

CENTRAL WASHINGTON UNIVERSITY
NOEL-LEVITZ PRIORITY SURVEY OF ONLINE LEARNERS (N-L PSOL)
TRENDS FROM 2009 TO FALL 2011

	IMPORTANCE			Trend	SATISFACTION			Trend
	Spr 2009	Spr 2010	Fall 2011		Spr 2009	Spr 2010	Fall 2011	
	n=311	n=405	n=189		n=311	n=405	n=189	
1. This institution has a good reputation.	5.95	5.87	6.02		5.56	5.56	5.69	
2. My program advisor is accessible by telephone and e-mail.	6.38	6.35	6.54		5.71	5.84	5.94	
3. Instructional materials are appropriate for program content.	6.44	6.45	6.49		5.57	5.66	5.65	
4. Faculty provide timely feedback about student progress.	6.50	6.44	6.57		5.23	5.27	5.27	
5. My program advisor helps me work toward career goals.	6.07	6.07	6.40		5.22	5.26	5.36	
6. Tuition paid is a worthwhile investment.	6.52	6.54	6.61		5.17	5.04	5.30	
7. Program requirements are clear and reasonable.	6.47	6.47	6.57		5.46	5.53	5.58	
8. Student-to-student collaborations are valuable to me.	5.05	4.96	5.04		5.14	5.00	5.17	
9. Adequate financial aid is available.	6.23	6.29	6.54		4.85	4.86	5.35	
10. This institution responds quickly when I request information.	6.42	6.44	6.48		5.25	5.45	5.49	
11. Student assignments are clearly defined in the syllabus.	6.61	6.55	6.66		5.50	5.64	5.70	
12. There are sufficient offerings within my program of study.	6.55	6.49	6.56		5.06	5.22	4.98	
13. The frequency of student and instructor interactions is adequate.	6.19	6.09	6.21		5.51	5.43	5.48	
14. I receive timely information on the availability of financial aid.	6.30	6.30	6.37		4.87	5.08	5.45	
15. Channels are available for providing timely responses to student complaints.	6.02	6.06	6.13		4.81	4.82	4.97	
16. Appropriate technical assistance is readily available.	6.23	6.15	6.37		5.21	5.48	5.63	
17. Assessment and evaluation procedures are clear and reasonable.	6.31	6.30	6.44		5.44	5.51	5.64	
18. Registration for online courses is convenient.	6.50	6.43	6.59		6.20	5.99	5.94	
19. Online career services are available.	5.62	5.53	5.81		5.13	5.09	4.94	
20. The quality of online instruction is excellent.	6.42	6.40	6.50		5.04	5.11	5.25	
21. Adequate online library resources are provided.	6.21	6.16	6.29		5.53	5.62	5.54	
22. I am aware of whom to contact for questions about programs and services.	6.26	6.25	6.30		5.16	5.38	5.23	
23. Billing and payment procedures are convenient for me.	6.38	6.29	6.39		5.72	5.75	5.81	
24. Tutoring services are readily available for online courses.	5.51	5.59	5.68		4.42	4.60	4.44	
25. Faculty are responsive to student needs.	6.65	6.54	6.65		5.59	5.58	5.53	
26. The bookstore provides timely service to students.	6.34	6.20	6.19		5.68	5.76	5.79	
Average of the first 26 N-L PSOL questions	6.24	6.20	6.32		4.98	4.92	5.60	

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Average of the first 26 N-L PSOL questions	6.15	6.09	6.19		4.98	4.92	5.60	
#1 27. I prefer the online version of my summer classes vs. the classroom setting.	5.60	5.58	6.10		4.66	4.59	4.78	
#2 28. The quality of student-to-student interaction in my online courses is as high as my classroom-based courses.	5.34	5.24	4.94		5.31	5.11	5.50	
#3 29. The requirements to succeed in online courses are equivalent to those required in my classroom-based courses.	6.22	6.17	6.14		4.99	5.01	5.19	
#4 30. There is consistency in the quality of instruction from my online courses to my classroom-base courses.	6.36	6.34	6.43		5.26	5.57	5.75	
#5 31. The instructions for using the technology for my online courses are clear to me.	6.53	6.45	6.46		4.98	4.90	5.29	
#6 32. There are a variety of instructional approaches presented in my online courses.	6.17	6.02	6.11		5.26	5.32	5.46	
#7 33. The quality of student interaction with faculty is excellent.	6.40	6.26	6.51		4.66	4.90	5.45	
#8 34. This university provides adequate orientation to new online learners.	6.07	5.99	6.24		6.23	6.30	4.61	
#9 35. Gender equity and equal opportunity exist in the online classroom.	6.24	6.17	6.51		4.90	5.10	4.94	
#10 36. Courses necessary to meet my degree objectives are offered online.	6.40	6.31	6.52		5.26	5.31	5.38	