El Camino College Results, Online Student Survey Spring 2011

The Online Student Survey was distributed to over 3,000 students enrolled in online classes in Spring 2011. A total of 438 responses were received (15% response rate) from the electronic survey¹. This paper provides an executive summary of the main findings from the survey for students taking Torrance-based online classes only (N=240); detailed response tallies are attached. Compton responses are available in a separate report.

Background Information.

Nearly half (49%) worked more than 20 hours per week, while a third (32%) were not employed. This percentage is up from 2007 (44%) but within the error margin. Students seem to have more experience with the online environment than in the past. Thirty-three percent had no previous experience in online courses, compared to 42% in 2007.

Opinions about Online Instruction.

Students were asked a variety of questions about online instruction. The top reasons for taking courses online remain the same including its flexibility/convenience and ease of coordinating with work or family commitments. Only about 8% cited living far from campus as a motivation to take online classes. Over 75% preferred either an all-online course (38%) or hybrid course (38%), with 24% preferring the face-to-face environment. Most felt that the online course workload was heavier (33%) or about the same (53%) as in their face-to-face classes, suggesting that online courses are as rigorous as their on-campus equivalents. This assessment of online rigor remains unchanged since 2007. The vast majority of respondents agreed that they learning as well online as on campus, with 56% completely agreeing and 25% somewhat agreeing; these results were similar to the previous survey. Online *teaching* was rated by respondents in 2011 with 77% stating that this instructional method was as effective (66%), or more effective (14%), than face-to-face teaching.

Interest in Future Online Opportunities.

Students were asked about their interest in online offerings. If the courses were only available online, about 53% would still enroll. This percentage is up from 43% in 2007. The likelihood of taking another course online remained high, about 91%. Those who would not likely return to the online environment preferred face-to-face instruction (45%) and more interaction with instructors (29%). Also, some stated that they had trouble staying motivated (25%) and/or had

¹ The error margin for all results is ±4.38% with 95% confidence.

technical problems (16%)². Respondents also were interested in taking hybrid courses, but to a lesser degree than all-online classes (69% likely). Interest in an all-online degree declined since the previous survey but still remains high, with 58% expressing at least some interest in working completely online to receive their degree. Subjects of interest remained about the same including General Education courses, math, science, and English.

Online Support Services.

When asked if they discussed the pros and cons of online classes with others before enrolling, 35% of respondents did so, and the persons consulted most were family and friends, similar to 2007 results. Just over half (51%) found the Online Student Handbook helpful, with 23% either not consulting or not aware of the handbook. Among the student support services available *online*, 67% utilized the catalog or other course information, 34% accessed financial aid services, 27% accessed academic counseling, and 4% used ERES (electronic reserves). When asked if they would access online support if available, 81% indicated that they would be somewhat or very likely to access academic counseling and tutoring services.

ii

² Respondents could indicate multiple reasons for not returning, so percentages do not add up to 100%.

Online Student Survey ECC Only

240 Responses

Filter: Q11 = I am attending El Camino College Torrance campus AND Q110 <> I am attending El Camino College

Compton Center

1. Which of the following statements describe you? (check all that apply)

Response	Frequency	Percent	Mean: 1.00
I am attending EI Camino College Torrance campus	240	100.00	

1. Which of the following statements describe you? (check all that apply)

Response	Frequency	Percent	Mean: -
I am attending another community college	1	100.00	

1. Which of the following statements describe you? (check all that apply)

Response	Frequency	Percent	Mean: -
I am enrolled at a 4-year private university	1	100.00	

2. On average, how many hours do you work at a job each week?

Response	Frequency	Percent	Mean: 4.53
1-10	16	6.67	
11-20	30	12.50	
21-30	36	15.00	
31-40	41	17.08	
Over 40	40	16.67	
Not currently	77	32.08	
employed			

1. Which of the following statements describe you? (check all that apply)

Response	Frequency	Percent	Mean: -
I am attending El Camino College Compton Center	0	0.00	

1. Which of the following statements describe you? (check all that apply)

Response	Frequency	Percent	Mean: 4.00
I am enrolled at a 4-year public university	6	100.00	

1. Which of the following statements describe you? (check all that apply)

Response	Frequency	Percent	Mean: -
I am not attending any college	0	0.00	

3. What is your gender?

Response	Frequency	Percent	Mean: 1.25
Female	181	75.42	
Male	57	23.75	
Other or decline to state	2	0.83	

4. What is your age group?

Response	Frequency	Percent	Mean: 3.72
Under 17	0	0.00	
17 to 21	83	34.73	
22 to 24	34	14.23	
25 to 30	38	15.90	
31 to 40	43	17.99	
41 to 50	34	14.23	
Over 50	7	2.93	

5. What are your main reasons for taking a course online (vs. in-class)? (check all that apply)

Response	Frequency	Percent	Mean: 1.00
Do not live within driving distance of campus	20	100.00	

5. What are your main reasons for taking a course online (vs. in-class)? (check all that apply)

Response	Frequency	Percent	Mean: 2.00
Coordinates better with work and/or family commitments	135	100.00	

5. What are your main reasons for taking a course online (vs. in-class)? (check all that apply)

Response	Frequency	Percent	Mean: 3.00
On-campus sections I wanted were full or not available	56	100.00	

5. What are your main reasons for taking a course online (vs. in-class)? (check all that apply)

Response	Frequency	Percent	Mean: 4.00
Prefer the online course format	69	100.00	

5. What are your main reasons for taking a course online (vs. in-class)? (check all that apply)

Response	Frequency	Percent	Mean: 5.00
Conflicts with	71	100.00	
on-campus			
classes			

5. What are your main reasons for taking a course online (vs. in-class)? (check all that apply)

Response	Frequency	Percent	Mean: 6.00
More convenient or flexible	170	100.00	

5. What are your main reasons for taking a course online (vs. in-class)? (check all that apply)

Response	Frequency	Percent	Mean: 7.00
The course was available only online	17	100.00	

5. What are your main reasons for taking a course online (vs. in-class)? (check all that apply)

Response	Frequency	Percent	Mean: 8.00
Other	15	100.00	

6. If your current online course(s) was/were available ONLY ON CAMPUS, would you take it (or them)?

Response	Frequency	Percent	Mean: 1.00
Yes	127	100.00	

6. If your current online course(s) was/were available ONLY ON CAMPUS, would you take it (or them)?

Response	Frequency	Percent	Mean: -
No	0	0.00	

6. If your current online course(s) was/were available ONLY ON CAMPUS, would you take it (or them)?

Response	Frequency	Percent	Mean: -
Maybe	0	0.00	

7. How many courses have you previously taken online in your college experience?

Response	Frequency	Percent	Mean: 2.23
This is my first course	78	32.50	
1 to 2 courses	61	25.42	
3 to 4 courses	68	28.33	
5 or more courses	33	13.75	

9. If you marked somewhat or very unlikely, for what reason would you not take other online classes? (check all that apply)

Response	Frequency	Percent	Mean: -
Finished taking course work	5	9.80	
Prefer the face-to-face classroom environment	23	45.10	
Had trouble staying motivated in an online setting	13	25.49	
Not enough interaction with the instructor	15	29.41	
Not enough interaction with other students	5	9.80	
Too many technical problems	8	15.69	
Other	15	29.41	

11. How interested would you be in getting a certificate or degree purely online?

Response	Frequency	Percent	Mean: 3.59
Very interested	72	30.13	
Somewhat interested	67	28.03	
Probably not interested	49	20.50	
Definitely not interested	31	12.97	
Not sure	20	8.37	

8. What is the likelihood that you will take more online classes?

Response	Frequency	Percent	Mean: 1.42
Very Likely	177	74.06	
Somewhat Likely	41	17.15	
Somewhat Unlikely	8	3.35	
Very Unlikely	9	3.77	
Not sure	4	1.67	

10. In terms of the amount of time spent on a course, how would you compare an online course to an on-campus course?

Response	Frequency	Percent	Mean: 2.26
Online course involves more work	78	32.77	
Online course involves less work	27	11.34	
About the same amount of work is required for each	127	53.36	
No opinion	6	2.52	

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 1.00
Accounting	50	100.00	
· ·			_

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 2.00
Computer Information Systems	59	100.00	

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 4.00
General education	130	100.00	

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 6.00
Math	105	100.00	

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 8.00
Real estate	32	100.00	

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 10.00
Writing or Reading	80	100.00	

13. What is the likelihood that you would take a hybrid course (weekly meetings on campus with online content/work time)?

Response	Frequency	Percent	Mean: 3.79
Very likely	69	29.24	
Somewhat likely	95	40.25	
Probably not	36	15.25	
Definitely not Not sure	25 11	10.59 4.66	

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 3.00
English	83	100.00	

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 5.00
Languages other than English	67	100.00	

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 7.00
Office software	48	100.00	
training			

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 9.00
Science	93	100.00	

12. What subjects would you like to see offered online by El Camino College or El Camino College Compton Center? (check all that apply)

Response	Frequency	Percent	Mean: 11.00
Other	26	100.00	

14. Please indicate your most preferred course environment.

Response	Frequency	Percent	Mean: 1.86
Online only completely online except for orientation/som e tests	90	37.97	
Hybrid mix of online and on campus	90	37.97	
Face-to-face on campus only	57	24.05	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 1.00
PC/desktop computer or Laptop	231	100.00	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 3.00
Cell phone for	190	100.00	
text messaging			

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 5.00
Other Smartphone	66	100.00	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 7.00
Portable Video Player such as video iPod	48	100.00	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 9.00
E-Readers such as Kindle or Nook	14	100.00	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 11.00
Other	6	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 2.00
Ask.com	24	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 4.00
Craigslist.com	64	100.00	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 2.00
Cell phone for phone calls	196	100.00	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 4.00
iPhone	61	100.00	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 6.00
MP3 Player	86	100.00	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 8.00
Tablet such as iPad or Galaxy Tab	19	100.00	

15. Which of the following electronic devices do you use regularly? (check all that apply)

Response	Frequency	Percent	Mean: 10.00
DVD/CD recorder	72	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 1.00
Amazon.com	105	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 3.00
Bing.com	34	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 5.00
eBay.com	67	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 6.00
Elcamino.edu – MyECC Web portal	203	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 8.00
Facebook.com	162	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 10.00
MSN.com	34	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 12.00
Wikipedia.org	95	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 14.00
YouTube.com	141	100.00	

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

Response	Frequency	Percent	Mean: 1.00
Navigating the web	223	100.00	

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

Response	Frequency	Percent	Mean: 3.00
Downloading audio or video files	164	100.00	

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

Response	Frequency	Percent	Mean: 5.00
Uploading audio or video files	134	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 7.00
Elcamino.edu – excluding MyECC	89	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 9.00
Google.com	181	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 11.00
MySpace.com	5	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 13.00
Yahoo.com	136	100.00	

16. Which of the following websites do you access regularly? (check all that apply)

Response	Frequency	Percent	Mean: 15.00
Other	14	100.00	

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

Response	Frequency	Percent	Mean: 2.00
Downloading	188	100.00	
data or text files	3		

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

Response	Frequency	Percent	Mean: 4.00
Uploading data or text files	160	100.00	

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

Response	Frequency	Percent	Mean: 6.00
Installing software	142	100.00	

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

Response	Frequency	Percent	Mean: 7.00
Creating/modify ing websites	40	100.00	

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

Response	Frequency	Percent	Mean: 9.00
Handling routine computer problems	85	100.00	

18. Before enrolling, did you communicate with (speak with or write to) someone about the advantages and disadvantages of taking an online course?

Response	Frequency	Percent	Mean: 0.35
Yes	83	34.73	
No	156	65.27	

20. What computer platform do you normally use?

Response	Frequency	Percent	Mean: 1.38
PC	180	75.31	
Mac Both PC and Mac	27 32	11.30	

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

Response	Frequency	Percent	Mean: 8.00
Transferring data via FTP	38	100.00	

17. Which of the following activities do you feel comfortable doing on your own? (Check all that apply)

11 7/			
Response	Frequency	Percent	Mean: 10.00
Seeking technical support	99	100.00	

19. If so, with whom did you communicate?

Response	Frequency	Percent	Mean: 3.42
Distance Education Office	10	11.90	
ECC counselor or advisor	8	9.52	
Faculty	6	7.14	
Friend or family	57	67.86	
Other	3	3.57	
Not applicable	0	0.00	

21. What operating system (Windows, etc) do you normally use?

Response	Frequency	Percent	Mean: 3.44
Windows 2000 or earlier	7	2.93	
Windows XP	55	23.01	
Windows Vista	46	19.25	
Windows 7	91	38.08	
Mac system	36	15.06	
Other	4	1.67	

Page 7

22. What web browser do you use most?

Response	Frequency	Percent	Mean: 2.43
Internet Explorer	92	38.49	
Google Chrome	31	12.97	
Mozilla Firefox	79	33.05	
Opera	2	0.84	
Safari	29	12.13	
Other	6	2.51	

23. Which course management system are you using in your course(s)? (check all that apply)

Response	Frequency	Percent	Mean: 1.00
Blackboard	23	100.00	

23. Which course management system are you using in your course(s)? (check all that apply)

Response	Frequency	Percent	Mean: 2.00
CourseCompas s	132	100.00	

23. Which course management system are you using in your course(s)? (check all that apply)

Response	Frequency	Percent	Mean: 3.00
Etudes	156	100.00	

23. Which course management system are you using in your course(s)? (check all that apply)

Response	Frequency	Percent	Mean: 4.00
Instructor website	13	100.00	

23. Which course management system are you using in your course(s)? (check all that apply)

Response	Frequency	Percent	Mean: 5.00
Quiz Lab	7	100.00	

23. Which course management system are you using in your course(s)? (check all that apply)

Response	Frequency	Percent	Mean: 6.00
Other	22	100.00	

23. Which course management system are you using in your course(s)? (check all that apply)

Response	Frequency	Percent	Mean: 7.00
Not sure	7	100.00	

Ease of use

Response	Frequency	Percent	Mean: 4.44
Excellent	118	60.82	
Good	50	25.77	
Average	21	10.82	
Fair	3	1.55	
Poor	2	1.03	
Have not used	0	0.00	

Features

Response	Frequency	Percent	Mean: 4.32
Excellent	97	50.79	
Good	65	34.03	
Average	25	13.09	
Fair	2	1.05	
Poor	2	1.05	
Have not used	0	0.00	

Technical support

Response	Frequency	Percent	Mean: 4.10
Excellent	64	45.39	
Good	39	27.66	
Average	30	21.28	
Fair	4	2.84	
Poor	4	2.84	
Have not used	0	0.00	

25. What type of course orientation did you experience in your current or most recent course? (Check all that apply)

Response	Frequency	Percent	Mean: 1.00
On-Line Orientation	121	100.00	

25. What type of course orientation did you experience in your current or most recent course? (Check all that apply)

Response	Frequency	Percent	Mean: 2.00
Face-to-face orientation on campus	111	100.00	

25. What type of course orientation did you experience in your current or most recent course? (Check all that apply)

Response	Frequency	Percent	Mean: 4.00
Did not participate in a course orientation	36	100.00	

26. Please rate the helpfulness of the Distance Education Online Student Handbook in preparing you for an online course.

Response	Frequency	Percent	Mean: 4.94
Very Helpful	60	25.53	
Helpful	61	25.96	
Neutral	51	21.70	
Unhelpful	5	2.13	
Very Unhelpful	3	1.28	
Did not access the online handbook	35	14.89	
Was not aware of a handbook	20	8.51	

27. What technological tools would you like to see more of in your course(s). (check all that apply)

Response	Frequency	Percent	Mean: 2.00
Interactive web	120	100.00	
pages			

27. What technological tools would you like to see more of in your course(s). (check all that apply)

Response	Frequency	Percent	Mean: 4.00
Video	107	100.00	

25. What type of course orientation did you experience in your current or most recent course? (Check all that apply)

Response	Frequency	Percent	Mean: 3.00
Other type of course orientation	2	100.00	

25. What type of course orientation did you experience in your current or most recent course? (Check all that apply)

Response	Frequency	Percent	Mean: 5.00
Don't remember	r 20	100.00	

27. What technological tools would you like to see more of in your course(s). (check all that apply)

Response	Frequency	Percent	Mean: 1.00
Links to other	118	100.00	
resources			

27. What technological tools would you like to see more of in your course(s). (check all that apply)

Response	Frequency	Percent	Mean: 3.00
Downloadable podcasts	77	100.00	

27. What technological tools would you like to see more of in your course(s). (check all that apply)

Response	Frequency	Percent	Mean: 5.00
Other please specify	8	100.00	

28. How do you usually read the materials posted online for your class?

Response	Frequency	Percen	t	Mean: 2.74
Print out materials	49	20.85		
Paste or download materials into another software program to read off-line	10	4.26		
Read on-screen	128	54.47		
About equal with printing out materials and reading on-screen	48	20.43		

29. What document format do you prefer?

Response	Frequency	Percer	nt Mean: 1.93
Word document new version or .docx	109	46.19	
Word document old version or .doc	56	23.73	
PDF	60	25.42	
RTF rich text format	3	1.27	
Ability to download to my Kindle or other reading device	5	2.12	
Other	3	1.27	

30. Which student support services have you utilized online? (check all that apply)

Response	Frequency	Percent	Mean: 1.00
Counseling online or email	65	100.00	

30. Which student support services have you utilized online? (check all that apply)

Response	Frequency	Percent	Mean: 2.00
Online catalog and/or	160	100.00	
databases			

30. Which student support services have you utilized online? (check all that apply)

Response	Frequency	Percent	Mean: 3.00
Online financial aid services	81	100.00	

30. Which student support services have you utilized online? (check all that apply)

Response	Frequency	Percent	Mean: 4.00
Online Reserves ERES	9	100.00	

30. Which student support services have you utilized online? (check all that apply)

Response	Frequency	Percent	Mean: 5.00
Other	7	100.00	

Academic Counseling

Response	Frequency	Percent	Mean: 0.21
Yes	50	21.28	
No	185	78.72	

Tutoring

Response	Frequency	Percent	Mean: 0.13
Yes	30	12.93	
Nο	202	87 07	

Academic Counseling

Response	Frequency	Percent	Mean: 4.21
Very likely	117	50.65	
Somewhat likely	71	30.74	
Probably not	28	12.12	
Definitely not	4	1.73	
Not sure	11	4.76	

Tutoring

Response	Frequency	Percent	Mean: 4.22
Very likely	117	51.09	
Somewhat likely	69	30.13	
Probably not	29	12.66	
Definitely not	5	2.18	
Not sure	9	3.93	

34. I learned or I am learning as well in an online course as I would have in a traditional classroom environment.

Response	Frequency	Percent	Mean: 4.26
Completely agree	132	55.70	
Somewhat Agree	59	24.89	
Neutral	26	10.97	
Somewhat Disagree	15	6.33	
Completely disagree	5	2.11	

33. Where do you usually work on your online course?

Response	Frequency	Percent	Mean: 3.16
On campus	5	2.11	
At work	9	3.80	
At home	200	84.39	
In a public place with my own computer	5	2.11	
In a public place with an available computer e.g. public library	1	0.42 [
It varies	17	7.17	

35. In general, how effective is online teaching compared to face-to-face classroom teaching?

Response	Frequency	Percent	Mean: 2.21
Online teaching is more effective	33	14.04	
Online teaching is about as effective	147	62.55	
Online teaching is less effective	28	11.91	
I'm not really sure	27	11.49	