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.

Importance to me ...   **... My level of satisfaction**

1 - not important at all   5 - somewhat important   1 - not satisfied at all   5 - somewhat satisfied
2 - not very important   6 - important   2 - not very satisfied   6 - satisfied
3 - somewhat unimportant   7 - very important   3 - somewhat dissatisfied   7 - very satisfied
4 - neutral   N/A - does not apply   4 - neutral   N/A - not available/not used

1	2	3	4	5	6	7	N/A			1	2	3	4	5	6	7	N/A
○	○	○	○	○	○	○	○	1.	This institution has a good reputation.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	2.	My program advisor is accessible by telephone and e-mail.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	3.	Instructional materials are appropriate for program content.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	4.	Faculty provide timely feedback about student progress.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	5.	My program advisor helps me work toward career goals.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	6.	Tuition paid is a worthwhile investment.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	7.	Program requirements are clear and reasonable.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	8.	Student-to-student collaborations are valuable to me.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	9.	Adequate financial aid is available.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	10.	This institution responds quickly when I request information.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	11.	Student assignments are clearly defined in the syllabus.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	12.	There are sufficient offerings within my program of study.	○	○	○	○	○	○	○	○

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |

Importance to me ...

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

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

1	2	3	4	5	6	7	N/A			1	2	3	4	5	6	7	N/A
○	○	○	○	○	○	○	○	13.	The frequency of student and instructor interactions is adequate.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	14.	I receive timely information on the availability of financial aid.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	15.	Channels are available for providing timely responses to student complaints.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	16.	Appropriate technical assistance is readily available.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	17.	Assessment and evaluation procedures are clear and reasonable.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	18.	Registration for online courses is convenient.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	19.	Online career services are available.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	20.	The quality of online instruction is excellent.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	21.	Adequate online library resources are provided.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	22.	I am aware of whom to contact for questions about programs and services.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	23.	Billing and payment procedures are convenient for me.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	24.	Tutoring services are readily available for online courses.	○	○	○	○	○	○	○	○
1	2	3	4	5	6	7	N/A			1	2	3	4	5	6	7	N/A

1 - not important at all	5 - somewhat important	1 - not satisfied at all	5 -somewhat satisfied
2 - not very important	6 - important	2 - not very satisfied	6 - satisfied
3 - somewhat unimportant	7 - very important	3 - somewhat dissatisfied	7 - very satisfied
4 - neutral	N/A - does not apply	4 - neutral	N/A - not available/not used

1	2	3	4	5	6	7	N/A	Note: #27 through #36 are "Campus Defined Items"	1	2	3	4	5	6	7	N/A
○	○	○	○	○	○	○	○	25. Faculty are responsive to student needs.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	26. The bookstore provides timely service to students.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	27. Help desk services and technical support are adequate to meet my needs.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	28. Student-to-student interaction is fostered and encouraged in my online course(s).	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	29. Faculty-to-student interaction is fostered and encouraged in my online course(s).	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	30. There are effective safeguards to deter cheating in online courses.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	31. General academic advising is available to online learners.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	32. I feel I am a member of the Central Washington University community.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	33. The organization and design of my online course(s) is conducive to learning.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	34. Orientation to university systems and support resources is provided to online learners.	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	35. A fair and equitable learning environment exists in my online course(s).	○	○	○	○	○	○	○	○
○	○	○	○	○	○	○	○	36. Courses necessary to meet my degree objectives are offered online.	○	○	○	○	○	○	○	○
1	2	3	4	5	6	7	N/A		1	2	3	4	5	6	7	N/A

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.**

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

1	2	3	4	5	6	7	N/A	
○	○	○	○	○	○	○	○	37. Catalog and brochures (printed)
○	○	○	○	○	○	○	○	38. Catalog (online)
○	○	○	○	○	○	○	○	39. College representatives
○	○	○	○	○	○	○	○	40. Web site
○	○	○	○	○	○	○	○	41. Advertisements
○	○	○	○	○	○	○	○	42. Recommendation from instructor or program advisor
○	○	○	○	○	○	○	○	43. Contact with current students and / or recent graduates of the program
○	○	○	○	○	○	○	○	44. Ability to transfer credits
○	○	○	○	○	○	○	○	45. Cost
○	○	○	○	○	○	○	○	46. Financial assistance available
○	○	○	○	○	○	○	○	47. Future employment opportunities
○	○	○	○	○	○	○	○	48. Reputation of institution
1	2	3	4	5	6	7	N/	

Importance to me ...							
1 - not important at all			5 - somewhat important				
2 - not very important			6 - important				
3 - somewhat unimportant			7 - very important				
4 - neutral			N/A - does not apply				

1	2	3	4	5	6	7	N/A	

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

1	2	3	4	5	6	7	N/A	
○	○	○	○	○	○	○	○	49. Work schedule
○	○	○	○	○	○	○	○	50. Flexible pacing for completing a program
○	○	○	○	○	○	○	○	51. Convenience
○	○	○	○	○	○	○	○	52. Distance from campus
○	○	○	○	○	○	○	○	53. Program requirements
○	○	○	○	○	○	○	○	54. Recommendations from employer

Summary Questions

Choose the one response that best applies to you for each of the questions below.

1. So far, how has your online experience met your expectations?

    [▼]

2. Rate your overall satisfaction with your online experience thus far.

    [▼]

3. If you had to do it over, would you enroll in this program again?

    [▼]

Demographic Questions

Please select the response for each item that best describes you from the pull down lists provided.

1. Gender

[▼]

2. Age

[▼]

3. Ethnicity/Race

[▼]

4. Current Enrollment Status

[▼]

5. Overall Class Load

[▼]

6. Class Level

[▼]

7. Educational Goal

[▼]

8. Employment

[▼]

9. Current Residence

[▼]

10. Marital Status

[▼]

11. Current Plans

[dropdown]

12. Current Online Enrollment

[dropdown]

13. Previous Online Enrollment

[dropdown]

Campus defined demographics

14. My intended degree is:
- o Online undergraduate degree
- o Online graduate degree
- o On-campus undergraduate degree
- o On-campus graduate degree

15. My home CWU campus is:
- o Ellensburg
- o Des Moines or Pierce County
- o Lynnwood or Everett
- o Moses Lake, Wenatchee, or Yakima
- o Online: a fully online degree program

Please enter any comments you would like to share with this institution.

[text box]

Campus Defined Majors

Not enrolled in an online degree program

Health and Physical Education: Athletic Administration (MS)

Information Tech & Admin Mgt (BAS)

Information Tech & Admin Mgt (BS)

Information Tech & Admin Mgt (MS)

Interdisciplinary Studies: Social Sciences (BS)

Law & Justice (BA)

Master Teacher (MED)

Paramedicine (BS)

Psychology (BA)

School Administration (MED)

Sociology (BA)

Special Education (MED)

English: Professional & Creative Writing (BA)

Health and Physical Education: Teaching Physical Education and Health (MS)

Higher Education (MED)

Literacy (MED)

Aviation Management (BS)

Social Services (BS)