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%