

Central Washington University Demographics

Gender	N	%	Current Class Load	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	N	%	Class Level	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	N	%	Educational Goal	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	N	%	Employment	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	

Central Washington University 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			Institution Question		
	N	%		N	%
Single	112	45.53%	Campus item - Answer 1	102	41.30%
Single with children	30	12.20%	Campus item - Answer 2	35	14.17%
Married	40	16.26%	Campus item - Answer 3	86	34.82%
Married with children	58	23.58%	Campus item - Answer 4	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			Institution Question 2		
	N	%		N	%
Complete online degree program	129	52.44%	Campus item 2 - Answer 1	77	31.05%
Complete degree on campus	91	36.99%	Campus item 2 - Answer 2	48	19.35%
Transfer credits	4	1.63%	Campus item 2 - Answer 3	66	26.61%
Complete this course	22	8.94%	Campus item 2 - Answer 4	21	8.47%
Total	246	100.00%	Campus item 2 - Answer 5	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	1	0.41%
4-6 credits	73	29.80%	1087	47	19.42%
7-9 credits	37	15.10%	1088	27	11.16%
10-12 credits	37	15.10%	1090	48	19.83%
13-15 credits	56	22.86%	1094	20	8.26%
More than 15 credits	19	7.76%	1107	3	1.24%
Total	245	100.00%	1125	16	6.61%
No Response	8		1137	2	0.83%

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1145	7	2.89%
1151	5	2.07%
1165	2	0.83%
1166	4	1.65%
1167	1	0.41%
1168	59	24.38%
Total	242	100.00%
No Response	11	

Central Washington University 2013 Requested Group Demographics

Gender	N	%	Current Class Load	N	%
Female	1651	62.97%	Full-time	1105	42.22%
Male	971	37.03%	Part-time	1512	57.78%
Total	2622	100.00%	Total	2617	100.00%
No Response	36		No Response	41	

Age	N	%	Class Level	N	%
18 and under	6	0.23%	First year	196	7.48%
19 to 24	309	11.78%	Second year	265	10.11%
25 to 34	884	33.69%	Third year	523	19.95%
35 to 44	778	29.65%	Fourth year	534	20.37%
45 to 54	506	19.28%	Special student	48	1.83%
55 to 64	128	4.88%	Graduate/professional	935	35.67%
65 and over	13	0.50%	Other class level	120	4.58%
Total	2624	100.00%	Total	2621	100.00%
No Response	34		No Response	37	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	190	7.29%	Associate degree	84	3.21%
American Indian or Alaskan Native	34	1.30%	Bachelor's degree	1284	49.14%
Asian or Pacific Islander	83	3.18%	Master's degree	848	32.45%
Caucasian/White	2083	79.87%	Doctorate or professional degree	184	7.04%
Hispanic	65	2.49%	Certification (initial or renewal)	142	5.43%
Other race	42	1.61%	Self-improvement/pleasure	12	0.46%
Race - Prefer not to respond	111	4.26%	Job-related training	31	1.19%
Total	2608	100.00%	Other educational goal	28	1.07%
No Response	50		Total	2613	100.00%
			No Response	45	

Current Enrollment Status	N	%	Employment	N	%
Primarily online	2474	94.28%	Full-time	1865	71.35%
Primarily on-campus	150	5.72%	Part-time	424	16.22%
Total	2624	100.00%	Not employed	325	12.43%
No Response	34		Total	2614	100.00%
			No Response	44	

Central Washington University 2013 Requested Group Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	1646	62.94%	No classes	465	17.87%
Rent room / apartment / house	727	27.80%	1-3 classes	902	34.67%
Relative's home	163	6.23%	4-6 classes	432	16.60%
Residence hall	25	0.96%	7-9 classes	239	9.19%
Other residence	54	2.07%	10-12 classes	203	7.80%
Total	2615	100.00%	13-15 classes	105	4.04%
No Response	43		More than 15 classes	256	9.84%
			Total	2602	100.00%
			No Response	56	

Marital Status			Institution Question		
	N	%		N	%
Single	692	26.59%	Campus item - Answer 1	733	41.41%
Single with children	269	10.34%	Campus item - Answer 2	743	41.98%
Married	443	17.03%	Campus item - Answer 3	220	12.43%
Married with children	1151	44.24%	Campus item - Answer 4	63	3.56%
Marital - Prefer not to respond	47	1.81%	Campus item - Answer 5	10	0.56%
Total	2602	100.00%	Campus item - Answer 6	1	0.06%
No Response	56		Total	1770	100.00%
			No Response	888	

Current Plans			Institution Question 2		
	N	%		N	%
Complete online degree program	2217	85.14%	Campus item 2 - Answer 1	230	24.49%
Complete degree on campus	168	6.45%	Campus item 2 - Answer 2	333	35.46%
Transfer credits	48	1.84%	Campus item 2 - Answer 3	374	39.83%
Complete this course	171	6.57%	Campus item 2 - Answer 4	2	0.21%
Total	2604	100.00%	Campus item 2 - Answer 5	0	0.00%
No Response	54		Campus item 2 - Answer 6	0	0.00%
			Total	939	100.00%
			No Response	1719	

Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	570	21.98%	1000	40	2.48%
4-6 credits	879	33.90%	1001	27	1.67%
7-9 credits	545	21.02%	1002	79	4.89%
10-12 credits	322	12.42%	1003	34	2.11%
13-15 credits	155	5.98%	1004	32	1.98%
More than 15 credits	122	4.70%	1005	27	1.67%
Total	2593	100.00%	1006	22	1.36%
No Response	65		1007	7	0.43%

Central Washington University 2013 Requested Group Demographics

1008	31	1.92%	2001	2	0.12%
1009	43	2.66%	2007	4	0.25%
1010	20	1.24%	2039	18	1.11%
1011	32	1.98%	2046	3	0.19%
1012	22	1.36%	2047	19	1.18%
1016	10	0.62%	2049	3	0.19%
1017	14	0.87%	2054	14	0.87%
1022	48	2.97%	2057	3	0.19%
1023	13	0.80%	2076	1	0.06%
1025	44	2.72%	2085	6	0.37%
1026	1	0.06%	3000	60	3.72%
1029	4	0.25%	3614	14	0.87%
1035	11	0.68%	4000	15	0.93%
1040	1	0.06%	4002	1	0.06%
1044	5	0.31%	4065	6	0.37%
1045	1	0.06%	4067	43	2.66%
1050	1	0.06%	4084	65	4.02%
1053	7	0.43%	4826	24	1.49%
1058	8	0.50%	5000	6	0.37%
1060	1	0.06%	5062	1	0.06%
1064	3	0.19%	5070	1	0.06%
1065	1	0.06%	5082	7	0.43%
1068	8	0.50%	5138	37	2.29%
1069	1	0.06%	5203	37	2.29%
1073	1	0.06%	6000	6	0.37%
1077	16	0.99%	6086	4	0.25%
1082	7	0.43%	6170	29	1.80%
1083	1	0.06%	6936	22	1.36%
1084	6	0.37%	7000	6	0.37%
1085	1	0.06%	7214	35	2.17%
1087	1	0.06%	7596	28	1.73%
1110	5	0.31%	8000	6	0.37%
1115	6	0.37%	9000	2	0.12%
1125	37	2.29%	9999	49	3.03%
1130	1	0.06%	Total	1615	100.00%
1135	15	0.93%	No Response	1043	
1140	24	1.49%			
1145	34	2.11%			
1150	18	1.11%			
1359	17	1.05%			
1391	35	2.17%			
1402	96	5.94%			
2000	119	7.37%			

Institutional Summary
Scales: In Order of Importance

Scale	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.36	5.39 / 1.31	0.97	6.31	5.91 / 1.04	0.40	-0.52 ***
Institutional Perceptions	6.24	5.26 / 1.43	0.98	6.41	5.76 / 1.12	0.65	-0.50 ***
Instructional Services	6.24	5.30 / 1.24	0.94	6.29	5.59 / 1.07	0.70	-0.29 ***
Academic Services	6.18	5.27 / 1.18	0.91	6.22	5.61 / 1.04	0.61	-0.34 ***
Student Services	6.14	5.19 / 1.32	0.95	6.11	5.63 / 1.11	0.48	-0.44 ***

* 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 2658 records.

Institutional Summary
Items: In Order of Importance

Item	Central Washington University			Central Washington University 2013 Requested			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	6.59	6.13 / 1.30	0.46	-0.58 ***
11. Student assignments are clearly defined in the syllabus.	6.56	5.49 / 1.53	1.07	6.60	5.73 / 1.37	0.87	-0.24 **
25. Faculty are responsive to student needs.	6.56	5.42 / 1.54	1.14	6.57	5.71 / 1.39	0.86	-0.29 **
20. The quality of online instruction is excellent.	6.54	5.03 / 1.78	1.51	6.65	5.53 / 1.49	1.12	-0.50 ***
6. Tuition paid is a worthwhile investment.	6.53	5.01 / 1.77	1.52	6.60	5.59 / 1.41	1.01	-0.58 ***
51. Factor to enroll: Convenience	6.53			6.69			
7. Program requirements are clear and reasonable.	6.52	5.51 / 1.49	1.01	6.56	5.72 / 1.35	0.84	-0.21 *
3. Instructional materials are appropriate for program content.	6.46	5.56 / 1.43	0.90	6.55	5.80 / 1.24	0.75	-0.24 **
4. Faculty provide timely feedback about student progress.	6.46	5.06 / 1.70	1.40	6.52	5.41 / 1.50	1.11	-0.35 ***
30. Campus item 4	6.46	5.43 / 1.53	1.03				
36. Campus item 10	6.46	5.35 / 1.67	1.11				
12. There are sufficient offerings within my program of study.	6.44	5.00 / 1.66	1.44	6.52	5.59 / 1.41	0.93	-0.59 ***
33. Campus item 7	6.43	5.31 / 1.67	1.12				
10. This institution responds quickly when I request information.	6.37	5.32 / 1.65	1.05	6.47	5.94 / 1.28	0.53	-0.62 ***
35. Campus item 9	6.34	5.55 / 1.59	0.79				

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 *** Difference statistically significant at the .001 level

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Institutional Summary
Items: In Order of Importance

Item	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.33	5.62 / 1.30	0.71	6.37	5.74 / 1.26	0.63	-0.12
44. Factor to enroll: Ability to transfer credits	6.32			5.99			
2. My program advisor is accessible by telephone and e-mail.	6.29	5.67 / 1.54	0.62	6.39	5.87 / 1.49	0.52	-0.20 *
9. Adequate financial aid is available.	6.29	5.18 / 1.80	1.11	6.11	5.63 / 1.51	0.48	-0.45 ***
22. I am aware of whom to contact for questions about programs and services.	6.29	5.11 / 1.79	1.18	6.35	5.72 / 1.46	0.63	-0.61 ***
23. Billing and payment procedures are convenient for me.	6.29	5.73 / 1.48	0.56	6.42	6.12 / 1.21	0.30	-0.39 ***
14. I receive timely information on the availability of financial aid.	6.26	5.06 / 1.76	1.20	6.06	5.64 / 1.43	0.42	-0.58 ***
53. Factor to enroll: Program requirements	6.25			6.34			
16. Appropriate technical assistance is readily available.	6.22	5.43 / 1.56	0.79	6.20	5.79 / 1.27	0.41	-0.36 ***
31. Campus item 5	6.18	5.09 / 1.72	1.09				
49. Factor to enroll: Work schedule	6.16			6.54			
26. The bookstore provides timely service to students.	6.15	5.74 / 1.37	0.41	5.99	5.83 / 1.34	0.16	-0.09
50. Factor to enroll: Flexible pacing for completing a program	6.15			6.51			

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Institutional Summary
Items: In Order of Importance

Item	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
5. My program advisor helps me work toward career goals.	6.12	5.06 / 1.75	1.06	6.13	5.35 / 1.69	0.78	-0.29 *
27. Campus item 1	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	6.17	5.55 / 1.39	0.62	-0.22 *
40. Source of information: Web site	6.07			6.24			
29. Campus item 3	6.05	5.18 / 1.67	0.87				
21. Adequate online library resources are provided.	6.03	5.53 / 1.47	0.50	6.20	5.83 / 1.27	0.37	-0.30 **
45. Factor to enroll: Cost	6.03			6.10			
15. Channels are available for providing timely responses to student complaints.	6.00	4.78 / 1.82	1.22	5.95	5.21 / 1.57	0.74	-0.43 ***
1. This institution has a good reputation.	5.95	5.51 / 1.38	0.44	6.23	5.92 / 1.12	0.31	-0.41 ***
34. Campus item 8	5.94	5.12 / 1.69	0.82				
47. Factor to enroll: Future employment opportunities	5.88			5.90			
46. Factor to enroll: Financial assistance available	5.86			5.67			
19. Online career services are available.	5.81	4.95 / 1.63	0.86	5.69	5.27 / 1.52	0.42	-0.32 **
38. Source of information: Catalog (online)	5.81			5.96			
48. Factor to enroll: Reputation of institution	5.80			6.11			
52. Factor to enroll: Distance from campus	5.75			5.17			

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

National Group Means are based on 2658 records.

Institutional Summary
Items: In Order of Importance

Item	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
24. Tutoring services are readily available for online courses.	5.54	4.53 / 1.79	1.01	5.37	4.88 / 1.65	0.49	-0.35 **
42. Source of information: Recommendation from instructor or program advisor	5.53			5.09			
32. Campus item 6	5.45	4.88 / 1.85	0.57				
28. Campus item 2	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	4.89	5.25 / 1.39	-0.36	-0.33 ***
43. Source of information: Contact with current students and / or recent graduates of the program	4.74			4.57			
39. Source of information: College representatives	4.69			4.32			
54. Factor to enroll: Recommendations from employer	4.54			4.51			
37. Source of information: Catalog and brochures (printed)	4.29			3.86			
41. Source of information: Advertisements	3.39			3.41			

* 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 2658 records.

Institutional Summary

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

Scale/Item	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.18	5.27 / 1.18	0.91	6.22	5.61 / 1.04	0.61	-0.34 ***
2. My program advisor is accessible by telephone and e-mail.	6.29	5.67 / 1.54	0.62	6.39	5.87 / 1.49	0.52	-0.20 *
5. My program advisor helps me work toward career goals.	6.12	5.06 / 1.75	1.06	6.13	5.35 / 1.69	0.78	-0.29 *
7. Program requirements are clear and reasonable.	6.52	5.51 / 1.49	1.01	6.56	5.72 / 1.35	0.84	-0.21 *
12. There are sufficient offerings within my program of study.	6.44	5.00 / 1.66	1.44	6.52	5.59 / 1.41	0.93	-0.59 ***
16. Appropriate technical assistance is readily available.	6.22	5.43 / 1.56	0.79	6.20	5.79 / 1.27	0.41	-0.36 ***
21. Adequate online library resources are provided.	6.03	5.53 / 1.47	0.50	6.20	5.83 / 1.27	0.37	-0.30 **
24. Tutoring services are readily available for online courses.	5.54	4.53 / 1.79	1.01	5.37	4.88 / 1.65	0.49	-0.35 **

* 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 2658 records.

Institutional Summary

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

Scale/Item	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.36	5.39 / 1.31	0.97	6.31	5.91 / 1.04	0.40	-0.52 ***
9. Adequate financial aid is available.	6.29	5.18 / 1.80	1.11	6.11	5.63 / 1.51	0.48	-0.45 ***
14. I receive timely information on the availability of financial aid.	6.26	5.06 / 1.76	1.20	6.06	5.64 / 1.43	0.42	-0.58 ***
18. Registration for online courses is convenient.	6.57	5.55 / 1.66	1.02	6.59	6.13 / 1.30	0.46	-0.58 ***
23. Billing and payment procedures are convenient for me.	6.29	5.73 / 1.48	0.56	6.42	6.12 / 1.21	0.30	-0.39 ***

* 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 2658 records.

Institutional Summary

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

Scale/Item	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.24	5.26 / 1.43	0.98	6.41	5.76 / 1.12	0.65	-0.50 ***
1. This institution has a good reputation.	5.95	5.51 / 1.38	0.44	6.23	5.92 / 1.12	0.31	-0.41 ***
6. Tuition paid is a worthwhile investment.	6.53	5.01 / 1.77	1.52	6.60	5.59 / 1.41	1.01	-0.58 ***

* 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 2658 records.

Institutional Summary

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

Scale/Item	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.24	5.30 / 1.24	0.94	6.29	5.59 / 1.07	0.70	-0.29 ***
3. Instructional materials are appropriate for program content.	6.46	5.56 / 1.43	0.90	6.55	5.80 / 1.24	0.75	-0.24 **
4. Faculty provide timely feedback about student progress.	6.46	5.06 / 1.70	1.40	6.52	5.41 / 1.50	1.11	-0.35 ***
8. Student-to-student collaborations are valuable to me.	4.92	4.92 / 1.53	0.00	4.89	5.25 / 1.39	-0.36	-0.33 ***
11. Student assignments are clearly defined in the syllabus.	6.56	5.49 / 1.53	1.07	6.60	5.73 / 1.37	0.87	-0.24 **
13. The frequency of student and instructor interactions is adequate.	6.08	5.33 / 1.54	0.75	6.17	5.55 / 1.39	0.62	-0.22 *
17. Assessment and evaluation procedures are clear and reasonable.	6.33	5.62 / 1.30	0.71	6.37	5.74 / 1.26	0.63	-0.12
20. The quality of online instruction is excellent.	6.54	5.03 / 1.78	1.51	6.65	5.53 / 1.49	1.12	-0.50 ***
25. Faculty are responsive to student needs.	6.56	5.42 / 1.54	1.14	6.57	5.71 / 1.39	0.86	-0.29 **

* 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 2658 records.

Institutional Summary

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

Scale/Item	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.14	5.19 / 1.32	0.95	6.11	5.63 / 1.11	0.48	-0.44 ***
10. This institution responds quickly when I request information.	6.37	5.32 / 1.65	1.05	6.47	5.94 / 1.28	0.53	-0.62 ***
15. Channels are available for providing timely responses to student complaints.	6.00	4.78 / 1.82	1.22	5.95	5.21 / 1.57	0.74	-0.43 ***
19. Online career services are available.	5.81	4.95 / 1.63	0.86	5.69	5.27 / 1.52	0.42	-0.32 **
22. I am aware of whom to contact for questions about programs and services.	6.29	5.11 / 1.79	1.18	6.35	5.72 / 1.46	0.63	-0.61 ***
26. The bookstore provides timely service to students.	6.15	5.74 / 1.37	0.41	5.99	5.83 / 1.34	0.16	-0.09

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Institutional Summary

Items: In Sequential Order

Item	Central Washington University			Central Washington University 2013 Requested			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	6.23	5.92 / 1.12	0.31	-0.41 ***
2. My program advisor is accessible by telephone and e-mail.	6.29	5.67 / 1.54	0.62	6.39	5.87 / 1.49	0.52	-0.20 *
3. Instructional materials are appropriate for program content.	6.46	5.56 / 1.43	0.90	6.55	5.80 / 1.24	0.75	-0.24 **
4. Faculty provide timely feedback about student progress.	6.46	5.06 / 1.70	1.40	6.52	5.41 / 1.50	1.11	-0.35 ***
5. My program advisor helps me work toward career goals.	6.12	5.06 / 1.75	1.06	6.13	5.35 / 1.69	0.78	-0.29 *
6. Tuition paid is a worthwhile investment.	6.53	5.01 / 1.77	1.52	6.60	5.59 / 1.41	1.01	-0.58 ***
7. Program requirements are clear and reasonable.	6.52	5.51 / 1.49	1.01	6.56	5.72 / 1.35	0.84	-0.21 *
8. Student-to-student collaborations are valuable to me.	4.92	4.92 / 1.53	0.00	4.89	5.25 / 1.39	-0.36	-0.33 ***
9. Adequate financial aid is available.	6.29	5.18 / 1.80	1.11	6.11	5.63 / 1.51	0.48	-0.45 ***
10. This institution responds quickly when I request information.	6.37	5.32 / 1.65	1.05	6.47	5.94 / 1.28	0.53	-0.62 ***
11. Student assignments are clearly defined in the syllabus.	6.56	5.49 / 1.53	1.07	6.60	5.73 / 1.37	0.87	-0.24 **
12. There are sufficient offerings within my program of study.	6.44	5.00 / 1.66	1.44	6.52	5.59 / 1.41	0.93	-0.59 ***

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Institutional Summary

Items: In Sequential Order

Item	Central Washington University			Central Washington University 2013 Requested			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	6.17	5.55 / 1.39	0.62	-0.22 *
14. I receive timely information on the availability of financial aid.	6.26	5.06 / 1.76	1.20	6.06	5.64 / 1.43	0.42	-0.58 ***
15. Channels are available for providing timely responses to student complaints.	6.00	4.78 / 1.82	1.22	5.95	5.21 / 1.57	0.74	-0.43 ***
16. Appropriate technical assistance is readily available.	6.22	5.43 / 1.56	0.79	6.20	5.79 / 1.27	0.41	-0.36 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.33	5.62 / 1.30	0.71	6.37	5.74 / 1.26	0.63	-0.12
18. Registration for online courses is convenient.	6.57	5.55 / 1.66	1.02	6.59	6.13 / 1.30	0.46	-0.58 ***
19. Online career services are available.	5.81	4.95 / 1.63	0.86	5.69	5.27 / 1.52	0.42	-0.32 **
20. The quality of online instruction is excellent.	6.54	5.03 / 1.78	1.51	6.65	5.53 / 1.49	1.12	-0.50 ***
21. Adequate online library resources are provided.	6.03	5.53 / 1.47	0.50	6.20	5.83 / 1.27	0.37	-0.30 **
22. I am aware of whom to contact for questions about programs and services.	6.29	5.11 / 1.79	1.18	6.35	5.72 / 1.46	0.63	-0.61 ***
23. Billing and payment procedures are convenient for me.	6.29	5.73 / 1.48	0.56	6.42	6.12 / 1.21	0.30	-0.39 ***
24. Tutoring services are readily available for online courses.	5.54	4.53 / 1.79	1.01	5.37	4.88 / 1.65	0.49	-0.35 **
25. Faculty are responsive to student needs.	6.56	5.42 / 1.54	1.14	6.57	5.71 / 1.39	0.86	-0.29 **

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Institutional Summary

Items: In Sequential Order

Item	Central Washington University			Central Washington University 2013 Requested			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	5.99	5.83 / 1.34	0.16	-0.09
27. Campus item 1	6.11	5.43 / 1.42	0.68				
28. Campus item 2	5.07	5.14 / 1.51	-0.07				
29. Campus item 3	6.05	5.18 / 1.67	0.87				
30. Campus item 4	6.46	5.43 / 1.53	1.03				
31. Campus item 5	6.18	5.09 / 1.72	1.09				
32. Campus item 6	5.45	4.88 / 1.85	0.57				
33. Campus item 7	6.43	5.31 / 1.67	1.12				
34. Campus item 8	5.94	5.12 / 1.69	0.82				
35. Campus item 9	6.34	5.55 / 1.59	0.79				
36. Campus item 10	6.46	5.35 / 1.67	1.11				
37. Source of information: Catalog and brochures (printed)	4.29			3.86			
38. Source of information: Catalog (online)	5.81			5.96			
39. Source of information: College representatives	4.69			4.32			
40. Source of information: Web site	6.07			6.24			
41. Source of information: Advertisements	3.39			3.41			

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Institutional Summary

Items: In Sequential Order

Item	Central Washington University			Central Washington University 2013 Requested			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. Source of information: Recommendation from instructor or program advisor	5.53			5.09			
43. Source of information: Contact with current students and / or recent graduates of the program	4.74			4.57			
44. Factor to enroll: Ability to transfer credits	6.32			5.99			
45. Factor to enroll: Cost	6.03			6.10			
46. Factor to enroll: Financial assistance available	5.86			5.67			
47. Factor to enroll: Future employment opportunities	5.88			5.90			
48. Factor to enroll: Reputation of institution	5.80			6.11			
49. Factor to enroll: Work schedule	6.16			6.54			
50. Factor to enroll: Flexible pacing for completing a program	6.15			6.51			
51. Factor to enroll: Convenience	6.53			6.69			
52. Factor to enroll: Distance from campus	5.75			5.17			
53. Factor to enroll: Program requirements	6.25			6.34			
54. Factor to enroll: Recommendations from employer	4.54			4.51			

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Institutional Summary

Summary Items

Summary Item	Central Washington University	Central Washington University 2013 Requested	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than 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 expected</p>	<p>Average: 4.31</p> <p>4% 5% 11% 35% 24% 9% 8%</p>	<p>Average: 4.87</p> <p>1% 1% 8% 31% 25% 15% 15%</p>	<p>-0.56</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 4.97</p> <p>5% 10% 7% 8% 14% 38% 16%</p>	<p>Average: 5.63</p> <p>1% 3% 6% 5% 14% 41% 27%</p>	<p>-0.66</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 5.42</p> <p>6% 7% 4% 6% 9% 31% 35%</p>	<p>Average: 5.86</p> <p>1% 4% 3% 5% 8% 31% 44%</p>	<p>-0.44</p>