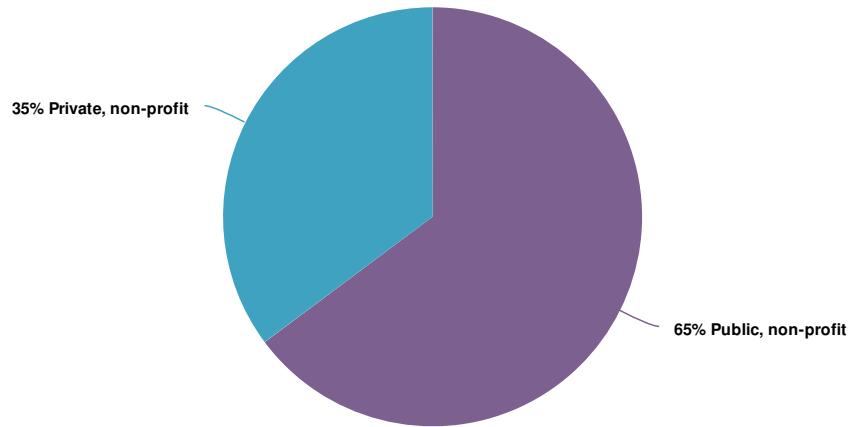


This report is filtered

Only show: #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

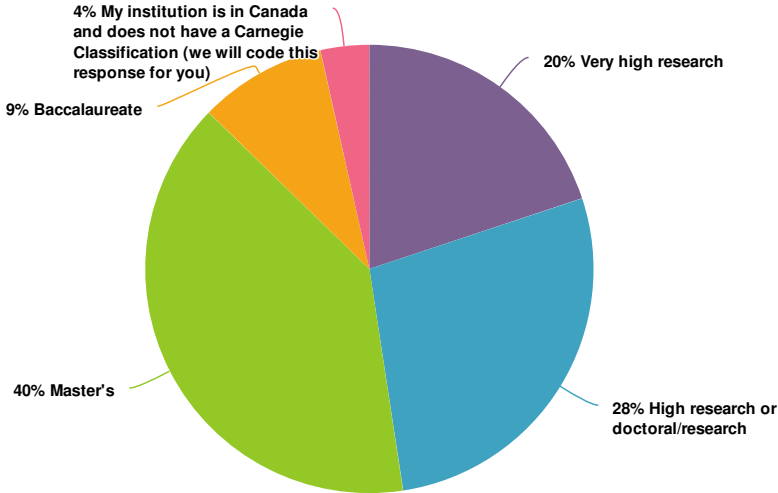
1. Please indicate your institution's ownership type.



Value	Percent	Responses
Public, non-profit	64.8%	92
Private, non-profit	35.2%	50

Totals: 142

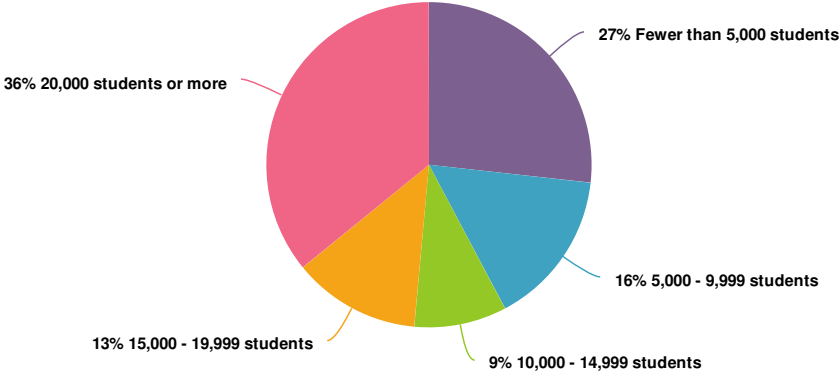
2. What is your institution's Carnegie Classification? (If you are unsure of your classification, please look it up here.)



Value	Percent	Responses
Very high research	19.9%	28
High research or doctoral/research	27.7%	39
Master's	39.7%	56
Baccalaureate	9.2%	13
My institution is in Canada and does not have a Carnegie Classification (we will code this response for you)	3.5%	5

Totals: 141

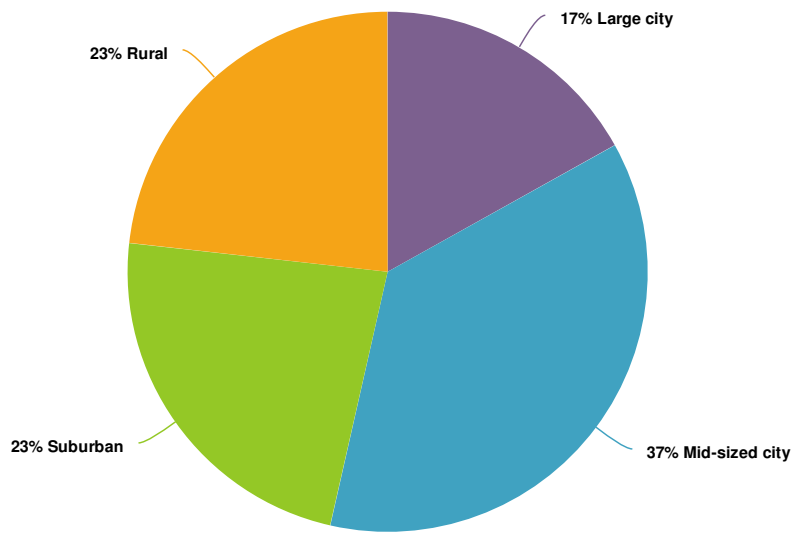
3. What is the approximate size of your institution's total student body (including all undergraduate and graduate students)?



Value	Percent	Responses
Fewer than 5,000 students	26.8%	38
5,000 - 9,999 students	15.5%	22
10,000 - 14,999 students	9.2%	13
15,000 - 19,999 students	12.7%	18
20,000 students or more	35.9%	51

Totals: 142

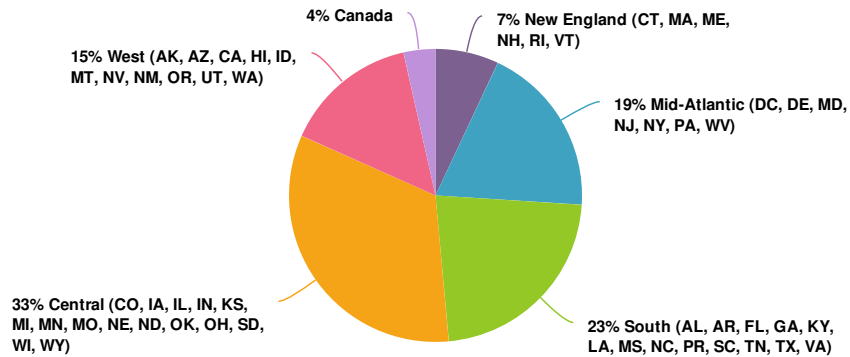
4. How would you characterize the location of your institution's main campus?



Value	Percent	Responses
Large city	16.9%	24
Mid-sized city	36.6%	52
Suburban	23.2%	33
Rural	23.2%	33

Totals: 142

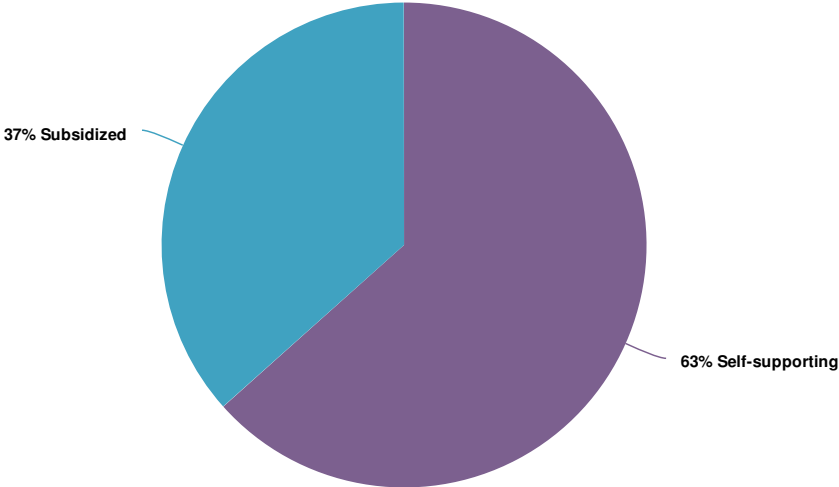
5. In what region is your institution's main campus located?



Value	Percent	Responses
New England (CT, MA, ME, NH, RI, VT)	7.0%	10
Mid-Atlantic (DC, DE, MD, NJ, NY, PA, WV)	19.0%	27
South (AL, AR, FL, GA, KY, LA, MS, NC, PR, SC, TN, TX, VA)	22.5%	32
Central (CO, IA, IL, IN, KS, MI, MN, MO, NE, ND, OK, OH, SD, WI, WY)	33.1%	47
West (AK, AZ, CA, HI, ID, MT, NV, NM, OR, UT, WA)	14.8%	21
Canada	3.5%	5

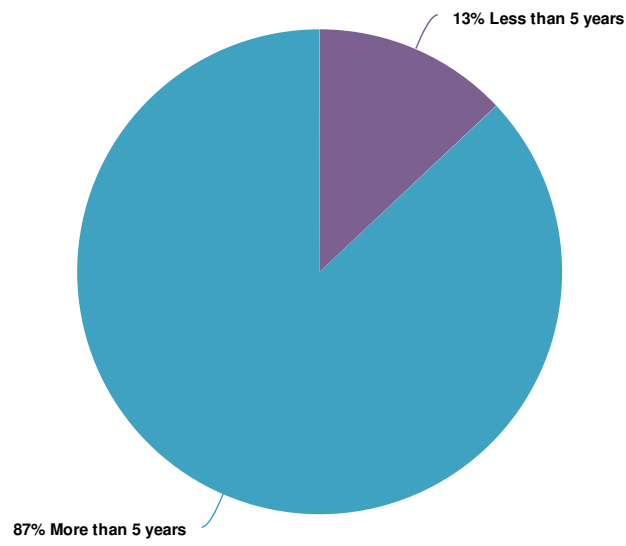
Totals: 142

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	63.4%	90
Subsidized	36.6%	52
		<b>Totals: 142</b>

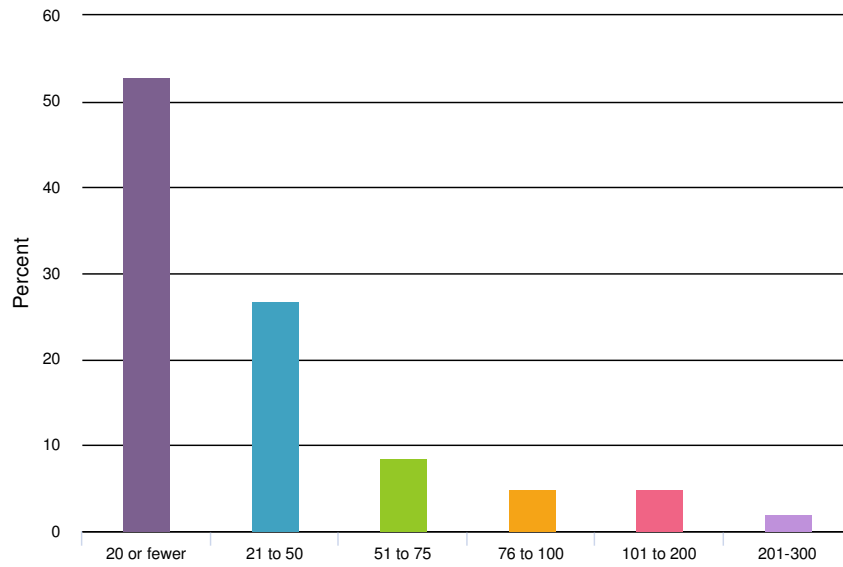
7. For approximately how long has your COE unit been self-supporting?



Value	Percent	Responses
Less than 5 years	13.0%	12
More than 5 years	87.0%	80

Totals: 92

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



Value	Percent	Responses
20 or fewer	52.8%	75
21 to 50	26.8%	38
51 to 75	8.5%	12
76 to 100	4.9%	7
101 to 200	4.9%	7
201-300	2.1%	3

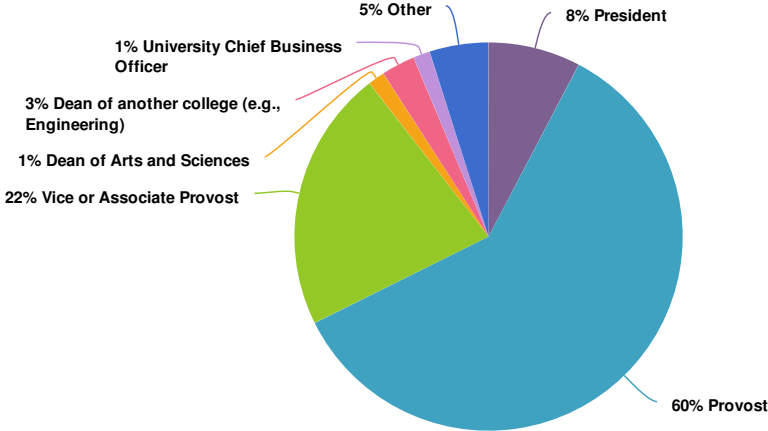
Totals: 142

Statistics

Average 33.5



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



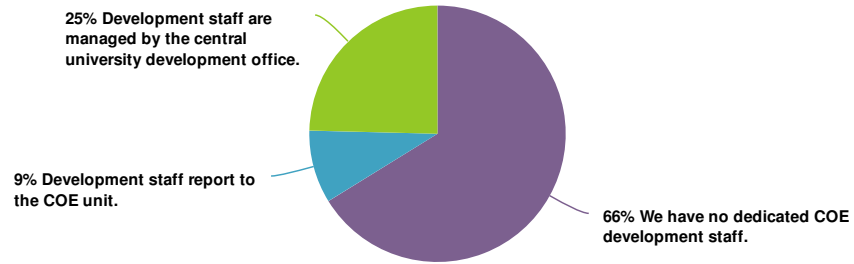
Value	Percent	Responses
President	7.7%	11
Provest	59.9%	85
Vice or Associate Provost	21.8%	31
Dean of Arts and Sciences	1.4%	2
Dean of another college (e.g., Engineering)	2.8%	4
University Chief Business Officer	1.4%	2
Other	4.9%	7

Totals: 142

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

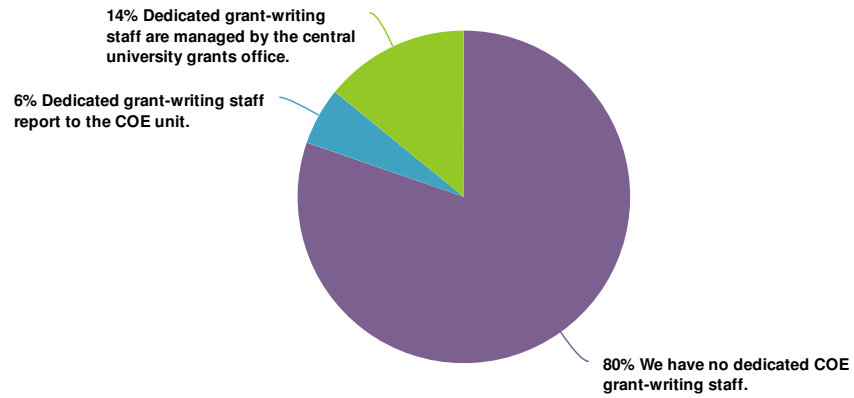
	Reports to COE	Reports to core campus	Dual reporting line	We have only non-credit programs, so this activity is not relevant to us.	Responses
Marketing Count Row %	66 46.5%	59 41.5%	16 11.3%	1 0.7%	142
Admissions Count Row %	30 21.1%	89 62.7%	19 13.4%	4 2.8%	142
Registrar Count Row %	13 9.2%	111 78.2%	15 10.6%	3 2.1%	142
Financial aid Count Row %	7 4.9%	125 88.0%	6 4.2%	4 2.8%	142
IT support Count Row %	30 21.1%	94 66.2%	17 12.0%	1 0.7%	142
Finance Count Row %	32 22.5%	92 64.8%	17 12.0%	1 0.7%	142
Totals Total Responses					142

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



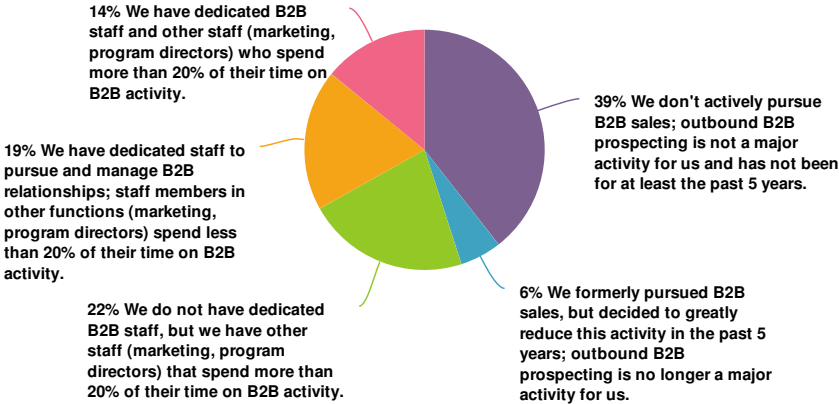
Value	Percent	Responses
We have no dedicated COE development staff.	66.2%	94
Development staff report to the COE unit.	9.2%	13
Development staff are managed by the central university development office.	24.6%	35
<b>Totals:</b>		<b>142</b>

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



Value	Percent	Responses
We have no dedicated COE grant-writing staff.	80.3%	114
Dedicated grant-writing staff report to the COE unit.	5.6%	8
Dedicated grant-writing staff are managed by the central university grants office.	14.1%	20
<b>Totals:</b>		<b>142</b>

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")?



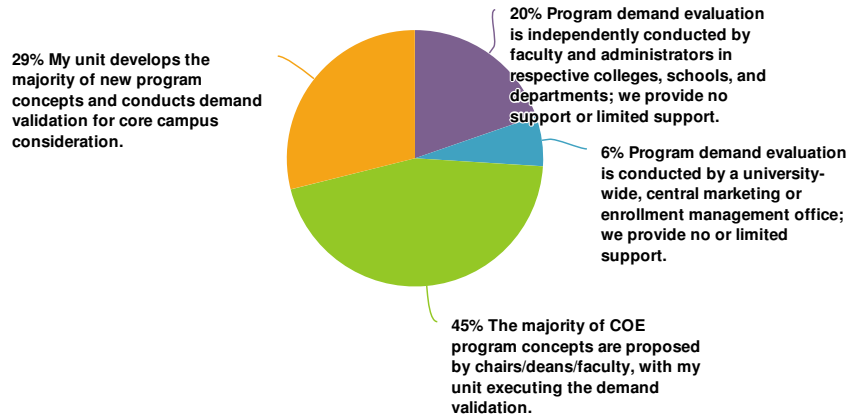
Value	Percent	Responses
We don't actively pursue B2B sales; outbound B2B prospecting is not a major activity for us and has not been for at least the past 5 years.	39.4%	56
We formerly pursued B2B sales, but decided to greatly reduce this activity in the past 5 years; outbound B2B prospecting is no longer a major activity for us.	5.6%	8
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.	21.8%	31
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.	19.0%	27
We have dedicated B2B staff and other staff (marketing, program directors) who spend more than 20% of their time on B2B activity.	14.1%	20

Totals: 142

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 %	55 38.7%	87 61.3%	142
Conference center Count Row %	21 14.8%	121 85.2%	142
International recruiting for the entire university Count Row %	5 3.5%	137 96.5%	142
OSHER Institute or other senior programs Count Row %	31 21.8%	111 78.2%	142
K12 programming and outreach Count Row %	37 26.2%	104 73.8%	141
Study Abroad Count Row %	11 7.7%	131 92.3%	142
<b>Totals</b> Total Responses			142

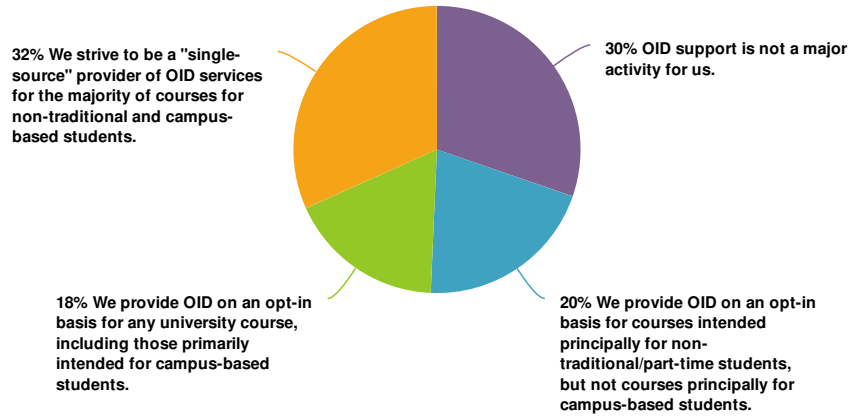
15. Which of these best describes your unit’s role in conducting program demand validation for COE programs owned or overseen by core campus faculty?



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.	19.7%	28
Program demand evaluation is conducted by a university-wide, central marketing or enrollment management office; we provide no or limited support.	6.3%	9
The majority of COE program concepts are proposed by chairs/deans/faculty, with my unit executing the demand validation.	45.1%	64
My unit develops the majority of new program concepts and conducts demand validation for core campus consideration.	28.9%	41

Totals: 142

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

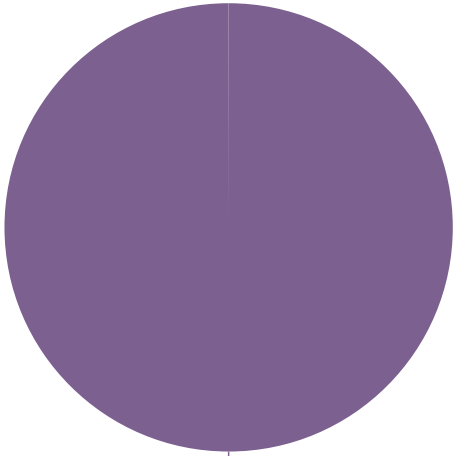


Value	Percent	Responses
OID support is not a major activity for us.	30.3%	43
We provide OID on an opt-in basis for courses intended principally for non-traditional/part-time students, but not courses principally for campus-based students.	20.4%	29
We provide OID on an opt-in basis for any university course, including those primarily intended for campus-based students.	17.6%	25
We strive to be a "single-source" provider of OID services for the majority of courses for non-traditional and campus-based students.	31.7%	45

Totals: 142



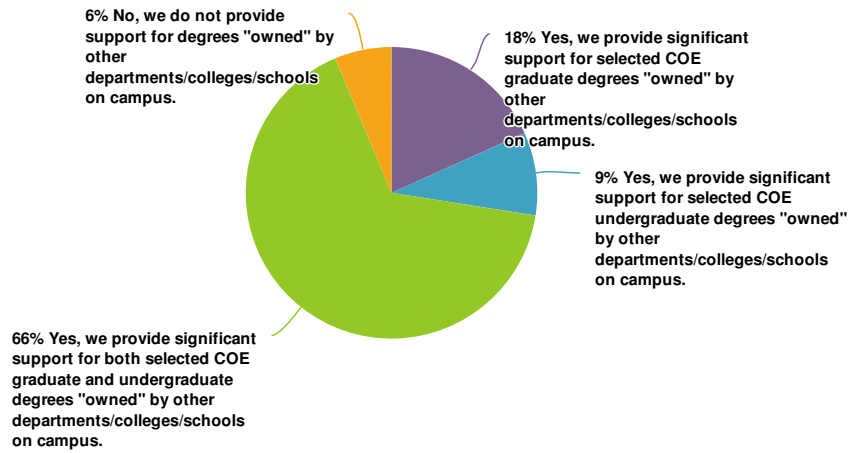
17. Notwithstanding that many COE units have a hybrid organizational model, when you consider where the majority of your unit's staff time is spent, do you consider your unit to be principally:



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%	142
<b>Totals: 142</b>		

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.	18.3%	26
Yes, we provide significant support for selected COE undergraduate degrees "owned" by other departments/colleges/schools on campus.	9.2%	13
Yes, we provide significant support for both selected COE graduate and undergraduate degrees "owned" by other departments/colleges/schools on campus.	66.2%	94
No, we do not provide support for degrees "owned" by other departments/colleges/schools on campus.	6.3%	9

Totals: 142

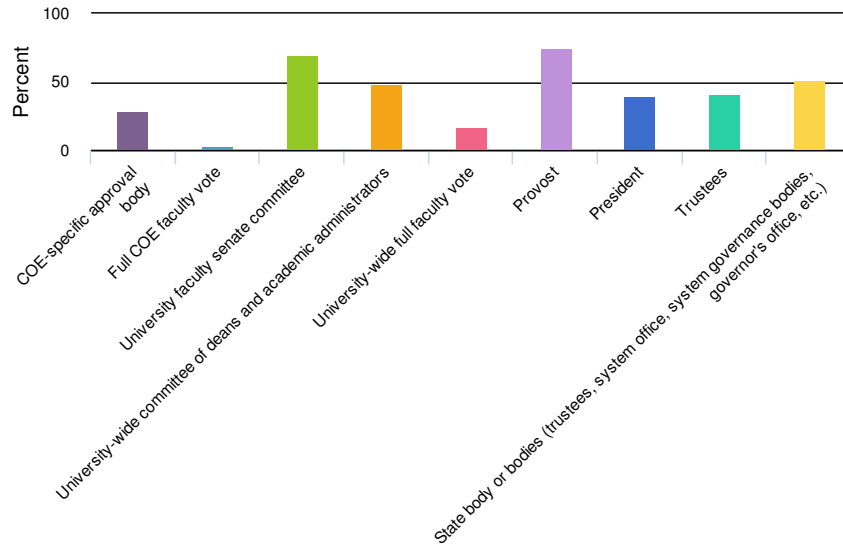
19. Which of the following best describes your unit's authority to confer or offer the following types of F2F programs and courses?

	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 %	16 11.3%	3 2.1%	5 3.5%	115 81.0%	3 2.1%	142
F2F undergraduate degrees Count Row %	15 10.6%	4 2.8%	2 1.4%	117 82.4%	4 2.8%	142
F2F credit-bearing certificates Count Row %	22 15.5%	4 2.8%	9 6.3%	106 74.6%	1 0.7%	142
F2F non-credit certificates Count Row %	64 45.4%	8 5.7%	7 5.0%	59 41.8%	3 2.1%	141
F2F standalone credit courses Count Row %	30 21.1%	3 2.1%	6 4.2%	103 72.5%	0 0.0%	142
F2F standalone non-credit courses Count Row %	69 48.9%	9 6.4%	4 2.8%	56 39.7%	3 2.1%	141
Totals Total Responses						142

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

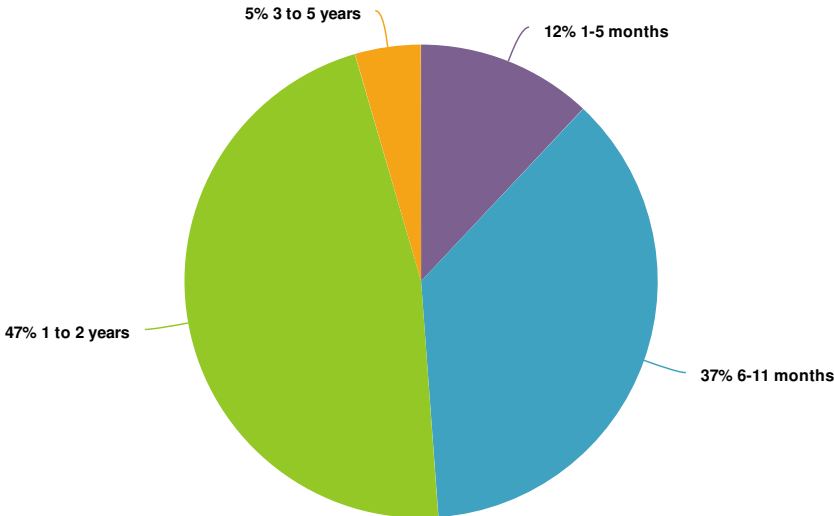
	Yes, we have the authority like any other college or school on campus, and we've had it for more than 5 years.	Yes, we received the authority within the last 5 years.	We do not currently have the authority, but expect to gain it within the next 3 years.	We do not have the authority.	We previously had the authority, but lost it within the last 5 years.	Responses
Online graduate degrees Count Row %	22 15.5%	5 3.5%	7 4.9%	103 72.5%	5 3.5%	142
Online undergraduate degrees Count Row %	21 14.8%	3 2.1%	5 3.5%	110 77.5%	3 2.1%	142
Online credit-bearing certificates Count Row %	28 19.7%	3 2.1%	12 8.5%	96 67.6%	3 2.1%	142
Online non-credit certificates Count Row %	68 48.2%	15 10.6%	6 4.3%	48 34.0%	4 2.8%	141
Online standalone credit courses Count Row %	36 25.4%	3 2.1%	10 7.0%	90 63.4%	3 2.1%	142
Online standalone non-credit courses Count Row %	70 49.6%	16 11.3%	6 4.3%	44 31.2%	5 3.5%	141
Totals Total Responses						142

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	29.0%	38
Full COE faculty vote	3.1%	4
University faculty senate committee	69.5%	91
University-wide committee of deans and academic administrators	48.9%	64
University-wide full faculty vote	16.8%	22
Provost	74.8%	98
President	39.7%	52
Trustees	41.2%	54
State body or bodies (trustees, system office, system governance bodies, governor's office, etc.)	51.9%	68

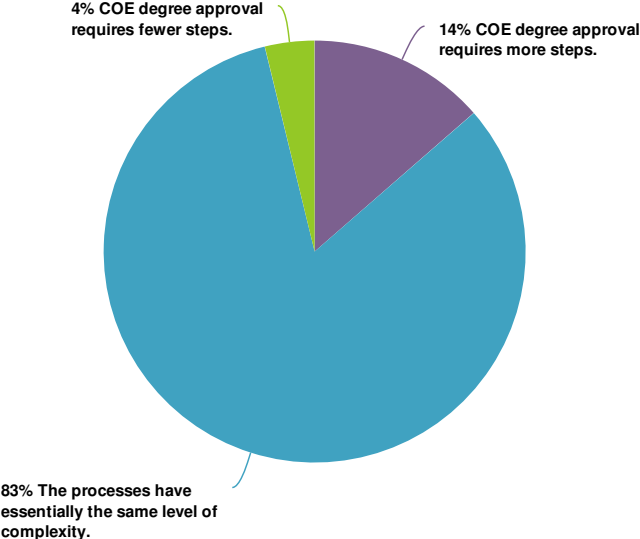
22. Approximately how long does it typically take from the first stage in the new COE degree program approval process to final approval?



Value	Percent	Responses
1-5 months	12.0%	16
6-11 months	36.8%	49
1 to 2 years	46.6%	62
3 to 5 years	4.5%	6

Totals: 133

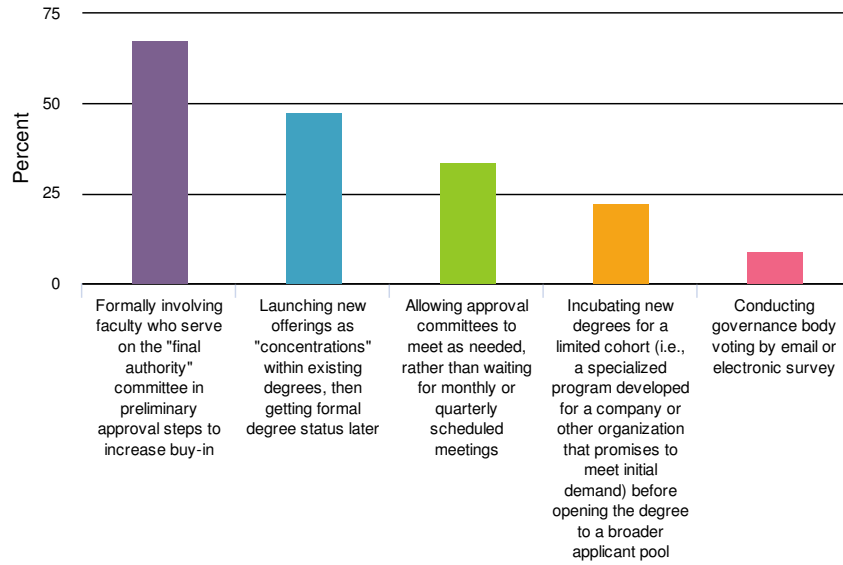
23. Which of these statements best describes the complexity of the COE degree program approval process compared with that of the core campus?



Value	Percent	Responses
COE degree approval requires more steps.	13.6%	18
The processes have essentially the same level of complexity.	82.6%	109
COE degree approval requires fewer steps.	3.8%	5

Totals: 132

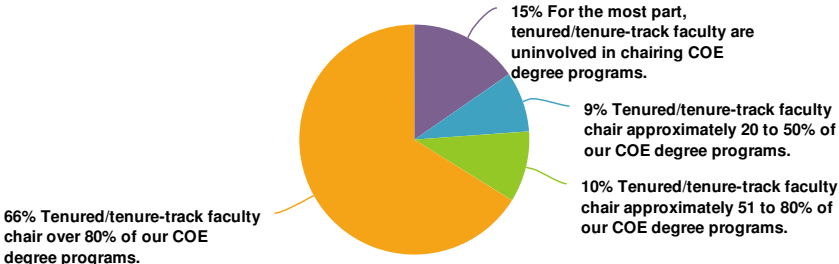
24. Which of the following tactics do you employ to expedite the approval and launch of new COE degree programs? Please check all that apply.



Value	Percent	Responses
Formally involving faculty who serve on the "final authority" committee in preliminary approval steps to increase buy-in	67.7%	84
Launching new offerings as "concentrations" within existing degrees, then getting formal degree status later	47.6%	59
Allowing approval committees to meet as needed, rather than waiting for monthly or quarterly scheduled meetings	33.9%	42
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	22.6%	28
Conducting governance body voting by email or electronic survey	8.9%	11



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?



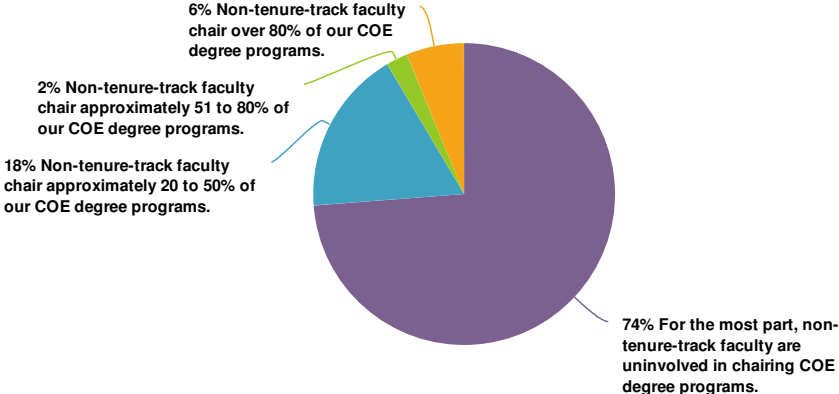
Value	Percent	Responses
For the most part, tenured/tenure-track faculty are uninvolved in chairing COE degree programs.	15.4%	20
Tenured/tenure-track faculty chair approximately 20 to 50% of our COE degree programs.	8.5%	11
Tenured/tenure-track faculty chair approximately 51 to 80% of our COE degree programs.	10.0%	13
Tenured/tenure-track faculty chair over 80% of our COE degree programs.	66.2%	86

Totals: 130

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 %	7 5.4%	10 7.7%	25 19.2%	88 67.7%	130
Curriculum revisions for the program Count Row %	6 4.6%	13 10.0%	27 20.8%	84 64.6%	130
Instructional design for courses Count Row %	27 20.8%	23 17.7%	35 26.9%	45 34.6%	130
Course development Count Row %	16 12.3%	20 15.4%	33 25.4%	61 46.9%	130
Instructor hiring Count Row %	23 17.7%	10 7.7%	20 15.4%	77 59.2%	130
Instructor supervision and evaluation Count Row %	21 16.2%	14 10.8%	23 17.7%	72 55.4%	130
Program administrative staff hiring Count Row %	52 40.0%	18 13.8%	20 15.4%	40 30.8%	130
Totals Total Responses					130

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?



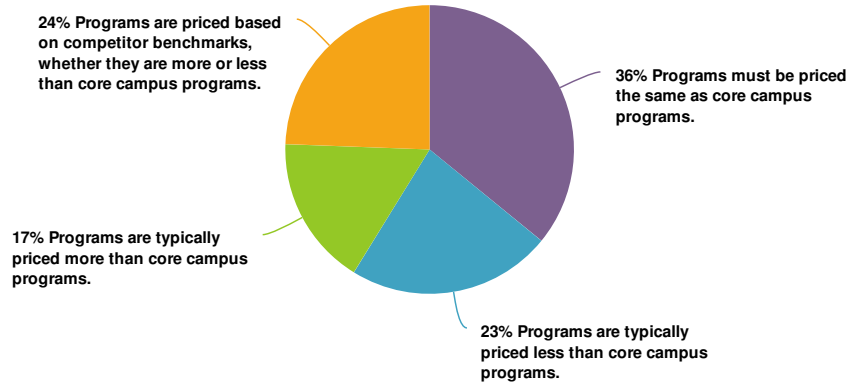
Value	Percent	Responses
For the most part, non-tenure-track faculty are uninvolved in chairing COE degree programs.	73.8%	96
Non-tenure-track faculty chair approximately 20 to 50% of our COE degree programs.	17.7%	23
Non-tenure-track faculty chair approximately 51 to 80% of our COE degree programs.	2.3%	3
Non-tenure-track faculty chair over 80% of our COE degree programs.	6.2%	8

Totals: 130

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 %	77 59.2%	27 20.8%	8 6.2%	18 13.8%	130
Curriculum revisions for the program Count Row %	70 53.8%	33 25.4%	9 6.9%	18 13.8%	130
Instructional design for courses Count Row %	68 52.7%	32 24.8%	19 14.7%	10 7.8%	129
Course development Count Row %	62 47.7%	37 28.5%	15 11.5%	16 12.3%	130
Instructor hiring Count Row %	98 76.0%	15 11.6%	6 4.7%	10 7.8%	129
Instructor supervision and evaluation Count Row %	99 76.7%	14 10.9%	6 4.7%	10 7.8%	129
Program administrative staff hiring Count Row %	102 79.1%	14 10.9%	5 3.9%	8 6.2%	129
Totals Total Responses					130

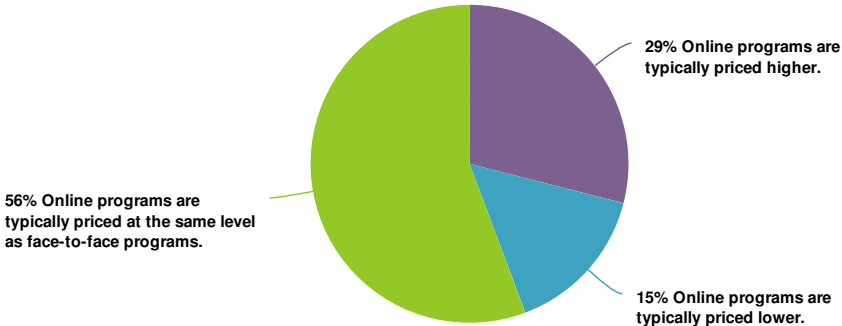
29. Which of the following statements most closely describes how your COE degree programs are priced compared with other campus programs?



Value	Percent	Responses
Programs must be priced the same as core campus programs.	35.9%	47
Programs are typically priced less than core campus programs.	22.9%	30
Programs are typically priced more than core campus programs.	16.8%	22
Programs are priced based on competitor benchmarks, whether they are more or less than core campus programs.	24.4%	32

Totals: 131

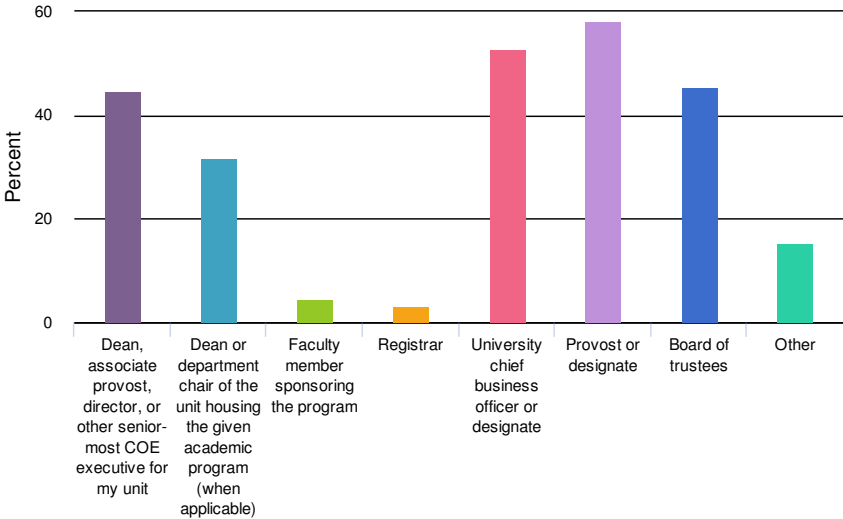
30. How are the majority of online degree programs priced in comparison with face-to-face programs?



Value	Percent	Responses
Online programs are typically priced higher.	29.0%	38
Online programs are typically priced lower.	15.3%	20
Online programs are typically priced at the same level as face-to-face programs.	55.7%	73

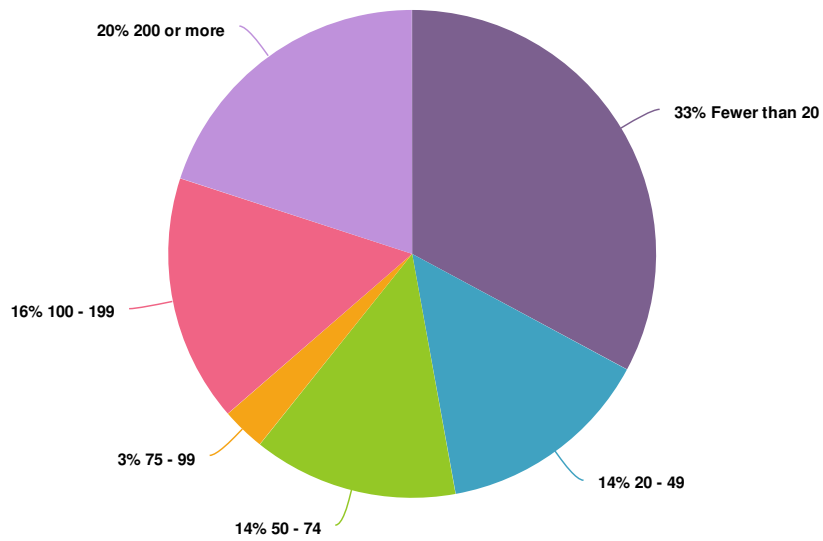
Totals: 131

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	44.7%	59
Dean or department chair of the unit housing the given academic program (when applicable)	31.8%	42
Faculty member sponsoring the program	4.5%	6
Registrar	3.0%	4
University chief business officer or designate	53.0%	70
Provost or designate	58.3%	77
Board of trustees	45.5%	60
Other	15.2%	20

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).

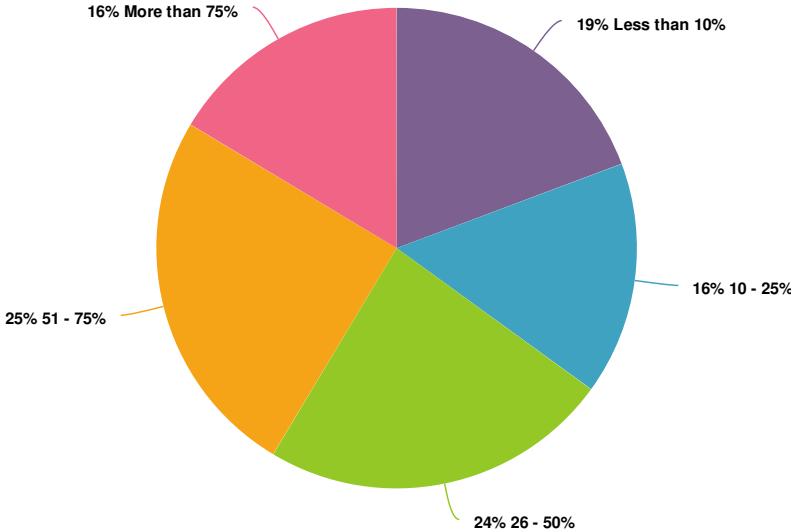


Value	Percent	Responses
Fewer than 20	32.9%	46
20 - 49	14.3%	20
50 - 74	13.6%	19
75 - 99	2.9%	4
100 - 199	16.4%	23
200 or more	20.0%	28

Totals: 140



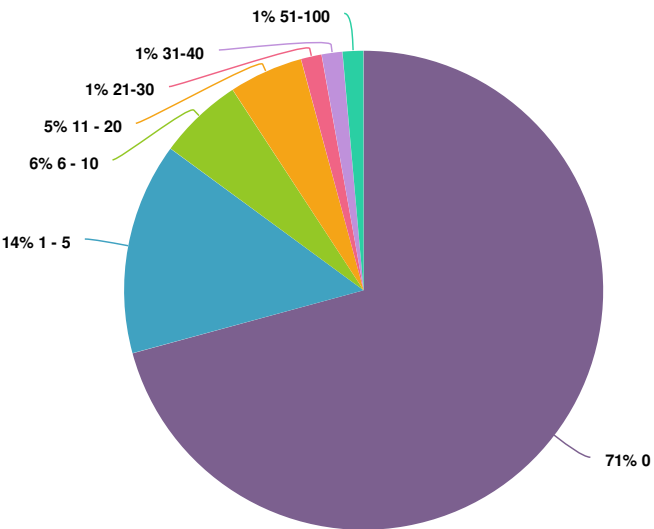
33. Approximately what percentage of your instructors are tenured/tenure-track faculty members from core university departments? Please include adjuncts and faculty for all courses (credit and non-credit, but excluding summer session/intersession).



Value	Percent	Responses
Less than 10%	19.3%	27
10 - 25%	15.7%	22
26 - 50%	23.6%	33
51 - 75%	25.0%	35
More than 75%	16.4%	23

Totals: 140

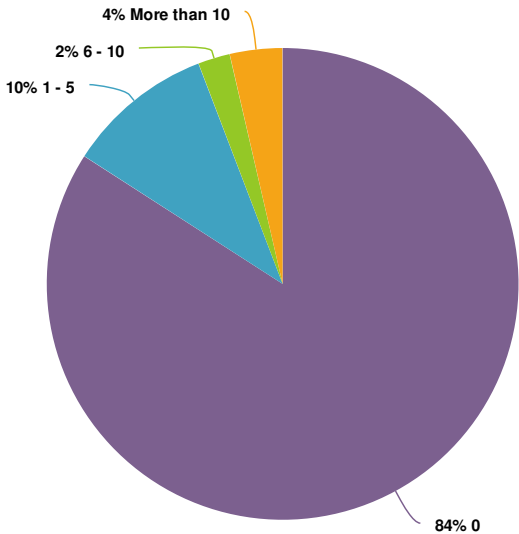
34. Approximately how many full-time, non-tenure-track faculty lines are maintained by the COE unit?



Value	Percent	Responses
0	70.7%	99
1 - 5	14.3%	20
6 - 10	5.7%	8
11 - 20	5.0%	7
21-30	1.4%	2
31-40	1.4%	2
51-100	1.4%	2

Totals: 140

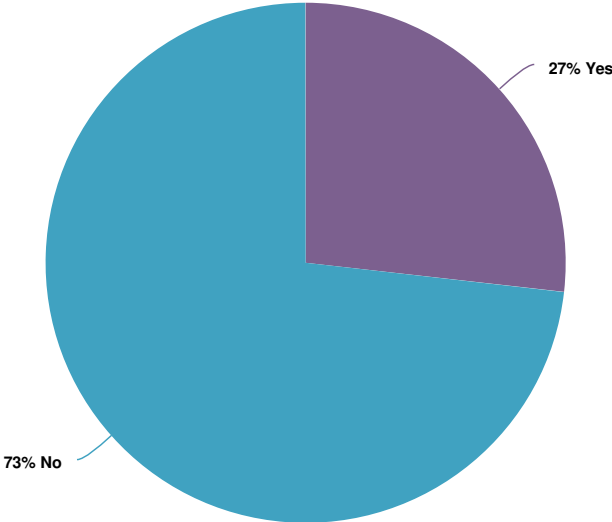
35. Approximately how many tenure-track/tenured faculty lines are maintained by the COE unit?



Value	Percent	Responses
0	84.2%	117
1 - 5	10.1%	14
6 - 10	2.2%	3
More than 10	3.6%	5

Totals: 139

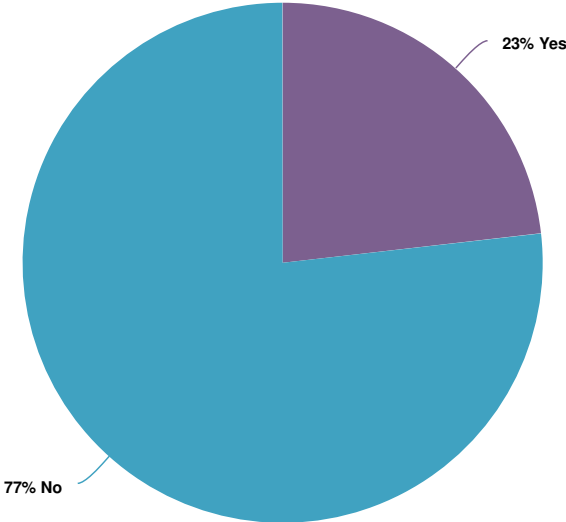
36. Are campus tenured/tenure-track faculty unionized?



Value	Percent	Responses
Yes	26.8%	38
No	73.2%	104

Totals: 142

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



Value	Percent	Responses
Yes	23.2%	33
No	76.8%	109

Totals: 142

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 %	40 25.3%	91 57.6%	27 17.1%	158
Core campus non-tenure-track faculty Checks Row Check %	46 30.5%	88 58.3%	17 11.3%	151
<b>Total Checks</b> Checks % of Total Checks	86 27.8%	179 57.9%	44 14.2%	309 100.0%

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 %	88 68.2%	37 28.7%	4 3.1%	129
Core campus non-tenure-track faculty Checks Row Check %	90 70.3%	36 28.1%	2 1.6%	128
<b>Total Checks</b>				
Checks	178	73	6	257
% of Total Checks	69.3%	28.4%	2.3%	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 %	4 2.8%	5 3.5%	8 5.6%	17 12.0%	30 21.1%	72 50.7%	0 0.0%	6 4.2%	142
The provost considers the growth of online education to be a critical component of university strategy. Count Row %	3 2.1%	1 0.7%	4 2.8%	22 15.6%	22 15.6%	83 58.9%	1 0.7%	5 3.5%	141
The provost is satisfied with my unit's financial contributions to the institution. Count Row %	3 2.1%	7 4.9%	16 11.3%	27 19.0%	34 23.9%	40 28.2%	5 3.5%	10 7.0%	142
The provost is satisfied with my unit's non-financial contributions to the institution. Count Row %	2 1.4%	5 3.6%	3 2.1%	22 15.7%	52 37.1%	47 33.6%	1 0.7%	8 5.7%	140
The provost believes continuing, professional, and online education programs have a positive impact on the university brand. Count Row %	2 1.4%	1 0.7%	9 6.4%	17 12.1%	43 30.5%	61 43.3%	1 0.7%	7 5.0%	141
The provost considers continuing, professional, and online education courses to be of high quality. Count Row %	1 0.7%	4 2.8%	7 5.0%	25 17.7%	49 34.8%	39 27.7%	2 1.4%	14 9.9%	141
The provost considers continuing, professional, and online education students to be of high quality. Count Row %	2 1.4%	2 1.4%	8 5.7%	30 21.3%	51 36.2%	32 22.7%	1 0.7%	15 10.6%	141



	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									142

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 2.1%	4 2.8%	8 5.6%	22 15.5%	34 23.9%	56 39.4%	3 2.1%	12 8.5%	142
The president considers the growth of online students to be a critical component of university strategy. Count Row %	3 2.1%	6 4.2%	4 2.8%	14 9.9%	28 19.7%	76 53.5%	2 1.4%	9 6.3%	142
The president is satisfied with my unit's financial contributions to the institution. Count Row %	4 2.8%	6 4.2%	23 16.2%	29 20.4%	29 20.4%	30 21.1%	9 6.3%	12 8.5%	142
The president is satisfied with my unit's non-financial contributions to the institution. Count Row %	3 2.1%	5 3.5%	10 7.0%	37 26.1%	35 24.6%	34 23.9%	6 4.2%	12 8.5%	142
The president believes continuing, professional, and online education programs have a positive impact on the university brand. Count Row %	2 1.4%	3 2.1%	11 7.7%	28 19.7%	34 23.9%	48 33.8%	5 3.5%	11 7.7%	142
The president considers continuing, professional, and online education courses to be of high quality. Count Row %	2 1.4%	2 1.4%	8 5.6%	32 22.5%	49 34.5%	27 19.0%	6 4.2%	16 11.3%	142
The president considers continuing, professional, and online education students to be of high quality. Count Row %	2 1.4%	1 0.7%	4 2.8%	42 29.6%	46 32.4%	25 17.6%	7 4.9%	15 10.6%	142

	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									142

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.

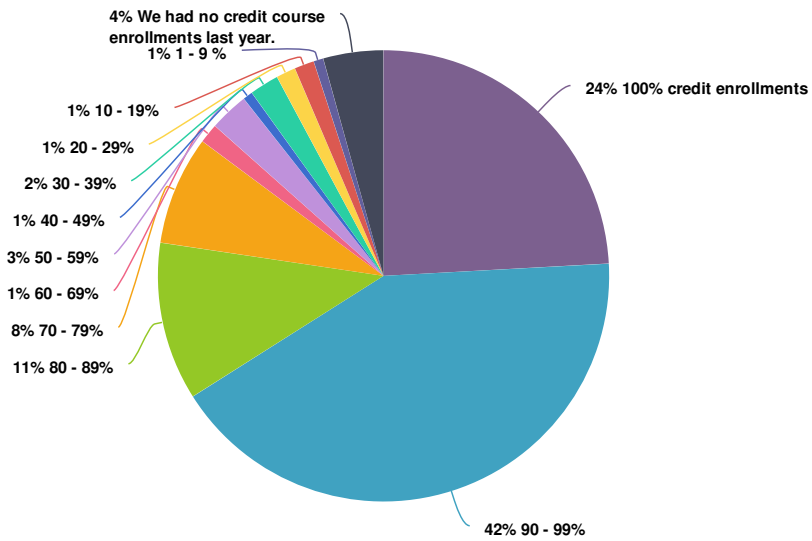
	Strongly disagree	Disagree	Tend to disagree	Tend to agree	Agree	Strongly agree	I am too new in my role to say	Responses
Faculty leaders at my institution consider adult students to be an important part of the university mission. Count Row %	6 4.2%	11 7.7%	49 34.5%	32 22.5%	34 23.9%	9 6.3%	1 0.7%	142
Faculty leaders at my institution consider the growth of online education to be a critical component of university strategy. Count Row %	10 7.0%	12 8.5%	40 28.2%	45 31.7%	27 19.0%	7 4.9%	1 0.7%	142
Faculty leaders at my institution are satisfied with my unit's financial contributions to the institution. Count Row %	2 1.4%	11 7.7%	27 19.0%	57 40.1%	24 16.9%	13 9.2%	8 5.6%	142
Faculty leaders at my institution are satisfied with my unit's non-financial contributions to the institution. Count Row %	4 2.8%	5 3.5%	29 20.4%	58 40.8%	35 24.6%	7 4.9%	4 2.8%	142
Faculty leaders at my institution believe continuing, professional, and online education programs have a positive impact on the university brand. Count Row %	8 5.6%	14 9.9%	45 31.7%	48 33.8%	22 15.5%	3 2.1%	2 1.4%	142
Faculty leaders at my institution believe continuing, professional, and online education courses to be of high quality. Count Row %	8 5.6%	18 12.7%	44 31.0%	45 31.7%	21 14.8%	4 2.8%	2 1.4%	142
Faculty leaders at my institution believe continuing, professional, and online education students to be of high quality. Count Row %	7 4.9%	17 12.0%	40 28.2%	56 39.4%	14 9.9%	6 4.2%	2 1.4%	142
Totals Total Responses								142



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 %	14 9.9%	23 16.2%	22 15.5%	42 29.6%	26 18.3%	15 10.6%	142
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 %	9 6.3%	12 8.5%	30 21.1%	53 37.3%	26 18.3%	12 8.5%	142
The institution is willing to change processes and policies across campus to better accommodate online and adult students. Count Row %	9 6.3%	17 12.0%	36 25.4%	47 33.1%	26 18.3%	7 4.9%	142
The institution is willing to take risks to grow continuing, and professional, and online education programs. Count Row %	10 7.0%	14 9.9%	36 25.4%	48 33.8%	27 19.0%	7 4.9%	142
It would be acceptable for my unit to be revenue neutral as long as we were fulfilling our educational mission. Count Row %	23 16.2%	31 21.8%	34 23.9%	41 28.9%	10 7.0%	3 2.1%	142
It would be acceptable for my unit to operate at a loss as long as we were fulfilling our educational mission. Count Row %	64 45.1%	41 28.9%	29 20.4%	4 2.8%	3 2.1%	1 0.7%	142
Totals Total Responses							142

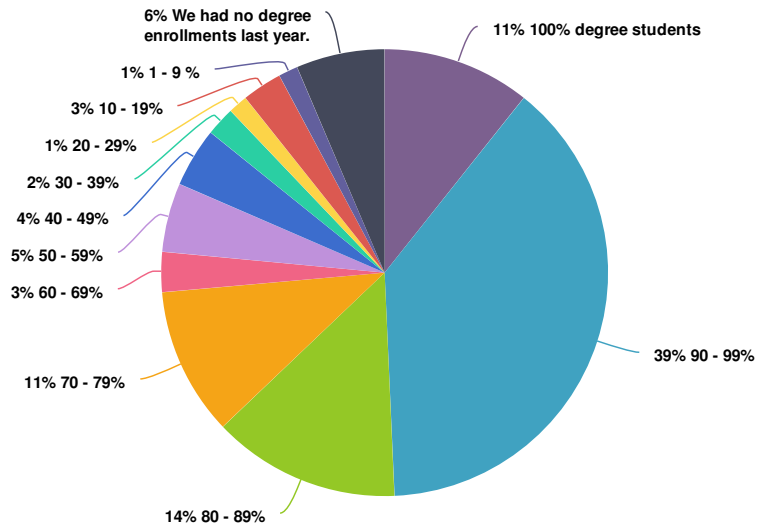
44. Approximately what percentage of your course enrollments last year were credit as opposed to non-credit?  
 (Please include all courses in your estimation, whether standalone or part of certificates or degrees.)



Value	Percent	Responses
100% credit enrollments	24.1%	34
90 - 99%	41.8%	59
80 - 89%	11.3%	16
70 - 79%	7.8%	11
60 - 69%	1.4%	2
50 - 59%	2.8%	4
40 - 49%	0.7%	1
30 - 39%	2.1%	3
20 - 29%	1.4%	2
10 - 19%	1.4%	2
1 - 9%	0.7%	1
We had no credit course enrollments last year.	4.3%	6

Totals: 141

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

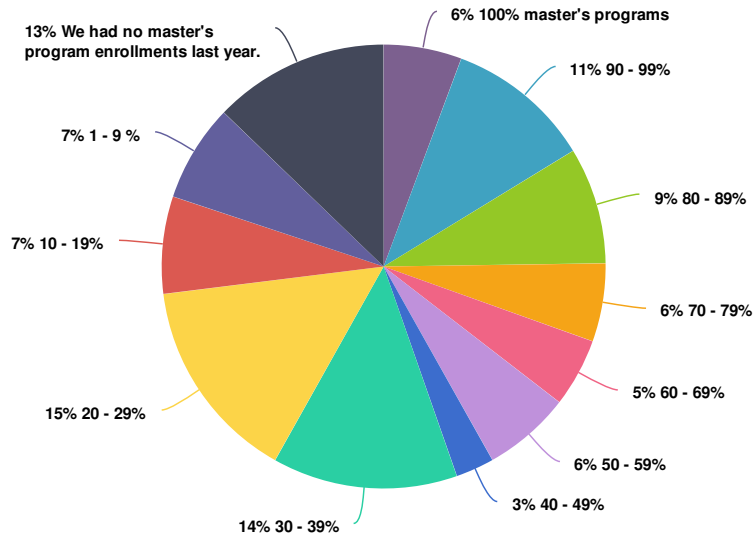


Value	Percent	Responses
100% degree students	10.7%	15
90 - 99%	38.6%	54
80 - 89%	13.6%	19
70 - 79%	10.7%	15
60 - 69%	2.9%	4
50 - 59%	5.0%	7
40 - 49%	4.3%	6
30 - 39%	2.1%	3
20 - 29%	1.4%	2
10 - 19%	2.9%	4
1 - 9 %	1.4%	2
We had no degree enrollments last year.	6.4%	9

Totals: 140



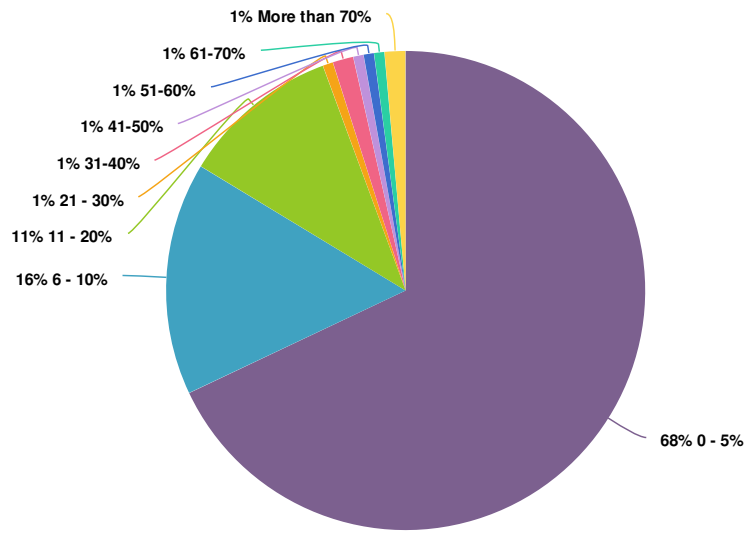
46. Approximately what percentage of your program enrollments last year were in master's programs as opposed to bachelor's programs?



Value	Percent	Responses
100% master's programs	5.7%	8
90 - 99%	10.6%	15
80 - 89%	8.5%	12
70 - 79%	5.7%	8
60 - 69%	5.0%	7
50 - 59%	6.4%	9
40 - 49%	2.8%	4
30 - 39%	13.5%	19
20 - 29%	14.9%	21
10 - 19%	7.1%	10
1 - 9%	7.1%	10
We had no master's program enrollments last year.	12.8%	18

Totals: 141

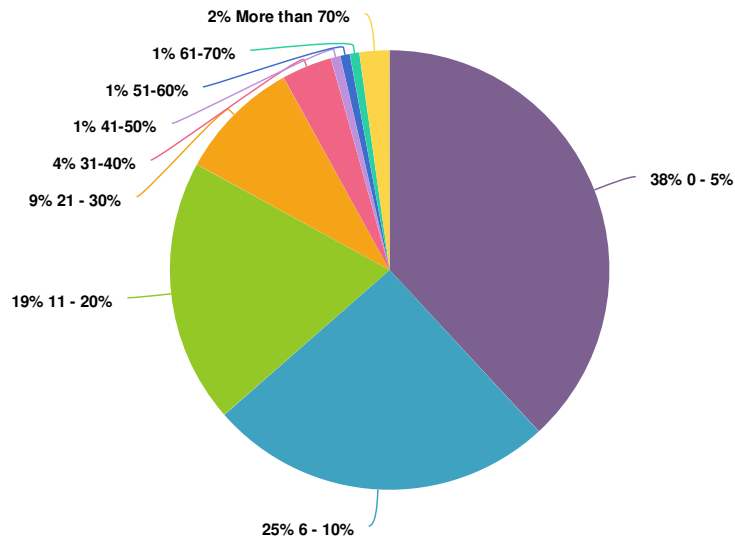
47. Approximately what percentage of revenues did your unit receive last year from contract education/customized learning provided for businesses, government agencies, or NGOs?



Value	Percent	Responses
0 - 5%	67.9%	95
6 - 10%	15.7%	22
11 - 20%	10.7%	15
21 - 30%	0.7%	1
31-40%	1.4%	2
41-50%	0.7%	1
51-60%	0.7%	1
61-70%	0.7%	1
More than 70%	1.4%	2

Totals: 140

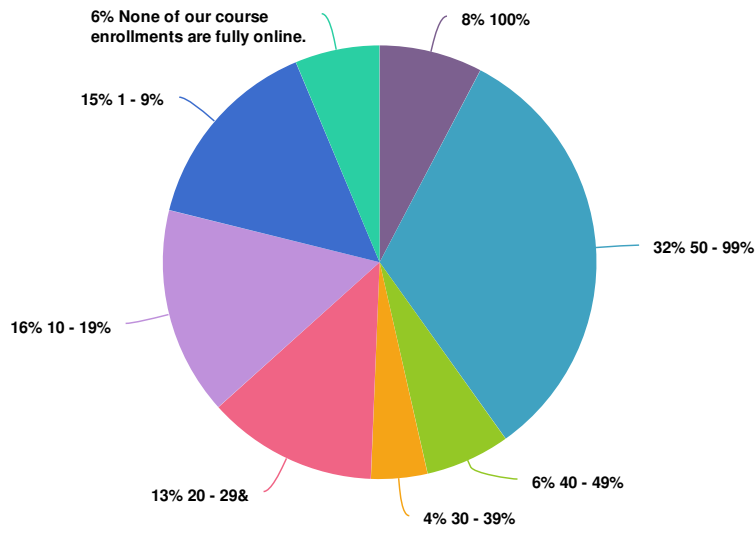
48. Approximately what percentage of revenues did your unit receive last year from tuition reimbursement by students' employers?



Value	Percent	Responses
0 - 5%	38.1%	51
6 - 10%	25.4%	34
11 - 20%	19.4%	26
21 - 30%	9.0%	12
31-40%	3.7%	5
41-50%	0.7%	1
51-60%	0.7%	1
61-70%	0.7%	1
More than 70%	2.2%	3

Totals: 134

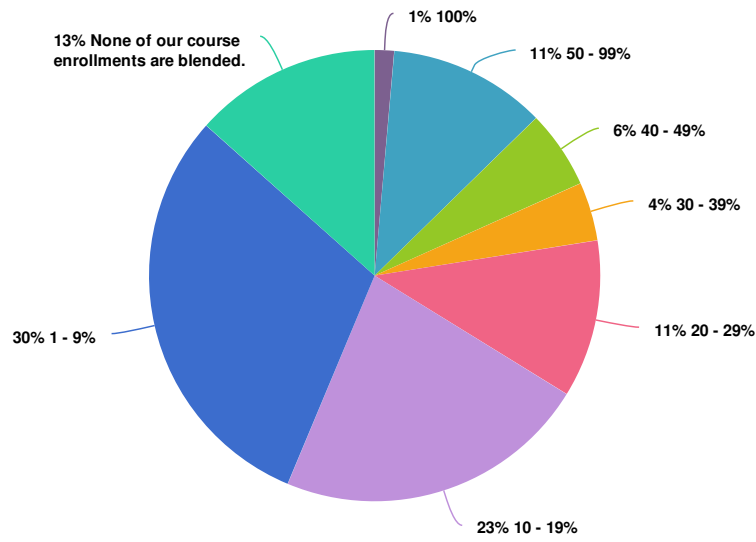
49. Approximately what percentage of your total course enrollments are fully online?



Value	Percent	Responses
100%	7.7%	11
50 - 99%	32.4%	46
40 - 49%	6.3%	9
30 - 39%	4.2%	6
20 - 29%	12.7%	18
10 - 19%	15.5%	22
1 - 9%	14.8%	21
None of our course enrollments are fully online.	6.3%	9

Totals: 142

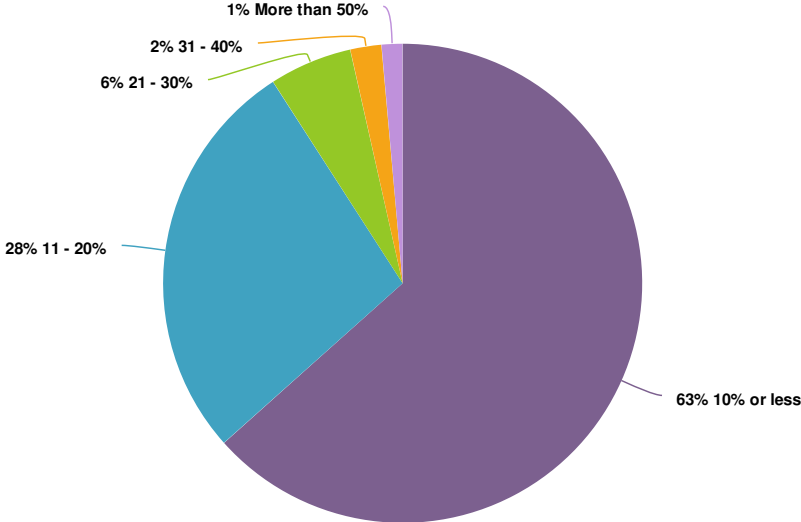
50. Approximately what percentage of your unit's total course enrollments are blended?



Value	Percent	Responses
100%	1.4%	2
50 - 99%	11.3%	16
40 - 49%	5.6%	8
30 - 39%	4.2%	6
20 - 29%	11.3%	16
10 - 19%	22.5%	32
1 - 9%	30.3%	43
None of our course enrollments are blended.	13.4%	19

Totals: 142

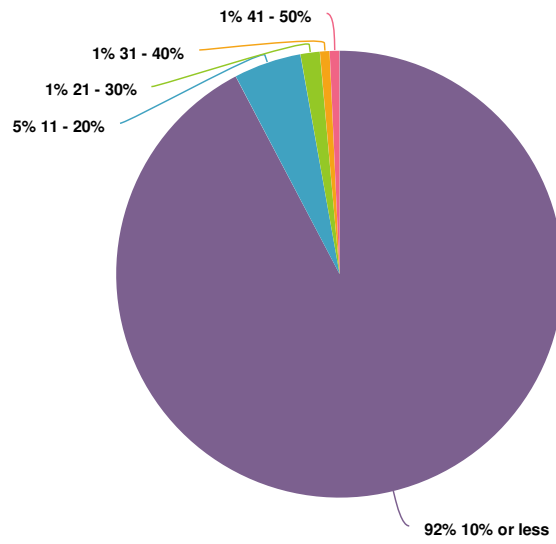
51. Approximately what percentage of your course offerings are new courses introduced in the past year?



Value	Percent	Responses
10% or less	63.4%	90
11 - 20%	27.5%	39
21 - 30%	5.6%	8
31 - 40%	2.1%	3
More than 50%	1.4%	2

Totals: 142

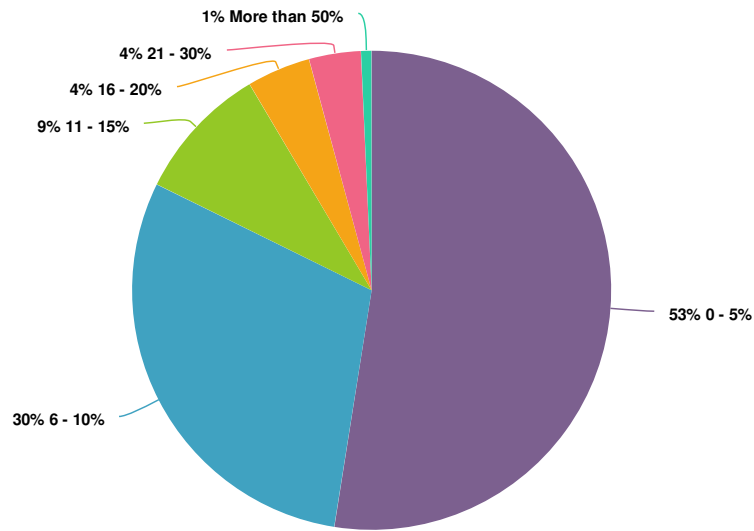
52. Approximately what percentage of your course offerings were sunsetted last year?



Value	Percent	Responses
10% or less	92.3%	131
11 - 20%	4.9%	7
21 - 30%	1.4%	2
31 - 40%	0.7%	1
41 - 50%	0.7%	1

Totals: 142

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

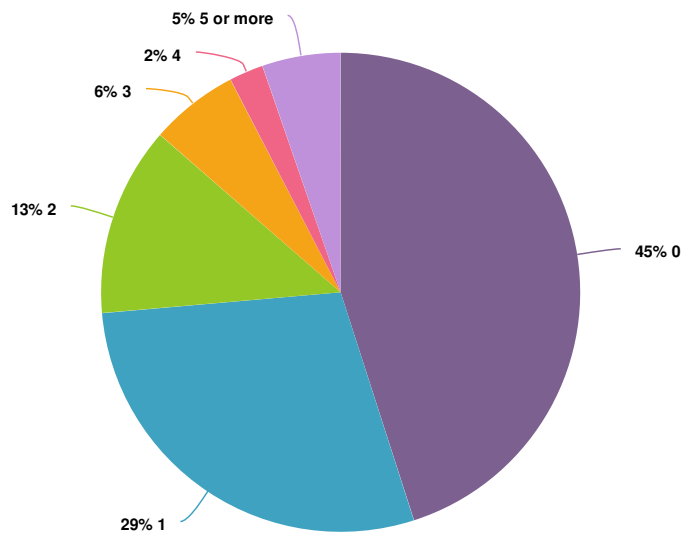


Value	Percent	Responses
0 - 5%	52.5%	74
6 - 10%	29.8%	42
11 - 15%	9.2%	13
16 - 20%	4.3%	6
21 - 30%	3.5%	5
More than 50%	0.7%	1

Totals: 141



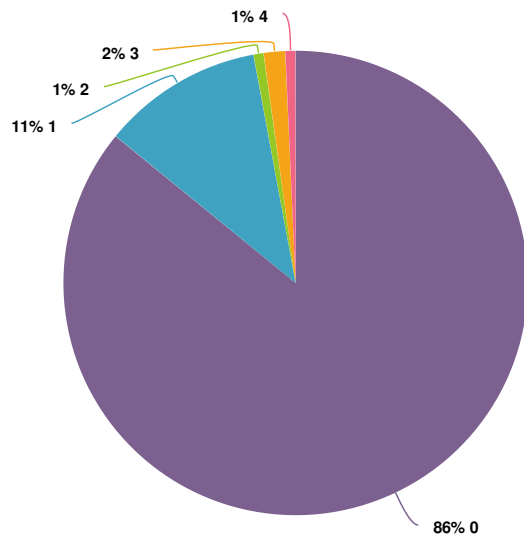
54. How many new COE master's programs did you introduce last year?



Value	Percent	Responses
0	45.1%	60
1	28.6%	38
2	12.8%	17
3	6.0%	8
4	2.3%	3
5 or more	5.3%	7

Totals: 133

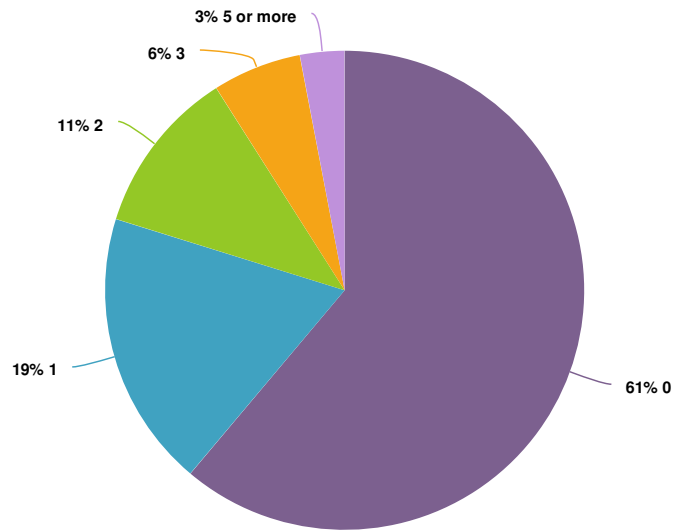
55. How many COE master's programs did you sunset last year?



Value	Percent	Responses
0	85.8%	115
1	11.2%	15
2	0.7%	1
3	1.5%	2
4	0.7%	1

Totals: 134

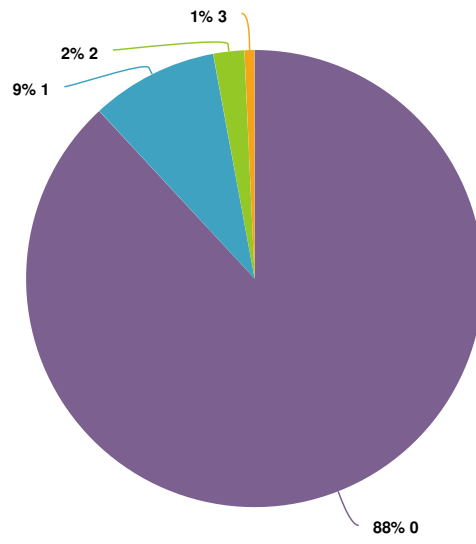
56. How many new COE bachelor's programs did you introduce last year?



Value	Percent	Responses
0	61.2%	82
1	18.7%	25
2	11.2%	15
3	6.0%	8
5 or more	3.0%	4

Totals: 134

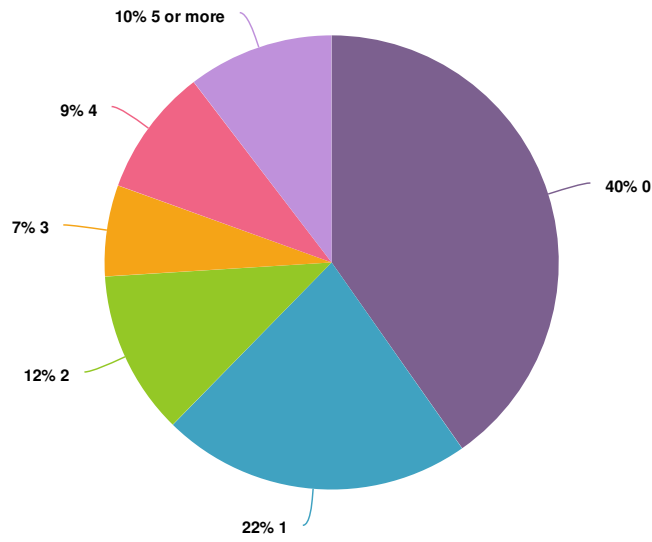
57. How many COE bachelor's programs did you sunset last year?



Value	Percent	Responses
0	88.1%	118
1	9.0%	12
2	2.2%	3
3	0.7%	1

Totals: 134

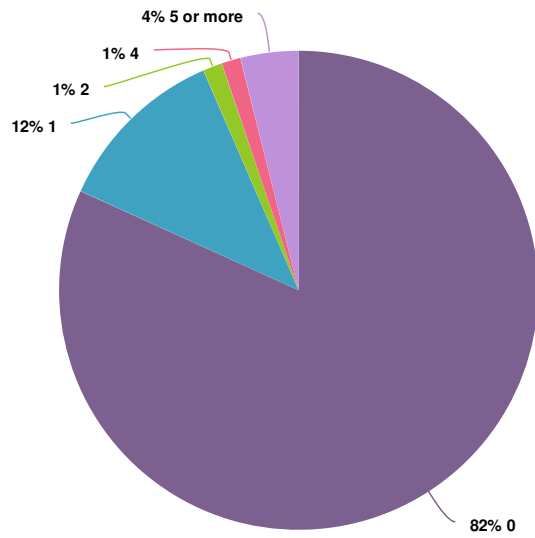
58. How many new COE certificates did you introduce last year?



Value	Percent	Responses
0	40.3%	31
1	22.1%	17
2	11.7%	9
3	6.5%	5
4	9.1%	7
5 or more	10.4%	8

Totals: 77

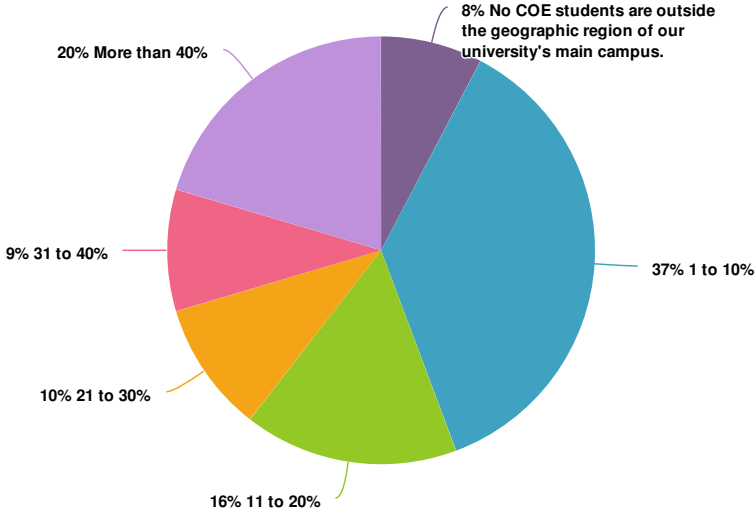
59. How many new COE certificate programs did you sunset last year?



Value	Percent	Responses
0	81.8%	63
1	11.7%	9
2	1.3%	1
4	1.3%	1
5 or more	3.9%	3

Totals: 77

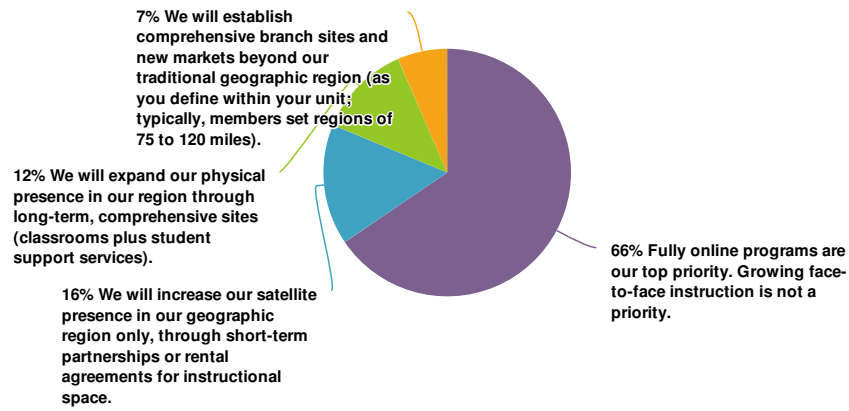
60. Approximately what percentage of your COE students are outside of the geographic region of your university's main campus (as you define within your unit; typically, members set regions of 75 to 120 miles)?



Value	Percent	Responses
No COE students are outside the geographic region of our university's main campus.	7.7%	11
1 to 10%	36.6%	52
11 to 20%	16.2%	23
21 to 30%	9.9%	14
31 to 40%	9.2%	13
More than 40%	20.4%	29

Totals: 142

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.	65.5%	91
We will increase our satellite presence in our geographic region only, through short-term partnerships or rental agreements for instructional space.	15.8%	22
We will expand our physical presence in our region through long-term, comprehensive sites (classrooms plus student support services).	12.2%	17
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%	9

Totals: 139



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 Row %	4 2.8%	16 11.3%	17 12.0%	41 28.9%	45 31.7%	19 13.4%	142
We meet or exceed our profit/contribution margin goals. Count Row %	5 3.5%	13 9.2%	13 9.2%	50 35.2%	42 29.6%	19 13.4%	142
I am satisfied with our market share compared with competitors in key programs. Count Row %	20 14.1%	35 24.6%	44 31.0%	26 18.3%	16 11.3%	1 0.7%	142
When reflecting on our organization's performance over the past few years, I am satisfied with our current rate of gross revenue growth. Count Row %	14 9.9%	30 21.1%	33 23.2%	35 24.6%	21 14.8%	9 6.3%	142
I expect our gross revenues to grow over the next three years. Count Row %	1 0.7%	3 2.1%	10 7.0%	51 35.9%	52 36.6%	25 17.6%	142
I expect our contribution margin to improve over the next three years. Count Row %	1 0.7%	3 2.1%	14 9.9%	53 37.3%	49 34.5%	22 15.5%	142
<b>Totals</b> Total Responses							142

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 1.4%	29 20.4%	66 46.5%	21 14.8%	16 11.3%	8 5.6%	142
Readjusting prices (primarily to be higher) would significantly increase our revenue. Count Row %	14 9.9%	19 13.4%	59 41.5%	39 27.5%	10 7.0%	1 0.7%	142
I am satisfied with my unit's current pricing. Count Row %	7 4.9%	8 5.6%	35 24.6%	51 35.9%	35 24.6%	6 4.2%	142
I am satisfied with my unit's current level of authority over pricing. Count Row %	12 8.5%	17 12.0%	27 19.0%	36 25.4%	38 26.8%	12 8.5%	142
We will significantly re-examine our pricing strategy over the next year. Count Row %	4 2.8%	14 9.9%	35 24.6%	45 31.7%	31 21.8%	13 9.2%	142
<b>Totals</b> Total Responses							142

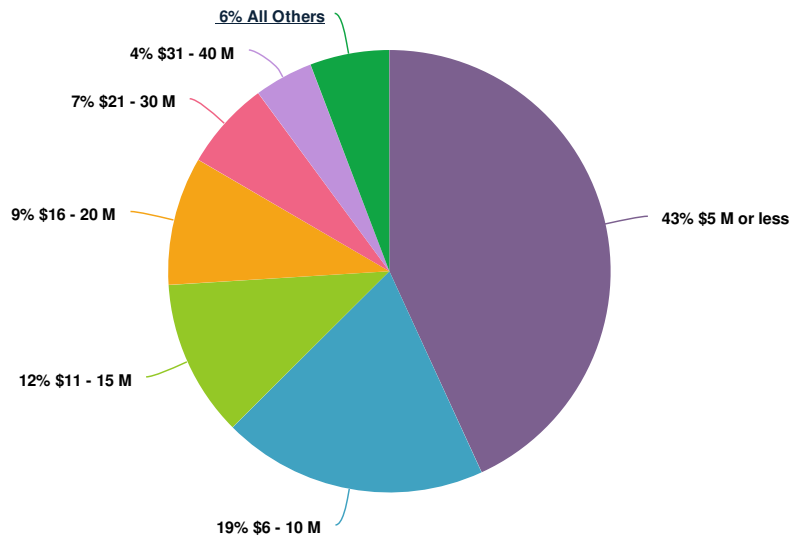
64. For each of the following activities, please select the statement that best describes how revenue from that activity is shared with the core university/central administration. (Realizing that the answer may vary by program or course, we ask that your response reflect the model which is most prevalent 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 %	16 11.3%	16 11.3%	5 3.5%	40 28.2%	65 45.8%	142
Credit programs (face-to-face) Count Row %	36 25.4%	13 9.2%	5 3.5%	27 19.0%	61 43.0%	142
Non-credit programs Count Row %	31 21.8%	34 23.9%	7 4.9%	29 20.4%	41 28.9%	142
Summer sessions and intersession Count Row %	42 29.6%	7 4.9%	1 0.7%	29 20.4%	63 44.4%	142
Contract education Count Row %	48 33.8%	23 16.2%	7 4.9%	27 19.0%	37 26.1%	142
Totals Total Responses						142

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 %	26 18.3%	24 16.9%	6 4.2%	3 2.1%	60 42.3%	23 16.2%	142
Credit programs (face-to-face) Count Row %	49 34.5%	19 13.4%	5 3.5%	1 0.7%	48 33.8%	20 14.1%	142
Non-credit programs Count Row %	39 27.5%	40 28.2%	4 2.8%	6 4.2%	42 29.6%	11 7.7%	142
Summer sessions and intersession Count Row %	52 36.6%	20 14.1%	4 2.8%	2 1.4%	42 29.6%	22 15.5%	142
Contract education Count Row %	52 36.6%	23 16.2%	9 6.3%	4 2.8%	42 29.6%	12 8.5%	142
Totals Total Responses							142

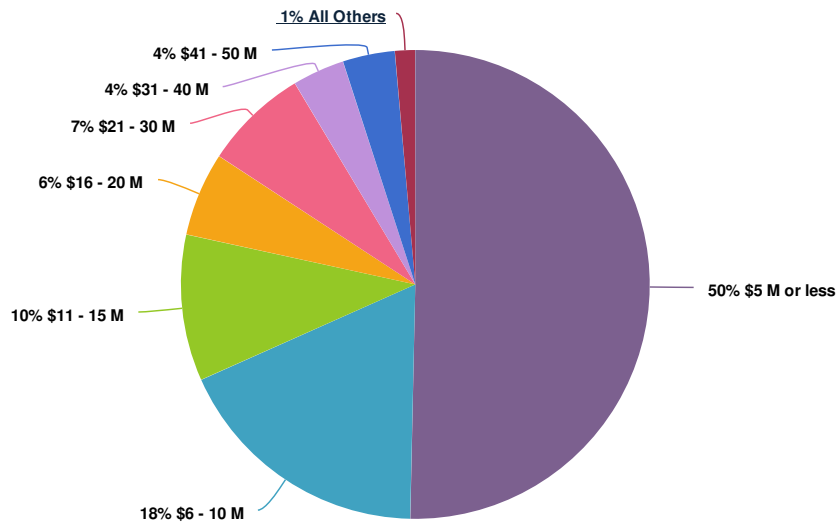
66. Approximately what was your COE unit's gross revenue last year?



Value	Percent	Responses
\$5 M or less	43.2%	60
\$6 - 10 M	19.4%	27
\$11 - 15 M	11.5%	16
\$16 - 20 M	9.4%	13
\$21 - 30 M	6.5%	9
\$31 - 40 M	4.3%	6
\$41 - 50 M	2.2%	3
\$51 - 60 M	2.2%	3
\$61 - 70 M	0.7%	1
\$101 - 125 M	0.7%	1

Totals: 139

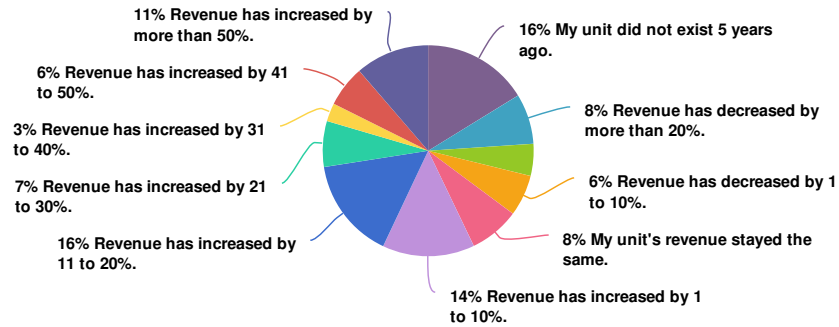
67. What was your COE unit's approximate gross revenue from credit-related activities last year?



Value	Percent	Responses
\$5 M or less	50.4%	70
\$6 - 10 M	18.0%	25
\$11 - 15 M	10.1%	14
\$16 - 20 M	5.8%	8
\$21 - 30 M	7.2%	10
\$31 - 40 M	3.6%	5
\$41 - 50 M	3.6%	5
\$51 - 60 M	0.7%	1
\$91 - 100 M	0.7%	1

Totals: 139

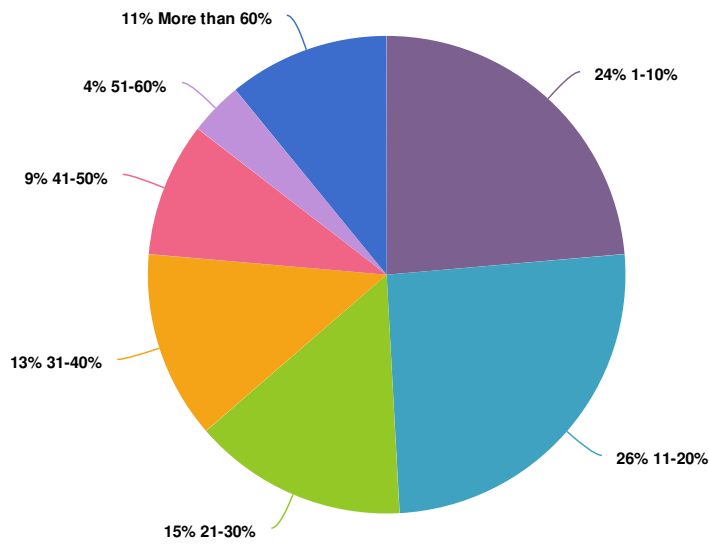
68. Approximately how much has your unit's gross revenue changed relative to 5 years ago?



Value	Percent	Responses
My unit did not exist 5 years ago.	16.2%	23
Revenue has decreased by more than 20%.	7.7%	11
Revenue has decreased by 11 to 20%.	4.9%	7
Revenue has decreased by 1 to 10%.	6.3%	9
My unit's revenue stayed the same.	7.7%	11
Revenue has increased by 1 to 10%.	14.1%	20
Revenue has increased by 11 to 20%.	15.5%	22
Revenue has increased by 21 to 30%.	7.0%	10
Revenue has increased by 31 to 40%.	2.8%	4
Revenue has increased by 41 to 50%.	6.3%	9
Revenue has increased by more than 50%.	11.3%	16

Totals: 142

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

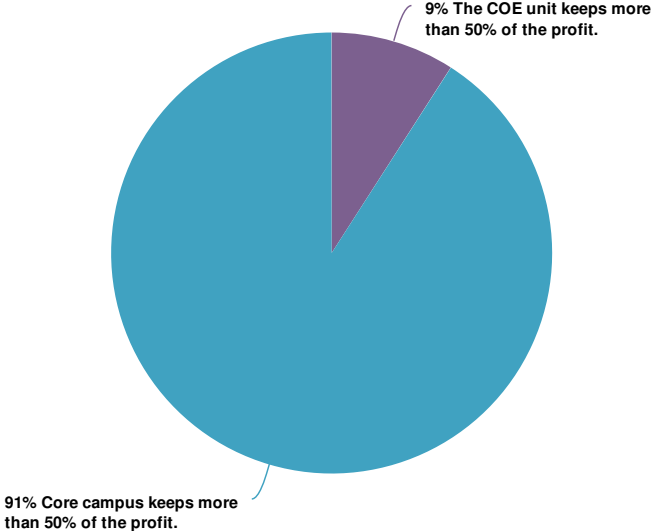


Value	Percent	Responses
1-10%	23.6%	13
11-20%	25.5%	14
21-30%	14.5%	8
31-40%	12.7%	7
41-50%	9.1%	5
51-60%	3.6%	2
More than 60%	10.9%	6

Totals: 55



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.	9.1%	5
Core campus keeps more than 50% of the profit.	90.9%	50

Totals: 55

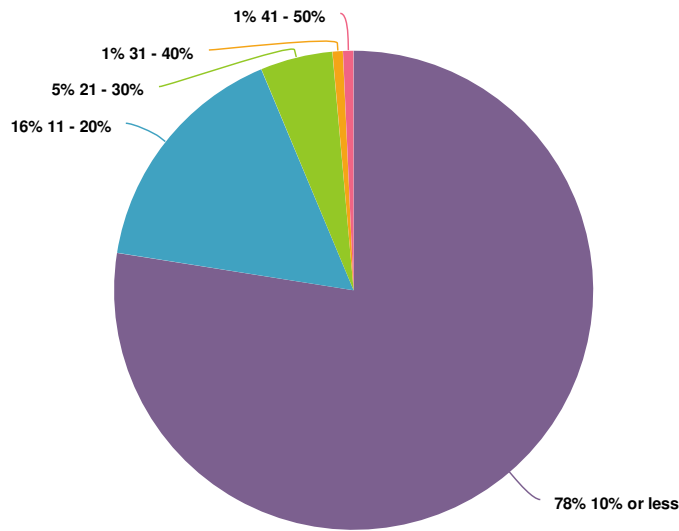
71. What was the approximate distribution of the COE unit's gross revenue last year? (Numbers should add up to 100%.)

	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 %	26 18.7%	22 15.8%	17 12.2%	21 15.1%	6 4.3%	10 7.2%	0 0.0%	5 3.6%	3 2.2%	4 2.9%	25 18.0%	141
Returned to individual academic departments/colleges/schools Count Row %	70 49.6%	20 14.2%	17 12.1%	8 5.7%	6 4.3%	3 2.1%	4 2.8%	6 4.3%	4 2.8%	0 0.0%	3 2.1%	141
Operating and instructional expenditures Count Row %	50 36.2%	14 10.1%	15 10.9%	11 8.0%	10 7.2%	11 8.0%	14 10.1%	7 5.1%	3 2.2%	3 2.2%	0 0.0%	141
Retained by COE unit Count Row %	97 68.8%	27 19.1%	12 8.5%	1 0.7%	3 2.1%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	141
Totals												559 100.0%

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 19.4%	17 12.7%	15 11.2%	14 10.4%	6 4.5%	8 6.0%	0 0.0%	5 3.7%	0 0.0%	5 3.7%	20 14.9%	18 13.4%	141
Returned to individual academic departments/colleges/schools Count Row %	68 48.2%	16 11.3%	16 11.3%	5 3.5%	6 4.3%	6 4.3%	3 2.1%	3 2.1%	2 1.4%	0 0.0%	0 0.0%	16 11.3%	141
Operating and instructional expenditures Count Row %	42 30.4%	13 9.4%	15 10.9%	11 8.0%	7 5.1%	9 6.5%	13 9.4%	9 6.5%	3 2.2%	0 0.0%	0 0.0%	16 11.6%	141
Retained by COE unit Count Row %	77 54.6%	24 17.0%	18 12.8%	2 1.4%	2 1.4%	2 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	16 11.3%	141
Totals													554 100.0%

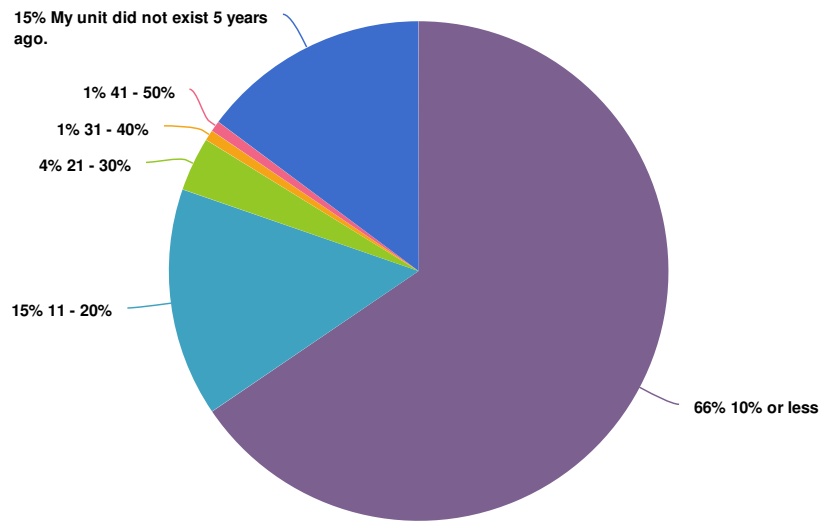
73. Approximately how much of the COE unit's revenue last year was allocated to a marketing budget?



Value	Percent	Responses
10% or less	77.5%	110
11 - 20%	16.2%	23
21 - 30%	4.9%	7
31 - 40%	0.7%	1
41 - 50%	0.7%	1

Totals: 142

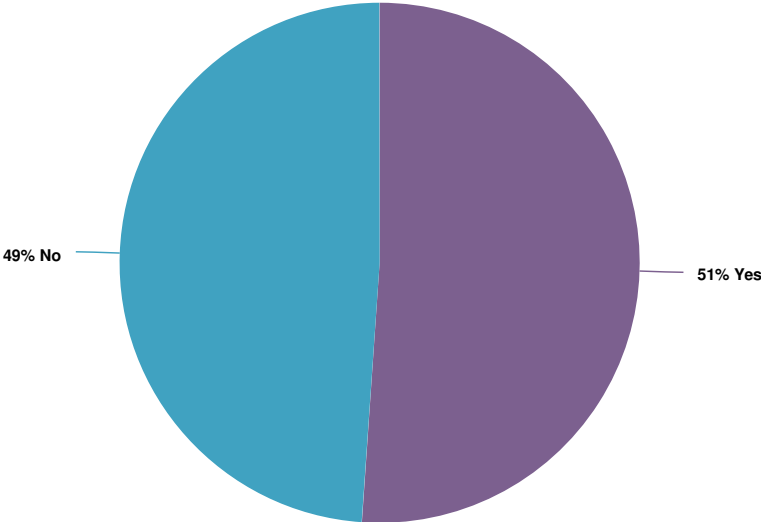
74. Approximately how much of the COE unit's revenue 5 years ago was allocated to a marketing budget?



Value	Percent	Responses
10% or less	65.5%	93
11 - 20%	14.8%	21
21 - 30%	3.5%	5
31 - 40%	0.7%	1
41 - 50%	0.7%	1
My unit did not exist 5 years ago.	14.8%	21

Totals: 142

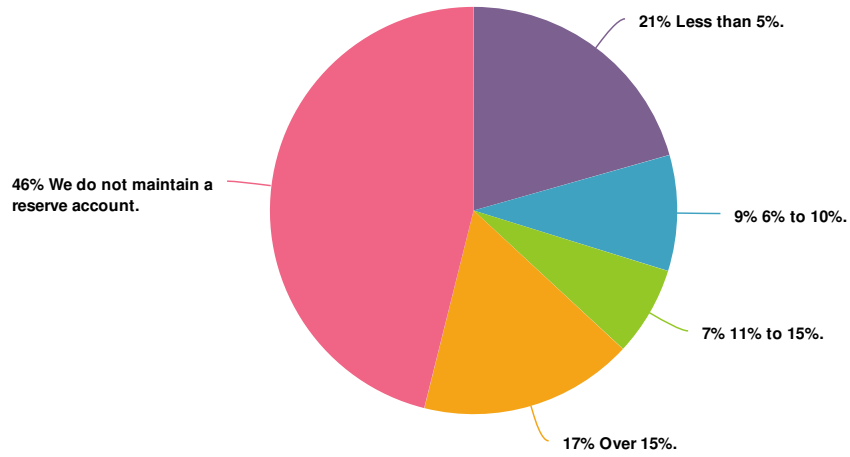
75. Do your institution's policies enable the COE unit to maintain a reserve account?



Value	Percent	Responses
Yes	51.1%	72
No	48.9%	69

Totals: 141

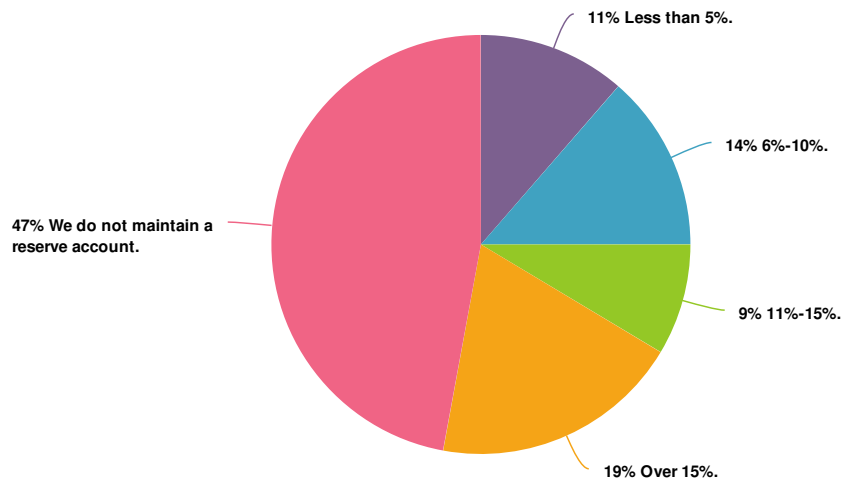
76. Approximately what percentage of gross revenues do currently have in your reserve account?



Value	Percent	Responses
Less than 5%.	20.6%	29
6% to 10%.	9.2%	13
11% to 15%.	7.1%	10
Over 15%.	17.0%	24
We do not maintain a reserve account.	46.1%	65

Totals: 141

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

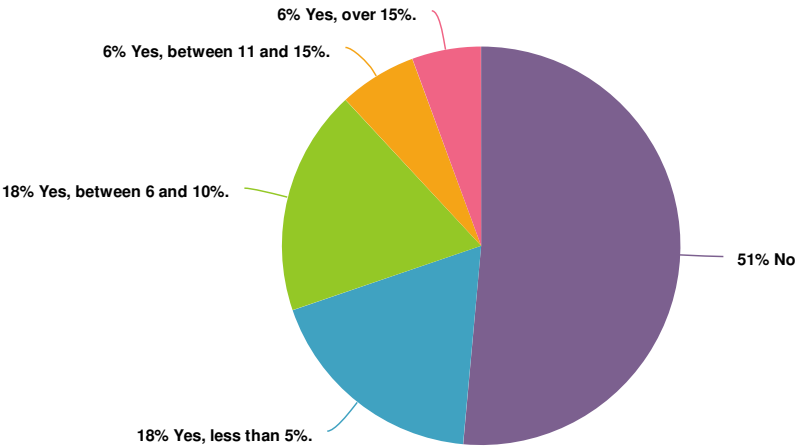


Value	Percent	Responses
Less than 5%.	11.4%	16
6%-10%.	13.6%	19
11%-15%.	8.6%	12
Over 15%.	19.3%	27
We do not maintain a reserve account.	47.1%	66

Totals: 140



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



Value	Percent	Responses
No	51.4%	73
Yes, less than 5%.	18.3%	26
Yes, between 6 and 10%.	18.3%	26
Yes, between 11 and 15%.	6.3%	9
Yes, over 15%.	5.6%	8

Totals: 142

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.

