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%