

Student Online Learning Satisfaction Survey

Respondents: 86 displayed, 86 total

Status: Closed

Launched Date: 1/29/2019

Closed Date: 2/16/2019

1. Which of the following statements best describes your primary motivation for taking an online course as opposed to on campus?

	Response Total	Response Percent	Points	Avg
Work or family commitments	28	40%	n/a	n/a
Live too far from campus	8	11%	n/a	n/a
Unable to find an on campus section that fit my schedule	22	31%	n/a	n/a
Desired on campus courses were full	4	6%	n/a	n/a
I prefer online	18	26%	n/a	n/a
Other, please specify <a href="#">view</a>	14	20%	n/a	n/a
Total Respondents		70		
		(skipped this question)	16	

2. If your online course had been offered only on campus, would you have taken the course this term?

	Response Total	Response Percent	Points	Avg
Yes	42	60%	n/a	n/a
No	28	40%	n/a	n/a
Total Respondents		70	100%	
		(skipped this question)	16	

3. Which device(s) do you use for your online courses?

	Response Total	Response Percent	Points	Avg
Desktop	31	44%	n/a	n/a
Laptop	58	83%	n/a	n/a
Tablet	8	11%	n/a	n/a
Smart Phone	20	29%	n/a	n/a
Other, please specify	0	0%	n/a	n/a
Total Respondents		70		
		(skipped this question)	16	

4. How did you register for your online courses?

	Response Total	Response Percent	Points	Avg
Online via myLakerLink	57	81%	n/a	n/a
In person at First Stop	10	14%	n/a	n/a
Other, please specify <a href="#">view</a>	3	4%	n/a	n/a
Total Respondents		70	100%	
		(skipped this question)	16	

5. Share your level of satisfaction with the online registration process via myLakerLink:

	Strongly Agree (5 Points)	Agree (4 Points)	Neutral (3 Points)	Disagree (2 Points)	Strongly Disagree (1 Points)	Response Total	Points	Avg
Online registration	42.86% (24) (120pts)	41.07% (23) (92pts)	14.29% (8) (24pts)	1.79% (1)(2pts)	0% (0)(0pts)	56	238	4.25

instructions were clear								
Instructions for logon/password were clear	44.64% (25) (125pts)	50% (28) (112pts)	5.36% (3)(9pts)	0% (0)(0pts)	0% (0)(0pts)	56	246	4.39
Instructions for course access were clear	39.29% (22) (110pts)	32.14% (18) (72pts)	19.64% (11) (33pts)	5.36% (3)(6pts)	3.57% (2)(2pts)	56	223	3.98
I was able to obtain required course material in a timely manner	46.43% (26) (130pts)	35.71% (20) (80pts)	7.14% (4)(12pts)	7.14% (4)(8pts)	3.57% (2)(2pts)	56	232	4.14
Total Respondents						56		
Total Responses						224		
Total Points Earned						939		
Point Average						4.19		
Point Weighted Average						4.19		
(skipped this question)						30		

6. How would you answer the following? "I felt prepared to take online courses at SWOCC."

	Response Total	Response Percent	Points	Avg
Strongly Agree (5 Points)	19	30%	95	95
Agree (4 Points)	34	53%	136	136
Neutral (3 Points)	6	9%	18	18
Disagree (2 Points)	5	8%	10	10
Strongly Disagree (1 Points)	0	0%	0	0
Total Respondents		64	100%	
Total Responses		64		
Total Points Earned		259		
Point Average		4.05		
Point Weighted Average		4.05		
(skipped this question)		22		

7. Describe your preparation to take an online course at SWOCC:

	Response Total	Response Percent	Points	Avg
I visited SWOCC's Distance Learning web pages	9	14%	n/a	n/a
I took a self-assessment for online course readiness	2	3%	n/a	n/a
I took SWOCC's zero-credit Introduction to Online Learning course	4	6%	n/a	n/a
I met with staff at the SWOCC Online Learning Department	1	2%	n/a	n/a
I would have benefited from taking a course about online learning	6	9%	n/a	n/a
My instructor assisted me with using the LMS	5	8%	n/a	n/a
I felt confident that I was already prepared	42	66%	n/a	n/a
Other, please specify <a href="#">view</a>	10	16%	n/a	n/a
Total Respondents		64		
(skipped this question)		22		

8. Which of the following free SWOCC resources have you used?

	Response Total	Response Percent	Points	Avg
Office 365	56	88%	n/a	n/a
Atomic Learning	3	5%	n/a	n/a
Unaware of these resources	9	14%	n/a	n/a
Total Respondents		64		
		(skipped this question)	22	

9. Share your level of satisfaction with SWOCC's online support services:

	Very Satisfied (5 Points)	Satisfied (4 Points)	Neutral (3 Points)	Dissatisfied (2 Points)	Very Dissatisfied (1 Points)	Response Total	Points	Avg
Admissions and Registration	37.29% (22) (110pts)	42.37% (25) (100pts)	18.64% (11) (33pts)	1.69% (1) (2pts)	0% (0)(0pts)	59	245	4.15
Advising and Counseling	35.09% (20) (100pts)	35.09% (20) (80pts)	19.3% (11) (33pts)	7.02% (4) (8pts)	3.51% (2) (2pts)	57	223	3.91
Bookstore	35% (21) (105pts)	41.67% (25) (100pts)	20% (12) (36pts)	3.33% (2) (4pts)	0% (0)(0pts)	60	245	4.08
Career Services	17.65% (9) (45pts)	23.53% (12) (48pts)	56.86% (29) (87pts)	1.96% (1) (2pts)	0% (0)(0pts)	51	182	3.57
Disability Services	23.53% (12) (60pts)	13.73% (7) (28pts)	60.78% (31) (93pts)	0% (0)(0pts)	1.96% (1) (1pts)	51	182	3.57
eLearning/Tech Support	33.93% (19) (95pts)	28.57% (16) (64pts)	32.14% (18) (54pts)	5.36% (3) (6pts)	0% (0)(0pts)	56	219	3.91
Financial Aid	28.07% (16) (80pts)	35.09% (20) (80pts)	26.32% (15) (45pts)	7.02% (4) (8pts)	3.51% (2) (2pts)	57	215	3.77
Library Databases	30.77% (16) (80pts)	34.62% (18) (72pts)	30.77% (16) (48pts)	1.92% (1) (2pts)	1.92% (1) (1pts)	52	203	3.9
Testing	23.08% (12) (60pts)	36.54% (19) (76pts)	30.77% (16) (48pts)	5.77% (3) (6pts)	3.85% (2) (2pts)	52	192	3.69
Tutoring	21.57% (11) (55pts)	29.41% (15) (60pts)	45.1% (23) (69pts)	1.96% (1) (2pts)	1.96% (1) (1pts)	51	187	3.67
Student Complaints	14.29% (7) (35pts)	18.37% (9) (36pts)	59.18% (29) (87pts)	6.12% (3) (6pts)	2.04% (1) (1pts)	49	165	3.37
Total Respondents						61		
Total Responses						595		
Total Points Earned						2258		
Point Average						3.79		
Point Weighted Average						3.79		
(skipped this question)						25		

10. Share your level of satisfaction with the following online learning experiences:

	Very Satisfied (5 Points)	Satisfied (4 Points)	Neutral (3 Points)	Dissatisfied (2 Points)	Very Dissatisfied (1 Points)	Response Total	Points	Avg
Locating the course Syllabus	49.18% (30) (150pts)	42.62% (26) (104pts)	4.92% (3) (9pts)	3.28% (2) (4pts)	0% (0)(0pts)	61	267	4.38
Assignment Instructions	44.26% (27) (135pts)	42.62% (26) (104pts)	9.84% (6) (18pts)	1.64% (1) (2pts)	1.64% (1) (1pts)	61	260	4.26
Posting and replying in discussion forums	42.62% (26) (130pts)	37.7% (23) (92pts)	9.84% (6) (18pts)	6.56% (4) (8pts)	3.28% (2) (2pts)	61	250	4.1
Completing online tests	43.33% (26) (130pts)	45% (27) (108pts)	6.67% (4) (12pts)	0% (0)(0pts)	5% (3) (3pts)	60	253	4.22
Uploading assignments	41.94% (26) (130pts)	45.16% (28) (112pts)	9.68% (6) (18pts)	1.61% (1) (2pts)	1.61% (1) (1pts)	62	263	4.24
Online learning support	28.3% (15) (75pts)	32.08% (17) (68pts)	30.19% (16) (48pts)	5.66% (3) (6pts)	3.77% (2) (2pts)	53	199	3.75
Technology hardware/software support	34% (17) (85pts)	32% (16) (64pts)	32% (16) (48pts)	2% (1) (2pts)	0% (0)(0pts)	50	199	3.98
Overall online course experience	37.1% (23) (115pts)	43.55% (27) (108pts)	12.9% (8) (24pts)	6.45% (4) (8pts)	0% (0)(0pts)	62	255	4.11
Total Respondents						62		

Total Responses	470
Total Points Earned	1946
Point Average	4.14
Point Weighted Average	4.14
(skipped this question)	24

11. How do you communicate with your online instructor(s) about your course(s)?

	Response Total	Response Percent	Points	Avg
Discussion forum	24	38%	n/a	n/a
Email	63	98%	n/a	n/a
Phone	8	12%	n/a	n/a
Assignment or Gradebook Feedback Comments	20	31%	n/a	n/a
Other, please specify <a href="#">view</a>	2	3%	n/a	n/a
Total Respondents	64			
(skipped this question)	22			

12. How would you rate the following with regard to your online course(s)?

	Excellent (5 Points)	Good (4 Points)	Neutral (3 Points)	Fair (2 Points)	Poor (1 Points)	Response Total	Points	Avg
Amount of interaction with other students	20.31% (13) (65pts)	43.75% (28) (112pts)	21.88% (14) (42pts)	7.81% (5)(10pts)	6.25% (4)(4pts)	64	233	3.64
Amount of interaction with instructor	23.44% (15) (75pts)	46.88% (30) (120pts)	20.31% (13) (39pts)	1.56% (1)(2pts)	7.81% (5)(5pts)	64	241	3.77
Total Respondents						64		
Total Responses						128		
Total Points Earned						474		
Point Average						3.7		
Point Weighted Average						3.7		
(skipped this question)						22		

13. Would you take another online course through SWOCC?

	Response Total	Response Percent	Points	Avg
Yes	60	94%	n/a	n/a
No	4	6%	n/a	n/a
Total Respondents	64	100%		
(skipped this question)	22			

14. Do you have experience with an online Learning Management System (LMS) other than SWOCC's online Learning Management System, eLearning?

	Response Total	Response Percent	Points	Avg
Have not used another Learning Management System	47	73%	n/a	n/a
Canvas	6	9%	n/a	n/a
Moodle	5	8%	n/a	n/a
Blackboard	5	8%	n/a	n/a
D2L	0	0%	n/a	n/a
Other, please specify <a href="#">view</a>	5	8%	n/a	n/a

Total Respondents 64

(skipped this question) 22

15. How would you rate your experience with SWOCC's eLearning Learning Management System compared to other systems you have used?

	Response Total	Response Percent	Points	Avg
Excellent (5 Points)	2	12%	10	10
Good (4 Points)	6	35%	24	24
Neutral (3 Points)	5	29%	15	15
Fair (2 Points)	2	12%	4	4
Poor (1 Points)	2	12%	2	2
Total Respondents		17	100%	
Total Responses		17		
Total Points Earned		55		
Point Average		3.24		
Point Weighted Average		3.24		
(skipped this question)		69		

16. Age group:

	Response Total	Response Percent	Points	Avg
Under 18	2	3%	n/a	n/a
18-19	19	30%	n/a	n/a
20-21	9	14%	n/a	n/a
22-24	4	6%	n/a	n/a
25-29	3	5%	n/a	n/a
30-34	9	14%	n/a	n/a
35-39	4	6%	n/a	n/a
40-49	11	17%	n/a	n/a
50-64	1	2%	n/a	n/a
65 and over	1	2%	n/a	n/a
Unknown/unreported	0	0%	n/a	n/a
Total Respondents		63	100%	
(skipped this question)		23		

17. Current Work Status:

	Response Total	Response Percent	Points	Avg
Full time	19	30%	n/a	n/a
Part time	18	29%	n/a	n/a
Work from home full time	0	0%	n/a	n/a
Self-Employed or flexible schedule	2	3%	n/a	n/a
Unemployed	18	29%	n/a	n/a
Retired	2	3%	n/a	n/a
Prefer not to answer	4	6%	n/a	n/a
Total Respondents		63	100%	
(skipped this question)		23		

18. Approximately how far do you live from the SWOCC campus?

	Response Total	Response Percent	Points	Avg
I live in housing on the SWOCC campus	8	13%	n/a	n/a
1-5 miles	20	32%	n/a	n/a
6-10 miles	10	16%	n/a	n/a
11-20 miles	2	3%	n/a	n/a
21-30 miles	7	11%	n/a	n/a
31-40 miles	4	6%	n/a	n/a
41-50 miles	2	3%	n/a	n/a
more than 50 miles	9	14%	n/a	n/a

Prefer not to answer	1	2%	n/a	n/a
Total Respondents		63	100%	
(skipped this question)		23		
19. How many courses total are you taking this term?				
		Response Total	Response Percent	Points Avg
1		6	10%	n/a n/a
2		15	24%	n/a n/a
3		7	11%	n/a n/a
4		18	29%	n/a n/a
5		14	22%	n/a n/a
More than 5		3	5%	n/a n/a
Total Respondents		63	100%	
(skipped this question)		23		
20. Are you involved with any SWOCC extracurricular activities or clubs?				
		Response Total	Response Percent	Points Avg
At least one SWOCC student activity or club		8	13%	n/a n/a
Associated Student Government (ASG)		0	0%	n/a n/a
Athletics		6	10%	n/a n/a
I am not involved with any SWOCC activities or clubs		51	81%	n/a n/a
Other, please specify		0	0%	n/a n/a
Total Respondents		63		
(skipped this question)		23		
21. What suggestions do you have for improving SWOCC's online learning experience?				
Total Respondents			29	
(skipped this question)			57	
22.				
Total Respondents			63	
(skipped this question)			23	