

California State University, Chico is collecting this information to better understand student perceptions concerning the Chico Distance & Online Education program. Your completion of the survey indicates your consent to participate in this study. Your individual responses will be kept strictly confidential. Participation in the survey is voluntary. You may withdrawal from participation without penalty, at anytime.

1. Age:

- 17-18
- 19-20
- 21-22
- 23-24
- 25-30
- 31-40
- 41-50
- Over 50

2. Gender

- Male
- Female

3. Major:

**4. If you have a second major: Delete\*\*\***

5. Which Web Browser do you use to access your course?\*\*\*

- Netscape
- Internet Explorer
- Foxfire
- Safari
- Other

5A Are you a distance education student?

6. What type of computer do you use?

- Macintosh / Apple
- PC
- Other

7. What type of operating system do you use to access your course? \*\*\*

- Windows XP
- Windows 2000
- Windows 98
- Macintosh 9.x
- Macintosh X

- Other
- Don't know

8. What is your Internet connection speed?\*\*\*

- 28.8K
- 56K
- Cable
- DSL
- Wi-Fi (Wireless)
- T1 or greater
- I don't know

9. Who is your Internet Service Provider?\*\*\*

- AOL
- AT&T Broadband
- Charter Cable
- Earthlink
- Frontier Communication
- MSN
- SBC
- Verizon
- Other

10. Where do you primarily access this course? (select only one)\*\*

- At home?
- At your place of employment?
- At the main campus
- At a community distance learning site (such as a library or high school)
- Other

11. I am at a disadvantage because I do not possess adequate computer skills

- Strongly disagree
- Disagree
- No basis for judgement
- Agree
- Strongly agree

12. I spent too much time learning WebCT.

- Strongly disagree
- Disagree
- No basis for judgement
- Agree
- Strongly agree

13. How would you rate your comfort in taking a course that uses WebCT?

- Very uncomfortable
- Uncomfortable
- No basis for judgement
- Comfortable
- Very comfortable

13a What aspect of WebCT makes you feel uncomfortable or very uncomfortable?  
(select all that apply) (this question will appear depending on response to 13)

- Navigation
- User interface
- Use of too many features
- Live lecture
- Archive video lecture
- Technology overall
- Feeling of isolation from other students

14. Because of the way this course uses the Internet/World Wide Web I frequently miss important information because the technology doesn't work correctly.

- Strongly disagree
- Disagree
- No basis for judgement
- Agree
- Strongly agree

15. How frequently do you miss important information because of the way this course uses the Internet/World Wide Web, and the technology doesn't work correctly.

- Very frequently (every time or every other time I log on)
- Frequently (every three to four times I log on)
- No basis for judgment
- Infrequently (every five to ten times I log on)
- Never

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

- Reliability of my computer
- Reliability of my Internet connection
- Reliability of the Chico Portal
- Reliability of WebCT/Horizon Wimba
- I'm not certain
- Other

16. Because of the way this course uses the Internet/World Wide Web I am more confident that I can reach my academic goals.

- Strongly disagree
- Disagree
- No basis for judgement
- Agree
- Strongly agree

17. How often do you visit this WebCT course site?\*\*\*

- More than once a day
- Every day
- A couple times a week
- A couple times a month

**18. Question 18 removed. \*\*\***

19. I would recommend taking a fully online course to another student? \*\*\*

- Strongly disagree
- Disagree
- No basis for judgement
- Agree
- Strongly agree

20. It was easy to deal with the financial aid process from a distance.

- Strongly disagree
- Disagree
- No basis for judgement
- Agree
- Strongly agree

21. I have adequate access to library resources.

- Strongly disagree
- Disagree
- No basis for judgement
- Agree
- Strongly agree

22. I am satisfied with the academic advising I received.
- Strongly disagree
  - Disagree
  - No basis for judgement
  - Agree
  - Strongly agree
23. I found the Chico Distance & Online Education web site useful.
- Strongly disagree
  - Disagree
  - No basis for judgement
  - Agree
  - Strongly agree
24. I have adequate access to the technology help desk.
- Strongly disagree
  - Disagree
  - No basis for judgement
  - Agree
  - Strongly agree
25. The staff of the help desk were helpful.
- Strongly disagree
  - Disagree
  - No basis for judgement
  - Agree
  - Strongly agree
26. The registration process is easy to understand.
- Strongly disagree
  - Disagree
  - No basis for judgement
  - Agree
  - Strongly agree
27. I am likely to enroll in a distance education course at CSU Chico next semester
- Strongly disagree
  - Disagree
  - No basis for judgement
  - Agree
  - Strongly agree
  - I'm graduating

28. 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? \*\*\*

- Much more likely
- Somewhat more likely
- About the same
- Somewhat less likely
- Much less likely
- No basis for judgement

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

- Much more likely
- Somewhat more likely
- About the same
- Somewhat less likely
- Much less likely
- No basis for judgement

30. How often do you to discuss ideas and concepts taught in this course with other students using online tools? \*\*\*

- Very frequently
- Frequently
- Rarely
- Never
- Not applicable

31. I primarily watch HorizonLive class sessions

- Live
- Archived
- Not applicable

32. In addition to viewing/listening to a lecture for this course one time, I have reviewed the same lecture in an archive format

- Very frequently
- Frequently
- Rarely
- Never
- Not applicable

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

- Video lecture archives
- Audio-only lecture archives
- No preference

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? \*\*\*

- Not useful at all
- Somewhat useful
- Very useful
- Extremely useful
- Don't know

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

- I didn't know that I could call in during class-time
- Never
- Once semester
- Once month
- Once a week
- More than once a week

34. Which of the following best describe your reason for taking college courses at this time (select the appropriate circles for all that apply)?

- To advance in current job or career
- Personal enrichment
- To discover new job opportunities
- To earn a college degree
- Other

35. Why did you decide to take this course (select the appropriate circles for all that apply)?

- To fulfill a general education requirement
- Fulfill a requirement for my major
- The subject matter looked interesting
- Instructor has a good reputation
- It was offered at a convenient time
- It was offered through distance education technology
- Other

36. Do you plan to earn a degree from CSU Chico?

- Yes
- No

37. What grade do you expect to receive in this course (select only one)?

- A
- B
- C
- D
- F

38. Please rate your overall satisfaction with the distance education program at CSU, Chico.

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

39. Please enter your zip code:

40. Comments: