

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 11. Student assignments are clearly defined in the syllabus.
- 18. Registration for online courses is convenient.
- 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.

#### **Challenges**

- 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.
- 36. Campus item: Courses necessary to meet my degree objectives are offered online.
- 9. Adequate financial aid is available.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Lower Satisfaction vs. Central Washington 2014 Requested Group**

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

#### **Higher Importance vs. Central Washington 2014 Requested Group**

- 9. Adequate financial aid is available.

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

Scale	Central Washington University			Central Washington 2014 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.34	5.53 / 1.21	0.81	6.27	5.90 / 1.05	0.37	-0.37 ***
Institutional Perceptions	6.29	5.45 / 1.19	0.84	6.40	5.79 / 1.09	0.61	-0.34 ***
Instructional Services	6.25	5.37 / 1.07	0.88	6.28	5.62 / 1.07	0.66	-0.25 ***
Academic Services	6.24	5.29 / 1.10	0.95	6.21	5.65 / 1.01	0.56	-0.36 ***
Student Services	6.12	5.28 / 1.13	0.84	6.09	5.66 / 1.10	0.43	-0.38 ***

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

National Group Means are based on 2459 records.

## Institutional Summary

### Items: In Order of Importance

Item	Central Washington University			Central Washington 2014 Requested Group			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	6.58	5.64 / 1.38	0.94	-0.36 ***
11. Student assignments are clearly defined in the syllabus.	6.57	5.58 / 1.35	0.99	6.58	5.74 / 1.37	0.84	-0.16 *
7. Program requirements are clear and reasonable.	6.55	5.50 / 1.42	1.05	6.54	5.78 / 1.33	0.76	-0.28 ***
12. There are sufficient offerings within my program of study.	6.54	5.22 / 1.61	1.32	6.51	5.62 / 1.40	0.89	-0.40 ***
25. Faculty are responsive to student needs.	6.53	5.46 / 1.43	1.07	6.57	5.76 / 1.38	0.81	-0.30 ***
20. The quality of online instruction is excellent.	6.52	5.25 / 1.56	1.27	6.65	5.56 / 1.47	1.09	-0.31 ***
30. Campus item: The online course management system is easy to use.	6.51	5.45 / 1.41	1.06				
18. Registration for online courses is convenient.	6.47	5.81 / 1.44	0.66	6.56	6.14 / 1.26	0.42	-0.33 ***
51. Factor to enroll: Convenience	6.46			6.69			
4. Faculty provide timely feedback about student progress.	6.44	5.23 / 1.49	1.21	6.51	5.48 / 1.46	1.03	-0.25 **
10. This institution responds quickly when I request information.	6.44	5.54 / 1.36	0.90	6.44	5.97 / 1.25	0.47	-0.43 ***
3. Instructional materials are appropriate for program content.	6.43	5.59 / 1.30	0.84	6.55	5.85 / 1.21	0.70	-0.26 ***
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.46 / 1.42	0.97				
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.42	5.34 / 1.55	1.08				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.39	5.63 / 1.45	0.76				
9. Adequate financial aid is available.	6.37	5.29 / 1.75	1.08	6.05	5.59 / 1.52	0.46	-0.30 **

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

National Group Means are based on 2459 records.

## Institutional Summary

### Items: In Order of Importance

Item	Central Washington University			Central Washington 2014 Requested Group			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	6.37	5.95 / 1.41	0.42	-0.33 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.31	5.45 / 1.34	0.86	6.37	5.79 / 1.25	0.58	-0.34 ***
23. Billing and payment procedures are convenient for me.	6.28	5.81 / 1.36	0.47	6.40	6.12 / 1.21	0.28	-0.31 ***
22. I am aware of whom to contact for questions about programs and services.	6.26	5.23 / 1.64	1.03	6.34	5.74 / 1.46	0.60	-0.51 ***
5. My program advisor helps me work toward career goals.	6.25	5.15 / 1.73	1.10	6.12	5.39 / 1.66	0.73	-0.24 *
14. I receive timely information on the availability of financial aid.	6.23	5.15 / 1.64	1.08	5.99	5.62 / 1.45	0.37	-0.47 ***
26. The bookstore provides timely service to students.	6.19	5.78 / 1.32	0.41	5.93	5.83 / 1.35	0.10	-0.05
53. Factor to enroll: Program requirements	6.19			6.34			
13. The frequency of student and instructor interactions is adequate.	6.17	5.35 / 1.40	0.82	6.16	5.58 / 1.38	0.58	-0.23 **
47. Factor to enroll: Future employment opportunities	6.16			5.87			
16. Appropriate technical assistance is readily available.	6.14	5.37 / 1.46	0.77	6.18	5.80 / 1.28	0.38	-0.43 ***
40. Source of information: Web site	6.14			6.26			
45. Factor to enroll: Cost	6.14			6.10			
21. Adequate online library resources are provided.	6.11	5.43 / 1.47	0.68	6.19	5.85 / 1.29	0.34	-0.42 ***
44. Factor to enroll: Ability to transfer credits	6.09			5.94			
50. Factor to enroll: Flexible pacing for completing a program	6.09			6.50			

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

National Group Means are based on 2459 records.

## Institutional Summary

### Items: In Order of Importance

Item	Central Washington University			Central Washington 2014 Requested Group			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				
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.06	5.61 / 1.27	0.45				
46. Factor to enroll: Financial assistance available	6.06			5.61			
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.03	5.23 / 1.50	0.80				
49. Factor to enroll: Work schedule	6.02			6.55			
1. This institution has a good reputation.	6.00	5.62 / 1.24	0.38	6.21	5.94 / 1.10	0.27	-0.32 ***
15. Channels are available for providing timely responses to student complaints.	5.94	4.80 / 1.70	1.14	5.93	5.26 / 1.54	0.67	-0.46 ***
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.93	5.06 / 1.58	0.87				
38. Source of information: Catalog (online)	5.88			5.95			
48. Factor to enroll: Reputation of institution	5.86			6.13			
19. Online career services are available.	5.71	4.90 / 1.53	0.81	5.67	5.32 / 1.50	0.35	-0.42 ***
24. Tutoring services are readily available for online courses.	5.62	4.57 / 1.67	1.05	5.39	4.92 / 1.66	0.47	-0.35 **
32. Campus item: I feel I am a member of the Central Washington University community.	5.57	4.95 / 1.63	0.62				
52. Factor to enroll: Distance from campus	5.57			5.11			
42. Source of information: Recommendation from instructor or program advisor	5.53			5.09			

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

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

Item	Central Washington University			Central Washington 2014 Requested Group			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				
8. Student-to-student collaborations are valuable to me.	4.99	5.06 / 1.38	-0.07	4.86	5.22 / 1.42	-0.36	-0.16 *
43. Source of information: Contact with current students and / or recent graduates of the program	4.84			4.51			
54. Factor to enroll: Recommendations from employer	4.60			4.51			
39. Source of information: College representatives	4.53			4.33			
37. Source of information: Catalog and brochures (printed)	4.32			3.76			
41. Source of information: Advertisements	3.69			3.37			

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

National Group Means are based on 2459 records.

## Institutional Summary

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

Scale/Item	Central Washington University			Central Washington 2014 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.24	5.29 / 1.10	0.95	6.21	5.65 / 1.01	0.56	-0.36 ***
2. My program advisor is accessible by telephone and e-mail.	6.36	5.62 / 1.52	0.74	6.37	5.95 / 1.41	0.42	-0.33 ***
5. My program advisor helps me work toward career goals.	6.25	5.15 / 1.73	1.10	6.12	5.39 / 1.66	0.73	-0.24 *
7. Program requirements are clear and reasonable.	6.55	5.50 / 1.42	1.05	6.54	5.78 / 1.33	0.76	-0.28 ***
12. There are sufficient offerings within my program of study.	6.54	5.22 / 1.61	1.32	6.51	5.62 / 1.40	0.89	-0.40 ***
16. Appropriate technical assistance is readily available.	6.14	5.37 / 1.46	0.77	6.18	5.80 / 1.28	0.38	-0.43 ***
21. Adequate online library resources are provided.	6.11	5.43 / 1.47	0.68	6.19	5.85 / 1.29	0.34	-0.42 ***
24. Tutoring services are readily available for online courses.	5.62	4.57 / 1.67	1.05	5.39	4.92 / 1.66	0.47	-0.35 **

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

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## Institutional Summary

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

Scale/Item	Central Washington University			Central Washington 2014 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ENROLLMENT SERVICES</b>	6.34	5.53 / 1.21	0.81	6.27	5.90 / 1.05	0.37	-0.37 ***
9. Adequate financial aid is available.	6.37	5.29 / 1.75	1.08	6.05	5.59 / 1.52	0.46	-0.30 **
14. I receive timely information on the availability of financial aid.	6.23	5.15 / 1.64	1.08	5.99	5.62 / 1.45	0.37	-0.47 ***
18. Registration for online courses is convenient.	6.47	5.81 / 1.44	0.66	6.56	6.14 / 1.26	0.42	-0.33 ***
23. Billing and payment procedures are convenient for me.	6.28	5.81 / 1.36	0.47	6.40	6.12 / 1.21	0.28	-0.31 ***

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

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### Institutional Summary

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

Scale/Item	Central Washington University			Central Washington 2014 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTITUTIONAL PERCEPTIONS</b>	6.29	5.45 / 1.19	0.84	6.40	5.79 / 1.09	0.61	-0.34 ***
1. This institution has a good reputation.	6.00	5.62 / 1.24	0.38	6.21	5.94 / 1.10	0.27	-0.32 ***
6. Tuition paid is a worthwhile investment.	6.59	5.28 / 1.40	1.31	6.58	5.64 / 1.38	0.94	-0.36 ***

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

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## Institutional Summary

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

Scale/Item	Central Washington University			Central Washington 2014 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL SERVICES</b>	6.25	5.37 / 1.07	0.88	6.28	5.62 / 1.07	0.66	-0.25 ***
3. Instructional materials are appropriate for program content.	6.43	5.59 / 1.30	0.84	6.55	5.85 / 1.21	0.70	-0.26 ***
4. Faculty provide timely feedback about student progress.	6.44	5.23 / 1.49	1.21	6.51	5.48 / 1.46	1.03	-0.25 **
8. Student-to-student collaborations are valuable to me.	4.99	5.06 / 1.38	-0.07	4.86	5.22 / 1.42	-0.36	-0.16 *
11. Student assignments are clearly defined in the syllabus.	6.57	5.58 / 1.35	0.99	6.58	5.74 / 1.37	0.84	-0.16 *
13. The frequency of student and instructor interactions is adequate.	6.17	5.35 / 1.40	0.82	6.16	5.58 / 1.38	0.58	-0.23 **
17. Assessment and evaluation procedures are clear and reasonable.	6.31	5.45 / 1.34	0.86	6.37	5.79 / 1.25	0.58	-0.34 ***
20. The quality of online instruction is excellent.	6.52	5.25 / 1.56	1.27	6.65	5.56 / 1.47	1.09	-0.31 ***
25. Faculty are responsive to student needs.	6.53	5.46 / 1.43	1.07	6.57	5.76 / 1.38	0.81	-0.30 ***

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

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## Institutional Summary

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

Scale/Item	Central Washington University			Central Washington 2014 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT SERVICES</b>	6.12	5.28 / 1.13	0.84	6.09	5.66 / 1.10	0.43	-0.38 ***
10. This institution responds quickly when I request information.	6.44	5.54 / 1.36	0.90	6.44	5.97 / 1.25	0.47	-0.43 ***
15. Channels are available for providing timely responses to student complaints.	5.94	4.80 / 1.70	1.14	5.93	5.26 / 1.54	0.67	-0.46 ***
19. Online career services are available.	5.71	4.90 / 1.53	0.81	5.67	5.32 / 1.50	0.35	-0.42 ***
22. I am aware of whom to contact for questions about programs and services.	6.26	5.23 / 1.64	1.03	6.34	5.74 / 1.46	0.60	-0.51 ***
26. The bookstore provides timely service to students.	6.19	5.78 / 1.32	0.41	5.93	5.83 / 1.35	0.10	-0.05

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

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## Institutional Summary

### Items: In Sequential Order

Item	Central Washington University			Central Washington 2014 Requested Group			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	6.21	5.94 / 1.10	0.27	-0.32 ***
2. My program advisor is accessible by telephone and e-mail.	6.36	5.62 / 1.52	0.74	6.37	5.95 / 1.41	0.42	-0.33 ***
3. Instructional materials are appropriate for program content.	6.43	5.59 / 1.30	0.84	6.55	5.85 / 1.21	0.70	-0.26 ***
4. Faculty provide timely feedback about student progress.	6.44	5.23 / 1.49	1.21	6.51	5.48 / 1.46	1.03	-0.25 **
5. My program advisor helps me work toward career goals.	6.25	5.15 / 1.73	1.10	6.12	5.39 / 1.66	0.73	-0.24 *
6. Tuition paid is a worthwhile investment.	6.59	5.28 / 1.40	1.31	6.58	5.64 / 1.38	0.94	-0.36 ***
7. Program requirements are clear and reasonable.	6.55	5.50 / 1.42	1.05	6.54	5.78 / 1.33	0.76	-0.28 ***
8. Student-to-student collaborations are valuable to me.	4.99	5.06 / 1.38	-0.07	4.86	5.22 / 1.42	-0.36	-0.16 *
9. Adequate financial aid is available.	6.37	5.29 / 1.75	1.08	6.05	5.59 / 1.52	0.46	-0.30 **
10. This institution responds quickly when I request information.	6.44	5.54 / 1.36	0.90	6.44	5.97 / 1.25	0.47	-0.43 ***
11. Student assignments are clearly defined in the syllabus.	6.57	5.58 / 1.35	0.99	6.58	5.74 / 1.37	0.84	-0.16 *
12. There are sufficient offerings within my program of study.	6.54	5.22 / 1.61	1.32	6.51	5.62 / 1.40	0.89	-0.40 ***
13. The frequency of student and instructor interactions is adequate.	6.17	5.35 / 1.40	0.82	6.16	5.58 / 1.38	0.58	-0.23 **
14. I receive timely information on the availability of financial aid.	6.23	5.15 / 1.64	1.08	5.99	5.62 / 1.45	0.37	-0.47 ***
15. Channels are available for providing timely responses to student complaints.	5.94	4.80 / 1.70	1.14	5.93	5.26 / 1.54	0.67	-0.46 ***
16. Appropriate technical assistance is readily available.	6.14	5.37 / 1.46	0.77	6.18	5.80 / 1.28	0.38	-0.43 ***

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

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## Institutional Summary

### Items: In Sequential Order

Item	Central Washington University			Central Washington 2014 Requested Group			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	6.37	5.79 / 1.25	0.58	-0.34 ***
18. Registration for online courses is convenient.	6.47	5.81 / 1.44	0.66	6.56	6.14 / 1.26	0.42	-0.33 ***
19. Online career services are available.	5.71	4.90 / 1.53	0.81	5.67	5.32 / 1.50	0.35	-0.42 ***
20. The quality of online instruction is excellent.	6.52	5.25 / 1.56	1.27	6.65	5.56 / 1.47	1.09	-0.31 ***
21. Adequate online library resources are provided.	6.11	5.43 / 1.47	0.68	6.19	5.85 / 1.29	0.34	-0.42 ***
22. I am aware of whom to contact for questions about programs and services.	6.26	5.23 / 1.64	1.03	6.34	5.74 / 1.46	0.60	-0.51 ***
23. Billing and payment procedures are convenient for me.	6.28	5.81 / 1.36	0.47	6.40	6.12 / 1.21	0.28	-0.31 ***
24. Tutoring services are readily available for online courses.	5.62	4.57 / 1.67	1.05	5.39	4.92 / 1.66	0.47	-0.35 **
25. Faculty are responsive to student needs.	6.53	5.46 / 1.43	1.07	6.57	5.76 / 1.38	0.81	-0.30 ***
26. The bookstore provides timely service to students.	6.19	5.78 / 1.32	0.41	5.93	5.83 / 1.35	0.10	-0.05
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.06	5.61 / 1.27	0.45				
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.05	5.25 / 1.44	-0.20				
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.03	5.23 / 1.50	0.80				
30. Campus item: The online course management system is easy to use.	6.51	5.45 / 1.41	1.06				
31. Campus item: General academic advising is available to online learners.	6.08	5.07 / 1.67	1.01				

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## Institutional Summary

### Items: In Sequential Order

Item	Central Washington University			Central Washington 2014 Requested Group			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				
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.46 / 1.42	0.97				
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.93	5.06 / 1.58	0.87				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.39	5.63 / 1.45	0.76				
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.42	5.34 / 1.55	1.08				
37. Source of information: Catalog and brochures (printed)	4.32			3.76			
38. Source of information: Catalog (online)	5.88			5.95			
39. Source of information: College representatives	4.53			4.33			
40. Source of information: Web site	6.14			6.26			
41. Source of information: Advertisements	3.69			3.37			
42. Source of information: Recommendation from instructor or program advisor	5.53			5.09			
43. Source of information: Contact with current students and / or recent graduates of the program	4.84			4.51			
44. Factor to enroll: Ability to transfer credits	6.09			5.94			
45. Factor to enroll: Cost	6.14			6.10			
46. Factor to enroll: Financial assistance available	6.06			5.61			

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

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**Institutional Summary**  
**Items: In Sequential Order**

Item	Central Washington University			Central Washington 2014 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	6.16			5.87			
48. Factor to enroll: Reputation of institution	5.86			6.13			
49. Factor to enroll: Work schedule	6.02			6.55			
50. Factor to enroll: Flexible pacing for completing a program	6.09			6.50			
51. Factor to enroll: Convenience	6.46			6.69			
52. Factor to enroll: Distance from campus	5.57			5.11			
53. Factor to enroll: Program requirements	6.19			6.34			
54. Factor to enroll: Recommendations from employer	4.60			4.51			

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## Institutional Summary

### Summary Items

Summary Item	Central Washington University	Central Washington 2014 Requested Group	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.47	Average: 4.88	-0.41
1=Much worse than expected	3%	1%	
2=Quite a bit worse than I expected	2%	2%	
3=Worse than I expected	10%	8%	
4=About what I expected	40%	30%	
5=Better than I expected	23%	25%	
6=Quite a bit better than I expected	10%	16%	
7=Much better than expected	9%	15%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.17	Average: 5.66	-0.49
1=Not satisfied at all	3%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	10%	7%	
4=Neutral	9%	4%	
5=Somewhat satisfied	20%	14%	
6=Satisfied	35%	41%	
7=Very satisfied	17%	28%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.48	Average: 5.88	-0.40
1=Definitely not	3%	1%	
2=Probably not	6%	4%	
3=Maybe not	2%	3%	
4=I don't know	10%	5%	
5=Maybe yes	14%	8%	
6=Probably yes	31%	30%	
7=Definitely yes	31%	44%	