

**CSM Online Students:
A Survey of Students Who Withdraw
Spring 2013
(n = 114)**



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	34	29.8
Do not have appropriate study environment	19	16.7
Do not have current/appropriate version of software	18	15.8
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	18	15.8
Lack of interaction with instructor	18	15.8
Other	17	14.9
Coursework not accessible to students with disabilities	16	14.0
Academic difficulty	16	14.0
Did not have the necessary computer skills	14	12.3
Do not have access to support services	12	10.5
Course did not live up to my expectations	12	10.5
Unable to attend required on-campus exams or meetings	9	7.9
Lack of interaction with classmates	9	7.9
Course was more work than I expected	8	7.0
Got behind in the course	8	7.0

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

	Count	Percent
Dropping this online course only	90	80.4
Dropping more than one course	8	7.1
Dropping ALL of my courses	14	12.5
Total	112	100

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

	Count	Percent
Yes	42	37.2
No	71	62.8
Total	113	100

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

	Count	Percent
Yes	40	35.1
No	74	64.9
Total	114	100

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

	Count	Percent
Yes	51	46.4
No	59	53.6
Total	110	100

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

	Count	Percent
Very useful	22	40.7
Somewhat useful	24	44.4
Not useful	8	14.8
Total	54	100

7. Would you take another online course at CSM?

	Count	Percent
Yes	94	83.2
No	19	16.8
Total	113	100

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

	Count	Percent
Unable to come to campus	40	35.1
More comfortable learning in an online environment	36	31.6
Other	34	29.8
Easier to fit with my work or class schedule	26	22.8
Improve job skills	26	22.8
Though online course would be easier	25	21.9
Because of my disability	24	21.1
Class offered in online mode only	23	20.2
Personal interest	23	20.2
On-campus sections were full	20	17.5
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	17	14.9

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

	Count	Percent
Yes	16	33.3
No	32	66.7
Total	48	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
Library services	7	6.1
Technical support	8	7.0
Tutorial and academic support services	8	7.0
Counseling	9	7.9
Financial Aid	11	9.6
Technology Help Desk	14	12.3

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

	Count	Percent
Yes	71	65.1
No	38	34.9
Total	109	100

Part II: Additional information

12. Age

	Count	Percent
19 or younger Total	15	14.3
20-24 years Total	22	21.0
25-34 years Total	29	27.6
35-49 years Total	30	28.6
50 or older Total	9	8.6
Total	105	100

13. Gender

	Count	Percent
Female	66	61.7
Male	41	38.3
Total	107	100

14. Ethnicity

	Count	Percent
African-American	4	3.8
Asian	12	11.4
Filipino	7	6.7
Hispanic	20	19.0
Pacific Islander	4	3.8
White	42	40.0
Multi-Racial	9	8.6
Other	7	6.7
Total	105	100

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

	Count	Percent
Yes	2	1.8
No	109	98.2
Total	111	100