

# 2006 Ecampus Student Survey

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# Components Of Survey



- Student Background
- Technology
- Ecampus Website
- Course Instruction
- Student Services Communication
- Course Completion
- Exam Proctoring
- Online Tutoring
- Library
- Bookstore
- Opinions

# Survey Methods



- Online survey using BSG Tool
  - Received input from other units (PDT, BS, Marketing) and Library Services
  - Internal Review
- Sent email to Ecampus students registered for at least one course in Fall 2005 or Winter 2006 asking them to take survey
- Incentive with prizes!!!

# Who Completed the Survey?

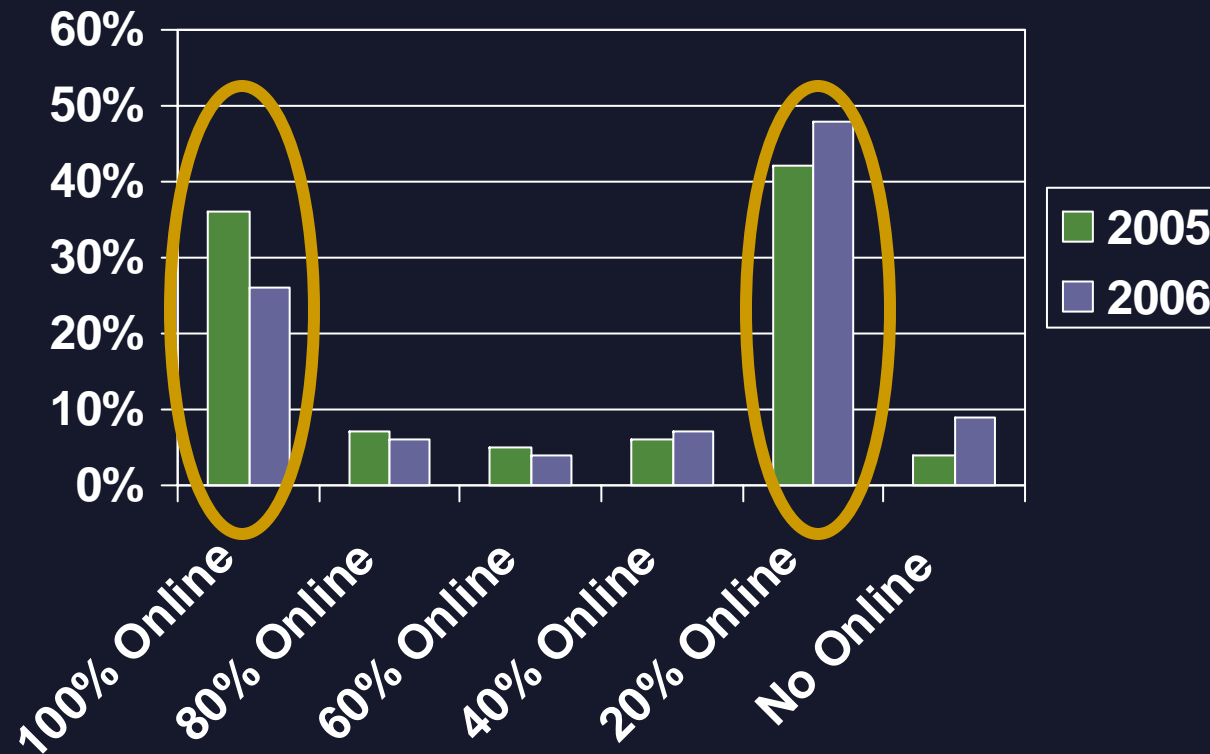


- Survey sent to = 3,490, received 770 back, giving us a **22%** Response Rate
  - Last year 516 surveys, **26.5%** Response Rate

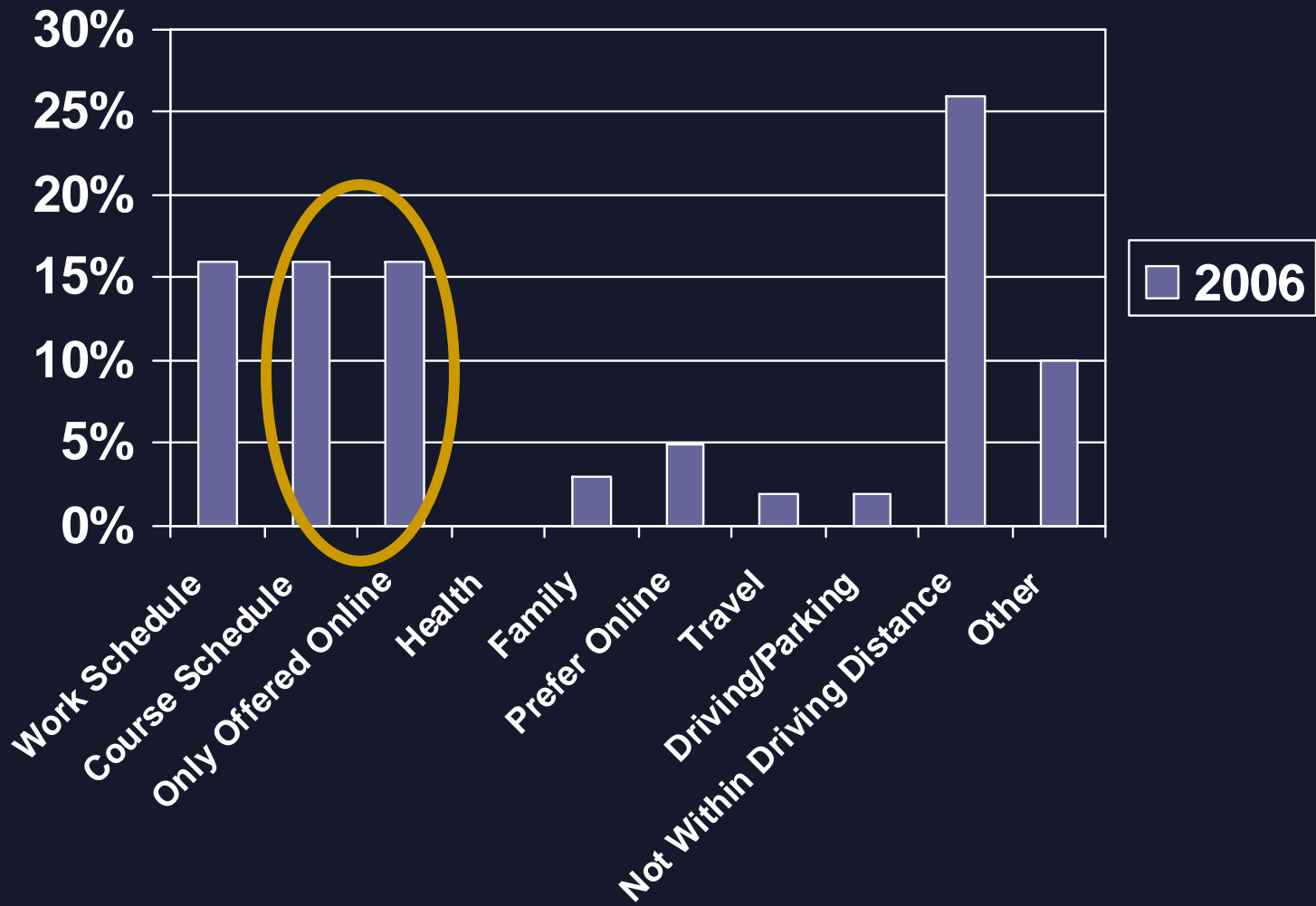


Approximately what percent of your total course work this academic year (2005-2006) has been taken

**online versus traditional** classroom setting?



# If you live **within driving distance** of the OSU Corvallis Campus, why do you take OSU online courses?



## Other Responses



**“The on-campus class has 150 students; the online course has 30 students. I do better in smaller classes.”**

**“I needed to travel overseas to care for an ill family member. Ecampus thus allows me to still do school work.”**

**“I didn't like the professors on campus that were teaching the class.”**

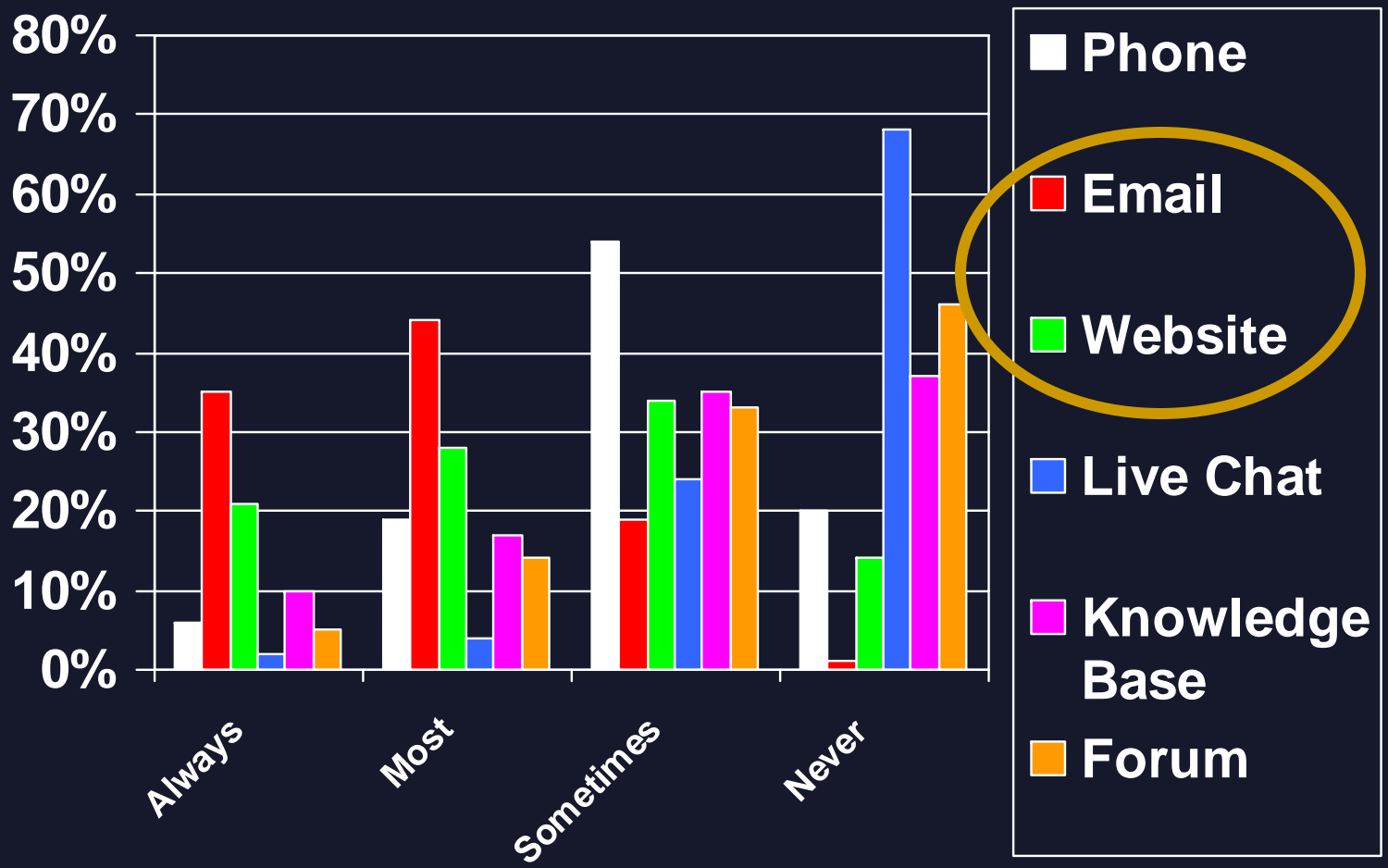
**“Driving 2 hours a day for only 2 classes seemed a bit much. I save money on fuel. It also allows me to do my class work on my time schedule, although I MUCH prefer normal classes!”**

# How do you connect to the Internet?



- **57%** connect using Broadband
- **29%** connect using DSL
- **9%** connect using dial-up
- *Other responses include wireless and satellite*

# When I'm looking for information, I prefer to use...



# Overall, how satisfied are you with the communications you have had with Ecampus?



- **90%** of students were somewhat or very satisfied with their communication with Ecampus
- **3%** of students were unsatisfied with their communication with Ecampus

# Exam Proctoring



- **38%** of respondents have had at least one exam proctored by Ecampus in the past two terms
- **79%** agreed or somewhat agreed that their overall experience was acceptable

## Action Items

- Proctoring DB Application
- OSU Testing Center

# Late Changes of Registration

past two terms



- **27%** reported adding an Ecampus course after the term has started
- **35%** reported either dropping or withdrawing from an Ecampus course after the first week of classes
- **5%** reported failing an Ecampus course

**Why** did they have trouble completing a  
course?  
(past two terms)



**Top 3 Reasons:**

- **I was too busy to finish the coursework**
- **The course was not what I expected**
- **The instructor was unsatisfactory**

# Most important instructional methods in maximizing educational experience



## STUDENTS

- Clear instructions
- Clear grading criteria
- Course content
- Responsiveness
- Syllabus
- Gradebook in Bb
- Feedback
- Instr. Bb skill

## INSTRUCTORS

- Clear instructions
- Students encouraged to ask questions
- Course content
- Clear grading criteria
- Syllabus, learning out.
- Feedback
- Responsiveness

# The **least important** instructional methods in maximizing educational experience



## STUDENTS

- Student-Student Interaction
- Group Projects
- Use of Multimedia
- Office hours

## INSTRUCTORS

- Office hours
- Use of multimedia
- Online quizzes

## Percentages of students who have found the “Getting Started” mailing helpful?



- **23%** Very Helpful
- **49%** Somewhat Helpful
- **15%** Not Helpful
- **12%** Don't remember the mailing

# Final Comments from Students



**“The only issue I have with Ecampus is the teachers that are allowed to teach the classes. They need to be monitored and taught how to use everything involved online before teaching the course (like blackboard, who is going to post quizzes/tests, who, between Ecampus people and the teacher, is responsible for what, etc.).”**

**“Overall I have been impressed with my online course experience and will be taking one more online class next term.”**

**“Awesome job! Keep up the EXCELLENT work!  
A+++++++!!!!”**

**“Please offer more courses online...they are great.”**

# Final Comments from Students



**“I was wondering why online courses cost so much more than traditional classrooms. I think it would help students understand the costs and be more willing to take online classes if when you mailed the paper saying how much the classes cost, if you gave a breakdown of why they cost so much.”**

**“Give Moina a raise! (from Dave Stein)”**

**“This is my last term, but I think streaming video lectures need to be the way to go in the future. I have mentioned this on nearly every SET for the last two years.”**

# Preliminary Action Items



- Analyze Text Comments
- Examine ways we can better inform students on upcoming technologies
- Work with Academic Success Center to:
  - **Compare drop rates of Ecampus courses to on campus and coordinate efforts to support students**
  - **Provide Ecampus students with strategies for time-management and study skills**
  - **Establish an OSU testing center**

# Preliminary Action Items



- Provide survey results to various Ecampus units, OSU Bookstore and Library Services
- Provide survey results to instructors, emphasizing feedback they can use to improve courses
- Examine faculty-student interaction and suggest action items to increase student satisfaction



**Questions?**

# Most important instructional methods in maximizing educational experience?



Syllabus with learning outcomes

Clear grading criteria

Course content complete and up-to-date

Clear instructions for doing assignments

Instructor responds within two days to questions,  
emails

Scheduled weekly announcements

Online interactions, discussions among students in  
your course

Observed office hours (may be virtual)

**Continued...**

# Most important instructional methods in maximizing educational experience?



Instructor skilled at using Blackboard

Group projects

Multimedia used for course content (DVD,  
streaming video, etc.)

Students encouraged to ask questions

Measures taken to discourage cheating

Constructive feedback provided in timely manner

Online Quizzes to check understanding

Tests

Gradebook in Blackboard