

**CSM Online Students:  
A Survey of Students Who Withdraw  
Summer 2014  
(n = 50)**



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

	Count	Percent
Coursework not accessible to students with disabilities	13	26.0
Difficulty accessing the Internet for my online coursework	13	26.0
Do not have current/appropriate version of software	13	26.0
Did not have the necessary computer skills	10	20.0
Unable to attend required on-campus exams or meetings	9	18.0
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	8	16.0
Do not have access to support services	7	14.0
Other	7	14.0
Got behind in the course	6	12.0
Lack of interaction with classmates	6	12.0
Academic difficulty	5	10.0
Course did not live up to my expectations	5	10.0
Do not have appropriate study environment	5	10.0
Lack of interaction with instructor	5	10.0
Course was more work than I expected	2	4.0

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

	Count	Percent
Dropping this online course only	41	82.0
Dropping more than one course	3	6.0
Dropping ALL of my courses	6	12.0
<b>Total</b>	50	100

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

	Count	Percent
Yes	20	40.0
No	30	60.0
<b>Total</b>	50	100

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

	Count	Percent
Yes	22	44.0
No	28	56.0
<b>Total</b>	50	100

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

	Count	Percent
Yes	28	56.0
No	22	44.0
<b>Total</b>	50	100

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

	Count	Percent
Very useful	6	21.4
Somewhat useful	17	60.7
Not useful	5	17.9
<b>Total</b>	28	100

7. Would you take another online course at CSM?

	Count	Percent
Yes	40	80.0
No	10	20.0
<b>Total</b>	50	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	23	46.0
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	14	28.0
Thought online course would be easier	14	28.0
Other	13	26.0
Class offered in online mode only	12	24.0
Unable to come to campus	12	24.0
Because of my disability	11	22.0
Easier to fit with my work or class schedule	11	22.0
Improve job skills	10	20.0
On-campus sections were full	10	20.0
Personal interest	8	16.0

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

	Count	Percent
Yes	6	28.6
No	15	71.4
<b>Total</b>	21	100
Not required to meet on campus	27	

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	3	6.0
Financial Aid	2	4.0
Technical support	2	4.0
Counseling	1	2.0
Technology Help Desk	1	2.0

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

	Count	Percent
Yes	26	53.1
No	23	46.9
<b>Total</b>	49	100

Part II: Additional information

12. Age

	Count	Percent
19 or younger	9	19.6
20-24 years	12	26.1
25-34 years	14	30.4
35-49 years	4	8.7
50 or older	7	15.2
<b>Total</b>	46	100

13. Gender

	Count	Percent
Female	29	61.7
Male	18	38.3
<b>Total</b>	47	100

14. Ethnicity

	Count	Percent
African-American	3	6.4
Asian	8	17.0
Filipino	4	8.5
Hispanic	7	14.9
Pacific Islander	1	2.1
White	18	38.3
Multi-Racial	4	8.5
Other	2	4.3
<b>Total</b>	47	100

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

	Count	Percent
Yes	4	8.0
No	46	92.0
<b>Total</b>	50	100