

SBVC's 2014 Online Student Satisfaction Survey

(645 responses....responses indicated are exact....percentages indicated are approximate):

How satisfied are you with your online course?

Very satisfied	348 = 54%
Satisfied	197 = 30%
Neutral	57 = 8%
Dissatisfied	30 = 5%
Very dissatisfied	14 = 3%

Have you taken an online course BEFORE this semester?

Yes	459 = 72%
No	177 = 28%

Would you take another online course in the future?

Yes	604 = 95%
No	33 = 5%

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

Yes	138 = 22%
No	185 = 28%
I did not speak with a counselor about online classes.	317 = 50%

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

Yes	335 = 54%
No	303 = 46%

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 332 = 50%

I live too far from SBVC to attend an on-campus course 34 = 5%

I have a mental or physical disability that limits my ability to attend an on-campus course 24 = 4%

I was unable to find an on-campus section that would fit my class schedule 138 = 24%

All of the on-campus sections were full 42 = 6%

I needed extra units to be a full-time student 14

Other 67

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

More difficult 179 = 28%

Same 406 = 65%

Less difficult 56 = 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 235 = 28%

Same amount of work 369 = 65%

Less work 36 = 5%

How has your online class experience met your expectations?

Much better than I expected 207 = 30%

Better than I expected 182 = 28%

About what I expected 198 = 29%

Worse than I expected 43 = 8%

Much worse than I expected 14 = 3%

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

Far too much interaction 7
Too much interaction 23 = 3%
About the right amount of interaction 475 = 74%
Not enough interaction 87 = 13%
Not nearly enough interaction 49 = 7%

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

Strongly agree 339 = 54%
Agree 213 = 33%
Neither agree or disagree 63 = 10%
Disagree 13
Strongly Disagree 13

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. 236

I completed the self-assessment on the SBVC web page to see if online classes were for me. 64

I read the tips on being a successful online student on the SBVC web page for online classes. 126

I completed the suggested departmental advisories prior to enrolling in the class. 45

I would have benefited by taking a half unit course on online learning. 12

I would have benefited by taking a half unit course on Blackboard. 18

What is your gender?

Male 179 = 28%
Female 456 = 72%

What is your age group?

15-22 years old 178 = 28%
23-30 years old 203 = 31%
31-40 years old 121 = 20%
41-50 years old 76 = 13%
51-60 years old 50 = 8%
61+ years old 12

What is your current work status?

Full-time 242
Part-time 113
Work from home full time 5
Work from home part time 5
Self Employed (hours vary) 23
Full-time Homemaker 47
Unemployed 162
Retired 11

Approximately how far do you live from the SBVC campus?

0--5 miles 114 = 16%
6--10 miles 238 = 36%
11--20 miles 173 = 25%
31--40 miles 60 = 10%
41--50 miles 29 = 5%
51--100 miles 14
more than 100 miles 1

How many ONLINE courses are you taking this semester?

1 300 = 47%
2 183 = 28%
3 101 = 15%
4 37 = 5%
5 10
more than 5 2

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

1 77 = 12%

2 112 = 18%

3 143 = 22%

4 200 = 31%

5 68 = 9%

more than 5 34 = 5%

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

Very satisfied 190 = 32%

Satisfied 180 = 27%

Neutral 130 = 20%

Dissatisfied 11

Very dissatisfied 5

Not applicable 114 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 226 = 35%

Satisfied 215 = 33%

Neutral 92 = 15%

Dissatisfied 4

Very dissatisfied 1

Not Applicable 100 = 16%