

CSM Online Students:
A Survey of Students Who Withdraw
Spring 2012 – Fall 2013
(n = 526)



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	124	23.6
Unable to attend required on-campus exams or meetings	90	17.1
Coursework not accessible to students with disabilities	90	17.1
Do not have appropriate study environment	89	16.9
Academic difficulty	86	16.3
Do not have current/appropriate version of software	85	16.2
Other	76	14.4
Do not have access to support services	72	13.7
Did not have the necessary computer skills	67	12.7
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	67	12.7
Lack of interaction with instructor	65	12.4
Lack of interaction with classmates	55	10.5
Course was more work than I expected	49	9.3
Got behind in the course	46	8.7
Course did not live up to my expectations	43	8.2

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

	Count	Percent
Dropping this online course only	405	78.0
Dropping more than one course	49	9.4
Dropping ALL of my courses	65	12.5
Total	519	100

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

	Count	Percent
Yes	236	45.4
No	284	54.6
Total	520	100

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

	Count	Percent
Yes	204	39.5
No	312	60.5
Total	516	100

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

	Count	Percent
Yes	255	49.5
No	260	50.5
Total	515	100

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

	Count	Percent
Very useful	98	34.3
Somewhat useful	134	46.9
Not useful	54	18.9
Total	286	100

7. Would you take another online course at CSM?

	Count	Percent
Yes	408	80.0
No	102	20.0
Total	510	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	168	31.9
Unable to come to campus	160	30.4
Because of my disability	142	27.0
Thought online course would be easier	136	25.9
Other	132	25.1
Easier to fit with my work or class schedule	130	24.7
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	124	23.6
Personal interest	102	19.4
Improve job skills	100	19.0
Class offered in online mode only	97	18.4
On-campus sections were full	91	17.3

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

	Count	Percent
Yes	105	45.5
No	126	54.5
Total	231	100
Not required to meet on campus	271	

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	64	12.2
Financial Aid	43	8.2
Technical support	43	8.2
Technology Help Desk	42	8.0
Library services	31	5.9
Tutorial and academic support services	30	5.7

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

	Count	Percent
Yes	308	61.4
No	194	38.6
Total	502	100

Part II: Additional information

12. Age

	Count	Percent
19 or younger Total	89	18.1
20-24 years Total	96	19.6
25-34 years Total	121	24.6
35-49 years Total	121	24.6
50 or older Total	64	13.0
Total	491	100

13. Gender

	Count	Percent
Female	330	66.5
Male	166	33.5
Total	496	100

14. Ethnicity

	Count	Percent
African-American	18	3.7
American Indian	2	0.4
Asian	84	17.2
Filipino	22	4.5
Hispanic	79	16.2
Pacific Islander	14	2.9
White	197	40.3
Multi-Racial	36	7.4
Other	37	7.6
Total	489	100

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

	Count	Percent
Yes	35	6.9
No	474	93.1
Total	509	100