

Demographics

Gender			Current Class Load		
	N	%		N	%
Female	175	70.56%	Full-time	194	78.54%
Male	73	29.44%	Part-time	53	21.46%
Total	248	100.00%	Total	247	100.00%
No Response	5		No Response	6	

Age			Class Level		
	N	%		N	%
18 and under	4	1.63%	First year	13	5.26%
19 to 24	69	28.05%	Second year	8	3.24%
25 to 34	72	29.27%	Third year	91	36.84%
35 to 44	47	19.11%	Fourth year	96	38.87%
45 to 54	42	17.07%	Special student	2	0.81%
55 to 64	11	4.47%	Graduate/professional	21	8.50%
65 and over	1	0.41%	Other class level	16	6.48%
Total	246	100.00%	Total	247	100.00%
No Response	7		No Response	6	

Ethnicity/Race			Educational Goal		
	N	%		N	%
African-American	13	5.28%	Associate degree	3	1.22%
American Indian or Alaskan Native	2	0.81%	Bachelor's degree	186	75.61%
Asian or Pacific Islander	29	11.79%	Master's degree	38	15.45%
Caucasian/White	166	67.48%	Doctorate or professional degree	8	3.25%
Hispanic	14	5.69%	Certification (initial or renewal)	8	3.25%
Other race	9	3.66%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	13	5.28%	Job-related training	0	0.00%
Total	246	100.00%	Other educational goal	3	1.22%
No Response	7		Total	246	100.00%
			No Response	7	

Current Enrollment Status			Employment		
	N	%		N	%
Primarily online	157	63.56%	Full-time	112	45.71%
Primarily on-campus	90	36.44%	Part-time	73	29.80%
Total	247	100.00%	Not employed	60	24.49%
No Response	6		Total	245	100.00%
			No Response	8	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	96	38.87%	No classes	41	16.67%
Rent room / apartment / house	113	45.75%	1-3 classes	59	23.98%
Relative's home	20	8.10%	4-6 classes	35	14.23%
Residence hall	10	4.05%	7-9 classes	21	8.54%
Other residence	8	3.24%	10-12 classes	30	12.20%
Total	247	100.00%	13-15 classes	29	11.79%
No Response	6		More than 15 classes	31	12.60%
			Total	246	100.00%
			No Response	7	
Marital Status			My intended degree is:		
	N	%		N	%
Single	112	45.53%	Online undergraduate degree	102	41.30%
Single with children	30	12.20%	Online graduate degree	35	14.17%
Married	40	16.26%	Face-to-face undergraduate degree	86	34.82%
Married with children	58	23.58%	Face-to-face graduate degree	24	9.72%
Marital - Prefer not to respond	6	2.44%	Campus item - Answer 5	0	0.00%
Total	246	100.00%	Campus item - Answer 6	0	0.00%
No Response	7		Total	247	100.00%
			No Response	6	
Current Plans			My home CWU campus is:		
	N	%		N	%
Complete online degree program	129	52.44%	Ellensburg	77	31.05%
Complete degree on campus	91	36.99%	Des Moines, Kent, or Pierce County	48	19.35%
Transfer credits	4	1.63%	Lynnwood or Everett	66	26.61%
Complete this course	22	8.94%	Moses Lake, Wenatchee, or Yakima	21	8.47%
Total	246	100.00%	Online: a fully online degree program	36	14.52%
No Response	7		Campus item 2 - Answer 6	0	0.00%
			Total	248	100.00%
			No Response	5	
Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	23	9.39%	1063: Health and Physical Education: Athletic Administration (MS)	1	0.41%
4-6 credits	73	29.80%	1087: Information Tech & Admin Mgt (BAS)	47	19.42%
7-9 credits	37	15.10%	1088: Information Tech & Admin Mgt (BS)	27	11.16%
10-12 credits	37	15.10%	1090: Interdisciplinary Studies: Social Sciences (BS)	48	19.83%
13-15 credits	56	22.86%	1094: Law & Justice (BA)	20	8.26%
More than 15 credits	19	7.76%			
Total	245	100.00%			
No Response	8				

Demographics

1107: Paramedicine (BS)	3	1.24%
1125: Psychology (BA)	16	6.61%
1137: School Administration (MED)	2	0.83%
1145: Sociology (BA)	7	2.89%
1151: Special Education (MED)	5	2.07%
1165: Health and Physical Education: Teaching Physical Education and Health (MS)	2	0.83%
1166: Higher Education (MED)	4	1.65%
1167: Literacy (MED)	1	0.41%
1168: Not enrolled in an online degree program	59	24.38%
Total	242	100.00%
No Response	11	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 18. Registration for online courses is convenient.
- 7. Program requirements are clear and reasonable.
- 3. Instructional materials are appropriate for program content.
- 35. Campus item: A fair and equitable learning environment exists in my online course(s).
- 17. Assessment and evaluation procedures are clear and reasonable.
- 2. My program advisor is accessible by telephone and e-mail.
- 23. Billing and payment procedures are convenient for me.

Challenges

- 25. Faculty are responsive to student needs.
- 20. The quality of online instruction is excellent.
- 6. Tuition paid is a worthwhile investment.
- 4. Faculty provide timely feedback about student progress.
- 12. There are sufficient offerings within my program of study.
- 33. Campus item: The organization and design of my online course(s) is conducive to learning.
- 22. I am aware of whom to contact for questions about programs and services.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Online Learners

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

Institutional Summary
Scales: In Order of Importance

Scale	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.36	5.39 / 1.31	0.97	6.52	6.02 / 1.07	0.50	-0.63 ***
Institutional Perceptions	6.24	5.26 / 1.43	0.98	6.54	5.88 / 1.16	0.66	-0.62 ***
Instructional Services	6.24	5.30 / 1.24	0.94	6.43	5.83 / 1.04	0.60	-0.53 ***
Academic Services	6.18	5.27 / 1.18	0.91	6.43	5.86 / 1.00	0.57	-0.59 ***
Student Services	6.14	5.19 / 1.32	0.95	6.39	5.81 / 1.12	0.58	-0.62 ***

National Group Means are based on 123594 records.

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary
Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. Registration for online courses is convenient.	6.57	5.55 / 1.66	1.02	6.64	6.37 / 1.09	0.27	-0.82 ***
25. Faculty are responsive to student needs.	6.56	5.42 / 1.54	1.14	6.64	5.87 / 1.35	0.77	-0.45 ***
11. Student assignments are clearly defined in the syllabus.	6.56	5.49 / 1.53	1.07	6.67	5.96 / 1.28	0.71	-0.47 ***
20. The quality of online instruction is excellent.	6.54	5.03 / 1.78	1.51	6.68	5.84 / 1.37	0.84	-0.81 ***
51. Factor to enroll: Convenience	6.53			6.76			
6. Tuition paid is a worthwhile investment.	6.53	5.01 / 1.77	1.52	6.64	5.78 / 1.41	0.86	-0.77 ***
7. Program requirements are clear and reasonable.	6.52	5.51 / 1.49	1.01	6.62	5.93 / 1.27	0.69	-0.42 ***
30. Campus item: The online course management system is easy to use.	6.46	5.43 / 1.53	1.03				
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.46	5.35 / 1.67	1.11				
4. Faculty provide timely feedback about student progress.	6.46	5.06 / 1.70	1.40	6.61	5.75 / 1.40	0.86	-0.69 ***
3. Instructional materials are appropriate for program content.	6.46	5.56 / 1.43	0.90	6.61	5.99 / 1.19	0.62	-0.43 ***
12. There are sufficient offerings within my program of study.	6.44	5.00 / 1.66	1.44	6.57	5.92 / 1.27	0.65	-0.92 ***
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.31 / 1.67	1.12				

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National Group Means are based on 123594 records.

Institutional Summary
Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
10. This institution responds quickly when I request information.	6.37	5.32 / 1.65	1.05	6.59	5.92 / 1.39	0.67	-0.60 ***
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.34	5.55 / 1.59	0.79				
17. Assessment and evaluation procedures are clear and reasonable.	6.33	5.62 / 1.30	0.71	6.51	5.95 / 1.24	0.56	-0.33 ***
44. Factor to enroll: Ability to transfer credits	6.32			6.17			
22. I am aware of whom to contact for questions about programs and services.	6.29	5.11 / 1.79	1.18	6.51	5.92 / 1.39	0.59	-0.81 ***
9. Adequate financial aid is available.	6.29	5.18 / 1.80	1.11	6.48	5.81 / 1.53	0.67	-0.63 ***
23. Billing and payment procedures are convenient for me.	6.29	5.73 / 1.48	0.56	6.55	6.15 / 1.26	0.40	-0.42 ***
2. My program advisor is accessible by telephone and e-mail.	6.29	5.67 / 1.54	0.62	6.47	5.98 / 1.37	0.49	-0.31 ***
14. I receive timely information on the availability of financial aid.	6.26	5.06 / 1.76	1.20	6.41	5.72 / 1.54	0.69	-0.66 ***
53. Factor to enroll: Program requirements	6.25			6.45			
16. Appropriate technical assistance is readily available.	6.22	5.43 / 1.56	0.79	6.48	6.00 / 1.28	0.48	-0.57 ***
31. Campus item: General academic advising is available to online learners.	6.18	5.09 / 1.72	1.09				

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National Group Means are based on 123594 records.

Institutional Summary
Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
49. Factor to enroll: Work schedule	6.16			6.59			
50. Factor to enroll: Flexible pacing for completing a program	6.15			6.63			
26. The bookstore provides timely service to students.	6.15	5.74 / 1.37	0.41	6.39	6.06 / 1.28	0.33	-0.32 ***
5. My program advisor helps me work toward career goals.	6.12	5.06 / 1.75	1.06	6.29	5.53 / 1.60	0.76	-0.47 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.11	5.43 / 1.42	0.68				
13. The frequency of student and instructor interactions is adequate.	6.08	5.33 / 1.54	0.75	6.37	5.77 / 1.34	0.60	-0.44 ***
40. Source of information: Web site	6.07			6.34			
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.05	5.18 / 1.67	0.87				
21. Adequate online library resources are provided.	6.03	5.53 / 1.47	0.50	6.50	6.06 / 1.28	0.44	-0.53 ***
45. Factor to enroll: Cost	6.03			6.25			
15. Channels are available for providing timely responses to student complaints.	6.00	4.78 / 1.82	1.22	6.29	5.45 / 1.61	0.84	-0.67 ***
1. This institution has a good reputation.	5.95	5.51 / 1.38	0.44	6.45	5.97 / 1.19	0.48	-0.46 ***
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.94	5.12 / 1.69	0.82				

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National Group Means are based on 123594 records.

Institutional Summary

Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	5.88			6.19			
46. Factor to enroll: Financial assistance available	5.86			6.32			
38. Source of information: Catalog (online)	5.81			5.95			
19. Online career services are available.	5.81	4.95 / 1.63	0.86	6.11	5.64 / 1.47	0.47	-0.69 ***
48. Factor to enroll: Reputation of institution	5.80			6.34			
52. Factor to enroll: Distance from campus	5.75			5.27			
24. Tutoring services are readily available for online courses.	5.54	4.53 / 1.79	1.01	6.02	5.51 / 1.57	0.51	-0.98 ***
42. Source of information: Recommendation from instructor or program advisor	5.53			5.57			
32. Campus item: I feel I am a member of the Central Washington University community.	5.45	4.88 / 1.85	0.57				
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.07	5.14 / 1.51	-0.07				
8. Student-to-student collaborations are valuable to me.	4.92	4.92 / 1.53	0.00	5.35	5.52 / 1.39	-0.17	-0.60 ***
43. Source of information: Contact with current students and / or recent graduates of the program	4.74			5.20			
39. Source of information: College representatives	4.69			5.61			

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National Group Means are based on 123594 records.

Institutional Summary
Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Factor to enroll: Recommendations from employer	4.54			5.01			
37. Source of information: Catalog and brochures (printed)	4.29			4.64			
41. Source of information: Advertisements	3.39			4.42			

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Institutional Summary

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

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.18	5.27 / 1.18	0.91	6.43	5.86 / 1.00	0.57	-0.59 ***
2. My program advisor is accessible by telephone and e-mail.	6.29	5.67 / 1.54	0.62	6.47	5.98 / 1.37	0.49	-0.31 ***
5. My program advisor helps me work toward career goals.	6.12	5.06 / 1.75	1.06	6.29	5.53 / 1.60	0.76	-0.47 ***
7. Program requirements are clear and reasonable.	6.52	5.51 / 1.49	1.01	6.62	5.93 / 1.27	0.69	-0.42 ***
12. There are sufficient offerings within my program of study.	6.44	5.00 / 1.66	1.44	6.57	5.92 / 1.27	0.65	-0.92 ***
16. Appropriate technical assistance is readily available.	6.22	5.43 / 1.56	0.79	6.48	6.00 / 1.28	0.48	-0.57 ***
21. Adequate online library resources are provided.	6.03	5.53 / 1.47	0.50	6.50	6.06 / 1.28	0.44	-0.53 ***
24. Tutoring services are readily available for online courses.	5.54	4.53 / 1.79	1.01	6.02	5.51 / 1.57	0.51	-0.98 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 123594 records.

Institutional Summary

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

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.36	5.39 / 1.31	0.97	6.52	6.02 / 1.07	0.50	-0.63 ***
9. Adequate financial aid is available.	6.29	5.18 / 1.80	1.11	6.48	5.81 / 1.53	0.67	-0.63 ***
14. I receive timely information on the availability of financial aid.	6.26	5.06 / 1.76	1.20	6.41	5.72 / 1.54	0.69	-0.66 ***
18. Registration for online courses is convenient.	6.57	5.55 / 1.66	1.02	6.64	6.37 / 1.09	0.27	-0.82 ***
23. Billing and payment procedures are convenient for me.	6.29	5.73 / 1.48	0.56	6.55	6.15 / 1.26	0.40	-0.42 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 123594 records.

Institutional Summary

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

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.24	5.26 / 1.43	0.98	6.54	5.88 / 1.16	0.66	-0.62 ***
1. This institution has a good reputation.	5.95	5.51 / 1.38	0.44	6.45	5.97 / 1.19	0.48	-0.46 ***
6. Tuition paid is a worthwhile investment.	6.53	5.01 / 1.77	1.52	6.64	5.78 / 1.41	0.86	-0.77 ***

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

National Group Means are based on 123594 records.

Institutional Summary

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

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.24	5.30 / 1.24	0.94	6.43	5.83 / 1.04	0.60	-0.53 ***
3. Instructional materials are appropriate for program content.	6.46	5.56 / 1.43	0.90	6.61	5.99 / 1.19	0.62	-0.43 ***
4. Faculty provide timely feedback about student progress.	6.46	5.06 / 1.70	1.40	6.61	5.75 / 1.40	0.86	-0.69 ***
8. Student-to-student collaborations are valuable to me.	4.92	4.92 / 1.53	0.00	5.35	5.52 / 1.39	-0.17	-0.60 ***
11. Student assignments are clearly defined in the syllabus.	6.56	5.49 / 1.53	1.07	6.67	5.96 / 1.28	0.71	-0.47 ***
13. The frequency of student and instructor interactions is adequate.	6.08	5.33 / 1.54	0.75	6.37	5.77 / 1.34	0.60	-0.44 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.33	5.62 / 1.30	0.71	6.51	5.95 / 1.24	0.56	-0.33 ***
20. The quality of online instruction is excellent.	6.54	5.03 / 1.78	1.51	6.68	5.84 / 1.37	0.84	-0.81 ***
25. Faculty are responsive to student needs.	6.56	5.42 / 1.54	1.14	6.64	5.87 / 1.35	0.77	-0.45 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 123594 records.

Institutional Summary

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

Scale/Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.14	5.19 / 1.32	0.95	6.39	5.81 / 1.12	0.58	-0.62 ***
10. This institution responds quickly when I request information.	6.37	5.32 / 1.65	1.05	6.59	5.92 / 1.39	0.67	-0.60 ***
15. Channels are available for providing timely responses to student complaints.	6.00	4.78 / 1.82	1.22	6.29	5.45 / 1.61	0.84	-0.67 ***
19. Online career services are available.	5.81	4.95 / 1.63	0.86	6.11	5.64 / 1.47	0.47	-0.69 ***
22. I am aware of whom to contact for questions about programs and services.	6.29	5.11 / 1.79	1.18	6.51	5.92 / 1.39	0.59	-0.81 ***
26. The bookstore provides timely service to students.	6.15	5.74 / 1.37	0.41	6.39	6.06 / 1.28	0.33	-0.32 ***

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

National Group Means are based on 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	5.95	5.51 / 1.38	0.44	6.45	5.97 / 1.19	0.48	-0.46 ***
2. My program advisor is accessible by telephone and e-mail.	6.29	5.67 / 1.54	0.62	6.47	5.98 / 1.37	0.49	-0.31 ***
3. Instructional materials are appropriate for program content.	6.46	5.56 / 1.43	0.90	6.61	5.99 / 1.19	0.62	-0.43 ***
4. Faculty provide timely feedback about student progress.	6.46	5.06 / 1.70	1.40	6.61	5.75 / 1.40	0.86	-0.69 ***
5. My program advisor helps me work toward career goals.	6.12	5.06 / 1.75	1.06	6.29	5.53 / 1.60	0.76	-0.47 ***
6. Tuition paid is a worthwhile investment.	6.53	5.01 / 1.77	1.52	6.64	5.78 / 1.41	0.86	-0.77 ***
7. Program requirements are clear and reasonable.	6.52	5.51 / 1.49	1.01	6.62	5.93 / 1.27	0.69	-0.42 ***
8. Student-to-student collaborations are valuable to me.	4.92	4.92 / 1.53	0.00	5.35	5.52 / 1.39	-0.17	-0.60 ***
9. Adequate financial aid is available.	6.29	5.18 / 1.80	1.11	6.48	5.81 / 1.53	0.67	-0.63 ***
10. This institution responds quickly when I request information.	6.37	5.32 / 1.65	1.05	6.59	5.92 / 1.39	0.67	-0.60 ***
11. Student assignments are clearly defined in the syllabus.	6.56	5.49 / 1.53	1.07	6.67	5.96 / 1.28	0.71	-0.47 ***
12. There are sufficient offerings within my program of study.	6.44	5.00 / 1.66	1.44	6.57	5.92 / 1.27	0.65	-0.92 ***

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

National Group Means are based on 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. The frequency of student and instructor interactions is adequate.	6.08	5.33 / 1.54	0.75	6.37	5.77 / 1.34	0.60	-0.44 ***
14. I receive timely information on the availability of financial aid.	6.26	5.06 / 1.76	1.20	6.41	5.72 / 1.54	0.69	-0.66 ***
15. Channels are available for providing timely responses to student complaints.	6.00	4.78 / 1.82	1.22	6.29	5.45 / 1.61	0.84	-0.67 ***
16. Appropriate technical assistance is readily available.	6.22	5.43 / 1.56	0.79	6.48	6.00 / 1.28	0.48	-0.57 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.33	5.62 / 1.30	0.71	6.51	5.95 / 1.24	0.56	-0.33 ***
18. Registration for online courses is convenient.	6.57	5.55 / 1.66	1.02	6.64	6.37 / 1.09	0.27	-0.82 ***
19. Online career services are available.	5.81	4.95 / 1.63	0.86	6.11	5.64 / 1.47	0.47	-0.69 ***
20. The quality of online instruction is excellent.	6.54	5.03 / 1.78	1.51	6.68	5.84 / 1.37	0.84	-0.81 ***
21. Adequate online library resources are provided.	6.03	5.53 / 1.47	0.50	6.50	6.06 / 1.28	0.44	-0.53 ***
22. I am aware of whom to contact for questions about programs and services.	6.29	5.11 / 1.79	1.18	6.51	5.92 / 1.39	0.59	-0.81 ***
23. Billing and payment procedures are convenient for me.	6.29	5.73 / 1.48	0.56	6.55	6.15 / 1.26	0.40	-0.42 ***
24. Tutoring services are readily available for online courses.	5.54	4.53 / 1.79	1.01	6.02	5.51 / 1.57	0.51	-0.98 ***
25. Faculty are responsive to student needs.	6.56	5.42 / 1.54	1.14	6.64	5.87 / 1.35	0.77	-0.45 ***

* 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 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
26. The bookstore provides timely service to students.	6.15	5.74 / 1.37	0.41	6.39	6.06 / 1.28	0.33	-0.32 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.11	5.43 / 1.42	0.68				
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.07	5.14 / 1.51	-0.07				
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.05	5.18 / 1.67	0.87				
30. Campus item: The online course management system is easy to use.	6.46	5.43 / 1.53	1.03				
31. Campus item: General academic advising is available to online learners.	6.18	5.09 / 1.72	1.09				
32. Campus item: I feel I am a member of the Central Washington University community.	5.45	4.88 / 1.85	0.57				
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.31 / 1.67	1.12				
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.94	5.12 / 1.69	0.82				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.34	5.55 / 1.59	0.79				
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.46	5.35 / 1.67	1.11				

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 ** Difference statistically significant at the .01 level
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National Group Means are based on 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. Source of information: Catalog and brochures (printed)	4.29			4.64			
38. Source of information: Catalog (online)	5.81			5.95			
39. Source of information: College representatives	4.69			5.61			
40. Source of information: Web site	6.07			6.34			
41. Source of information: Advertisements	3.39			4.42			
42. Source of information: Recommendation from instructor or program advisor	5.53			5.57			
43. Source of information: Contact with current students and / or recent graduates of the program	4.74			5.20			
44. Factor to enroll: Ability to transfer credits	6.32			6.17			
45. Factor to enroll: Cost	6.03			6.25			
46. Factor to enroll: Financial assistance available	5.86			6.32			
47. Factor to enroll: Future employment opportunities	5.88			6.19			
48. Factor to enroll: Reputation of institution	5.80			6.34			
49. Factor to enroll: Work schedule	6.16			6.59			
50. Factor to enroll: Flexible pacing for completing a program	6.15			6.63			
51. Factor to enroll: Convenience	6.53			6.76			

* 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 123594 records.

Institutional Summary

Items: In Sequential Order

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. Factor to enroll: Distance from campus	5.75			5.27			
53. Factor to enroll: Program requirements	6.25			6.45			
54. Factor to enroll: Recommendations from employer	4.54			5.01			

National Group Means are based on 123594 records.

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

Institutional Summary

Summary Items

Summary Item	Central Washington University - PSOL	National Online Learners	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected</p> <p>2=Quite a bit worse than I expected</p> <p>3=Worse than I expected</p> <p>4=About what I expected</p> <p>5=Better than I expected</p> <p>6=Quite a bit better than I expected</p> <p>7=Much better than expected</p>	<p>Average: 4.31</p> <p>4%</p> <p>5%</p> <p>11%</p> <p>35%</p> <p>24%</p> <p>9%</p> <p>8%</p>	<p>Average: 5.17</p> <p>1%</p> <p>1%</p> <p>6%</p> <p>24%</p> <p>25%</p> <p>15%</p> <p>25%</p>	<p>-0.86</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all</p> <p>2=Not very satisfied</p> <p>3=Somewhat dissatisfied</p> <p>4=Neutral</p> <p>5=Somewhat satisfied</p> <p>6=Satisfied</p> <p>7=Very satisfied</p>	<p>Average: 4.97</p> <p>5%</p> <p>10%</p> <p>7%</p> <p>8%</p> <p>14%</p> <p>38%</p> <p>16%</p>	<p>Average: 5.82</p> <p>1%</p> <p>2%</p> <p>4%</p> <p>5%</p> <p>11%</p> <p>37%</p> <p>36%</p>	<p>-0.85</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not</p> <p>2=Probably not</p> <p>3=Maybe not</p> <p>4=I don't know</p> <p>5=Maybe yes</p> <p>6=Probably yes</p> <p>7=Definitely yes</p>	<p>Average: 5.42</p> <p>6%</p> <p>7%</p> <p>4%</p> <p>6%</p> <p>9%</p> <p>31%</p> <p>35%</p>	<p>Average: 5.90</p> <p>2%</p> <p>4%</p> <p>3%</p> <p>6%</p> <p>7%</p> <p>26%</p> <p>49%</p>	<p>-0.48</p>