Hazard
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DISTANCE LEARNING STUDENT EVALUATION SURVEY

RESULTS SUMMARY – FALL 2014

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DISTANCE LEARNING STUDENT EVALUATION SURVEY RESULTS SUMMARY
FALL 2014

The 3,615 (unduplicated) students enrolled in HCTC-delivered online component classes as of 10-31-2014 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 November-December 2014, 206 responses were received (or 6%).   In comparison, 391 responses (or 11%) were received for this survey in Spring 2014, 79 responses (or 8%) were received in Fall 2013, 57 responses (or 2%) were received 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 81-98% satisfaction. Survey item #21 concerned the instructor's use of Blackboard instant messenger during their office hours to help students – only 81% satisfaction was received (which was the lowest).

Nineteen percent of the respondents had never taken a distance learning course before, but 31% had taken more than 6 distance learning courses. Forty-eight percent of the respondents indicated that their computer used the Windows 8 operating system. Ninety-one percent of the respondents indicated that they worked on their course at home.

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
- All teachers should put the week dates on the content folders.
- Offer live web seminars with other students and instructor to discuss class material.
- Get grades back to students more quickly.
- Provide a link to technical support for software used in course.
- YUZU was terrible (hard to navigate, took too long to turn pages, etc.)
- Could not watch some videos.

Distance Learning Student Evaluation Survey Results – Fall 2014

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.	201	97.6%	5	2.4%	206	97.6%	0	0%
16. I was able to successfully interact with other students (if applicable).	199	96.7%	7	3.4%	206	96.6%	0	0%
17. PowerPoint slides, audiotaped or videotaped presentations, simulations, SoftChalk web lessons, etc. contributed to my understanding of the course content.	197	95.6%	9	4.4%	206	95.7%	0	0%
18. Posted discussions, chats, instant messaging, live classroom tools and/or other communication tools contributed to my understanding of the course content.	192	93.2%	14	6.8%	206	93.2%	0	0%
19. Online course assignments contributed to my understanding of the course content.	203	98.5%	3	1.5%	206	98.6%	0	0%
20. Additional resources available in the course contributed to my understanding of the content.	197	95.7%	9	4.4%	206	95.7%	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.	136	66.0	32	15.6%	168	81.0%	38	18.4%
22. Overall satisfaction with delivery of content using Blackboard.	201	97.6%	5	2.4%	206	97.6%	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