

## June 2014 Demographics

| <b>Gender</b> | <b>N</b> | <b>%</b> | <b>Current Class Load</b> | <b>N</b> | <b>%</b> |
|---------------|----------|----------|---------------------------|----------|----------|
| Female        | 264      | 69.66%   | Full-time                 | 303      | 80.37%   |
| Male          | 115      | 30.34%   | Part-time                 | 74       | 19.63%   |
| Total         | 379      | 100.00%  | Total                     | 377      | 100.00%  |
| No Response   | 6        |          | No Response               | 8        |          |

  

| <b>Age</b>   | <b>N</b> | <b>%</b> | <b>Class Level</b>    | <b>N</b> | <b>%</b> |
|--------------|----------|----------|-----------------------|----------|----------|
| 18 and under | 9        | 2.37%    | First year            | 23       | 6.08%    |
| 19 to 24     | 148      | 39.05%   | Second year           | 35       | 9.26%    |
| 25 to 34     | 99       | 26.12%   | Third year            | 128      | 33.86%   |
| 35 to 44     | 72       | 19.00%   | Fourth year           | 141      | 37.30%   |
| 45 to 54     | 39       | 10.29%   | Special student       | 2        | 0.53%    |
| 55 to 64     | 11       | 2.90%    | Graduate/professional | 31       | 8.20%    |
| 65 and over  | 1        | 0.26%    | Other class level     | 18       | 4.76%    |
| Total        | 379      | 100.00%  | Total                 | 378      | 100.00%  |
| No Response  | 6        |          | No Response           | 7        |          |

  

| <b>Ethnicity/Race</b>             | <b>N</b> | <b>%</b> | <b>Educational Goal</b>            | <b>N</b> | <b>%</b> |
|-----------------------------------|----------|----------|------------------------------------|----------|----------|
| African-American                  | 11       | 2.91%    | Associate degree                   | 0        | 0.00%    |
| American Indian or Alaskan Native | 10       | 2.65%    | Bachelor's degree                  | 268      | 71.47%   |
| Asian or Pacific Islander         | 38       | 10.05%   | Master's degree                    | 76       | 20.27%   |
| Caucasian/White                   | 249      | 65.87%   | Doctorate or professional degree   | 18       | 4.80%    |
| Hispanic                          | 40       | 10.58%   | Certification (initial or renewal) | 9        | 2.40%    |
| Other race                        | 19       | 5.03%    | Self-improvement/pleasure          | 0        | 0.00%    |
| Race - Prefer not to respond      | 11       | 2.91%    | Job-related training               | 2        | 0.53%    |
| Total                             | 378      | 100.00%  | Other educational goal             | 2        | 0.53%    |
| No Response                       | 7        |          | Total                              | 375      | 100.00%  |
|                                   |          |          | No Response                        | 10       |          |

  

| <b>Current Enrollment Status</b> | <b>N</b> | <b>%</b> | <b>Employment</b> | <b>N</b> | <b>%</b> |
|----------------------------------|----------|----------|-------------------|----------|----------|
| Primarily online                 | 211      | 55.82%   | Full-time         | 134      | 35.73%   |
| Primarily on-campus              | 167      | 44.18%   | Part-time         | 113      | 30.13%   |
| Total                            | 378      | 100.00%  | Not employed      | 128      | 34.13%   |
| No Response                      | 7        |          | Total             | 375      | 100.00%  |
|                                  |          |          | No Response       | 10       |          |

## June 2014 Demographics

| <b>Current Residence</b>         |          |          | <b>Previous Online Enrollment</b>                                    |          |          |
|----------------------------------|----------|----------|--|----------|----------|
|                                  | <b>N</b> | <b>%</b> |  | <b>N</b> | <b>%</b> |
| Own house                        | 116      | 30.69%   | No classes   | 82       | 22.04%   |
| Rent room / apartment / house    | 181      | 47.88%   | 1-3 classes  | 102      | 27.42%   |
| Relative's home                  | 44       | 11.64%   | 4-6 classes  | 53       | 14.25%   |
| Residence hall                   | 32       | 8.47%    | 7-9 classes  | 40       | 10.75%   |
| Other residence                  | 5        | 1.32%    | 10-12 classes  | 33       | 8.87%    |
| Total                            | 378      | 100.00%  | 13-15 classes  | 29       | 7.80%    |
| No Response                      | 7        |          | More than 15 classes   | 33       | 8.87%    |
|                                  |          |          | Total  | 372      | 100.00%  |
|                                  |          |          | No Response  | 13       |          |
|                                  |          |          |  |          |          |
| <b>Marital Status</b>            |          |          | <b>My intended degree is:</b>  |          |          |
|                                  | <b>N</b> | <b>%</b> |  | <b>N</b> | <b>%</b> |
| Single                           | 204      | 54.84%   | Online undergraduate degree  | 127      | 33.87%   |
| Single with children             | 41       | 11.02%   | Online graduate degree   | 51       | 13.60%   |
| Married                          | 58       | 15.59%   | Face-to-face undergraduate degree                                    | 159      | 42.40%   |
| Married with children            | 61       | 16.40%   | Face-to-face graduate degree   | 38       | 10.13%   |
| Marital - Prefer not to respond  | 8        | 2.15%    | Campus item - Answer 5   | 0        | 0.00%    |
| Total                            | 372      | 100.00%  | Campus item - Answer 6   | 0        | 0.00%    |
| No Response                      | 13       |          | Total  | 375      | 100.00%  |
|                                  |          |          | No Response  | 10       |          |
|                                  |          |          |  |          |          |
| <b>Current Plans</b>             |          |          | <b>My home CWU campus is:</b>  |          |          |
|                                  | <b>N</b> | <b>%</b> |  | <b>N</b> | <b>%</b> |
| Complete online degree program   | 176      | 47.70%   | Ellensburg   | 159      | 42.06%   |
| Complete degree on campus        | 165      | 44.72%   | Des Moines or Pierce County  | 64       | 16.93%   |
| Transfer credits                 | 3        | 0.81%    | Lynnwood or Everett  | 72       | 19.05%   |
| Complete this course             | 25       | 6.78%    | Moses Lake, Wenatchee, or Yakima                                     | 23       | 6.08%    |
| Total                            | 369      | 100.00%  | Online: a fully online degree program                                | 60       | 15.87%   |
| No Response                      | 16       |          | Campus item 2 - Answer 6   | 0        | 0.00%    |
|                                  |          |          | Total  | 378      | 100.00%  |
|                                  |          |          | No Response  | 7        |          |
|                                  |          |          |  |          |          |
| <b>Current Online Enrollment</b> |          |          | <b>Group Code</b>  |          |          |
|                                  | <b>N</b> | <b>%</b> |  | <b>N</b> | <b>%</b> |
| 1-3 credits                      | 44       | 12.05%   | 1063: Health and Physical Education:<br>Athletic Administration (MS) | 2        | 0.54%    |
| 4-6 credits                      | 133      | 36.44%   | 1087: Information Tech & Admin Mgt<br>(BAS)                          | 46       | 12.37%   |
| 7-9 credits                      | 44       | 12.05%   | 1088: Information Tech & Admin Mgt<br>(BS)                           | 33       | 8.87%    |
| 10-12 credits                    | 61       | 16.71%   | 1089: Instructional Leadership (MED)                                 | 2        | 0.54%    |
| 13-15 credits                    | 57       | 15.62%   | 1090: Interdisciplinary Studies: Social<br>Sciences (BS)             | 36       | 9.68%    |
| More than 15 credits             | 26       | 7.12%    |  |          |          |
| Total                            | 365      | 100.00%  |  |          |          |
| No Response                      | 20       |          |  |          |          |

## June 2014 Demographics

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|  |     |         |
|--|-----|---------|
| 1092: Specialized Studies (BA/BS)  | 9   | 2.42%   |
| 1094: Law & Justice (BA)   | 29  | 7.80%   |
| 1107: Paramedicine (BS)  | 4   | 1.08%   |
| 1125: Psychology (BA)  | 23  | 6.18%   |
| 1137: School Administration (MED)  | 4   | 1.08%   |
| 1145: Sociology (BA)   | 11  | 2.96%   |
| 1151: Special Education (MED)  | 3   | 0.81%   |
| 1153: English: Professional & Creative Writing (BA)                              | 9   | 2.42%   |
| 1165: Health and Physical Education: Teaching Physical Education and Health (MS) | 3   | 0.81%   |
| 1166: Higher Education (MED)   | 18  | 4.84%   |
| 1167: Literacy (MED)   | 1   | 0.27%   |
| 1168: Not enrolled in an online degree program                                   | 139 | 37.37%  |
| Total  | 372 | 100.00% |
| No Response  | 13  |         |

## May 2013 Demographics

| <b>Gender</b> | <b>N</b> | <b>%</b> | <b>Current Class Load</b> | <b>N</b> | <b>%</b> |
|---------------|----------|----------|---------------------------|----------|----------|
| Female        | 175      | 70.56%   | Full-time                 | 194      | 78.54%   |
| Male          | 73       | 29.44%   | Part-time                 | 53       | 21.46%   |
| Total         | 248      | 100.00%  | Total                     | 247      | 100.00%  |
| No Response   | 5        |          | No Response               | 6        |          |

  

| <b>Age</b>   | <b>N</b> | <b>%</b> | <b>Class Level</b>    | <b>N</b> | <b>%</b> |
|--------------|----------|----------|-----------------------|----------|----------|
| 18 and under | 4        | 1.63%    | First year            | 13       | 5.26%    |
| 19 to 24     | 69       | 28.05%   | Second year           | 8        | 3.24%    |
| 25 to 34     | 72       | 29.27%   | Third year            | 91       | 36.84%   |
| 35 to 44     | 47       | 19.11%   | Fourth year           | 96       | 38.87%   |
| 45 to 54     | 42       | 17.07%   | Special student       | 2        | 0.81%    |
| 55 to 64     | 11       | 4.47%    | Graduate/professional | 21       | 8.50%    |
| 65 and over  | 1        | 0.41%    | Other class level     | 16       | 6.48%    |
| Total        | 246      | 100.00%  | Total                 | 247      | 100.00%  |
| No Response  | 7        |          | No Response           | 6        |          |

  

| <b>Ethnicity/Race</b>             | <b>N</b> | <b>%</b> | <b>Educational Goal</b>            | <b>N</b> | <b>%</b> |
|-----------------------------------|----------|----------|------------------------------------|----------|----------|
| African-American                  | 13       | 5.28%    | Associate degree                   | 3        | 1.22%    |
| American Indian or Alaskan Native | 2        | 0.81%    | Bachelor's degree                  | 186      | 75.61%   |
| Asian or Pacific Islander         | 29       | 11.79%   | Master's degree                    | 38       | 15.45%   |
| Caucasian/White                   | 166      | 67.48%   | Doctorate or professional degree   | 8        | 3.25%    |
| Hispanic                          | 14       | 5.69%    | Certification (initial or renewal) | 8        | 3.25%    |
| Other race                        | 9        | 3.66%    | Self-improvement/pleasure          | 0        | 0.00%    |
| Race - Prefer not to respond      | 13       | 5.28%    | Job-related training               | 0        | 0.00%    |
| Total                             | 246      | 100.00%  | Other educational goal             | 3        | 1.22%    |
| No Response                       | 7        |          | Total                              | 246      | 100.00%  |
|                                   |          |          | No Response                        | 7        |          |

  

| <b>Current Enrollment Status</b> | <b>N</b> | <b>%</b> | <b>Employment</b> | <b>N</b> | <b>%</b> |
|----------------------------------|----------|----------|-------------------|----------|----------|
| Primarily online                 | 157      | 63.56%   | Full-time         | 112      | 45.71%   |
| Primarily on-campus              | 90       | 36.44%   | Part-time         | 73       | 29.80%   |
| Total                            | 247      | 100.00%  | Not employed      | 60       | 24.49%   |
| No Response                      | 6        |          | Total             | 245      | 100.00%  |
|                                  |          |          | No Response       | 8        |          |

## May 2013 Demographics

| <b>Current Residence</b>         |          |          | <b>Previous Online Enrollment</b>                                    |          |          |
|----------------------------------|----------|----------|--|----------|----------|
|                                  | <b>N</b> | <b>%</b> |  | <b>N</b> | <b>%</b> |
| Own house                        | 96       | 38.87%   | No classes   | 41       | 16.67%   |
| Rent room / apartment / house    | 113      | 45.75%   | 1-3 classes  | 59       | 23.98%   |
| Relative's home                  | 20       | 8.10%    | 4-6 classes  | 35       | 14.23%   |
| Residence hall                   | 10       | 4.05%    | 7-9 classes  | 21       | 8.54%    |
| Other residence                  | 8        | 3.24%    | 10-12 classes  | 30       | 12.20%   |
| Total                            | 247      | 100.00%  | 13-15 classes  | 29       | 11.79%   |
| No Response                      | 6        |          | More than 15 classes   | 31       | 12.60%   |
|                                  |          |          | Total  | 246      | 100.00%  |
|                                  |          |          | No Response  | 7        |          |
|                                  |          |          |  |          |          |
| <b>Marital Status</b>            |          |          | <b>Institution Question</b>  |          |          |
|                                  | <b>N</b> | <b>%</b> |  | <b>N</b> | <b>%</b> |
| Single                           | 112      | 45.53%   | Campus item - Answer 1   | 102      | 41.30%   |
| Single with children             | 30       | 12.20%   | Campus item - Answer 2   | 35       | 14.17%   |
| Married                          | 40       | 16.26%   | Campus item - Answer 3   | 86       | 34.82%   |
| Married with children            | 58       | 23.58%   | Campus item - Answer 4   | 24       | 9.72%    |
| Marital - Prefer not to respond  | 6        | 2.44%    | Campus item - Answer 5   | 0        | 0.00%    |
| Total                            | 246      | 100.00%  | Campus item - Answer 6   | 0        | 0.00%    |
| No Response                      | 7        |          | Total  | 247      | 100.00%  |
|                                  |          |          | No Response  | 6        |          |
|                                  |          |          |  |          |          |
| <b>Current Plans</b>             |          |          | <b>Institution Question 2</b>  |          |          |
|                                  | <b>N</b> | <b>%</b> |  | <b>N</b> | <b>%</b> |
| Complete online degree program   | 129      | 52.44%   | Campus item 2 - Answer 1   | 77       | 31.05%   |
| Complete degree on campus        | 91       | 36.99%   | Campus item 2 - Answer 2   | 48       | 19.35%   |
| Transfer credits                 | 4        | 1.63%    | Campus item 2 - Answer 3   | 66       | 26.61%   |
| Complete this course             | 22       | 8.94%    | Campus item 2 - Answer 4   | 21       | 8.47%    |
| Total                            | 246      | 100.00%  | Campus item 2 - Answer 5   | 36       | 14.52%   |
| No Response                      | 7        |          | Campus item 2 - Answer 6   | 0        | 0.00%    |
|                                  |          |          | Total  | 248      | 100.00%  |
|                                  |          |          | No Response  | 5        |          |
|                                  |          |          |  |          |          |
| <b>Current Online Enrollment</b> |          |          | <b>Group Code</b>  |          |          |
|                                  | <b>N</b> | <b>%</b> |  | <b>N</b> | <b>%</b> |
| 1-3 credits                      | 23       | 9.39%    | 1063: Health and Physical Education:<br>Athletic Administration (MS) | 1        | 0.41%    |
| 4-6 credits                      | 73       | 29.80%   | 1087: Information Tech & Admin Mgt<br>(BAS)                          | 47       | 19.42%   |
| 7-9 credits                      | 37       | 15.10%   | 1088: Information Tech & Admin Mgt<br>(BS)                           | 27       | 11.16%   |
| 10-12 credits                    | 37       | 15.10%   | 1090: Interdisciplinary Studies: Social<br>Sciences (BS)             | 48       | 19.83%   |
| 13-15 credits                    | 56       | 22.86%   | 1094: Law & Justice (BA)   | 20       | 8.26%    |
| More than 15 credits             | 19       | 7.76%    |  |          |          |
| Total                            | 245      | 100.00%  |  |          |          |
| No Response                      | 8        |          |  |          |          |

## May 2013 Demographics

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|  |     |         |
|--|-----|---------|
| 1107: Paramedicine (BS)  | 3   | 1.24%   |
| 1125: Psychology (BA)  | 16  | 6.61%   |
| 1137: School Administration (MED)  | 2   | 0.83%   |
| 1145: Sociology (BA)   | 7   | 2.89%   |
| 1151: Special Education (MED)  | 5   | 2.07%   |
| 1165: Health and Physical Education:<br>Teaching Physical Education and Health<br>(MS) | 2   | 0.83%   |
| 1166: Higher Education (MED)   | 4   | 1.65%   |
| 1167: Literacy (MED)   | 1   | 0.41%   |
| 1168: Not enrolled in an online degree<br>program                                      | 59  | 24.38%  |
| Total  | 242 | 100.00% |
| No Response  | 11  |         |

**Institutional Summary**  
**Scales: In Order of Importance**

| Scale                     | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|---------------------------|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|                           | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| Enrollment Services       | 6.34       | 5.53 / 1.21       | 0.81            | 6.36       | 5.39 / 1.31       | 0.97            | 0.14            |
| Institutional Perceptions | 6.29       | 5.45 / 1.19       | 0.84            | 6.24       | 5.26 / 1.43       | 0.98            | 0.19            |
| Instructional Services    | 6.25       | 5.37 / 1.07       | 0.88            | 6.24       | 5.30 / 1.24       | 0.94            | 0.07            |
| Academic Services         | 6.24       | 5.29 / 1.10       | 0.95            | 6.18       | 5.27 / 1.18       | 0.91            | 0.02            |
| Student Services          | 6.12       | 5.28 / 1.13       | 0.84            | 6.14       | 5.19 / 1.32       | 0.95            | 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  | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 6. Tuition paid is a worthwhile investment.   | 6.59       | 5.28 / 1.40       | 1.31            | 6.53       | 5.01 / 1.77       | 1.52            | 0.27 *          |
| 11. Student assignments are clearly defined in the syllabus.                                  | 6.57       | 5.58 / 1.35       | 0.99            | 6.56       | 5.49 / 1.53       | 1.07            | 0.09            |
| 7. Program requirements are clear and reasonable.   | 6.55       | 5.50 / 1.42       | 1.05            | 6.52       | 5.51 / 1.49       | 1.01            | -0.01           |
| 12. There are sufficient offerings within my program of study.                                | 6.54       | 5.22 / 1.61       | 1.32            | 6.44       | 5.00 / 1.66       | 1.44            | 0.22            |
| 25. Faculty are responsive to student needs.  | 6.53       | 5.46 / 1.43       | 1.07            | 6.56       | 5.42 / 1.54       | 1.14            | 0.04            |
| 20. The quality of online instruction is excellent.   | 6.52       | 5.25 / 1.56       | 1.27            | 6.54       | 5.03 / 1.78       | 1.51            | 0.22            |
| 30. Campus item: The online course management system is easy to use.                          | 6.51       | 5.45 / 1.41       | 1.06            | 6.46       | 5.43 / 1.53       | 1.03            | 0.02            |
| 18. Registration for online courses is convenient.  | 6.47       | 5.81 / 1.44       | 0.66            | 6.57       | 5.55 / 1.66       | 1.02            | 0.26 *          |
| 51. Factor to enroll: Convenience   | 6.46       |                   |                 | 6.53       |                   |                 |                 |
| 4. Faculty provide timely feedback about student progress.                                    | 6.44       | 5.23 / 1.49       | 1.21            | 6.46       | 5.06 / 1.70       | 1.40            | 0.17            |
| 10. This institution responds quickly when I request information.                             | 6.44       | 5.54 / 1.36       | 0.90            | 6.37       | 5.32 / 1.65       | 1.05            | 0.22            |
| 3. Instructional materials are appropriate for program content.                               | 6.43       | 5.59 / 1.30       | 0.84            | 6.46       | 5.56 / 1.43       | 0.90            | 0.03            |
| 33. Campus item: The organization and design of my online course(s) is conducive to learning. | 6.43       | 5.46 / 1.42       | 0.97            | 6.43       | 5.31 / 1.67       | 1.12            | 0.15            |
| 36. Campus item: Courses necessary to meet my degree objectives are offered online.           | 6.42       | 5.34 / 1.55       | 1.08            | 6.46       | 5.35 / 1.67       | 1.11            | -0.01           |
| 35. Campus item: A fair and equitable learning environment exists in my online course(s).     | 6.39       | 5.63 / 1.45       | 0.76            | 6.34       | 5.55 / 1.59       | 0.79            | 0.08            |
| 9. Adequate financial aid is available.   | 6.37       | 5.29 / 1.75       | 1.08            | 6.29       | 5.18 / 1.80       | 1.11            | 0.11            |

\* 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   | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 2. My program advisor is accessible by telephone and e-mail.                 | 6.36       | 5.62 / 1.52       | 0.74            | 6.29       | 5.67 / 1.54       | 0.62            | -0.05           |
| 17. Assessment and evaluation procedures are clear and reasonable.           | 6.31       | 5.45 / 1.34       | 0.86            | 6.33       | 5.62 / 1.30       | 0.71            | -0.17           |
| 23. Billing and payment procedures are convenient for me.                    | 6.28       | 5.81 / 1.36       | 0.47            | 6.29       | 5.73 / 1.48       | 0.56            | 0.08            |
| 22. I am aware of whom to contact for questions about programs and services. | 6.26       | 5.23 / 1.64       | 1.03            | 6.29       | 5.11 / 1.79       | 1.18            | 0.12            |
| 5. My program advisor helps me work toward career goals.                     | 6.25       | 5.15 / 1.73       | 1.10            | 6.12       | 5.06 / 1.75       | 1.06            | 0.09            |
| 14. I receive timely information on the availability of financial aid.       | 6.23       | 5.15 / 1.64       | 1.08            | 6.26       | 5.06 / 1.76       | 1.20            | 0.09            |
| 26. The bookstore provides timely service to students.                       | 6.19       | 5.78 / 1.32       | 0.41            | 6.15       | 5.74 / 1.37       | 0.41            | 0.04            |
| 53. Factor to enroll: Program requirements                                   | 6.19       |                   |                 | 6.25       |                   |                 |                 |
| 13. The frequency of student and instructor interactions is adequate.        | 6.17       | 5.35 / 1.40       | 0.82            | 6.08       | 5.33 / 1.54       | 0.75            | 0.02            |
| 47. Factor to enroll: Future employment opportunities                        | 6.16       |                   |                 | 5.88       |                   |                 |                 |
| 16. Appropriate technical assistance is readily available.                   | 6.14       | 5.37 / 1.46       | 0.77            | 6.22       | 5.43 / 1.56       | 0.79            | -0.06           |
| 40. Source of information: Web site  | 6.14       |                   |                 | 6.07       |                   |                 |                 |
| 45. Factor to enroll: Cost   | 6.14       |                   |                 | 6.03       |                   |                 |                 |
| 21. Adequate online library resources are provided.                          | 6.11       | 5.43 / 1.47       | 0.68            | 6.03       | 5.53 / 1.47       | 0.50            | -0.10           |
| 44. Factor to enroll: Ability to transfer credits                            | 6.09       |                   |                 | 6.32       |                   |                 |                 |
| 50. Factor to enroll: Flexible pacing for completing a program               | 6.09       |                   |                 | 6.15       |                   |                 |                 |

\* 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   | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 31. Campus item: General academic advising is available to online learners.                              | 6.08       | 5.07 / 1.67       | 1.01            | 6.18       | 5.09 / 1.72       | 1.09            | -0.02           |
| 27. Campus item: Help desk services and technical support are adequate to meet my needs.                 | 6.06       | 5.61 / 1.27       | 0.45            | 6.11       | 5.43 / 1.42       | 0.68            | 0.18            |
| 46. Factor to enroll: Financial assistance available   | 6.06       |                   |                 | 5.86       |                   |                 |                 |
| 29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).       | 6.03       | 5.23 / 1.50       | 0.80            | 6.05       | 5.18 / 1.67       | 0.87            | 0.05            |
| 49. Factor to enroll: Work schedule  | 6.02       |                   |                 | 6.16       |                   |                 |                 |
| 1. This institution has a good reputation.   | 6.00       | 5.62 / 1.24       | 0.38            | 5.95       | 5.51 / 1.38       | 0.44            | 0.11            |
| 15. Channels are available for providing timely responses to student complaints.                         | 5.94       | 4.80 / 1.70       | 1.14            | 6.00       | 4.78 / 1.82       | 1.22            | 0.02            |
| 34. Campus item: Orientation to university systems and support resources is provided to online learners. | 5.93       | 5.06 / 1.58       | 0.87            | 5.94       | 5.12 / 1.69       | 0.82            | -0.06           |
| 38. Source of information: Catalog (online)  | 5.88       |                   |                 | 5.81       |                   |                 |                 |
| 48. Factor to enroll: Reputation of institution  | 5.86       |                   |                 | 5.80       |                   |                 |                 |
| 19. Online career services are available.  | 5.71       | 4.90 / 1.53       | 0.81            | 5.81       | 4.95 / 1.63       | 0.86            | -0.05           |
| 24. Tutoring services are readily available for online courses.  | 5.62       | 4.57 / 1.67       | 1.05            | 5.54       | 4.53 / 1.79       | 1.01            | 0.04            |
| 32. Campus item: I feel I am a member of the Central Washington University community.                    | 5.57       | 4.95 / 1.63       | 0.62            | 5.45       | 4.88 / 1.85       | 0.57            | 0.07            |
| 52. Factor to enroll: Distance from campus   | 5.57       |                   |                 | 5.75       |                   |                 |                 |
| 42. Source of information: Recommendation from instructor or program advisor                             | 5.53       |                   |                 | 5.53       |                   |                 |                 |

\* 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   | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s). | 5.05       | 5.25 / 1.44       | -0.20           | 5.07       | 5.14 / 1.51       | -0.07           | 0.11            |
| 8. Student-to-student collaborations are valuable to me.   | 4.99       | 5.06 / 1.38       | -0.07           | 4.92       | 4.92 / 1.53       | 0.00            | 0.14            |
| 43. Source of information: Contact with current students and / or recent graduates of the program  | 4.84       |                   |                 | 4.74       |                   |                 |                 |
| 54. Factor to enroll: Recommendations from employer  | 4.60       |                   |                 | 4.54       |                   |                 |                 |
| 39. Source of information: College representatives   | 4.53       |                   |                 | 4.69       |                   |                 |                 |
| 37. Source of information: Catalog and brochures (printed)   | 4.32       |                   |                 | 4.29       |                   |                 |                 |
| 41. Source of information: Advertisements  | 3.69       |                   |                 | 3.39       |                   |                 |                 |

\* 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  | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>ACADEMIC SERVICES</b>  | 6.24       | 5.29 / 1.10       | 0.95            | 6.18       | 5.27 / 1.18       | 0.91            | 0.02            |
| 2. My program advisor is accessible by telephone and e-mail.    | 6.36       | 5.62 / 1.52       | 0.74            | 6.29       | 5.67 / 1.54       | 0.62            | -0.05           |
| 5. My program advisor helps me work toward career goals.        | 6.25       | 5.15 / 1.73       | 1.10            | 6.12       | 5.06 / 1.75       | 1.06            | 0.09            |
| 7. Program requirements are clear and reasonable.               | 6.55       | 5.50 / 1.42       | 1.05            | 6.52       | 5.51 / 1.49       | 1.01            | -0.01           |
| 12. There are sufficient offerings within my program of study.  | 6.54       | 5.22 / 1.61       | 1.32            | 6.44       | 5.00 / 1.66       | 1.44            | 0.22            |
| 16. Appropriate technical assistance is readily available.      | 6.14       | 5.37 / 1.46       | 0.77            | 6.22       | 5.43 / 1.56       | 0.79            | -0.06           |
| 21. Adequate online library resources are provided.             | 6.11       | 5.43 / 1.47       | 0.68            | 6.03       | 5.53 / 1.47       | 0.50            | -0.10           |
| 24. Tutoring services are readily available for online courses. | 5.62       | 4.57 / 1.67       | 1.05            | 5.54       | 4.53 / 1.79       | 1.01            | 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   | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>ENROLLMENT SERVICES</b>   | 6.34       | 5.53 / 1.21       | 0.81            | 6.36       | 5.39 / 1.31       | 0.97            | 0.14            |
| 9. Adequate financial aid is available.                                | 6.37       | 5.29 / 1.75       | 1.08            | 6.29       | 5.18 / 1.80       | 1.11            | 0.11            |
| 14. I receive timely information on the availability of financial aid. | 6.23       | 5.15 / 1.64       | 1.08            | 6.26       | 5.06 / 1.76       | 1.20            | 0.09            |
| 18. Registration for online courses is convenient.                     | 6.47       | 5.81 / 1.44       | 0.66            | 6.57       | 5.55 / 1.66       | 1.02            | 0.26 *          |
| 23. Billing and payment procedures are convenient for me.              | 6.28       | 5.81 / 1.36       | 0.47            | 6.29       | 5.73 / 1.48       | 0.56            | 0.08            |

\* 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                                  | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>INSTITUTIONAL PERCEPTIONS</b>            | 6.29       | 5.45 / 1.19       | 0.84            | 6.24       | 5.26 / 1.43       | 0.98            | 0.19            |
| 1. This institution has a good reputation.  | 6.00       | 5.62 / 1.24       | 0.38            | 5.95       | 5.51 / 1.38       | 0.44            | 0.11            |
| 6. Tuition paid is a worthwhile investment. | 6.59       | 5.28 / 1.40       | 1.31            | 6.53       | 5.01 / 1.77       | 1.52            | 0.27 *          |

\* 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  | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>INSTRUCTIONAL SERVICES</b>   | 6.25       | 5.37 / 1.07       | 0.88            | 6.24       | 5.30 / 1.24       | 0.94            | 0.07            |
| 3. Instructional materials are appropriate for program content.       | 6.43       | 5.59 / 1.30       | 0.84            | 6.46       | 5.56 / 1.43       | 0.90            | 0.03            |
| 4. Faculty provide timely feedback about student progress.            | 6.44       | 5.23 / 1.49       | 1.21            | 6.46       | 5.06 / 1.70       | 1.40            | 0.17            |
| 8. Student-to-student collaborations are valuable to me.              | 4.99       | 5.06 / 1.38       | -0.07           | 4.92       | 4.92 / 1.53       | 0.00            | 0.14            |
| 11. Student assignments are clearly defined in the syllabus.          | 6.57       | 5.58 / 1.35       | 0.99            | 6.56       | 5.49 / 1.53       | 1.07            | 0.09            |
| 13. The frequency of student and instructor interactions is adequate. | 6.17       | 5.35 / 1.40       | 0.82            | 6.08       | 5.33 / 1.54       | 0.75            | 0.02            |
| 17. Assessment and evaluation procedures are clear and reasonable.    | 6.31       | 5.45 / 1.34       | 0.86            | 6.33       | 5.62 / 1.30       | 0.71            | -0.17           |
| 20. The quality of online instruction is excellent.                   | 6.52       | 5.25 / 1.56       | 1.27            | 6.54       | 5.03 / 1.78       | 1.51            | 0.22            |
| 25. Faculty are responsive to student needs.                          | 6.53       | 5.46 / 1.43       | 1.07            | 6.56       | 5.42 / 1.54       | 1.14            | 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 - Student Services

| Scale/Item   | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>STUDENT SERVICES</b>  | 6.12       | 5.28 / 1.13       | 0.84            | 6.14       | 5.19 / 1.32       | 0.95            | 0.09            |
| 10. This institution responds quickly when I request information.                | 6.44       | 5.54 / 1.36       | 0.90            | 6.37       | 5.32 / 1.65       | 1.05            | 0.22            |
| 15. Channels are available for providing timely responses to student complaints. | 5.94       | 4.80 / 1.70       | 1.14            | 6.00       | 4.78 / 1.82       | 1.22            | 0.02            |
| 19. Online career services are available.  | 5.71       | 4.90 / 1.53       | 0.81            | 5.81       | 4.95 / 1.63       | 0.86            | -0.05           |
| 22. I am aware of whom to contact for questions about programs and services.     | 6.26       | 5.23 / 1.64       | 1.03            | 6.29       | 5.11 / 1.79       | 1.18            | 0.12            |
| 26. The bookstore provides timely service to students.                           | 6.19       | 5.78 / 1.32       | 0.41            | 6.15       | 5.74 / 1.37       | 0.41            | 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 Sequential Order

| Item   | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 1. This institution has a good reputation.                                       | 6.00       | 5.62 / 1.24       | 0.38            | 5.95       | 5.51 / 1.38       | 0.44            | 0.11            |
| 2. My program advisor is accessible by telephone and e-mail.                     | 6.36       | 5.62 / 1.52       | 0.74            | 6.29       | 5.67 / 1.54       | 0.62            | -0.05           |
| 3. Instructional materials are appropriate for program content.                  | 6.43       | 5.59 / 1.30       | 0.84            | 6.46       | 5.56 / 1.43       | 0.90            | 0.03            |
| 4. Faculty provide timely feedback about student progress.                       | 6.44       | 5.23 / 1.49       | 1.21            | 6.46       | 5.06 / 1.70       | 1.40            | 0.17            |
| 5. My program advisor helps me work toward career goals.                         | 6.25       | 5.15 / 1.73       | 1.10            | 6.12       | 5.06 / 1.75       | 1.06            | 0.09            |
| 6. Tuition paid is a worthwhile investment.                                      | 6.59       | 5.28 / 1.40       | 1.31            | 6.53       | 5.01 / 1.77       | 1.52            | 0.27 *          |
| 7. Program requirements are clear and reasonable.                                | 6.55       | 5.50 / 1.42       | 1.05            | 6.52       | 5.51 / 1.49       | 1.01            | -0.01           |
| 8. Student-to-student collaborations are valuable to me.                         | 4.99       | 5.06 / 1.38       | -0.07           | 4.92       | 4.92 / 1.53       | 0.00            | 0.14            |
| 9. Adequate financial aid is available.  | 6.37       | 5.29 / 1.75       | 1.08            | 6.29       | 5.18 / 1.80       | 1.11            | 0.11            |
| 10. This institution responds quickly when I request information.                | 6.44       | 5.54 / 1.36       | 0.90            | 6.37       | 5.32 / 1.65       | 1.05            | 0.22            |
| 11. Student assignments are clearly defined in the syllabus.                     | 6.57       | 5.58 / 1.35       | 0.99            | 6.56       | 5.49 / 1.53       | 1.07            | 0.09            |
| 12. There are sufficient offerings within my program of study.                   | 6.54       | 5.22 / 1.61       | 1.32            | 6.44       | 5.00 / 1.66       | 1.44            | 0.22            |
| 13. The frequency of student and instructor interactions is adequate.            | 6.17       | 5.35 / 1.40       | 0.82            | 6.08       | 5.33 / 1.54       | 0.75            | 0.02            |
| 14. I receive timely information on the availability of financial aid.           | 6.23       | 5.15 / 1.64       | 1.08            | 6.26       | 5.06 / 1.76       | 1.20            | 0.09            |
| 15. Channels are available for providing timely responses to student complaints. | 5.94       | 4.80 / 1.70       | 1.14            | 6.00       | 4.78 / 1.82       | 1.22            | 0.02            |
| 16. Appropriate technical assistance is readily available.                       | 6.14       | 5.37 / 1.46       | 0.77            | 6.22       | 5.43 / 1.56       | 0.79            | -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 Sequential Order

| Item   | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 17. Assessment and evaluation procedures are clear and reasonable.                                 | 6.31       | 5.45 / 1.34       | 0.86            | 6.33       | 5.62 / 1.30       | 0.71            | -0.17           |
| 18. Registration for online courses is convenient.   | 6.47       | 5.81 / 1.44       | 0.66            | 6.57       | 5.55 / 1.66       | 1.02            | 0.26 *          |
| 19. Online career services are available.  | 5.71       | 4.90 / 1.53       | 0.81            | 5.81       | 4.95 / 1.63       | 0.86            | -0.05           |
| 20. The quality of online instruction is excellent.  | 6.52       | 5.25 / 1.56       | 1.27            | 6.54       | 5.03 / 1.78       | 1.51            | 0.22            |
| 21. Adequate online library resources are provided.  | 6.11       | 5.43 / 1.47       | 0.68            | 6.03       | 5.53 / 1.47       | 0.50            | -0.10           |
| 22. I am aware of whom to contact for questions about programs and services.                       | 6.26       | 5.23 / 1.64       | 1.03            | 6.29       | 5.11 / 1.79       | 1.18            | 0.12            |
| 23. Billing and payment procedures are convenient for me.  | 6.28       | 5.81 / 1.36       | 0.47            | 6.29       | 5.73 / 1.48       | 0.56            | 0.08            |
| 24. Tutoring services are readily available for online courses.                                    | 5.62       | 4.57 / 1.67       | 1.05            | 5.54       | 4.53 / 1.79       | 1.01            | 0.04            |
| 25. Faculty are responsive to student needs.   | 6.53       | 5.46 / 1.43       | 1.07            | 6.56       | 5.42 / 1.54       | 1.14            | 0.04            |
| 26. The bookstore provides timely service to students.   | 6.19       | 5.78 / 1.32       | 0.41            | 6.15       | 5.74 / 1.37       | 0.41            | 0.04            |
| 27. Campus item: Help desk services and technical support are adequate to meet my needs.           | 6.06       | 5.61 / 1.27       | 0.45            | 6.11       | 5.43 / 1.42       | 0.68            | 0.18            |
| 28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s). | 5.05       | 5.25 / 1.44       | -0.20           | 5.07       | 5.14 / 1.51       | -0.07           | 0.11            |
| 29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s). | 6.03       | 5.23 / 1.50       | 0.80            | 6.05       | 5.18 / 1.67       | 0.87            | 0.05            |
| 30. Campus item: The online course management system is easy to use.                               | 6.51       | 5.45 / 1.41       | 1.06            | 6.46       | 5.43 / 1.53       | 1.03            | 0.02            |
| 31. Campus item: General academic advising is available to online learners.                        | 6.08       | 5.07 / 1.67       | 1.01            | 6.18       | 5.09 / 1.72       | 1.09            | -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 Sequential Order

| Item   | June 2014  |                   |                 | May 2013   |                   |                 | 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.                    | 5.57       | 4.95 / 1.63       | 0.62            | 5.45       | 4.88 / 1.85       | 0.57            | 0.07            |
| 33. Campus item: The organization and design of my online course(s) is conducive to learning.            | 6.43       | 5.46 / 1.42       | 0.97            | 6.43       | 5.31 / 1.67       | 1.12            | 0.15            |
| 34. Campus item: Orientation to university systems and support resources is provided to online learners. | 5.93       | 5.06 / 1.58       | 0.87            | 5.94       | 5.12 / 1.69       | 0.82            | -0.06           |
| 35. Campus item: A fair and equitable learning environment exists in my online course(s).                | 6.39       | 5.63 / 1.45       | 0.76            | 6.34       | 5.55 / 1.59       | 0.79            | 0.08            |
| 36. Campus item: Courses necessary to meet my degree objectives are offered online.                      | 6.42       | 5.34 / 1.55       | 1.08            | 6.46       | 5.35 / 1.67       | 1.11            | -0.01           |
| 37. Source of information: Catalog and brochures (printed)   | 4.32       |                   |                 | 4.29       |                   |                 |                 |
| 38. Source of information: Catalog (online)  | 5.88       |                   |                 | 5.81       |                   |                 |                 |
| 39. Source of information: College representatives   | 4.53       |                   |                 | 4.69       |                   |                 |                 |
| 40. Source of information: Web site  | 6.14       |                   |                 | 6.07       |                   |                 |                 |
| 41. Source of information: Advertisements  | 3.69       |                   |                 | 3.39       |                   |                 |                 |
| 42. Source of information: Recommendation from instructor or program advisor                             | 5.53       |                   |                 | 5.53       |                   |                 |                 |
| 43. Source of information: Contact with current students and / or recent graduates of the program        | 4.84       |                   |                 | 4.74       |                   |                 |                 |
| 44. Factor to enroll: Ability to transfer credits  | 6.09       |                   |                 | 6.32       |                   |                 |                 |
| 45. Factor to enroll: Cost   | 6.14       |                   |                 | 6.03       |                   |                 |                 |
| 46. Factor to enroll: Financial assistance available   | 6.06       |                   |                 | 5.86       |                   |                 |                 |

\* 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   | June 2014  |                   |                 | May 2013   |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 47. Factor to enroll: Future employment opportunities          | 6.16       |                   |                 | 5.88       |                   |                 |                 |
| 48. Factor to enroll: Reputation of institution                | 5.86       |                   |                 | 5.80       |                   |                 |                 |
| 49. Factor to enroll: Work schedule                            | 6.02       |                   |                 | 6.16       |                   |                 |                 |
| 50. Factor to enroll: Flexible pacing for completing a program | 6.09       |                   |                 | 6.15       |                   |                 |                 |
| 51. Factor to enroll: Convenience                              | 6.46       |                   |                 | 6.53       |                   |                 |                 |
| 52. Factor to enroll: Distance from campus                     | 5.57       |                   |                 | 5.75       |                   |                 |                 |
| 53. Factor to enroll: Program requirements                     | 6.19       |                   |                 | 6.25       |                   |                 |                 |
| 54. Factor to enroll: Recommendations from employer            | 4.60       |                   |                 | 4.54       |                   |                 |                 |

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

## Institutional Summary

### Summary Items

| Summary Item  | June 2014  | May 2013   | Mean Difference |
|---|--|--|-----------------|
| <p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected<br/>2=Quite a bit worse than I expected<br/>3=Worse than I expected<br/>4=About what I expected<br/>5=Better than I expected<br/>6=Quite a bit better than I expected<br/>7=Much better than expected</p> | <p>Average: 4.47</p> <p>3%<br/>2%<br/>10%<br/>40%<br/>23%<br/>10%<br/>9%</p> | <p>Average: 4.31</p> <p>4%<br/>5%<br/>11%<br/>35%<br/>24%<br/>9%<br/>8%</p>  | <p>0.16</p>     |
| <p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all<br/>2=Not very satisfied<br/>3=Somewhat dissatisfied<br/>4=Neutral<br/>5=Somewhat satisfied<br/>6=Satisfied<br/>7=Very satisfied</p>  | <p>Average: 5.17</p> <p>3%<br/>2%<br/>10%<br/>9%<br/>20%<br/>35%<br/>17%</p> | <p>Average: 4.97</p> <p>5%<br/>10%<br/>7%<br/>8%<br/>14%<br/>38%<br/>16%</p> | <p>0.20</p>     |
| <p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not<br/>2=Probably not<br/>3=Maybe not<br/>4=I don't know<br/>5=Maybe yes<br/>6=Probably yes<br/>7=Definitely yes</p>   | <p>Average: 5.48</p> <p>3%<br/>6%<br/>2%<br/>10%<br/>14%<br/>31%<br/>31%</p> | <p>Average: 5.42</p> <p>6%<br/>7%<br/>4%<br/>6%<br/>9%<br/>31%<br/>35%</p>   | <p>0.06</p>     |