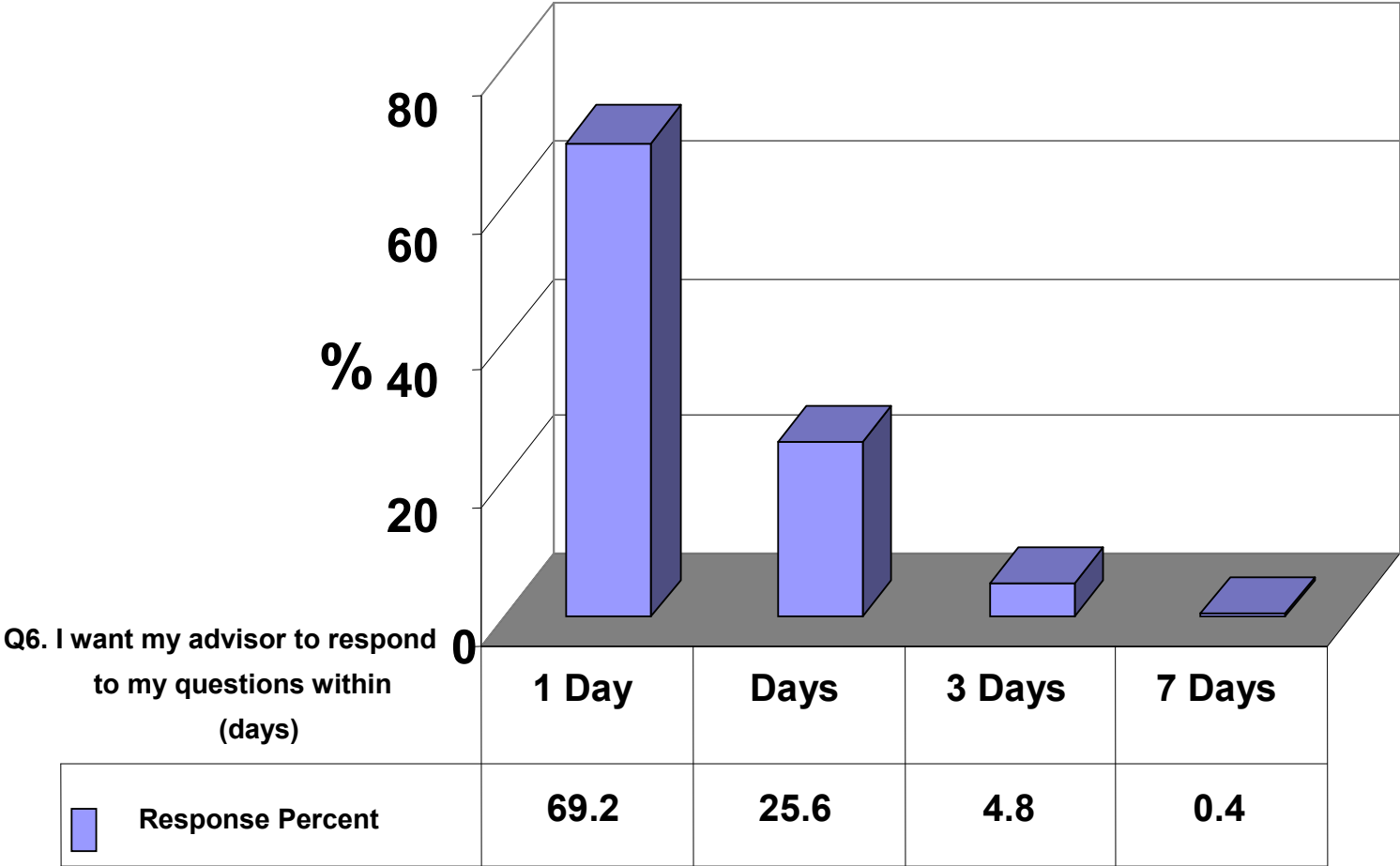
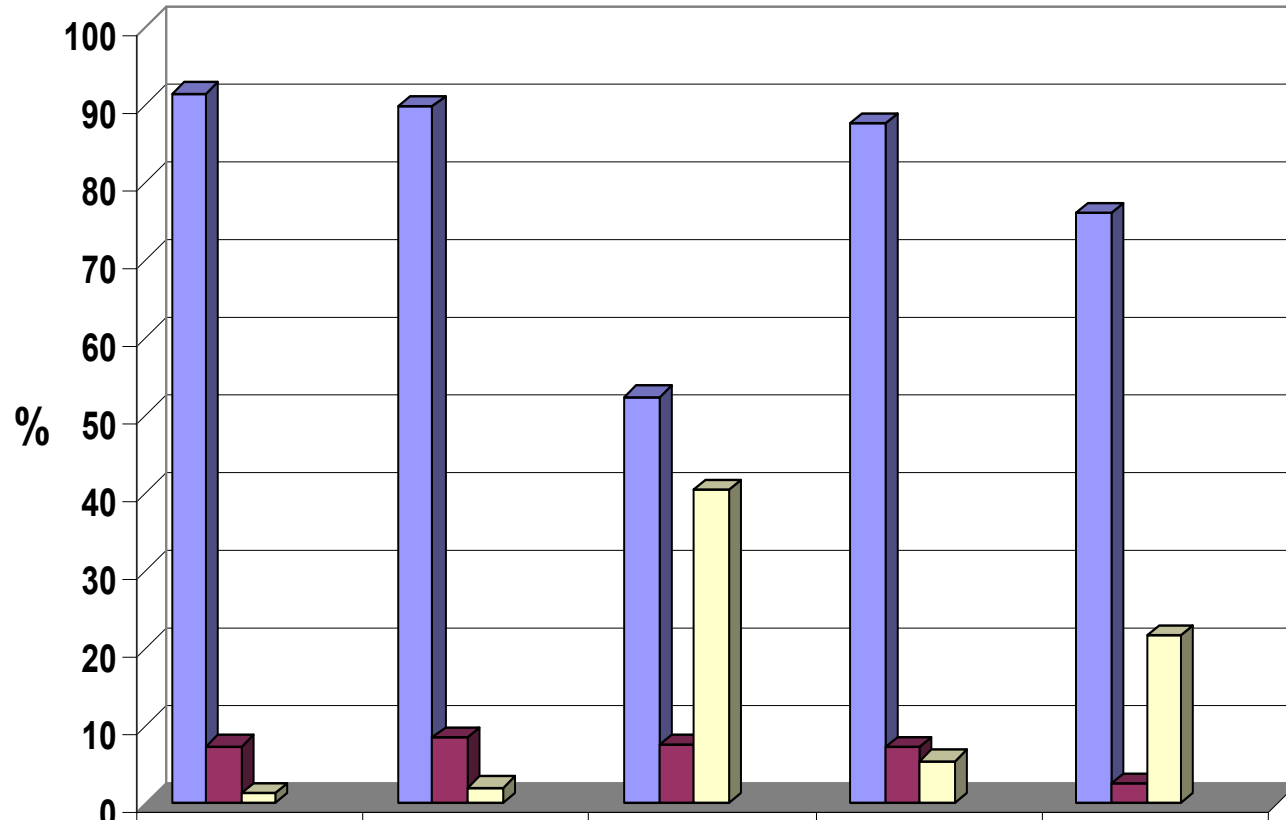


Figure 5

## 2006 Current MSA Student Survey: Registration



| Registering for classes:   | Is well organized process. | Takes reasonable time. | By phone is helpful. | Online registration is a straightforward | Registration staff are helpful and knowledgeable. |
|----------------------------|----------------------------|------------------------|----------------------|--|---|
| Strongly Agree/Agree       | 91.4                       | 89.7                   | 52.3                 | 87.5                                     | 75.9  |
| Strongly Disagree/Disagree | 7.3                        | 8.4                    | 7.4                  | 7.1                                      | 2.5   |
| Not Applicable             | 1.2                        | 2                      | 40.3                 | 5.4                                      | 21.6  |
| Mean                       | 1.64                       | 1.68                   | 1.77                 | 1.54                                     | 1.61  |
| Standard Deviation         | 0.657                      | 0.669                  | 0.734                | 0.641                                    | 0.573   |

Figure 6

# 2006 Current MSA Student Survey: Registration

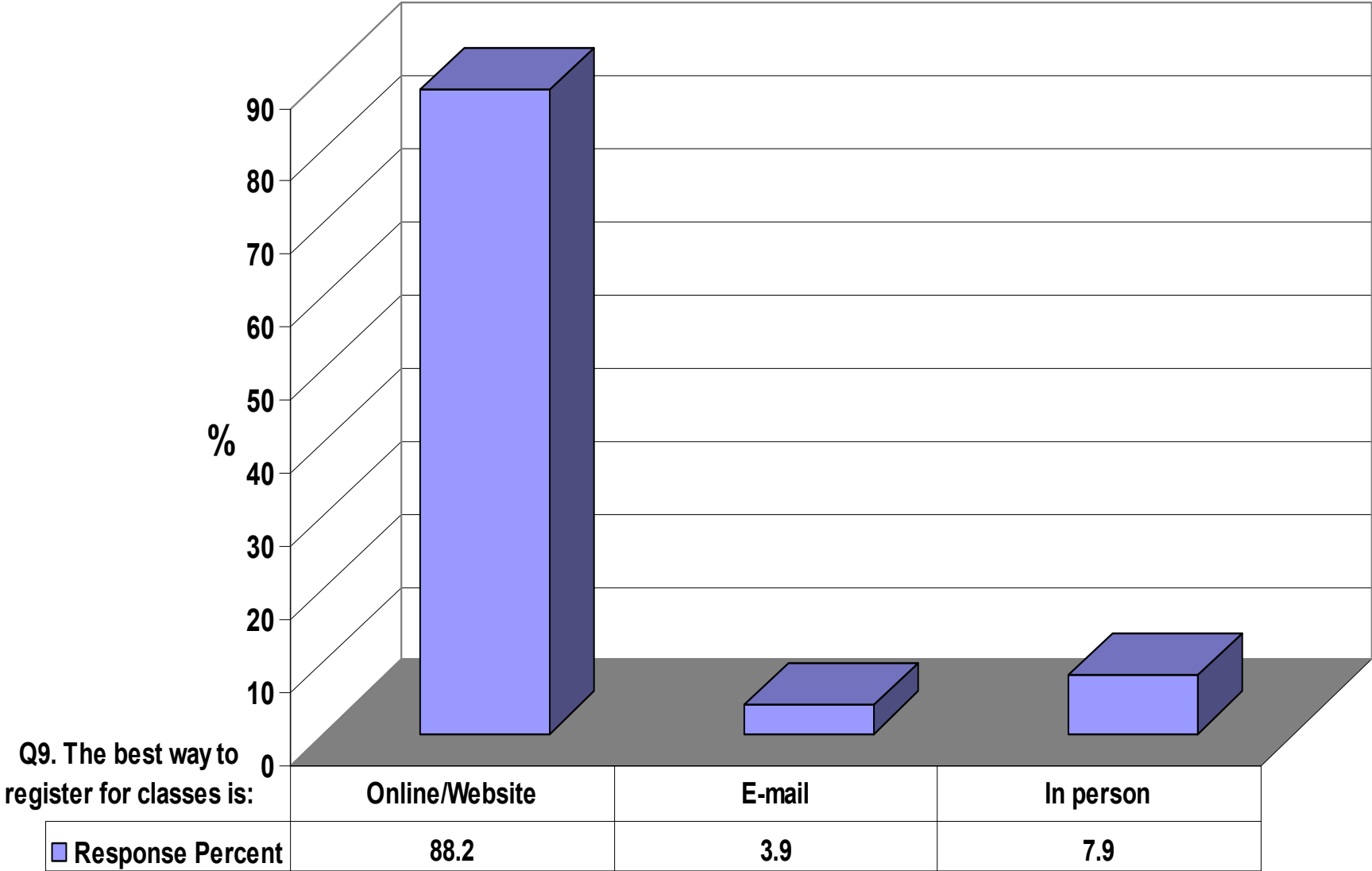
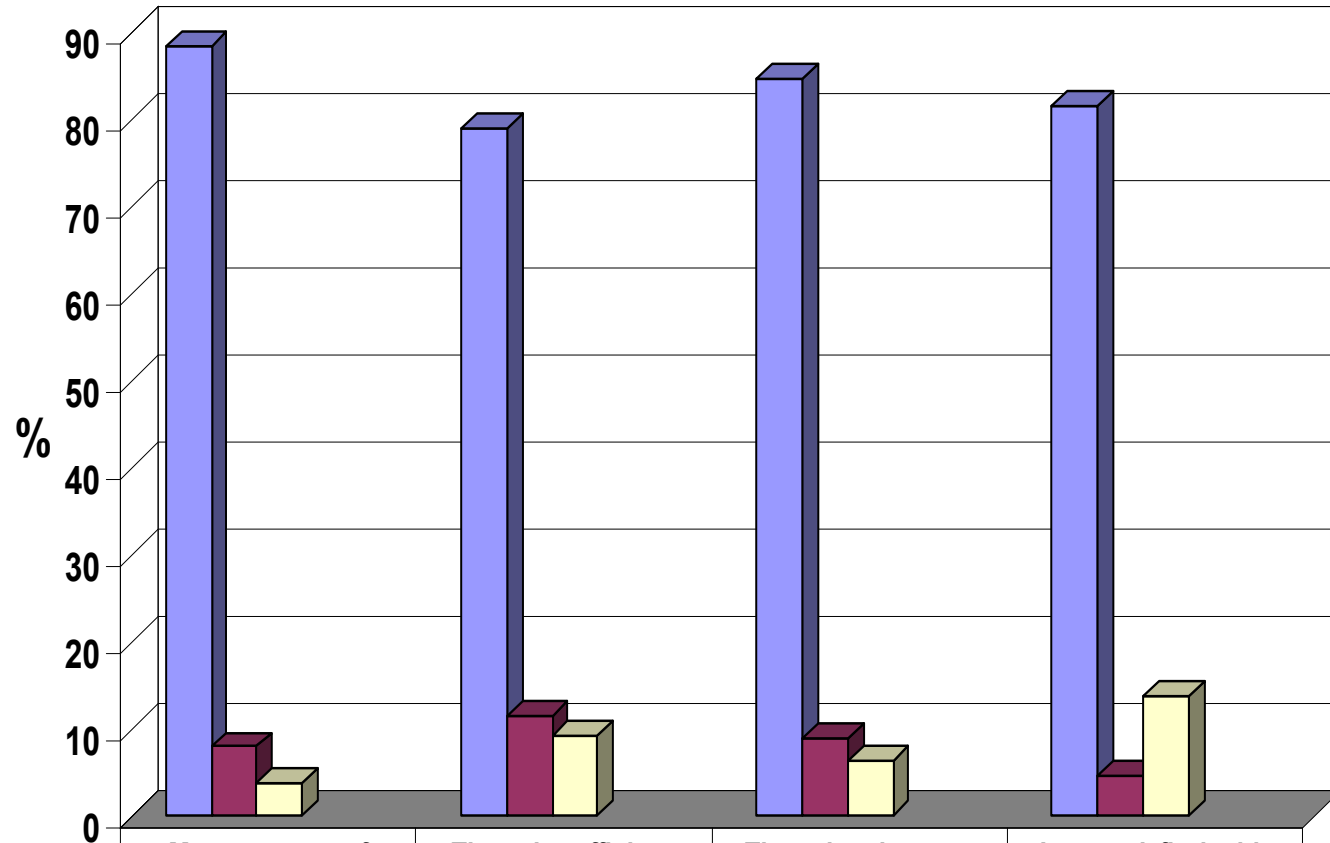


Figure 7

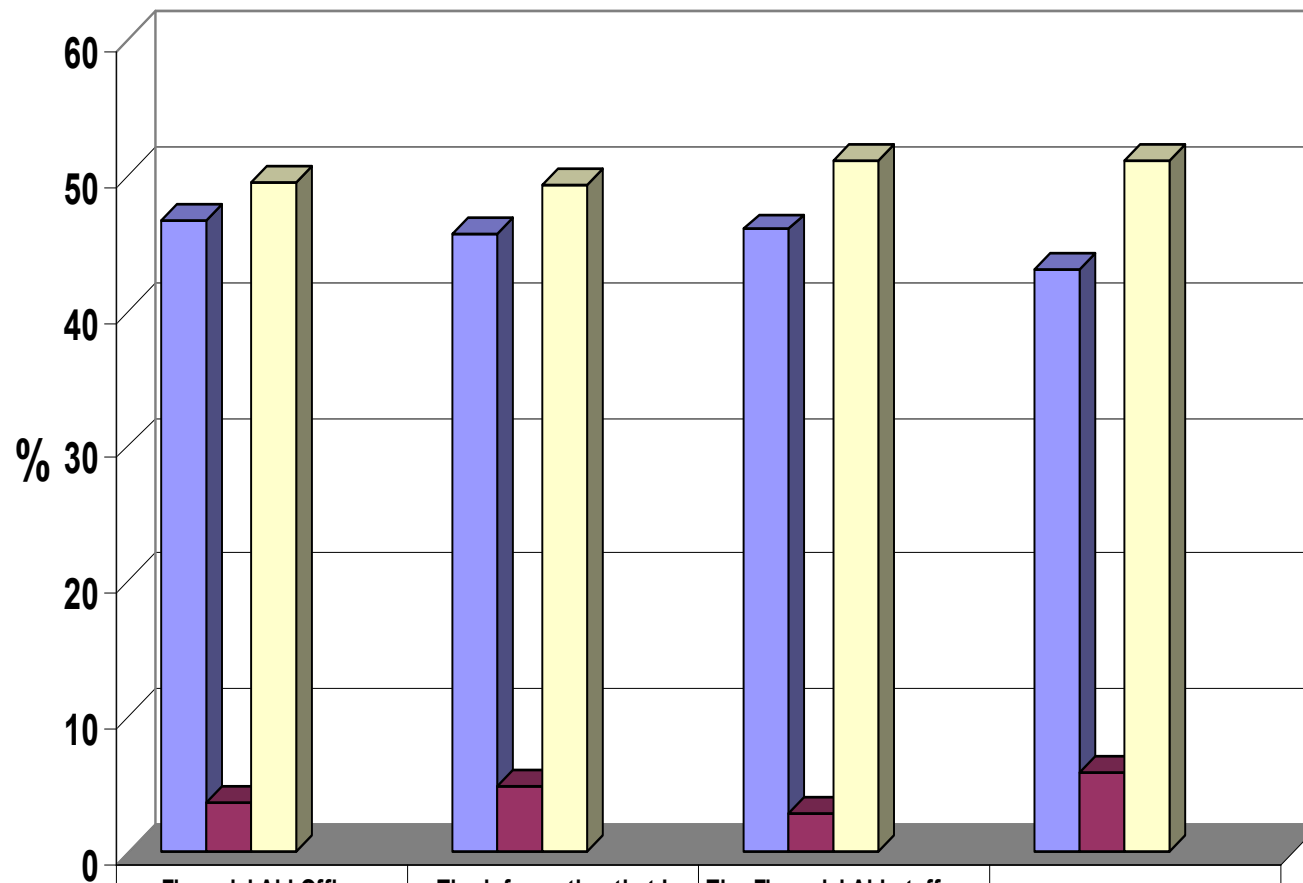
## 2006 Current MSA Student Survey: Receivable Accounting



|                            | My statement of account is easy to read. | There is sufficient access to receivable accounting. | There is adequate information about when and how to | I am satisfied with online payment services. |
|----------------------------|--|--|---|--|
| Strongly Agree/Agree       | 88.5                                     | 79.1   | 84.8  | 81.6   |
| Strongly Disagree/Disagree | 7.9                                      | 11.5   | 8.8   | 4.6  |
| Not Applicable             | 3.7                                      | 9.3  | 6.4   | 13.7   |
| Mean                       | 1.69                                     | 1.79   | 1.74  | 1.68   |
| Standard Deviation         | 0.63                                     | 0.68   | 0.658   | 0.6  |

Figure 8

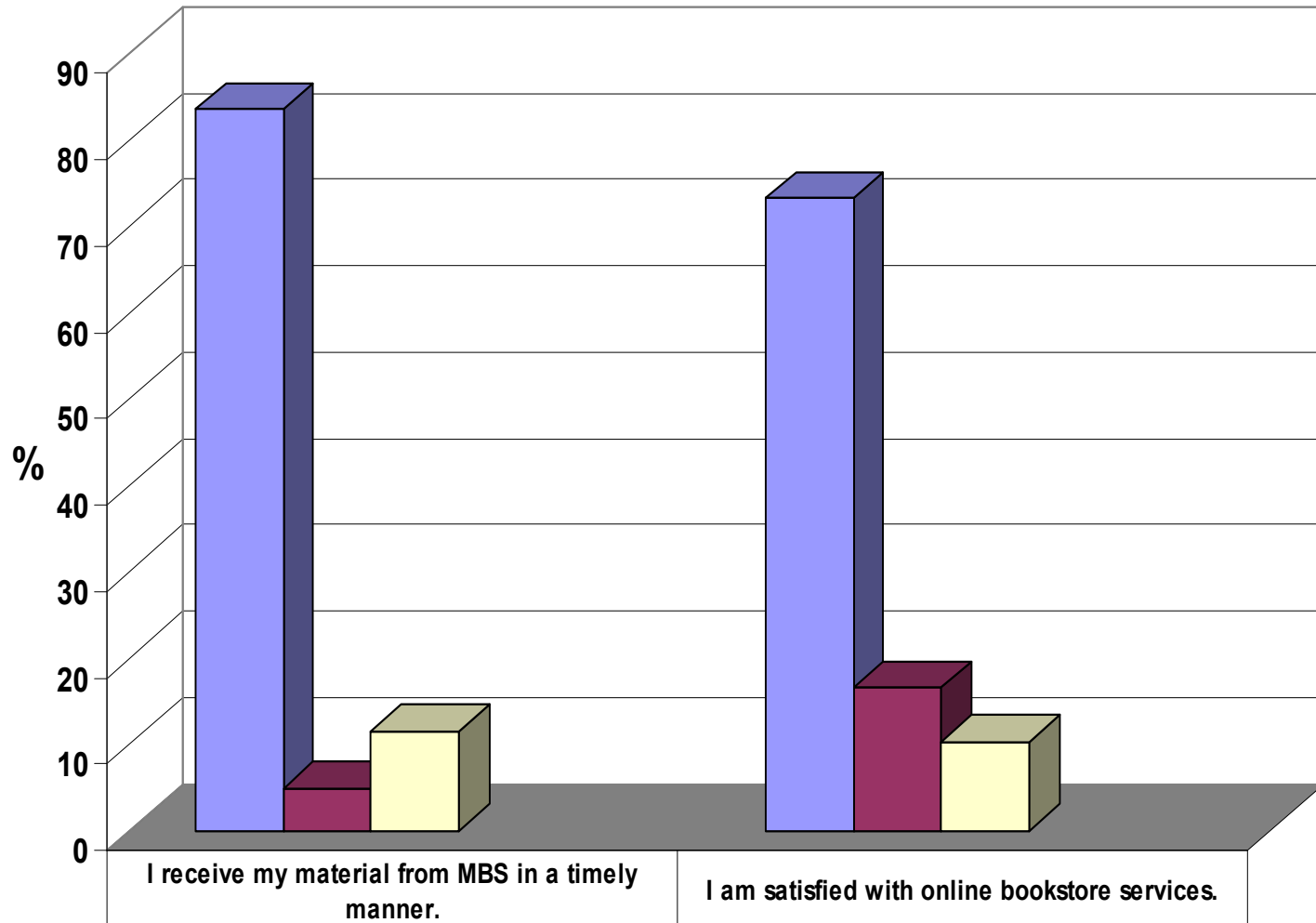
## 2006 Current MSA Student Survey: Financial Aid



|                            | Financial Aid Office services are provided in a friendly manner. | The information that I receive from Financial Aid is accurate and timely. | The Financial Aid staff are knowledgeable about aid programs. | I am satisfied with online Financial Aid services. |
|----------------------------|--|---|---|--|
| Strongly Agree/Agree       | 46.7   | 45.7  | 46  | 43   |
| Strongly Disagree/Disagree | 3.7  | 4.9   | 2.9   | 5.9  |
| Not Applicable             | 49.6   | 49.4  | 51.1  | 51.1   |
| Mean                       | 1.68   | 1.7   | 1.63  | 1.75   |
| Standard Deviation         | 0.68   | 0.682   | 0.645   | 0.783  |

Figure 9

## 2006 Current MSA Student Survey: MBS- Classroom Learning Materials



|                            |       |      |
|----------------------------|-------|------|
| Strongly Agree/Agree       | 83.5  | 73.2 |
| Strongly Disagree/Disagree | 4.9   | 16.5 |
| Not Applicable             | 11.5  | 10.3 |
| Mean                       | 1.65  | 1.87 |
| Standard Deviation         | 0.582 | 0.79 |

Figure 10

## 2006 Current MSA Student Survey: MBS- Classroom Learning Materials

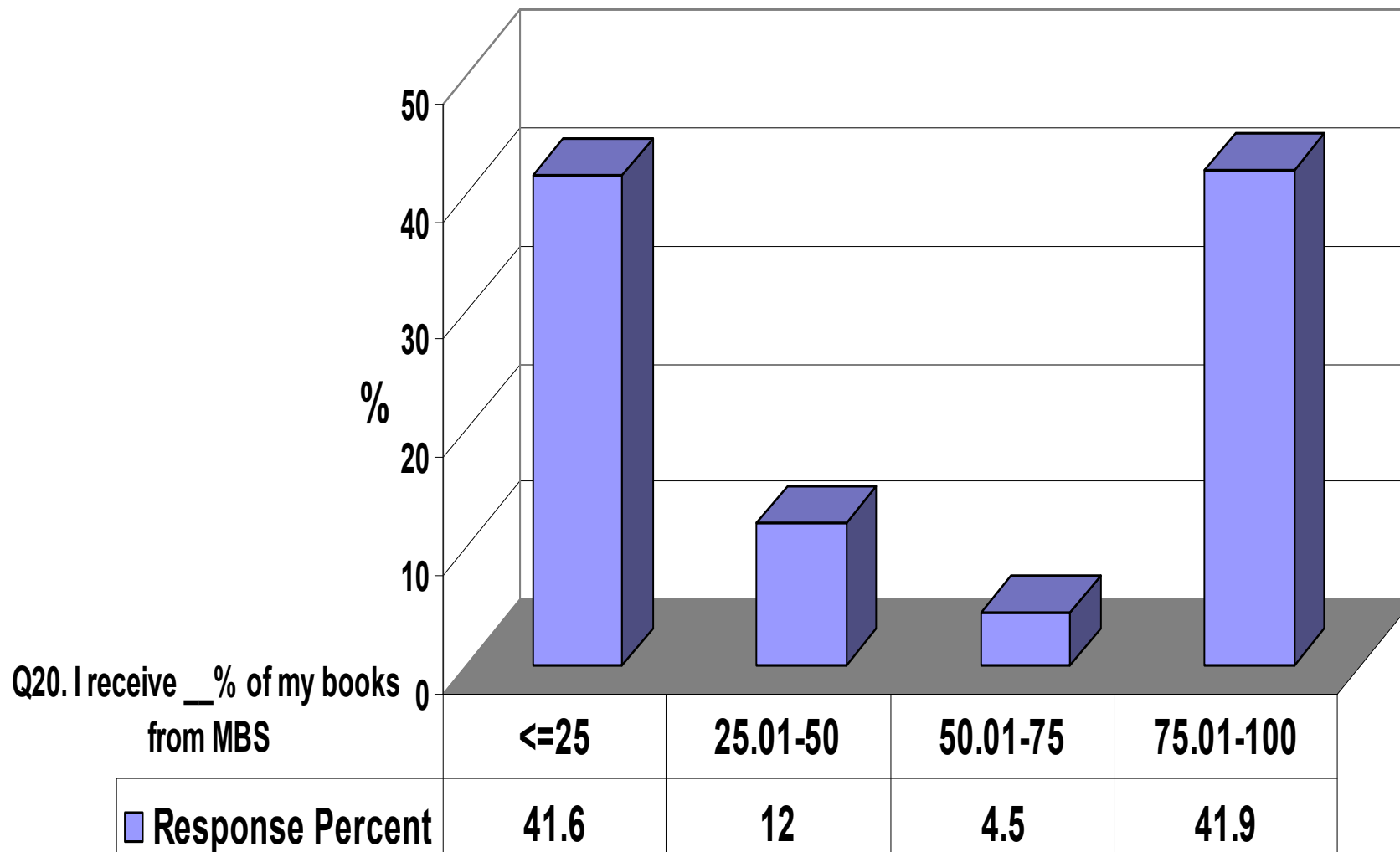


Figure 11

## 2006 Current MSA Student Survey: MBS- Classroom Learning Materials

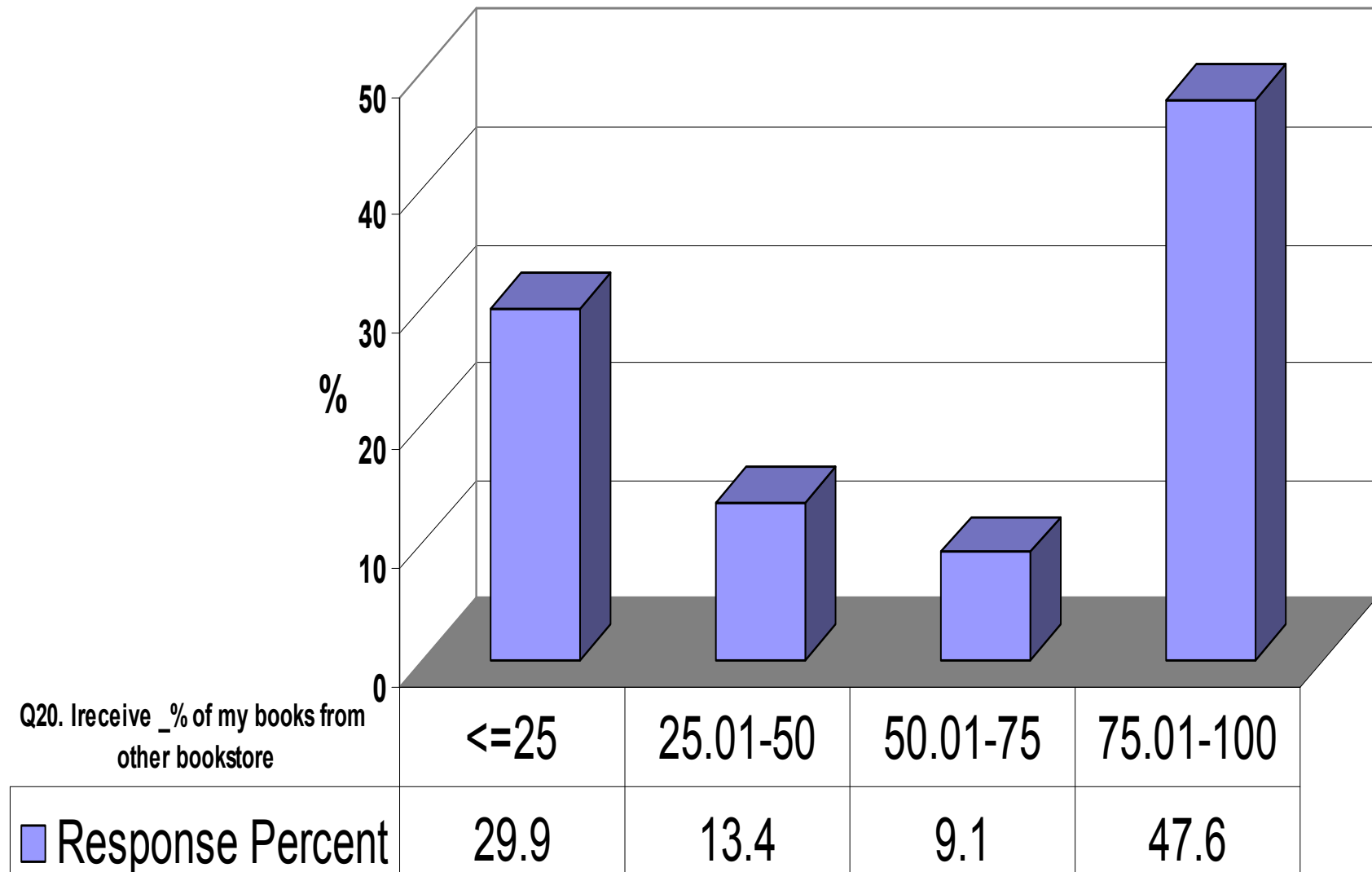
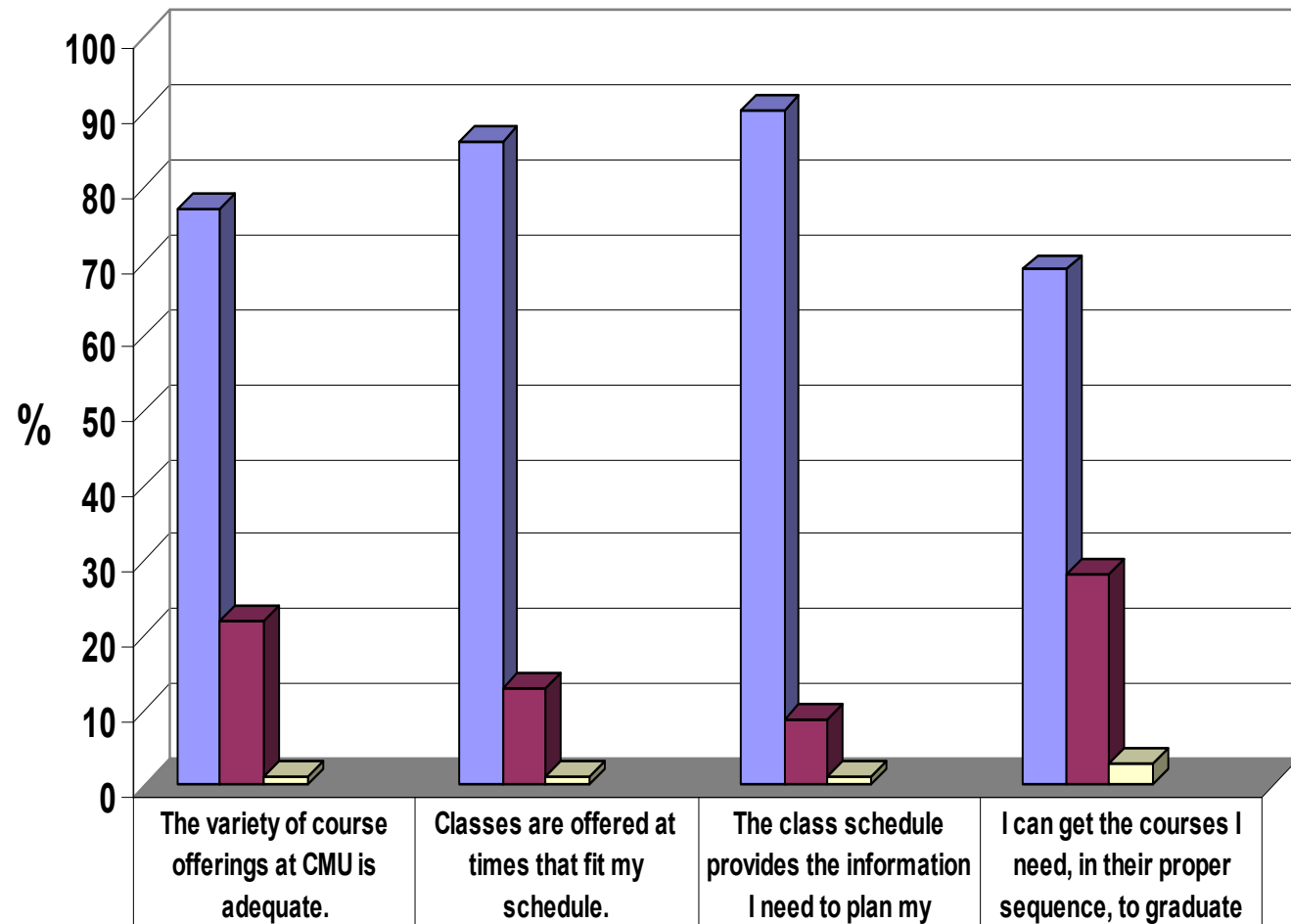


Figure 12

## 2006 Current MSA Student Survey: Class Schedules



|                            |      |       |       |       |
|----------------------------|------|-------|-------|-------|
| Strongly Agree/Agree       | 77.1 | 86    | 90.1  | 68.9  |
| Strongly Disagree/Disagree | 21.9 | 13    | 8.8   | 28.3  |
| Not Applicable             | 1    | 1     | 1     | 2.7   |
| Mean                       | 2.03 | 1.86  | 1.79  | 2.16  |
| Standard Deviation         | 0.76 | 0.691 | 0.627 | 0.801 |

Figure 13

# 2006 Current MSA Student Survey: Class Schedules

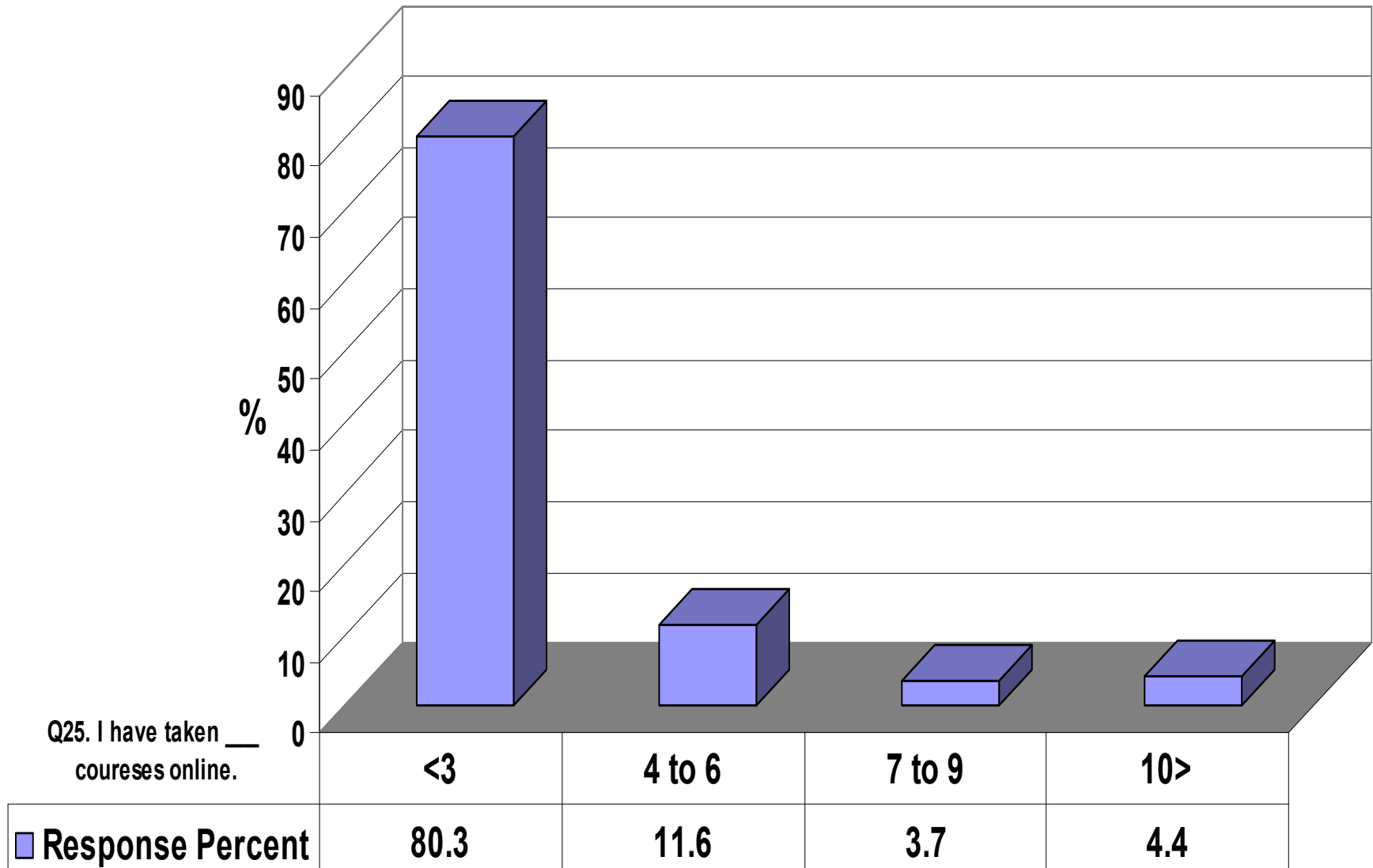
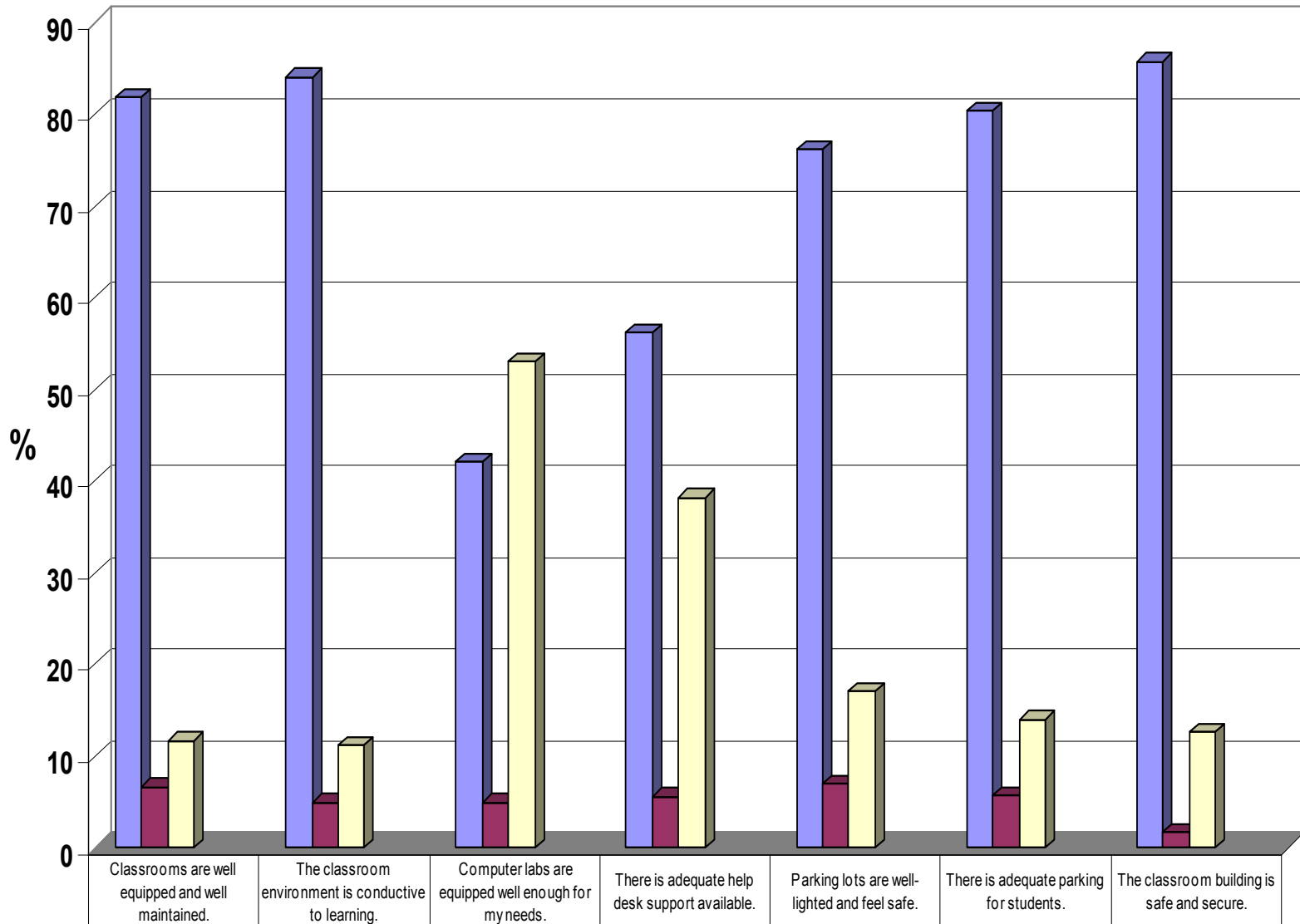


Figure 14

## 2006 Current MSA Student Survey:Classrooms & Facilities



|                              |   |   |  |  |  |   |  |
|------------------------------|---|---|--|--|--|---|--|
|                              | Classrooms are well equipped and well maintained. | The classroom environment is conducive to learning. | Computer labs are equipped well enough for my needs. | There is adequate help desk support available. | Parking lots are well-lighted and feel safe. | There is adequate parking for students. | The classroom building is safe and secure. |
| ■ Strongly Agree/Agree       | 81.8  | 84  | 42.1   | 56.2   | 76.1   | 80.3                                    | 85.7                                       |
| ■ Strongly Disagree/Disagree | 6.6   | 4.9   | 4.9  | 5.6  | 6.9  | 5.7                                     | 17   |
| ■ Not Applicable             | 11.6  | 11.1  | 53   | 38.2   | 17   | 14                                      | 12.6                                       |
| Mean                         | 172   | 168   | 177  | 178  | 174  | 17                                      | 163  |
| Standard Deviation           | 0.623   | 0.585   | 0.672  | 0.637  | 0.62   | 0.623                                   | 0.534                                      |

**Figure 15**

## 2006 Current MSA Student Survey: Program Center Administration

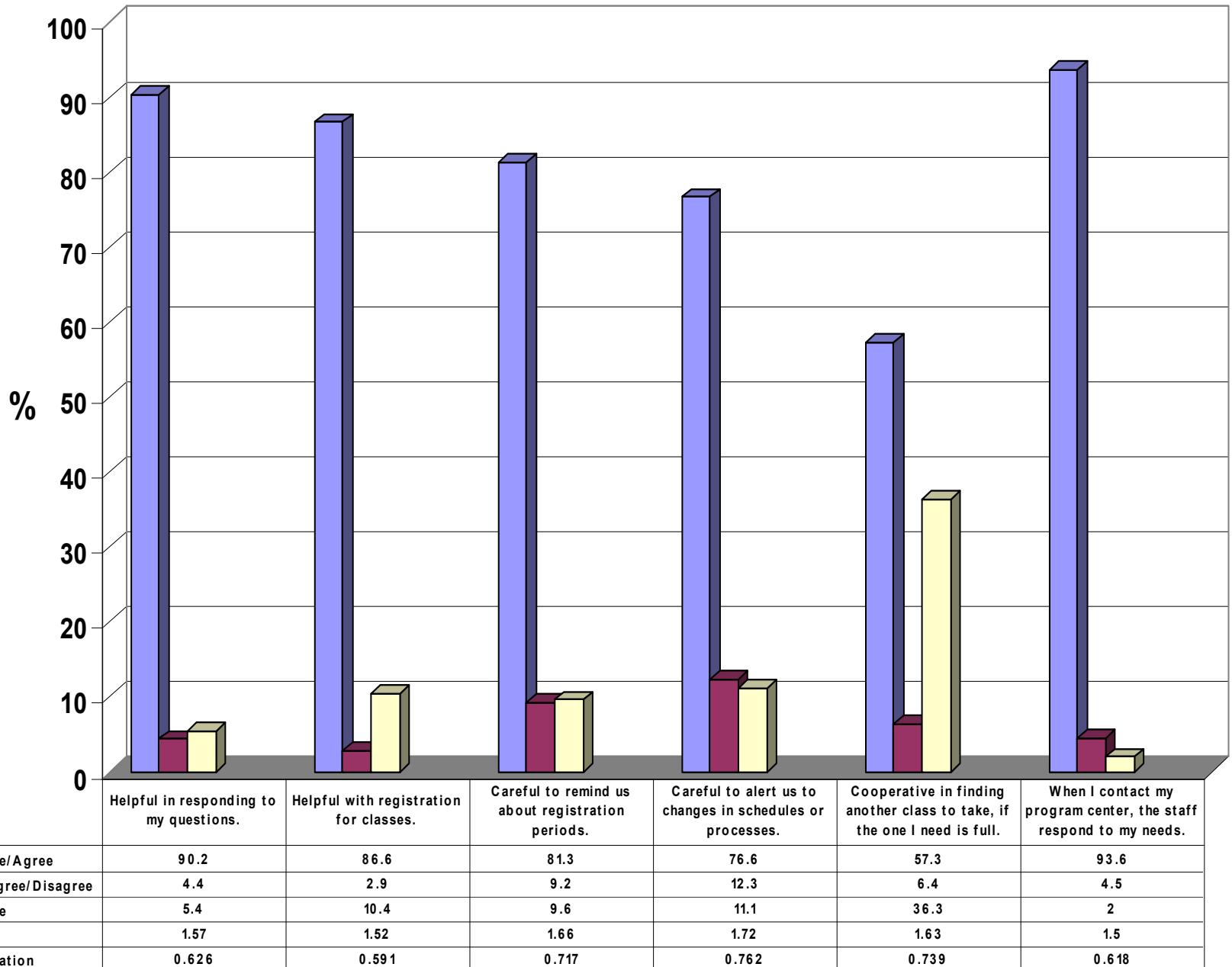
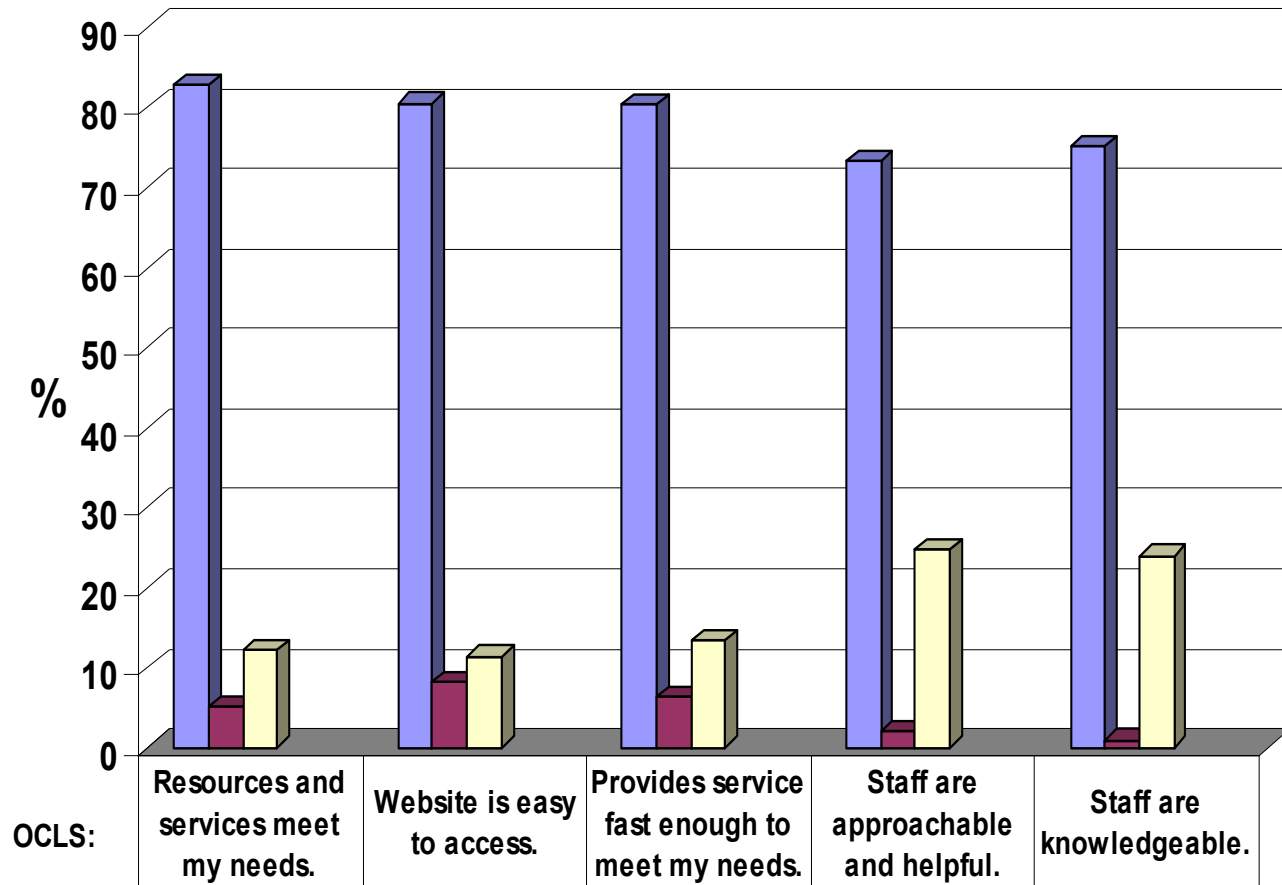


Figure 16

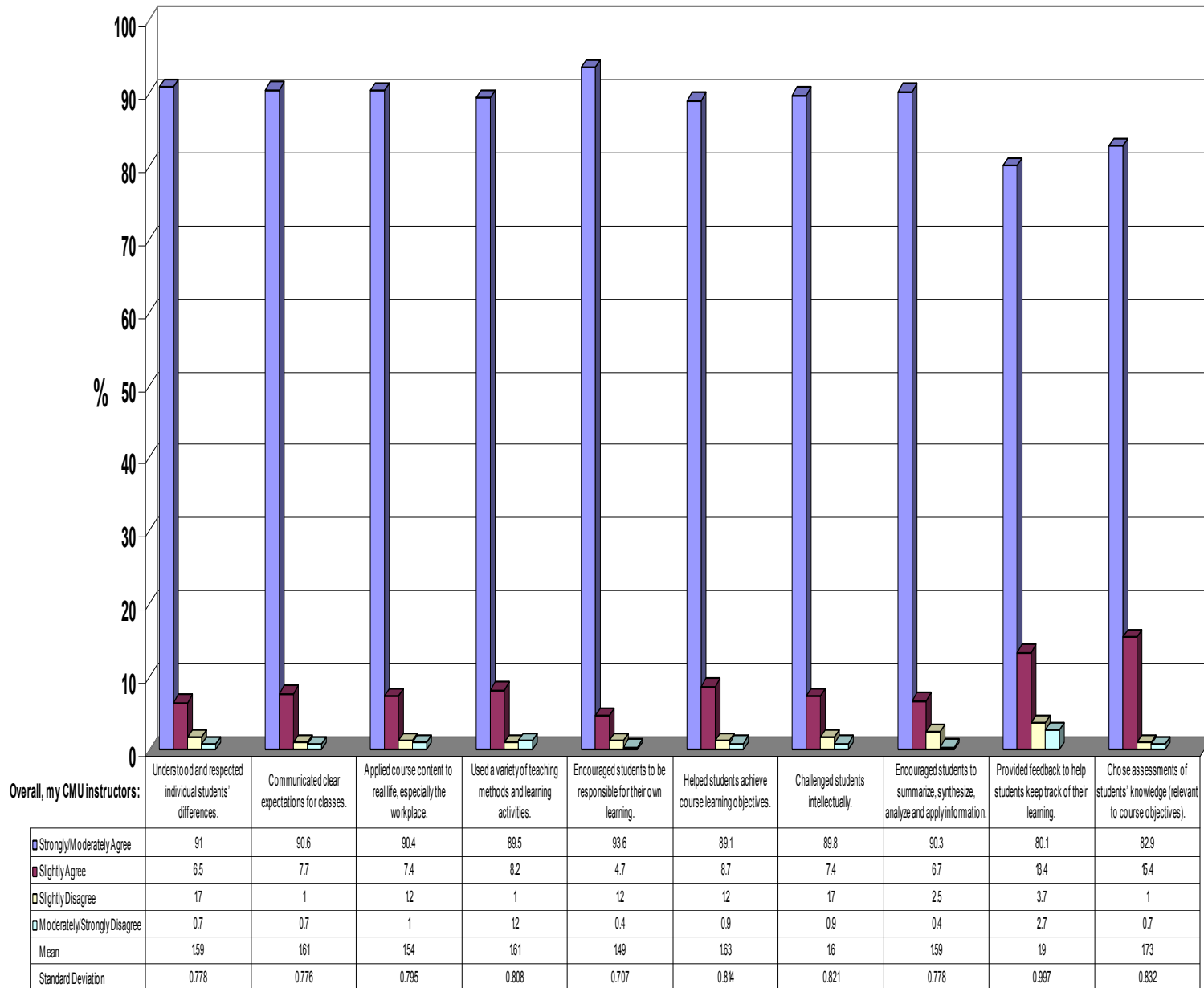
## 2006 Current MSA Student Survey: Off Campus Library Services (OCLS)



|                            |       |       |       |       |       |
|----------------------------|-------|-------|-------|-------|-------|
| Strongly Agree/Agree       | 82.7  | 80.5  | 80.3  | 73.3  | 75.1  |
| Strongly Disagree/Disagree | 5.2   | 8.2   | 6.4   | 2     | 1     |
| Not Applicable             | 12.1  | 11.4  | 13.3  | 24.7  | 24    |
| Mean                       | 1.65  | 1.68  | 1.65  | 1.51  | 1.49  |
| Standard Deviation         | 0.644 | 0.685 | 0.667 | 0.551 | 0.526 |

Figure 17

## 2006 Current MSA Student Survey: Quality of Teaching



**Figure 18**

## 2006 Current MSA Student Survey: Educational Climate

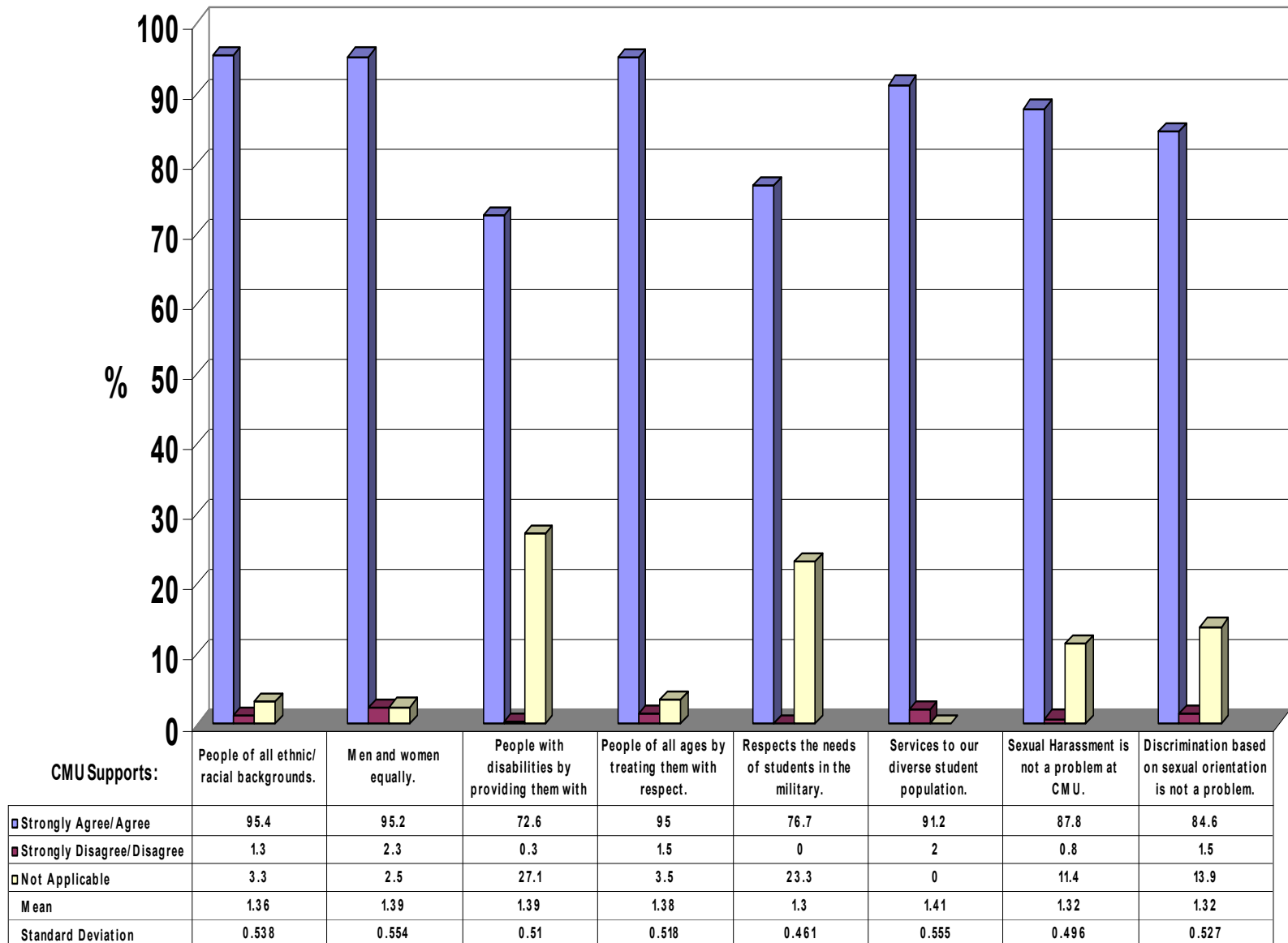
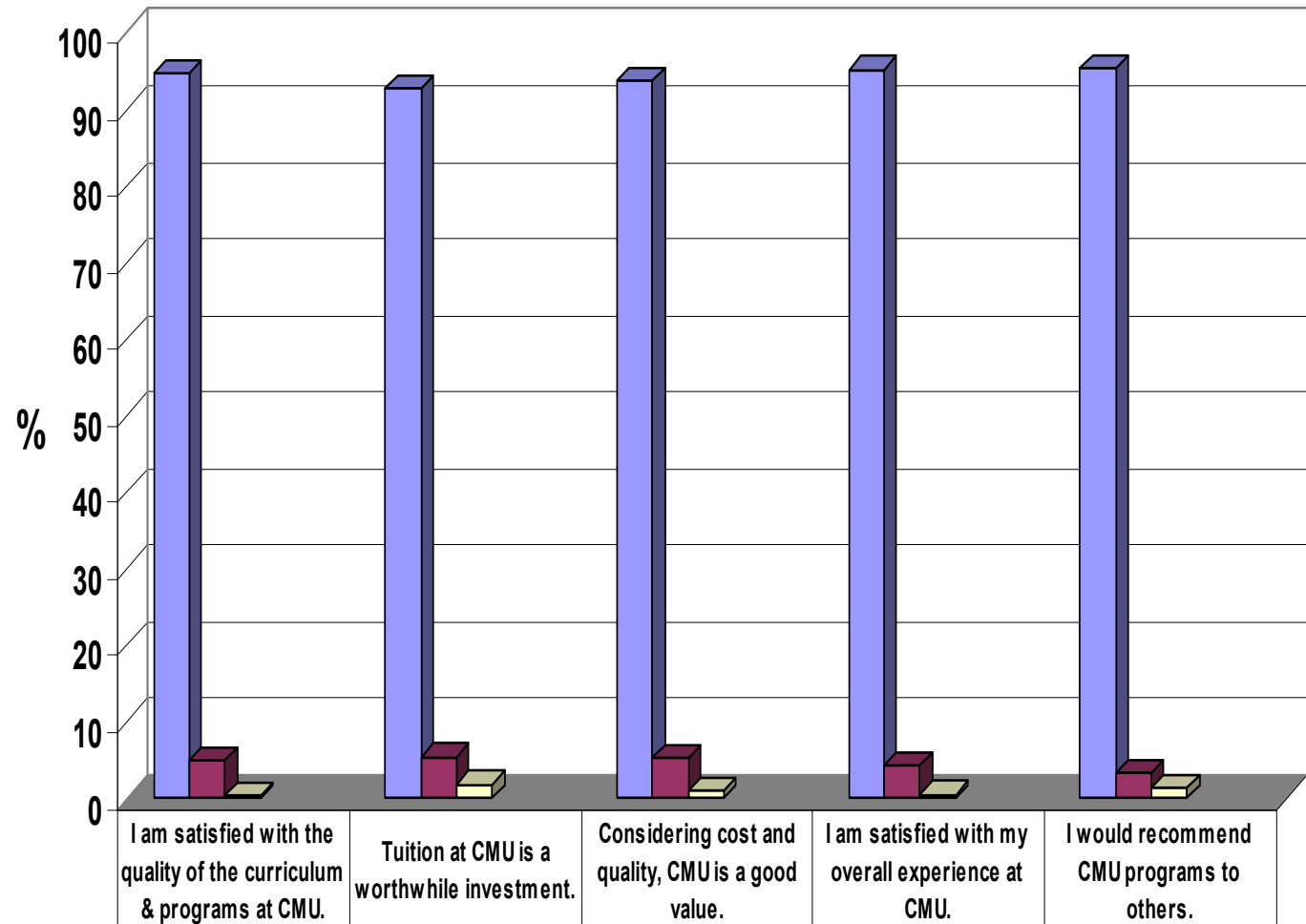


Figure 19

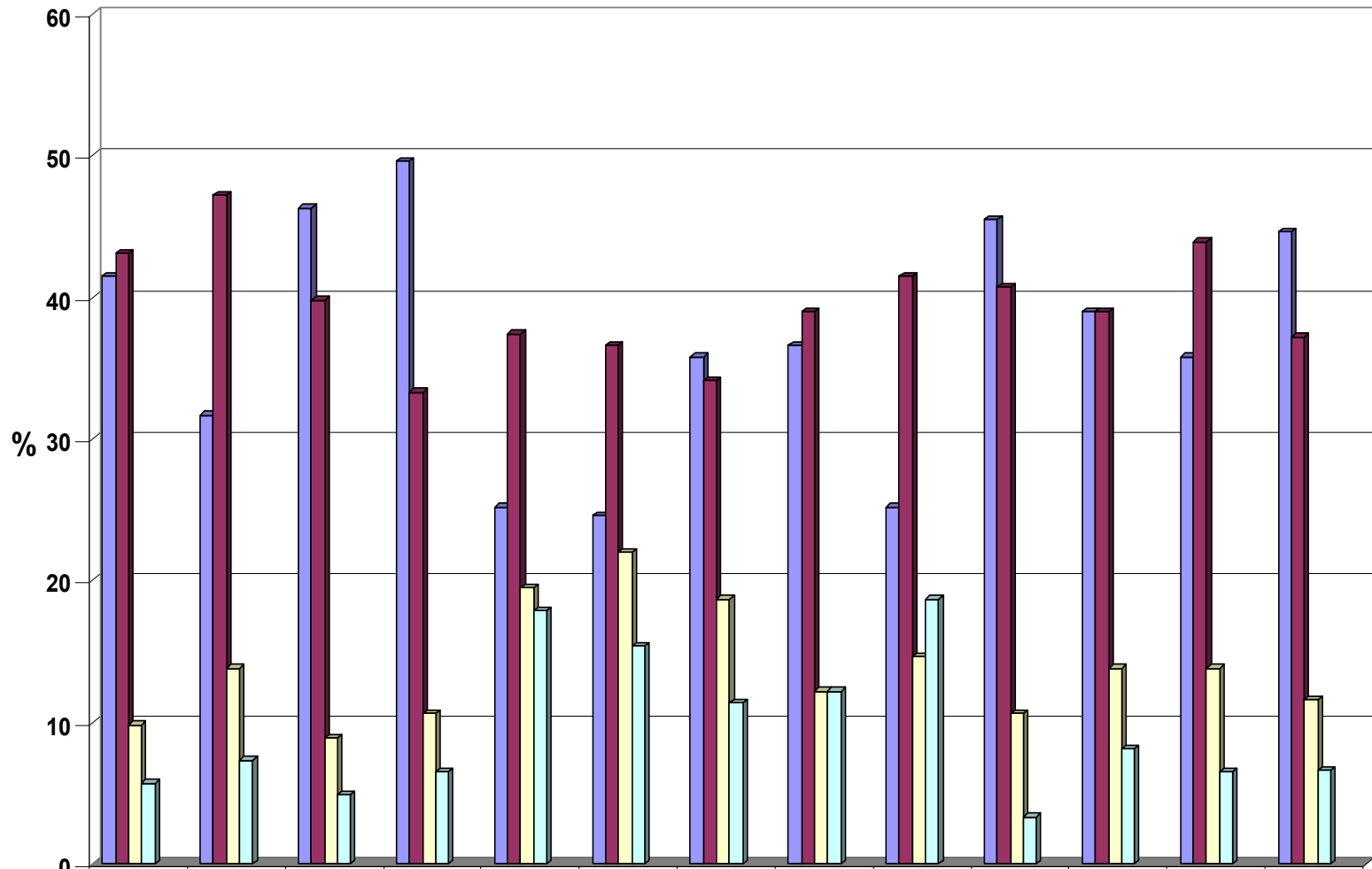
## 2006 Current MSA Student Survey: Overall Educational Quality



|                            |       |       |       |       |       |
|----------------------------|-------|-------|-------|-------|-------|
| Strongly Agree/Agree       | 94.7  | 92.7  | 93.7  | 95.2  | 95.4  |
| Strongly Disagree/Disagree | 5     | 5.5   | 5.3   | 4.3   | 3.3   |
| Not Applicable             | 0.3   | 1.8   | 1     | 0.5   | 1.3   |
| Mean                       | 1.55  | 1.62  | 1.6   | 1.53  | 1.44  |
| Standard Deviation         | 0.625 | 0.625 | 0.624 | 0.597 | 0.578 |

Figure 20

## 2006 Current MSA Student Survey: Quality of Learning (General Administration)



To what extent is your program helping you improve your ability to:

|                           | Apply mgt perspectives in your workplace. | Use quantitative methods to solve problems. | Evaluate work problems & recommend Stra. | Take a position on an organ'al issue, & defend it. | Apply the concepts of finance in work. | Apply the concepts of marketing in work. | Use info. sys. to support decision-making. | Apply principles of good admin. in a global orgn. | Integrate computer & production syst. | Evaluate how org's environment affect the work | Understand how legal & political systems impact | Understand how social & economic sys affect org. | Improve comm of individual & groups within org |
|---------------------------|---|---|--|--|--|--|--|---|---------------------------------------|--|---|--|--|
| ■ Substantial Improvement | 41.5                                      | 31.7  | 46.3                                     | 49.6   | 25.2                                   | 24.6                                     | 35.8                                       | 36.6  | 25.2                                  | 45.5   | 39  | 35.8   | 44.6   |
| ■ Moderate Improvement    | 43.1                                      | 47.2  | 39.8                                     | 33.3   | 37.4                                   | 36.6                                     | 34.1                                       | 39  | 41.5                                  | 40.7   | 39  | 43.9   | 37.2   |
| □ Small Improvement       | 9.8                                       | 13.8  | 8.9                                      | 10.6   | 19.5                                   | 22                                       | 18.7                                       | 12.2  | 14.6                                  | 10.6   | 13.8  | 13.8   | 116  |
| □ No Improvement          | 5.7                                       | 7.3   | 4.9                                      | 6.5  | 17.9                                   | 15.4                                     | 11.4                                       | 12.2  | 18.7                                  | 3.3  | 8.1   | 6.5  | 6.6  |
| Mean                      | 18  | 1.97  | 1.72                                     | 1.74   | 2.3                                    | 2.27                                     | 2.06                                       | 2   | 2.27                                  | 1.72   | 1.91  | 1.91   | 18   |
| Standard Deviation        | 0.839                                     | 0.868                                       | 0.823                                    | 0.895  | 1.04                                   | 1.017                                    | 1.002                                      | 0.992   | 1.041                                 | 0.784  | 0.923   | 0.868  | 0.891  |

Figure 21

2006 Current MSA Student Survey: Quality of Learning (Human Resources Administration)

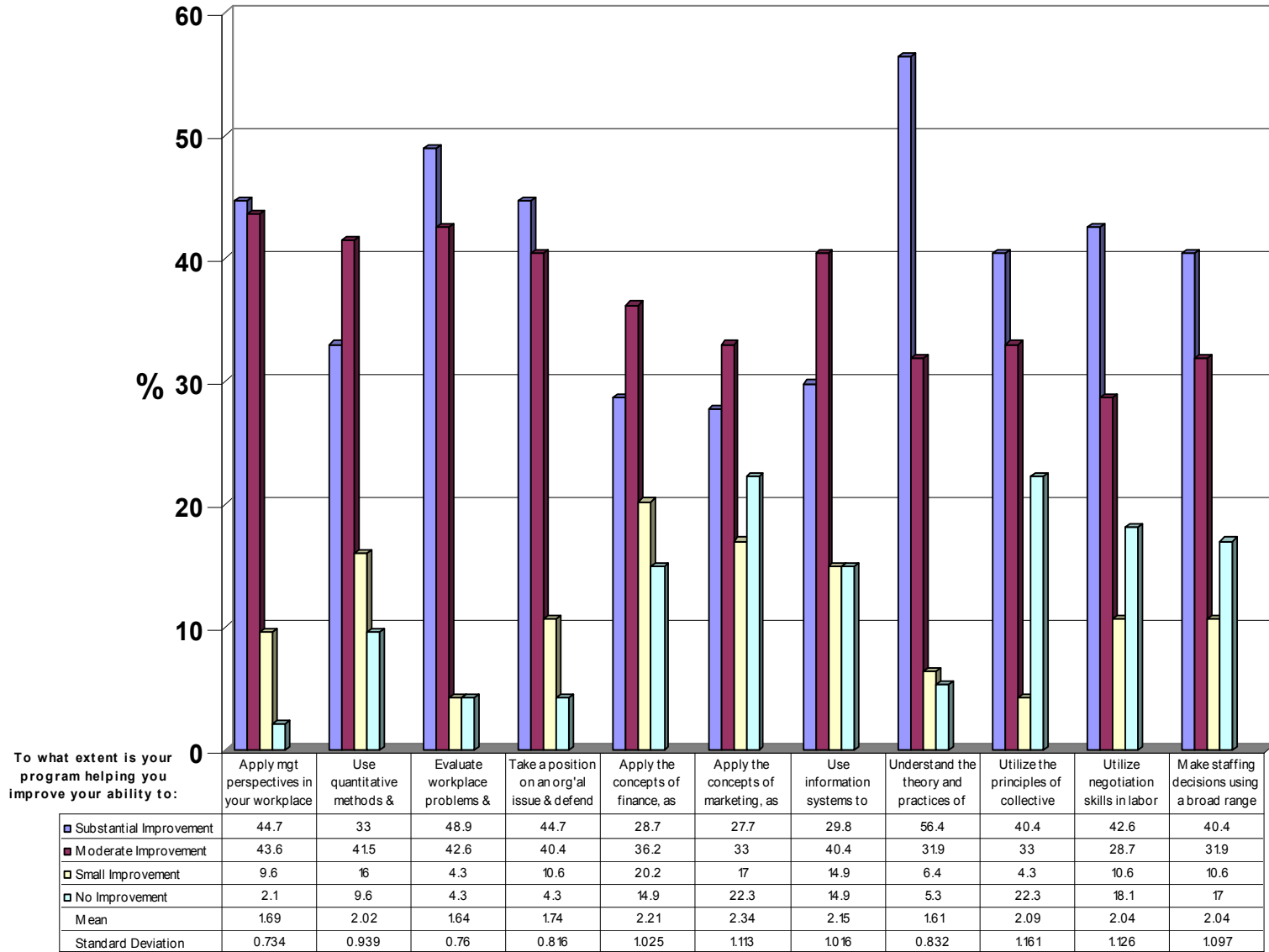
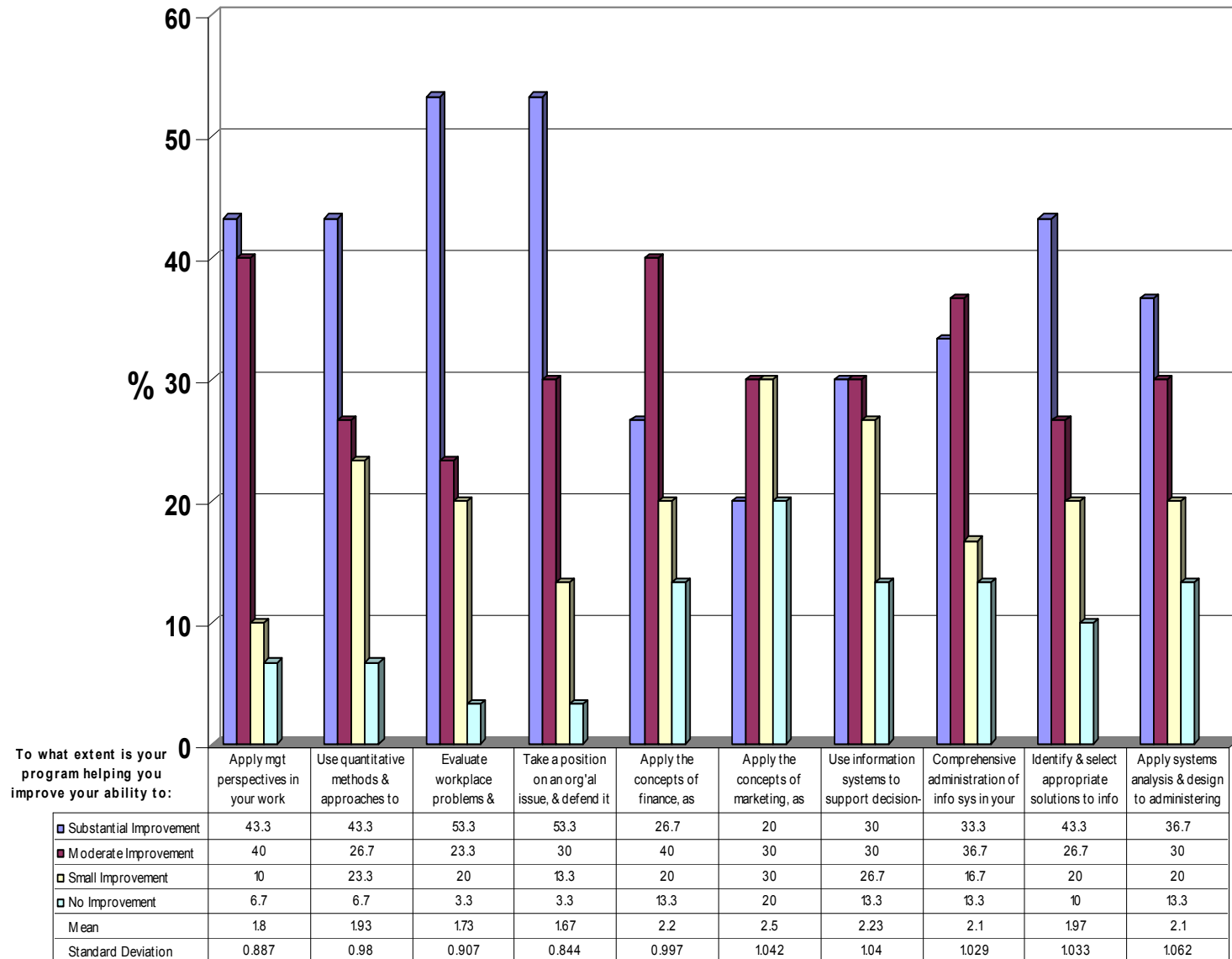


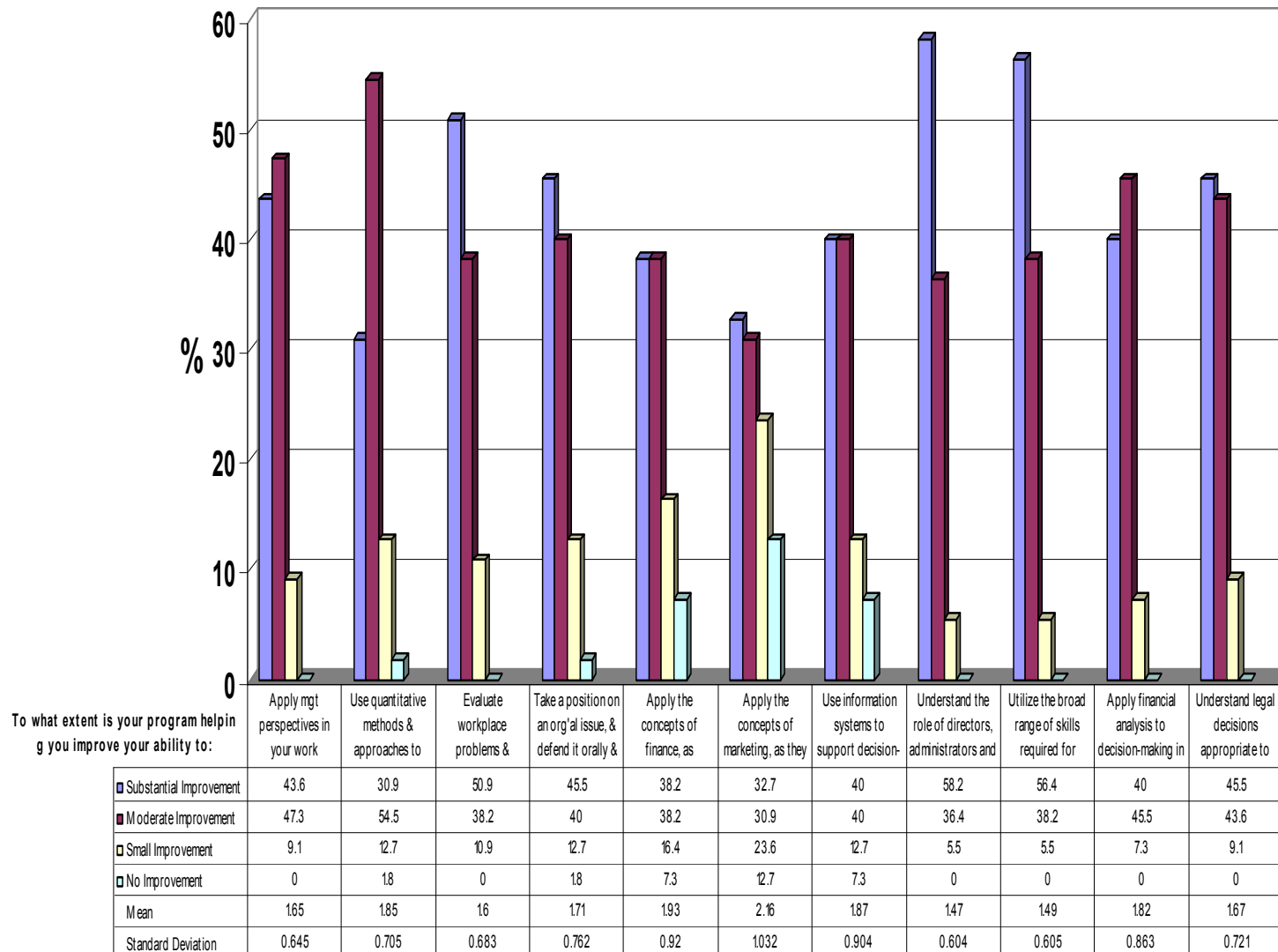
Figure 22

## 2006 Current MSA Student Survey: Quality of Learning (Information Resource Management)



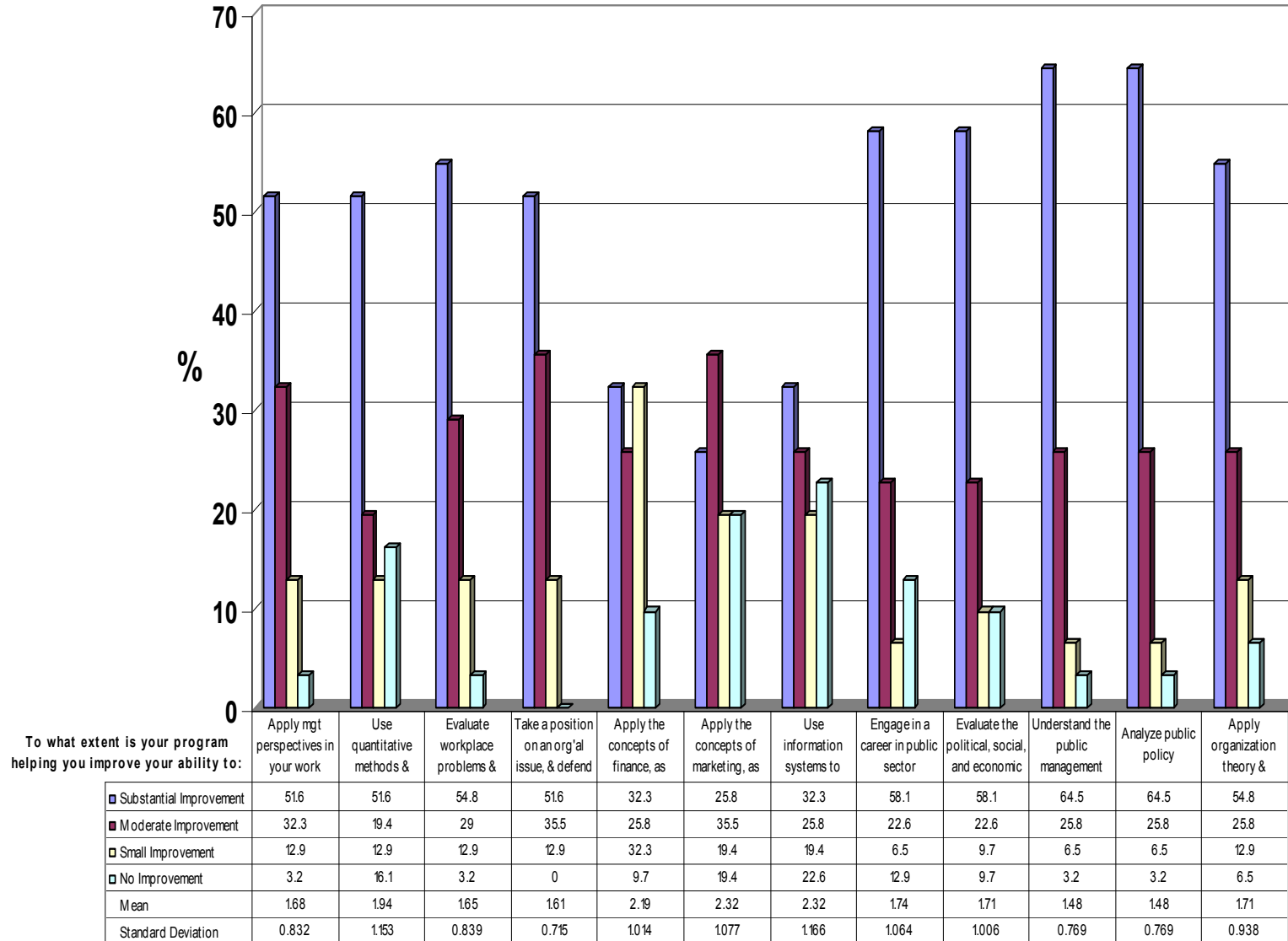
**Figure 23**

## 2006 Current MSA Student Survey: Quality of Learning (Health Service Administration)



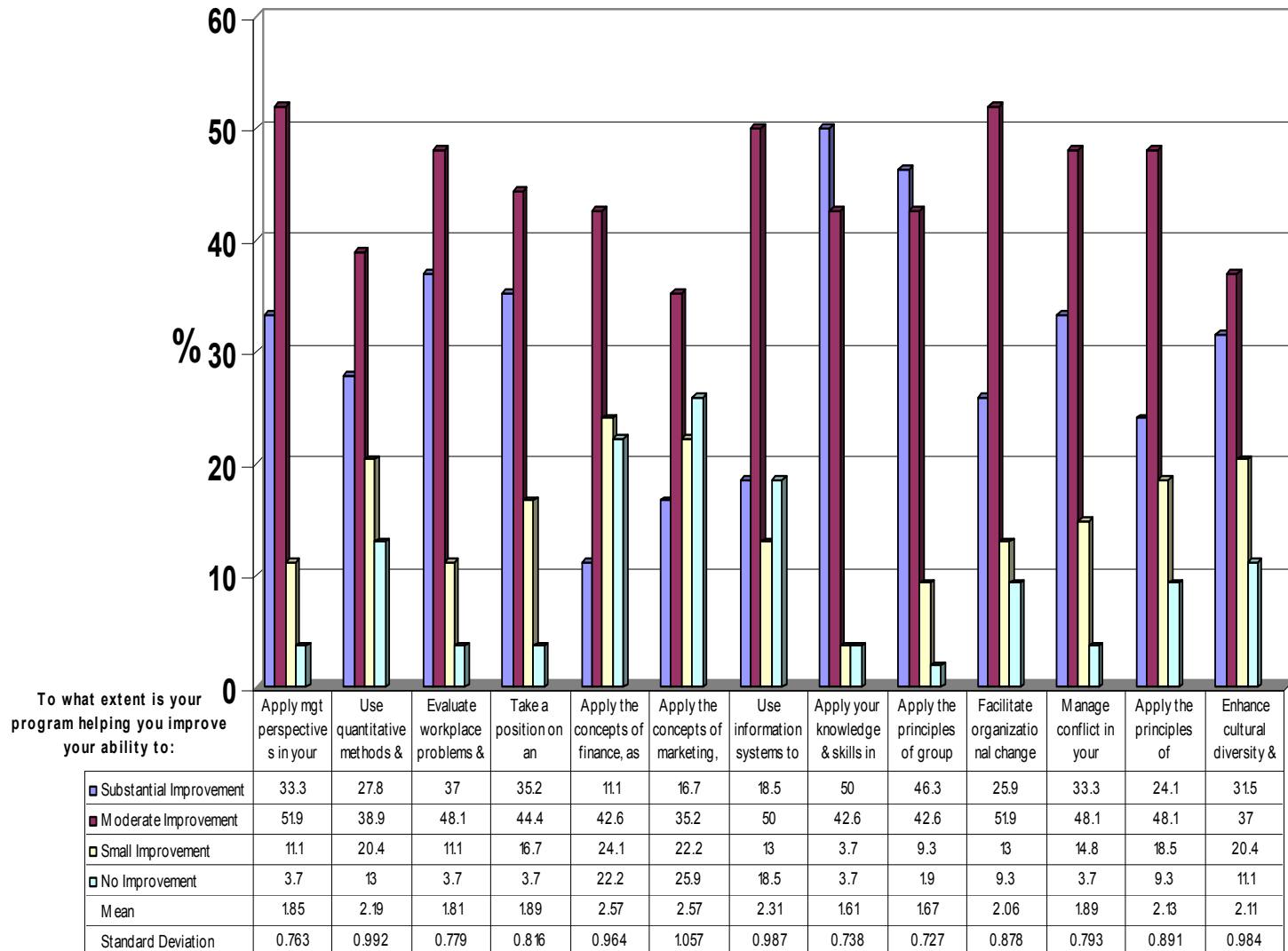
**Figure 24**

## 2006 Current MSA Student Survey: Quality of Learning (Public Administration)



**Figure 25**

## 2006 Current MSA Student Survey: Quality of Learning (Leadership)



**Figure 26**

## Getting Started at CMU

|  | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|--|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| I can usually get information I need on CMU programs and services. | 212            | 51.6    | 182   | 44.3    | 13       | 3.2     | 3                 | 0.7     | 1              | 0.2     | 0       | 411         |
| The process of getting started at CMU is well organized.           | 186            | 45.3    | 196   | 47.7    | 23       | 5.6     | 3                 | 0.7     | 3              | 0.7     | 0       | 411         |
| CMU staff are welcoming and helpful.                               | 236            | 57.4    | 159   | 38.7    | 14       | 3.4     | 1                 | 0.2     | 1              | 0.2     | 0       | 411         |

|  | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|--|-------------------------|---------------|---------------------------------------|--------------------|
|  | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| I can usually get information I need on CMU programs and services. | 394                     | 95.9          | 1.53                                  | 0.598              |
| The process of getting started at CMU is well organized.           | 382                     | 93.0          | 1.62                                  | 0.628              |
| CMU staff are welcoming and helpful.                               | 395                     | 96.1          | 1.46                                  | 0.577              |

## Advising

Advisors are:

|   | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|---|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|   | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Knowledgeable about degree requirements         | 197            | 48.2    | 195   | 47.7    | 9        | 2.2     | 2                 | 0.5     | 6              | 1.5     | 2       | 411         |
| Available when I need to speak with them        | 128            | 31.3    | 215   | 52.6    | 43       | 10.5    | 13                | 3.2     | 10             | 2.4     | 2       | 411         |
| Interested in the progress I make in my program | 111            | 27.1    | 186   | 45.5    | 66       | 16.1    | 15                | 3.7     | 31             | 7.6     | 2       | 411         |
| Helpful with a variety of questions             | 145            | 35.5    | 206   | 50.4    | 26       | 6.4     | 5                 | 1.2     | 27             | 6.6     | 2       | 411         |

|   | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|---|-------------------------|---------------|---------------------------------------|--------------------|
|   | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| Knowledgeable about degree requirements         | 392                     | 95.9          | 1.54                                  | 0.569              |
| Available when I need to speak with them        | 343                     | 83.9          | 1.85                                  | 0.734              |
| Interested in the progress I make in my program | 299                     | 72.6          | 1.96                                  | 0.792              |
| Helpful with a variety of questions             | 351                     | 85.9          | 1.71                                  | 0.648              |

Advisors are:

| Q5. The best way for me to contact advisors is by: (Check all that apply) | Response Percent | Response Total |
|---|------------------|----------------|
| Online/Website  | 7.5              | 31             |
| E-mail  | 66.9             | 275            |
| Phone   | 59.9             | 246            |
| Other (please specify)  | 10.5             | 43             |

| Q5. Other  | Frequency |
|--|-----------|
| Valid  | 373       |
| By way of Program Administrator  | 1         |
| email  | 1         |
| fax  | 1         |
| Hard to contact. Hardly returns phone calls.   | 1         |
| Haven't needed to contact an advisor yet.  | 1         |
| I have attempted to contact my advisor several times -and it has been unsuccessful   | 1         |
| I have never received a response from my advisor through emails or phone calls   | 1         |
| I have no idea who or how to contact anyone!   | 1         |
| I understand that they are only available by appt.   | 1         |
| In person  | 20        |
| make an appointment when he comes in   | 1         |
| Not sure b/c I am a student at Columbus and my previous advisor quit. The current advisor is impossible to get together with as he is only accessible on Friday afternoons. Patty B. is great! | 1         |
| sign up my own appointment on the web  | 1         |
| through program site   | 1         |
| thru center  | 3         |
| unsure, I talked with mine once and he is no longer there.   | 1         |
| via the CMU reps at bases  | 1         |
| Total  | 411       |

| Q6. I want my advisor to respond to my questions within | Response | Percent |
|---|----------|---------|
| hour(s)   | <24      | 90.8    |
| or day(s)   | 1        | 69.2    |

| Q6. I want my advisor to respond to my questions within (hours) | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|-----------|---------|---------------|--------------------|
| Valid <=12  | 82        | 20.0    | 41.6          | 41.6               |
| 12.01-24  | 97        | 23.6    | 49.2          | 90.9               |
| 24.01-48  | 18        | 4.4     | 9.1           | 100.0              |
| Total   | 197       | 47.9    | 100.0         |                    |
| Missing System  | 214       | 52.1    |               |                    |
| Total   | 411       | 100.0   |               |                    |

| Q6. I want my advisor to respond to my questions within (days) |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|--|--------|-----------|---------|---------------|--------------------|
| Valid  | 1      | 173       | 42.1    | 69.2          | 69.2               |
|  | Days   | 64        | 15.6    | 25.6          | 94.8               |
|  | 3      | 12        | 2.9     | 4.8           | 99.6               |
|  | 7      | 1         | .2      | .4            | 100.0              |
|  | Total  | 250       | 60.8    | 100.0         |                    |
| Missing  | System | 161       | 39.2    |               |                    |
| Total  |        | 411       | 100.0   |               |                    |

## Registration

|   | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|---|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|   | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Registering for classes:                          |                |         |       |         |          |         |                   |         |                |         |         |             |
| Is well organized process.                        | 181            | 44.5    | 191   | 46.9    | 25       | 6.1     | 5                 | 1.2     | 5              | 1.2     | 4       | 411         |
| Takes reasonable time.                            | 166            | 40.8    | 199   | 48.9    | 28       | 6.9     | 6                 | 1.5     | 8              | 2.0     | 4       | 411         |
| By phone is helpful.                              | 92             | 22.6    | 121   | 29.7    | 23       | 5.7     | 7                 | 1.7     | 164            | 40.3    | 4       | 411         |
| Online registration is a straightforward process. | 207            | 50.9    | 149   | 36.6    | 28       | 6.9     | 1                 | 0.2     | 22             | 5.4     | 4       | 411         |
| Registration staff are helpful and knowledgeable  | 138            | 33.9    | 171   | 42.0    | 8        | 2.0     | 2                 | 0.5     | 88             | 21.6    | 4       | 411         |

|   | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|---|-------------------------|---------------|---------------------------------------|--------------------|
|   | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| Registering for classes:                          |                         |               |                                       |                    |
| Is well organized process.                        | 372                     | 91.4          | 1.64                                  | 0.657              |
| Takes reasonable time.                            | 365                     | 89.7          | 1.68                                  | 0.669              |
| By phone is helpful.                              | 213                     | 52.3          | 1.77                                  | 0.734              |
| Online registration is a straightforward process. | 356                     | 87.5          | 1.54                                  | 0.641              |
| Registration staff are helpful and knowledgeable  | 309                     | 75.9          | 1.61                                  | 0.573              |

| Q9. The best way to register for classes is: |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|--|----------------|-----------|---------|---------------|--------------------|
| Valid  | Online/Website | 359       | 87.3    | 88.2          | 88.2               |
|  | E-mail         | 16        | 3.9     | 3.9           | 92.1               |
|  | In person      | 32        | 7.8     | 7.9           | 100.0              |
|  | Total          | 407       | 99.0    | 100.0         |                    |
| Missing                                      | System         | 4         | 1.0     |               |                    |
| Total  |                | 411       | 100.0   |               |                    |

## Receivable Accounting

|  | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|--|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| My statement of account is easy to read.   | 155            | 38.0    | 206   | 50.5    | 30       | 7.4     | 2                 | 0.5     | 15             | 3.7     | 3       | 411         |
| There is sufficient access to receivable accounting.                             | 127            | 31.1    | 196   | 48.0    | 43       | 10.5    | 4                 | 1.0     | 38             | 9.3     | 3       | 411         |
| There is adequate information about when and how to make payments on my account. | 139            | 34.1    | 207   | 50.7    | 31       | 7.6     | 5                 | 1.2     | 26             | 6.4     | 3       | 411         |
| I am satisfied with online payment services.                                     | 134            | 32.8    | 199   | 48.8    | 16       | 3.9     | 3                 | 0.7     | 56             | 13.7    | 3       | 411         |

|  | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|--|-------------------------|---------------|---------------------------------------|--------------------|
|  | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| My statement of account is easy to read.   | 361                     | 88.5          | 1.69                                  | 0.630              |
| There is sufficient access to receivable accounting.                             | 323                     | 79.1          | 1.79                                  | 0.680              |
| There is adequate information about when and how to make payments on my account. | 346                     | 84.8          | 1.74                                  | 0.658              |
| I am satisfied with online payment services.                                     | 333                     | 81.6          | 1.68                                  | 0.600              |

## Financial Aid

|  | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|--|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Financial Aid Office services are provided in a courteous and friendly manner. | 85             | 20.9    | 105   | 25.8    | 10       | 2.5     | 5                 | 1.2     | 202            | 49.6    | 4       | 411         |
| The information that I receive from Financial Aid is accurate and timely.      | 85             | 20.9    | 101   | 24.8    | 17       | 4.2     | 3                 | 0.7     | 201            | 49.4    | 4       | 411         |
| The Financial Aid staff are knowledgeable about aid programs.                  | 89             | 21.9    | 98    | 24.1    | 9        | 2.2     | 3                 | 0.7     | 208            | 51.1    | 4       | 411         |
| I am satisfied with online Financial Aid services.                             | 83             | 20.4    | 92    | 22.6    | 15       | 3.7     | 9                 | 2.2     | 208            | 51.1    | 4       | 411         |

|  | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|--|-------------------------|---------------|---------------------------------------|--------------------|
|  | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| Financial Aid Office services are provided in a courteous and friendly manner. | 190                     | 46.7          | 1.68                                  | 0.680              |
| The information that I receive from Financial Aid is accurate and timely.      | 186                     | 45.7          | 1.70                                  | 0.682              |
| The Financial Aid staff are knowledgeable about aid programs.                  | 187                     | 46            | 1.63                                  | 0.645              |
| I am satisfied with online Financial Aid services.                             | 175                     | 43            | 1.75                                  | 0.783              |

## MBS- Classroom Learning Materials

|  | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|--|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| I receive my material from MBS in a timely manner. | 145            | 35.6    | 195   | 47.9    | 20       | 4.9     | 0                 | 0       | 47             | 11.5    | 4       | 411         |
| I am satisfied with online bookstore services.     | 127            | 31.2    | 171   | 42.0    | 54       | 13.3    | 13                | 3.2     | 42             | 10.3    | 4       | 411         |

|  | Strongly Agree or Agree | Descriptive Stats (4-pt. scale above) |                            |
|--|-------------------------|---------------------------------------|----------------------------|
|  | Count                   | Valid Percent                         | Mean<br>Standard Deviation |
| I receive my material from MBS in a timely manner. | 340                     | 83.5                                  | 1.65<br>0.582              |
| I am satisfied with online bookstore services.     | 298                     | 73.2                                  | 1.87<br>0.790              |

Q20. I receive \_\_\_\_% of my books from MBS and \_\_\_\_ % of my books from other

| % MBS          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid <=25     | 166       | 40.4    | 41.6          | 41.6               |
| 25.01-50       | 48        | 11.7    | 12.0          | 53.6               |
| 50.01-75       | 18        | 4.4     | 4.5           | 58.1               |
| 75.01-100      | 167       | 40.6    | 41.9          | 100.0              |
| Total          | 399       | 97.1    | 100.0         |                    |
| Missing System | 12        | 2.9     |               |                    |
| Total          | 411       | 100.0   |               |                    |

| % Other        | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid <=25     | 98        | 23.8    | 29.9          | 29.9               |
| 25.01-50       | 44        | 10.7    | 13.4          | 43.3               |
| 50.01-75       | 30        | 7.3     | 9.1           | 52.4               |
| 75.01-100      | 156       | 38.0    | 47.6          | 100.0              |
| Total          | 328       | 79.8    | 100.0         |                    |
| Missing System | 83        | 20.2    |               |                    |
| Total          | 411       | 100.0   |               |                    |

F-2-c

|   | Frequency |
|---|-----------|
| Valid   | 141       |
| Abe Books.com, half.com                       | 1         |
| abebooks.com                                  | 2         |
| abebooks.com, amazon, ebay                    | 1         |
| abebooks.com, classbooks.com, half.com        | 1         |
| addall.com, ebay                              | 1         |
| alibiris                                      | 1         |
| amazon  | 80        |
| amazon, aliblis.com, barnes & noble, ebay.com | 1         |

|   |    |
|---|----|
| amazon, barnes & noble  | 5  |
| amazon, barnes & noble, ebay  | 2  |
| amazon, barnes & noble, overstock.com   | 1  |
| amazon, borders   | 1  |
| amazon, borders, textbooks.com  | 1  |
| amazon, cheaptextbooks.com  | 1  |
| amazon, ebay  | 6  |
| amazon, ebay, half.com  | 2  |
| amazon, froogle   | 1  |
| amazon, half price  | 1  |
| amazon, half.com  | 15 |
| amazon, half.com, e-bay, overstock.com  | 1  |
| amazon, half.com, yahoo.com   | 1  |
| amazon, halfoffbooks.com  | 1  |
| amazon, halfprice   | 1  |
| amazon, halfprice.com   | 1  |
| amazon, I am also extremely dissatisfied with the references to the Postal Service on the web site, and have stated so several times, with no acknowledgement whatsoever. | 1  |
| amazon.com, ebay, half.com  | 1  |
| anywhere else...mbs is very expensive, and not helpful at all.  | 1  |
| barnes & noble  | 15 |
| barnes & noble, amazon  | 1  |
| barnes & noble, amazon, college books   | 1  |
| barnes & noble, ebay  | 1  |
| barnes & noble, half.com  | 1  |
| barnes & noble, Walmart   | 1  |
| Bigwords.com  | 1  |
| borders   | 1  |
| borders.com   | 1  |
| borrow from library   | 1  |
| Campusbooks.com   | 1  |
| campusi, half.com   | 1  |
| campusl.com, ecampus.com, half.com  | 1  |
| cheapbooks.com  | 1  |
| e-bay   | 1  |
| e-campus, half.com, textbookx   | 1  |
| e campus  | 1  |
| ebay  | 10 |
| ebay, barnes & noble, amazon  | 1  |
| ebay, half.com  | 6  |
| ecampus   | 1  |
| ecampus.com   | 1  |
| etextbooks.com  | 1  |
| friends, library  | 1  |
| gibson bookstore, barnes & noble  | 1  |
| half books, barnes & noble  | 1  |
| half price  | 2  |

|                                       |     |
|---------------------------------------|-----|
| half.com                              | 43  |
| half.com, textbookx.com               | 1   |
| halfoff.com                           | 1   |
| halfprice.com                         | 1   |
| halfpricebooks.com                    | 2   |
| library                               | 4   |
| local bookstore                       | 1   |
| online book stores, local book stores | 1   |
| online bookstores                     | 4   |
| other college book stores             | 1   |
| overstock.com                         | 1   |
| Provided at off-campus facility       | 1   |
| rent them                             | 1   |
| SBX or UC                             | 1   |
| students                              | 9   |
| Text Book Now                         | 1   |
| Textbook Outlet                       | 1   |
| textbooks R us                        | 1   |
| textbookx                             | 1   |
| TextbookX.com                         | 1   |
| The College Store, WSU                | 1   |
| Walden Book Stores                    | 1   |
| Walmart                               | 3   |
| Total                                 | 411 |

### Class Schedules

|  | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|--|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| The variety of course offerings at CMU is adequate.                          | 92             | 22.7    | 221   | 54.4    | 72       | 17.7    | 17                | 4.2     | 4              | 1.0     | 5       | 411         |
| Classes are offered at times that fit my schedule.                           | 120            | 29.6    | 229   | 56.4    | 44       | 10.8    | 9                 | 2.2     | 4              | 1.0     | 5       | 411         |
| The class schedule provides the information I need to plan my courses.       | 124            | 30.5    | 242   | 59.6    | 31       | 7.6     | 5                 | 1.2     | 4              | 1.0     | 5       | 411         |
| I can get the courses I need, in their proper sequence, to graduate on time. | 76             | 18.7    | 204   | 50.2    | 91       | 22.4    | 24                | 5.9     | 11             | 2.7     | 5       | 411         |

|  | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|--|-------------------------|---------------|---------------------------------------|--------------------|
|  | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| The variety of course offerings at CMU is adequate.                          | 313                     | 77.1          | 2.03                                  | 0.760              |
| Classes are offered at times that fit my schedule.                           | 349                     | 86.0          | 1.86                                  | 0.691              |
| The class schedule provides the information I need to plan my courses.       | 366                     | 90.1          | 1.79                                  | 0.627              |
| I can get the courses I need, in their proper sequence, to graduate on time. | 280                     | 68.9          | 2.16                                  | 0.801              |

| Q25. I have taken _____ courses online |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|--|--------|-----------|---------|---------------|--------------------|
| Valid                                  | <3     | 326       | 79.3    | 80.3          | 80.3               |
|  | 4-6    | 47        | 11.4    | 11.6          | 91.9               |
|  | 7-9    | 15        | 3.6     | 3.7           | 95.6               |
|  | 10>    | 18        | 4.4     | 4.4           | 100.0              |
|  | Total  | 406       | 98.8    | 100.0         |                    |
| Missing                                | System | 5         | 1.2     |               |                    |
| Total                                  |        | 411       | 100.0   |               |                    |

### Classrooms and Facilities

|   | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|---|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|   | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Classrooms are well equipped and well maintained.       | 132            | 32.5    | 200   | 49.3    | 24       | 5.9     | 3                 | 0.7     | 47             | 11.6    | 5       | 411         |
| The classroom environment is conducive to learning.     | 138            | 34.0    | 203   | 50.0    | 19       | 4.7     | 1                 | 0.2     | 45             | 11.1    | 5       | 411         |
| Computer labs are equipped well enough for my needs.    | 67             | 16.5    | 104   | 25.6    | 17       | 4.2     | 3                 | 0.7     | 215            | 53.0    | 5       | 411         |
| There is adequate help desk support available.          | 82             | 20.2    | 146   | 36.0    | 20       | 4.9     | 3                 | 0.7     | 155            | 38.2    | 5       | 411         |
| Parking lots are well-lighted and feel safe.            | 118            | 29.1    | 191   | 47.0    | 26       | 6.4     | 2                 | 0.5     | 69             | 17.0    | 5       | 411         |
| There is adequate parking for students.                 | 131            | 32.3    | 195   | 48.0    | 19       | 4.7     | 4                 | 1.0     | 57             | 14.0    | 5       | 411         |
| The classroom building is safe and secure for students. | 140            | 34.5    | 208   | 51.2    | 6        | 1.5     | 1                 | 0.2     | 51             | 12.6    | 5       | 411         |

|   | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|---|-------------------------|---------------|---------------------------------------|--------------------|
|   | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| Classrooms are well equipped and well maintained.       | 332                     | 81.8          | 1.72                                  | 0.623              |
| The classroom environment is conducive to learning.     | 341                     | 84.0          | 1.68                                  | 0.585              |
| Computer labs are equipped well enough for my needs.    | 171                     | 42.1          | 1.77                                  | 0.672              |
| There is adequate help desk support available.          | 228                     | 56.2          | 1.78                                  | 0.637              |
| Parking lots are well-lighted and feel safe.            | 309                     | 76.1          | 1.74                                  | 0.620              |
| There is adequate parking for students.                 | 326                     | 80.3          | 1.70                                  | 0.623              |
| The classroom building is safe and secure for students. | 348                     | 85.7          | 1.63                                  | 0.534              |

## Program Center Administration

Program administrators and administrative assistants are:

|  | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|--|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Helpful in responding to questions/ issues that I have.                                    | 187            | 46.2    | 178   | 44.0    | 13       | 3.2     | 5                 | 1.2     | 22             | 5.4     | 6       | 411         |
| Helpful with registration for classes.   | 188            | 46.4    | 163   | 40.2    | 9        | 2.2     | 3                 | 0.7     | 42             | 10.4    | 6       | 411         |
| Careful to remind us about registration periods.   | 168            | 41.5    | 161   | 39.8    | 29       | 7.2     | 8                 | 2.0     | 39             | 9.6     | 6       | 411         |
| Careful to alert us to changes in schedules or processes.                                  | 159            | 39.3    | 151   | 37.3    | 41       | 10.1    | 9                 | 2.2     | 45             | 11.1    | 6       | 411         |
| Cooperative in finding another class to take, if the one I need is full.                   | 129            | 31.9    | 103   | 25.4    | 19       | 4.7     | 7                 | 1.7     | 147            | 36.3    | 6       | 411         |
| When I contact my program center by phone or e-mail, the staff are responsive to my needs. | 220            | 54.3    | 159   | 39.3    | 14       | 3.5     | 4                 | 1.0     | 8              | 2.0     | 6       | 411         |

Program administrators and administrative assistants are:

|  | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|--|-------------------------|---------------|---------------------------------------|--------------------|
|  | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| Helpful in responding to questions/ issues that I have.                                    | 365                     | 90.2          | 1.57                                  | 0.626              |
| Helpful with registration for classes.   | 351                     | 86.6          | 1.52                                  | 0.591              |
| Careful to remind us about registration periods.   | 329                     | 81.3          | 1.66                                  | 0.717              |
| Careful to alert us to changes in schedules or processes.                                  | 310                     | 76.6          | 1.72                                  | 0.762              |
| Cooperative in finding another class to take, if the one I need is full.                   | 232                     | 57.3          | 1.63                                  | 0.739              |
| When I contact my program center by phone or e-mail, the staff are responsive to my needs. | 379                     | 93.6          | 1.50                                  | 0.618              |

## OCLS:

|  | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|--|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Resources and services meet my needs.          | 153            | 37.8    | 182   | 44.9    | 15       | 3.7     | 6                 | 1.5     | 49             | 12.1    | 6       | 411         |
| Website is easy to access.                     | 153            | 37.8    | 173   | 42.7    | 27       | 6.7     | 6                 | 1.5     | 46             | 11.4    | 6       | 411         |
| Provides service fast enough to meet my needs. | 155            | 38.3    | 170   | 42.0    | 20       | 4.9     | 6                 | 1.5     | 54             | 13.3    | 6       | 411         |
| Staff are approachable and helpful.            | 158            | 39.0    | 139   | 34.3    | 8        | 2.0     | 0                 | 0       | 100            | 24.7    | 6       | 411         |
| Staff are knowledgeable.                       | 162            | 40.0    | 142   | 35.1    | 4        | 1.0     | 0                 | 0       | 97             | 24.0    | 6       | 411         |

|  | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|--|-------------------------|---------------|---------------------------------------|--------------------|
|  | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| Resources and services meet my needs.                  | 335                     | 82.7          | 1.65                                  | 0.644              |
| Website is easy to access.                             | 326                     | 80.5          | 1.68                                  | 0.685              |
| Provides service that is fast enough to meet my needs. | 325                     | 80.3          | 1.65                                  | 0.667              |
| Staff are approachable and helpful.                    | 297                     | 73.3          | 1.51                                  | 0.551              |
| Staff are knowledgeable.                               | 304                     | 75.1          | 1.49                                  | 0.526              |

## Quality of Teaching

| Overall, my CMU instructors:   | Strongly Agree |         | Moderately Agree |         | Slightly Agree |         | Slightly Disagree |         | Moderately Disagree |         | Strongly Disagree |         | Missing | Valid Total |
|--|----------------|---------|------------------|---------|----------------|---------|-------------------|---------|---------------------|---------|-------------------|---------|---------|-------------|
|  | Count          | Valid % | Count            | Valid % | Count          | Valid % | Count             | Valid % | Count               | Valid % | Count             | Valid % |         |             |
| Understood and respected individual students' differences                                  | 217            | 53.8    | 150              | 37.2    | 26             | 6.5     | 7                 | 1.7     | 1                   | 0.2     | 2                 | 0.5     | 8       | 411         |
| Communicated clear expectations for classes  | 209            | 51.9    | 156              | 38.7    | 31             | 7.7     | 4                 | 1.0     | 0                   | 0       | 3                 | 0.7     | 8       | 411         |
| Applied course content to real life, especially the workplace                              | 238            | 59.1    | 126              | 31.3    | 30             | 7.4     | 5                 | 1.2     | 2                   | 0.5     | 2                 | 0.5     | 8       | 411         |
| Used a variety of teaching methods and learning activities                                 | 217            | 53.8    | 144              | 35.7    | 33             | 8.2     | 4                 | 1.0     | 3                   | 0.7     | 2                 | 0.5     | 8       | 411         |
| Encouraged students to be responsible for their own learning                               | 240            | 59.6    | 137              | 34.0    | 19             | 4.7     | 5                 | 1.2     | 1                   | 0.2     | 1                 | 0.2     | 8       | 411         |
| Helped students achieve course learning objectives   | 210            | 52.1    | 149              | 37.0    | 35             | 8.7     | 5                 | 1.2     | 1                   | 0.2     | 3                 | 0.7     | 8       | 411         |
| Challenged students intellectually   | 222            | 55.1    | 140              | 34.7    | 30             | 7.4     | 7                 | 1.7     | 1                   | 0.2     | 3                 | 0.7     | 8       | 411         |
| Encouraged students to summarize, synthesize, analyze and apply information                | 218            | 54.1    | 146              | 36.2    | 27             | 6.7     | 10                | 2.5     | 1                   | 0.2     | 1                 | 0.2     | 8       | 411         |
| Provided feedback to help students keep track of their learning                            | 163            | 40.4    | 160              | 39.7    | 54             | 13.4    | 15                | 3.7     | 7                   | 1.7     | 4                 | 1.0     | 8       | 411         |
| Chose assessments of students' knowledge which were relevant to course learning objectives | 188            | 46.7    | 146              | 36.2    | 62             | 15.4    | 4                 | 1.0     | 1                   | 0.2     | 2                 | 0.5     | 8       | 411         |

## Quality of Teaching

| Overall, my CMU instructors:   | Strongly Agree or Moderately Agree |               | Descriptive Stats (6-pt. scale above) |                    |
|--|------------------------------------|---------------|---------------------------------------|--------------------|
|  | Count                              | Valid Percent | Mean                                  | Standard Deviation |
| Understood and respected individual students' differences                                  | 367                                | 91.0          | 1.59                                  | 0.778              |
| Communicated clear expectations for classes  | 365                                | 90.6          | 1.61                                  | 0.776              |
| Applied course content to real life, especially the workplace                              | 364                                | 90.4          | 1.54                                  | 0.795              |
| Used a variety of teaching methods and learning activities                                 | 361                                | 89.5          | 1.61                                  | 0.808              |
| Encouraged students to be responsible for their own learning                               | 377                                | 93.6          | 1.49                                  | 0.707              |
| Helped students achieve course learning objectives   | 359                                | 89.1          | 1.63                                  | 0.814              |
| Challenged students intellectually   | 362                                | 89.8          | 1.60                                  | 0.821              |
| Encouraged students to summarize, synthesize, analyze and apply information                | 364                                | 90.3          | 1.59                                  | 0.778              |
| Provided feedback to help students keep track of their learning                            | 323                                | 80.1          | 1.90                                  | 0.997              |
| Chose assessments of students' knowledge which were relevant to course learning objectives | 334                                | 82.9          | 1.73                                  | 0.832              |

## Educational Climate

|  | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|--|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| CMU supports:  |                |         |       |         |          |         |                   |         |                |         |         |             |
| People of all ethnic/ racial backgrounds.                                      | 251            | 63.5    | 126   | 31.9    | 2        | 0.5     | 3                 | 0.8     | 13             | 3.3     | 16      | 411         |
| Men and women equally.   | 244            | 61.8    | 132   | 33.4    | 7        | 1.8     | 2                 | 0.5     | 10             | 2.5     | 16      | 411         |
| People with disabilities by providing them with equal education opportunities. | 177            | 44.8    | 110   | 27.8    | 0        | 0       | 1                 | 0.3     | 107            | 27.1    | 16      | 411         |
| People of all ages by treating them with respect.                              | 242            | 61.3    | 133   | 33.7    | 6        | 1.5     | 0                 | 0       | 14             | 3.5     | 16      | 411         |
| Respects the needs of students in the military.                                | 211            | 53.4    | 92    | 23.3    | 0        | 0       | 0                 | 0       | 92             | 23.3    | 16      | 411         |
| Services to our diverse student population.                                    | 227            | 57.5    | 133   | 33.7    | 6        | 1.5     | 2                 | 0.5     | 0              | 0       | 16      | 411         |
| Sexual Harassment is not a problem at CMU.                                     | 243            | 61.5    | 104   | 26.3    | 2        | 0.5     | 1                 | 0.3     | 45             | 11.4    | 16      | 411         |
| Discrimination based on sexual orientation is not a problem at CMU.            | 239            | 60.5    | 95    | 24.1    | 4        | 1.0     | 2                 | 0.5     | 55             | 13.9    | 16      | 411         |

| CMU supports:  | Strongly Agree or Agree |         | Descriptive Stats (4-pt. scale above) |         |
|--|-------------------------|---------|---------------------------------------|---------|
|  | Count                   | Valid % | Mean                                  | Std Dev |
| People of all ethnic/ racial backgrounds.                                      | 377                     | 95.4    | 1.36                                  | 0.538   |
| Men and women equally.   | 376                     | 95.2    | 1.39                                  | 0.554   |
| People with disabilities by providing them with equal education opportunities. | 287                     | 72.6    | 1.39                                  | 0.510   |
| People of all ages by treating them with respect.                              | 375                     | 95.0    | 1.38                                  | 0.518   |
| Respects the needs of students in the military.                                | 303                     | 76.7    | 1.30                                  | 0.461   |
| Services to our diverse student population.                                    | 360                     | 91.2    | 1.41                                  | 0.555   |
| Sexual Harassment is not a problem at CMU.                                     | 347                     | 87.8    | 1.32                                  | 0.496   |
| Discrimination based on sexual orientation is not a problem at CMU.            | 334                     | 84.6    | 1.32                                  | 0.527   |

## Overall Educational Quality

|  | Strongly Agree |         | Agree |         | Disagree |         | Strongly Disagree |         | Not Applicable |         | Missing | Valid Total |
|--|----------------|---------|-------|---------|----------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count          | Valid % | Count | Valid % | Count    | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| I am satisfied with the quality of the curriculum and programs at CMU. | 201            | 50.8    | 174   | 43.9    | 16       | 4.0     | 4                 | 1.0     | 1              | 0.3     | 15      | 411         |
| Tuition at CMU is a worthwhile investment.                             | 173            | 43.7    | 194   | 49.0    | 18       | 4.5     | 4                 | 1.0     | 7              | 1.8     | 15      | 411         |
| Considering cost and quality, CMU is a good value.                     | 183            | 46.2    | 188   | 47.5    | 17       | 4.3     | 4                 | 1.0     | 4              | 1.0     | 15      | 411         |
| I am satisfied with my overall experience at CMU.                      | 204            | 51.5    | 173   | 43.7    | 15       | 3.8     | 2                 | 0.5     | 2              | 0.5     | 15      | 411         |
| I would recommend CMU programs to others.                              | 235            | 59.3    | 143   | 36.1    | 11       | 2.8     | 2                 | 0.5     | 5              | 1.3     | 15      | 411         |

|  | Strongly Agree or Agree |               | Descriptive Stats (4-pt. scale above) |                    |
|--|-------------------------|---------------|---------------------------------------|--------------------|
|  | Count                   | Valid Percent | Mean                                  | Standard Deviation |
| I am satisfied with the quality of the curriculum and programs at CMU. | 375                     | 94.7          | 1.55                                  | 0.625              |
| Tuition at CMU is a worthwhile investment.                             | 367                     | 92.7          | 1.62                                  | 0.625              |
| Considering the cost and quality, CMU is a good value.                 | 371                     | 93.7          | 1.60                                  | 0.624              |
| I am satisfied with my overall experience at CMU.                      | 377                     | 95.2          | 1.53                                  | 0.597              |
| I would recommend CMU programs to others.                              | 378                     | 95.4          | 1.44                                  | 0.578              |

## Quality of Learning- General Administration Concentration

To what extent did your MSA program help you improve your ability to:

|   | Great Improvement |         | Moderate Improvement |         | Small Improvement |         | No Improvement |         | Missing | Valid Total |
|---|-------------------|---------|----------------------|---------|-------------------|---------|----------------|---------|---------|-------------|
|   | Count             | Valid % | Count                | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Apply management perspectives in your workplace   | 51                | 41.5    | 53                   | 43.1    | 12                | 9.8     | 7              | 5.7     | 7       | 130         |
| Use quantitative methods and approaches to solve workplace problems                             | 39                | 31.7    | 58                   | 47.2    | 17                | 13.8    | 9              | 7.3     | 7       | 130         |
| Evaluate workplace problems and recommend strategies or tools to address them                   | 57                | 46.3    | 49                   | 39.8    | 11                | 8.9     | 6              | 4.9     | 7       | 130         |
| Take a position on an organizational issue, and defend it both orally and in writing            | 61                | 49.6    | 41                   | 33.3    | 13                | 10.6    | 8              | 6.5     | 7       | 130         |
| Apply the concepts of finance, as practiced in your employer's organization.                    | 31                | 25.2    | 46                   | 37.4    | 24                | 19.5    | 22             | 17.9    | 7       | 130         |
| Apply the concepts of marketing, as they relate to your employer's organization.                | 32                | 24.6    | 45                   | 36.6    | 27                | 22.0    | 19             | 15.4    | 7       | 130         |
| Use information systems to support decision-making  | 44                | 35.8    | 42                   | 34.1    | 23                | 18.7    | 14             | 11.4    | 7       | 130         |
| Apply principles of good administration in organizations operating in a global environment      | 45                | 36.6    | 48                   | 39.0    | 15                | 12.2    | 15             | 12.2    | 7       | 130         |
| Integrate computer and production systems into administrative decision making                   | 31                | 25.2    | 51                   | 41.5    | 18                | 14.6    | 23             | 18.7    | 7       | 130         |
| Evaluate how the organization's environment and processes affect the work behavior of employees | 56                | 45.5    | 50                   | 40.7    | 13                | 10.6    | 4              | 3.3     | 7       | 130         |
| Understand how legal and political systems impact the operation of organizations                | 48                | 39.0    | 48                   | 39.0    | 17                | 13.8    | 10             | 8.1     | 7       | 130         |
| Understand how social and economic systems impact the effectiveness of organizations            | 44                | 35.8    | 54                   | 43.9    | 17                | 13.8    | 8              | 6.5     | 7       | 130         |
| Improve communication of individual and groups within and between organizations                 | 54                | 44.6    | 45                   | 37.2    | 14                | 11.6    | 8              | 6.6     | 7       | 130         |

To what extent did your MSA program help you improve your ability to:

|   | Stated "Substantial" or "Moderate" Improvement |         | Descriptive Statistics |                    |
|---|--|---------|------------------------|--------------------|
|   | Count  | Valid % | Mean                   | Standard Deviation |
| Apply management perspectives in your workplace   | 104  | 84.6    | 1.80                   | 0.839              |
| Use quantitative methods and approaches to solve workplace problems                             | 97   | 78.9    | 1.97                   | 0.868              |
| Evaluate workplace problems and recommend strategies or tools to address them                   | 106  | 86.1    | 1.72                   | 0.823              |
| Take a position on an organizational issue, and defend it both orally and in writing            | 102  | 82.9    | 1.74                   | 0.895              |
| Apply the concepts of finance, as practiced in your employer's organization.                    | 77   | 62.6    | 2.30                   | 1.040              |
| Apply the concepts of marketing, as they relate to your employer's organization.                | 77   | 61.2    | 2.27                   | 1.017              |
| Use information systems to support decision-making  | 86   | 69.9    | 2.06                   | 1.002              |
| Apply principles of good administration in organizations operating in a global environment      | 93   | 75.6    | 2.00                   | 0.992              |
| Integrate computer and production systems into administrative decision making                   | 82   | 66.7    | 2.27                   | 1.041              |
| Evaluate how the organization's environment and processes affect the work behavior of employees | 106  | 86.2    | 1.72                   | 0.784              |
| Understand how legal and political systems impact the operation of organizations                | 96   | 78      | 1.91                   | 0.923              |
| Understand how social and economic systems impact the effectiveness of organizations            | 98   | 79.7    | 1.91                   | 0.868              |
| Improve communication of individual and groups within and between organizations                 | 99   | 81.8    | 1.80                   | 0.891              |

## Quality of Learning- Human Resources Administration Concentration

To what extent did your MSA program help you improve your ability to:

|   | Great Improvement |         | Moderate Improvement |         | Small Improvement |         | No Improvement |         | Missing | Valid Total |
|---|-------------------|---------|----------------------|---------|-------------------|---------|----------------|---------|---------|-------------|
|   | Count             | Valid % | Count                | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Apply management perspectives in your workplace   | 42                | 44.7    | 41                   | 43.6    | 9                 | 9.6     | 2              | 2.1     | 4       | 98          |
| Use quantitative methods and approaches to solve workplace problems   | 31                | 33.0    | 39                   | 41.5    | 15                | 16.0    | 9              | 9.6     | 4       | 98          |
| Evaluate workplace problems and recommend strategies or tools to address them   | 46                | 48.9    | 40                   | 42.6    | 4                 | 4.3     | 4              | 4.3     | 4       | 98          |
| Take a position on an organizational issue, and defend it both orally and in writing  | 42                | 44.7    | 38                   | 40.4    | 10                | 10.6    | 4              | 4.3     | 4       | 98          |
| Apply the concepts of finance, as practiced in your employer's organization.  | 27                | 28.7    | 34                   | 36.2    | 19                | 20.2    | 14             | 14.9    | 4       | 98          |
| Apply the concepts of marketing, as they relate to your employer's organization.  | 26                | 27.7    | 31                   | 33.0    | 16                | 17.0    | 21             | 22.3    | 4       | 98          |
| Use information systems to support decision-making  | 28                | 29.8    | 38                   | 40.4    | 14                | 14.9    | 14             | 14.9    | 4       | 98          |
| Understand the theory and practices of human resource administration  | 53                | 56.4    | 30                   | 31.9    | 6                 | 6.4     | 5              | 5.3     | 4       | 98          |
| Utilize the principles of collective bargaining, labor law and negotiations in your organization                            | 38                | 40.4    | 31                   | 33.0    | 4                 | 4.3     | 21             | 22.3    | 4       | 98          |
| Utilize negotiation skills in labor and employee relations  | 40                | 42.6    | 27                   | 28.7    | 10                | 10.6    | 17             | 18.1    | 4       | 98          |
| Make staffing decisions using a broad range of evaluative measures such as compensation, economics and personnel psychology | 38                | 40.4    | 30                   | 31.9    | 10                | 10.6    | 16             | 17.0    | 4       | 98          |

To what extent did your MSA program help you improve your ability to:

|   | Stated "Substantial" or "Moderate" Improvement |         | Descriptive Statistics |                    |
|---|--|---------|------------------------|--------------------|
|   | Count  | Valid % | Mean                   | Standard Deviation |
| Apply management perspectives in your workplace   | 83   | 88.3    | 1.69                   | 0.734              |
| Use quantitative methods and approaches to solve workplace problems   | 70   | 74.5    | 2.02                   | 0.939              |
| Evaluate workplace problems and recommend strategies or tools to address them   | 86   | 91.5    | 1.64                   | 0.760              |
| Take a position on an organizational issue, and defend it both orally and in writing  | 80   | 85.1    | 1.74                   | 0.816              |
| Apply the concepts of finance, as practiced in your employer's organization.  | 61   | 64.9    | 2.21                   | 1.025              |
| Apply the concepts of marketing, as they relate to your employer's organization.  | 57   | 60.7    | 2.34                   | 1.113              |
| Use information systems to support decision-making  | 66   | 70.2    | 2.15                   | 1.016              |
| Understand the theory and practices of human resource administration  | 83   | 88.3    | 1.61                   | 0.832              |
| Utilize the principles of collective bargaining, labor law and negotiations in your organization                            | 69   | 73.4    | 2.09                   | 1.161              |
| Utilize negotiation skills in labor and employee relations  | 67   | 71.3    | 2.04                   | 1.126              |
| Make staffing decisions using a broad range of evaluative measures such as compensation, economics and personnel psychology | 68   | 72.3    | 2.04                   | 1.097              |

## Quality of Learning- Information Resource Management Concentration

To what extent did your MSA program help you improve your ability to:

|  | Great Improvement |         | Moderate Improvement |         | Small Improvement |         | No Improvement |         | Missing | Valid Total |
|--|-------------------|---------|----------------------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count             | Valid % | Count                | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Apply management perspectives in your workplace  | 13                | 43.3    | 12                   | 40.0    | 3                 | 10.0    | 2              | 6.7     | 4       | 34          |
| Use quantitative methods and approaches to solve workplace problems                          | 13                | 43.3    | 8                    | 26.7    | 7                 | 23.3    | 2              | 6.7     | 4       | 34          |
| Evaluate workplace problems and recommend strategies or tools to address them                | 16                | 53.3    | 7                    | 23.3    | 6                 | 20.0    | 1              | 3.3     | 4       | 34          |
| Take a position on an organizational issue, and defend it both orally and in writing         | 16                | 53.3    | 9                    | 30.0    | 4                 | 13.3    | 1              | 3.3     | 4       | 34          |
| Apply the concepts of finance, as practiced in your employer's organization.                 | 8                 | 26.7    | 12                   | 40.0    | 6                 | 20.0    | 4              | 13.3    | 4       | 34          |
| Apply the concepts of marketing, as they relate to your employer's organization.             | 6                 | 20.0    | 9                    | 30.0    | 9                 | 30.0    | 17.6           | 20.0    | 4       | 34          |
| Use information systems to support decision-making   | 9                 | 30.0    | 9                    | 30.0    | 8                 | 26.7    | 4              | 13.3    | 4       | 34          |
| Comprehensive administration of information systems in your organization                     | 10                | 33.3    | 11                   | 36.7    | 5                 | 16.7    | 4              | 13.3    | 4       | 34          |
| Identify and select appropriate solutions to information administration in your organization | 13                | 43.3    | 8                    | 26.7    | 6                 | 20.0    | 3              | 10.0    | 4       | 34          |
| Apply systems analysis and design to administering information in your organization          | 11                | 36.7    | 9                    | 30.0    | 6                 | 20.0    | 4              | 13.3    | 4       | 34          |

To what extent did your MSA program help you improve your ability to:

|  | Stated "Substantial" or "Moderate" Improvement |         | Descriptive Statistics |                    |
|--|--|---------|------------------------|--------------------|
|  | Count  | Valid % | Mean                   | Standard Deviation |
| Apply management perspectives in your workplace  | 25   | 83.3    | 1.80                   | 0.887              |
| Use quantitative methods and approaches to solve workplace problems                          | 21   | 70.0    | 1.93                   | 0.980              |
| Evaluate workplace problems and recommend strategies or tools to address them                | 23   | 76.6    | 1.73                   | 0.907              |
| Take a position on an organizational issue, and defend it both orally and in writing         | 25   | 83.3    | 1.67                   | 0.844              |
| Apply the concepts of finance, as practiced in your employer's organization.                 | 20   | 66.7    | 2.20                   | 0.997              |
| Apply the concepts of marketing, as they relate to your employer's organization.             | 15   | 50.0    | 2.50                   | 1.042              |
| Use information systems to support decision-making   | 18   | 60.0    | 2.23                   | 1.040              |
| Comprehensive administration of information systems in your organization                     | 21   | 70.0    | 2.10                   | 1.029              |
| Identify and select appropriate solutions to information administration in your organization | 21   | 70.0    | 1.97                   | 1.033              |
| Apply systems analysis and design to administering information in your organization          | 20   | 66.7    | 2.10                   | 1.062              |

## Quality of Learning- Health Services Administration Concentration

To what extent did your MSA program help you improve your ability to:

|   | Great Improvement |         | Moderate Improvement |         | Small Improvement |         | No Improvement |         | Missing | Valid Total |
|---|-------------------|---------|----------------------|---------|-------------------|---------|----------------|---------|---------|-------------|
|   | Count             | Valid % | Count                | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Apply management perspectives in your workplace   | 24                | 43.6    | 26                   | 47.3    | 5                 | 9.1     | 0              | 0       | 0       | 55          |
| Use quantitative methods and approaches to solve workplace problems                               | 17                | 30.9    | 30                   | 54.5    | 7                 | 12.7    | 1              | 1.8     | 0       | 55          |
| Evaluate workplace problems and recommend strategies or tools to address them                     | 28                | 50.9    | 21                   | 38.2    | 6                 | 10.9    | 0              | 0       | 0       | 55          |
| Take a position on an organizational issue, and defend it both orally and in writing              | 25                | 45.5    | 22                   | 40.0    | 7                 | 12.7    | 1              | 1.8     | 0       | 55          |
| Apply the concepts of finance, as practiced in your employer's organization.                      | 21                | 38.2    | 21                   | 38.2    | 9                 | 16.4    | 4              | 7.3     | 0       | 55          |
| Apply the concepts of marketing, as they relate to your employer's organization.                  | 18                | 32.7    | 17                   | 30.9    | 13                | 23.6    | 7              | 12.7    | 0       | 55          |
| Use information systems to support decision-making  | 22                | 40.0    | 22                   | 40.0    | 7                 | 12.7    | 4              | 7.3     | 0       | 55          |
| Understand the role of directors, administrators and supervisors in health services organizations | 32                | 58.2    | 20                   | 36.4    | 3                 | 5.5     | 0              | 0       | 0       | 55          |
| Utilize the broad range of skills required for directors, administrators and supervisors          | 31                | 56.4    | 21                   | 38.2    | 3                 | 5.5     | 0              | 0       | 0       | 55          |
| Apply financial analysis to decision-making in health services organizations                      | 22                | 40.0    | 25                   | 45.5    | 4                 | 7.3     | 0              | 0       | 0       | 55          |
| Understand legal decisions appropriate to health services administration                          | 25                | 45.5    | 24                   | 43.6    | 5                 | 9.1     | 0              | 0       | 0       | 55          |

To what extent did your MSA program help you improve your ability to:

|  | Stated "Substantial" or "Moderate" Improvement |         | Descriptive Statistics |                    |
|--|--|---------|------------------------|--------------------|
|  | Count  | Valid % | Mean                   | Standard Deviation |
| <b>Apply management perspectives in your workplace</b>   | 50   | 90.9    | 1.65                   | 0.645              |
| <b>Use quantitative methods and approaches to solve workplace problems</b>                               | 47   | 85.4    | 1.85                   | 0.705              |
| <b>Evaluate workplace problems and recommend strategies or tools to address them</b>                     | 49   | 89.1    | 1.60                   | 0.683              |
| <b>Take a position on an organizational issue, and defend it both orally and in writing</b>              | 47   | 85.5    | 1.71                   | 0.762              |
| <b>Apply the concepts of finance, as practiced in your employer's organization.</b>                      | 42   | 76.4    | 1.93                   | 0.920              |
| <b>Apply the concepts of marketing, as they relate to your employer's organization.</b>                  | 35   | 63.6    | 2.16                   | 1.032              |
| <b>Use information systems to support decision-making</b>  | 44   | 80.0    | 1.87                   | 0.904              |
| <b>Understand the role of directors, administrators and supervisors in health services organizations</b> | 52   | 94.6    | 1.47                   | 0.604              |
| <b>Utilize the broad range of skills required for directors, administrators and supervisors</b>          | 52   | 94.6    | 1.49                   | 0.605              |
| <b>Apply financial analysis to decision-making in health services organizations</b>                      | 47   | 85.5    | 1.82                   | 0.863              |
| <b>Understand legal decisions appropriate to health services administration</b>                          | 49   | 89.1    | 1.67                   | 0.721              |

## Quality of Learning- Public Administration Concentration

To what extent did your MSA program help you improve your ability to:

|  | Great Improvement |         | Moderate Improvement |         | Small Improvement |         | No Improvement |         | Missing | Valid Total |
|--|-------------------|---------|----------------------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count             | Valid % | Count                | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Apply management perspectives in your workplace                                      | 16                | 51.6    | 10                   | 32.3    | 4                 | 12.9    | 1              | 3.2     | 0       | 31          |
| Use quantitative methods and approaches to solve workplace problems                  | 16                | 51.6    | 6                    | 19.4    | 4                 | 12.9    | 5              | 16.1    | 0       | 31          |
| Evaluate workplace problems and recommend strategies or tools to address them        | 17                | 54.8    | 9                    | 29.0    | 4                 | 12.9    | 1              | 3.2     | 0       | 31          |
| Take a position on an organizational issue, and defend it both orally and in writing | 16                | 51.6    | 11                   | 35.5    | 4                 | 12.9    | 0              | 0       | 0       | 31          |
| Apply the concepts of finance, as practiced in your employer's organization.         | 10                | 32.3    | 8                    | 25.8    | 10                | 32.3    | 3              | 9.7     | 0       | 31          |
| Apply the concepts of marketing, as they relate to your employer's organization.     | 8                 | 25.8    | 11                   | 35.5    | 6                 | 19.4    | 6              | 19.4    | 0       | 31          |
| Use information systems to support decision-making                                   | 10                | 32.3    | 8                    | 25.8    | 6                 | 19.4    | 7              | 22.6    | 0       | 31          |
| Engage in a career in public sector administration                                   | 18                | 58.1    | 7                    | 22.6    | 2                 | 6.5     | 4              | 12.9    | 0       | 31          |
| Evaluate the political, social, and economic environments of public administration   | 18                | 58.1    | 7                    | 22.6    | 3                 | 9.7     | 3              | 9.7     | 0       | 31          |
| Understand the public management process   | 20                | 64.5    | 8                    | 25.8    | 2                 | 6.5     | 1              | 3.2     | 0       | 31          |
| Analyze public policy  | 20                | 64.5    | 8                    | 25.8    | 2                 | 6.5     | 1              | 3.2     | 0       | 31          |
| Apply organization theory and behavior to practices in your organization             | 17                | 54.8    | 8                    | 25.8    | 4                 | 12.9    | 2              | 6.5     | 0       | 31          |

To what extent did your MSA program help you improve your ability to:

|  | Stated "Substantial" or "Moderate" Improvement |         | Descriptive Statistics |                    |
|--|--|---------|------------------------|--------------------|
|  | Count  | Valid % | Mean                   | Standard Deviation |
| Apply management perspectives in your workplace                                      | 26   | 83.9    | 1.68                   | 0.832              |
| Use quantitative methods and approaches to solve workplace problems                  | 22   | 71.0    | 1.94                   | 1.153              |
| Evaluate workplace problems and recommend strategies or tools to address them        | 26   | 83.8    | 1.65                   | 0.839              |
| Take a position on an organizational issue, and defend it both orally and in writing | 27   | 87.1    | 1.61                   | 0.715              |
| Apply the concepts of finance, as practiced in your employer's organization.         | 18   | 58.1    | 2.19                   | 1.014              |
| Apply the concepts of marketing, as they relate to your employer's organization.     | 19   | 61.3    | 2.32                   | 1.077              |
| Use information systems to support decision-making                                   | 18   | 58.1    | 2.32                   | 1.166              |
| Engage in a career in public sector administration                                   | 25   | 80.7    | 1.74                   | 1.064              |
| Evaluate the political, social, and economic environments of public administration   | 25   | 80.7    | 1.71                   | 1.006              |
| Understand the public management process   | 28   | 90.3    | 1.48                   | 0.769              |
| Analyze public policy  | 28   | 90.3    | 1.48                   | 0.769              |
| Apply organization theory and behavior to practices in your organization             | 25   | 80.6    | 1.71                   | 0.938              |

## Quality of Learning- Leadership Concentration

To what extent did your MSA program help you improve your ability to:

|  | Great Improvement |         | Moderate Improvement |         | Small Improvement |         | No Improvement |         | Missing | Valid Total |
|--|-------------------|---------|----------------------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count             | Valid % | Count                | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Apply management perspectives in your workplace                                      | 18                | 33.3    | 28                   | 51.9    | 6                 | 11.1    | 2              | 3.7     | 0       | 54          |
| Use quantitative methods and approaches to solve workplace problems                  | 15                | 27.8    | 21                   | 38.9    | 11                | 20.4    | 7              | 13.0    | 0       | 54          |
| Evaluate workplace problems and recommend strategies or tools to address them        | 20                | 37.0    | 26                   | 48.1    | 6                 | 11.1    | 2              | 3.7     | 0       | 54          |
| Take a position on an organizational issue, and defend it both orally and in writing | 19                | 35.2    | 24                   | 44.4    | 9                 | 16.7    | 2              | 3.7     | 0       | 54          |
| Apply the concepts of finance, as practiced in your employer's organization.         | 6                 | 11.1    | 23                   | 42.6    | 13                | 24.1    | 12             | 22.2    | 0       | 54          |
| Apply the concepts of marketing, as they relate to your employer's organization.     | 9                 | 16.7    | 19                   | 35.2    | 12                | 22.2    | 14             | 25.9    | 0       | 54          |
| Use information systems to support decision-making                                   | 10                | 18.5    | 27                   | 50.0    | 7                 | 13.0    | 10             | 18.5    | 0       | 54          |
| Apply your knowledge and skills in the area of leadership                            | 27                | 50.0    | 23                   | 42.6    | 2                 | 3.7     | 2              | 3.7     | 0       | 54          |
| Apply the principles of group dynamics in your organization                          | 25                | 46.3    | 23                   | 42.6    | 5                 | 9.3     | 1              | 1.9     | 0       | 54          |
| Facilitate organizational change   | 14                | 25.9    | 28                   | 51.9    | 7                 | 13.0    | 5              | 9.3     | 0       | 54          |
| Manage conflict in your organization   | 18                | 33.3    | 26                   | 48.1    | 8                 | 14.8    | 2              | 3.7     | 0       | 54          |
| Apply the principles of negotiation within your organization                         | 13                | 24.1    | 26                   | 48.1    | 10                | 18.5    | 5              | 9.3     | 0       | 54          |
| Enhance cultural diversity and community in your organization                        | 17                | 31.5    | 20                   | 37.0    | 11                | 20.4    | 6              | 11.1    | 0       | 54          |

To what extent did your MSA program help you improve your ability to:

|  | Stated "Substantial" or "Moderate" Improvement |         | Descriptive Statistics |                    |
|--|--|---------|------------------------|--------------------|
|  | Count  | Valid % | Mean                   | Standard Deviation |
| Apply management perspectives in your workplace                                      | 46   | 85.2    | 1.85                   | 0.763              |
| Use quantitative methods and approaches to solve workplace problems                  | 36   | 66.7    | 2.19                   | 0.992              |
| Evaluate workplace problems and recommend strategies or tools to address them        | 46   | 85.1    | 1.81                   | 0.779              |
| Take a position on an organizational issue, and defend it both orally and in writing | 43   | 79.6    | 1.89                   | 0.816              |
| Apply the concepts of finance, as practiced in your employer's organization.         | 29   | 53.7    | 2.57                   | 0.964              |
| Apply the concepts of marketing, as they relate to your employer's organization.     | 28   | 51.9    | 2.57                   | 1.057              |
| Use information systems to support decision-making                                   | 37   | 68.5    | 2.31                   | 0.987              |
| Apply your knowledge and skills in the area of leadership                            | 50   | 92.6    | 1.61                   | 0.738              |
| Apply the principles of group dynamics in your organization                          | 48   | 88.9    | 1.67                   | 0.727              |
| Facilitate organizational change   | 42   | 77.8    | 2.06                   | 0.878              |
| Manage conflict in your organization   | 44   | 81.4    | 1.89                   | 0.793              |
| Apply the principles of negotiation within your organization                         | 39   | 72.2    | 2.13                   | 0.891              |
| Enhance cultural diversity and community in your organization                        | 37   | 68.5    | 2.11                   | 0.984              |

## Overall Quality of Learning- MSA

To what extent did your MSA program help you improve your ability to:

|  | Great Improvement |         | Moderate Improvement |         | Small Improvement |         | No Improvement |         | Missing | Valid Total |
|--|-------------------|---------|----------------------|---------|-------------------|---------|----------------|---------|---------|-------------|
|  | Count             | Valid % | Count                | Valid % | Count             | Valid % | Count          | Valid % |         |             |
| Apply management perspectives in your workplace                                      | 167               | 42.2    | 174                  | 43.9    | 41                | 10.4    | 14             | 3.5     | 15      | 396         |
| Use quantitative methods and approaches to solve workplace problems                  | 134               | 33.8    | 167                  | 42.2    | 62                | 15.7    | 33             | 8.3     | 15      | 396         |
| Evaluate workplace problems and recommend strategies or tools to address them        | 187               | 47.2    | 156                  | 39.4    | 39                | 9.9     | 14             | 3.5     | 15      | 396         |
| Take a position on an organizational issue, and defend it both orally and in writing | 183               | 46.2    | 148                  | 37.4    | 49                | 12.4    | 16             | 4.0     | 15      | 396         |
| Apply the concepts of finance, as practiced in your employer's organization.         | 106               | 26.8    | 147                  | 37.1    | 83                | 21.0    | 60             | 15.1    | 15      | 396         |
| Apply the concepts of marketing, as they relate to your employer's organization.     | 101               | 25.5    | 136                  | 34.3    | 85                | 21.5    | 74             | 18.7    | 15      | 396         |
| Use information systems to support decision-making                                   | 126               | 31.8    | 150                  | 37.9    | 66                | 16.7    | 54             | 13.6    | 15      | 396         |

To what extent did your MSA program help you improve your ability to:

|  | Stated "Substantial" or "Moderate" Improvement |         | Descriptive Statistics |                    |
|--|--|---------|------------------------|--------------------|
|  | Count  | Valid % | Mean                   | Standard Deviation |
| Apply management perspectives in your workplace                                      | 341  | 86.1    | 1.75                   | 0.779              |
| Use quantitative methods and approaches to solve workplace problems                  | 301  | 76.0    | 1.98                   | 0.911              |
| Evaluate workplace problems and recommend strategies or tools to address them        | 343  | 86.6    | 1.70                   | 0.789              |
| Take a position on an organizational issue, and defend it both orally and in writing | 331  | 83.6    | 1.74                   | 0.826              |
| Apply the concepts of finance, as practiced in your employer's organization.         | 253  | 63.9    | 2.24                   | 1.013              |
| Apply the concepts of marketing, as they relate to your employer's organization.     | 237  | 59.8    | 2.33                   | 1.053              |
| Use information systems to support decision-making                                   | 276  | 69.7    | 2.12                   | 1.009              |

## MSA Program Core Learning Outcomes Displayed by Number of Terms Enrolled

- Figure 1 showed an increase in students' substantial and moderate improvements in regard to applying management perspectives in their workplace, as the number of terms enrolled increased.
- Figure 2 indicated an increase in students' substantial improvements in regard to the use of quantitative methods and approaches to solve workplace problems, as the number of terms enrolled increased.
- Figure 3 indicated an increase in students' substantial improvements and decrease in no improvement to zero in regard to evaluate workplace problems and recommend strategies or tools to address them, as the number of terms enrolled increased..
- Figures 4 showed an increase in students' substantial and moderate improvements in regard to take a position on an organizational issue, and defend it both orally and in writing, and decrease in small improvement and no improvement, as the number of terms enrolled increased..
- Figure 5 showed an increase in students' substantial and moderate improvements in regard to Apply the concepts of finance, as practiced in your employer's organization and decrease in small improvement and no improvement, as the number of terms enrolled increased..
- Figure 6 indicated an increase in students' substantial improvements in regard to Apply the concepts of marketing, as they relate to your employer's organization and decrease in no improvement, as the number of terms enrolled increased.
- Figure 7 showed a great increase in students' substantial improvements and decrease in no improvement and small improvement in regard to the use of information systems to support decision-making, as the number of terms enrolled increased.

### Apply management perspectives in your workplace.

|                 |     | L-1                     |                      |                   |                | Total  |        |
|-----------------|-----|-------------------------|----------------------|-------------------|----------------|--------|--------|
|                 |     | Substantial Improvement | Moderate Improvement | Small Improvement | No Improvement |        |        |
| Number of Terms | 1,2 | Count                   | 66                   | 70                | 21             | 5      | 162    |
|                 |     | % within terms_code     | 40.7%                | 43.2%             | 13.0%          | 3.1%   | 100.0% |
|                 |     | % within L-1            | 39.5%                | 40.2%             | 51.2%          | 35.7%  | 40.9%  |
|                 |     | % of Total              | 16.7%                | 17.7%             | 5.3%           | 1.3%   | 40.9%  |
| 3,4             |     | Count                   | 80                   | 80                | 16             | 9      | 185    |
|                 |     | % within terms_code     | 43.2%                | 43.2%             | 8.6%           | 4.9%   | 100.0% |
|                 |     | % within L-1            | 47.9%                | 46.0%             | 39.0%          | 64.3%  | 46.7%  |
|                 |     | % of Total              | 20.2%                | 20.2%             | 4.0%           | 2.3%   | 46.7%  |
| 5,6,7           |     | Count                   | 21                   | 24                | 4              | 0      | 49     |
|                 |     | % within terms_code     | 42.9%                | 49.0%             | 8.2%           | 0.0%   | 100.0% |
|                 |     | % within L-1            | 12.6%                | 13.8%             | 9.8%           | 0.0%   | 12.4%  |
|                 |     | % of Total              | 5.3%                 | 6.1%              | 1.0%           | 0.0%   | 12.4%  |
| Total           |     | Count                   | 167                  | 174               | 41             | 14     | 396    |
|                 |     | % within terms_code     | 42.2%                | 43.9%             | 10.4%          | 3.5%   | 100.0% |
|                 |     | % within L-1            | 100.0%               | 100.0%            | 100.0%         | 100.0% | 100.0% |
|                 |     | % of Total              | 42.2%                | 43.9%             | 10.4%          | 3.5%   | 100.0% |

Figure 1

### Use quantitative methods and approaches to solve workplace problems.

|                 |     | L-2                     |                      |                   |                | Total  |        |
|-----------------|-----|-------------------------|----------------------|-------------------|----------------|--------|--------|
|                 |     | Substantial Improvement | Moderate Improvement | Small Improvement | No Improvement |        |        |
| Number of Terms | 1,2 | Count                   | 46                   | 74                | 28             | 14     | 162    |
|                 |     | % within terms_code     | 28.4%                | 45.7%             | 17.3%          | 8.6%   | 100.0% |
|                 |     | % within L-2            | 34.3%                | 44.3%             | 45.2%          | 42.4%  | 40.9%  |
|                 |     | % of Total              | 11.6%                | 18.7%             | 7.1%           | 3.5%   | 40.9%  |
| 3,4             |     | Count                   | 68                   | 72                | 27             | 18     | 185    |
|                 |     | % within terms_code     | 36.8%                | 38.9%             | 14.6%          | 9.7%   | 100.0% |
|                 |     | % within L-2            | 50.7%                | 43.1%             | 43.5%          | 54.5%  | 46.7%  |
|                 |     | % of Total              | 17.2%                | 18.2%             | 6.8%           | 4.5%   | 46.7%  |
| 5,6,7           |     | Count                   | 20                   | 21                | 7              | 1      | 49     |
|                 |     | % within terms_code     | 40.8%                | 42.9%             | 14.3%          | 2.0%   | 100.0% |
|                 |     | % within L-2            | 14.9%                | 12.6%             | 11.3%          | 3.0%   | 12.4%  |
|                 |     | % of Total              | 5.1%                 | 5.3%              | 1.8%           | .3%    | 12.4%  |
| Total           |     | Count                   | 134                  | 167               | 62             | 33     | 396    |
|                 |     | % within terms_code     | 33.8%                | 42.2%             | 15.7%          | 8.3%   | 100.0% |
|                 |     | % within L-2            | 100.0%               | 100.0%            | 100.0%         | 100.0% | 100.0% |
|                 |     | % of Total              | 33.8%                | 42.2%             | 15.7%          | 8.3%   | 100.0% |

Figure 2

**Evaluate workplace problems and recommend strategies or tools to address them.**

|                 |     | L-3                     |                      |                   |                | Total  |        |
|-----------------|-----|-------------------------|----------------------|-------------------|----------------|--------|--------|
|                 |     | Substantial Improvement | Moderate Improvement | Small Improvement | No Improvement |        |        |
| Number of Terms | 1,2 | Count                   | 75                   | 65                | 13             | 9      | 162    |
|                 |     | % within terms_code     | 46.3%                | 40.1%             | 8.0%           | 5.6%   | 100.0% |
|                 |     | % within L-3            | 40.1%                | 41.7%             | 33.3%          | 64.3%  | 40.9%  |
|                 |     | % of Total              | 18.9%                | 16.4%             | 3.3%           | 2.3%   | 40.9%  |
| 3,4             |     | Count                   | 85                   | 73                | 22             | 5      | 185    |
|                 |     | % within terms_code     | 45.9%                | 39.5%             | 11.9%          | 2.7%   | 100.0% |
|                 |     | % within L-3            | 45.5%                | 46.8%             | 56.4%          | 35.7%  | 46.7%  |
|                 |     | % of Total              | 21.5%                | 18.4%             | 5.6%           | 1.3%   | 46.7%  |
| 5,6,7           |     | Count                   | 27                   | 18                | 4              | 0      | 49     |
|                 |     | % within terms_code     | 55.1%                | 36.7%             | 8.2%           | 0.0%   | 100.0% |
|                 |     | % within L-3            | 14.4%                | 11.5%             | 10.3%          | 0.0%   | 12.4%  |
|                 |     | % of Total              | 6.8%                 | 4.5%              | 1.0%           | 0.0%   | 12.4%  |
| Total           |     | Count                   | 187                  | 156               | 39             | 14     | 396    |
|                 |     | % within terms_code     | 47.2%                | 39.4%             | 9.8%           | 3.5%   | 100.0% |
|                 |     | % within L-3            | 100.0%               | 100.0%            | 100.0%         | 100.0% | 100.0% |
|                 |     | % of Total              | 47.2%                | 39.4%             | 9.8%           | 3.5%   | 100.0% |

Figure 3

**Take a position on an organizational issue, and defend it both orally and in writing.**

|                 |     | L-4                     |                      |                   |                | Total  |        |
|-----------------|-----|-------------------------|----------------------|-------------------|----------------|--------|--------|
|                 |     | Substantial Improvement | Moderate Improvement | Small Improvement | No Improvement |        |        |
| Number of Terms | 1,2 | Count                   | 75                   | 62                | 17             | 8      | 162    |
|                 |     | % within terms_code     | 46.3%                | 38.3%             | 10.5%          | 4.9%   | 100.0% |
|                 |     | % within L-4            | 41.0%                | 41.9%             | 34.7%          | 50.0%  | 40.9%  |
|                 |     | % of Total              | 18.9%                | 15.7%             | 4.3%           | 2.0%   | 40.9%  |
| 3,4             |     | Count                   | 83                   | 67                | 28             | 7      | 185    |
|                 |     | % within terms_code     | 44.9%                | 36.2%             | 15.1%          | 3.8%   | 100.0% |
|                 |     | % within L-4            | 45.4%                | 45.3%             | 57.1%          | 43.8%  | 46.7%  |
|                 |     | % of Total              | 21.0%                | 16.9%             | 7.1%           | 1.8%   | 46.7%  |
| 5,6,7           |     | Count                   | 25                   | 19                | 4              | 1      | 49     |
|                 |     | % within terms_code     | 51.0%                | 38.8%             | 8.2%           | 2.0%   | 100.0% |
|                 |     | % within L-4            | 13.7%                | 12.8%             | 8.2%           | 6.3%   | 12.4%  |
|                 |     | % of Total              | 6.3%                 | 4.8%              | 1.0%           | .3%    | 12.4%  |
| Total           |     | Count                   | 183                  | 148               | 49             | 16     | 396    |
|                 |     | % within terms_code     | 46.2%                | 37.4%             | 12.4%          | 4.0%   | 100.0% |
|                 |     | % within L-4            | 100.0%               | 100.0%            | 100.0%         | 100.0% | 100.0% |
|                 |     | % of Total              | 46.2%                | 37.4%             | 12.4%          | 4.0%   | 100.0% |

Figure 4

**Apply the concepts of finance, as practiced in your employer's organization.**

|                 |     | L-5                     |                      |                   |                | Total  |        |
|-----------------|-----|-------------------------|----------------------|-------------------|----------------|--------|--------|
|                 |     | Substantial Improvement | Moderate Improvement | Small Improvement | No Improvement |        |        |
| Number of Terms | 1,2 | Count                   | 41                   | 59                | 34             | 28     | 162    |
|                 |     | % within terms_code     | 25.3%                | 36.4%             | 21.0%          | 17.3%  | 100.0% |
|                 |     | % within L-5            | 38.7%                | 40.1%             | 41.0%          | 46.7%  | 40.9%  |
|                 |     | % of Total              | 10.4%                | 14.9%             | 8.6%           | 7.1%   | 40.9%  |
| 3,4             |     | Count                   | 51                   | 67                | 40             | 27     | 185    |
|                 |     | % within terms_code     | 27.6%                | 36.2%             | 21.6%          | 14.6%  | 100.0% |
|                 |     | % within L-5            | 48.1%                | 45.6%             | 48.2%          | 45.0%  | 46.7%  |
|                 |     | % of Total              | 12.9%                | 16.9%             | 10.1%          | 6.8%   | 46.7%  |
| 5,6,7           |     | Count                   | 14                   | 21                | 9              | 5      | 49     |
|                 |     | % within terms_code     | 28.6%                | 42.9%             | 18.4%          | 10.2%  | 100.0% |
|                 |     | % within L-5            | 13.2%                | 14.3%             | 10.8%          | 8.3%   | 12.4%  |
|                 |     | % of Total              | 3.5%                 | 5.3%              | 2.3%           | 1.3%   | 12.4%  |
| Total           |     | Count                   | 106                  | 147               | 83             | 60     | 396    |
|                 |     | % within terms_code     | 26.8%                | 37.1%             | 21.0%          | 15.2%  | 100.0% |
|                 |     | % within L-5            | 100.0%               | 100.0%            | 100.0%         | 100.0% | 100.0% |
|                 |     | % of Total              | 26.8%                | 37.1%             | 21.0%          | 15.2%  | 100.0% |

Figure 5

**Apply the concepts of marketing, as they relate to your employer's organization.**

|                 |     | L-6                     |                      |                   |                | Total  |        |
|-----------------|-----|-------------------------|----------------------|-------------------|----------------|--------|--------|
|                 |     | Substantial Improvement | Moderate Improvement | Small Improvement | No Improvement |        |        |
| Number of Terms | 1,2 | Count                   | 38                   | 62                | 33             | 29     | 162    |
|                 |     | % within terms_code     | 23.5%                | 38.3%             | 20.4%          | 17.9%  | 100.0% |
|                 |     | % within L-6            | 37.6%                | 45.6%             | 38.8%          | 39.2%  | 40.9%  |
|                 |     | % of Total              | 9.6%                 | 15.7%             | 8.3%           | 7.3%   | 40.9%  |
| 3,4             |     | Count                   | 48                   | 59                | 39             | 39     | 185    |
|                 |     | % within terms_code     | 25.9%                | 31.9%             | 21.1%          | 21.1%  | 100.0% |
|                 |     | % within L-6            | 47.5%                | 43.4%             | 45.9%          | 52.7%  | 46.7%  |
|                 |     | % of Total              | 12.1%                | 14.9%             | 9.8%           | 9.8%   | 46.7%  |
| 5,6,7           |     | Count                   | 15                   | 15                | 13             | 6      | 49     |
|                 |     | % within terms_code     | 30.6%                | 30.6%             | 26.5%          | 12.2%  | 100.0% |
|                 |     | % within L-6            | 14.9%                | 11.0%             | 15.3%          | 8.1%   | 12.4%  |
|                 |     | % of Total              | 3.8%                 | 3.8%              | 3.3%           | 1.5%   | 12.4%  |
| Total           |     | Count                   | 101                  | 136               | 85             | 74     | 396    |
|                 |     | % within terms_code     | 25.5%                | 34.3%             | 21.5%          | 18.7%  | 100.0% |
|                 |     | % within L-6            | 100.0%               | 100.0%            | 100.0%         | 100.0% | 100.0% |
|                 |     | % of Total              | 25.5%                | 34.3%             | 21.5%          | 18.7%  | 100.0% |

Figure 6

### Use information systems to support decision-making.

|                 |       | L-7                     |                      |                   |                | Total  |        |
|-----------------|-------|-------------------------|----------------------|-------------------|----------------|--------|--------|
|                 |       | Substantial Improvement | Moderate Improvement | Small Improvement | No Improvement |        |        |
| Number of Terms | 1,2   | Count                   | 46                   | 65                | 30             | 21     | 162    |
|                 |       | % within terms_code     | 28.4%                | 40.1%             | 18.5%          | 13.0%  | 100.0% |
|                 |       | % within L-7            | 36.5%                | 43.3%             | 45.5%          | 38.9%  | 40.9%  |
|                 |       | % of Total              | 11.6%                | 16.4%             | 7.6%           | 5.3%   | 40.9%  |
|                 | 3,4   | Count                   | 59                   | 68                | 28             | 30     | 185    |
|                 |       | % within terms_code     | 31.9%                | 36.8%             | 15.1%          | 16.2%  | 100.0% |
|                 |       | % within L-7            | 46.8%                | 45.3%             | 42.4%          | 55.6%  | 46.7%  |
|                 |       | % of Total              | 14.9%                | 17.2%             | 7.1%           | 7.6%   | 46.7%  |
|                 | 5,6,7 | Count                   | 21                   | 17                | 8              | 3      | 49     |
|                 |       | % within terms_code     | 42.9%                | 34.7%             | 16.3%          | 6.1%   | 100.0% |
|                 |       | % within L-7            | 16.7%                | 11.3%             | 12.1%          | 5.6%   | 12.4%  |
|                 |       | % of Total              | 5.3%                 | 4.3%              | 2.0%           | .8%    | 12.4%  |
| Total           |       | Count                   | 126                  | 150               | 66             | 54     | 396    |
|                 |       | % within terms_code     | 31.8%                | 37.9%             | 16.7%          | 13.6%  | 100.0% |
|                 |       | % within L-7            | 100.0%               | 100.0%            | 100.0%         | 100.0% | 100.0% |
|                 |       | % of Total              | 31.8%                | 37.9%             | 16.7%          | 13.6%  | 100.0% |

Figure 7