



Distance Learning Student Satisfaction Survey

Daniel Lamoree
Educational Research Assessment Analyst

Nancy Aguirre
Project Coordinator

Research and Institutional Effectiveness
Mt. San Antonio College
1100 N Grand Ave
Walnut, CA 91789
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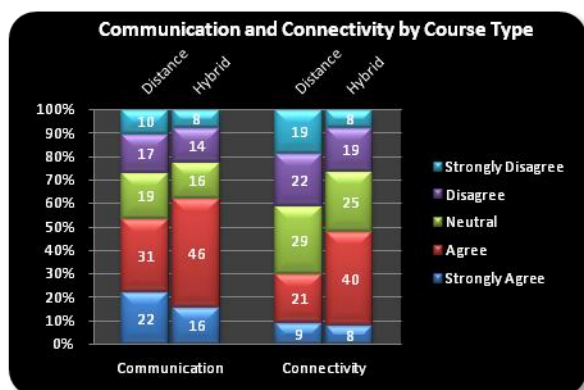
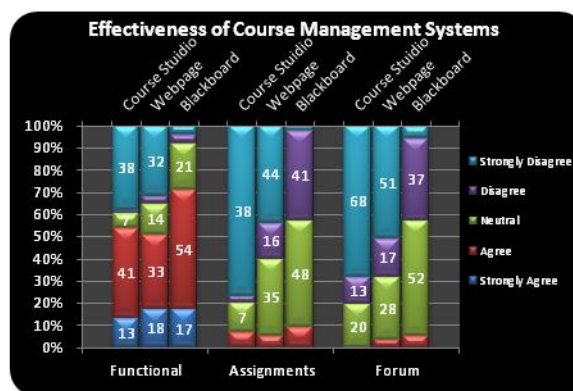
Purpose & Measurements

The purpose of the student satisfaction survey was to gauge student satisfaction with distance learning courses taken in Fall 2009 and Spring 2010 at Mt. San Antonio Community College (Mt. SAC). The results from the survey will be used as a springboard for future inquiry into the distance learning program effectiveness at Mt. SAC. Additionally, the report will be used to inform dialogue between faculty and staff to plan for future development. To do this, the survey ([Appendix A](#)) was constructed through the joint efforts of the Online Learning Support Center and the office of Research and Institutional Effectiveness; the survey measured effectiveness, communication, and connectivity. Approximately 5,400 students were contacted through the Student Portal; 54 or 1% of the students completed the survey through Banner Survey Tool.

Effectiveness was measured for each electronic learning tool (i.e., Course Studio, Webpage, Blackboard) by asking the participant the same three questions. Nine questions addressed communication (items 11 through 20) on a 5-point Likert scale from *Strongly Agree* to *Strongly Disagree* with an option for *Not Applicable* and one open-ended qualitative question, while six questions focused on connectivity (items 23 through 28) on a 5-point Likert scale from *Strongly Agree* to *Strongly Disagree* with an option for *Not Applicable*. Additionally, two questions asked the participants when they most often did their distance learning coursework, and the degree to which they would take another Distance Learning course at Mt. SAC.

Results

The number of respondents for Course Studio and the Webpage were low; one participant indicated the professor used Course Studio, while six indicated their professor used a Webpage. Consequently, the results for the effectiveness of the electronic learning tool is unclear as many more answered the first set of questions for both the Course Studio and Webpage than indicated they used them. However, examining Blackboard alone, the response demonstrates that (71%) of the students found it to be *always functional*, and few students indicated they *Agreed* that it was difficult to submit assignments or submit forum posts, with no participants selected *Strongly Agree*. Most



students were either indifferent to or affirmed Blackboard's effectiveness.

Hybrid courses scored higher marks on connectivity, as students are able to engage the campus, peers, and instructors more than their online counterparts; having classroom time appears to increase student engagement. However, on communication, respondents indicated a narrower gap between online and hybrid courses as 53% either *Agreed* or *Strongly Agreed*, while 62% indicated as such for hybrid courses. In summation, while students

benefit from more connectivity in courses, the ability to communicate with peers and instructors was reasonably high in both course instructional methods.

When confronted with a problem concerning a homework assignment, the vast majority of students contacted the professor directly, generally through email ([Appendix C](#)). The second highest group students turned to for help with a homework assignment was their peers, yet with far less frequency than instructors. Lastly, participants were asked if they would take another Distance Learning course at Mt. SAC; 93% of online respondents and 94% of hybrid respondents indicated they would take another Distance Learning course at Mt. SAC.

Action

- 1) Investigate a survey tool that allows branching of questions to ensure that the tool gathers the appropriate responses (the current Banner Survey Tool does not allow for branching; students may not have answered correctly based on that limitation).
- 2) Repeat this survey in Fall 2010, Winter 2011, and Spring 2011 within the terms or shortly after the terms end.
- 3) Review method of deployment of this survey, which was the Student Portal (it is still relatively new for Mt. SAC students).
- 4) Review the timing of deploying such a survey in context with other mandated surveys students might be notified to take: for example, CSSSE Survey, Distance Learning Student Evaluation (per Faculty Agreement), CCCCO Distance Education Student Satisfaction Survey (revised version could be deployed Spring 2011), among other potential surveys the College might deploy.

Distance Learning Student Satisfaction Survey

You are invited to participate in this survey regarding your experiences in a Mt. SAC Distance Learning course. Your thoughts and opinions are important to us and will help us improve the quality of the Distance Learning Program at Mt. SAC. If you need accommodation or assistance to complete this, please call the Research Office at ext. 4708. Your answers will be completely confidential.

- 1) What was the structure of the course you took?
 - Distance Learning (i.e., course was online only)
 - Hybrid (i.e., course used a combination of in-class meetings and online instruction or activities)

- 2) Which Course Management System (CMS) did your professor use in your course? Check all that apply.
 - Course Studio
 - Webpage
 - Blackboard

- 3) The **Course Studio** website was always functional.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Not Applicable

- 4) When using **Course Studio**, I had difficulties in submitting my assignments.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Not Applicable

- 5) When using **Course Studio**, I had problems in submitting responses to the discussion forum.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Not Applicable

- 6) The **Webpage** site was always functional.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Not Applicable

- 7) When using the **Webpage**, I had difficulties in submitting my assignments.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Not Applicable
- 8) When using the **Webpage**, I had problems in submitting responses to the discussion forum.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Not Applicable
- 9) The **Blackboard** website was always functional.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Not Applicable
- 10) When using the **Blackboard**, I had difficulties in submitting my assignments.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Not Applicable
- 11) When using the **Blackboard**, I had problems in submitting responses to the discussion forum.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
 - Not Applicable
- 12) This style of communication enabled me to become engaged with the professor during class discussions.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

- 13) This style of communication enabled me to become engaged with other students during class discussions.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- 14) The responses to my questions, regarding the course, were provided in a timely fashion based on the expectations provided in the syllabus.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- 15) The professor's expectation, in the syllabus, of responding in a timely manner included a reasonable and appropriate timeframe.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- 16) I am satisfied with the amount of communication I had with the professor.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- 17) I am satisfied with the amount of communication I had with my peers.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- 18) The course content was communicated effectively.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

- 19) I faced problems in submitting comments to class discussions.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- 20) I often had lingering questions about the course content that were left unanswered.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- 21) Whose help did you seek when you needed assistance with homework assignments?
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-
-
- 22) During what time of day did you most often do your Distance Learning coursework?
- Morning (5am-11:59am)
 - Afternoon (12pm-4:59pm)
 - Evening (5pm- 8:59pm)
 - Night (9pm-4:59am)
- 23) I felt as though I was able to develop a relationship with my peers during this course.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- 24) I felt as though I was able to develop a relationship with my professor during this course.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
- 25) I felt as connected to my peers as I would have in an on-site course where interactions are face-to-face.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

26) I felt as if I had a sufficient amount of peer interaction.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

27) This course successfully satisfied my social needs (i.e., frequency of interactions with peers, development of relationships with peers, quality of relationship with professor).

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

28) I felt confused or lost, at times, due to the structure of this course.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

29) I would take another Distance Learning Course at Mt. SAC

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

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What was the structure of the course you took?

Distance Learning	38	62.3
Hybrid	23	37.7
Total	61	100.0

Which Course Management System (CMS) did your professor use in your course?

	Frequency	Percent	Percent of Cases
Course Studio	1	1.6	1.6
Webpage	6	9.8	9.8
Blackboard	58	82.9	95.1
Total	65	100.0	106.6

This style of communication enabled me to become engaged with the professor during class discussions

		Distance Learning	Hybrid	Total
Strongly Agree	#	3	2	5
	%	8.6%	11.8%	9.6%
Agree	#	11	6	17
	%	31.4%	35.3%	32.7%
Neutral	#	14	8	22
	%	40.0%	47.1%	42.3%
Disagree	#	3	0	3
	%	8.6%	.0%	5.8%
Strongly Disagree	#	4	1	5
	%	11.4%	5.9%	9.6%
Total	#	35	17	52
	%	100.0%	100.0%	100.0%

This style of communication enabled me to become engaged with other students during class discussions

		Distance Learning	Hybrid	Total
Strongly Agree	#	6	3	9
	%	18.2%	18.8%	18.4%
Agree	#	10	9	19
	%	30.3%	56.3%	38.8%
Neutral	#	10	4	14
	%	30.3%	25.0%	28.6%
Disagree	#	1	0	1
	%	3.0%	.0%	2.0%
Strongly Disagree	#	6	0	6
	%	18.2%	.0%	12.2%
Total	#	33	16	49
	%	100.0%	100.0%	100.0%

The responses to my questions, regarding the course, were provided in a timely fashion based on the expectations provided in the syllabus

		Distance Learning	Hybrid	Total
Strongly Agree	#	8	5	13
	%	23.5%	29.4%	25.5%
Agree	#	17	11	28
	%	50.0%	64.7%	54.9%
Neutral	#	8	0	8
	%	23.5%	.0%	15.7%
Strongly Disagree	#	1	1	2
	%	2.9%	5.9%	3.9%
Total	#	34	17	51
	%	100.0%	100.0%	100.0%

The professor's expectation, in the syllabus, of responding in a timely manner included a reasonable and appropriate timeframe

		Distance Learning	Hybrid	Total
Strongly Agree	#	11	4	15
	%	33.3%	23.5%	30.0%
Agree	#	16	11	27
	%	48.5%	64.7%	54.0%
Neutral	#	4	0	4
	%	12.1%	.0%	8.0%
Disagree	#	1	1	2
	%	3.0%	5.9%	4.0%
Strongly Disagree	#	1	1	2
	%	3.0%	5.9%	4.0%
Total	#	33	17	50
	%	100.0%	100.0%	100.0%

I am satisfied with the amount of communication I had with the professor

		Distance Learning	Hybrid	Total
Strongly Agree	#	12	4	16
	%	36.4%	23.5%	32.0%
Agree	#	10	11	21
	%	30.3%	64.7%	42.0%
Neutral	#	6	1	7
	%	18.2%	5.9%	14.0%
Disagree	#	3	0	3
	%	9.1%	.0%	6.0%
Strongly Disagree	#	2	1	3
	%	6.1%	5.9%	6.0%
Total	#	33	17	50
	%	100.0%	100.0%	100.0%

I am satisfied with the amount of communication I had with my peers

		Distance Learning	Hybrid	Total
Strongly Agree	#	8	2	10
	%	24.2%	11.8%	20.0%
Agree	#	15	10	25
	%	45.5%	58.8%	50.0%
Neutral	#	5	5	10
	%	15.2%	29.4%	20.0%
Disagree	#	3	0	3
	%	9.1%	.0%	6.0%
Strongly Disagree	#	2	0	2
	%	6.1%	.0%	4.0%
Total	#	33	17	50
	%	100.0%	100.0%	100.0%

The course content was communicated effectively

		Distance Learning	Hybrid	Total
Strongly Agree	#	15	3	18
	%	45.5%	17.6%	36.0%
Agree	#	10	12	22
	%	30.3%	70.6%	44.0%
Neutral	#	3	1	4
	%	9.1%	5.9%	8.0%
Disagree	#	3	0	3
	%	9.1%	.0%	6.0%
Strongly Disagree	#	2	1	3
	%	6.1%	5.9%	6.0%
Total	#	33	17	50
	%	100.0%	100.0%	100.0%

I faced problems in submitting comments to class discussions

		Distance Learning	Hybrid	Total
Agree	#	3	0	3
	%	9.1%	.0%	6.0%
Neutral	#	2	3	5
	%	6.1%	17.6%	10.0%
Disagree	#	21	10	31
	%	63.6%	58.8%	62.0%
Strongly Disagree	#	7	4	11
	%	21.2%	23.5%	22.0%
Total	#	33	17	50
	%	100.0%	100.0%	100.0%

I often had lingering questions about the course content that were left unanswered

		Distance Learning	Hybrid	Total
Strongly Agree	#	3	1	4
	%	9.7%	5.9%	8.3%
Agree	#	1	0	1
	%	3.2%	.0%	2.1%
Neutral	#	6	2	8
	%	19.4%	11.8%	16.7%
Disagree	#	15	11	26
	%	48.4%	64.7%	54.2%
Strongly Disagree	#	6	3	9
	%	19.4%	17.6%	18.8%
Total	#	31	17	48
	%	100.0%	100.0%	100.0%

During what time of day did you most often do your Distance Learning coursework?

		Distance Learning	Hybrid	Total
Morning (0500 - 11:59)	#	1	2	3
	%	3.3%	11.8%	6.4%
Afternoon (1200 - 16:59)	#	8	4	12
	%	26.7%	23.5%	25.5%
Evening (1700 - 20:59)	#	10	3	13
	%	33.3%	17.6%	27.7%
Night (2100 - 04:59)	#	11	8	19
	%	36.7%	47.1%	40.4%
Total	#	30	17	47
	%	100.0%	100.0%	100.0%

I felt as though I was able to develop a relationship with my peers during this course

		Distance Learning	Hybrid	Total
Strongly Agree	#	2	1	3
	%	6.7%	5.9%	6.4%
Agree	#	5	9	14
	%	16.7%	52.9%	29.8%
Neutral	#	13	6	19
	%	43.3%	35.3%	40.4%
Disagree	#	6	1	7
	%	20.0%	5.9%	14.9%
Strongly Disagree	#	4	0	4
	%	13.3%	.0%	8.5%
Total	#	30	17	47
	%	100.0%	100.0%	100.0%

I felt as though I was able to develop a relationship with my professor during this course

		Distance Learning	Hybrid	Total
Strongly Agree	#	3	4	7
	%	10.0%	23.5%	14.9%
Agree	#	7	8	15
	%	23.3%	47.1%	31.9%
Neutral	#	12	3	15
	%	40.0%	17.6%	31.9%
Disagree	#	4	1	5
	%	13.3%	5.9%	10.6%
Strongly Disagree	#	4	1	5
	%	13.3%	5.9%	10.6%
Total	#	30	17	47
	%	100.0%	100.0%	100.0%

I felt as connected to my peers as I would have in an on-site course where interactions are face-to-face

		Distance Learning	Hybrid	Total
Strongly Agree	#	3	1	4
	%	10.0%	5.9%	8.5%
Agree	#	6	5	11
	%	20.0%	29.4%	23.4%
Neutral	#	5	7	12
	%	16.7%	41.2%	25.5%
Disagree	#	7	3	10
	%	23.3%	17.6%	21.3%
Strongly Disagree	#	9	1	10
	%	30.0%	5.9%	21.3%
Total	#	30	17	47
	%	100.0%	100.0%	100.0%

I felt as if I had a sufficient amount of peer interaction

		Distance Learning	Hybrid	Total
Strongly Agree	#	1	1	2
	%	3.3%	5.9%	4.3%
Agree	#	9	10	19
	%	30.0%	58.8%	40.4%
Neutral	#	12	4	16
	%	40.0%	23.5%	34.0%
Disagree	#	4	2	6
	%	13.3%	11.8%	12.8%
Strongly Disagree	#	4	0	4
	%	13.3%	.0%	8.5%
Total	#	30	17	47
	%	100.0%	100.0%	100.0%

This course successfully satisfied my social needs (i.e., frequency of interactions with peers, development of relationships with peers, quality of relationship with professor)

		Distance Learning	Hybrid	Total
Strongly Agree	#	4	1	5
	%	13.3%	5.9%	10.6%
Agree	#	9	8	17
	%	30.0%	47.1%	36.2%
Neutral	#	9	6	15
	%	30.0%	35.3%	31.9%
Disagree	#	4	1	5
	%	13.3%	5.9%	10.6%
Strongly Disagree	#	4	1	5
	%	13.3%	5.9%	10.6%
Total	#	30	17	47
	%	100.0%	100.0%	100.0%

I felt confused or lost, at times, due to the structure of this course

		Distance Learning	Hybrid	Total
Strongly Agree	#	3	0	3
	%	10.0%	.0%	6.4%
Agree	#	2	1	3
	%	6.7%	5.9%	6.4%
Neutral	#	1	0	1
	%	3.3%	.0%	2.1%
Disagree	#	15	11	26
	%	50.0%	64.7%	55.3%
Strongly Disagree	#	9	5	14
	%	30.0%	29.4%	29.8%
Total	#	30	17	47
	%	100.0%	100.0%	100.0%

I would take another Distance Learning Course at Mt. SAC

		Distance Learning	Hybrid	Total
Strongly Agree	#	18	12	30
	%	60.0%	70.6%	63.8%
Agree	#	10	4	14
	%	33.3%	23.5%	29.8%
Neutral	#	0	1	1
	%	.0%	5.9%	2.1%
Strongly Disagree	#	2	0	2
	%	6.7%	.0%	4.3%
Total	#	30	17	47
	%	100.0%	100.0%	100.0%

Communication

		Distance Learning	Hybrid	Total
Strongly Agree	#	66	24	90
	%	22	16	20
Agree	#	93	70	163
	%	31	46	36
Neutral	#	58	24	82
	%	19	16	18
Disagree	#	50	22	72
	%	17	14	16
Strongly Disagree	#	31	12	43
	%	10	8	10
Total	#	298	152	450
	%	100	100	100

Connectivity

		Distance Learning	Hybrid	Total
Strongly Agree	#	16	8	24
	%	9	8	9
Agree	#	38	41	79
	%	21	40	28
Neutral	#	52	26	78
	%	29	25	28
Disagree	#	40	19	59
	%	22	19	21
Strongly Disagree	#	34	8	42
	%	19	8	15
Total	#	180	102	282
	%	100	100	100

Whose help did you seek when you needed assistance with homework assignments?

Response	Professor	Peer	Other
I would ask another peer on-line or by phone. Also the instructor was able to provide help to any concerns, usually by an e-mail sent to the class just in case anyone else had the same concern.	1	1	0
My professor	1	0	0
instructor	1	0	0
The professor via e-mail or to his cell phone number that he made available for all the students in case that we had any questions.	1	0	0
No one. My book.	0	0	1
the professor through email	1	0	0
Professor	1	0	0
The Professor's	1	0	0
the professor	1	0	0
The Professor himself.	1	0	0
Not applicable, however, the Professors respond in a timely fashion.	0	0	0
Friends that i met in class	0	1	0
the professor	1	0	0
I would usually just ask my classmates on the discussin forum online or I would e-mail my professor and ask him any questions I had.	1	1	0
The professor	1	0	0
i seeked the instructions help.	1	0	0
The professor or other students via the discussion board	1	1	0
instructor	1	0	0
Professor had online hours	1	0	0
peers and my professors.	1	1	0
Both my peers and the professor.	1	1	0
There were no homework assignments for my class. I was pretty much left to interpret the book on my own.	0	0	1
I did not need help.	0	0	0
no ones.	0	0	0
professor	1	0	0
I asked the class on the open discussion board and the instructor usually answered if a student was unable to.	1	1	0
At first I seek my professor Stacey Morales, but she did not respond to my question regarding my assignment. I went on the course by myself and learned from the book.	1	0	0
My professor	1	0	0
fellow classmate	0	1	0
Help from the DSPS High Tech Lab	0	0	1
I basically e-mailed the professor at his Mt. Sac e-mail address.	1	0	0
Usually my teachers, most of them have been very prompt and timely when it came to responding to any questions I had regarding the course work,	1	0	0
The professor through email	1	0	0
the professor	1	0	0
Most (if not all) of our homework assignments were group discussions so I would e-mail my peers or the teacher	1	1	0
I asked the professor questions and visited the Writing Center here at Mt. SAC to receive help from tutors.	1	0	1
professor and other students	1	1	0
Total	29	10	4

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