

2005 Ecampus Student Survey

Review of Action Items from 2004 Survey

- ✓ Address Blackboard issues; alerts to website
- ✓ Improve procedures for proctored exams
- ✓ Increase program and course inventory
- ✓ Degree planning pages for prospective students
- ✓ Improve availability of services online: Library Services, Career Services, “Ask Ecampus”, online tutoring
- ✓ Fully implement the Communications Center
- ✓ Share survey results with Ecampus staff and students

Components of Survey

- ❖ **Course & Blackboard Information**
- ❖ **Website**
- ❖ **Email Communication**
- ❖ **Telephone Communication**
- ❖ **Ecampus Student Services**
- ❖ **New Services**
- ❖ **Opinions:** why pursue online courses, services wanted, words of wisdom for new online instructor

Survey Methods

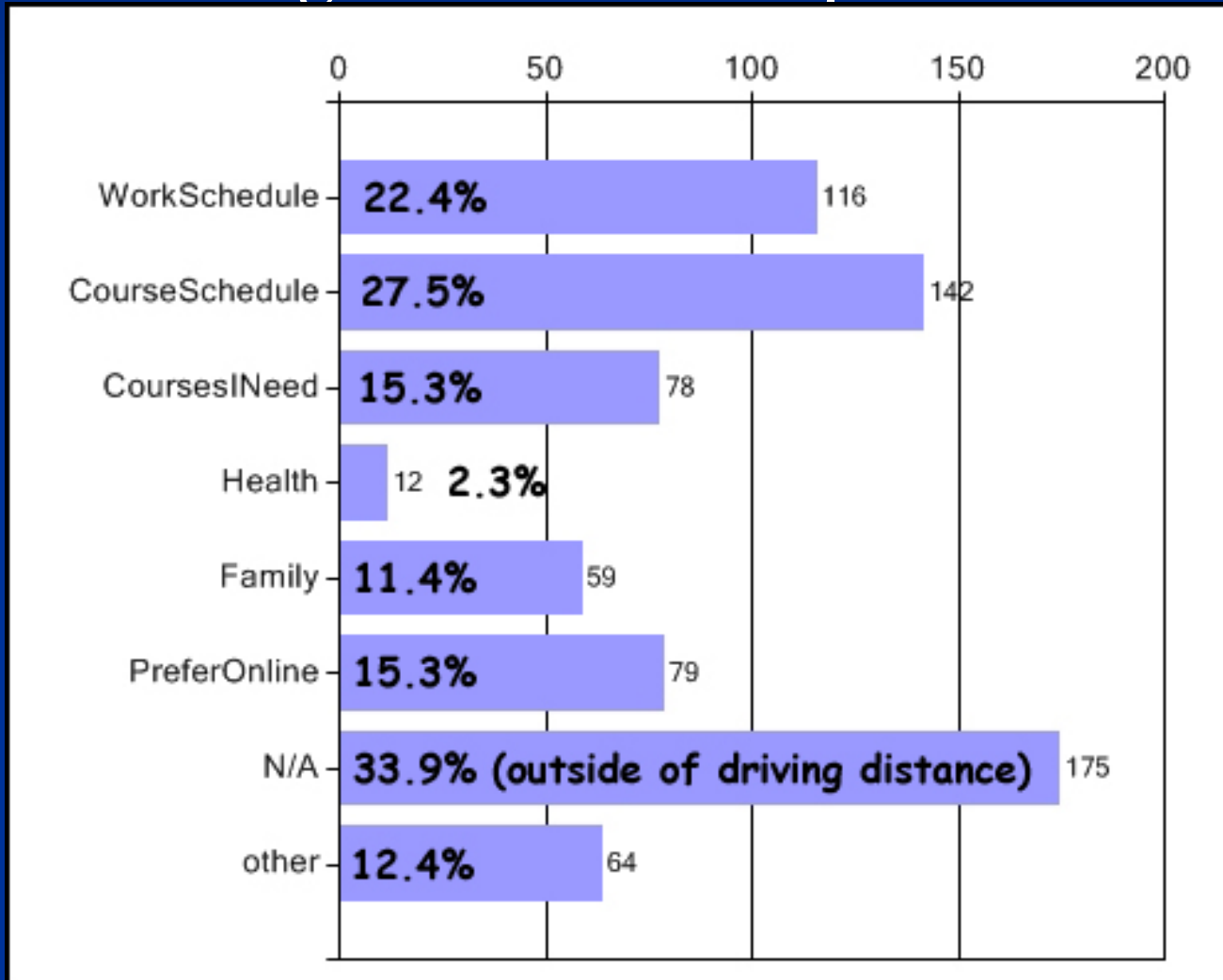
- **Online survey using BSG tool**
 - Received input from other units (PDT, BS, Marketing)
 - Internal review
- **Sent email to Ecampus students registered Fall 2004, Winter 2005 and Spring 2005, asking them to take survey**

Who Completed the Survey?

- Survey sent to = 1950, received 516 back, giving us a **26.5% return rate**.
 - Last year 298 surveys, 25% return rate.
- **74%** from Oregon
- **30%** taking all courses online; **42%** taking mostly on-campus courses
- **52%** have taken traditional on-campus courses this year

What did we learn? (HIGHLIGHTS)

Q#5: Why are students taking online courses if they live within driving distance of campus?



Question #5: Other explanations given for taking online courses:

- **Financial reasons** (cheaper than out-of-state tuition, save on gas money)
- **No choice for that class** (class only offered online, campus classes full)
- **Convenience** (scheduling, family responsibilities/work constraints, self-paced, don't have to leave home/go to class)
- **Eliminate commuting/parking hassles**
- **Out of area/state for part or all of the year**

Blackboard Information

Question #6: Please rate how important the following features are to you when taking an online course through Blackboard (very important and important combined):

- **90.4% Gradebook**
- **81.9% Quizzes/Tests**
- **70.1% Announcements**
- **77.9% Course Calendar**
- **66.6% Discussion Boards**
- **56.1% Communicate w/other students in course**
- **50.5% External Links**
- **36.5% Virtual Classroom**

Blackboard Information

Question #7: What other comments or recommendations do you have regarding the design of a Blackboard course?

- Change the Blackboard design
- Add information
- Information storage on Blackboard
- Encourage full participation in BB discussion boards/instructor availability
- Instructor training on how to use Blackboard/use Blackboard like it was a real classroom
- Instructor completeness in explaining assignments
- Announcements delivered automatically to email

Website

87% of respondents have visited the Ecampus website, looking for:

- 84.6% Courses
- 54.2% Registration
- 45.5% Degrees
- 39.9% Tuition
- 35.4% Services
- 33.1% Admissions
- 7.1% Other

E-News

21% of the students who responded to our survey are subscribed to E-News.

Of those subscribed, **73%** find the information useful.

Email Communication

39.5% emailed questions to Ecampus.

Any particular problems?

- All questions were answered – Everyone was Very helpful
- Needed advising help
- Proctored exams/exam questions
- When and what courses will be offered
- Problems with resources (Blackboard, Library, etc)
- A few reports of slow answers

Telephone Communication

31.9% called Ecampus

“I really appreciate the timely manner that questions are answered. Whenever I have posted questions I have received feedback the same day, many times just hours later...and by telephone!! This has made me feel like a student, not a number. This also shows the exceptional level of student and personal service that OSU provides. I really am pleased! “

Student Evaluation of Teaching

- **60.2%** always and/or usually complete the SET
- **Only 7%** experience difficulties filling out the SET.
 - Technical difficulties
 - Couldn't find link to form
 - Too many steps
- **Some students didn't know about evaluation**

Proctored Exams

54% Have had a course that required proctored exams in the past six months.

Issues:

- **Money** (they don't want to pay for a proctor)
- **Inconvenience** (finding a proctor is difficult, have to take time off work, no testing center in Corvallis, no availability during evenings/weekends/summer)
- **Problems with the process** (tests/passwords not mailed in a timely manner)
- **Hard to find/not enough information about the process**
- **Problems with the testing center** (no availability, proctor unavailable/makes errors)

New Services

Of the students who completed the survey roughly 3 - 6% have used the new services implemented during 2004 and 2005.

Service Suggestions

- More courses, offered more frequently
- 24/hr tech support
- Advising help
- Money (lower cost)
- Want chat room/IM with instructors and classmates
- Train instructors on Blackboard
- Offer proctoring at OSU (for free)
- Develop non-local internships
- Streaming video that is up-to-date/offer DVDs
- Online lecture material that is brief and well-written
- Have clear instructions for proctoring and taking exams
- Course information regularly updated on course catalog
- More online testing
- Offer webmail access through Blackboard

“Words of Wisdom” for New Online Instructor

- Use blackboard correctly / make things easy to find
- Respond promptly to students / provide feedback
- Flexible deadlines to accommodate students with schedules
- Be clear and use examples
- Participate with the class
- Offer a variety of work for students
- Send emails when posting on Blackboard / email students when they enroll
- Post clear and detailed syllabus ASAP

Action Items from 2005 Survey

- ✓ Do a thorough evaluation of narrative comments.
- ✓ Provide an orientation for newly admitted students.
- ✓ Facilitate communications between advisors and degree-seeking distance students.
- ✓ Work to establish OSU Testing Center.
- ✓ Improve visibility and marketing of online services: Library Services, “Ask Ecampus”, online tutoring.
- ✓ Address instructor issues: communication, training, technical abilities, Blackboard course design (with PDT)
- ✓ Share survey results with Ecampus staff and students.