

I am happy with CWU as a whole. The library is not up to speed in comparison to the University of Washington which I attended. I am not always happy with certain classes that are mandatory and not applicable to most psychology positions that I am interested. I prefer the expertise of those professors who are older and their expertise level shows in classes versus the younger professors.

Every one of your Sociology classes goes over the same information. They use the same online materials. I have read Poverty is Poison, watched Food, Inc., and White Privilege at least three times. I believe there is more to Sociology than these topics. Most classes don't even cover most of the book material in the online portion of the classes. I would like to learn more of what is in the book. I am not racist, but after having every class tell me how bad off African Americans have it and not covering anyone else, I am tired of it. I can never get into the classes I want to take each quarter because they say they are for minors or majors only until open enrollment and at open enrollment they are full. I would like to see some Primatology, more History and Political Science classes at level 300 and above available online. I live in Vancouver, Washington and need an internship, but none of your online work or internships are available where I live.

Dr. Bender is incredibly helpful. A couple of the other professors have had difficulty keeping up with providing timely feedback and grading of online assignments.

It is not very easy to get a response from a general academic advisor. My program advisor is wonderful and is very responsive. All of the staff at the Lynnwood campus are very helpful. Parking for CWU students is not very clear, do I need a parking pass?

I have so enjoyed the CWU online experience that my daughter has chosen to attend CWU on-campus for her BFA this fall. My online experience only made me wish I could have been on campus to fully experience the culture of the university.

I am disappointed in the lack of involvement of professors. They never give feedback for assignments and don't comment on discussion boards, I get the feeling they don't ever look at the work I turn in. And the work seems like busy work. It is the same thing every week for two years, it gets old really quickly

Maya Zeller is amazing. She is an excellent teacher and goes out of her way to interact with students in person. I also love Patricia Callaghan and Josh Welsh. Thank you all! :)

My experiences with the advising staff has been great (especially Cynthia Engel) but my online classes have not been so good. I manage to get through them but the instructors are often unclear in their expectations and hard to contact for questions/problems. Also, disability services has been great about providing accommodations but when an instructor does not comply with the accommodations then the disability office does not help (they told me to handle it).

I love the CWU Des Moines Campus for working and its proximity to home. I do not like having more than one online class at a time. I would prefer to only take one online class with the teaching program at a time this quarter my group of classmates is enrolled in 2 online courses.

I had one class where I had ZERO contact with the instructor. everything including grading was done electronically. I find it appalling that I would have to pay the full amount of tuition for such a class. I also had great difficulty with my advising or should I say a great lack there of. I had to spend an extra two

quarters taking classes at BBCC while simultaneously taking classes at CWU because my advisor did not advisor me at all on what class I needed. So on top of working full-time/being a full-time mom and wife and student I was taking 25+ credits during 3 different quarters. just so I could take classes that were only offered during certain quarters and not be stuck at CWU for five years. CWU advising could really take some lessons from the BBCC advising staff that is for sure!! and just because I am an Online student doesn't mean I am not a person. I actually think out tuition should be less since so much of what we turn in is graded by a computer and not a person. In fact most of what we learn is self taught. we are given chapters to read and maybe a PPT and then a turn in date. oh and if you have any questions let us know. about half of my instructors actually got back to me in a decent amount of time and one instructor never ever responded to anyone in her class! and yet as an online student we pay more money. yup that seems fair. We teach ourselves, get graded by computers, and have little to no interaction with instructors. CWU and other online colleges have some work to do.

I am only taking one class to renew my teaching certificate.

I am getting a double major in Psychology and Sociology.

More political science classes in person, as well having classes in International Studies like International Political Economy classes. Have classes meet at least twice a week!

Love the enviornment.

None.

I enjoy the online courses that are offered for the Law and Justice program and the professors that Texas each course thus far.

There should be a set order of classes and an orientation class.

So far my experience has been wonderful. Any problems that I have had, have been resolved very quickly with just a phone call or email.

Many of the online aviation classes are taught by one professor who I do not consider fully qualified to instruct in aviation material. Also many online classsss I have taken use cengage for assignments and other work, and my experience with it has been very poor,with the software not being very user friendly when it comes in inputting your answers.

Some of the classes that would seem most relevant to my goals are not on the list of allowable courses for my program. This has been frustrating on several occasions, I end up settling for less than ideal classes, interesting classes, but may not be ultimately helping me to reach my goals.

N/a

my previous two quarters have been much better than this last so my answers reflect my complete dissatisfaction with this quarter. Professors are paid to teach, not "dump" all the information and "check out" until the end of the quarter. The university needs to develop minimum standards for professors who are engaged in on-line classes. Maybe some of the professors should go back and re-take some classes about adult learning and how to keep them interactive. I provide better workshops and

programs for my clients than I have received from several professors here, and I don't even have a degree.

Better pricing on textbooks

I normally prefer live lecture. Online Blackboard collaborations are helpful. I don't like the discussions that much. It feels like busy work.

Online Classes are a waste of my time and money. I understand that not everyone can afford the appropriate time or financial resources to attend an on campus degree. But if I wanted to study something online, I'd stay at home and save myself and my parents thousands of dollars instead of spending all my time out of my home town just to take classes online.

The staff and professors were very helpful with every need or question that I have had or experienced.

I am very proud to be a CWU student. This degree will further build my skills towards my future career.

At CWU, students are not the priority. The teachers and employees are too busy with other things, they do not help or encourage the students.

I am in the School and Library Media Studies minor and I enjoy it very much. I am very happy with the program and I can't wait to see it develop even further.

We wouldn't need to take so many online classes if more classes were offered at night in Des Moines instead of in the middle of the work day.

It's difficult to complete required classes, too many classes are reserved for students working toward a Major. For the past two quarters I've been working only my Minor. I may need to change my degree plans in order to continue online.

Advisor (Laurie Steele) does not get back to me at all Mary Minor has been great but Shannon Pattoni is slow to get back to you with help. I feel IT class needs to have lab times with people in there to help you or teacher need to be available at times other than 9-5 m-f.

To offer students a fully online degree is great but not having the resources the students need in order to fulfill those requirements makes it very difficult on online students who are working professions and/or parents. The purpose of online degree programs is to target that demographic and I don't feel at this time there are enough resources to help those students.

NA

Stop letting professors over load online courses at a 100 and 200 level the expectations for the course that I have been taking is now going to lower my GPA with trying to bring it up. I know for my online course I am not the only student that feels this way. In case you are wondering what course it is PHYS 101. The professor is a great person but not exactly the best at planning a reasonable work load for their students. I understand it is not an easy A course, nor should it be, however, the amount of work having to do for this course should be a 300 level course. I will end up trying to substitute a course for this

required science because I literally have wasted time and money on this course to again, have my GPA dropped.

Everything has been great so far! I don't like that I have to call and have the 'out of state waiver' applied to my account every quarter.

With the exception of ADMG 531 Financial Analysis in IT, I feel the classes I have taken are appropriate for the degree. I suggest changing the formatting of ADMG 531 and ADMG 574. Both classes seem to be built on the same platform of the lower-level classes, and I think they could be improved upon. Otherwise, I have had a very good experience.

I think that teachers need to be held accountable for responding to student emails in a timely fashion. This was one of the worst experiences in the online class that I had, because about 70% of the instructors who taught my online classes were very terrible with responding in a timely fashion to student emails. I understand teachers are busy, but in an online class where teacher interaction in a timely manner is so important, the students and their grades can really suffer if a teacher does not respond to a question in time. Also, teachers need to know all of the content it's in their online class on canvas. It is unacceptable to have a teacher give an assignment out that they themselves have not read, or looked at at all. More times than I can count I would ask a question about an assignment a teacher had assigned to me, only to have the teacher look at the assignment for the first time and not be able to give a good answer to my question. It was obvious that the content had been uploaded to canvas by a previous instructor, and that the current instructor had not actually looked with their own eyes at the content. It's extremely frustrating as a student to pay for a class where the teacher doesn't know the content that's being taught on their canvas site for their class. Other than that my experience was great and I'm incredibly grateful to CWU, and especially to my advisor Terry Linkletter, and to the amazing woman who helps more CWU students than anyone on campus, Dawn Emerick. Thank the both of you for helping me so much to succeed here.

Respondus Lockdown Browser is terrible

In regards to this program, I feel that it would be beneficial to students if there were more in class meetings compared to classes being solely all on line. Other than that, the institution is amazing in all regards.

I find it to be unethical that cwu charges online only student an activity fee or a facility fee. Considering that these student do not actually use the facilities nor do they attend the on campus activities.

Very proud to be a CWU student!

It was lit

I am a Supply Chain Management major at CWU Des Moines. Some courses for our campus' students are only offered online. I appreciate the positive feedback and constructive criticism I have received from my instructors when I take online courses. It is clearer. When it comes to needing their attention, I have experienced better communication and response from online professors, perhaps due to less competition for it or distraction from it than would occur at their on-campus office.

A Bachelor of applied science degree with no application or credit for application was difficult to do. It is much more difficult learning in the online environment. Time management becomes more critical as well.

I have really enjoyed my experience this far. I am thankful for your online classes, they help me balance being a homemaker and education.

Canvas is fine, so is Livetext. Don't fix the programs, help the operators.

I think this school needs to examine Jaclyn Krause's way of conducting her online classes, and make that the requirement for all online instructors.

Financial aid assistance and tutoring services are almost non-existent on the Pierce County Campus. The people that work in financial aid NEVER call for scheduled appointments, don't know any of their policies, and constantly defer you to other people in a circle. There is no tutoring available unless you drive 30 miles to Des Moines Campus

The largest issue I have found is that CWU Eburg is stuck in the 9-5 Monday-Friday rut of the past. The online classes have gotten better in the 2 years I have been a student, but some teachers just use slide shows of power point templates to teach :/ this would never work on campus so why is it being used Online where you lack the dialog to support it!? The teachers need to utilize better online teaching techniques, including but not limited to teaching with videos, presentations, virtual meeting. There are so many resources, YouTube, Khan academy McGraw-Hill and they all offer multifaceted teaching plans, which will help students to be far more successful and to actually LEARN something.

Overall, I like the program and I am glad to be a CWU student. I do have some ideas for improvement: - For program and general advisers to be more involved. Sometimes I feel like I'm on my own. -Higher availability of classes during each quarter. It has been a bit of a struggle trying to figure out which classes to take in order to complete my BA in two years. -More ways for online students to feel like they are part of the CWU community. Maybe a forum for online students to talk, separated by which programs and classes they are in. Other than that, it has been a good experience for me. I'm thankful for the instructors I've come in contact with thanks to the program.

I believe it would enhance the program and be beneficial to students to have a wider variety of courses that meet the science lab requirement.

If CWU could make refund payments a few days before beginning of the quarter. Personally, I find the CWU bookstore very expensive and the rental books are limited. Therefore I buy my books from Amazon rental which are much cheaper. Facilitating early refunds eases the inconvenience of lack of text books when the quarter begins. Am based at Des Moines campus and by the 3rd day of the quarter you need to pay for parking fees. Expenses related to school activities are several especially if you live off campus. I used to be Highline and I got my refund on the weekend before school starts. My daughter attends UDAB and she gets her refund before the quarter begins.

The online classes & instructors have been wonderful, even with a technology learning curve on student & teacher end. My main dissatisfaction with the program has been inconsistent, occasionally incomplete, & sometimes kind of rude & abrupt communication with EDLM department folks in the last

year. I had very little problem a year ago, but with people coming & going, information regarding registration has been not very helpful. The MOST helpful folks are in registration, but to try to navigate the on-line registration system with just a code & little guidance or information on dates has been a challenge. Nothing indicates non-matriculated students are on a different time frame. I think the information on the website & in emails to completely online students could be improved. It hasn't always been user friendly. I was trying to help a friend get enrolled in the program & she encountered many of the same roadblocks. If I hadn't really liked my actual classes, she would probably have looked elsewhere because of the run-around trying to enroll in the program. This was not the case 2 years ago when I originally enrolled. I think it bears looking at.

I'm nearly done with my program. I had vastly different experiences with faculty. Those professors who were tenured were way more engaging and organized on the whole. That said, the student development class was amazing and the law class was very unorganized. I enjoyed this program as a whole, but it often felt unorganized. My one hesitation in recommending this to a friend, is that it felt like the rules were still being written for this program or the rules creates for other programs didn't make sense. How could one class not count as part-time enrollment? What does a final project look like? If I had been given more information in advance, I would have had fewer frustrating email exchanges and understood next steps.

No

Require instructors to set up phantom student accounts in any course that uses a learning management system to insure that all links and resources work properly, because they do not and never have, and you would know that if this was done. It would go along way to show that the institution actually cares about their students' academic success!!! Quit changing changing the systems used and fix the ones that you have. I waste more time trying to access resources, course materials, and navigating browser locks for quizzes etc....I find that unacceptable and it has been a progressively worsening scenario in every quarter at CWU since I went to an exclusively online learning environment. As stated UNACCEPTABLE!!!

Dual majors BS Paramedicine BA Psychology

I am a Pierce College campus student not Ellensburg but Pierce College campus Lakewood was not an option in the My home CWU drop down menu. On the choices are you a campus or online student did not list the choice of a Hybrid student in the drop down menu. I am a hybrid student I have at least one class online sometimes two and always have at least one class on the Pierce College Lakewood campus. Recommend adding these choices to the drop down menu.

As online students, we also need lectures. I have had 1 professor at CWU that actually does lectures and that made the class so much more enjoyable.

I will be proud to say I have my degree from CWU, great institution!

I am also going for the Program Management Minor degree.

Major not listed. Major is public health

Response time from financial aid is too slow. As well, advisor understanding of student grade standing is not current. Did not understand that the registrar is the place that actually determines grade level standing which, in turn affected financial aid.

In order to give students the full "college experience" they should provide them with a chance to be a part of a sorority or fraternity. That would be awesome.

I wish they offered a wider variety of online history courses.

I am pleased with CWU more and more everyday . The instructors are wonderful, the website is thorough and the university makes going to this school very easy with little to no stress. I am very happy with my decision to become a part of the CWU family!

My biggest problem is getting a timely response from one of my current instructors. Also getting quality responses. In the past, I have never before had this problem. Frustrating!!!

I would like to have the hybrid class and plus on line class.

All of the professors I've encountered thus far have been very helpful and made the courses as enjoyable as possible. However, I feel like the representation and communication is of the small campus to the main campus is greatly lacking.

The online services that are available now are a step in the right direction. I think there is room to provide more information and resources to online and center students. There is wide diversity and inequity in teacher engagement and course content in CWU's online programs.

I really enjoy the online ITAM-BAS program. I work full time and am taking 4 classes this quarter and it is so nice being able to work ahead in my free time!

The online adviser, Barbara Baines, is very rude. She has not been helpful at all and I hate her guts. I wish you would make more advisers available when it is clear that one cannot handle the job. I'm pretty dissatisfied overall for customer service, having paid the same amount as on-campus students. While I don't expect offices to be open late evening, I expect answers to the questions I ask, and I would like all staff to refresh themselves on online etiquette, toward customer students, and remind them that we have to be able to conduct business online and over the phone, when YOU are working, regardless of our schedules. Lots of staff are unprofessional, rude, lose things, interrupt, and don't know what they're talking about, and it has really wasted a lot of my time over the past couple years. I expected a nationally recognized university to have impeccable online courses and online serving staff. I have done well grade wise, because I am smart and dedicated, but I sure wish I had a better customer experience to share in this survey. At the very least, I beseech the University to look into the communication practices, work ethic, and general attitude of Barbara Baines. I need an explanation why she still has a job here. As an online student, there is simply nothing more terrifying than an adviser who won't help you and is snotty about it. My professors were helpful for academic advising purposes, though that is not their job, and I am embarrassed to have had to rely so heavily on them. This survey has come up and come up and I didn't want to answer it at all and it was in email once again, so here you go, here are my answers, I feel ripped off from what I paid, what I expected, and what I received from this school. I've paid for activities, all along, as an online student, money that I could not afford to waste, that my branch

has never even done so I hope all the campus kids and staff had a great time with that money. There ought to be some changes in the business model, or, you could stand to reduce inefficiencies and price gouging, especially for online students who comprise a vast population of attendees.

I struggled the most with contacting an advisor that would be willing to help me with scheduling and planning. I struggled for my first year and most of my second year with CWU, until Amber Darting was willing to help me with my many questions. I also think the accounting program should have remained offered in Wenatchee, but it was taken away last year. I commute from Wenatchee and some courses I felt could have been done through the telecourse. Overall, my experience was great! And I am happy with having access to great professors and mentors. I am also satisfied with the FAR program that is offered in the Fall quarter. This program helped me interview and actually get a job in accounting beginning right after graduation! It helped me get an internship and get hands on experience before getting the job. I am VERY thankful career services does this! Thank you CWU!

I would really like to see some more of the breadth classes offered online so I can have a variety of options. The current options are pretty good, but I really like the online learning, so a bigger variety would be nice and would allow more fully online programs.

I enjoy my classes and professors, however, the interactions I have had with the financial aid department have been very frustrating. I have also had much trouble getting an academic advisor to speak with me, return phone calls, or return emails. The tech department has been fabulous.

LOVE the ITAM Master's program! Great faculty and staff!

Wish there were more online lecture classes for EXSC, BIOL, and CHEM.

I only took this online class to complete my last general education requirement to graduate. I personally hate online classes.

It would be helpful to have more online support for programs such as Sam Cengage. That program is non responsive and unreliable. it has caused a great many hours to be spent trying to document the problems so that my grade is not affected by the lack of reliability. The CWU IT people cannot help with the issues, as it is in the Sam Cengage program itself. Also, it would be helpful if, in the Math in the Modern World course, the instructor was aware of what is on the test questions in MML.com. Often, there are questions that are not covered in homework assignments and we are marked down for not knowing. It would also be helpful if the math instructor knew the correct answers to the problems assigned. On more than one occasion, the answers he gave to us on worksheets were incorrect and when I questioned why my answer was different, he rechecked his answers - and his were wrong.

The struggles with unstable online class platforms have caused HOURS of additional work each week. The instructors know that students are encountering problems, however, nothing was ever done to reduce course workload or extend deadlines to compensate for known technical issues. The last two quarters with Canvas have been good, and there have not been online troubles.

Everything is great except that some interesting programs (programming-related) are offered only on Ellensburg campus. Not even online. That's really sad.

My professors from last quarter were great! I had to withdraw because I hurt myself and could not continue and finish the last two weeks of the quarter. I look forward to finishing this quarter and then returning in the winter of 2017. I have to take a couple of quarters off to finish somethings up at Pierce College.

Program is not designed for students working full time and taking full time credits. Lack of forgiveness for an technology dependent program is an added difficulty for students who have professors/advisor three hours away from their campus center. The lack of resources at my own campus center provided multiple hurdles and difficulties when it came to information regarding the internship during my last year of the program. The miscommunication/lack of communication and disorganization of the internship program with advisors and program directors involved caused a lot more stress and anxiety that necessary. The dishonesty and disorganization or the online program will not allow me to recommend it until it is fixed. I fell in love with the program and course study in the beginning but after a year and a half it is a bad breakup that leaves me bitter and moving forward.

The promptness of email replies I get from Dawn McReynolds is absolutely amazing. I can ask her a question and get a response back within a few hours if not within a few minutes in most cases. I'm taking Sociology 305 online with Julie Aldcroft. This woman cares about what she teaches and it shows. She gives students her personal phone number for them to text or call her anytime they need help. She is more than attentive when it comes to questions regarding the subject matter. Sociology 305 is simply a requirement for my degree, but it still amazes me how much Julie cares about her students' understanding of the material and success.

B.S. Business Administration

This has been a confusing and difficult program for me. There was little upfront correct information given to me by my advisor, I was constantly lost as to what classes I needed to take and there were few options for my classes. I would not recommend the program that I am to others at this time. Teachers were new to online teaching and there was constant problems because of this. I was not prepared for my thesis by the time I needed to start writing it.

Many online classes take weeks to get feedback which is especially frustrating to not have a test graded until a month has passed. Very little response for assignments as well.

none

I have enjoyed the class but feel like I am putting in much more effort than my classmates - so although I anticipated learning a lot through discussions that hasn't happened. Also it would be nice to get more direct feedback from the instructor on assignments and discussions rather than just a number grade.

I don't feel that there are any events in Moses Lake, and if there are any, I haven't heard of them. All of the events are in Ellensburg and I feel like I miss out on the "college" experience.

Some of the professors act in a condescending and disrespectful manner which is the reason I choose to drop a course that I needed. As an adult having worked in a professional environment this type of attitude is not professional in the slightest. I am not sure who I would contact to discuss this matter.

Other than this small situation, I have had a great experience at CWU and I hate that it will soon be over. Thank you for such a quality institution.

Look into some of the professor's teaching effectiveness. Many of them at the Des Moines campus have a bad reputation among the students there. Do not charge the online tech fee of \$40 to the students when the professor teaching the online course requires those students to use another learning website (such as pearson or connect). If CWU's canvas is not used at all, why pay the fee?

I think that it is terrible that we have to pay extra to take an online class. I also HATE the classes that use a companion website that provides assignments, slideshows, and does the grading of my assignments. I am paying a lot of money and expect to have these interactions with a paid faculty member, not a publisher's database. I have taken several classes that rely completely on the publisher's site and I feel like I might as well be taking a correspondence course and not be paying CWU tuition. With all the resources available there is no reason that an instructor can't still teach a class even though it is online. I would say that in 75% of the online classes I have taken it has felt like the instructor is not active in my course. To me that is unacceptable.

Group projects seem less effective in an online environment, especially when I am a long distance student with no ability to drive commute for hours if meeting in person becomes necessary. I believe group projects detract from my ability to learn because of the additional stress of my grade being impacted by the actions of other people who may not share my work ethic. Losing my 4.0 because of that would be very discouraging when I've worked very hard to earn and maintain it. My previous online enrollment exceeds 15 classes because I am also counting my AA from Bellevue College, which was also online. If you prefer to count only CWU, it's 9 currently, if that helps. Also, being required to take nine classes unrelated to my major seems to be more of a distraction than benefit because I start to feel like I am losing focus on my path to finishing my actual program. I understand that there's a reason for it, but with how much money I will be in debt when I do graduate, that's more stress with those additional nine classes, even with public universities in WA agreeing to a state proposal to lower their tuition. (This is still a great thing, unfortunately college costs are simply too expensive without a lot of debt in our country now.) I hope my additional remarks are of benefit in your study, and thanks for inviting me to participate.

In class courses still much better due to regular contact with professors and being able to get help from classmates and seeing your classmates.