

Demographics

Gender			Current Class Load		
	N	%		N	%
Female	202	77.10%	Full-time	212	80.92%
Male	60	22.90%	Part-time	50	19.08%
Total	262	100.00%	Total	262	100.00%
No Response	12		No Response	12	

Age			Class Level		
	N	%		N	%
18 and under	5	1.90%	First year	21	7.98%
19 to 24	106	40.30%	Second year	16	6.08%
25 to 34	54	20.53%	Third year	96	36.50%
35 to 44	45	17.11%	Fourth year	80	30.42%
45 to 54	39	14.83%	Special student	0	0.00%
55 to 64	13	4.94%	Graduate/professional	42	15.97%
65 and over	1	0.38%	Other class level	8	3.04%
Total	263	100.00%	Total	263	100.00%
No Response	11		No Response	11	

Ethnicity/Race			Educational Goal		
	N	%		N	%
African-American	10	3.83%	Associate degree	3	1.15%
American Indian or Alaskan Native	4	1.53%	Bachelor's degree	167	64.23%
Asian or Pacific Islander	21	8.05%	Master's degree	65	25.00%
Caucasian/White	181	69.35%	Doctorate or professional degree	20	7.69%
Hispanic	21	8.05%	Certification (initial or renewal)	3	1.15%
Other race	7	2.68%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	17	6.51%	Job-related training	0	0.00%
Total	261	100.00%	Other educational goal	2	0.77%
No Response	13		Total	260	100.00%
			No Response	14	

Current Enrollment Status			Employment		
	N	%		N	%
Primarily online	152	57.79%	Full-time	107	41.00%
Primarily on-campus	111	42.21%	Part-time	85	32.57%
Total	263	100.00%	Not employed	69	26.44%
No Response	11		Total	261	100.00%
			No Response	13	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	86	33.08%	No classes	42	16.47%
Rent room / apartment / house	122	46.92%	1-3 classes	73	28.63%
Relative's home	28	10.77%	4-6 classes	45	17.65%
Residence hall	19	7.31%	7-9 classes	13	5.10%
Other residence	5	1.92%	10-12 classes	24	9.41%
Total	260	100.00%	13-15 classes	35	13.73%
No Response	14		More than 15 classes	23	9.02%
			Total	255	100.00%
			No Response	19	
Marital Status			My intended degree is:		
	N	%		N	%
Single	149	57.09%	Online undergraduate degree	88	33.72%
Single with children	21	8.05%	Online graduate degree	48	18.39%
Married	28	10.73%	On-campus undergraduate degree	97	37.16%
Married with children	55	21.07%	On-campus graduate degree	28	10.73%
Marital - Prefer not to respond	8	3.07%	Campus item - Answer 5	0	0.00%
Total	261	100.00%	Campus item - Answer 6	0	0.00%
No Response	13		Total	261	100.00%
			No Response	13	
Current Plans			My home CWU campus is:		
	N	%		N	%
Complete online degree program	130	49.81%	Ellensburg	130	49.81%
Complete degree on campus	102	39.08%	Des Moines or Pierce County	37	14.18%
Transfer credits	6	2.30%	Lynnwood or Everett	35	13.41%
Complete this course	23	8.81%	Moses Lake, Wenatchee, or Yakima	11	4.21%
Total	261	100.00%	Online: a fully online degree program	48	18.39%
No Response	13		Campus item 2 - Answer 6	0	0.00%
			Total	261	100.00%
			No Response	13	
Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	30	11.54%	1063: Health and Physical Education: Athletic Administration (MS)	4	1.56%
4-6 credits	93	35.77%	1087: Information Tech & Admin Mgt (BAS)	27	10.55%
7-9 credits	28	10.77%	1088: Information Tech & Admin Mgt (BS)	21	8.20%
10-12 credits	45	17.31%	1089: Information Tech & Admin Mgt (MS)	15	5.86%
13-15 credits	51	19.62%			
More than 15 credits	13	5.00%			
Total	260	100.00%			
No Response	14				

Demographics

1090: Interdisciplinary Studies: Social Sciences (BS)	24	9.38%
1094: Law & Justice (BA)	13	5.08%
1125: Psychology (BA)	18	7.03%
1137: School Administration (MED)	2	0.78%
1145: Sociology (BA)	10	3.91%
1151: Special Education (MED)	4	1.56%
1153: English: Professional & Creative Writing (BA)	9	3.52%
1165: Health and Physical Education: Teaching Physical Education and Health (MS)	1	0.39%
1166: Higher Education (MED)	11	4.30%
1167: Literacy (MED)	1	0.39%
1168: Not enrolled in an online degree program	96	37.50%
Total	256	100.00%
No Response	18	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 18. Registration for online courses is convenient.
- 17. Assessment and evaluation procedures are clear and reasonable.
- 23. Billing and payment procedures are convenient for me.
- 27. Campus item: Help desk services and technical support are adequate to meet my needs.
- 35. Campus item: A fair and equitable learning environment exists in my online course(s).
- 26. The bookstore provides timely service to students.

Challenges

- 20. The quality of online instruction is excellent.
- 25. Faculty are responsive to student needs.
- 6. Tuition paid is a worthwhile investment.
- 12. There are sufficient offerings within my program of study.
- 36. Campus item: Courses necessary to meet my degree objectives are offered online.
- 4. Faculty provide timely feedback about student progress.
- 9. Adequate financial aid is available.
- 22. I am aware of whom to contact for questions about programs and services.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Online Learners

- 11. Student assignments are clearly defined in the syllabus.
- 20. The quality of online instruction is excellent.
- 25. Faculty are responsive to student needs.
- 18. Registration for online courses is convenient.
- 3. Instructional materials are appropriate for program content.
- 6. Tuition paid is a worthwhile investment.
- 7. Program requirements are clear and reasonable.
- 12. There are sufficient offerings within my program of study.
- 4. Faculty provide timely feedback about student progress.
- 10. This institution responds quickly when I request information.
- 17. Assessment and evaluation procedures are clear and reasonable.
- 23. Billing and payment procedures are convenient for me.
- 9. Adequate financial aid is available.
- 22. I am aware of whom to contact for questions about programs and services.

Institutional Summary
Scales: In Order of Importance

Scale	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.33	5.49 / 1.17	0.84	6.54	6.03 / 1.10	0.51	-0.54 ***
Instructional Services	6.22	5.32 / 1.14	0.90	6.45	5.86 / 1.07	0.59	-0.54 ***
Academic Services	6.21	5.37 / 1.11	0.84	6.46	5.91 / 1.02	0.55	-0.54 ***
Institutional Perceptions	6.20	5.36 / 1.23	0.84	6.55	5.87 / 1.21	0.68	-0.51 ***
Student Services	6.13	5.21 / 1.26	0.92	6.40	5.85 / 1.15	0.55	-0.64 ***

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

National Group Means are based on 122403 records.

Institutional Summary

Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
11. Student assignments are clearly defined in the syllabus.	6.51	5.52 / 1.44	0.99	6.68	5.96 / 1.32	0.72	-0.44 ***
20. The quality of online instruction is excellent.	6.50	5.14 / 1.65	1.36	6.69	5.86 / 1.40	0.83	-0.72 ***
25. Faculty are responsive to student needs.	6.50	5.31 / 1.57	1.19	6.67	5.92 / 1.36	0.75	-0.61 ***
51. Factor to enroll: Convenience	6.48			6.77			
18. Registration for online courses is convenient.	6.46	5.77 / 1.44	0.69	6.64	6.36 / 1.11	0.28	-0.59 ***
3. Instructional materials are appropriate for program content.	6.44	5.50 / 1.31	0.94	6.62	6.00 / 1.22	0.62	-0.50 ***
6. Tuition paid is a worthwhile investment.	6.44	5.28 / 1.47	1.16	6.64	5.75 / 1.47	0.89	-0.47 ***
7. Program requirements are clear and reasonable.	6.44	5.45 / 1.47	0.99	6.63	5.94 / 1.31	0.69	-0.49 ***
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.44	5.45 / 1.49	0.99				
12. There are sufficient offerings within my program of study.	6.43	5.18 / 1.44	1.25	6.58	5.93 / 1.31	0.65	-0.75 ***
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.43	5.26 / 1.65	1.17				
4. Faculty provide timely feedback about student progress.	6.42	5.21 / 1.54	1.21	6.62	5.82 / 1.40	0.80	-0.61 ***
10. This institution responds quickly when I request information.	6.38	5.34 / 1.55	1.04	6.60	5.94 / 1.40	0.66	-0.60 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.53 / 1.32	0.79	6.53	5.98 / 1.26	0.55	-0.45 ***
9. Adequate financial aid is available.	6.31	5.20 / 1.67	1.11	6.49	5.81 / 1.55	0.68	-0.61 ***
23. Billing and payment procedures are convenient for me.	6.31	5.74 / 1.42	0.57	6.56	6.15 / 1.28	0.41	-0.41 ***

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Institutional Summary

Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.30	5.69 / 1.37	0.61				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.26	5.69 / 1.39	0.57				
22. I am aware of whom to contact for questions about programs and services.	6.24	5.17 / 1.71	1.07	6.53	5.98 / 1.39	0.55	-0.81 ***
14. I receive timely information on the availability of financial aid.	6.23	5.18 / 1.58	1.05	6.44	5.76 / 1.55	0.68	-0.58 ***
16. Appropriate technical assistance is readily available.	6.23	5.34 / 1.53	0.89	6.51	6.06 / 1.28	0.45	-0.72 ***
26. The bookstore provides timely service to students.	6.23	5.71 / 1.31	0.52	6.36	6.06 / 1.29	0.30	-0.35 ***
45. Factor to enroll: Cost	6.23			6.29			
21. Adequate online library resources are provided.	6.21	5.69 / 1.42	0.52	6.53	6.09 / 1.27	0.44	-0.40 ***
2. My program advisor is accessible by telephone and e-mail.	6.20	5.63 / 1.55	0.57	6.49	6.05 / 1.35	0.44	-0.42 ***
53. Factor to enroll: Program requirements	6.17			6.49			
13. The frequency of student and instructor interactions is adequate.	6.15	5.31 / 1.43	0.84	6.40	5.83 / 1.35	0.57	-0.52 ***
49. Factor to enroll: Work schedule	6.15			6.60			
50. Factor to enroll: Flexible pacing for completing a program	6.10			6.65			
31. Campus item: General academic advising is available to online learners.	6.09	5.15 / 1.63	0.94				
5. My program advisor helps me work toward career goals.	6.06	5.11 / 1.81	0.95	6.32	5.60 / 1.61	0.72	-0.49 ***

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Institutional Summary

Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. Channels are available for providing timely responses to student complaints.	6.04	4.80 / 1.72	1.24	6.32	5.53 / 1.63	0.79	-0.73 ***
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.04	5.20 / 1.55	0.84				
47. Factor to enroll: Future employment opportunities	6.04			6.24			
40. Source of information: Web site	6.01			6.35			
46. Factor to enroll: Financial assistance available	6.01			6.36			
44. Factor to enroll: Ability to transfer credits	5.98			6.19			
1. This institution has a good reputation.	5.97	5.44 / 1.33	0.53	6.46	5.99 / 1.22	0.47	-0.55 ***
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.93	5.18 / 1.57	0.75				
24. Tutoring services are readily available for online courses.	5.79	5.16 / 1.73	0.63	6.10	5.65 / 1.57	0.45	-0.49 ***
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.78	5.77 / 1.28	0.01				
19. Online career services are available.	5.71	4.93 / 1.67	0.78	6.15	5.69 / 1.48	0.46	-0.76 ***
48. Factor to enroll: Reputation of institution	5.71			6.37			
38. Source of information: Catalog (online)	5.68			5.95			
32. Campus item: I feel I am a member of the Central Washington University community.	5.60	4.97 / 1.74	0.63				
42. Source of information: Recommendation from instructor or program advisor	5.44			5.66			

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National Group Means are based on 122403 records.

Institutional Summary
Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. Factor to enroll: Distance from campus	5.41			5.30			
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.19	5.24 / 1.46	-0.05				
8. Student-to-student collaborations are valuable to me.	4.94	5.04 / 1.50	-0.10	5.36	5.53 / 1.44	-0.17	-0.49 ***
43. Source of information: Contact with current students and / or recent graduates of the program	4.84			5.23			
39. Source of information: College representatives	4.50			5.63			
54. Factor to enroll: Recommendations from employer	4.46			5.16			
37. Source of information: Catalog and brochures (printed)	4.00			4.55			
41. Source of information: Advertisements	3.63			4.44			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

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

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.21	5.37 / 1.11	0.84	6.46	5.91 / 1.02	0.55	-0.54 ***
2. My program advisor is accessible by telephone and e-mail.	6.20	5.63 / 1.55	0.57	6.49	6.05 / 1.35	0.44	-0.42 ***
5. My program advisor helps me work toward career goals.	6.06	5.11 / 1.81	0.95	6.32	5.60 / 1.61	0.72	-0.49 ***
7. Program requirements are clear and reasonable.	6.44	5.45 / 1.47	0.99	6.63	5.94 / 1.31	0.69	-0.49 ***
12. There are sufficient offerings within my program of study.	6.43	5.18 / 1.44	1.25	6.58	5.93 / 1.31	0.65	-0.75 ***
16. Appropriate technical assistance is readily available.	6.23	5.34 / 1.53	0.89	6.51	6.06 / 1.28	0.45	-0.72 ***
21. Adequate online library resources are provided.	6.21	5.69 / 1.42	0.52	6.53	6.09 / 1.27	0.44	-0.40 ***
24. Tutoring services are readily available for online courses.	5.79	5.16 / 1.73	0.63	6.10	5.65 / 1.57	0.45	-0.49 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

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

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.33	5.49 / 1.17	0.84	6.54	6.03 / 1.10	0.51	-0.54 ***
9. Adequate financial aid is available.	6.31	5.20 / 1.67	1.11	6.49	5.81 / 1.55	0.68	-0.61 ***
14. I receive timely information on the availability of financial aid.	6.23	5.18 / 1.58	1.05	6.44	5.76 / 1.55	0.68	-0.58 ***
18. Registration for online courses is convenient.	6.46	5.77 / 1.44	0.69	6.64	6.36 / 1.11	0.28	-0.59 ***
23. Billing and payment procedures are convenient for me.	6.31	5.74 / 1.42	0.57	6.56	6.15 / 1.28	0.41	-0.41 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Institutional Perceptions

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.20	5.36 / 1.23	0.84	6.55	5.87 / 1.21	0.68	-0.51 ***
1. This institution has a good reputation.	5.97	5.44 / 1.33	0.53	6.46	5.99 / 1.22	0.47	-0.55 ***
6. Tuition paid is a worthwhile investment.	6.44	5.28 / 1.47	1.16	6.64	5.75 / 1.47	0.89	-0.47 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

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

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.22	5.32 / 1.14	0.90	6.45	5.86 / 1.07	0.59	-0.54 ***
3. Instructional materials are appropriate for program content.	6.44	5.50 / 1.31	0.94	6.62	6.00 / 1.22	0.62	-0.50 ***
4. Faculty provide timely feedback about student progress.	6.42	5.21 / 1.54	1.21	6.62	5.82 / 1.40	0.80	-0.61 ***
8. Student-to-student collaborations are valuable to me.	4.94	5.04 / 1.50	-0.10	5.36	5.53 / 1.44	-0.17	-0.49 ***
11. Student assignments are clearly defined in the syllabus.	6.51	5.52 / 1.44	0.99	6.68	5.96 / 1.32	0.72	-0.44 ***
13. The frequency of student and instructor interactions is adequate.	6.15	5.31 / 1.43	0.84	6.40	5.83 / 1.35	0.57	-0.52 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.53 / 1.32	0.79	6.53	5.98 / 1.26	0.55	-0.45 ***
20. The quality of online instruction is excellent.	6.50	5.14 / 1.65	1.36	6.69	5.86 / 1.40	0.83	-0.72 ***
25. Faculty are responsive to student needs.	6.50	5.31 / 1.57	1.19	6.67	5.92 / 1.36	0.75	-0.61 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

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

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.13	5.21 / 1.26	0.92	6.40	5.85 / 1.15	0.55	-0.64 ***
10. This institution responds quickly when I request information.	6.38	5.34 / 1.55	1.04	6.60	5.94 / 1.40	0.66	-0.60 ***
15. Channels are available for providing timely responses to student complaints.	6.04	4.80 / 1.72	1.24	6.32	5.53 / 1.63	0.79	-0.73 ***
19. Online career services are available.	5.71	4.93 / 1.67	0.78	6.15	5.69 / 1.48	0.46	-0.76 ***
22. I am aware of whom to contact for questions about programs and services.	6.24	5.17 / 1.71	1.07	6.53	5.98 / 1.39	0.55	-0.81 ***
26. The bookstore provides timely service to students.	6.23	5.71 / 1.31	0.52	6.36	6.06 / 1.29	0.30	-0.35 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 122403 records.

Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	5.97	5.44 / 1.33	0.53	6.46	5.99 / 1.22	0.47	-0.55 ***
2. My program advisor is accessible by telephone and e-mail.	6.20	5.63 / 1.55	0.57	6.49	6.05 / 1.35	0.44	-0.42 ***
3. Instructional materials are appropriate for program content.	6.44	5.50 / 1.31	0.94	6.62	6.00 / 1.22	0.62	-0.50 ***
4. Faculty provide timely feedback about student progress.	6.42	5.21 / 1.54	1.21	6.62	5.82 / 1.40	0.80	-0.61 ***
5. My program advisor helps me work toward career goals.	6.06	5.11 / 1.81	0.95	6.32	5.60 / 1.61	0.72	-0.49 ***
6. Tuition paid is a worthwhile investment.	6.44	5.28 / 1.47	1.16	6.64	5.75 / 1.47	0.89	-0.47 ***
7. Program requirements are clear and reasonable.	6.44	5.45 / 1.47	0.99	6.63	5.94 / 1.31	0.69	-0.49 ***
8. Student-to-student collaborations are valuable to me.	4.94	5.04 / 1.50	-0.10	5.36	5.53 / 1.44	-0.17	-0.49 ***
9. Adequate financial aid is available.	6.31	5.20 / 1.67	1.11	6.49	5.81 / 1.55	0.68	-0.61 ***
10. This institution responds quickly when I request information.	6.38	5.34 / 1.55	1.04	6.60	5.94 / 1.40	0.66	-0.60 ***
11. Student assignments are clearly defined in the syllabus.	6.51	5.52 / 1.44	0.99	6.68	5.96 / 1.32	0.72	-0.44 ***
12. There are sufficient offerings within my program of study.	6.43	5.18 / 1.44	1.25	6.58	5.93 / 1.31	0.65	-0.75 ***
13. The frequency of student and instructor interactions is adequate.	6.15	5.31 / 1.43	0.84	6.40	5.83 / 1.35	0.57	-0.52 ***
14. I receive timely information on the availability of financial aid.	6.23	5.18 / 1.58	1.05	6.44	5.76 / 1.55	0.68	-0.58 ***
15. Channels are available for providing timely responses to student complaints.	6.04	4.80 / 1.72	1.24	6.32	5.53 / 1.63	0.79	-0.73 ***
16. Appropriate technical assistance is readily available.	6.23	5.34 / 1.53	0.89	6.51	6.06 / 1.28	0.45	-0.72 ***

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

National Group Means are based on 122403 records.

Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.53 / 1.32	0.79	6.53	5.98 / 1.26	0.55	-0.45 ***
18. Registration for online courses is convenient.	6.46	5.77 / 1.44	0.69	6.64	6.36 / 1.11	0.28	-0.59 ***
19. Online career services are available.	5.71	4.93 / 1.67	0.78	6.15	5.69 / 1.48	0.46	-0.76 ***
20. The quality of online instruction is excellent.	6.50	5.14 / 1.65	1.36	6.69	5.86 / 1.40	0.83	-0.72 ***
21. Adequate online library resources are provided.	6.21	5.69 / 1.42	0.52	6.53	6.09 / 1.27	0.44	-0.40 ***
22. I am aware of whom to contact for questions about programs and services.	6.24	5.17 / 1.71	1.07	6.53	5.98 / 1.39	0.55	-0.81 ***
23. Billing and payment procedures are convenient for me.	6.31	5.74 / 1.42	0.57	6.56	6.15 / 1.28	0.41	-0.41 ***
24. Tutoring services are readily available for online courses.	5.79	5.16 / 1.73	0.63	6.10	5.65 / 1.57	0.45	-0.49 ***
25. Faculty are responsive to student needs.	6.50	5.31 / 1.57	1.19	6.67	5.92 / 1.36	0.75	-0.61 ***
26. The bookstore provides timely service to students.	6.23	5.71 / 1.31	0.52	6.36	6.06 / 1.29	0.30	-0.35 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.30	5.69 / 1.37	0.61				
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.19	5.24 / 1.46	-0.05				
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.04	5.20 / 1.55	0.84				
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.78	5.77 / 1.28	0.01				
31. Campus item: General academic advising is available to online learners.	6.09	5.15 / 1.63	0.94				

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

National Group Means are based on 122403 records.

Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Campus item: I feel I am a member of the Central Washington University community.	5.60	4.97 / 1.74	0.63				
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.44	5.45 / 1.49	0.99				
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.93	5.18 / 1.57	0.75				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.26	5.69 / 1.39	0.57				
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.43	5.26 / 1.65	1.17				
37. Source of information: Catalog and brochures (printed)	4.00			4.55			
38. Source of information: Catalog (online)	5.68			5.95			
39. Source of information: College representatives	4.50			5.63			
40. Source of information: Web site	6.01			6.35			
41. Source of information: Advertisements	3.63			4.44			
42. Source of information: Recommendation from instructor or program advisor	5.44			5.66			
43. Source of information: Contact with current students and / or recent graduates of the program	4.84			5.23			
44. Factor to enroll: Ability to transfer credits	5.98			6.19			
45. Factor to enroll: Cost	6.23			6.29			
46. Factor to enroll: Financial assistance available	6.01			6.36			

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

National Group Means are based on 122403 records.

Institutional Summary
Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	6.04			6.24			
48. Factor to enroll: Reputation of institution	5.71			6.37			
49. Factor to enroll: Work schedule	6.15			6.60			
50. Factor to enroll: Flexible pacing for completing a program	6.10			6.65			
51. Factor to enroll: Convenience	6.48			6.77			
52. Factor to enroll: Distance from campus	5.41			5.30			
53. Factor to enroll: Program requirements	6.17			6.49			
54. Factor to enroll: Recommendations from employer	4.46			5.16			

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

National Group Means are based on 122403 records.

Institutional Summary

Summary Items

Summary Item	Central Washington University - PSOL	National Online Learners	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.55	Average: 5.17	-0.62
1=Much worse than expected	3%	2%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	12%	6%	
4=About what I expected	37%	24%	
5=Better than I expected	21%	24%	
6=Quite a bit better than I expected	10%	14%	
7=Much better than expected	12%	25%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.20	Average: 5.82	-0.62
1=Not satisfied at all	3%	1%	
2=Not very satisfied	4%	2%	
3=Somewhat dissatisfied	7%	4%	
4=Neutral	13%	5%	
5=Somewhat satisfied	15%	11%	
6=Satisfied	36%	37%	
7=Very satisfied	18%	36%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.48	Average: 5.83	-0.35
1=Definitely not	3%	3%	
2=Probably not	6%	4%	
3=Maybe not	6%	3%	
4=I don't know	6%	6%	
5=Maybe yes	12%	7%	
6=Probably yes	32%	26%	
7=Definitely yes	33%	48%	