

2013

CCC Summary Report for Colleges Participating in the Fall 2012 Distance Education Student Satisfaction Survey



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Chancellor's Office

7/16/2013



CCC Summary Report for Colleges Participating in the Fall 2012 Distance Education Student Satisfaction Survey (7-16-13)

Survey: 2012 Fall DE Student Satisfaction Survey

The Chancellor's Office has reported the growth of distance education in the California Community College (CCC) System to the Board of Governors (BOG) every two years since 1997 and growth has increased significantly. Currently, more than 27% of all CCC students take at least one distance education courses each term. In 2011-12, nearly 10.1% of all FTES in the System was generated through distance education. In that same year, 50 colleges reported having over 500 AA/AS/Certificate of Achievement programs available via distance education.

One area of interest of the BOG is "Student Satisfaction" with distance education. It is important to gather feedback from students as a part of distance education program development and evaluation. Colleges often focus a great deal of time and energy on developing new distance education courses and programs, but are often less effective when it comes to measuring distance education course and program outcomes. In January 2013, the Chancellor's Office initiated a distance education student satisfaction survey of students who enrolled in and completed a distance education course in the 2012 Fall Term.

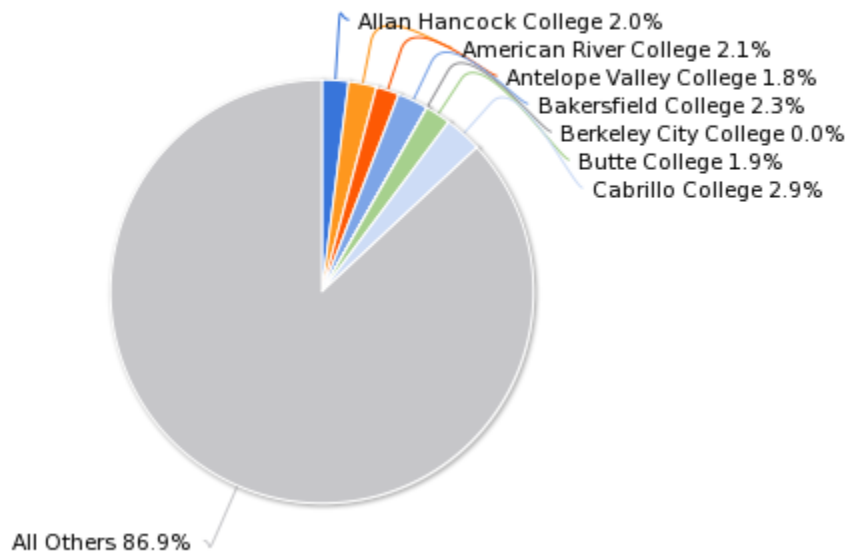
The online survey addressed interactions based on the typology of online interaction identified by Moore & Kearsley (2005, 1996), Hanna, Dudka & Runlee (2000) and Palloff & Pratt (2001) and includes the following areas:

- learner-content interaction
- learner-instructor interaction
- learner-learner interaction
- learner-technology interaction
- general interaction

There were 44 colleges that participated in the survey. The summary results for those 44 colleges are included on the following pages. Each participating college also got their individual results for comparison and detailed responses for use in local research.

1. Please select the college from the drop down menu where you completed the distance education course in the 2012 Fall quarter/semester.

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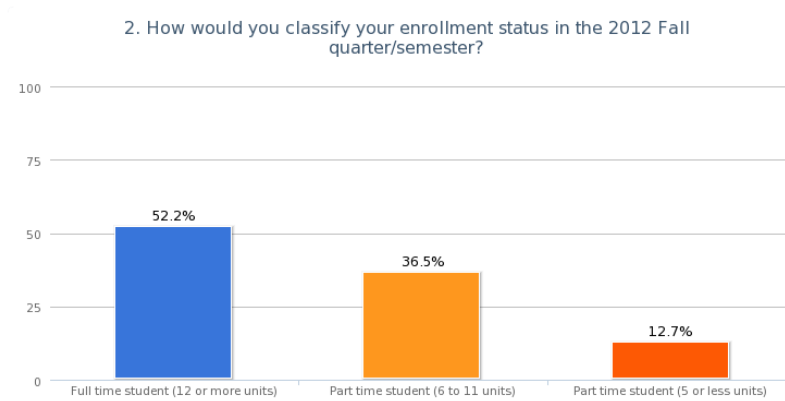
College	Count	Percent
Allan Hancock College	300	2.0%
American River College	318	2.1%
Antelope Valley College	264	1.8%
Bakersfield College	347	2.3%
Berkeley City College	2	0.0%
Butte College	290	2.0%
Cabrillo College	428	2.9%
Chaffey College	422	2.8%
Citrus College	414	2.8%
City College of San Francisco	403	2.7%

College	Count	Percent
College of Marin	129	0.9%
College of the Sequoias	396	2.7%
College of the Siskiyous	265	1.8%
Cosumnes River College	253	1.7%
Cuesta College	304	2.0%
Cuyamaca College	367	2.5%
Cypress College	366	2.5%
Diablo Valley College	448	3.0%
El Camino College	295	2.0%
Evergreen Valley College	383	2.6%
Feather River College	115	0.8%
Folsom Lake College	6	0.0%
Fresno City College	312	2.1%
Glendale College	240	1.6%
Grossmont College	362	2.4%
Los Angeles City College	12	0.1%
Los Angeles Harbor College	522	3.5%
Merced College	277	1.9%
Mira Costa College	614	4.1%
Mission College	483	3.2%
Moreno Valley College	238	1.6%
Norco College	246	1.7%
Pasadena College	511	3.4%
Porterville College	150	1.0%
Riverside City College	376	2.5%
Sacramento City College	308	2.1%
San Diego City College	390	2.6%
San Diego Mesa College	460	3.1%
San Diego Miramar College	324	2.2%
San Joaquin Delta College	494	3.3%
Santa Ana College	400	2.7%
Santa Barbara City College	370	2.5%
Solano College	1	0.0%
Southwestern College	382	2.6%

College	Count	Percent
Skyline College	379	2.5%
Victor Valley College	401	2.7%
West Hills-Lemoore College	127	0.9%

Statistics	
Total Responses	14,894

2. How would you classify your enrollment status in the 2012 Fall quarter/semester?

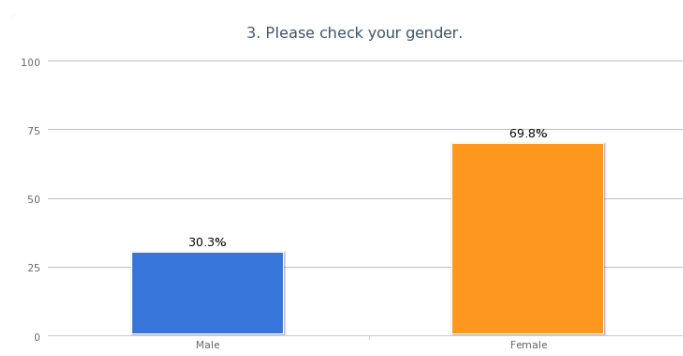


Value	Count	Percent
Full time student (12 or more units)	7650	52.2%
Part time student (6 to 11 units)	5347	36.5%
Part time student (5 or less units)	1855	12.7%

Statistics

Total Responses	14,665
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3. Please check your gender.



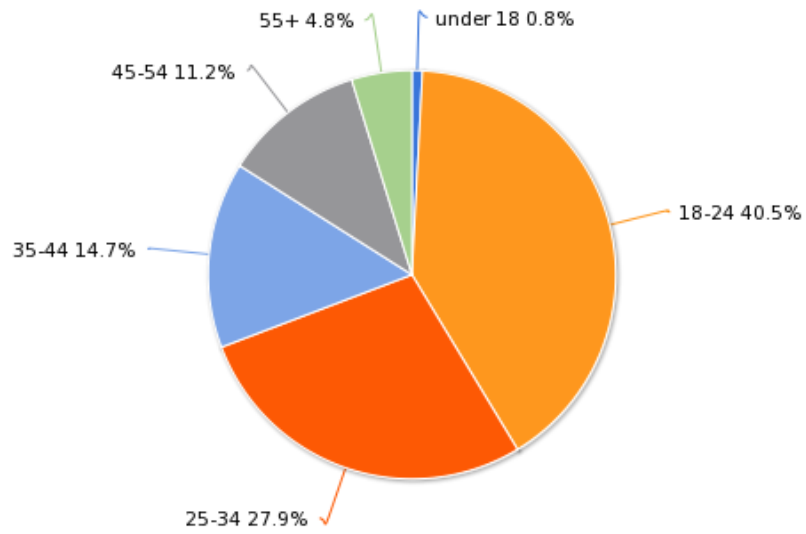
Value	Count	Percent
Male	4447	30.3%
Female	10225	69.8%

Statistics

Total Responses	14,658
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4. Please check your age range group.

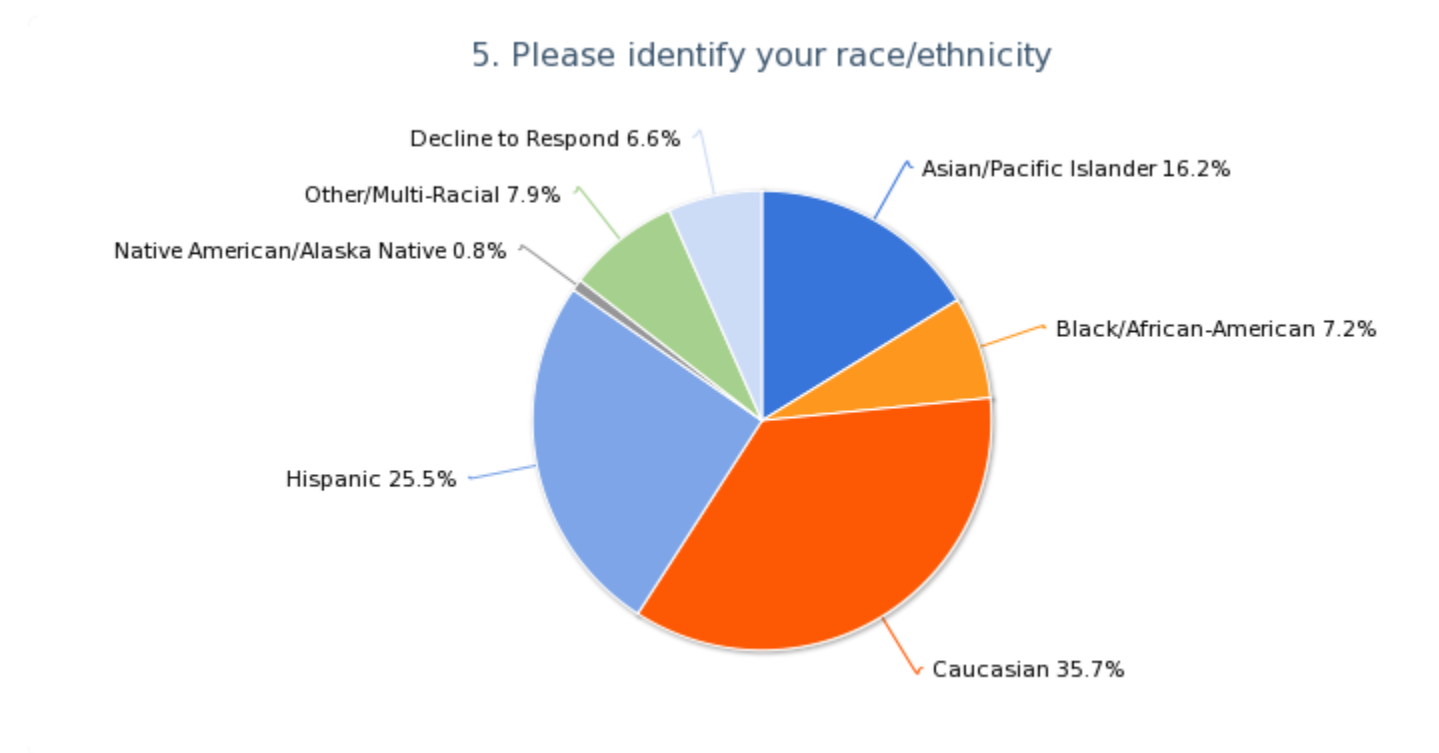
4. Please check your age range group.



Value	Count	Percent
under 18	121	0.8%
18-24	5939	40.5%
25-34	4091	27.9%
35-44	2162	14.7%
45-54	1648	11.2%
55+	702	4.8%

Statistics		
Total Responses		14,663
Sum		397,617.0
Avg.		27.3
StdDev		10.9
Max		55.0

5. Please identify your race/ethnicity

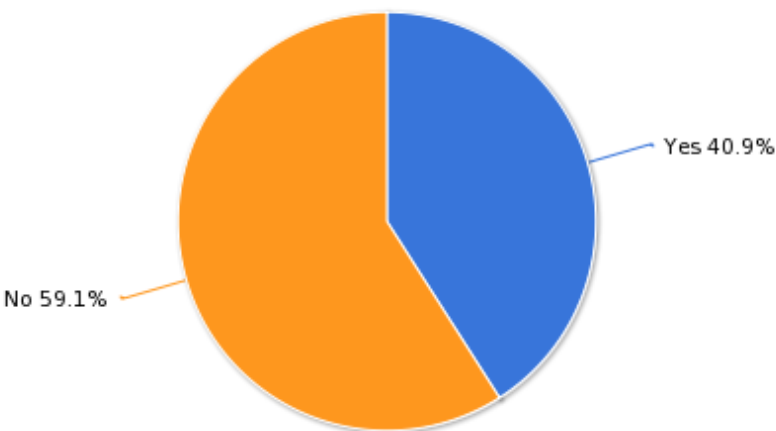


Value	Count	Percent
Asian/Pacific Islander	2379	16.2%
Black/African-American	1056	7.2%
Caucasian	5234	35.7%
Hispanic	3743	25.5%
Native American/Alaska Native	118	0.8%
Other/Multi-Racial	1164	7.9%
Decline to Respond	971	6.6%

Statistics	
Total Responses	14,665

6. Have you ever taken a distance education orientation course or workshop at this college?

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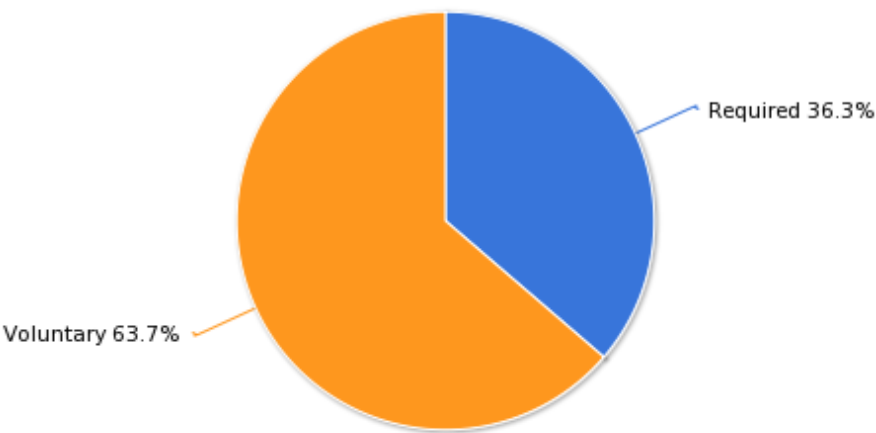


Value	Count	Percent
Yes	5983	40.9%
No	8631	59.1%

Statistics	
Total Responses	14,614

7. Is the course or workshop required before you can take a distance education course at the college or is it voluntary?

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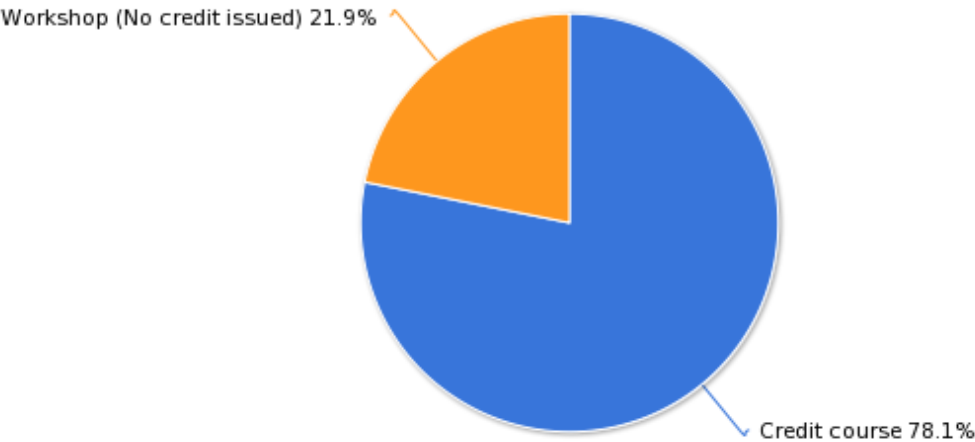


Value	Count	Percent
Required	2218	36.3%
Voluntary	3891	63.7%

Statistics	
Total Responses	6,109

7. Is it a credit course for which you receive credit or is it a workshop where no credit is issued?

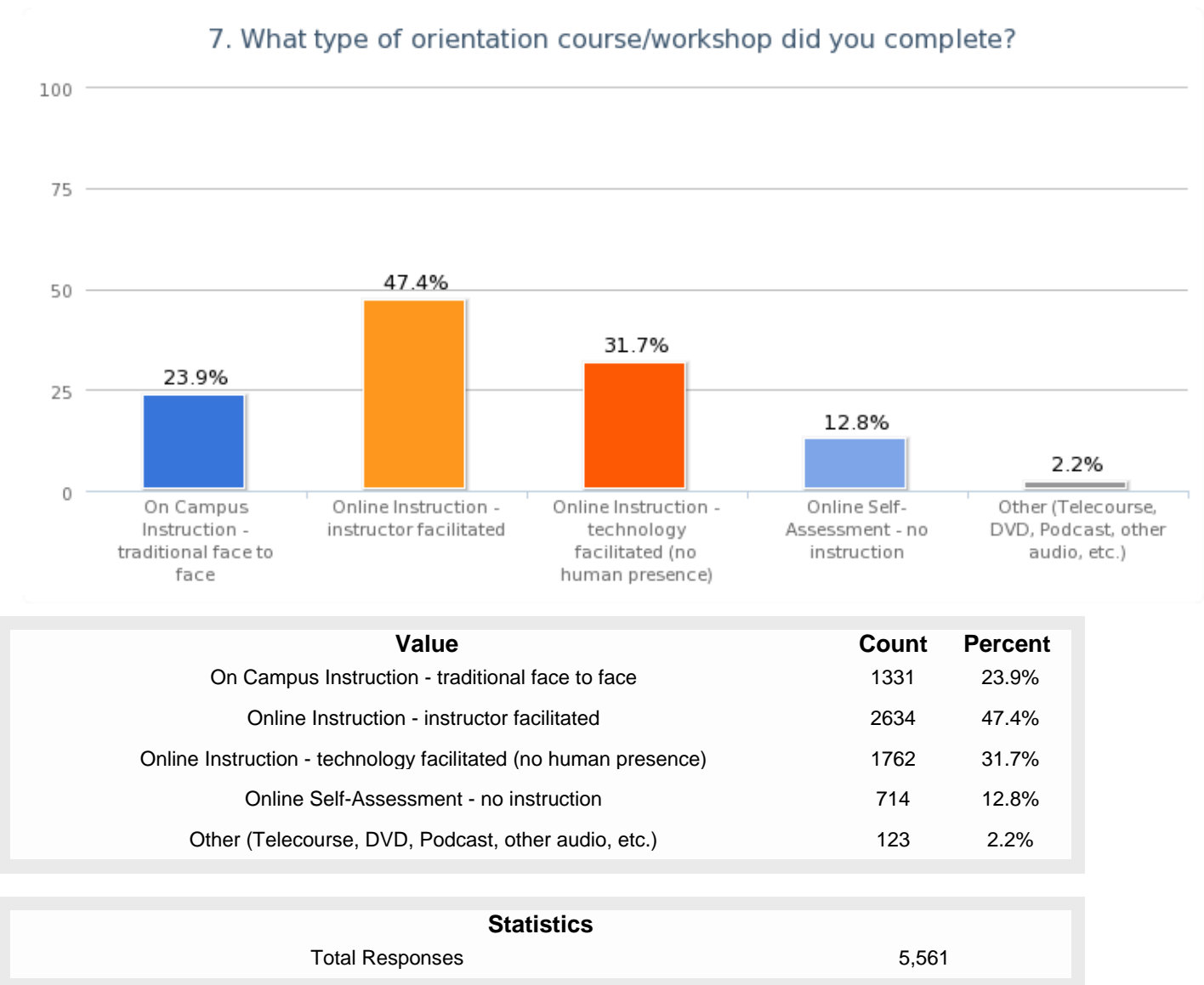
7. Is it a credit course for which you receive credit or is it a workshop where no credit is issued?



Value	Count	Percent
Credit course	4634	78.1%
Workshop (No credit issued)	1297	21.9%

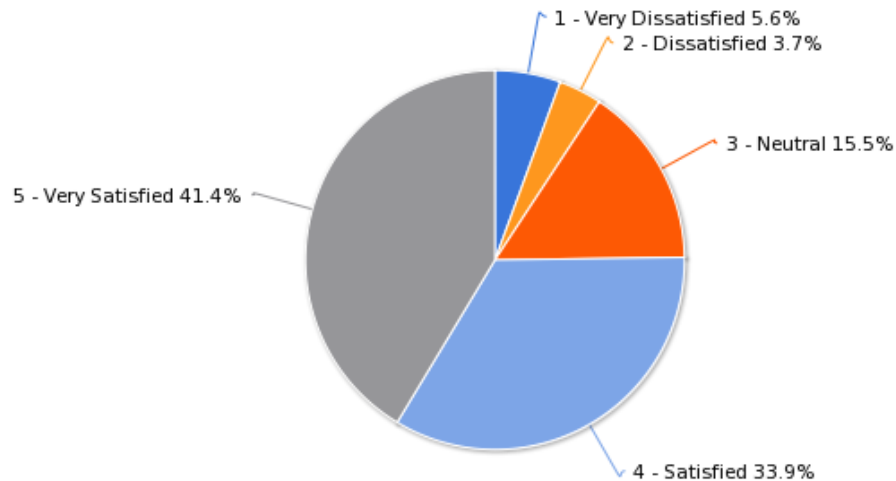
Statistics		
Total Responses		5,931

7. What type of orientation course/workshop did you complete?



7. On a scale of 1-5 with 5 being the highest, how satisfied were you with this distance education orientation course/workshop?

7. On a scale of 1-5 with 5 being the highest, how satisfied were you with this distance education orientation course/workshop?



Value	Count	Percent
1 - Very Dissatisfied	311	5.6%
2 - Dissatisfied	204	3.7%
3 - Neutral	861	15.5%
4 - Satisfied	1881	33.9%
5 - Very Satisfied	2298	41.4%

Statistics	
Total Responses	5,555
Sum	22,316.0
Avg.	4.0
StdDev	1.1
Max	5.0

9. Have you ever completed a distance education course at this college before the 2012 Fall quarter/semester?

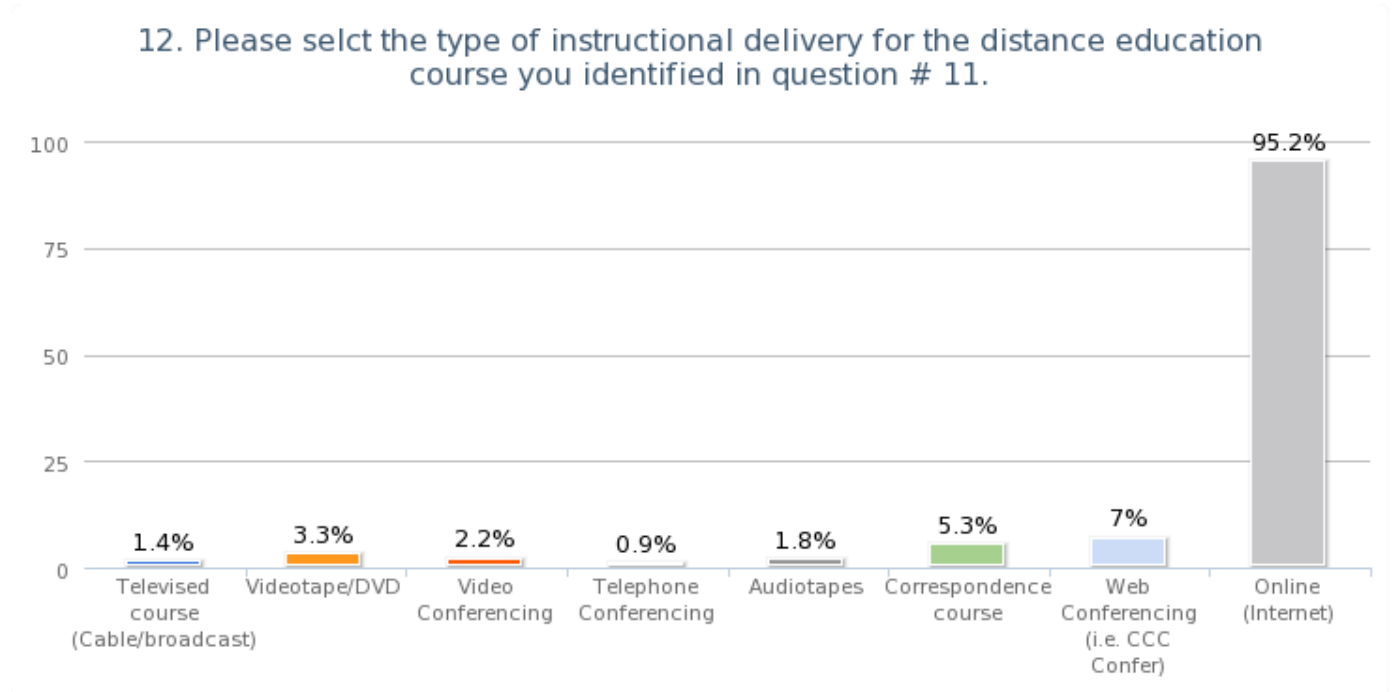
9. Have you ever completed a distance education course at this college before the 2012 Fall quarter/semester?



Value	Count	Percent
Yes	6881	49.4%
No	7045	50.6%

Statistics	
Total Responses	13,926

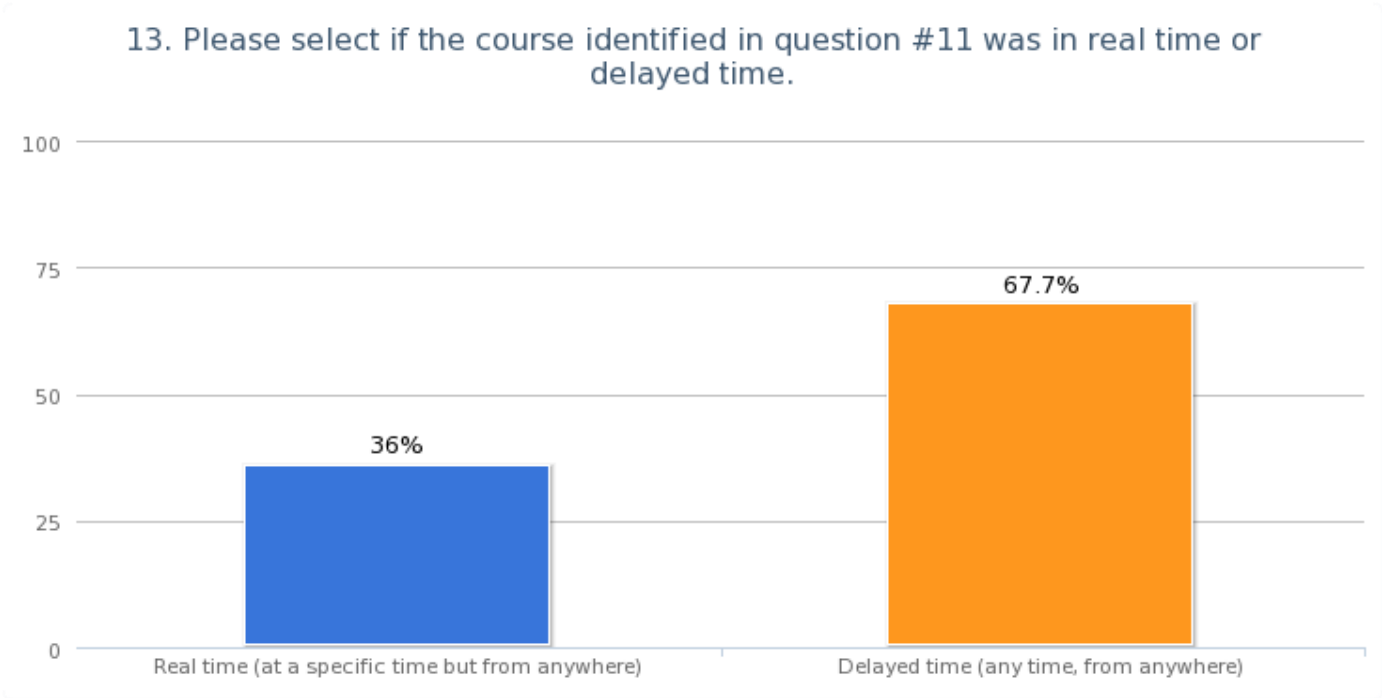
12. Please select the type of instructional delivery for the distance education course you identified in question # 11.



Value	Count	Percent
Televised course (Cable/broadcast)	153	1.4%
Videotape/DVD	358	3.3%
Video Conferencing	238	2.2%
Telephone Conferencing	92	0.9%
Audiotapes	196	1.8%
Correspondence course	575	5.3%
Web Conferencing (i.e. CCC Confer)	757	7.0%
Online (Internet)	10350	95.2%

Statistics	
Total Responses	10,876

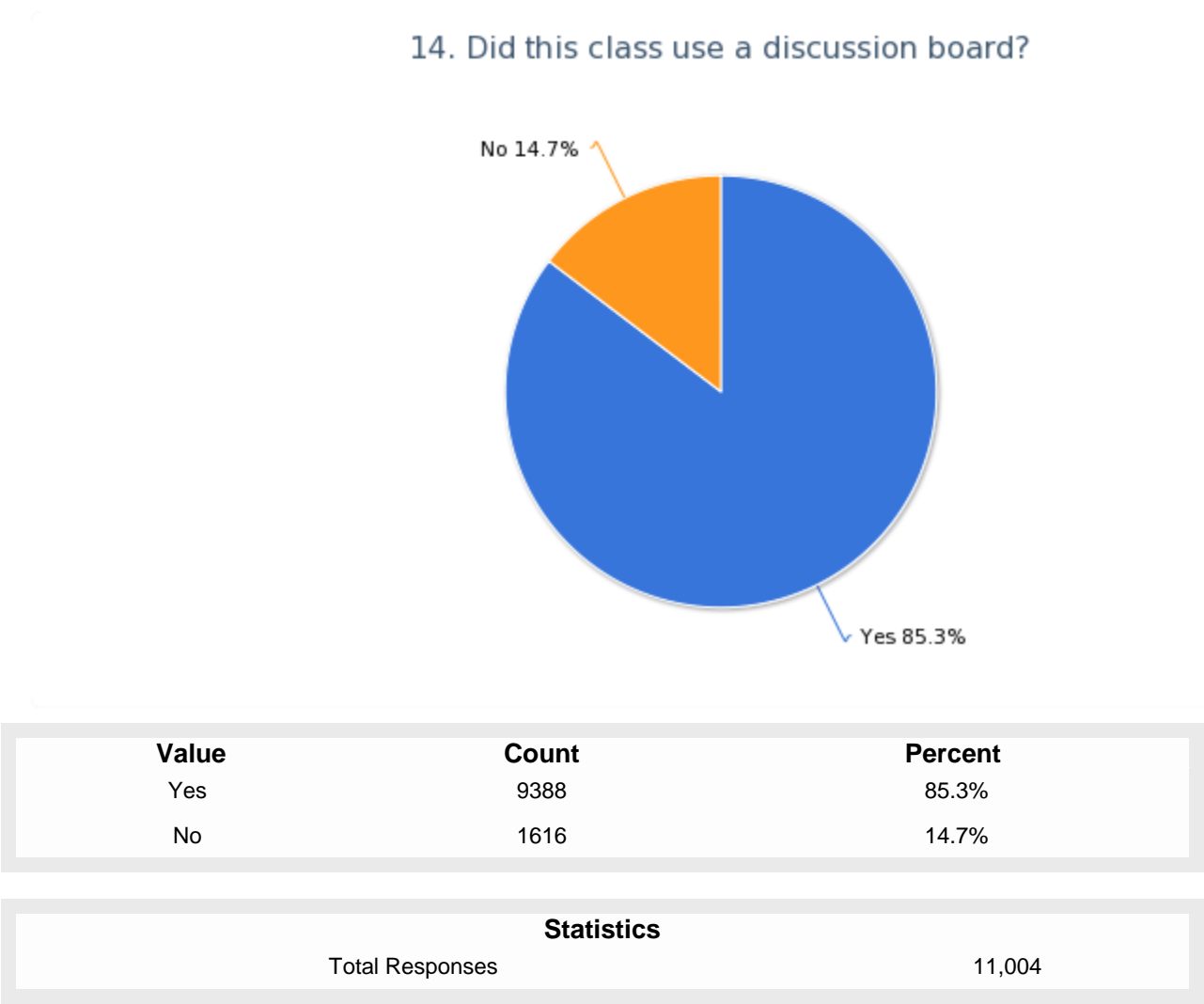
13. Please select if the course identified in question #11 was in real time or delayed time.



Value	Count	Percent
Real time (at a specific time but from anywhere)	3888	36.0%
Delayed time (any time, from anywhere)	7315	67.7%

Statistics	
Total Responses	10,813

14. Did this class use a discussion board?



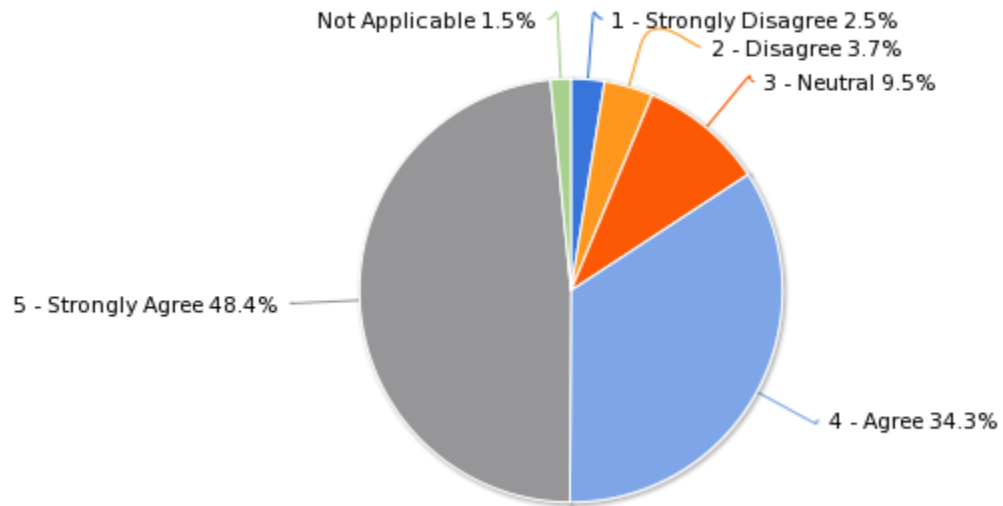
15. On a scale of 1-5 with 5 being the highest please rate the importance of the following possible reasons why you enrolled in the distance education course identified in question #11.

	1 - Not Very Important	2 - Not Important	3 - Neutral	4 - Important	5 - Very Important	Not Applicable	Responses
The course met requirements for the associate degree	6.1% 668	3.1% 340	10.6% 1160	15.4% 1680	55.5% 6053	11.3% 1233	10915
The course met requirements for transfer to a 4-year college or university	5.9% 639	4.0% 432	11.8% 1284	14.0% 1526	52.8% 5745	12.7% 1382	10886
The course met requirements for a vocational certificate	12.9% 1387	6.3% 673	16.0% 1722	11.0% 1179	24.0% 2580	31.1% 3350	10756
The course would improve my job skills/expand my job opportunities	8.0% 871	4.4% 478	13.5% 1468	18.8% 2041	43.7% 4734	12.5% 1354	10840
The course was convenient with my work schedule	3.9% 426	1.9% 205	7.0% 757	15.4% 1673	60.7% 6583	12.2% 1328	10853
The course was convenient with my child-rearing schedule	10.1% 1097	2.9% 315	7.4% 805	6.1% 662	28.1% 3035	46.6% 5043	10813
I had success with a previous distance education course	6.5% 702	2.7% 288	11.1% 1204	14.7% 1598	39.2% 4253	26.7% 2897	10853
I had a personal interest in the subject	6.9% 748	4.5% 490	17.5% 1899	22.7% 2452	41.7% 4512	7.6% 822	10821
I thought it would be more varied and interesting	9.9% 1068	7.1% 759	26.5% 2853	20.5% 2210	23.6% 2538	13.0% 1403	10763
I enjoy learning on a computer	6.9% 749	5.3% 575	20.4% 2208	22.8% 2469	40.0% 4337	5.7% 613	10839

	1 - Not Very Important	2 - Not Important	3 - Neutral	4 - Important	5 - Very Important	Not Applicable	Responses
I prefer this method of instruction	8.8% 948	7.3% 785	26.3% 2849	19.6% 2121	34.2% 3701	4.8% 522	10817
The instructor's reputation	10.2% 1093	5.6% 605	22.1% 2375	18.0% 1941	31.8% 3417	13.5% 1457	10759
All on-campus sections of the course were full	16.8% 1802	8.0% 861	16.8% 1806	9.6% 1035	15.2% 1628	35.0% 3758	10745
The course was not scheduled in a classroom setting	14.3% 1539	6.8% 734	19.4% 2087	10.1% 1087	20.4% 2203	30.1% 3245	10776
I was unable to come to campus	13.6% 1468	6.0% 644	13.6% 1472	11.2% 1206	29.3% 3165	27.5% 2970	10791
I have a disability that makes it difficult to attend classes on campus	18.3% 1968	3.8% 405	7.4% 800	3.2% 340	5.5% 592	63.0% 6780	10757

16. The course documents (lessons or lecture notes) used in this class facilitated my learning

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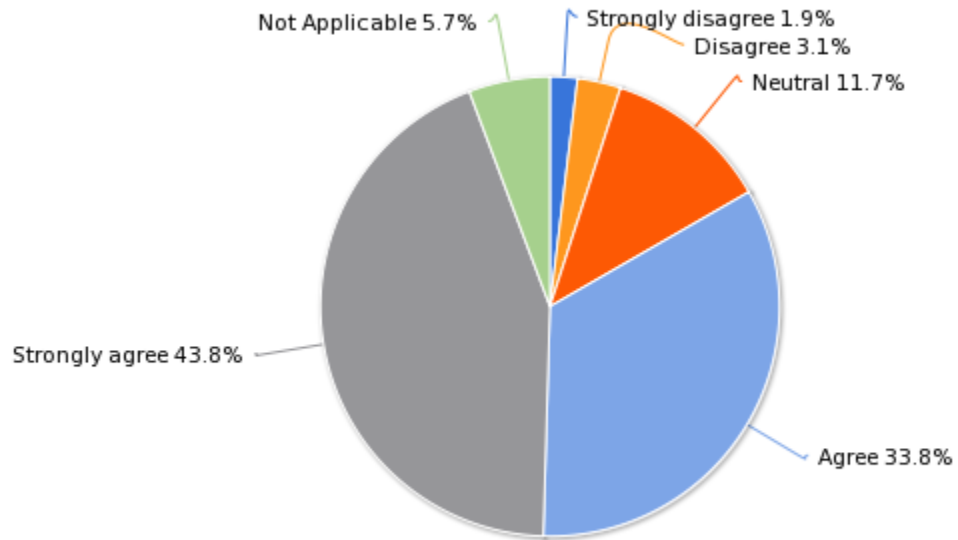


Value	Count	Percent
1 - Strongly Disagree	268	2.6%
2 - Disagree	391	3.7%
3 - Neutral	1002	9.5%
4 - Agree	3608	34.3%
5 - Strongly Agree	5090	48.4%
Not Applicable	163	1.6%

Statistics	
Total Responses	10,522
Sum	43,938.0
Avg.	4.2
StdDev	1.0
Max	5.0

17. The websites that were linked to this course facilitated my learning

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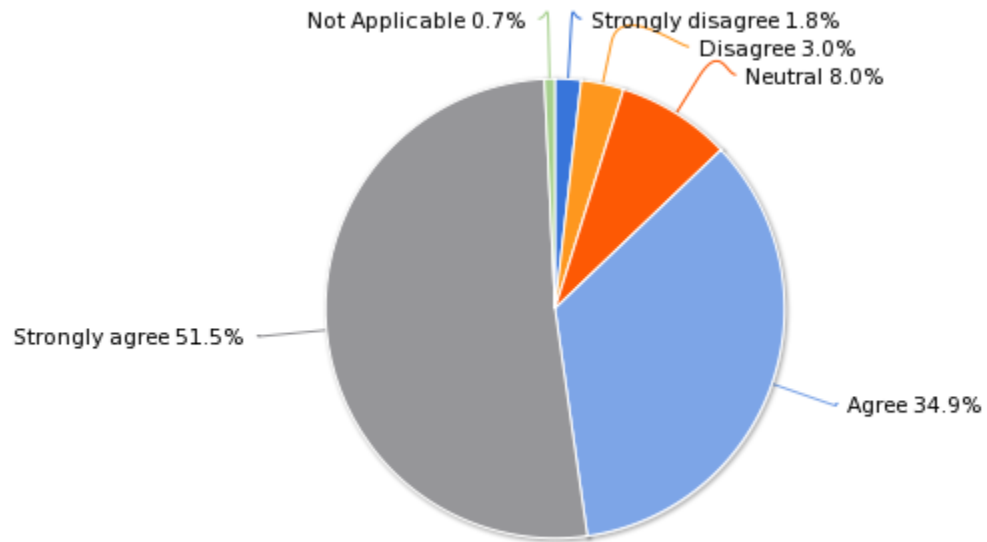


Value	Count	Percent
Strongly disagree	202	1.9%
Disagree	321	3.1%
Neutral	1230	11.7%
Agree	3548	33.8%
Strongly agree	4601	43.8%
Not Applicable	601	5.7%

Statistics		
Total Responses		10,503
Sum		41,731.0
Avg.		4.2
StdDev		0.9
Max		5.0

18. The assignments and/or projects in this course facilitated my learning

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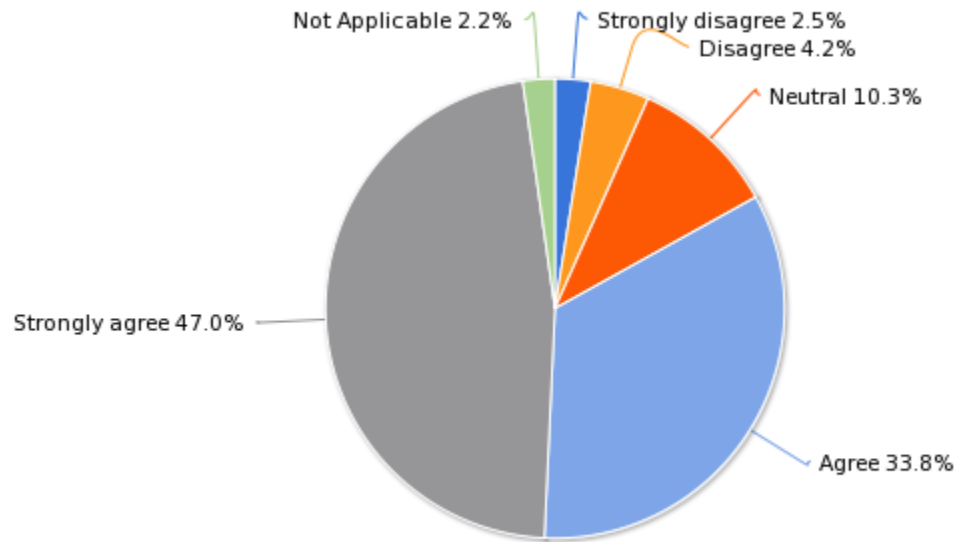


Value	Count	Percent
Strongly disagree	191	1.8%
Disagree	316	3.0%
Neutral	843	8.0%
Agree	3657	34.9%
Strongly agree	5402	51.5%
Not Applicable	78	0.7%

Statistics		
Total Responses		10,487
Sum		44,990.0
Avg.		4.3
StdDev		0.9
Max		5.0

19. Preparation for quizzes/exams in this course facilitated my learning

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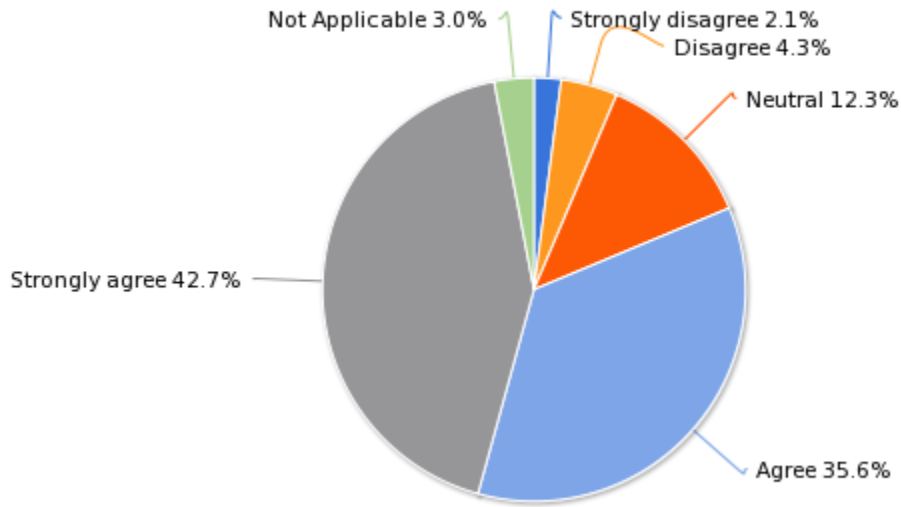


Value	Count	Percent
Strongly disagree	260	2.5%
Disagree	435	4.2%
Neutral	1076	10.3%
Agree	3531	33.8%
Strongly agree	4912	47.0%
Not Applicable	235	2.3%

Statistics		
Total Responses		10,449
Sum		43,042.0
Avg.		4.2
StdDev		1.0
Max		5.0

20. The learning activities in this course required application of problem solving skills which facilitated my learning

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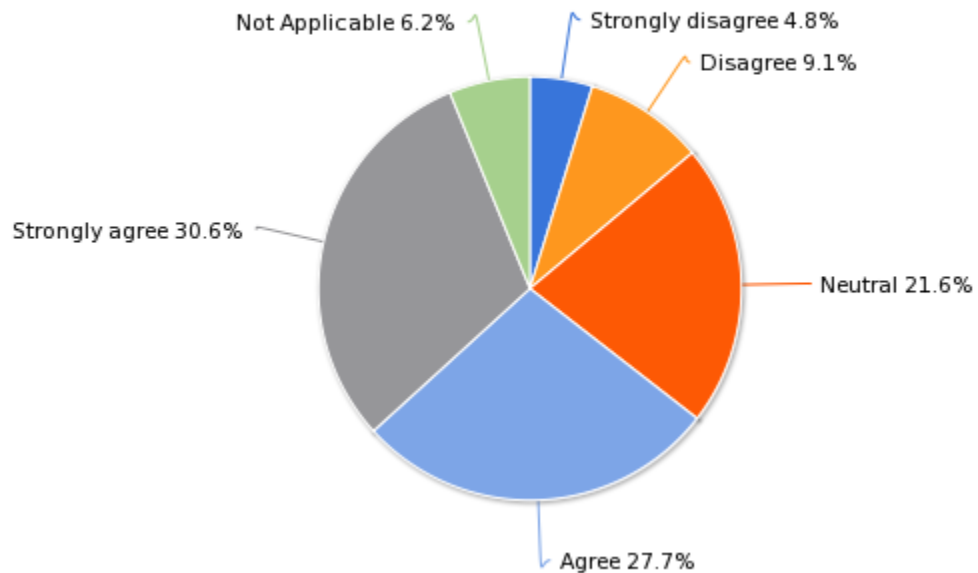


Value	Count	Percent
Strongly disagree	216	2.1%
Disagree	451	4.3%
Neutral	1283	12.3%
Agree	3704	35.6%
Strongly agree	4451	42.7%
Not Applicable	314	3.0%

Statistics		
Total Responses		10,419
Sum		42,038.0
Avg.		4.2
StdDev		1.0
Max		5.0

21. I feel this online class experience has helped improve my written communication skills

21. I feel this online class experience has helped improve my written communication skills



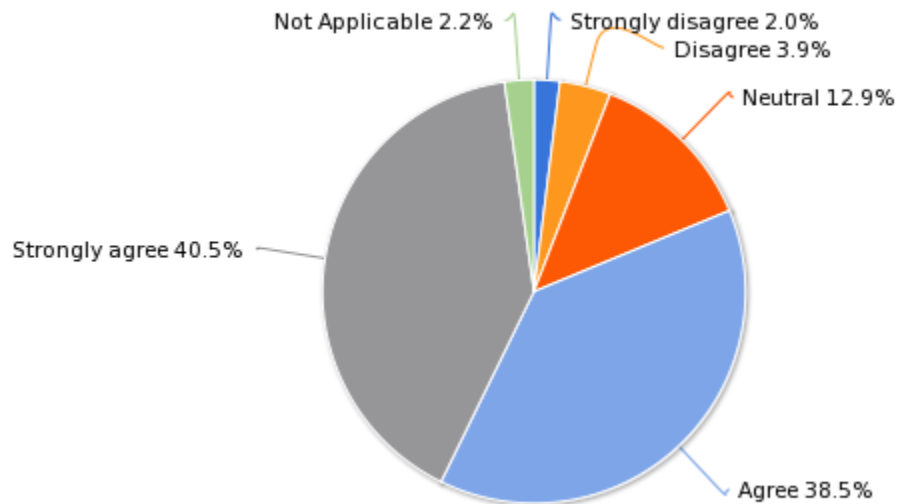
Value	Count	Percent
Strongly disagree	499	4.8%
Disagree	956	9.1%
Neutral	2258	21.6%
Agree	2901	27.7%
Strongly agree	3196	30.6%
Not Applicable	646	6.2%

Statistics

Total Responses	10,456
Sum	36,769.0
Avg.	3.7
StdDev	1.2
Max	5.0

22. The learning activities in this course required critical thinking which facilitated my learning

22. The learning activities in this course required critical thinking which facilitated my learning

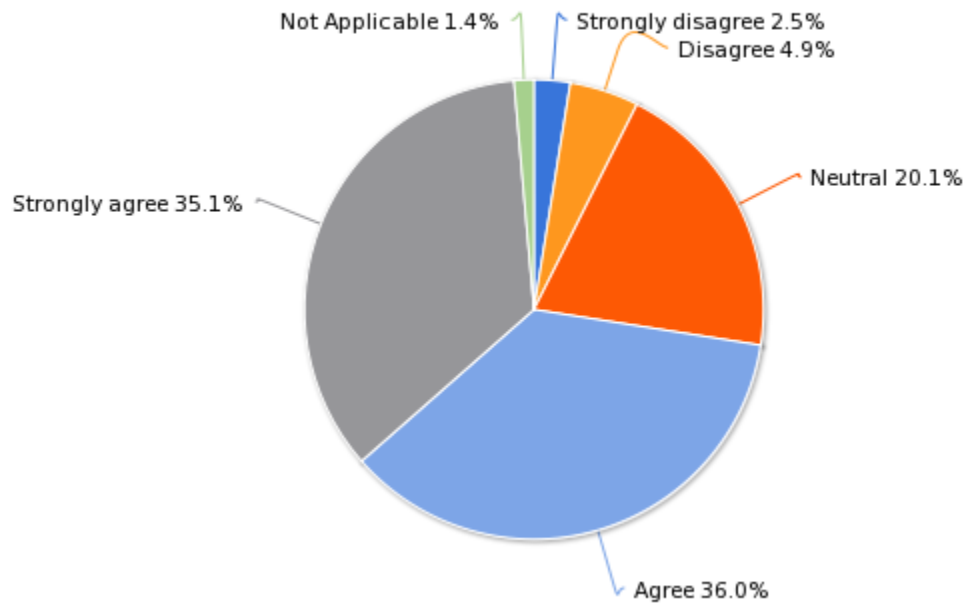


Value	Count	Percent
Strongly disagree	206	2.0%
Disagree	408	3.9%
Neutral	1347	12.9%
Agree	4025	38.5%
Strongly agree	4236	40.5%
Not Applicable	234	2.2%

Statistics		
Total Responses		10,456
Sum		42,343.0
Avg.		4.1
StdDev		0.9
Max		5.0

23. The course syllabus facilitated my learning

23. The course syllabus facilitated my learning

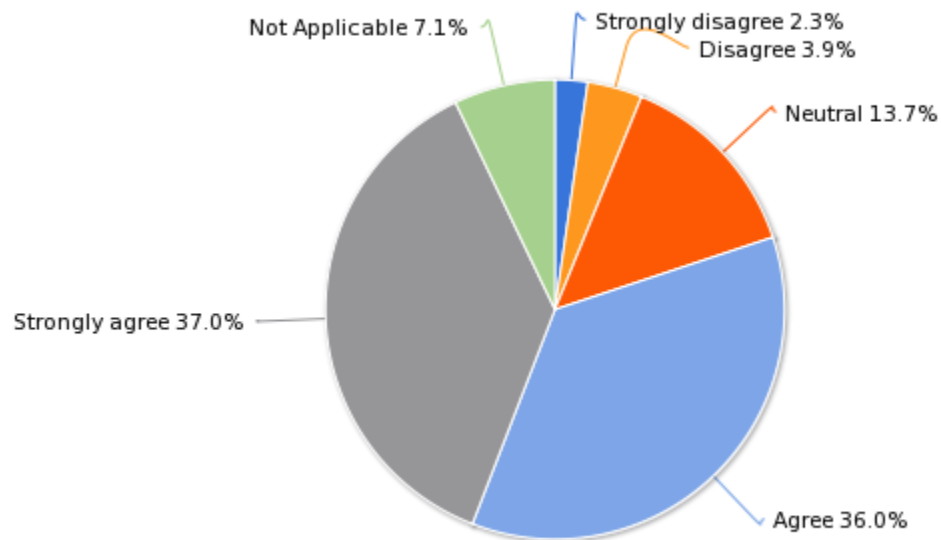


Value	Count	Percent
Strongly disagree	266	2.5%
Disagree	511	4.9%
Neutral	2101	20.1%
Agree	3775	36.1%
Strongly agree	3673	35.1%
Not Applicable	146	1.4%

Statistics		
Total Responses		10,472
Sum		41,056.0
Avg.		4.0
StdDev		1.0
Max		5.0

24. The activities in class facilitated my learning

24. The activities in class facilitated my learning

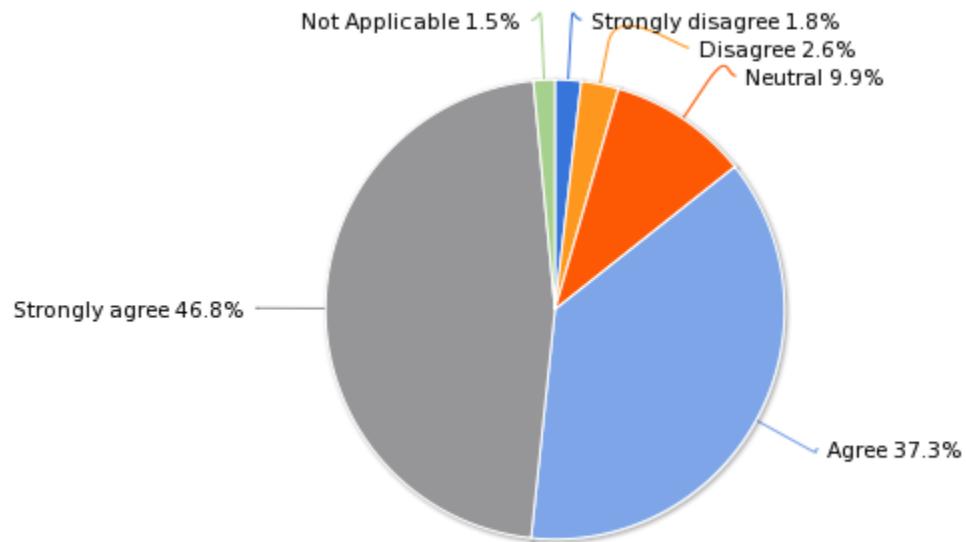


Value	Count	Percent
Strongly disagree	238	2.3%
Disagree	404	3.9%
Neutral	1434	13.8%
Agree	3752	36.0%
Strongly agree	3859	37.0%
Not Applicable	745	7.1%

Statistics		
Total Responses		10,432
Sum		39,651.0
Avg.		4.1
StdDev		1.0
Max		5.0

25. The reading material facilitated my learning

25. The reading material facilitated my learning

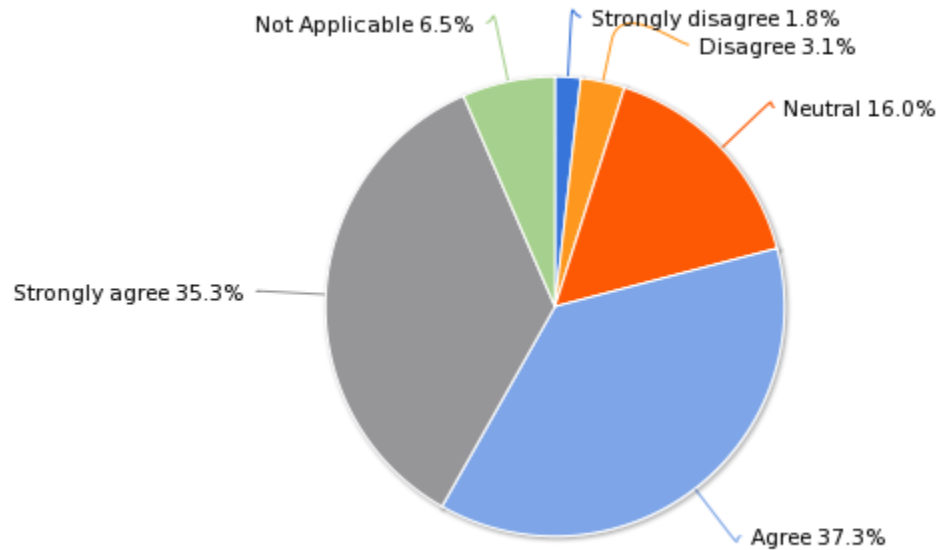


Value	Count	Percent
Strongly disagree	191	1.8%
Disagree	275	2.6%
Neutral	1031	9.9%
Agree	3894	37.3%
Strongly agree	4889	46.8%
Not Applicable	157	1.5%

Statistics		
Total Responses		10,437
Sum		43,855.0
Avg.		4.3
StdDev		0.9
Max		5.0

26. The material inside and outside of class facilitated my learning

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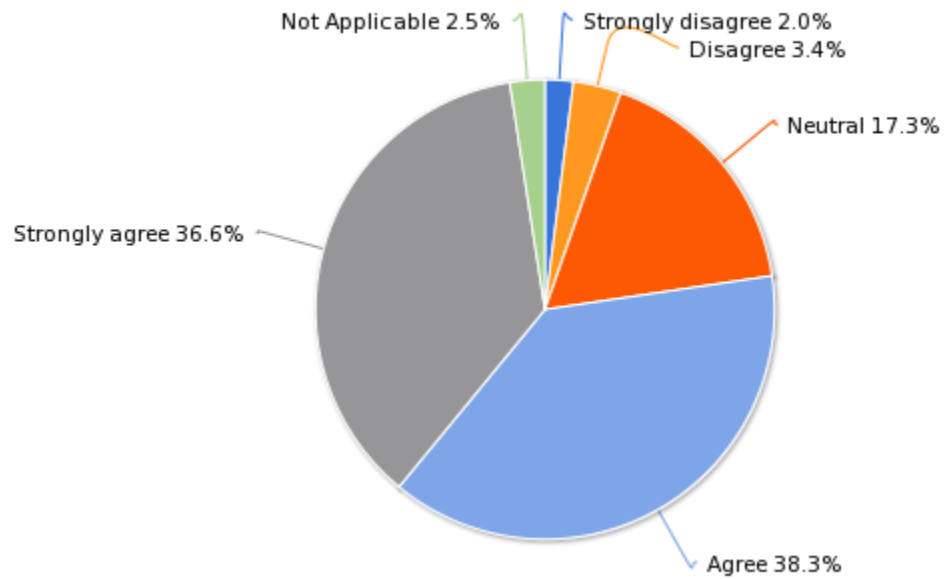


Value	Count	Percent
Strongly disagree	188	1.8%
Disagree	323	3.1%
Neutral	1671	16.0%
Agree	3888	37.3%
Strongly agree	3679	35.3%
Not Applicable	682	6.5%

Statistics		
Total Responses		10,431
Sum		39,794.0
Avg.		4.1
StdDev		0.9
Max		5.0

27. The breadth of coverage facilitated my learning

27. The breadth of coverage facilitated my learning

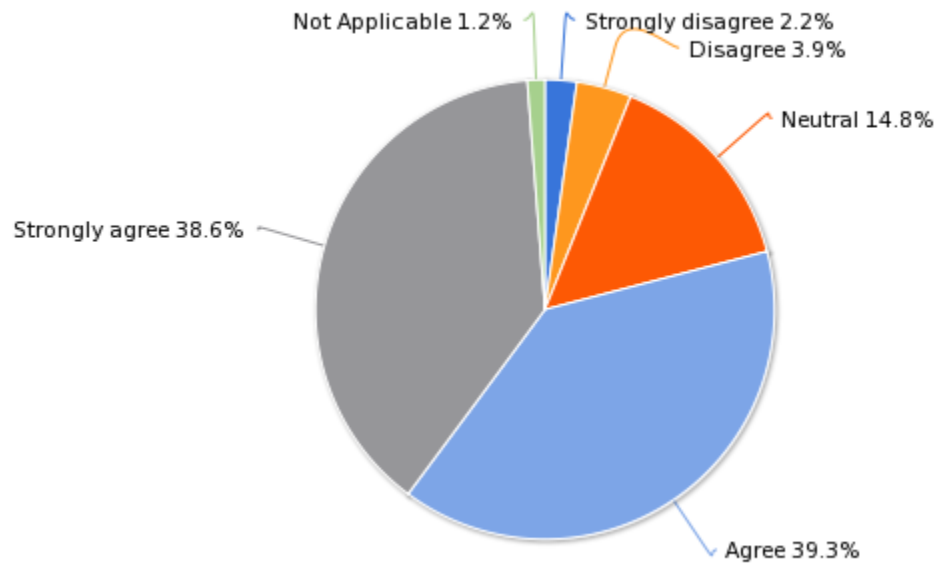


Value	Count	Percent
Strongly disagree	207	2.0%
Disagree	351	3.4%
Neutral	1802	17.3%
Agree	3988	38.3%
Strongly agree	3807	36.6%
Not Applicable	256	2.5%

Statistics		
Total Responses		10,411
Sum		41,302.0
Avg.		4.1
StdDev		0.9
Max		5.0

28. The depth of coverage facilitated my learning

28. The depth of coverage facilitated my learning

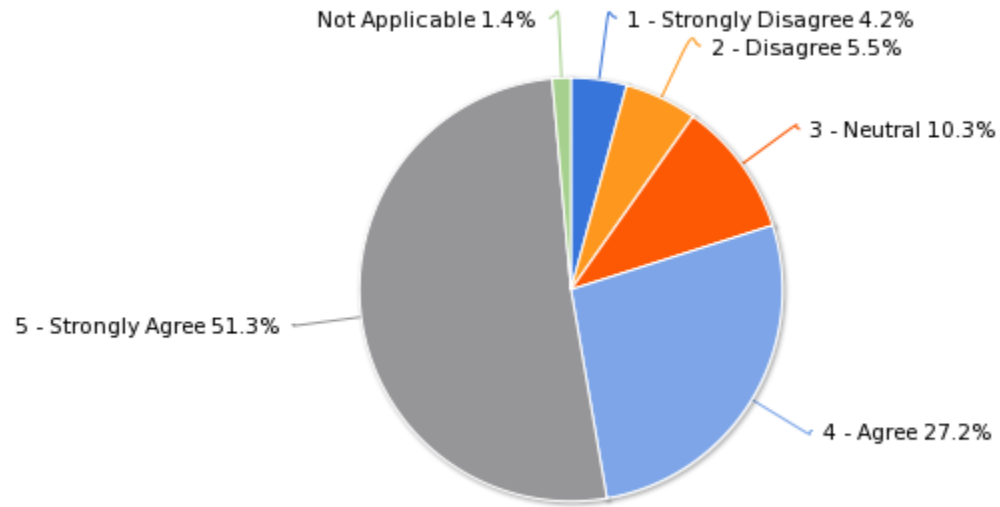


Value	Count	Percent
Strongly disagree	233	2.2%
Disagree	407	3.9%
Neutral	1556	14.8%
Agree	4119	39.3%
Strongly agree	4050	38.6%
Not Applicable	129	1.2%

Statistics		
Total Responses		10,494
Sum		42,441.0
Avg.		4.1
StdDev		0.9
Max		5.0

29. In this class the teacher was an active member of the discussion group offering direction to posted comments **

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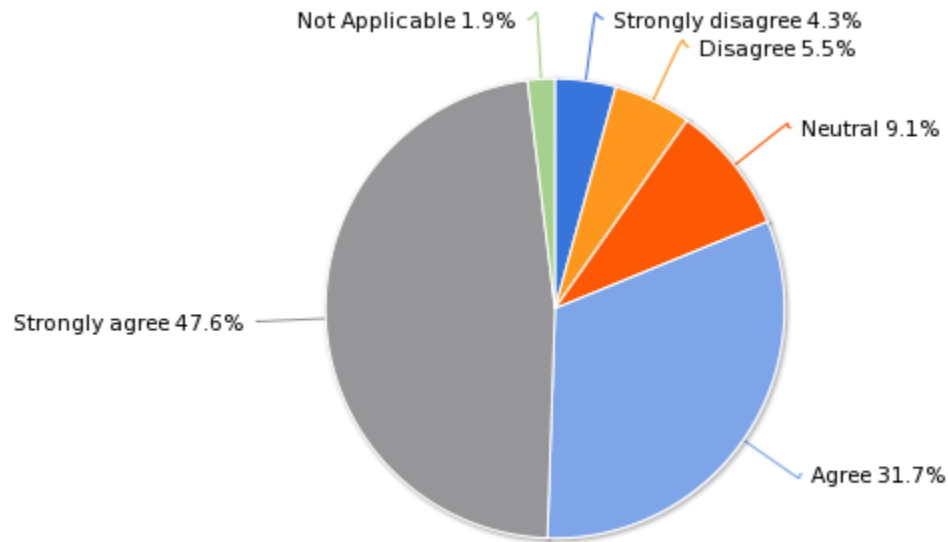


Value	Count	Percent
1 - Strongly Disagree	387	4.2%
2 - Disagree	505	5.5%
3 - Neutral	941	10.3%
4 - Agree	2481	27.2%
5 - Strongly Agree	4679	51.3%
Not Applicable	130	1.4%

Statistics	
Total Responses	9,123
Sum	37,539.0
Avg.	4.2
StdDev	1.1
Max	5.0

30. I received timely feedback (within 24-48 hours) from my teacher

30. I received timely feedback (within 24-48 hours) from my teacher

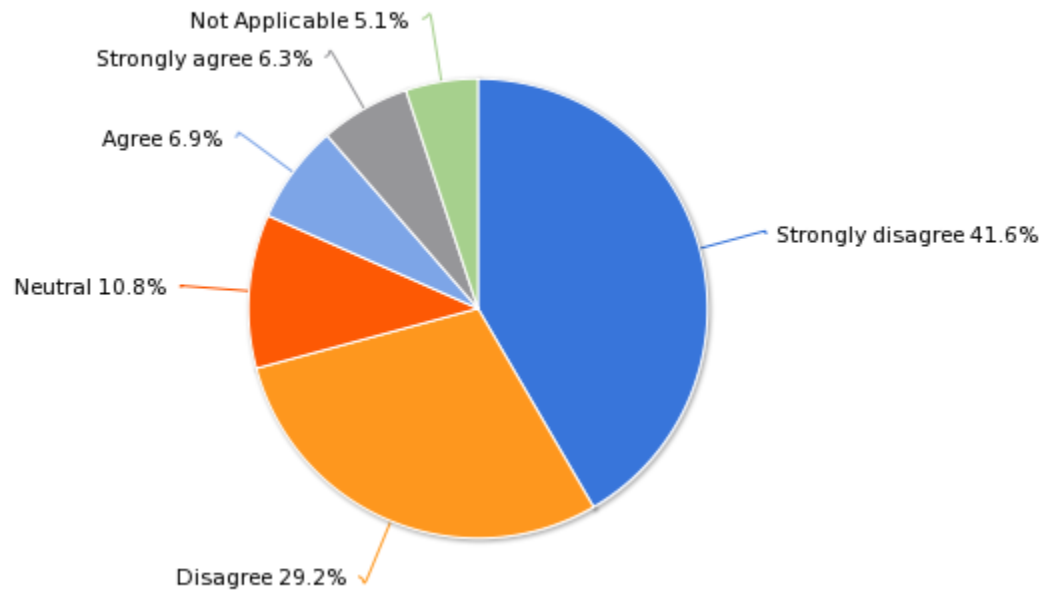


Value	Count	Percent
Strongly disagree	444	4.3%
Disagree	569	5.5%
Neutral	945	9.1%
Agree	3292	31.7%
Strongly agree	4940	47.6%
Not Applicable	199	1.9%

Statistics		
Total Responses		10,389
Sum		42,285.0
Avg.		4.1
StdDev		1.1
Max		5.0

31. I felt frustrated by the lack of feedback from my teacher

31. I felt frustrated by the lack of feedback from my teacher



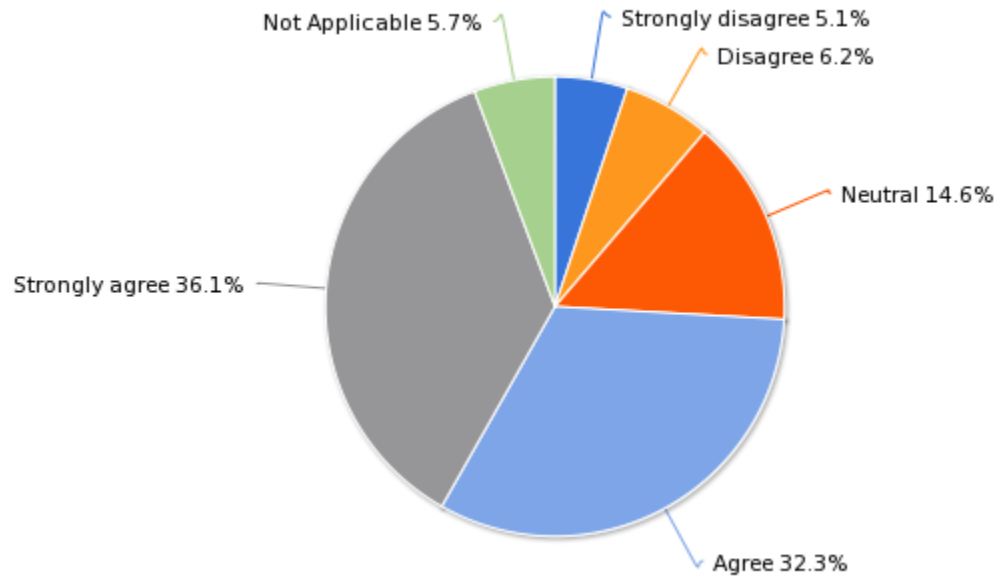
Value	Count	Percent
Strongly disagree	4342	41.6%
Disagree	3048	29.2%
Neutral	1129	10.8%
Agree	725	7.0%
Strongly agree	662	6.3%
Not Applicable	530	5.1%

Statistics

Total Responses	10,436
Sum	20,035.0
Avg.	2.0
StdDev	1.2
Max	5.0

32. I was able to get individualized attention from my teacher when needed

32. I was able to get individualized attention from my teacher when needed

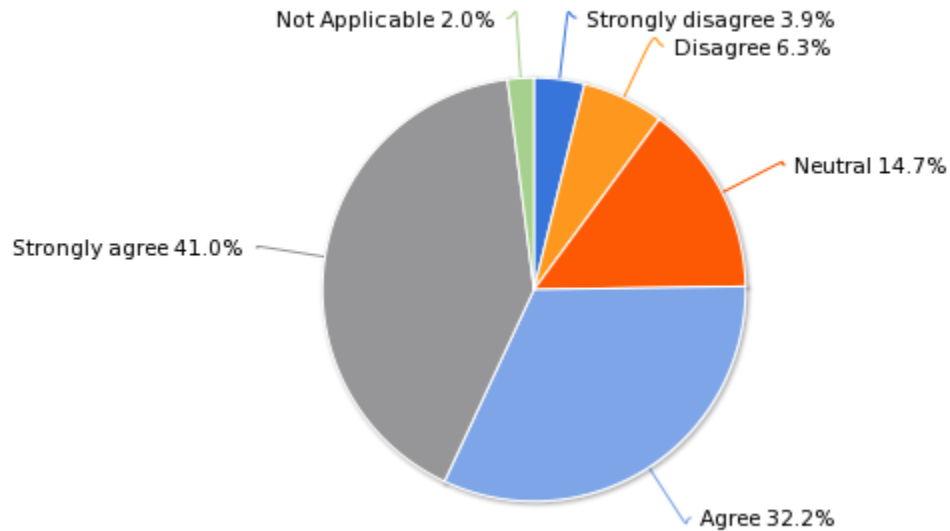


Value	Count	Percent
Strongly disagree	531	5.1%
Disagree	645	6.2%
Neutral	1519	14.6%
Agree	3366	32.3%
Strongly agree	3755	36.1%
Not Applicable	594	5.7%

Statistics		
Total Responses		10,410
Sum		38,617.0
Avg.		3.9
StdDev		1.1
Max		5.0

33. In this class the teacher functioned as the facilitator of the course by continuously encouraging communication

33. In this class the teacher functioned as the facilitator of the course by continuously encouraging communication



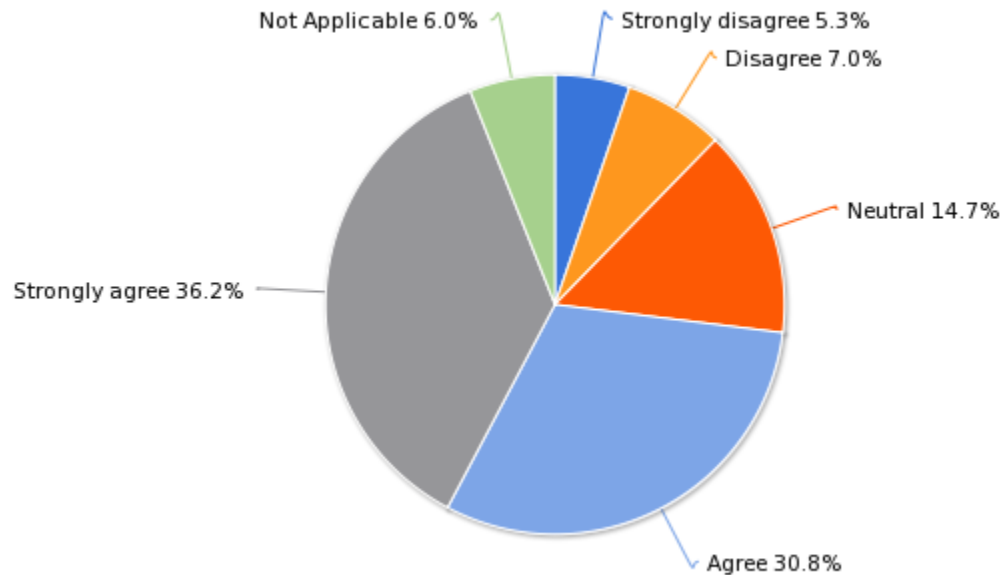
Value	Count	Percent
Strongly disagree	401	3.9%
Disagree	651	6.3%
Neutral	1525	14.7%
Agree	3349	32.2%
Strongly agree	4269	41.0%
Not Applicable	210	2.0%

Statistics

Total Responses	10,405
Sum	41,019.0
Avg.	4.0
StdDev	1.1
Max	5.0

34. Although I could not see the teacher in this class, I felt his/her presence

34. Although I could not see the teacher in this class, I felt his/her presence

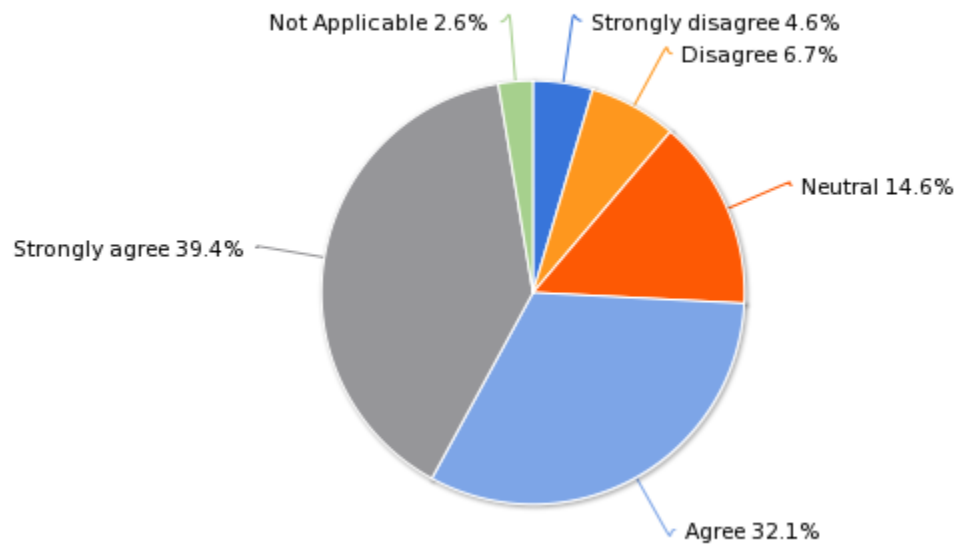


Value	Count	Percent
Strongly disagree	549	5.3%
Disagree	734	7.0%
Neutral	1527	14.7%
Agree	3210	30.8%
Strongly agree	3776	36.2%
Not Applicable	627	6.0%

Statistics		
Total Responses		10,423
Sum		38,318.0
Avg.		3.9
StdDev		1.2
Max		5.0

35. There was a clear human presence of the instructor evident in this distance education course.

35. There was a clear human presence of the instructor evident in this distance education course.

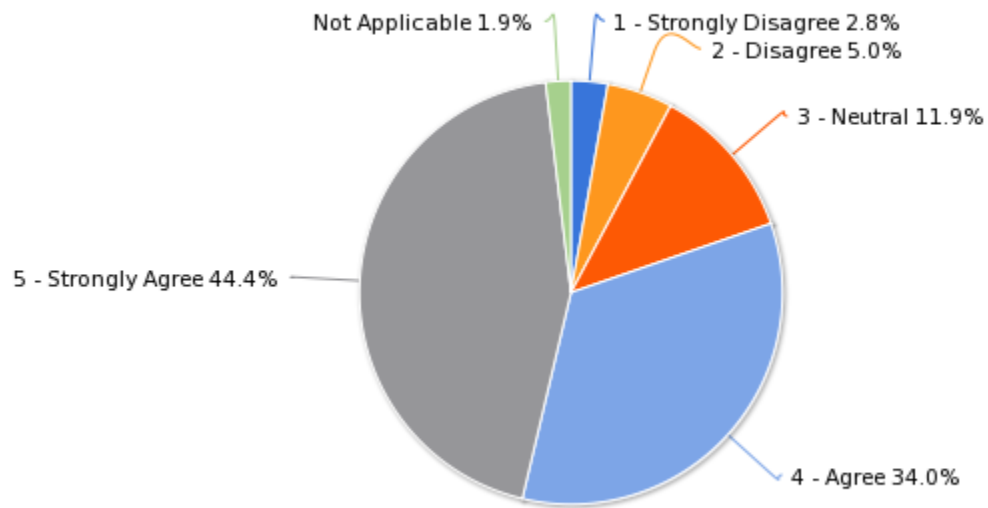


Value	Count	Percent
Strongly disagree	476	4.6%
Disagree	696	6.7%
Neutral	1518	14.6%
Agree	3348	32.1%
Strongly agree	4107	39.4%
Not Applicable	275	2.6%

Statistics		
Total Responses		10,420
Sum		40,349.0
Avg.		4.0
StdDev		1.1
Max		5.0

36. In this class the online discussion board provided opportunity for problem solving with other students **

36. In this class the online discussion board provided opportunity for problem solving with other students **

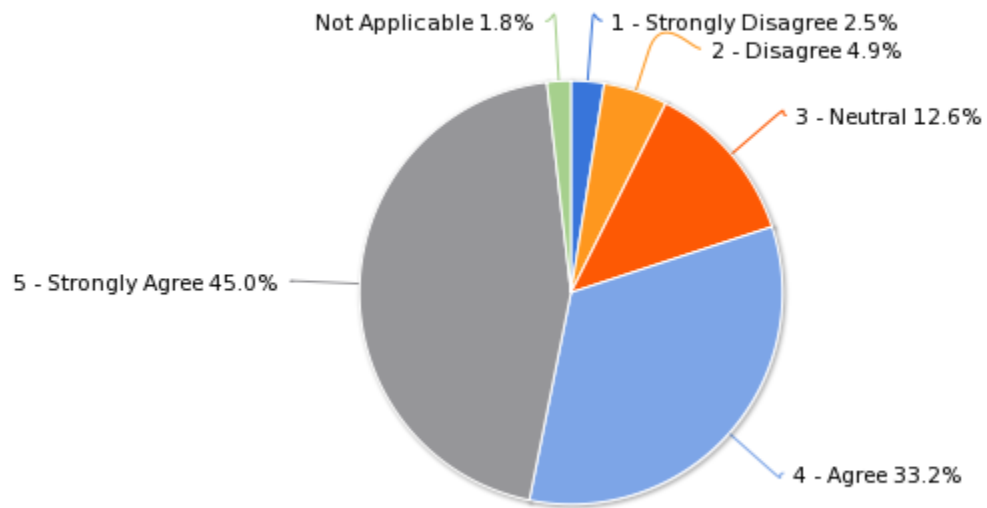


Value	Count	Percent
1 - Strongly Disagree	255	2.8%
2 - Disagree	457	5.0%
3 - Neutral	1086	11.9%
4 - Agree	3097	34.0%
5 - Strongly Agree	4047	44.4%
Not Applicable	174	1.9%

Statistics		
Total Responses		9,116
Sum		37,050.0
Avg.		4.1
StdDev		1.0
Max		5.0

37. In this class the online discussion board provided opportunity for critical thinking with other students **

37. In this class the online discussion board provided opportunity for critical thinking with other students **

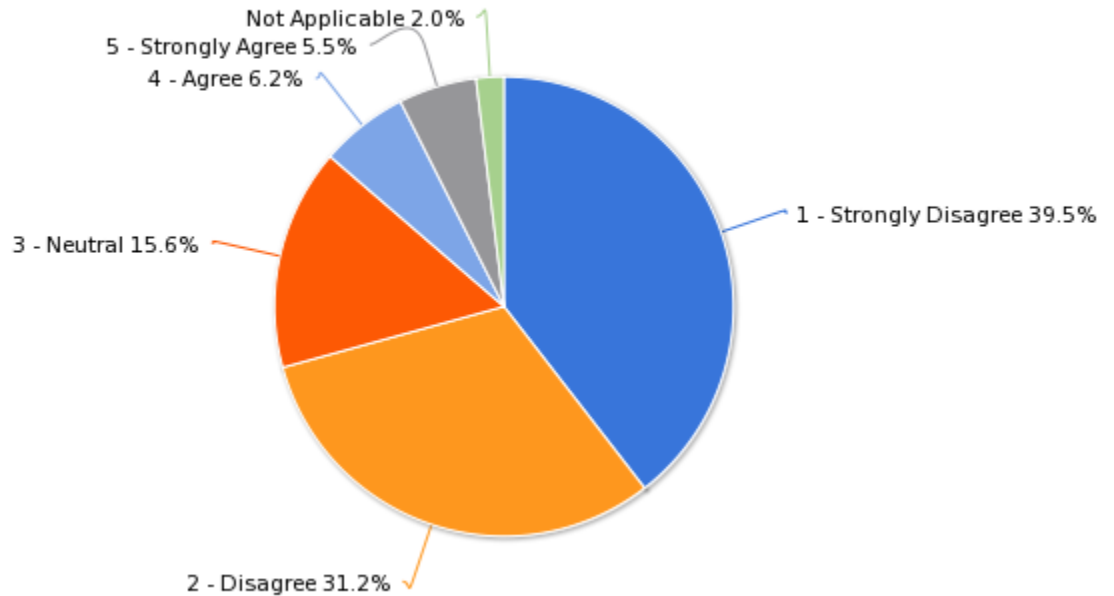


Value	Count	Percent
1 - Strongly Disagree	228	2.5%
2 - Disagree	444	4.9%
3 - Neutral	1141	12.6%
4 - Agree	3011	33.2%
5 - Strongly Agree	4086	45.0%
Not Applicable	165	1.8%

Statistics		
Total Responses		9,075
Sum		37,013.0
Avg.		4.2
StdDev		1.0
Max		5.0

38. The discussion board in this class was a waste of time **

38. The discussion board in this class was a waste of time **



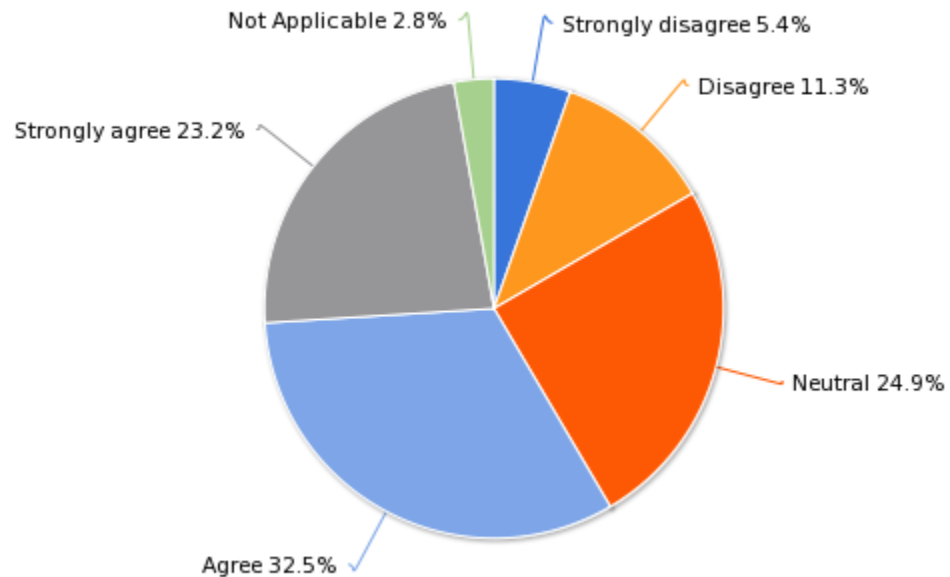
Value	Count	Percent
1 - Strongly Disagree	3605	39.5%
2 - Disagree	2850	31.2%
3 - Neutral	1424	15.6%
4 - Agree	567	6.2%
5 - Strongly Agree	503	5.5%
Not Applicable	178	2.0%

Statistics

Total Responses	9,127
Sum	18,360.0
Avg.	2.1
StdDev	1.1
Max	5.0

39. This class created a sense of community among students

39. This class created a sense of community among students



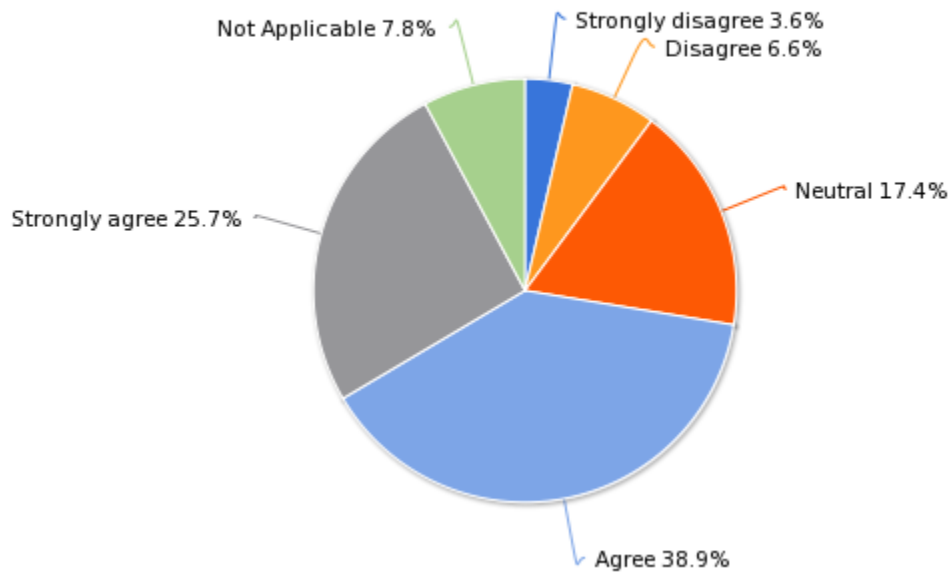
Value	Count	Percent
Strongly disagree	559	5.4%
Disagree	1168	11.3%
Neutral	2582	24.9%
Agree	3369	32.5%
Strongly agree	2405	23.2%
Not Applicable	292	2.8%

Statistics

Total Responses	10,375
Sum	36,142.0
Avg.	3.6
StdDev	1.1
Max	5.0

40. In this class I was able to ask for clarification from a fellow student when needed

40. In this class I was able to ask for clarification from a fellow student when needed

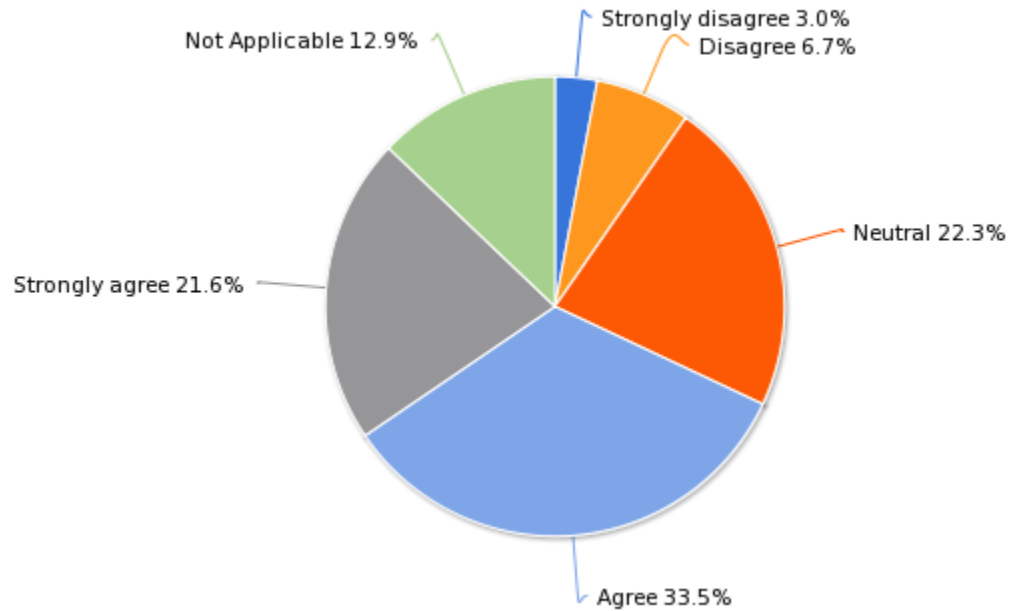


Value	Count	Percent
Strongly disagree	376	3.6%
Disagree	681	6.6%
Neutral	1804	17.4%
Agree	4035	38.9%
Strongly agree	2663	25.7%
Not Applicable	811	7.8%

Statistics		
Total Responses		10,370
Sum		36,605.0
Avg.		3.8
StdDev		1.0
Max		5.0

41. I received timely (within 24-48 hours) feedback from students in the class

41. I received timely (within 24-48 hours) feedback from students in the class



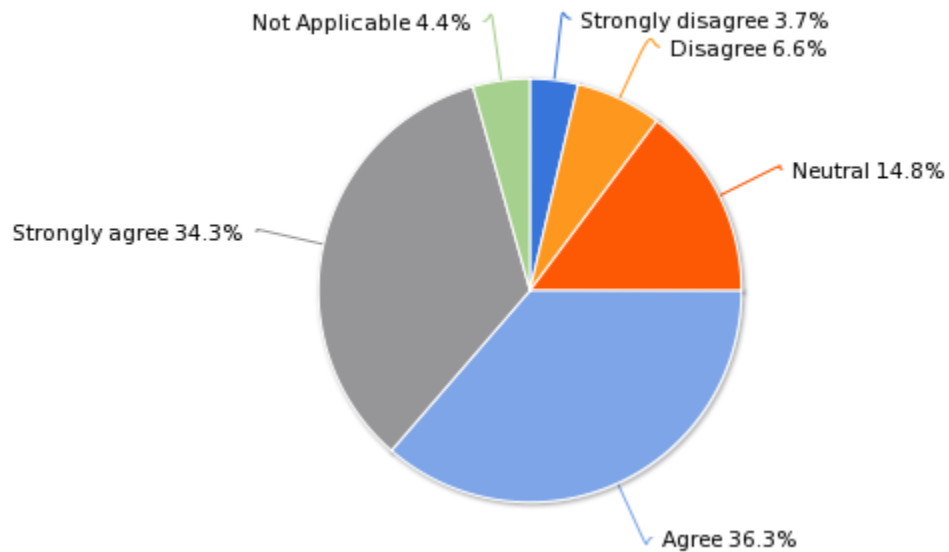
Value	Count	Percent
Strongly disagree	306	3.0%
Disagree	696	6.7%
Neutral	2315	22.3%
Agree	3476	33.5%
Strongly agree	2239	21.6%
Not Applicable	1337	12.9%

Statistics

Total Responses	10,369
Sum	33,742.0
Avg.	3.7
StdDev	1.0
Max	5.0

42. This class encouraged students to discuss ideas and concepts covered with other students

42. This class encouraged students to discuss ideas and concepts covered with other students



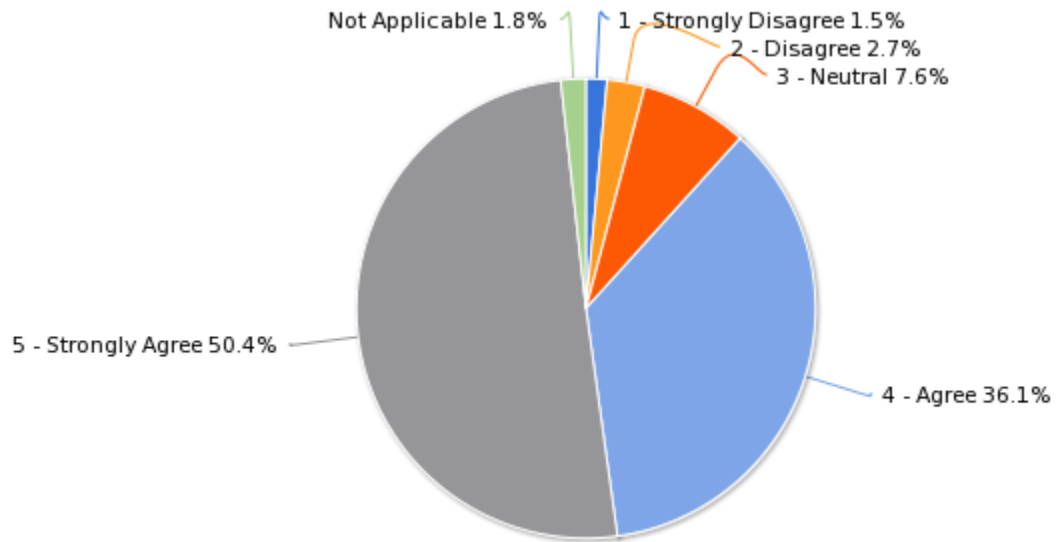
Value	Count	Percent
Strongly disagree	379	3.7%
Disagree	683	6.6%
Neutral	1536	14.8%
Agree	3774	36.4%
Strongly agree	3559	34.3%
Not Applicable	452	4.4%

Statistics

Total Responses	10,383
Sum	39,244.0
Avg.	4.0
StdDev	1.1
Max	5.0

43. Most difficulties I encounter when using computers, I can deal with

43. Most difficulties I encounter when using computers, I can deal with

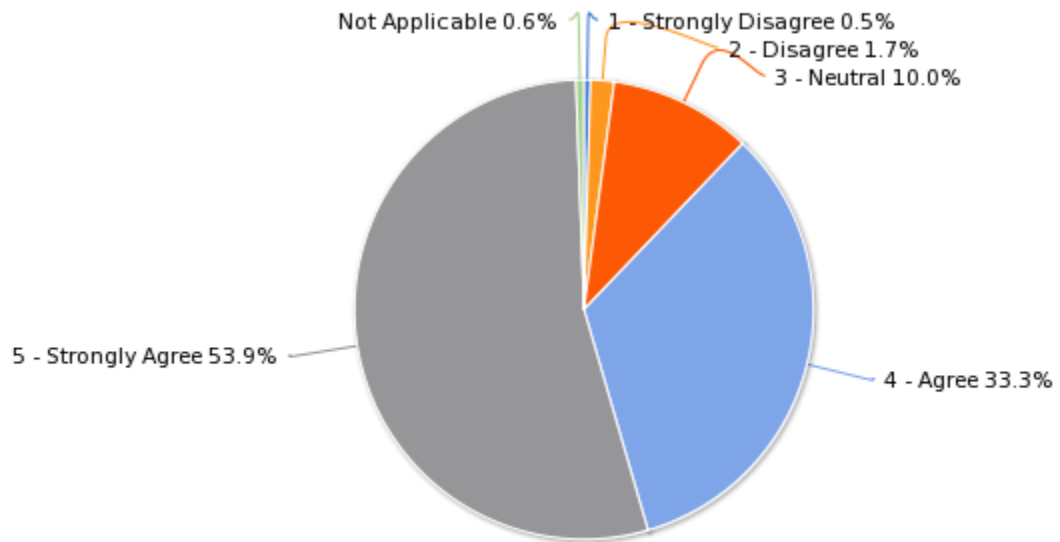


Value	Count	Percent
1 - Strongly Disagree	152	1.5%
2 - Disagree	276	2.7%
3 - Neutral	785	7.6%
4 - Agree	3731	36.1%
5 - Strongly Agree	5216	50.4%
Not Applicable	181	1.8%

Statistics	
Total Responses	10,341
Sum	44,063.0
Avg.	4.3
StdDev	0.8
Max	5.0

44. I find working with computers very easy

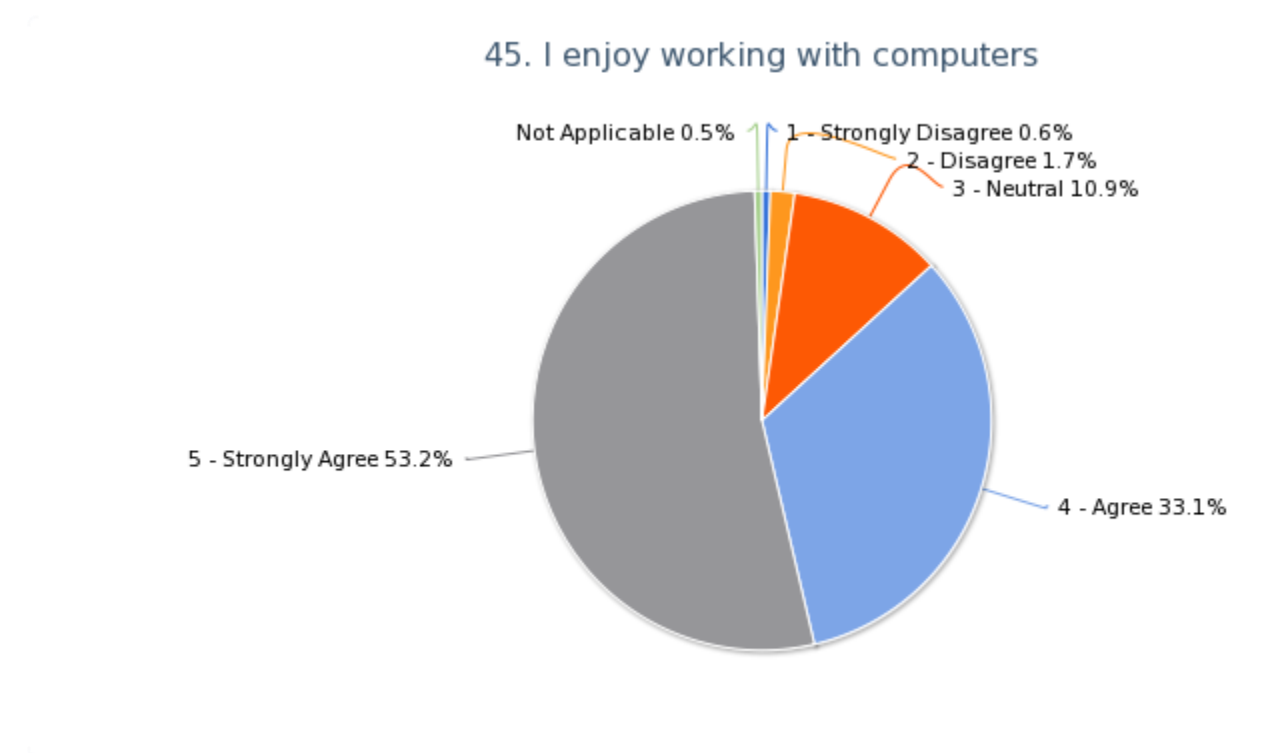
44. I find working with computers very easy



Value	Count	Percent
1 - Strongly Disagree	48	0.5%
2 - Disagree	171	1.7%
3 - Neutral	1039	10.0%
4 - Agree	3451	33.4%
5 - Strongly Agree	5582	53.9%
Not Applicable	58	0.6%

Statistics		
Total Responses		10,349
Sum		45,221.0
Avg.		4.4
StdDev		0.8
Max		5.0

45. I enjoy working with computers

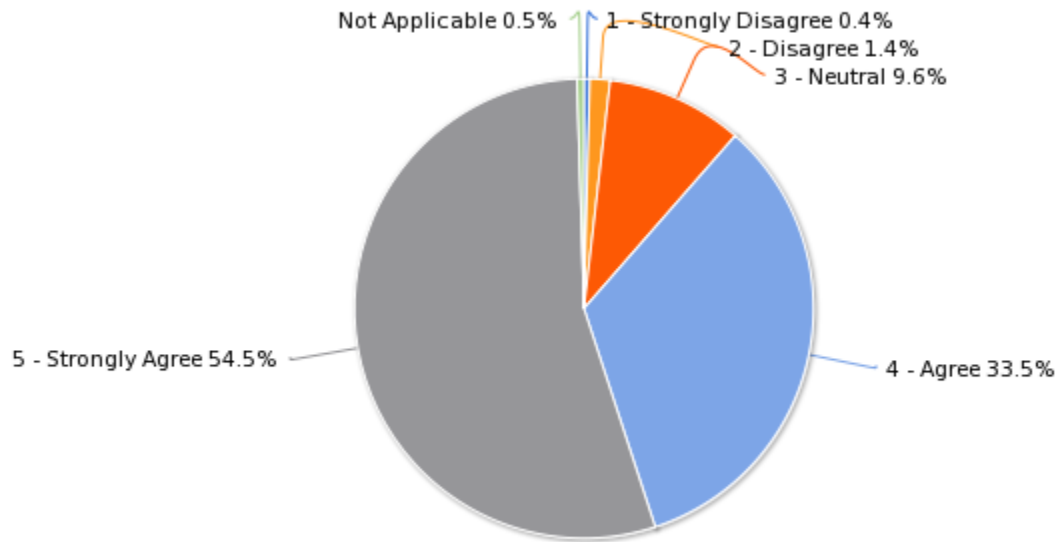


Value	Count	Percent
1 - Strongly Disagree	60	0.6%
2 - Disagree	176	1.7%
3 - Neutral	1128	10.9%
4 - Agree	3414	33.1%
5 - Strongly Agree	5482	53.2%
Not Applicable	53	0.5%

Statistics		
Total Responses		10,313
Sum		44,862.0
Avg.		4.4
StdDev		0.8
Max		5.0

46. I am very confident in my abilities to use computers

46. I am very confident in my abilities to use computers

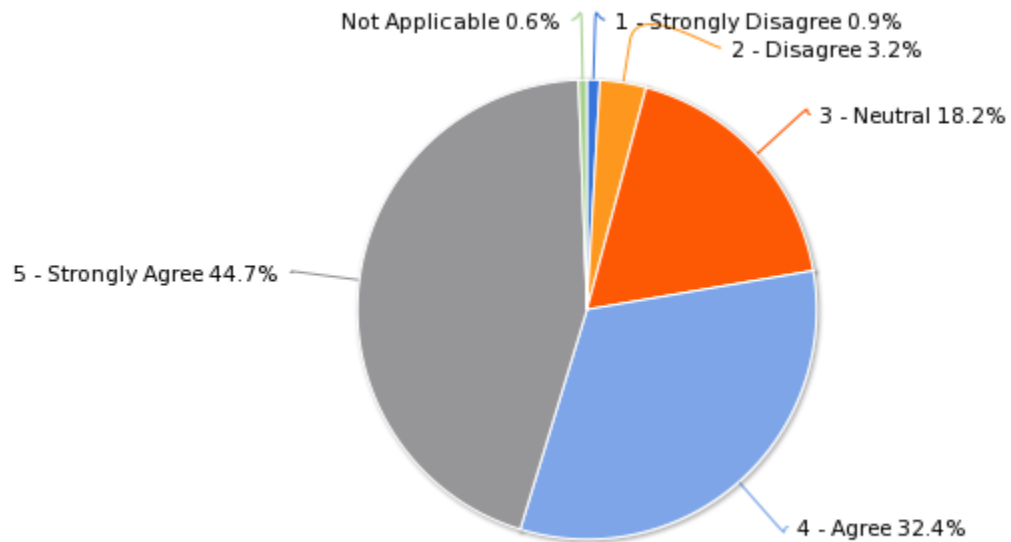


Value	Count	Percent
1 - Strongly Disagree	43	0.4%
2 - Disagree	145	1.4%
3 - Neutral	995	9.6%
4 - Agree	3458	33.5%
5 - Strongly Agree	5629	54.5%
Not Applicable	50	0.5%

Statistics	
Total Responses	10,320
Sum	45,295.0
Avg.	4.4
StdDev	0.8
Max	5.0

47. Computers make me much more productive

47. Computers make me much more productive



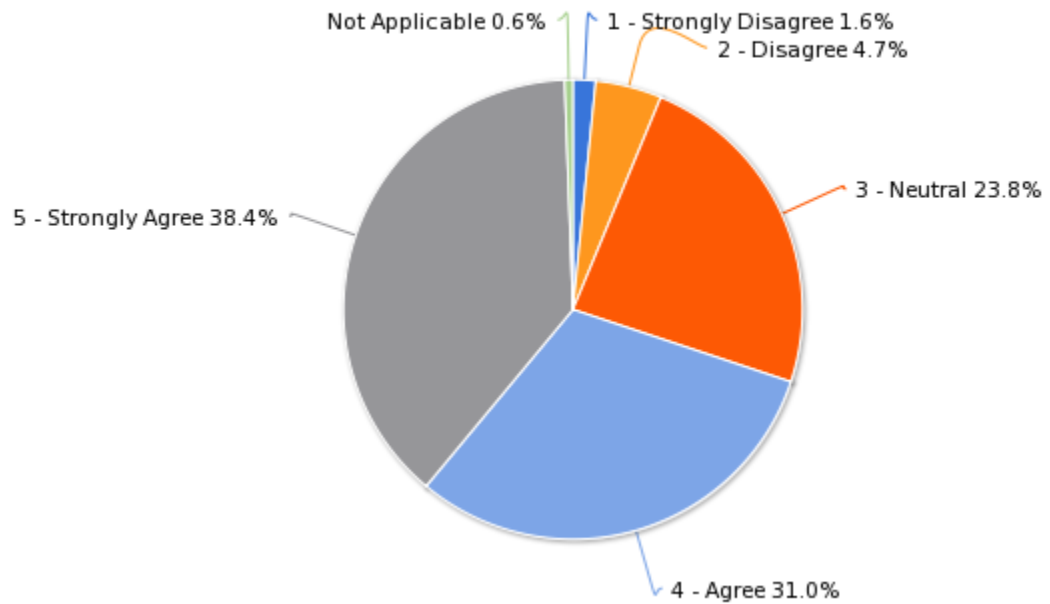
Value	Count	Percent
1 - Strongly Disagree	93	0.9%
2 - Disagree	334	3.2%
3 - Neutral	1869	18.2%
4 - Agree	3335	32.4%
5 - Strongly Agree	4603	44.7%
Not Applicable	61	0.6%

Statistics

Total Responses	10,295
Sum	42,723.0
Avg.	4.2
StdDev	0.9
Max	5.0

48. Using computers makes learning more interesting

48. Using computers makes learning more interesting



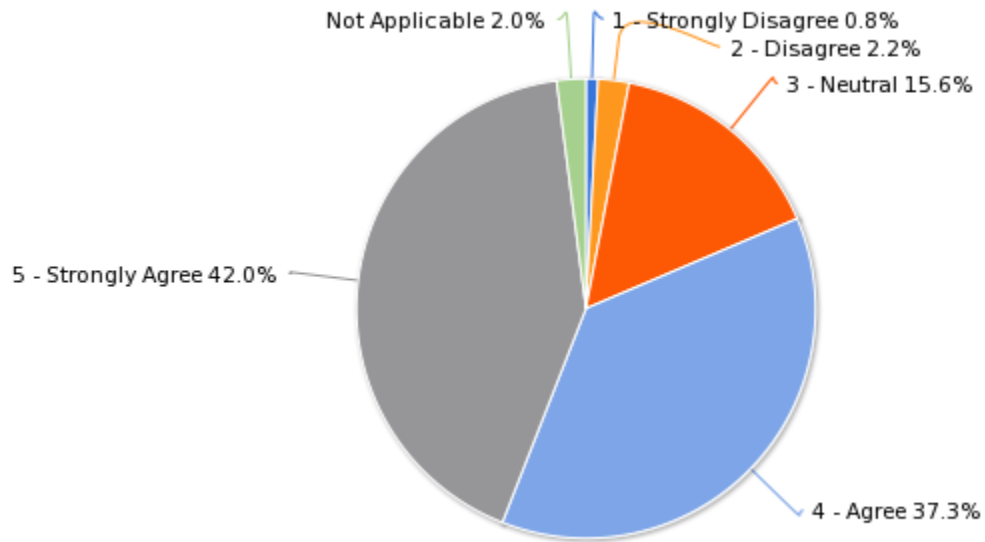
Value	Count	Percent
1 - Strongly Disagree	163	1.6%
2 - Disagree	479	4.7%
3 - Neutral	2447	23.8%
4 - Agree	3178	31.0%
5 - Strongly Agree	3939	38.4%
Not Applicable	60	0.6%

Statistics

Total Responses	10,266
Sum	40,869.0
Avg.	4.0
StdDev	1.0
Max	5.0

49. Some computer software packages definitely make learning easier

49. Some computer software packages definitely make learning easier



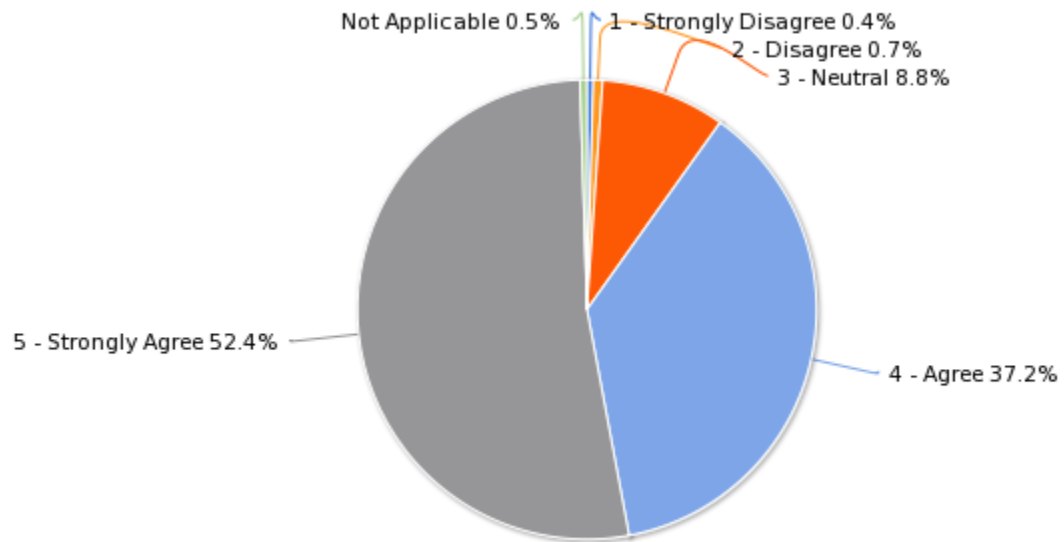
Value	Count	Percent
1 - Strongly Disagree	87	0.9%
2 - Disagree	223	2.2%
3 - Neutral	1603	15.6%
4 - Agree	3841	37.4%
5 - Strongly Agree	4321	42.0%
Not Applicable	210	2.0%

Statistics

Total Responses	10,285
Sum	42,311.0
Avg.	4.2
StdDev	0.8
Max	5.0

50. Computers are a good aids to learning

50. Computers are a good aids to learning

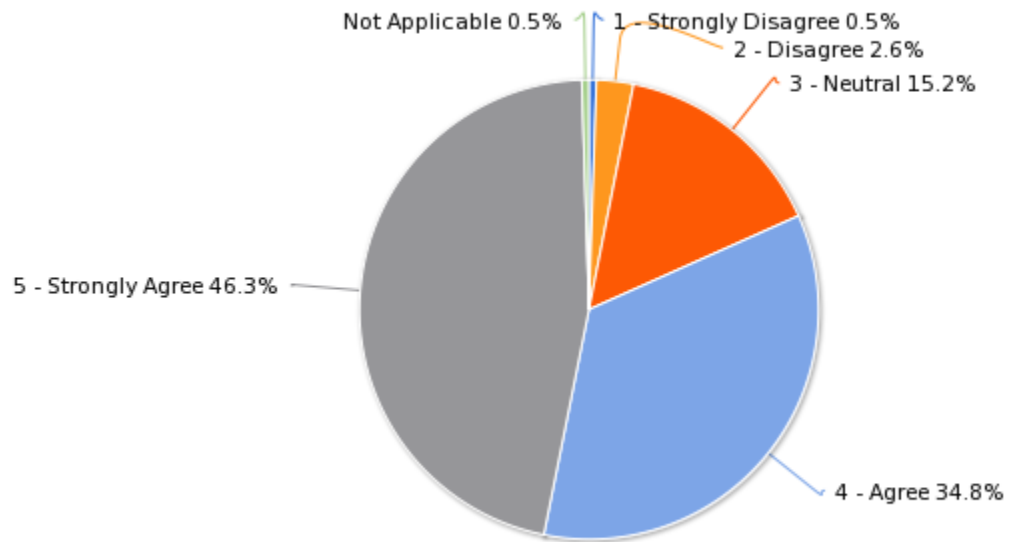


Value	Count	Percent
1 - Strongly Disagree	45	0.4%
2 - Disagree	68	0.7%
3 - Neutral	902	8.8%
4 - Agree	3826	37.2%
5 - Strongly Agree	5395	52.5%
Not Applicable	50	0.5%

Statistics		
Total Responses		10,286
Sum		45,166.0
Avg.		4.4
StdDev		0.7
Max		5.0

51. I consider myself a skilled computer user

51. I consider myself a skilled computer user

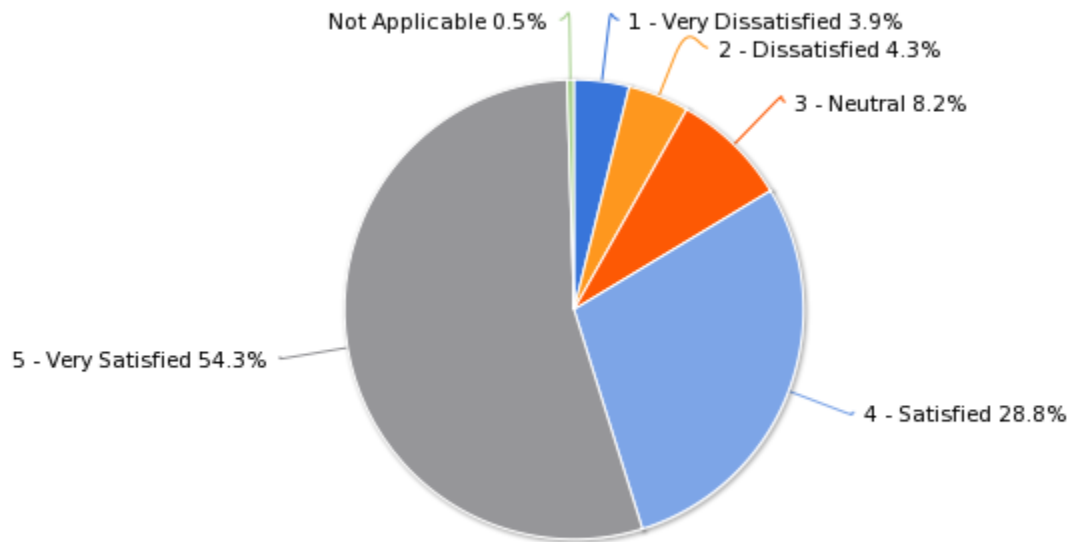


Value	Count	Percent
1 - Strongly Disagree	54	0.5%
2 - Disagree	268	2.6%
3 - Neutral	1573	15.2%
4 - Agree	3604	34.8%
5 - Strongly Agree	4793	46.3%
Not Applicable	52	0.5%

Statistics		
Total Responses		10,344
Sum		43,690.0
Avg.		4.2
StdDev		0.8
Max		5.0

52. I am very satisfied with this online course

52. I am very satisfied with this online course

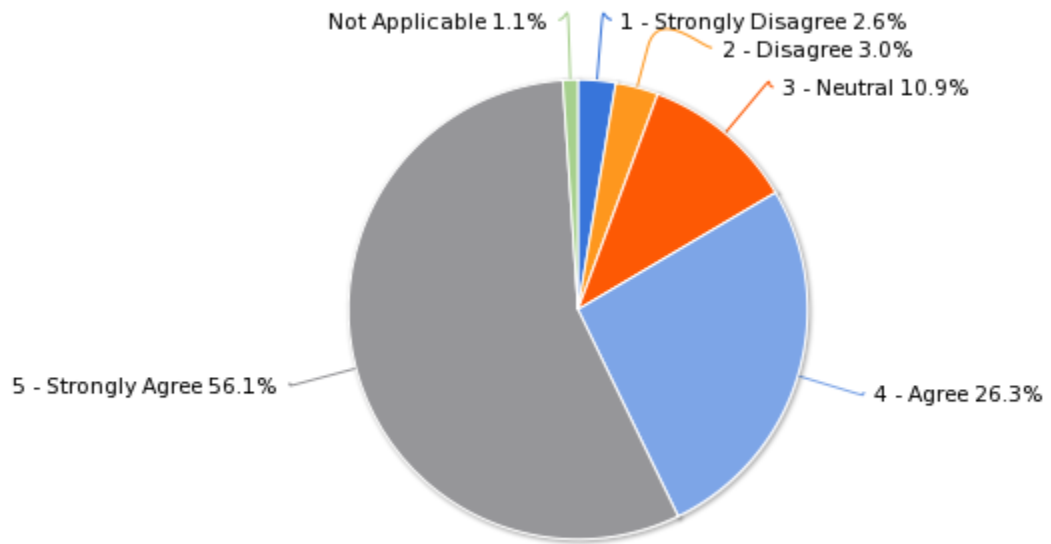


Value	Count	Percent
1 - Very Dissatisfied	398	3.9%
2 - Dissatisfied	442	4.3%
3 - Neutral	839	8.2%
4 - Satisfied	2960	28.8%
5 - Very Satisfied	5577	54.3%
Not Applicable	50	0.5%

Statistics		
Total Responses		10,266
Sum		43,524.0
Avg.		4.3
StdDev		1.0
Max		5.0

53. I would like to take another online course

53. I would like to take another online course

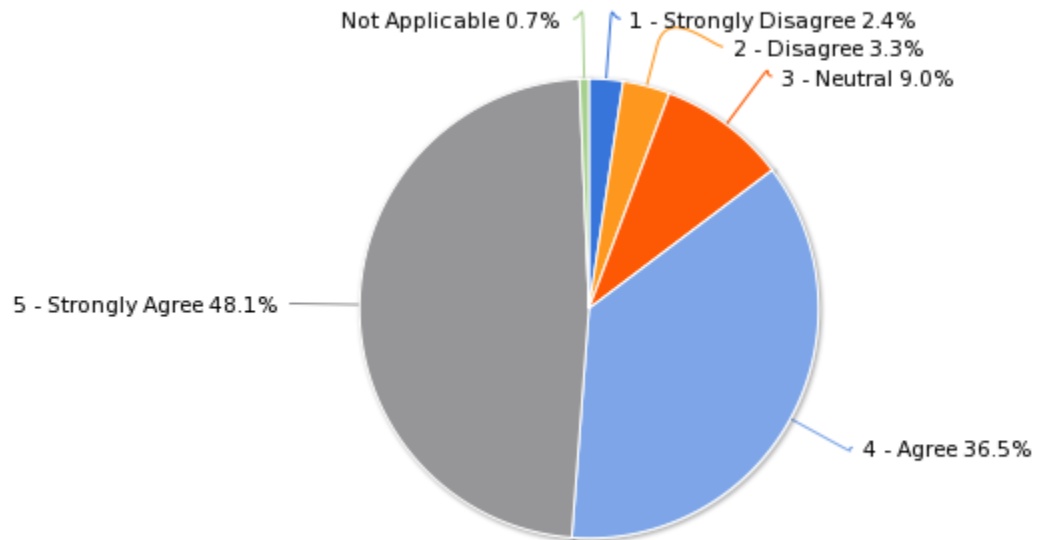


Value	Count	Percent
1 - Strongly Disagree	271	2.6%
2 - Disagree	308	3.0%
3 - Neutral	1115	10.9%
4 - Agree	2700	26.3%
5 - Strongly Agree	5762	56.1%
Not Applicable	109	1.1%

Statistics		
Total Responses		10,265
Sum		43,842.0
Avg.		4.3
StdDev		1.0
Max		5.0

54. This distance education course met my learning needs

54. This distance education course met my learning needs

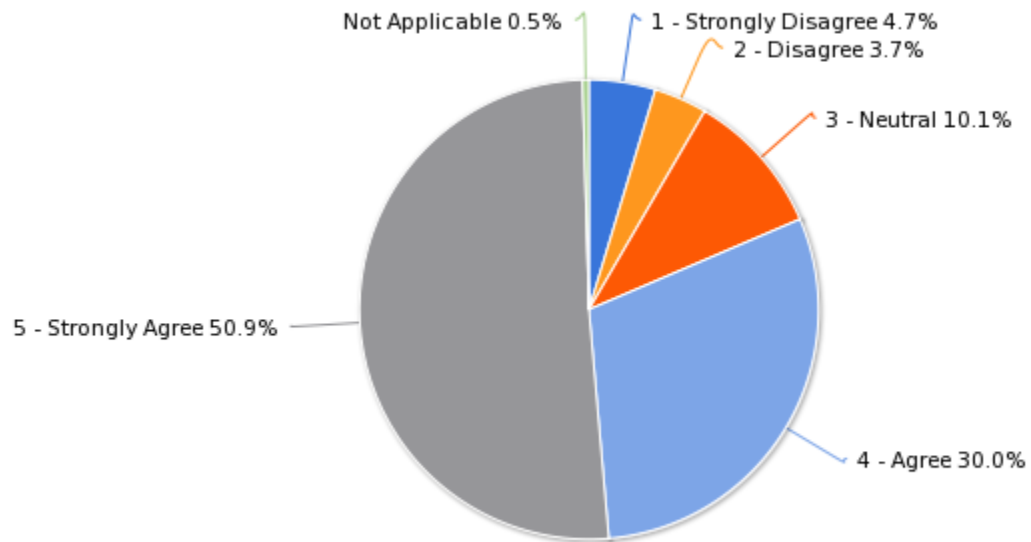


Value	Count	Percent
1 - Strongly Disagree	244	2.4%
2 - Disagree	340	3.3%
3 - Neutral	926	9.0%
4 - Agree	3743	36.5%
5 - Strongly Agree	4939	48.1%
Not Applicable	67	0.7%

Statistics	
Total Responses	10,259
Sum	43,369.0
Avg.	4.3
StdDev	0.9
Max	5.0

55. I would recommend this course to others

55. I would recommend this course to others

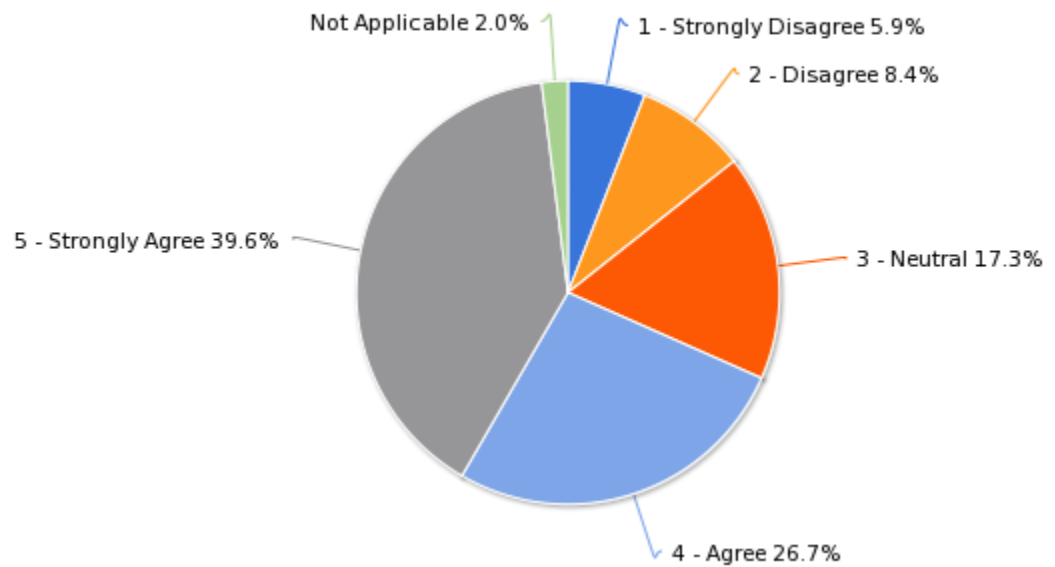


Value	Count	Percent
1 - Strongly Disagree	481	4.7%
2 - Disagree	384	3.7%
3 - Neutral	1043	10.2%
4 - Agree	3088	30.1%
5 - Strongly Agree	5234	50.9%
Not Applicable	47	0.5%

Statistics		
Total Responses		10,277
Sum		42,900.0
Avg.		4.2
StdDev		1.1
Max		5.0

56. I learned as much in this distance education course as compared to a face-to-face course

56. I learned as much in this distance education course as compared to a face-to-face course

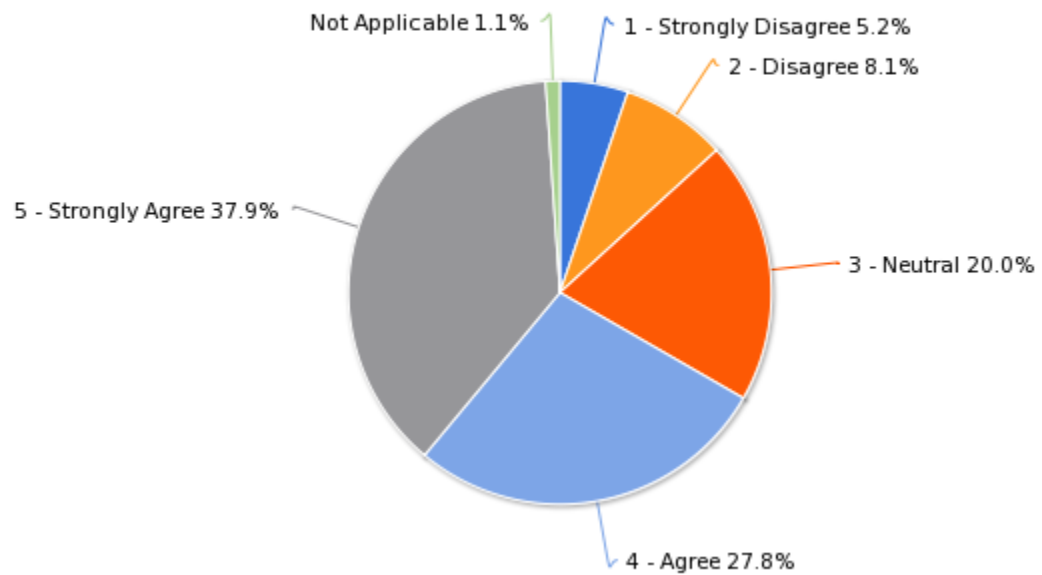


Value	Count	Percent
1 - Strongly Disagree	609	5.9%
2 - Disagree	867	8.4%
3 - Neutral	1777	17.3%
4 - Agree	2751	26.7%
5 - Strongly Agree	4078	39.6%
Not Applicable	206	2.0%

Statistics	
Total Responses	10,288
Sum	39,068.0
Avg.	3.9
StdDev	1.2
Max	5.0

57. I believe distance education courses are as effective as face-to-face courses

57. I believe distance education courses are as effective as face-to-face courses

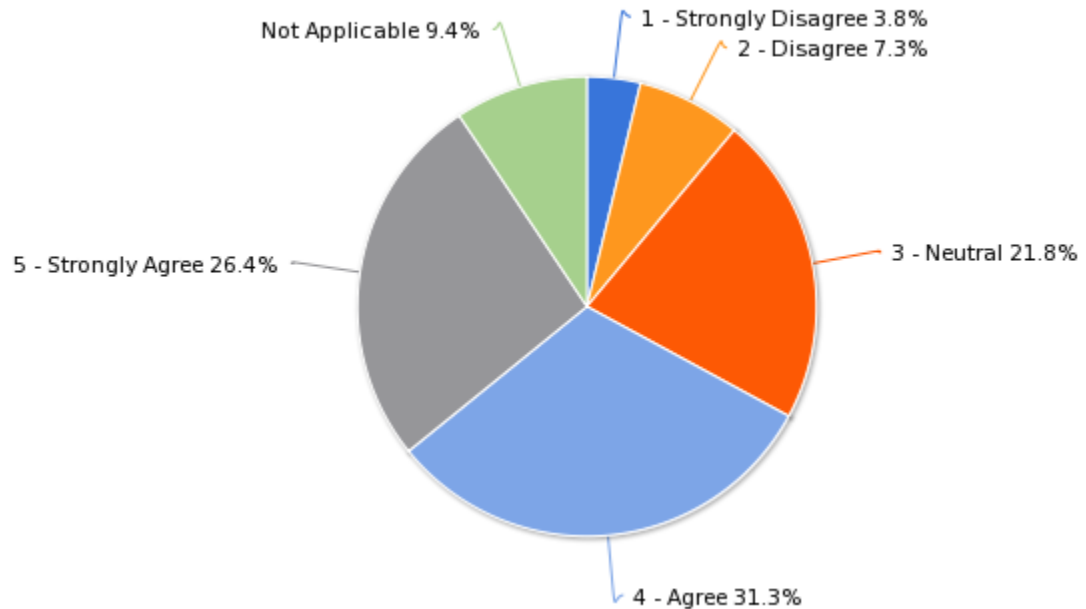


Value	Count	Percent
1 - Strongly Disagree	538	5.2%
2 - Disagree	834	8.1%
3 - Neutral	2071	20.0%
4 - Agree	2870	27.8%
5 - Strongly Agree	3913	37.9%
Not Applicable	112	1.1%

Statistics	
Total Responses	10,338
Sum	39,464.0
Avg.	3.9
StdDev	1.2
Max	5.0

58. There was a effective ratio of graded vs. un-graded work

58. There was a effective ratio of graded vs. un-graded work

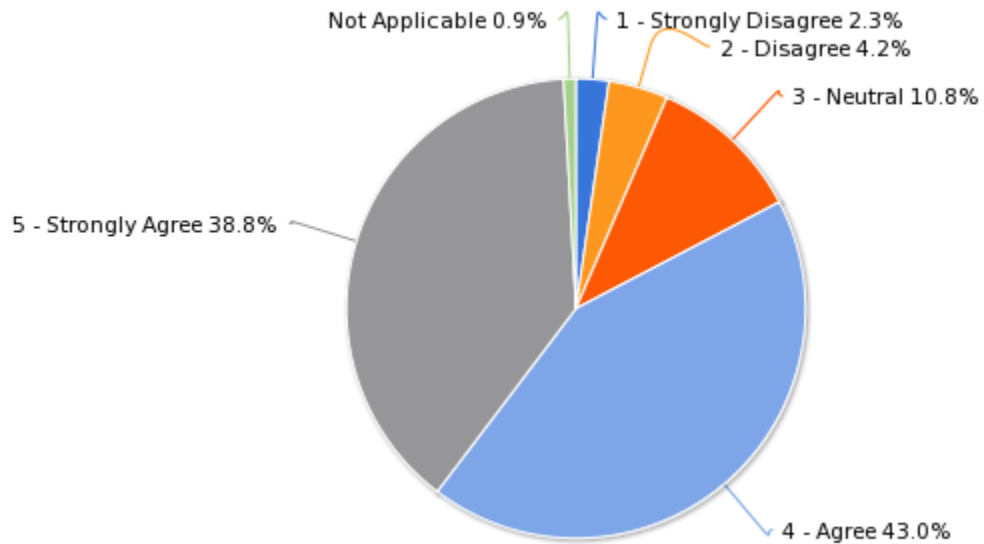


Value	Count	Percent
1 - Strongly Disagree	387	3.8%
2 - Disagree	757	7.3%
3 - Neutral	2251	21.8%
4 - Agree	3224	31.3%
5 - Strongly Agree	2727	26.4%
Not Applicable	970	9.4%

Statistics	
Total Responses	10,316
Sum	35,185.0
Avg.	3.8
StdDev	1.1
Max	5.0

59. The class assignments reflected an appropriate level of difficulty

59. The class assignments reflected an appropriate level of difficulty

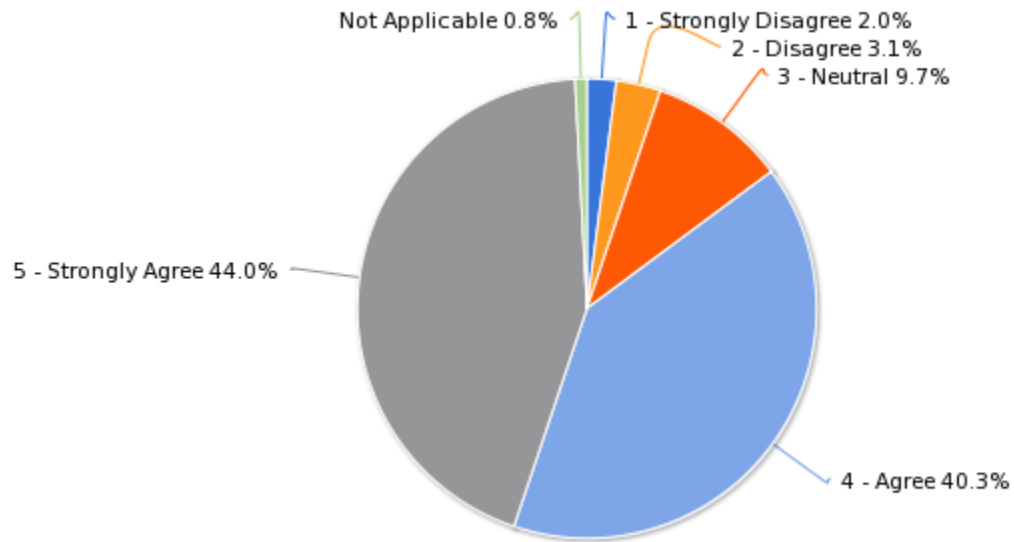


Value	Count	Percent
1 - Strongly Disagree	237	2.3%
2 - Disagree	432	4.2%
3 - Neutral	1117	10.8%
4 - Agree	4431	43.0%
5 - Strongly Agree	3999	38.8%
Not Applicable	89	0.9%

Statistics	
Total Responses	10,305
Sum	42,171.0
Avg.	4.1
StdDev	0.9
Max	5.0

60. This class had the ability to deepen my understanding of the topics covered

60. This class had the ability to deepen my understanding of the topics covered



Value	Count	Percent
1 - Strongly Disagree	211	2.1%
2 - Disagree	323	3.1%
3 - Neutral	996	9.7%
4 - Agree	4153	40.3%
5 - Strongly Agree	4534	44.0%
Not Applicable	86	0.8%

Statistics	
Total Responses	10,303
Sum	43,127.0
Avg.	4.2
StdDev	0.9
Max	5.0