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:

<table>
<thead>
<tr>
<th>Statement</th>
<th>% Responding</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-line coursework requires more time</td>
<td>57.0%</td>
</tr>
<tr>
<td>On-line coursework is more academically demanding</td>
<td>54.0%</td>
</tr>
<tr>
<td>I am able to more freely express my opinions online</td>
<td>52.1%</td>
</tr>
<tr>
<td>Overall, I enjoy on-line coursework more than on-campus coursework</td>
<td>47.0%</td>
</tr>
<tr>
<td>I am able to more freely ask questions or get assistance</td>
<td>43.6%</td>
</tr>
<tr>
<td>On-line course expectations are clearer</td>
<td>43.6%</td>
</tr>
<tr>
<td>My academic performance is better online</td>
<td>38.5%</td>
</tr>
<tr>
<td>On-line instruction methods are more conducive to learning</td>
<td>34.7%</td>
</tr>
<tr>
<td>On-line instruction is more interesting</td>
<td>32.7%</td>
</tr>
<tr>
<td>On-line instruction makes course material easier to understand</td>
<td>31.3%</td>
</tr>
<tr>
<td>There is more interaction with my on-line instructor</td>
<td>28.7%</td>
</tr>
<tr>
<td>There is more interaction with other students</td>
<td>24.2%</td>
</tr>
<tr>
<td>% &quot;Strongly Agree&quot; or &quot;Agree&quot;</td>
<td>% &quot;No Difference&quot;</td>
</tr>
<tr>
<td>22. If possible, would you take another online course at CSM?</td>
<td></td>
</tr>
<tr>
<td>• Yes - 84.1%</td>
<td></td>
</tr>
<tr>
<td>• No - 15.9%</td>
<td></td>
</tr>
<tr>
<td>23. Are you aware of the online resources available at the CSM Library to support your online course?</td>
<td></td>
</tr>
<tr>
<td>• Yes - 43.3%</td>
<td></td>
</tr>
<tr>
<td>• No - 56.7%</td>
<td></td>
</tr>
<tr>
<td>24. What is your main educational goal at CSM?</td>
<td></td>
</tr>
<tr>
<td>• Transfer to 4-year college/university - 53.6%</td>
<td></td>
</tr>
<tr>
<td>• Obtain vocational degree or certificate - 12.5%</td>
<td></td>
</tr>
<tr>
<td>• Complete AA/AS Degree requirements without transfer - 15.3%</td>
<td></td>
</tr>
<tr>
<td>• Personal enrichment - 14.6%</td>
<td></td>
</tr>
<tr>
<td>• Undecided on my educational goal - 4%</td>
<td></td>
</tr>
<tr>
<td>25. Are interested in pursuing a degree or program of study solely or primarily through distance education coursework (i.e., online and/or telecourses)?</td>
<td></td>
</tr>
<tr>
<td>• Yes - 36.9%</td>
<td></td>
</tr>
<tr>
<td>• No - 63.1%</td>
<td></td>
</tr>
<tr>
<td>26. If you answered “Yes” (above), how satisfied are you with CSM’s distance education course offerings in terms of meeting your objective?</td>
<td></td>
</tr>
<tr>
<td>• Very Satisfied - 41.9%</td>
<td></td>
</tr>
<tr>
<td>• Somewhat Satisfied - 44.9%</td>
<td></td>
</tr>
<tr>
<td>• Not satisfied - 13.2%</td>
<td></td>
</tr>
</tbody>
</table>
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%