

**CSM Online Students:
A Survey of Students Who Withdraw
Spring 2012 – Fall 2012
(n = 197)**



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	49	24.9
Unable to attend required on-campus exams or meetings	37	18.8
Do not have appropriate study environment	32	16.2
Coursework not accessible to students with disabilities	30	15.2
Did not have the necessary computer skills	27	13.7
Lack of interaction with classmates	27	13.7
Academic difficulty	26	13.2
Do not have access to support services	25	12.7
Do not have current/appropriate version of software	25	12.7
Other	23	11.7
Course was more work than I expected	16	8.1
Got behind in the course	16	8.1
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	16	8.1
Lack of interaction with instructor	16	8.1
Course did not live up to my expectations	12	6.1

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

	Count	Percent
Dropping this online course only	149	76.0
Dropping more than one course	18	9.2
Dropping ALL of my courses	29	14.8
Total	196	100

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

	Count	Percent
Yes	81	41.5
No	114	58.5
Total	195	100

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

	Count	Percent
Yes	84	43.5
No	109	56.5
Total	193	100

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

	Count	Percent
Yes	103	53.1
No	91	46.9
Total	194	100

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

	Count	Percent
Very useful	36	30.0
Somewhat useful	57	47.5
Not useful	27	22.5
Total	120	100

7. Would you take another online course at CSM?

	Count	Percent
Yes	152	80.9
No	36	19.1
Total	188	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	67	34.0
Unable to come to campus	64	32.5
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	59	29.9
Though online course would be easier	55	27.9
Because of my disability	51	25.9
Easier to fit with my work or class schedule	48	24.4
Other	42	21.3
On-campus sections were full	41	20.8
Class offered in online mode only	33	16.8
Personal interest	33	16.8
Improve job skills	31	15.7

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

	Count	Percent
Yes	47	47.5
No	52	52.5
Total	99	100
Not required to meet on campus	88	

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	36	18.3
Technical support	16	10.3
Financial Aid	15	9.7
Technology Help Desk	13	8.4
Library services	10	6.5
Tutorial and academic support services	5	3.2

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

	Count	Percent
Yes	113	60.4
No	74	39.6
Total	187	100

Part II: Additional information

12. Age

	Count	Percent
19 or younger Total	33	18.1
20-24 years Total	35	19.2
25-34 years Total	49	26.9
35-49 years Total	34	18.7
50 or older Total	31	17.0
Total	182	100

13. Gender

	Count	Percent
Female	129	69.4
Male	57	30.6
Total	186	100

14. Ethnicity

	Count	Percent
African-American	8	4.4
Asian	35	19.2
Filipino	10	5.5
Hispanic	29	15.9
Pacific Islander	6	3.3
White	64	35.2
Multi-Racial	16	8.8
Other	14	7.7
Total	182	100

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

	Count	Percent
Yes	14	7.3
No	178	92.7
Total	192	100