

**CSM Online Students:
A Survey of Students Who Withdraw
Spring 2014
(n = 100)**



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

	Count	Percent
Other	22	22.0
Difficulty accessing the Internet for my online coursework	18	18.0
Unable to attend required on-campus exams or meetings	17	17.0
Do not have current/appropriate version of software	16	16.0
Academic difficulty	14	14.0
Lack of interaction with instructor	14	14.0
Course was more work than I expected	13	13.0
Got behind in the course	13	13.0
Do not have access to support services	12	12.0
Did not have the necessary computer skills	11	11.0
Coursework not accessible to students with disabilities	10	10.0
Do not have appropriate study environment	10	10.0
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	10	10.0
Lack of interaction with classmates	10	10.0
Course did not live up to my expectations	9	9.0

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

	Count	Percent
Dropping this online course only	81	81.8
Dropping more than one course	10	10.1
Dropping ALL of my courses	8	8.1
Total	99	100.0

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

	Count	Percent
Yes	51	51.5
No	48	48.5
Total	99	100.0

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

	Count	Percent
Yes	40	40.0
No	60	60.0
Total	100	100.0

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

	Count	Percent
Yes	60	60.0
No	40	40.0
Total	100	100.0

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

	Count	Percent
Very useful	17	29.3
Somewhat useful	28	48.3
Not useful	13	22.4
Total	58	100.0

7. Would you take another online course at CSM?

	Count	Percent
Yes	76	76.8
No	23	23.2
Total	99	100.0

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	32	32.0
Easier to fit with my work or class schedule	29	29.0
Other	28	28.0
Thought online course would be easier	27	27.0
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	26	26.0
Unable to come to campus	25	25.0
Because of my disability	23	23.0
Personal interest	22	22.0
Class offered in online mode only	20	20.0
Improve job skills	19	19.0
On-campus sections were full	17	17.0

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

	Count	Percent
Yes	10	23.8
No	32	76.2
Total	42	100.0
Not required to meet on campus	56	

10. Did you use any of the following CSM support services prior to dropping your online course? (Please check all that apply)

	Count	Percent
Tutorial and academic support services	10	10.0
Counseling	8	8.0
Library services	8	8.0
Technology Help Desk	7	7.0
Financial Aid	6	6.0
Technical support	6	6.0

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

	Count	Percent
Yes	64	66.0
No	33	34.0
Total	97	100.0

Part II: Additional information

12. Age

	Count	Percent
19 or younger	11	12.0
20-24 years	29	31.5
25-34 years	21	22.8
35-49 years	22	23.9
50 or older	9	9.8
Total	92	100.0

13. Gender

	Count	Percent
Female	65	69.1
Male	29	30.9
Total	94	100.0

14. Ethnicity

	Count	Percent
African-American	2	2.3
American Indian	2	2.3
Asian	17	19.3
Filipino	2	2.3
Hispanic	12	13.6
White	35	39.8
Multi-Racial	5	5.7
Other	13	14.8
Total	88	100.0

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

	Count	Percent
Yes	5	5.2
No	92	94.8
Total	97	100.0