



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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DISTANCE LEARNING STUDENT EVALUATION SURVEY

RESULTS SUMMARY – SPRING 2014

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DISTANCE LEARNING STUDENT EVALUATION SURVEY RESULTS SUMMARY SPRING 2014

The 3,456 (unduplicated) students enrolled in HCTC-delivered online component classes as of 3-31-2014 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 March-April-May 2014, 391 responses were received (or 11%). In comparison, 279 responses (or 8%) were received for this survey, 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 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.

Thirteen percent of the respondents had never taken a distance learning course before, but 32% had taken more than 6 distance learning courses. Forty-three percent of the respondents indicated that their computer used the Windows 7 operating system. Eighty-six 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 and Spring 2014 over the previous academic year, 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

Instructors should check their email often and respond; message back more

Require professors to have live chats 2 times a week

Put all assignments on the calendar

Some online classes have a lot of busy work that doesn't result in much learning

Quizzes/exams should not be timed

Dislike having to go through chapter review on McGraw Hill website

Include back button on quizzes/tests

Blackboard does not work well on my home computer

More interaction with instructor

If you tab or arrow keys to move up and down the pages, this may change your test answers

Hard time understanding English class assignments

Some instructors are rude

Instructors need to post assignments more ahead of time instead of weekly

Need actual textbook to go along with online class

Difficult to travel to proctor sites to take exam

Need easier way to connect professors and students in class chats

Blackboard is slow and sometimes can't upload; technical issues need to be addressed

Some tests have spelling and typographical errors – is unprofessional

Distance Learning Student Evaluation Survey Results – Spring 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.	381	97.4%	10	2.5%	391	97.4%	0	0.0%
16. I was able to successfully interact with other students (if applicable).	364	93.0%	27	6.9%	391	93.0%	0	0.0%
17. PowerPoint slides, audiotaped or videotaped presentations, simulations, SoftChalk web lessons, etc. contributed to my understanding of the course content.	363	92.9%	28	7.2%	391	92.8%	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.	353	90.3%	38	9.7%	391	90.2%	0	0.0%
19. Online course assignments contributed to my understanding of the course content.	377	96.4%	14	3.6%	391	96.4%	0	0.0%
20. Additional resources available in the course contributed to my understanding of the content.	374	95.7%	17	4.3%	391	95.6%	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.	237	60.6%	63	16.1%	300	79.0%	91	23.3%
22. Overall satisfaction with delivery of content using Blackboard.	382	97.75	9	2.3%	391	97.6%	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