

May 2016 Demographics

Gender	N	%	Current Class Load	N	%
Female	255	72.24%	Full-time	296	82.91%
Male	98	27.76%	Part-time	61	17.09%
Total	353	100.00%	Total	357	100.00%
No Response	23		No Response	19	

Age	N	%	Class Level	N	%
18 and under	4	1.11%	First year	21	5.87%
19 to 24	147	40.95%	Second year	18	5.03%
25 to 34	89	24.79%	Third year	147	41.06%
35 to 44	57	15.88%	Fourth year	116	32.40%
45 to 54	43	11.98%	Special student	2	0.56%
55 to 64	18	5.01%	Graduate/professional	38	10.61%
65 and over	1	0.28%	Other class level	16	4.47%
Total	359	100.00%	Total	358	100.00%
No Response	17		No Response	18	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	15	4.23%	Associate degree	2	0.56%
American Indian or Alaskan Native	5	1.41%	Bachelor's degree	241	67.13%
Asian or Pacific Islander	47	13.24%	Master's degree	84	23.40%
Caucasian/White	223	62.82%	Doctorate or professional degree	17	4.74%
Hispanic	39	10.99%	Certification (initial or renewal)	8	2.23%
Other race	7	1.97%	Self-improvement/pleasure	3	0.84%
Race - Prefer not to respond	19	5.35%	Job-related training	2	0.56%
Total	355	100.00%	Other educational goal	2	0.56%
No Response	21		Total	359	100.00%
			No Response	17	

Current Enrollment Status	N	%	Employment	N	%
Primarily online	205	57.75%	Full-time	134	37.75%
Primarily on-campus	150	42.25%	Part-time	118	33.24%
Total	355	100.00%	Not employed	103	29.01%
No Response	21		Total	355	100.00%
			No Response	21	

May 2016 Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	111	31.01%	No classes	43	12.18%
Rent room / apartment / house	175	48.88%	1-3 classes	108	30.59%
Relative's home	43	12.01%	4-6 classes	56	15.86%
Residence hall	20	5.59%	7-9 classes	22	6.23%
Other residence	9	2.51%	10-12 classes	43	12.18%
Total	358	100.00%	13-15 classes	42	11.90%
No Response	18		More than 15 classes	39	11.05%
			Total	353	100.00%
			No Response	23	
Marital Status			My intended degree is:		
	N	%		N	%
Single	207	58.31%	Online undergraduate degree	123	35.24%
Single with children	40	11.27%	Online graduate degree	43	12.32%
Married	39	10.99%	On-campus undergraduate degree	150	42.98%
Married with children	64	18.03%	On-campus graduate degree	33	9.46%
Marital - Prefer not to respond	5	1.41%	Campus item - Answer 5	0	0.00%
Total	355	100.00%	Campus item - Answer 6	0	0.00%
No Response	21		Total	349	100.00%
			No Response	27	
Current Plans			My home CWU campus is:		
	N	%		N	%
Complete online degree program	175	48.88%	Ellensburg	161	44.97%
Complete degree on campus	146	40.78%	Des Moines or Pierce County	74	20.67%
Transfer credits	2	0.56%	Lynnwood or Everett	51	14.25%
Complete this course	35	9.78%	Moses Lake, Wenatchee, or Yakima	15	4.19%
Total	358	100.00%	Online: a fully online degree program	57	15.92%
No Response	18		Campus item 2 - Answer 6	0	0.00%
			Total	358	100.00%
			No Response	18	
Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	46	12.99%	1063: Health and Physical Education: Athletic Administration (MS)	6	1.72%
4-6 credits	104	29.38%	1087: Information Tech & Admin Mgt (BAS)	48	13.79%
7-9 credits	47	13.28%	1088: Information Tech & Admin Mgt (BS)	30	8.62%
10-12 credits	68	19.21%	1089: Information Tech & Admin Mgt (MS)	9	2.59%
13-15 credits	71	20.06%			
More than 15 credits	18	5.08%			
Total	354	100.00%			
No Response	22				

May 2016 Demographics

1090: Interdisciplinary Studies: Social Sciences (BS)	37	10.63%
1094: Law & Justice (BA)	23	6.61%
1107: Paramedicine (BS)	4	1.15%
1125: Psychology (BA)	19	5.46%
1137: School Administration (MED)	1	0.29%
1145: Sociology (BA)	7	2.01%
1151: Special Education (MED)	1	0.29%
1153: English: Professional & Creative Writing (BA)	8	2.30%
1165: Health and Physical Education: Teaching Physical Education and Health (MS)	3	0.86%
1166: Higher Education (MED)	12	3.45%
1168: Not enrolled in an online degree program	127	36.49%
1169: Aviation Management (BS)	5	1.44%
1170: Social Services (BS)	8	2.30%
Total	348	100.00%
No Response	28	

June 2015 Demographics

Gender	N	%	Current Class Load	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	N	%	Class Level	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	N	%	Educational Goal	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%
Current Enrollment Status	N	%	Employment	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	

June 2015 Demographics

Current Residence	N	%	Previous Online Enrollment	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	N	%	Institution Question	N	%
Single	149	57.09%	Campus item - Answer 1	88	33.72%
Single with children	21	8.05%	Campus item - Answer 2	48	18.39%
Married	28	10.73%	Campus item - Answer 3	97	37.16%
Married with children	55	21.07%	Campus item - Answer 4	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	N	%	Institution Question 2	N	%
Complete online degree program	130	49.81%	Campus item 2 - Answer 1	130	49.81%
Complete degree on campus	102	39.08%	Campus item 2 - Answer 2	37	14.18%
Transfer credits	6	2.30%	Campus item 2 - Answer 3	35	13.41%
Complete this course	23	8.81%	Campus item 2 - Answer 4	11	4.21%
Total	261	100.00%	Campus item 2 - Answer 5	48	18.39%
No Response	13		Campus item 2 - Answer 6	0	0.00%
			Total	261	100.00%
			No Response	13	
Current Online Enrollment	N	%	Group Code	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				

June 2015 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.
- 25. Faculty are responsive to student needs.
- 3. Instructional materials are appropriate for program content.
- 35. Campus item: A fair and equitable learning environment exists in my online course(s).
- 2. My program advisor is accessible by telephone and e-mail.
- 23. Billing and payment procedures are convenient for me.
- 17. Assessment and evaluation procedures are clear and reasonable.

Challenges

- 7. Program requirements are clear and reasonable.
- 6. Tuition paid is a worthwhile investment.
- 12. There are sufficient offerings within my program of study.
- 20. The quality of online instruction is excellent.
- 4. Faculty provide timely feedback about student progress.
- 9. Adequate financial aid is available.

Strategic Planning Overview Trends

Higher Satisfaction vs. June 2015

- 20. The quality of online instruction is excellent.
- 25. Faculty are responsive to student needs.
- 36. Campus item: Courses necessary to meet my degree objectives are offered online.
- 4. Faculty provide timely feedback about student progress.
- 10. This institution responds quickly when I request information.
- 5. My program advisor helps me work toward career goals.

Higher Importance vs. June 2015

- 2. My program advisor is accessible by telephone and e-mail.
- 5. My program advisor helps me work toward career goals.

Institutional Summary
Scales: In Order of Importance

Scale	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.38	5.52 / 1.22	0.86	6.33	5.49 / 1.17	0.84	0.03
Institutional Perceptions	6.31	5.61 / 1.25	0.70	6.20	5.36 / 1.23	0.84	0.25 *
Academic Services	6.30	5.51 / 1.11	0.79	6.21	5.37 / 1.11	0.84	0.14
Instructional Services	6.24	5.52 / 1.12	0.72	6.22	5.32 / 1.14	0.90	0.20 *
Student Services	6.17	5.30 / 1.23	0.87	6.13	5.21 / 1.26	0.92	0.09

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

Institutional Summary

Items: In Order of Importance

Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. Program requirements are clear and reasonable.	6.58	5.63 / 1.42	0.95	6.44	5.45 / 1.47	0.99	0.18
6. Tuition paid is a worthwhile investment.	6.55	5.44 / 1.47	1.11	6.44	5.28 / 1.47	1.16	0.16
18. Registration for online courses is convenient.	6.51	5.81 / 1.41	0.70	6.46	5.77 / 1.44	0.69	0.04
11. Student assignments are clearly defined in the syllabus.	6.50	5.61 / 1.36	0.89	6.51	5.52 / 1.44	0.99	0.09
12. There are sufficient offerings within my program of study.	6.50	5.39 / 1.45	1.11	6.43	5.18 / 1.44	1.25	0.21
20. The quality of online instruction is excellent.	6.48	5.41 / 1.61	1.07	6.50	5.14 / 1.65	1.36	0.27 *
4. Faculty provide timely feedback about student progress.	6.47	5.45 / 1.48	1.02	6.42	5.21 / 1.54	1.21	0.24 *
25. Faculty are responsive to student needs.	6.47	5.65 / 1.43	0.82	6.50	5.31 / 1.57	1.19	0.34 **
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.47	5.59 / 1.62	0.88	6.43	5.26 / 1.65	1.17	0.33 *
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.46	5.54 / 1.55	0.92	6.44	5.45 / 1.49	0.99	0.09
3. Instructional materials are appropriate for program content.	6.45	5.68 / 1.27	0.77	6.44	5.50 / 1.31	0.94	0.18
51. Factor to enroll: Convenience	6.45			6.48			
10. This institution responds quickly when I request information.	6.44	5.61 / 1.44	0.83	6.38	5.34 / 1.55	1.04	0.27 *
9. Adequate financial aid is available.	6.39	5.27 / 1.76	1.12	6.31	5.20 / 1.67	1.11	0.07
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.39	5.81 / 1.36	0.58	6.26	5.69 / 1.39	0.57	0.12
2. My program advisor is accessible by telephone and e-mail.	6.38	5.82 / 1.46	0.56	6.20	5.63 / 1.55	0.57	0.19

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

Institutional Summary

Items: In Order of Importance

Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Billing and payment procedures are convenient for me.	6.34	5.71 / 1.40	0.63	6.31	5.74 / 1.42	0.57	-0.03
53. Factor to enroll: Program requirements	6.34			6.17			
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.64 / 1.27	0.68	6.32	5.53 / 1.32	0.79	0.11
5. My program advisor helps me work toward career goals.	6.30	5.43 / 1.66	0.87	6.06	5.11 / 1.81	0.95	0.32 *
45. Factor to enroll: Cost	6.30			6.23			
22. I am aware of whom to contact for questions about programs and services.	6.29	5.39 / 1.58	0.90	6.24	5.17 / 1.71	1.07	0.22
44. Factor to enroll: Ability to transfer credits	6.28			5.98			
14. I receive timely information on the availability of financial aid.	6.26	5.25 / 1.69	1.01	6.23	5.18 / 1.58	1.05	0.07
16. Appropriate technical assistance is readily available.	6.23	5.60 / 1.48	0.63	6.23	5.34 / 1.53	0.89	0.26 *
47. Factor to enroll: Future employment opportunities	6.23			6.04			
31. Campus item: General academic advising is available to online learners.	6.22	5.38 / 1.64	0.84	6.09	5.15 / 1.63	0.94	0.23
26. The bookstore provides timely service to students.	6.21	5.20 / 1.78	1.01	6.23	5.71 / 1.31	0.52	-0.51 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.21	5.62 / 1.54	0.59	6.30	5.69 / 1.37	0.61	-0.07
13. The frequency of student and instructor interactions is adequate.	6.18	5.54 / 1.40	0.64	6.15	5.31 / 1.43	0.84	0.23 *
50. Factor to enroll: Flexible pacing for completing a program	6.15			6.10			

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

Institutional Summary

Items: In Order of Importance

Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. Adequate online library resources are provided.	6.14	5.54 / 1.55	0.60	6.21	5.69 / 1.42	0.52	-0.15
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.14	5.33 / 1.55	0.81	6.04	5.20 / 1.55	0.84	0.13
46. Factor to enroll: Financial assistance available	6.14			6.01			
40. Source of information: Web site	6.09			6.01			
1. This institution has a good reputation.	6.07	5.77 / 1.29	0.30	5.97	5.44 / 1.33	0.53	0.33 **
48. Factor to enroll: Reputation of institution	6.04			5.71			
49. Factor to enroll: Work schedule	6.04			6.15			
15. Channels are available for providing timely responses to student complaints.	5.99	5.00 / 1.67	0.99	6.04	4.80 / 1.72	1.24	0.20
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.99	5.33 / 1.69	0.66	5.93	5.18 / 1.57	0.75	0.15
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.94	5.87 / 1.35	0.07	5.78	5.77 / 1.28	0.01	0.10
19. Online career services are available.	5.87	5.24 / 1.54	0.63	5.71	4.93 / 1.67	0.78	0.31 *
24. Tutoring services are readily available for online courses.	5.85	5.09 / 1.75	0.76	5.79	5.16 / 1.73	0.63	-0.07
38. Source of information: Catalog (online)	5.81			5.68			
32. Campus item: I feel I am a member of the Central Washington University community.	5.78	5.02 / 1.82	0.76	5.60	4.97 / 1.74	0.63	0.05
42. Source of information: Recommendation from instructor or program advisor	5.70			5.44			

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

Institutional Summary
Items: In Order of Importance

Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. Factor to enroll: Distance from campus	5.69			5.41			
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.41	5.40 / 1.51	0.01	5.19	5.24 / 1.46	-0.05	0.16
54. Factor to enroll: Recommendations from employer	5.18			4.46			
43. Source of information: Contact with current students and / or recent graduates of the program	5.10			4.84			
39. Source of information: College representatives	5.04			4.50			
8. Student-to-student collaborations are valuable to me.	5.03	5.15 / 1.44	-0.12	4.94	5.04 / 1.50	-0.10	0.11
37. Source of information: Catalog and brochures (printed)	4.20			4.00			
41. Source of information: Advertisements	4.02			3.63			

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

Institutional Summary

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

Scale/Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.30	5.51 / 1.11	0.79	6.21	5.37 / 1.11	0.84	0.14
2. My program advisor is accessible by telephone and e-mail.	6.38	5.82 / 1.46	0.56	6.20	5.63 / 1.55	0.57	0.19
5. My program advisor helps me work toward career goals.	6.30	5.43 / 1.66	0.87	6.06	5.11 / 1.81	0.95	0.32 *
7. Program requirements are clear and reasonable.	6.58	5.63 / 1.42	0.95	6.44	5.45 / 1.47	0.99	0.18
12. There are sufficient offerings within my program of study.	6.50	5.39 / 1.45	1.11	6.43	5.18 / 1.44	1.25	0.21
16. Appropriate technical assistance is readily available.	6.23	5.60 / 1.48	0.63	6.23	5.34 / 1.53	0.89	0.26 *
21. Adequate online library resources are provided.	6.14	5.54 / 1.55	0.60	6.21	5.69 / 1.42	0.52	-0.15
24. Tutoring services are readily available for online courses.	5.85	5.09 / 1.75	0.76	5.79	5.16 / 1.73	0.63	-0.07

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

Institutional Summary

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

Scale/Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.38	5.52 / 1.22	0.86	6.33	5.49 / 1.17	0.84	0.03
9. Adequate financial aid is available.	6.39	5.27 / 1.76	1.12	6.31	5.20 / 1.67	1.11	0.07
14. I receive timely information on the availability of financial aid.	6.26	5.25 / 1.69	1.01	6.23	5.18 / 1.58	1.05	0.07
18. Registration for online courses is convenient.	6.51	5.81 / 1.41	0.70	6.46	5.77 / 1.44	0.69	0.04
23. Billing and payment procedures are convenient for me.	6.34	5.71 / 1.40	0.63	6.31	5.74 / 1.42	0.57	-0.03

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

Institutional Summary

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

Scale/Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.31	5.61 / 1.25	0.70	6.20	5.36 / 1.23	0.84	0.25 *
1. This institution has a good reputation.	6.07	5.77 / 1.29	0.30	5.97	5.44 / 1.33	0.53	0.33 **
6. Tuition paid is a worthwhile investment.	6.55	5.44 / 1.47	1.11	6.44	5.28 / 1.47	1.16	0.16

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

Institutional Summary

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

Scale/Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.24	5.52 / 1.12	0.72	6.22	5.32 / 1.14	0.90	0.20 *
3. Instructional materials are appropriate for program content.	6.45	5.68 / 1.27	0.77	6.44	5.50 / 1.31	0.94	0.18
4. Faculty provide timely feedback about student progress.	6.47	5.45 / 1.48	1.02	6.42	5.21 / 1.54	1.21	0.24 *
8. Student-to-student collaborations are valuable to me.	5.03	5.15 / 1.44	-0.12	4.94	5.04 / 1.50	-0.10	0.11
11. Student assignments are clearly defined in the syllabus.	6.50	5.61 / 1.36	0.89	6.51	5.52 / 1.44	0.99	0.09
13. The frequency of student and instructor interactions is adequate.	6.18	5.54 / 1.40	0.64	6.15	5.31 / 1.43	0.84	0.23 *
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.64 / 1.27	0.68	6.32	5.53 / 1.32	0.79	0.11
20. The quality of online instruction is excellent.	6.48	5.41 / 1.61	1.07	6.50	5.14 / 1.65	1.36	0.27 *
25. Faculty are responsive to student needs.	6.47	5.65 / 1.43	0.82	6.50	5.31 / 1.57	1.19	0.34 **

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

Institutional Summary

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

Scale/Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.17	5.30 / 1.23	0.87	6.13	5.21 / 1.26	0.92	0.09
10. This institution responds quickly when I request information.	6.44	5.61 / 1.44	0.83	6.38	5.34 / 1.55	1.04	0.27 *
15. Channels are available for providing timely responses to student complaints.	5.99	5.00 / 1.67	0.99	6.04	4.80 / 1.72	1.24	0.20
19. Online career services are available.	5.87	5.24 / 1.54	0.63	5.71	4.93 / 1.67	0.78	0.31 *
22. I am aware of whom to contact for questions about programs and services.	6.29	5.39 / 1.58	0.90	6.24	5.17 / 1.71	1.07	0.22
26. The bookstore provides timely service to students.	6.21	5.20 / 1.78	1.01	6.23	5.71 / 1.31	0.52	-0.51 ***

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

Institutional Summary

Items: In Sequential Order

Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.07	5.77 / 1.29	0.30	5.97	5.44 / 1.33	0.53	0.33 **
2. My program advisor is accessible by telephone and e-mail.	6.38	5.82 / 1.46	0.56	6.20	5.63 / 1.55	0.57	0.19
3. Instructional materials are appropriate for program content.	6.45	5.68 / 1.27	0.77	6.44	5.50 / 1.31	0.94	0.18
4. Faculty provide timely feedback about student progress.	6.47	5.45 / 1.48	1.02	6.42	5.21 / 1.54	1.21	0.24 *
5. My program advisor helps me work toward career goals.	6.30	5.43 / 1.66	0.87	6.06	5.11 / 1.81	0.95	0.32 *
6. Tuition paid is a worthwhile investment.	6.55	5.44 / 1.47	1.11	6.44	5.28 / 1.47	1.16	0.16
7. Program requirements are clear and reasonable.	6.58	5.63 / 1.42	0.95	6.44	5.45 / 1.47	0.99	0.18
8. Student-to-student collaborations are valuable to me.	5.03	5.15 / 1.44	-0.12	4.94	5.04 / 1.50	-0.10	0.11
9. Adequate financial aid is available.	6.39	5.27 / 1.76	1.12	6.31	5.20 / 1.67	1.11	0.07
10. This institution responds quickly when I request information.	6.44	5.61 / 1.44	0.83	6.38	5.34 / 1.55	1.04	0.27 *
11. Student assignments are clearly defined in the syllabus.	6.50	5.61 / 1.36	0.89	6.51	5.52 / 1.44	0.99	0.09
12. There are sufficient offerings within my program of study.	6.50	5.39 / 1.45	1.11	6.43	5.18 / 1.44	1.25	0.21
13. The frequency of student and instructor interactions is adequate.	6.18	5.54 / 1.40	0.64	6.15	5.31 / 1.43	0.84	0.23 *
14. I receive timely information on the availability of financial aid.	6.26	5.25 / 1.69	1.01	6.23	5.18 / 1.58	1.05	0.07
15. Channels are available for providing timely responses to student complaints.	5.99	5.00 / 1.67	0.99	6.04	4.80 / 1.72	1.24	0.20
16. Appropriate technical assistance is readily available.	6.23	5.60 / 1.48	0.63	6.23	5.34 / 1.53	0.89	0.26 *

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

Institutional Summary

Items: In Sequential Order

Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.64 / 1.27	0.68	6.32	5.53 / 1.32	0.79	0.11
18. Registration for online courses is convenient.	6.51	5.81 / 1.41	0.70	6.46	5.77 / 1.44	0.69	0.04
19. Online career services are available.	5.87	5.24 / 1.54	0.63	5.71	4.93 / 1.67	0.78	0.31 *
20. The quality of online instruction is excellent.	6.48	5.41 / 1.61	1.07	6.50	5.14 / 1.65	1.36	0.27 *
21. Adequate online library resources are provided.	6.14	5.54 / 1.55	0.60	6.21	5.69 / 1.42	0.52	-0.15
22. I am aware of whom to contact for questions about programs and services.	6.29	5.39 / 1.58	0.90	6.24	5.17 / 1.71	1.07	0.22
23. Billing and payment procedures are convenient for me.	6.34	5.71 / 1.40	0.63	6.31	5.74 / 1.42	0.57	-0.03
24. Tutoring services are readily available for online courses.	5.85	5.09 / 1.75	0.76	5.79	5.16 / 1.73	0.63	-0.07
25. Faculty are responsive to student needs.	6.47	5.65 / 1.43	0.82	6.50	5.31 / 1.57	1.19	0.34 **
26. The bookstore provides timely service to students.	6.21	5.20 / 1.78	1.01	6.23	5.71 / 1.31	0.52	-0.51 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.21	5.62 / 1.54	0.59	6.30	5.69 / 1.37	0.61	-0.07
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.41	5.40 / 1.51	0.01	5.19	5.24 / 1.46	-0.05	0.16
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.14	5.33 / 1.55	0.81	6.04	5.20 / 1.55	0.84	0.13
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.94	5.87 / 1.35	0.07	5.78	5.77 / 1.28	0.01	0.10
31. Campus item: General academic advising is available to online learners.	6.22	5.38 / 1.64	0.84	6.09	5.15 / 1.63	0.94	0.23

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	May 2016			June 2015			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.	5.78	5.02 / 1.82	0.76	5.60	4.97 / 1.74	0.63	0.05
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.46	5.54 / 1.55	0.92	6.44	5.45 / 1.49	0.99	0.09
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.99	5.33 / 1.69	0.66	5.93	5.18 / 1.57	0.75	0.15
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.39	5.81 / 1.36	0.58	6.26	5.69 / 1.39	0.57	0.12
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.47	5.59 / 1.62	0.88	6.43	5.26 / 1.65	1.17	0.33 *
37. Source of information: Catalog and brochures (printed)	4.20			4.00			
38. Source of information: Catalog (online)	5.81			5.68			
39. Source of information: College representatives	5.04			4.50			
40. Source of information: Web site	6.09			6.01			
41. Source of information: Advertisements	4.02			3.63			
42. Source of information: Recommendation from instructor or program advisor	5.70			5.44			
43. Source of information: Contact with current students and / or recent graduates of the program	5.10			4.84			
44. Factor to enroll: Ability to transfer credits	6.28			5.98			
45. Factor to enroll: Cost	6.30			6.23			
46. Factor to enroll: Financial assistance available	6.14			6.01			

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 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	May 2016			June 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	6.23			6.04			
48. Factor to enroll: Reputation of institution	6.04			5.71			
49. Factor to enroll: Work schedule	6.04			6.15			
50. Factor to enroll: Flexible pacing for completing a program	6.15			6.10			
51. Factor to enroll: Convenience	6.45			6.48			
52. Factor to enroll: Distance from campus	5.69			5.41			
53. Factor to enroll: Program requirements	6.34			6.17			
54. Factor to enroll: Recommendations from employer	5.18			4.46			

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 *** Difference statistically significant at the .001 level

Institutional Summary

Summary Items

Summary Item	May 2016	June 2015	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4>About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected</p>	<p>Average: 4.76</p> <p>2% 1% 6% 36% 24% 12% 15%</p>	<p>Average: 4.55</p> <p>3% 2% 12% 37% 21% 10% 12%</p>	0.21
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 5.45</p> <p>2% 3% 5% 9% 16% 38% 23%</p>	<p>Average: 5.20</p> <p>3% 4% 7% 13% 15% 36% 18%</p>	0.25
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 5.67</p> <p>4% 4% 3% 5% 12% 32% 38%</p>	<p>Average: 5.48</p> <p>3% 6% 6% 6% 12% 32% 33%</p>	0.19