El Camino College Summary Report for the CCC Fall 2012 Distance Education Student Satisfaction Survey

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8/19/2013
Report cover design by CCCCO
California Community Colleges
Distance Education Student Satisfaction Survey
El Camino College Results, 2013

The Chancellor’s Office reported that 27% of all CCC students take at least one distance education course each year, with more than 10% of Systemwide FTES generated from these course enrollments. To seek feedback from this growing segment of the student body, the California Community Colleges (CCC) Chancellor’s Office conducted a satisfaction survey in spring 2013 for students who were enrolled in distance education (DE) classes in fall 2012 at participating colleges. El Camino College (ECC) participated along with 43 other community colleges; Compton Center did not participate in this round.

The online survey yielded 209 responses from ECC, a 13% response rate (±6.22%). Compared to all online students at ECC, survey respondents were more likely to be full-time (46%, vs. 37% in the population) and female (78%, vs. 68%), and less likely to be under age 25 (47%, vs. 57%). These differences indicate that average responses on this survey will be somewhat skewed toward women, full-timers, and older students—a common occurrence in student surveys. Ethnic diversity was fairly well represented in respondents.

This report is the ECC supplement to the statewide report and provides a brief summary of the main findings along with charts summarizing ECC responses. Valuable information can be gleaned from these results to help the Distance Education Instructional Media Coordinator and the Instructional Technology Specialist highlight areas of potential enhancement in their contacts with Distance Education faculty. It also will be discussed during a fall Distance Education Advisory Committee meeting. The results will be made available to the College community through links on the Distance Education and Institutional Research & Planning webpages.

Summary of Findings
This survey sought opinions and experiences with distance education through a number of topics including DE-focused orientation, instructional methods, faculty and student “presence” and responsiveness in DE courses, technical competence/comfort with computers, and overall satisfaction.

Less than half participated in an orientation to online learning

The survey touched on the orientation experience of students. Over 41% of respondents were taking a DE course for the first time at ECC in fall 2012. Even so, more than half have
never taken a DE-focused orientation or workshop at ECC. Of those who did participate in an orientation program of some kind, over 75% were satisfied with the experience.

**Instructional methods facilitate learning**

Students were queried about various instructional methods and tools used to promote engagement and learning in a distance education course (Q.17-29). Nearly all courses included a discussion board (95%), in which the instructor actively participated. Discussion boards provided opportunities for problem solving for 88% of respondents. A large majority of students agreed that the various components of the course facilitated learning. The highest rated components included assignments/projects (90%), reading materials (89%), and course lectures/notes (89%). The lowest rated components included course activities (74%), material inside & outside of class (73%), and breadth of coverage (76%). Only about 63% felt that their DE course improved their written communication skills.

**Faculty are “present” and responsive to students but there’s room for improvement**

Regular and effective contact on the part of faculty is a critical component of a distance education course (Q.35-38). Students reported on how present their instructor seemed to be in the course, with 79-81% feeling a clear “human presence.” Seventy-three percent felt they received individual attention, with 84% agreeing that the instructor facilitated the course by “continuously encouraging communication.”

**Students are responsive and supportive of each other, but improvement is needed**

Regarding the involvement and responsiveness of fellow students in the class, respondents felt that they could turn to a classmate for help (75%) and received timely feedback from them (64%). While the class encouraged students to dialog with others (82%), only 67% felt that the class created a “sense of community” among the students.

**Computers/technical expertise is not an issue for the vast majority**

Several questions asked about comfort and skills with computers (Q.43-51), with all responses rating well over 80% in agreement.

**Overall satisfaction with ECC’s online courses is very high**

Several questions addressed overall satisfaction with their distance education experience in fall 2012 (Q.52-60). Nearly 89% were satisfied to some degree with their DE course and felt that the course met their learning needs (91%), was appropriately difficult (84%), and deepened content understanding (88%). More than 66% indicated that they would like to
take another distance education course. Conclusively, 76% agreed that distance education courses are as effective as face-to-face courses.

**Compared with all colleges, students rank ECC’s program higher**

On nearly every measure of online student engagement, effective contact and academic support, ECC students rated their courses equal to or higher than all participating colleges, on average. The percentage of students rating their online experience positively was three to ten points higher than average on most measures.

**Conclusion**

Responses regarding the value received from supporting activities (Q.20-32) reflect areas that need enhancement including more universal agreement on faculty presence and the degree to which course components facilitate learning.

On most of the questions, more than 50% of the student rated their classes in a positive manner. Some of the questions addressed topics that are pertinent to current federal regulations and ACCJC standards. This survey also provides valuable information for campus planning and program development.
3. How would you classify your enrollment status in the 2012 Fall quarter/semester?

- Full time student (12 or more units): 45.9%
- Part time student (6 to 11 units): 44%
- Part time student (5 or less units): 12.4%

4. Please check your gender.

- Male: 22.5%
- Female: 77.5%

5. Please check your age range group.

- under 18: 1.0%
- 18-24: 46.4%
- 25-34: 21.5%
- 35-44: 13.4%
- 45-54: 12.0%
- 55+: 5.7%
6. Please identify your race/ethnicity

- Decline to Respond: 6.2%
- Asian/Pacific Islander: 14.8%
- Other/Multi-Racial: 8.1%
- Hispanic: 26.3%
- Black/African-American: 19.6%
- Caucasian: 24.9%

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

- Yes: 46.4%
- No: 53.6%

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

- Required: 36.8%
- Voluntary: 63.2%
Is it a credit course for which you receive credit or is it a workshop where no credit is issued?

- Workshop (No credit issued): 23.0%
- Credit course: 77.0%

What type of orientation course/workshop did you complete?

- On Campus Instruction - traditional face to face: 28.4%
- Online Instruction - instructor facilitated: 43.2%
- Online Instruction - technology facilitated (no human presence): 32.6%
- Online Self-Assessment - no instruction: 12.6%
- Other (Telecourse, DVD, Podcast, other audio, etc.): 1.1%

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

- 1 - Very Dissatisfied: 5.3%
- 2 - Dissatisfied: 5.3%
- 3 - Neutral: 13.8%
- 4 - Satisfied: 27.7%
- 5 - Very Satisfied: 47.9%
9. Have you ever completed a distance education course at this college before the 2012 Fall semester?

- No 41.1%
- Yes 58.9%

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

- 1% Televised course (Cable/broadcast)
- 1.9% Videotape/DVD
- 1.9% Video Conferencing
- 3.4% Audiotapes
- 6.3% Correspondence course
- 9.7% Web Conferencing (i.e. CCC Confer)
- 96.6% Online (Internet)

14. Please indicate if the course identified in question #11 was conducted in real time or delayed time.

- 43.1% Real time (at a specific time but from anywhere)
- 64.4% Delayed time (any time, from anywhere)
15. Did this course use a discussion board?

- No 4.8%
- Yes 95.2%

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

- Not Applicable 1.0%
- 1 - Strongly Disagree 4.6%
- 2 - Disagree 2.5%
- 3 - Neutral 7.1%
- 4 - Agree 22.8%
- 5 - Strongly Agree 61.9%

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

- Not Applicable 1.0%
- 1 - Strongly Disagree 3.1%
- 2 - Disagree 4.1%
- 3 - Neutral 3.6%
- 4 - Agree 34.5%
- 5 - Strongly Agree 53.6%
18. In this class the online discussion board provided opportunity for critical thinking with other students

1 - Strongly Disagree 1.6%
2 - Disagree 4.2%
3 - Neutral 6.8%
4 - Agree 31.3%
5 - Strongly Agree 55.2%

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

1 - Strongly Disagree 48.0%
2 - Disagree 27.0%
3 - Neutral 9.2%
4 - Agree 7.1%
5 - Strongly Agree 5.1%
Not Applicable 3.6%

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

1 - Strongly Disagree 0.5%
2 - Disagree 1.9%
3 - Neutral 10.1%
5 - Strongly Agree 54.3%
4 - Agree 31.3%
Not Applicable 1.9%
21. The websites that were linked to this course facilitated my learning

Not Applicable 3.9%  Strongly disagree 1.0%  Disagree 1.0%  Neutral 13.0%

Strongly agree 50.2%  Agree 30.9%

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

Not Applicable 1.0%  Strongly disagree 1.0%  Disagree 2.0%  Neutral 6.3%

Strongly agree 53.2%  Agree 36.6%

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

Not Applicable 1.4%  Strongly disagree 1.4%  Disagree 4.3%  Neutral 6.3%

Strongly agree 50.7%  Agree 35.7%
24. The learning activities in this course required application of problem solving skills which facilitated my learning

- Not Applicable 4.4%
- Strongly disagree 3.4%
- Disagree 2.4%
- Neutral 11.2%
- Strongly agree 42.0%
- Agree 36.6%

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

- Not Applicable 3.0%
- Strongly disagree 4.4%
- Disagree 8.9%
- Neutral 21.2%
- Strongly agree 39.4%
- Agree 23.2%

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

- Not Applicable 1.5%
- Strongly disagree 1.5%
- Disagree 3.4%
- Neutral 14.2%
- Strongly agree 40.7%
- Agree 38.7%
27. The course syllabus facilitated my learning

- Strongly agree 40.8%
- Agree 36.4%
- Neutral 17.5%
- Disagree 2.9%
- Strongly disagree 2.4%

28. The activities in class facilitated my learning

- Not Applicable 8.4%
- Neutral 13.4%
- Disagree 2.0%
- Strongly disagree 2.0%
- Strongly agree 37.6%
- Agree 36.6%

29. The reading material facilitated my learning

- Strongly agree 50.7%
- Agree 38.6%
- Neutral 6.8%
- Disagree 1.9%
- Strongly disagree 1.9%
30. The material inside and outside of class facilitated my learning

- Not Applicable: 4.9%
- Strongly disagree: 1.5%
- Disagree: 1.9%
- Neutral: 18.4%
- Agree: 34.0%
- Strongly agree: 39.3%

31. The breadth of coverage facilitated my learning

- Not Applicable: 2.4%
- Strongly disagree: 1.5%
- Disagree: 4.4%
- Neutral: 16.0%
- Agree: 37.4%
- Strongly agree: 38.3%

32. The depth of coverage facilitated my learning

- Not Applicable: 0.5%
- Strongly disagree: 1.4%
- Disagree: 4.3%
- Neutral: 15.0%
- Agree: 40.1%
- Strongly agree: 38.6%
33. I received timely feedback (within 24-48 hours) from my teacher

- Strongly agree 53.6%
- Agree 30.4%
- Neutral 6.3%
- Disagree 4.8%
- Strongly disagree 4.3%
- Not Applicable 0.5%

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

- Strongly disagree 46.6%
- Disagree 27.9%
- Neutral 8.2%
- Agree 7.7%
- Strongly agree 6.3%
- Not Applicable 3.4%

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

- Strongly agree 41.5%
- Agree 31.9%
- Neutral 9.7%
- Disagree 6.3%
- Strongly disagree 5.8%
- Not Applicable 4.8%
36. In this class the teacher functioned as the facilitator of the course by continuously encouraging communication

- Not Applicable 0.5%
- Strongly disagree 3.9%
- Disagree 2.9%
- Neutral 8.7%
- Agree 35.9%
- Strongly agree 48.1%

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

- Not Applicable 4.3%
- Strongly disagree 4.3%
- Disagree 2.9%
- Neutral 9.6%
- Strongly agree 50.5%
- Agree 28.4%

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

- Not Applicable 2.9%
- Strongly disagree 3.9%
- Disagree 1.4%
- Neutral 11.1%
- Strongly agree 47.3%
- Agree 33.3%
39. This class created a sense of community among students

- Not Applicable: 0.5%
- Strongly disagree: 4.8%
- Disagree: 4.3%
- Neutral: 23.2%
- Agree: 37.7%
- Strongly agree: 29.5%

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

- Not Applicable: 4.8%
- Strongly disagree: 1.9%
- Disagree: 5.3%
- Neutral: 13.0%
- Agree: 40.4%
- Strongly agree: 34.6%

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

- Not Applicable: 8.2%
- Strongly disagree: 1.4%
- Disagree: 5.8%
- Neutral: 20.7%
- Agree: 35.1%
- Strongly agree: 28.8%
42. This class encouraged students to discuss ideas and concepts covered with other students

- Not Applicable 3.4%
- Strongly disagree 1.4%
- Disagree 1.4%
- Neutral 11.5%
- Agree 39.9%
- Strongly agree 42.3%

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

- Not Applicable 1.9%
- 1 - Strongly Disagree 1.0%
- 2 - Disagree 1.9%
- 3 - Neutral 10.2%
- 4 - Agree 38.3%
- 5 - Strongly Agree 46.6%

44. I find working with computers very easy

- 1 - Strongly Disagree 0.5%
- 2 - Disagree 0.5%
- 3 - Neutral 9.7%
- 4 - Agree 30.1%
- 5 - Strongly Agree 59.2%
45. I enjoy working with computers

- Strongly Agree: 53.4%
- Agree: 35.0%
- Disagree: 15.1%
- Strongly Disagree: 0.5%

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

- Strongly Agree: 58.3%
- Agree: 31.1%
- Disagree: 15.1%
- Neutral: 9.2%

47. Computers make me much more productive

- Strongly Agree: 44.9%
- Agree: 36.1%
- Disagree: 10.0%
- Neutral: 15.1%
- Not Applicable: 0.5%
48. Using computers makes learning more interesting

- 1 - Strongly Disagree 2.0%
- 2 - Disagree 2.9%
- 3 - Neutral 23.9%
- 4 - Agree 30.2%
- 5 - Strongly Agree 41.0%

49. Some computer software packages definitely make learning easier

- Not Applicable 1.5%
- 1 - Strongly Disagree 1.5%
- 2 - Disagree 1.0%
- 3 - Neutral 17.5%
- 4 - Agree 35.4%
- 5 - Strongly Agree 43.2%

50. Computers are good aids to learning

- 1 - Strongly Disagree 0.5%
- 3 - Neutral 8.3%
- 4 - Agree 37.7%
- 5 - Strongly Agree 53.4%
51. I consider myself a skilled computer user

- Strongly Agree 47.3%
- Agree 34.8%
- Neutral 15.5%
- Disagree 2.4%

52. This distance education course met my learning needs

- Strongly Agree 50.2%
- Agree 40.6%
- Neutral 8.2%
- Disagree 0.5%
- Strongly Disagree 0.5%

53. There was an effective ratio of graded vs. un-graded work

- Strongly Agree 25.5%
- Agree 37.0%
- Neutral 19.7%
- Disagree 5.3%
- Strongly Disagree 3.4%
- Not Applicable 9.1%
54. The class assignments reflected an appropriate level of difficulty

1 - Strongly Disagree 1.0%
2 - Disagree 6.7%
3 - Neutral 8.7%
4 - Agree 44.7%
5 - Strongly Agree 38.9%

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

1 - Strongly Disagree 1.0%
2 - Disagree 1.9%
3 - Neutral 9.2%
4 - Agree 43.5%
5 - Strongly Agree 44.4%

56. I would recommend this course to others

1 - Strongly Disagree 2.9%
2 - Disagree 3.4%
3 - Neutral 6.8%
4 - Agree 30.1%
5 - Strongly Agree 56.8%
57. I would like to take another distance education course

- Not Applicable 0.5%
- Strongly Disagree 1.9%
- Disagree 1.5%
- Neutral 7.8%
- Agree 22.3%
- Strongly Agree 66.0%

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

- Not Applicable 0.5%
- Strongly Disagree 3.9%
- Disagree 5.3%
- Neutral 17.0%
- Agree 28.6%
- Strongly Agree 44.7%

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

- Not Applicable 0.5%
- Strongly Disagree 2.9%
- Disagree 5.8%
- Neutral 15.0%
- Agree 31.4%
- Strongly Agree 44.4%
60. My overall level of satisfaction with this distance education course.

1 - Very Dissatisfied 3.4%
2 - Dissatisfied 1.9%
3 - Neutral 5.8%
4 - Satisfied 24.3%
5 - Very Satisfied 64.6%