

2022 OSU Ecampus annual student survey report

Survey introduction

Each spring, Ecampus student success administers the Ecampus annual student survey to all undergraduate students studying at a distance ('DSC' campus code in the OSU student information system). This population includes both degree-seeking and non-degree students as well as those who are pursuing a post-baccalaureate (second bachelors) degree or undergraduate certificate . For AY22, Ecampus ran two concurrent surveys for this population and invited students to complete just one survey. In May, 5,462 students were invited to participate in the 2022 Ecampus annual student survey. A total of 639 students responded to the survey, generating a response rate of 11.7%. The 2022 survey focused on overall satisfaction with student services, course design, and instruction along with special questions to explore access to and impact of financial aid. This report is broken up into five sections—respondent demographics, overall satisfaction, belonging, financial aid insights, and a summary of takeaways.

Respondent demographics

The majority of respondents (68%) fall within the age range of 25 – 44 years old (Figure 1), however the number of credits completed at OSU varies greatly among students (Figure 2). More respondents identified as female (59%) than male (34%). While the majority of respondents identified as White (73%), because students can choose more than one race, we saw some increases in the diversity of the respondent pool. Asian identifying respondents (12%) and Hispanic/Latino identifying respondents (12%) accounted for almost a quarter of the population. Followed by those who identified as two or more races (7%), Black or African American (3%), and American Indian or Alaska Native (3%). Middle Eastern or North African and Native Hawaiian or Other Pacific Islander both remained under 1% and almost 6% of respondents preferred not to identify.

Figure 1. Current age of respondents

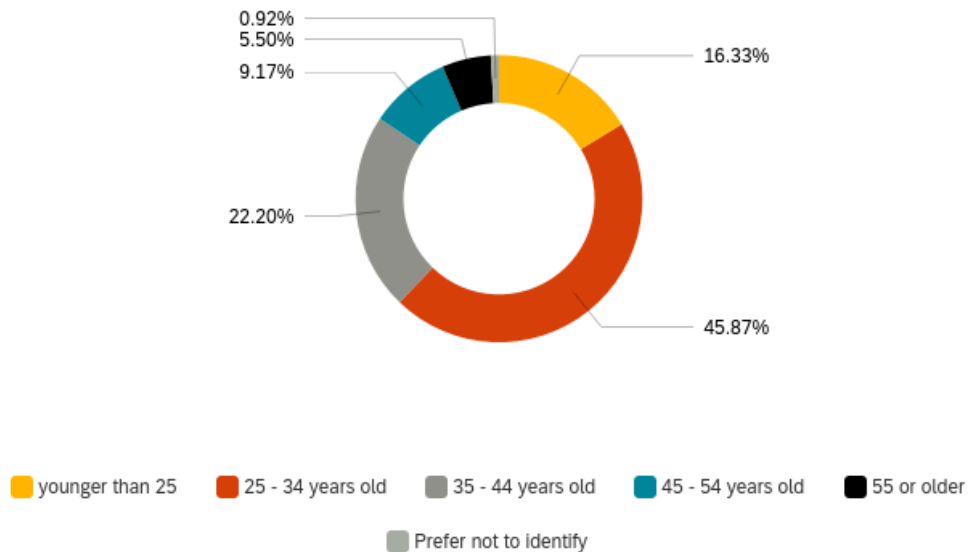
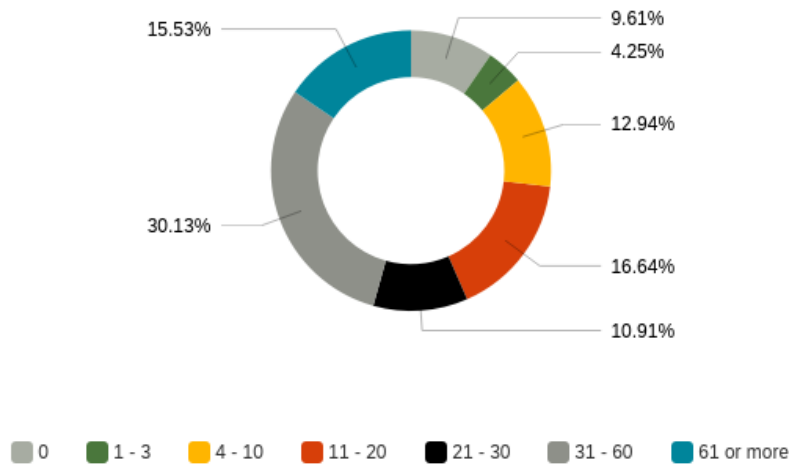


Figure 2. Credits completed at OSU



Survey respondents were overwhelmingly pursuing a degree at OSU (84%), however we continue to see growth in online non-degree responses (15%), and a very small percentage of respondents were seeking a certificate or minor only (<1%).

When asked which types of financial aid students had received during the academic year (Table 1), more than a third of the respondents indicated not receiving any aid. However, those using financial aid were funded primarily by federal loans and grants, followed by the Ecampus grant, then scholarships from OSU, which moved ahead of state grants this year. Very few students reported receiving work-study funds or financial assistance from their Tribes.

Table 1. Financial aid received at OSU

Aid received in AY22	% of students *
Federal student loans	40.70%
Didn't receive any aid	36.32%
Federal grants	28.01%
Ecampus grant	11.38%
Scholarships from OSU	8.53%
State grants	6.78%
Scholarships – other	6.78%
Other student loans	6.56%
Military/Veteran assistance	5.91%
Work-study	1.53%
Tribal support	0.66%

*Adds up to more than 100% due to option to report more than one type of aid received

Students also reported a number of personal obligations in addition to enrolling in courses at OSU Ecampus (Table 2). Overwhelmingly, Ecampus students reported managing their physical and/or mental

health and financial hardships as significant personal obligations. Likely still due to the COVID-19 pandemic, far less students reported working full or part time this year compared to the 2020 survey (61%). Additionally, almost 16% reported receiving tuition benefits through their employer to attend school.

Table 2. Personal obligations

Personal obligations	% of students *
Working full or part-time	34.84%
Managing physical/mental health	25.57%
Managing financial hardships	18.86%
Caregiver to children	9.98%
Caregiver to adult family member	4.44%
Taking courses simultaneously elsewhere	3.82%
Military service – self or partner	2.49%

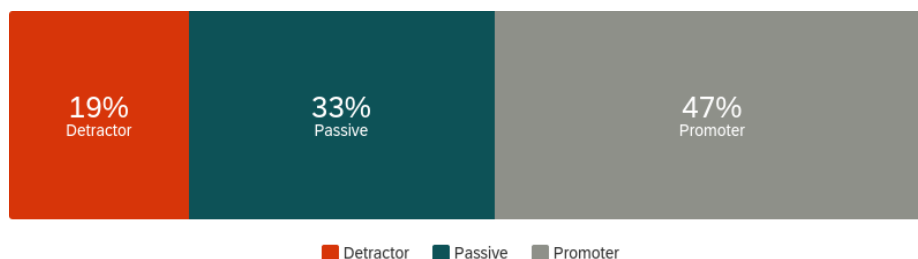
*Adds up to more than 100% due to option to report more than one personal obligation

Responses by college are as follows: College of Engineering (164), College of Liberal Arts (89), College of Agricultural Sciences (89), College of Forestry (29), College of Earth, Oceanic, and Atmospheric Sciences (29), College of Science (23), College of Business (22), and the College of Public Health and Human Sciences (12).

Overall satisfaction

OSU consistently tracks student net promoter scores—the likelihood that a student would recommend OSU to a family member or friend. This is measured on a scale of 1 to 10, 1 being not likely at all and 10 being extremely likely. Overall, students reported an average net promoter score of 8.03 (compared to 8.28 in 2021), with 47% of respondents falling into the category of ‘promoter’ (Figure 3) compared to 56% in 2021. This score continues to indicate that OSU students have found value in their experience at OSU.

Figure 3. Net Promoter results



In terms of overall satisfaction with various aspects of the Ecampus experience (Table 3), students indicate a high level of satisfaction with Ecampus student services, the quality of course design, and the quality of instruction received. With much smaller groups of respondents, satisfaction with Disability Access Services, tutoring services, and online proctoring appear to be strong and leave some

opportunity for improvement. Satisfaction is measured on a 5-point Likert type scale (1=very dissatisfied, 2=somewhat dissatisfied, 3=neutral, 4=somewhat satisfied, 5=very satisfied).

Table 3. Overall satisfaction with aspects of Ecampus experience

Aspect	Satisfaction score
Ecampus student services	4.47
Quality of online course design	4.17
Quality of instruction	4.06
Disability Access Services	3.90
Online tutoring service	3.63
Online proctoring service	3.54

Belonging

Sense of belonging is a success metric that is being tracked annually to better understand how belonging impacts the online student experience and identify areas of improvement in building and sustaining an online student community. Sense of belonging was measured using six statements in which students indicated their level of agreement on a 4-point Likert-type scale (1=strongly disagree, 2=disagree, 3=agree, 4=strongly agree).

Table 4. Sense of belonging scores

Belonging aspect	Average score (change YOY)
I feel a real sense of belonging in my classes	2.88 (+.05)
I feel like I really matter	2.80 (-.03)
I feel a close connection to other students	2.28 (0.00)
I feel like my instructors really care about me as a person	2.83 (-.16)
I feel like the staff are there for me	2.98 (-.12)
I think Ecampus promotes an inclusive learning environment where all students can thrive	3.12 (-.05)

Financial aid insights

In an effort to explore the impact of financial aid on our students as well as other issues surrounding this topic (low FAFSA filing, accumulated student debt, etc.), we included a few additional questions in the 2022 annual student survey. Findings include:

- Only 47% of respondents had filed their FAFSA for AY23 when responding to this survey.
- The average reported amount of student loan debt accumulated before enrolling at OSU is \$15,580, indicating that much of the debt OSU Ecampus students graduate with is accrued at institutions prior to attending OSU.
- 65% of respondents indicated that their financial aid had a great deal, a lot, or a moderate impact on their ability to progress in their degree.
- There is a gap in the perceived availability of various types of aid at OSU (Table 5). Perceived availability was measured on a 5-point Likert-type scale (1 = widely unavailable to me, 2 =

somewhat unavailable to me, 3 = Unsure, 4 = somewhat available to me, 5 = widely available to me).

Table 5. Perceived availability of financial aid at OSU

Type of aid	Availability
Student loans	3.89
Federal/State aid	3.21
Emergency aid	2.95
College/Department/Program scholarships	2.86
University aid and scholarships	2.86

Summary of takeaways

It's clear that overall students are satisfied, though there are some areas worth exploring to improve the student experience. It seems the COVID-19 pandemic continues to impact Ecampus students – employment, financial hardships and isolation continue to be challenges. While the aspects of the student experience that Ecampus has direct oversight of – student services, quality course design and instruction – continue to see strong satisfaction scores, experiences outside of our control tend to vary significantly. Financial aid advocacy on behalf of our Ecampus students is and will remain a top priority for us as we work to expand access to financial aid, create affordable pathways for students to finish their degrees, and increase our engagement with corporate education partners that offer tuition benefits to their employees.