

**CSM Online Students:**  
**A Survey of Students Who Withdraw**  
**Fall 2013**  
**(n = 153)**



**1. Why are you dropping your online course at CSM? (Please check all that apply)**

	<b>Count</b>	<b>Percent</b>
Academic difficulty	33	21.6
Do not have current/appropriate version of software	33	21.6
Difficulty accessing the Internet for my online coursework	31	20.3
Coursework not accessible to students with disabilities	30	19.6
Do not have access to support services	26	17.0
Do not have appropriate study environment	26	17.0
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	26	17.0
Other	25	16.3
Unable to attend required on-campus exams or meetings	25	16.3
Lack of interaction with instructor	23	15.0
Did not have the necessary computer skills	19	12.4
Course was more work than I expected	17	11.1
Got behind in the course	16	10.5
Lack of interaction with classmates	14	9.2
Course did not live up to my expectations	13	8.5

**2. Are you dropping ALL of your CSM coursework this semester OR only this online course?**

	<b>Count</b>	<b>Percent</b>
Dropping this online course only	118	78.7
Dropping more than one course	16	10.7
Dropping ALL of my courses	16	10.7
<b>Total</b>	<b>150</b>	<b>100</b>

3. Is this your first online course taken at CSM?

	Count	Percent
Yes	79	52.3
No	72	47.7
<b>Total</b>	<b>151</b>	<b>100</b>

4. Did you visit the Distance Education website prior to enrolling in the online course you are dropping?

	Count	Percent
Yes	54	36.2
No	95	63.8
<b>Total</b>	<b>149</b>	<b>100</b>

5. Were you aware of CSM's self-assessment tool for determining the readiness for online coursework?

	Count	Percent
Yes	73	48.7
No	77	51.3
<b>Total</b>	<b>150</b>	<b>100</b>

6. If "Yes," how useful was the self-assessment?

	Count	Percent
Very useful	28	34.6
Somewhat useful	38	46.9
Not useful	15	18.5
<b>Total</b>	<b>81</b>	<b>100</b>

7. Would you take another online course at CSM?

	Count	Percent
Yes	115	77.2
No	34	22.8
<b>Total</b>	<b>149</b>	<b>100</b>

**8. Please indicate reasons that you take online courses at CSM. (Please check all that apply)**

	Count	Percent
Because of my disability	49	32.0
More comfortable learning in an online environment	41	26.8
Other	41	26.8
Unable to come to campus	41	26.8
Thought online course would be easier	40	26.1
Easier to fit with my work or class schedule	36	23.5
Class offered in online mode only	33	21.6
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	33	21.6
Personal interest	33	21.6
Improve job skills	32	20.9
On-campus sections were full	25	16.3

**9. If you were required to meet on campus, did this cause a problem for you?**

	Count	Percent
Yes	28	50.0
No	28	50.0
<b>Total</b>	<b>56</b>	<b>100</b>
Not required to meet on campus	91	

**10. Did you use any of the following CSM support services prior to dropping your online course? (Please check all that apply)**

	Count	Percent
Counseling	13	8.5
Tutorial and academic support services	13	8.5
Technical support	12	7.8
Financial Aid	11	7.2
Library services	10	6.5
Technology Help Desk	9	5.9

11. Did you accurately anticipate the amount of time required for this online course?

	Count	Percent
Yes	89	60.5
No	58	39.5
<b>Total</b>	147	100

Part II: Additional information

12. Age

	Count	Percent
19 or younger	29	20.0
20-24 years	28	19.3
25-34 years	32	22.1
35-49 years	38	26.2
50 or older	18	12.4
<b>Total</b>	145	100

13. Gender

	Count	Percent
<b>Female</b>	94	64.8
<b>Male</b>	51	35.2
<b>Total</b>	145	100

14. Ethnicity

	Count	Percent
African-American	5	3.5
American Indian	1	0.7
Asian	25	17.4
Filipino	3	2.1
Hispanic	20	13.9
Pacific Islander	4	2.8
White	65	45.1
Multi-Racial	10	6.9
Other	11	7.6
<b>Total</b>	144	100

15. Is this your first semester enrolled in any college (CSM or elsewhere)?

	Count	Percent
Yes	14	9.5
No	133	90.5
<b>Total</b>	147	100