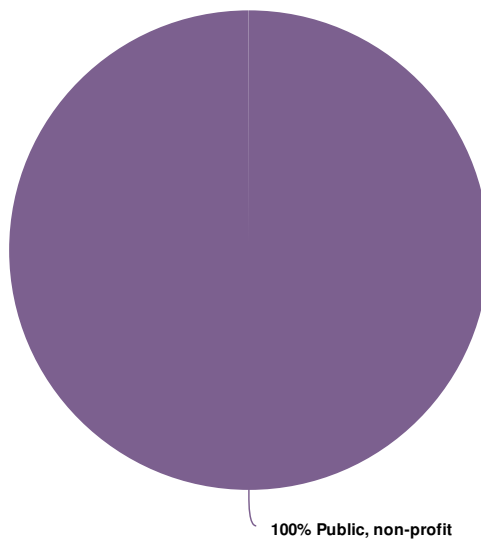


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Only show: #2 Question "Please indicate your institution's ownership type." is one of the following answers ("Public, non-profit") and #18 Question "Notwithstanding that many COE units have a hybrid organizational model, when you consider where the **majority** of your unit's staff time is spent, do you consider your unit to be **principally**:" is one of the following answers ("A shared service center that provides support for COE activities "owned" by other departments on campus")

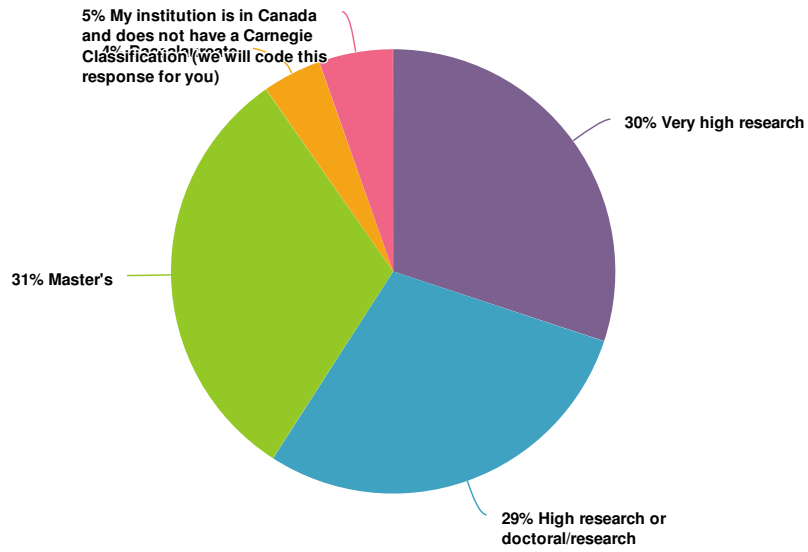
Summary Benchmarking Report

1. Please indicate your institution's ownership type.



Value	Percent	Responses
Public, non-profit	100.0%	93
		Totals: 93

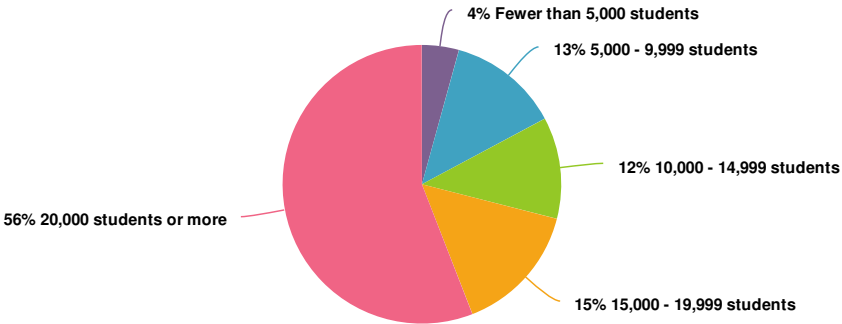
2. What is your institution's Carnegie Classification? (If you are unsure of your classification, please look it up here.)



Value	Percent	Responses
Very high research	30.1%	28
High research or doctoral/research	29.0%	27
Master's	31.2%	29
Baccalaureate	4.3%	4
My institution is in Canada and does not have a Carnegie Classification (we will code this response for you)	5.4%	5

Totals: 93

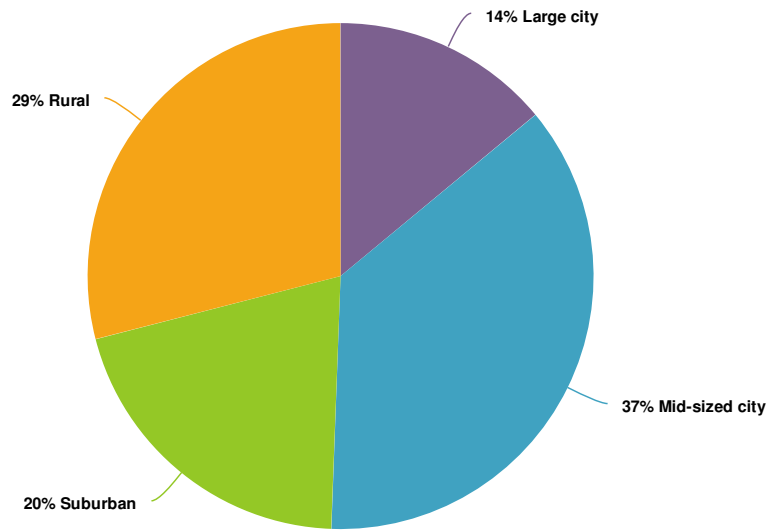
3. What is the approximate size of your institution's total student body (including all undergraduate and graduate students)?



Value	Percent	Responses
Fewer than 5,000 students	4.3%	4
5,000 - 9,999 students	12.9%	12
10,000 - 14,999 students	11.8%	11
15,000 - 19,999 students	15.1%	14
20,000 students or more	55.9%	52

Totals: 93

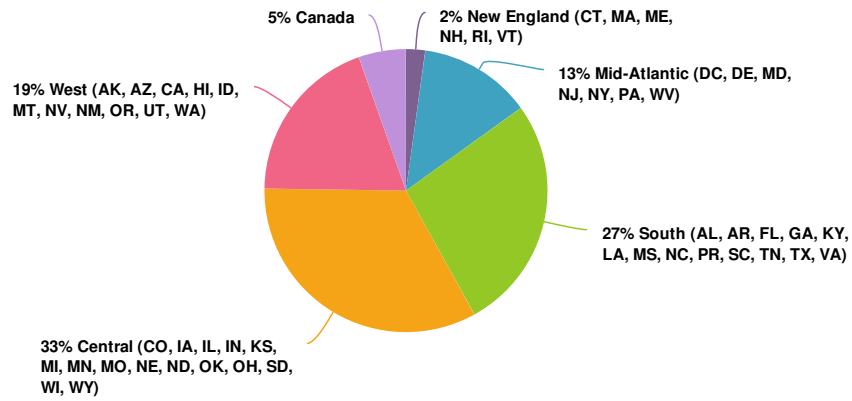
4. How would you characterize the location of your institution's main campus?



Value	Percent	Responses
Large city	14.0%	13
Mid-sized city	36.6%	34
Suburban	20.4%	19
Rural	29.0%	27

Totals: 93

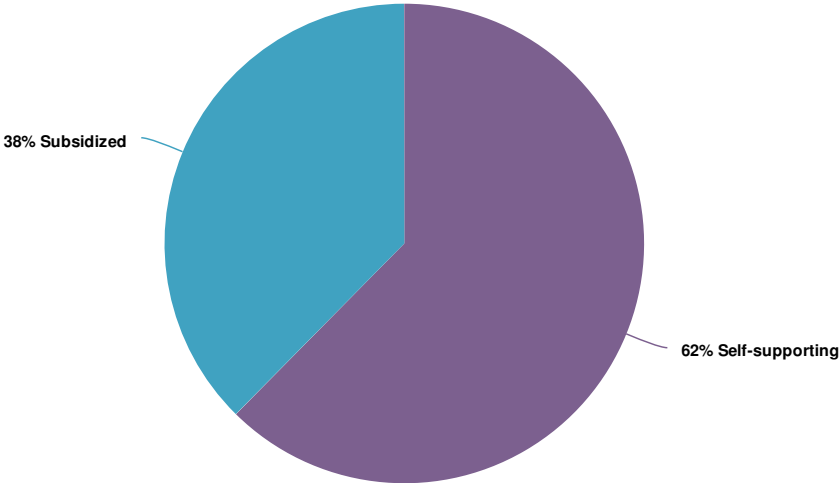
5. In what region is your institution's main campus located?



Value	Percent	Responses
New England (CT, MA, ME, NH, RI, VT)	2.2%	2
Mid-Atlantic (DC, DE, MD, NJ, NY, PA, WV)	12.9%	12
South (AL, AR, FL, GA, KY, LA, MS, NC, PR, SC, TN, TX, VA)	26.9%	25
Central (CO, IA, IL, IN, KS, MI, MN, MO, NE, ND, OK, OH, SD, WI, WY)	33.3%	31
West (AK, AZ, CA, HI, ID, MT, NV, NM, OR, UT, WA)	19.4%	18
Canada	5.4%	5

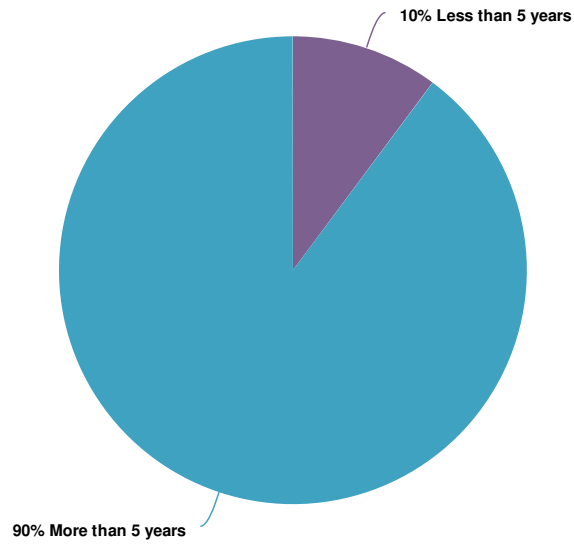
Totals: 93

6. Notwithstanding that many COE units have a combination of self-supporting and subsidized activities, when you consider the majority of activities in your portfolio, are you principally more self-supporting or subsidized?



Value	Percent	Responses
Self-supporting	62.4%	58
Subsidized	37.6%	35
Totals: 93		

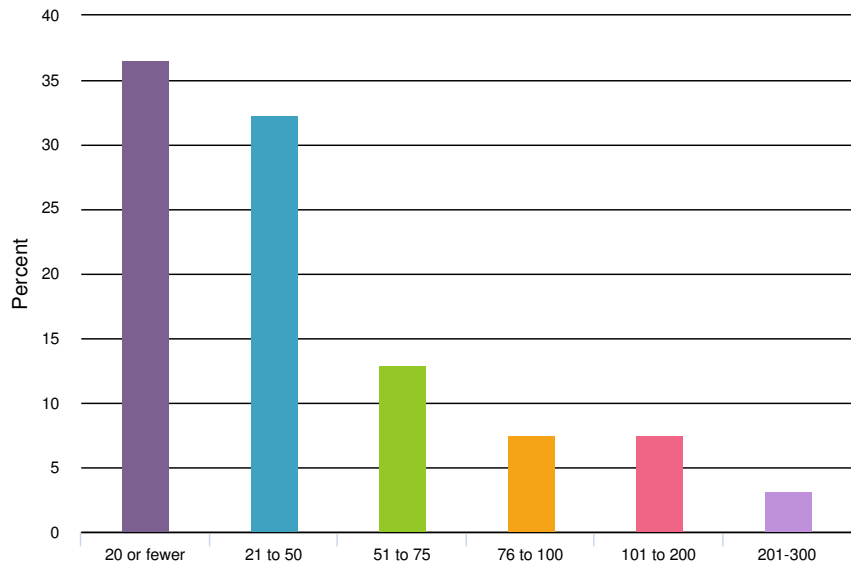
7. For approximately how long has your COE unit been self-supporting?



Value	Percent	Responses
Less than 5 years	10.2%	6
More than 5 years	89.8%	53

Totals: 59

8. Approximately how many full-time staff are within your COE unit (excluding faculty)?



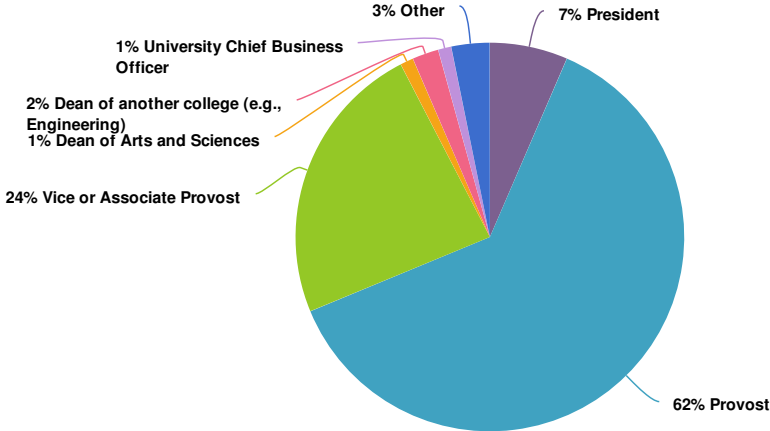
Value	Percent	Responses
20 or fewer	36.6%	34
21 to 50	32.3%	30
51 to 75	12.9%	12
76 to 100	7.5%	7
101 to 200	7.5%	7
201-300	3.2%	3

Totals: 93

Statistics

Average 40.5

9. To whom does the senior-most COE executive at your institution report?



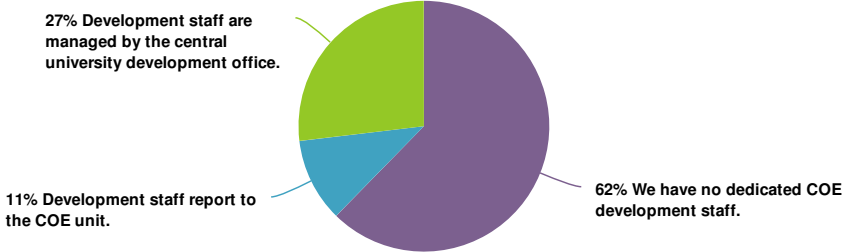
Value	Percent	Responses
President	6.5%	6
Provest	62.4%	58
Vice or Associate Provost	23.7%	22
Dean of Arts and Sciences	1.1%	1
Dean of another college (e.g., Engineering)	2.2%	2
University Chief Business Officer	1.1%	1
Other	3.2%	3

Totals: 93

10. Please indicate which category most closely describes where the majority of activity for each of the following support staff functions is housed.

	Reports to COE	Reports to core campus	Dual reporting line	We have only non-credit programs, so this activity is not relevant to us.	Responses
Marketing					
Count	56	27	9	1	93
Row %	60.2%	29.0%	9.7%	1.1%	
Admissions					
Count	15	61	14	3	93
Row %	16.1%	65.6%	15.1%	3.2%	
Registrar					
Count	9	70	12	2	93
Row %	9.7%	75.3%	12.9%	2.2%	
Financial aid					
Count	4	82	4	3	93
Row %	4.3%	88.2%	4.3%	3.2%	
IT support					
Count	28	49	15	1	93
Row %	30.1%	52.7%	16.1%	1.1%	
Finance					
Count	30	46	16	1	93
Row %	32.3%	49.5%	17.2%	1.1%	
Totals					
Total Responses					93

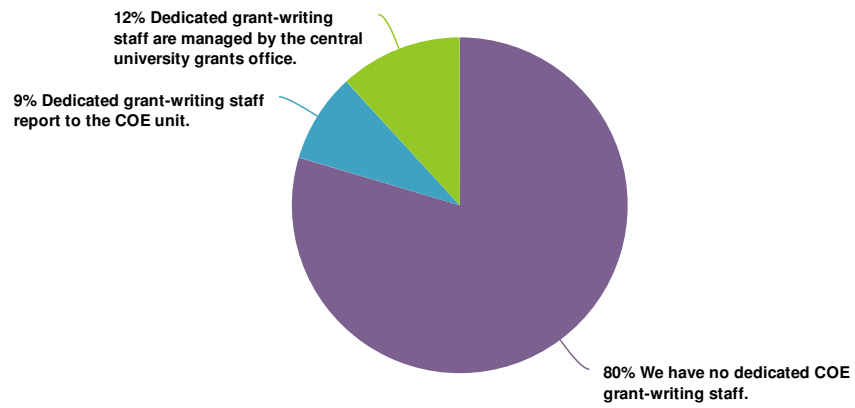
11. Which of these best describes your development/fundraising staff structure for COE?



Value	Percent	Responses
We have no dedicated COE development staff.	62.4%	58
Development staff report to the COE unit.	10.8%	10
Development staff are managed by the central university development office.	26.9%	25

Totals: 93

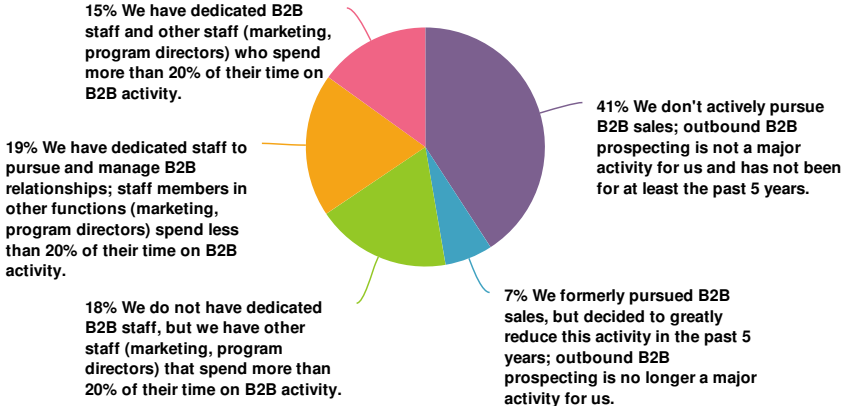
12. Which of these best describes your grant-writing staff structure for COE?



Value	Percent	Responses
We have no dedicated COE grant-writing staff.	79.6%	74
Dedicated grant-writing staff report to the COE unit.	8.6%	8
Dedicated grant-writing staff are managed by the central university grants office.	11.8%	11

Totals: 93

13. Which of these most closely describes your COE unit's outreach efforts to companies, government organizations, and non-governmental organizations (NGOs) for educational partnership opportunities (a.k.a. "B2B sales")?



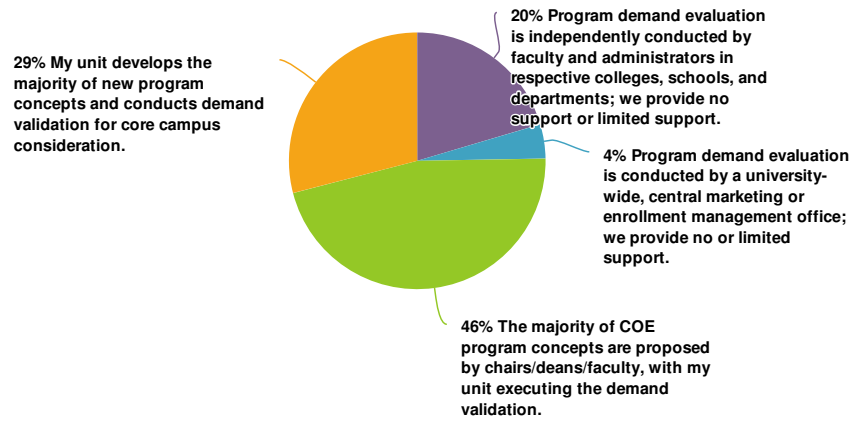
Value	Percent	Responses
We don't actively pursue B2B sales; outbound B2B prospecting is not a major activity for us and has not been for at least the past 5 years.	40.9%	38
We formerly pursued B2B sales, but decided to greatly reduce this activity in the past 5 years; outbound B2B prospecting is no longer a major activity for us.	6.5%	6
We do not have dedicated B2B staff, but we have other staff (marketing, program directors) that spend more than 20% of their time on B2B activity.	18.3%	17
We have dedicated staff to pursue and manage B2B relationships; staff members in other functions (marketing, program directors) spend less than 20% of their time on B2B activity.	19.4%	18
We have dedicated B2B staff and other staff (marketing, program directors) who spend more than 20% of their time on B2B activity.	15.1%	14

Totals: 93

14. Please indicate which of the following activities are managed primarily by the COE unit at your institution.

	Managed by COE unit	Not managed by COE unit	Responses
Summer session/intersession Count Row %	35 37.6%	58 62.4%	93
Conference center Count Row %	18 19.4%	75 80.6%	93
International recruiting for the entire university Count Row %	4 4.3%	89 95.7%	93
OSHER Institute or other senior programs Count Row %	28 30.1%	65 69.9%	93
K12 programming and outreach Count Row %	31 33.7%	61 66.3%	92
Study Abroad Count Row %	12 12.9%	81 87.1%	93
Totals Total Responses			93

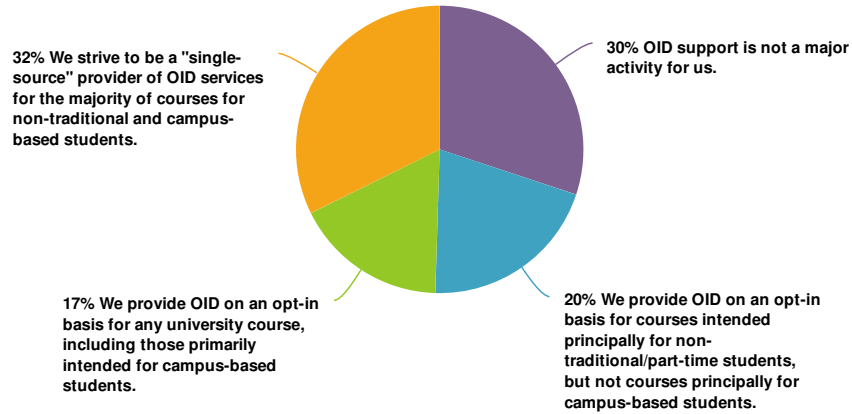
15. Which of these best describes your unit’s role in conducting program demand validation for COE programs owned or overseen by core campus faculty?



Value	Percent	Responses
Program demand evaluation is independently conducted by faculty and administrators in respective colleges, schools, and departments; we provide no support or limited support.	20.4%	19
Program demand evaluation is conducted by a university-wide, central marketing or enrollment management office; we provide no or limited support.	4.3%	4
The majority of COE program concepts are proposed by chairs/deans/faculty, with my unit executing the demand validation.	46.2%	43
My unit develops the majority of new program concepts and conducts demand validation for core campus consideration.	29.0%	27

Totals: 93

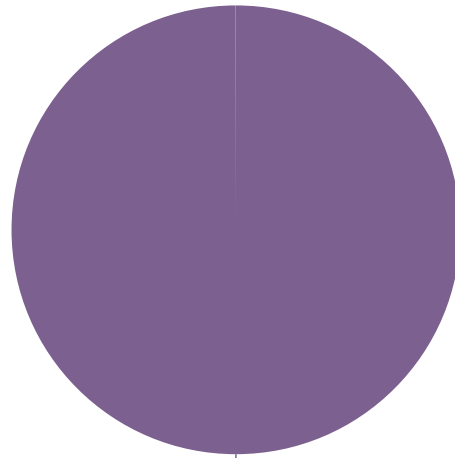
16. Which of these best describes the scope of your unit's online course instructional design (OID) support for the core university?



Value	Percent	Responses
OID support is not a major activity for us.	30.1%	28
We provide OID on an opt-in basis for courses intended principally for non-traditional/part-time students, but not courses principally for campus-based students.	20.4%	19
We provide OID on an opt-in basis for any university course, including those primarily intended for campus-based students.	17.2%	16
We strive to be a "single-source" provider of OID services for the majority of courses for non-traditional and campus-based students.	32.3%	30

Totals: 93

17. Notwithstanding that many COE units have a hybrid organizational model, when you consider where the majority of your unit's staff time is spent, do you consider your unit to be principally:

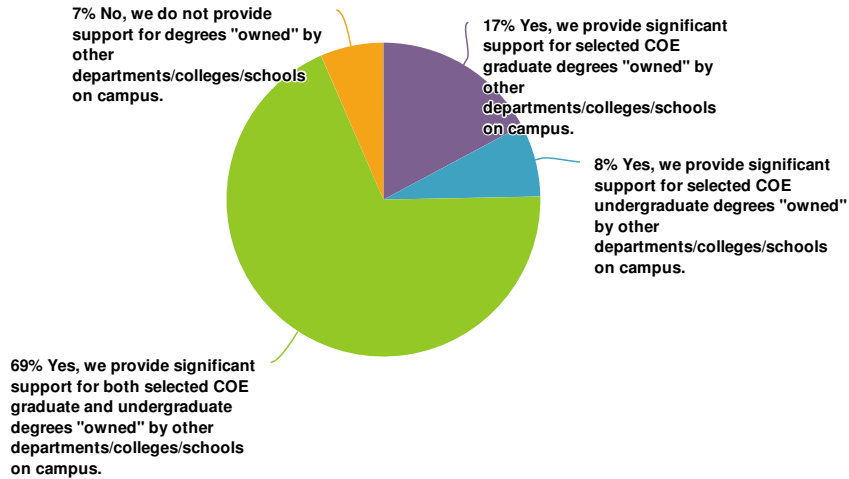


100% A shared service center that provides support for COE activities "owned" by other departments on campus

Value	Percent	Responses
A shared service center that provides support for COE activities "owned" by other departments on campus	100.0%	93

Totals: 93

18. Whether or not your COE unit has the authority to confer your own degrees, do you regularly and systematically act as a "shared service" unit, supporting any degree program activities of other schools/colleges/departments on campus? We understand that many COE units provide support on a one-off basis as needed by other campus units; please answer yes here if you consider support of cross-campus COE degree activity to be a component of your staff's day-to-day responsibilities.



Value	Percent	Responses
Yes, we provide significant support for selected COE graduate degrees "owned" by other departments/colleges/schools on campus.	17.2%	16
Yes, we provide significant support for selected COE undergraduate degrees "owned" by other departments/colleges/schools on campus.	7.5%	7
Yes, we provide significant support for both selected COE graduate and undergraduate degrees "owned" by other departments/colleges/schools on campus.	68.8%	64
No, we do not provide support for degrees "owned" by other departments/colleges/schools on campus.	6.5%	6

Totals: 93

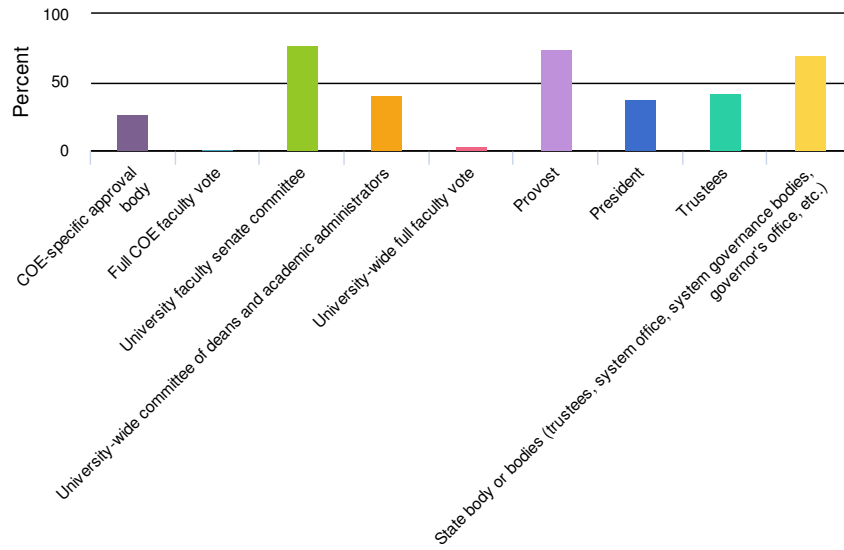
19. Which of the following best describes your unit's authority to confer or offer the following types of F2F programs and courses?

	Yes, we have the authority like any other college or school on campus, and we've had it for more than 5 years.	Yes, we received the authority within the last 5 years.	We do not currently have the authority, but expect to gain it within the next 3 years.	We do not have the authority.	We previously had the authority, but lost it within the last 5 years.	Responses
F2F graduate degrees Count Row %	8 8.6%	2 2.2%	2 2.2%	80 86.0%	1 1.1%	93
F2F undergraduate degrees Count Row %	10 10.8%	2 2.2%	0 0.0%	80 86.0%	1 1.1%	93
F2F credit-bearing certificates Count Row %	16 17.2%	2 2.2%	6 6.5%	68 73.1%	1 1.1%	93
F2F non-credit certificates Count Row %	48 52.2%	5 5.4%	4 4.3%	33 35.9%	2 2.2%	92
F2F standalone credit courses Count Row %	20 21.5%	1 1.1%	4 4.3%	68 73.1%	0 0.0%	93
F2F standalone non-credit courses Count Row %	50 54.3%	6 6.5%	2 2.2%	31 33.7%	3 3.3%	92
Totals Total Responses						93

20. Which of the following best describes your unit's authority to confer or offer the following types of online programs and courses?

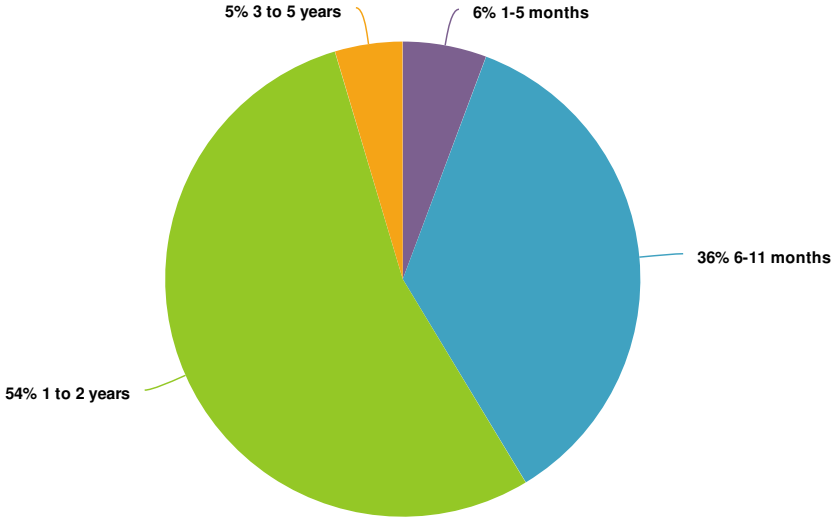
	Yes, we have the authority like any other college or school on campus, and we've had it for more than 5 years.	Yes, we received the authority within the last 5 years.	We do not currently have the authority, but expect to gain it within the next 3 years.	We do not have the authority.	We previously had the authority, but lost it within the last 5 years.	Responses
Online graduate degrees Count Row %	14 15.1%	2 2.2%	1 1.1%	73 78.5%	3 3.2%	93
Online undergraduate degrees Count Row %	15 16.1%	1 1.1%	1 1.1%	74 79.6%	2 2.2%	93
Online credit-bearing certificates Count Row %	21 22.6%	0 0.0%	6 6.5%	63 67.7%	3 3.2%	93
Online non-credit certificates Count Row %	53 57.6%	7 7.6%	4 4.3%	25 27.2%	3 3.3%	92
Online standalone credit courses Count Row %	25 26.9%	0 0.0%	5 5.4%	60 64.5%	3 3.2%	93
Online standalone non-credit courses Count Row %	54 58.7%	8 8.7%	3 3.3%	22 23.9%	5 5.4%	92
Totals Total Responses						93

21. Which of these bodies or individuals represent formal stages in new COE degree program approval processes? Please check all that apply.



Value	Percent	Responses
COE-specific approval body	26.7%	23
Full COE faculty vote	1.2%	1
University faculty senate committee	77.9%	67
University-wide committee of deans and academic administrators	40.7%	35
University-wide full faculty vote	3.5%	3
Provost	74.4%	64
President	37.2%	32
Trustees	41.9%	36
State body or bodies (trustees, system office, system governance bodies, governor's office, etc.)	69.8%	60

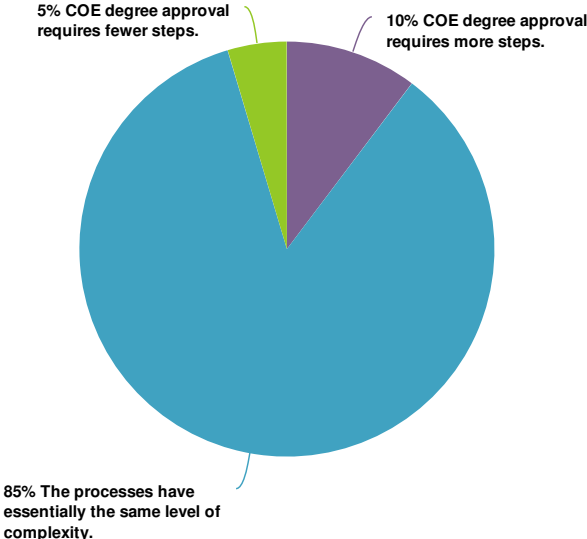
22. Approximately how long does it typically take from the first stage in the new COE degree program approval process to final approval?



Value	Percent	Responses
1-5 months	5.7%	5
6-11 months	35.6%	31
1 to 2 years	54.0%	47
3 to 5 years	4.6%	4

Totals: 87

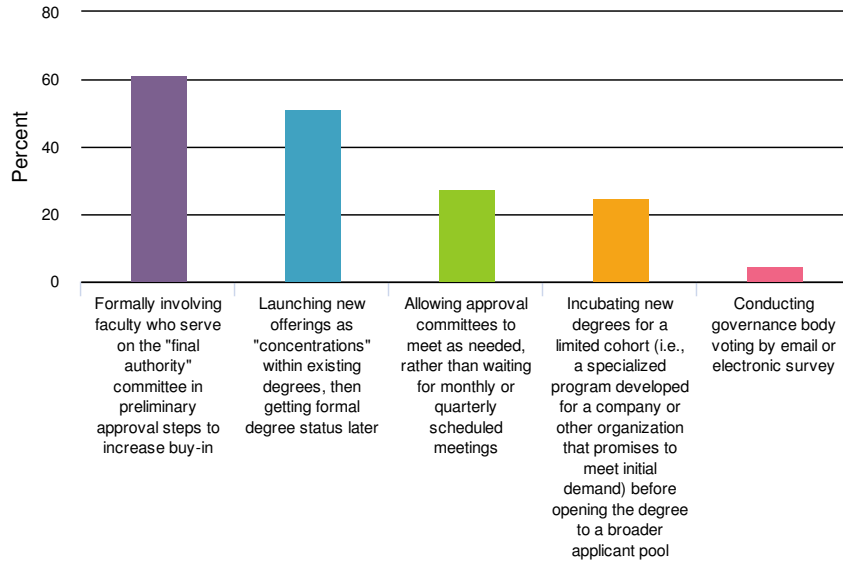
23. Which of these statements best describes the complexity of the COE degree program approval process compared with that of the core campus?



Value	Percent	Responses
COE degree approval requires more steps.	10.3%	9
The processes have essentially the same level of complexity.	85.1%	74
COE degree approval requires fewer steps.	4.6%	4

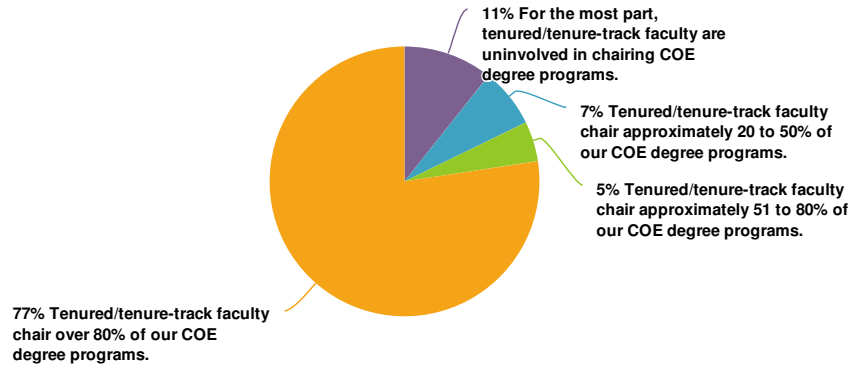
Totals: 87

24. Which of the following tactics do you employ to expedite the approval and launch of new COE degree programs? Please check all that apply.



Value	Percent	Responses
Formally involving faculty who serve on the "final authority" committee in preliminary approval steps to increase buy-in	61.3%	49
Launching new offerings as "concentrations" within existing degrees, then getting formal degree status later	51.3%	41
Allowing approval committees to meet as needed, rather than waiting for monthly or quarterly scheduled meetings	27.5%	22
Incubating new degrees for a limited cohort (i.e., a specialized program developed for a company or other organization that promises to meet initial demand) before opening the degree to a broader applicant pool	25.0%	20
Conducting governance body voting by email or electronic survey	5.0%	4

25. Which of the following statements most closely describes the role of tenured/tenure-track faculty in serving as official "chairs" of COE degree programs?



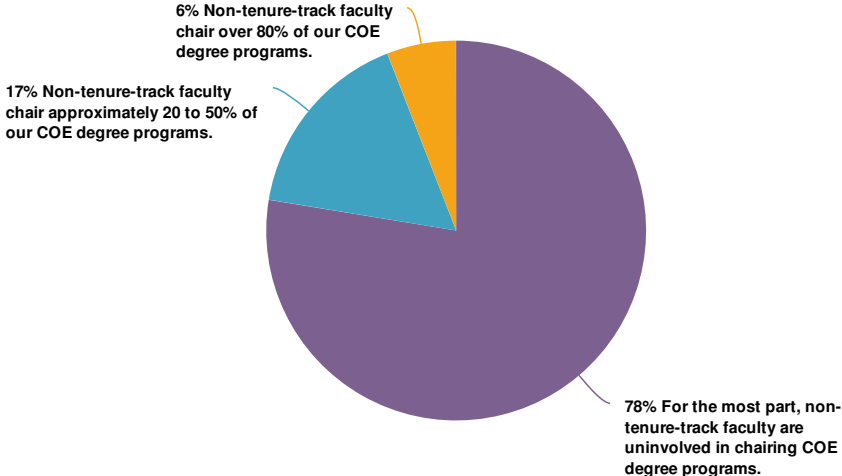
Value	Percent	Responses
For the most part, tenured/tenure-track faculty are uninvolved in chairing COE degree programs.	10.7%	9
Tenured/tenure-track faculty chair approximately 20 to 50% of our COE degree programs.	7.1%	6
Tenured/tenure-track faculty chair approximately 51 to 80% of our COE degree programs.	4.8%	4
Tenured/tenure-track faculty chair over 80% of our COE degree programs.	77.4%	65

Totals: 84

26. Which of the following best describes the approximate level of involvement that tenured/tenure-track faculty have in the following activities for COE degree programs?

	Tenured/tenure-track faculty are involved in this activity less than 20% of the time.	Tenured/tenure-track faculty are involved in this activity 20 to 49% of the time.	Tenured/tenure-track faculty are involved in this activity 50 to 79% of the time.	Tenured/tenure-track faculty are involved in this activity 80% of the time or more.	Responses
Initial curriculum design for the program Count Row %	2 2.4%	7 8.3%	12 14.3%	63 75.0%	84
Curriculum revisions for the program Count Row %	2 2.4%	9 10.7%	15 17.9%	58 69.0%	84
Instructional design for courses Count Row %	15 17.6%	15 17.6%	24 28.2%	31 36.5%	85
Course development Count Row %	9 10.7%	14 16.7%	20 23.8%	41 48.8%	84
Instructor hiring Count Row %	12 14.1%	7 8.2%	12 14.1%	54 63.5%	85
Instructor supervision and evaluation Count Row %	11 13.1%	10 11.9%	10 11.9%	53 63.1%	84
Program administrative staff hiring Count Row %	33 38.8%	10 11.8%	12 14.1%	30 35.3%	85
Totals Total Responses					85

27. Which of the following statements most closely describes the role of full-time, non-tenure-track faculty in serving as official "chairs" of COE degree programs?



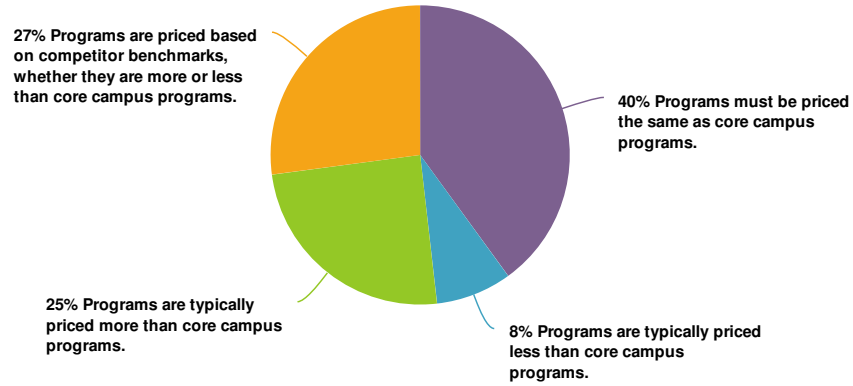
Value	Percent	Responses
For the most part, non-tenure-track faculty are uninvolved in chairing COE degree programs.	77.6%	66
Non-tenure-track faculty chair approximately 20 to 50% of our COE degree programs.	16.5%	14
Non-tenure-track faculty chair over 80% of our COE degree programs.	5.9%	5

Totals: 85

28. Which of the following best describes the approximate level of involvement that full-time, non-tenure-track faculty have in the following activities for COE degree programs?

	Full-time, non-tenure-track faculty are involved in this activity less than 20% of the time.	Full-time, non-tenure-track faculty are involved in this activity 20 to 49% of the time.	Full-time, non-tenure-track faculty are involved in this activity 50 to 79% of the time.	Full-time, non-tenure-track faculty are involved in this activity 80% of the time or more.	Responses
Initial curriculum design for the program Count Row %	53 63.1%	17 20.2%	3 3.6%	11 13.1%	84
Curriculum revisions for the program Count Row %	46 54.8%	23 27.4%	4 4.8%	11 13.1%	84
Instructional design for courses Count Row %	44 53.0%	20 24.1%	13 15.7%	6 7.2%	83
Course development Count Row %	40 47.6%	26 31.0%	8 9.5%	10 11.9%	84
Instructor hiring Count Row %	63 75.9%	9 10.8%	4 4.8%	7 8.4%	83
Instructor supervision and evaluation Count Row %	66 79.5%	7 8.4%	3 3.6%	7 8.4%	83
Program administrative staff hiring Count Row %	66 79.5%	8 9.6%	3 3.6%	6 7.2%	83
Totals Total Responses					84

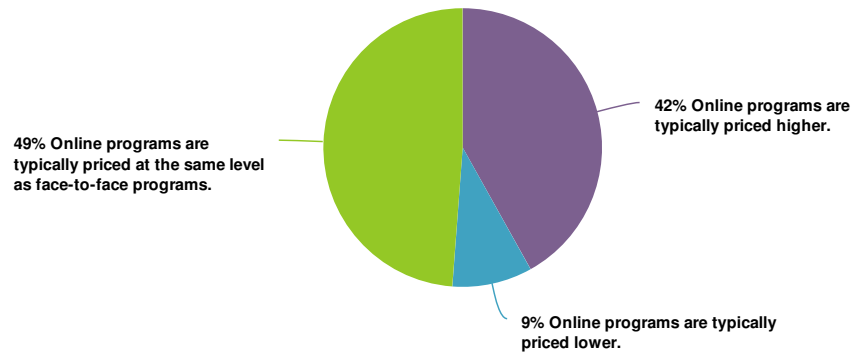
29. Which of the following statements most closely describes how your COE degree programs are priced compared with other campus programs?



Value	Percent	Responses
Programs must be priced the same as core campus programs.	40.0%	34
Programs are typically priced less than core campus programs.	8.2%	7
Programs are typically priced more than core campus programs.	24.7%	21
Programs are priced based on competitor benchmarks, whether they are more or less than core campus programs.	27.1%	23

Totals: 85

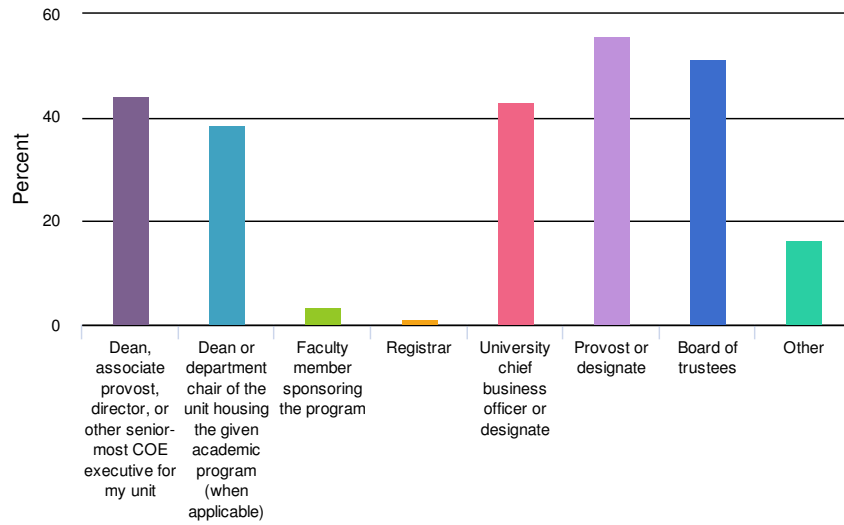
30. How are the majority of online degree programs priced in comparison with face-to-face programs?



Value	Percent	Responses
Online programs are typically priced higher.	41.9%	36
Online programs are typically priced lower.	9.3%	8
Online programs are typically priced at the same level as face-to-face programs.	48.8%	42

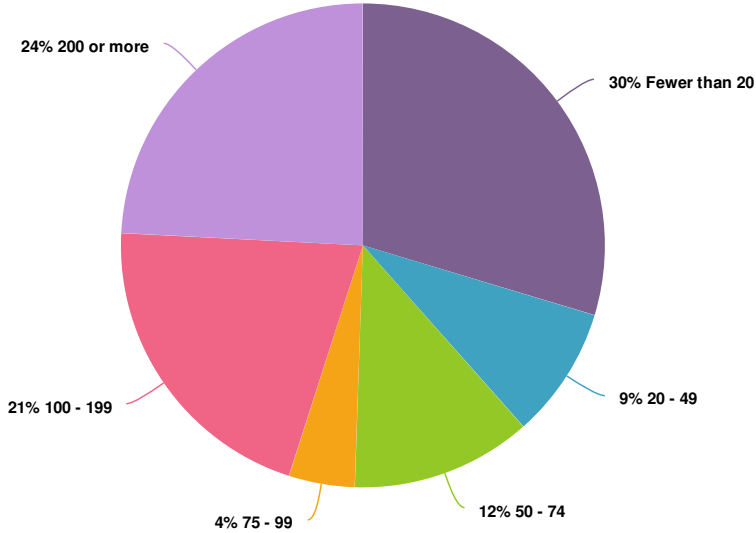
Totals: 86

31. Which of the following individuals/bodies have decision-making authority over the price of COE degree activity? Please check all that apply.



Value	Percent	Responses
Dean, associate provost, director, or other senior-most COE executive for my unit	44.2%	38
Dean or department chair of the unit housing the given academic program (when applicable)	38.4%	33
Faculty member sponsoring the program	3.5%	3
Registrar	1.2%	1
University chief business officer or designate	43.0%	37
Provost or designate	55.8%	48
Board of trustees	51.2%	44
Other	16.3%	14

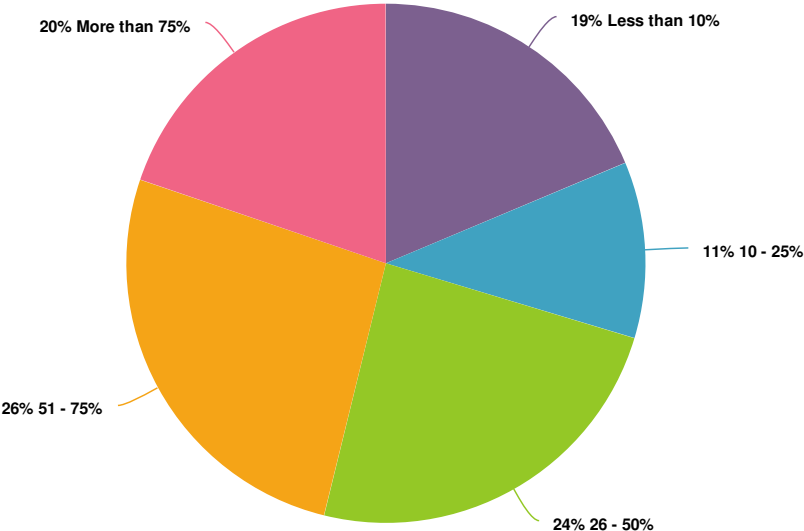
32. What is the total number of instructors employed by your unit in a typical term? Please include adjuncts and faculty for all courses (credit and non-credit, but excluding summer session/intersession).



Value	Percent	Responses
Fewer than 20	29.7%	27
20 - 49	8.8%	8
50 - 74	12.1%	11
75 - 99	4.4%	4
100 - 199	20.9%	19
200 or more	24.2%	22

Totals: 91

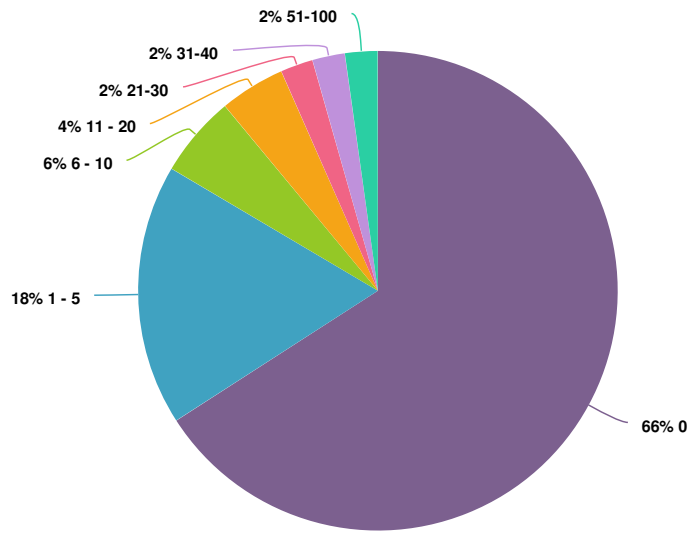
33. Approximately what percentage of your instructors are tenured/tenure-track faculty members from core university departments? Please include adjuncts and faculty for all courses (credit and non-credit, but excluding summer session/intersession).



Value	Percent	Responses
Less than 10%	18.7%	17
10 - 25%	11.0%	10
26 - 50%	24.2%	22
51 - 75%	26.4%	24
More than 75%	19.8%	18

Totals: 91

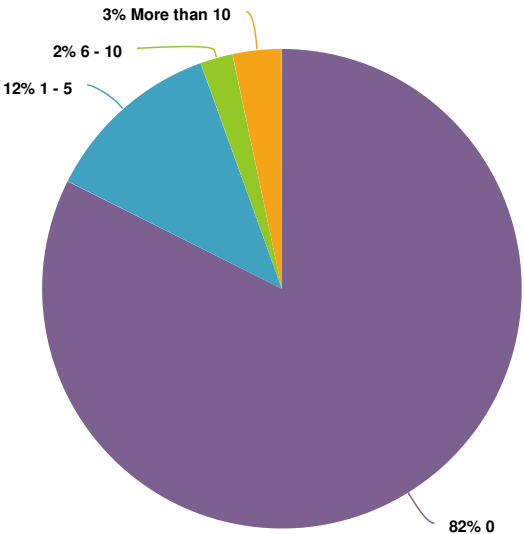
34. Approximately how many full-time, non-tenure-track faculty lines are maintained by the COE unit?



Value	Percent	Responses
0	65.9%	60
1 - 5	17.6%	16
6 - 10	5.5%	5
11 - 20	4.4%	4
21-30	2.2%	2
31-40	2.2%	2
51-100	2.2%	2

Totals: 91

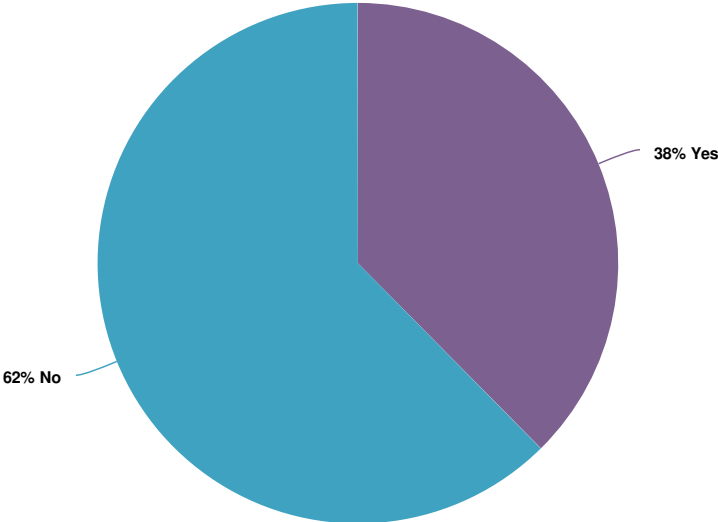
35. Approximately how many tenure-track/tenured faculty lines are maintained by the COE unit?



Value	Percent	Responses
0	82.4%	75
1 - 5	12.1%	11
6 - 10	2.2%	2
More than 10	3.3%	3

Totals: 91

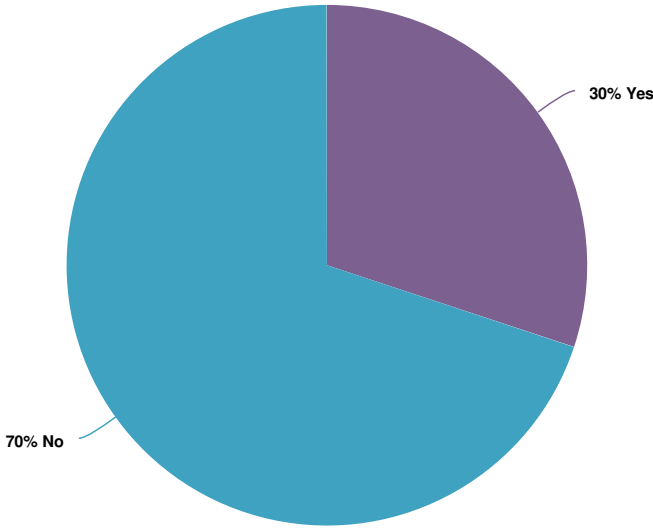
36. Are campus tenured/tenure-track faculty unionized?



Value	Percent	Responses
Yes	37.6%	35
No	62.4%	58

Totals: 93

37. Are campus adjuncts/non-tenure-track faculty unionized?



Value	Percent	Responses
Yes	30.1%	28
No	69.9%	65

Totals: 93

38. Please select any frequently-used (approximately 30% of the time or more) methods of of compensating core campus faculty that the COE unit hires to teach credit-bearing courses.

	The COE unit has its own compensation structure.	Compensation is based on core campus rank or salary.	The COE unit "buys out" course time from the home department.	Total Checks
Core campus tenured/tenure-track faculty Checks Row Check %	29 26.9%	56 51.9%	23 21.3%	108
Core campus non-tenure-track faculty Checks Row Check %	30 30.3%	55 55.6%	14 14.1%	99
Total Checks Checks % of Total Checks	59 28.5%	111 53.6%	37 17.9%	207 100.0%

39. Please select any frequently-used (approximately 30% or more) methods of compensating core campus faculty that the COE unit hires to teach non-credit courses.

	The COE unit has its own compensation structure.	Compensation is based on core campus rank or salary.	The COE unit "buys out" course time from the home department.	Total Checks
Core campus tenured/tenure-track faculty Checks Row Check %	62 72.9%	21 24.7%	2 2.4%	85
Core campus non-tenure-track faculty Checks Row Check %	63 75.9%	20 24.1%	0 0.0%	83
Total Checks				
Checks	125	41	2	168
% of Total Checks	74.4%	24.4%	1.2%	100.0%

40. Please indicate the extent to which you agree with each of the following statements regarding your provost's perception of continuing, professional, and online education.

	Strongly disagree	Disagree	Tend to disagree	Tend to agree	Agree	Strongly agree	I am too new in my role to say	The provost is too new in the role to say	Responses
The provost considers adult students to be an important part of the university mission. Count Row %	3 3.2%	3 3.2%	4 4.3%	11 11.8%	23 24.7%	43 46.2%	0 0.0%	6 6.5%	93
The provost considers the growth of online education to be a critical component of university strategy. Count Row %	2 2.2%	0 0.0%	2 2.2%	15 16.1%	16 17.2%	53 57.0%	1 1.1%	4 4.3%	93
The provost is satisfied with my unit's financial contributions to the institution. Count Row %	3 3.2%	3 3.2%	6 6.5%	18 19.4%	19 20.4%	33 35.5%	2 2.2%	9 9.7%	93
The provost is satisfied with my unit's non-financial contributions to the institution. Count Row %	2 2.2%	2 2.2%	3 3.2%	14 15.1%	25 26.9%	38 40.9%	1 1.1%	8 8.6%	93
The provost believes continuing, professional, and online education programs have a positive impact on the university brand. Count Row %	2 2.2%	0 0.0%	5 5.4%	10 10.8%	27 29.0%	41 44.1%	1 1.1%	7 7.5%	93
The provost considers continuing, professional, and online education courses to be of high quality. Count Row %	1 1.1%	2 2.2%	2 2.2%	18 19.4%	29 31.2%	27 29.0%	0 0.0%	14 15.1%	93
The provost considers continuing, professional, and online education students to be of high quality. Count Row %	2 2.2%	0 0.0%	3 3.2%	20 21.5%	28 30.1%	26 28.0%	0 0.0%	14 15.1%	93

	Strongly disagree	Disagree	Tend to disagree	Tend to agree	Agree	Strongly agree	I am too new in my role to say	The provost is too new in the role to say	Responses
Totals Total Responses									93

41. Please indicate the extent to which you agree with each of the following statements regarding your college/university president's perception of continuing, professional, and online education.

	Strongly disagree	Disagree	Tend to disagree	Tend to agree	Agree	Strongly agree	I am too new in my role to say	The president is too new in the role to say	Responses
The president considers adult students to be an important part of the university mission. Count Row %	3 3.2%	1 1.1%	6 6.5%	14 15.1%	24 25.8%	33 35.5%	1 1.1%	11 11.8%	93
The president considers the growth of online students to be a critical component of university strategy. Count Row %	2 2.2%	2 2.2%	4 4.3%	11 11.8%	18 19.4%	48 51.6%	0 0.0%	8 8.6%	93
The president is satisfied with my unit's financial contributions to the institution. Count Row %	2 2.2%	3 3.2%	8 8.6%	19 20.4%	22 23.7%	23 24.7%	5 5.4%	11 11.8%	93
The president is satisfied with my unit's non-financial contributions to the institution. Count Row %	2 2.2%	3 3.2%	5 5.4%	23 24.7%	21 22.6%	25 26.9%	3 3.2%	11 11.8%	93
The president believes continuing, professional, and online education programs have a positive impact on the university brand. Count Row %	2 2.2%	0 0.0%	6 6.5%	19 20.4%	25 26.9%	29 31.2%	2 2.2%	10 10.8%	93
The president considers continuing, professional, and online education courses to be of high quality. Count Row %	2 2.2%	1 1.1%	6 6.5%	19 20.4%	31 33.3%	18 19.4%	1 1.1%	15 16.1%	93
The president considers continuing, professional, and online education students to be of high quality. Count Row %	2 2.2%	0 0.0%	3 3.2%	26 28.0%	29 31.2%	17 18.3%	2 2.2%	14 15.1%	93

	Strongly disagree	Disagree	Tend to disagree	Tend to agree	Agree	Strongly agree	I am too new in my role to say	The president is too new in the role to say	Responses
Totals Total Responses									93

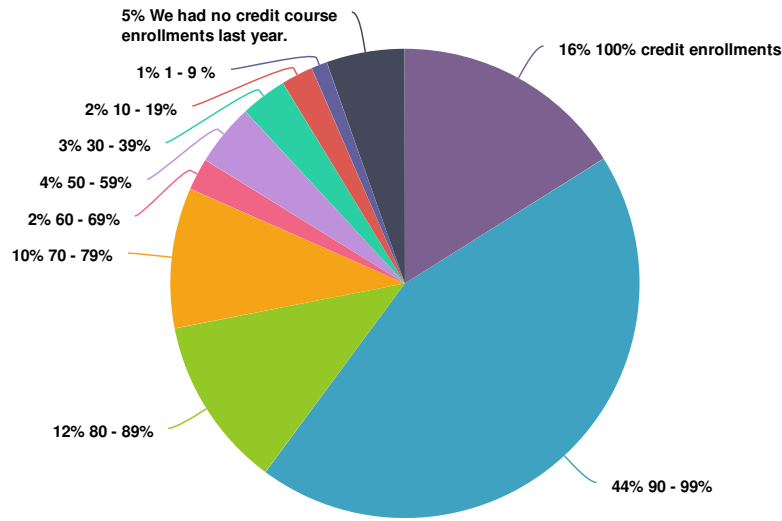
42. Please indicate the extent to which you agree with each of the following statements regarding the perception of continuing, professional, and online education at your institution by faculty leaders (i.e., deans, department chairs, and active faculty senate members or faculty senate chairs). Understanding that these faculty leaders likely have a diverse range of perceptions, please select the best-fit answer based on the majority of the group.

	Strongly disagree	Disagree	Tend to disagree	Tend to agree	Agree	Strongly agree	I am too new in my role to say	Responses
Faculty leaders at my institution consider adult students to be an important part of the university mission. Count Row %	3 3.2%	6 6.5%	34 36.6%	22 23.7%	23 24.7%	5 5.4%	0 0.0%	93
Faculty leaders at my institution consider the growth of online education to be a critical component of university strategy. Count Row %	3 3.2%	9 9.7%	27 29.0%	32 34.4%	18 19.4%	4 4.3%	0 0.0%	93
Faculty leaders at my institution are satisfied with my unit's financial contributions to the institution. Count Row %	2 2.2%	7 7.5%	15 16.1%	39 41.9%	18 19.4%	10 10.8%	2 2.2%	93
Faculty leaders at my institution are satisfied with my unit's non-financial contributions to the institution. Count Row %	3 3.2%	2 2.2%	18 19.4%	39 41.9%	25 26.9%	5 5.4%	1 1.1%	93
Faculty leaders at my institution believe continuing, professional, and online education programs have a positive impact on the university brand. Count Row %	4 4.3%	10 10.8%	29 31.2%	30 32.3%	17 18.3%	2 2.2%	1 1.1%	93
Faculty leaders at my institution believe continuing, professional, and online education courses to be of high quality. Count Row %	3 3.2%	11 11.8%	27 29.0%	33 35.5%	16 17.2%	2 2.2%	1 1.1%	93
Faculty leaders at my institution believe continuing, professional, and online education students to be of high quality. Count Row %	4 4.3%	8 8.6%	26 28.0%	40 43.0%	12 12.9%	2 2.2%	1 1.1%	93
Totals Total Responses								93

43. Please indicate the extent to which you agree with each of the following statements regarding resources and policies for continuing, professional, and online education at your institution.

	Strongly disagree	Disagree	Tend to disagree	Tend to agree	Agree	Strongly agree	Responses
My unit receives the resources it needs from the institution to grow our programs. Count Row %	7 7.5%	12 12.9%	15 16.1%	31 33.3%	19 20.4%	9 9.7%	93
The institution is willing to invest the resources needed to grow university-wide continuing, professional, and online education programs (both within my unit and others). Count Row %	4 4.3%	9 9.7%	22 23.7%	34 36.6%	20 21.5%	4 4.3%	93
The institution is willing to change processes and policies across campus to better accommodate online and adult students. Count Row %	5 5.4%	13 14.0%	30 32.3%	26 28.0%	15 16.1%	4 4.3%	93
The institution is willing to take risks to grow continuing, and professional, and online education programs. Count Row %	7 7.5%	10 10.8%	30 32.3%	26 28.0%	15 16.1%	5 5.4%	93
It would be acceptable for my unit to be revenue neutral as long as we were fulfilling our educational mission. Count Row %	13 14.0%	17 18.3%	27 29.0%	29 31.2%	6 6.5%	1 1.1%	93
It would be acceptable for my unit to operate at a loss as long as we were fulfilling our educational mission. Count Row %	37 39.8%	31 33.3%	21 22.6%	2 2.2%	2 2.2%	0 0.0%	93
Totals Total Responses							93

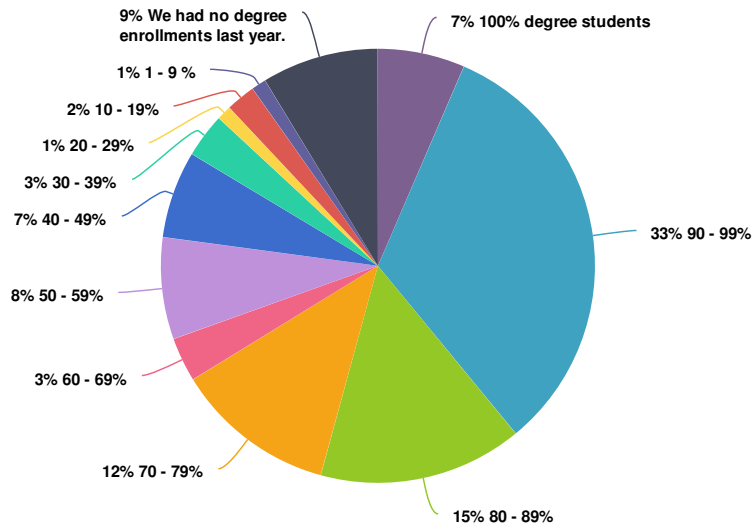
44. Approximately what percentage of your course enrollments last year were credit as opposed to non-credit?
 (Please include all courses in your estimation, whether standalone or part of certificates or degrees.)



Value	Percent	Responses
100% credit enrollments	16.1%	15
90 - 99%	44.1%	41
80 - 89%	11.8%	11
70 - 79%	9.7%	9
60 - 69%	2.2%	2
50 - 59%	4.3%	4
30 - 39%	3.2%	3
10 - 19%	2.2%	2
1 - 9%	1.1%	1
We had no credit course enrollments last year.	5.4%	5

Totals: 93

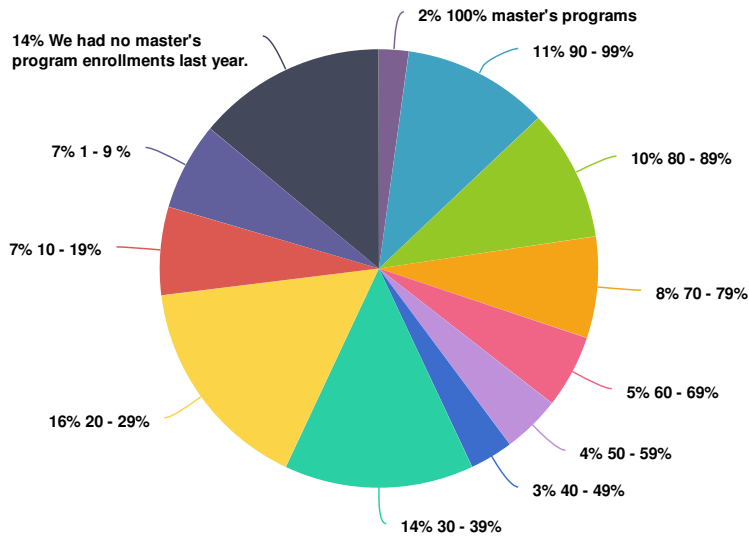
45. Approximately what percentage of your course enrollments last year were degree students as opposed to non-degree students?



Value	Percent	Responses
100% degree students	6.5%	6
90 - 99%	32.6%	30
80 - 89%	15.2%	14
70 - 79%	12.0%	11
60 - 69%	3.3%	3
50 - 59%	7.6%	7
40 - 49%	6.5%	6
30 - 39%	3.3%	3
20 - 29%	1.1%	1
10 - 19%	2.2%	2
1 - 9 %	1.1%	1
We had no degree enrollments last year.	8.7%	8

Totals: 92

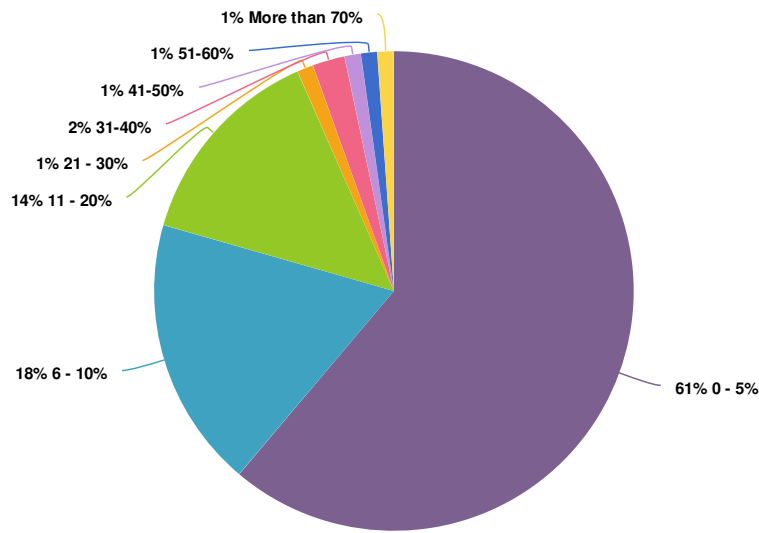
46. Approximately what percentage of your program enrollments last year were in master's programs as opposed to bachelor's programs?



Value	Percent	Responses
100% master's programs	2.2%	2
90 - 99%	10.8%	10
80 - 89%	9.7%	9
70 - 79%	7.5%	7
60 - 69%	5.4%	5
50 - 59%	4.3%	4
40 - 49%	3.2%	3
30 - 39%	14.0%	13
20 - 29%	16.1%	15
10 - 19%	6.5%	6
1 - 9%	6.5%	6
We had no master's program enrollments last year.	14.0%	13

Totals: 93

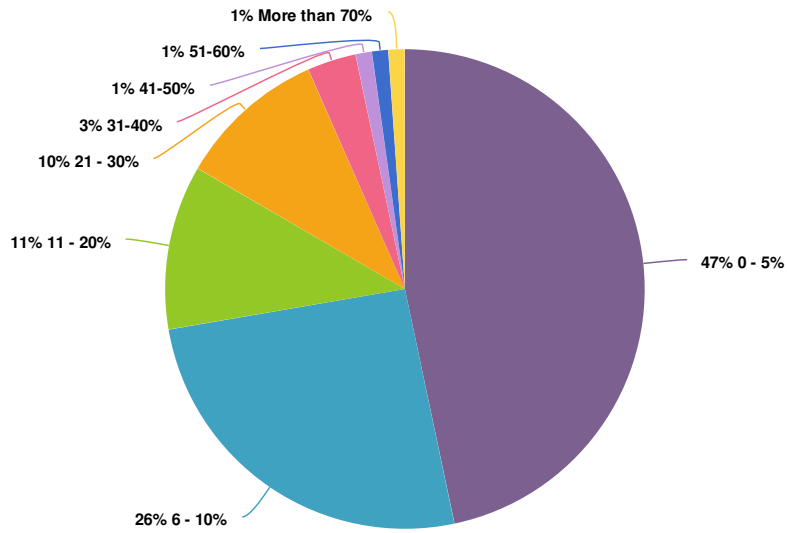
47. Approximately what percentage of revenues did your unit receive last year from contract education/customized learning provided for businesses, government agencies, or NGOs?



Value	Percent	Responses
0 - 5%	61.3%	57
6 - 10%	18.3%	17
11 - 20%	14.0%	13
21 - 30%	1.1%	1
31-40%	2.2%	2
41-50%	1.1%	1
51-60%	1.1%	1
More than 70%	1.1%	1

Totals: 93

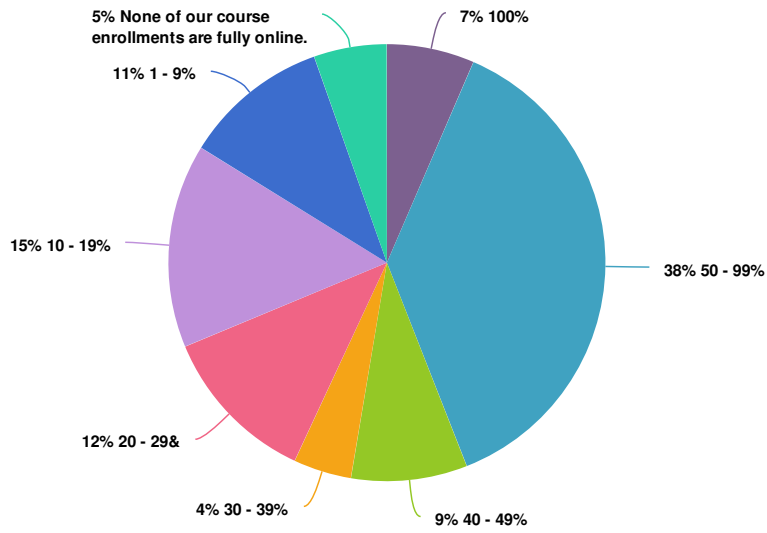
48. Approximately what percentage of revenues did your unit receive last year from tuition reimbursement by students' employers?



Value	Percent	Responses
0 - 5%	46.7%	42
6 - 10%	25.6%	23
11 - 20%	11.1%	10
21 - 30%	10.0%	9
31-40%	3.3%	3
41-50%	1.1%	1
51-60%	1.1%	1
More than 70%	1.1%	1

Totals: 90

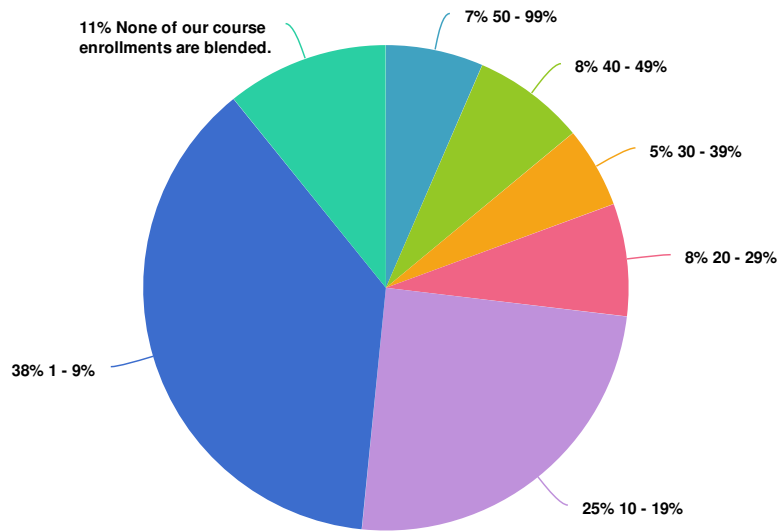
49. Approximately what percentage of your total course enrollments are fully online?



Value	Percent	Responses
100%	6.5%	6
50 - 99%	37.6%	35
40 - 49%	8.6%	8
30 - 39%	4.3%	4
20 - 29%	11.8%	11
10 - 19%	15.1%	14
1 - 9%	10.8%	10
None of our course enrollments are fully online.	5.4%	5

Totals: 93

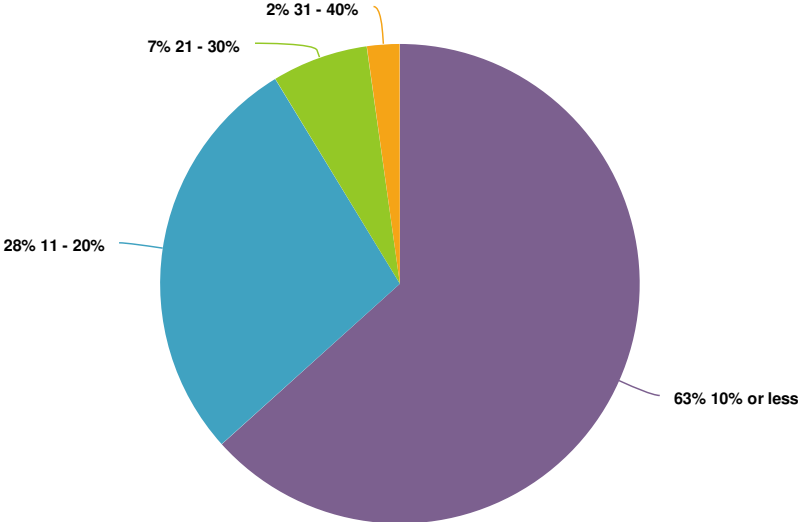
50. Approximately what percentage of your unit's total course enrollments are blended?



Value	Percent	Responses
50 - 99%	6.5%	6
40 - 49%	7.5%	7
30 - 39%	5.4%	5
20 - 29%	7.5%	7
10 - 19%	24.7%	23
1 - 9%	37.6%	35
None of our course enrollments are blended.	10.8%	10

Totals: 93

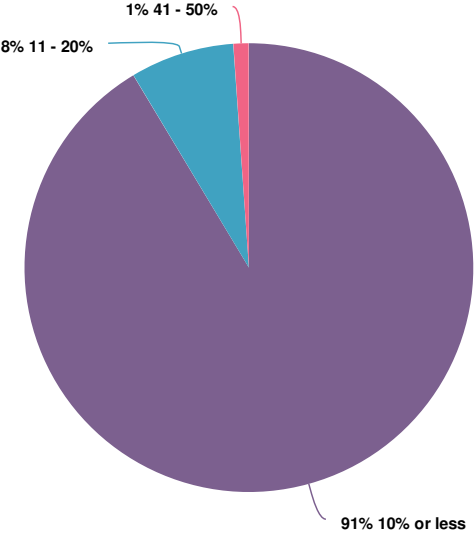
51. Approximately what percentage of your course offerings are new courses introduced in the past year?



Value	Percent	Responses
10% or less	63.4%	59
11 - 20%	28.0%	26
21 - 30%	6.5%	6
31 - 40%	2.2%	2

Totals: 93

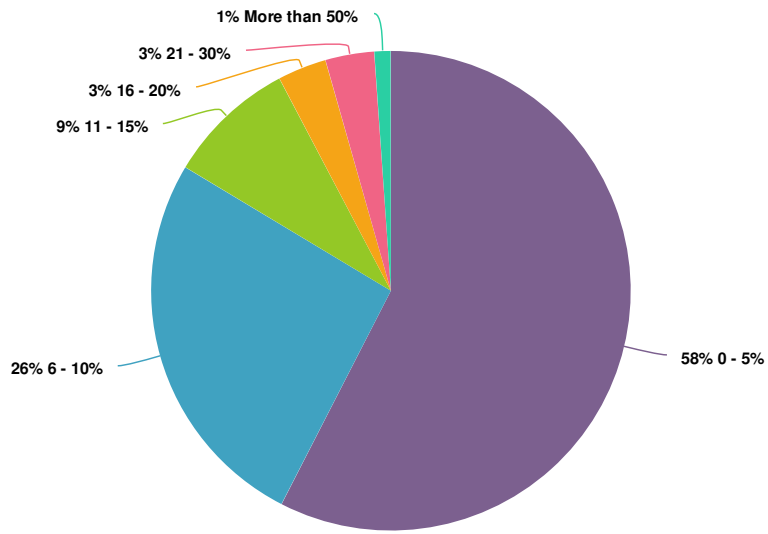
52. Approximately what percentage of your course offerings were sunsetted last year?



Value	Percent	Responses
10% or less	91.4%	85
11 - 20%	7.5%	7
41 - 50%	1.1%	1

Totals: 93

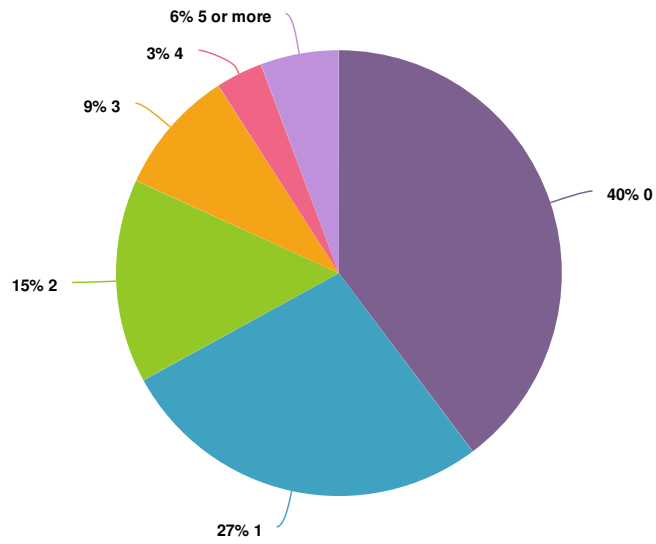
53. Approximately what percentage of your courses were cancelled last year due to lack of enrollments?



Value	Percent	Responses
0 - 5%	57.6%	53
6 - 10%	26.1%	24
11 - 15%	8.7%	8
16 - 20%	3.3%	3
21 - 30%	3.3%	3
More than 50%	1.1%	1

Totals: 92

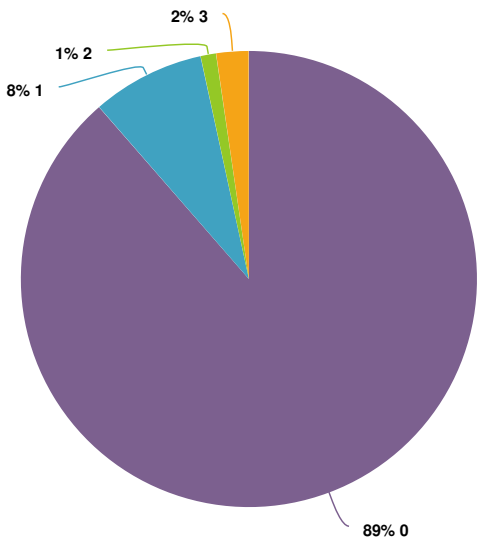
54. How many new COE master's programs did you introduce last year?



Value	Percent	Responses
0	39.8%	35
1	27.3%	24
2	14.8%	13
3	9.1%	8
4	3.4%	3
5 or more	5.7%	5

Totals: 88

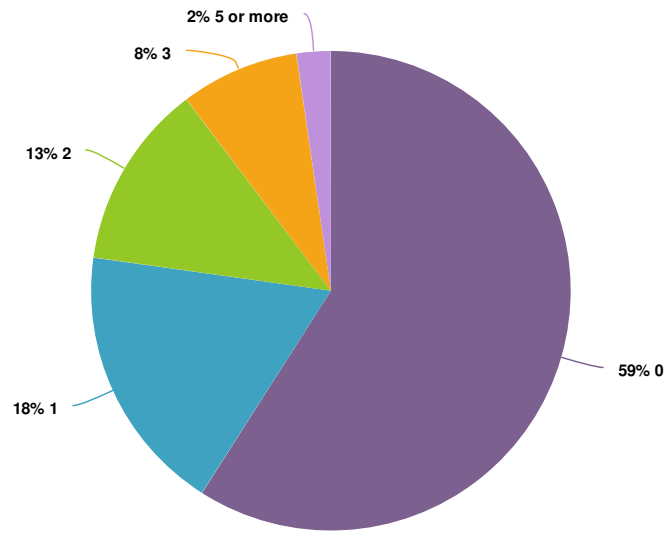
55. How many COE master's programs did you sunset last year?



Value	Percent	Responses
0	88.6%	78
1	8.0%	7
2	1.1%	1
3	2.3%	2

Totals: 88

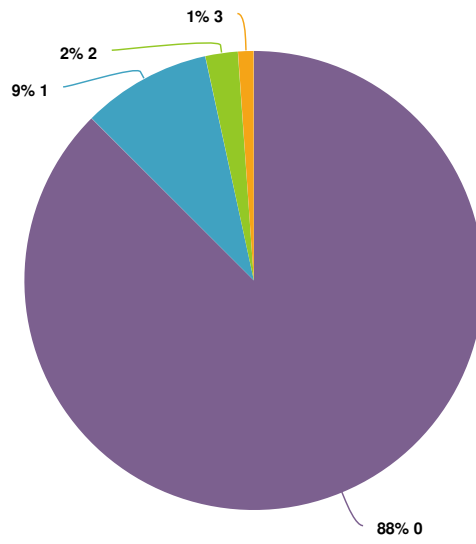
56. How many new COE bachelor's programs did you introduce last year?



Value	Percent	Responses
0	59.1%	52
1	18.2%	16
2	12.5%	11
3	8.0%	7
5 or more	2.3%	2

Totals: 88

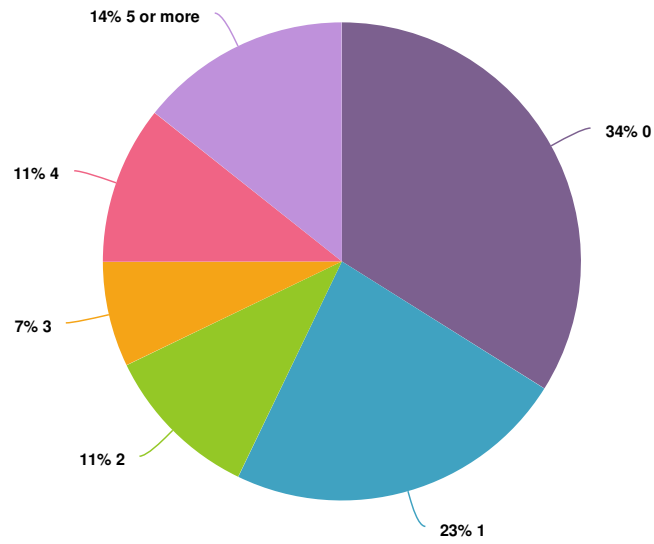
57. How many COE bachelor's programs did you sunset last year?



Value	Percent	Responses
0	87.5%	77
1	9.1%	8
2	2.3%	2
3	1.1%	1

Totals: 88

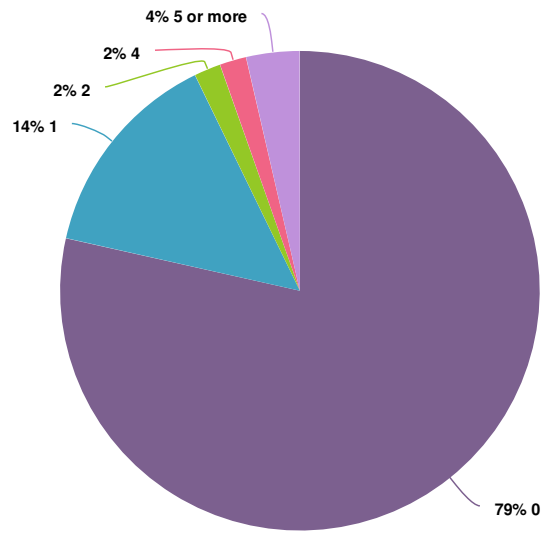
58. How many new COE certificates did you introduce last year?



Value	Percent	Responses
0	33.9%	19
1	23.2%	13
2	10.7%	6
3	7.1%	4
4	10.7%	6
5 or more	14.3%	8

Totals: 56

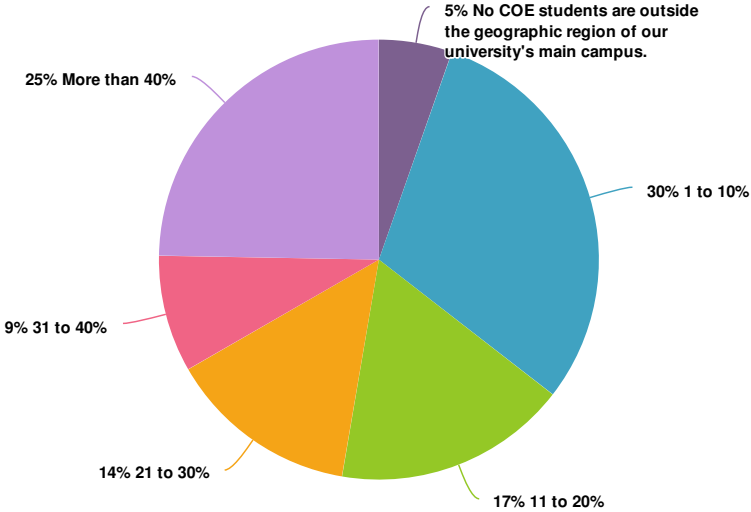
59. How many new COE certificate programs did you sunset last year?



Value	Percent	Responses
0	78.6%	44
1	14.3%	8
2	1.8%	1
4	1.8%	1
5 or more	3.6%	2

Totals: 56

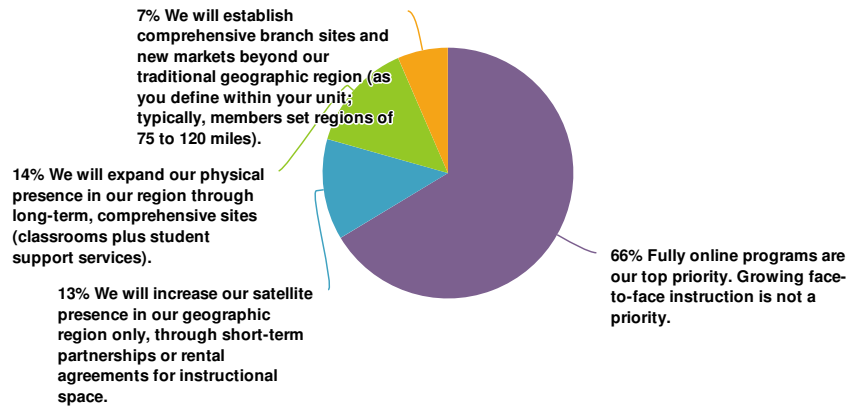
60. Approximately what percentage of your COE students are outside of the geographic region of your university's main campus (as you define within your unit; typically, members set regions of 75 to 120 miles)?



Value	Percent	Responses
No COE students are outside the geographic region of our university's main campus.	5.4%	5
1 to 10%	30.1%	28
11 to 20%	17.2%	16
21 to 30%	14.0%	13
31 to 40%	8.6%	8
More than 40%	24.7%	23

Totals: 93

61. Which of the following statements best describes the importance of an expanded physical presence in your growth strategy?



Value	Percent	Responses
Fully online programs are our top priority. Growing face-to-face instruction is not a priority.	66.3%	61
We will increase our satellite presence in our geographic region only, through short-term partnerships or rental agreements for instructional space.	13.0%	12
We will expand our physical presence in our region through long-term, comprehensive sites (classrooms plus student support services).	14.1%	13
We will establish comprehensive branch sites and new markets beyond our traditional geographic region (as you define within your unit; typically, members set regions of 75 to 120 miles).	6.5%	6

Totals: 92

62. Please indicate the extent to which you agree with each of the following statements regarding your organization's performance.

	Strongly disagree	Disagree	Tend to disagree	Tend to agree	Agree	Strongly agree	Responses
We meet or exceed our gross revenue growth goals.							
Count	2	4	7	27	38	15	93
Row %	2.2%	4.3%	7.5%	29.0%	40.9%	16.1%	
We meet or exceed our profit/contribution margin goals.							
Count	2	4	6	32	34	15	93
Row %	2.2%	4.3%	6.5%	34.4%	36.6%	16.1%	
I am satisfied with our market share compared with competitors in key programs.							
Count	10	20	30	18	14	1	93
Row %	10.8%	21.5%	32.3%	19.4%	15.1%	1.1%	
When reflecting on our organization's performance over the past few years, I am satisfied with our current rate of gross revenue growth.							
Count	5	16	19	30	15	8	93
Row %	5.4%	17.2%	20.4%	32.3%	16.1%	8.6%	
I expect our gross revenues to grow over the next three years.							
Count	0	2	5	38	31	17	93
Row %	0.0%	2.2%	5.4%	40.9%	33.3%	18.3%	
I expect our contribution margin to improve over the next three years.							
Count	0	2	8	38	30	15	93
Row %	0.0%	2.2%	8.6%	40.9%	32.3%	16.1%	
Totals							
Total Responses							93

63. Please indicate the extent to which you agree with each of the following statements about your pricing strategy.

	Strongly disagree	Disagree	Tend to disagree	Tend to agree	Agree	Strongly agree	Responses
Readjusting prices (primarily to be lower) would significantly increase our revenue. Count Row %	2 2.2%	23 24.7%	43 46.2%	10 10.8%	10 10.8%	5 5.4%	93
Readjusting prices (primarily to be higher) would significantly increase our revenue. Count Row %	7 7.5%	13 14.0%	36 38.7%	28 30.1%	8 8.6%	1 1.1%	93
I am satisfied with my unit's current pricing. Count Row %	3 3.2%	6 6.5%	24 25.8%	31 33.3%	26 28.0%	3 3.2%	93
I am satisfied with my unit's current level of authority over pricing. Count Row %	7 7.5%	11 11.8%	17 18.3%	21 22.6%	27 29.0%	10 10.8%	93
We will significantly re-examine our pricing strategy over the next year. Count Row %	4 4.3%	9 9.7%	26 28.0%	28 30.1%	18 19.4%	8 8.6%	93
Totals Total Responses							93

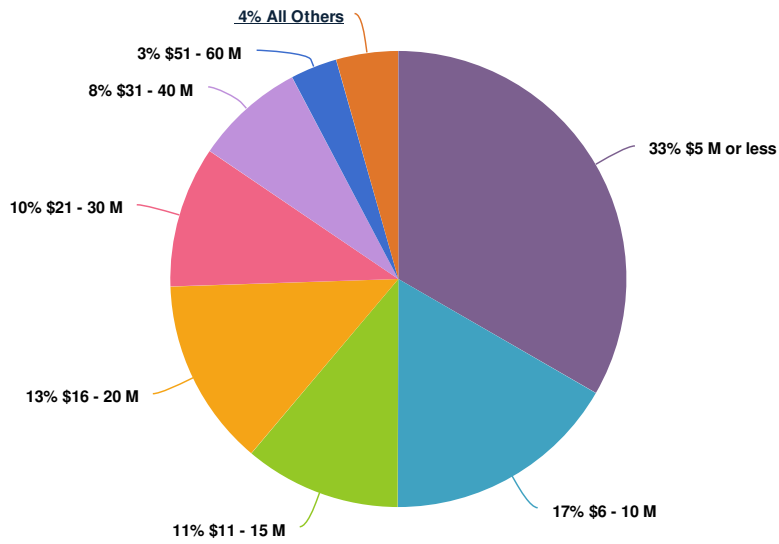
64. For each of the following activities, please select the statement that best describes how revenue from that activity is shared with the core university/central administration. (Realizing that the answer may vary by program or course, we ask that your response reflect the model which is most prevalent for your unit.)

	My COE unit does not conduct this type of activity.	We conduct this activity, but do not share profit with the core campus/central administration.	A flat amount is negotiated annually, irrespective of enrollments or revenues.	Revenue shared is based on total number of enrollments or tuition income.	Everything goes back to the central university administration/general fund after we have covered costs.	Responses
Credit programs (online and hybrid) Count Row %	10 10.8%	10 10.8%	5 5.4%	37 39.8%	31 33.3%	93
Credit programs (face-to-face) Count Row %	22 23.7%	9 9.7%	5 5.4%	28 30.1%	29 31.2%	93
Non-credit programs Count Row %	17 18.3%	29 31.2%	7 7.5%	28 30.1%	12 12.9%	93
Summer sessions and intersession Count Row %	32 34.4%	3 3.2%	1 1.1%	28 30.1%	29 31.2%	93
Contract education Count Row %	28 30.1%	21 22.6%	7 7.5%	26 28.0%	11 11.8%	93
Totals Total Responses						93

65. For each of the following activities, please select the statement that best describes how revenue from that activity is shared with individual academic departments, colleges, and schools. (Realizing that, in some cases, each individual department, college, or school may have negotiated a different formula with your unit, we ask that your answer reflect your unit's most prevalent model.)

	My COE unit does not conduct this type of activity.	We conduct this activity, but do not share profit with any departments or colleges/schools.	We "buy out" faculty time but do not share any revenues.	A flat amount is negotiated at the beginning of the year, irrespective of enrollments or revenues.	Revenue shared is based on total number of enrollments or tuition income.	Revenues go directly to academic units; we are paid through a tax, overhead, or chargeback model.	Responses
Credit programs (online and hybrid) Count Row %	12 12.9%	10 10.8%	3 3.2%	3 3.2%	50 53.8%	15 16.1%	93
Credit programs (face-to-face) Count Row %	26 28.0%	7 7.5%	3 3.2%	1 1.1%	42 45.2%	14 15.1%	93
Non-credit programs Count Row %	18 19.4%	31 33.3%	2 2.2%	6 6.5%	32 34.4%	4 4.3%	93
Summer sessions and intersession Count Row %	34 36.6%	7 7.5%	0 0.0%	2 2.2%	34 36.6%	16 17.2%	93
Contract education Count Row %	27 29.0%	17 18.3%	5 5.4%	4 4.3%	34 36.6%	6 6.5%	93
Totals Total Responses							93

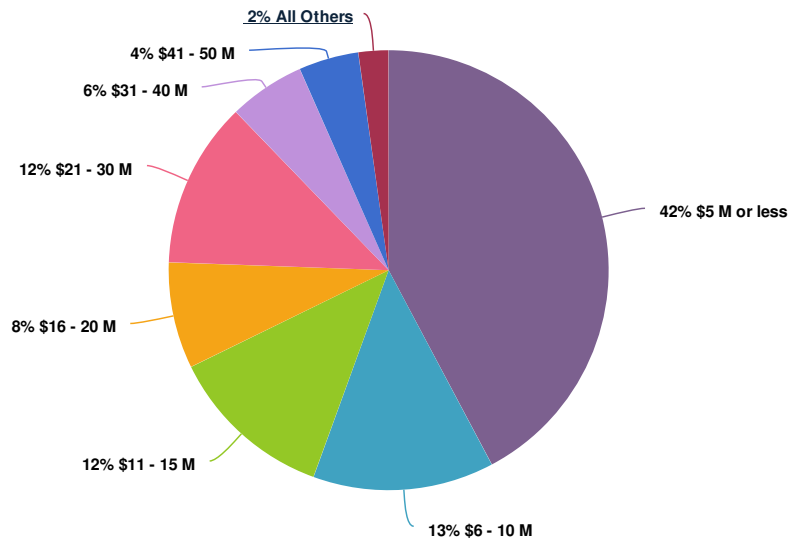
66. Approximately what was your COE unit's gross revenue last year?



Value	Percent	Responses
\$5 M or less	33.3%	30
\$6 - 10 M	16.7%	15
\$11 - 15 M	11.1%	10
\$16 - 20 M	13.3%	12
\$21 - 30 M	10.0%	9
\$31 - 40 M	7.8%	7
\$41 - 50 M	2.2%	2
\$51 - 60 M	3.3%	3
\$61 - 70 M	1.1%	1
\$101 - 125 M	1.1%	1

Totals: 90

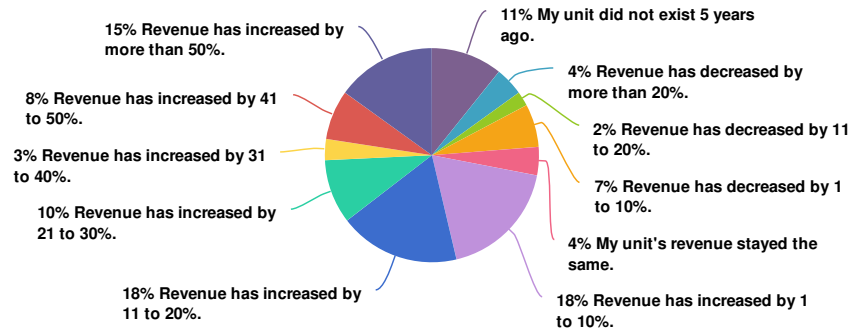
67. What was your COE unit's approximate gross revenue from credit-related activities last year?



Value	Percent	Responses
\$5 M or less	42.2%	38
\$6 - 10 M	13.3%	12
\$11 - 15 M	12.2%	11
\$16 - 20 M	7.8%	7
\$21 - 30 M	12.2%	11
\$31 - 40 M	5.6%	5
\$41 - 50 M	4.4%	4
\$51 - 60 M	1.1%	1
\$91 - 100 M	1.1%	1

Totals: 90

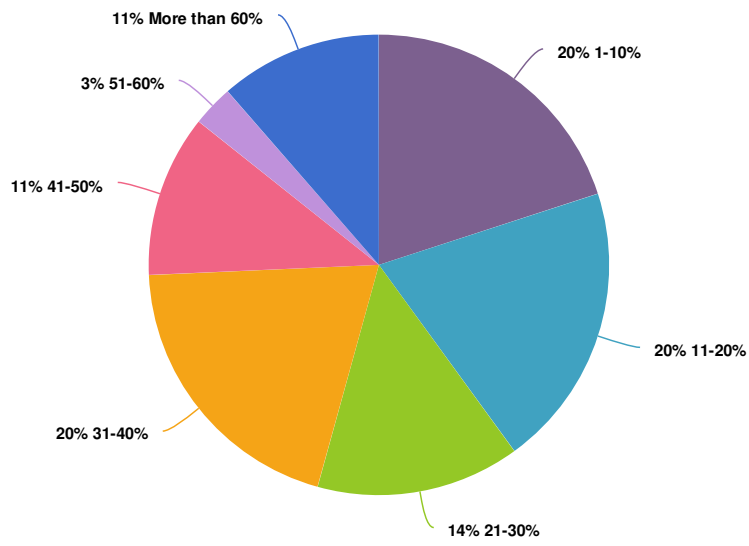
68. Approximately how much has your unit's gross revenue changed relative to 5 years ago?



Value	Percent	Responses
My unit did not exist 5 years ago.	10.8%	10
Revenue has decreased by more than 20%.	4.3%	4
Revenue has decreased by 11 to 20%.	2.2%	2
Revenue has decreased by 1 to 10%.	6.5%	6
My unit's revenue stayed the same.	4.3%	4
Revenue has increased by 1 to 10%.	18.3%	17
Revenue has increased by 11 to 20%.	18.3%	17
Revenue has increased by 21 to 30%.	9.7%	9
Revenue has increased by 31 to 40%.	3.2%	3
Revenue has increased by 41 to 50%.	7.5%	7
Revenue has increased by more than 50%.	15.1%	14

Totals: 93

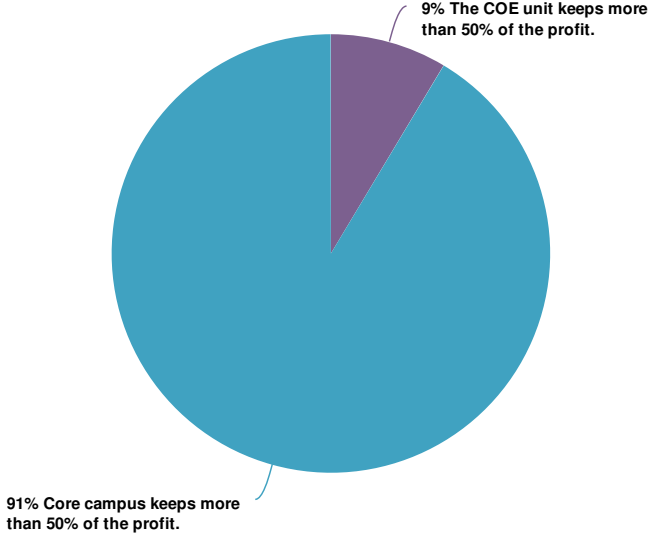
69. What percentage of gross revenues came from summer session/intercession programs last year?



Value	Percent	Responses
1-10%	20.0%	7
11-20%	20.0%	7
21-30%	14.3%	5
31-40%	20.0%	7
41-50%	11.4%	4
51-60%	2.9%	1
More than 60%	11.4%	4

Totals: 35

70. Which best describes your profit model for summer session/intersession? (Profit is defined as gross revenue minus direct and indirect costs.)



Value	Percent	Responses
The COE unit keeps more than 50% of the profit.	8.6%	3
Core campus keeps more than 50% of the profit.	91.4%	32

Totals: 35

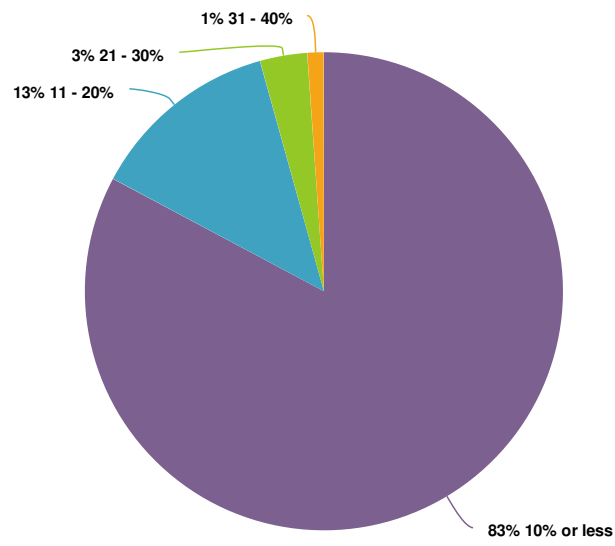
71. What was the approximate distribution of the COE unit's gross revenue last year? (Numbers should add up to 100%.)

	0 - 9%	10 - 19%	20 - 29%	30 - 39%	40 - 49%	50 - 59%	60 - 69%	70 - 79%	80 - 89%	90 - 99%	100%	Responses
Returned to core university (contribution margin) Count Row %	23 25.0%	20 21.7%	13 14.1%	13 14.1%	3 3.3%	7 7.6%	0 0.0%	2 2.2%	0 0.0%	3 3.3%	8 8.7%	92
Returned to individual academic departments/colleges/schools Count Row %	30 32.6%	15 16.3%	15 16.3%	6 6.5%	6 6.5%	3 3.3%	4 4.3%	6 6.5%	4 4.3%	0 0.0%	3 3.3%	92
Operating and instructional expenditures Count Row %	29 32.2%	12 13.3%	11 12.2%	6 6.7%	6 6.7%	9 10.0%	11 12.2%	2 2.2%	2 2.2%	2 2.2%	0 0.0%	92
Retained by COE unit Count Row %	53 57.6%	24 26.1%	12 13.0%	0 0.0%	2 2.2%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	92
Totals												366 100.0%

72. What was the approximate distribution of the COE unit's gross revenue 5 years ago? (Numbers should add up to 100%.)

	0 - 9%	10 - 19%	20 - 29%	30 - 39%	40 - 49%	50 - 59%	60 - 69%	70 - 79%	80 - 89%	90 - 99%	100%	My unit did not exist 5 years ago.	Responses
Returned to core university (contribution margin) Count Row %	26 29.2%	14 15.7%	12 13.5%	10 11.2%	2 2.2%	6 6.7%	2 2.2%	0 0.0%	0 0.0%	4 4.5%	6 6.7%	7 7.9%	92
Returned to individual academic departments/colleges/schools Count Row %	33 35.9%	12 13.0%	16 17.4%	4 4.3%	6 6.5%	6 6.5%	3 3.3%	3 3.3%	2 2.2%	0 0.0%	0 0.0%	7 7.6%	92
Operating and instructional expenditures Count Row %	25 27.8%	11 12.2%	11 12.2%	8 8.9%	6 6.7%	7 7.8%	8 8.9%	4 4.4%	3 3.3%	0 0.0%	0 0.0%	7 7.8%	92
Retained by COE unit Count Row %	41 44.6%	21 22.8%	17 18.5%	2 2.2%	2 2.2%	2 2.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 7.6%	92
Totals													363 100.0%

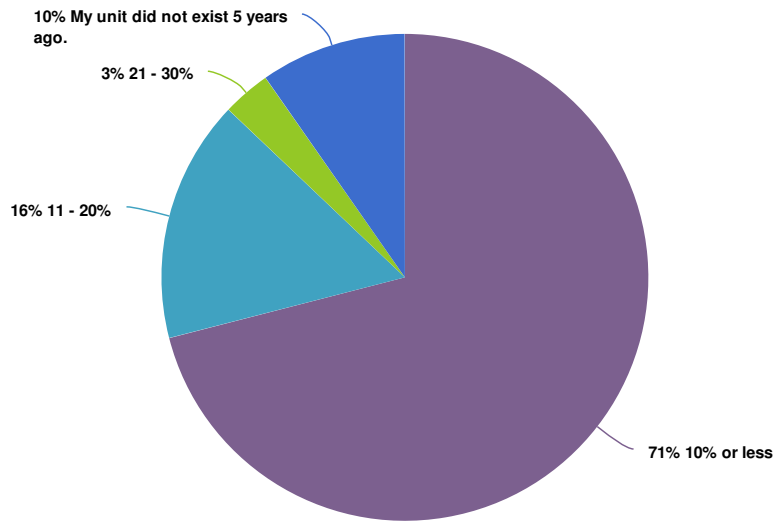
73. Approximately how much of the COE unit's revenue last year was allocated to a marketing budget?



Value	Percent	Responses
10% or less	82.8%	77
11 - 20%	12.9%	12
21 - 30%	3.2%	3
31 - 40%	1.1%	1

Totals: 93

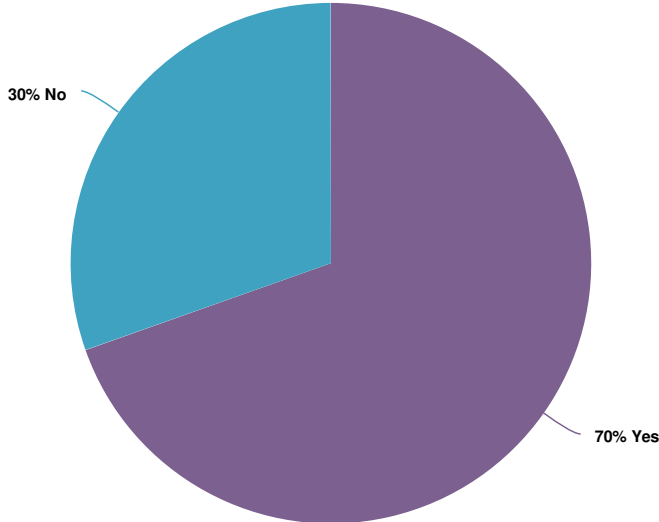
74. Approximately how much of the COE unit's revenue 5 years ago was allocated to a marketing budget?



Value	Percent	Responses
10% or less	71.0%	66
11 - 20%	16.1%	15
21 - 30%	3.2%	3
My unit did not exist 5 years ago.	9.7%	9

Totals: 93

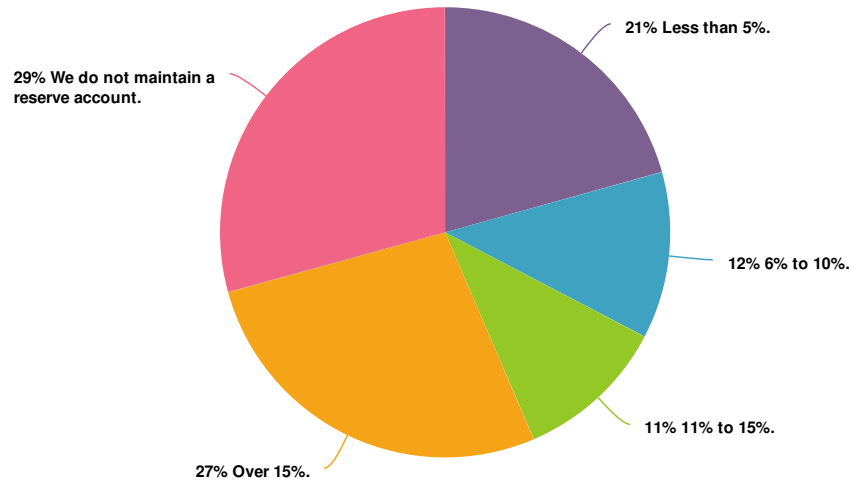
75. Do your institution's policies enable the COE unit to maintain a reserve account?



Value	Percent	Responses
Yes	69.6%	64
No	30.4%	28

Totals: 92

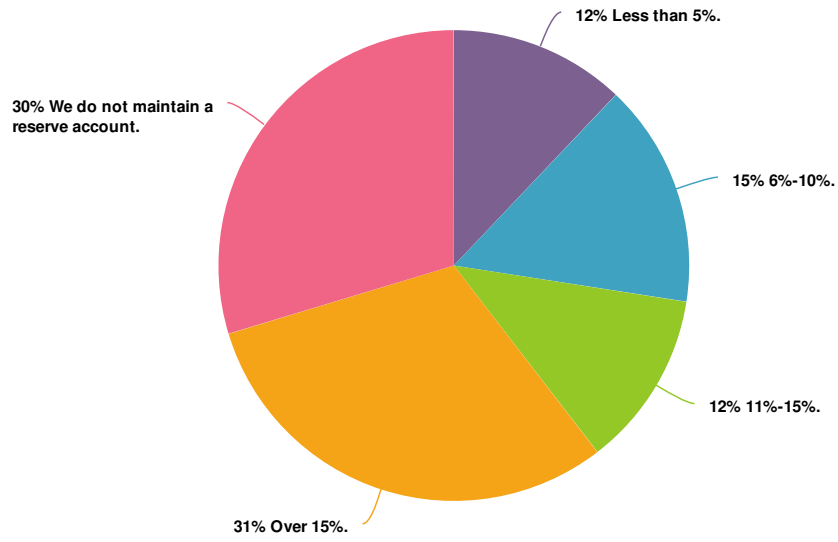
76. Approximately what percentage of gross revenues do currently have in your reserve account?



Value	Percent	Responses
Less than 5%.	20.7%	19
6% to 10%.	12.0%	11
11% to 15%.	10.9%	10
Over 15%.	27.2%	25
We do not maintain a reserve account.	29.3%	27

Totals: 92

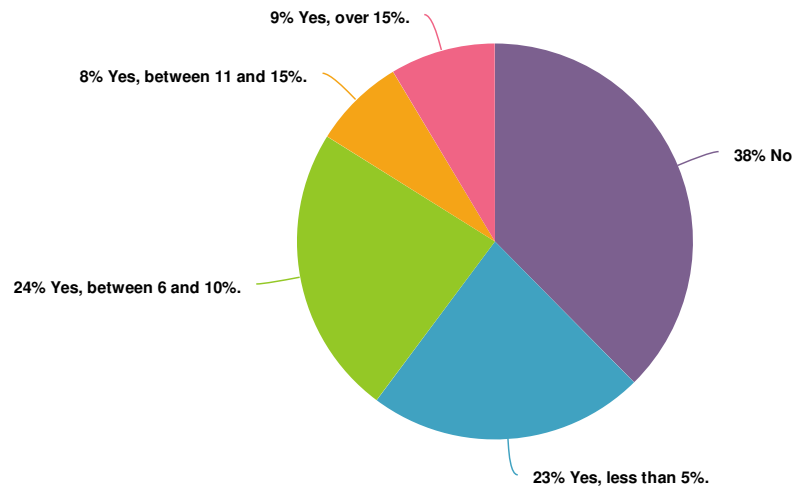
77. What is your target percentage of gross revenues that you are working toward maintaining in a reserve account?



Value	Percent	Responses
Less than 5%.	12.1%	11
6%-10%.	15.4%	14
11%-15%.	12.1%	11
Over 15%.	30.8%	28
We do not maintain a reserve account.	29.7%	27

Totals: 91

78. Do you target or routinely allocate a percentage of gross revenues for reinvestment in new program development?



Value	Percent	Responses
No	37.6%	35
Yes, less than 5%.	22.6%	21
Yes, between 6 and 10%.	23.7%	22
Yes, between 11 and 15%.	7.5%	7
Yes, over 15%.	8.6%	8

Totals: 93

79. We conclude this survey with much modesty, understanding that, for every organizational design question that we're hopeful this effort will answer, there are still dozens of others that warrant further attention. In particular, members noted that many questions related to financial models (for example, overhead/chargeback structures) would be individually deserving of entire surveys of equal length to this one. We welcome your suggestions below as to topics that you'd recommend we prioritize for future survey efforts, whether related to the organizational design questions discussed here or any other strategic COE concerns.

