

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	

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				

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	

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

Benchmarks

Lower Satisfaction vs. National Online Learners

- 6. Tuition paid is a worthwhile investment.
- 18. Registration for online courses is convenient.
- 11. Student assignments are clearly defined in the syllabus.
- 7. Program requirements are clear and reasonable.
- 25. Faculty are responsive to student needs.
- 9. Adequate financial aid is available.
- 20. The quality of online instruction is excellent.
- 4. Faculty provide timely feedback about student progress.
- 12. There are sufficient offerings within my program of study.
- 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.
- 10. This institution responds quickly when I request information.
- 16. Appropriate technical assistance is readily available.
- 23. Billing and payment procedures are convenient for me.
- 14. I receive timely information on the availability of financial aid.

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	6.40	5.55 / 1.21	0.85	6.53	6.08 / 1.08	0.45	-0.53 ***
Institutional Perceptions	6.30	5.69 / 1.14	0.61	6.55	5.93 / 1.20	0.62	-0.24 ***
Academic Services	6.29	5.62 / 1.03	0.67	6.47	5.97 / 1.02	0.50	-0.35 ***
Instructional Services	6.22	5.59 / 1.04	0.63	6.43	5.89 / 1.07	0.54	-0.30 ***
Student Services	6.17	5.48 / 1.20	0.69	6.40	5.90 / 1.16	0.50	-0.42 ***

National Group Means are based on 128988 records.

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

Institutional Summary

Items: In Order of Importance

Item	Central Washington University - PSOL			National Online Learners			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
6. Tuition paid is a worthwhile investment.	6.54	5.56 / 1.45	0.98	6.64	5.82 / 1.45	0.82	-0.26 **
18. Registration for online courses is convenient.	6.52	5.88 / 1.45	0.64	6.66	6.41 / 1.08	0.25	-0.53 ***
11. Student assignments are clearly defined in the syllabus.	6.51	5.63 / 1.44	0.88	6.68	6.01 / 1.31	0.67	-0.38 ***
7. Program requirements are clear and reasonable.	6.48	5.70 / 1.45	0.78	6.64	5.98 / 1.31	0.66	-0.28 ***
9. Adequate financial aid is available.	6.47	5.32 / 1.76	1.15	6.46	5.81 / 1.57	0.65	-0.49 ***
25. Faculty are responsive to student needs.	6.47	5.69 / 1.35	0.78	6.67	5.97 / 1.35	0.70	-0.28 ***
20. The quality of online instruction is excellent.	6.46	5.35 / 1.57	1.11	6.69	5.88 / 1.40	0.81	-0.53 ***
4. Faculty provide timely feedback about student progress.	6.45	5.65 / 1.38	0.80	6.63	5.88 / 1.38	0.75	-0.23 **
12. There are sufficient offerings within my program of study.	6.44	5.46 / 1.53	0.98	6.58	5.97 / 1.30	0.61	-0.51 ***
3. Instructional materials are appropriate for program content.	6.43	5.78 / 1.21	0.65	6.64	6.01 / 1.24	0.63	-0.23 ***
2. My program advisor is accessible by telephone and e-mail.	6.40	5.87 / 1.46	0.53	6.49	6.11 / 1.33	0.38	-0.24 ***
17. Assessment and evaluation procedures are clear and reasonable.	6.38	5.78 / 1.28	0.60	6.55	6.02 / 1.26	0.53	-0.24 ***
36. Campus item: Courses necessary to meet my degree objectives are offered online	6.38	5.47 / 1.69	0.91				
10. This institution responds quickly when I request information.	6.37	5.49 / 1.58	0.88	6.60	6.03 / 1.35	0.57	-0.54 ***
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.34	5.53 / 1.53	0.81				
51. Factor to enroll: Convenience	6.33			6.75			

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National Group Means are based on 128988 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	
16. Appropriate technical assistance is readily available.	6.32	5.73 / 1.39	0.59	6.51	6.11 / 1.26	0.40	-0.38 ***
40. Source of information: Web site	6.32			6.39			
23. Billing and payment procedures are convenient for me.	6.31	5.62 / 1.63	0.69	6.57	6.20 / 1.25	0.37	-0.58 ***
14. I receive timely information on the availability of financial aid.	6.30	5.34 / 1.63	0.96	6.43	5.84 / 1.52	0.59	-0.50 ***
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.27	5.96 / 1.32	0.31				
22. I am aware of whom to contact for questions about programs and services.	6.26	5.43 / 1.68	0.83	6.53	5.99 / 1.40	0.54	-0.56 ***
45. Factor to enroll: Cost	6.25			6.39			
38. Source of information: Catalog (online)	6.24			6.00			
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.23	5.89 / 1.28	0.34				
5. My program advisor helps me work toward career goals.	6.21	5.40 / 1.64	0.81	6.31	5.67 / 1.60	0.64	-0.27 **
26. The bookstore provides timely service to students.	6.21	5.81 / 1.51	0.40	6.34	6.09 / 1.30	0.25	-0.28 ***
21. Adequate online library resources are provided.	6.20	5.88 / 1.31	0.32	6.55	6.15 / 1.24	0.40	-0.27 ***
13. The frequency of student and instructor interactions is adequate.	6.17	5.66 / 1.33	0.51	6.37	5.88 / 1.34	0.49	-0.22 **
46. Factor to enroll: Financial assistance available	6.16			6.31			
53. Factor to enroll: Program requirements	6.14			6.48			
50. Factor to enroll: Flexible pacing for completing a program	6.12			6.63			

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National Group Means are based on 128988 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	
44. Factor to enroll: Ability to transfer credits	6.11			6.25			
1. This institution has a good reputation.	6.06	5.81 / 1.16	0.25	6.47	6.03 / 1.21	0.44	-0.22 ***
31. Campus item: General academic advising is available to online learners.	6.06	5.29 / 1.67	0.77				
15. Channels are available for providing timely responses to student complaints.	6.05	5.16 / 1.59	0.89	6.32	5.59 / 1.63	0.73	-0.43 ***
49. Factor to enroll: Work schedule	6.05			6.61			
47. Factor to enroll: Future employment opportunities	6.01			6.23			
19. Online career services are available.	5.93	5.48 / 1.46	0.45	6.13	5.76 / 1.48	0.37	-0.28 **
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.91	5.84 / 1.49	0.07				
24. Tutoring services are readily available for online courses.	5.90	5.23 / 1.74	0.67	6.13	5.68 / 1.58	0.45	-0.45 ***
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.90	5.41 / 1.68	0.49				
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	5.88	5.36 / 1.53	0.52				
48. Factor to enroll: Reputation of institution	5.86			6.37			
42. Source of information: Recommendation from instructor or program advisor	5.78			5.74			
32. Campus item: I feel I am a member of the Central Washington University community.	5.69	5.23 / 1.74	0.46				
52. Factor to enroll: Distance from campus	5.65			5.24			

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National Group Means are based on 128988 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	
39. Source of information: College representatives	5.44			5.61			
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.09	5.32 / 1.69	-0.23				
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			4.54			
8. Student-to-student collaborations are valuable to me.	4.87	5.15 / 1.49	-0.28	5.21	5.46 / 1.50	-0.25	-0.31 ***
54. Factor to enroll: Recommendations from employer	4.87			5.25			
41. Source of information: Advertisements	4.16			4.45			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 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	6.29	5.62 / 1.03	0.67	6.47	5.97 / 1.02	0.50	-0.35 ***
2. My program advisor is accessible by telephone and e-mail.	6.40	5.87 / 1.46	0.53	6.49	6.11 / 1.33	0.38	-0.24 ***
5. My program advisor helps me work toward career goals.	6.21	5.40 / 1.64	0.81	6.31	5.67 / 1.60	0.64	-0.27 **
7. Program requirements are clear and reasonable.	6.48	5.70 / 1.45	0.78	6.64	5.98 / 1.31	0.66	-0.28 ***
12. There are sufficient offerings within my program of study.	6.44	5.46 / 1.53	0.98	6.58	5.97 / 1.30	0.61	-0.51 ***
16. Appropriate technical assistance is readily available.	6.32	5.73 / 1.39	0.59	6.51	6.11 / 1.26	0.40	-0.38 ***
21. Adequate online library resources are provided.	6.20	5.88 / 1.31	0.32	6.55	6.15 / 1.24	0.40	-0.27 ***
24. Tutoring services are readily available for online courses.	5.90	5.23 / 1.74	0.67	6.13	5.68 / 1.58	0.45	-0.45 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 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	6.40	5.55 / 1.21	0.85	6.53	6.08 / 1.08	0.45	-0.53 ***
9. Adequate financial aid is available.	6.47	5.32 / 1.76	1.15	6.46	5.81 / 1.57	0.65	-0.49 ***
14. I receive timely information on the availability of financial aid.	6.30	5.34 / 1.63	0.96	6.43	5.84 / 1.52	0.59	-0.50 ***
18. Registration for online courses is convenient.	6.52	5.88 / 1.45	0.64	6.66	6.41 / 1.08	0.25	-0.53 ***
23. Billing and payment procedures are convenient for me.	6.31	5.62 / 1.63	0.69	6.57	6.20 / 1.25	0.37	-0.58 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 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	6.30	5.69 / 1.14	0.61	6.55	5.93 / 1.20	0.62	-0.24 ***
1. This institution has a good reputation.	6.06	5.81 / 1.16	0.25	6.47	6.03 / 1.21	0.44	-0.22 ***
6. Tuition paid is a worthwhile investment.	6.54	5.56 / 1.45	0.98	6.64	5.82 / 1.45	0.82	-0.26 **

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 *** Difference statistically significant at the .001 level

National Group Means are based on 128988 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	6.22	5.59 / 1.04	0.63	6.43	5.89 / 1.07	0.54	-0.30 ***
3. Instructional materials are appropriate for program content.	6.43	5.78 / 1.21	0.65	6.64	6.01 / 1.24	0.63	-0.23 ***
4. Faculty provide timely feedback about student progress.	6.45	5.65 / 1.38	0.80	6.63	5.88 / 1.38	0.75	-0.23 **
8. Student-to-student collaborations are valuable to me.	4.87	5.15 / 1.49	-0.28	5.21	5.46 / 1.50	-0.25	-0.31 ***
11. Student assignments are clearly defined in the syllabus.	6.51	5.63 / 1.44	0.88	6.68	6.01 / 1.31	0.67	-0.38 ***
13. The frequency of student and instructor interactions is adequate.	6.17	5.66 / 1.33	0.51	6.37	5.88 / 1.34	0.49	-0.22 **
17. Assessment and evaluation procedures are clear and reasonable.	6.38	5.78 / 1.28	0.60	6.55	6.02 / 1.26	0.53	-0.24 ***
20. The quality of online instruction is excellent.	6.46	5.35 / 1.57	1.11	6.69	5.88 / 1.40	0.81	-0.53 ***
25. Faculty are responsive to student needs.	6.47	5.69 / 1.35	0.78	6.67	5.97 / 1.35	0.70	-0.28 ***

* 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 128988 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	6.17	5.48 / 1.20	0.69	6.40	5.90 / 1.16	0.50	-0.42 ***
10. This institution responds quickly when I request information.	6.37	5.49 / 1.58	0.88	6.60	6.03 / 1.35	0.57	-0.54 ***
15. Channels are available for providing timely responses to student complaints.	6.05	5.16 / 1.59	0.89	6.32	5.59 / 1.63	0.73	-0.43 ***
19. Online career services are available.	5.93	5.48 / 1.46	0.45	6.13	5.76 / 1.48	0.37	-0.28 **
22. I am aware of whom to contact for questions about programs and services.	6.26	5.43 / 1.68	0.83	6.53	5.99 / 1.40	0.54	-0.56 ***
26. The bookstore provides timely service to students.	6.21	5.81 / 1.51	0.40	6.34	6.09 / 1.30	0.25	-0.28 ***

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

National Group Means are based on 128988 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.	6.06	5.81 / 1.16	0.25	6.47	6.03 / 1.21	0.44	-0.22 ***
2. My program advisor is accessible by telephone and e-mail.	6.40	5.87 / 1.46	0.53	6.49	6.11 / 1.33	0.38	-0.24 ***
3. Instructional materials are appropriate for program content.	6.43	5.78 / 1.21	0.65	6.64	6.01 / 1.24	0.63	-0.23 ***
4. Faculty provide timely feedback about student progress.	6.45	5.65 / 1.38	0.80	6.63	5.88 / 1.38	0.75	-0.23 **
5. My program advisor helps me work toward career goals.	6.21	5.40 / 1.64	0.81	6.31	5.67 / 1.60	0.64	-0.27 **
6. Tuition paid is a worthwhile investment.	6.54	5.56 / 1.45	0.98	6.64	5.82 / 1.45	0.82	-0.26 **
7. Program requirements are clear and reasonable.	6.48	5.70 / 1.45	0.78	6.64	5.98 / 1.31	0.66	-0.28 ***
8. Student-to-student collaborations are valuable to me.	4.87	5.15 / 1.49	-0.28	5.21	5.46 / 1.50	-0.25	-0.31 ***
9. Adequate financial aid is available.	6.47	5.32 / 1.76	1.15	6.46	5.81 / 1.57	0.65	-0.49 ***
10. This institution responds quickly when I request information.	6.37	5.49 / 1.58	0.88	6.60	6.03 / 1.35	0.57	-0.54 ***
11. Student assignments are clearly defined in the syllabus.	6.51	5.63 / 1.44	0.88	6.68	6.01 / 1.31	0.67	-0.38 ***
12. There are sufficient offerings within my program of study.	6.44	5.46 / 1.53	0.98	6.58	5.97 / 1.30	0.61	-0.51 ***
13. The frequency of student and instructor interactions is adequate.	6.17	5.66 / 1.33	0.51	6.37	5.88 / 1.34	0.49	-0.22 **
14. I receive timely information on the availability of financial aid.	6.30	5.34 / 1.63	0.96	6.43	5.84 / 1.52	0.59	-0.50 ***
15. Channels are available for providing timely responses to student complaints.	6.05	5.16 / 1.59	0.89	6.32	5.59 / 1.63	0.73	-0.43 ***
16. Appropriate technical assistance is readily available.	6.32	5.73 / 1.39	0.59	6.51	6.11 / 1.26	0.40	-0.38 ***

* 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 128988 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.	6.38	5.78 / 1.28	0.60	6.55	6.02 / 1.26	0.53	-0.24 ***
18. Registration for online courses is convenient.	6.52	5.88 / 1.45	0.64	6.66	6.41 / 1.08	0.25	-0.53 ***
19. Online career services are available.	5.93	5.48 / 1.46	0.45	6.13	5.76 / 1.48	0.37	-0.28 **
20. The quality of online instruction is excellent.	6.46	5.35 / 1.57	1.11	6.69	5.88 / 1.40	0.81	-0.53 ***
21. Adequate online library resources are provided.	6.20	5.88 / 1.31	0.32	6.55	6.15 / 1.24	0.40	-0.27 ***
22. I am aware of whom to contact for questions about programs and services.	6.26	5.43 / 1.68	0.83	6.53	5.99 / 1.40	0.54	-0.56 ***
23. Billing and payment procedures are convenient for me.	6.31	5.62 / 1.63	0.69	6.57	6.20 / 1.25	0.37	-0.58 ***
24. Tutoring services are readily available for online courses.	5.90	5.23 / 1.74	0.67	6.13	5.68 / 1.58	0.45	-0.45 ***
25. Faculty are responsive to student needs.	6.47	5.69 / 1.35	0.78	6.67	5.97 / 1.35	0.70	-0.28 ***
26. The bookstore provides timely service to students.	6.21	5.81 / 1.51	0.40	6.34	6.09 / 1.30	0.25	-0.28 ***
27. Campus item: Help desk services and technical support are adequate to meet my needs.	6.23	5.89 / 1.28	0.34				
28. Campus item: Student-to-student interaction is fostered and encouraged in my online course(s).	5.09	5.32 / 1.69	-0.23				
29. Campus item: Faculty-to-student interaction is fostered and encouraged in my online course(s).	5.88	5.36 / 1.53	0.52				
30. Campus item: There are effective safeguards to deter cheating in online courses.	5.91	5.84 / 1.49	0.07				
31. Campus item: General academic advising is available to online learners.	6.06	5.29 / 1.67	0.77				

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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.	5.69	5.23 / 1.74	0.46				
33. Campus item: The organization and design of my online course(s) is conducive to learning.	6.34	5.53 / 1.53	0.81				
34. Campus item: Orientation to university systems and support resources is provided to online learners.	5.90	5.41 / 1.68	0.49				
35. Campus item: A fair and equitable learning environment exists in my online course(s).	6.27	5.96 / 1.32	0.31				
36. Campus item: Courses necessary to meet my degree objectives are offered online	6.38	5.47 / 1.69	0.91				
37. Source of information: Catalog and brochures (printed)	4.90			4.54			
38. Source of information: Catalog (online)	6.24			6.00			
39. Source of information: College representatives	5.44			5.61			
40. Source of information: Web site	6.32			6.39			
41. Source of information: Advertisements	4.16			4.45			
42. Source of information: Recommendation from instructor or program advisor	5.78			5.74			
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			6.25			
45. Factor to enroll: Cost	6.25			6.39			
46. Factor to enroll: Financial assistance available	6.16			6.31			

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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	6.01			6.23			
48. Factor to enroll: Reputation of institution	5.86			6.37			
49. Factor to enroll: Work schedule	6.05			6.61			
50. Factor to enroll: Flexible pacing for completing a program	6.12			6.63			
51. Factor to enroll: Convenience	6.33			6.75			
52. Factor to enroll: Distance from campus	5.65			5.24			
53. Factor to enroll: Program requirements	6.14			6.48			
54. Factor to enroll: Recommendations from employer	4.87			5.25			

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National Group Means are based on 128988 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: 4.50	Average: 5.19	-0.69
1=Much worse than expected	4%	2%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	7%	6%	
4=About what I expected	40%	24%	
5=Better than I expected	26%	24%	
6=Quite a bit better than I expected	10%	15%	
7=Much better than expected	8%	26%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.24	Average: 5.84	-0.60
1=Not satisfied at all	2%	1%	
2=Not very satisfied	4%	2%	
3=Somewhat dissatisfied	9%	4%	
4=Neutral	10%	5%	
5=Somewhat satisfied	18%	11%	
6=Satisfied	37%	37%	
7=Very satisfied	17%	37%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.55	Average: 5.88	-0.33
1=Definitely not	2%	2%	
2=Probably not	6%	4%	
3=Maybe not	1%	3%	
4=I don't know	9%	6%	
5=Maybe yes	12%	7%	
6=Probably yes	33%	26%	
7=Definitely yes	32%	49%	