

**CSM Online Student Survey: Spring 2012**  
**(n = 148)**

**1. Which types of classes have you enrolled in at CSM--currently or in the past? [Check ALL that apply]**

- Traditional face-to-face classroom - 64.9%
- Telecourse (Cable/Broadcast) - 32.4%
- Online/Web-based - 68.9%

**2. How many online courses have you taken at CSM?**

- 29.9% - of students had enrolled in 1 online course
- 25.9% - of students had enrolled in 2 online courses
- 16.3% - of students had enrolled in 3 online courses
- 2.7% - of students had enrolled in 4 online courses
- 25.2% - of students had enrolled in 5 or more online courses

**3. Have you taken online courses at any other college or university?**

- Yes - 38.8%
- No - 61.2%

**4. How did you first hear about CSM's online course offerings?**

- Catalog or Schedule - 74.1%
- CSM website - 14.3%
- Relative/Friend - 5.4%
- Counselor/Instructor - 6.1%

**5. How do you access the Internet for your online coursework? [Check ALL that apply]**

- Dial-up - 37.8%
- Satellite - 20.3%
- Broadband/Cable/DSL - 9.5%
- 3-G Network - 16.2%
- Hand-held digital device (e.g., PDA, IPOD, smart phone, etc.) - 28.4%
- other - 26.4%

**6. Where do you access the Internet for your online coursework?**

- Public Space (e.g., library) - 89.2%
- Home - 33.8%
- CSM wireless area - 16.2%
- Work - 27.7%
- Friend's or relative's computer - 18.2%
- CSM student computer area - 47.3%

**7. Please indicate the extent to which each of the following was a reason that you take online courses at CSM:**

- Personal convenience - 86%
- Easier to fit with my work schedule - 79.4%

**Survey of Students Enrolled in Online Coursework  
Spring 2012  
Office of Planning, Research, & Institutional Effectiveness**

- Easier to fit with my class schedule - 78.7%
- AA/AS Degree requirements - 71%
- Transfer requirements - 66.2%
- Personal interest - 61.4%
- Improve job skills - 59.8%
- Enjoy using computer technology to learn - 51.9%
- Vocational Certificate requirements - 42.1%
- Instructor reputation - 42.1%
- More comfortable learning in an online environment - 40.9%
- On-campus sections were full - 30.5%
- Physically unable to come to campus - 29.5%
- Thought online would be academically easier - 26%
- Other (please specify below) - 17.6%
- Because of my disability - 9.2%

**8. How far is your home from CSM?**

- 1-5 miles - 26.9%
- 6-10 miles - 28.3%
- 11-15 miles - 11%
- 16-20 miles - 17.9%
- More than 20 miles - 15.9%

**9. Compared to similar on-campus based courses that you have taken at CSM, how much time do you spend on an online course?**

- A lot more - 18.6%
- A little more - 21.4%
- Same amount of time - 40%
- A little less - 17.2%
- A lot less - 2.8%

**10. How prepared were you to succeed in your online course?**

- Very prepared - 42.5%
- Adequately prepared - 45.2%
- Poorly prepared - 5.5%
- I never really thought about it - 6.8%

**11. Did you have the necessary computer skills essential for success in your online course?**

- Yes - 96.6%
- No - 3.4%

**12. Did you have the necessary system requirements (e.g., software, hardware, and connectivity speed) essential for success in your online course?**

- Yes - 97.2%
- No - 2.8%

**13. Please indicate your satisfaction with each of the following aspects of your CSM online coursework experience. (If you have taken more than 1 on-line course, please indicate your overall experience.)**

**Quality of instruction**

- Accessibility of course materials - 89.4%
- Quality of course materials - 86.8%
- Course documents clearly indicate what the instructor and students expect of each other - 86%
- Learning outcomes are clearly explained, addressed in assignments, & measured by assessments - 85.9%
- Opportunities to assess my progress in the class - 85.3%
- How much I learned - 85.2%
- User-friendliness—finding and using all course components - 81.7%
- Quality of instruction - 80.6%
- Obtaining help if I was having academic difficulty - 80.3%
- Overall motivation and engagement level throughout the course - 79.6%
- Quality of discussion to analyze and comprehend course material - 78.3%
- Obtaining information about online courses via the CSM Distance Learning Website - 77.7%
- Accessibility of my instructor - 77.6%
- Responsiveness of my instructor - 75.5%
- Amount of interaction with my instructor - 73.4%
- Interaction with other students - 58%

**14. Please indicate your satisfaction with each of the following support services--available online--in relationship to your distance education coursework?**

- Registration - 96.2%
- Tutorial services - 92%
- Library Services - 90.5%
- Help Desk - 86.7%
- Technical support - 83.9%
- Financial aid - 80%
- Obtaining textbooks and course materials - 80%
- Counseling - 72.5%

**15. Please indicate your satisfaction with each of the following support services--available in person--in relationship to your distance education coursework?**

- Tutorial services - 91.3%
- Library Services - 90%
- Technical support - 89.8%
- Registration - 89.8%
- Help Desk - 86%
- Financial aid - 82.4%
- Obtaining textbooks and course materials - 81.7%
- Counseling - 77.3%

**16. Please indicate the frequency with which you used each of the following methods to communicate with your instructor (not including non-interactive class lectures):**

- E-mail - 85.3%
- In person at mid-term or final - 12.2%
- Chat - 10.6%
- In person during office hours - 10.5%
- List-serve - 9.3%
- Blogs - 8.6%
- Phone - 5.6%
- Other [please specify below] - 4.3%
- Conference phone call - 4.3%
- Videoconferencing - 3.5%
- Mail - 3.5%
- Fax - 0.7%
- Social network website (e.g., Facebook) - 0%

**17. Were you required to meet on campus?**

- Yes - 20.4%
- No - 79.6%

**18. If you had required on-campus meetings, how helpful were they?**

- Very helpful - 40.4%
- Somewhat helpful - 35.1%
- Not very helpful - 12.3%
- A waste of time - 12.3%

**19. Were you aware of CSM's self-assessment for determining readiness for distance education coursework?**

- Yes - 27.1%
- No - 72.9%

**20. If you answered "Yes," how useful was the online self-assessment for determining your readiness for an online class at CSM?**

- Very useful - 16.4%
- Useful - 18%
- Somewhat useful - 11.5%
- Not at all useful - 3.3%
- I did not take the self-assessment - 50.8%

**Survey of Students Enrolled in Online Coursework**

**Spring 2012**

**Office of Planning, Research, & Institutional Effectiveness**

**21. Please indicate the extent to which you agree or disagree with each of the following statements about your CSM online course experience as compared to comparable on-campus coursework:**

	% Responding	
	% "Strongly Agree" or "Agree"	% "No Difference"
On-line coursework requires more time	62.4%	19.1%
On-line coursework is more academically demanding	53.2%	27.0%
Overall, I enjoy on-line coursework more than on-campus coursework	52.9%	17.4%
I am able to more freely express my opinions online	47.5%	28.8%
I am able to more freely ask questions or get assistance	44.6%	23.7%
On-line course expectations are clearer	42.9%	32.1%
On-line instruction makes course material easier to understand	41.1%	27.0%
On-line instruction methods are more conducive to learning	40.3%	28.1%
My academic performance is better online	38.8%	30.9%
On-line instruction is more interesting	36.7%	28.1%
There is more interaction with my on-line instructor	32.4%	16.5%
There is more interaction with other students	22.5%	13.8%

**22. If possible, would you take another online course at CSM?**

- Yes - 93%
- No - 7%

**23. Are you aware of the online resources available at the CSM Library to support your online course?**

- Yes - 37.1%
- No - 62.9%

**24. What is your main educational goal at CSM?**

- Transfer to 4-year college/university - 46.9%
- Obtain vocational degree or certificate - 13.8%
- Complete AA/AS Degree requirements without transfer - 22.8%
- Personal enrichment - 11.7%
- Undecided on my educational goal - 4.8%

**25. Are interested in pursuing a degree or program of study solely or primarily through distance education coursework (i.e., online and/or telecourses)?**

- Yes - 42.4%
- No - 57.6%

**26. If you answered "Yes" (above), how satisfied are you with CSM's distance education course offerings in terms of meeting your objective?**

- Very Satisfied - 44.4%
- Somewhat Satisfied - 44.4%
- Not satisfied - 11.1%

**27. Overall, were the necessary student support services available to you to help you succeed as a distance education student?**

- Yes - 37.3%
- No - 4.2%
- I did not need any assistance - 58.5%

**28. Have you visited CSM's Distance Learning Website to obtain information?**

- Yes - 21.7%
- No - 40.6%
- Not aware of this site - 37.8%