

SBVC's 2016 Online Student Satisfaction Survey

(1073 responses.....percentages indicated are approximate):

How satisfied are you with your online course?

Very satisfied	58%
Satisfied	32%
Neutral	5%
Dissatisfied	2%
Very dissatisfied	2%

Have you taken an online course BEFORE this semester?

73%
27%

Would you take another online course in the future?

Yes 95%
No 5%

Did your counselor speak to you about the advantages and disadvantages of taking an online course?

Yes 23%
No 23%
I did not speak with a counselor about online classes. 54%

If your course had only been offered On-Campus would you have taken it this semester?

Yes 53%
No 47%

Which of the following best describes your primary motivation for taking this course online as opposed to on-campus?

I have work or family commitments that would not allow me to attend an on-campus course 60%
I live too far from SBVC to attend an on-campus course 5%
I have a mental or physical disability that limits my ability to attend an on-campus course 2%
I was unable to find an on-campus section that would fit my class schedule 24%
All of the on-campus sections were full 3%
I needed extra units to be a full-time student 2%
Other 12%

How would you compare an online course to an on-campus course in the level of coursework difficulty?

More difficult 28%
Same 65%
Less difficult 7%

How would you compare an online course to an on-campus course in terms of the time you spent working on the course?

More work 30%
Same amount of work 65%
Less work 5%

How has your online class experience met your expectations?

Much better than I expected 35%
Better than I expected 35%
About what I expected 184 = 20%
Worse than I expected 39 = 7%
Much worse than I expected 7 = 2%

In general, how would you rate the AMOUNT of interaction with other STUDENTS in your SBVC online classes?

Far too much interaction 1%
Too much interaction 3%
About the right amount of interaction 480 = 82%
Not enough interaction 91 = 10%
Not nearly enough interaction 36 = 74%

Please indicate your level of agreement with the following statement: “I would recommend SBVC’s online courses to a prospective student.”

Strongly agree 57%
Agree 31%
Neither agree or disagree 56 = 8%
Disagree 2%
Strongly Disagree 2%

Please select any option below that describes your preparation for taking online classes (check all that apply):

I visited the SBVC web page for online classes. 80%

I completed the self-assessment on the SBVC web page to see if online classes were for me. 16%

I read the tips on being a successful online student on the SBVC web page for online classes. 31%

I completed the suggested departmental advisories prior to enrolling in the class. 14%

I would have benefited by taking a half unit course on online learning. 5%

I would have benefited by taking a half unit course on Blackboard. 6%

What is your gender?

Male 26%
Female 74%

What is your age group?

15-22 years old 27%
23-30 years old 33%
31-40 years old 19%
41-50 years old 12%
51-60 years old 7%
61+ years old 2%

What is your current work status?

Full-time 41%
Part-time 30%
Work from home full time 1%
Work from home part time 1%
Self Employed (hours vary) 4%
Full-time Homemaker 7%
Unemployed 20%
Retired 1%

Approximately how far do you live from the SBVC campus?

0--5 miles 16%
6--10 miles 36%
11--20 miles 25%
31--40 miles 17%
41--50 miles 13%
51--100 miles 2%
more than 100 miles >1%

How many ONLINE courses are you taking this semester?

1 285 = 47%
2 195 = 30%
3 97 = 13%
4 42 = 5%
5 = 5%
more than 5 .1%

How many courses are you taking this semester (online AND on-campus)?

1 12%
2 20%
3 22%
4 31%
5 9%
more than 3%

How satisfied are you with the student support services (i.e. counseling, tutoring, DSP&S, EPOS...) associated with your online course?

Very satisfied 33%
Satisfied 27%
Neutral 20%
Dissatisfied 2%
Very dissatisfied 1%
Not applicable 17%

How Satisfied are you with the library support services (i.e. databases, online reference librarian, e-books...) associated with your online course?

Very satisfied 33%
Satisfied 32%
Neutral 17%
Dissatisfied 1%
Very dissatisfied 1%
Not Applicable 16%