

Feb 2018 Demographics

Gender	N	%	Current Class Load	N	%
Female	237	76.45%	Full-time	253	80.32%
Male	73	23.55%	Part-time	62	19.68%
Total	310	100.00%	Total	315	100.00%
No Response	44		No Response	39	

Age	N	%	Class Level	N	%
18 and under	15	4.75%	First year	30	9.17%
19 to 24	133	42.09%	Second year	37	11.31%
25 to 34	82	25.95%	Third year	125	38.23%
35 to 44	46	14.56%	Fourth year	97	29.66%
45 to 54	29	9.18%	Special student	2	0.61%
55 to 64	10	3.16%	Graduate/professional	20	6.12%
65 and over	1	0.32%	Other class level	16	4.89%
Total	316	100.00%	Total	327	100.00%
No Response	38		No Response	27	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	17	5.12%	Associate degree	7	2.13%
American Indian or Alaskan Native	1	0.30%	Bachelor's degree	239	72.87%
Asian or Pacific Islander	35	10.54%	Master's degree	58	17.68%
Caucasian/White	200	60.24%	Doctorate or professional degree	16	4.88%
Hispanic	41	12.35%	Certification (initial or renewal)	8	2.44%
Other race	13	3.92%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	25	7.53%	Job-related training	0	0.00%
Total	332	100.00%	Other educational goal	0	0.00%
No Response	22		Total	328	100.00%
			No Response	26	

Current Enrollment Status	N	%	Employment	N	%
Primarily online	187	56.50%	Full-time	110	35.03%
Primarily on-campus	144	43.50%	Part-time	98	31.21%
Total	331	100.00%	Not employed	106	33.76%
No Response	23		Total	314	100.00%
			No Response	40	

Feb 2018 Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	85	25.53%	No classes	63	18.53%
Rent room / apartment / house	172	51.65%	1-3 classes	98	28.82%
Relative's home	34	10.21%	4-6 classes	59	17.35%
Residence hall	38	11.41%	7-9 classes	31	9.12%
Other residence	4	1.20%	10-12 classes	28	8.24%
Total	333	100.00%	13-15 classes	25	7.35%
No Response	21		More than 15 classes	36	10.59%
			Total	340	100.00%
			No Response	14	

Marital Status			My intended degree is:		
	N	%		N	%
Single	197	61.37%	Online undergraduate degree	104	29.89%
Single with children	22	6.85%	Online graduate degree	44	12.64%
Married	35	10.90%	On-campus undergraduate degree	164	47.13%
Married with children	63	19.63%	On-campus graduate degree	36	10.34%
Marital - Prefer not to respond	4	1.25%	Campus item - Answer 5	0	0.00%
Total	321	100.00%	Campus item - Answer 6	0	0.00%
No Response	33		Total	348	100.00%
			No Response	6	

Current Plans			My home CWU campus is:		
	N	%		N	%
Complete online degree program	151	43.39%	Ellensburg	160	48.19%
Complete degree on campus	160	45.98%	Des Moines	38	11.45%
Transfer credits	7	2.01%	Lynnwood	43	12.95%
Complete this course	30	8.62%	Moses Lake, Wenatchee, or Yakima	10	3.01%
Total	348	100.00%	Online: a fully online degree program	63	18.98%
No Response	6		Pierce	18	5.42%
			Total	332	100.00%
			No Response	22	

Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	33	9.51%	1019: Master Teacher (MED)	2	0.57%
4-6 credits	118	34.01%	1020: Business Administration (BS)	46	13.22%
7-9 credits	38	10.95%	1021: Professional and Creative Writing (MA)	4	1.15%
10-12 credits	71	20.46%	1022: Public Health (BS)	7	2.01%
13-15 credits	56	16.14%	1063: Athletic Administration (MS)	6	1.72%
More than 15 credits	31	8.93%	1087: Information Tech & Admin Mgt (BAS)	26	7.47%
Total	347	100.00%			
No Response	7				

Feb 2018 Demographics

1088: Information Tech & Admin Mgt (BS)	29	8.33%
1089: Information Tech & Admin Mgt (MS)	1	0.29%
1090: Interdisciplinary Studies: Social Sciences (BS)	21	6.03%
1094: Law & Justice (BA)	16	4.60%
1107: Paramedicine (BS)	8	2.30%
1125: Psychology (BA)	27	7.76%
1137: School Administration (MED)	2	0.57%
1145: Sociology (BA)	13	3.74%
1153: English: Professional & Creative Writing (BA)	19	5.46%
1165: Health and Physical Education (MS)	2	0.57%
1166: Higher Education (MED)	2	0.57%
1167: Literacy (MED)	1	0.29%
1168: Not enrolled in an online degree program	103	29.60%
1169: Aviation Management (BS)	1	0.29%
1170: Social Services (BS)	12	3.45%
Total	348	100.00%
No Response	6	

May 2017 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	

May 2017 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			Institution Question		
	N	%		N	%
Single	104	60.47%	Campus item - Answer 1	75	40.76%
Single with children	15	8.72%	Campus item - Answer 2	22	11.96%
Married	17	9.88%	Campus item - Answer 3	77	41.85%
Married with children	32	18.60%	Campus item - Answer 4	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			Institution Question 2		
	N	%		N	%
Complete online degree program	101	54.30%	Campus item 2 - Answer 1	75	42.13%
Complete degree on campus	69	37.10%	Campus item 2 - Answer 2	33	18.54%
Transfer credits	3	1.61%	Campus item 2 - Answer 3	23	12.92%
Complete this course	13	6.99%	Campus item 2 - Answer 4	5	2.81%
Total	186	100.00%	Campus item 2 - Answer 5	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: 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				

May 2017 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 (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

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

Challenges

- 6. Tuition paid is a worthwhile investment.
- 11. Student assignments are clearly defined in the syllabus.
- 9. Adequate financial aid is available.
- 20. The quality of online instruction is excellent.
- 12. There are sufficient offerings within my program of study.
- 36. Campus item: Courses necessary to meet my degree objectives are offered online
- 10. This institution responds quickly when I request information.
- 14. I receive timely information on the availability of financial aid.

Strategic Planning Overview Trends

Higher Satisfaction vs. May 2017

2. My program advisor is accessible by telephone and e-mail.

Institutional Summary
Scales: In Order of Importance

Scale	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Enrollment Services	6.40	5.55 / 1.21	0.85	6.37	5.51 / 1.23	0.86	0.04
Institutional Perceptions	6.30	5.69 / 1.14	0.61	6.33	5.55 / 1.22	0.78	0.14
Academic Services	6.29	5.62 / 1.03	0.67	6.27	5.44 / 1.15	0.83	0.18
Instructional Services	6.22	5.59 / 1.04	0.63	6.28	5.48 / 1.15	0.80	0.11
Student Services	6.17	5.48 / 1.20	0.69	6.14	5.24 / 1.39	0.90	0.24 *

* 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	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
6. Tuition paid is a worthwhile investment.	6.54	5.56 / 1.45	0.98	6.49	5.50 / 1.49	0.99	0.06
18. Registration for online courses is convenient.	6.52	5.88 / 1.45	0.64	6.50	5.81 / 1.53	0.69	0.07
11. Student assignments are clearly defined in the syllabus.	6.51	5.63 / 1.44	0.88	6.52	5.47 / 1.51	1.05	0.16
7. Program requirements are clear and reasonable.	6.48	5.70 / 1.45	0.78	6.47	5.55 / 1.43	0.92	0.15
9. Adequate financial aid is available.	6.47	5.32 / 1.76	1.15	6.34	5.25 / 1.79	1.09	0.07
25. Faculty are responsive to student needs.	6.47	5.69 / 1.35	0.78	6.50	5.50 / 1.49	1.00	0.19
20. The quality of online instruction is excellent.	6.46	5.35 / 1.57	1.11	6.50	5.34 / 1.55	1.16	0.01
4. Faculty provide timely feedback about student progress.	6.45	5.65 / 1.38	0.80	6.44	5.51 / 1.39	0.93	0.14
12. There are sufficient offerings within my program of study.	6.44	5.46 / 1.53	0.98	6.42	5.36 / 1.48	1.06	0.10
3. Instructional materials are appropriate for program content.	6.43	5.78 / 1.21	0.65	6.53	5.72 / 1.24	0.81	0.06
2. My program advisor is accessible by telephone and e-mail.	6.40	5.87 / 1.46	0.53	6.40	5.51 / 1.81	0.89	0.36 *
17. Assessment and evaluation procedures are clear and reasonable.	6.38	5.78 / 1.28	0.60	6.39	5.62 / 1.37	0.77	0.16
36. Campus item: Courses necessary to meet my degree objectives are offered online	6.38	5.47 / 1.69	0.91	6.51	5.57 / 1.62	0.94	-0.10
10. This institution responds quickly when I request information.	6.37	5.49 / 1.58	0.88	6.34	5.32 / 1.66	1.02	0.17
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.34	5.53 / 1.53	0.81	6.43	5.38 / 1.50	1.05	0.15
51. Factor to enroll: Convenience	6.33			6.28			

* 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	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. Appropriate technical assistance is readily available.	6.32	5.73 / 1.39	0.59	6.17	5.65 / 1.44	0.52	0.08
40. Source of information: Web site	6.32			6.35			
23. Billing and payment procedures are convenient for me.	6.31	5.62 / 1.63	0.69	6.26	5.69 / 1.53	0.57	-0.07
14. I receive timely information on the availability of financial aid.	6.30	5.34 / 1.63	0.96	6.39	5.26 / 1.79	1.13	0.08
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.27	5.96 / 1.32	0.31	6.41	5.82 / 1.44	0.59	0.14
22. I am aware of whom to contact for questions about programs and services.	6.26	5.43 / 1.68	0.83	6.39	5.32 / 1.76	1.07	0.11
45. Factor to enroll: Cost	6.25			6.22			
38. Source of information: Catalog (online)	6.24			6.23			
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.23	5.89 / 1.28	0.34	6.15	5.81 / 1.31	0.34	0.08
5. My program advisor helps me work toward career goals.	6.21	5.40 / 1.64	0.81	6.19	5.11 / 1.95	1.08	0.29
26. The bookstore provides timely service to students.	6.21	5.81 / 1.51	0.40	6.09	5.59 / 1.63	0.50	0.22
21. Adequate online library resources are provided.	6.20	5.88 / 1.31	0.32	6.28	5.72 / 1.35	0.56	0.16
13. The frequency of student and instructor interactions is adequate.	6.17	5.66 / 1.33	0.51	6.15	5.55 / 1.38	0.60	0.11
46. Factor to enroll: Financial assistance available	6.16			5.92			
53. Factor to enroll: Program requirements	6.14			5.95			
50. Factor to enroll: Flexible pacing for completing a program	6.12			5.98			

* 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	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
44. Factor to enroll: Ability to transfer credits	6.11			6.18			
1. This institution has a good reputation.	6.06	5.81 / 1.16	0.25	6.18	5.60 / 1.28	0.58	0.21
31. Campus item: General academic advising is available to online learners.	6.06	5.29 / 1.67	0.77	6.19	5.08 / 1.83	1.11	0.21
15. Channels are available for providing timely responses to student complaints.	6.05	5.16 / 1.59	0.89	6.05	4.70 / 1.87	1.35	0.46 **
49. Factor to enroll: Work schedule	6.05			6.14			
47. Factor to enroll: Future employment opportunities	6.01			6.15			
19. Online career services are available.	5.93	5.48 / 1.46	0.45	5.79	5.20 / 1.67	0.59	0.28
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.91	5.84 / 1.49	0.07	5.95	5.83 / 1.50	0.12	0.01
24. Tutoring services are readily available for online courses.	5.90	5.23 / 1.74	0.67	5.90	5.13 / 1.73	0.77	0.10
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.90	5.41 / 1.68	0.49	6.10	5.23 / 1.78	0.87	0.18
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	5.88	5.36 / 1.53	0.52	6.00	5.31 / 1.65	0.69	0.05
48. Factor to enroll: Reputation of institution	5.86			5.89			
42. Source of information: Recommendation from instructor or program advisor	5.78			5.99			
32. Campus item: I feel I am a member of the Central Washington University community.	5.69	5.23 / 1.74	0.46	5.81	4.84 / 1.90	0.97	0.39 *
52. Factor to enroll: Distance from campus	5.65			5.33			

* 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	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
39. Source of information: College representatives	5.44			5.31			
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.09	5.32 / 1.69	-0.23	5.22	5.41 / 1.61	-0.19	-0.09
43. Source of information: Contact with current students and / or recent graduates of the program	5.07			5.23			
37. Source of information: Catalog and brochures (printed)	4.90			4.73			
8. Student-to-student collaborations are valuable to me.	4.87	5.15 / 1.49	-0.28	5.20	5.10 / 1.66	0.10	0.05
54. Factor to enroll: Recommendations from employer	4.87			4.54			
41. Source of information: Advertisements	4.16			4.04			

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

Institutional Summary

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

Scale/Item	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.29	5.62 / 1.03	0.67	6.27	5.44 / 1.15	0.83	0.18
2. My program advisor is accessible by telephone and e-mail.	6.40	5.87 / 1.46	0.53	6.40	5.51 / 1.81	0.89	0.36 *
5. My program advisor helps me work toward career goals.	6.21	5.40 / 1.64	0.81	6.19	5.11 / 1.95	1.08	0.29
7. Program requirements are clear and reasonable.	6.48	5.70 / 1.45	0.78	6.47	5.55 / 1.43	0.92	0.15
12. There are sufficient offerings within my program of study.	6.44	5.46 / 1.53	0.98	6.42	5.36 / 1.48	1.06	0.10
16. Appropriate technical assistance is readily available.	6.32	5.73 / 1.39	0.59	6.17	5.65 / 1.44	0.52	0.08
21. Adequate online library resources are provided.	6.20	5.88 / 1.31	0.32	6.28	5.72 / 1.35	0.56	0.16
24. Tutoring services are readily available for online courses.	5.90	5.23 / 1.74	0.67	5.90	5.13 / 1.73	0.77	0.10

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

Institutional Summary

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

Scale/Item	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ENROLLMENT SERVICES	6.40	5.55 / 1.21	0.85	6.37	5.51 / 1.23	0.86	0.04
9. Adequate financial aid is available.	6.47	5.32 / 1.76	1.15	6.34	5.25 / 1.79	1.09	0.07
14. I receive timely information on the availability of financial aid.	6.30	5.34 / 1.63	0.96	6.39	5.26 / 1.79	1.13	0.08
18. Registration for online courses is convenient.	6.52	5.88 / 1.45	0.64	6.50	5.81 / 1.53	0.69	0.07
23. Billing and payment procedures are convenient for me.	6.31	5.62 / 1.63	0.69	6.26	5.69 / 1.53	0.57	-0.07

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

Institutional Summary

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

Scale/Item	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTITUTIONAL PERCEPTIONS	6.30	5.69 / 1.14	0.61	6.33	5.55 / 1.22	0.78	0.14
1. This institution has a good reputation.	6.06	5.81 / 1.16	0.25	6.18	5.60 / 1.28	0.58	0.21
6. Tuition paid is a worthwhile investment.	6.54	5.56 / 1.45	0.98	6.49	5.50 / 1.49	0.99	0.06

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

Institutional Summary

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

Scale/Item	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL SERVICES	6.22	5.59 / 1.04	0.63	6.28	5.48 / 1.15	0.80	0.11
3. Instructional materials are appropriate for program content.	6.43	5.78 / 1.21	0.65	6.53	5.72 / 1.24	0.81	0.06
4. Faculty provide timely feedback about student progress.	6.45	5.65 / 1.38	0.80	6.44	5.51 / 1.39	0.93	0.14
8. Student-to-student collaborations are valuable to me.	4.87	5.15 / 1.49	-0.28	5.20	5.10 / 1.66	0.10	0.05
11. Student assignments are clearly defined in the syllabus.	6.51	5.63 / 1.44	0.88	6.52	5.47 / 1.51	1.05	0.16
13. The frequency of student and instructor interactions is adequate.	6.17	5.66 / 1.33	0.51	6.15	5.55 / 1.38	0.60	0.11
17. Assessment and evaluation procedures are clear and reasonable.	6.38	5.78 / 1.28	0.60	6.39	5.62 / 1.37	0.77	0.16
20. The quality of online instruction is excellent.	6.46	5.35 / 1.57	1.11	6.50	5.34 / 1.55	1.16	0.01
25. Faculty are responsive to student needs.	6.47	5.69 / 1.35	0.78	6.50	5.50 / 1.49	1.00	0.19

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

Institutional Summary

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

Scale/Item	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT SERVICES	6.17	5.48 / 1.20	0.69	6.14	5.24 / 1.39	0.90	0.24 *
10. This institution responds quickly when I request information.	6.37	5.49 / 1.58	0.88	6.34	5.32 / 1.66	1.02	0.17
15. Channels are available for providing timely responses to student complaints.	6.05	5.16 / 1.59	0.89	6.05	4.70 / 1.87	1.35	0.46 **
19. Online career services are available.	5.93	5.48 / 1.46	0.45	5.79	5.20 / 1.67	0.59	0.28
22. I am aware of whom to contact for questions about programs and services.	6.26	5.43 / 1.68	0.83	6.39	5.32 / 1.76	1.07	0.11
26. The bookstore provides timely service to students.	6.21	5.81 / 1.51	0.40	6.09	5.59 / 1.63	0.50	0.22

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
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Institutional Summary

Items: In Sequential Order

Item	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. This institution has a good reputation.	6.06	5.81 / 1.16	0.25	6.18	5.60 / 1.28	0.58	0.21
2. My program advisor is accessible by telephone and e-mail.	6.40	5.87 / 1.46	0.53	6.40	5.51 / 1.81	0.89	0.36 *
3. Instructional materials are appropriate for program content.	6.43	5.78 / 1.21	0.65	6.53	5.72 / 1.24	0.81	0.06
4. Faculty provide timely feedback about student progress.	6.45	5.65 / 1.38	0.80	6.44	5.51 / 1.39	0.93	0.14
5. My program advisor helps me work toward career goals.	6.21	5.40 / 1.64	0.81	6.19	5.11 / 1.95	1.08	0.29
6. Tuition paid is a worthwhile investment.	6.54	5.56 / 1.45	0.98	6.49	5.50 / 1.49	0.99	0.06
7. Program requirements are clear and reasonable.	6.48	5.70 / 1.45	0.78	6.47	5.55 / 1.43	0.92	0.15
8. Student-to-student collaborations are valuable to me.	4.87	5.15 / 1.49	-0.28	5.20	5.10 / 1.66	0.10	0.05
9. Adequate financial aid is available.	6.47	5.32 / 1.76	1.15	6.34	5.25 / 1.79	1.09	0.07
10. This institution responds quickly when I request information.	6.37	5.49 / 1.58	0.88	6.34	5.32 / 1.66	1.02	0.17
11. Student assignments are clearly defined in the syllabus.	6.51	5.63 / 1.44	0.88	6.52	5.47 / 1.51	1.05	0.16
12. There are sufficient offerings within my program of study.	6.44	5.46 / 1.53	0.98	6.42	5.36 / 1.48	1.06	0.10
13. The frequency of student and instructor interactions is adequate.	6.17	5.66 / 1.33	0.51	6.15	5.55 / 1.38	0.60	0.11
14. I receive timely information on the availability of financial aid.	6.30	5.34 / 1.63	0.96	6.39	5.26 / 1.79	1.13	0.08
15. Channels are available for providing timely responses to student complaints.	6.05	5.16 / 1.59	0.89	6.05	4.70 / 1.87	1.35	0.46 **
16. Appropriate technical assistance is readily available.	6.32	5.73 / 1.39	0.59	6.17	5.65 / 1.44	0.52	0.08

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

Institutional Summary

Items: In Sequential Order

Item	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Assessment and evaluation procedures are clear and reasonable.	6.38	5.78 / 1.28	0.60	6.39	5.62 / 1.37	0.77	0.16
18. Registration for online courses is convenient.	6.52	5.88 / 1.45	0.64	6.50	5.81 / 1.53	0.69	0.07
19. Online career services are available.	5.93	5.48 / 1.46	0.45	5.79	5.20 / 1.67	0.59	0.28
20. The quality of online instruction is excellent.	6.46	5.35 / 1.57	1.11	6.50	5.34 / 1.55	1.16	0.01
21. Adequate online library resources are provided.	6.20	5.88 / 1.31	0.32	6.28	5.72 / 1.35	0.56	0.16
22. I am aware of whom to contact for questions about programs and services.	6.26	5.43 / 1.68	0.83	6.39	5.32 / 1.76	1.07	0.11
23. Billing and payment procedures are convenient for me.	6.31	5.62 / 1.63	0.69	6.26	5.69 / 1.53	0.57	-0.07
24. Tutoring services are readily available for online courses.	5.90	5.23 / 1.74	0.67	5.90	5.13 / 1.73	0.77	0.10
25. Faculty are responsive to student needs.	6.47	5.69 / 1.35	0.78	6.50	5.50 / 1.49	1.00	0.19
26. The bookstore provides timely service to students.	6.21	5.81 / 1.51	0.40	6.09	5.59 / 1.63	0.50	0.22
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.23	5.89 / 1.28	0.34	6.15	5.81 / 1.31	0.34	0.08
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.09	5.32 / 1.69	-0.23	5.22	5.41 / 1.61	-0.19	-0.09
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	5.88	5.36 / 1.53	0.52	6.00	5.31 / 1.65	0.69	0.05
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.91	5.84 / 1.49	0.07	5.95	5.83 / 1.50	0.12	0.01
31. Campus item: General academic advising is available to online learners.	6.06	5.29 / 1.67	0.77	6.19	5.08 / 1.83	1.11	0.21

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

Institutional Summary

Items: In Sequential Order

Item	Feb 2018			May 2017			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.	5.69	5.23 / 1.74	0.46	5.81	4.84 / 1.90	0.97	0.39 *
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.34	5.53 / 1.53	0.81	6.43	5.38 / 1.50	1.05	0.15
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.90	5.41 / 1.68	0.49	6.10	5.23 / 1.78	0.87	0.18
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.27	5.96 / 1.32	0.31	6.41	5.82 / 1.44	0.59	0.14
36. Campus item: Courses necessary to meet my degree objectives are offered online	6.38	5.47 / 1.69	0.91	6.51	5.57 / 1.62	0.94	-0.10
37. Source of information: Catalog and brochures (printed)	4.90			4.73			
38. Source of information: Catalog (online)	6.24			6.23			
39. Source of information: College representatives	5.44			5.31			
40. Source of information: Web site	6.32			6.35			
41. Source of information: Advertisements	4.16			4.04			
42. Source of information: Recommendation from instructor or program advisor	5.78			5.99			
43. Source of information: Contact with current students and / or recent graduates of the program	5.07			5.23			
44. Factor to enroll: Ability to transfer credits	6.11			6.18			
45. Factor to enroll: Cost	6.25			6.22			
46. Factor to enroll: Financial assistance available	6.16			5.92			

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 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	Feb 2018			May 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Factor to enroll: Future employment opportunities	6.01			6.15			
48. Factor to enroll: Reputation of institution	5.86			5.89			
49. Factor to enroll: Work schedule	6.05			6.14			
50. Factor to enroll: Flexible pacing for completing a program	6.12			5.98			
51. Factor to enroll: Convenience	6.33			6.28			
52. Factor to enroll: Distance from campus	5.65			5.33			
53. Factor to enroll: Program requirements	6.14			5.95			
54. Factor to enroll: Recommendations from employer	4.87			4.54			

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Institutional Summary

Summary Items

Summary Item	Feb 2018	May 2017	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: 4.50</p> <p>4% 1% 7% 40% 26% 10% 8%</p>	<p>Average: 4.56</p> <p>3% 2% 11% 39% 19% 9% 14%</p>	-0.06
<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: 5.24</p> <p>2% 4% 9% 10% 18% 37% 17%</p>	<p>Average: 5.17</p> <p>2% 4% 10% 10% 22% 32% 18%</p>	0.07
<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: 5.55</p> <p>2% 6% 1% 9% 12% 33% 32%</p>	<p>Average: 5.42</p> <p>2% 6% 3% 9% 18% 32% 27%</p>	0.13