May 2017 Demographics

Gender	N	%
Female	130	80.25%
Male	32	19.75%
Total	162	100.00%
No Response	25	

Current Class Load	N	%
Full-time	141	80.57%
Part-time	34	19.43%
Total	175	100.00%
No Response	12	

Age	N	%
18 and under	1	0.59%
19 to 24	67	39.64%
25 to 34	39	23.08%
35 to 44	32	18.93%
45 to 54	25	14.79%
55 to 64	4	2.37%
65 and over	1	0.59%
Total	169	100.00%
No Response	18	

Class Level	N	%
First year	4	2.29%
Second year	14	8.00%
Third year	58	33.14%
Fourth year	72	41.14%
Special student	2	1.14%
Graduate/professional	19	10.86%
Other class level	6	3.43%
Total	175	100.00%
No Response	12	

Ethnicity/Race	N	%
African-American	12	6.63%
American Indian or Alaskan Native	2	1.10%
Asian or Pacific Islander	17	9.39%
Caucasian/White	113	62.43%
Hispanic	21	11.60%
Other race	6	3.31%
Race - Prefer not to respond	10	5.52%
Total	181	100.00%
No Response	6	

Educational Goal	N	%
Associate degree	1	0.56%
Bachelor's degree	127	71.75%
Master's degree	36	20.34%
Doctorate or professional degree	9	5.08%
Certification (initial or renewal)	3	1.69%
Self-improvement/pleasure	0	0.00%
Job-related training	0	0.00%
Other educational goal	1	0.56%
Total	177	100.00%
No Response	10	

Current Enrollment Status	N	%
Primarily online	112	61.88%
Primarily on-campus	69	38.12%
Total	181	100.00%
No Response	6	

Employment	N	%
Full-time	63	36.21%
Part-time	51	29.31%
Not employed	60	34.48%
Total	174	100.00%
No Response	13	

May 2017 Demographics

Current Residence	N	%
Own house	45	25.71%
Rent room / apartment / house	93	53.14%
Relative's home	20	11.43%
Residence hall	13	7.43%
Other residence	4	2.29%
Total	175	100.00%
No Response	12	

Marital Status	N	%
Single	104	60.47%
Single with children	15	8.72%
Married	17	9.88%
Married with children	32	18.60%
Marital - Prefer not to respond	4	2.33%
Total	172	100.00%
No Response	15	

Current Plans	N	%
Complete online degree program	101	54.30%
Complete degree on campus	69	37.10%
Transfer credits	3	1.61%
Complete this course	13	6.99%
Total	186	100.00%
No Response	1	

Current Online Enrollment	N	%
1-3 credits	16	8.56%
4-6 credits	62	33.16%
7-9 credits	15	8.02%
10-12 credits	40	21.39%
13-15 credits	38	20.32%
More than 15 credits	16	8.56%
Total	187	100.00%
No Response	0	

Previous Online Enrollment	N	%
No classes	15	8.20%
1-3 classes	56	30.60%
4-6 classes	39	21.31%
7-9 classes	14	7.65%
10-12 classes	18	9.84%
13-15 classes	19	10.38%
More than 15 classes	22	12.02%
Total	183	100.00%
No Response	4	

My intended degree is:	N	%
Online undergraduate degree	75	40.76%
Online graduate degree	22	11.96%
On-campus undergraduate degree	77	41.85%
On-campus graduate degree	10	5.43%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	0	0.00%
Total	184	100.00%
No Response	3	

My home CWU campus is:	N	%
Ellensburg	75	42.13%
Des Moines or Pierce County	33	18.54%
Lynnwood or Everett	23	12.92%
Moses Lake, Wenatchee, or Yakima	5	2.81%
Online: a fully online degree program	42	23.60%
Campus item 2 - Answer 6	0	0.00%
Total	178	100.00%
No Response	9	

Group Code	N	%
1019: Master Teacher (MED)	2	1.09%
1063: Health and Physical Education: Athletic Administration (MS)	4	2.17%
1087: Information Tech & Admin Mgt (BAS)	22	11.96%
1088: Information Tech & Admin Mgt (BS)	8	4.35%
1089: Information Tech & Admin Mgt (MS)	4	2.17%

May 2017 Demographics

1090: Interdisciplinary Studies: Social Sciences (BS)	15	8.15%
1094: Law & Justice (BA)	9	4.89%
1125: Psychology (BA)	15	8.15%
1145: Sociology (BA)	3	1.63%
1151: Special Education (MED)	1	0.54%
1153: English: Professional & Creative Writing (BA)	14	7.61%
1165: Health and Physical Education: Teaching Physical Education and Health (MS)	2	1.09%
1166: Higher Education (MED)	6	3.26%
1167: Literacy (MED)	1	0.54%
1168: Not enrolled in an online degree program	64	34.78%
1169: Aviation Management (BS)	2	1.09%
1170: Social Services (BS)	12	6.52%
Total	184	100.00%
No Response	3	

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

May 2016 Demographics

Current Residence	N	%
Own house	111	31.01%
Rent room / apartment / house	175	48.88%
Relative's home	43	12.01%
Residence hall	20	5.59%
Other residence	9	2.51%
Total	358	100.00%
No Response	18	

Marital Status	N	%
Single	207	58.31%
Single with children	40	11.27%
Married	39	10.99%
Married with children	64	18.03%
Marital - Prefer not to respond	5	1.41%
Total	355	100.00%
No Response	21	

Current Plans	N	%
Complete online degree program	175	48.88%
Complete degree on campus	146	40.78%
Transfer credits	2	0.56%
Complete this course	35	9.78%
Total	358	100.00%
No Response	18	

Current Online Enrollment	N	%
1-3 credits	46	12.99%
4-6 credits	104	29.38%
7-9 credits	47	13.28%
10-12 credits	68	19.21%
13-15 credits	71	20.06%
More than 15 credits	18	5.08%
Total	354	100.00%
No Response	22	

Previous Online Enrollment	N	%
No classes	43	12.18%
1-3 classes	108	30.59%
4-6 classes	56	15.86%
7-9 classes	22	6.23%
10-12 classes	43	12.18%
13-15 classes	42	11.90%
More than 15 classes	39	11.05%
Total	353	100.00%
No Response	23	

Institution Question	N	%
Campus item - Answer 1	123	35.24%
Campus item - Answer 2	43	12.32%
Campus item - Answer 3	150	42.98%
Campus item - Answer 4	33	9.46%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	0	0.00%
Total	349	100.00%
No Response	27	

Institution Question 2	N	%
Campus item 2 - Answer 1	161	44.97%
Campus item 2 - Answer 2	74	20.67%
Campus item 2 - Answer 3	51	14.25%
Campus item 2 - Answer 4	15	4.19%
Campus item 2 - Answer 5	57	15.92%
Campus item 2 - Answer 6	0	0.00%
Total	358	100.00%
No Response	18	

Group Code	N	%
1063: Health and Physical Education: Athletic Administration (MS)	6	1.72%
1087: Information Tech & Admin Mgt (BAS)	48	13.79%
1088: Information Tech & Admin Mgt (BS)	30	8.62%
1089: Information Tech & Admin Mgt (MS)	9	2.59%

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	

Strategic Planning Overview
Strengths and Challenges

Strengths

3. Instructional materials are appropriate for program content.

18. Registration for online courses is convenient.

35. Campus item: A fair and equitable learning environment exists in my online course(s).

17. Assessment and evaluation procedures are clear and reasonable.

21. Adequate online library resources are provided.

Challenges

11. Student assignments are clearly defined in the syllabus.

20. The quality of online instruction is excellent.

33. Campus item: The organization and design of my online course(s) is conducive to learning.

12. There are sufficient offerings within my program of study.

14. I receive timely information on the availability of financial aid.

22. I am aware of whom to contact for questions about programs and services.

9. Adequate financial aid is available.

Strategic Planning Overview
Trends

Lower Satisfaction vs. May 2016

2. My program advisor is accessible by telephone and e-mail.

10. This institution responds quickly when I request information.

Institutional Summary

Scales: In Order of Importance

Scale	May 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.37	5.51 / 1.23	0.86	6.38	5.52 / 1.22	0.86	-0.01
Institutional Perceptions	6.33	5.55 / 1.22	0.78	6.31	5.61 / 1.25	0.70	-0.06
Instructional Services	6.28	5.48 / 1.15	0.80	6.24	5.52 / 1.12	0.72	-0.04
Academic Services	6.27	5.44 / 1.15	0.83	6.30	5.51 / 1.11	0.79	-0.07
Student Services	6.14	5.24 / 1.39	0.90	6.17	5.30 / 1.23	0.87	-0.06

* 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 2017			May 2016			**Mean Difference**
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
3. Instructional materials are appropriate for program content.	6.53	5.72 / 1.24	0.81	6.45	5.68 / 1.27	0.77	0.04
11. Student assignments are clearly defined in the syllabus.	6.52	5.47 / 1.51	1.05	6.50	5.61 / 1.36	0.89	-0.14
36. Campus item: Courses necessary to meet my degree objectives are offered online	6.51	5.57 / 1.62	0.94	6.47	5.59 / 1.62	0.88	-0.02
18. Registration for online courses is convenient.	6.50	5.81 / 1.53	0.69	6.51	5.81 / 1.41	0.70	0.00
20. The quality of online instruction is excellent.	6.50	5.34 / 1.55	1.16	6.48	5.41 / 1.61	1.07	-0.07
25. Faculty are responsive to student needs.	6.50	5.50 / 1.49	1.00	6.47	5.65 / 1.43	0.82	-0.15
6. Tuition paid is a worthwhile investment.	6.49	5.50 / 1.49	0.99	6.55	5.44 / 1.47	1.11	0.06
7. Program requirements are clear and reasonable.	6.47	5.55 / 1.43	0.92	6.58	5.63 / 1.42	0.95	-0.08
4. Faculty provide timely feedback about student progress.	6.44	5.51 / 1.39	0.93	6.47	5.45 / 1.48	1.02	0.06
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.38 / 1.50	1.05	6.46	5.54 / 1.55	0.92	-0.16
12. There are sufficient offerings within my program of study.	6.42	5.36 / 1.48	1.06	6.50	5.39 / 1.45	1.11	-0.03
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.41	5.82 / 1.44	0.59	6.39	5.81 / 1.36	0.58	0.01
2. My program advisor is accessible by telephone and e-mail.	6.40	5.51 / 1.81	0.89	6.38	5.82 / 1.46	0.56	-0.31 *
14. I receive timely information on the availability of financial aid.	6.39	5.26 / 1.79	1.13	6.26	5.25 / 1.69	1.01	0.01
17. Assessment and evaluation procedures are clear and reasonable.	6.39	5.62 / 1.37	0.77	6.32	5.64 / 1.27	0.68	-0.02

* 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 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
22. I am aware of whom to contact for questions about programs and services.	6.39	5.32 / 1.76	1.07	6.29	5.39 / 1.58	0.90	-0.07
40. Source of information: Web site	6.35			6.09			
9. Adequate financial aid is available.	6.34	5.25 / 1.79	1.09	6.39	5.27 / 1.76	1.12	-0.02
10. This institution responds quickly when I request information.	6.34	5.32 / 1.66	1.02	6.44	5.61 / 1.44	0.83	-0.29 *
21. Adequate online library resources are provided.	6.28	5.72 / 1.35	0.56	6.14	5.54 / 1.55	0.60	0.18
51. Factor to enroll: Convenience	6.28			6.45			
23. Billing and payment procedures are convenient for me.	6.26	5.69 / 1.53	0.57	6.34	5.71 / 1.40	0.63	-0.02
38. Source of information: Catalog (online)	6.23			5.81			
45. Factor to enroll: Cost	6.22			6.30			
5. My program advisor helps me work toward career goals.	6.19	5.11 / 1.95	1.08	6.30	5.43 / 1.66	0.87	-0.32
31. Campus item: General academic advising is available to online learners.	6.19	5.08 / 1.83	1.11	6.22	5.38 / 1.64	0.84	-0.30
1. This institution has a good reputation.	6.18	5.60 / 1.28	0.58	6.07	5.77 / 1.29	0.30	-0.17
44. Factor to enroll: Ability to transfer credits	6.18			6.28			
16. Appropriate technical assistance is readily available.	6.17	5.65 / 1.44	0.52	6.23	5.60 / 1.48	0.63	0.05
13. The frequency of student and instructor interactions is adequate.	6.15	5.55 / 1.38	0.60	6.18	5.54 / 1.40	0.64	0.01
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.15	5.81 / 1.31	0.34	6.21	5.62 / 1.54	0.59	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 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	6.15			6.23			
49. Factor to enroll: Work schedule	6.14			6.04			
34. Campus item: Orientation to university systems and support resources is provided to online learners.	6.10	5.23 / 1.78	0.87	5.99	5.33 / 1.69	0.66	-0.10
26. The bookstore provides timely service to students.	6.09	5.59 / 1.63	0.50	6.21	5.20 / 1.78	1.01	0.39 *
15. Channels are available for providing timely responses to student complaints.	6.05	4.70 / 1.87	1.35	5.99	5.00 / 1.67	0.99	-0.30
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.00	5.31 / 1.65	0.69	6.14	5.33 / 1.55	0.81	-0.02
42. Source of information: Recommendation from instructor or program advisor	5.99			5.70			
50. Factor to enroll: Flexible pacing for completing a program	5.98			6.15			
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.95	5.83 / 1.50	0.12	5.94	5.87 / 1.35	0.07	-0.04
53. Factor to enroll: Program requirements	5.95			6.34			
46. Factor to enroll: Financial assistance available	5.92			6.14			
24. Tutoring services are readily available for online courses.	5.90	5.13 / 1.73	0.77	5.85	5.09 / 1.75	0.76	0.04
48. Factor to enroll: Reputation of institution	5.89			6.04			
32. Campus item: I feel I am a member of the Central Washington University community.	5.81	4.84 / 1.90	0.97	5.78	5.02 / 1.82	0.76	-0.18
19. Online career services are available.	5.79	5.20 / 1.67	0.59	5.87	5.24 / 1.54	0.63	-0.04

* 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 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. Factor to enroll: Distance from campus	5.33			5.69			
39. Source of information: College representatives	5.31			5.04			
43. Source of information: Contact with current students and / or recent graduates of the program	5.23			5.10			
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.22	5.41 / 1.61	-0.19	5.41	5.40 / 1.51	0.01	0.01
8. Student-to-student collaborations are valuable to me.	5.20	5.10 / 1.66	0.10	5.03	5.15 / 1.44	-0.12	-0.05
37. Source of information: Catalog and brochures (printed)	4.73			4.20			
54. Factor to enroll: Recommendations from employer	4.54			5.18			
41. Source of information: Advertisements	4.04			4.02			

* 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 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.27	5.44 / 1.15	0.83	6.30	5.51 / 1.11	0.79	-0.07
2. My program advisor is accessible by telephone and e-mail.	6.40	5.51 / 1.81	0.89	6.38	5.82 / 1.46	0.56	-0.31 *
5. My program advisor helps me work toward career goals.	6.19	5.11 / 1.95	1.08	6.30	5.43 / 1.66	0.87	-0.32
7. Program requirements are clear and reasonable.	6.47	5.55 / 1.43	0.92	6.58	5.63 / 1.42	0.95	-0.08
12. There are sufficient offerings within my program of study.	6.42	5.36 / 1.48	1.06	6.50	5.39 / 1.45	1.11	-0.03
16. Appropriate technical assistance is readily available.	6.17	5.65 / 1.44	0.52	6.23	5.60 / 1.48	0.63	0.05
21. Adequate online library resources are provided.	6.28	5.72 / 1.35	0.56	6.14	5.54 / 1.55	0.60	0.18
24. Tutoring services are readily available for online courses.	5.90	5.13 / 1.73	0.77	5.85	5.09 / 1.75	0.76	0.04

* 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 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.37	5.51 / 1.23	0.86	6.38	5.52 / 1.22	0.86	-0.01
9. Adequate financial aid is available.	6.34	5.25 / 1.79	1.09	6.39	5.27 / 1.76	1.12	-0.02
14. I receive timely information on the availability of financial aid.	6.39	5.26 / 1.79	1.13	6.26	5.25 / 1.69	1.01	0.01
18. Registration for online courses is convenient.	6.50	5.81 / 1.53	0.69	6.51	5.81 / 1.41	0.70	0.00
23. Billing and payment procedures are convenient for me.	6.26	5.69 / 1.53	0.57	6.34	5.71 / 1.40	0.63	-0.02

* 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 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.33	5.55 / 1.22	0.78	6.31	5.61 / 1.25	0.70	-0.06
1. This institution has a good reputation.	6.18	5.60 / 1.28	0.58	6.07	5.77 / 1.29	0.30	-0.17
6. Tuition paid is a worthwhile investment.	6.49	5.50 / 1.49	0.99	6.55	5.44 / 1.47	1.11	0.06

* 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 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.28	5.48 / 1.15	0.80	6.24	5.52 / 1.12	0.72	-0.04
3. Instructional materials are appropriate for program content.	6.53	5.72 / 1.24	0.81	6.45	5.68 / 1.27	0.77	0.04
4. Faculty provide timely feedback about student progress.	6.44	5.51 / 1.39	0.93	6.47	5.45 / 1.48	1.02	0.06
8. Student-to-student collaborations are valuable to me.	5.20	5.10 / 1.66	0.10	5.03	5.15 / 1.44	-0.12	-0.05
11. Student assignments are clearly defined in the syllabus.	6.52	5.47 / 1.51	1.05	6.50	5.61 / 1.36	0.89	-0.14
13. The frequency of student and instructor interactions is adequate.	6.15	5.55 / 1.38	0.60	6.18	5.54 / 1.40	0.64	0.01
17. Assessment and evaluation procedures are clear and reasonable.	6.39	5.62 / 1.37	0.77	6.32	5.64 / 1.27	0.68	-0.02
20. The quality of online instruction is excellent.	6.50	5.34 / 1.55	1.16	6.48	5.41 / 1.61	1.07	-0.07
25. Faculty are responsive to student needs.	6.50	5.50 / 1.49	1.00	6.47	5.65 / 1.43	0.82	-0.15

* 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 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.14	5.24 / 1.39	0.90	6.17	5.30 / 1.23	0.87	-0.06
10. This institution responds quickly when I request information.	6.34	5.32 / 1.66	1.02	6.44	5.61 / 1.44	0.83	-0.29 *
15. Channels are available for providing timely responses to student complaints.	6.05	4.70 / 1.87	1.35	5.99	5.00 / 1.67	0.99	-0.30
19. Online career services are available.	5.79	5.20 / 1.67	0.59	5.87	5.24 / 1.54	0.63	-0.04
22. I am aware of whom to contact for questions about programs and services.	6.39	5.32 / 1.76	1.07	6.29	5.39 / 1.58	0.90	-0.07
26. The bookstore provides timely service to students.	6.09	5.59 / 1.63	0.50	6.21	5.20 / 1.78	1.01	0.39 *

* 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

	May 2017			May 2016			**Mean Difference**
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.18	5.60 / 1.28	0.58	6.07	5.77 / 1.29	0.30	-0.17
2. My program advisor is accessible by telephone and e-mail.	6.40	5.51 / 1.81	0.89	6.38	5.82 / 1.46	0.56	-0.31 *
3. Instructional materials are appropriate for program content.	6.53	5.72 / 1.24	0.81	6.45	5.68 / 1.27	0.77	0.04
4. Faculty provide timely feedback about student progress.	6.44	5.51 / 1.39	0.93	6.47	5.45 / 1.48	1.02	0.06
5. My program advisor helps me work toward career goals.	6.19	5.11 / 1.95	1.08	6.30	5.43 / 1.66	0.87	-0.32
6. Tuition paid is a worthwhile investment.	6.49	5.50 / 1.49	0.99	6.55	5.44 / 1.47	1.11	0.06
7. Program requirements are clear and reasonable.	6.47	5.55 / 1.43	0.92	6.58	5.63 / 1.42	0.95	-0.08
8. Student-to-student collaborations are valuable to me.	5.20	5.10 / 1.66	0.10	5.03	5.15 / 1.44	-0.12	-0.05
9. Adequate financial aid is available.	6.34	5.25 / 1.79	1.09	6.39	5.27 / 1.76	1.12	-0.02
10. This institution responds quickly when I request information.	6.34	5.32 / 1.66	1.02	6.44	5.61 / 1.44	0.83	-0.29 *
11. Student assignments are clearly defined in the syllabus.	6.52	5.47 / 1.51	1.05	6.50	5.61 / 1.36	0.89	-0.14
12. There are sufficient offerings within my program of study.	6.42	5.36 / 1.48	1.06	6.50	5.39 / 1.45	1.11	-0.03
13. The frequency of student and instructor interactions is adequate.	6.15	5.55 / 1.38	0.60	6.18	5.54 / 1.40	0.64	0.01
14. I receive timely information on the availability of financial aid.	6.39	5.26 / 1.79	1.13	6.26	5.25 / 1.69	1.01	0.01
15. Channels are available for providing timely responses to student complaints.	6.05	4.70 / 1.87	1.35	5.99	5.00 / 1.67	0.99	-0.30
16. Appropriate technical assistance is readily available.	6.17	5.65 / 1.44	0.52	6.23	5.60 / 1.48	0.63	0.05

* 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 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.39	5.62 / 1.37	0.77	6.32	5.64 / 1.27	0.68	-0.02
18. Registration for online courses is convenient.	6.50	5.81 / 1.53	0.69	6.51	5.81 / 1.41	0.70	0.00
19. Online career services are available.	5.79	5.20 / 1.67	0.59	5.87	5.24 / 1.54	0.63	-0.04
20. The quality of online instruction is excellent.	6.50	5.34 / 1.55	1.16	6.48	5.41 / 1.61	1.07	-0.07
21. Adequate online library resources are provided.	6.28	5.72 / 1.35	0.56	6.14	5.54 / 1.55	0.60	0.18
22. I am aware of whom to contact for questions about programs and services.	6.39	5.32 / 1.76	1.07	6.29	5.39 / 1.58	0.90	-0.07
23. Billing and payment procedures are convenient for me.	6.26	5.69 / 1.53	0.57	6.34	5.71 / 1.40	0.63	-0.02
24. Tutoring services are readily available for online courses.	5.90	5.13 / 1.73	0.77	5.85	5.09 / 1.75	0.76	0.04
25. Faculty are responsive to student needs.	6.50	5.50 / 1.49	1.00	6.47	5.65 / 1.43	0.82	-0.15
26. The bookstore provides timely service to students.	6.09	5.59 / 1.63	0.50	6.21	5.20 / 1.78	1.01	0.39 *
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.15	5.81 / 1.31	0.34	6.21	5.62 / 1.54	0.59	0.19
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.22	5.41 / 1.61	-0.19	5.41	5.40 / 1.51	0.01	0.01
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.00	5.31 / 1.65	0.69	6.14	5.33 / 1.55	0.81	-0.02
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.95	5.83 / 1.50	0.12	5.94	5.87 / 1.35	0.07	-0.04
31. Campus item: General academic advising is available to online learners.	6.19	5.08 / 1.83	1.11	6.22	5.38 / 1.64	0.84	-0.30

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Institutional Summary

Items: In Sequential Order

Item	May 2017			May 2016			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.	5.81	4.84 / 1.90	0.97	5.78	5.02 / 1.82	0.76	-0.18
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.38 / 1.50	1.05	6.46	5.54 / 1.55	0.92	-0.16
34. Campus item: Orientation to university systems and support resources is provided to online learners.	6.10	5.23 / 1.78	0.87	5.99	5.33 / 1.69	0.66	-0.10
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.41	5.82 / 1.44	0.59	6.39	5.81 / 1.36	0.58	0.01
36. Campus item: Courses necessary to meet my degree objectives are offered online	6.51	5.57 / 1.62	0.94	6.47	5.59 / 1.62	0.88	-0.02
37. Source of information: Catalog and brochures (printed)	4.73			4.20			
38. Source of information: Catalog (online)	6.23			5.81			
39. Source of information: College representatives	5.31			5.04			
40. Source of information: Web site	6.35			6.09			
41. Source of information: Advertisements	4.04			4.02			
42. Source of information: Recommendation from instructor or program advisor	5.99			5.70			
43. Source of information: Contact with current students and / or recent graduates of the program	5.23			5.10			
44. Factor to enroll: Ability to transfer credits	6.18			6.28			
45. Factor to enroll: Cost	6.22			6.30			
46. Factor to enroll: Financial assistance available	5.92			6.14			

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

Institutional Summary

Items: In Sequential Order

Item	May 2017			May 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	6.15			6.23			
48. Factor to enroll: Reputation of institution	5.89			6.04			
49. Factor to enroll: Work schedule	6.14			6.04			
50. Factor to enroll: Flexible pacing for completing a program	5.98			6.15			
51. Factor to enroll: Convenience	6.28			6.45			
52. Factor to enroll: Distance from campus	5.33			5.69			
53. Factor to enroll: Program requirements	5.95			6.34			
54. Factor to enroll: Recommendations from employer	4.54			5.18			

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*** Difference statistically significant at the .001 level

Institutional Summary

Summary Items

Summary Item	May 2017	May 2016	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.56	Average: 4.76	-0.20
1=Much worse than expected	3%	2%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	11%	6%	
4=About what I expected	39%	36%	
5=Better than I expected	19%	24%	
6=Quite a bit better than I expected	9%	12%	
7=Much better than expected	14%	15%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.17	Average: 5.45	-0.28
1=Not satisfied at all	2%	2%	
2=Not very satisfied	4%	3%	
3=Somewhat dissatisfied	10%	5%	
4=Neutral	10%	9%	
5=Somewhat satisfied	22%	16%	
6=Satisfied	32%	38%	
7=Very satisfied	18%	23%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.42	Average: 5.67	-0.25
1=Definitely not	2%	4%	
2=Probably not	6%	4%	
3=Maybe not	3%	3%	
4=I don't know	9%	5%	
5=Maybe yes	18%	12%	
6=Probably yes	32%	32%	
7=Definitely yes	27%	38%	