

**CSM Online Students:
A Survey of Students Who Withdraw
Summer 2013
(n = 62)**



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

| | Count | Percent |
|--|-------|---------|
| Unable to attend required on-campus exams or meetings | 19 | 30.6 |
| Coursework not accessible to students with disabilities | 14 | 22.6 |
| Do not have appropriate study environment | 12 | 19.4 |
| Academic difficulty | 11 | 17.7 |
| Other | 11 | 17.7 |
| Difficulty accessing the Internet for my online coursework | 10 | 16.1 |
| Do not have access to support services | 9 | 14.5 |
| Do not have current/appropriate version of software | 9 | 14.5 |
| Course was more work than I expected | 8 | 12.9 |
| Lack of interaction with instructor | 8 | 12.9 |
| Did not have the necessary computer skills | 7 | 11.3 |
| Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.) | 7 | 11.3 |
| Course did not live up to my expectations | 6 | 9.7 |
| Got behind in the course | 6 | 9.7 |
| Lack of interaction with classmates | 5 | 8.1 |

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

| | Count | Percent |
|----------------------------------|-----------|------------|
| Dropping this online course only | 48 | 78.7 |
| Dropping more than one course | 7 | 11.5 |
| Dropping ALL of my courses | 6 | 9.8 |
| Total | 61 | 100 |

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

| | Count | Percent |
|--------------|-----------|------------|
| Yes | 34 | 55.7 |
| No | 27 | 44.3 |
| Total | 61 | 100 |

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

| | Count | Percent |
|--------------|-----------|------------|
| Yes | 26 | 43.3 |
| No | 34 | 56.7 |
| Total | 60 | 100 |

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

| | Count | Percent |
|--------------|-----------|------------|
| Yes | 28 | 45.9 |
| No | 33 | 54.1 |
| Total | 61 | 100 |

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

| | Count | Percent |
|-----------------|-----------|------------|
| Very useful | 12 | 38.7 |
| Somewhat useful | 15 | 48.4 |
| Not useful | 4 | 12.9 |
| Total | 31 | 100 |

7. Would you take another online course at CSM?

| | Count | Percent |
|--------------|-----------|------------|
| Yes | 47 | 78.3 |
| No | 13 | 21.7 |
| Total | 60 | 100 |

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 | 24 | 38.7 |
| Easier to fit with my work or class schedule | 20 | 32.3 |
| Because of my disability | 18 | 29.0 |
| Though online course would be easier | 16 | 25.8 |
| Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.) | 15 | 24.2 |
| Other | 15 | 24.2 |
| Unable to come to campus | 15 | 24.2 |
| Personal interest | 13 | 21.0 |
| Improve job skills | 11 | 17.7 |
| Class offered in online mode only | 8 | 12.9 |
| On-campus sections were full | 5 | 8.1 |

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

| | Count | Percent |
|--------------------------------|-------|---------|
| Yes | 14 | 50.0 |
| No | 14 | 50.0 |
| Total | 28 | 100 |
| Not required to meet on campus | 30 | |

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

| | Count | Percent |
|--|-------|---------|
| Technical support | 7 | 11.3 |
| Counseling | 6 | 9.7 |
| Financial Aid | 6 | 9.7 |
| Technology Help Desk | 6 | 9.7 |
| Library services | 4 | 6.5 |
| Tutorial and academic support services | 4 | 6.5 |

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

| | Count | Percent |
|--------------|-----------|------------|
| Yes | 35 | 59.3 |
| No | 24 | 40.7 |
| Total | 59 | 100 |

Part II: Additional information

12. Age

| | Count | Percent |
|---------------|-----------|------------|
| 19 or younger | 12 | 20.3 |
| 20-24 years | 11 | 18.6 |
| 25-34 years | 11 | 18.6 |
| 35-49 years | 19 | 32.2 |
| 50 or older | 6 | 10.2 |
| Total | 59 | 100 |

13. Gender

| | Count | Percent |
|---------------|-----------|-------------|
| Female | 41 | 70.7 |
| Male | 17 | 29.3 |
| Total | 58 | 100 |

14. Ethnicity

| | Count | Percent |
|------------------|-----------|------------|
| African-American | 1 | 1.7 |
| American Indian | 1 | 1.7 |
| Asian | 12 | 20.7 |
| Filipino | 2 | 3.4 |
| Hispanic | 10 | 17.2 |
| White | 26 | 44.8 |
| Multi-Racial | 1 | 1.7 |
| Other | 5 | 8.6 |
| Total | 58 | 100 |

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

| | Count | Percent |
|--------------|-----------|------------|
| Yes | 5 | 8.5 |
| No | 54 | 91.5 |
| Total | 59 | 100 |