

Spring 2023 Online Learning Student Satisfaction Survey

This survey was administered on behalf of the COM Distance Education Committee, a subcommittee of the Academic Senate. The purpose was to gauge students’ experiences in, and satisfaction with, online courses at COM, and provide insight into their DE enrollment patterns. Data collection took place in May 2023. The survey was distributed to all students enrolled in at least one Distance Education (DE) course in spring 2023 (n=1,666). The overall response rate was 9.7%.

Response Rates

		# in Sample	# Completed	Response Rate
Course load in SP 2023	FT	592	76	12.8%
	NC	7	0	0.0%
	PT	1,067	85	8.0%
Previous DE enrollment at COM	No	500	26	5.2%
	Yes	1,166	135	11.6%
Percent Courseload DE in Spring 23	100%	679	57	8.4%
	50%-<100%	441	41	9.3%
	<50%	546	63	11.5%
Race/Ethnicity	American Indian or Alaska Native	1	0	0.0%
	Asian	131	18	13.7%
	Black or African American	68	7	10.3%
	Hispanic	628	53	8.4%
	Multi-Racial	118	13	11.0%
	Native Hawaiian or Pacific Islander	2	0	0.0%
	None/Unknown	20	5	25.0%
Age	White	687	65	9.5%
	Under 18	103	11	10.7%
	18-19	436	37	8.5%
	20-24	572	39	6.8%
	25-29	184	17	9.2%
	30-39	159	18	11.3%
	40-40	115	18	15.7%
50 and older	97	21	21.6%	
Overall Response Rate		1,666	161	9.7%

If given the opportunity, in which of the following learning modalities would you prefer to take courses at COM?

	%
Online Asynchronous	64%
In-person	48%
Hybrid	30%
Online Synchronous	24%
Hyflex/Dual Delivery	12%
Total	161

**Which of the following describe your enrollment in this academic year (2022-2023)?
Select all that apply.**

	%
I was only enrolled in courses at COM	88%
I was enrolled in 1 or more online or hybrid courses at another California Community College	13%
I was enrolled in 1 or more in-person courses at another California Community College	9%
I was enrolled in 1 or more online or hybrid courses at a four-year university	4%
I was enrolled in 1 or more in-person courses at a four-year university	3%
Total	158

Why did you decide to enroll in online or hybrid courses at COM? Select all that apply.

	%
The course met requirements for an associate degree	47%
The course was convenient with my work schedule	47%
The course met requirements for transfer to a 4-year college or university	42%
I had a personal interest in the subject	40%
I had success with a previous distance education course	34%
The course would improve my job skills/expand my job opportunities	29%
I prefer this method of instruction	29%
I enjoy learning using technology devices and applications	23%
The instructor's reputation	18%
The course was convenient with my childcare and/or caregiving responsibilities	15%
The course met requirements for a vocational certificate	12%
I have a disability that makes it difficult to attend classes on campus	7%
All on-campus sections of the course were full	5%
I was am concurrently enrolled in high school	5%
Total	154

Thinking of your COM online courses this academic year (2022-2023), how often did you use the following devices for your academic work?

	Always	Most of the time	Sometimes	Never	Total
Tablet/iPad	12%	6%	17%	64%	139
Smartphone	20%	16%	51%	13%	146
Personal laptop	69%	16%	7%	7%	147
Personal desktop computer	30%	8%	14%	48%	143
COM campus computer	5%	4%	38%	53%	136

Still thinking of your COM online courses this academic year, which of the following Canvas activities, if any, did you complete using a smartphone or mobile device? Select all that apply.

	%
Sent Canvas messages to my instructor and/or classmates	60%
Read course materials	57%
Submitted assignments	44%
Participated in discussions	38%
Completed quizzes	30%
I did not use a smartphone to complete activities	21%
Accessed external applications (I.e. Voicethread, Flip, Padlet)	9%
Other Canvas activity (please specify):	7%
Total	152

Other Canvas activity (please specify):

check grades and assignments and due dates

watched videos, generally more flexible means of engaging with content when away from a computer (current reality!)

Watched course videos, checked grades and assignments and their due dates

Check to do or grades

Checked grades

Calendar sync with my phone schedule

checked emails, grades

check assignments

Uploaded PDFs, which could only be uploaded through my iPhone

Listened to recordings of online classes

Please rate your level of agreement with the following statements about Canvas.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total
There were enough resources in my course to answer basic questions I had about Canvas.	74%	24%	2%	0%	148
I was able to easily submit assignments in Canvas.	74%	20%	6%	0%	139
I was able to easily post and interact with fellow students in discussions.	80%	15%	4%	1%	136
I was able to easily access course materials in Canvas.	77%	20%	2%	1%	148
Canvas has been easy for me to use.	73%	23%	5%	0%	150
Canvas allowed for easy communication with my instructor.	72%	19%	7%	2%	139

Please rate your experience with Canvas Support.

	%
Very satisfied	44%
Somewhat satisfied	20%
Somewhat dissatisfied	3%
Very dissatisfied	0%
I've never contacted Canvas support	33%
Total	150

Which of the following applications did you use in your online/hybrid course(s) at COM this year? Select all that apply.

	%
Turnitin	41%
Proctorio	28%
I did not use any of these applications	25%
Textbook Publisher site (such as I.e.Pearson Mastering, Cengage Mindtap)	23%
Canvas Studio/ScreenPal	13%
Flip (Fomerly Flipgrid)	12%
VoiceThread	7%
Pronto	5%
Other (please specify):	4%
Padlet	3%
Perusall	1%
Ally	1%
Total	149

Other (please specify):

MyOpenMath

ZTC license-to-access textbook links (not Pearson etc)

Online math homework

connect

GMetrix

the COM video library which name I do not remember.

**Which of the following online learning resources have you accessed at COM this year?
Select all that apply.**

	%
I have not accessed any of these resources	52%
Canvas Student Guide	21%
COM's Online Readiness Course (Quest)	16%
Student Support Hub	16%
COM Canvas & IT FAQs	12%
COM's Distance Education Website	8%
Other resource (please specify):	1%
Total	146

Other resource (please specify):

Online Tutoring

COM online library resources

Please rate the following activities and their overall benefit to your learning experience in your COM online courses this year.

	Greatly benefited my learning experience	Somewhat benefited my learning experience	Did not benefit my learning experience	Total
Assignments/Projects	72%	27%	1%	143
Discussions	48%	43%	10%	143
Instructor recorded lectures	75%	21%	4%	123
Videos from third-party sites (I.e. Youtube, Vimeo, Publishers)	67%	28%	5%	130
Group projects	39%	44%	17%	66
Quizzes/Exams	55%	37%	8%	130
On-campus meetings (hybrid courses)	61%	31%	7%	54
Outside resources provided by instructor (i.e. websites and documents)	63%	36%	2%	120
Course Readings	67%	31%	2%	130
Peer Review	43%	40%	16%	99
Online synchronous meetings with Instructor and/or students (i.e. Zoom or Teams)	66%	27%	7%	74

During the 2022-2023 academic year, did any of the following technology issues create a barrier to your learning experience in your online courses? Select all that apply.

	%
Access to reliable internet service	44%
Access to other computer hardware (e.g., printer, scanner)	33%
Access to specialized software required for my course (e.g., Adobe products, video platforms)	21%
My lack of knowledge to effectively navigate other third-party or publisher applications required by my instructor	20%
Unclear expectations around which technologies and applications I am required to use	16%
Other technology issue (please specify):	14%
Access to a reliable digital device (e.g., laptop, mobile device)	12%
My lack of knowledge to effectively navigate canvas	10%
Access to accessibility software/applications (e.g. screen readers, captions, text-to-speech, or speech-to-text)	9%
Access to reliable communication software/tools (e.g., Zoom, Teams, Google)	5%
Total	91

Other technology issue (please specify):

Only issues I had via tech was the occasional delay in canvas

Had technical issues with Proctorio and FlipGrid

Astro 101 instructor refuses use Canva and respond only if you write him email through Marin.edu outlook .

Proctorio kicking me out of quizzes and exams because of circumstances out of my control

Frustrating to have to download each segment of a course module when I wanted an immersive pdf version. Use one download per module.

IT servicing Canvas, making it unavailable

My instructor created two assignments using flip. My technology wasn't working with flip. I downloaded the app, but the log-in info provided didn't work and he did not provide the username or class code for us to enter in manually. Canvas has the same capabilities so I did not understand why we needed to stray from an all inclusive platform.

My laptop broke in middle of semester and I tried getting a loaner which was also broken and gross. I have to have access to a laptop that can run powerful software such as Adobe CC & Unity & 3D software. This set me back for 3 weeks while I waited for my laptop to be repaired. I had to use school computers. The affect it had was I fell 3 weeks behind. Thankfully I worked hard to Catch up, but it caused an inconvenience when I work on projects at night/weekends when there's no library's open in addition to school hours.

I had problems with filling , uploads , downloading and subscribing, there were just so many steps.

canvas inaccurately timing out in the midst of writing and posting a homework summary for discussion assignments

Please rate your agreement with the following statements about your COM online courses this year.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Not applicable/No opinion	Total
I believe online courses are as effective as in-person courses.	50%	29%	13%	6%	3%	141
I felt connected to my instructor(s).	42%	35%	11%	6%	6%	137
I typically received feedback within 24-48 hours from my instructor(s).	55%	27%	11%	5%	3%	141
I was able to get individualized attention from my instructor(s) when needed.	60%	28%	5%	2%	5%	143
I would like to take another online learning course at COM.	74%	17%	6%	1%	2%	137
I would recommend COM online learning courses to others.	72%	22%	3%	1%	2%	123
The course(s) contained activities that involved problem solving and collaboration with other students (i.e. discussions, group projects, peer reviews).	40%	38%	7%	5%	10%	134
The online learning courses I have taken met my academic needs.	70%	24%	2%	2%	1%	136
There is a sense of community among students in my course(s).	33%	32%	19%	7%	9%	138

Overall, what is your level of satisfaction with...

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Total
The quality of online/hybrid courses offered at COM?	68%	30%	1%	1%	139
The selection of online/hybrid courses offered at COM?	40%	41%	16%	4%	139

What aspects of online/hybrid courses do you like the most? Select all that apply.

	%
Online/hybrid is best for my personal learning style	46%
Transportation convenience	57%
Schedule convenience	78%
Easier to balance school with responsibilities outside of class (such as family)	65%
Easier to balance school with my work schedule	65%
Other aspects (please describe):	9%
Total	138

Other aspects (please describe):

Accessibility and you get both online/in person experience

Allows for better tutoring of my specific questions in class or office hours because my computer and my project can be shared right then and I can learn from other students questions.

Being able to take classes that are offered only once a week and clash with other classes

Don't have to waste money on gas - no risk of getting sick from contact with others

Easier to engage with material because I can decide when to do coursework so I'm not distracted with competing priorities

I am only able to take classes online due to medical reasons.

I have health issues that requires me to be in the hospital. The flexibility online offers is what helped me be successful.

I think online teaching is a specific skill that all teachers do not possess.

It was not hybrids

Online classes are the only way that I can take many classes.

So one course which was African American History with Prof Walter was awesome. He provided thoughtful feedback and timely responses and he connected students in course . Another one Astro 101 was a nightmare were instructor was unrealizable, not present and he created barriers for interaction with him.

helps with mental health

What aspects of online/hybrid courses do you like the least? Select all that apply.

	%
Less interactions with other students	63%
Less interaction with instructors	62%
I don't learn as well online as in person	22%
I don't have adequate study space/privacy at home to participate in online learning	16%
Other aspects (please describe):	11%
I don't have access to adequate technology to participate in online learning	5%
Total	128

Other aspects (please describe):

The unpredictability of real life in conjunction to the course . It was sometimes difficult to turn in assignments on time especially if they were videos I was turning it .

One drawback to many online courses in my history has been the % of peers in each class who consistently give minimal effort to group activities like discussions. I don't know whether this is a consequence of a faculty's lax enforcement of participation standards or something else--worth looking into. That's been a daily reality in every online course I've had w/COM. Fortunately there's always another % that are consistently "in the room." Another weak area is: small variety of course selection---would love to see more offerings.

proctorio gives tech issues and privacy issues

Tracking of assignment due dates and which # of week we were in

don't get to listen to instructors lecture the material as instructors lectures are very interesting and help my learning much better than third party videos and readings

this year the course material and the learning process was not in sync, disorganized and not enough material to learn from, very little interaction or feedback

I didn't like discussions because hardly anyone replied to me