

Demographics

Gender		N	%	Current Class Load		N	%
Female		130	80.25%	Full-time		141	80.57%
Male		32	19.75%	Part-time		34	19.43%
Total		162	100.00%	Total		175	100.00%
No Response		25		No Response		12	

Age		N	%	Class Level		N	%
18 and under		1	0.59%	First year		4	2.29%
19 to 24		67	39.64%	Second year		14	8.00%
25 to 34		39	23.08%	Third year		58	33.14%
35 to 44		32	18.93%	Fourth year		72	41.14%
45 to 54		25	14.79%	Special student		2	1.14%
55 to 64		4	2.37%	Graduate/professional		19	10.86%
65 and over		1	0.59%	Other class level		6	3.43%
Total		169	100.00%	Total		175	100.00%
No Response		18		No Response		12	

Ethnicity/Race		N	%	Educational Goal		N	%
African-American		12	6.63%	Associate degree		1	0.56%
American Indian or Alaskan Native		2	1.10%	Bachelor's degree		127	71.75%
Asian or Pacific Islander		17	9.39%	Master's degree		36	20.34%
Caucasian/White		113	62.43%	Doctorate or professional degree		9	5.08%
Hispanic		21	11.60%	Certification (initial or renewal)		3	1.69%
Other race		6	3.31%	Self-improvement/pleasure		0	0.00%
Race - Prefer not to respond		10	5.52%	Job-related training		0	0.00%
Total		181	100.00%	Other educational goal		1	0.56%
No Response		6		Total		177	100.00%
				No Response		10	

Current Enrollment Status		N	%	Employment		N	%
Primarily online		112	61.88%	Full-time		63	36.21%
Primarily on-campus		69	38.12%	Part-time		51	29.31%
Total		181	100.00%	Not employed		60	34.48%
No Response		6		Total		174	100.00%
				No Response		13	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	45	25.71%	No classes	15	8.20%
Rent room / apartment / house	93	53.14%	1-3 classes	56	30.60%
Relative's home	20	11.43%	4-6 classes	39	21.31%
Residence hall	13	7.43%	7-9 classes	14	7.65%
Other residence	4	2.29%	10-12 classes	18	9.84%
Total	175	100.00%	13-15 classes	19	10.38%
No Response	12		More than 15 classes	22	12.02%
			Total	183	100.00%
			No Response	4	

Marital Status			My intended degree is:		
	N	%		N	%
Single	104	60.47%	Online undergraduate degree	75	40.76%
Single with children	15	8.72%	Online graduate degree	22	11.96%
Married	17	9.88%	On-campus undergraduate degree	77	41.85%
Married with children	32	18.60%	On-campus graduate degree	10	5.43%
Marital - Prefer not to respond	4	2.33%	Campus item - Answer 5	0	0.00%
Total	172	100.00%	Campus item - Answer 6	0	0.00%
No Response	15		Total	184	100.00%
			No Response	3	

Current Plans			My home CWU campus is:		
	N	%		N	%
Complete online degree program	101	54.30%	Ellensburg	75	42.13%
Complete degree on campus	69	37.10%	Des Moines or Pierce County	33	18.54%
Transfer credits	3	1.61%	Lynnwood or Everett	23	12.92%
Complete this course	13	6.99%	Moses Lake, Wenatchee, or Yakima	5	2.81%
Total	186	100.00%	Online: a fully online degree program	42	23.60%
No Response	1		Campus item 2 - Answer 6	0	0.00%
			Total	178	100.00%
			No Response	9	

Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	16	8.56%	1019: Master Teacher (MED)	2	1.09%
4-6 credits	62	33.16%	1063: Health and Physical Education: Athletic Administration (MS)	4	2.17%
7-9 credits	15	8.02%	1087: Information Tech & Admin Mgt (BAS)	22	11.96%
10-12 credits	40	21.39%	1088: Information Tech & Admin Mgt (BS)	8	4.35%
13-15 credits	38	20.32%	1089: Information Tech & Admin Mgt (MS)	4	2.17%
More than 15 credits	16	8.56%			
Total	187	100.00%			
No Response	0				

Demographics

1090: Interdisciplinary Studies: Social Sciences (BS)	15	8.15%
1094: Law & Justice (BA)	9	4.89%
1125: Psychology (BA)	15	8.15%
1145: Sociology (BA)	3	1.63%
1151: Special Education (MED)	1	0.54%
1153: English: Professional & Creative Writing (BA)	14	7.61%
1165: Health and Physical Education: Teaching Physical Education and Health (MS)	2	1.09%
1166: Higher Education (MED)	6	3.26%
1167: Literacy (MED)	1	0.54%
1168: Not enrolled in an online degree program	64	34.78%
1169: Aviation Management (BS)	2	1.09%
1170: Social Services (BS)	12	6.52%
Total	184	100.00%
No Response	3	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 3. Instructional materials are appropriate for program content.
- 18. Registration for online courses is convenient.
- 35. Campus item: A fair and equitable learning environment exists in my online course(s).
- 17. Assessment and evaluation procedures are clear and reasonable.
- 21. Adequate online library resources are provided.

Challenges

- 11. Student assignments are clearly defined in the syllabus.
- 20. The quality of online instruction is excellent.
- 33. Campus item: The organization and design of my online course(s) is conducive to learning.
- 12. There are sufficient offerings within my program of study.
- 14. I receive timely information on the availability of financial aid.
- 22. I am aware of whom to contact for questions about programs and services.
- 9. Adequate financial aid is available.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Online Learners

- 3. Instructional materials are appropriate for program content.
- 11. Student assignments are clearly defined in the syllabus.
- 18. Registration for online courses is convenient.
- 20. The quality of online instruction is excellent.
- 25. Faculty are responsive to student needs.
- 6. Tuition paid is a worthwhile investment.
- 7. Program requirements are clear and reasonable.
- 4. Faculty provide timely feedback about student progress.
- 12. There are sufficient offerings within my program of study.
- 2. My program advisor is accessible by telephone and e-mail.
- 14. I receive timely information on the availability of financial aid.
- 17. Assessment and evaluation procedures are clear and reasonable.
- 22. I am aware of whom to contact for questions about programs and services.
- 10. This institution responds quickly when I request information.
- 9. Adequate financial aid is available.

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	6.37	5.51 / 1.23	0.86	6.52	6.07 / 1.08	0.45	-0.56 ***
Institutional Perceptions	6.33	5.55 / 1.22	0.78	6.55	5.93 / 1.18	0.62	-0.38 ***
Instructional Services	6.28	5.48 / 1.15	0.80	6.43	5.88 / 1.06	0.55	-0.40 ***
Academic Services	6.27	5.44 / 1.15	0.83	6.45	5.94 / 1.02	0.51	-0.50 ***
Student Services	6.14	5.24 / 1.39	0.90	6.39	5.89 / 1.15	0.50	-0.65 ***

* 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 131074 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	
3. Instructional materials are appropriate for program content.	6.53	5.72 / 1.24	0.81	6.63	6.00 / 1.23	0.63	-0.28 **
11. Student assignments are clearly defined in the syllabus.	6.52	5.47 / 1.51	1.05	6.68	5.99 / 1.31	0.69	-0.52 ***
36. Campus item: Courses necessary to meet my degree objectives are offered online	6.51	5.57 / 1.62	0.94				
18. Registration for online courses is convenient.	6.50	5.81 / 1.53	0.69	6.65	6.39 / 1.08	0.26	-0.58 ***
20. The quality of online instruction is excellent.	6.50	5.34 / 1.55	1.16	6.68	5.88 / 1.39	0.80	-0.54 ***
25. Faculty are responsive to student needs.	6.50	5.50 / 1.49	1.00	6.66	5.96 / 1.34	0.70	-0.46 ***
6. Tuition paid is a worthwhile investment.	6.49	5.50 / 1.49	0.99	6.64	5.82 / 1.44	0.82	-0.32 **
7. Program requirements are clear and reasonable.	6.47	5.55 / 1.43	0.92	6.64	5.96 / 1.30	0.68	-0.41 ***
4. Faculty provide timely feedback about student progress.	6.44	5.51 / 1.39	0.93	6.62	5.86 / 1.38	0.76	-0.35 ***
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.38 / 1.50	1.05				
12. There are sufficient offerings within my program of study.	6.42	5.36 / 1.48	1.06	6.58	5.96 / 1.30	0.62	-0.60 ***
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.41	5.82 / 1.44	0.59				
2. My program advisor is accessible by telephone and e-mail.	6.40	5.51 / 1.81	0.89	6.47	6.09 / 1.33	0.38	-0.58 ***
14. I receive timely information on the availability of financial aid.	6.39	5.26 / 1.79	1.13	6.42	5.84 / 1.51	0.58	-0.58 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.39	5.62 / 1.37	0.77	6.53	6.01 / 1.26	0.52	-0.39 ***

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National Group Means are based on 131074 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	
22. I am aware of whom to contact for questions about programs and services.	6.39	5.32 / 1.76	1.07	6.53	5.98 / 1.40	0.55	-0.66 ***
40. Source of information: Web site	6.35			6.35			
9. Adequate financial aid is available.	6.34	5.25 / 1.79	1.09	6.46	5.82 / 1.55	0.64	-0.57 ***
10. This institution responds quickly when I request information.	6.34	5.32 / 1.66	1.02	6.60	6.02 / 1.35	0.58	-0.70 ***
21. Adequate online library resources are provided.	6.28	5.72 / 1.35	0.56	6.53	6.11 / 1.26	0.42	-0.39 ***
51. Factor to enroll: Convenience	6.28			6.75			
23. Billing and payment procedures are convenient for me.	6.26	5.69 / 1.53	0.57	6.56	6.20 / 1.24	0.36	-0.51 ***
38. Source of information: Catalog (online)	6.23			5.95			
45. Factor to enroll: Cost	6.22			6.38			
5. My program advisor helps me work toward career goals.	6.19	5.11 / 1.95	1.08	6.30	5.65 / 1.60	0.65	-0.54 ***
31. Campus item: General academic advising is available to online learners.	6.19	5.08 / 1.83	1.11				
1. This institution has a good reputation.	6.18	5.60 / 1.28	0.58	6.45	6.04 / 1.19	0.41	-0.44 ***
44. Factor to enroll: Ability to transfer credits	6.18			6.23			
16. Appropriate technical assistance is readily available.	6.17	5.65 / 1.44	0.52	6.50	6.09 / 1.27	0.41	-0.44 ***
13. The frequency of student and instructor interactions is adequate.	6.15	5.55 / 1.38	0.60	6.36	5.87 / 1.34	0.49	-0.32 **
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.15	5.81 / 1.31	0.34				

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National Group Means are based on 131074 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	6.15			6.23			
49. Factor to enroll: Work schedule	6.14			6.61			
34. Campus item: Orientation to university systems and support resources is provided to online learners.	6.10	5.23 / 1.78	0.87				
26. The bookstore provides timely service to students.	6.09	5.59 / 1.63	0.50	6.34	6.07 / 1.29	0.27	-0.48 ***
15. Channels are available for providing timely responses to student complaints.	6.05	4.70 / 1.87	1.35	6.30	5.57 / 1.62	0.73	-0.87 ***
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.00	5.31 / 1.65	0.69				
42. Source of information: Recommendation from instructor or program advisor	5.99			5.65			
50. Factor to enroll: Flexible pacing for completing a program	5.98			6.63			
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.95	5.83 / 1.50	0.12				
53. Factor to enroll: Program requirements	5.95			6.48			
46. Factor to enroll: Financial assistance available	5.92			6.32			
24. Tutoring services are readily available for online courses.	5.90	5.13 / 1.73	0.77	6.10	5.67 / 1.57	0.43	-0.54 ***
48. Factor to enroll: Reputation of institution	5.89			6.37			
32. Campus item: I feel I am a member of the Central Washington University community.	5.81	4.84 / 1.90	0.97				
19. Online career services are available.	5.79	5.20 / 1.67	0.59	6.11	5.74 / 1.47	0.37	-0.54 ***

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National Group Means are based on 131074 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	
52. Factor to enroll: Distance from campus	5.33			5.26			
39. Source of information: College representatives	5.31			5.58			
43. Source of information: Contact with current students and / or recent graduates of the program	5.23			5.21			
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.22	5.41 / 1.61	-0.19				
8. Student-to-student collaborations are valuable to me.	5.20	5.10 / 1.66	0.10	5.24	5.48 / 1.46	-0.24	-0.38 ***
37. Source of information: Catalog and brochures (printed)	4.73			4.47			
54. Factor to enroll: Recommendations from employer	4.54			5.19			
41. Source of information: Advertisements	4.04			4.39			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 131074 records.

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	6.27	5.44 / 1.15	0.83	6.45	5.94 / 1.02	0.51	-0.50 ***
2. My program advisor is accessible by telephone and e-mail.	6.40	5.51 / 1.81	0.89	6.47	6.09 / 1.33	0.38	-0.58 ***
5. My program advisor helps me work toward career goals.	6.19	5.11 / 1.95	1.08	6.30	5.65 / 1.60	0.65	-0.54 ***
7. Program requirements are clear and reasonable.	6.47	5.55 / 1.43	0.92	6.64	5.96 / 1.30	0.68	-0.41 ***
12. There are sufficient offerings within my program of study.	6.42	5.36 / 1.48	1.06	6.58	5.96 / 1.30	0.62	-0.60 ***
16. Appropriate technical assistance is readily available.	6.17	5.65 / 1.44	0.52	6.50	6.09 / 1.27	0.41	-0.44 ***
21. Adequate online library resources are provided.	6.28	5.72 / 1.35	0.56	6.53	6.11 / 1.26	0.42	-0.39 ***
24. Tutoring services are readily available for online courses.	5.90	5.13 / 1.73	0.77	6.10	5.67 / 1.57	0.43	-0.54 ***

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

National Group Means are based on 131074 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	6.37	5.51 / 1.23	0.86	6.52	6.07 / 1.08	0.45	-0.56 ***
9. Adequate financial aid is available.	6.34	5.25 / 1.79	1.09	6.46	5.82 / 1.55	0.64	-0.57 ***
14. I receive timely information on the availability of financial aid.	6.39	5.26 / 1.79	1.13	6.42	5.84 / 1.51	0.58	-0.58 ***
18. Registration for online courses is convenient.	6.50	5.81 / 1.53	0.69	6.65	6.39 / 1.08	0.26	-0.58 ***
23. Billing and payment procedures are convenient for me.	6.26	5.69 / 1.53	0.57	6.56	6.20 / 1.24	0.36	-0.51 ***

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

National Group Means are based on 131074 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	6.33	5.55 / 1.22	0.78	6.55	5.93 / 1.18	0.62	-0.38 ***
1. This institution has a good reputation.	6.18	5.60 / 1.28	0.58	6.45	6.04 / 1.19	0.41	-0.44 ***
6. Tuition paid is a worthwhile investment.	6.49	5.50 / 1.49	0.99	6.64	5.82 / 1.44	0.82	-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 131074 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	6.28	5.48 / 1.15	0.80	6.43	5.88 / 1.06	0.55	-0.40 ***
3. Instructional materials are appropriate for program content.	6.53	5.72 / 1.24	0.81	6.63	6.00 / 1.23	0.63	-0.28 **
4. Faculty provide timely feedback about student progress.	6.44	5.51 / 1.39	0.93	6.62	5.86 / 1.38	0.76	-0.35 ***
8. Student-to-student collaborations are valuable to me.	5.20	5.10 / 1.66	0.10	5.24	5.48 / 1.46	-0.24	-0.38 ***
11. Student assignments are clearly defined in the syllabus.	6.52	5.47 / 1.51	1.05	6.68	5.99 / 1.31	0.69	-0.52 ***
13. The frequency of student and instructor interactions is adequate.	6.15	5.55 / 1.38	0.60	6.36	5.87 / 1.34	0.49	-0.32 **
17. Assessment and evaluation procedures are clear and reasonable.	6.39	5.62 / 1.37	0.77	6.53	6.01 / 1.26	0.52	-0.39 ***
20. The quality of online instruction is excellent.	6.50	5.34 / 1.55	1.16	6.68	5.88 / 1.39	0.80	-0.54 ***
25. Faculty are responsive to student needs.	6.50	5.50 / 1.49	1.00	6.66	5.96 / 1.34	0.70	-0.46 ***

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

National Group Means are based on 131074 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	5.24 / 1.39	0.90	6.39	5.89 / 1.15	0.50	-0.65 ***
10. This institution responds quickly when I request information.	6.34	5.32 / 1.66	1.02	6.60	6.02 / 1.35	0.58	-0.70 ***
15. Channels are available for providing timely responses to student complaints.	6.05	4.70 / 1.87	1.35	6.30	5.57 / 1.62	0.73	-0.87 ***
19. Online career services are available.	5.79	5.20 / 1.67	0.59	6.11	5.74 / 1.47	0.37	-0.54 ***
22. I am aware of whom to contact for questions about programs and services.	6.39	5.32 / 1.76	1.07	6.53	5.98 / 1.40	0.55	-0.66 ***
26. The bookstore provides timely service to students.	6.09	5.59 / 1.63	0.50	6.34	6.07 / 1.29	0.27	-0.48 ***

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

National Group Means are based on 131074 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.	6.18	5.60 / 1.28	0.58	6.45	6.04 / 1.19	0.41	-0.44 ***
2. My program advisor is accessible by telephone and e-mail.	6.40	5.51 / 1.81	0.89	6.47	6.09 / 1.33	0.38	-0.58 ***
3. Instructional materials are appropriate for program content.	6.53	5.72 / 1.24	0.81	6.63	6.00 / 1.23	0.63	-0.28 **
4. Faculty provide timely feedback about student progress.	6.44	5.51 / 1.39	0.93	6.62	5.86 / 1.38	0.76	-0.35 ***
5. My program advisor helps me work toward career goals.	6.19	5.11 / 1.95	1.08	6.30	5.65 / 1.60	0.65	-0.54 ***
6. Tuition paid is a worthwhile investment.	6.49	5.50 / 1.49	0.99	6.64	5.82 / 1.44	0.82	-0.32 **
7. Program requirements are clear and reasonable.	6.47	5.55 / 1.43	0.92	6.64	5.96 / 1.30	0.68	-0.41 ***
8. Student-to-student collaborations are valuable to me.	5.20	5.10 / 1.66	0.10	5.24	5.48 / 1.46	-0.24	-0.38 ***
9. Adequate financial aid is available.	6.34	5.25 / 1.79	1.09	6.46	5.82 / 1.55	0.64	-0.57 ***
10. This institution responds quickly when I request information.	6.34	5.32 / 1.66	1.02	6.60	6.02 / 1.35	0.58	-0.70 ***
11. Student assignments are clearly defined in the syllabus.	6.52	5.47 / 1.51	1.05	6.68	5.99 / 1.31	0.69	-0.52 ***
12. There are sufficient offerings within my program of study.	6.42	5.36 / 1.48	1.06	6.58	5.96 / 1.30	0.62	-0.60 ***
13. The frequency of student and instructor interactions is adequate.	6.15	5.55 / 1.38	0.60	6.36	5.87 / 1.34	0.49	-0.32 **
14. I receive timely information on the availability of financial aid.	6.39	5.26 / 1.79	1.13	6.42	5.84 / 1.51	0.58	-0.58 ***
15. Channels are available for providing timely responses to student complaints.	6.05	4.70 / 1.87	1.35	6.30	5.57 / 1.62	0.73	-0.87 ***
16. Appropriate technical assistance is readily available.	6.17	5.65 / 1.44	0.52	6.50	6.09 / 1.27	0.41	-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 131074 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	
17. Assessment and evaluation procedures are clear and reasonable.	6.39	5.62 / 1.37	0.77	6.53	6.01 / 1.26	0.52	-0.39 ***
18. Registration for online courses is convenient.	6.50	5.81 / 1.53	0.69	6.65	6.39 / 1.08	0.26	-0.58 ***
19. Online career services are available.	5.79	5.20 / 1.67	0.59	6.11	5.74 / 1.47	0.37	-0.54 ***
20. The quality of online instruction is excellent.	6.50	5.34 / 1.55	1.16	6.68	5.88 / 1.39	0.80	-0.54 ***
21. Adequate online library resources are provided.	6.28	5.72 / 1.35	0.56	6.53	6.11 / 1.26	0.42	-0.39 ***
22. I am aware of whom to contact for questions about programs and services.	6.39	5.32 / 1.76	1.07	6.53	5.98 / 1.40	0.55	-0.66 ***
23. Billing and payment procedures are convenient for me.	6.26	5.69 / 1.53	0.57	6.56	6.20 / 1.24	0.36	-0.51 ***
24. Tutoring services are readily available for online courses.	5.90	5.13 / 1.73	0.77	6.10	5.67 / 1.57	0.43	-0.54 ***
25. Faculty are responsive to student needs.	6.50	5.50 / 1.49	1.00	6.66	5.96 / 1.34	0.70	-0.46 ***
26. The bookstore provides timely service to students.	6.09	5.59 / 1.63	0.50	6.34	6.07 / 1.29	0.27	-0.48 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.15	5.81 / 1.31	0.34				
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.22	5.41 / 1.61	-0.19				
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.00	5.31 / 1.65	0.69				
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.95	5.83 / 1.50	0.12				
31. Campus item: General academic advising is available to online learners.	6.19	5.08 / 1.83	1.11				

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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	
32. Campus item: I feel I am a member of the Central Washington University community.	5.81	4.84 / 1.90	0.97				
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.38 / 1.50	1.05				
34. Campus item: Orientation to university systems and support resources is provided to online learners.	6.10	5.23 / 1.78	0.87				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.41	5.82 / 1.44	0.59				
36. Campus item: Courses necessary to meet my degree objectives are offered online	6.51	5.57 / 1.62	0.94				
37. Source of information: Catalog and brochures (printed)	4.73			4.47			
38. Source of information: Catalog (online)	6.23			5.95			
39. Source of information: College representatives	5.31			5.58			
40. Source of information: Web site	6.35			6.35			
41. Source of information: Advertisements	4.04			4.39			
42. Source of information: Recommendation from instructor or program advisor	5.99			5.65			
43. Source of information: Contact with current students and / or recent graduates of the program	5.23			5.21			
44. Factor to enroll: Ability to transfer credits	6.18			6.23			
45. Factor to enroll: Cost	6.22			6.38			
46. Factor to enroll: Financial assistance available	5.92			6.32			

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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	
47. Factor to enroll: Future employment opportunities	6.15			6.23			
48. Factor to enroll: Reputation of institution	5.89			6.37			
49. Factor to enroll: Work schedule	6.14			6.61			
50. Factor to enroll: Flexible pacing for completing a program	5.98			6.63			
51. Factor to enroll: Convenience	6.28			6.75			
52. Factor to enroll: Distance from campus	5.33			5.26			
53. Factor to enroll: Program requirements	5.95			6.48			
54. Factor to enroll: Recommendations from employer	4.54			5.19			

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National Group Means are based on 131074 records.

Institutional Summary

Summary Items

Summary Item	Central Washington University - PSOL	National Online Learners	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.56	Average: 5.19	-0.63
1=Much worse than expected	3%	1%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	11%	6%	
4=About what I expected	39%	24%	
5=Better than I expected	19%	24%	
6=Quite a bit better than I expected	9%	15%	
7=Much better than expected	14%	26%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.17	Average: 5.84	-0.67
1=Not satisfied at all	2%	1%	
2=Not very satisfied	4%	2%	
3=Somewhat dissatisfied	10%	4%	
4=Neutral	10%	5%	
5=Somewhat satisfied	22%	11%	
6=Satisfied	32%	37%	
7=Very satisfied	18%	37%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.42	Average: 5.88	-0.46
1=Definitely not	2%	2%	
2=Probably not	6%	4%	
3=Maybe not	3%	3%	
4=I don't know	9%	6%	
5=Maybe yes	18%	7%	
6=Probably yes	32%	26%	
7=Definitely yes	27%	49%	