

CSM Online Students:
A Survey of Students Who Withdraw
Fall 2014
(n = 90)



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

	Count	Percent
Difficulty accessing the Internet for my online coursework	21	23.3
Unable to attend required on-campus exams or meetings	20	22.2
Do not have appropriate study environment	16	17.8
Other	16	17.8
Coursework not accessible to students with disabilities	15	16.7
Did not have the necessary computer skills	14	15.6
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	14	15.6
Course did not live up to my expectations	13	14.4
Do not have access to support services	13	14.4
Got behind in the course	13	14.4
Academic difficulty	12	13.3
Do not have current/appropriate version of software	12	13.3
Lack of interaction with instructor	10	11.1
Course was more work than I expected	6	6.7
Lack of interaction with classmates	5	5.6

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

	Count	Percent
Dropping this online course only	73	81.1
Dropping more than one course	7	7.8
Dropping ALL of my courses	10	11.1
Total	90	100

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

	Count	Percent
Yes	35	39.3
No	54	60.7
Total	89	100

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

	Count	Percent
Yes	35	39.3
No	54	60.7
Total	89	100

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

	Count	Percent
Yes	53	58.9
No	37	41.1
Total	90	100

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

	Count	Percent
Very useful	17	28.8
Somewhat useful	28	47.5
Not useful	14	23.7
Total	59	100

7. Would you take another online course at CSM?

	Count	Percent
Yes	72	80.9
No	17	19.1
Total	89	100

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

	Count	Percent
Other	35	38.9
Thought online course would be easier	29	32.2
More comfortable learning in an online environment	24	26.7
Because of my disability	23	25.6
Improve job skills	23	25.6
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	20	22.2
Unable to come to campus	20	22.2
Easier to fit with my work or class schedule	18	20.0
Personal interest	18	20.0
On-campus sections were full	17	18.9
Class offered in online mode only	13	14.4

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

	Count	Percent
Yes	11	42.3
No	15	57.7
Total	26	100
Not required to meet on campus	62	

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

	Count	Percent
Technology Help Desk	15	16.7
Counseling	9	10.0
Financial Aid	8	8.9
Library services	8	8.9
Tutorial and academic support services	6	6.7
Technical support	4	4.4

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

	Count	Percent
Yes	58	65.9
No	30	34.1
Total	88	100

Part II: Additional information

12. Age

	Count	Percent
19 or younger	13	16.0
20-24 years	23	28.4
25-34 years	26	32.1
35-49 years	13	16.0
50 or older	6	7.4
Total	81	100

13. Gender

	Count	Percent
Female	56	66.7
Male	28	33.3
Total	84	100

14. Ethnicity

	Count	Percent
African-American	5	5.8
American Indian	1	1.2
Asian	15	17.4
Filipino	2	2.3
Hispanic	21	24.4
Pacific Islander	1	1.2
White	25	29.1
Multi-Racial	11	12.8
Other	5	5.8
Total	86	100

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

	Count	Percent
Yes	9	10.0
No	81	90.0
Total	90	100