

CSM Online Student Survey: Spring 2011
(n = 327)

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 - 59.6%
- Telecourse (Cable/Broadcast) - 49.5%
- Online/Web-based - 70.6%

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

- 43.5% of students had enrolled in 1 online course
- 18.5% of students had enrolled in 2 online courses
- 13.3% of students had enrolled in 3 online courses
- 7.1% of students had enrolled in 4 online courses
- 17.6% of students had enrolled in 5 or more online courses

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

- Yes - 30.6%
- No - 69.4%

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

- Catalog or Schedule - 75.5%
- CSM website - 8%
- Relative/Friend - 10.1%
- Counselor/Instructor - 6.4%

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

- Dial-up - 26%
- Satellite - 22.6%
- Broadband/Cable/DSL - 11%
- 3-G Network - 13.5%
- Hand-held digital device (e.g., PDA, IPOD, smart phone, etc.) - 29.7%
- other - 19.3%

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

- Public Space (e.g., library) - 100%
- Home - 23.9%
- CSM wireless area - 19%
- Work - 27.2%
- Friend's or relative's computer - 24.2%
- CSM student computer area - 43.7%

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

- Personal convenience - 85.8%
- Easier to fit with my work schedule - 79.9%
- Easier to fit with my class schedule - 71.1%
- Personal interest - 64.8%
- Transfer requirements - 62.9%
- AA/AS Degree requirements - 59.6%
- Improve job skills - 58.8%
- Enjoy using computer technology to learn - 47.9%
- More comfortable learning in an online environment - 41.5%
- Instructor reputation - 40.7%
- Vocational Certificate requirements - 34.4%
- On-campus sections were full - 29.7%
- Thought online would be academically easier - 22.5%
- Physically unable to come to campus - 19.9%
- Other (please specify below) - 19.5%
- Because of my disability - 11.1%

8. How far is your home from CSM?

- 1-5 miles - 23.5%
- 6-10 - 33.9%
- 11-15 - 18%
- 16-20 - 12.2%
- More than 20 miles - 12.2%

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 - 19.6%
- A little more - 21.5%
- Same amount of time - 35.5%
- A little less - 17.1%
- A lot less - 6.2%

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

- Very prepared - 41.7%
- Adequately prepared - 42.9%
- Poorly prepared - 8%
- I never really thought about it - 7.4%

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

- Yes - 96.9%
- No - 3.1%

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

- Yes - 94.5%
- No - 5.5%

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.)_

- Accessibility of course materials - 89.4%
- Quality of course materials - 82.8%
- User-friendliness—finding and using all course components - 81.6%
- Course documents clearly indicate what the instructor and students expect of each other - 80.7%
- Learning outcomes are clearly explained, addressed in assignments, & measured by assessments - 79.5%
- How much I learned - 79.2%
- Obtaining information about online courses via the CSM Distance Learning Website - 77.6%
- Quality of instruction - 77.5%
- Accessibility of my instructor - 76.7%
- Responsiveness of my instructor - 74.8%
- Opportunities to assess my progress in the class - 74.5%
- Overall motivation and engagement level throughout the course - 73.3%
- Obtaining help if I was having academic difficulty - 73%
- Quality of discussion to analyze and comprehend course material - 70.5%
- Amount of interaction with my instructor - 70.3%
- Interaction with other students - 63.7%

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

- Registration - 89.5%
- Obtaining textbooks and course materials - 67.7%
- Counseling - 40.2%
- Library Services - 36.4%
- Technical support - 36.2%
- Financial aid - 33%
- Help Desk - 27.8%
- Tutorial services - 26.8%

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

- Obtaining textbooks and course materials - 56.7%
- Registration - 55.3%
- Counseling - 47.9%
- Library Services - 40.4%
- Financial aid - 34.4%
- Help Desk - 29.9%
- Technical support - 28.3%
- Tutorial services - 28%

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):

- E-mail - 85.2%
- In person at mid-term or final - 24.2%
- In person during office hours - 19.1%
- Blogs - 13.1%
- List-serve - 10.4%
- Other [please specify below] - 10%
- Chat - 9.9%
- Phone - 9.2%
- Mail - 6.7%
- Videoconferencing - 5.1%
- Conference phone call - 4.5%
- Social network website (e.g., Facebook) - 3.2%
- Fax - 2.5%

17. Were you required to meet on campus?

- Yes - 50.2%
- No - 49.8%

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

- Very helpful - 36.2%
- Somewhat helpful - 37.2%
- Not very helpful - 13%
- A waste of time - 13.5%

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

- Yes - 34.4%
- No - 65.6%

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

- Very useful - 19.1%
- Useful - 17.8%
- Somewhat useful - 15.3%
- Not at all useful - 7%
- I did not take the self-assessment - 40.8%

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:

	% Responding	
	% "Strongly Agree" or "Agree"	% "No Difference"
On-line coursework requires more time	57.0%	22.3%
On-line coursework is more academically demanding	54.0%	26.3%
I am able to more freely express my opinions online	52.1%	21.9%
Overall, I enjoy on-line coursework more than on-campus coursework	47.0%	20.4%
I am able to more freely ask questions or get assistance	43.6%	21.3%
On-line course expectations are clearer	43.6%	30.8%
My academic performance is better online	38.5%	30.4%
On-line instruction methods are more conducive to learning	34.7%	27.3%
On-line instruction is more interesting	32.7%	24.7%
On-line instruction makes course material easier to understand	31.3%	22.0%
There is more interaction with my on-line instructor	28.7%	20.4%
There is more interaction with other students	24.2%	13.5%

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

- Yes - 84.1%
- No - 15.9%

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

- Yes - 43.3%
- No - 56.7%

24. What is your main educational goal at CSM?

- Transfer to 4-year college/university - 53.6%
- Obtain vocational degree or certificate - 12.5%
- Complete AA/AS Degree requirements without transfer - 15.3%
- Personal enrichment - 14.6%
- Undecided on my educational goal - 4%

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

- Yes - 36.9%
- No - 63.1%

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 - 41.9%
- Somewhat Satisfied - 44.9%
- Not satisfied - 13.2%

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

- Yes - 39.9%
- No - 8.5%
- I did not need any assistance - 51.6%

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

- Yes - 27.8%
- No - 33.1%
- Not aware of this site - 39.1%