

Demographics

Gender	N	%	Class Level	N	%
Female	364	76.15%	First year	42	8.82%
Male	114	23.85%	Second year	43	9.03%
Total	478	100.00%	Third year	36	7.56%
No Response	17		Fourth year	47	9.87%
			Special student	6	1.26%
			Graduate/professional	284	59.66%
			Other class level	18	3.78%
			Total	476	100.00%
			No Response	19	
Age	N	%	Current GPA	N	%
24 and under	41	8.52%	No credits earned	52	11.11%
25 to 34	182	37.84%	1.99 or below	3	0.64%
35 to 44	110	22.87%	2.0 - 2.49	5	1.07%
45 and over	148	30.77%	2.5 - 2.99	19	4.06%
Total	481	100.00%	3.0 - 3.49	80	17.09%
No Response	14		3.5 or above	309	66.03%
			Total	468	100.00%
			No Response	27	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	153	32.35%	Associate degree	10	2.10%
American Indian or Alaskan Native	2	0.42%	Vocational/technical program	1	0.21%
Asian or Pacific Islander	18	3.81%	Transfer to another institution	0	0.00%
Caucasian/White	213	45.03%	Bachelor's degree	119	24.95%
Hispanic	32	6.77%	Master's degree	240	50.31%
Other race	25	5.29%	Doctorate or professional degree	85	17.82%
Race - Prefer not to respond	30	6.34%	Certification (initial/renewal)	14	2.94%
Total	473	100.00%	Self-improvement/pleasure	4	0.84%
No Response	22		Job-related training	2	0.42%
			Other educational goal	2	0.42%
			Total	477	100.00%
			No Response	18	
Current Enrollment Status	N	%			
Day	66	14.47%			
Evening	354	77.63%			
Weekend	36	7.89%			
Total	456	100.00%			
No Response	39				
Current Class Load	N	%			
Full-time	308	64.84%			
Part-time	167	35.16%			
Total	475	100.00%			
No Response	20				

Demographics

Employment	N	%	Institution Was My	N	%
Full-time off campus	306	65.25%	1st choice	372	78.81%
Part-time off campus	72	15.35%	2nd choice	87	18.43%
Full-time on campus	28	5.97%	3rd choice or lower	13	2.75%
Part-time on campus	9	1.92%	Total	472	100.00%
Not employed	54	11.51%	No Response	23	
Total	469	100.00%			
No Response	26				
Current Residence	N	%	Which one of the following locations do you consider to be your primary location for classes?(Choose one)	N	%
Own house	268	56.30%	Saint Davids	187	39.04%
Rent room / apartment / house	136	28.57%	Falls Center	108	22.55%
Relative's home	38	7.98%	18th and JFK	39	8.14%
Other residence	34	7.14%	Esperanza College OR People for People	31	6.47%
Total	476	100.00%	Harrisburg OR York	53	11.06%
No Response	19		Online	61	12.73%
			Total	479	100.00%
			No Response	16	
Residence Classification	N	%	The level of my current degree program is	N	%
In-state	368	77.64%	Associate's degree	46	9.60%
Out-of-state	86	18.14%	Bachelor's degree	137	28.60%
International (not U.S. citizen)	20	4.22%	Master's degree	226	47.18%
Total	474	100.00%	Doctor's degree	53	11.06%
No Response	21		Certificate/License	16	3.34%
			Other	1	0.21%
			Total	479	100.00%
			No Response	16	
Marital Status	N	%	Group Code	N	%
Single	166	34.66%	1001: Business Administration	98	20.81%
Single with children	66	13.78%	1002: Counseling	23	4.88%
Married	85	17.75%	1003: Counseling - School Counseling	9	1.91%
Married with children	146	30.48%	1004: Counseling - School Psychology	11	2.34%
Marital - Prefer not to respond	16	3.34%	1005: Economic Development	2	0.42%
Total	479	100.00%	1006: Education - Early Childhood	52	11.04%
No Response	16		1007: Education - ESL	5	1.06%
			1008: Education - Multicultural	31	6.58%
			1010: Education - School Health Services	3	0.64%

Demographics

1011: Education - Special Education	18	3.82%
1012: Health Administration	25	5.31%
1013: Health Services Management	2	0.42%
1014: International Development	15	3.18%
1015: Liberal Arts	13	2.76%
1016: Liberal Arts - Addiction Studies	2	0.42%
1017: Liberal Arts - People for People	4	0.85%
1018: Liberal Arts - Priscilla Institute	2	0.42%
1019: Marriage and Family	18	3.82%
1020: Non Profit Management	10	2.12%
1021: Nursing	5	1.06%
1022: Nursing - Accelerated	16	3.40%
1023: Nursing - 2nd Degree	8	1.70%
1024: Nursing - Korean Track	1	0.21%
1025: Organizational Leadership	76	16.14%
1026: Urban Studies	21	4.46%
1027: Youth Ministry	1	0.21%
Total	471	100.00%
No Response	24	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 42. Nearly all faculty are knowledgeable in their field.
- 4. The content of the courses within my major is valuable.
- 41. Major requirements are clear and reasonable.
- 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.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 56. Campus item: Course assignments are consistent with the course objectives.
- 7. The staff at this institution are caring and helpful.
- 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.
- 20. Registration processes are reasonable and convenient for adults.
- 70. Campus item: I would recommend Eastern University to others.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 5. Classroom locations are safe and secure for all students.
- 27. This institution has a good reputation within the community.
- 52. Campus item: My classroom site is "commuter-friendly" (easily accessible by train, car, etc.).

Challenges

- 35. The quality of instruction I receive in my program is excellent.
- 21. Tuition paid is a worthwhile investment.
- 26. Faculty provide timely feedback about my progress.
- 23. Adequate financial aid is available for most adult students.
- 37. Part-time faculty are competent as classroom instructors.
- 11. My academic advisor is concerned about my success as an individual.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 34. I receive complete information on the availability of financial aid.
- 46. This institution provides timely responses to student complaints.

Strategic Planning Overview

Benchmarks

Higher 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.
- 21. Tuition paid is a worthwhile investment.
- 4. The content of the courses within my major is valuable.
- 41. Major requirements are clear and reasonable.
- 24. There is a commitment to academic excellence at this institution.
- 16. I am able to register for classes I need with few conflicts.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 3. Classes are scheduled at times that are convenient for me.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 28. My academic advisor is accessible by telephone and e-mail.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 39. This institution responds quickly to my requests for information.
- 7. The staff at this institution are caring and helpful.
- 23. Adequate financial aid is available for most adult students.
- 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.
- 20. Registration processes are reasonable and convenient for adults.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 2. Faculty care about me as an individual.
- 27. This institution has a good reputation within the community.
- 30. Academic support services adequately meet the needs of adult students.
- 11. My academic advisor is concerned about my success as an individual.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 34. I receive complete information on the availability of financial aid.

Institutional Summary
Summary Items

Summary Item	Eastern University - ASPS	National Adult Students	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.04 0% 1% 9% 28% 24% 11% 23%	Average: 4.79 2% 2% 9% 32% 24% 13% 16%	0.25
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.81 0% 2% 5% 4% 15% 38% 33%	Average: 5.54 1% 3% 7% 6% 15% 39% 26%	0.27
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.91 1% 3% 2% 9% 9% 25% 48%	Average: 5.59 3% 5% 5% 7% 9% 28% 39%	0.32