

## CSM Online Students: A Survey of Students Who Withdraw Fall 2015 (n = 72)

### Survey Background:

- A sub-committee comprised of members of the Distance Education Committee and Integrated Planning Committee developed a survey designed to probe students' reasons for withdrawing from online coursework.
- The survey was launched Spring 2012 and is administered to students each semester since that time. The results presented below include responses from students withdrawing during the Fall 2015 term.
- All students who utilize WebSMART to withdraw from courses are immediately invited to participate in a survey indicating their reasons for withdrawal. Survey participation is voluntary.
- Only students withdrawing during the official withdrawal period, where a 'W' grade is recorded on the student's academic record, are surveyed.

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

	Count	Percent
Coursework not accessible to students with disabilities	15	20.8
Do not have appropriate study environment	13	18.1
Other	13	18.1
Course was more work than I expected	12	16.7
Academic difficulty	11	15.3
Did not have the necessary computer skills	11	15.3
Difficulty accessing the Internet for my online coursework	11	15.3
Lack of interaction with instructor	11	15.3
Unable to attend required on-campus exams or meetings	10	13.9
Do not have access to support services	9	12.5
Course did not live up to my expectations	8	11.1
Do not have current/appropriate version of software	8	11.1
Got behind in the course	4	5.6
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	3	4.2
Lack of interaction with classmates	2	2.8

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

	Count	Percent
Dropping this online course only	55	76.4
Dropping more than one course	5	6.9
Dropping ALL of my courses	12	16.7
<b>Total</b>	72	100

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

	Count	Percent
Yes	22	30.6
No	50	69.4
<b>Total</b>	72	100

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

	Count	Percent
Yes	36	50.0
No	36	50.0
<b>Total</b>	72	100

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

	Count	Percent
Yes	48	67.6
No	23	32.4
<b>Total</b>	71	100

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

	Count	Percent
Very useful	14	27.5
Somewhat useful	31	60.8
Not useful	6	11.8
<b>Total</b>	51	100

7. Would you take another online course at CSM?

	Count	Percent
Yes	57	81.4
No	13	18.6
<b>Total</b>	70	100

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

	Count	Percent
More comfortable learning in an online environment	23	31.9
Easier to fit with my work or class schedule	22	30.6
Unable to come to campus	21	29.2
Thought online course would be easier	20	27.8
Other	19	26.4
Because of my disability	17	23.6
Personal interest	17	23.6
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	15	20.8
Class offered in online mode only	13	18.1
On-campus sections were full	12	16.7
Improve job skills	10	13.9

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

	Count	Percent
Yes	6	20.0
No	24	80.0
<b>Total</b>	<b>30</b>	<b>100</b>
Not required to meet on campus	42	

**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	7	9.7
Library services	6	8.3
Financial Aid	5	6.9
Technical support	5	6.9
Counseling	4	5.6
Tutorial and academic support services	4	5.6

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

	Count	Percent
Yes	47	69.1
No	21	30.9
<b>Total</b>	<b>68</b>	<b>100</b>

Part II: Additional information

12. Age

	Count	Percent
19 or younger	13	18.8
20-24 years	20	29.0
25-34 years	17	24.6
35-49 years	16	23.2
50 or older	3	4.3
<b>Total</b>	<b>69</b>	<b>100</b>

13. Gender

	Count	Percent
Female	39	54.9
Male	32	45.1
<b>Total</b>	<b>71</b>	<b>100</b>

14. Ethnicity

	Count	Percent
African-American	1	1.4
Asian	18	26.1
Filipino	5	7.2
Hispanic	8	11.6
Pacific Islander	2	2.9
White	21	30.4
Multi-Racial	8	11.6
Other	6	8.7
<b>Total</b>	<b>69</b>	<b>100</b>

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

	Count	Percent
Yes	6	8.5
No	65	91.5
<b>Total</b>	71	100