

**CSM Online Students:
A Survey of Students Who Withdraw
Summer 2015
(n = 89)**

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 Summer 2015 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, during which 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
Difficulty accessing the Internet for my online coursework	20	22.5
Do not have appropriate study environment	17	19.1
Unable to attend required on-campus exams or meetings	16	18.0
Academic difficulty	15	16.9
Other	12	13.5
Coursework not accessible to students with disabilities	11	12.4
Did not have the necessary computer skills	11	12.4
Do not have access to support services	10	11.2
Do not have current/appropriate version of software	9	10.1
Had a personal conflict (e.g., work schedule, family obligations, transportation, health, financial, etc.)	9	10.1
Course was more work than I expected	8	9.0
Lack of interaction with instructor	8	9.0
Course did not live up to my expectations	7	7.9
Got behind in the course	5	5.6
Lack of interaction with classmates	4	4.5

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

	Count	Percent
Dropping this online course only	63	70.8
Dropping more than one course	10	11.2
Dropping ALL of my courses	16	18.0
Total	89	100

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

	Count	Percent
Yes	43	48.3
No	46	51.7
Total	89	100

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

	Count	Percent
Yes	39	43.8
No	50	56.2
Total	89	100

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

	Count	Percent
Yes	57	64.0
No	32	36.0
Total	89	100

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

	Count	Percent
Very useful	22	36.7
Somewhat useful	27	45.0
Not useful	11	18.3
Total	60	100

7. **Would you take another online course at CSM?**

	Count	Percent
Yes	71	82.6
No	15	17.4
Total	86	100

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

	Count	Percent
Other	34	38.2
Thought online course would be easier	30	33.7
More comfortable learning in an online environment	28	31.5
Unable to come to campus	22	24.7
Because of my disability	21	23.6
Fulfill a requirement (e.g., transfer, AA/AS Degree, Certificate, etc.)	20	22.5
Personal interest	19	21.3
Class offered in online mode only	15	16.9
On-campus sections were full	15	16.9
Easier to fit with my work or class schedule	13	14.6
Improve job skills	9	10.1

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

	Count	Percent
Yes	15	31.9
No	32	68.1
Total	47	100
Not required to meet on campus	39	

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

	Count	Percent
Technology Help Desk	15	16.9
Financial Aid	8	9.0
Technical support	8	9.0
Library services	5	5.6
Tutorial and academic support services	5	5.6
Counseling	2	2.2

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

	Count	Percent
Yes	54	64.3
No	30	35.7
Total	84	100

Part II: Additional information

12. Age

	Count	Percent
19 or younger	15	17.2
20-24 years	22	25.3
25-34 years	26	29.9
35-49 years	16	18.4
50 or older	8	9.2
Total	87	100

13. Gender

	Count	Percent
Female	61	70.1
Male	26	29.9
Total	87	100

14. Ethnicity

	Count	Percent
African-American	4	4.7
American Indian	1	1.2
Asian	20	23.3
Filipino	5	5.8
Hispanic	15	17.4
Pacific Islander	4	4.7
White	25	29.1
Multi-Racial	5	5.8
Other	7	8.1
Total	86	100

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

	Count	Percent
Yes	7	8.0
No	81	92.0
Total	88	100