

CSM Online Student Survey

Spring 2016

(n = 137)

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 work schedule	70.7% (94)	11.3% (15)	8.3% (11)	9.8% (13)	100% (133)
Easier to fit with my class schedule	66.2% (90)	16.2% (22)	9.6% (13)	8.1% (11)	100% (136)
Easier to fit with my personal/family obligations	58.2% (78)	18.7% (25)	11.9% (16)	11.2% (15)	100% (134)
Instructor reputation	33.6% (45)	29.9% (40)	17.9% (24)	18.7% (25)	100% (134)
Prefer online courses	33.6% (45)	20.1% (27)	22.4% (30)	23.9% (32)	100% (134)
Other (please specify below)	29.2% (21)	12.5% (9)	5.6% (4)	52.8% (38)	100% (72)
On-campus sections were full	28% (37)	14.4% (19)	22% (29)	35.6% (47)	100% (132)
CSM campus is too far away or difficult to come to	25.6% (34)	15.8% (21)	20.3% (27)	38.3% (51)	100% (133)
Thought online course would be academically easier	15.8% (21)	12.8% (17)	23.3% (31)	48.1% (64)	100% (133)
My disability makes it difficult to come to campus	13.6% (18)	8.3% (11)	7.6% (10)	70.5% (93)	100% (132)

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

	Count	Percent
Yes	129	94.2%
No	8	5.8%
Total	137	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	129	94.2%
No	8	5.8%
Total	137	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	47.2% (58)	22% (27)	30.9% (38)	100% (123)	10
I enjoy learning more with online instruction	42.3% (52)	28.5% (35)	29.3% (36)	100% (123)	10
Overall, I enjoy online course(s) more than on-campus coursework	41.9% (52)	28.2% (35)	29.8% (37)	100% (124)	11
Online course expectations are clearer	40.7% (50)	27.6% (34)	31.7% (39)	100% (123)	11
I am able to more freely express my opinions online	38.5% (47)	23.8% (29)	37.7% (46)	100% (122)	10
Online course is more academically demanding	37.8% (45)	15.1% (18)	47.1% (56)	100% (119)	15
I can more freely ask questions or get assistance in an online course	36.4% (44)	33.9% (41)	29.8% (36)	100% (121)	10
My academic performance is better online	34.7% (42)	24.8% (30)	40.5% (49)	100% (121)	10
Online instruction makes course material easier to understand	31.7% (39)	30.1% (37)	38.2% (47)	100% (123)	11
I interact more with my online instructor	24.2% (30)	39.5% (49)	36.3% (45)	100% (124)	11
Online instruction is more interesting	20.8% (25)	35% (42)	44.2% (53)	100% (120)	12
I interact more with other students	20.2% (25)	54.8% (68)	25% (31)	100% (124)	10

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
Course documents clearly indicate what the instructor and students expect of each other	49.6% (66)	32.3% (43)	10.5% (14)	7.5% (10)	100% (133)
Learning outcomes are clearly explained, addressed in assignments, & measured by assessments	49.6% (67)	30.4% (41)	10.4% (14)	9.6% (13)	100% (135)
Instructor availability	48.9% (65)	27.1% (36)	15.8% (21)	8.3% (11)	100% (133)
Feedback on my progress	47% (63)	29.9% (40)	13.4% (18)	9.7% (13)	100% (134)
Quality of instruction	46.3% (63)	29.4% (40)	10.3% (14)	14% (19)	100% (136)
Interaction with my instructor	45.5% (60)	28% (37)	17.4% (23)	9.1% (12)	100% (132)
Quality of course materials	45.2% (61)	31.9% (43)	13.3% (18)	9.6% (13)	100% (135)
Finding and using all course components (User-Friendliness)	44% (59)	34.3% (46)	14.2% (19)	7.5% (10)	100% (134)
Getting help if I was having academic difficulty	43% (58)	30.4% (41)	13.3% (18)	13.3% (18)	100% (135)
Quality of class discussion	29.9% (40)	35.1% (47)	23.1% (31)	11.9% (16)	100% (134)
Interaction with other students	26.9% (36)	33.6% (45)	29.1% (39)	10.4% (14)	100% (134)

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

	Online	In-Person	Both Online & In-Person	Total	Did Not Use
Technical support	56.6% (30)	20.8% (11)	22.6% (12)	100% (53)	80
Obtaining textbooks and course materials	43.5% (47)	19.4% (21)	37% (40)	100% (108)	26
Help Desk	38.8% (19)	40.8% (20)	20.4% (10)	100% (49)	84
Tutorial services	26.9% (14)	55.8% (29)	17.3% (9)	100% (52)	83
Library services	26.2% (17)	44.6% (29)	29.2% (19)	100% (65)	68
Financial Aid	25.4% (15)	33.9% (20)	40.7% (24)	100% (59)	76
Counseling	14.4% (13)	72.2% (65)	13.3% (12)	100% (90)	46

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	50% (64)	35.9% (46)	8.6% (11)	5.5% (7)	100% (128)	7	1
Tutorial services	47.9% (23)	29.2% (14)	16.7% (8)	6.3% (3)	100% (48)	68	18
Help Desk	45.2% (19)	33.3% (14)	16.7% (7)	4.8% (2)	100% (42)	76	16
Counseling	41.5% (27)	29.2% (19)	16.9% (11)	12.3% (8)	100% (65)	48	21
Library Services	41.4% (24)	43.1% (25)	13.8% (8)	1.7% (1)	100% (58)	63	12
Financial aid	37.3% (22)	32.2% (19)	20.3% (12)	10.2% (6)	100% (59)	67	5
Obtaining textbooks and course materials	37.3% (38)	47.1% (48)	13.7% (14)	2% (2)	100% (102)	26	6
Technical support	37% (20)	44.4% (24)	13% (7)	5.6% (3)	100% (54)	68	10

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

	Count	Percent
Yes	71	78.0%
No	20	22.0%
Total	91	100%
I did not need assistance	45	

9. Were you required to meet on campus?

	Count	Percent
Yes	34	25.4%
No	100	74.6%
Total	134	100%

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

	Count	Percent
Very helpful	26	33.8%
Somewhat helpful	29	37.7%
Not very helpful	8	10.4%
A waste of time	14	18.2%
Total	77	100%

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

	Count	Percent
Yes	74	54.4%
No	62	45.6%
Total	136	100%

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

	Count	Percent
Very useful	25	36.2%
Useful	14	20.3%
Somewhat useful	17	24.6%
Not at all useful	13	18.8%
Total	69	100%
I was aware of the self-assessment but did not use it	18	

13. Would you take another online course at CSM?

	Count	Percent
Yes	117	87.3%
No	17	12.7%
Total	134	100%

14. What is your main educational goal at CSM?

	Count	Percent
Transfer to 4-year college/university	74	54.8%
Complete AA/AS Degree requirements without transfer	23	17.0%
Obtain vocational degree or certificate	17	12.6%
Personal enrichment	17	12.6%
Undecided on my educational goal	4	3.0%
Total	135	100%

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

	Count	Percent
Yes	77	57.5%
No	57	42.5%
Total	134	100%

Part II: Additional information

16. Age

	Count	Percent
19 or younger	25	18.5%
20 - 24	42	31.1%
25 - 34	39	28.9%
35 - 49	15	11.1%
50 or older	14	10.4%
Total	135	100%

17. Gender

	Count	Percent
Female	74	55.6%
Male	59	44.4%
Total	133	100%

18. Ethnicity

	Count	Percent
African-American	1	0.8%
Asian	35	26.3%
Filipino	10	7.5%
Hispanic	17	12.8%
Pacific Islander	3	2.3%
White	46	34.6%
Multi-Racial	12	9.0%
Other	9	6.8%
Total	133	100%

Notes: Survey administered to all students (n = 2106) enrolled in online coursework, Spring 2016. Survey distributed during the last 3 weeks of the semester with 137 students responding: 6.5% response rate.