CWU 2013 NOEL-LEVITZ PRIORITIES SURVEY OF ONLINE LEARNERS
APPROXIMATE PSOL MOCK-UP
See: http://tinyurl.com/PSOL-MOCKUP

Each item below describes an expectation about your experiences with this program.
On the left tell us how <u>important</u> it is for your institution to meet this expectation.
On the right tell us how <u>satisfied</u> you are that your institution has met this expectation.

important

1 - not important at all
2 - not very important
3 - somewhat unimportant
4 - neutral
5 - somewhat important
6 - important
7 - very important
0 - does not apply

My level of satisfaction…

not available/not used - 0
very satisfied - 7
satisfied - 6
somewhat satisfied - 5
neutral - 4
somewhat dissatisfied - 3
not very satisfied - 2
not satisfied at all - 1

	1	2	3	4	5	6	7	0		1	2	3	4	5	6	7	0	
IMP1	o	o	o	o	o	o	o	o	1. This institution has a good reputation.	o	o	o	o	o	o	o	o	**SAT1**
IMP2	o	o	o	o	o	o	o	o	2. My program advisor is accessible by telephone and e-mail.	o	o	o	o	o	o	o	o	**SAT2**
IMP3	o	o	o	o	o	o	o	o	3. Instructional materials are appropriate for program content.	o	o	o	o	o	o	o	o	**SAT3**
IMP4	o	o	o	o	o	o	o	o	4. Faculty provide timely feedback about student progress.	o	o	o	o	o	o	o	o	**SAT4**
IMP5	o	o	o	o	o	o	o	o	5. My program advisor helps me work toward career goals.	o	o	o	o	o	o	o	o	**SAT5**
IMP6	o	o	o	o	o	o	o	o	6. Tuition paid is a worthwhile investment.	o	o	o	o	o	o	o	o	**SAT6**
IMP7	o	o	o	o	o	o	o	o	7. Program requirements are clear and reasonable.	o	o	o	o	o	o	o	o	**SAT7**
IMP8	o	o	o	o	o	o	o	o	8. Student-to-student collaborations provide valuable experiences.	o	o	o	o	o	o	o	o	**SAT8**
IMP9	o	o	o	o	o	o	o	o	9. Adequate financial aid is available.	o	o	o	o	o	o	o	o	**SAT9**
IMP10	o	o	o	o	o	o	o	o	10. This institution responds quickly when I request information.	o	o	o	o	o	o	o	o	**SAT10**
IMP11	o	o	o	o	o	o	o	o	11. Student assignments are clearly defined in the syllabus.	o	o	o	o	o	o	o	o	**SAT11**
IMP12	o	o	o	o	o	o	o	o	12. There are sufficient offerings within my program of study.	o	o	o	o	o	o	o	o	**SAT12**
IMP13	o	o	o	o	o	o	o	o	13. The frequency of student and instructor interactions is adequate.	o	o	o	o	o	o	o	o	**SAT13**
IMP14	o	o	o	o	o	o	o	o	14. I receive timely information on the availability of financial aid.	o	o	o	o	o	o	o	o	**SAT14**
IMP15	o	o	o	o	o	o	o	o	15. Channels are available for providing timely responses to student complaints.	o	o	o	o	o	o	o	o	**SAT15**
IMP16	o	o	o	o	o	o	o	o	16. Appropriate technical assistance is available.	o	o	o	o	o	o	o	o	**SAT16**
IMP17	o	o	o	o	o	o	o	o	17. Assessment and evaluation procedures are clear and reasonable.	o	o	o	o	o	o	o	o	**SAT17**
IMP18	o	o	o	o	o	o	o	o	18. Registration processes are convenient.	o	o	o	o	o	o	o	o	**SAT18**
IMP19	o	o	o	o	o	o	o	o	19. Online career services are available.	o	o	o	o	o	o	o	o	**SAT19**
IMP20	o	o	o	o	o	o	o	o	20. The quality of online instruction is excellent.	o	o	o	o	o	o	o	o	**SAT20**

1 - not at important at all	*continued*	not available/not used - 0
2 - Not very important		very satisfied - 7
3 - somewhat unimportant		satisfied - 6
4 - neutral		somewhat satisfied - 5
5 - somewhat important		neutral - 4
6 - Important		somewhat dissatisfied - 3
7 - Very important		not very satisfied - 2
0 - does not apply		not satisfied at all - 1

	1	2	3	4	5	6	7	0		1	2	3	4	5	6	7	0	
IMP21	o	o	o	o	o	o	o	o	21. Adequate online library resources are provided.	o	o	o	o	o	o	o	o	**SAT21**
IMP22	o	o	o	o	o	o	o	o	22. I am aware of whom to contact for questions about programs and services.	o	o	o	o	o	o	o	o	**SAT22**
IMP23	o	o	o	o	o	o	o	o	23. Billing and payment procedures are convenient for me.	o	o	o	o	o	o	o	o	**SAT23**
IMP24	o	o	o	o	o	o	o	o	24. Tutoring services are readily available.	o	o	o	o	o	o	o	o	**SAT24**
IMP25	o	o	o	o	o	o	o	o	25. Faculty are responsive to student needs.	o	o	o	o	o	o	o	o	**SAT25**
IMP26	o	o	o	o	o	o	o	o	26. The bookstore provides timely service to students.	o	o	o	o	o	o	o	o	**SAT26**
IMP27	o	o	o	o	o	o	o	o	27. Campus item: Help desk services and technical support are adequate to meet my needs.	o	o	o	o	o	o	o	o	**SAT27**
IMP28	o	o	o	o	o	o	o	o	28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	o	o	o	o	o	o	o	o	**SAT28**
IMP29	o	o	o	o	o	o	o	o	29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	o	o	o	o	o	o	o	o	**SAT29**
IMP30	o	o	o	o	o	o	o	o	30. Campus item: The online course management system is easy to use.	o	o	o	o	o	o	o	o	**SAT30**
IMP31	o	o	o	o	o	o	o	o	31. Campus item: General academic advising is available to online learners.	o	o	o	o	o	o	o	o	**SAT31**
IMP32	o	o	o	o	o	o	o	o	32. Campus item: I feel I am a member of the Central Washington University community.	o	o	o	o	o	o	o	o	**SAT32**
IMP33	o	o	o	o	o	o	o	o	33. Campus item: The organization and design of my online course(s) is conducive to learning.	o	o	o	o	o	o	o	o	**SAT33**
IMP34	o	o	o	o	o	o	o	o	34. Campus item: Orientation to university systems and support resources is provided to online learners.	o	o	o	o	o	o	o	o	**SAT34**
IMP35	o	o	o	o	o	o	o	o	35. Campus item: A fair and equitable learning environment exists in my online course(s).	o	o	o	o	o	o	o	o	**SAT35**
IMP36	o	o	o	o	o	o	o	o	36. Campus item: Courses necessary to meet my degree objectives are offered online.	o	o	o	o	o	o	o	o	**SAT36**

On the left, tell us how important each of the following sources of information were in your decision to enroll in this program.

1 - not at important at all
2 - Not very important
3 - somewhat unimportant
4 - neutral
5 - somewhat important
6 - Important
7 - Very important
0 - does not apply

IMP37	o	o	o	o	o	o	o	o	37. Catalog and brochures (printed)	37
IMP38	o	o	o	o	o	o	o	o	38. Catalog (online)	38
IMP39	o	o	o	o	o	o	o	o	39. College representatives	39
IMP40	o	o	o	o	o	o	o	o	40. Web site	40
IMP41	o	o	o	o	o	o	o	o	41. Advertisements	41
IMP42	o	o	o	o	o	o	o	o	42. Recommendation from instructor or program advisor	42
IMP43	o	o	o	o	o	o	o	o	43.Contact with current students and / or recent graduates of the program	43
IMP44	o	o	o	o	o	o	o	o	44. Ability to transfer credits as factor in decision to enroll.	44
IMP45	o	o	o	o	o	o	o	o	45. Cost as factor in decision to enroll.	45
IMP46	o	o	o	o	o	o	o	o	46. Financial assistance available as factor in decision to enroll.	46
IMP47	o	o	o	o	o	o	o	o	47. Future employment opportunities as factor in decision to enroll.	47
IMP48	o	o	o	o	o	o	o	o	48. Reputation of institution as factor in decision to enroll.	48
IMP49	o	o	o	o	o	o	o	o	49. Work schedule as factor in decision to enroll.	49
IMP50	o	o	o	o	o	o	o	o	50. Flexible pacing for completing a program as factor in decision to enroll.	50
IMP51	o	o	o	o	o	o	o	o	51. Convenience as factor in decision to enroll.	51
IMP52	o	o	o	o	o	o	o	o	52. Distance from campus as factor in decision to enroll.	52
IMP53	o	o	o	o	o	o	o	o	53. Program requirements as factor in decision to enroll.	53
IMP54	o	o	o	o	o	o	o	o	54. Recommendations from employer as factor in decision to enroll.	54

SUM1 Item 55 – So far, how has the online experience met your expectations?

    1 – Much worse than I expected
    2 – Quite a bit worse than I expected
    3 – Worse than I expected
    4 – About what I expected
    5 – Better than I expected
    6 – Quite a bit better than I expected
    7 – Much better than I expected

SUM2 Item 56 – Rate your overall satisfaction with your online experience thus far.

    1 - Not satisfied at all
    2 - Not very satisfied
    3 - Somewhat dissatisfied
    4 - Neutral
    5 - Somewhat satisfied
    6 - Satisfied
    7 - Very satisfied

SUM3 Item 57 - If you had it to do over again, would you enroll in this program again?

    1 - Definitely not
    2 - Probably not
    3 - Maybe not
    4 - I don't know
    5 - Maybe yes
    6 - Probably yes
    7 - Definitely yes

Section #3 - Demographic Items 58 - 72

DEMOG1 Item 58 – Gender
    1 – Female
    2 – Male

DEMOG2 Item 59 – Age
    1 – 18 and under
    2 – 19 to 24
    3 – 25 to 34
    4 – 35 to 44
    5 – 45 to 54
    6 – 55 to 64
    7 – 65 and older

DEMOG3 Item 60 – Ethnicity / Race
    1 – African-American
    2 – American Indian or Alaskan Native
    3 – Asian or Pacific Islander
    4 – Caucasian/White
    5 – Hispanic
    6 – Other
    7 – Prefer not to respond

DEMOG4 Item 61 – Current enrollment status
    1 – Primarily online
    2 – Primarily on-campus

DEMOG5 Item 62 – Current class load
    1 – Full-time
    2 – Part-time

DEMOG6 Item 63 – Class level
    1 – First year
    2 – Second year
    3 – Third year
    4 – Fourth year
    5 - Special Student
    6 - Graduate / Professional
    7 - Other

DEMOG7 Item 64 – Educational goal
    1 - Associate degree
    2 –Bachelor's degree
    3 - Master's degree
    4 - Doctorate or professional degree
    5 - Certification (initial or renewal)
    6 - Self-improvement / pleasure
    7 - Job-related training
    8 - Other

DEMOG8 Item 65 – Employment
1 – Full-time
2 – Part-time
3 – Not employed

DEMOG9
Item 66 – Current residence
1 – Own house
2 – Rent room/apartment/house
3 – Relative's house
4 – Residence hall
5 – Other residence

DEMOG10
Item 67 – Marital status
1 – Single
2 – Single with children
3 – Married
4 – Married with children
5 – Prefer not to respond

DEMOG11
Item 68 – Current plans
1 – Complete online degree program
2 – Complete degree on campus
3 – Transfer credits
4 – Complete this course

DEMOG12
Item 69 – Current online enrollment
1 – 1 to 3 credits
2 – 4 to 6 credits
3 – 7 to 9 credits
4 – 10 to 12 credits
5 – 13 to 15 credits
6 – More than 15 credits

DEMOG13
70 – Previous online enrollment
1 – No classes
2 – 1 to 3 classes
3 – 4 to 6 classes
4 – 7 to 9 classes
5 – 10 to 12 classes
6 – 13 to 15 classes
7 – More than 15 classes

DEMOG14
Item 71 - My intended degree is
Online undergraduate degree
Online graduate degree
Face-to-face undergraduate degree
Face-to-face graduate degree

DEMOG15
Item 72 - My home CWU campus is:

1 - Ellensburg
2 - Des Moines, Kent, or Pierce County
3 - Lynnwood or Everett
4 - Moses Lake, Wenatchee, or Yakima
5 - Online: a fully online degree program

Group Code

Item 72 - Group code
1063: Health and Physical Education: Athletic Administration (MS)
1087: Information Tech & Admin Mgt (BAS)
1088: Information Tech & Admin Mgt (BS)
1090: Interdisciplinary Studies: Social Sciences (BS)
1094: Law & Justice (BA)
1107: Paramedicine (BS)
1125: Psychology (BA)
1137: School Administration (MED)
1145: Sociology (BA)
1151: Special Education (MED)
1165: Health and Physical Education: Teaching Physical Education and Health (MS)
1166: Higher Education (MED)
1167: Literacy (MED)
1168: Not enrolled in an online degree program

Campus-Defined Items

These are items rated on importance and satisfaction.

1. Student-to-student interaction is fostered and encouraged in my online course(s).
2. Faculty-to-student interaction is fostered and encouraged in my online course(s).
3. The organization and design of my online course(s) is conducive to learning.
4. The online course management system is easy to use.
5. A fair and equitable learning environment exists in my online course(s).
6. Orientation to university systems and support resources is provided to online learners.
7. General academic advising is available to online learners.
8. Help desk services and technical support are adequate to meet my needs.
9. Courses necessary to meet my degree objectives are offered online.
10. I feel I am a member of the Central Washington University community.

Campus-Defined Demographics

1. My home CWU campus is

A. Ellensburg
B. Westside: CWU – Des Moines, Everett, Kent, Lynnwood, Pierce County
C. Eastside: CWU – Moses Lake, Wenatchee, Yakima
D. Online (I am enrolled in a fully online degree program)

2. My intended degree is

A. Online undergraduate degree
B. Online graduate degree
C. Face-to-face undergraduate degree
D. Face-to-face graduate degree