

CSM Online Student Survey: Spring 2009
(n = 55)

1. Which types of classes have you enrolled in at CSM? [Check ALL that apply]

- Traditional face-to-face classroom - 66.7%
- Telecourse (Cable/Broadcast) - 24.8%
- On-line/Web-based - 30.5%

2. How many on-line courses have you taken at CSM?

- 29.1% of students had enrolled in 1 online course
- 29.1% of students had enrolled in 2 online courses
- 10.9% of students had enrolled in 3 online courses
- 10.9% of students had enrolled in 4 online courses
- 20% of students had enrolled in 5 or more online courses

3. Have you taken on-line courses at any other college or university?

- Yes - 20%
- No - 80%

4. How did you first hear about CSM's on-line course offerings?

- Class schedule or Catalog - 72.7%
- Counselor - 3.6%
- Instructor - 5.5%
- Friend or relative - 5.5%
- CSM website - 9.1%
- Other - 3.6%

5. How do you access the Internet for your on-line coursework? [Check ALL that apply]

- Broadband/Cable/DSL - 9.1%
- Dial-up - 25.5%
- Satellite - 16.4%
- Hand-held digital device (e.g., PDA, IPOD, smart phone, etc.) - 43.6%
- other - 20%

6. Where do you access the Internet for your on-line coursework? [Check ALL that apply]

- Home - 23.6%
- Work - 20%
- Friend's or relative's computer - 12.7%
- Other CSM student computer area - 7.3%
- CSM wireless area - 23.6%
- Other public wireless area - 18.2%
- Public computer (e.g., library, etc.) - 29.1%
- other - 12.7%

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

- AA/AS Degree requirements - 65.4%
- Transfer requirements - 55.8%
- Vocational Certificate requirements - 39.6%
- Improve job skills - 62.5%
- Personal interest - 62%
- Instructor reputation - 40%
- On-campus sections were full - 20%
- Easier to fit with my class schedule - 68.6%
- Easier to fit with my work schedule - 73.6%
- Personal convenience - 86.5%
- Because of my disability - 6.1%
- Thought on-line would be academically easier - 14.3%
- Using computer technology to learn - 40%
- Physically unable to come to campus - 16%
- More comfortable learning in an on-line environment - 22.4%
- Other (please specify below) - 29.6%

8. How far is your home from CSM?

- 1-5 miles - 27.3%
- 6-10 - 23.6%
- 11-15 - 16.4%
- 16-20 - 14.5%
- More than 20 miles - 18.2%

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

- A lot more - 25%
- A little more - 17.3%
- Same amount of time - 36.5%
- A little less - 15.4%
- A lot less - 5.8%

10. How prepared were you to succeed in your first on-line course?

- Very prepared - 49.1%
- Adequately prepared - 43.6%
- Poorly prepared - 3.6%
- I never really thought about it - 3.6%

11. Did you have the necessary computer skills essential for success in your first on-line course?

- Yes - 94.5%
- No - 0%
- I had no idea of what to expect - 5.5%

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

- Yes - 100%
- No - 0%
- I had no idea of what to expect - 0%

13. Please indicate your satisfaction with each of the following aspects of your CSM on-line coursework experience.

- Quality of instruction - 79.6%
- Quality of course materials - 90.7%
- Accessibility of course materials - 88.9%
- Accessibility of my instructor - 77.4%
- Amount of interaction with my instructor - 68.5%
- Responsiveness of my instructor - 77.8%
- Interaction with other students - 52.9%
- User-friendliness-finding and using all course components - 83.3%
- Overall motivation and engagement level throughout the course - 77.8%
- How much I learned - 88.7%
- Learning outcomes are clearly explained, addressed in assignments, & measured by assessments - 79.6%
- Quality of discussion to analyze and comprehend course material - 65.4%
- Course documents clearly indicate what the instructor and students expect of each other - 78.8%
- Opportunities to assess my progress in the class - 71.2%
- Obtaining information about on-line courses via the CSM Website - 87%
- Obtaining help if I was having academic difficulty - 75%

14. Please indicate your satisfaction with each of the following support services in relationship to your on-line coursework?

- Registration - 97.9%
- Counseling - 68.4%
- Financial aid - 78.6%
- Obtaining textbooks and course materials - 77.1%
- Technical Support - 41.9%
- Tutorial services - 43.8%
- Help Desk - 81.3%
- Library Services - 85.7%

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

- Registration - 42%
- Counseling - 34%
- Financial aid - 24%
- Obtaining textbooks and course materials - 58%
- Technical support - 22%
- Tutorial services - 18%
- Help Desk - 18%
- Library Services - 28.6%

16. Please indicate the frequency with which you used each of the following methods to communicate with your instructor

- Phone - 7.8%
- Conference phone call - 2%
- E-mail - 92.5%
- List-serve - 16%
- On-line discussion board(e.g., chat) - 14%
- Off-line discussion board (e.g., blogs) - 12%
- Fax - 2%
- Mail - 10.2%
- In person during office hours - 15.7%
- In person at mid-term, final, or exam - 21.6%
- Videoconferencing - 4%
- Other [please specify below] - 10.8%
- Social network website (e.g., Facebook) - 0%

17. Were you required to meet on campus?

- Yes - 56.6%
- No - 43.4%

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

- Very helpful - 39.4%
- Somewhat helpful - 45.5%
- Not very helpful - 3%
- A waste of time - 12.1%

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

- Yes - 34.6%
- No - 65.4%

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%
- Useful - 32%
- Somewhat useful - 12%
- Not at all useful - 4%
- I did not take the self-assessment - 36%

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

	% Responding	
	% "Strongly Agree" or "Agree"	% "No Difference"
On-line coursework is more academically demanding	44.9%	28.6%
On-line coursework requires more time	54%	14%
On-line instruction is more interesting	14%	26%
On-line instruction makes course material easier to understand	18.8%	27.1%
On-line instruction methods are more conducive to learning	26%	28%
My academic performance is better on-line	30%	36%
I am able to more freely ask questions or get assistance	26.5%	34.7%
I am able to more freely express my opinions on-line	42%	36%
On-line course expectations are clearer	24%	44%
There is more interaction with my on-line instructor	16%	28%
There is more interaction with other students	12%	20%
Overall, I enjoy on-line coursework more than on-campus coursework	42%	22%

22. If possible, would you take another on-line course at CSM?

- Yes - 88.7%
- No - 11.3%

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

- Yes - 28.8%
- No - 71.2%

24. What is your main educational goal at CSM?

- Transfer to 4-year college/university - 41.5%
- Complete AA/AS Degree requirements without transfer - 24.5%
- Obtain vocational degree or certificate - 11.3%
- Personal enrichment - 15.1%
- Undecided on my educational goal - 7.5%

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 - 47.2%
- No - 52.8%

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 - 36%
- Somewhat Satisfied - 44%
- Not satisfied - 20%

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

- Yes - 38.5%
- No - 5.8%
- I did not need any assistance - 55.8%

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

- Yes - 34%
- No - 35.8%
- Not aware of this site - 30.2%