

Student Online Learning Satisfaction Survey

Respondents: 59 displayed, 59 total

Status: Closed

Launched Date: 04/19/2018

Closed Date: 06/01/2018

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	19	58%	n/a	n/a
Live too far from campus	5	15%	n/a	n/a
Unable to find an on campus section that fit my schedule	5	15%	n/a	n/a
Desired on campus courses were full	4	12%	n/a	n/a
I prefer online	12	36%	n/a	n/a
Other, please specify <a href="#">view</a>	2	6%	n/a	n/a
Total Respondents		33		
		(skipped this question)	26	

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	20	61%	n/a	n/a
No	13	39%	n/a	n/a
Total Respondents		33	100%	
		(skipped this question)	26	

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

	Response Total	Response Percent	Points	Avg
Desktop	8	24%	n/a	n/a
Laptop	29	88%	n/a	n/a
Tablet	2	6%	n/a	n/a
Smart Phone	10	30%	n/a	n/a
Other, please specify	0	0%	n/a	n/a
Total Respondents		33		
		(skipped this question)	26	

4. How did you register for your online courses?

	Response Total	Response Percent	Points	Avg
Online via myLakerLink	26	79%	n/a	n/a
In person at First Stop	6	18%	n/a	n/a
Other, please specify <a href="#">view</a>	1	3%	n/a	n/a
Total Respondents		33	100%	
		(skipped this question)	26	

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	56% (14) (70pts)	32% (8)(32pts)	4% (1)(3pts)	4% (1)(2pts)	4% (1)(1pts)	25	108	4.32

instructions were clear								
Instructions for logon/password were clear	64% (16) (80pts)	28% (7)(28pts)	8% (2)(6pts)	0% (0)(0pts)	0% (0)(0pts)	25	114	4.56
Instructions for course access were clear	64% (16) (80pts)	32% (8)(32pts)	4% (1)(3pts)	0% (0)(0pts)	0% (0)(0pts)	25	115	4.6
I was able to obtain required course material in a timely manner	56% (14) (70pts)	24% (6)(24pts)	8% (2)(6pts)	8% (2)(4pts)	4% (1)(1pts)	25	105	4.2
Total Respondents						25		
Total Responses						100		
Total Points Earned						442		
Point Average						4.42		
Point Weighted Average						4.42		
(skipped this question)						34		

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)	13	48%	65	65
Agree (4 Points)	8	30%	32	32
Neutral (3 Points)	5	19%	15	15
Disagree (2 Points)	0	0%	0	0
Strongly Disagree (1 Points)	1	4%	1	1
Total Respondents		27	100%	
Total Responses		27		
Total Points Earned		113		
Point Average		4.19		
Point Weighted Average		4.19		
(skipped this question)		32		

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	4	15%	n/a	n/a
I took a self-assessment for online course readiness	3	11%	n/a	n/a
I took SWOCC's zero-credit Introduction to Online Learning course	1	4%	n/a	n/a
I met with staff at the SWOCC Online Learning Department	0	0%	n/a	n/a
I would have benefited from taking a course about online learning	3	11%	n/a	n/a
My instructor assisted me with using the LMS	0	0%	n/a	n/a
I felt confident that I was already	22	81%	n/a	n/a

prepared

Other, please

specify [view](#)

2 7% n/a n/a

Total Respondents 27

(skipped this question) 32

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

	Response Total	Response Percent	Points	Avg
Office 365	21	78%	n/a	n/a
Atomic Learning	2	7%	n/a	n/a
Unaware of these resources	6	22%	n/a	n/a

Total Respondents 27

(skipped this question) 32

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	55.56% (15) (75pts)	18.52% (5) (20pts)	25.93% (7) (21pts)	0% (0)(0pts)	0% (0)(0pts)	27	116	4.3
Advising and Counseling	47.83% (11) (55pts)	17.39% (4) (16pts)	21.74% (5) (15pts)	13.04% (3) (6pts)	0% (0)(0pts)	23	92	4
Bookstore	45.83% (11) (55pts)	25% (6) (24pts)	16.67% (4) (12pts)	4.17% (1) (2pts)	8.33% (2) (2pts)	24	95	3.96
Career Services	38.1% (8) (40pts)	23.81% (5) (20pts)	38.1% (8) (24pts)	0% (0)(0pts)	0% (0)(0pts)	21	84	4
Disability Services	30% (6)(30pts)	25% (5) (20pts)	45% (9) (27pts)	0% (0)(0pts)	0% (0)(0pts)	20	77	3.85
eLearning/Tech Support	59.09% (13) (65pts)	18.18% (4) (16pts)	22.73% (5) (15pts)	0% (0)(0pts)	0% (0)(0pts)	22	96	4.36
Financial Aid	52.17% (12) (60pts)	21.74% (5) (20pts)	17.39% (4) (12pts)	4.35% (1) (2pts)	4.35% (1) (1pts)	23	95	4.13
Library Databases	54.17% (13) (65pts)	29.17% (7) (28pts)	16.67% (4) (12pts)	0% (0)(0pts)	0% (0)(0pts)	24	105	4.38
Testing	60% (15) (75pts)	24% (6) (24pts)	16% (4) (12pts)	0% (0)(0pts)	0% (0)(0pts)	25	111	4.44
Tutoring	52.63% (10) (50pts)	21.05% (4) (16pts)	26.32% (5) (15pts)	0% (0)(0pts)	0% (0)(0pts)	19	81	4.26
Student Complaints	36.84% (7) (35pts)	15.79% (3) (12pts)	42.11% (8) (24pts)	0% (0)(0pts)	5.26% (1) (1pts)	19	72	3.79

Total Respondents 27

Total Responses 247

Total Points Earned 1024

Point Average 4.15

Point Weighted Average 4.15

(skipped this question) 32

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	66.67% (18) (90pts)	29.63% (8) (32pts)	0% (0)(0pts)	0% (0)(0pts)	3.7% (1)(1pts)	27	123	4.56
Assignment Instructions	55.56% (15) (75pts)	25.93% (7) (28pts)	0% (0)(0pts)	14.81% (4) (8pts)	3.7% (1)(1pts)	27	112	4.15
Posting and replying in discussion forums	62.96% (17) (85pts)	22.22% (6) (24pts)	7.41% (2) (6pts)	3.7% (1)(2pts)	3.7% (1)(1pts)	27	118	4.37
Completing online tests	55.56% (15) (75pts)	29.63% (8) (32pts)	7.41% (2) (6pts)	7.41% (2)(4pts)	0% (0)(0pts)	27	117	4.33
Uploading assignments	69.23% (18) (90pts)	30.77% (8) (32pts)	0% (0)(0pts)	0% (0)(0pts)	0% (0)(0pts)	26	122	4.69
Online learning	60.87% (14)	21.74% (5)	17.39% (4)	0% (0)(0pts)	0% (0)(0pts)	23	102	4.43

support	(70pts)	(20pts)	(12pts)					
Technology hardware/software support	68.18% (15) (75pts)	9.09% (2)(8pts)	22.73% (5) (15pts)	0% (0)(0pts)	0% (0)(0pts)	22	98	4.45
Overall online course experience	46.15% (12) (60pts)	42.31% (11) (44pts)	7.69% (2) (6pts)	0% (0)(0pts)	3.85% (1)(1pts)	26	111	4.27
Total Respondents						27		
Total Responses						205		
Total Points Earned						903		
Point Average						4.4		
Point Weighted Average						4.4		
(skipped this question)						32		

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

		Response Total	Response Percent	Points	Avg
Discussion forum		7	26%	n/a	n/a
Email		26	96%	n/a	n/a
Phone		4	15%	n/a	n/a
Assignment or Gradebook Feedback Comments		6	22%	n/a	n/a
Other, please specify		1	4%	n/a	n/a
<input type="button" value="view"/>					
Total Respondents		27			
(skipped this question)		32			

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	22.22% (6) (30pts)	33.33% (9) (36pts)	25.93% (7) (21pts)	14.81% (4) (8pts)	3.7% (1)(1pts)	27	96	3.56
Amount of interaction with instructor	29.63% (8) (40pts)	25.93% (7) (28pts)	22.22% (6) (18pts)	11.11% (3)(6pts)	11.11% (3)(3pts)	27	95	3.52
Total Respondents		27						
Total Responses		54						
Total Points Earned		191						
Point Average		3.54						
Point Weighted Average		3.54						
(skipped this question)		32						

13. Would you take another online course through SWOCC?

	Response Total	Response Percent	Points	Avg
Yes	24	89%	n/a	n/a
No	3	11%	n/a	n/a
Total Respondents		27	100%	
(skipped this question)		32		

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	15	56%	n/a	n/a

Canvas		3	11%	n/a	n/a
Moodle		4	15%	n/a	n/a
Blackboard		6	22%	n/a	n/a
D2L		0	0%	n/a	n/a
Other, please specify		3	11%	n/a	n/a
<a href="#">view</a>					
Total Respondents		27			
		(skipped this question)	32		

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)	4	33%	20	20
Good (4 Points)	4	33%	16	16
Neutral (3 Points)	4	33%	12	12
Fair (2 Points)	0	0%	0	0
Poor (1 Points)	0	0%	0	0
Total Respondents		12	100%	
		Total Responses	12	
		Total Points Earned	48	
		Point Average	4	
		Point Weighted Average	4	
		(skipped this question)	47	

16. Age group:

	Response Total	Response Percent	Points	Avg
Under 18	0	0%	n/a	n/a
18-19	8	30%	n/a	n/a
20-21	3	11%	n/a	n/a
22-24	4	15%	n/a	n/a
25-29	3	11%	n/a	n/a
30-34	2	7%	n/a	n/a
35-39	0	0%	n/a	n/a
40-49	3	11%	n/a	n/a
50-64	3	11%	n/a	n/a
65 and over	0	0%	n/a	n/a
Unknown/unreported	1	4%	n/a	n/a
Total Respondents		27	100%	
		(skipped this question)	32	

17. Current Work Status:

	Response Total	Response Percent	Points	Avg
Full time	7	26%	n/a	n/a
Part time	7	26%	n/a	n/a
Work from home full time	0	0%	n/a	n/a
Self-Employed or flexible schedule	0	0%	n/a	n/a
Unemployed	7	26%	n/a	n/a
Retired	0	0%	n/a	n/a
Prefer not to answer	6	22%	n/a	n/a
Total Respondents		27	100%	
		(skipped this question)	32	

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	2	7%	n/a	n/a
1-5 miles	11	41%	n/a	n/a

6-10 miles		2	7%	n/a	n/a
11-20 miles		2	7%	n/a	n/a
21-30 miles		3	11%	n/a	n/a
31-40 miles		4	15%	n/a	n/a
41-50 miles		0	0%	n/a	n/a
more than 50 miles		2	7%	n/a	n/a
Prefer not to answer		1	4%	n/a	n/a

Total Respondents 27 100%

(skipped this question) 32

19. How many courses total are you taking this term?

		Response Total	Response Percent	Points	Avg
1		1	4%	n/a	n/a
2		3	11%	n/a	n/a
3		6	22%	n/a	n/a
4		11	41%	n/a	n/a
5		4	15%	n/a	n/a
More than 5		2	7%	n/a	n/a

Total Respondents 27 100%

(skipped this question) 32

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		1	4%	n/a	n/a
Associated Student Government (ASG)		0	0%	n/a	n/a
Athletics		1	4%	n/a	n/a
I am not involved with any SWOCC activities or clubs		25	93%	n/a	n/a
Other, please specify		0	0%	n/a	n/a

Total Respondents 27

(skipped this question) 32

21. What suggestions do you have for improving SWOCC's online learning experience?

Total Respondents 11

(skipped this question) 48

22.

Total Respondents 27

(skipped this question) 32