2007 Ecampus Student Survey
Components Of Survey

- Student Background
- Technology
- Ecampus Website
- Course Instruction
- Student Services Communication
- Course Completion
- Online Tutoring
- Library
- Opinions
Survey Methods

- Online survey using BSG Tool
  - Received input from other units (PDT, Marketing) and Library Services
  - Internal Review
- Sent email to Ecampus students registered for at least one course Winter 2007
  - Sent two follow-up emails
- Incentive with prizes!!!
Who Completed the Survey?

- Survey sent to 2,200 students, received 717 back, giving us a **32.6%** Response Rate
  - 2006: received 770 surveys, **22.0%** Response Rate
  - 2005: received 516 surveys, **26.5%** Response Rate
Approximately what percent of your total course work this academic year (2006-2007) has been taken online, versus the traditional classroom setting?
If you live within driving distance of the OSU Corvallis Campus, why do you take OSU online courses?

- Not Within Driving Distance: 25% (2006), 30% (2007)
- Prefer Online: 5% (2006), 10% (2007)
- Course/Athletic Schedule: 15% (2006), 20% (2007)
- Only Offered Online: 30% (2006), 25% (2007)
- Other: 5% (2006), 10% (2007)
- Driving/Parking: 0% (2006), 5% (2007)
- Travel: 0% (2006), 0% (2007)
“The course looked interesting and was only available online or the course was taught by a professor who I had heard good things about and who was only teaching the online course.”

“I am deployed to Afghanistan and online is the only way I can attend.”

“I am visually impaired and the language lab lacks the adaptive hardware/software that I need to complete coursework.”

“[Online courses] tend to be easier for me, and are more fitting for my schedule.”

“It is cheaper for me than out of state tuition and I like the flexibility in my schedule.”
Which of the following do you own? (check all that apply)
When I’m looking for Ecampus information, I prefer to use…

- **Ecampus Website**: 514 students
- **Email**: 130 students
- **Phone**: 47 students
- **Knowledge Base**: 16 students
- **Live Chat**: 1 student
If you don’t find the answer, how would you seek information next?

- Ecampus Website: 58
- Email: 365
- Phone: 229
- Knowledge Base: 31
- Live Chat: 21

(Number of students)
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.

  - 3rd option was “no opinion”
  - 2006 data were very similar
The most important instructional methods in maximizing students’ educational experience were:

Students
- 97% Clear instructions
- 96% Clear grading criteria
- 95% Course Content complete and up-to-date
- 94% Feedback
- 94% Syllabus

Instructors
- 95% Course Content complete and up-to-date
- 93% Clear instructions
- 92% Clear grading criteria
- 90% Feedback
- 90% Syllabus
The **least important** instructional methods in maximizing students’ educational experience were:

**Students**
- 57% Group projects
- 21% Office hours
- 20% Multimedia

**Instructors**
- 18% Announcements
- 15% Office Hours
- 10% Group projects
Biggest gaps in perceived importance of instructional methods:

- Announcements – 23% gap
  - 63% Students
  - 40% Instructors
- Quizzes – 22% gap
  - 63% Students
  - 41% Instructors
- Question asking – 16% gap
  - 73% Students
  - 89% Instructors
- Gradebook - 22% gap
  - 90% Students
  - 68% Instructors
- Discussions with other students – 21% gap
  - 50% Students
  - 71% Instructors
- Bb skill of instr. – 15% gap
  - 89% Students
  - 74% Instructors

Comparing Student vs. Instructor “Very Important” & “Important” ratings collapsed
Dividing the data based on % of coursework taken online.

Approximately what percent of your total course work has been taken online, versus the traditional classroom setting?

[Bar chart showing percentage distribution of coursework taken online: 100% Online, 80% Online, 60% Online, 40% Online, 20% Online, No Online. The majority of the data falls into the 80% Online and 60% Online categories.]
If you live within driving distance of the OSU Corvallis Campus, why do you take OSU online courses?

- No Answer: 3% (0-40% online courses), 11% (60-100% online courses)
- Other: 9% (0-40% online courses), 8% (60-100% online courses)
- N/A: 14% (0-40% online courses), 14% (60-100% online courses)
- Commuting/Parking is a hassle: 1% (0-40% online courses), 4% (60-100% online courses)
- Travel for all/part of term: 1% (0-40% online courses), 1% (60-100% online courses)
- Prefer online courses: 1% (0-40% online courses), 8% (60-100% online courses)
- Family responsibility: 1% (0-40% online courses), 7% (60-100% online courses)
- Health or Mobility issues: 1% (0-40% online courses), 1% (60-100% online courses)
- Courses not available on-campus: 1% (0-40% online courses), 39% (60-100% online courses)
- Athletic Schedule: 2% (0-40% online courses), 0% (60-100% online courses)
- Work Schedule: 17% (0-40% online courses), 14% (60-100% online courses)

% of Students
How do you connect to the Internet?

- "Other" responses include wireless and satellite... and "In Iceland"!

How do you connect to the internet?

- **Dial-up modem**
  - 0-40% online courses: 5%
  - 60-100% online courses: 10%

- **DSL**
  - 0-40% online courses: 23%
  - 60-100% online courses: 40%

- **Cable / Broadband**
  - 0-40% online courses: 41%
  - 60-100% online courses: 68%

- **Other**
  - 0-40% online courses: 4%
  - 60-100% online courses: 9%
In the past two terms, have you used the free online tutoring service available for Ecampus students?

- **Yes**: 6% for 0-40% online courses, 69% for 60-100% online courses
- **No**: 4% for 0-40% online courses, 87% for 60-100% online courses
- **I didn't know it was available**: 26%

The chart shows the percentage of students who have used the tutoring service, with a breakdown by the percentage of online courses they took.
How often do you complete the OSU online student evaluation of teaching?

How often do you complete the OSU online evaluation (SET)?

- 0-40% of the time: 30%
- 60-100% of the time: 45%
- I've never heard of the SET: 14%
- Never Completed: 15%
- 25% of the time: 19%
- 50% of the time: 16%
- 75% of the time: 14%
- 100% of the time: 0%
Have you visited the Ecampus website in the last 6 months?

- Yes: 91% (72% of students with 0-40% online courses, 91% of students with 60-80% online courses)
- No: 9% (28% of students with 0-40% online courses, 9% of students with 60-80% online courses)
How satisfied are you with the communications you have had with Ecampus?

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

- Not Answered: 1%
- No opinion: 10%
- Unsatisfied: 4%
- Somewhat Satisfied: 20%
- Very Satisfied: 73%

0-40% online courses: [47%]
60-100% online courses: [73%]

% of students
Would you recommend Ecampus to your friends?

Would you recommend Ecampus courses to your friends?

<table>
<thead>
<tr>
<th>Answer</th>
<th>0-40% Online Courses</th>
<th>60-100% Online Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2%</td>
<td>8%</td>
</tr>
<tr>
<td>Maybe</td>
<td>13%</td>
<td>32%</td>
</tr>
<tr>
<td>Yes</td>
<td>60%</td>
<td>83%</td>
</tr>
</tbody>
</table>
Would you recommend Ecampus courses to your friends?

“Very user friendly and works great if you have a non-traditional schedule. My only concern is when instructors do not respond in a timely manner for feedback reasons.”

“I like doing classes online because of my time schedule and not living close to OSU where I originally was physically attending.”

“its convenient but pretty expensive”

“It's a good way to fit a few extra credits into a term with a tight schedule. I wouldn't try and be a full time studying via Ecampus.”

“Yes, Ecampus offers a wide selection of courses which can be hard to get into the regular class sessions.”

“I would recommend some Ecampus courses to my friends, depending on the instructor.”
Would you recommend Ecampus courses to your friends?

“I'm taking Econ 202 and the instructor is not teaching, but rather assigning reading and quizzes, the teaching style is not conducive to learning. From my bad experience, I am somewhat wary about recommending Ecampus classes to my friends.”

“Not all students are capable of the level of independence required by a distance format.”

“I think they are great--I really enjoy online classes!”

“The online program that OSU offers is very well put together. I am enjoying taking classes and learning in preparation for pursuing my second career as a Park Ranger. OSU has opened up their doors to allow me to learn and I thank you all. In fact I have two other Sailors who have enrolled with OSU. Thanks for your time, Rob Webb”
Preliminary Action Items

- Provide survey results to Ecampus units, Library Services, and our distance advisors
- 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
- Analyze Text Comments
- Share with Faculty Senate Distance Ed Committee and Curriculum Council?
Questions?