

*CSM Online Students:
A Survey of Student Perceptions
Spring 2012
(n = 148)*



Background:

- At the conclusion of each Spring term, since Spring 2007, CSM has administered a n electronic survey to students enrolled in online coursework. The survey is designed to probe a wide range of online student attitudes and experiences while enrolled in CSM distance education coursework.
- The results presented below are from the Spring 2012 survey administration. Electronic invitations to complete the survey were sent to 1,191 students. 148 completed surveys were submitted, for a response rate of 12.4%.

Key Findings:

- When asked to indicate the primary reasons for enrolling in online coursework, matters of “convenience” are clearly the most significant. (See Table 1) The top 3 reasons selected are
 - Personal convenience - 86.0%
 - Easier to fit with my work schedule - 79.4%
 - Easier to fit with my class schedule - 78.7%
- After convenience, completing degree or transfer requirements were the most significant factors influencing student enrollment decisions: (See Table 1)
 - AA/AS degree requirements - 71.0%
 - Transfer requirements - 66.2%
- Most distance education students live close by CSM. 55% of students live within 10 miles. Only 16% live more than 20 miles from campus. (See Figure 2) Overall, survey respondents’ residence patterns (in terms of miles from campus) roughly approximate the general CSM student population.
- Overall, the vast majority of students were extremely satisfied with virtually all aspects of their academic experience in online coursework. (See Table 2) The top 6 ranked satisfaction items are:
 - Accessibility of course materials - 89.4%
 - Quality of course materials - 86.8%
 - Course documents clearly indicate what the instructor and students expect of each other - 86%
 - Learning outcomes are clearly explained, addressed in assignments, & measured by assessments - 85.9%
 - Opportunities to assess my progress in the class - 85.3%
 - How much I learned - 85.2%
- As expected, the lowest ranked item is “Interaction with other students” – 58.0% At the same time, however, the next lowest ranked item is “Interaction with my instructor ,” where nearly ¾ (73.4%) of respondents indicated satisfaction. (See Table 2)

- Students were also extremely satisfied with the online support services. Overall, 89.8% of respondents indicated that the necessary support services were available to assist them in successfully completing their online coursework. (See Figure 12)
- Individually, the following support services all registered 80% or greater satisfaction levels (See Table 3):
 - Registration - 96.2%
 - Tutorial services - 92%
 - Library Services - 90.5%
 - Help Desk - 86.7%
 - Technical support - 83.9%
 - Financial aid – 80.0%
 - Obtaining textbooks and course materials – 80.0%
- The lowest ranked support service, Counseling, still registered a 72.5% satisfaction level. (See Table 3)
- Nearly $\frac{3}{4}$ (72.9%) of students were not aware of CSM's self-assessment for determining readiness for distance education coursework. (See Figure 5) Similarly, nearly $\frac{2}{3}$ (62.9%) of students were not aware of online resources available in the CSM library to support their online coursework. (See Figure 8)
- Students were asked to compare their CSM online course experiences with comparable on-campus coursework. (See Table 4) With the exception of 2 items, the overwhelming majority students rated their online experience as either "about the same" or superior to their face-to-face classroom experience.
- The 2 dimensions of the online experience rated below that of their face-to-face classroom by the majority of respondents were for (1) interaction with their instructor and (2) interaction with other students. However, 48.9% of respondents still indicated that interaction with their online instructor was greater than or equivalent to their classroom instructors. Similarly, 36.3% of respondents felt there was more interaction with other students in their online coursework than in the face-to-face classroom. (See Table 4)
- The overwhelming positive experiences in CSM online coursework is indicated by survey respondent's answer to the question, "Would you take another online course at CSM?" More than 9 of 10 (93.0%) answered "Yes." (See Figure 7)

CSM Online Students:
A Survey of Student Perceptions (Selected Tables and Charts)
Spring 2012
(n = 148)



Q#3: Enrolled in online course at another college

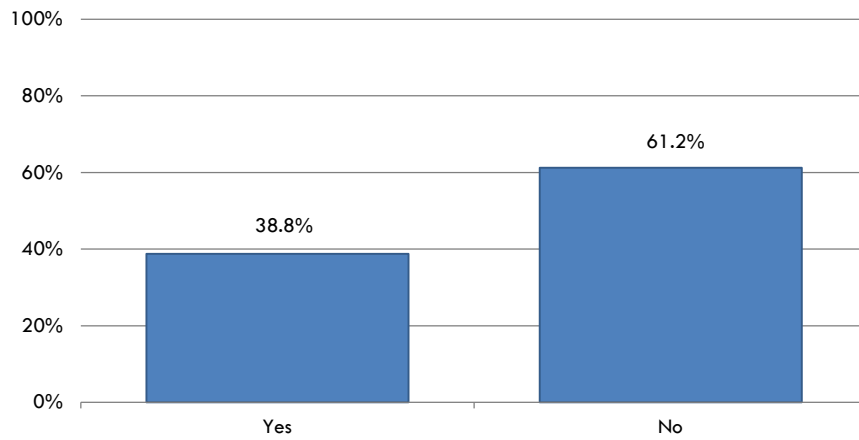


Figure 1

Q#7: Reasons for enrolling in online coursework

	% Responding*
Personal convenience	86.0%
Easier to fit with my work schedule	79.4
Easier to fit with my class schedule	78.7
AA/AS degree requirements	71.0
Transfer requirements	66.2
Personal interest	61.4
Improve job skills	59.8
Enjoy using computer technology to learn	51.9
Vocational Certificate requirements	42.1
Instructor reputation	42.1
More comfortable learning in an online environment	40.9
On-campus sections were full	30.5
Physically unable to come to campus	29.5
Thought online would be academically easier	26.0
Other (please specify below)	17.6
Because of my disability	9.2

* Percent indicating "Very Important" or "Important"
Table 1

Q#8: How far do you live from CSM?

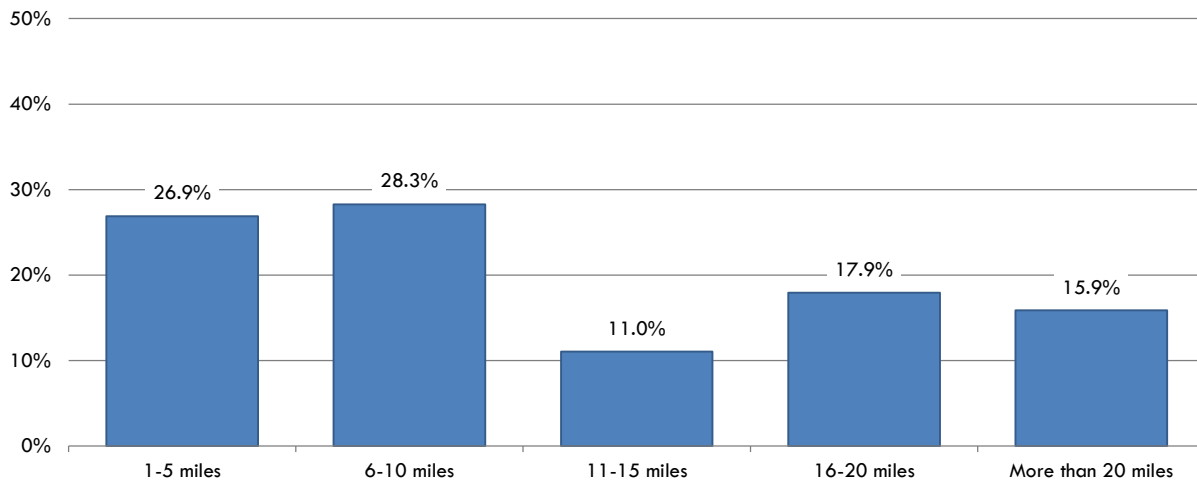


Figure 2

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

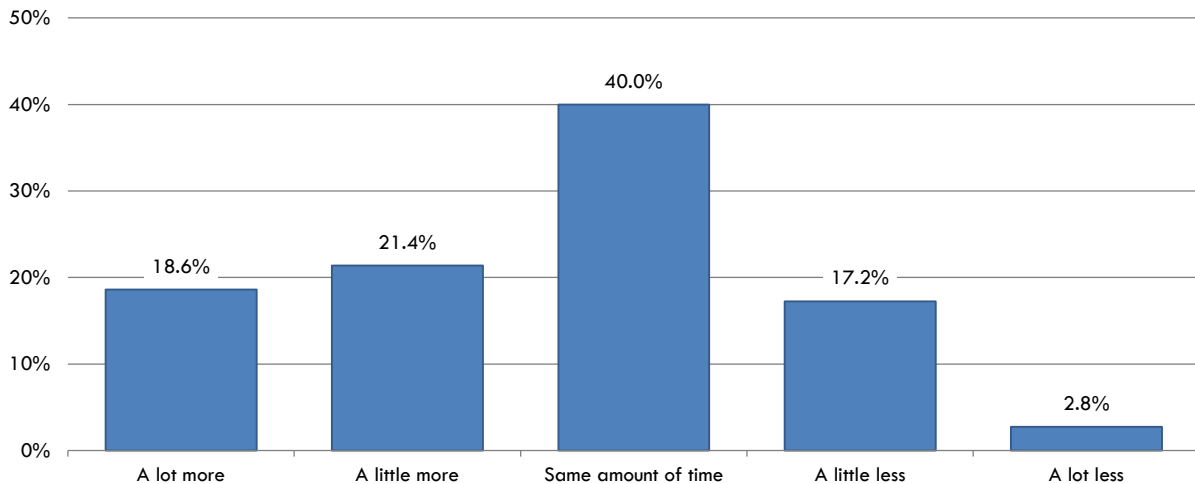


Figure 3

Q#13: Satisfaction with various aspects of CSM online course experience

	% Responding*
Accessibility of course materials	89.4%
Quality of course materials	86.8
Course documents clearly indicate what the instructor and students expect of each other	86.0
Learning outcomes are clearly explained, addressed in assignments, & measured by assessments	85.9
Opportunities to assess my progress in the class	85.3
How much I learned	85.2
User-friendliness—finding and using all course components	81.7
Quality of instruction	80.6
Obtaining help if I was having academic difficulty	80.3
Overall motivation and engagement level throughout the course	79.6
Quality of discussion to analyze and comprehend course material	78.3
Obtaining information about online courses via the CSM Distance Learning Website	77.7
Accessibility of my instructor	77.6
Responsiveness of my instructor	75.5
Amount of interaction with my instructor	73.4
Interaction with other students	58.0

* Percent indicating "Very Satisfied" or "Satisfied"

Table 2

Q#14: Satisfaction with online course support services

	% Responding*
Registration	96.2%
Tutorial services	92.0
Library Services	90.5
Help Desk	86.7
Technical support	83.9
Financial aid	80.0
Obtaining textbooks and course materials	80.0
Counseling	72.5

* Percent indicating "Very Satisfied" or "Satisfied"
Table 3

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

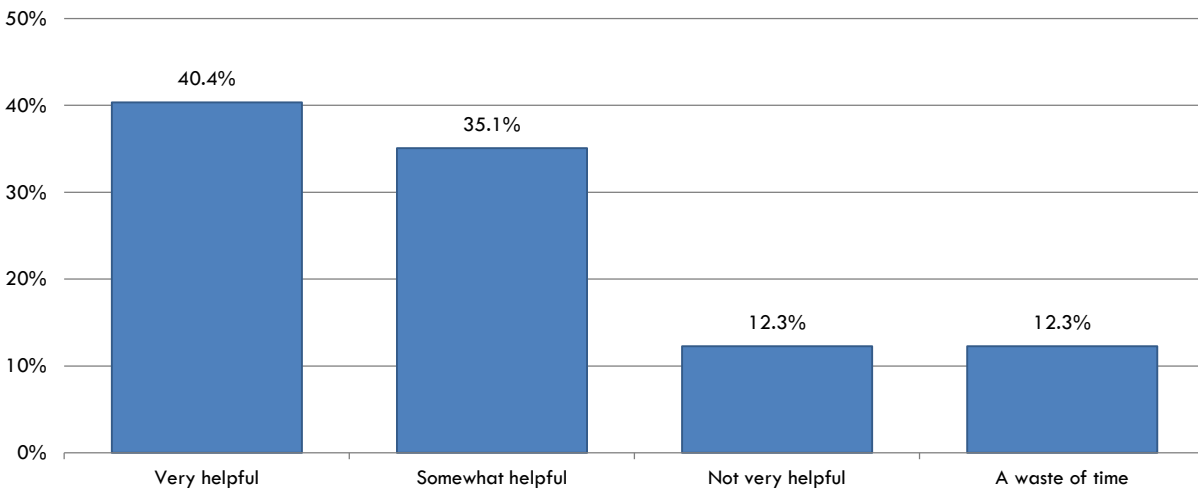


Figure 4

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

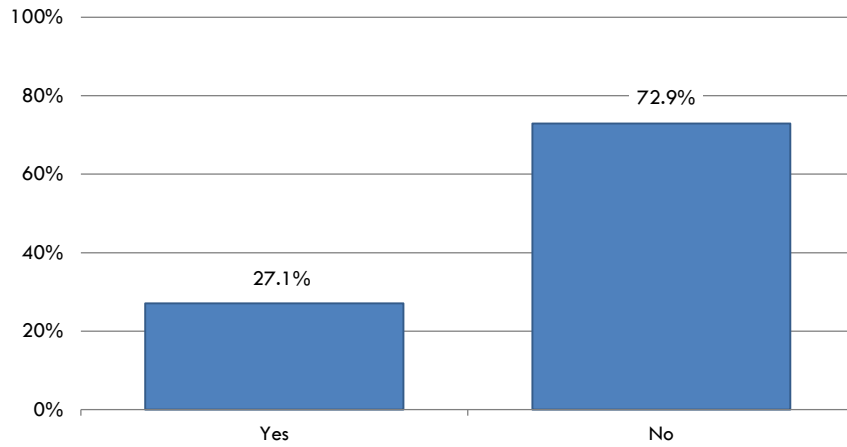


Figure 5

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

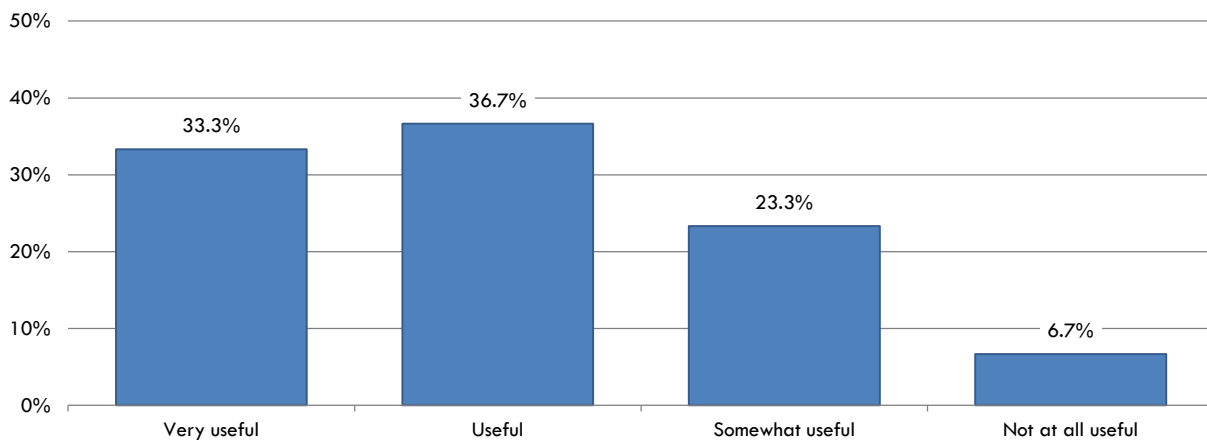


Figure 6

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

	% Responding	
	"Strongly Agree" or "Agree"	"No Difference"
Online coursework requires more time	62.4%	19.1
Online coursework is more academically demanding	53.2	27.0
Overall, I enjoy online coursework more than on-campus coursework	52.9	17.4
I am able to more freely express my opinions online	47.5	28.8
I am able to more freely ask questions or get assistance	44.6	23.7
Online course expectations are clearer	42.9	32.1
Online instruction makes course material easier to understand	41.1	27.0
Online instruction methods are more conducive to learning	40.3	28.1
My academic performance is better online	38.8	30.9
Online instruction is more interesting	36.7	28.1
There is more interaction with my online instructor	32.4	16.5
There is more interaction with other students	22.5	13.8

Table 4

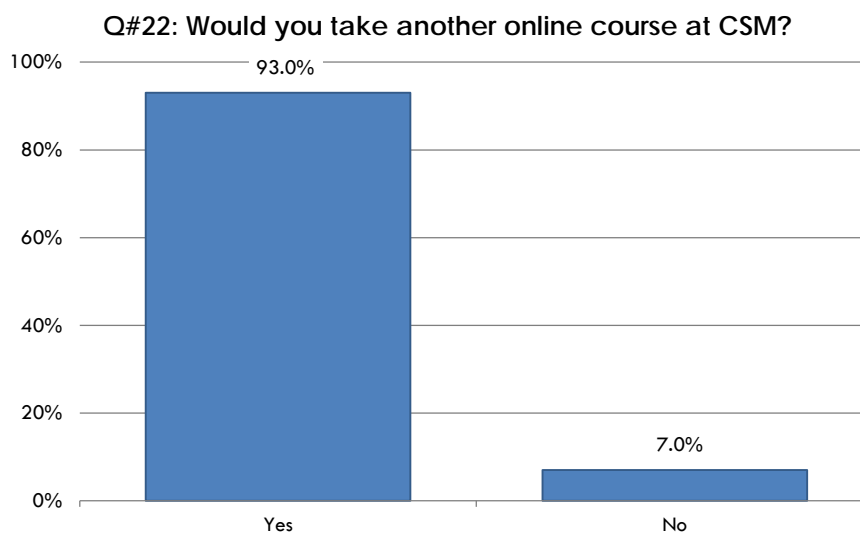


Figure 7

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

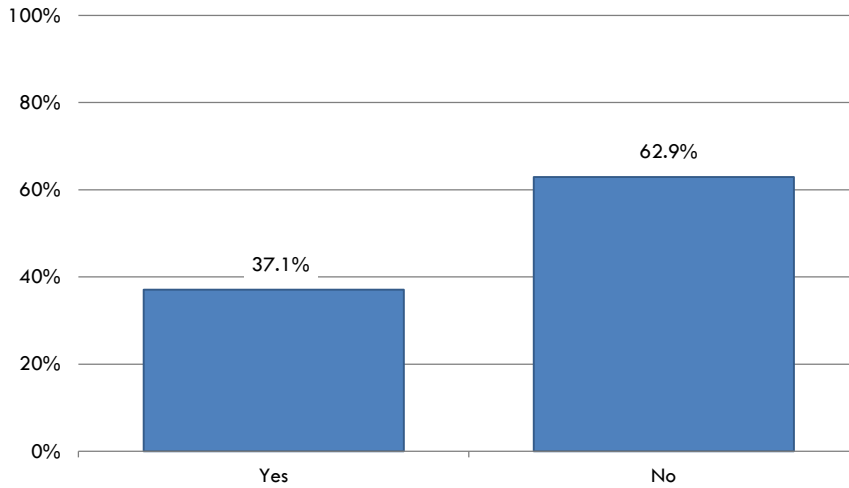


Figure 8

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

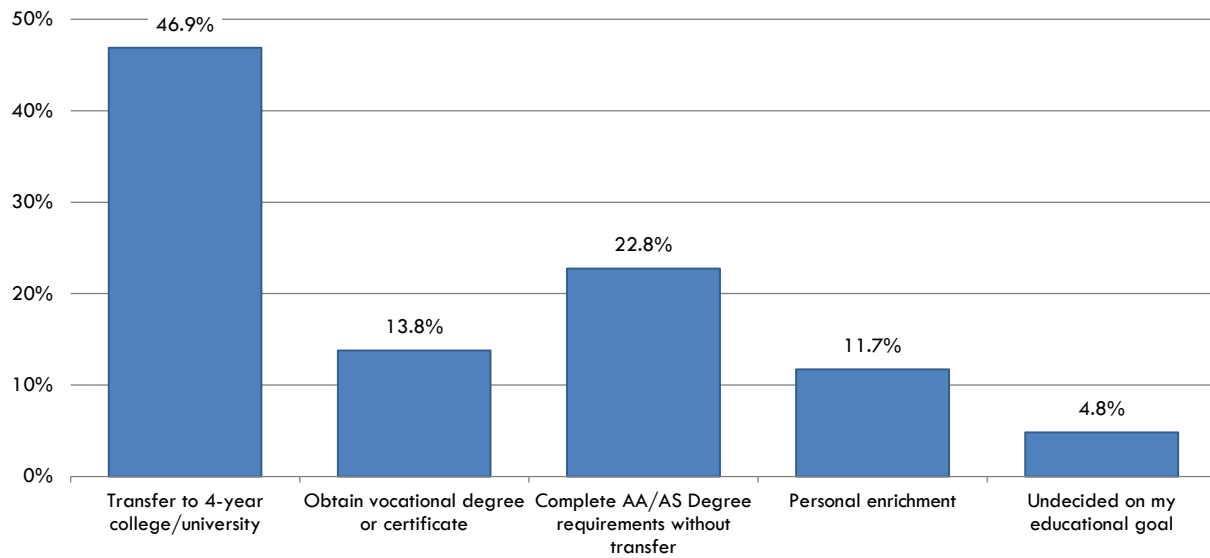


Figure 9

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)?

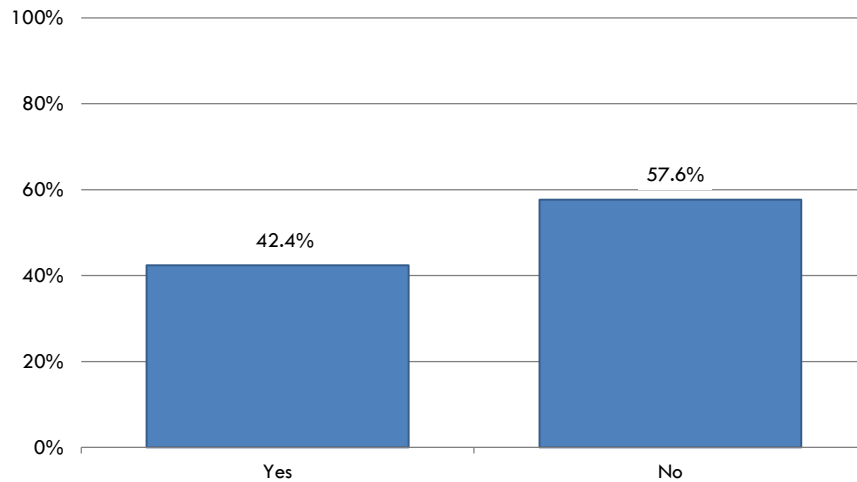


Figure 10

Q#26: If you answered "Yes" (above), how satisfied are you with CSM's distance education course offerings in terms of meeting your objective?

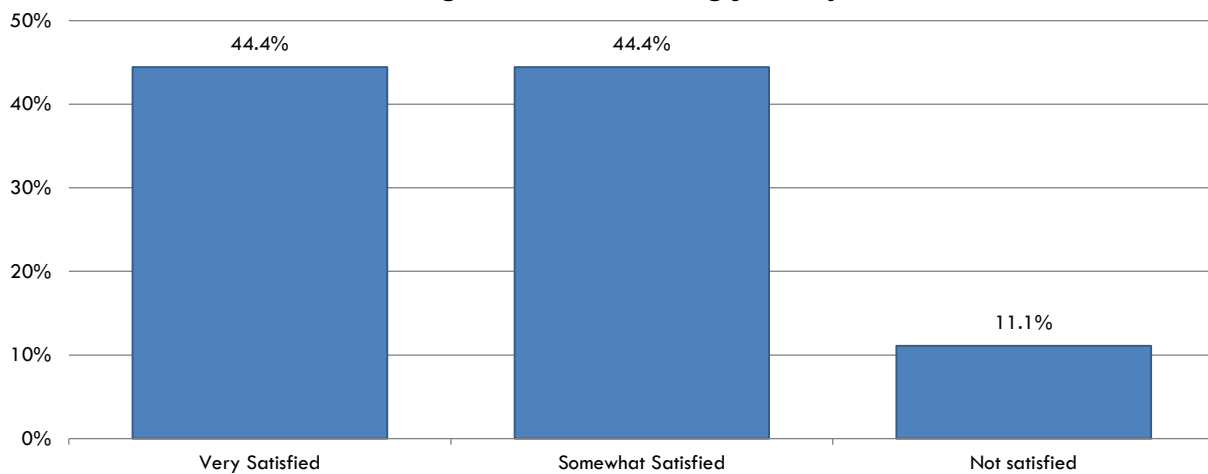


Figure 11

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

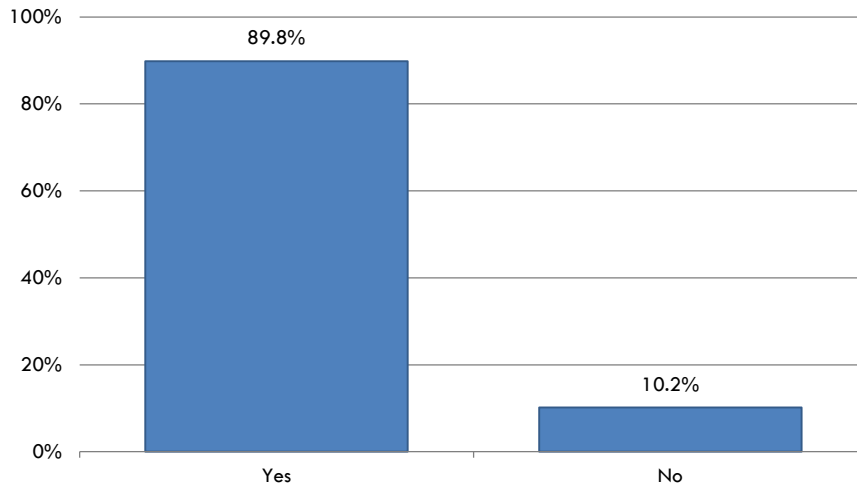


Figure 12

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

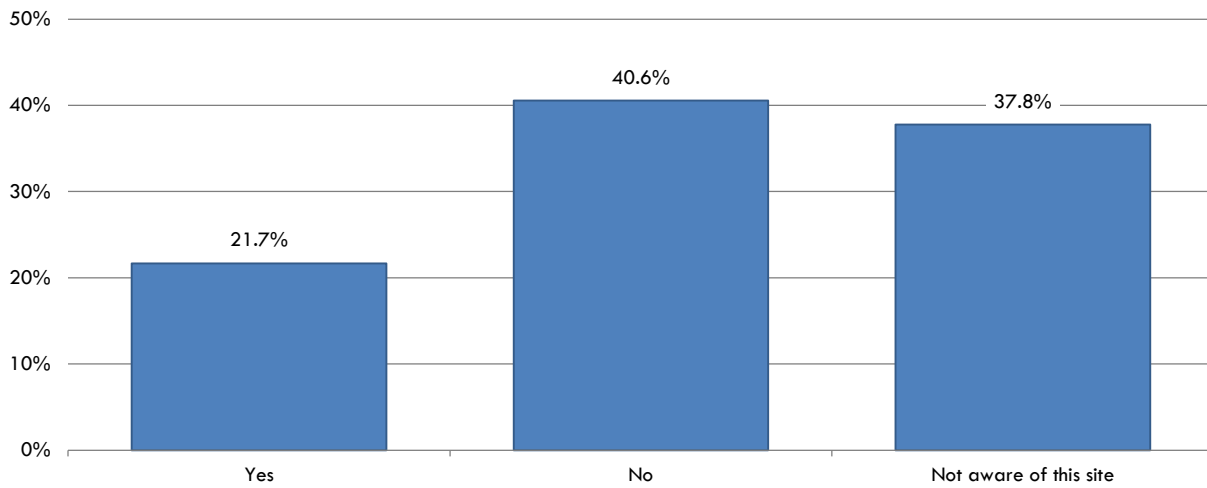


Figure 13