

CSM Online Student Survey

Fall 2017

(n = 114)

1. 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 Important | Total |
|--|----------------|------------|--------------------|---------------|------------|
| Easier to fit with my personal/family obligations | 71.2% (74) | 14.4% (15) | 2.9% (3) | 11.5% (12) | 100% (104) |
| Easier to fit with my work schedule | 67.3% (70) | 17.3% (18) | 5.8% (6) | 9.6% (10) | 100% (104) |
| Easier to fit with my class schedule | 63.8% (67) | 21.0% (22) | 4.8% (5) | 10.5% (11) | 100% (105) |
| Other (please specify below) | 31.1% (14) | 6.7% (3) | 0.0% (0) | 62.2% (28) | 100% (45) |
| Prefer online courses | 30.0% (30) | 23.0% (23) | 20.0% (20) | 27.0% (27) | 100% (100) |
| Instructor reputation | 26.9% (28) | 29.8% (31) | 21.2% (22) | 22.1% (23) | 100% (104) |
| CSM campus is too far away or difficult to come to | 23.8% (24) | 13.9% (14) | 22.8% (23) | 39.6% (40) | 100% (101) |
| On-campus sections were full | 15.8% (16) | 15.8% (16) | 19.8% (20) | 48.5% (49) | 100% (101) |
| Thought online course would be academically easier | 14.1% (14) | 13.1% (13) | 20.2% (20) | 52.5% (52) | 100% (99) |
| My disability makes it difficult to come to campus | 11.1% (11) | 9.1% (9) | 7.1% (7) | 72.7% (72) | 100% (99) |

2. Did you have the computer skills needed to succeed in your online course?

| | Count | Percent |
|-------|-------|---------|
| Yes | 104 | 93.7% |
| No | 7 | 6.3% |
| Total | 111 | 100% |

3. Did you have the system requirements (e.g., software, hardware, and connectivity speed) needed to succeed in your online course?

| | Count | Percent |
|-------|-------|---------|
| Yes | 105 | 95.5% |
| No | 5 | 4.6% |
| Total | 110 | 100% |

4. Comparing your online class with a comparable on-campus course, please indicate the extent to which you agree or disagree with each of the following statements:

| | Agree | Disagree | No difference | Total | Did not take a comparable on-campus course |
|---|------------|------------|---------------|------------|--|
| Online course requires more time | 49.5% (50) | 15.8% (16) | 34.7% (35) | 100% (101) | 6 |
| Overall, I enjoy online course(s) more than on-campus coursework | 46.5% (47) | 21.8% (22) | 31.7% (32) | 100% (101) | 7 |
| I enjoy learning more with online instruction | 44.4% (44) | 24.2% (24) | 31.3% (31) | 100% (99) | 7 |
| Online course is more academically demanding | 43.0% (43) | 12.0% (12) | 45.0% (45) | 100% (100) | 8 |
| My academic performance is better online | 39.2% (40) | 16.7% (17) | 44.1% (45) | 100% (102) | 5 |
| I am able to more freely express my opinions online | 38.8% (40) | 19.4% (20) | 41.7% (43) | 100% (103) | 5 |
| I can more freely ask questions or get assistance in an online course | 31.7% (32) | 34.7% (35) | 33.7% (34) | 100% (101) | 5 |
| Online instruction makes course material easier to understand | 30.6% (30) | 36.7% (36) | 32.7% (32) | 100% (98) | 6 |
| Online course expectations are clearer | 30.4% (31) | 23.5% (24) | 46.1% (47) | 100% (102) | 5 |
| I interact more with my online instructor | 26.3% (26) | 34.3% (34) | 39.4% (39) | 100% (99) | 6 |
| Online instruction is more interesting | 26.3% (26) | 32.3% (32) | 41.4% (41) | 100% (99) | 6 |
| I interact more with other students | 24.0% (24) | 51.0% (51) | 25.0% (25) | 100% (100) | 7 |

5. Please indicate your satisfaction with each of the following aspects of your CSM online course(s) this term:

| | Very Satisfied | Satisfied | Somewhat Satisfied | Not Satisfied | Total |
|--|----------------|------------|--------------------|---------------|------------|
| Instructor availability | 57.4% (62) | 21.3% (23) | 12.0% (13) | 9.3% (10) | 100% (108) |
| Learning outcomes are clearly explained, addressed in assignments, & measured by assessments | 56.1% (60) | 19.6% (21) | 11.2% (12) | 13.1% (14) | 100% (107) |
| Course documents clearly indicate what the instructor and students expect of each other | 53.7% (58) | 24.1% (26) | 13.9% (15) | 8.3% (9) | 100% (108) |
| Feedback on my progress | 52.8% (57) | 20.4% (22) | 16.7% (18) | 10.2% (11) | 100% (108) |
| Quality of course materials | 51.9% (56) | 33.3% (36) | 9.3% (10) | 5.6% (6) | 100% (108) |
| Interaction with my instructor | 47.7% (51) | 28.0% (30) | 11.2% (12) | 13.1% (14) | 100% (107) |
| Getting help if I was having academic difficulty | 46.3% (50) | 27.8% (30) | 13.9% (15) | 12.0% (13) | 100% (108) |
| Finding and using all course components (User-Friendliness) | 45.8% (49) | 29.0% (31) | 17.8% (19) | 7.5% (8) | 100% (107) |
| Quality of instruction | 45.4% (49) | 32.4% (35) | 14.8% (16) | 7.4% (8) | 100% (108) |
| Quality of class discussion | 43.9% (47) | 26.2% (28) | 17.8% (19) | 12.2% (13) | 100% (107) |
| Interaction with other students | 33.3% (36) | 32.4% (35) | 21.3% (23) | 13.0% (14) | 100% (108) |

6. Please indicate how you accessed the following CSM support services:

| | Online | In-Person | Both Online & In-Person | Total | Did Not Use |
|--|------------|------------|-------------------------|-----------|-------------|
| Counseling | 8.2% (5) | 83.6% (51) | 8.2% (5) | 100% (61) | 45 |
| Financial Aid | 31.4% (11) | 45.7% (16) | 22.9% (8) | 100% (35) | 69 |
| Help Desk | 24.2% (8) | 57.6% (19) | 18.2% (6) | 100% (33) | 73 |
| Library services | 23.1% (12) | 57.7% (30) | 19.2% (10) | 100% (52) | 51 |
| Obtaining textbooks and course materials | 50.6% (41) | 14.8% (12) | 34.6% (28) | 100% (81) | 25 |
| Technical support | 69.6% (32) | 15.2% (7) | 15.2% (7) | 100% (46) | 60 |
| Tutorial services | 33.3% (11) | 51.5% (17) | 15.2% (5) | 100% (33) | 73 |

7. Please indicate your satisfaction with each of the online support services that you used:

| | Very Satisfied | Satisfied | Somewhat Satisfied | Very Unsatisfied | Total | Did Not Use | Not Aware Of Availability Online |
|--|----------------|------------|--------------------|------------------|------------|-------------|----------------------------------|
| Registration | 52.0% (52) | 38.0% (38) | 8.0% (8) | 2.0% (2) | 100% (100) | 7 | 1 |
| Library Services | 44.2% (19) | 41.9% (18) | 11.6% (5) | 2.3% (1) | 100% (43) | 47 | 16 |
| Obtaining textbooks and course materials | 42.9% (36) | 33.3% (28) | 19.0% (16) | 4.8% (4) | 100% (84) | 19 | 5 |
| Counseling | 35.4% (17) | 47.9% (23) | 6.3% (3) | 10.4% (5) | 100% (48) | 37 | 22 |
| Technical support | 34.8% (16) | 30.4% (14) | 23.9% (11) | 10.9% (5) | 100% (46) | 46 | 16 |
| Tutorial services | 34.4% (11) | 37.5% (12) | 15.6% (5) | 12.5% (4) | 100% (32) | 57 | 18 |
| Financial aid | 31.0% (13) | 45.2% (19) | 11.9% (5) | 11.9% (5) | 100% (42) | 57 | 8 |
| Help Desk | 21.2% (7) | 57.6% (19) | 9.1% (3) | 12.1% (4) | 100% (33) | 55 | 20 |

8. Overall, were the necessary online student support services available to you to help you succeed?

| | Count | Percent |
|---------------------------|-------|---------|
| Yes | 56 | 81.2% |
| No | 13 | 18.8% |
| Total | 69 | 100% |
| I did not need assistance | 38 | |

9. Were you required to meet on campus?

| | Count | Percent |
|-------|-------|---------|
| Yes | 21 | 19.3% |
| No | 88 | 80.7% |
| Total | 109 | 100% |

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

| | Count | Percent |
|------------------|-------|---------|
| Very helpful | 17 | 30.9% |
| Somewhat helpful | 21 | 38.2% |
| Not very helpful | 8 | 14.6% |
| A waste of time | 9 | 16.4% |
| Total | 55 | 100% |

11. Did you know about CSM's self-assessment tool for determining readiness for online coursework?

| | Count | Percent |
|--------------|--------------|----------------|
| Yes | 62 | 56.9% |
| No | 47 | 43.1% |
| Total | 109 | 100% |

12. If you answered "Yes," how useful was the online self-assessment?

| | Count | Percent |
|---|--------------|----------------|
| Very useful | 12 | 25.0% |
| Useful | 15 | 31.3% |
| Somewhat useful | 11 | 22.9% |
| Not at all useful | 10 | 20.8% |
| Total | 48 | 100% |
| I was aware of the self-assessment but did not use it | 19 | |

13. Would you take another online course at CSM?

| | Count | Percent |
|--------------|--------------|----------------|
| Yes | 96 | 88.1% |
| No | 13 | 11.9% |
| Total | 109 | 100% |

14. What is your main educational goal at CSM?

| | Count | Percent |
|---|--------------|----------------|
| Transfer to 4-year college/university | 59 | 54.6% |
| Complete AA/AS Degree requirements without transfer | 15 | 13.9% |
| Job or career related | 14 | 13.0% |
| Personal enrichment | 10 | 9.3% |
| Obtain vocational degree or certificate | 6 | 5.6% |
| Undecided on my educational goal | 4 | 3.7% |
| Total | 108 | 100% |

15. If you could, would you be interested in pursuing a degree solely online?

| | Count | Percent |
|-------|-------|---------|
| Yes | 69 | 63.9% |
| No | 39 | 36.1% |
| Total | 108 | 100% |

Part II: Additional information

16. Age

| | Count | Percent |
|---------------|-------|---------|
| 19 or younger | 19 | 18.1% |
| 20 - 24 | 25 | 23.8% |
| 25 - 34 | 24 | 22.9% |
| 35 - 49 | 19 | 18.1% |
| 50 or older | 18 | 17.1% |
| Total | 105 | 100% |

17. Gender

| | Count | Percent |
|--------|-------|---------|
| Female | 65 | 61.9% |
| Male | 40 | 38.1% |
| Total | 105 | 100% |

18. Ethnicity

| | Count | Percent |
|------------------|-------|---------|
| African-American | 3 | 2.9% |
| Asian | 23 | 22.3% |
| Filipino | 7 | 6.8% |
| Hispanic | 19 | 18.5% |
| Pacific Islander | 1 | 1.0% |
| White | 38 | 36.9% |
| Multi-Racial | 9 | 8.7% |
| Other | 3 | 2.9% |
| Total | 103 | 100% |

Notes: Survey administered to all students (n = 2,897) enrolled in online coursework, Fall 2017. Survey distributed during the last 3 weeks of the semester with 114 students responding: 3.9% response rate.