

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

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

#### **Challenges**

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

## **Strategic Planning Overview**

### **Benchmarks**

#### **Lower Satisfaction vs. Central Washington University 2015 Requested Group**

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

#### **Higher Importance vs. Central Washington University 2015 Requested Group**

- 9. Adequate financial aid is available.

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

Scale	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.33	5.49 / 1.17	0.84	6.28	5.88 / 1.04	0.40	-0.39 ***
Instructional Services	6.22	5.32 / 1.14	0.90	6.28	5.60 / 1.05	0.68	-0.28 ***
Academic Services	6.21	5.37 / 1.11	0.84	6.21	5.62 / 1.01	0.59	-0.25 ***
Institutional Perceptions	6.20	5.36 / 1.23	0.84	6.39	5.75 / 1.11	0.64	-0.39 ***
Student Services	6.13	5.21 / 1.26	0.92	6.08	5.61 / 1.11	0.47	-0.40 ***

\* 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 3290 records.

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

Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
11. Student assignments are clearly defined in the syllabus.	6.51	5.52 / 1.44	0.99	6.59	5.73 / 1.36	0.86	-0.21 *
20. The quality of online instruction is excellent.	6.50	5.14 / 1.65	1.36	6.65	5.53 / 1.47	1.12	-0.39 ***
25. Faculty are responsive to student needs.	6.50	5.31 / 1.57	1.19	6.57	5.75 / 1.36	0.82	-0.44 ***
51. Factor to enroll: Convenience	6.48			6.68			
18. Registration for online courses is convenient.	6.46	5.77 / 1.44	0.69	6.57	6.11 / 1.29	0.46	-0.34 ***
3. Instructional materials are appropriate for program content.	6.44	5.50 / 1.31	0.94	6.54	5.82 / 1.20	0.72	-0.32 ***
6. Tuition paid is a worthwhile investment.	6.44	5.28 / 1.47	1.16	6.58	5.59 / 1.40	0.99	-0.31 ***
7. Program requirements are clear and reasonable.	6.44	5.45 / 1.47	0.99	6.54	5.76 / 1.33	0.78	-0.31 ***
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.44	5.45 / 1.49	0.99				
12. There are sufficient offerings within my program of study.	6.43	5.18 / 1.44	1.25	6.53	5.58 / 1.41	0.95	-0.40 ***
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.43	5.26 / 1.65	1.17				
4. Faculty provide timely feedback about student progress.	6.42	5.21 / 1.54	1.21	6.51	5.45 / 1.46	1.06	-0.24 **
10. This institution responds quickly when I request information.	6.38	5.34 / 1.55	1.04	6.43	5.92 / 1.28	0.51	-0.58 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.53 / 1.32	0.79	6.36	5.76 / 1.25	0.60	-0.23 **
9. Adequate financial aid is available.	6.31	5.20 / 1.67	1.11	6.07	5.52 / 1.54	0.55	-0.32 **
23. Billing and payment procedures are convenient for me.	6.31	5.74 / 1.42	0.57	6.40	6.12 / 1.19	0.28	-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 3290 records.

## Institutional Summary

### Items: In Order of Importance

Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.30	5.69 / 1.37	0.61				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.26	5.69 / 1.39	0.57				
22. I am aware of whom to contact for questions about programs and services.	6.24	5.17 / 1.71	1.07	6.33	5.69 / 1.48	0.64	-0.52 ***
14. I receive timely information on the availability of financial aid.	6.23	5.18 / 1.58	1.05	6.01	5.63 / 1.43	0.38	-0.45 ***
16. Appropriate technical assistance is readily available.	6.23	5.34 / 1.53	0.89	6.18	5.77 / 1.29	0.41	-0.43 ***
26. The bookstore provides timely service to students.	6.23	5.71 / 1.31	0.52	5.92	5.78 / 1.34	0.14	-0.07
45. Factor to enroll: Cost	6.23			6.14			
21. Adequate online library resources are provided.	6.21	5.69 / 1.42	0.52	6.18	5.82 / 1.30	0.36	-0.13
2. My program advisor is accessible by telephone and e-mail.	6.20	5.63 / 1.55	0.57	6.37	5.93 / 1.41	0.44	-0.30 **
53. Factor to enroll: Program requirements	6.17			6.33			
13. The frequency of student and instructor interactions is adequate.	6.15	5.31 / 1.43	0.84	6.17	5.57 / 1.37	0.60	-0.26 **
49. Factor to enroll: Work schedule	6.15			6.52			
50. Factor to enroll: Flexible pacing for completing a program	6.10			6.48			
31. Campus item: General academic advising is available to online learners.	6.09	5.15 / 1.63	0.94				
5. My program advisor helps me work toward career goals.	6.06	5.11 / 1.81	0.95	6.12	5.37 / 1.65	0.75	-0.26 *

\* 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 3290 records.

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

Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. Channels are available for providing timely responses to student complaints.	6.04	4.80 / 1.72	1.24	5.92	5.23 / 1.55	0.69	-0.43 ***
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.04	5.20 / 1.55	0.84				
47. Factor to enroll: Future employment opportunities	6.04			5.86			
40. Source of information: Web site	6.01			6.27			
46. Factor to enroll: Financial assistance available	6.01			5.64			
44. Factor to enroll: Ability to transfer credits	5.98			5.98			
1. This institution has a good reputation.	5.97	5.44 / 1.33	0.53	6.21	5.91 / 1.13	0.30	-0.47 ***
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.93	5.18 / 1.57	0.75				
24. Tutoring services are readily available for online courses.	5.79	5.16 / 1.73	0.63	5.40	4.84 / 1.70	0.56	0.32 *
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.78	5.77 / 1.28	0.01				
19. Online career services are available.	5.71	4.93 / 1.67	0.78	5.67	5.30 / 1.51	0.37	-0.37 ***
48. Factor to enroll: Reputation of institution	5.71			6.12			
38. Source of information: Catalog (online)	5.68			5.97			
32. Campus item: I feel I am a member of the Central Washington University community.	5.60	4.97 / 1.74	0.63				
42. Source of information: Recommendation from instructor or program advisor	5.44			5.13			

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

Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. Factor to enroll: Distance from campus	5.41			5.14			
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.19	5.24 / 1.46	-0.05				
8. Student-to-student collaborations are valuable to me.	4.94	5.04 / 1.50	-0.10	4.81	5.19 / 1.40	-0.38	-0.15
43. Source of information: Contact with current students and / or recent graduates of the program	4.84			4.55			
39. Source of information: College representatives	4.50			4.30			
54. Factor to enroll: Recommendations from employer	4.46			4.48			
37. Source of information: Catalog and brochures (printed)	4.00			3.72			
41. Source of information: Advertisements	3.63			3.34			

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## Institutional Summary

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

Scale/Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.21	5.37 / 1.11	0.84	6.21	5.62 / 1.01	0.59	-0.25 ***
2. My program advisor is accessible by telephone and e-mail.	6.20	5.63 / 1.55	0.57	6.37	5.93 / 1.41	0.44	-0.30 **
5. My program advisor helps me work toward career goals.	6.06	5.11 / 1.81	0.95	6.12	5.37 / 1.65	0.75	-0.26 *
7. Program requirements are clear and reasonable.	6.44	5.45 / 1.47	0.99	6.54	5.76 / 1.33	0.78	-0.31 ***
12. There are sufficient offerings within my program of study.	6.43	5.18 / 1.44	1.25	6.53	5.58 / 1.41	0.95	-0.40 ***
16. Appropriate technical assistance is readily available.	6.23	5.34 / 1.53	0.89	6.18	5.77 / 1.29	0.41	-0.43 ***
21. Adequate online library resources are provided.	6.21	5.69 / 1.42	0.52	6.18	5.82 / 1.30	0.36	-0.13
24. Tutoring services are readily available for online courses.	5.79	5.16 / 1.73	0.63	5.40	4.84 / 1.70	0.56	0.32 *

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## Institutional Summary

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

Scale/Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ENROLLMENT SERVICES</b>	6.33	5.49 / 1.17	0.84	6.28	5.88 / 1.04	0.40	-0.39 ***
9. Adequate financial aid is available.	6.31	5.20 / 1.67	1.11	6.07	5.52 / 1.54	0.55	-0.32 **
14. I receive timely information on the availability of financial aid.	6.23	5.18 / 1.58	1.05	6.01	5.63 / 1.43	0.38	-0.45 ***
18. Registration for online courses is convenient.	6.46	5.77 / 1.44	0.69	6.57	6.11 / 1.29	0.46	-0.34 ***
23. Billing and payment procedures are convenient for me.	6.31	5.74 / 1.42	0.57	6.40	6.12 / 1.19	0.28	-0.38 ***

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### Institutional Summary

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

Scale/Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTITUTIONAL PERCEPTIONS</b>	6.20	5.36 / 1.23	0.84	6.39	5.75 / 1.11	0.64	-0.39 ***
1. This institution has a good reputation.	5.97	5.44 / 1.33	0.53	6.21	5.91 / 1.13	0.30	-0.47 ***
6. Tuition paid is a worthwhile investment.	6.44	5.28 / 1.47	1.16	6.58	5.59 / 1.40	0.99	-0.31 ***

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## Institutional Summary

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

Scale/Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL SERVICES</b>	6.22	5.32 / 1.14	0.90	6.28	5.60 / 1.05	0.68	-0.28 ***
3. Instructional materials are appropriate for program content.	6.44	5.50 / 1.31	0.94	6.54	5.82 / 1.20	0.72	-0.32 ***
4. Faculty provide timely feedback about student progress.	6.42	5.21 / 1.54	1.21	6.51	5.45 / 1.46	1.06	-0.24 **
8. Student-to-student collaborations are valuable to me.	4.94	5.04 / 1.50	-0.10	4.81	5.19 / 1.40	-0.38	-0.15
11. Student assignments are clearly defined in the syllabus.	6.51	5.52 / 1.44	0.99	6.59	5.73 / 1.36	0.86	-0.21 *
13. The frequency of student and instructor interactions is adequate.	6.15	5.31 / 1.43	0.84	6.17	5.57 / 1.37	0.60	-0.26 **
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.53 / 1.32	0.79	6.36	5.76 / 1.25	0.60	-0.23 **
20. The quality of online instruction is excellent.	6.50	5.14 / 1.65	1.36	6.65	5.53 / 1.47	1.12	-0.39 ***
25. Faculty are responsive to student needs.	6.50	5.31 / 1.57	1.19	6.57	5.75 / 1.36	0.82	-0.44 ***

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## Institutional Summary

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

Scale/Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT SERVICES</b>	6.13	5.21 / 1.26	0.92	6.08	5.61 / 1.11	0.47	-0.40 ***
10. This institution responds quickly when I request information.	6.38	5.34 / 1.55	1.04	6.43	5.92 / 1.28	0.51	-0.58 ***
15. Channels are available for providing timely responses to student complaints.	6.04	4.80 / 1.72	1.24	5.92	5.23 / 1.55	0.69	-0.43 ***
19. Online career services are available.	5.71	4.93 / 1.67	0.78	5.67	5.30 / 1.51	0.37	-0.37 ***
22. I am aware of whom to contact for questions about programs and services.	6.24	5.17 / 1.71	1.07	6.33	5.69 / 1.48	0.64	-0.52 ***
26. The bookstore provides timely service to students.	6.23	5.71 / 1.31	0.52	5.92	5.78 / 1.34	0.14	-0.07

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## Institutional Summary

### Items: In Sequential Order

Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	5.97	5.44 / 1.33	0.53	6.21	5.91 / 1.13	0.30	-0.47 ***
2. My program advisor is accessible by telephone and e-mail.	6.20	5.63 / 1.55	0.57	6.37	5.93 / 1.41	0.44	-0.30 **
3. Instructional materials are appropriate for program content.	6.44	5.50 / 1.31	0.94	6.54	5.82 / 1.20	0.72	-0.32 ***
4. Faculty provide timely feedback about student progress.	6.42	5.21 / 1.54	1.21	6.51	5.45 / 1.46	1.06	-0.24 **
5. My program advisor helps me work toward career goals.	6.06	5.11 / 1.81	0.95	6.12	5.37 / 1.65	0.75	-0.26 *
6. Tuition paid is a worthwhile investment.	6.44	5.28 / 1.47	1.16	6.58	5.59 / 1.40	0.99	-0.31 ***
7. Program requirements are clear and reasonable.	6.44	5.45 / 1.47	0.99	6.54	5.76 / 1.33	0.78	-0.31 ***
8. Student-to-student collaborations are valuable to me.	4.94	5.04 / 1.50	-0.10	4.81	5.19 / 1.40	-0.38	-0.15
9. Adequate financial aid is available.	6.31	5.20 / 1.67	1.11	6.07	5.52 / 1.54	0.55	-0.32 **
10. This institution responds quickly when I request information.	6.38	5.34 / 1.55	1.04	6.43	5.92 / 1.28	0.51	-0.58 ***
11. Student assignments are clearly defined in the syllabus.	6.51	5.52 / 1.44	0.99	6.59	5.73 / 1.36	0.86	-0.21 *
12. There are sufficient offerings within my program of study.	6.43	5.18 / 1.44	1.25	6.53	5.58 / 1.41	0.95	-0.40 ***
13. The frequency of student and instructor interactions is adequate.	6.15	5.31 / 1.43	0.84	6.17	5.57 / 1.37	0.60	-0.26 **
14. I receive timely information on the availability of financial aid.	6.23	5.18 / 1.58	1.05	6.01	5.63 / 1.43	0.38	-0.45 ***
15. Channels are available for providing timely responses to student complaints.	6.04	4.80 / 1.72	1.24	5.92	5.23 / 1.55	0.69	-0.43 ***
16. Appropriate technical assistance is readily available.	6.23	5.34 / 1.53	0.89	6.18	5.77 / 1.29	0.41	-0.43 ***

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## Institutional Summary

### Items: In Sequential Order

Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.32	5.53 / 1.32	0.79	6.36	5.76 / 1.25	0.60	-0.23 **
18. Registration for online courses is convenient.	6.46	5.77 / 1.44	0.69	6.57	6.11 / 1.29	0.46	-0.34 ***
19. Online career services are available.	5.71	4.93 / 1.67	0.78	5.67	5.30 / 1.51	0.37	-0.37 ***
20. The quality of online instruction is excellent.	6.50	5.14 / 1.65	1.36	6.65	5.53 / 1.47	1.12	-0.39 ***
21. Adequate online library resources are provided.	6.21	5.69 / 1.42	0.52	6.18	5.82 / 1.30	0.36	-0.13
22. I am aware of whom to contact for questions about programs and services.	6.24	5.17 / 1.71	1.07	6.33	5.69 / 1.48	0.64	-0.52 ***
23. Billing and payment procedures are convenient for me.	6.31	5.74 / 1.42	0.57	6.40	6.12 / 1.19	0.28	-0.38 ***
24. Tutoring services are readily available for online courses.	5.79	5.16 / 1.73	0.63	5.40	4.84 / 1.70	0.56	0.32 *
25. Faculty are responsive to student needs.	6.50	5.31 / 1.57	1.19	6.57	5.75 / 1.36	0.82	-0.44 ***
26. The bookstore provides timely service to students.	6.23	5.71 / 1.31	0.52	5.92	5.78 / 1.34	0.14	-0.07
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.30	5.69 / 1.37	0.61				
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.19	5.24 / 1.46	-0.05				
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.04	5.20 / 1.55	0.84				
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.78	5.77 / 1.28	0.01				
31. Campus item: General academic advising is available to online learners.	6.09	5.15 / 1.63	0.94				

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## Institutional Summary

### Items: In Sequential Order

Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Campus item: I feel I am a member of the Central Washington University community.	5.60	4.97 / 1.74	0.63				
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.44	5.45 / 1.49	0.99				
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.93	5.18 / 1.57	0.75				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.26	5.69 / 1.39	0.57				
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.43	5.26 / 1.65	1.17				
37. Source of information: Catalog and brochures (printed)	4.00			3.72			
38. Source of information: Catalog (online)	5.68			5.97			
39. Source of information: College representatives	4.50			4.30			
40. Source of information: Web site	6.01			6.27			
41. Source of information: Advertisements	3.63			3.34			
42. Source of information: Recommendation from instructor or program advisor	5.44			5.13			
43. Source of information: Contact with current students and / or recent graduates of the program	4.84			4.55			
44. Factor to enroll: Ability to transfer credits	5.98			5.98			
45. Factor to enroll: Cost	6.23			6.14			
46. Factor to enroll: Financial assistance available	6.01			5.64			

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**Items: In Sequential Order**

Item	Central Washington University - PSOL			Central Washington University 2015 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	6.04			5.86			
48. Factor to enroll: Reputation of institution	5.71			6.12			
49. Factor to enroll: Work schedule	6.15			6.52			
50. Factor to enroll: Flexible pacing for completing a program	6.10			6.48			
51. Factor to enroll: Convenience	6.48			6.68			
52. Factor to enroll: Distance from campus	5.41			5.14			
53. Factor to enroll: Program requirements	6.17			6.33			
54. Factor to enroll: Recommendations from employer	4.46			4.48			

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

National Group Means are based on 3290 records.



## Institutional Summary

### Summary Items

Summary Item	Central Washington University - PSOL	Central Washington University 2015 Requested	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.55	Average: 4.83	-0.28
1=Much worse than expected	3%	1%	
2=Quite a bit worse than I expected	2%	2%	
3=Worse than I expected	12%	8%	
4=About what I expected	37%	32%	
5=Better than I expected	21%	24%	
6=Quite a bit better than I expected	10%	15%	
7=Much better than expected	12%	14%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.20	Average: 5.62	-0.42
1=Not satisfied at all	3%	1%	
2=Not very satisfied	4%	3%	
3=Somewhat dissatisfied	7%	6%	
4=Neutral	13%	5%	
5=Somewhat satisfied	15%	14%	
6=Satisfied	36%	40%	
7=Very satisfied	18%	27%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.48	Average: 5.84	-0.36
1=Definitely not	3%	1%	
2=Probably not	6%	4%	
3=Maybe not	6%	3%	
4=I don't know	6%	5%	
5=Maybe yes	12%	9%	
6=Probably yes	32%	30%	
7=Definitely yes	33%	43%	