

CSM Online Student Survey: Spring 2010
(n = 145)

Q# 1: "Enrollment in other learning modes at CSM" (Check all that apply)

- Online coursework – 69.7%
- Traditional classroom – 67.3%
- Telecourse – 51.0%

Q# 2: "Number of online courses enrolled at CSM"

- 39.3% of students had enrolled in 1 online course
- 21.4% of students had enrolled in 2 online courses
- 13.8% of students had enrolled 3 online courses
- 10.3% of students had enrolled in 4 online courses
- 15.2% of students had enrolled in 5 or more online courses

Q# 3: "Enrolled in online coursework at another college or university"

- Yes – 26.9%
- No – 73.1%

Q# 4: "Where did you first hear about CSM online courses?"

- Catalog or schedule – 81.9%
- CSM website – 6.3%
- Relative/friend – 6.3%
- Counselor/instructor – 5.6%

Q# 5: "Means of accessing the Internet for online coursework" (Check all that apply)

- Dial-up – 28.3%
- Hand-held digital device (e.g., PDA, IPOD, smart phone, etc.) – 28.3%
- Other – 19.3%
- Satellite – 17.9%
- 3-G Network – 11.0%
- Broadband/Cable/DS – 10.3%

Q# 6: "Where do you access the Internet?" (Check all that apply)

- Public wireless area – 91.7%
- Home – 32.4%
- Work – 30.3%
- Friend's or relative's computer – 23.4%
- CSM wireless area – 16.6%
- CSM student computer area – 16.6%

Q# 7: "Reasons for enrolling in online coursework" (Check all that apply)

- Personal convenience -- 84.2%
 - Easier to fit with my work schedule – 81.7%
 - Easier to fit with my class schedule – 71.4%
 - Transfer requirements – 63.2%
 - AA/AS Degree requirements – 62.7%
 - Personal interest – 62.1%
 - Improve job skills – 59.1%
 - Using computer technology to learn – 48.9%
 - More comfortable learning in an online environment – 41.0%
 - Instructor reputation – 40.3%
 - Vocational Certificate requirements – 39.4%
 - On-campus sections were full – 22.8%
 - Physically unable to come to campus – 19.1%
 - Thought online would be academically easier – 18.7%
 - Other – 14.5%
 - Because of my disability – 13.7%
- *Note: Percent indicating "Very Important" or "Important" reason*

Question # 8: "How far do you live from CSM?"

- 1-5 miles – 21.4%
- 6-10 miles – 32.4%
- 11-15 miles – 16.6%
- 16-20 miles – 15.2%
- More than 20 miles – 14.5%

Q# 9: "Compared to traditional coursework, how much time do you spend on online course?"

- A lot more – 18.7%
- A little more – 22.3%
- Same amount of time – 34.5%
- A little less—17.3%
- A lot less – 7.2%

Q# 10: "How prepared were you to succeed in your first in-line course?"

- Very prepared – 45.1%
- Adequately prepared – 41.7%
- Poorly prepared – 7.6%
- I never really thought about it – 5.6%

Q# 11: "Did you have the necessary computer skills for success in your first online course?"

- Yes – 97.2%
- No – 2.8%

Q# 12: "Did you have the necessary system requirements essential for success in your first online course?"

- Yes – 95.1%
- No – 4.9%

Q# 13: "Satisfaction with various aspects of CSM online course experience" (Note: Percent indicating "Satisfied" or "Very Satisfied")

- Accessibility of course materials – 93.0%
- Quality of course materials – 90.3%
- User-friendliness-finding and using all course components – 87.4%
- Course documents clearly indicate what the instructor and students expect of each other – 85.4%
- How much I learned – 83.3%
- Quality of instruction – 81.3%
- Learning outcomes are clearly explained, addressed in assignments, & measured by assessments – 81.3%
- Obtaining information about online courses via the CSM Website --- 81.1%
- Opportunities to assess my progress in the class – 79.7%
- Accessibility of my instructor – 79.7%
- Responsiveness of my instructor – 79.6%
- Amount of interaction with my instructor – 76.9%
- Overall motivation and engagement level throughout the course – 76.4%
- Quality of discussion to analyze and comprehend course material – 76.3%
- Obtaining help if I was having academic difficulty – 75.7%
- Interaction with other students – 63.8%

Q# 14: "Satisfaction with online course support services" (Note: Percent indicating "Satisfied" or "Very Satisfied")

- Registration – 85.9%
- Obtaining textbooks and course materials -- 63.8%
- Technical Support – 35.2%
- Counseling – 35.2%
- Library Services – 34.5%
- Financial aid – 29.6%
- Help Desk – 24.6%
- Tutorial services – 23.1%

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

- Registration – 53.2%
- Obtaining textbooks and course materials – 51.1%
- Counseling – 44.1%
- Library Services – 34.8%
- Financial aid – 30.4%
- Technical support – 25.2%
- Tutorial services – 25.2%
- Help Desk – 23.7%

Q# 16: "Online Students Method of Communication with Instructors" (Check all that apply. Note: Percent indicating "Often" or "Occasionally")

- E-mail – 82.9%
- In person at mid-term, final, or exam – 24.3%
- In person during office hours – 15.0%
- Off-line discussion board (e.g., blogs) – 13.0%
- Other – 10.4%
- List-serve – 10.1%
- Videoconferencing – 5.7%
- Mail – 5.7%
- Online discussion board(e.g., chat) – 5.0%
- Conference phone call – 3.6%
- Phone – 3.6%
- Social network website (e.g., Facebook) – 2.2%
- Fax – 1.4%

Q# 17a: "Were you required to meet on campus?"

- Yes – 54.6%
- No – 44.5%

Q# 17b: "If you were required to meet on campus, how many times per semester?"

- 1 meeting – 21.8%
- 2 meetings – 30.8%
- 3 meetings – 21.8%
- 4 meetings – 15.4%
- 5+ meetings – 10.3%

Q# 18: "If you had required on-campus meetings, how helpful were they?"

- Very helpful – 39.4%
- Somewhat helpful – 44.5%
- Not very helpful – 3.0%
- A waste of time – 12.1%

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

- Yes – 45.7%
- No – 54.3%

Q# 20: "How useful was the self-assessment for determining your readiness for online coursework?"

- Very useful – 38.9%
- Useful – 25.9%
- Somewhat useful – 24.1%
- Not at all useful – 11.1%%
 - *Note: 32.5% of respondents did not take the voluntary self-assessment*

Q# 21: "Comparison of students' online course experience with comparable on-campus coursework"

	% Responding	
	% "Strongly Agree" or "Agree"	% "No Difference"
• Online coursework is more academically demanding	56.5%	26.1%
• Online coursework requires more time	53.3%	21.2%
• I am able to more freely express my opinions online	52.2%	29.9%
• Overall, I enjoy online coursework more than on-campus coursework	51.8%	23.4%
• Online course expectations are clearer	42.2%	39.3%
• I am able to more freely ask questions or get assistance	41.6%	31.4%
• My academic performance is better online	37.5%	38.2%
• Online instruction methods are more conducive to learning	36.0%	30.9%
• Online instruction is more interesting	34.3%	26.3%
• Online instruction makes course material easier to understand	34.3%	24.8%
• There is more interaction with my online instructor	29.9%	23.4%
• There is more interaction with other students	21.3%	17.6%

Q# 22: "Would you take another online course at CSM?"

- Yes – 87.1%
- No – 12.9%

Q# 23: "Are you aware of the online resources available at the CSM Library to support your online course?"

- Yes – 49.6%
- No -- 50.4%

Q# 24: "What is your main educational goal at CSM?"

- Transfer to 4-year college/university -- 48.9%
- Complete AA/AS Degree requirements without transfer – 18.0%
- Obtain vocational degree or certificate -- 14.4%
- Personal enrichment – 14.4%
- Undecided on my educational goal – 4.3%

Q# 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 – 37.4%
- No – 62.6%

Q# 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 – 44.3%
- Somewhat satisfied – 44.3%
- Not satisfied – 11.5%

Q# 27: "Overall, were the necessary student support services available to you to help you succeed as a distance education student?"

- Yes – 86.8%
- No – 13.2%

Note: 50.7% of respondents indicated that they "did not need any assistance."

Q# 28: "Have you visited CSM's Distance Learning Website to obtain information?"

- Yes – 29.5%
- No – 40.3%
- Not aware of this site -- 30.2%