

**CSM Online Students:  
A Survey of Students Who Withdraw  
Spring 2015  
(n = 85)**



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

	<b>Count</b>	<b>Percent</b>
Difficulty accessing the Internet for my online coursework	22	25.9
Other	20	23.5
Do not have appropriate study environment	16	18.8
Did not have the necessary computer skills	15	17.6
Unable to attend required on-campus exams or meetings	15	17.6
Academic difficulty	12	14.1
Do not have current/appropriate version of software	12	14.1
Course was more work than I expected	11	12.9
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	11	12.9
Coursework not accessible to students with disabilities	10	11.8
Lack of interaction with instructor	6	7.1
Course did not live up to my expectations	5	5.9
Do not have access to support services	5	5.9
Got behind in the course	5	5.9
Lack of interaction with classmates	3	3.5

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

	<b>Count</b>	<b>Percent</b>
Dropping this online course only	60	71.4
Dropping more than one course	16	19.0
Dropping ALL of my courses	8	9.5
<b>Total</b>	<b>84</b>	<b>100</b>

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

	Count	Percent
Yes	33	38.8
No	52	61.2
<b>Total</b>	85	100

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

	Count	Percent
Yes	28	32.9
No	57	67.1
<b>Total</b>	85	100

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

	Count	Percent
Yes	53	63.1
No	31	36.9
<b>Total</b>	84	100

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

	Count	Percent
Very useful	16	28.1
Somewhat useful	27	47.4
Not useful	14	24.6
<b>Total</b>	57	100

7. Would you take another online course at CSM?

	Count	Percent
Yes	73	89.0
No	9	11.0
<b>Total</b>	82	100

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

	Count	Percent
Other	34	40.0
More comfortable learning in an online environment	28	32.9
Easier to fit with my work or class schedule	27	31.8
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	22	25.9
Thought online course would be easier	20	23.5
Because of my disability	19	22.4
Unable to come to campus	19	22.4
Improve job skills	17	20.0
On-campus sections were full	17	20.0
Class offered in online mode only	16	18.8
Personal interest	16	18.8

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

	Count	Percent
Yes	14	35.9
No	25	64.1
<b>Total</b>	<b>39</b>	<b>100</b>
Not required to meet on campus	44	

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	9	10.6
Technical support	8	9.4
Library services	7	8.2
Technology Help Desk	7	8.2
Financial Aid	6	7.1
Tutorial and academic support services	5	5.9

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

	Count	Percent
Yes	57	67.9
No	27	32.1
<b>Total</b>	<b>84</b>	<b>100</b>

Part II: Additional information

12. Age

	Count	Percent
19 or younger	13	16.3
20-24 years	19	23.8
25-34 years	27	33.8
35-49 years	16	20.0
50 or older	5	6.3
<b>Total</b>	<b>80</b>	<b>100</b>

13. Gender

	Count	Percent
Female	57	70.4
Male	24	29.6
<b>Total</b>	<b>81</b>	<b>100</b>

14. Ethnicity

	Count	Percent
Asian	16	20.3
Filipino	5	6.3
Hispanic	18	22.8
Pacific Islander	1	1.3
White	26	32.9
Multi-Racial	8	10.1
Other	5	6.3
<b>Total</b>	<b>79</b>	<b>100</b>

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

	Count	Percent
Yes	3	3.7
No	79	96.3
<b>Total</b>	82	100