

**CSM Online Students:
A Survey of Students Who Withdraw
Spring 2012 – Summer 2013
(n = 373)**



1. Why are you dropping your online course at CSM? (Please check all that apply)

	Count	Percent
Difficulty accessing the Internet for my online coursework	93	24.9
Unable to attend required on-campus exams or meetings	65	17.4
Do not have appropriate study environment	63	16.9
Coursework not accessible to students with disabilities	60	16.1
Academic difficulty	53	14.2
Do not have current/appropriate version of software	52	13.9
Other	51	13.7
Did not have the necessary computer skills	48	12.9
Do not have access to support services	46	12.3
Lack of interaction with instructor	42	11.3
Lack of interaction with classmates	41	11.0
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	41	11.0
Course was more work than I expected	32	8.6
Got behind in the course	30	8.0
Course did not live up to my expectations	30	8.0

2. Are you dropping ALL of your CSM coursework this semester OR only this online course?

	Count	Percent
Dropping this online course only	287	77.8
Dropping more than one course	33	8.9
Dropping ALL of my courses	49	13.3
Total	369	100

3. Is this your first online course taken at CSM?

	Count	Percent
Yes	157	42.5
No	212	57.5
Total	369	100

4. Did you visit the Distance Education website prior to enrolling in the online course you are dropping?

	Count	Percent
Yes	150	40.9
No	217	59.1
Total	367	100

5. Were you aware of CSM's self-assessment tool for determining the readiness for online coursework?

	Count	Percent
Yes	182	49.9
No	183	50.1
Total	365	100

6. If "Yes," how useful was the self-assessment?

	Count	Percent
Very useful	70	34.1
Somewhat useful	96	46.8
Not useful	39	19.0
Total	205	100

7. Would you take another online course at CSM?

	Count	Percent
Yes	293	81.2
No	68	18.8
Total	361	100

8. Please indicate reasons that you take online courses at CSM. (Please check all that apply)

	Count	Percent
More comfortable learning in an online environment	127	34.0
Unable to come to campus	119	31.9
Though online course would be easier	96	25.7
Easier to fit with my work or class schedule	94	25.2
Because of my disability	93	24.9
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	91	24.4
Other	91	24.4
Personal interest	69	18.5
Improve job skills	68	18.2
On-campus sections were full	66	17.7
Class offered in online mode only	64	17.2

9. If you were required to meet on campus, did this cause a problem for you?

	Count	Percent
Yes	77	44.0
No	98	56.0
Total	175	100
Not required to meet on campus	180	

10. Did you use any of the following CSM support services prior to dropping your online course? (Please check all that apply)

	Count	Percent
Counseling	51	13.7
Technology Help Desk	33	10.0
Financial Aid	32	9.7
Technical support	31	9.4
Library services	21	6.3
Tutorial and academic support services	17	5.1

11. Did you accurately anticipate the amount of time required for this online course?

	Count	Percent
Yes	219	61.7
No	136	38.3
Total	355	100

Part II: Additional information

12. Age

	Count	Percent
19 or younger Total	60	17.3
20-24 years Total	68	19.7
25-34 years Total	89	25.7
35-49 years Total	83	24.0
50 or older Total	46	13.3
Total	346	100

13. Gender

	Count	Percent
Female	236	67.2
Male	115	32.8
Total	351	100

14. Ethnicity

	Count	Percent
African-American	13	3.8
American Indian	1	0.3
Asian	59	17.1
Filipino	19	5.5
Hispanic	59	17.1
Pacific Islander	10	2.9
White	132	38.3
Multi-Racial	26	7.5
Other	26	7.5
Total	345	100

15. Is this your first semester enrolled in any college (CSM or elsewhere)?

	Count	Percent
Yes	21	5.8
No	341	94.2
Total	362	100