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**HCTC DISTANCE LEARNING STUDENT EVALUATION SURVEY**

**RESULTS SUMMARY – SPRING 2013**

***June 18, 2013***

## **HCTC DISTANCE LEARNING STUDENT EVALUATION SURVEY RESULTS SUMMARY SPRING 2013**

The 3,718 (unduplicated) students enrolled in HCTC-delivered online component classes as of 3-31-2013 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. Fifty-seven responses were received from April 16-25 (or 2%). In comparison, 327 responses (or 14%) were received for this survey 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 statement, 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. However, survey item #21 concerned the instructor's use of Pronto instant messenger during their office hours to help students – only 78% satisfaction was received.

Seventeen percent of the respondents had never taken a distance learning course before. Sixty-eight percent of the respondents indicated that their computer used the Windows 7 operating system. Eighty-seven 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 identify/implement strategies to improve the response rate on this survey since it only received 57 responses for this administration compared to receiving over 300 responses for the previous two fall administrations.

### Suggestions/Comments About Course, Instructor, or Content

Address Blackboard issues – some students couldn't view assignments.

Blackboard was slow to respond – caused additional stress when taking timed tests.

Stop shutting Blackboard down on Sunday nights.

Ensure that assignments are placed in the same place – not scattered all over the place.

Suggest that PowerPoint slides, video presentations, and simulations be omitted from exams – takes too long to work through them when taking a timed exam.

## HCTC Distance Learning Student Evaluation Survey Results – Spring 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.	55	96.5%	2	3.5%	57	96.5%	0	0%
16. I was able to successfully interact with other students (if applicable).	57	100%	0	0%	57	100%	0	0%
17. PowerPoint slides, audiotaped or videotaped presentations, simulations, SoftChalk web lessons, etc. contributed to my understanding of the course content.	55	96.5%	2	3.5%	57	96.5%	0	0%
18. Posted discussions, chats, instant messaging, live classroom tools and/or other communication tools contributed to my understanding of the course content.	52	91.2%	5	8.8%	57	91.3%	0	0%
19. Online course assignments contributed to my understanding of the course content.	55	96.5%	2	3.5%	57	96.5%	0	0%
20. Additional resources available in the course contributed to my understanding of the content.	53	92.9%	4	7.1%	57	93.0%	0	0%
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.	26	45.7%	7	12.2%	33	78.8%	24	42.1%
22. Overall satisfaction with delivery of content using Blackboard.	54	94.8%	3	5.2%	57	94.8%	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