

Demographics

Gender			Current Class Load		
	N	%		N	%
Female	264	69.66%	Full-time	303	80.37%
Male	115	30.34%	Part-time	74	19.63%
Total	379	100.00%	Total	377	100.00%
No Response	6		No Response	8	

Age			Class Level		
	N	%		N	%
18 and under	9	2.37%	First year	23	6.08%
19 to 24	148	39.05%	Second year	35	9.26%
25 to 34	99	26.12%	Third year	128	33.86%
35 to 44	72	19.00%	Fourth year	141	37.30%
45 to 54	39	10.29%	Special student	2	0.53%
55 to 64	11	2.90%	Graduate/professional	31	8.20%
65 and over	1	0.26%	Other class level	18	4.76%
Total	379	100.00%	Total	378	100.00%
No Response	6		No Response	7	

Ethnicity/Race			Educational Goal		
	N	%		N	%
African-American	11	2.91%	Associate degree	0	0.00%
American Indian or Alaskan Native	10	2.65%	Bachelor's degree	268	71.47%
Asian or Pacific Islander	38	10.05%	Master's degree	76	20.27%
Caucasian/White	249	65.87%	Doctorate or professional degree	18	4.80%
Hispanic	40	10.58%	Certification (initial or renewal)	9	2.40%
Other race	19	5.03%	Self-improvement/pleasure	0	0.00%
Race - Prefer not to respond	11	2.91%	Job-related training	2	0.53%
Total	378	100.00%	Other educational goal	2	0.53%
No Response	7		Total	375	100.00%
			No Response	10	

Current Enrollment Status			Employment		
	N	%		N	%
Primarily online	211	55.82%	Full-time	134	35.73%
Primarily on-campus	167	44.18%	Part-time	113	30.13%
Total	378	100.00%	Not employed	128	34.13%
No Response	7		Total	375	100.00%
			No Response	10	

Demographics

Current Residence			Previous Online Enrollment		
	N	%		N	%
Own house	116	30.69%	No classes	82	22.04%
Rent room / apartment / house	181	47.88%	1-3 classes	102	27.42%
Relative's home	44	11.64%	4-6 classes	53	14.25%
Residence hall	32	8.47%	7-9 classes	40	10.75%
Other residence	5	1.32%	10-12 classes	33	8.87%
Total	378	100.00%	13-15 classes	29	7.80%
No Response	7		More than 15 classes	33	8.87%
			Total	372	100.00%
			No Response	13	
Marital Status			My intended degree is:		
	N	%		N	%
Single	204	54.84%	Online undergraduate degree	127	33.87%
Single with children	41	11.02%	Online graduate degree	51	13.60%
Married	58	15.59%	Face-to-face undergraduate degree	159	42.40%
Married with children	61	16.40%	Face-to-face graduate degree	38	10.13%
Marital - Prefer not to respond	8	2.15%	Campus item - Answer 5	0	0.00%
Total	372	100.00%	Campus item - Answer 6	0	0.00%
No Response	13		Total	375	100.00%
			No Response	10	
Current Plans			My home CWU campus is:		
	N	%		N	%
Complete online degree program	176	47.70%	Ellensburg	159	42.06%
Complete degree on campus	165	44.72%	Des Moines or Pierce County	64	16.93%
Transfer credits	3	0.81%	Lynnwood or Everett	72	19.05%
Complete this course	25	6.78%	Moses Lake, Wenatchee, or Yakima	23	6.08%
Total	369	100.00%	Online: a fully online degree program	60	15.87%
No Response	16		Campus item 2 - Answer 6	0	0.00%
			Total	378	100.00%
			No Response	7	
Current Online Enrollment			Group Code		
	N	%		N	%
1-3 credits	44	12.05%	1063: Health and Physical Education: Athletic Administration (MS)	2	0.54%
4-6 credits	133	36.44%	1087: Information Tech & Admin Mgt (BAS)	46	12.37%
7-9 credits	44	12.05%	1088: Information Tech & Admin Mgt (BS)	33	8.87%
10-12 credits	61	16.71%	1089: Instructional Leadership (MED)	2	0.54%
13-15 credits	57	15.62%	1090: Interdisciplinary Studies: Social Sciences (BS)	36	9.68%
More than 15 credits	26	7.12%			
Total	365	100.00%			
No Response	20				

Demographics

1092: Specialized Studies (BA/BS)	9	2.42%
1094: Law & Justice (BA)	29	7.80%
1107: Paramedicine (BS)	4	1.08%
1125: Psychology (BA)	23	6.18%
1137: School Administration (MED)	4	1.08%
1145: Sociology (BA)	11	2.96%
1151: Special Education (MED)	3	0.81%
1153: English: Professional & Creative Writing (BA)	9	2.42%
1165: Health and Physical Education: Teaching Physical Education and Health (MS)	3	0.81%
1166: Higher Education (MED)	18	4.84%
1167: Literacy (MED)	1	0.27%
1168: Not enrolled in an online degree program	139	37.37%
Total	372	100.00%
No Response	13	

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	6.34	5.53 / 1.21	0.81	6.54	6.04 / 1.09	0.50	-0.51 ***
Institutional Perceptions	6.29	5.45 / 1.19	0.84	6.56	5.87 / 1.20	0.69	-0.42 ***
Instructional Services	6.25	5.37 / 1.07	0.88	6.45	5.85 / 1.06	0.60	-0.48 ***
Academic Services	6.24	5.29 / 1.10	0.95	6.46	5.90 / 1.01	0.56	-0.61 ***
Student Services	6.12	5.28 / 1.13	0.84	6.41	5.85 / 1.14	0.56	-0.57 ***

* 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 114138 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	
6. Tuition paid is a worthwhile investment.	6.59	5.28 / 1.40	1.31	6.65	5.76 / 1.45	0.89	-0.48 ***
11. Student assignments are clearly defined in the syllabus.	6.57	5.58 / 1.35	0.99	6.68	5.97 / 1.30	0.71	-0.39 ***
7. Program requirements are clear and reasonable.	6.55	5.50 / 1.42	1.05	6.63	5.94 / 1.29	0.69	-0.44 ***
12. There are sufficient offerings within my program of study.	6.54	5.22 / 1.61	1.32	6.58	5.94 / 1.28	0.64	-0.72 ***
25. Faculty are responsive to student needs.	6.53	5.46 / 1.43	1.07	6.66	5.90 / 1.36	0.76	-0.44 ***
20. The quality of online instruction is excellent.	6.52	5.25 / 1.56	1.27	6.69	5.86 / 1.38	0.83	-0.61 ***
30. Campus item: The online course management system is easy to use.	6.51	5.45 / 1.41	1.06				
18. Registration for online courses is convenient.	6.47	5.81 / 1.44	0.66	6.64	6.37 / 1.10	0.27	-0.56 ***
51. Factor to enroll: Convenience	6.46			6.77			
4. Faculty provide timely feedback about student progress.	6.44	5.23 / 1.49	1.21	6.62	5.79 / 1.41	0.83	-0.56 ***
10. This institution responds quickly when I request information.	6.44	5.54 / 1.36	0.90	6.60	5.94 / 1.40	0.66	-0.40 ***
3. Instructional materials are appropriate for program content.	6.43	5.59 / 1.30	0.84	6.62	6.00 / 1.21	0.62	-0.41 ***
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.46 / 1.42	0.97				
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.42	5.34 / 1.55	1.08				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.39	5.63 / 1.45	0.76				
9. Adequate financial aid is available.	6.37	5.29 / 1.75	1.08	6.50	5.83 / 1.53	0.67	-0.54 ***

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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	
2. My program advisor is accessible by telephone and e-mail.	6.36	5.62 / 1.52	0.74	6.49	6.03 / 1.36	0.46	-0.41 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.31	5.45 / 1.34	0.86	6.53	5.97 / 1.25	0.56	-0.52 ***
23. Billing and payment procedures are convenient for me.	6.28	5.81 / 1.36	0.47	6.56	6.16 / 1.27	0.40	-0.35 ***
22. I am aware of whom to contact for questions about programs and services.	6.26	5.23 / 1.64	1.03	6.53	5.97 / 1.38	0.56	-0.74 ***
5. My program advisor helps me work toward career goals.	6.25	5.15 / 1.73	1.10	6.32	5.59 / 1.61	0.73	-0.44 ***
14. I receive timely information on the availability of financial aid.	6.23	5.15 / 1.64	1.08	6.45	5.76 / 1.55	0.69	-0.61 ***
26. The bookstore provides timely service to students.	6.19	5.78 / 1.32	0.41	6.38	6.08 / 1.27	0.30	-0.30 ***
53. Factor to enroll: Program requirements	6.19			6.48			
13. The frequency of student and instructor interactions is adequate.	6.17	5.35 / 1.40	0.82	6.40	5.80 / 1.36	0.60	-0.45 ***
47. Factor to enroll: Future employment opportunities	6.16			6.23			
16. Appropriate technical assistance is readily available.	6.14	5.37 / 1.46	0.77	6.51	6.06 / 1.27	0.45	-0.69 ***
40. Source of information: Web site	6.14			6.35			
45. Factor to enroll: Cost	6.14			6.26			
21. Adequate online library resources are provided.	6.11	5.43 / 1.47	0.68	6.53	6.09 / 1.27	0.44	-0.66 ***
44. Factor to enroll: Ability to transfer credits	6.09			6.17			
50. Factor to enroll: Flexible pacing for completing a program	6.09			6.65			

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National Group Means are based on 114138 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	
31. Campus item: General academic advising is available to online learners.	6.08	5.07 / 1.67	1.01				
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.06	5.61 / 1.27	0.45				
46. Factor to enroll: Financial assistance available	6.06			6.36			
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.03	5.23 / 1.50	0.80				
49. Factor to enroll: Work schedule	6.02			6.60			
1. This institution has a good reputation.	6.00	5.62 / 1.24	0.38	6.47	5.98 / 1.21	0.49	-0.36 ***
15. Channels are available for providing timely responses to student complaints.	5.94	4.80 / 1.70	1.14	6.33	5.51 / 1.62	0.82	-0.71 ***
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.93	5.06 / 1.58	0.87				
38. Source of information: Catalog (online)	5.88			5.96			
48. Factor to enroll: Reputation of institution	5.86			6.37			
19. Online career services are available.	5.71	4.90 / 1.53	0.81	6.16	5.69 / 1.47	0.47	-0.79 ***
24. Tutoring services are readily available for online courses.	5.62	4.57 / 1.67	1.05	6.09	5.62 / 1.56	0.47	-1.05 ***
32. Campus item: I feel I am a member of the Central Washington University community.	5.57	4.95 / 1.63	0.62				
52. Factor to enroll: Distance from campus	5.57			5.29			
42. Source of information: Recommendation from instructor or program advisor	5.53			5.64			

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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	
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.05	5.25 / 1.44	-0.20				
8. Student-to-student collaborations are valuable to me.	4.99	5.06 / 1.38	-0.07	5.40	5.54 / 1.42	-0.14	-0.48 ***
43. Source of information: Contact with current students and / or recent graduates of the program	4.84			5.24			
54. Factor to enroll: Recommendations from employer	4.60			5.13			
39. Source of information: College representatives	4.53			5.65			
37. Source of information: Catalog and brochures (printed)	4.32			4.59			
41. Source of information: Advertisements	3.69			4.47			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 114138 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	6.24	5.29 / 1.10	0.95	6.46	5.90 / 1.01	0.56	-0.61 ***
2. My program advisor is accessible by telephone and e-mail.	6.36	5.62 / 1.52	0.74	6.49	6.03 / 1.36	0.46	-0.41 ***
5. My program advisor helps me work toward career goals.	6.25	5.15 / 1.73	1.10	6.32	5.59 / 1.61	0.73	-0.44 ***
7. Program requirements are clear and reasonable.	6.55	5.50 / 1.42	1.05	6.63	5.94 / 1.29	0.69	-0.44 ***
12. There are sufficient offerings within my program of study.	6.54	5.22 / 1.61	1.32	6.58	5.94 / 1.28	0.64	-0.72 ***
16. Appropriate technical assistance is readily available.	6.14	5.37 / 1.46	0.77	6.51	6.06 / 1.27	0.45	-0.69 ***
21. Adequate online library resources are provided.	6.11	5.43 / 1.47	0.68	6.53	6.09 / 1.27	0.44	-0.66 ***
24. Tutoring services are readily available for online courses.	5.62	4.57 / 1.67	1.05	6.09	5.62 / 1.56	0.47	-1.05 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 114138 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	6.34	5.53 / 1.21	0.81	6.54	6.04 / 1.09	0.50	-0.51 ***
9. Adequate financial aid is available.	6.37	5.29 / 1.75	1.08	6.50	5.83 / 1.53	0.67	-0.54 ***
14. I receive timely information on the availability of financial aid.	6.23	5.15 / 1.64	1.08	6.45	5.76 / 1.55	0.69	-0.61 ***
18. Registration for online courses is convenient.	6.47	5.81 / 1.44	0.66	6.64	6.37 / 1.10	0.27	-0.56 ***
23. Billing and payment procedures are convenient for me.	6.28	5.81 / 1.36	0.47	6.56	6.16 / 1.27	0.40	-0.35 ***

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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	6.29	5.45 / 1.19	0.84	6.56	5.87 / 1.20	0.69	-0.42 ***
1. This institution has a good reputation.	6.00	5.62 / 1.24	0.38	6.47	5.98 / 1.21	0.49	-0.36 ***
6. Tuition paid is a worthwhile investment.	6.59	5.28 / 1.40	1.31	6.65	5.76 / 1.45	0.89	-0.48 ***

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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	6.25	5.37 / 1.07	0.88	6.45	5.85 / 1.06	0.60	-0.48 ***
3. Instructional materials are appropriate for program content.	6.43	5.59 / 1.30	0.84	6.62	6.00 / 1.21	0.62	-0.41 ***
4. Faculty provide timely feedback about student progress.	6.44	5.23 / 1.49	1.21	6.62	5.79 / 1.41	0.83	-0.56 ***
8. Student-to-student collaborations are valuable to me.	4.99	5.06 / 1.38	-0.07	5.40	5.54 / 1.42	-0.14	-0.48 ***
11. Student assignments are clearly defined in the syllabus.	6.57	5.58 / 1.35	0.99	6.68	5.97 / 1.30	0.71	-0.39 ***
13. The frequency of student and instructor interactions is adequate.	6.17	5.35 / 1.40	0.82	6.40	5.80 / 1.36	0.60	-0.45 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.31	5.45 / 1.34	0.86	6.53	5.97 / 1.25	0.56	-0.52 ***
20. The quality of online instruction is excellent.	6.52	5.25 / 1.56	1.27	6.69	5.86 / 1.38	0.83	-0.61 ***
25. Faculty are responsive to student needs.	6.53	5.46 / 1.43	1.07	6.66	5.90 / 1.36	0.76	-0.44 ***

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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	6.12	5.28 / 1.13	0.84	6.41	5.85 / 1.14	0.56	-0.57 ***
10. This institution responds quickly when I request information.	6.44	5.54 / 1.36	0.90	6.60	5.94 / 1.40	0.66	-0.40 ***
15. Channels are available for providing timely responses to student complaints.	5.94	4.80 / 1.70	1.14	6.33	5.51 / 1.62	0.82	-0.71 ***
19. Online career services are available.	5.71	4.90 / 1.53	0.81	6.16	5.69 / 1.47	0.47	-0.79 ***
22. I am aware of whom to contact for questions about programs and services.	6.26	5.23 / 1.64	1.03	6.53	5.97 / 1.38	0.56	-0.74 ***
26. The bookstore provides timely service to students.	6.19	5.78 / 1.32	0.41	6.38	6.08 / 1.27	0.30	-0.30 ***

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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	
1. This institution has a good reputation.	6.00	5.62 / 1.24	0.38	6.47	5.98 / 1.21	0.49	-0.36 ***
2. My program advisor is accessible by telephone and e-mail.	6.36	5.62 / 1.52	0.74	6.49	6.03 / 1.36	0.46	-0.41 ***
3. Instructional materials are appropriate for program content.	6.43	5.59 / 1.30	0.84	6.62	6.00 / 1.21	0.62	-0.41 ***
4. Faculty provide timely feedback about student progress.	6.44	5.23 / 1.49	1.21	6.62	5.79 / 1.41	0.83	-0.56 ***
5. My program advisor helps me work toward career goals.	6.25	5.15 / 1.73	1.10	6.32	5.59 / 1.61	0.73	-0.44 ***
6. Tuition paid is a worthwhile investment.	6.59	5.28 / 1.40	1.31	6.65	5.76 / 1.45	0.89	-0.48 ***
7. Program requirements are clear and reasonable.	6.55	5.50 / 1.42	1.05	6.63	5.94 / 1.29	0.69	-0.44 ***
8. Student-to-student collaborations are valuable to me.	4.99	5.06 / 1.38	-0.07	5.40	5.54 / 1.42	-0.14	-0.48 ***
9. Adequate financial aid is available.	6.37	5.29 / 1.75	1.08	6.50	5.83 / 1.53	0.67	-0.54 ***
10. This institution responds quickly when I request information.	6.44	5.54 / 1.36	0.90	6.60	5.94 / 1.40	0.66	-0.40 ***
11. Student assignments are clearly defined in the syllabus.	6.57	5.58 / 1.35	0.99	6.68	5.97 / 1.30	0.71	-0.39 ***
12. There are sufficient offerings within my program of study.	6.54	5.22 / 1.61	1.32	6.58	5.94 / 1.28	0.64	-0.72 ***
13. The frequency of student and instructor interactions is adequate.	6.17	5.35 / 1.40	0.82	6.40	5.80 / 1.36	0.60	-0.45 ***
14. I receive timely information on the availability of financial aid.	6.23	5.15 / 1.64	1.08	6.45	5.76 / 1.55	0.69	-0.61 ***
15. Channels are available for providing timely responses to student complaints.	5.94	4.80 / 1.70	1.14	6.33	5.51 / 1.62	0.82	-0.71 ***
16. Appropriate technical assistance is readily available.	6.14	5.37 / 1.46	0.77	6.51	6.06 / 1.27	0.45	-0.69 ***

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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	
17. Assessment and evaluation procedures are clear and reasonable.	6.31	5.45 / 1.34	0.86	6.53	5.97 / 1.25	0.56	-0.52 ***
18. Registration for online courses is convenient.	6.47	5.81 / 1.44	0.66	6.64	6.37 / 1.10	0.27	-0.56 ***
19. Online career services are available.	5.71	4.90 / 1.53	0.81	6.16	5.69 / 1.47	0.47	-0.79 ***
20. The quality of online instruction is excellent.	6.52	5.25 / 1.56	1.27	6.69	5.86 / 1.38	0.83	-0.61 ***
21. Adequate online library resources are provided.	6.11	5.43 / 1.47	0.68	6.53	6.09 / 1.27	0.44	-0.66 ***
22. I am aware of whom to contact for questions about programs and services.	6.26	5.23 / 1.64	1.03	6.53	5.97 / 1.38	0.56	-0.74 ***
23. Billing and payment procedures are convenient for me.	6.28	5.81 / 1.36	0.47	6.56	6.16 / 1.27	0.40	-0.35 ***
24. Tutoring services are readily available for online courses.	5.62	4.57 / 1.67	1.05	6.09	5.62 / 1.56	0.47	-1.05 ***
25. Faculty are responsive to student needs.	6.53	5.46 / 1.43	1.07	6.66	5.90 / 1.36	0.76	-0.44 ***
26. The bookstore provides timely service to students.	6.19	5.78 / 1.32	0.41	6.38	6.08 / 1.27	0.30	-0.30 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.06	5.61 / 1.27	0.45				
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.05	5.25 / 1.44	-0.20				
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	6.03	5.23 / 1.50	0.80				
30. Campus item: The online course management system is easy to use.	6.51	5.45 / 1.41	1.06				
31. Campus item: General academic advising is available to online learners.	6.08	5.07 / 1.67	1.01				

* 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 114138 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	
32. Campus item: I feel I am a member of the Central Washington University community.	5.57	4.95 / 1.63	0.62				
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.43	5.46 / 1.42	0.97				
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.93	5.06 / 1.58	0.87				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.39	5.63 / 1.45	0.76				
36. Campus item: Courses necessary to meet my degree objectives are offered online.	6.42	5.34 / 1.55	1.08				
37. Source of information: Catalog and brochures (printed)	4.32			4.59			
38. Source of information: Catalog (online)	5.88			5.96			
39. Source of information: College representatives	4.53			5.65			
40. Source of information: Web site	6.14			6.35			
41. Source of information: Advertisements	3.69			4.47			
42. Source of information: Recommendation from instructor or program advisor	5.53			5.64			
43. Source of information: Contact with current students and / or recent graduates of the program	4.84			5.24			
44. Factor to enroll: Ability to transfer credits	6.09			6.17			
45. Factor to enroll: Cost	6.14			6.26			
46. Factor to enroll: Financial assistance available	6.06			6.36			

* 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 114138 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	
47. Factor to enroll: Future employment opportunities	6.16			6.23			
48. Factor to enroll: Reputation of institution	5.86			6.37			
49. Factor to enroll: Work schedule	6.02			6.60			
50. Factor to enroll: Flexible pacing for completing a program	6.09			6.65			
51. Factor to enroll: Convenience	6.46			6.77			
52. Factor to enroll: Distance from campus	5.57			5.29			
53. Factor to enroll: Program requirements	6.19			6.48			
54. Factor to enroll: Recommendations from employer	4.60			5.13			

* 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 114138 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: 4.47	Average: 5.18	-0.71
1=Much worse than expected	3%	2%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	10%	6%	
4=About what I expected	40%	23%	
5=Better than I expected	23%	25%	
6=Quite a bit better than I expected	10%	15%	
7=Much better than expected	9%	26%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.17	Average: 5.83	-0.66
1=Not satisfied at all	3%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	10%	4%	
4=Neutral	9%	5%	
5=Somewhat satisfied	20%	11%	
6=Satisfied	35%	37%	
7=Very satisfied	17%	37%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.48	Average: 5.86	-0.38
1=Definitely not	3%	2%	
2=Probably not	6%	4%	
3=Maybe not	2%	3%	
4=I don't know	10%	6%	
5=Maybe yes	14%	7%	
6=Probably yes	31%	26%	
7=Definitely yes	31%	49%	