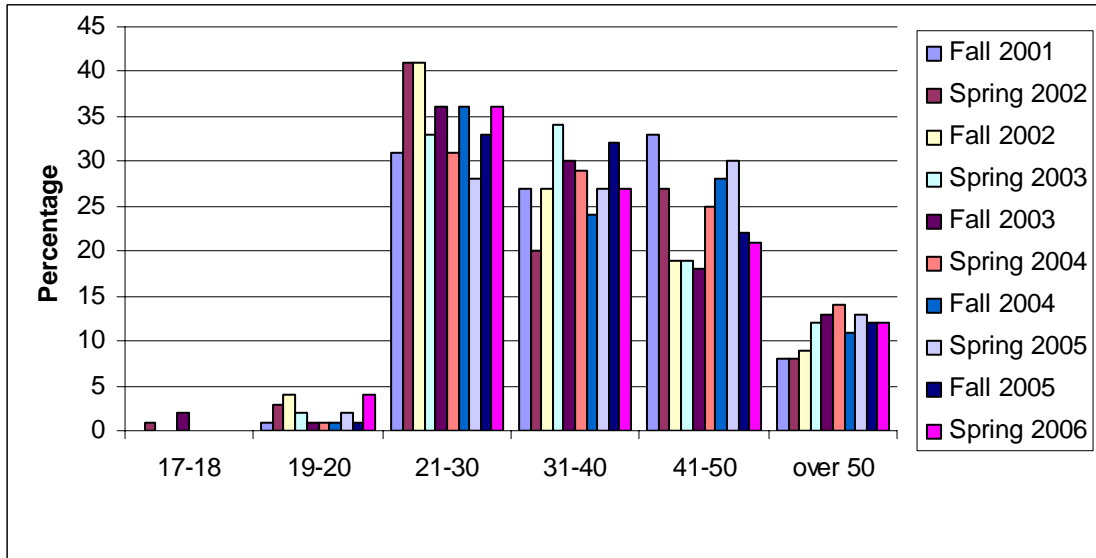


Chico Distance & Online Education Fall 2001 – Spring 2006 Student Survey Results

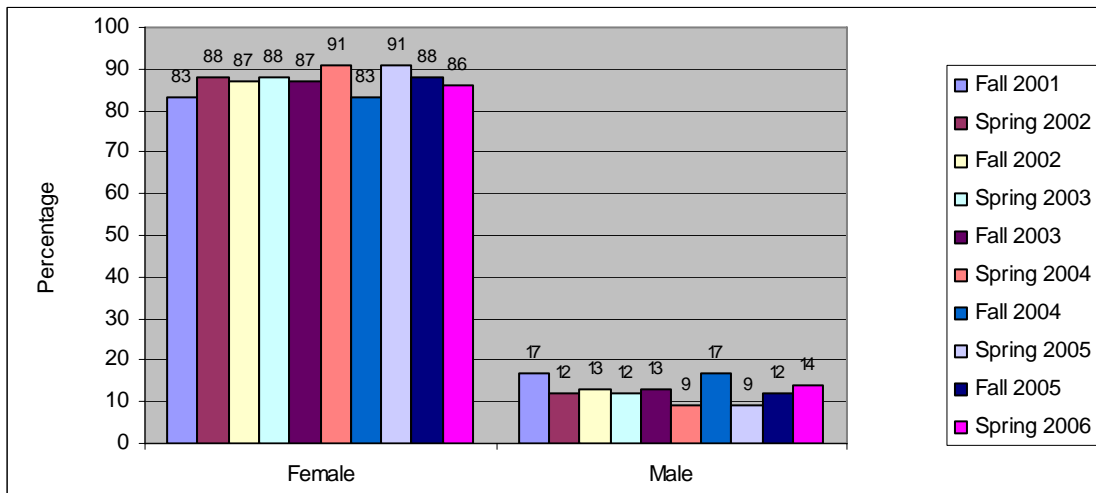
Number of responses:

Fall 2001	233	Spring 2002	283
Fall 2002	267	Spring 2003	107
Fall 2003	180	Spring 2004	142
Fall 2004	197	Spring 2005	177
Fall 2005	151	Spring 2006	85

1. Age

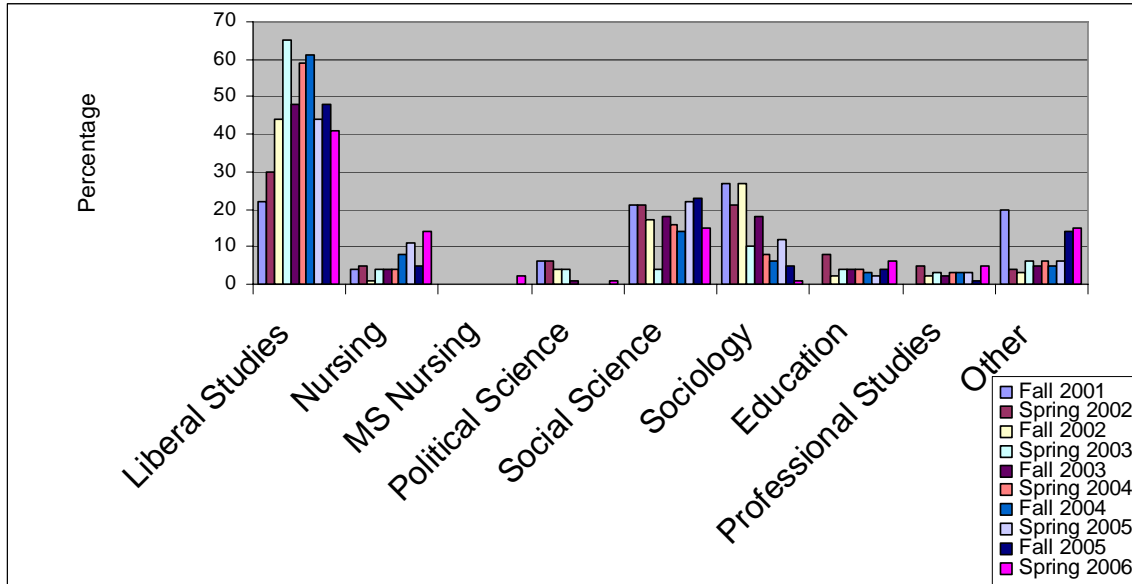


2. Gender



Females continue to be the dominant gender in the program.

3. Majors

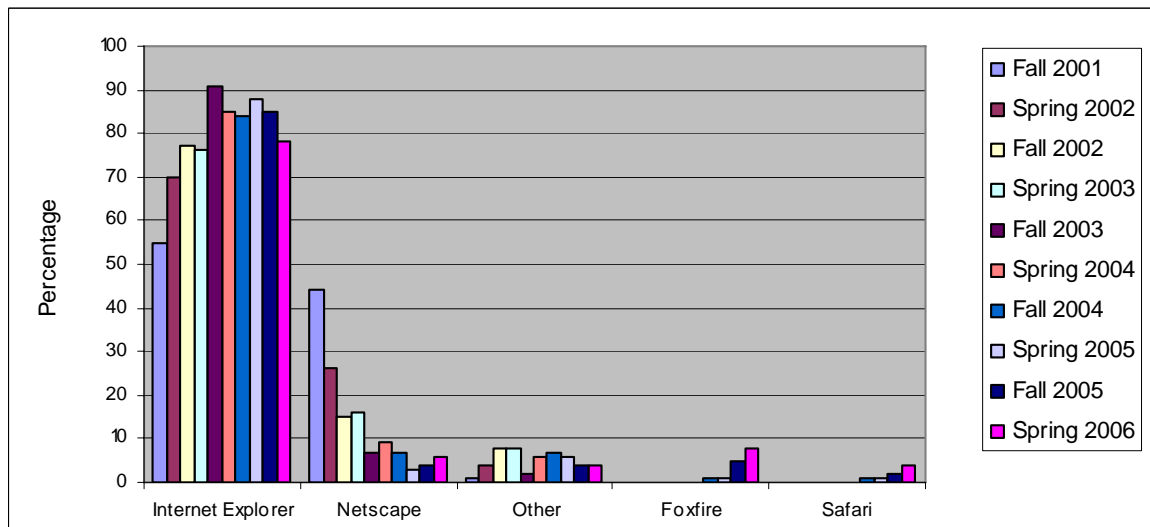


This bar chart reflects the majors of the students who responded to the survey.

4. Second Major

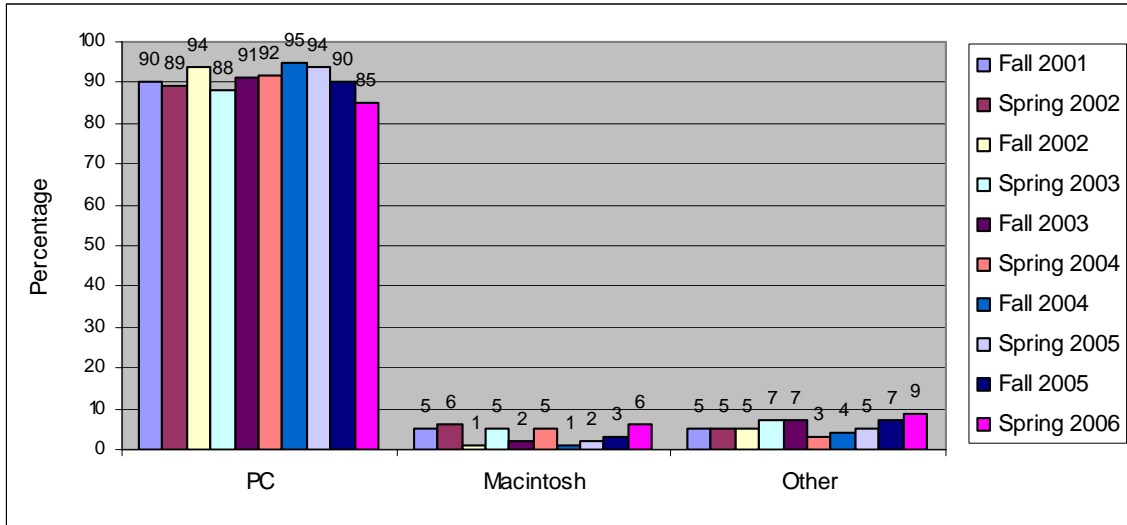
Question Removed Spring 2004

5. Browser

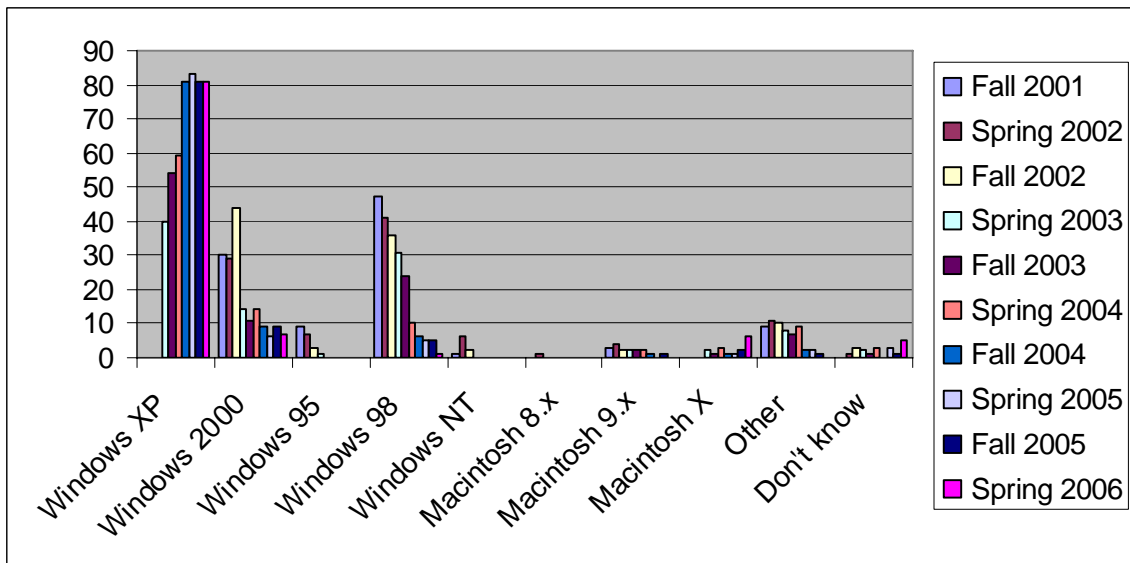


Foxfire and Safari web browsers were added as selections for fall 2004.

6. Computer

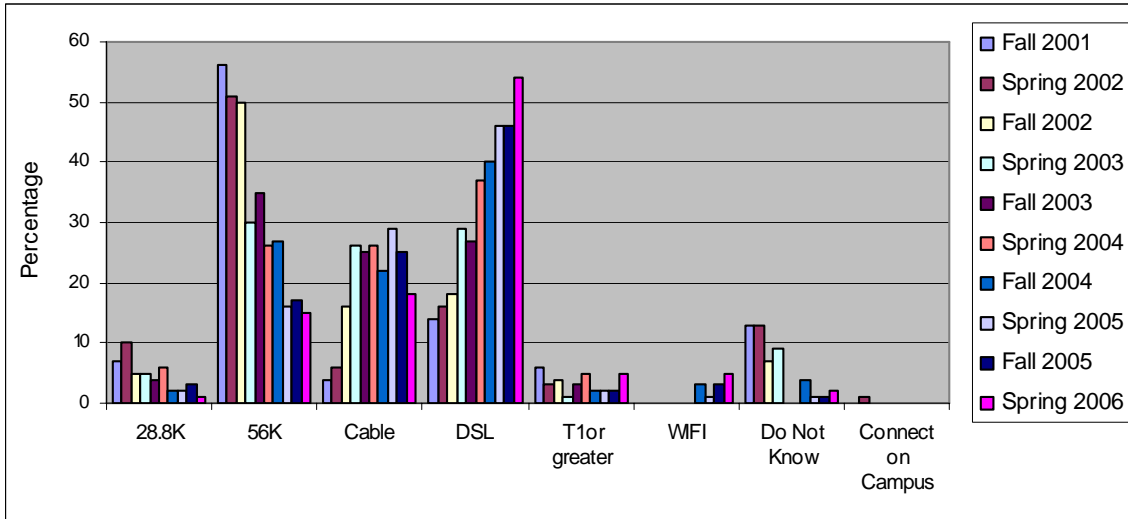


7. Computer Operating Systems



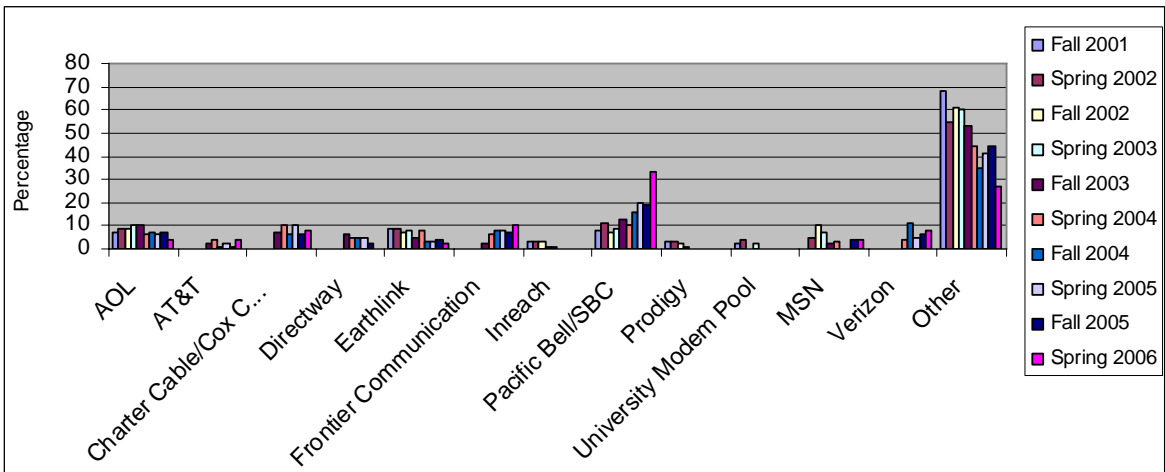
Eighty-one percent of online students are using Windows XP, most likely indicating their computers are relatively new.

8. Internet Connection Speed



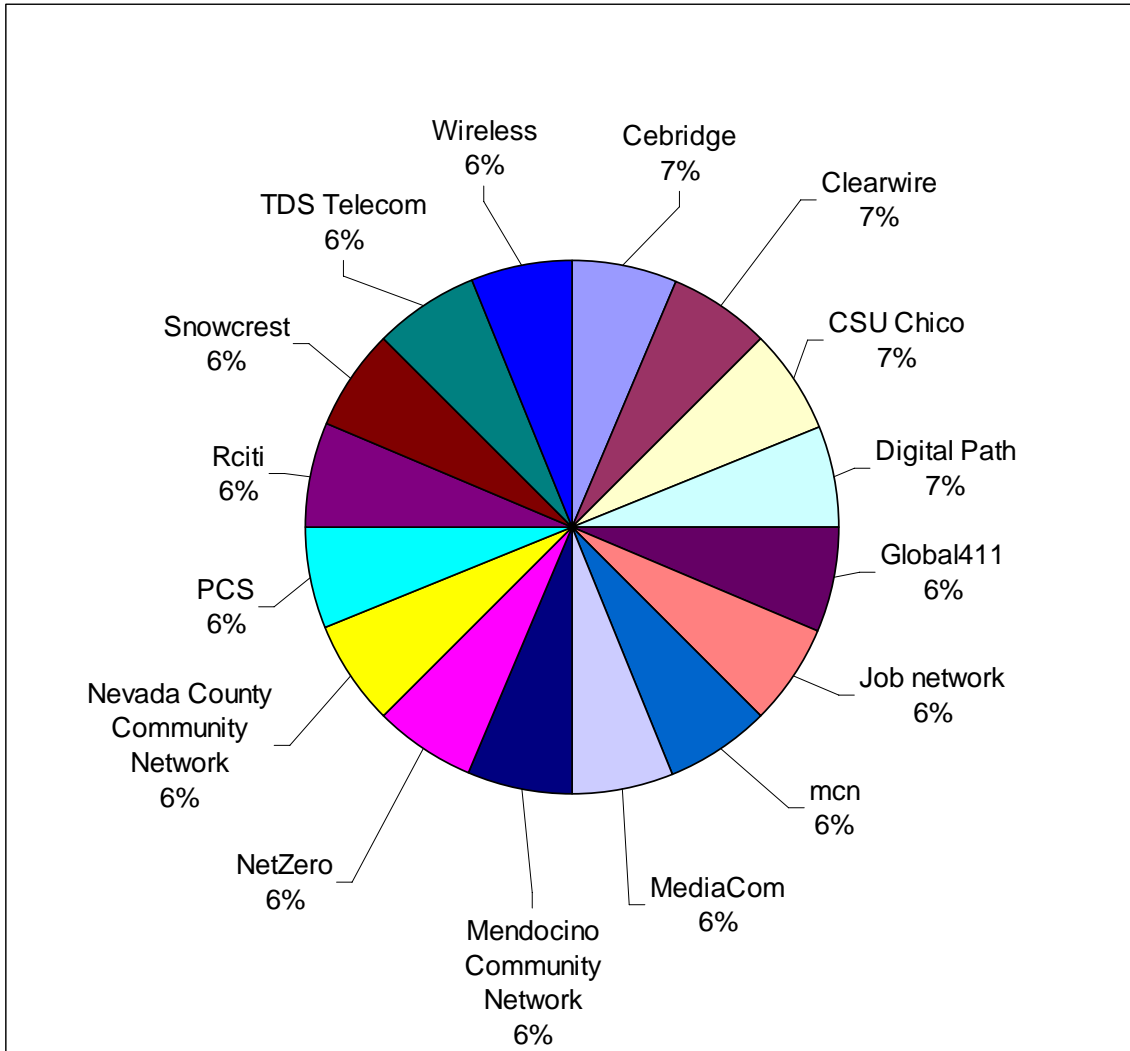
The number of students connecting via DSL continues to increase. Students using cable modems have decreased over the past two semesters.

9. Internet Service Provider

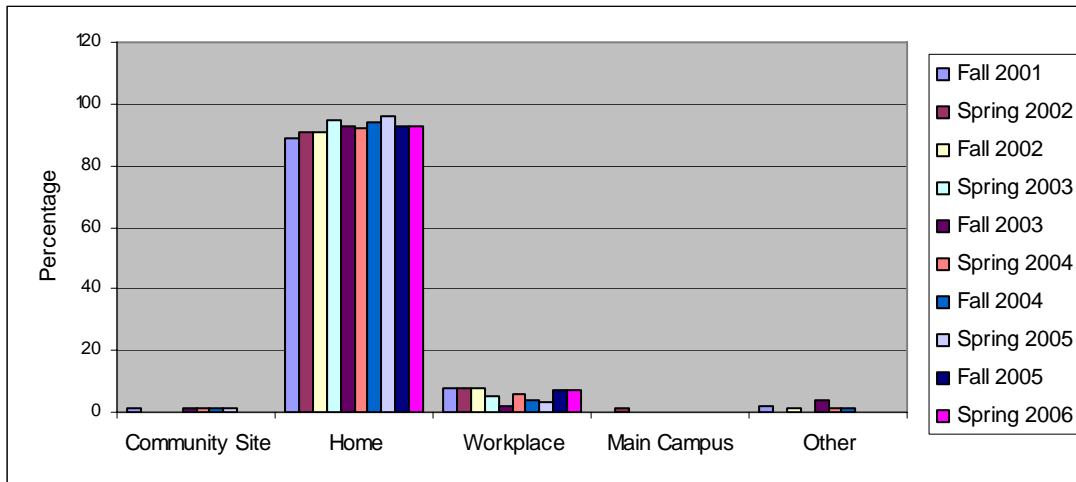


Spring 2006 students reported using 25 different ISPs. SBC (now AT&T) appears to have increased their market share with CSU, Chico online students.

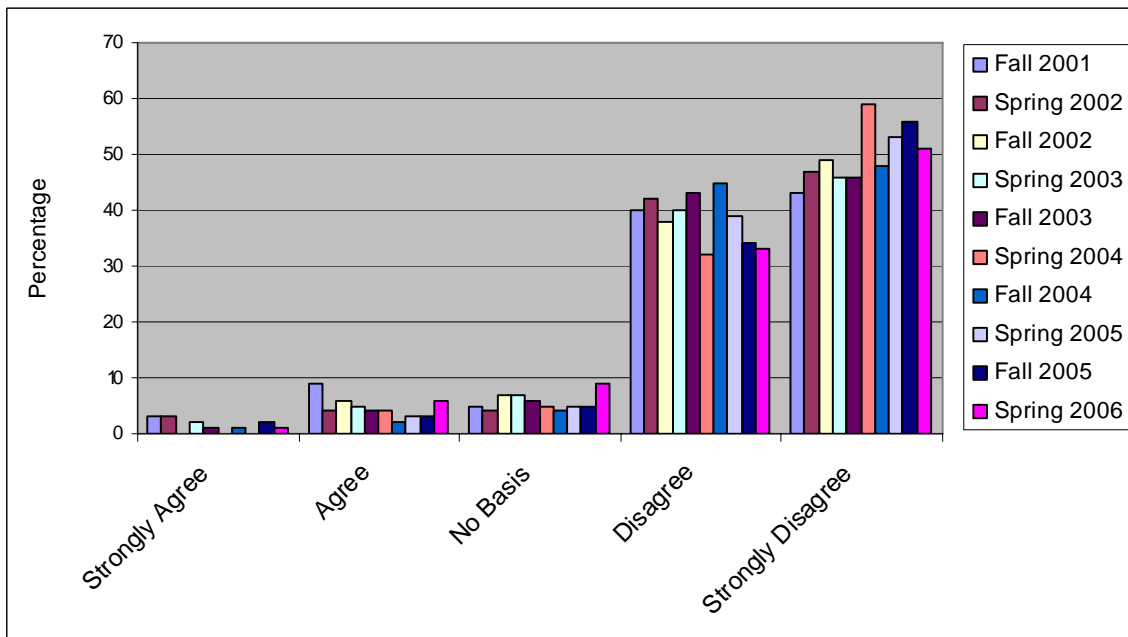
9a. ISP Other



10. Course Access Login

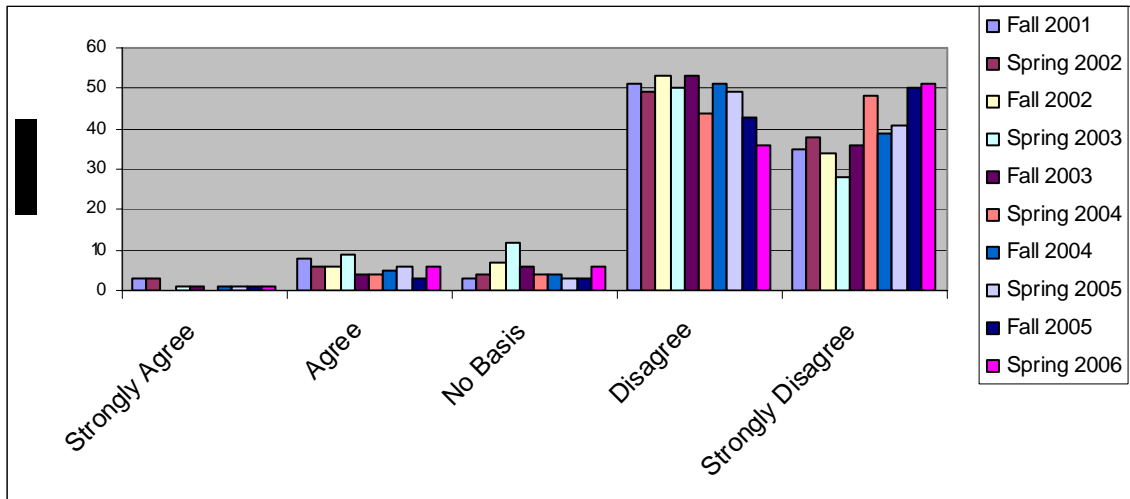


11. Student is at a disadvantage because he/she does not possess adequate computer skills



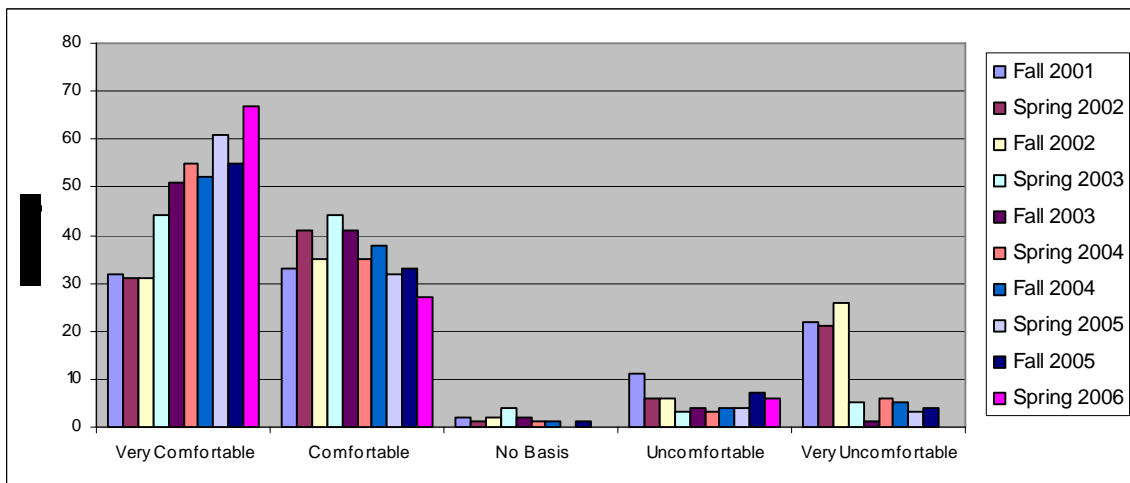
Seven percent of students feel disadvantaged because they lack adequate computer skills.

12. Student spent too much time learning WebCT



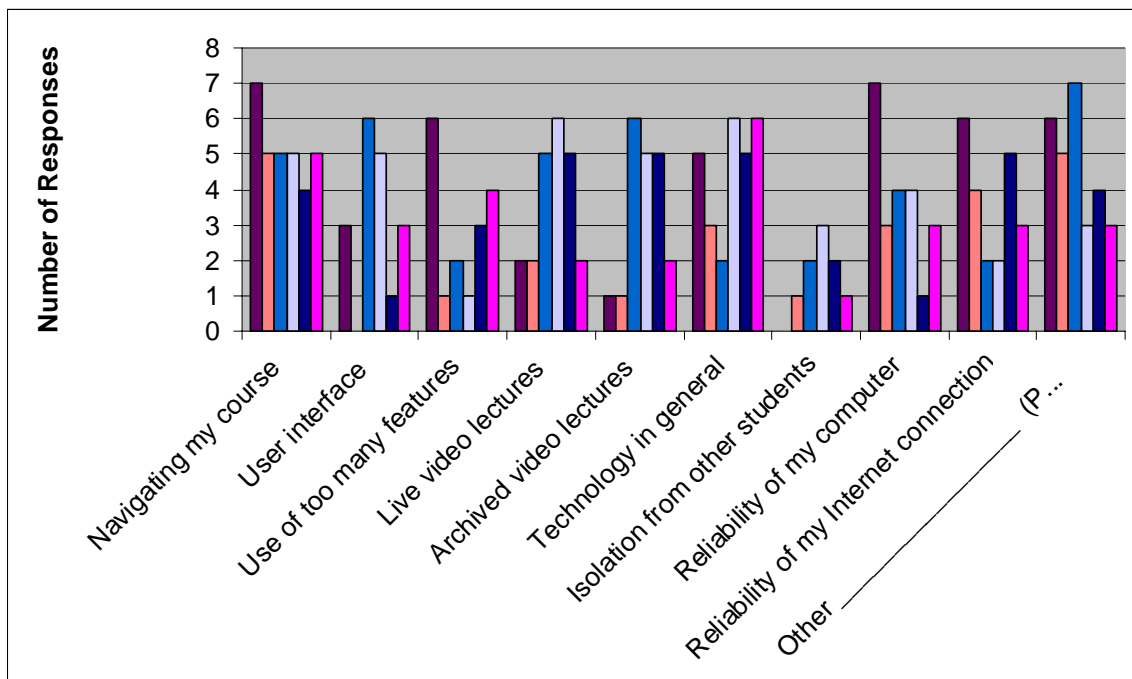
WebCT appears to be a sufficiently user-friendly Learning Management System.

13. Student comfort level while taking a course that uses WebCT



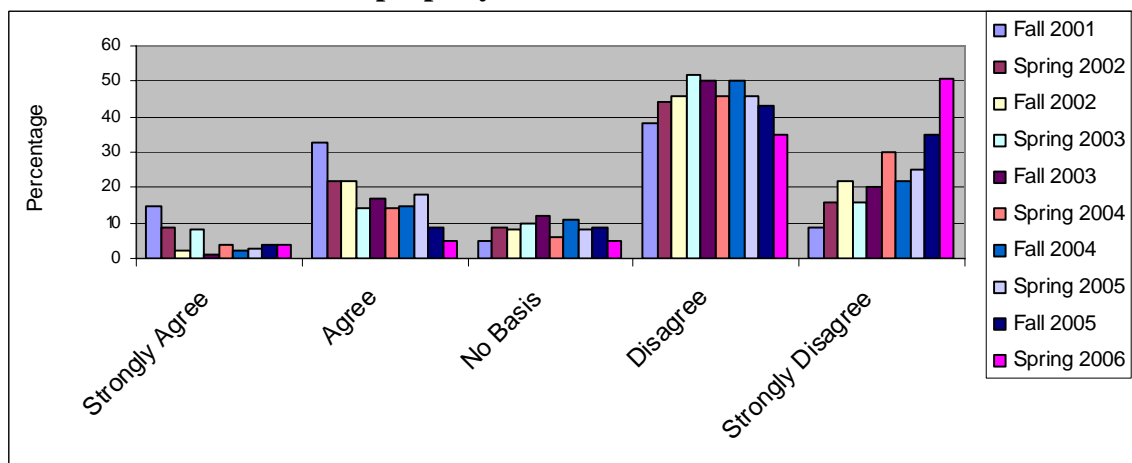
If you answered 13 by selecting uncomfortable or very uncomfortable, please answer this question.

13a. What aspect of WebCT makes you feel uncomfortable or very uncomfortable? (select all that apply):



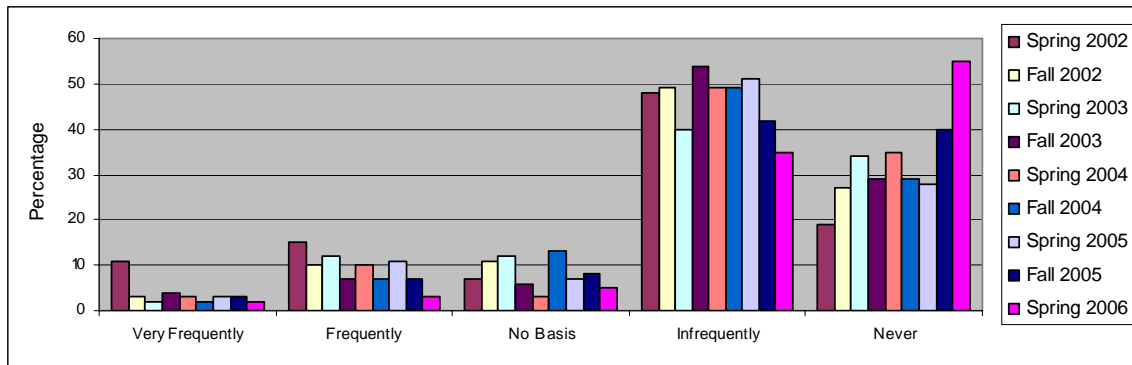
This semester ten students answered this question. Comments included: “Difficult to ask questions when you think of them because there is no professor on hand to clarify the material if needed”, and “miss the one-on-one interaction with the professor”.

14. Student misses important information because the Internet/World Wide Web does not work properly



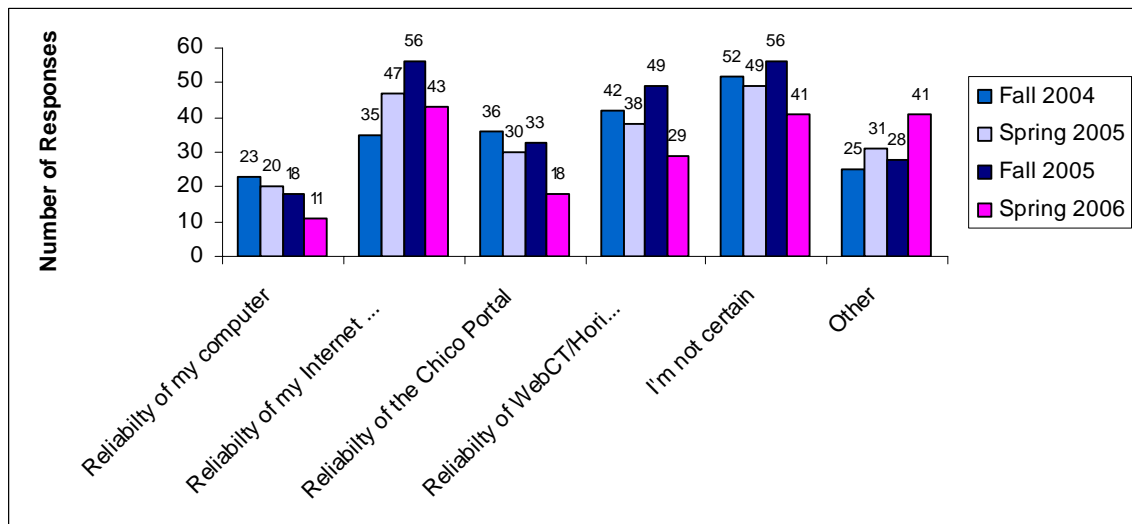
From fall 2001 to spring 2006, there has been a decrease in the percentage of students who miss important information because the Internet does not work properly. This may be the result of an increased number of students utilizing broadband technology to access online courses (refer to question 8).

15. How frequently does a student miss important information because the Internet/World Wide Web does not work properly



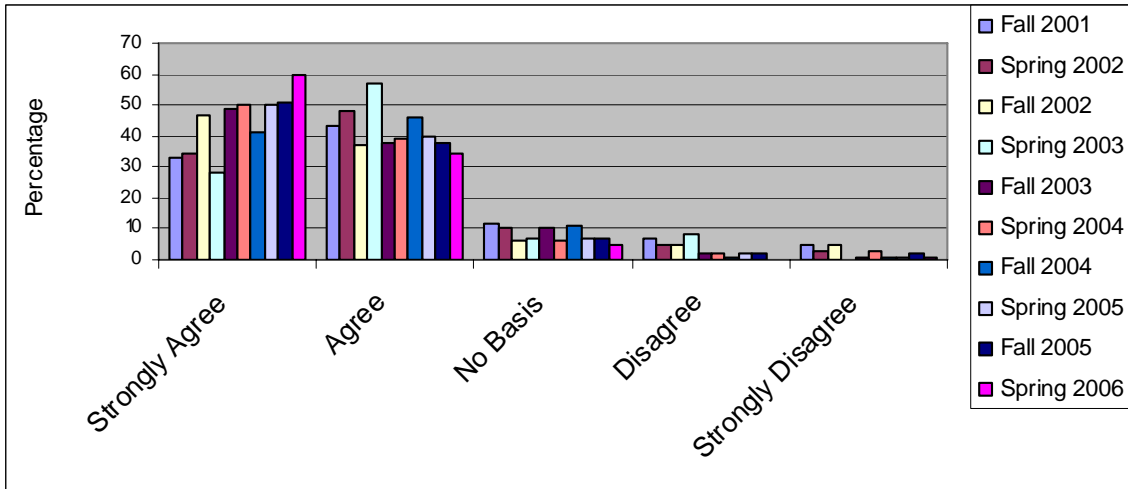
This question was added to the survey spring 2002.

15a. If you miss information what do you think is the cause (select all that apply)?

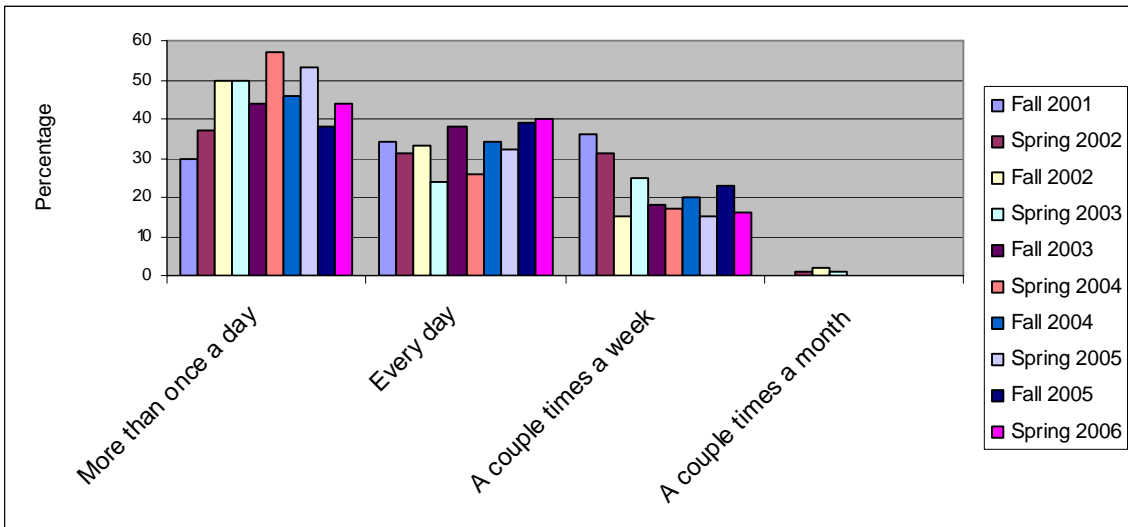


This question was added Fall 2004. Comments this semester included: “links that have expired”, “appears to be a combination of all things” and “professor sometimes talks before sound is on or students in class do not press the sound button”.

16. Because of the way this course uses the Internet the student is confident he/she can reach his/her academic goals

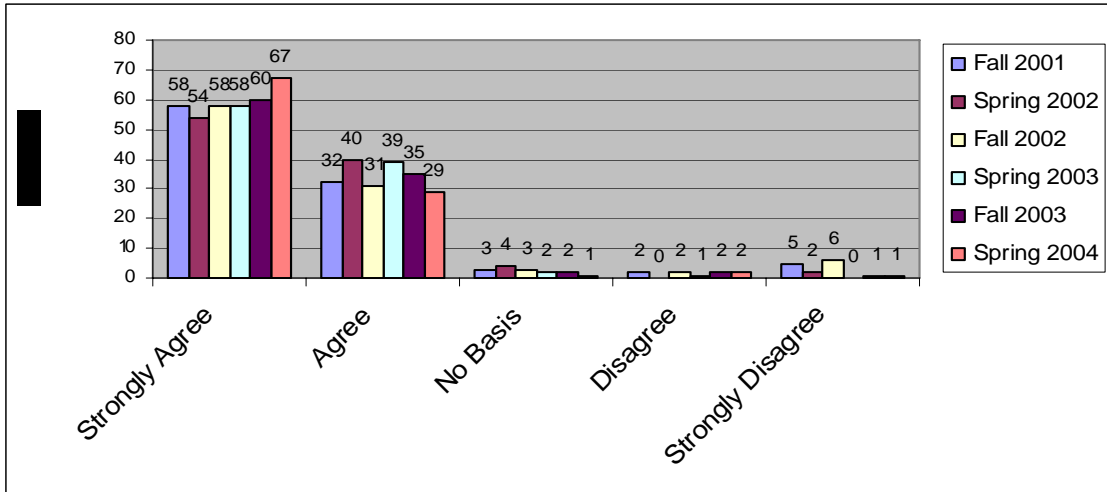


17. Frequency in which the student accesses WebCT



How many students enrolled in on-campus courses open their books, review their notes or attend class more than once a day?

18. Having course materials available via WebCT was helpful

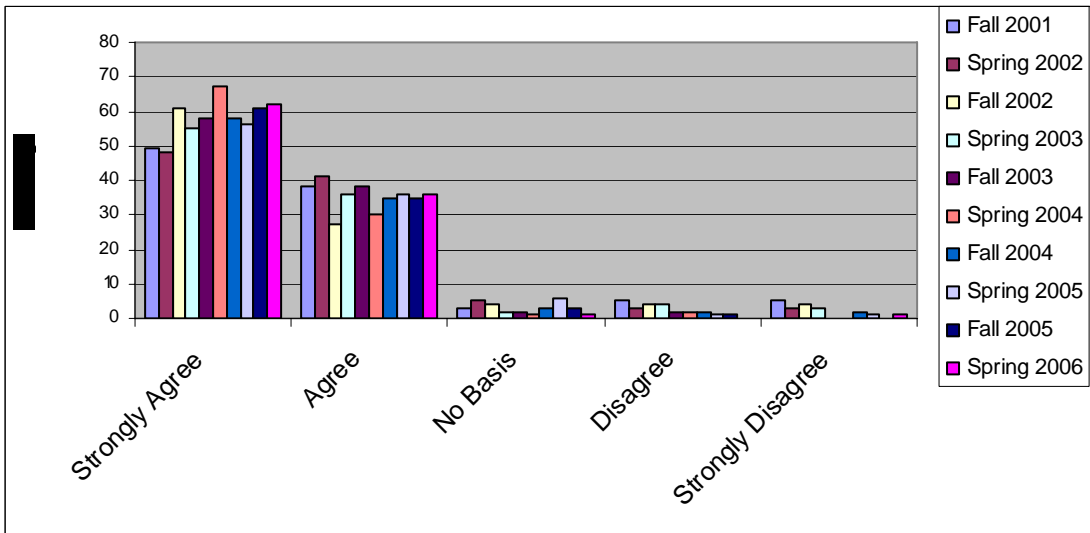


This question was deleted fall 2004.

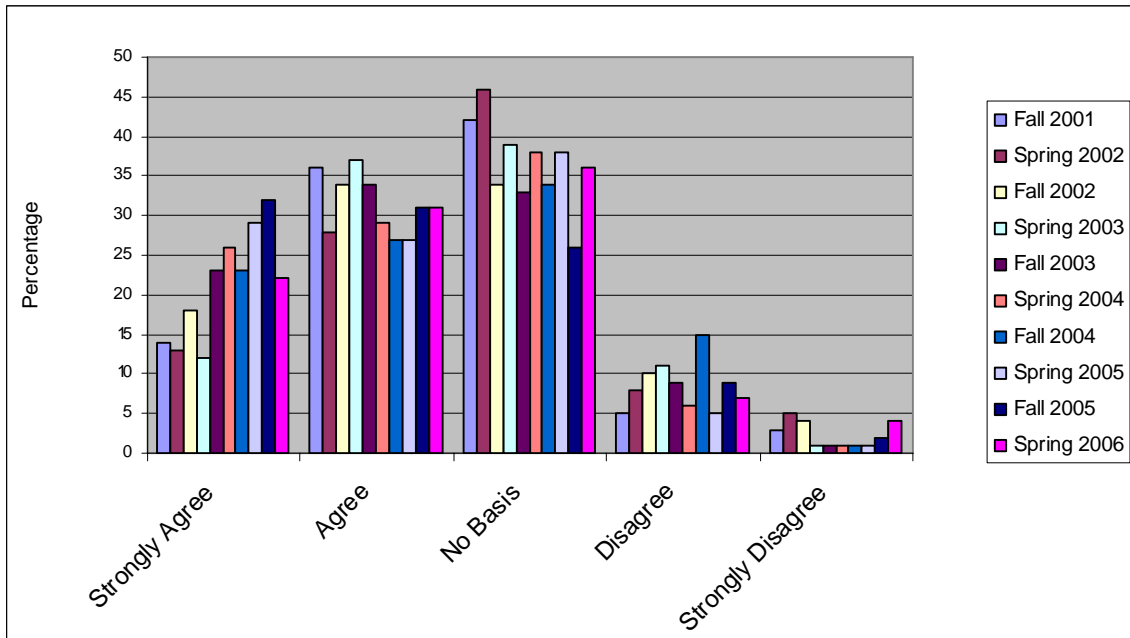
19. Student would recommend taking a course that uses WebCT to another student.

In Fall 2004 the wording of this question was changed to:

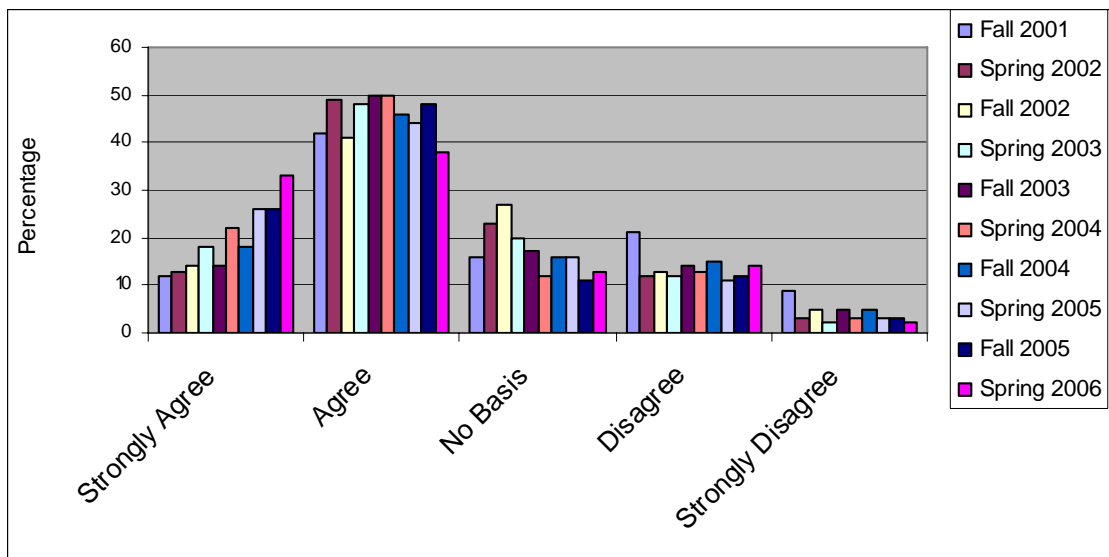
I would recommend taking a fully online course to another student.



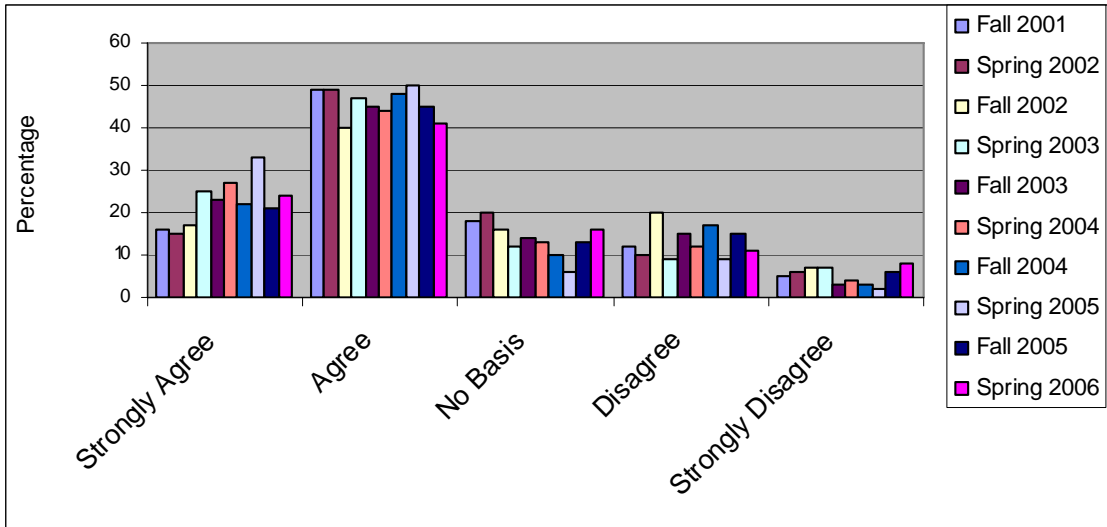
20. Student feels the financial aid process was easy from a distance



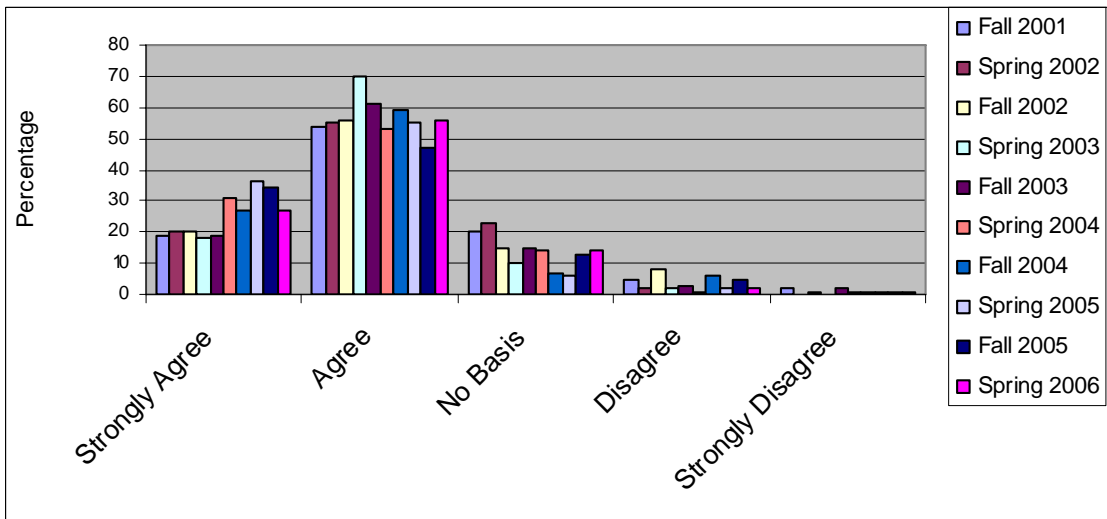
21. Student has adequate access to the library resources



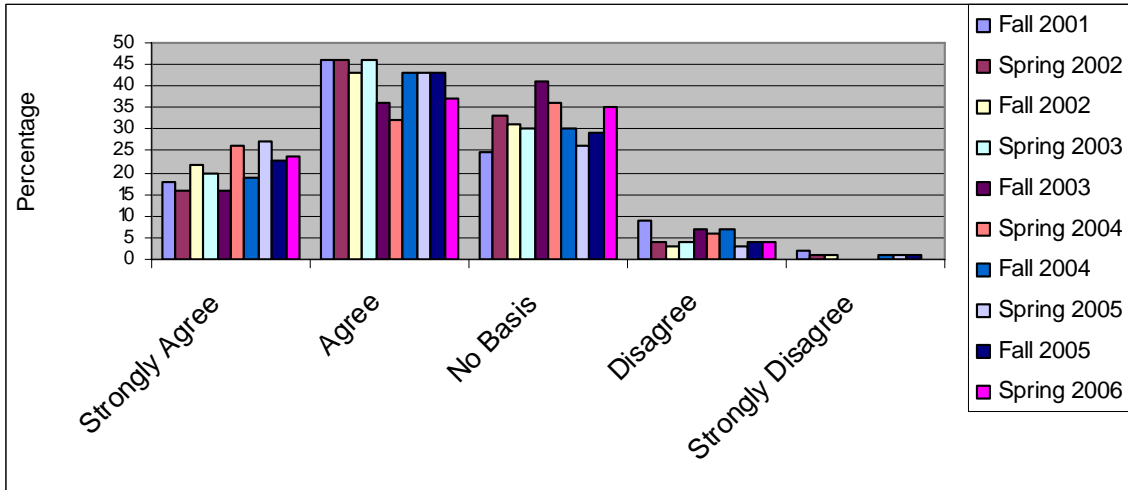
22. Student is satisfied with the academic advising he/she received



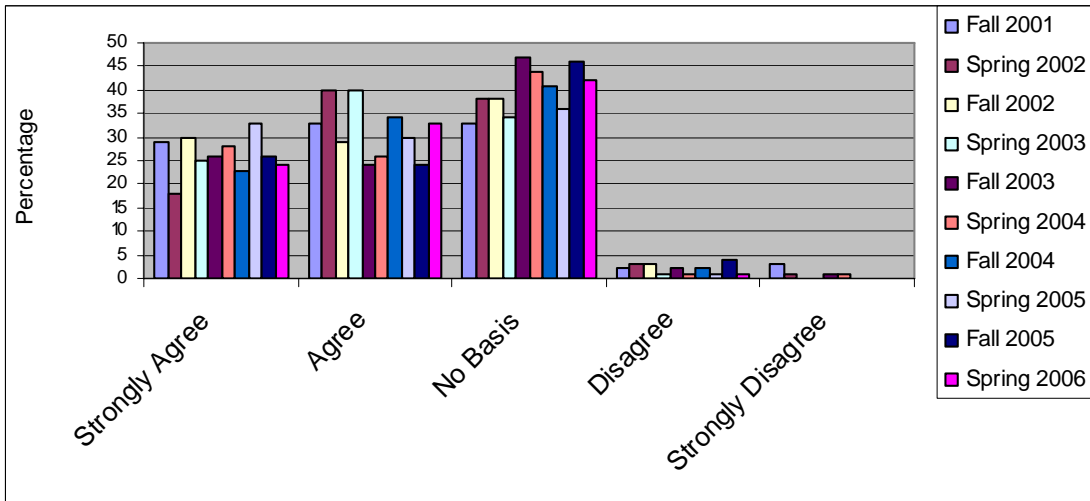
23. The Chico Distance & Online Education web site was useful.



24. Student has adequate access to the technology help desk.

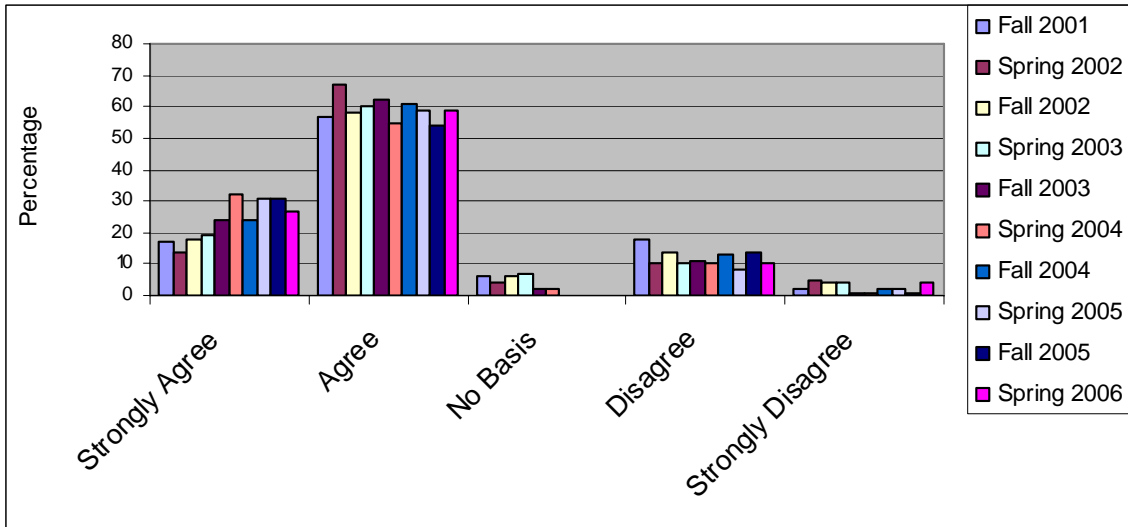


25. The staff at the help desk was helpful

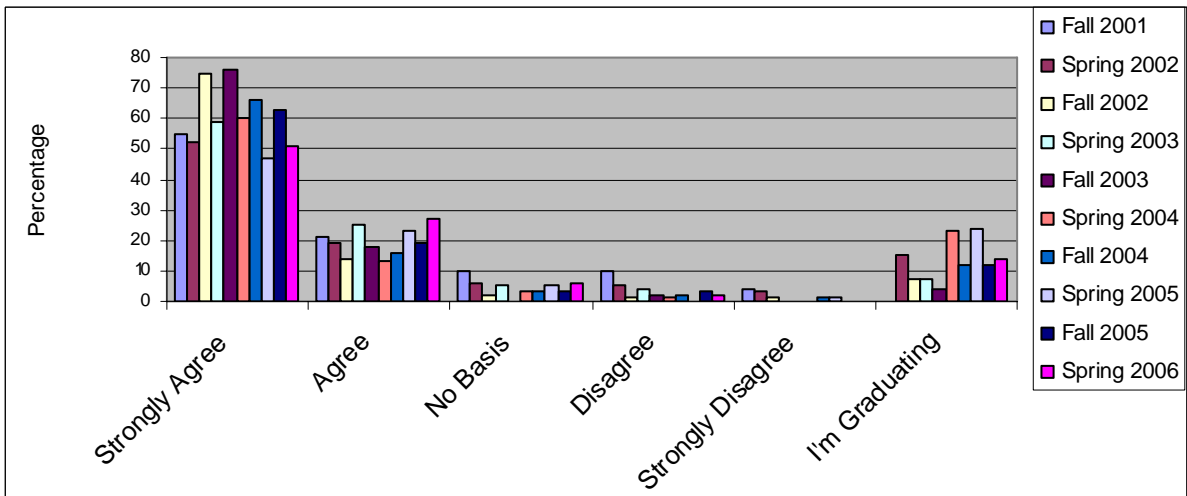


Forty-two percent of students responding to the survey apparently never utilized the help desk.

26. The registration process was easy to understand



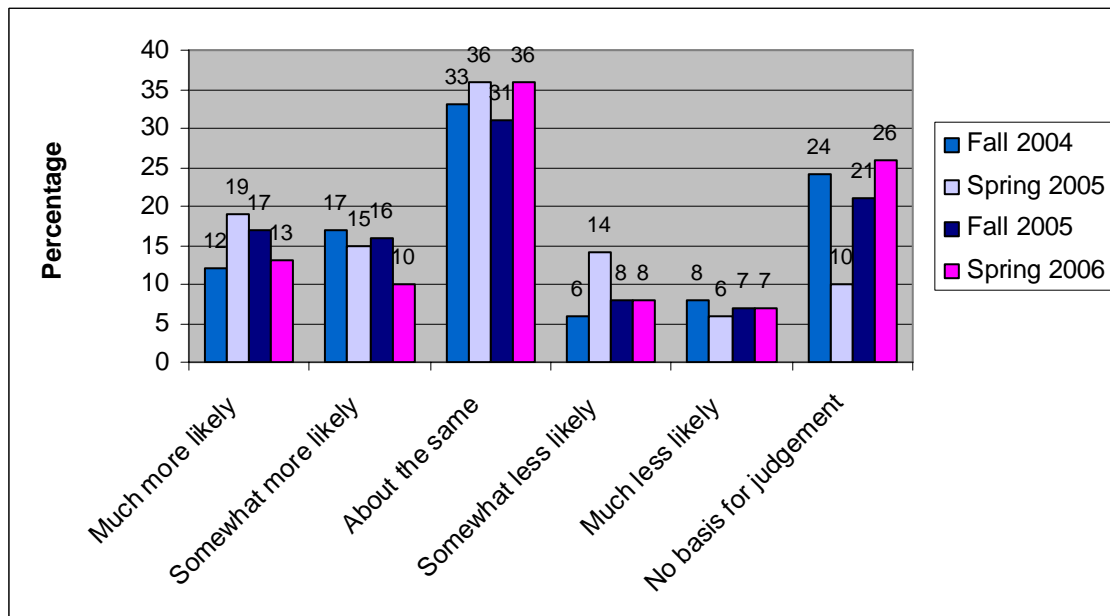
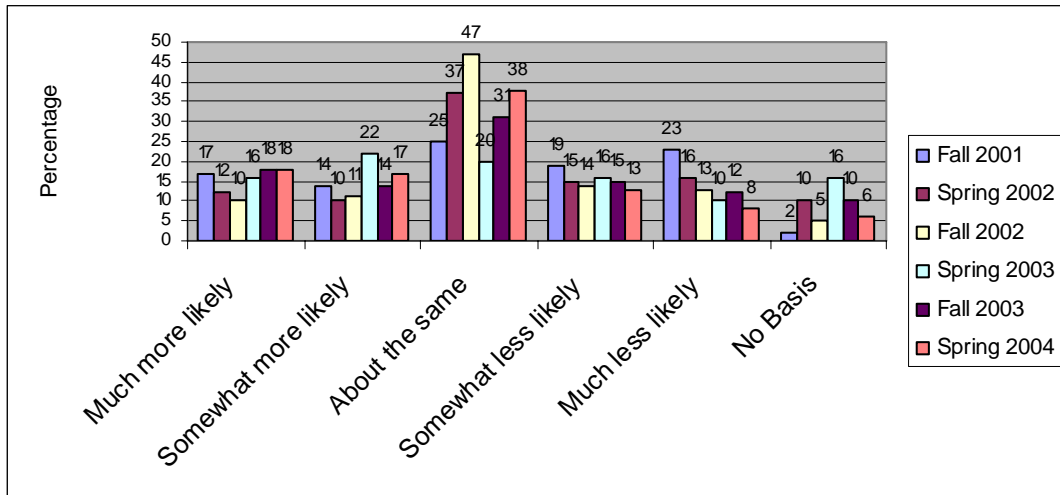
27. Student is likely to enroll in a distance education course at CSU, Chico next semester



28. This course uses HorizonLive/WebCT. Compared to courses that rely primarily on face-to-face lectures how likely are you to actively participate in discussions during class time regarding course topics?

In Fall 2004 the wording of the question was changed to:

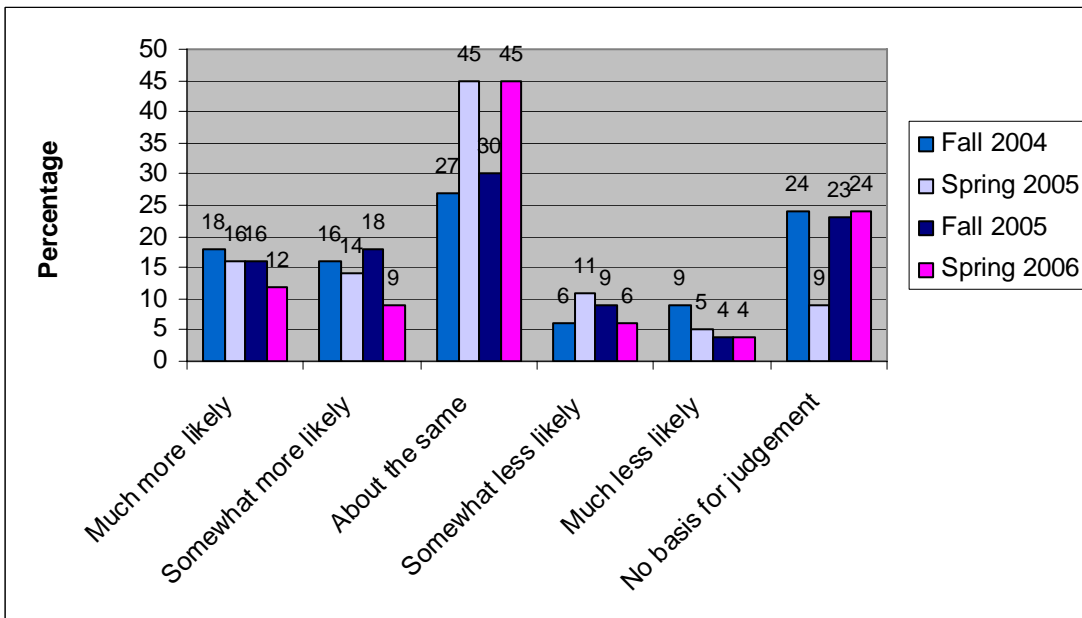
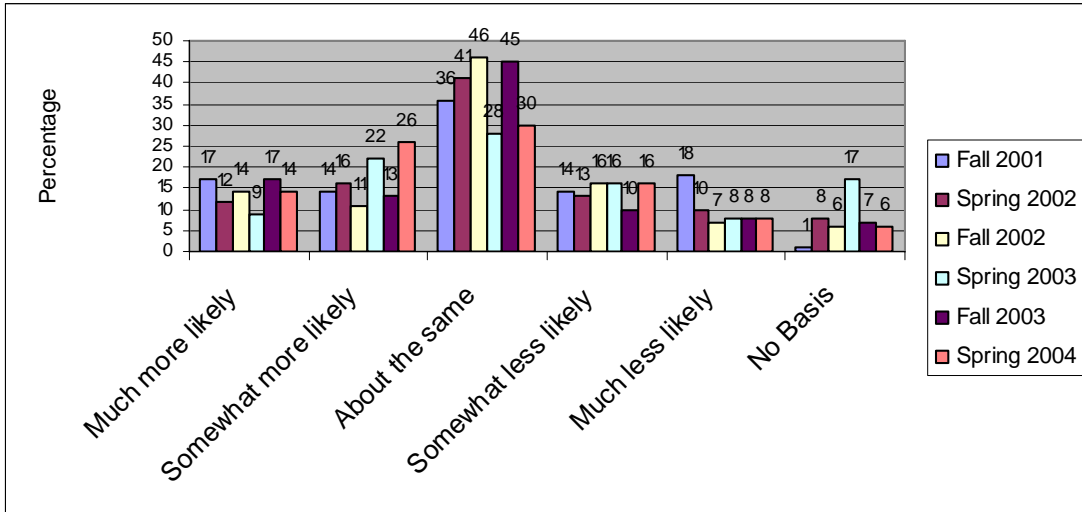
If your course uses live online lectures... Compared to courses that rely primarily on face-to-face lectures how likely are you to actively participate in discussions during class time regarding course topics?



29. This course uses HorizonLive/WebCT. Compared to courses that rely primarily on face-to-face lectures how likely are you to ask for clarification when you don't understand something?

In Fall 2004 the wording of this question was changed to:

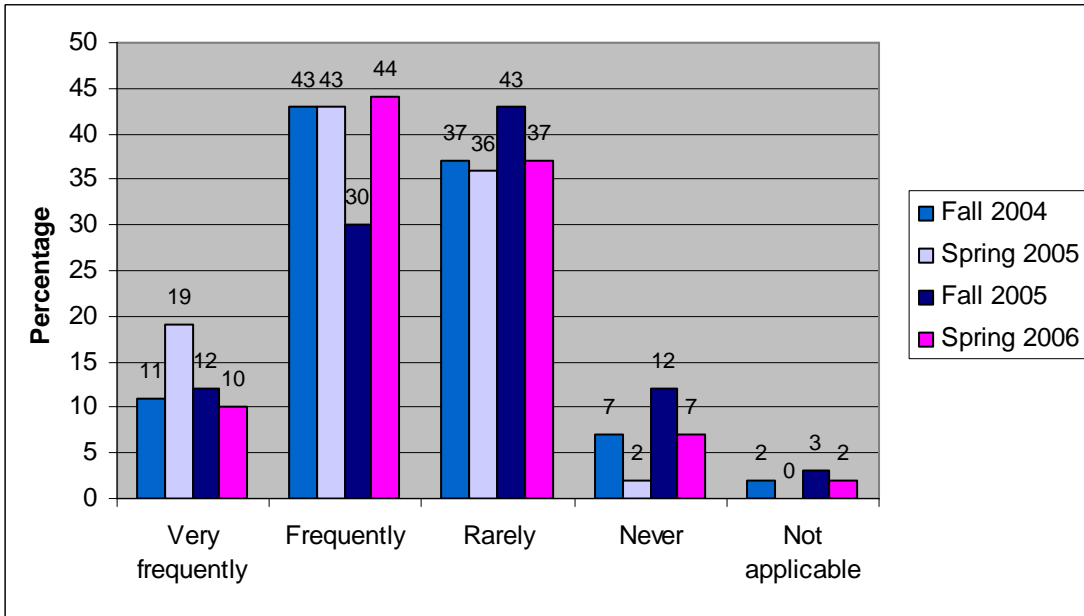
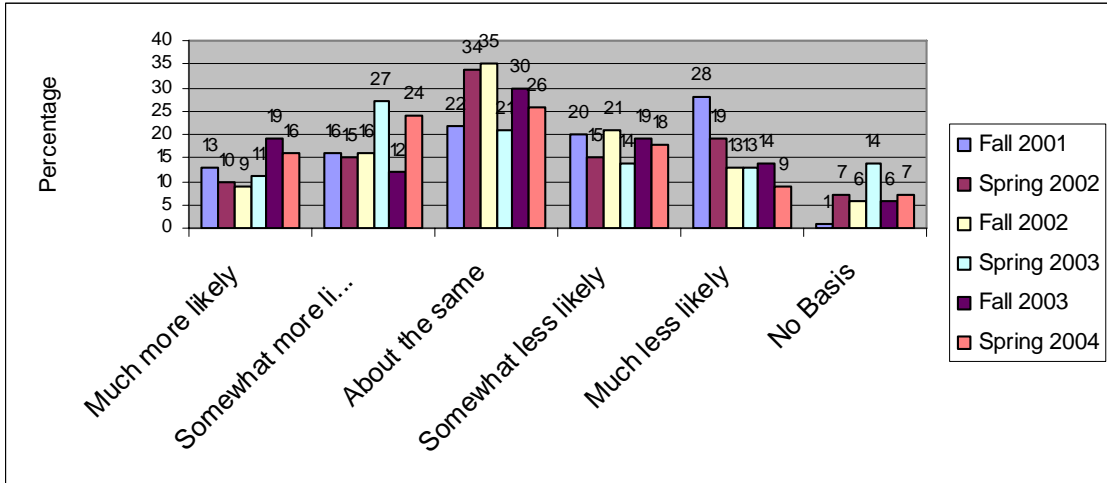
If your course uses live online lectures...Compared to courses that rely primarily on face-to-face lectures how likely are you to ask for clarification when you don't understand something?



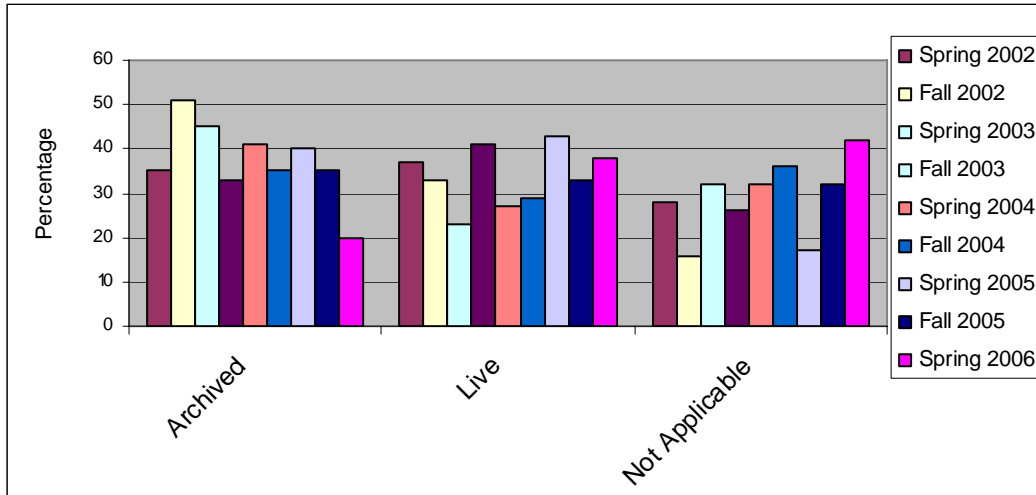
30. This course uses HorizonLive/WebCT. Compared to courses that rely primarily on face-to-face lectures how likely are you to discuss ideas and concepts taught in this course with other students using tools in WebCT.

In Fall 2004 the wording of this question was changed to:

How often do you discuss ideas and concepts taught in this course with other students using online tools?

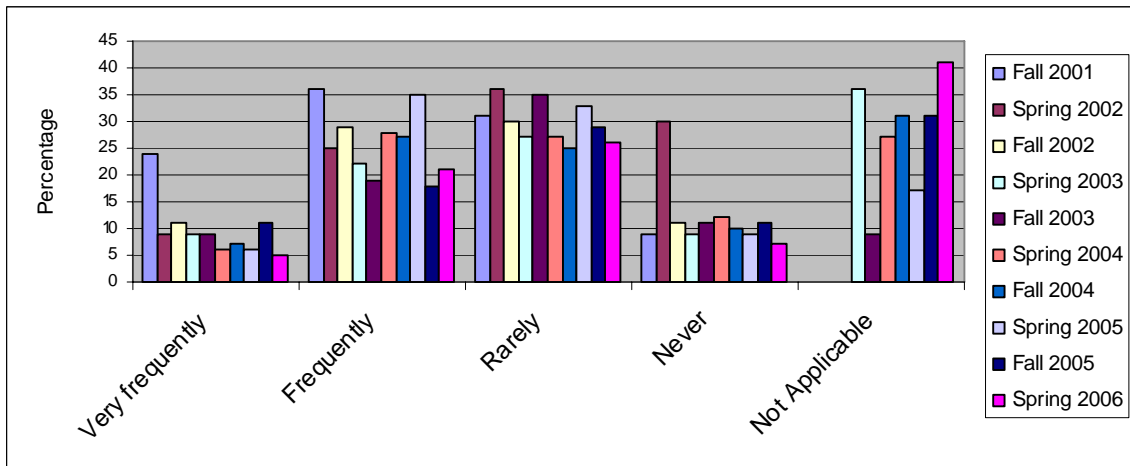


31. Student primarily watches HorizonWimba class sessions

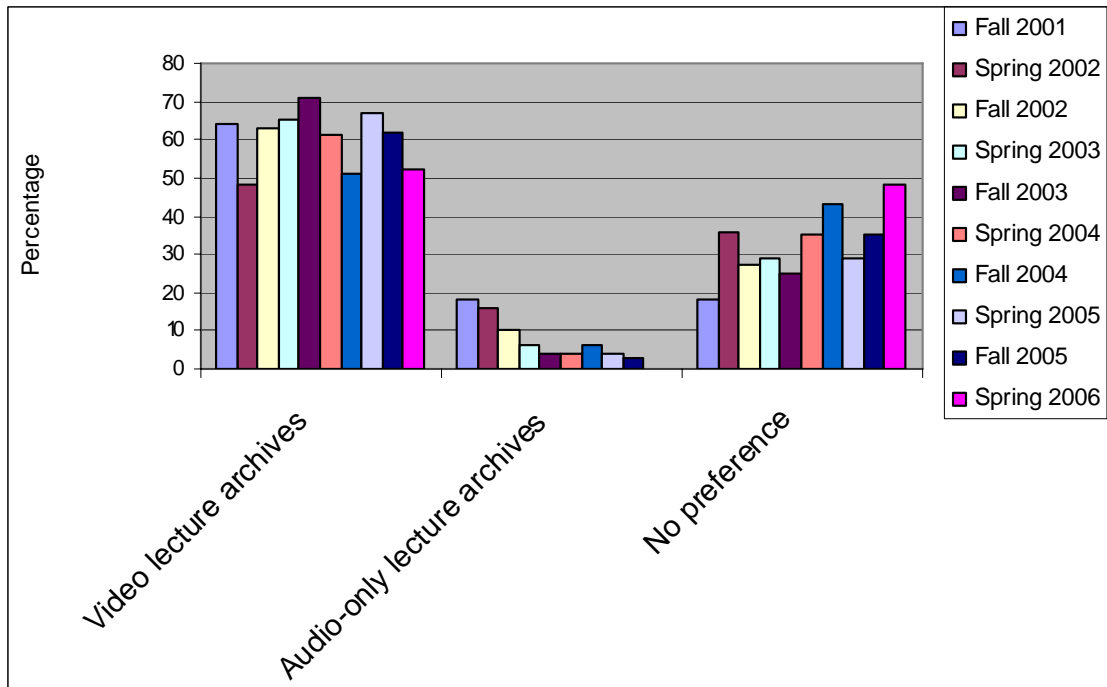


This question was added to the survey spring 2002.

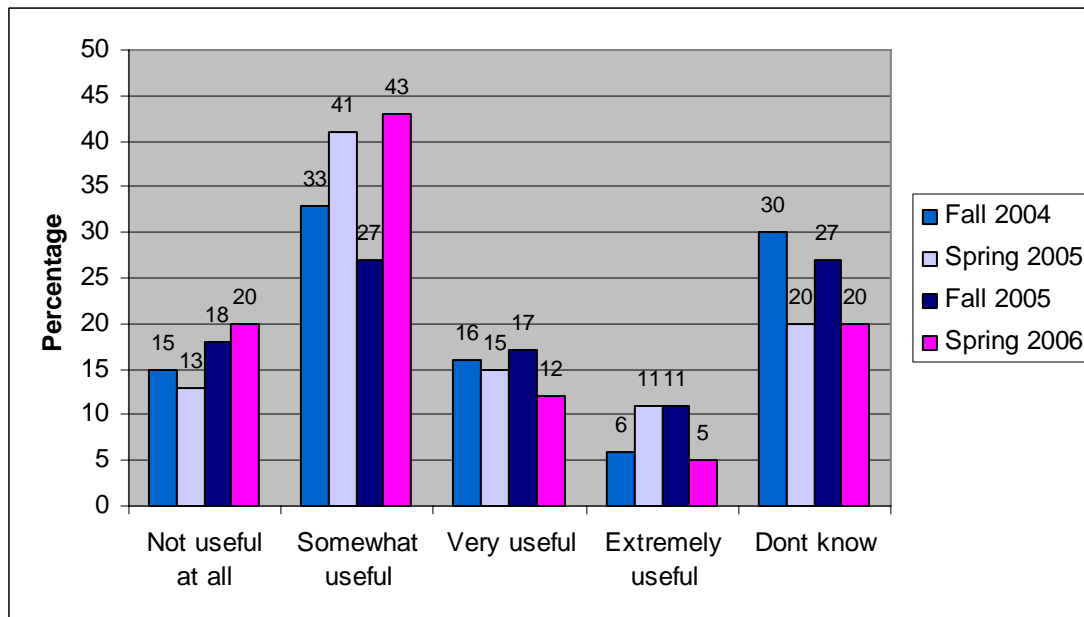
32. In addition to viewing/listening to a lecture for this course the student has also reviewed the same lecture in an archive format



33. Currently HorizonWimba archived lectures provide a combined audio/video component. Based on your experiences this semester please select the delivery mode you would most prefer for HorizonWimba archives

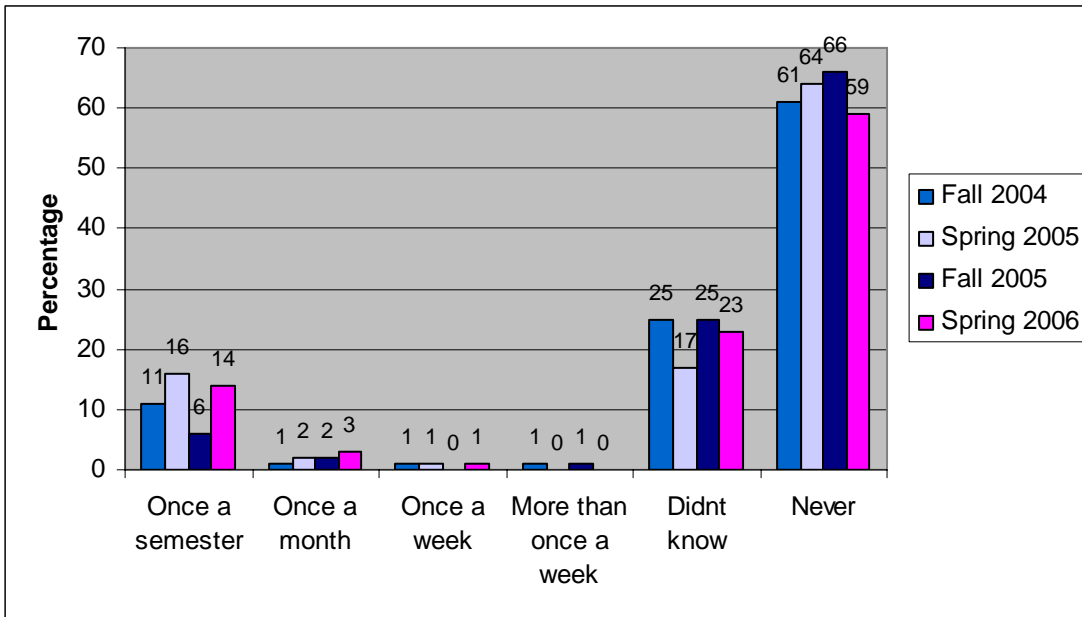


33a. How useful would it be if you could speak, or "voice chat" with other students over the Internet using your computer and a microphone outside of class time?



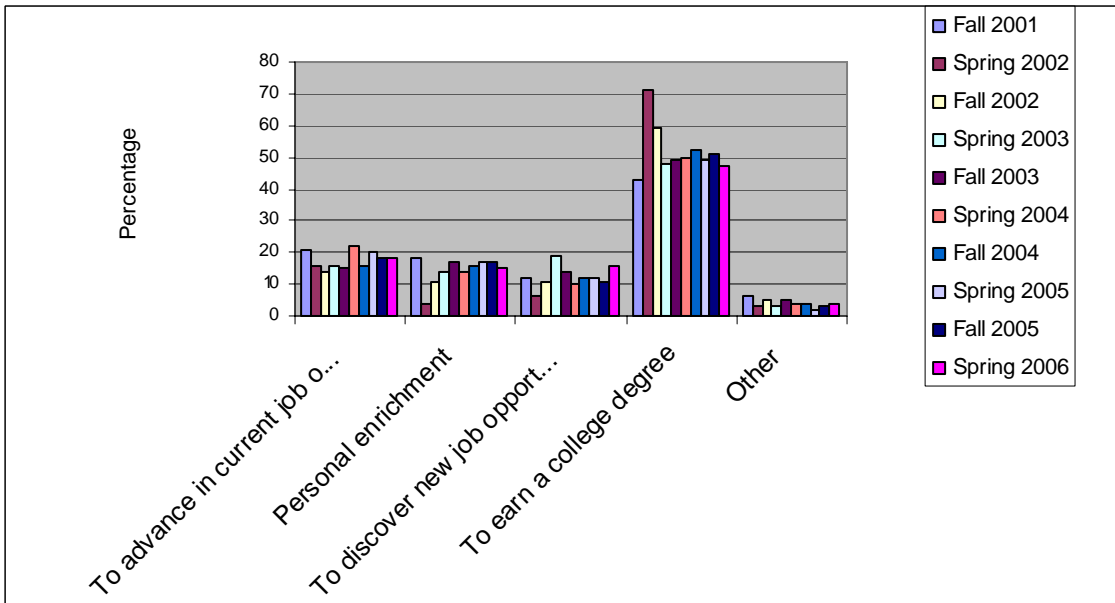
This question was added fall 2004.

33b. How often do you call in on the telephone and talk to the instructor during a live class?

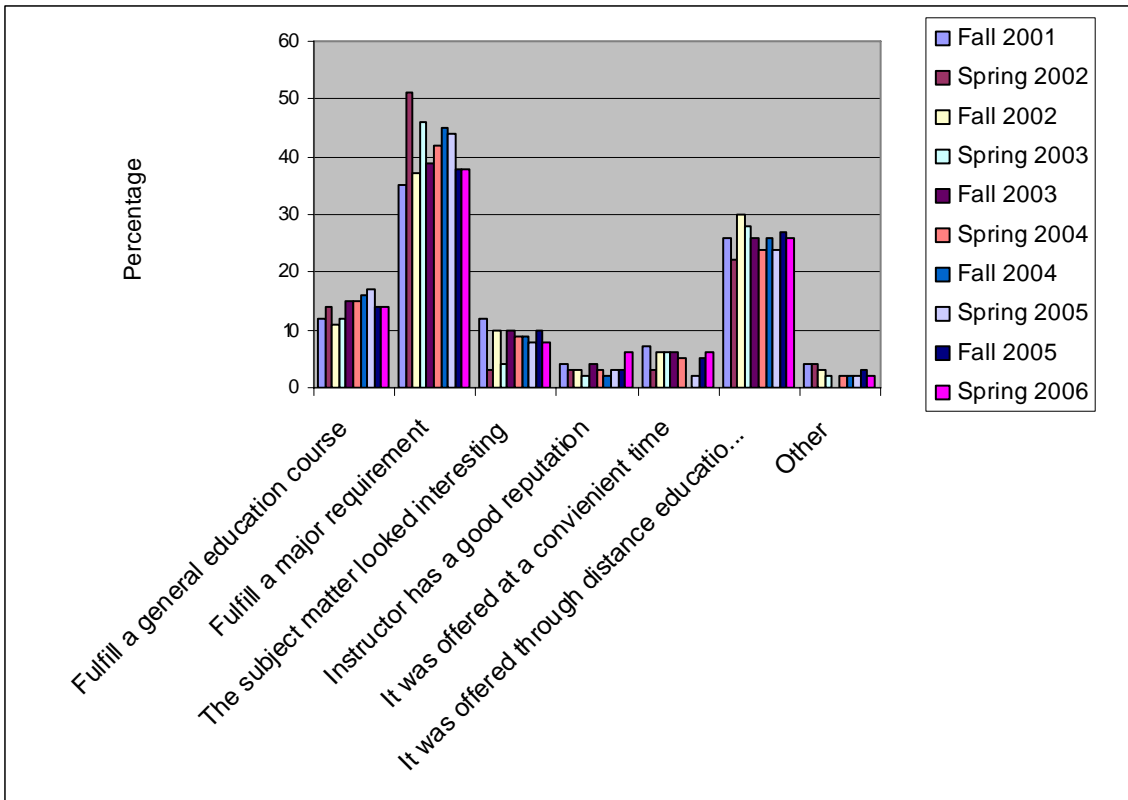


This question was added fall 2004.

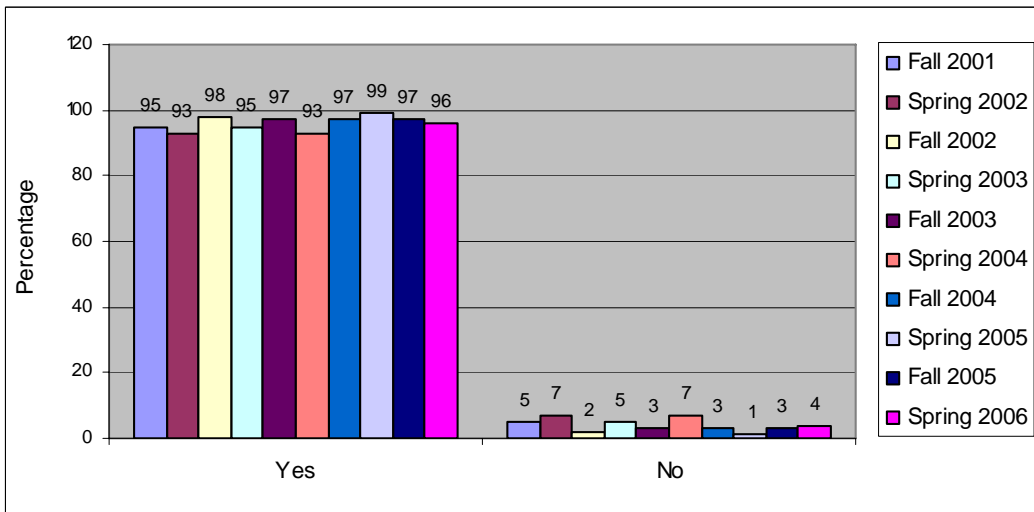
34. Reason for taking college courses at this time (select all that apply)



35. Reasons for taking the course (select all that apply)

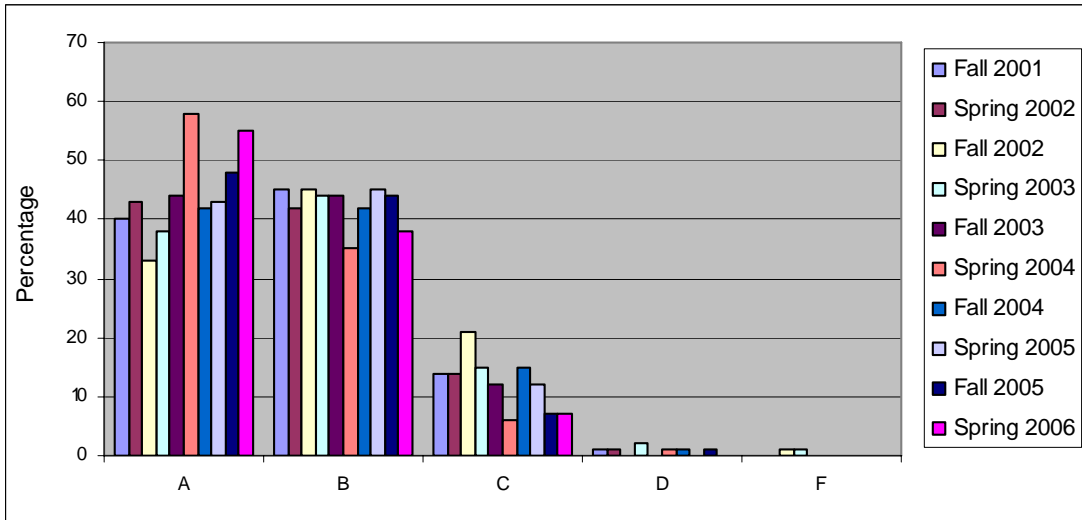


36. Student plans to earn a degree from CSU, Chico



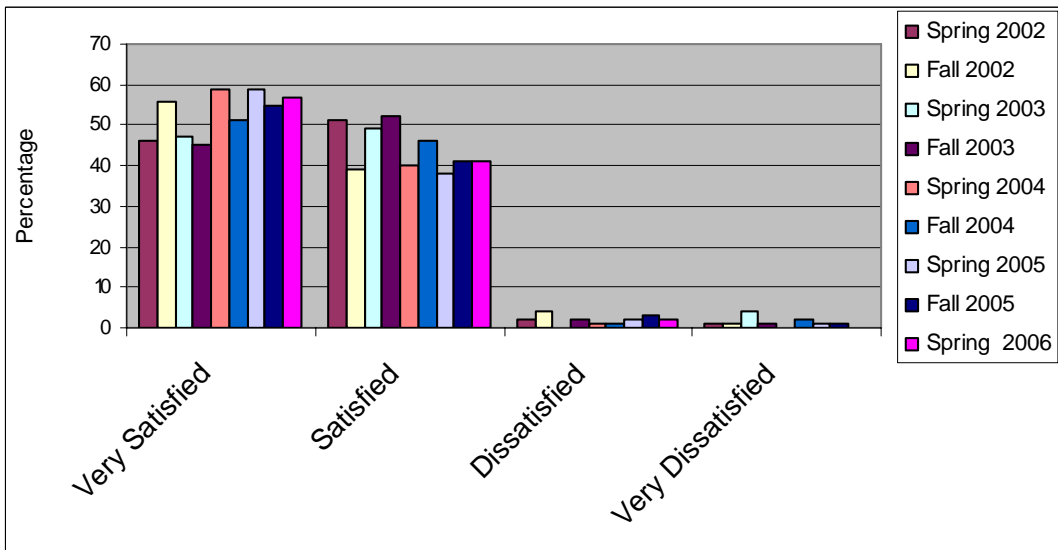
The percentage of students planning to earn a degree from Chico remains steady.

37. Expected grade in the course



If, indeed, the student's expectations were correct, the high numbers of A's and B's may indicate that online students are very motivated and willing to work hard.

38. Overall satisfaction with Distance Education Program at CSU, Chico



In spring 2006 ninety-eight percent of students were satisfied or very satisfied with the over all program. This question was added to the survey spring 2002.