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**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

Lees College Campus of HCTC

Breathitt Life Skills Center

1127 Main Street, Room 104

Jackson, Kentucky 41339

606/487-3503

[lois.puffer@kctcs.edu](mailto:lois.puffer@kctcs.edu)

***Anna Lois Puffer, Coordinator***

**HCTC DISTANCE LEARNING STUDENT EVALUATION SURVEY  
RESULTS SUMMARY -- FALL 2012**

***January 11, 2013***

## **HCTC DISTANCE LEARNING STUDENT EVALUATION SURVEY RESULTS SUMMARY FALL 2012**

The 2,334 (unduplicated) HCTC students still enrolled in a totally online course (BW instruction mode) as of 10-17-2012 were asked to express their satisfaction with their distance learning experience. HCTC faculty were asked to post an announcement in their Blackboard course shell containing the distance learning survey link and/or send an email notification to students enrolled in their online course. The survey began on November 5 and was allowed to remain open through the holiday break to obtain additional responses; the results of the survey were pulled on 1-11-2013 with a final total of 327 responses received for a 14% response rate. In comparison, 315 responses were received for the same survey in Fall 2011.

The 12-item survey asked students how many distance learning courses they had taken, the type of operating system for their computer, the location where they work on their course, seven survey items about their distance learning experience, their overall satisfaction with the delivery of course content through Blackboard, and an open-ended question asking for suggestions/comments about the course, instructor, or content. A copy of the survey instrument is attached to this report.

Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes student feedback for the open-ended question. Please see the following summary statement, suggestions/comments about course-instructor-content, and summary table. The final page of this document provides the codebook for the raw data.

### SUMMARY STATEMENT

Overall, the HCTC online students who responded to the survey were satisfied with their distance learning experience. Twenty-six percent of the respondents had never taken a distance learning course before. Seventy percent of the respondents indicated that their computer used the Windows 7 operating system. Eighty-five percent of the respondents indicated that they worked on their course at home.

Suggestions/Comments About Course, Instructor, or Content (see Suggestions tab on raw data file)

Students need to know basic computers skills to navigate online classes  
Instructional videos take too long  
Too much content for the number of credit hours  
Instructor not flexible when course was not working correctly  
Almost no interaction with instructor since week 1 or 2  
Grades not posted in timely manner  
Helpful to have instructors provide the correct answers on tests and quizzes after grading period  
Problems logging in sometimes  
Never knew what to study  
Instructors need to use Pronto more  
Students not aware of Pronto  
Pronto difficult to locate and install  
Blackboard is complicated to navigate and slow when taking exams  
Instructors don't use KCTCS email—only use Blackboard email  
Difficulty getting instant messenger to work  
Some instructors can't open Microsoft Word documents  
Some instructors don't use discussion boards  
Some instructors are difficult to reach  
Some instructors are terrible and were not capable of teaching  
Some instructors don't grade fast enough  
Some instructors don't respond to emails in timely manner

## HCTC Distance Learning Student Evaluation Survey Results – Fall 2012

### SUMMARY TABLE

Survey Item	SATISFIED		DISSATISFIED		OFFERED OPINION		DON'T KNOW	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
15. I was able to navigate through the course website to find what I needed to complete course assignments.	312	95.4%	15	4.5%	312	95.4%	--	--
16. I was able to successfully interact with other students (if applicable).	302	92.4%	25	7.6%	302	92.4%	--	--
17. PowerPoint slides, audiotaped or videotaped presentations, simulations, SoftChalk web lessons, etc. contributed to my understanding of the course content.	309	94.5%	18	5.5%	309	94.5%	--	--
18. Posted discussions, chats, instant messaging, live classroom tools and/or other communication tools contributed to my understanding of the course content.	302	92.4%	25	7.6%	302	92.4%	--	--
19. Online course assignments contributed to my understanding of the course content.	318	97.2%	15	4.6%	318	97.2%	--	--
20. Additional resources available in the course contributed to my understanding of the content.	312	95.4%	15	4.6%	312	95.4%	--	--
21. Pronto instant messaging was utilized for my online course during my instructor's office hours which contributed to my understanding of the course content.	184	56.3%	42	12.8%	226	81.5%	101	30.9%
22. Overall satisfaction with delivery of content using Blackboard.	317	96.9%	10	3.1%	317	96.9%	--	--

**Legend:**

*Satisfied = combined total and percentage for Strongly Agree/Very Satisfied and Agree/Satisfied.*

*Dissatisfied = total and percentage for Disagree/Dissatisfied and Strongly Disagree/Very Dissatisfied.*

## CODEBOOK FOR RAW DATA

Distance Learning Courses Taken: 0=1; 1-2=2; 3-4=3; 5-6=4; more than 6=5; Don't Know=6

Operating System: Windows 95-2000=1; Windows Vista=2; Windows 7=3; Mac OS=4; Linux=5; Don't Know=5

Location Work on Course: Home=1; Local College=2; Local Library=3; Work=4; Other=5; Don't Know=6

Satisfaction Level: Strongly Agree= 1; Agree= 2; Disagree= 3; Strongly Disagree = 4; Don't Know = 5

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4