# Spring 2013 DL Student Survey

During approximately the 7th week of the Spring 2013 term, the PCC Office of Institutional Effectiveness administered an on-line 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 'Survey Monkey' URL. In the email to the student, the IE Office indicated to the student that their responses would be anonymous.

The response rate was approximately 21%, with 1,266 students answering at least one survey item and a survey margin of error is +/- 2.6%. Most of the frequency counts for the items in the survey were generated within 'Survey Monkey'. 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:

| Mode	Response
Email	80.7%
Inside Desire2Learn	17.4%
SMS/Text Message	3.6%
In Person	1.6%
Self Help	1.2%
Phone	0.6%
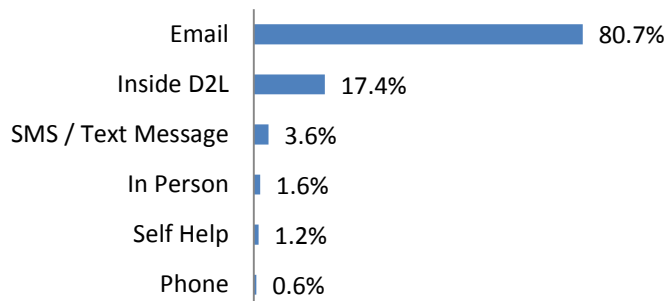
2) As an online student, I prefer to interact with college services (e.g. advising, financial aid, registration, etc.)

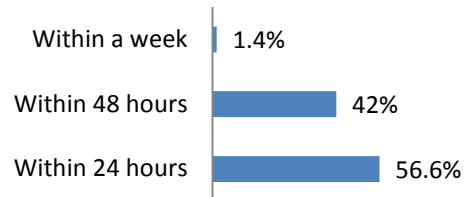| Response	Percent
Email	42.8%
In Person	30.8%
Phone	14.1%
Inside D2L	7.2%
Instant Messaging	3.3%
Virtual Offices	3.3%
Self Help	2.7%
SMS/Text message	1%
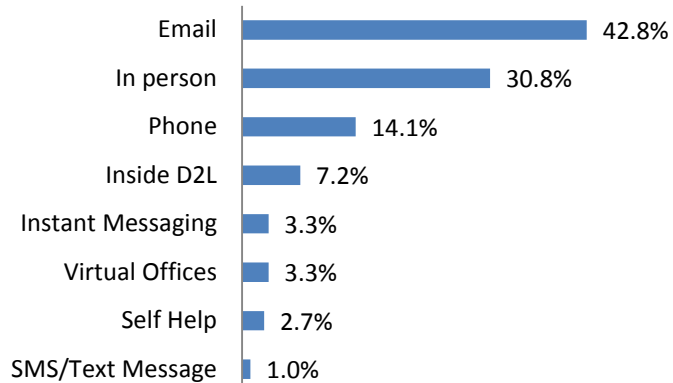
3) "When I go online to view and work on my distance learning classes, I would like the navigation, layout, and general appearance to look the same from one distance learning class to another."

Response	Percent
Strongly Disagree	1.0%
Somewhat Disagree	1.2%
Neutral	8.0%
Somewhat Agree	20.6%
Strongly Agree	69.3%

Strongly Disagree 1.0%
Somewhat Disagree 1.2%
Neutral 8.0%
Somewhat Agree 20.6%
Strongly Agree 69.3%
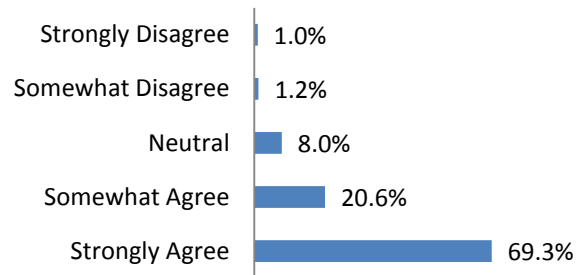
4) When I email my online instructor, I think it is fair and reasonable for my instructor to respond:

Response	Percent
Within a week	1.4%
Within 48 hours	42%
Within 24 hours	56.6%

Within a week 1.4%
Within 48 hours 42%
Within 24 hours 56.6%

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 24 hours	5.2%
Within 48 hours	19.2%
Within a week	50.6%
Before the next assignment is due	24.0%
By the end of the term	1.1%

By the end of the term 1.1%
Before the next assignment… 24%
Within a week 50.6%
Within 48 hours 19.2%
Within 24 hours 5.2%
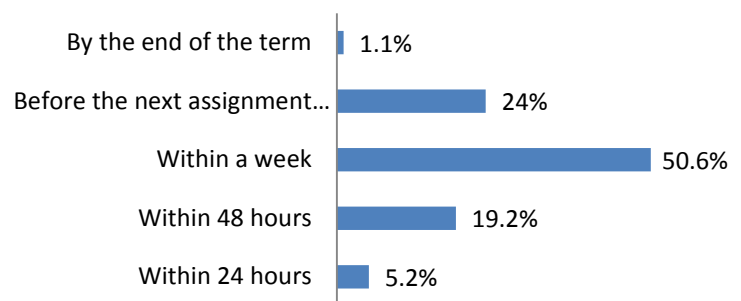
6) When I receive feedback on an assignment in my online class, I prefer:

Response	Percent
A numerical score with written feedback	94.3%
Written feedback only	3.5%
A numerical score only	2.2%

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Written feedback only 3.5%
A numerical score only 2.2%
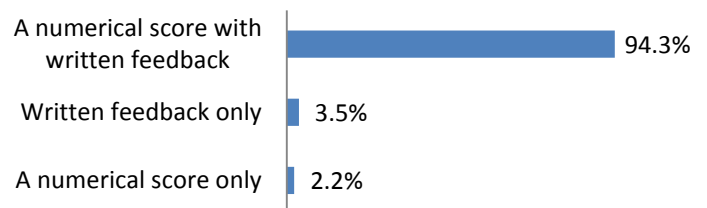
7) "When I receive feedback on an assignment in my online class, I prefer a key that explains instructors expectations, where I lost points, and what is required to earn full credit."

Response	Percent
Strongly Disagree	0.4%
Somewhat Disagree	1.1%
Neutral	8.9%
Somewhat Agree	21.3%
Strongly Agree	68.3%

Strongly Disagree 0.4%
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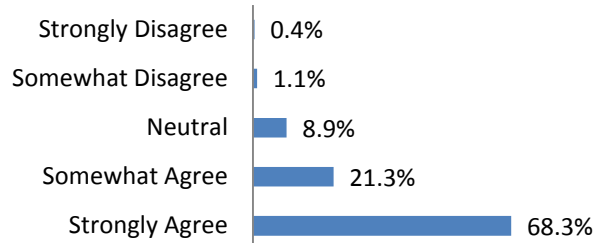
8) When I receive a grade from an assignment in my online class, I prefer to receive feedback:

Response	Percent
I don't care for feedback.	0.7%
Using the same tool that I used to submit my work (for example…	40.9%
In the grade book	44.5%
Via email	13.9%

I don't care for feedback. 0.7%
Using the same tool that I used to submit my work… 40.9%
In the gradebook 44.5%
Via email 13.9%
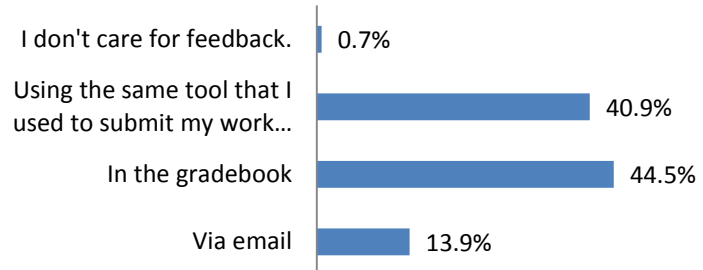
9) Thinking about your most recent online classes, with which of the following methods do you prefer to learn? (check all that apply)

Response	Percent
From interaction with the instructor	45.1%
From PowerPoint presentations	47.7%
From recorded audio or video lectures	45.2%
From class discussion	39.1%
From group projects	8.6%
From interactive activities	49.4%
From videos	63.5%
From text documents	69.2%

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From PowerPoint presentations 47.7%
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From class discussion 39.1%
From group projects 8.6%
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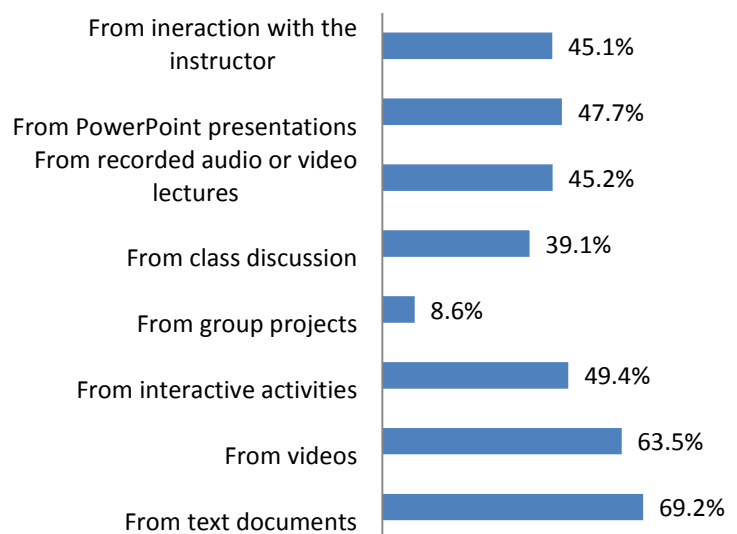
10) Given any option, what technologies would you like to use for learning? (check all that apply)

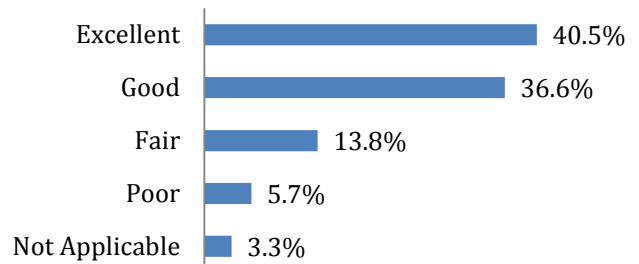| Response	Percent
Streaming Video (Video Conferencing)	68.0%
Email Alerts for Assignment Deadlines and Class Events	65.8%
Recorded Audio Lectures	51.3%
Scheduling / Calendaring Apps that Link to My Personal Calendar	43.9%
Mobile Devices/Tablets	33.8%
SMS/Text Message Alerts for Assignment Deadlines and Class Events	26.9%
Virtual Worlds/Augmented Reality	21.8%
Same as Current	1.4%

Streaming Video (Video... 68.0%
Email Alerts for... 65.8%
Recorded Audio Lectures 51.3%
Scheduling / Calendaring... 43.9%
Mobile Devices/Tablets 33.8%
SMS/Text Message Alerts... 26.9%
Virtual... 21.8%
Same as Current 1.4%
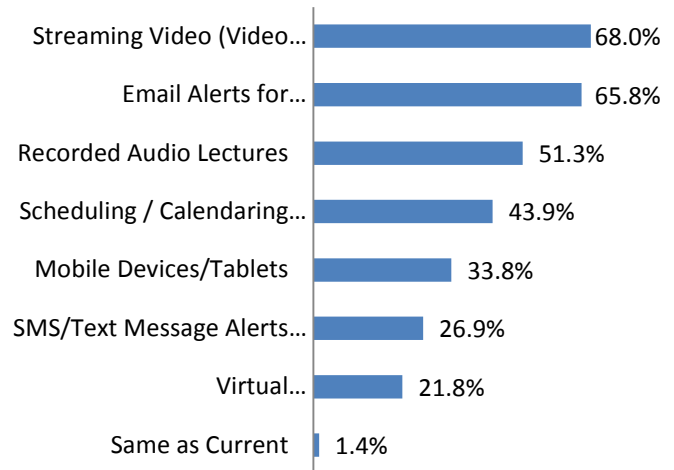
11) In general, the instructor's response to your participation and course work was:

Response	Percent
Almost always timely	60.2%
Somewhat timely	27.3%
Usually not timely	8.4%
I received no or almost no feedback about my participation or course work	4.2%

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Somewhat timely 27.3%
Usually not timely 8.4%
I received no or almost no feedback about my... 4.2%
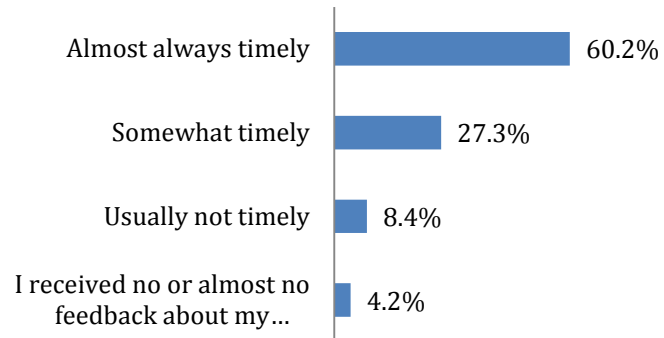
## 12) When I received feedback from the instructor, the quality of the feedback that I received was:

Response	Percent
Excellent	40.50%
Good	36.60%
Fair	13.80%
Poor	5.70%
Not Applicable	3.30%

Excellent 40.5%
Good 36.6%
Fair 13.8%
Poor 5.7%
Not Applicable 3.3%

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

Response	Percent
Very timely	54.5%
Somewhat timely	36.2%
Not timely at all	9.30%

Very timely — 54.5%
Somewhat timely — 36.2%
Not timely at all — 9.30%
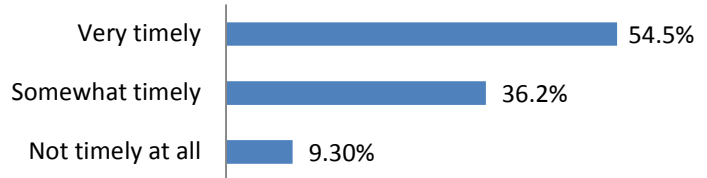
14) The instructor's presence in your online class was:

Response	Percent
Often evident	56.2%
Somewhat evident	32.3%
Infrequent or extremely lacking	11.6%

Often evident — 56.2%
Somewhat evident — 32.3%
Infrequent or extremely lacking — 11.6%
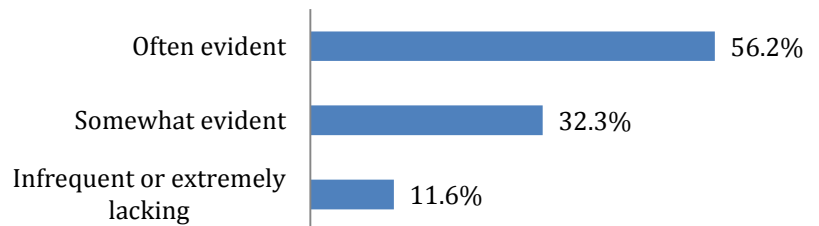
15) Student-to-student Interaction in the class was:

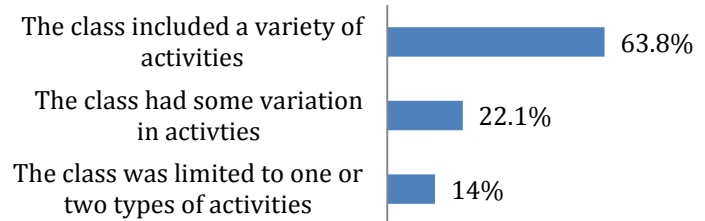| Response	Percent
Required	63.6%
Not required but encouraged	21.5%
Made available but not encouraged	9.8%
Absent, although the class would not have benefitted from student-to-student interaction	3.0%
Absent, but the class would have benefited from student-to-student interaction	2.1%

Required — 63.6%
Not required but encouraged — 21.5%
Made available but not encouraged — 9.8%
Absent, although the class would not have benefitted from… — 3.0%
Absent, but the class would have benefited from student-to-… — 2.1%
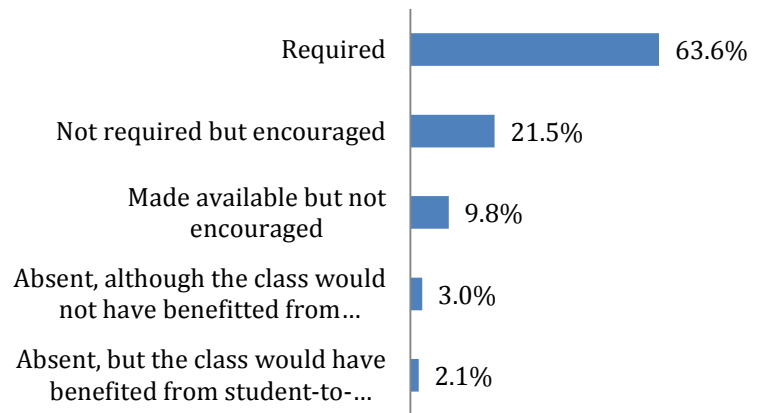
16) Were course materials for this class easily accessible?

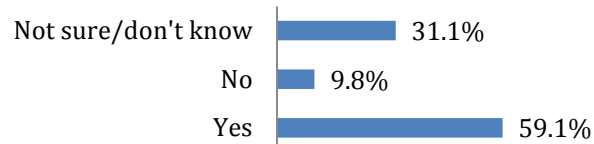| Response	Percent
No	6.7%
Yes	93.3%

No — 6.7%
Yes — 93.3%

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

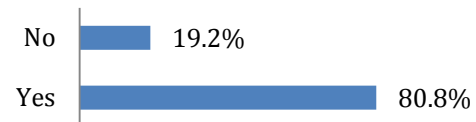| Response	Percent
The class included a variety of activities	63.80%
The class had some variation in activities	22.10%
The class was limited to one or two types of activities	14%

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

Response	Percent
Not sure/don't know	31.10%
No	9.80%
Yes	59.10%

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	19.20%
Yes	80.80%

20a) If yes, why did you have a good idea what grade you were earning? (free response)

Response	Percent
Instructor graded assignments in a timely manner during the term / Received regular feedback	75.3%
Grading instructions were clear for assignments / Self tracking	17.3%
Not Applicable	7.4%

20b) If no, why didn't you have a good idea what grade you were earning? (free response)

Response	Percent
Schedule was confusing about assignments	39.20%
Late / Missing Feedback on assignments	45.40%
Not Applicable	10%
Difficult to Track Scores / Confusing Grading Scheme (No overall grade option)	5.40%

21) Please briefly comment on what worked well in your online course?

Response Category	Count
Discussions	35
Instructor feedback / interaction	29
Online resources (video/material)	25
Clear instructions	24
Assignments	23
Calendar /Due dates	21
Self-paced	20
Quizzes / exams	14
Textbook	11
D2L course in general	9
Dropbox	7
Response time	6
Virtual office hours	5
Working ahead	5
Convenience	3
Not having to find parking	1

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

Response Category	Count
Instructor communication / Class interaction	217
External material (videos, audios, websites)	172
Not applicable	126
Clarity on course content (assignments, schedule, etc.) More information.	116
Discussions (too many discs.)	112
Due dates (weekend deadlines)	105
Mobile Support	5

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

Response Category	Count
All courses available	103
Science	45
Math	28
CIS/CS/ Web Development	24
Languages	22
English / WR /RD	18
Business / MSD	15
History	12
Art	10
Computer Applications	10
Speech	10
Multimedia	9
Psychology	9
Social Science	8
CIS	7
Music	7
Paralegal	7
Theology	6
Certificate pathways	5
Health	4
Liberal Arts	4
Women studies	4
P.E.	3