City College
Online Course Satisfaction
Survey Report
Spring 2011

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Overview and Purpose

The purpose of this survey project is to collect additional information about students who took City College/ECC online courses in the Spring 2011 semester. This report was created to measure students' perceptions and opinions about elements involved in online courses such as preparation, experiences in the course, technical support received, classroom support and communication, and their perception of learning.

Methodology

Survey Population

To be eligible for the study a student had to be enrolled in an online course at City College/ECC in the regular spring semester prior to the start of data collection in May 2011. Students who dropped the course or never attended were excluded.

Implementation

A pre-notification email was sent to students by the Office of Institutional Research and Planning one week prior to data collection informing them about the forthcoming online student satisfaction survey. Students subsequently received an emailed survey invitation with a link to the online survey in May 2011. In an effort to increase survey response rates, two reminder emails with direct access to the survey were sent to the survey population during the two week data collection. Online and Distributed Learning posted notifications to Blackboard to inform students about email invitations to the survey.

Instrumentation and Analytical Plan

The Office of Institutional Research and Planning referenced the previous 2010 Online Course Satisfaction survey and collaborated with the Dean of Online and Distributed Learning to develop and confirm the survey questions. The survey instrument contained 28 questions and took approximately 5 minutes for students to complete. A copy of the survey is provided in Appendix A.

Analyses of demographic questions in the Student Profile include two comparison groups: the survey respondents and the general online student population; each of which are unduplicated. Note that individual response categories may not total 100% due to rounding.

For reporting purposes, results are not referred to in question order; rather they are clustered into five general areas:

(1) Student Preparation for Online Course
(2) Student Experience in Online Course
(3) Technical Support
(4) Classroom Support and Communication
(5) Perception of Online Learning and Future Services

Students' verbatim responses are listed in Appendix B and are edited with **** only in the case of derogatory language or to protect an individual's identity.

Student Profile

The General Online Population at City College/ECC totaled 4,531 students. Two percent of the students did not supply an email address or supplied an invalid email address. Of the 4,424 surveys that were sent to students, 500 surveys were

returned, yielding a 11% response rate. The response rate does not provide statistical representativeness of the population of online students served within City College. However, it is comparable to the previous two years (14% in 2010 and 9% in 2009).

- The majority of students who responded reported their course(s) as fully online (80%; see Table 1).

- Approximately two-thirds of respondents were female (67%) and half were below the age of 30 (50%; see Tables 2 and 3).

- The largest proportion reported their ethnicity as White (39%), 22% were Latino, 12% were African American, 10% were Asian/Pacific Islander, 5% were Filipino and 1% were American Indian/Alaskan Native (see Table 4).

Survey respondents varied somewhat in online course format, gender, age and ethnicity compared to the general online population at City College. Therefore, satisfaction is only generalizable to those students who participated in the survey.

Highlight of the Findings

Student Preparation for Online Course
- The majority of students who responded had some college-level experience with online courses during the past two years: 74% had taken a course at SDCCD and 20% had taken a course at another college (see Tables 5 and 6).

- Most respondents (73%) felt they had sufficient information about online course requirements prior to enrolling. Over two-thirds of those who rated the helpfulness of the Online Learning Readiness Assessment and Blackboard orientation felt they were helpful (68% and 69%, respectively; see Tables 7-9).

Student Experience in Online Course
- Over half of the respondents (58%) enrolled in two or more online courses during Spring 2011. Most students (93%) visited their online course(s) at least a few times a week, and over half (61%) spent four or more hours logged into their online course per week (see Tables 10-12).

- When asked the reason why they took their online course, students who responded most often reported an intention to transfer to a four-year university (39%) or a desire to apply the course toward their AA/AS degree (36%; see Table 13).

- The top three reasons offered as the cause of students' online course withdrawal were: personal reasons (23%), that the course was too time consuming (22%), and that the course did not their fit personal/work schedule (18%; see Table 14).

Technical Support
- Over three-quarters of the respondents (81%) agreed that they had a positive experience using the online course tools (see Table 15).

- Sixty-one percent of the students who responded felt they were able to obtain needed help from the 24/7 Blackboard Helpdesk; however, 23% remained neutral on the subject (see Table 16).

Classroom Support and Communication

- Most students (89%) referenced the course syllabus for information about course requirements (see Table 17).

- Most respondents preferred a response to questions within 12 or 24 hours (27% and 51%, respectively; see Table 18). Among those students with questions, over two-thirds of the respondents (70%) felt that their instructors responded within the timeframe stated in the course syllabus. However, among those students who responded neutrally (11%) or did not feel that their instructors responded in a timely fashion (19%), 61% did not know where else to go for help with their questions (see Tables 19 and 20).

- Most respondents felt that they could communicate effectively with their classmates (70%) and their instructors (77%); however, 15% of respondents rated communication with their instructors negatively (see Tables 21 and 22). The top method proposed as being effective for communicating with instructors was email (87%). Other popular methods of student-teacher communication included: the discussion board (46%) and announcements (39%; see Table 23).

Perception of Online Learning and Future Services

- Most respondents felt that the online format was an effective way to learn and that the number of students in the course was appropriate (77% each) (see Table 24 and 25).

- The majority of respondents (66%) would take another online course rather than a traditional on-campus course if given the choice; however, some respondents (17%) felt it would be unlikely that they would take another online course rather than a traditional on-campus course (see Table 26).

Survey Results

Student Profile

Table 1. A comparison of online course types among survey respondents and general online population.

	Survey Respondents			General Online Population		
	N	**%**	**Valid %**	**N**	**%**	**Valid %**
Fully online only	400	80%	80%	3,234	71%	71%
Partially online only	53	11%	11%	1,010	22%	22%
Both fully online and partially online	47	9%	9%	287	6%	6%
Total	**500**	**100%**	**100%**	**4,531**	**100%**	**100%**

Table 2. A comparison of gender among survey respondents compared to the general online population.

	Survey Respondents			General Online Population		
	N	**%**	**Valid %**	**N**	**%**	**Valid %**
Male	165	33%	33%	1,835	40%	40%
Female	333	67%	67%	2,696	60%	60%
Total	**498**	**100%**	**100%**	**4,531**	**100%**	**100%**
Unreported	2	0%				
Total	**500**	**100%**				

Table 3. A comparison of age among survey respondents compared to the general online population.

	Survey Respondents			General Online Population		
	N	**%**	**Valid %**	**N**	**%**	**Valid %**
Under 18	1	0%	0%	11	0%	0%
18 to 24	157	31%	31%	1,915	42%	42%
25 to 29	97	19%	19%	1,032	23%	23%
30 to 39	118	24%	24%	914	20%	20%
40 to 49	76	15%	15%	410	9%	9%
50 and above	50	10%	10%	249	5%	5%
Total	**499**	**100%**	**100%**	**4,531**	**100%**	**100%**
Unreported	1	0%				
Total	**500**	**100%**				

Table 4. A comparison of ethnicity among survey respondents compared to the general online population.

	Survey Respondents			General Online Population		
	N	%	Valid %	N	%	Valid %
African American	62	12%	12%	660	15%	15%
American Indian/Alaskan Native	5	1%	1%	35	1%	1%
Asian/Pacific Islander	50	10%	10%	398	9%	9%
Filipino	26	5%	5%	215	5%	5%
Latino	112	22%	22%	1,339	30%	31%
White	194	39%	39%	1,382	31%	32%
Other	49	10%	10%	230	5%	5%
Total	**498**	**100%**	**100%**	**4,259**	**94%**	**100%**
Unreported	2	0%		272	6%	
Total	**500**	**100%**		**4,531**	**100%**	

Student Preparation for Online Course

Table 5. How many online courses within the San Diego Community College District have you taken in the past two years before Spring 2011?

	N	%	Valid %
None	131	26%	26%
One	59	12%	12%
Two	79	16%	16%
Three	39	8%	8%
Four	44	9%	9%
Five	25	5%	5%
More than five	118	24%	24%
Total	**495**	**99%**	**100%**
Unreported	5	1%	
Total	**500**	**100%**	

Table 6. How many online courses have you taken at other colleges outside of the SDCCD in the past two years before Spring 2011?

	N	%	Valid %
None	395	79%	80%
One	32	6%	6%
Two	19	4%	4%
Three	12	2%	2%
Four	9	2%	2%
Five	4	1%	1%
More than five	23	5%	5%
Total	**494**	**99%**	**100%**
Unreported	6	1%	
Total	**500**	**100%**	

Table 7. I had enough information about online course requirements prior to enrolling.

	N	%	Valid %
Strongly disagree	25	5%	5%
Disagree	42	8%	9%
Neither agree nor disagree	61	12%	13%
Agree	181	36%	38%
Strongly agree	169	34%	35%
Total	**478**	**96%**	**100%**
Not applicable/Unreported	22	4%	
Total	**500**	**100%**	

Table 8. If you completed the Online Learning Readiness Assessment before you took this course, how helpful was it in preparing you to take an online course?

	N	%	Valid %
Very unhelpful	33	7%	12%
Unhelpful	11	2%	4%
Neither helpful nor unhelpful	43	9%	16%
Helpful	88	18%	33%
Very helpful	95	19%	35%
Total	**270**	**54%**	**100%**
Not applicable/Unreported	230	46%	
Total	**500**	**100%**	

Table 9. If you attended a Blackboard orientation either online or on-campus, how helpful was it in preparing you to take an online course?

	N	%	Valid %
Very unhelpful	28	6%	11%
Unhelpful	5	1%	2%
Neither helpful nor unhelpful	41	8%	17%
Helpful	82	16%	33%
Very helpful	89	18%	36%
Total	**245**	**49%**	**100%**
Not applicable/Unreported	255	51%	
Total	**500**	**100%**	

Student Experience in Online Course

Table 10. How many online courses at the San Diego Community College District (City, Mesa, or Miramar Colleges) did you enroll in during Spring 2011?

	N	%	Valid %
One	209	42%	42%
Two	141	28%	28%
Three	65	13%	13%
Four	61	12%	12%
Five	14	3%	3%
More than five	9	2%	2%
Total	**499**	**100%**	**100%**
No response	1	0%	
Total	**500**	**100%**	

Table 11. On average, how often do you visit this online course during the semester?

	N	%	Valid %
Less than once a month	2	0%	0%
Once a month	1	0%	0%
A few times a month	30	6%	6%
A few times a week	252	50%	51%
Once every day	87	17%	18%
More than once a day	119	24%	24%
Total	**491**	**98%**	**100%**
Unreported	9	2%	
Total	**500**	**100%**	

Table 12. On average, how many hours per week do you spend logged into this online course during the semester?

	N	%	Valid %
Less than 2 hrs/week	48	10%	10%
2-3 hrs/week	141	28%	29%
4-5 hrs/week	148	30%	30%
6 or more hrs/week	153	31%	31%
Total	**490**	**98%**	**100%**
Unreported	10	2%	
Total	**500**	**100%**	

Table 13. Why did you take this online course?

	N	%	Valid %
Apply toward AA/AS degree	158	32%	36%
Apply toward certificate	35	7%	8%
For career development	28	6%	6%
Personal enrichment	31	6%	7%
Transfer to a 4-year university	168	34%	39%
Other	16	3%	4%
Total	**436**	**87%**	**100%**
Unreported	64	13%	
Total	**500**	**100%**	

Table 14. If you withdrew from any online classes you enrolled in for Spring 2011 please indicate the reason(s) why you withdrew.

	N	%	% of Cases
Personal reasons (health, family, etc.)	35	16%	23%
The course(s) was too time consuming	33	15%	22%
The course(s) did not fit into my personal/work schedule	27	12%	18%
The course(s) was too difficult	24	11%	16%
I did not need the course(s) (i.e. change of major, transferred, etc.)	22	10%	15%
I prefer to take classes in person	20	9%	13%
There was not enough instructor feedback	20	9%	13%
I had technical difficulties with the computer/web	11	5%	7%
Blackboard was too difficult/ problematic	8	4%	5%
The course(s) did not fit into my course schedule	3	1%	2%
Other	15	7%	10%
Total	**218**	**100%**	**146%**

Response Summary for question set					
Valid		Missing		Total	
N	%	N	%	N	%
149	30%	351	70%	500	100%

Technical Support

Table 15. I have had a positive experience using the online course tools (such as, discussion board, class email, quizzes, calendar).

	N	%	Valid %
Strongly disagree	22	4%	5%
Disagree	35	7%	7%
Neither agree nor disagree	36	7%	8%
Agree	168	34%	35%
Strongly agree	218	44%	46%
Total	**479**	**96%**	**100%**
Not applicable/Unreported	21	4%	
Total	**500**	**100%**	

Table 16. If you contacted the 24/7 Blackboard Helpdesk, how helpful was it in solving the issue?

	N	%	Valid %
Very unhelpful	21	4%	11%
Unhelpful	8	2%	4%
Neither helpful nor unhelpful	43	9%	23%
Helpful	49	10%	27%
Very helpful	62	12%	34%
Total	**183**	**37%**	**100%**
Not applicable/Unreported	317	63%	
Total	**500**	**100%**	

Classroom Support and Communication

Table 17. I refer to the course syllabus for information about course requirements.

	N	%	Valid %
Strongly disagree	19	4%	4%
Disagree	10	2%	2%
Neither agree nor disagree	22	4%	5%
Agree	151	30%	31%
Strongly agree	281	56%	58%
Total	**483**	**97%**	**100%**
Not applicable/Unreported	17	3%	
Total	**500**	**100%**	

Table 18. How much time do you feel is acceptable to wait before receiving a response to your questions?

	N	%	Valid %
Up to 12 hours	128	26%	27%
Up to 24 hours	244	49%	51%
Up to 2 days	87	17%	18%
Up to 3 days	11	2%	2%
Other	9	2%	2%
Total	**479**	**96%**	**100%**
Unreported	21	4%	
Total	**500**	**100%**	

Table 19. My instructor responds to my questions within the timeframe stated in the course syllabus.

	N	%	Valid %
Strongly disagree	62	12%	13%
Disagree	28	6%	6%
Neither agree nor disagree	52	10%	11%
Agree	166	33%	35%
Strongly agree	168	34%	35%
Total	**476**	**95%**	**100%**
Not applicable/Unreported	24	5%	
Total	**500**	**100%**	

Table 20. Do you know where else to go for help with your questions?

	N	%	Valid %
No	85	17%	61%
Yes	55	11%	39%
Total	**140**	**28%**	**100%**
Not asked/Unreported	360	72%	
Total	**500**	**100%**	

Table 21. I am able to communicate effectively with fellow students in this course.

	N	%	Valid %
Strongly disagree	27	5%	6%
Disagree	34	7%	7%
Neither agree nor disagree	78	16%	17%
Agree	146	29%	31%
Strongly agree	182	36%	39%
Total	**467**	**93%**	**100%**
Not applicable/Unreported	33	7%	
Total	**500**	**100%**	

Table 22. I am able to communicate effectively with my instructor in this course.

	N	%	Valid %
Strongly disagree	27	5%	6%
Disagree	41	8%	9%
Neither agree nor disagree	43	9%	9%
Agree	148	30%	31%
Strongly agree	222	44%	46%
Total	**481**	**96%**	**100%**
Not applicable/Unreported	19	4%	
Total	**500**	**100%**	

Table 23. Which methods do you find to be effective for communicating with your instructor?

	N	%	% of Cases
Email	416	40%	87%
Discussion Board	220	21%	46%
Announcements	184	18%	39%
Comments on Assignments	147	14%	31%
Chat/WebConference	52	5%	11%
Other	18	2%	4%
Total	**1,037**	**100%**	**217%**

Response Summary for question set					
Valid		Missing		Total	
N	**%**	**N**	**%**	**N**	**%**
477	95%	23	5%	500	100%

Perception of Learning and Future Services

Table 24. The online format is an effective way for me to learn.

	N	%	Valid %
Strongly disagree	31	6%	6%
Disagree	20	4%	4%
Neither agree nor disagree	64	13%	13%
Agree	134	27%	28%
Strongly agree	237	47%	49%
Total	**486**	**97%**	**100%**
Not applicable/Unreported	14	3%	
Total	**500**	**100%**	

Table 25. The number of students enrolled is appropriate for this online course.

	N	%	Valid %
Strongly disagree	16	3%	4%
Disagree	9	2%	2%
Neither agree nor disagree	79	16%	18%
Agree	144	29%	33%
Strongly agree	192	38%	44%
Total	**440**	**88%**	**100%**
Not applicable/Unreported	60	12%	
Total	**500**	**100%**	

Table 26. If you were given the choice between an online course and a face-to-face on-campus course, how likely is it that you would take another online course?

	N	%	Valid %
Very unlikely	49	10%	10%
Unlikely	35	7%	7%
Neither likely nor unlikely	77	15%	16%
Likely	117	23%	24%
Very likely	202	40%	42%
Total	**480**	**96%**	**100%**
Unreported	20	4%	
Total	**500**	**100%**	

Appendix A: Survey Instrument

Online Course Student Satisfaction Survey -Spring 2011

Thanks for your participation! Please take a few minutes to answer some questions about our service. Your suggestions and opinions are important to us. **Your responses will be kept completely confidential.**

DIRECTIONS: Unless otherwise noted, please select only <u>one</u> answer per question. Select NEXT to move to the next screen.

1. If you took any online courses in Spring 2011, please indicate if they were fully online, partially online, or both fully online and partially online courses**. [Online courses are considered *Fully Online* if they are 100% online with <u>no</u> meetings or exams on campus. Online courses are considered *Partially Online* if they have one or more meetings on campus.]**
   Fully online only
   Partially online only
   Both fully online and partially online

2. What is your age?
   Under 18
   18 to 24
   25 to 29
   30 to 39
   40 to 49
   50 and above

3. Are you male or female?
   Male
   Female

4. What is your ethnic background?
   African American
   American Indian/Alaskan Native
   Asian/Pacific Islander
   Filipino
   Latino
   White
   Other

5. How many online courses at the San Diego Community College District (City, Mesa, or Miramar Colleges) did you enroll in <u>during Spring 2011</u>?
   One
   Two
   Three
   Four
   Five
   More than five

6. If you withdrew from any online classes you enrolled in for Spring 2011 please indicate the reason(s) why you withdrew. **(Select all that apply)**

   Blackboard was too difficult/problematic
   I did not need the course(s) (i.e. change of major, transferred, etc.)
   I had technical difficulties with the computer/web
   I prefer to take classes in person
   Personal reasons (health, family, etc.)
   The course(s) did not fit into my course schedule
   The course(s) did not fit into my personal/work schedule
   The course(s) was too difficult
   The course(s) was too time consuming
   There was not enough instructor feedback
   Other, please explain: _____

7. How many online courses <u>within</u> the San Diego Community College District (City, Mesa, or Miramar Colleges) have you taken in the past two years <u>before</u> Spring 2011?

   None
   One
   Two
   Three
   Four
   Five
   More than five

8. How many online courses have you taken <u>at other colleges</u> outside of the SDCCD in the past two years <u>before</u> Spring 2011?

   None
   One
   Two
   Three
   Four
   Five
   More than five

If you enrolled in more than one course <u>during</u> Spring 2011, please answer the following questions based on your experience with the online course that is most representative of your overall experience.

9. Why did you take this online course?

   Apply toward AA/AS degree
   Apply toward certificate
   For career development
   Personal enrichment
   Transfer to a 4-year university
   Other, please explain: _____

10. On average, how many hours per week do you spend logged into this online course during the semester?

    Less than 2 hrs/week
    2-3 hrs/week
    4-5 hrs/week
    6 or more hrs/week

11. On average, how often do you visit this online course during the semester?
>   Less than once a month
>   Once a month
>   A few times a month
>   A few times a week
>   Once every day
>   More than once a day

Please indicate the **level of help you feel you received**.

	Very unhelpful	Unhelpful	Neither helpful nor unhelpful	Helpful	Very helpful	Not applicable
12. If you completed the Online Learning Readiness Assessment before you took this course, how helpful was it in preparing you to take an online course?						
13. If you attended a Blackboard orientation either online or on-campus, how helpful was it in preparing you to take an online course?						
14. If you contacted the 24/7 Blackboard Helpdesk, how helpful was it in solving the issue?						

Please indicate your **level of agreement**.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
15. I had enough information about online course requirements prior to enrolling.						
16. I have had a positive experience using the online course tools (such as, discussion board, class email, quizzes, calendar).						
17. The number of students enrolled is appropriate for this online course.						
18. I am able to communicate effectively with fellow students in this course.						
19. I am able to communicate effectively with my instructor in this course.						
20. I refer to the course syllabus for information about course requirements.						
21. The online format is an effective way for me to learn.						

22. My instructor responds to my questions within the timeframe stated in the course syllabus.
    Strongly disagree
    Disagree
    Neither agree nor disagree
    Agree
    Strongly agree
    Not applicable

23. [If Q22=Neither/Disagree/Strongly Disagree] Do you know where else to go for help with your questions?
    No
    Yes, please specify where: _____

24. Which methods do you find to be effective for communicating with your instructor? **(Select all that apply)**
    Announcements
    Chat/WebConference
    Comments on assignments
    Discussion board
    Email
    Other, please specify: _____

25. How much time do you feel is acceptable to wait before receiving a response to your questions?
    Up to 12 hours
    Up to 24 hours
    Up to 2 days
    Up to 3 days
    Other, please specify: _____

26. If you were given the choice between an online course and a face-to-face on-campus course, how likely is it that you would take another online course?
    Very unlikely
    Unlikely
    Neither likely nor unlikely
    Likely
    Very likely

27. What elements of the online course were valuable to you?

28. What would you change about the course?

Thank you for taking the survey! Please select [NEXT] to submit your responses.

Appendix B: Student Comments

Question 6: If you withdrew from any online classes you enrolled in for Spring 2011 please indicate the reason(s) why you withdrew. OTHER SPECIFIED

1. Did not know about SAM code and could not afford $60 before first test.
2. did not want to pay for matlab, and other services the professor listed
3. Felt the course was poorly designed and seemed like the info on test was no where to be found in the study materials
4. Financial hardship.......
5. Financial Issues
6. For this class I really need to be able to ask questions and be there in person. I do think I would have been alright taking a different class online.
7. i did not withdraw, the instructor withdrew me
8. I was under the impression that the math center would be of help, but they had very limited amount of tutors and was ofthen closed.
9. If we are gonna do an online course lets make do it at my own pace. enough of this due date stuff
10. On-line syllabus with other computer courses all have the same time that assignments due dates are to be completed. Otherwise, I highly recommend online courses to students.
11. teacher just drop me off
12. The books were sold out at Mesa bookstore and I couldn't find the book in other bookstores
13. The feedback that I did receive was negative and very unhelpful
14. The instructor randomly scheduled mid-week hw/quizzes.
15. The labsim was hard to obtain.

Question 9: Why did you take this online course? OTHER SPECIFIED

1. All of the above
2. Avoid Senility
3. for ADN
4. For Comp TIA Exams
5. Grad school pre req.
6. I had to have the class, and the only spot left was online.
7. I took an online class because the classes on the campus were full.
8. lack of time to go to classroom
9. make up from past years
10. My professor recommended that I take it to understand hot to use software for my program.
11. Need in order to take future classes
12. Pre-requisite for one Nursing School application.
13. requirement for a master's program
14. temporarily out of state student needed to take required courses and maintain status at City
15. They were the only ones that were open during registration.
16. transferring to National University 2 yr program

Question 23: Do you know where else to go for help with your questions? YES SPECIFIED

1. "office hours"
2. any offices related to my question
3. Blackboard help and tutoring centers
4. call help desk or send email to professor
5. call the city college
6. campus
7. campus tutors
8. CBTE Lab
9. chat or disscussion board
10. City College website
11. CourseCompass Online help center
12. Depending on the question, I'd see where the website took me.
13. depends on what question i have
14. directly to the instructor
15. discussion board
16. Email teacher.
17. emails
18. go to the computer room
19. google
20. google
21. Help Desk
22. HELP DESK
23. Help on the online course homepage or instructor
24. I email my prof, talk to other students, tutoring center, and google
25. I would go throught chain of command
26. Instructor, other students, help desk
27. Instructors by E-mail
28. IT Center, English Center, LCR, etc
29. Math center
30. On campus, Math lab and previous professors
31. On campus
32. Online Instructional Services
33. other students
34. Other Students
35. Other students, contact instructor at other ways to reach him
36. sdccd online website tutorials
37. Students
38. syllabus
39. technical resources
40. the english center was able to help me with essays, but when i submitted the work, the teacher did not agree with the alterations suggested by the tutors.
41. The Professor or other academic resources available on campus
42. The tutor center on campus.
43. there is a blackboard helpdesk on the start page
44. They've given alternative emails or phone numbers.
45. This question is unclear: my questions about using Blackboard, online courses and requirements in general, the course itself, or ?
46. To the instructor's office during his/her office hours.
47. Tutor centers on campus, online help
48. web links
49. www.pearsonhighered.com

Question 24: Which methods do you find to be effective for communicating with your instructor?
OTHER SPECIFIIED

1. Blackboard mail
2. Calendar
3. Drama 105 instructor only allows email.
4. For the class at City, the instructor never responded
5. Honestly it depends on the teacher some teachers comunnicate very well like Prof. **** but then there's one the doesn't commicate at all so individual surveys should be given for individual instructors instead of as a whole
6. my instructor never replies to any of my questions
7. none i have been trying to get a hold of **** for weeks with no response!
8. None, there is no good consisten form to contact instructors. They all have different rule and it really doesn't work out for the students.
9. Office hours
10. Office hours
11. phone calls for more indepth question/answers
12. Questions through coursecompass.com
13. sending mail-messages through the blackboard
14. some teachers respond some don't and you feel lost and some are short and rude
15. Telephone.
16. the only time i would receive his help was if i attended his office hours
17. They all need to be recognized for the hard work (instructor) and dedication to the students. With "High Honors."
18. When he gets back to us in a timely manner

Question 25: How much time do you feel is acceptable to wait before receiving a response to your questions? OTHER SPECIFIED

1. 24 hours during the week and 2 days over the weekend
2. 5 hours
3. 8 hours or less
4. Depends on the purpose of the question.
5. depends on the question in relation to a due date or time.
6. hours on weekday-up to 2 days weekends
7. Instructors must have a mandatory schedule where they have to respond our question so we would know at what time to get our responses back
8. Up to 8 hours
9. Within 3 hours

Question 27: What elements of the online course were valuable to you?

1. Ability to participate on my schedule.
2. Ability to work at my pace, saves time traveling and on gas also locating parking
3. Ability to work within my own schedule.
4. Able to access from home.
5. able to fit into schedule
6. Able to get assignments and turn them in online.
7. Able to log in whenever and do the work. Information readily available. Always staying connected as opposed to a face to face class where you have to wait till class to get questions answered.
8. Able to login to check/download coursework for the week, work on it offline, then submit upon completion.
9. able to study any time of the day or night.
10. about to do my work when I needed not having to be in class.
11. Access to Blackboard, etc.
12. Accessible 24 hours a day--so taking the course was possible Not having to be physically there, drive there and all the costs to do so. The elements found in a traditional classroom setting were greatly satisfied. The classroom being open 24 hours a day for everyone so everybody felt at ease.
13. All
14. All
15. All elements of the course that the Publisher made valuable for the course
16. all of it!
17. All of the notes and links that the instructor provided were very informative and interesting.
18. all of them
19. All of them
20. Allowed me to work at my own pace. Understandable information.
21. Allows for flexible schedule. No loss of time traveling to/from college campus.
22. assignments
23. Assignments that included participation in discussion posts. Learning modules for step-by-step guidance through weekly assignments
24. assignments, test were valuable for me
25. assistants at CBTE Center
26. at your own pace
27. At your own pace.
28. Attendance can be any days. One week I have some time on wed and the next tuesday. Also I can work late and not have to worry about attending a physical classroom
29. Attending school from home. I am a single mother and I am able to attend during my day.
30. Availability of my instructor.
31. Available 24/7 No traffic Comfort of home or Starbucks No disturbances from students that don't do the homework and
32. Being able to access the class when my schedule allows me to.
33. Being able to complete the assignments at a time that worked for me and also doing them from whatever location worked for me. Saving gas is extremely helpful. I love the discussion boards as opposed to classroom discussions because you have time to give thought to you input and responses and you don't have to hear anyone go on and on about insignificant items of discussion.
34. Being able to do it on my own time.
35. being able to do my work at home. No fighting with traffic and finding parking
36. Being able to do the work at my own pace.
37. being able to go at my speed and work/access 24/7
38. being able to manage my own time and completion of the work (when self-passed organized class)
39. Being able to save on commuting time and the cost of a parking permit.
40. Being able to still work full time and maintain my family.

41. Being able to take the course when I have time is great. I work nights so a lot of morning on campus classes are not an option for me. I wish more classes were available online.
42. Being able to work and study when I needed too
43. being able to work around my own schedule
44. Being able to work at my leisure and at my hours and convenience.
45. Being able to work from home.
46. Being able to work on class work when ever I wanted to instead of when you have to be in class.
47. Being able to work on course material from home or work.
48. Being flexible with my time.
49. Blackboard does have several different capbilities which helped.
50. blackboard really easy to use.
51. Calendar
52. calendar, emails, anouncements, remainders
53. calender, mail,
54. can do them at my convenience
55. Can study anytime of day or night. Don't have to take off from work to take a class. Convenient to study at home. Have to be discipline or you can't do it
56. chance to really learn information on my own, easier to manage time with two jobs
57. Chats and e-mail.
58. Communication
59. Communication, explaining the course clear, and helping students when in need.
60. convenience
61. Convenience
62. Convenience of flexible hours to complete assignments
63. Convenience that I could do the work wherever I wanted to do.
64. Convenience, self-paced study.
65. Convenience.
66. Convenience. Self paced.
67. Convenient to take at my own time.
68. convient work at my own pace
69. Course Outline
70. discussion board
71. Discussion board
72. Discussion board
73. Discussion board
74. Discussion board, e-mail. Professor was fantastic.
75. Discussion boards are very valuable and allows for quick review of previous assignments as that is where the majority of our assignments are posted.
76. Discussion Boards Course Home Chat E-mail Announcements Use of videos Grade Board Syllabus availability
77. Discussions, chat conferences, group assignments, video lectures, and essays really helped me get through my online courses.
78. Do not spend time driving to campus.
79. Due dates at midnight are very flexible to meet at my own convenience
80. Due to my health issues, it would be the flexibility and no fuel expense or having to deal with freeway traffic.
81. e-mail. I was able to ask questions to my instructor.
82. Ease of access to assignments, projects, tests. Being able to ask questions and recieve feedback in a timely manner.
83. Ease of instruction; Ability to complete assignments on my own time; Friendliness of instructors.
84. Easy to learn at your own pace
85. efficient
86. everything
87. everything

88. everything
89. everything
90. Everything
91. Everything
92. Everything was valuable. The information was on point and it was easily accessible.
93. Everything, I check everything.
94. everything.
95. Exercises and quizzes.
96. Fit into my schedule
97. flexability
98. flexability
99. flexibility
100. flexibility
101. Flexibility
102. Flexibility
103. Flexibility
104. Flexibility of due dates, assignments are sometimes available for the entire semester so that students may do assignments well ahead of time.
105. Flexibility of my time within course guidelines. I took 11 units this semester while working 50 hours a week. I would not have been able to do so without the flexibility that this online course afforded me.
106. Flexibility to complete the course wherever I may be at..
107. Flexibility to work around my schedule.
108. flexibility with my schedule!
109. flexibility, somewhat easy to use
110. Flexibility.
111. Flexibility. I work 2 jobs and I enjoy the freedom to fit in school on my terms.
112. Flexible
113. flexible for full time employment demands.
114. flexible of time
115. flexible time
116. Flexible timeframes.
117. freedom to complete assignments at my time schedule. Saving time to not have to go to campus.
118. Full text book, walkthroughs, practice tests, access to wrong answer after correct answer is displayed.
119. Fully online - did not need to go to the campus.
120. Generally, online courses offer the opportunity to work when I find the time, or am most comfortable. My last online course, Real Estate, was a great course because it offered real-time information that I will need for my license.
121. getting feed-back from the other students
122. Going at my own pace with this course.
123. Having a week to complete an assignment.
124. Having any time of any day to go online to complete my work instead of meeting once or twice a week in a classroom setting.
125. Help me solve this button helps with the questions while doing homework, saving time and gas by taking it online.
126. HOMEWORK ASSIGNMENTS, SYLABUS, INSTRUCTOR'S EMAIL ACCESS, ABLE TO SEE MY GRADES BEFORE NEXT CLASS.
127. I am able to change the schedule my own study hours to fit into my schedule.
128. I am able to do school and take care of child
129. I am able to express ideas more in writing so an online course is more helpful to me in joining discussions.

130. I am hard of hearing so a normal lecture hall setting is hard for me to absorb knowledge in. With online learning, most of the material needed is all reading oriented or the videos online come with subtitles. It's really a matter of convienience for me.
131. I can do school work at any hour of the day or night. It's convenient.
132. I can do the work on my own time. I save money on transportation. Its easy to turn in assignments and I don't have to worry about them getting lost. I can learn my way.
133. I can have my own time. I need to be able to have flexible class schedules because I am a full time employee.
134. I can study on my own time and go to school but still be here for my family
135. I could access the class when it was convenient, either early in the morning or late at night
136. I could do the assignments when I had time.
137. I could do the coursework at my convenience
138. I could questions at any time by mail in blackboard.
139. I could work whenever I could without having a designated time
140. I did not like the online experience, because, the response time is bad for questions that need immediate attention, ie assignments, test and difficulties understantding the online formatt.
141. I don't have to attend classes at campus
142. I enjoyed the discussion boards and information provided on each chapter which included videos and power point presentations. It helps understand the class more in depth and provides more information.
143. I feel so far like I can get the same education and not have to rearrange my personal or work schedule.
144. I felt I could be more honest with classmates. I felt like I could express my opinions more openly. For the math courses I took I feel the teaching programs are way better than lectures.
145. I find the Math Lab format for math courses to be extremely valuable to me. The additional resources such as unlimited practice problems, practice tests, tutorials, and study guide are extreme assets.
146. I have a different work schedule every week and with this online class I could do the work at a tine that works for me.
147. I have a newborn and it was valuable to me to stay home and continue my classes.
148. I have a very busy schedule and need a lot of flexibility. I was able log into class when it was convenient for me. I would not be able to attend class at a fixed time.
149. I have taken 3 partially online courses at City College, I am very happy to tell that I am very grateful to my professors as well as ****,****, and **** for their instruction very much. All of them are very devoted. Thanks to take my this semester at City College, now I can improve my knowledge well to adjust myself to live and work in this very modern country. Thank you America for grating us so many good opportunities to go to college to improve our knowledgevery much.
150. I have taken a few online courses and have had very different experiences with each class. The most recent online course I took was Music 111 with Dr. **** and really enjoyed the class. In fact, I think I learned more in his online class than I have in the past than with on campus classes. Some of the reasons I feel the course was extremely effective was the constant communication required to be exchanged between students, visual and audio learning aides, and the help provided by the professor.
151. I have time to study
152. I like being able to join the discussion boards to get feedback from other class members.
153. I like being able to work around my schedule. As a working wife and mother trying to finish my degree, online classes seem to work out the best for me.
154. I like how I can work at my own pace. I like how you can save money on gas. I also really like how you save time b/c you cut back on commuting to school.
155. I like that the course did not limit me from participating and interacting with other students and the instructor.
156. I like the fact that you can view an example of the problem. Also it gives you a similiar problem to solve. It is such a huge difference for me.

157. I like the flexibility to log-on at any time to complete assignments. I work full time and have kids, so I need evenings to take care of my family responsibilities and after their requirements have been met, I can take care of my class work. I especially like having access during the weekend, especially if my weekdays were over loaded with family requirements.
158. I like the freedom of time, and not having to drive to campus just to take the classes.
159. I like the online course because it gives me the opportunity to work on my own time. I feel tat the instructions were clear except one of my courses, which Records Management. All others were excellent.
160. i like the video examples for my digital media class and i like the voice mails from the ther 2 classes
161. I like to do assignment on my time table
162. I liked being able to study on my own terms. Also, it was nice not having to rush to class, find parking or carry textbooks, being that I'm pregnant.
163. I liked having my own hours and being able to learn at my own pace. Sometimes in class experiences are a waste if I have to spend the extra time to actually learn in myself when a teacher doesn't make sense or has to cram into a time frame.
164. I liked how everything is set up, and how theres a calander to remind you whats due that week.
165. I liked the flexibility it gave to my schedule. It was available when I needed it. I am able to study at convenient times
166. I love the online courses. It works perfectly with my work schedule, suits my idependent learning style, and I learn just as much as if I were to take a regular face-to-face class. I've taken three online classes, and my professors have been great, both accessible and helpful. I've really had a great experience, please continue to offer online classes!
167. I prefer face-to-face course, however, I have four children, so the on-line option works better for my schedule. I strongly feel that online courses should state in the syllabus if they "work at your own pace" or will have weekly assignments. I was in an online course that required you to login for a discussion every wed at 7pm - information like that needs to be in the course description.
168. I really like the fact that the teacher was very involved with us, despite the distance.
169. I save money without using public transportation. I do had a physical disability, Spinal Cord injury(SCI)..
170. I think an element would be the flexibility we have.
171. I think even though we were online the instructors made it possible to interact with other students through discussions weekly.
172. I travelled to Argentina and I could continue studying my course.
173. I was able to do work at my own pace, also I enjoyed the fact that online classes allow you to attend school at anytime thus I dont really have to worry about changing all my other schedules.
174. I was able to learn to the elements of office 2007.
175. I was able to make my own schedule, this moved my GPA up quite dramatically.
176. I was able to make my own schedule.
177. I was able to take a bit of time to figure things out for myself. I was able to get a hold of the instructor if I had any questions or needed help.
178. I work full time and always have errands to run for my parents since they are well over 60s. Onine courses help me to matriculate well and fits perfectly into my schedule whereas with on-campus classes, I have hard time making it to the class because of my unpredictable schedule.
179. I would say that I would have rathered taken it face to face rather than online, and because than I wouldn't have been so feeling imbalanced and rushed into cramming a lot of information with so little time. Never again!
180. I would take maybe another course online but I would never take another math course online it is to difficult.
181. In general, everything was very valuable: the assignments, syllabus, e-mail, etc.
182. In my opinion, professors on online courses gives more assignments and projects to the students which means more reading and research.
183. in some classes very good detail in others none that was of value

184. Independent study, very clear & well thought out notes and lectures from the instructor- which are so simple to revisit at any given moment. Building a good relationship with the text book- which sometimes vanishes with on campus classes.
185. Information is centralized. We do not have to check with the instructor because calendars and anouncements keep us up to date.
186. Instructional videos.
187. Instructors, coments and involvement in the course
188. It allows me to study more because I can be comfortable in my own surroundings.
189. it gave me the freedom to learn at my own pace even though it had a time limit on assignments etc. it gave me the opportunity to do some of my own research while at the computer.
190. It is easier to pace myself when having online courses.
191. It is easy to communicate with the teachers online.
192. It is flexible in time
193. It is very convenient, flexible schedule for studying and submitting assignments from San Diego area or outside the U.S. due to urgent traveling. For example, I was able to perform my student duties without lacking of academic responsibilities while I was in Ottawa (Canada) for two weeks. If I attended a face-to-face on campus course, I must be failed due to my class absentee; therefore, I love very much to take online course in the future.
194. It made me challenge myself to understand with minimal supervision.
195. it saves me gas and time.
196. It saves time, it is easy, and it lets me manage my own time and work on my own pace.
197. It was available at my convenience and my pace.
198. It was convenient with my schedule.
199. It was nice to not have to be in the classroom, but in the comfort of your home.
200. It was very convient to take an online class. I loved that deadlines were given and you are able to handle everything on your own and get things done. I took other classes that were on campus and I loved that this online class did not interfere and made life easier since this class is a neede class to progress in math.I love that you can look at the gradebook and everything. It was great!!!
201. It was very flexible for my schedule
202. It works around my work schedule
203. Lab Sims and Reading materials.
204. Learning on my onw pace.
205. Learning structure
206. less intimidated by the presence of others, able to express freely without external pressure of others
207. links to other resources.
208. making your own schedule
209. Math 15A
210. math class was a lot of homework and study for test. I felt I did not have time to go out
211. more freedom with my time so i can work
212. More leisurely - there is a set schedule, but still at my own pace
213. Mostly the time and money saved by not commuting to class.
214. My accounting lab and blackboard
215. my math lab
216. My teacher, **** is AMAZING. She answers questions right away. I LOVE taking online classes, and would much rather take online classes than classroom classes!
217. Myaccountinglab.com Teacher involvement and multiple announcements.Very Helpful
218. no issues
219. no travel time - abloe to work at my own speed - can get ahead if i wante to
220. none
221. none
222. None
223. none the entire thing was bad

224. not have to sit in class. other students do not interfere whit my learning. canview and work on assinments at anytime of day or week.
225. not having a formal meeting time, I could log on when I could to get work done. I was able to have less stress from deadline.
226. Not having to be on campus
227. not having to drive to campus. Doing lessons at home when convenient for my work and life schedule.
228. Not having to drive. Being able to log on at my leasure.
229. Not having to go to class and being able to study when I wanted to.
230. Not having to go to lecture.
231. Not having to travel to school saved me a lot of time and the flexibility helped because I work as well as attend school.
232. Nothing
233. Nothing, course was difficult to transition to.
234. Obviously it enables the student to work a class into their schedule. It is ultimately the most flexibility available for students who may be working as well.
235. on my own time and flexible. very nice professors and understanding if anything goes wrong. due dates are consistantly on same day making it easier to remember. i liked this course overall.
236. One class was computer info. that was appropriate. In the long run saved time & transportation cost. The other class, music hasn't been as appropriate but overall, okay.
237. Online courses are convenient because I can access them on my own time
238. Online syllabus, discussion boards, electronic submission of homework and tests.
239. Open schedule to fit my needs.
240. powerpoint presentations and announcements
241. Professor **** was great. He explained things well and answered e-mails in a timely manner. The format was perfect for my schedule.
242. Professor **** was the best teacher I've ever had!
243. Quizzes and assignments. Reinforced reading.
244. Reading the textbook was valuable. Some discussion board comments by other students were valuable. Weekly quizzes had only 5 questions and the questions were either to broad or too detailed or not even covered in the text. The instructor did not give practical information that we will need to know about how to administer a day care center. This class wasted my time! I will never take a course from this instructor again! I didn't learn much.
245. Review examples on homework, retake similar exercises repeatedly on homework, instructional videos last semester, being given 2 attempts on exams with immediate feedback on my score
246. saves me time
247. saving time
248. Schedule flexibility
249. scheduling
250. self paced study, saves fuel
251. self paced study, the pearson website used in a couple of my courses is fabulous
252. self timer and improve self study.
253. self-paced learning
254. Set my own schedule and save on gas.
255. Staff support
256. staying at home
257. step by step solved example problems within mathxl.
258. Structured course assignments.
259. teacher engagement, I actually voted my online dreamweaver teacher as teacher of the year
260. That everything was plain in sight, all the assignments and dates.
261. That I am not tied to being in the classroom at a certain time.
262. that i can manage my time
263. that i can work at my on pace. it is very helpful when you work fulltime and be able to take your time

264. That I could go at my own pace.
265. that I could log on when it worked w/ my schedule.
266. that I could work at my pace and sign and do my homework, discussions, essays, and tests when ever I had time on my schedule.
267. That I work on the assignments on my own time.
268. That It works when you really like to study.
269. That some teachers give you power points on the chapter that is really helpful.
270. That the course was available to me 24/7.
271. The ability to be in class at home and whenever is convenient for me.
272. The ability to complete assignments at odd hours around work schedule.
273. the ability to complete coursework on my time
274. The ability to do the work for class around my schedule. The teacher in this class though was non-existant. I felt like I could have bought the book and read it without feeling lost in cyberspace.
275. The ability to go at my own pace.
276. the ability to learn on my schedule, in a comfortable setting that is free from unwanted distractions.
277. The ability to listen to lectures on my own timetable in the comfort of home. When doing the assignments, I'm given instant feedback and corrections, this also applies to quizzes and tests. A running tally of my grade is also readily available.
278. The ability to schedule course time convenient to my schedule, whether it was mid-day or very early morning
279. The ability to see if there are other students on line to ask them questions, also the discussion board and the email to chat between each other.
280. The ability to work at my own pace and ask questions of my professor; if I was unsure about how to work something.
281. the amount of time in between assignments
282. The assigned reading and discussions of them were very valuable. The "extra-curricular" assignments were also totally welcomed and enlightening.
283. The availability
284. The availability due to working a job, a internship and a volunteer program made it easy to log on and do the assignments without stressing on being on time to a classroom and testing without distractions.
285. the book chapters/exercises
286. the calendar really help a lot
287. The classes were not offered on campus to fit my schedule
288. the content
289. The convenience
290. The convenience of learning from home. Important with my busy schedule.
291. The convenience of time
292. The convenience to work within my schedule.
293. The convenience. I work full time.
294. The course compass math lab is very helpful as I do not have to go over concepts I have mastered and can work on areas that are difficult for me.
295. The course fit around my busy work schedule. The eBooks are very helpful and they saved me money as opposed to buying a book.
296. The discussion board.
297. The discussions board, the weblinks, and the assignment list.
298. The Discussions from the end of chapter reviews. Input from the instructor steering me in the right direction
299. The e-mail, and discussions
300. The ease of access.
301. The ease of navigation. The flexibility to log on at any time. The efficiency of the professor in regards to answering questions and grading.

302. The elements that i really like where that there was extra helpful information, such as power points, autdio, pictures, etc... that really help me succeed in gettin an avereage of an A in the class the whole semester
303. the elements that were valuable to me was seeing other students comments
304. The elements that were valuable to me were, when ever i had a question or was worried about a homework assignment either my instructor or a student online would help me out with any difficulties i had.
305. The exestence of LABS and tutors; eventhough they are too busy to take time on each student is indeed very helpful.
306. The fact that I do not have to go to the campus to take a class. The way the class is set up so you know exactly where you stand in the class. The announcements our instructor sent out each week for each new chapter.
307. The fact that I travel for work and I never know when. It helps to just take my laptop and work on my class on the road.
308. The fact that it was online. I was out of town for work for 4 months during the semester (almost the entire semester). Classroom classes were out of the question.
309. the fact the you do the work at your own pace and you can go anywhere with it.
310. the flexibility
311. The flexibility to Take the class on my time
312. The freedom and solidarity is valuable along with a teacher that wants to be there and teach you. If a teacher can teach an online course and it still feels as if you're in a classroom receiving that face to face attention then that is very valuable to me. It allows me to not have anything interrupt my learning.
313. The freedom to take attend Class when my scheduled allowed, plus gas prices.
314. The homework on Course Compass is both easy to understand and challenging enough that I learn/retain the information
315. The lack of pressure in the assignments
316. the links and resources
317. The material was very well development by the professors.
318. The most important element to me is that I can decide when to work in my class.
319. The most valuable element would be the independency and self paced option
320. The pace, clarity of instructions
321. the Powerpoint course has been very helpful in many other courses
322. the powerpoints
323. The practicality and easiness of use.
324. the reading
325. The schedule flexibility that online courses offer works well for me.
326. The simplicity of the testing format.
327. The study plan is great!
328. The teachers notes are really good, and I like the links he includes.
329. the test and assigments discussion help me alot too
330. The thing that I liked most is that you could log in at any time.
331. The timeframes for work completions.
332. The tutorials to complicated problems on Coursecompass are very helpful.
333. The two online courses that I took helped me to manage my time and allowed me to see what assignments I had projected for the week. (Poli Sci) Instructor reminded us of due dates and was effective in communicating this. (African American Studies) Instructor reminded us of due dates and was effective in communication this.
334. time
335. Time allocation.
336. Time convenience
337. time elements to chose
338. time flexibility
339. time flexibility

340. Time flexibility.
341. Time flexibility. I can do most of my work when my son is asleep and I do not need a babysitter for him.
342. Time frame we had to o our work on our own time.
343. time management
344. Time management and no need to spend time getting to class. Instant feedback. The study plan.
345. Time management. one on one service
346. time saving
347. Time Saving Organization was great
348. Time saving, work at my own pace.
349. Time saving. I work full time, well as attend school full time. Online classes are the way to go for me. If I had to attend classes on campus, I wouldn't be able to continue my eduction at this time.
350. time savings flexibility and the avoiding on campus parking
351. Time schedule. My school time is late at night.
352. time scheduling freedom
353. Time to do work away from the classroom, which I found somewhate distracting. Online there are no personality conflicts, which I found to be distracting. Though I was not the participant in these conflicts.
354. time to study
355. time, self-pace
356. To be honest all elements were valuable to me.
357. userfriendly website, understandable course descripton and self-pace class and homework.
358. well -structured syllabus and calendar with very clear due dates for quizzes, discussions, and papers.
359. well everything.
360. work at my own leisure
361. Work at my own pace
362. Work on my own time.
363. Work on my own time.
364. working at my own pace and time
365. Working at my own pace; clear step-by-step instruction of material
366. working at my own pace. fitting it in to my schedule and my kids schedules.
367. Working on my own time.
368. You can always do your task at your own convenience.
369. zoomtext

Question 28: What would you change about the course?

1. A little less reading.
2. absolutely nothing
3. Actually nothing, I just like the idea that teachers should comment on assignments so students have the idea why deductions are made or why a full grade was given to encourage students to do well
4. All too often someone will CC all but any replies to that mail message are lost when someone that answers doesn't CC reply to everyone… Make the CC all option on the create mail message tab default "on CC all" so that important messages are shared by all classmates.
5. All we had to do was complete 16 quizzes and a final, I like having more opportunities to accumulate points through discussion board assignments or papers to write, the way the teacher had it set up we couldn't review our quizzes and final to see what we got right or wrong so it was hard to actually learn anything in this course without second guessing yourself. There was nothing required to evoke thought into what you're reading so I come out of this course feeling like I never even took it.
6. Arrange a field trip to a local computer science/technology business.
7. As a result of my withdrawal, I do not feel that I can answer this question adequately, in fairness.
8. As in other classes I took online, I believe that we need to put extra hours and work to an Online course than a class. I felt there was the double time I had to put on an online class. And I ended up dropping.
9. Assignments were not practical or realistic for students that are not already administrators of their own day care center. Ridiculous, impractical, often impossible assignments by the instructor like delivering a presentation to a class of day care children when most students do not even work in that setting yet or even know business owners who would allow them to experiment with their day care kids. Another ridiculous, even embarrassing assignment was to create a flyer for day care parents and then be required to have 20! of those parents email back to us their opinion of the flyer. Then we were asked to forward all 20 emails to our instructor. Many points were taken off our grades for not doing these strange requests! This is so very unfair!
10. Availability of the professor, utilization of a blackboard component to add dicussion board capability so that students may be a resource to each-other. Unfortunately, the professors office hours are significantly limited and he is not very helpful via email. Utilization of blackboard in addition to coursecompass would also allow for calender use, which is particularly useful for students with more than one course.
11. Being able to communicate more with professors.
12. Better instructor communication
13. Better outline for blackboard
14. better Teachers for online classes.
15. Blackboard vista feels last gen. I pay attention to detail very much and for me it feels unstable-- especially since every instructor has a different layout. I often find it hard to send an instructor email. And with some you cant even leave posts for fellow students to read. I just feel like it needs to be more consistent. I agree that each class has its own personality, but communication wise, they should all be the same.
16. Can I say the instructor? (for one class)
17. Cant say it was actually a course, just someone to check and see if you filled out a section quiz. Face to Face class would be better for me. I never knew anything about instructor or his background.
18. Clarity about where assignments and extra credit oppurtunities are posted
19. Clearer instructions and a friendlier interface on blackboard and SAm and the program used to access the course. Too much information in the intro that its difficult to pick out the important functions.

20. Communication requirements for students AND instructor. There appears to be no involvement from the instructor or students besides the required work. The course feels like it's on "auto-pilot" and that's not good. Just because a course is online doesn't mean the instructor can't be engaged.
21. Consistancy in test and syllabus formats
22. contact with the professor was impossible
23. Cost. Often you're charged a second fee for access to textbook sites.
24. Course outline should be clearer.
25. Coursecompass.com needs improvement.
26. Create an App for the smart phone.
27. Depending on the course some teachers are requiring way too much information to be completed during online testing. If you have essay questions & then require so many paragraphs to complete that one essay question but then you have 3 different essay questions along with 20+ regular questions you have to give adequate time.
28. discrepancies between the book and what should be turned in, as well as the answer keys to the spreadsheets.
29. discussion played way to much into the courses and it's part of your grade? The reason for me taking online was to symply try to work a full-time job and do the kids thing.
30. Due date times. I often wondered why assignments were due at 12pm. That affected my ability to complete some assignments on time. In all of my other online courses, assignments were due at 11:59 pm.
31. Easier communication with fellow students and teacher.
32. Every course is different. I've taken Excel which was well structured. There was a website containing tutorials which had to be completed in addition to the assignments, this was helpful. I definately access the tutorials when these are available. Perhaps tutorials could be provided for all of the online courses to assist students with the learning process.
33. Everything.
34. excellent course
35. extending the deadline
36. Extra Credit should be allowed, and it should give the student a chance to succeed. Some of us need to work extra hard to get a good grade and it would be alot easier if the teacher allowed us some kind of extra credit. Besides its not like we aren't doing the work. It just proves that we really do want to be in the class.
37. For Cisco 181, I would change the site used off-site of Blackboard to a less problematic site. Pearson Learning through Myitlab had many different errors that I had no control over and took many hours of trial and error to get through. Other than that, Blackboard and Professor-wise I had a great experience with all my classes and I love the online format.
38. For math classes, I would incorporate the Computer Algebra System of the Texas Instruments TI-nSpire CAS software and make the student pay for a 1 years subscription which equals $30 now.
39. For the discussion, I would like to be able to read all of the threads without having to click on each one. I know that you can view them all if you have not viewed them yet. It would be nice to be able to view it all again, without having to click on each discussion one by one.
40. for the school to make sure teachers are there, teaching and responding questions. To have more control over the teachers in the online class
41. free lab sim
42. Generally courses are good, instructors make a big difference - for this course assignments/comments were returned up to a month later - the fact that the answers are online should not allow an instructor to fall so far behind
43. Getting more feedback on graded assignments.
44. Had several issues with the blackboard quiz feature. Question was incorrectly graded (i.e. a TF answer would be true, but the quiz would mark the correct answer as incorrect), and I had to contact my professor several times to correct the issue. She was always very helpful and it seemed to be a technical problem.
45. Have a online tutor valuable to help students
46. Have more "guest" on chats Use websites to reinforce course information

47. Have the professor grade and comment on assignments within a week of turning them in. Currently I have only had one assignment graded and its the almost the last week of class. Professor **** seems to be a bit lazy about grading. and I'm worried that my grade will suffer because i have gotten 0 comments on my class work. So how would i know what should be worked on?

48. Have the professor more connected. They should log on at least twice every day. Once in the morning and once in the evening to answer students' questions.

49. Having more classes/courses available.

50. Having the textbook online, not having to read books besides the textbook, having more graded assignments. I didn't like that my grade was based on only 3 main projects and "attendance."

51. Honestly, not a thing, I will be taking more online classes.

52. How about a teacher that understood English instead of being a stupid Korean trying to correct English structure in writing when his writing assignments are all grammatically incorrect.

53. How in some blackboard information, on certain assignments or discussion board is a bit confusing.

54. I am just completing Phase 1 and do not have much exposure yet.

55. I believe that the website is antiquated, and could really use an update. I found that I have to navigate several web pages (calendar, assignments, quizzes/tests) and reference the syllabus to find out the due dates for every type of assignment. It would be helpful if all of this information was consolidated on a type of 'dashboard' that would show all the due dates test/assignments/quizzes etc.

56. I didn't like that one my my teachers required that we use a second online website called "wikis" It was too confusing to learn and in the long run I did not benefited from it.

57. I didn't take the class because I thought it was easy only because I thought it was convenient. Yet I felt as though everything was geared to making it as hard as possible because it was an online class.

58. I do not know

59. I do not like the new black board. I think the old one was a better program.

60. I do not like the new version of Blackboard. I was forced to use both this semester and still prefer the old version. The new version is harder to use and has less helpful features. The only thing that illuminates when new are announcements and the old version shows all new things.

61. I don't feel like I got much feedback on the work that I did until the end of the course, and then we ahve only had grades posted. I am not sure if this is the norm for an online course or not. Tough to know if you are doing the assignment right if you don't get timely feedback.

62. I don't like how unpersonable it was. I felt the teacher did not understand what I was trying to communicate or where I was coming from. I think that is one of the biggest reasons I did poorly in my english class. I felt discourage without face to face talking because she never really helped me. It was more like, you did this wrong and good luck.

63. I don't like the variation from professor to professor. What i mean is that some professors keep it totally profession, while others don't. The line tends to blur because some online professors tend to mis-spell words or write in computer slang.

64. I don't think I'd change anything, really.

65. i dont know

66. I feel that have a more effective way to submit assingments.

67. I feel that the instructors sometimes forget that they teach an online course

68. I feel that there are more requirements for an online class compared to an onsite class. Lessen the requirements.

69. I feel the classes are reasonable.

70. I find group presentations kind of ridiculous in a online class setting.

71. I got better at my math skills because math was one of my weakness

72. I had a hard time getting into a math tutor with my online course from city, and my "in class" class was at mesa. ;(

73. I have degrees from other universities and without a doubt i can say that these online courses are not equivalent on in classroom courses. They shouldn't be given the same units and people

receiving degrees with online courses are not at the same level. In all the courses i've taken, you're on your own to read and understand and take open book tests. The teachers contribute nearly nothing to the learning process. This semester was absolutely the worst. I took a course named Real Estate 151 which was a complete waste of time. We didn't really have a syllabus impossible to figure out what assignments are due and when, what the professor expected, never responded to question, no clue how he's grading the class. The entire class was so awful, i feel i should petition to get my money back.

74. I have enjoyed all the courses. Wouldn't change anything.

75. I have had a terrible experience with my online math class. I feel math is a subject that should only be taught on campus. I may take another online class with a different subject in the future, but never again math.

76. I have no suggestions

77. I have taken 2 courses and it just feels real disconnected. Discussions should be live at given times just so someone can get feedback.

78. I have taken other online courses at other community colleges, however enjoyed both the depth and breath of the instructor input in regards to the course. You can surely tell when an instructor devotes his/her time into the online platform. I was happy that I took my courses online, however felt that the instructors just issued assignments and that was a done deal. I can learn from that just fine don't get me wrong, however professors need to go out on the discussion boards more often. They need to challenge students to think critically and challenge students to think about their own responses on discussion boards. Isn't this what happens in a classroom environment? Sadly, this did not take place within the online environment. Maybe students would take the discussion boards more seriously and devote more time in using proper English. We need to ensure students are learning. Joel Pablo Former Member of the Curriculum Committee at Hartnell College, Student Rep FY 2007

79. I hope the instructor can reply my emails.

80. I like everything for now.

81. I like the idea of most online courses being open entry open exit like some that are offered so that you can finish them faster or take longer than the standard 18 week session.

82. I personally feel that online classes are a way for traditional professors to collect more money with minimal effort required to direct the class. With online classes becoming a much more viable option for college students, professors should be specialized to work on an online basis, for the enrichment of their students. If I wanted to just read from a textbook, and not have lecture or other important learning opportunities, I would buy one from second hand store and be at just about the same place academically.

83. I really enjoyed my course and professor

84. I strongly feel that online courses should state in the syllabus if they "work at your own pace" or will have weekly assignments. I was in an online course that required you to login for a discussion every wed at 7pm - information like that needs to be in the course description.

85. I think all assignments and tests need to be opened at the start of the semester and only be closed on the due dates. I have weeks where I have to struggle to finish work because I am too busy and other weeks where I have extra time for school. It would be nice to be able to get ahead when I have the time, so I don't have to struggle hen I don't have time. The point of on-line classes is to give that flexibility that is needed with busy schedules. This purpose is defeated when you are only aloud a small window to do each assignment.

86. i think everything is just fine, perhaps having our grades on time? so we could know if we're in the right track (but i dont think that had to do with blackboard).

87. I think it is good now

88. I think more online classes should provide the same kind of visual and audio aides that Dr. **** of Music 111 from San Diego City College does. It really helps having those extra materials to learn from because we are essentially learning on our own. It also keeps you interested and engaged because there is some critical thinking involved.

89. I think that there should be parameter in the work given because some three units subjects are giving more than 30 hrs of work per week. Ex. hist a-ch ask for 5 books ask us to read 5 to 7 chapters per week, answer questions, an essay and quiz.
90. I think the course was great overall
91. I think the labsim should be available from day one for the students. I had to take a day off to drive over to City and buy the course, then I had to take separate time off to pick it up which affects my 9 to 5 job.
92. I thought it was phenomenal.
93. I took two classes this semester. One professor is great, always online and helpful with many resources. Another professor, completely absent and unavailable - many of the students expressed frustration in the dicussion room. Certain topics and certain professors (and certain students) shouldn't be online.
94. I want to ability to rate my instructors, My accounting 101 instructor posted a link =, allowing the class members to assess the instruction we received. I feel it should be mandatory. With more of your classes being offered on-line for numerous reasons, some instructors do not have the technical savvy or ability to transfer their live classroom communication skills into the digital arena.
95. I want to have many different online courses
96. I was suprised by the date that the course ended (May 21st, 2011). This had changed from a previous end time/date of May 31st, 2011. When I first enrolled and registered for the course.
97. I was unaware there was a training course, I certainly would have taken that first. I had a difficult time navigating the website and didn't know that announcements/due dates were made on specific pages of the website (missed the first due date because of that).
98. I wish it was on campus.
99. I would change the instructor. Nobody who simply puts readings on a syllabus and gives multiple choice exams can call himself a professor. No ancillary readings, next-to-worthless feedback when reaching out for help, and students anxiously talking to each other on message boards trying not to fail. You need to review exactly what "teaching" requirements there are for online courses, because no "teaching" happened here.
100. I would change the way the Instructer explained the assignments.it wasn't very effient.
101. I would extend the time for taking quizzes and test especially for those working and attending classes on campus.
102. I would find it helpful to make it a semi-online course. Having online classes as well as face-to-face classes
103. I would give more instruction on the requirements of the courses. assignments and test due dates should be on syllabus.
104. I would have liked more student interaction, but discussions were only set up for me and the teacher and talking or chatting about it helps it sink in.
105. I would have the instructor be more involved in discussions and responding to emails.
106. I would just make the times tests shorter, or simpler, it is hard to complete it in the time they give you!
107. i would like for an administrator to monitor these online teachers i have had a few online teachers that almost did nothing through out the course. These online courses are not self pace!!!
108. I would like more comunication with the others students.
109. I would like to have a more detailed calendar for daily tasks, more videos, and faster response from my instructors in the future. Also, some videos should be able to work in other browsers (Firefox/Chrome).
110. I would like to have assignments weekly, instead of monthly
111. I would like to see more online courses offered.
112. I would like to see the syllabus in advance, to have the opportunity to get a feel for the instructor's style so there are no surprises
113. I would not change a thing. It was very effective. I really enjoyed the fact that there was the book, or the online tools that helped with homework and quizes that prepared me for the exams. I did

little or no contact because the online was self explanatory and very, very helpful. Interested in taking more online class.

114. I would not change anything about the course.
115. I would not change anything about this course.
116. I would not have taken this course if I knew that it was that diffucult and pressing with too much homework and readings that is impossible for one to finish and digest in an 8 week time period. Way too much to do for anyone that is doing online for 8 weeks. Thank you ****
117. I would not like to change anything about the course.
118. I would only change the time estiamted for doing an exam. I would post the test without time to finish.
119. I would use the computer only for a tool in class, not for a fully online course.
120. I would't change anything. I like that it was very straight forward.
121. I wouldn't change anything.
122. I'd offer more online classes: Computers can do at least one thing better than we humans- teach!
123. I'm pretty satisfied with the way things are conducted.
124. im not sure, overall it was good. i wish there were more to chat with other classmates more often.
125. im only speaking from this particular class is that the professor be more involved with the students.
126. In Buse 140, I would make the tests related to the book. The tests, for me, weren't based on the book.
127. In general, some Profs. are great and are very clear in what they want, others are vague and timelines are unclear. I love when the Profs. use the Calendar for a schedule. I also prefer them to use the e-mail in Blackboard instead of requiring students to send to a personal e-mail account.
128. In my last few years with online courses I have found online instructors to be incredibly irresponsible. Some take 3-9 days to respond to an email. Others wait until thursday to tell students that a quiz is due on tuesday. Unclear assignment structures that confuse and/or mislead the student. Blackboard changes test answers upon submission (rare but, but unacceptable). Blackboard changing file extension on uploaded files such that they cannot be read by the instructor. Blackboard being so overloaded that question submission on a 45 minute exam takes 30-60 seconds on a 50 question test...thats 25 minutes of MY exam time eaten up by a poorly designed interface that students are railroaded into using. I have barely scratched the surface here. The most basic thing I would change, is that online professors MUST hold officer hours just like any other professor. I have taken dozens of online classes, feel free to contact me anytime ****
129. Instructor
130. Instructors being helpful and responsive.
131. It depends on the course's I'm good with this one, I would have liked to see postings ahead of time on our calender as to what to expect as far as deadlines and timelines
132. It is hard to think about what I would change but sometimes when you got confused on a problem and the resources availble weren't there it was a little discouraging but you can still e-mail the teacher and even go to the tutor center on campus or tutoring online I hear so overall the class was good and no serious complaints.
133. It is more difficult to learn online, but I knew it would be. I don't think I would change anything.
134. it was well done. I would change nothing
135. it worked just fine as is
136. It would be cool to have webinars to have the professor present the assignments and do question/answer sessions regarding the expectations.
137. It would be helpful if upon receiving a message on blackboard, an e-mail would be sent to us alerting us that we have received a message.
138. It would be nice to have chapter outlines from instructors highlighting key content. It was a little overwhelming studying for an exam with up to 40 pages per chapter and multiple chapters covered in each exam. Just hard to determine what each professor will find important during the exam. Maybe even some sort of study guide to assist you in studying for an exam, so it doesn't feel so overwhelming.

139. It would be nice to have instructors who could get it together. I feel like online classes is a way for teachers to slack. For example, it took me a week for one of my instructors to get back to me, she never has assignments up on time, etc.
140. It would be nice to have the option to sit in on a lecture
141. It would have been better if the instructor is able to respond to questions and concerns faster. I understand though that given the budget cuts nowadays there is more workload given per instructor.
142. It's a great thing. For my particular class I needed to be there in person. Will take other classes on line for sure.
143. It's OK
144. It's too complicated to be an online course.
145. Its good as is.
146. lack of response from instructor, assignments were dull
147. layout of the discussion board within coursecompass is terrible. set it up more like the forums we're all used to around the internet.
148. less apathetic instructor
149. less assignments per week for those of us that work full time.
150. less demand on constant interaction with other students through the discussions
151. less homework give some time for a student to find spare time to study. I felt that online class need to give us time to study to. Because some people work and go school
152. LESS HOMEWORK!
153. Make comments editable for all course discussion boards.
154. Make it flexible. Open start on all assignments and due by end of semester.
155. Make it in class
156. Make sure all assignments from all classes are listed on the blackboard calendar. Now only some are listed and it can get confusing to track down due dates for other classes in other places on the website.
157. Math 15b. Too much information and too much curriculum in a short amount of time.
158. Maybe add some type of video lecture or conference if the technology is available at SDCC. Thanks for all of the assistance of the staff and the IT dept. for making this class available.
159. Maybe have the assignment set at the beginning of the semester instead of every week.
160. Maybe the discussion assignments
161. More classes available online for more students.
162. More guidance from the instructor
163. More help from the teachers. Online class is massive comparing with the same class on campus.
164. More information/contact with the instructor, and a better understanding of what is expected as far as the course work
165. more instruction. it was a bit confusing.
166. more interaction w/instructer
167. more interaction with teacher
168. more involvement of the professor--live videos/audio announcements are good.
169. More involvement with the teacher, maybe she should have host study sessions once or twice a week. She only had them about 2 or 3 times throughout the semester, which were scarce, and I was unavailable for those few times.
170. more self-paced, less structure on due dates
171. More time needed for testing 50 minutes for 50 problems is not enough time to give thought to the answers.
172. more time to turn in assignments
173. More workshops offered in the math center that progressed with the online course.
174. My current course is good but with the current subject and the amount of discussion/log time needed I would take the class in person
175. nada
176. none
177. none

178. none
179. None
180. None
181. none.
182. Not having ample access to my professor
183. not in City, I prefer Mesa.
184. Not interactive enough with other students
185. Not much. Overall great experience.
186. not sure. This course was exceptional for me because of the instructor.
187. Not sure... but it doesn't feel like I'm learning anything.
188. nothing
189. nothing
190. nothing
191. nothing
192. nothing
193. nothing
194. nothing
195. nothing
196. nothing
197. nothing
198. nothing
199. nothing
200. nothing
201. nothing
202. nothing
203. nothing
204. nothing
205. nothing
206. nothing
207. nothing
208. nothing
209. nothing
210. nothing
211. nothing
212. nothing
213. nothing
214. nothing
215. nothing
216. Nothing
217. Nothing
218. Nothing
219. Nothing
220. Nothing
221. Nothing
222. Nothing
223. Nothing
224. Nothing
225. Nothing
226. Nothing
227. Nothing
228. Nothing
229. Nothing
230. NOTHING
231. nothing at all!

232. Nothing at all.
233. nothing comes to mind. maybe a reminder alert system of some sorts?
234. nothing everything is good
235. Nothing great course.
236. nothing I love it!
237. NOTHING i love my online classes
238. Nothing I loved everything about taking onlince courses just the way it was.
239. Nothing i think it is good the way it is!
240. nothing its great
241. nothing its perfect.
242. Nothing much.
243. Nothing on how I take the online course. But the one really frustrating is a long wait for my professor to response on e-mail.
244. nothing really
245. Nothing so far.
246. Nothing whatsoever. It was very organized to my surprise and the details of the lessons are on point.
247. Nothing, but I wish every course was available online
248. nothing, it was a great experience
249. Nothing, it was a great experience.
250. Nothing, it's fine just the way it is.
251. nothing, online courses are the best.
252. Nothing, so far I haven't had any problems with it.
253. nothing, some people like online course as for me it was not right for me at the moment. I would not change anything about it
254. Nothing!
255. nothing.
256. Nothing.
257. Nothing.
258. Nothing.
259. Nothing.
260. Nothing.
261. Nothing.
262. Nothing.
263. Nothing.
264. Nothing.
265. Nothing.
266. nothing. everything is good.
267. Nothing. I have enjoyed everything about it.
268. Nothing. I learned alot from this course. The amount of reading was fair as was the work load.
269. nothing. I like myaccountinglab.com and I have really enjoyed the improvements that have been made over the past year.
270. nothing. I received 100% on homework and 95% on exams. Which confirms I was well prepared.
271. nothing..
272. Nothing...
273. one class is fabulous. the instructor is responsive, helpful and clear and academically challenging. his grading is done in a timely manner and is very helpful in clarifying how to improve. questions are answered fully and within a reasonable time. i really feel that he's done his homework and is available to help. this is what i expect from a college course. **** is outstanding! i've gotten so much out of his class. A+++ the other class the instructor is forgetful, has to be reminded to post material including quizzes, assignment dates have consistently been wrong and there has been no essay grading for the semester as of yet, although all have been submitted. it is impossible to know if you are making progress. e-mails are not responded to in a timely manner and i have asked the same question 3 times and got responses that didn't answer the question. very frustrating.

274. One of the courses I take has the most essay that is required than any other I classes I took. With too many essays to submit the instructor is not able to grade them on time. maybe if they can decrease the essays required and add a different approach to assignments assigned.
275. One specific course content was too intense and required over 10 hrs/week in order to even pass.
276. Ot sure
277. Perhaps add a weekly online chat session in lieu of discussion boards.
278. Please providing access for online students could submit their assigments performed by Microsoft PowerPoint Presentation 2010.
279. Printable flash cards. Test Study Guide. Extra Credit
280. Provide downloadable schedule. Set up reminders for upcoming projects. Provide seven days to work on weekly tasks (most students have four or more classes during the week). Outline the requirements for the weekly tasks to identify key questions that must be answered.
281. Put tutorial videos more material for us as students because some time instructors just say read this and that and that's very boring.
282. quicker responses from the teacher
283. Scheduling of coursework!! An online instructor should allow until the end of the week for most, or all, of the coursework to be completed. The Online Student enrolled in the course due to major time constraints with work and family. An instructor that schedules coursework mid week - at infrequent intervals - defeats the purpose of the Online Course! I had to drop a class this semester bacause of this.
284. Send an email alert when another student replies to your discussion board post.
285. Shorten the chapters.
286. So far I wouldn't change anything.
287. some class, instructor time would be helpful
288. Some courses lack instructor input. Most courses are far too reliant on poor online textbook formatting. The instructors should be held accountable for more than compiling online quiz scores. There is a growing and effective online learning community that blackboard and publishers like Pearson and McGraw-Hill are not utilizing. Online learning at community college should follow the examples that MIT OpenCourseWare and Khan Academy are setting. Overall, I have to give SDCCD's online teaching performance a D minus. Only the instructor of the Future Studies course I took was able to make the best of her available options. My advice would be to contact Salman Khan and have his team help integrate a world class online learning environment for SDCCD.
289. some facetime
290. Some instructors need to utilize Blackboard resources and tools more effectively. Some instructors don't post things on the Calendar, or Assignments sections of Blackboard. This semester one instructor had everything loaded on all appropriate places in Blackboard at the beginning of semester, so I knew what to expect, the other course instructor didn't have things posted until at best a week before due date, frustrating having to decipher the syllabus Word document, more effective to have ALL CONTENT, CALENDAR, ASSIGNMENTS, ETC loaded in Blackboard AT THE BEGINNING OF SEMESTER. Also, ALL textbooks should be available as electronic books, paper textbooks impede the effectiveness of using an online course. One course this semester had a paper only option for the textbook.
291. some professors aren't clear of how they respond to messages you send them. the calender dates are way off and not up to date (i have missed many assignments because of this problem) if the professor breaks up the assignments into weeks it sets you back because of how many other units of homework and work you have.
292. Sometimes certain things wouldn't open and other times they would. Based on my experience, it was not a browser or internet issue.
293. Sometimes the teacher posted assignments later into the week which gave us less time to finish them. Overall I was still able to finish them but it would have been nice if everything was posted on Mondays or Tuesdays .
294. sound to go along with the powerpoint lectures.
295. streamline blackboard, more standardized across all online classes. need more technology (chat rooms, vo-ip/video chat) not too bad though

296. Stricter prerequisites for this course. A large number of students were obviously not prepared with adequate english writing and computer skills when they enrolled in this course

297. Syllabus need to be more standardized along with the set up of the course calendar and assignment page. This is probably a problem because some professor are more comfortable and knowledgeable about blackboard than others.

298. Teacher emailing or getting in contact with you. Teacher looking at course material to match semester and test right not with wrong answer.

299. teachers emailing on weekends because most of the time they dont

300. Teachers should be more organized about due dates and where to turn in assignments.

301. Teachers that do not take the time to effectively run their online class. There is a teacher I had that never responded back to stuents and when and if this teacher did it was not a response that would help anybody. If the teacher is not going to go above and beyond just because it's an online class then why should the students put so much hard effort in to their work for a teacher who cannot respond and teach their class. Why is school being cancelled over money and because of people being selfish. This is our future who has a right to take away our education.

302. That instruction were more easily accessible.

303. The ability to go forward with coursework and not have to wait.

304. The ability to see other classmates online be mandatory to better facilitate assistance between classmates. CISC 181 had this option Music 101 does not. Also the encouragement from teachers to comment on other classmates discussions would enrich the online experience.

305. The ability to work on weekly assignments at my own pace. I would have loved to do 2-3 assignments in a week.

306. the amount of work in so little time

307. the assignments were difficult

308. The calendar on blackboard is primitive and unhelpful. It should be updated to differentiate each course by color or by a different identifier symbol. In addition blackboard should save our preferences, for example, I had to set my on-line visibility to "invisible" every time I got on for each course, I would rather set it up only once and have it be that way all the time unless I change it. Lastly, the instructor's email address should be readily available to be selected when preparing an email in blackboard, instead I have had to page through all students' names in order to find the instructor, having to do this every time I wish to send an email to my instructor is time consuming and inefficient.

309. The CHAT tool is very unreliable. I would like to see the quirks fixed to make it accessible.

310. The course has changed but some of the instructions have not been updated. There are some grammatical errors in the assignment instructions that make the intent of the assignment difficult to discern.

311. The course I'm currently taking is honestly perfect, one of my favorite classes ever (online or otherwise). I wouldn't change a thing!

312. The course was very demanding. I would give a little less work. Work load was tremendous. paper due each week. Face-to-face class not this hard.

313. the fact that it was online...

314. The format of the website is hard to deal with, not very user friendly, and when I first started I really had to mess with it to understand where everything was.

315. The instructions of the assignments and the level of expected knowledge that is required for a intro class

316. The instructor did not provide announcements on the main page about upcoming exams so I missed one.

317. The instructor had difficulties administering the weekly quizzes through blackboard and rather than receiving assistance from the school, she elected to cease giving quizzes after Chapter 6. This is not conducive to learning and I assume all other assignments are weighed more heavily when determining the overall grade.

318. The instructor needs to do a better job at teaching and sticking to the student learning objectives.

319. The instructor needs to grade assignments in a timely manner.

320. The instructor was very informative and creative. The only thing I would like to make a change is my working schedule to accomodate the deadlines.
321. The instructor. Prof. **** didn't reply to emails or discussion posts. As far as I could tell, he set up the course and then logged in to remind us of the first test, and that was the extent of his involvement in the course.
322. the instructor. Very little interaction. Grade ONLY based on reading and taking online test. Very poor instruction and class.
323. The little differences each teacher has when teaching. It would be better if all the teachers were more uniform in their format. For example, I am used to seeing everything you need to know in the syllabus and one teacher dropped me from the class for not getting emails he was sending to an email I no longer used. It didn't state anywhere online or in the syllabus that this would happen so obviously I was confused. Other teachers never did that.
324. the manner of time the professor gets back to you. sometimes it feels like all the students run the class when we are unsure with material or guidelines
325. The material is straight out of the book! Boring! Deadlines other than the end of the semester probably would help my grade. I am currently behind.
326. The online experience was fine. One of my courses, however, is a print reading class. There have been several discrepancies on EACH TEST where questions and/or answers do not match the diagram we are to reference, making answering the question very difficult and/or confusing. I feel like in a print reading class, and in online classes in general, the professors need to be very detail oriented in how they make their tests. I don't think this is too much to ask considering that for a majority of subjects they don't need to make new teaching content every semester.
327. The only thing i would change is for my instructor to be more specific with the assignments he/she leaves.
328. the teacher ****. POOR communication and unfair expectations. As this is my fourth online math class, I am REally DISAPPOINTED in this experience.
329. The teacher is not grading the assignments! I am finishing up chapter 12 and I haven't received any grades on projects since chapter 2. The automated tests are there but not the work assignments. He responds to emails saying he will grade them but then nothing happens and no grades are posted. This is ridiculous!
330. the teacher should reply immediately the answer requested.
331. The teacher. Some teachers are perfectly capable of teaching an online class. Some are just lazy! Online course does not mean you leave it all to the students to learn the topic by themselves!
332. the teachers i had are exceptional i wouldnt change a thing
333. The time
334. The way how a professor does it, they act as if we know everything given; the fact that some of them respond my questions very late. I wish that some professor would be a bit considerate since we're learning it in our own phase..
335. The workload is too high -- please stop overcompensating by making online classes even more work than regular classes. Also, please stop allowing professors to turn the blackboard system into a jumble of confusing links and pages. It should be streamlinesd and much simpler to use -- I spent way too much time just navigating around all the pages.
336. the workload of assignments
337. There seems to be extra work involved in BLAS 155 online class, compared to a traditional class. The instructor is less able to gauge the pace of the students, as a result many of the students dropped the class due to excessive work.
338. they are great and helpfull
339. This is the five class I have taken, and my instructor has given me no feedback on my constant questions. This only happened once before in one of my online classes in English. Now it is History, and I still have no idea what my grades are, no feedback, same problems as English
340. Too much homework!!
341. Train the instructor on how to use blackboard efficiently and how to run an online class that is interactive. Have them respond to all the questions in an email. Get a different instructor. Of the multitude of online classes I have taken, this was a total waste of time...frustrating because the

instructor took forever to respond and gave no guidelines. Perhaps he was just having a bad semester, but some communication and an explanation would have made the class less frustrating and at least tolerable.

342. up-to-date books on today's technology. new improved books

343. Using an application to send image data that has big amount is difficult for me.

344. very plain and generic interface. also, the site kicks you out and you always lose your work, possibly an autosave feature or better yet, no kicking off the site due to site error. and jazz it up a little...it looks boring and drab. making a more eye catching interface might make students more excited or help their mood when logged on.

345. Wanting to see more instructor involvement. Active participation from them as well.

346. Well, I had really good professors during my online courses, but my sister always complained about how her professor doesn't give her enough time to complete her exams. She felt rushed taking the exam because the timing was so limited. Like 1:30 with so much material, I have to agree with her is not enough time.

347. While I realize that a you must prove that you are progressing through the course, some of the "assessments" seems like busy-work. Often the assessments would be misgraded. I had to contract my instructor on at least two occasions to fix scores that were graded incorrectly.

348. With my math class the homework sometimes tells you to use the calculator, but I cannot figure it out because the mymathlab tutorial does not really make it easy to show you how to do it.

349. within reason, nothing

350. would not change anything.

351. zoomtext for vision person