

## Winter 2009 PCC DISTANCE LEARNING SURVEY

**Please select your MOST important reason for enrollment in a distance learning course.**

	Counts	Percents
Conflict with work	455	43.3%
Other	240	22.9%
Preferred method of learning	169	16.1%
Day care	86	8.2%
Transportation	69	6.6%
Self-fulfillment	31	3.0%
Totals	1050	100.0%

**Select the answer that best describes whether it is one of your goals at PCC (Respondent may choose more than one goal)**

	Yes	Uncertain	No	Totals
Associate degree	765 62.4%	132 10.8%	328 26.8%	1225 100.0%
Certificate in a Professional/Technical field (typically 1-2 years of full-time attendance)	300 25.6%	196 16.7%	677 57.7%	1173 100.0%
Transfer to another college with an Associate degree	535 44.3%	260 21.5%	412 34.1%	1207 100.0%
Transfer to another college before receiving an Associate degree	234 20.5%	217 19.0%	689 60.4%	1140 100.0%
Job training/preparation (includes taking required courses needed to get into a professional/technical program)	417 36.0%	148 12.8%	594 51.3%	1159 100.0%
Take classes that will help me in my current job	436 37.1%	109 9.3%	630 53.6%	1175 100.0%
Take classes for personal development/interest	748 63.7%	83 7.1%	344 29.3%	1175 100.0%

**Please select your MOST important goal.**

	Counts	Percents
Associate degree	380	32.2%
Transfer to another college with an Associate degree	329	27.9%
Transfer to another college before receiving an Associate degree	159	13.5%
Job preparation/training (includes taking required courses needed to get into a professional/technical program)	130	11.0%
Take classes for personal development/interests	55	4.7%
Certificate	52	4.4%
Take classes that will help me in my current job	51	4.3%
Take developmental (college preparation) classes	19	1.6%
Improve English language skills	5	0.4%
Totals	1180	100.0%

## Winter 2009 PCC DISTANCE LEARNING SURVEY

If you are enrolled in an on-line distance learning course, what type of access do you have to connect to the internet?

	Counts	Percents
Cable Modem	247	21.2%
DSL	820	70.3%
Modem/Dial-up	23	2.0%
Other	55	4.7%
Do not know	21	1.8%
Totals	1166	100.0%

When do you usually do your work on your on-line courses?

	Counts	Percents
On the week days, during the day	293	24.0%
On the week days, but in the evening	575	47.1%
On the week ends, during the day	232	19.0%
On the week ends, but in the evening	122	10.0%
Totals	1222	100.0%

" I use a headset with my computer."

	Counts	Percents
Yes	324	27.0%
No	876	73.0%
Totals	1200	100.0%

" I use a microphone with my computer."

	Counts	Percents
Yes	229	19.0%
No	977	81.0%
Totals	1206	100.0%

" I use a printer with my computer."

	Counts	Percents
Yes	746	62.0%
No	457	38.0%
Totals	1203	100.0%

What kind of computer do you do most of your work on.

	Counts	Percents
Mac	179	16.3%
PC	921	83.7%
Totals	1100	100.0%

## Winter 2009 PCC DISTANCE LEARNING SURVEY

**Where you went for help if you had technical questions about the on-line features of your distance learning courses: Online Student Orientation**

	Counts	Percents
Yes	455	39.2%
No	308	26.5%
Not applicable	399	34.3%
Totals	1162	100.0%

**Where you went for help if you had technical questions about the on-line features of your distance learning courses: PCC's Blackboard Helpdesk**

	Counts	Percents
Yes	459	38.8%
No	330	27.9%
Not applicable	395	33.4%
Totals	1184	100.0%

**Where you went for help if you had technical questions about the on-line features of your distance learning courses: Friend or other student**

	Counts	Percents
Yes	357	31.0%
No	395	34.3%
Not applicable	400	34.7%
Totals	1152	100.0%

**Where you went for help if you had technical questions about the on-line features of your distance learning courses: Campus Computer Lab staff**

	Counts	Percents
Yes	138	12.7%
No	520	47.9%
Not applicable	427	39.4%
Totals	1085	100.0%

**Where you went for help if you had technical questions about the on-line features of your distance learning courses: My Instructor**

	Counts	Percents
Yes	172	15.4%
No	506	45.4%
Not applicable	437	39.2%
Totals	1115	100.0%

**Please indicate the MOST important source of technical help in your distance learning courses.**

	Counts	Percents
Not applicable (for example, I did not have technical questions)	438	36.8%
PCC's Blackboard Helpdesk	271	22.8%
Online Student Orientation	163	13.7%
Friend or other student	152	12.8%
My instructor	73	6.1%
Other	60	5.0%
Campus Computer Lab staff	34	2.9%
Totals	1191	100.0%

## Winter 2009 PCC DISTANCE LEARNING SURVEY

**To what extent were you satisfied with PCC's Blackboard Helpdesk?**

	Counts	Percents
Very Satisfied	340	29.8%
Somewhat Satisfied	283	24.8%
Neutral	129	11.3%
Somewhat Dissatisfied	41	3.6%
Very Dissatisfied	16	1.4%
Not Applicable (for example, I did not use the Blackboard Helpdesk)	331	29.0%
Totals	1140	100.0%

**To what extent do you agree with the following statement: "I would be interested in completing the entire coursework for an Associates or Bachelors degree on-line."**

	Counts	Percents
Strongly Agree	427	35.6%
Agree	219	18.3%
Neutral	180	15.0%
Disagree	180	15.0%
Strongly Disagree	154	12.8%
Not Applicable	40	3.3%
Totals	1200	100.0%

**To what extent do you agree with the following statement: "PCC provides adequate student services on-line to meet the needs of distance learning students."**

	Counts	Percents
Strongly Agree	255	21.9%
Agree	527	45.3%
Neutral	225	19.3%
Disagree	73	6.3%
Strongly Disagree	46	4.0%
Not Applicable	38	3.3%
Totals	1164	100.0%

**Please indicate whether you would be interested in the following student services, if they were ON-LINE: Tutoring On-Line**

	Counts	Percents
Yes	272	23.0%
No	604	51.0%
Not applicable	308	26.0%
Totals	1184	100.0%

## Winter 2009 PCC DISTANCE LEARNING SURVEY

Please indicate whether you would be interested in the following student services, if they were ON-LINE: **Writing Assistance On-Line**

	Counts	Percents
Yes	308	26.0%
No	545	46.0%
Not applicable	331	28.0%
Totals	1184	100.0%

Please indicate whether you would be interested in the following student services, if they were ON-LINE: **Academic Advising On-Line**

	Counts	Percents
Yes	201	17.0%
No	734	62.0%
Not applicable	248	21.0%
Totals	1183	100.0%

Please indicate whether you would be interested in the following student services, if they were ON-LINE: **Financial Aid Advising On-Line**

	Counts	Percents
Yes	343	29.0%
No	651	55.0%
Not applicable	189	16.0%
Totals	1183	100.0%

Please indicate whether you would be interested in the following student services, if they were ON-LINE: **Taking the Placement Test (Reading, Writing, Math) On-Line**

	Counts	Percents
Yes	296	25.0%
No	746	63.0%
Not applicable	142	12.0%
Totals	1184	100.0%

As a distance learning student, which of the following is the MOST important ON-LINE service to you:

	Counts	Percents
Registration	476	39.8%
Schedule of Classes (includes meeting times of courses)	221	18.5%
Course/Program Catalog (includes course descriptions)	113	9.4%
Taking the Placement Test (Reading, Writing, Math)	74	6.2%
Academic Advising	64	5.4%
Financial Aid Advising	59	4.9%
Student Accounts (Billing, Payments)	46	3.8%
Tutoring	41	3.4%
Writing Assistance	0	0.0%
Technical Support	31	2.6%
Library	30	2.5%
Admissions	15	1.3%
Bookstore	13	1.1%
Orientation	13	1.1%
Totals	1196	100.0%

## Winter 2009 PCC DISTANCE LEARNING SURVEY

**How many distance learning courses are you taking this term.**

	Counts	Percents
One	715	60.0%
Two	318	26.7%
Three	99	8.3%
Four	41	3.4%
Five or more	18	1.5%
Totals	1191	100.0%

**Do you plan to take distance learning courses in the future at PCC?**

	Counts	Percents
Certainly	704	58.7%
Probably	298	24.8%
Probably not	93	7.8%
Definitely not	36	3.0%
Not applicable (for example, I do not plan to enroll at PCC in the future)	69	5.8%
Totals	1200	100.0%

**THE FOLLOWING QUESTIONS PERTAIN TO ONLY ONE OF THE STUDENTS' DISTANCE LEARNING COURSES**

**How do you access this distance learning course: Home Computer**

	Counts	Percents
Yes	1122	97.8%
No	25	2.2%
Totals	1147	100.0%

**How do you access this distance learning course: PCC Computer Lab**

	Counts	Percents
Yes	224	29.2%
No	544	70.8%
Totals	768	100.0%

**How do you access this distance learning course: At Work**

	Counts	Percents
Yes	191	21.3%
No	705	78.7%
Totals	896	100.0%

**How do you access this distance learning course: Other**

	Counts	Percents
Yes	121	17.3%
No	578	82.7%
Totals	699	100.0%

## Winter 2009 PCC DISTANCE LEARNING SURVEY

### Did you do the following in this distance learning course: On-line exams

	Counts	Percents
Yes	781	71.0%
No	319	29.0%
Totals	1100	100.0%

### Did you do the following in this distance learning course: On-campus exams

	Counts	Percents
Yes	120	11.9%
No	886	88.1%
Totals	1006	100.0%

### Did you do the following in this distance learning course: Essays or other written work

	Counts	Percents
Yes	336	34.0%
No	653	66.0%
Totals	989	100.0%

### Did you do the following in this distance learning course: Group projects

	Counts	Percents
Yes	149	15.0%
No	847	85.0%
Totals	996	100.0%

### Did you do the following in this distance learning course: Individual projects

	Counts	Percents
Yes	360	36.0%
No	641	64.0%
Totals	1001	100.0%

### How did you primarily learn about this course?

	Counts	Percents
College Website	639	53.8%
Printed Class Schedule	344	29.0%
Counselor, Advisor, or Instructor	108	9.1%
Friend or Other Students	52	4.4%
Other	40	3.4%
Media Announcements	2	0.2%
Direct Mail	2	0.2%
Totals	1187	100.0%

## Winter 2009 PCC DISTANCE LEARNING SURVEY

**Would you have enrolled in this course if it had been offered only as a traditional on-campus course?**

	Counts	Percents
Yes	512	42.1%
No	400	32.9%
Uncertain	305	25.1%
Totals	1217	100.0%

**Are you taking this course to meet a degree requirement?**

	Counts	Percents
Yes	851	73.2%
No	213	18.3%
Uncertain	98	8.4%
Totals	1162	100.0%

**Did you use the Course Information Page (CIP) prior to registering for this course?**

	Counts	Percents
Yes, I used the Course Information Page (CIP).	650	54.3%
I did NOT use it.	325	27.2%
Uncertain about whether I used it.	222	18.5%
Totals	1197	100.0%

**To what extents do you agree with the following statements about the distance learning course: "The course orientation was useful in understanding the nature and organization of the course."**

	Counts	Percents
Strongly Agree	360	30.9%
Agree	512	43.9%
Neutral	151	13.0%
Disagree	38	3.3%
Strongly Disagree	33	2.8%
Did Not Use	72	6.2%
Totals	1166	100.0%

**To what extents do you agree with the following statements about the distance learning course: "The instructor-student interaction was adequate for my needs."**

	Counts	Percents
Strongly Agree	419	35.0%
Agree	472	39.4%
Neutral	137	11.4%
Disagree	83	6.9%
Strongly Disagree	83	6.9%
Not Applicable	4	0.3%
Totals	1198	100.0%

## Winter 2009 PCC DISTANCE LEARNING SURVEY

**To what extents do you agree with the following statements about the distance learning course: "The on-line learning orientation was useful"**

	Counts	Percents
Strongly Agree	257	21.2%
Agree	534	44.0%
Neutral	243	20.0%
Disagree	45	3.7%
Strongly Disagree	36	3.0%
Not Applicable	100	8.2%
Totals	1215	100.0%

**To what extents do you agree with the following statements about the distance learning course: "The on-line discussion groups were valuable."**

	Counts	Percents
Strongly Agree	244	20.1%
Agree	433	35.6%
Neutral	282	23.2%
Disagree	92	7.6%
Strongly Disagree	73	6.0%
Not Applicable	91	7.5%
Totals	1215	100.0%

**To what extents do you agree with the following statements about the distance learning course: "I was satisfied with the educational value of the course."**

	Counts	Percents
Strongly Agree	427	35.5%
Agree	532	44.2%
Neutral	124	10.3%
Disagree	58	4.8%
Strongly Disagree	62	5.2%
Totals	1203	100.0%

**How many times on average were you on-line each week related to your coursework in this course?**

	Counts	Percents
Eight or more times	354	29.4%
Four to seven times	543	45.1%
One to three times	271	22.5%
Not Applicable	36	3.0%
Totals	1204	100.0%

**Select the type of interaction you had with other students in the course: On-line discussion NOT in real time**

	Counts	Percents
Yes	982	80.0%
No	192	15.6%
Not applicable	54	4.4%
Totals	1228	100.0%

**Select the type of interaction you had with other students in the course: Private email**

	Counts	Percents
No	585	50.0%
Yes	527	45.1%
Not applicable	57	4.9%
Totals	1169	100.0%

## Winter 2009 PCC DISTANCE LEARNING SURVEY

Select the type of interaction you had with other students in the course: Conversations face-to-face, via telephone, or via on-line chat meetings (real-time)

	Counts	Percents
Yes	117	9.9%
No	958	80.9%
Not applicable	109	9.2%
Totals	1184	100.0%

Select the type of interaction you had with other students in the course: I had little or no interaction with other students

	Counts	Percents
Yes	196	17.0%
No	459	39.9%
Not applicable	495	43.0%
Totals	1150	100.0%

How would you compare this on-line course to a traditional on-campus course in terms of difficulty?

	Counts	Percents
More difficult	347	29.2%
About the same	657	55.3%
Less difficult	131	11.0%
Never have taken an on-campus course	44	3.7%
Not applicable	8	0.7%
Totals	1187	100.0%

When I think about my "ideal" course, I would prefer the following (choose one):

	Counts	Percents
A course that meets almost completely on-line, with teacher-student interaction.	476	40.3%
A course that meets almost completely on-line and allows me to complete the work at my own pace, with little teacher-student interaction.	290	24.6%
A course that meets on campus in a classroom, with some of the work on-line.	220	18.6%
A course that meets almost completely on campus in a classroom.	156	13.2%
None of the above.	38	3.2%
Totals	1180	100.0%