

CSM Online Students:
A Survey of Students Who Withdraw
Spring 2012
Conducted June 1, 2012 (n = 42)



Notes:

- Any?

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

	Count	Percent
Unable to attend the required on-campus exams or meetings	11	26.2
Coursework not accessible to students with disabilities	10	23.8
Do not have current/appropriate version of software	10	23.8
Do not have appropriate study environment	9	21.4
Difficulty accessing the internet for my online coursework	8	19.0
Academic difficulty	6	14.3
Did not have the necessary computer skills	6	14.3
Do not have access to support services	6	14.3
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	5	11.9
Lack of interaction with instructor	4	9.5
Course was more work than I expected	3	7.1
Got behind in the course	2	4.8
Lack of interaction with classmates	2	4.8
Course did not live up to my expectations	1	2.4

n=42

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

	Count	Percent
Dropping this online course only	2	4.8
Dropping more than one course	4	9.5
Dropping ALL of my courses	36	85.7
Total	42	100

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

	Count	Percent
Yes	15	36.6
No	26	63.4
Total	41	100

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

	Count	Percent
Yes	21	51.2
No	20	48.8
Total	41	100

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

	Count	Percent
Yes	26	61.9
No	16	38.1
Total	42	100

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

	Count	Percent
Very useful	8	28.6
Somewhat useful	14	50.0
Not useful	6	21.4
Total	28	100

7. Would you take another online course at CSM?

	Count	Percent
Yes	30	76.9
No	9	23.1
Total	39	100

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

	Count	Percent
Easier to fit with my work OR class schedule	14	33.3

	Count	Percent
Improve job skills	14	33.3
Unable to come to campus	13	31.0
Fulfill a requirement (e.g. transfer, AA/AS Degree, Certificate, etc.)	11	26.2
More comfortable learning in an online environment	10	23.8
Because of my disability	8	19.0
On-campus sections were full	8	19.0
Thought online course would be easier	8	19.0
Class offered in online mode only	6	14.3
Personal interest	6	14.3
Other	9	21.4

n=42

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

	Count	Percent
Yes	9	42.9
No	12	57.1
Total	21	100
Not required to meet on campus	16	

10. Did you use any of the following CSM support services prior to dropping your online course?

	Count	Percent
Counseling	8	44.4
Financial aid	3	16.7
Technical support	2	22.2
Technology Help Desk	1	11.1
Library Services	4	5.6
Total	18	100

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

	Count	Percent
Yes	26	66.7
No	13	33.3
Total	39	100

Part II: Additional information

12. Age

	Count	Percent
19 or younger	9	23.1
20-24 years	10	25.6
25-34 years	7	17.9
35-49 years	6	15.4
50 or older	7	17.9
Total	39	100

13. Gender

	Count	Percent
Female	29	70.7
Male	12	29.3
Total	41	100

14. Ethnicity

	Count	Percent
African American or Black	2	5.0
Asian	5	12.5
Filipino	3	7.5
Hispanic/Latino	5	12.5
Pacific Islander	1	2.5
White	12	30.0
Multi-Racial	5	12.5
Other	7	17.5
Total	40	100

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

	Count	Percent
Yes	2	4.8
No	40	95.2
Total	42	100