

CSM On-Line Students



CSM Online Students: A Survey of Opinions & Practices

Spring 2012

Your responses are strictly confidential and reports on survey results will never identify you as an individual.

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
- Telecourse (Cable/Broadcast)
- Online/Web-based

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

- 1
- 2
- 3
- 4
- 5 or more

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

- Yes
 No

If "YES," at which institution[s]:

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

- CSM class schedule or catalog
 Counselor
 Instructor
 Friend or relative
 Newspaper ad
 Brochure
 Radio ad
 CSM website
 Website other than CSM's
 Internet ad
 Other [please specify]

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

- Broadband/Cable/DSL/Satellite
 3-G/4-G Network (smart phone)
 Hand-held digital device (e.g., IPOD/IPAD, notebook, tablet, etc.)
 Other [please specify]

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

- Home
- Work
- Friend's or relatives' computer
- CSM campus location
- Public wireless area
- Public computer other than CSM (e.g., public library)
- Other [please specify]

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

	Very Important	Important	Somewhat Important	Not Applicable
AA/AS Degree requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vocational Certificate requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve job skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructor reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-campus sections were full	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easier to fit with my <u>class</u> schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easier to fit with my <u>work</u> schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal convenience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Because of my disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thought online would be academically easier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enjoy using computer technology to learn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically unable to come to campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More comfortable learning in an online environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other [please specify]

8. How far is your home from CSM?

- 1-5 miles
- 6-10
- 11-15
- 16-20
- More than 20 miles

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
- A little more
- Same amount of time
- A little less
- A lot less

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

- Very prepared
- Adequately prepared
- Poorly prepared
- I never really thought about it

Please explain:

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

- Yes
- No

Please explain:

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

- Yes
- No

Please explain:

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.)

	Very Satisfied	Satisfied	Somewhat Satisfied	Very Unsatisfied
Quality of instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of course materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of course materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of my instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of interaction with my instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of my instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interaction with other students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User-friendliness—finding and using all course components	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall motivation and engagement level throughout the course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much I learned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Learning outcomes are clearly explained, addressed in assignments, & measured by assessments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of discussion to analyze and comprehend course material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course documents clearly indicate what the instructor and students expect of each other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to assess my progress in the class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining information about online courses via the CSM Distance Learning Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining help if I was having academic difficulty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Very Satisfied	Satisfied	Somewhat Satisfied	Very Unsatisfied	Did Not Use
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining textbooks and course materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutorial services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Very Satisfied	Satisfied	Somewhat Satisfied	Very Unsatisfied	Did Not Use
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining textbooks and course materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutorial services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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):

	Never	Rarely	Occasionally	Often
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference phone call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
List-serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In person during office hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In person at mid-term or final	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videoconferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social network website (e.g., Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other [please specify below]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other [please specify]

17. Were you required to meet on campus?

- Yes
- No

If "YES," how many times a semester?

Select: ▼

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

- Very helpful
- Somewhat helpful
- Not very helpful
- A waste of time

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

- Yes
- No

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

- Very useful
- Useful
- Somewhat useful
- Not at all useful
- I did not take the self-assessment

Please comment:

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:

	Strongly agree	Agree	Disagree	Strongly Disagree	No difference Between Online and On-campus Coursework
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On-line coursework is more academically demanding					
On-line coursework requires more time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-line instruction is more interesting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-line instruction makes course material easier to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-line instruction methods are more conducive to learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My academic performance is better online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to more freely ask questions or get assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to more freely express my opinions online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-line course expectations are clearer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is more interaction with my on-line instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is more interaction with other students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I enjoy on-line coursework more than on-campus coursework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Yes
- No

Please explain:

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

- Yes
- No

24. What is your main educational goal at CSM?

- Transfer to 4-year college/university
- Complete AA/AS Degree requirements without transfer

- Obtain vocational degree or certificate
- Personal enrichment
- Undecided on my educational goal

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

- No
- Yes

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
- Somewhat Satisfied
- Not satisfied

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

- Yes
- No
- I did not need any assistance

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

- Yes
- No
- Not aware of this site

29. If you have ever withdrawn ("W") or dropped a CSM online course, please tell us your primary reasons.

30. Do you have any other suggestions or comments?

Thank you for taking the time to complete the CSM Spring 2012 Online Student Survey
College of San Mateo
Office of Planning, Research, & Institutional Effectiveness