

**CSM Online Students: A Survey of Opinions
Spring 2007 & Spring 2008
(n = 229)**

Q#1: "Enrollment in other learning modes at CSM"

- Online coursework – 47.7%
- Traditional classroom – 37.3%
- Telecourse – 15.0%

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

- 45.4% of students had enrolled in 1 online course
- 24.7% of students had enrolled in 2 online courses
- 12.8% of students had enrolled 3 online courses
- 4.0% of students had enrolled in 4 online courses
- 13.2% of students had enrolled in 5 or more online courses

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

- Yes – 28.4%
- No – 71.6%

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

- Catalog or schedule – 79.1%
- CSM website – 11.1%
- Relative/friend – 7.1%
- Counselor/instructor – 2.2%
- Browsing the Web – 0.9%

Q#5: "Means of accessing the Internet for online coursework"

- High-speed/broadband – 94.2%
- Dial-up – 5.8%

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

- Home – 99.1%
- Work – 42.5%
- CSM wireless area – 9.7%
- CSM student computer area – 13.7%
- Friend's or relative's computer – 9.3%
- Public Space (e.g., library) – 22.6%

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

- Instructor reputation – 84.5%
 - Vocational Certificate requirements – 84.3%
 - More comfortable learning in an online environment – 83.4%
 - Improve job skills – 62.5%
 - Personal interest – 56.9%
 - Easier to fit with my work schedule – 53.8%
 - Personal convenience – 52.1%
 - Because of my disability – 33.3%
 - Easier to fit with my class schedule – 29.0%
 - Transfer requirements – 29.0%
 - Physically unable to come to campus – 24.4%
 - Fulfill AA/AS Degree requirements – 16.9%
 - Thought online course would be easier – 13.9%
 - On-campus sections were full – 11.7%
 - Using computer technology to learn – 6.5%
- Note: Percent indicating "Very Important" or "Important" reason

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

- 1-5 miles – 26.3%
- 6-10 miles – 32.5%
- 11-15 miles – 16.2%
- 16-20 miles – 14.6%
- More than 20 miles – 11.4%

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

- A lot more – 21.1%
- A little more – 24.8%
- Same amount of time – 31.7%
- A little less – 15.1%
- A lot less – 7.3%

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

- Very prepared – 37.4%
- Adequately prepared – 41.4%
- Poorly prepared – 11.5%
- I never really thought about it – 9.7%

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

- Yes – 93.4%
- No – 0.9%
- I had no idea of what to expect – 5.7%

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

- Yes – 90.2%
- No – 7.6%
- I had no idea of what to expect – 2.2%

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

- Quality of course materials – 86.9%
- Course documents clearly indicate what the instructor and students expect of each other – 86.6%
- How much I learned -- 86.6%
- Accessibility of course materials – 86.2%
- Learning outcomes clearly explained, addressed in assignments, & measured by assessments – 85.2%
- Obtaining information about online courses via the CSM Website – 84.1%
- User-friendliness-finding and using all course components – 83.1%
- Quality of instruction – 81.8%
- Overall motivation and engagement level throughout the course – 81.5%
- Accessibility of my instructor – 81.5%
- Responsiveness of my instructor – 81.0%
- Amount of interaction with my instructor – 77.9%
- Opportunities to assess my progress in the class – 74.9%
- Quality of discussion to analyze and comprehend course material – 70.5%
- Interaction with other students – 58.2%

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

- Registration – 97.6%
- Library services – 92.1%
- Tutorial services – 81.0%
- Help Desk – 80.4%
- Obtaining textbooks and course materials – 79.6%
- Technical support – 78.0%
- Counseling – 69.7%
- Financial aid – 68.2%

Q#15: "Online Students Method of Communication with Instructors" (Check all that apply. Note: Percent indicating "Often" or "Occasionally")

- Email – 85.5%
- Online discussion board (e.g., Chat)- 46.5%
- In person at mid-term, final, or exam – 41.6%
- Off-line discussion board (e.g., blogs) – 18.1%
- In person during office hours – 12.9%
- Chat room – 11.4%
- Mail – 6.4%
- Videoconferencing – 2.3%

Q# 16: "Were you required to meet on campus?"

- Yes – 73.8%
- No – 26.2%

Q# 16B: "If you were required to meet on campus, how many times per semester?"

- 1 meeting – 17.1%
- 2 meetings – 23.2%
- 3 meetings – 34.1%
- 4 meetings – 15.9%
- 5+ meetings – 9.8%

Q# 17: "If you had required on-campus meetings, how helpful were they?"

- Very helpful – 44.0%
- Somewhat helpful – 30.9%
- Not very helpful – 10.3%
- A waste of time – 14.9%

Q# 18: "How useful was the self-assessment for determining your readiness for online coursework?"

- Very useful – 30.8%
- Useful – 38.3%
- Somewhat useful – 18.3%
- Not at all useful – 12.5%
 - *Note: 47% of respondents did not take the voluntary self-assessment*

Q#19: "Comparison of students' online course experience with comparable on-campus coursework"

	Strongly Agree" Or "Agree"	No Difference
• Online coursework is more academically demanding.....	56.0%	28.2%
• Online coursework requires more time.....	55.7%	22.2%
• Overall, I enjoy online coursework more than on-campus coursework.....	46.5%	25.6%
• I am able to more freely express my opinions online.....	44.1%	31.5%
• I am able to more freely ask questions or get assistance.....	43.2%	27.7%
• Online course expectations are clearer.....	34.6%	41.2%
• Online instruction methods are more conducive to learning.....	30.3%	37.0%
• My academic performance is better online.....	28.9%	41.7%
• Online instruction is more interesting.....	28.0%	31.8%
• Online instruction makes course material easier to understand.....	25.1%	33.6%
• There is more interaction with my online instructor.....	20.6%	18.6%
• There is more interaction with other students.....	17.8%	17.8%

Q# 20: "Would you take another online course at CSM?"

- Yes – 88.4%
- No – 11.6%