

SBVC's 2015 Online Student Satisfaction Survey

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

How satisfied are you with your online course?

Very satisfied	357 = 54%
Satisfied	191 = 30%
Neutral	55 = 8%
Dissatisfied	25 = 5%
Very dissatisfied	9 = 3%

Have you taken an online course BEFORE this semester?

Yes	460 = 72%
No	177 = 28%

Would you take another online course in the future?

Yes	605 = 95%
No	32 = 5%

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

Yes	119 = 18%
No	184 = 28%
I did not speak with a counselor about online classes.	334 = 54%

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

Yes	357 = 56%
No	280 = 44%

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 322 = 50%
I live too far from SBVC to attend an on-campus course 38 = 5%
I have a mental or physical disability that limits my ability to attend an on-campus course 14 = 4%
I was unable to find an on-campus section that would fit my class schedule 143 = 24%
All of the on-campus sections were full 31 = 6%
I needed extra units to be a full-time student 16
Other 73

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

More difficult 169 = 28%
Same 400 = 65%
Less difficult 68 = 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 261 = 28%
Same amount of work 338 = 65%
Less work 38 = 5%

How has your online class experience met your expectations?

Much better than I expected 203 = 32%
Better than I expected 204 = 30%
About what I expected 184 = 28%
Worse than I expected 39 = 8%
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 5
Too much interaction 25 = 3%
About the right amount of interaction 480 = 74%
Not enough interaction 91 = 13%
Not nearly enough interaction 36 = 7%

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

Strongly agree 356 = 54%
Agree 206 = 33%
Neither agree or disagree 56 = 10%
Disagree 14
Strongly Disagree 8

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. 478

I completed the self-assessment on the SBVC web page to see if online classes were for me. 132

I read the tips on being a successful online student on the SBVC web page for online classes. 217

I completed the suggested departmental advisories prior to enrolling in the class. 114

I would have benefited by taking a half unit course on online learning. 33

I would have benefited by taking a half unit course on Blackboard. 39

What is your gender?

Male 158 = 25%
Female 479 = 75%

What is your age group?

15-22 years old 221 = 30%
23-30 years old 200 = 31%
31-40 years old 108 = 18%
41-50 years old 66 = 14%
51-60 years old 37 = 7%
61+ years old 5

What is your current work status?

Full-time 218
Part-time 163
Work from home full time 1
Work from home part time 4
Self Employed (hours vary) 39
Full-time Homemaker 49
Unemployed 143
Retired 11

Approximately how far do you live from the SBVC campus?

0--5 miles 110 = 16%
6--10 miles 234 = 36%
11--20 miles 175 = 25%
31--40 miles 59 = 10%
41--50 miles 31 = 5%
51--100 miles 11
more than 100 miles 1

How many ONLINE courses are you taking this semester?

1 285 = 47%
2 195 = 28%
3 97 = 15%
4 42 = 5%
5 10
more than 5 5

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

1 81 = 12%
2 114 = 18%
3 134 = 22%
4 209 = 31%
5 78 = 9%
more than 5 21 = 5%

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

Very satisfied 180 = 32%
Satisfied 181 = 27%
Neutral 142 = 20%
Dissatisfied 20
Very dissatisfied 8
Not applicable 106 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 208 = 33%
Satisfied 203 = 32%
Neutral 105 = 17%
Dissatisfied 6
Very dissatisfied 5
Not Applicable 110 = 16%