

## CSM Online Students: A Survey of Students Who Withdraw Spring 2016 (n = 91)

### Survey Background:

- A sub-committee comprised of members of the Distance Education Committee and Integrated Planning Committee developed a survey designed to probe students' reasons for withdrawing from online coursework.
- The survey was launched Spring 2012 and is administered to students each semester since that time. The results presented below include responses from students withdrawing during the Spring 2016 term.
- All students who utilize WebSMART to withdraw from courses are immediately invited to participate in a survey indicating their reasons for withdrawal. Survey participation is voluntary.
- Only students withdrawing during the official withdrawal period, where a 'W' grade is recorded on the student's academic record, are surveyed.

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

	Count	Percent
Do not have appropriate study environment	20	22.0
Other	20	22.0
Difficulty accessing the Internet for my online coursework	19	20.9
Do not have current/appropriate version of software	16	17.6
Do not have access to support services	13	14.3
Lack of interaction with instructor	13	14.3
I have a disability or illness requiring the use of adaptive technologies which were not supported	12	13.2
Academic difficulty	11	12.1
Unable to attend required on-campus exams or meetings	11	12.1
Did not have the necessary computer skills	10	11.0
Course did not live up to my expectations	9	9.9
Got behind in the course	8	8.8
Course was more work than I expected	5	5.5
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	5	5.5
Lack of interaction with classmates	4	4.4

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

	Count	Percent
Dropping this online course only	68	75.6
Dropping more than one course	14	15.6
Dropping ALL of my courses	8	8.9
<b>Total</b>	<b>90</b>	<b>100</b>

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

	Count	Percent
Yes	38	42.2
No	52	57.8
<b>Total</b>	<b>90</b>	<b>100</b>

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

	Count	Percent
Yes	28	31.5
No	61	68.5
<b>Total</b>	<b>89</b>	<b>100</b>

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

	Count	Percent
Yes	51	57.3
No	38	42.7
<b>Total</b>	<b>89</b>	<b>100</b>

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

	Count	Percent
Very useful	15	25.9
Somewhat useful	28	48.3
Not useful	15	25.9
<b>Total</b>	<b>58</b>	<b>100</b>

7. Would you take another online course at CSM?

	Count	Percent
Yes	79	89.8
No	9	10.2
<b>Total</b>	<b>88</b>	<b>100</b>

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

	Count	Percent
Thought online course would be easier	28	30.8
Easier to fit with my work or class schedule	27	29.7
Other	27	29.7
On-campus sections were full	25	27.5
Because of my disability	24	26.4
More comfortable learning in an online environment	23	25.3
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	20	22.0
Unable to come to campus	18	19.8
Improve job skills	13	14.3
Personal interest	12	13.2
Class offered in online mode only	10	11.0

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

	Count	Percent
Yes	11	27.5
No	29	72.5
<b>Total</b>	<b>40</b>	<b>100</b>
Not required to meet on campus	49	

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

	Count	Percent
Financial Aid	11	12.1
Technology Help Desk	11	12.1
Counseling	10	11.0
Tutorial and academic support services	7	7.7
Technical support	5	5.5
Library services	3	3.3

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

	Count	Percent
Yes	56	64.4
No	31	35.6
<b>Total</b>	<b>87</b>	<b>100</b>

12. Do you have a disability which requires the use of adaptive technologies necessary to complete CSM online coursework?

	Count	Percent
Yes	2	2.3
No	85	97.7
<b>Total</b>	<b>87</b>	<b>100</b>

Part II: Additional information

13. Age

	Count	Percent
19 or younger	13	14.9
20-24 years	26	29.9
25-34 years	25	28.7
35-49 years	14	16.1
50 or older	9	10.3
<b>Total</b>	<b>87</b>	<b>100</b>

#### 14. Gender

	Count	Percent
Female	58	67.4
Male	28	32.6
<b>Total</b>	86	100

#### 15. Ethnicity

	Count	Percent
African-American	2	2.4
Asian	18	21.2
Filipino	9	10.6
Hispanic	18	21.2
White	27	31.8
Multi-Racial	9	10.6
Other	2	2.4
<b>Total</b>	85	100

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

	Count	Percent
Yes	4	4.5
No	84	95.5
<b>Total</b>	88	100