

Demographics

Gender	N	%	Class Level	N	%
Female	231	18.83%	First year	117	9.55%
Male	996	81.17%	Second year	137	11.18%
Total	1227	100.00%	Third year	189	15.43%
No Response	220		Fourth year	244	19.92%
			Special student	8	0.65%
			Graduate/professional	500	40.82%
			Other class level	30	2.45%
			Total	1225	100.00%
			No Response	222	
Age	N	%	Current GPA	N	%
24 and under	61	4.96%	No credits earned	51	4.26%
25 to 34	382	31.03%	1.99 or below	5	0.42%
35 to 44	374	30.38%	2.0 - 2.49	29	2.42%
45 and over	414	33.63%	2.5 - 2.99	57	4.76%
Total	1231	100.00%	3.0 - 3.49	277	23.12%
No Response	216		3.5 or above	779	65.03%
			Total	1198	100.00%
			No Response	249	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	116	9.54%	Associate degree	35	2.87%
American Indian or Alaskan Native	8	0.66%	Vocational/technical program	1	0.08%
Asian or Pacific Islander	64	5.26%	Transfer to another institution	3	0.25%
Caucasian/White	751	61.76%	Bachelor's degree	537	44.02%
Hispanic	121	9.95%	Master's degree	553	45.33%
Other race	51	4.19%	Doctorate or professional degree	74	6.07%
Race - Prefer not to respond	105	8.63%	Certification (initial/renewal)	3	0.25%
Total	1216	100.00%	Self-improvement/pleasure	4	0.33%
No Response	231		Job-related training	9	0.74%
			Other educational goal	1	0.08%
			Total	1220	100.00%
			No Response	227	
Current Enrollment Status	N	%			
Day	346	33.21%			
Evening	600	57.58%			
Weekend	96	9.21%			
Total	1042	100.00%			
No Response	405				
Current Class Load	N	%			
Full-time	680	56.11%			
Part-time	532	43.89%			
Total	1212	100.00%			
No Response	235				

Demographics

Employment	N	%	Institution Was My	N	%
Full-time off campus	995	81.76%	1st choice	1001	82.80%
Part-time off campus	57	4.68%	2nd choice	173	14.31%
Full-time on campus	33	2.71%	3rd choice or lower	35	2.89%
Part-time on campus	5	0.41%	Total	1209	100.00%
Not employed	127	10.44%	No Response	238	
Total	1217	100.00%			
No Response	230				

Current Residence	N	%	Which of the following best describes the types of courses you have taken at ERAU?	N	%
Own house	747	61.58%	Exclusively Online	690	56.33%
Rent room / apartment / house	298	24.57%	Mostly Online	254	20.73%
Relative's home	41	3.38%	Exclusively Classroom	11	0.90%
Other residence	127	10.47%	Mostly Classroom	115	9.39%
Total	1213	100.00%	Exclusively EagleVision	35	2.86%
No Response	234		Mostly EagleVision	120	9.80%
			Total	1225	100.00%
			No Response	222	

Residence Classification	N	%	Which modality of course offers the best flexibility with your schedule?	N	%
In-state	525	43.68%	Online	940	77.43%
Out-of-state	598	49.75%	Classroom	75	6.18%
International (not U.S. citizen)	79	6.57%	Eaglevision Home	137	11.29%
Total	1202	100.00%	EagleVision Classroom	62	5.11%
No Response	245		Campus item 2 - Answer 5	0	0.00%
			Campus item 2 - Answer 6	0	0.00%
			Total	1214	100.00%
			No Response	233	

Marital Status	N	%	Group Code	N	%
Single	278	22.79%	0001: AS Aeronautics	84	6.91%
Single with children	73	5.98%	0002: AS Aircraft Maintenance	14	1.15%
Married	263	21.56%	0003: AS Aviation Business Admin	10	0.82%
Married with children	576	47.21%	0004: AS Aviation Maintenance	7	0.58%
Marital - Prefer not to respond	30	2.46%	0005: AS Engineering Fundamentals	5	0.41%
Total	1220	100.00%	0006: AS Logistics Supply Chain Mgmt	3	0.25%
No Response	227		0007: AS Technical Management	17	1.40%
			0008: BS Aeronautics	256	21.07%
			0009: BS Aviation Business Admin	37	3.05%

Demographics

0010: BS Aviation Maint Mgmt	29	2.39%	0058: MS Proj Mgt to M Bus Adm Avia	5	0.41%
0011: BS Aviation Maintenance	47	3.87%	0059: MS Project Management	40	3.29%
0012: BS Aviation Security	3	0.25%	0060: MS Unmanned Systems	33	2.72%
0013: BS Communication	1	0.08%	Total	1215	100.00%
0014: BS Emergency Services	6	0.49%	No Response	232	
0015: BS Engineering Technology	40	3.29%			
0016: BS Homeland Security	3	0.25%			
0018: BS Logistics Supply Chain Mgmt	13	1.07%			
0019: BS Management of Tech Ops	2	0.16%			
0020: BS Professional Aeronautics	22	1.81%			
0021: BS Project Management	13	1.07%			
0022: BS Safety Management	7	0.58%			
0023: BS Tech Mgmt Eng Science	15	1.23%			
0024: BS Tech Mgmt Facil Constr Mgmt	5	0.41%			
0026: BS Tech Mgmt Info Security	6	0.49%			
0027: BS Tech Mgmt Logistics	10	0.82%			
0028: BS Tech Mgmt Mgmt Info Sys	10	0.82%			
0029: BS Tech Mgmt Occ Sfty Health	13	1.07%			
0030: BS Tech Mgmt Project Mgmt	21	1.73%			
0031: BS Technical Management	45	3.70%			
0032: BS Transportation	4	0.33%			
0033: BS Unmanned Systems Appls	10	0.82%			
0037: Cert Avia Main Tech Part 65 UG	1	0.08%			
0038: Cert Aviation Safety UG	1	0.08%			
0040: M Aviation Maintenance	1	0.08%			
0041: M Systems Engineering	9	0.74%			
0042: Master Aeronautical Science	59	4.86%			
0043: Master Business Admin Aviation	69	5.68%			
0044: Master Engineering Management	19	1.56%			
0045: Master of Science Aeronautics	19	1.56%			
0046: MS Cybersecurity Mgmt & Policy	8	0.66%			
0047: MS Human Factors	14	1.15%			
0048: MS Human Security & Resilience	7	0.58%			
0049: MS in Aeronautics	47	3.87%			
0051: MS Info Security Assurance	4	0.33%			
0052: MS Leadership	29	2.39%			
0053: MS Logistics Supply Chain Mgmt	29	2.39%			
0054: MS Management	39	3.21%			
0055: MS Mgmt Information Systems	3	0.25%			
0056: MS Mgmt to M Bus Adm Avia	3	0.25%			
0057: MS Occupational Safety Mgmt	18	1.48%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 42. Nearly all faculty are knowledgeable in their field.
- 16. I am able to register for classes I need with few conflicts.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 28. My academic advisor is accessible by telephone and e-mail.
- 27. This institution has a good reputation within the community.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 53. Campus item: There is a commitment to academic integrity among students.
- 57. Campus item: My academic advisor is a valuable resource for selecting and scheduling classes.
- 63. Campus item: The admissions process was straightforward and convenient.
- 44. When students enroll at this institution, they develop a plan to complete their degree.
- 45. I am able to complete most of my enrollment tasks in one location.
- 62. Campus item: The admissions office provided me with adequate and timely information throughout the admissions process.
- 20. Registration processes are reasonable and convenient for adults.
- 65. Campus item: Availability of online courses was a factor in my decision to enroll.

Challenges

- 58. Campus item: I am able to manage my professional and personal life successfully while furthering my education.
- 54. Campus item: The value of the education I receive is excellent.
- 35. The quality of instruction I receive in my program is excellent.
- 69. Campus item: I am satisfied with the overall quality of instruction at ERAU regardless of modality (Online, EagleVision, Classroom).
- 21. Tuition paid is a worthwhile investment.
- 70. Campus item: Instructor feedback on my work via Canvas is timely and helpful
- 4. The content of the courses within my major is valuable.
- 26. Faculty provide timely feedback about my progress.
- 55. Campus item: Faculty demonstrate the relevance of the curriculum to real-world situations.
- 56. Campus item: Professors are available to discuss returned assignments.
- 49. There are sufficient options within my program of study.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Adult Students

- 21. Tuition paid is a worthwhile investment.
- 3. Classes are scheduled at times that are convenient for me.
- 16. I am able to register for classes I need with few conflicts.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 28. My academic advisor is accessible by telephone and e-mail.
- 27. This institution has a good reputation within the community.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 44. When students enroll at this institution, they develop a plan to complete their degree.
- 39. This institution responds quickly to my requests for information.
- 45. I am able to complete most of my enrollment tasks in one location.
- 20. Registration processes are reasonable and convenient for adults.
- 49. There are sufficient options within my program of study.

Lower Satisfaction vs. National Adult Students

- 35. The quality of instruction I receive in my program is excellent.
- 42. Nearly all faculty are knowledgeable in their field.
- 4. The content of the courses within my major is valuable.

Institutional Summary

Scales: In Order of Importance

Scale	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.50	5.87 / 1.13	0.63	6.55	5.90 / 1.01	0.65	-0.03
Academic Advising	6.48	6.09 / 1.10	0.39	6.51	5.87 / 1.18	0.64	0.22 ***
Registration Effectiveness	6.45	6.18 / 0.90	0.27	6.46	5.85 / 1.03	0.61	0.33 ***
Service Excellence	6.39	5.86 / 1.23	0.53	6.43	5.63 / 1.28	0.80	0.23 ***
Campus Climate	6.38	5.92 / 1.11	0.46	6.47	5.81 / 1.07	0.66	0.11 ***
Admissions and Financial Aid	6.34	5.84 / 1.23	0.50	6.42	5.62 / 1.26	0.80	0.22 ***
Academic Services	6.28	5.86 / 1.21	0.42	6.26	5.69 / 1.17	0.57	0.17 ***
Safety and Security	5.93	6.08 / 1.13	-0.15	6.31	5.80 / 1.11	0.51	0.28 ***

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

National Group Means are based on 78681 records.

Institutional Summary

Items: In Order of Importance

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
58. Campus item: I am able to manage my professional and personal life successfully while furthering my education.	6.74	5.77 / 1.47	0.97				
54. Campus item: The value of the education I receive is excellent.	6.73	5.91 / 1.44	0.82				
35. The quality of instruction I receive in my program is excellent.	6.70	5.72 / 1.54	0.98	6.71	5.92 / 1.33	0.79	-0.20 ***
69. Campus item: I am satisfied with the overall quality of instruction at ERAU regardless of modality (Online, EagleVision, Classroom).	6.68	5.81 / 1.59	0.87				
42. Nearly all faculty are knowledgeable in their field.	6.66	6.12 / 1.20	0.54	6.70	6.20 / 1.14	0.50	-0.08 *
21. Tuition paid is a worthwhile investment.	6.64	5.68 / 1.58	0.96	6.65	5.52 / 1.56	1.13	0.16 ***
64. Campus item: Currently available online course offerings meet my needs.	6.64	6.10 / 1.35	0.54				
70. Campus item: Instructor feedback on my work via Canvas is timely and helpful	6.64	5.62 / 1.63	1.02				
24. There is a commitment to academic excellence at this institution.	6.63	6.05 / 1.33	0.58	6.66	5.98 / 1.32	0.68	0.07
3. Classes are scheduled at times that are convenient for me.	6.61	6.04 / 1.33	0.57	6.57	5.77 / 1.45	0.80	0.27 ***
4. The content of the courses within my major is valuable.	6.61	5.77 / 1.40	0.84	6.69	5.98 / 1.22	0.71	-0.21 ***
16. I am able to register for classes I need with few conflicts.	6.60	6.18 / 1.27	0.42	6.60	5.82 / 1.49	0.78	0.36 ***
19. My academic advisor is knowledgeable about requirements in my major.	6.60	6.20 / 1.29	0.40	6.61	6.02 / 1.38	0.59	0.18 ***
41. Major requirements are clear and reasonable.	6.60	5.93 / 1.42	0.67	6.64	5.96 / 1.32	0.68	-0.03
26. Faculty provide timely feedback about my progress.	6.55	5.65 / 1.53	0.90	6.56	5.68 / 1.44	0.88	-0.03

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Institutional Summary

Items: In Order of Importance

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
28. My academic advisor is accessible by telephone and e-mail.	6.55	6.41 / 1.09	0.14	6.51	6.06 / 1.36	0.45	0.35 ***
27. This institution has a good reputation within the community.	6.54	6.27 / 1.15	0.27	6.44	5.91 / 1.33	0.53	0.36 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.53	6.55 / 0.91	-0.02	6.45	6.11 / 1.36	0.34	0.44 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.52	6.07 / 1.32	0.45	6.57	5.90 / 1.37	0.67	0.17 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.52	6.03 / 1.44	0.49	6.50	5.56 / 1.65	0.94	0.47 ***
52. Campus item: I can apply what I learned through coursework in my job.	6.52	5.84 / 1.41	0.68				
53. Campus item: There is a commitment to academic integrity among students.	6.52	6.18 / 1.19	0.34				
55. Campus item: Faculty demonstrate the relevance of the curriculum to real-world situations.	6.52	5.79 / 1.47	0.73				
57. Campus item: My academic advisor is a valuable resource for selecting and scheduling classes.	6.51	6.18 / 1.31	0.33				
63. Campus item: The admissions process was straightforward and convenient.	6.51	6.19 / 1.23	0.32				
44. When students enroll at this institution, they develop a plan to complete their degree.	6.50	6.13 / 1.32	0.37	6.53	5.91 / 1.41	0.62	0.22 ***
56. Campus item: Professors are available to discuss returned assignments.	6.50	5.72 / 1.56	0.78				
39. This institution responds quickly to my requests for information.	6.49	6.09 / 1.25	0.40	6.49	5.78 / 1.42	0.71	0.31 ***

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Institutional Summary

Items: In Order of Importance

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
45. I am able to complete most of my enrollment tasks in one location.	6.49	6.40 / 1.07	0.09	6.51	6.19 / 1.19	0.32	0.21 ***
62. Campus item: The admissions office provided me with adequate and timely information throughout the admissions process.	6.48	6.20 / 1.22	0.28				
73. Academic reputation as factor in decision to enroll.	6.48			6.28			
20. Registration processes are reasonable and convenient for adults.	6.47	6.33 / 1.07	0.14	6.51	6.01 / 1.31	0.50	0.32 ***
7. The staff at this institution are caring and helpful.	6.45	6.02 / 1.32	0.43	6.53	5.97 / 1.27	0.56	0.05
49. There are sufficient options within my program of study.	6.44	5.72 / 1.45	0.72	6.49	5.63 / 1.47	0.86	0.09 *
65. Campus item: Availability of online courses was a factor in my decision to enroll.	6.43	6.36 / 1.16	0.07				
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.42	6.10 / 1.24	0.32	6.51	6.09 / 1.21	0.42	0.01
10. Admissions representatives are knowledgeable.	6.41	6.10 / 1.23	0.31	6.38	5.89 / 1.35	0.49	0.21 ***
66. Campus item: The college website is an informative and useful tool for me.	6.41	6.05 / 1.27	0.36				
30. Academic support services adequately meet the needs of adult students.	6.40	6.05 / 1.29	0.35	6.44	5.81 / 1.39	0.63	0.24 ***
37. Part-time faculty are competent as classroom instructors.	6.40	5.71 / 1.52	0.69	6.49	5.85 / 1.35	0.64	-0.14 **
8. My academic advisor is available at times that are convenient for me.	6.39	6.21 / 1.28	0.18	6.37	5.81 / 1.50	0.56	0.40 ***
11. My academic advisor is concerned about my success as an individual.	6.38	6.07 / 1.40	0.31	6.46	5.78 / 1.56	0.68	0.29 ***

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Institutional Summary

Items: In Order of Importance

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Adequate financial aid is available for most adult students.	6.38	5.61 / 1.66	0.77	6.54	5.46 / 1.69	1.08	0.15 *
46. This institution provides timely responses to student complaints.	6.36	5.53 / 1.74	0.83	6.40	5.42 / 1.67	0.98	0.11
48. I am aware of whom to contact for questions about programs and services.	6.36	5.91 / 1.45	0.45	6.43	5.68 / 1.54	0.75	0.23 ***
15. Library resources and services are adequate for adults.	6.35	6.03 / 1.28	0.32	6.36	5.86 / 1.36	0.50	0.17 ***
59. Campus item: This institution includes and supports both its male and female students in an equitable manner.	6.34	6.48 / 0.99	-0.14				
25. Admissions representatives respond to adult students' unique needs.	6.33	6.04 / 1.29	0.29	6.37	5.85 / 1.34	0.52	0.19 ***
50. My advisor helps me apply my academic major to specific career goals.	6.32	5.64 / 1.64	0.68	6.42	5.52 / 1.67	0.90	0.12 *
9. Billing policies are reasonable for adult students.	6.31	5.91 / 1.37	0.40	6.36	5.52 / 1.52	0.84	0.39 ***
67. Campus item: The research and discovery opportunities available in my classes enhance my learning experience.	6.30	5.89 / 1.35	0.41				
34. I receive complete information on the availability of financial aid.	6.29	5.54 / 1.77	0.75	6.44	5.41 / 1.72	1.03	0.13 *
68. Campus item: The financial aid counselors adequately explain types of assistance available, criteria for eligibility, and responsibilities	6.29	5.40 / 1.89	0.89				
38. Career services are adequate and accessible for adult students.	6.27	5.53 / 1.65	0.74	6.27	5.55 / 1.52	0.72	-0.02
6. Financial aid counselors are helpful to adult students.	6.26	5.77 / 1.61	0.49	6.36	5.50 / 1.65	0.86	0.27 ***
2. Faculty care about me as an individual.	6.25	5.71 / 1.47	0.54	6.45	5.86 / 1.34	0.59	-0.15 ***

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Institutional Summary

Items: In Order of Importance

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.24	6.04 / 1.23	0.20	6.27	5.73 / 1.39	0.54	0.31 ***
47. Bookstore hours are convenient for adult students.	6.23	5.95 / 1.41	0.28	6.09	5.42 / 1.66	0.67	0.53 ***
43. This institution offers a variety of payment plans for adult students.	6.21	5.86 / 1.46	0.35	6.37	5.59 / 1.54	0.78	0.27 ***
51. Campus item: Classes are small, intimate, and interactive.	6.19	5.84 / 1.39	0.35				
32. My classes provide opportunities to improve my technology skills.	6.18	5.86 / 1.38	0.32	6.05	5.75 / 1.38	0.30	0.11 **
33. Channels are readily available for adult students to express complaints.	6.16	5.42 / 1.75	0.74	6.20	5.26 / 1.74	0.94	0.16 **
5. Classroom locations are safe and secure for all students.	6.15	6.29 / 1.20	-0.14	6.47	6.34 / 1.03	0.13	-0.05
75. Future employment opportunities as factor in decision to enroll.	6.14			6.15			
78. Availability of evening/weekend courses as factor in decision to enroll.	6.14			6.07			
61. Campus item: Ability to transfer credits was a factor in my decision to enroll.	6.13	5.72 / 1.72	0.41				
1. Adult students are made to feel welcome at this institution.	6.10	6.14 / 1.18	-0.04	6.34	6.07 / 1.23	0.27	0.07 *
22. Security staff respond quickly in emergencies.	6.10	5.83 / 1.47	0.27	6.42	5.70 / 1.42	0.72	0.13
12. Computer labs are adequate and accessible for adult students.	5.92	5.39 / 1.79	0.53	6.12	5.72 / 1.53	0.40	-0.33 ***
18. Parking lots are well-lighted and secure.	5.81	5.91 / 1.46	-0.10	6.28	5.74 / 1.44	0.54	0.17 *
71. Cost as factor in decision to enroll.	5.69			6.09			

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Institutional Summary

Items: In Order of Importance

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus location (close to home/work) as factor in decision to enroll.	5.67			6.01			
13. The amount of student parking is adequate.	5.54	6.03 / 1.33	-0.49	6.09	5.34 / 1.82	0.75	0.69 ***
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.51			5.92			
60. Campus item: Scholarship opportunities played a measurable role in my decision to attend.	5.32	4.90 / 1.97	0.42				
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.29			6.04			
76. Recommendations from family/friends/employer as factor in decision to enroll.	4.95			5.53			
36. Vending or snack bar food options are readily available.	4.79	5.25 / 1.80	-0.46	5.46	5.34 / 1.67	0.12	-0.09
74. Size of institution as factor in decision to enroll.	4.60			5.37			

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Institutional Summary

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

Scale/Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.48	6.09 / 1.10	0.39	6.51	5.87 / 1.18	0.64	0.22 ***
8. My academic advisor is available at times that are convenient for me.	6.39	6.21 / 1.28	0.18	6.37	5.81 / 1.50	0.56	0.40 ***
11. My academic advisor is concerned about my success as an individual.	6.38	6.07 / 1.40	0.31	6.46	5.78 / 1.56	0.68	0.29 ***
19. My academic advisor is knowledgeable about requirements in my major.	6.60	6.20 / 1.29	0.40	6.61	6.02 / 1.38	0.59	0.18 ***
28. My academic advisor is accessible by telephone and e-mail.	6.55	6.41 / 1.09	0.14	6.51	6.06 / 1.36	0.45	0.35 ***
41. Major requirements are clear and reasonable.	6.60	5.93 / 1.42	0.67	6.64	5.96 / 1.32	0.68	-0.03
44. When students enroll at this institution, they develop a plan to complete their degree.	6.50	6.13 / 1.32	0.37	6.53	5.91 / 1.41	0.62	0.22 ***
50. My advisor helps me apply my academic major to specific career goals.	6.32	5.64 / 1.64	0.68	6.42	5.52 / 1.67	0.90	0.12 *

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

National Group Means are based on 78681 records.

Institutional Summary

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

Scale/Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.28	5.86 / 1.21	0.42	6.26	5.69 / 1.17	0.57	0.17 ***
12. Computer labs are adequate and accessible for adult students.	5.92	5.39 / 1.79	0.53	6.12	5.72 / 1.53	0.40	-0.33 ***
15. Library resources and services are adequate for adults.	6.35	6.03 / 1.28	0.32	6.36	5.86 / 1.36	0.50	0.17 ***
30. Academic support services adequately meet the needs of adult students.	6.40	6.05 / 1.29	0.35	6.44	5.81 / 1.39	0.63	0.24 ***
38. Career services are adequate and accessible for adult students.	6.27	5.53 / 1.65	0.74	6.27	5.55 / 1.52	0.72	-0.02
47. Bookstore hours are convenient for adult students.	6.23	5.95 / 1.41	0.28	6.09	5.42 / 1.66	0.67	0.53 ***

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

National Group Means are based on 78681 records.

Institutional Summary

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

Scale/Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.34	5.84 / 1.23	0.50	6.42	5.62 / 1.26	0.80	0.22 ***
6. Financial aid counselors are helpful to adult students.	6.26	5.77 / 1.61	0.49	6.36	5.50 / 1.65	0.86	0.27 ***
10. Admissions representatives are knowledgeable.	6.41	6.10 / 1.23	0.31	6.38	5.89 / 1.35	0.49	0.21 ***
23. Adequate financial aid is available for most adult students.	6.38	5.61 / 1.66	0.77	6.54	5.46 / 1.69	1.08	0.15 *
25. Admissions representatives respond to adult students' unique needs.	6.33	6.04 / 1.29	0.29	6.37	5.85 / 1.34	0.52	0.19 ***
34. I receive complete information on the availability of financial aid.	6.29	5.54 / 1.77	0.75	6.44	5.41 / 1.72	1.03	0.13 *

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

National Group Means are based on 78681 records.

Institutional Summary

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

Scale/Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.38	5.92 / 1.11	0.46	6.47	5.81 / 1.07	0.66	0.11 ***
1. Adult students are made to feel welcome at this institution.	6.10	6.14 / 1.18	-0.04	6.34	6.07 / 1.23	0.27	0.07 *
2. Faculty care about me as an individual.	6.25	5.71 / 1.47	0.54	6.45	5.86 / 1.34	0.59	-0.15 ***
5. Classroom locations are safe and secure for all students.	6.15	6.29 / 1.20	-0.14	6.47	6.34 / 1.03	0.13	-0.05
7. The staff at this institution are caring and helpful.	6.45	6.02 / 1.32	0.43	6.53	5.97 / 1.27	0.56	0.05
21. Tuition paid is a worthwhile investment.	6.64	5.68 / 1.58	0.96	6.65	5.52 / 1.56	1.13	0.16 ***
24. There is a commitment to academic excellence at this institution.	6.63	6.05 / 1.33	0.58	6.66	5.98 / 1.32	0.68	0.07
27. This institution has a good reputation within the community.	6.54	6.27 / 1.15	0.27	6.44	5.91 / 1.33	0.53	0.36 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.52	6.03 / 1.44	0.49	6.50	5.56 / 1.65	0.94	0.47 ***
33. Channels are readily available for adult students to express complaints.	6.16	5.42 / 1.75	0.74	6.20	5.26 / 1.74	0.94	0.16 **
50. My advisor helps me apply my academic major to specific career goals.	6.32	5.64 / 1.64	0.68	6.42	5.52 / 1.67	0.90	0.12 *

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

National Group Means are based on 78681 records.

Institutional Summary

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

Scale/Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.50	5.87 / 1.13	0.63	6.55	5.90 / 1.01	0.65	-0.03
2. Faculty care about me as an individual.	6.25	5.71 / 1.47	0.54	6.45	5.86 / 1.34	0.59	-0.15 ***
4. The content of the courses within my major is valuable.	6.61	5.77 / 1.40	0.84	6.69	5.98 / 1.22	0.71	-0.21 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.52	6.07 / 1.32	0.45	6.57	5.90 / 1.37	0.67	0.17 ***
24. There is a commitment to academic excellence at this institution.	6.63	6.05 / 1.33	0.58	6.66	5.98 / 1.32	0.68	0.07
26. Faculty provide timely feedback about my progress.	6.55	5.65 / 1.53	0.90	6.56	5.68 / 1.44	0.88	-0.03
32. My classes provide opportunities to improve my technology skills.	6.18	5.86 / 1.38	0.32	6.05	5.75 / 1.38	0.30	0.11 **
35. The quality of instruction I receive in my program is excellent.	6.70	5.72 / 1.54	0.98	6.71	5.92 / 1.33	0.79	-0.20 ***
37. Part-time faculty are competent as classroom instructors.	6.40	5.71 / 1.52	0.69	6.49	5.85 / 1.35	0.64	-0.14 **
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.42	6.10 / 1.24	0.32	6.51	6.09 / 1.21	0.42	0.01
41. Major requirements are clear and reasonable.	6.60	5.93 / 1.42	0.67	6.64	5.96 / 1.32	0.68	-0.03
42. Nearly all faculty are knowledgeable in their field.	6.66	6.12 / 1.20	0.54	6.70	6.20 / 1.14	0.50	-0.08 *
49. There are sufficient options within my program of study.	6.44	5.72 / 1.45	0.72	6.49	5.63 / 1.47	0.86	0.09 *

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

National Group Means are based on 78681 records.

Institutional Summary

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

Scale/Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.45	6.18 / 0.90	0.27	6.46	5.85 / 1.03	0.61	0.33 ***
3. Classes are scheduled at times that are convenient for me.	6.61	6.04 / 1.33	0.57	6.57	5.77 / 1.45	0.80	0.27 ***
9. Billing policies are reasonable for adult students.	6.31	5.91 / 1.37	0.40	6.36	5.52 / 1.52	0.84	0.39 ***
16. I am able to register for classes I need with few conflicts.	6.60	6.18 / 1.27	0.42	6.60	5.82 / 1.49	0.78	0.36 ***
17. Business office hours are convenient for adult students.	6.24	6.04 / 1.23	0.20	6.27	5.73 / 1.39	0.54	0.31 ***
20. Registration processes are reasonable and convenient for adults.	6.47	6.33 / 1.07	0.14	6.51	6.01 / 1.31	0.50	0.32 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.53	6.55 / 0.91	-0.02	6.45	6.11 / 1.36	0.34	0.44 ***
43. This institution offers a variety of payment plans for adult students.	6.21	5.86 / 1.46	0.35	6.37	5.59 / 1.54	0.78	0.27 ***
45. I am able to complete most of my enrollment tasks in one location.	6.49	6.40 / 1.07	0.09	6.51	6.19 / 1.19	0.32	0.21 ***

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

National Group Means are based on 78681 records.

Institutional Summary

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

Scale/Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	5.93	6.08 / 1.13	-0.15	6.31	5.80 / 1.11	0.51	0.28 ***
5. Classroom locations are safe and secure for all students.	6.15	6.29 / 1.20	-0.14	6.47	6.34 / 1.03	0.13	-0.05
13. The amount of student parking is adequate.	5.54	6.03 / 1.33	-0.49	6.09	5.34 / 1.82	0.75	0.69 ***
18. Parking lots are well-lighted and secure.	5.81	5.91 / 1.46	-0.10	6.28	5.74 / 1.44	0.54	0.17 *
22. Security staff respond quickly in emergencies.	6.10	5.83 / 1.47	0.27	6.42	5.70 / 1.42	0.72	0.13

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

National Group Means are based on 78681 records.

Institutional Summary

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

Scale/Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.39	5.86 / 1.23	0.53	6.43	5.63 / 1.28	0.80	0.23 ***
7. The staff at this institution are caring and helpful.	6.45	6.02 / 1.32	0.43	6.53	5.97 / 1.27	0.56	0.05
29. I seldom get the "run-around" when seeking information at this institution.	6.52	6.03 / 1.44	0.49	6.50	5.56 / 1.65	0.94	0.47 ***
33. Channels are readily available for adult students to express complaints.	6.16	5.42 / 1.75	0.74	6.20	5.26 / 1.74	0.94	0.16 **
39. This institution responds quickly to my requests for information.	6.49	6.09 / 1.25	0.40	6.49	5.78 / 1.42	0.71	0.31 ***
46. This institution provides timely responses to student complaints.	6.36	5.53 / 1.74	0.83	6.40	5.42 / 1.67	0.98	0.11
48. I am aware of whom to contact for questions about programs and services.	6.36	5.91 / 1.45	0.45	6.43	5.68 / 1.54	0.75	0.23 ***

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

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Adult students are made to feel welcome at this institution.	6.10	6.14 / 1.18	-0.04	6.34	6.07 / 1.23	0.27	0.07 *
2. Faculty care about me as an individual.	6.25	5.71 / 1.47	0.54	6.45	5.86 / 1.34	0.59	-0.15 ***
3. Classes are scheduled at times that are convenient for me.	6.61	6.04 / 1.33	0.57	6.57	5.77 / 1.45	0.80	0.27 ***
4. The content of the courses within my major is valuable.	6.61	5.77 / 1.40	0.84	6.69	5.98 / 1.22	0.71	-0.21 ***
5. Classroom locations are safe and secure for all students.	6.15	6.29 / 1.20	-0.14	6.47	6.34 / 1.03	0.13	-0.05
6. Financial aid counselors are helpful to adult students.	6.26	5.77 / 1.61	0.49	6.36	5.50 / 1.65	0.86	0.27 ***
7. The staff at this institution are caring and helpful.	6.45	6.02 / 1.32	0.43	6.53	5.97 / 1.27	0.56	0.05
8. My academic advisor is available at times that are convenient for me.	6.39	6.21 / 1.28	0.18	6.37	5.81 / 1.50	0.56	0.40 ***
9. Billing policies are reasonable for adult students.	6.31	5.91 / 1.37	0.40	6.36	5.52 / 1.52	0.84	0.39 ***
10. Admissions representatives are knowledgeable.	6.41	6.10 / 1.23	0.31	6.38	5.89 / 1.35	0.49	0.21 ***
11. My academic advisor is concerned about my success as an individual.	6.38	6.07 / 1.40	0.31	6.46	5.78 / 1.56	0.68	0.29 ***
12. Computer labs are adequate and accessible for adult students.	5.92	5.39 / 1.79	0.53	6.12	5.72 / 1.53	0.40	-0.33 ***
13. The amount of student parking is adequate.	5.54	6.03 / 1.33	-0.49	6.09	5.34 / 1.82	0.75	0.69 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.52	6.07 / 1.32	0.45	6.57	5.90 / 1.37	0.67	0.17 ***
15. Library resources and services are adequate for adults.	6.35	6.03 / 1.28	0.32	6.36	5.86 / 1.36	0.50	0.17 ***
16. I am able to register for classes I need with few conflicts.	6.60	6.18 / 1.27	0.42	6.60	5.82 / 1.49	0.78	0.36 ***

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

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.24	6.04 / 1.23	0.20	6.27	5.73 / 1.39	0.54	0.31 ***
18. Parking lots are well-lighted and secure.	5.81	5.91 / 1.46	-0.10	6.28	5.74 / 1.44	0.54	0.17 *
19. My academic advisor is knowledgeable about requirements in my major.	6.60	6.20 / 1.29	0.40	6.61	6.02 / 1.38	0.59	0.18 ***
20. Registration processes are reasonable and convenient for adults.	6.47	6.33 / 1.07	0.14	6.51	6.01 / 1.31	0.50	0.32 ***
21. Tuition paid is a worthwhile investment.	6.64	5.68 / 1.58	0.96	6.65	5.52 / 1.56	1.13	0.16 ***
22. Security staff respond quickly in emergencies.	6.10	5.83 / 1.47	0.27	6.42	5.70 / 1.42	0.72	0.13
23. Adequate financial aid is available for most adult students.	6.38	5.61 / 1.66	0.77	6.54	5.46 / 1.69	1.08	0.15 *
24. There is a commitment to academic excellence at this institution.	6.63	6.05 / 1.33	0.58	6.66	5.98 / 1.32	0.68	0.07
25. Admissions representatives respond to adult students' unique needs.	6.33	6.04 / 1.29	0.29	6.37	5.85 / 1.34	0.52	0.19 ***
26. Faculty provide timely feedback about my progress.	6.55	5.65 / 1.53	0.90	6.56	5.68 / 1.44	0.88	-0.03
27. This institution has a good reputation within the community.	6.54	6.27 / 1.15	0.27	6.44	5.91 / 1.33	0.53	0.36 ***
28. My academic advisor is accessible by telephone and e-mail.	6.55	6.41 / 1.09	0.14	6.51	6.06 / 1.36	0.45	0.35 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.52	6.03 / 1.44	0.49	6.50	5.56 / 1.65	0.94	0.47 ***
30. Academic support services adequately meet the needs of adult students.	6.40	6.05 / 1.29	0.35	6.44	5.81 / 1.39	0.63	0.24 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.53	6.55 / 0.91	-0.02	6.45	6.11 / 1.36	0.34	0.44 ***

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

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My classes provide opportunities to improve my technology skills.	6.18	5.86 / 1.38	0.32	6.05	5.75 / 1.38	0.30	0.11 **
33. Channels are readily available for adult students to express complaints.	6.16	5.42 / 1.75	0.74	6.20	5.26 / 1.74	0.94	0.16 **
34. I receive complete information on the availability of financial aid.	6.29	5.54 / 1.77	0.75	6.44	5.41 / 1.72	1.03	0.13 *
35. The quality of instruction I receive in my program is excellent.	6.70	5.72 / 1.54	0.98	6.71	5.92 / 1.33	0.79	-0.20 ***
36. Vending or snack bar food options are readily available.	4.79	5.25 / 1.80	-0.46	5.46	5.34 / 1.67	0.12	-0.09
37. Part-time faculty are competent as classroom instructors.	6.40	5.71 / 1.52	0.69	6.49	5.85 / 1.35	0.64	-0.14 **
38. Career services are adequate and accessible for adult students.	6.27	5.53 / 1.65	0.74	6.27	5.55 / 1.52	0.72	-0.02
39. This institution responds quickly to my requests for information.	6.49	6.09 / 1.25	0.40	6.49	5.78 / 1.42	0.71	0.31 ***
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.42	6.10 / 1.24	0.32	6.51	6.09 / 1.21	0.42	0.01
41. Major requirements are clear and reasonable.	6.60	5.93 / 1.42	0.67	6.64	5.96 / 1.32	0.68	-0.03
42. Nearly all faculty are knowledgeable in their field.	6.66	6.12 / 1.20	0.54	6.70	6.20 / 1.14	0.50	-0.08 *
43. This institution offers a variety of payment plans for adult students.	6.21	5.86 / 1.46	0.35	6.37	5.59 / 1.54	0.78	0.27 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.50	6.13 / 1.32	0.37	6.53	5.91 / 1.41	0.62	0.22 ***
45. I am able to complete most of my enrollment tasks in one location.	6.49	6.40 / 1.07	0.09	6.51	6.19 / 1.19	0.32	0.21 ***

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

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.36	5.53 / 1.74	0.83	6.40	5.42 / 1.67	0.98	0.11
47. Bookstore hours are convenient for adult students.	6.23	5.95 / 1.41	0.28	6.09	5.42 / 1.66	0.67	0.53 ***
48. I am aware of whom to contact for questions about programs and services.	6.36	5.91 / 1.45	0.45	6.43	5.68 / 1.54	0.75	0.23 ***
49. There are sufficient options within my program of study.	6.44	5.72 / 1.45	0.72	6.49	5.63 / 1.47	0.86	0.09 *
50. My advisor helps me apply my academic major to specific career goals.	6.32	5.64 / 1.64	0.68	6.42	5.52 / 1.67	0.90	0.12 *
51. Campus item: Classes are small, intimate, and interactive.	6.19	5.84 / 1.39	0.35				
52. Campus item: I can apply what I learned through coursework in my job.	6.52	5.84 / 1.41	0.68				
53. Campus item: There is a commitment to academic integrity among students.	6.52	6.18 / 1.19	0.34				
54. Campus item: The value of the education I receive is excellent.	6.73	5.91 / 1.44	0.82				
55. Campus item: Faculty demonstrate the relevance of the curriculum to real-world situations.	6.52	5.79 / 1.47	0.73				
56. Campus item: Professors are available to discuss returned assignments.	6.50	5.72 / 1.56	0.78				
57. Campus item: My academic advisor is a valuable resource for selecting and scheduling classes.	6.51	6.18 / 1.31	0.33				
58. Campus item: I am able to manage my professional and personal life successfully while furthering my education.	6.74	5.77 / 1.47	0.97				
59. Campus item: This institution includes and supports both its male and female students in an equitable manner.	6.34	6.48 / 0.99	-0.14				

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 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. Campus item: Scholarship opportunities played a measurable role in my decision to attend.	5.32	4.90 / 1.97	0.42				
61. Campus item: Ability to transfer credits was a factor in my decision to enroll.	6.13	5.72 / 1.72	0.41				
62. Campus item: The admissions office provided me with adequate and timely information throughout the admissions process.	6.48	6.20 / 1.22	0.28				
63. Campus item: The admissions process was straightforward and convenient.	6.51	6.19 / 1.23	0.32				
64. Campus item: Currently available online course offerings meet my needs.	6.64	6.10 / 1.35	0.54				
65. Campus item: Availability of online courses was a factor in my decision to enroll.	6.43	6.36 / 1.16	0.07				
66. Campus item: The college website is an informative and useful tool for me.	6.41	6.05 / 1.27	0.36				
67. Campus item: The research and discovery opportunities available in my classes enhance my learning experience.	6.30	5.89 / 1.35	0.41				
68. Campus item: The financial aid counselors adequately explain types of assistance available, criteria for eligibility, and responsibilities	6.29	5.40 / 1.89	0.89				
69. Campus item: I am satisfied with the overall quality of instruction at ERAU regardless of modality (Online, EagleVision, Classroom).	6.68	5.81 / 1.59	0.87				
70. Campus item: Instructor feedback on my work via Canvas is timely and helpful	6.64	5.62 / 1.63	1.02				
71. Cost as factor in decision to enroll.	5.69			6.09			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	Embry-Riddle Aeronautical University-Worldwide			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.29			6.04			
73. Academic reputation as factor in decision to enroll.	6.48			6.28			
74. Size of institution as factor in decision to enroll.	4.60			5.37			
75. Future employment opportunities as factor in decision to enroll.	6.14			6.15			
76. Recommendations from family/friends/employer as factor in decision to enroll.	4.95			5.53			
77. Campus location (close to home/work) as factor in decision to enroll.	5.67			6.01			
78. Availability of evening/weekend courses as factor in decision to enroll.	6.14			6.07			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.51			5.92			

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

National Group Means are based on 78681 records.

Institutional Summary

Summary Items

Summary Item	Embry-Riddle Aeronautical University-Worldwide	National Adult Students	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.82	Average: 4.91	-0.09
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	10%	8%	
4=About what I expected	29%	29%	
5=Better than I expected	23%	25%	
6=Quite a bit better than I expected	13%	13%	
7=Much better than expected	17%	18%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.60	Average: 5.64	-0.04
1=Not satisfied at all	2%	1%	
2=Not very satisfied	3%	2%	
3=Somewhat dissatisfied	7%	6%	
4=Neutral	5%	6%	
5=Somewhat satisfied	11%	14%	
6=Satisfied	37%	39%	
7=Very satisfied	31%	29%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.80	Average: 5.71	0.09
1=Definitely not	3%	2%	
2=Probably not	5%	5%	
3=Maybe not	4%	4%	
4=I don't know	4%	7%	
5=Maybe yes	7%	9%	
6=Probably yes	25%	27%	
7=Definitely yes	49%	43%	