# Spring 2016 Online Student Survey

During approximately the 4th through 8th week of the spring 2016 term, the PCC Office of Institutional Effectiveness administered an online survey to a sample of students enrolled in credit Distance Education courses. The selected students were sent an email from the IE office briefly describing the survey, with a link to a Qualtrics survey. In the email to the student, the IE Office indicated to the student that their responses would be anonymous.

The response rate was lower (10.6%) than years past with 964 students answering at least one survey item. Response rate was likely lower due to the number of surveys that students were being asked to complete during the spring term. Most of the frequency counts for the items in the survey were generated within Qualtrics. Responses to questions 10, 20-23 were categorized by Distance Education staff.

*1) As an online student, I prefer to receive information and updates from the college about available services via: (check all that apply)*

| **Mode** | **Response** |
| --- | --- |
| Phone | 3% |
| Self Help | 3% |
| In Person | 8% |
| SMS/Text Message | 15% |
| Inside Desire2Learn | 49% |
| Email | 87% |

*2) As an online student, I prefer to interact with college services (e.g. advising, financial aid, registration, etc.) via: (check all that apply)*

| **Response** | **Percent** |
| --- | --- |
| Email | 76% |
| In Person | 53% |
| Phone | 37% |
| Inside D2L | 30% |
| Instant Messaging | 17% |
| Virtual Offices | 14% |
| SMS/Text message | 10% |
| Self Help | 8% |

3) “When I go online to view and work on my distance learning classes, I would like the navigation, layout, and general appearance to look the same from one distance learning class to another.”

| **Response** | **Percent** |
| --- | --- |
| **Strongly Agree** | 57% |
| Somewhat Agree | 21% |
| Neutral | 13% |
| Strongly Disagree | 7% |
| Somewhat Disagree | 2% |

4) When I email my online instructor, I think it is fair and reasonable for my instructor to respond:

| **Response** | **Percent** |
| --- | --- |
| Within 48 hours | 49% |
| Within 24 hours | 48% |
| Within a week | 2% |

5) When I turn in an assignment in my online classes, I think it is fair and reasonable to have it graded and returned:

| **Response** | **Percent** |
| --- | --- |
| Within a week | 56% |
| Before the next assignment is due | 24% |
| Within 48 hours | 16% |
| Within 24 hours | 4% |
| By the end of the term | 1% |

6) When I receive feedback on an assignment in my online class, I prefer:

| **Response** | **Percent** |
| --- | --- |
| A numerical score with written feedback | 95% |
| Written feedback only | 3% |
| A numerical score only | 2% |

7) “When I receive feedback on an assignment in my online class, I prefer a key that explains instructors expectations, where I lost points, and what is required to earn full credit.”

| **Response** | **Percent** |
| --- | --- |
| Strongly Agree | 67% |
| Somewhat Agree | 20% |
| Neutral | 6% |
| Strongly Disagree | 3% |
| Somewhat Disagree | 3% |

*8) When I receive a grade from an assignment in my online class, I prefer to receive feedback:*

| **Response** | **Percent** |
| --- | --- |
| I don't care how I get feedback. | 23% |
| Using the same tool that I used to submit my work (for example… | 33% |
| In the grade book | 33% |
| Via email | 11% |

*9) Thinking about your most recent online classes, with which of the following methods do you prefer to learn? (check all that apply)*

| **Response** | **Percent** |
| --- | --- |
| Videos | 64% |
| Text documents | 63% |
| Recorded audio or video lectures | 61% |
| Interaction with the instructor | 56% |
| PowerPoint presentations | 56% |
| Class discussion | 45% |
| From interactive activities | 41% |
| Group projects | 9% |

10) Given any option, what technologies would you like to use for learning? (check all that apply)

| **Response** | **Percent** |
| --- | --- |
| Email Alerts for Assignment Deadlines and Class Events | 74% |
| Recorded Audio Lectures | 56% |
| Mobile Devices/Tablets | 44% |
| Scheduling / Calendaring Apps that Link to My Personal Calendar | 43 % |
| SMS/Text Message Alerts for Assignment Deadlines and Class Events | 33% |
| Streaming Video (Video Conferencing) | 30% |
| Virtual Worlds/Augmented Reality | 19% |

11) In general, the instructor’s response to your participation and course

work was:

| **Response** | **Percent** |
| --- | --- |
| I received no or almost no feedback about my participation or course work | 2% |
| Usually not timely | 7% |
| Somewhat timely | 33% |
| Almost always timely | 58% |

12) When I received feedback from the instructor, the quality of the feedback that I received was:

| **Response** | **Percent** |
| --- | --- |
| Good | 46% |
| Excellent | 33% |
| Fair | 14% |
| Poor | 6% |
| Not Applicable | 1% |

13) The instructor’s grading of projects and assignments was:

| **Response** | **Percent** |
| --- | --- |
| Not timely at all | 5% |
| Somewhat timely | 46% |
| Very timely | 49% |

*14) The instructor’s presence in your online class was:*

| **Response** | **Percent** |
| --- | --- |
| Infrequent or extremely lacking | 8% |
| Somewhat evident | 34% |
| Often evident | 58% |

*15) Student-to-student Interaction in the class was:*

| **Response** | **Percent** |
| --- | --- |
| Absent, although the class would not have benefitted from student-to-student interaction | 2% |
| Absent, but the class would have benefited from student-to-student interaction | 2% |
| Made available but not encouraged | 5% |
| Not required but encouraged | 18% |
| Required | 73% |

*16) Were course materials for this class easily accessible?*

| **Response** | **Percent** |
| --- | --- |
| No | 9% |
| Yes | 91% |

17) What was the variety of course activities in your online class (for example, quizzes, assignments, chat, discussion, lecture, and videos)?

| **Response** | **Percent** |
| --- | --- |
| The class was limited to one or two types of activities | 12% |
| The class included a variety of activities | 32% |
| The class had some variation in activities | 56% |

18) Has your instructor offered office hours or time for help outside of class?

| **Response** | **Percent** |
| --- | --- |
| Yes | 58% |
| Not sure/don't know | 30% |
| No | 12% |

19) About midway into the term, did you have a good idea what grade you were earning up to that point in the term?

| **Response** | **Percent** |
| --- | --- |
| No | 17% |
| Yes | 83% |

19a) If yes, why did you have a good idea what grade you were earning? (free response)

| **Response** | **Percent** |
| --- | --- |
| I monitor my grades | 76.7% |
| The activities are posted in D2L | 13.4% |
| Intuition/Feel | 7.2% |
| Other | 2.7% |

19b) If no, why didn't you have a good idea what grade you were earning? (free response)

| **Response** | **Percent** |
| --- | --- |
| Grades aren't posted in a timely fashion | 38.5% |
| Difficult to Track Scores / Confusing Grading Scheme (No overall grade option) | 34.1% |
| other | 15.6% |
| Grades aren't posted at all | 5.2% |
| I am behind on work | 3.7% |
| most important activities (e.g. final) haven't happened yet | 3.0% |

*20) What things generally work well in your online courses?*

| **Response Category** | **Count** |
| --- | --- |
| Discussions | 107 |
| Everything | 98 |
| Flexibility | 87 |
| Responsiveness of instructor | 81 |
| Videos / slideshows | 77 |
| Clear info & consistency in content | 74 |
| Assignments | 51 |
| Quizzes | 44 |
| Other | 30 |
| Assignments | 27 |
| Online classes allowed me to do attend classes | 25 |
| Wasn’t happy with the experience | 13 |
| Communication with others | 7 |
| N/A | 4 |

21) What changes in your online class would have helped you learn? (free response)

| **Response Category** | **Count** |
| --- | --- |
| no changes necessary | 126 |
| video content | 88 |
| consistent course design | 75 |
| better organization | 61 |
| Interaction with instructor | 61 |
| feedback from instructors | 52 |
| less discussion | 47 |
| other | 41 |
| office hours/virtual meetings | 28 |
| clearer instructions | 27 |
| calendar and e-mail linking / mobile version | 25 |
| more time to complete work | 21 |
| N/A | 18 |
| audio content | 15 |
| earned grade average/ grade calculator | 7 |
| Interaction with students | 6 |

22) What future courses would you like to see online? (free response)

| **Response Category** | **Count** |
| --- | --- |
| All of them | 125 |
| Science courses | 60 |
| Languages | 42 |
| Computers | 38 |
| Other | 35 |
| Math | 32 |
| Writing | 16 |
| More electives | 12 |
| Art | 8 |
| History | 8 |
| Sports / Physical Education | 7 |
| Accounting | 4 |