

Summary of 2014 Student Survey on Online Experiences

Background

In fall 2014 Shasta College conducted an online survey of currently enrolled students regarding their experiences with Hybrid and Online instruction. The survey was sent by email to 8,468 students with reminders sent to non-responders over the three weeks the survey was open. We also made paper copies available in the library and at specific locations on campus or classrooms by invitation. Students were told to complete the survey only once, either on paper or online. We received a total of 656 email and 164 paper surveys for a total of 820 responses between September 16 and Oct 9, 2014 with a response rate of 9.7%. Three demographic questions were asked at the end of the survey to determine whether respondents are representative of the student body in terms of age groups, gender and residential ZIP code.

The survey has four sections with multiple questions asking students to respond to a four-point Likert scale (Strongly Disagree to Strongly Agree). Two sections asked for comments. The following results show the summary of scaled items in the order they were asked. We show the percent that agree and strongly agree combined, as well as the average rating based on the Likert scale (4.0 means everyone selected Strongly Agree). Qualitative comments are shared with the Dean of Library Services & Educational Technology and support staff.

Results

Have you taken an online or hybrid class at Shasta College? Select the answer that best describes your experience.

Answer Options	Response Percent	Response Count
I have taken hybrid classes at Shasta	20.6%	150
I have taken online classes at Shasta	21.2%	154
I have taken both online and hybrid classes at Shasta	28.5%	207
No I have not taken either online or hybrid classes at Shasta	29.7%	216

Please answer the following questions regarding class interactions.

Answer Options	% Agree	Rating Average	Response Count
My instructor requires frequent interaction with me	71.7%	2.86	473
My instructor requires frequent student to student	77.8%	2.99	473
My instructor responds in a timely manner	86.9%	3.10	472
My instructor gives high quality explanations via	81.9%	3.01	470

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Online & Hybrid Classes

Answer Options	% Agree	Rating Average	Response Count
I would recommend online/hybrid classes to other students.	79.1%	3.02	475
Instructor to student interactions support my learning.	89.4%	3.22	471
Student to student interactions support my learning.	76.5%	2.93	471
I receive the help and support services I need to be successful in online/hybrid classes.	80.8%	3.04	470
I sometimes have technical difficulties while using Moodle.	52.8%	2.54	473

Which Moodle features do you use and which best support your learning?

Answer Options	I use this		I like this		I learn from this		Response Count
	Count	Percent	Count	Percent	Count	Percent	
Discussion Forum	289	74.9%	157	40.7%	145	37.6%	386
Quizzes	315	73.6%	162	37.9%	200	46.7%	428
Chat	103	57.2%	76	42.2%	33	18.3%	180
Book	163	61.5%	93	35.1%	141	53.2%	265
Multimedia video	151	57.2%	126	47.7%	124	47.0%	264
Live (online) meetings	63	45.7%	64	46.4%	41	29.7%	138
Calendar	194	65.1%	166	55.7%	75	25.2%	298
Wiki	76	52.1%	69	47.3%	49	33.6%	146

Demographic Questions

What is your current age?

Answer Options	Response Percent	Student Body
Under 18	9.2%	10.2%
Age 18 to 24	42.3%	48.0%
Age 25 to 39	26.5%	27.0%
Age 40 or older	22.0%	14.8%

What is your gender?

Answer Options	Response Percent	Student Body
Female	64.9%	58.1%
Male	35.1%	41.1%

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There were 692 students that provided a residential ZIP code with 97.4% living within the three counties we serve including 59.4% in Redding, 9.3% in Anderson, and 8.1% in Red Bluff. The survey respondents are representative of our fall 2014 student body with a higher percentage of female and young (under age 25) respondents. Older students (age 40+) and males responded in lower percentages than in the student body.

Summary and Conclusion

The survey has a moderately low (9.7%) response rate and is generally representative of the student body although a higher percentage of young and female students responded. The use of paper surveys addressed a potential bias due to “digital divide” where some students may not have email or access to online services. Therefore we are able to generalize these findings to all students with some confidence. Some key findings are:

- About 70% of students have taken hybrid and/or online classes at Shasta College.
- Most students report frequent interaction is required between students and instructor (72%) and student to student (78%).
- Almost 82% state their instructor gives high quality explanations in these online/hybrid interactions and 87% say their instructor’s responses are timely.
- More than three-fourths (79%) of students would recommend SC online/hybrid classes to other students.
- Half (53%) have technical difficulties using Moodle at some time.
- Most students use the discussion forum (75%) and online quiz (74%).
- Students like using the online calendar (56%).
- Students report they learn from their textbook (53%), online quizzes (47%), and multimedia videos (47%).

Further information is available upon request. If you have questions or would like to discuss these results, please contact the Research Office or the Dean of Library Services & Educational Technology.

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October 31, 2014