



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

Anna Lois Puffer, Coordinator

606/487-3503

lois.puffer@kctcs.edu

Brenda Young, Data Research Assistant

606/487-3063

brenda.young@kctcs.edu

**DISTANCE LEARNING STUDENT EVALUATION SURVEY
RESULTS SUMMARY – FALL 2013**

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DISTANCE LEARNING STUDENT EVALUATION SURVEY RESULTS SUMMARY FALL 2013

The 3,326 (unduplicated) students enrolled in HCTC-delivered online component classes as of 10-31-2013 were asked to express their satisfaction with their distance learning experience. The Distance Learning Dean placed the survey link inside Blackboard asking for students to respond to the survey. During October-November-December 2013, 279 responses were received (or 8%). In comparison, 57 responses (or 2%) were received for this survey in Spring 2013, 327 responses (or 14%) were received in Fall 2012, and 315 responses were received 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, suggestions/comments about course-instructor-content, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY

Students enrolled in HCTC-delivered online component classes who responded to the survey were satisfied with their distance learning experience with a range of 90-97% satisfaction. However, survey item #21 concerned the instructor's use of Blackboard instant messenger during their office hours to help students – only 76% satisfaction was received.

Twenty-four percent of the respondents had never taken a distance learning course before. Fifty-two percent of the respondents indicated that their computer used the Windows 7 operating system. Eighty-nine percent of the respondents indicated that they worked on their course at home.

While a significant number of additional responses were received for this survey in Fall 2013 over Spring 2013, it is recommended that the Distance Learning Dean and Distance Learning Committee continue to find ways to improve the response rate.

Suggestions/Comments About Course, Instructor, or Content

HCTC instructors need to place assignments in the same location for every HCTC course

Some test questions were marked incorrect even when answers came straight from book

Provide notifications of all updates

Too much work/material in short amount of time

Notify students of changes/announcements to KCTCS email not Bb messaging (or link together)

Blackboard has a lot of glitches

More interactive lessons

Blackboard would not load assignments in timely manner

Timed exams are timed too short

Make Blackboard available all day on Sunday

More videotaped lectures and personalized powerpoints from professors instead of test bank and textbook provider

Blackboard wouldn't allow instructor to put all chapter assignments on Blackboard

Set deadlines for chapter assignments

Medical office software needs simulation

SAM software and program is not good

Issues with Mylab link in Psychology course

Blackboard sometimes doesn't open quizzes/exams

Distance Learning Student Evaluation Survey Results – Fall 2013

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.	273	97.5%	7	2.5%	280	97.5%	0	0.0%
16. I was able to successfully interact with other students (if applicable).	259	92.5%	21	7.5%	280	92.5%	0	0.0%
17. PowerPoint slides, audiotaped or videotaped presentations, simulations, SoftChalk web lessons, etc. contributed to my understanding of the course content.	267	95.4%	13	4.6%	280	95.3%	0	0.0%
18. Posted discussions, chats, instant messaging, live classroom tools and/or other communication tools contributed to my understanding of the course content.	254	90.7%	26	9.3%	280	90.7%	0	0.0%
19. Online course assignments contributed to my understanding of the course content.	269	96.1%	11	3.9%	280	96.0%	0	0.0%
20. Additional resources available in the course contributed to my understanding of the content.	262	93.6%	18	6.4%	280	93.5%	0	0.0%
21. Blackboard instant messaging was utilized for my online course during my instructor's office hours which contributed to my understanding of the course content.	169	60.4%	53	18.9%	222	76.1%	58	20.7%
22. Overall satisfaction with delivery of content using Blackboard.	271	96.8%	9	3.2%	280	96.7%	0	0.0%

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