

## DISTANCE EDUCATION STUDENT SURVEY – SPRING 2013

### *Executive Summary:*

**22%** of DE students responded to our survey. (581 of 2,698 enrolled students in DE at the time of the survey) Overall there were not too many surprises.

Students are finding a **discrepancy in the faculty Blackboard skill level, responsiveness and methods of online teaching**. Multiple comments addressed this issue, although 88% felt their instructor feedback, materials, assignments, directions were helpful/clear. SAC continues to have a large number of new online students, 29%.

DE is addressing many faculty and student needs with our Online Teaching Certification modules and Online Student Orientation. However, **the area that is significant to both students and faculty is the need to assist students with on-site Blackboard orientations and structured assistance in the lab.**

### *Survey Facts/Findings:*

- **29% of students were new to online/hybrid learning**
- 86% access the Internet for their course at home.
- **30% take exclusively online classes**. 56% of students are additionally taking classroom courses.
- **68% thought their Internet skills were sufficient.**
- **Devices owned:**

<u>Device</u>	<u>Response %</u>
<b>Cell Phone</b>	<b>78%</b>
<b>Webcam ("built in" or USB attached)</b>	<b>61%</b>
Desktop computer	57%
<b>Full-size laptop computer</b>	<b>84%</b>
Small netbook/tablet computer	18%
iPad	29%
<b>Smart Phone</b>	<b>72%</b>
Portable storage device	40%
Dedicated e-book reader	14%

- **Our SAC online students Frequently: Create/Send Emails, Create/Use Word Processing documents, Participate in Social Networking.** They Rarely: use spreadsheets and presentation software.
- 88% and higher felt instructor feedback, materials, assignments, directions were helpful/clear.
- The **greatest benefit** of the online class is: time saved on commute and flexibility of class time.

- **92% would take another online course at Santa Ana College.**
- Multiple Student Comments of:
  - What additional student support services would you like to see available online?
    - **Chat for online counseling**
    - Tutorial learning online – addressed with Learning Center
    - **Testing Center (Proctored Testing)**
    - **Transfer Center**
    - **Help Desk**
  - Drawbacks of taking an online class?
    - **Some instructors do not know how to use Blackboard**
    - **Technical issues with Blackboard**
    - **Instructor not responsive enough**

**Selected Additional Student Comments:**

- *"I would not be attending SAC if online classes were not offered."*
- *"Basically I have to read, read, and read a lot to get the idea from the book. This is really tough for an international student like me when English is not my first language. After all, the course most benefit is saving time at school. My instructor has done everything to keep the course in good shape. All the information are on the Blackboard and through my e-mail. I would recommend my friend to try an online course if they don't have time to attend lectures in school."*
- *"Some instructors are not as helpful as others."*
- *"I have found that instructors and classes provided on line from SAC are better than those at SCC- the teachers at SAC provide clearer instruction and the English teacher made it really feel live and in person I think the organization is better from SAC online classes."*
- *"Overall, the class was fun and the interaction with my fellow classmates was neat. I talk more to my online classmates more than I do in traditional classes."*
- *"This was my first time taking online classes. At first I felt lost because I wasn't sure I understood the expectations. Also, I was new to the discussion board and it was a bit challenging at first because I did not know what to do. As the class progressed I got the hang of it and learned to embrace it. Now that I've been exposed to this learning style, I will definitely use it again. I am a mother of three boys and also work full-time. Online classes definitely saved me a lot of time but also forced me to be more disciplined to make sure my assignments were turned in on time."*