



All Colleges Online Course Satisfaction Survey Report

Spring 2009

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Overview and Purpose

The purpose of this survey project is to collect additional information about students who took online courses in the spring 2009 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, communication with the instructor and classmates, learning, and future needs.

Methodology

Survey Population

To be eligible for the study a student had to be enrolled in an online course at City College, Mesa College, Miramar College or ECC as of first census in the 2009 regular spring semester. Students who dropped the course or never attended were excluded.

Implementation

The data collection methodology for the online course satisfaction survey was an online survey. A pre-notification email was sent to students in March informing them of the forthcoming online student satisfaction survey. Students received a survey invitation sent by the Office of Institutional Research and Planning in March 2009. Students were instructed to access the survey directly from a URL link in the survey invitation. Students were allowed access to the survey for approximately two weeks. In an effort to increase survey response rates, two reminder emails with direct access to the survey were sent to the survey population. Additionally, Online and Distributed Learning posted notifications to inform students to check their emails for an invitation to the survey. A notification was posted to the Blackboard and pop-up notifications were posted as students logged into their online courses.

It should be noted that students were permitted to complete a survey for each college they were enrolled in. Therefore, data for all colleges may include duplicated records of individual students. Thus, the unit of analysis for this study was the survey response itself and not the individual respondent.

Instrumentation

The Office of Institutional Research and Planning referenced the previous 2008 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 26 questions and took approximately 4 to 5 minutes for students to complete. The survey contained 11 single response questions using Likert scales of helpfulness and agreement, 11 single response categorical questions, 2 multiple response questions, and 2 open-ended questions in which a student could provide verbatim responses. Several categorical questions allowed a student to provide a verbatim response in lieu of a categorical response. A copy of the survey is provided in Appendix A.

Analytical Plan

Analyses of demographic questions included in the Student Profile included two comparison groups: the survey respondents and the general online student population. Responses to demographic questions in the satisfaction survey were

compared to demographic information provided by the general online student population in their college applications. Analyses of remaining questions were provided for survey respondents only and were grouped into themes to elicit further comparison. Students' comments to the open-ended questions were provided verbatim in Appendix C.

Data tables are provided by section in Appendix B. Please note that within the tables, *Percents* include all students who completed a survey. *Valid Percents* include only those students who responded to the question and do not include question nonresponse or responses of 'Not Applicable'. Most of the narrative utilizes data from *Valid Percents*; however, in questions with a large proportion of nonresponse and/or not applicable, *Percents* are also noted.¹ Also note that individual response categories may not total 100% due to rounding.

Student Profile

Of the 12,158 surveys that were sent to students, 1,079 surveys were returned, yielding a 9% response rate. The response rate does not provide statistical representativeness of the population of online students served within the San Diego Community College district and is lower than previous online survey response rates of the online student population (18% in 2008 and 13% in 2007). However, this may in part be due to an atypical increase in the number of student surveys conducted during spring 2009 for the accreditation self-studies. In forthcoming years, response rates would likely revert to the range seen in previous years. Consequently, the generalizability of the data was determined via a comparison of the survey respondents to the general online student population using 5 characteristics: college distribution, online format of courses taken, age, gender and ethnicity.

- Mesa College students comprised 40% of all students who completed surveys, City College/ECC students comprised 32% and Miramar students comprised 28% of all students who completed surveys. (See Table 1.) This was proportionate to the percentage of students who enrolled in online courses across colleges (Mesa 38%, City 33% and Miramar 29%).
- When asked if the online course(s) taken in spring 2009 was fully online, partially online, or both fully online and partially online, the majority of students who responded reported their course(s) as online only (84%). (See Table 2.) This was similar to fully online course enrollment by the general online population (82%).
- The greatest percentage of students who responded were between the ages of 18 to 24 (29%), followed by students 25 to 29 (22%) and 30 to 39 (21%). (See Table 3.) Respondents between the ages of 18 to 24 were underrepresented (29%) compared to the general online population (46%). Respondents between the ages of 40 to 49 (15%) and 50 and above (12%) were overrepresented compared to the general online population (8% and 4%, respectively).
- The majority of respondents reported their gender as female (68%). (See Table 4.) This was comparable to the general college population (61%).
- Almost half of the respondents reported their ethnicity as White (49%), 16% were Latino, 13% were Asian/Pacific Islander, 8% reported 'other', 7% were

¹ Reporting tables with *Percents* and *Valid Percents*, and narrative from *Valid Percents* represents a departure from previous reporting methods. Previous year's reports included tables and narrative presenting *Percents* only.

African American, 6% were Filipino and less than 1% were American Indian/Alaskan Native. (See Table 5.) The ethnic groups of students who responded were representative of the general online population.

While survey respondents varied in age compared to the general online population, the majority of the group's characteristics were comparable to the general online population. Thus, the group of students who completed surveys did provide representativeness which allowed for generalizing the results to the entire population.

The Findings

For reporting purposes, results are not referred to in question order; rather they are clustered into 6 general areas:

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

Student Preparation for Online Course

- When asked if they had previously taken an online course at SDCCD in the past two years, among students who responded, the majority of students (70%) responded that they had taken a course at SDCCD. (See Table 6.) Approximately one in five (22%) responded that they had taken an online course at another college in the past two years. (See Table 7.)
- Most respondents (70%) felt they had sufficient information about online course requirements prior to enrolling (36% agreed and 34% strongly agreed). Sixteen percent responded neutrally. (See Table 8.)
- When asked how helpful the Online Learning Readiness Assessment was, 504 (47%) of the respondents who completed surveys did not respond or responded 'not applicable'. (See Table 9.) Among those who did respond with the level of help they received, 62% felt the Online Learning Readiness Assessment was helpful and 22% rated its' helpfulness neutrally.
- When asked how helpful the WebCT orientation was in preparation for an online course, 573 (53%) of the respondents who completed surveys did not respond or responded 'not applicable'. Among those who did respond with the level of help they received, 59% felt the WebCT orientation helpful and 28% rated its' helpfulness neutrally. (See Table 10.)

Student Experience in Online Course

- Half of the respondents (50%) reported they enrolled in two or more online courses during spring 2009. (See Table 11.)
- Among specific reasons offered as the cause of students' online course withdrawal, personal reasons (23%) was mentioned most frequently. (See Table 12.) A course that was too time consuming (21%), a personal or work scheduling conflict (18%), not enough instructor feedback (16%) and a course that was too difficult (15%) were also frequently mentioned reasons for students' online course withdrawal.
- Forty-seven percent of the respondents reported visiting their online course a few times a week and a similar amount reported visiting their online course once or more a day (47%) (See Table 13.)
- Sixty percent of respondents spent 4 or more hours logged into their online course per week and forty percent spent 3 or fewer hours logged into their online course per week. (See Table 14.)
- When asked the reason why they took their online course, students who responded most often reported an intention to transfer to a four-year college

(41%), followed by a desire to apply the course toward their AA/AS degree (31%). (See Table 15.)

Technical Support

- Nearly three quarters of the respondents (74%) agreed that they had a positive experience using the online course tools and 14% rated their experience neutrally. (See Table 16.)
- When asked if the respondents were able to obtain needed help from Technical Support, 395 of the respondents who completed surveys (37%) did not respond or responded 'not applicable'. Among those who did respond, 63% agreed that they were able to obtain the help they needed and 23% remained neutral. (See Table 17.)

Communication

- Three in four respondents (75%) agreed that they could communicate effectively with their classmates and 17% of respondents rated communication with their classmates neutrally (17%). (See Table 18.)
- The majority of respondents (73%) agreed that they were able to communicate effectively with their instructors, while 16% disagreed. (See Table 19.)

Perception of Online Learning

- The majority of respondents (71%) agreed that the number of students in the course was appropriate, while 23% had no opinion on the matter. (See Table 20.)
- Nearly three quarters of the respondents (74%) agreed that the online format was an effective way to learn and 14% responded neutrally. (See Table 21.)
- Nearly three quarters of the respondents (76%) reported enjoyment of the online learning method, while equal proportions of the respondents reported neutrally or were dissatisfied with the online learning method (12% each). (See Table 22.)

Future Services

- A large proportion of respondents (68%) would be likely to take another online course rather than a traditional on-campus course if given the choice. (See Table 23.) However, 17% of the respondents felt it would be unlikely that they would take another online course rather than a traditional on-campus course, and 15% were undecided.
- Among potential services or support mentioned as beneficial, counseling was mentioned most frequently (41%), followed by tutoring (36%) and library services (28%). (See Table 24.) However, nearly one-quarter of respondents (23%) noted that they had no need for additional services or support.

Student Comments

Students' comments to the open-ended questions are listed in Appendix C. Comments are listed verbatim and are edited with **** only in the case of derogatory language or to protect an individual's identity.

Appendix A: Survey Instrument

Online Course Student Satisfaction Survey -Spring 2009

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 one answer per question. Select NEXT to move to the next screen.

1. During which session(s) did you take an online course?
 - Intersession 2009 only
 - Spring 2009 only
 - Both Intersession and Spring 2009

2. If you took any online courses in Spring 2009, 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 no 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

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

4. Are you male or female?
 - Male
 - Female

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

6. How many online courses at the San Diego Community College District (City, Mesa, or Miramar Colleges) did you enroll in during Spring 2009?
 - One
 - Two
 - Three
 - Four
 - Five
 - More than five

7. If you withdrew from any online classes you enrolled in for Spring 2009 please indicate the reason(s) why you withdrew. **(Select all that apply)**

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

8. How many online courses within the San Diego Community College District (City, Mesa, or Miramar Colleges) have you taken in the past two years before Spring 2009?

- None
- One
- Two
- Three
- Four
- Five
- More than five

9. How many online courses have you taken at other colleges outside of the SDCCD in the past two years before Spring 2009?

- None
- One
- Two
- Three
- Four
- Five
- More than five

If you enrolled in more than one course during Spring 2009, please answer the following questions based on your experience with the online course that is most representative of your overall experience.

10. Why did you take this online course?

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

11. 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

12. 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
13.	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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	If you attended a Blackboard/WebCT orientation either online or on-campus, how helpful was it in preparing you to take an online course?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	I have had a positive experience using the online course tools (such as, discussion board, class email, quizzes, calendar).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	I am able to obtain the help I need from Technical Support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18.	The number of students enrolled is appropriate for this online course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19.	I am able to communicate effectively with fellow students in this course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20.	I am able to communicate effectively with my instructor in this course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21.	The online format is an effective way for me to learn.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22.	I enjoy the online method of taking a course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. 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

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

25. What would you change about the course you took?

26. What additional online services or support would be beneficial? **(Select all that apply)**

- Counseling
- Orientation
- Placement Testing for English and Math
- Technical support
- Financial aid
- Library
- Tutoring
- No need for additional services or support
- Other, please specify: _____

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

Appendix B: Tables

Student Profile

Table 1. Online college respondents compared to the general online population.

	Survey Respondents			General Online Population		
	N	%	Valid %	N	%	Valid %
City College/ECC	345	32%	32%	4,006	33%	33%
Mesa College	427	40%	40%	4,647	38%	38%
Miramar College	307	28%	28%	3,505	29%	29%
Total	1,079	100%	100%	12,158	100%	100%

Table 2. A comparison of online courses among survey respondents and general online population

	Survey Respondents			General Online Population		
	N	%	Valid %	N	%	Valid %
Fully online only	900	83%	84%	10,012	82%	82%
Partially online only	83	8%	8%	1,655	14%	14%
Both fully online and partially online	84	8%	8%	491	4%	4%
Total	1,067	99%	100%	12,158	100%	100%
No response	12	1%				
Total	1,079	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	3	0%	0%	27	0%	0%
18 to 24	313	29%	29%	5,609	46%	46%
25 to 29	239	22%	22%	2,858	24%	24%
30 to 39	225	21%	21%	2,209	18%	18%
40 to 49	165	15%	15%	955	8%	8%
50 and above	130	12%	12%	500	4%	4%
Total	1,075	100%	100%	12,158	100%	100%
No response	4	0%				
Total	1,079	100%				

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

	Survey Respondents			General Online Population		
	N	%	Valid %	N	%	Valid %
Male	344	32%	32%	4,792	39%	39%
Female	729	68%	68%	7,363	61%	61%
Total	1,073	99%	100%	12,155	100%	100%
No response	6	1%		3	0%	
Total	1,079	100%		12,158	100%	

Table 5. A comparison of ethnicity among survey respondents compared to the general online population.

	Survey Respondents			General Online Population		
	N	%	Valid %	N	%	Valid %
African American	79	7%	7%	1,092	9%	10%
American Indian/Alaskan Native	5	0%	0%	114	1%	1%
Asian/Pacific Islander	140	13%	13%	1,540	13%	14%
Filipino	60	6%	6%	705	6%	6%
Latino	176	16%	16%	2,310	19%	21%
White	519	48%	49%	4,819	40%	44%
Other	90	8%	8%	353	3%	3%
Total	1,069	99%	100%	10,933	90%	100%
No response	10	1%		1,225	10%	
Total	1,079	100%		12,158	100%	

Student Preparation for Online Course

Table 6. How many online courses within the San Diego Community College District have you taken in the past two years before Spring 2009?

	N	%	Valid %
None	315	29%	30%
One	162	15%	15%
Two	165	15%	16%
Three	111	10%	10%
Four	90	8%	8%
Five	39	4%	4%
More than five	180	17%	17%
Total	1,062	98%	100%
No response	17	2%	
Total	1,079	100%	

Table 7. How many online courses have you taken at other colleges outside of the SDCCD in the past two years before Spring 2009?

	N	%	Valid %
None	826	77%	78%
One	60	6%	6%
Two	45	4%	4%
Three	37	3%	3%
Four	18	2%	2%
Five	11	1%	1%
More than five	67	6%	6%
Total	1,064	99%	100%
No response	15	1%	
Total	1,079	100%	

Table 8. I had enough information about online course requirements prior to enrolling.

	N	%	Valid %
Strongly disagree	69	6%	7%
Disagree	74	7%	7%
Neither agree nor disagree	164	15%	16%
Agree	361	33%	36%
Strongly agree	337	31%	34%
Total	1,005	93%	100%
No response/Not applicable	74	7%	
Total	1,079	100%	

Table 9. 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	55	5%	10%
Unhelpful	36	3%	6%
Neither helpful nor unhelpful	126	12%	22%
Helpful	208	19%	36%
Very helpful	150	14%	26%
Total	575	53%	100%
No response/Not applicable	504	47%	
Total	1,079	100%	

Table 10. If you attended a Blackboard/WebCT orientation either online or on-campus, how helpful was it in preparing you to take an online course?

	N	%	Valid %
Very unhelpful	42	4%	8%
Unhelpful	23	2%	5%
Neither helpful nor unhelpful	141	13%	28%
Helpful	166	15%	33%
Very helpful	134	12%	26%
Total	506	47%	100%
No response/Not applicable	573	53%	
Total	1,079	100%	

Student Experience in Online Course

Table 11. How many online courses at the San Diego Community College District (City, Mesa, or Miramar Colleges) did you enroll in during Spring 2009?

	N	%	Valid %
One	528	49%	49%
Two	290	27%	27%
Three	121	11%	11%
Four	68	6%	6%
Five	31	3%	3%
More than five	29	3%	3%
Total	1,067	99%	100%
No response	12	1%	
Total	1,079	100%	

Table 12. If you withdrew from any online classes you enrolled in for Spring 2009 please indicate the reason(s) why you withdrew.

	N	%	% of Cases
I did not need the course(s) (i.e. change of major, transferred, etc.)	43	9%	14%
The course(s) did not fit into my course schedule	21	4%	7%
The course(s) did not fit into my personal/work schedule	55	11%	18%
Personal reasons (health, family, etc.)	73	14%	23%
The course(s) was too difficult	46	9%	15%
The course(s) was too time consuming	66	13%	21%
There was not enough instructor feedback	50	10%	16%
Blackboard was too difficult/problematic	31	6%	10%
I had technical difficulties with the computer/web	32	6%	10%
I prefer to take classes in person	32	6%	10%
Other	56	11%	18%
Total	505	100%	162%

Response Summary for question set

Valid		Missing		Total	
N	%	N	%	N	%
311	29%	768	71%	1079	100%

Table 13. On average, how often do you visit this online course during the semester?

	N	%	Valid %
Less than once a month	7	1%	1%
Once a month	8	1%	1%
A few times a month	42	4%	4%
A few times a week	493	46%	47%
Once every day	250	23%	24%
More than once a day	242	22%	23%
Total	1,042	97%	100%
No response	37	3%	
Total	1,079	100%	

Table 14. 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	111	10%	11%
2-3 hrs/week	303	28%	29%
4-5 hrs/week	310	29%	30%
6 or more hrs/week	316	29%	30%
Total	1,040	96%	100%
No response	39	4%	
Total	1,079	100%	

Table 15. Why did you take this online course?

	N	%	Valid %
Personal enrichment	96	9%	10%
Apply toward AA/AS degree	292	27%	31%
Apply toward certificate	39	4%	4%
For career development	89	8%	9%
Transfer to a 4-year university	395	37%	41%
Other	43	4%	5%
Total	954	88%	100%
No response	125	12%	
Total	1,079	100%	

Technical Support

Table 16. I have had a positive experience using the online course tools (such as, discussion board, class email, quizzes, calendar).

	N	%	Valid %
Strongly disagree	54	5%	5%
Disagree	71	7%	7%
Neither agree nor disagree	140	13%	14%
Agree	377	35%	37%
Strongly agree	379	35%	37%
Total	1,021	95%	100%
No response/Not applicable	58	5%	
Total	1,079	100%	

Table 17. I am able to obtain the help I need from Technical Support.

	N	%	Valid %
Strongly disagree	44	4%	6%
Disagree	50	5%	7%
Neither agree nor disagree	156	14%	23%
Agree	241	22%	35%
Strongly agree	193	18%	28%
Total	684	63%	100%
No response/Not applicable	395	37%	
Total	1,079	100%	

Communication

Table 18. I am able to communicate effectively with fellow students in this course.

	N	%	Valid %
Strongly disagree	38	4%	4%
Disagree	44	4%	4%
Neither agree nor disagree	166	15%	17%
Agree	392	36%	40%
Strongly agree	338	31%	35%
Total	978	91%	100%
No response/Not applicable	101	9%	
Total	1,079	100%	

Table 19. I am able to communicate effectively with my instructor in this course.

	N	%	Valid %
Strongly disagree	85	8%	8%
Disagree	80	7%	8%
Neither agree nor disagree	106	10%	10%
Agree	336	31%	33%
Strongly agree	405	38%	40%
Total	1,012	94%	100%
No response/Not applicable	67	6%	
Total	1,079	100%	

Perception of Online Learning

Table 20. The number of students enrolled is appropriate for this online course.

	N	%	Valid %
Strongly disagree	27	3%	3%
Disagree	26	2%	3%
Neither agree nor disagree	219	20%	23%
Agree	343	32%	37%
Strongly agree	319	30%	34%
Total	934	87%	100%
No response/Not applicable	145	13%	
Total	1,079	100%	

Table 21. The online format is an effective way for me to learn.

	N	%	Valid %
Strongly disagree	64	6%	6%
Disagree	59	5%	6%
Neither agree nor disagree	147	14%	14%
Agree	311	29%	31%
Strongly agree	435	40%	43%
Total	1,016	94%	100%
No response/Not applicable	63	6%	
Total	1,079	100%	

Table 22. I enjoy the online method of taking a course.

	N	%	Valid %
Strongly disagree	58	5%	6%
Disagree	61	6%	6%
Neither agree nor disagree	119	11%	12%
Agree	275	25%	27%
Strongly agree	502	47%	49%
Total	1,015	94%	100%
No response/Not applicable	64	6%	
Total	1,079	100%	

Future Services

Table 23. 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	95	9%	9%
Unlikely	82	8%	8%
Neither likely nor unlikely	150	14%	15%
Likely	218	20%	21%
Very likely	484	45%	47%
Total	1,029	95%	100%
No response	50	5%	
Total	1,079	100%	

Table 24. What additional online services or support would be beneficial?

	N	%	% of Cases
Counseling	377	18%	41%
Orientation	166	8%	18%
Placement Testing for English and Math	232	11%	25%
Technical support	186	9%	20%
Financial aid	231	11%	25%
Library	256	13%	28%
Tutoring	334	16%	36%
No need for additional services or	211	10%	23%
Other	52	3%	6%
Total	2,045	100%	223%

Response Summary for question set

Valid		Missing		Total	
N	%	N	%	N	%
919	85%	160	15%	1079	100%

Appendix C: Student Comments

Question 7: If you withdrew from any online classes you enrolled in for Spring 2009 please indicate the reason(s) why you withdrew. OTHER SPECIFIED

1. Assignments not well organized
2. can't uncheck when I didn't need to answer
3. Class @ City- Instructor Horrible.
4. Class setup was disorganized, instruction unclear
5. Could not afford books and materials
6. course work didn't resemble tests at all
7. decided better do one at a time
8. detailed instruction is needed ahead of class
9. did not know it was only 8 weeks!
10. Did not what the course title indicated
11. Didn't receive the book in the mail in time
12. first online to try out.
13. got hung up on one thing and stunted my whole prog
14. He only gave us on day 24 hrs to attend the class
15. I am visually impaired and had difficulties
16. I decided I did not like the class itself
17. I did not have the required software, which was...
18. I did the same class on the ALEKS site 4 cheaper
19. I DROP YOGA FOR THE TEMPORARY UNCOMFORTABLE CLASS
20. I got dropped due to a mistake from the staff.
21. I had no clue where/how to start. I was lost.
22. i thought the class was online - but it was not
23. i thought, it will be difficult for me but now
24. i took credit no credit due to the difficulty
25. I tried to take too many classes.
26. I was added to class I wanted.
27. ILLNESS
28. instructor did show up for 6 weeks
29. Instructor was unavailable to answer questions
30. it was also too difficult
31. it was recommended to not have a full time job.
32. my textbook order arrived late
33. No funds to buy books needed for courses
34. No lecture, & no way 2 learn new material
35. No lecture, & no way 2 learn new material
36. Ordered book online and it came 3 weeks late
37. Over a month with no grades on completed assignments
38. please email me at ****.com 4 info
39. Poor deadlines on assignments.
40. prof. had negative ratings on ratemyprofessor.com
41. said fully online, but wasn't (group meetings)
42. taking too many other units @ university (20+)
43. Teacher dropped me for lack of progress
44. Teachers expect class to run them selves.
45. tedious tasks prior to actual start of coursework
46. The course was instructed through an outside site
47. the instructor suggested to take another class 1st
48. The instructor was inconsistent and unrealistic.
49. The instructor withdrew me without my consent
50. The self pace classes are the best!
51. The Teacher Changed the Deadlines without notice.
52. The teachers curriculum style wasnt favorable
53. was required to buy text again simply for a code!!
54. weekly topics were never posted, as well as quizzes
55. work
56. 60 % minimum to take next subject was ridiculous

Question 10: Why did you take this online course? OTHER SPECIFIED

1. A little bit of all of the above.
2. AA/AS and transfer to 4 year
3. AA/AS and transfer to 4 year
4. AA/AS and transfer to 4 year
5. Allowed me to work full time and go to school
6. any of the options above
7. Apply toward teaching credential
8. both AS degree and Transfer to a 4-year university
9. Credits for full-time student status
10. didn't take online courses
11. Easier and more efficient
12. Financial Aid at Mesa
13. fix timing with sports
14. For my major in Math
15. Fulfill PreReq program requirements
16. GE
17. had to be a full-time student in order to keep job
18. half were for enrichment and half for degree
19. I need 1 more unit
20. I work Full Time, It fits my schedule Best.
21. job schedule
22. Mesa college Rad Tech admission points
23. moved to different country
24. need to raise GPA and reapply to Grad School
25. Needed to take a City Class for my High School
26. personal and business
27. Personal Growth, Professional Training
28. post-bac
29. pre req for graduate school
30. Pre-req for grad school
31. Prerequisite for another class
32. Prerequisite for graduate school
33. prerequisites for graduate program
34. refresher in mathematics
35. refresher, as it has been awhile since math 95
36. required for admission to graduate program.
37. That was the only was available
38. To begin my formal study of nutrition.
39. to gain points for the rad tech program admission
40. Units and possible requirement. Mostly for units.
41. was best suited for me
42. wasn't offered online at cuyamaca college
43. work fulltime, take classes on campus, needed units

Question 24: What elements of the online course were valuable to you?

1. Ability to work around my schedule.
2. In general, everything is easy to navigate. I enjoy taking online classes. Minimal test server issues sometimes the system is really slow, but not in a few months.
3. A flexible schedule, help when needed and location.
4. a great English professor, who was always online whenever you needed him to be; having enough time during the week to turn in all the homework, quizzes, tests, and essays; great textbook, and the variety of resources available for the student to contact either the professor, and/or other classmates.
5. a ton of technical resources were available.
6. Ability to do course work according to my schedule rather than a fixed schedule found in class.
7. Ability to do the homework at my schedule. My job requires me to travel and I can still keep up with my classes when on the road.
8. Ability to do work on my own time
9. ability to effectively manage time; priorities
10. Ability to study/participate on my own schedule and from anywhere, without having to commute to campus.
11. Ability to work at any time
12. Ability to work at own pace, discussion board for interaction with other students, time flexibility
13. Able to fit it into my schedule.
14. Able to get online for homework; tests at according to my time availability.
15. able to log on anytime
16. able to move around and do work when i needed
17. Able to work and study any where there was an internet connection.
18. Able to work and study full time at the same time. Avoid the hustle of traffic equals less stress.
19. Able to work around my schedule
20. Able to work in own pace and and whenever I had time.
21. Able to work on own time schedule. Ability to log on to course from any computer, anywhere.
22. Able to work on the course on my own schedule
23. ability to contact the teacher as well assignments given with enough time to complete it
24. Access to the instructor, flexible time management
25. Access to the Professor
26. Accessibility.
27. additional resources available at the touch of a key.
28. all
29. all
30. all
31. All
32. all aspects
33. All elements
34. all elements of the program
35. All of the elements were available to me
36. All of the necessary ones
37. all of them
38. All were good except for the fact that they werent properly utilized by the instructor as they had been in past classes. For example, I was not able to view graded or submitted assignments under the assignments tab, only the grades tab.
39. All were of value----except when a deadline, on assignments, is given.
40. Although not used very frequently in my current online class, the discussion forums where students post questions and receive feedback from both the instructor and other students is invaluable to me.
41. Aplia is a great tool that my teacher uses. I enjoy the discussion boards and the general board where you can ask a question to the entire class and teacher. The grades, the calender and the tools teachers put on their home page are all helpful. All around good experience.
42. Aplia was a great website for us to learn at.
43. Around the clock access
44. As long as internet was available, I could do my work. It saved time in terms of going to class and especially in finding parking.

45. Assessment test, orientation, counseling, tutoring
46. Assignment and Assessment sections, discussion board, online resources and e-mail
47. Assignments, Assessments, Syllabus
48. Assignments, discussions
49. Assignments, quizzes, discussion board, email, text book study practice questions.
50. availability
51. availability to discuss weekly with other classmates
52. Because I work and I have two children it is easier for me to take online classes, even if I didn't work or have children I still would take online classes because it is just easier for me.
53. Because I work full-time with unpredictable overtime, the flexibility offered by the courses have been very valuable. The material that the instructors post is also very valuable, although it can't really replace face-to-face interaction.
54. Being able to access the class at my convenience.
55. Being able to access the info online 24/7, with very few exceptions. It's helpful to be able to contact other students who might be having same troubles with course/instructor as I was having.
56. Being able to access the quizzes and assessments anytime without having to come on campus.
57. Being able to attend on my schedule.
58. Being able to communicate with others in the class
59. Being able to complete course work during times that were more readily available for me.
60. Being able to complete the coursework around my work and school schedule
61. being able to complete the work from home.
62. being able to do it at my own pace and around my busy schedule
63. Being able to do my school work when I had time, ease of use.
64. Being able to do the assignments and read the text whenever I wanted to.
65. Being able to do the work at your own time and pace.
66. being able to do the work on my own hours
67. Being able to do the work when convenient for me
68. being able to do work when I chose the time
69. being able to drink coffee and be in my boxers while doing required reading, watching video lectures and taking tests
70. Being able to email all of the students or instructor.
71. Being able to get to my class work when I was available - not a preset schedule day and time.
72. Being able to go at my own pace, sometimes I am tired from working so much, but I know I have to work harder to get it done the next day and on-line allows me to be flexible with my time.
73. being able to go on-line when it is the best time for me.
74. Being able to go to school from Florida.
75. Being able to have a site that did not have technical problems. Early posting of assignments (consistently) and exams.
76. Being able to learn on my schedule.
77. Being able to log in at any time.
78. Being able to login any time of the day.
79. Being able to login whatever is convenient for me.
80. Being able to manage my own time and having a very structured timeline of when assignments and assessments are due
81. being able to manage my own time for the course. flexibility of going online whenever it was a good time for me.
82. Being able to not have to show up at class
83. Being able to set my own schedule, so I can complete my assignment at a convenient time for me.
84. Being able to study and take exams on my own
85. being able to submit your work early or do your test or exams before hand.
86. Being able to take test on my own time
87. Being able to take the course on my schedule.
88. Being able to use my own computer for homework and assignment. When I attended campus classes in the SDCCD, I had to use Computer Lab and ILC computers and printers. My grade suffered for that. My cumulative GPA for my online courses is over 3.5. My overall GPA, online and campus courses, is much lower. Some of that was due to having to use shoddy SDCCD equipment. Additionally, I have a day job, and being able to take midterms and finals at hours convenient to me helps me keep my GPA where it is supposed to be.
89. Being able to work around my work schedule since I'm gone 10 to 12 hours a day.

90. Being able to work during my free time.
91. being able to work on my own, within my time frame.
92. being able to work on the class at hours that were convenient to me
93. Being able to work on the class when I had time throughout the week.
94. Being on my own schedule. I can study and take tests when it's convenient for me. I don't have to drive to campus and find parking and walk to class. Saves me time and money!
95. Being online
96. Blackboard is easy to use. I love the freedom of working at my own pace.
97. Broad knowledge available for learning
98. Buy the book online was cheaper because it wasn't hardcover. Great topic for discussion and argue with people that I didn't even know.
99. Calendar presentation to let you know of upcoming tests
100. calendar, assignments all known in advance, more organized than a traditional class, less waste of paper, virtually no driving
101. Calendar, assignments development, discussion and the email directory for our classmates.
102. chat room, availability
103. Chat- when instructor utilized. Discussions between students.
104. checking out my grades
105. Class availability. Being able to take the course all hours of the night.
106. class instructional videos
107. complete course
108. completing all work online
109. Completing it at home.
110. convenience
111. convenience
112. convenience
113. convenience
114. convenience
115. Convenience
116. Convenience
117. Convenience
118. Convenience and content
119. Convenience of studying based off my time.
120. Convenience of time and place of use. I am FT business professional and FT parent and wife, so This allows me to choose the best time to work school into my schedule.
121. convenience of working when I am able to rather than attending a set class.
122. Convenience was the most valuable element.
123. convenience-able to access anywhere, anytime; study tools; instant feedback on incorrect problems; didn't last an entire semester
124. convenience, flexible
125. Convenience, less time commitment
126. convenience, time management
127. Convenience!
128. convenience.
129. Convenience.
130. Convenience. I am a single mom and I work full time. I also travel occasionally. With online classes, I have the freedom to choose when and where I study as long as I have my laptop with me.
131. Convenient
132. convenient, can go on whenever,
133. Convenient, course content can be complete any time day or night.
134. Convenient, easy to learn and self education works better with me
135. Convenient. Fits sched. Works with my iPhone. U can do it anytime u want and can do it.
136. Convenience, not time consuming
137. Could do it from home at a time that was convenient for me.
138. depends upon the teacher and whether they keep things up to date
139. discussion
140. discussion
141. Discussion board, Emails
142. discussion boards

143. Discussion opportunities with the rest of class.
144. discussion with other students, chats with instructor, and online textbook and quizzes
145. Discussion, email, lectures, all the elements
146. Discussion, Interaction with instructor one on one, projects, deadline oriented.
147. discussions
148. Discussions
149. Discussions
150. Do not have to travel.
151. Do not need to travel to complete a course.
152. Doing homework during all hours of the day is extremely helpful. Sometimes I am so busy with work and home that I will do my online course work at midnight. Also, the Discussion Boards are very helpful.
153. Dont have much to Say it wasnt much Difficult and Everything was Good
154. Ease of access
155. Ease of access to information and flexibility with my schedule.
156. Ease of access, operating on my own schedule and at somewhat of my own pace.
157. ease of flexibility
158. ease of time, I work in a very busy site and have little time for travel
159. Ease, open time-wise, ability to teach self.
160. Easier to understand.
161. Easy access to material
162. Easy and time efficient.
163. Easy layout of what is required, good communication between instructors and students
164. Easy to use, simple and on my own time, fits around my schedule
165. educational
166. Efficient time management, self paced, discussion area, email, home page grades, calendar.
167. Email within webct.
168. Versatility with the course.
169. emails sent to my email address
170. Every elements
171. every thing
172. Everything
173. Everything especially the discussion board, helping me to communicate with other students so we won't have to bother the teacher.
174. Everything is clear.
175. Everything is there that I need.
176. everything the stucture is very important and the organization
177. Everything was valuable.
178. Everything was valuable.
179. everything, the prompt reply from the Professor, the way everything is organized. It is hard to not understand the instructions. They are very clear and easy to follow.
180. Examples and instructions are very helpful, and I can work at my own pace.
181. exams, forums, additional info that helps with assignments
182. Feedback from the instructor, flexibility of schedule during the day, course content, calendar, discussions, grades
183. Fit logisticaly into my schedule
184. Fits with my work schedules and my own pace.
185. Fitting in the lessons on my own time while keeping within the deadlines provided by the professors
186. Flashcards
187. Flexability
188. Flexability
189. flexi
190. flexibility
191. flexibility
192. flexibility
193. flexibility
194. flexibility
195. flexibility
196. flexibility

197. flexibility
198. flexibility
199. flexibility
200. Flexibility
201. Flexibility
202. Flexibility
203. Flexibility
204. Flexibility
205. FLEXIBILITY
206. flexibility - able to do the work assignments on my own time. Having one single due date
207. FLexibility and convenience of time.
208. Flexibility and Instruction
209. Flexibility and no commuting time. I convert commuting time to study time and achieve A's.
210. flexibility in sheduling ***NOTE*** my class did not use blackboard
211. Flexibility in time.
212. Flexibility of being able to work on it when my schedule permitted. I was able to work at my pace. I took a vacation during the course and was able to continue the course over the internet while on vacation.
213. flexibility of time
214. flexibility schedule
215. Flexibility to fit it in my schedule with a full rtime job and family.
216. Flexibility with regards to the time of day I am able to devote to the course.
217. Flexibility, allowing me to have a job.
218. flexibility, allowing me to have job
219. Flexibility, discussion with other students and teacher feedback on assignments and email.
220. Flexibility, learning modules including powerpoint and videos, email, discussion with other students
221. flexibility, organization, the calendar
222. flexibility, working from home
223. Flexibility.
224. Flexibility.
225. Flexibility. Being able to schedule schoolwork around work.
226. Flexibility. Techonology skills when working on-line.
227. flexible and do not have to drive school
228. Flexible format in order to juggle full time work and school.
229. flexible schedule
230. flexible schedule
231. flexible schedule
232. flexible schedule
233. Flexible schedule
234. Flexible schedule
235. Flexible schedule, learnat my own pace
236. Flexible schedule.
237. flexible schedules,
238. Flexible scheduling
239. Flexible scheduling; convenience; ease of use (mostly); professor accessibility;
240. flexible time
241. Flexible time
242. flexible time and pace
243. Flexible time in the learning process and self-instruction.
244. Flexible time, not have to travel.
245. flexible with my work schedule
246. Flexible, I also work full time this allowed me to do school work no matter what time of the day it is.
247. For the class I didn't drop, the most valuable aspect of it is the lesson folder- having everything that I needed to finish available and organized in one place.
248. Free access 24/7
249. Free scheduling
250. freedom of working at my own pace
251. Freedom to "attend" on my schedule.

252. Freedom to get things done ahead of time or whatever time of the day I wanted to start an assignment.
253. Freedom to log on and off at my convenience instead of having to attend a lecture at a specified time.
254. Getting the software at a discount
255. good
256. good feedback from professor
257. Good professor who was patient with me learning.
258. Having access to the teacher through out the week opposed to being on campus and seeing the professor on scheduled class days.
259. Having control over the hours I actually was able to apply myself satisfied my completely. It takes discipline but I enjoyed it very much.
260. Having staff on-campus if I had questions
261. Having the blackboard and being able to have the instructor go online and show me personally how to do the work, writing on the by writing out problems on the board.
262. Having the book available online.
263. Being able to do the homework in Aplia.
264. Having the flexibility to to do coursework when I wanted to. Not having to take time off of work to attend class.
265. Having the freedom to leave the state or country and still continue classes.
266. helpful websites in regards to the course
267. Home sessions. I liked that there was an example provided if needed to assist you in helping solve a problem. I referred to the online solutions than the actual book.
268. I am a mother of two children, inline courses are very convinience.
269. I am a Program Manager and use on line course to expand my knowledge. My job keeps me very on travel 2 week out of every month. An on line course allows me to still take classes.
270. I am a single mom and I have other classes on campus. The flexibility of an online course is great.
271. I am a single mom and work full time. I like being able to make my own schedule.
272. I am able to make my own schedule and learn at my own pace
273. I am able to schedule on my time via evening after work
274. I am able to sign in when it is convenient for me.
275. I am able to work full time and do my homework at home, at breaks at work, in the morning before I go to work and late at night before I go to bed. When I take a course at the college I can't do this and must have time set aside to come to class, instead of being able to do class in between the other things I have to do during the day.
276. i am disabled and had a problem with going to school campus
277. I am less than a week into my online course for this semester, but I like the fast instructor replies, and having all the information in one place.
278. I am not really need online
279. I am very busy at various times of the day, and the online courses allow me to log on to my course and complete assignments when I am able.
280. I appreciate the ability to do my work in my own time without the hassles of going to class. This makes my life so much easier.
281. I can arrange my time freely.
282. I can be in another city/ country while I'm taking classes.
283. I can come in on my own time to do the work.
284. I can do my class at home.
285. I can do my study any time any where I am
286. I can do the work anytime. I don't have to drive anywhere, buy a parking pass, or get into traffic.
287. I can learn anytime.
288. I can login and go to class in my own time.
289. I can login to class in my own time.
290. I can set my own pace
291. I can study anytime I want.
292. I can take a class and do the work in my own time, instead of having to make time in a face to face situation. I hardly ever logged in at the same time each day.
293. I can take the class on my own time. I t very useful once I don't have much time available to take in campus classes.

294. I can work at my own pace and time schedule. We still meet weekly with the instructor. That's very important and useful. A 100% online course would not be as helpful especially for the Banking class that I am taking.
295. I can work at my own pace and work on homework at 3AM if needed
296. I could choose the time I wanted to work on an assignment and I did not have to go on campus.
297. I could do it on my own time, without having to worry about parking or going to class at a specific time.
298. i could do the class on my own time
299. I COULD FIT IT INTO MY BUSY WORK SCHEDULE
300. I could log on at my convenience.
301. I could work when time permitted instead of when the class was in session. The format also required me to figure out problems instead of just asking someone - I believe that process helped me get more out of the class
302. I did not have to attend class on campus
303. I don't have to spend so much time at one time to complete the required work. Sometimes I'm done with all my work in about 1 hour for one week's lesson compared with a face-to-face course, I would spend approximately 3 hours each week.
304. I dont have too much time, becuase I work and plus I have a daugther so an online curse is perfect for me I dont spend money on gas and is very effective in my personal experience, I really love online courses.
305. I dont remember. but i liked powerpoint
306. I dropped both courses.
307. I enjoy online classes because I am able to work within my own time line. I also dont like sitting in a classroom for a hour an 30 minutes and sometimes up to two hours, I lose interest. Online classes are better for me because when I'm ready to work/focus, I can sign on at that time and do my work.
308. I enjoy taking online courses cause it allows me more time in a day. I can do what needs to be done on my own time.
309. I enjoy the flexibility the online course offers. I am a business professional that works long hours and I have found this to be a very valuable alternative.
310. I enjoy the flexibility--I don't have to plan around my work schedule or find parking.
311. I enjoy working at my own pace.
312. I enjoyed the convenience of only having two course deadlines. Because I am a full-time student at SDSU, this allowed me to put the online class on hold during difficult points in the semester. Also, I could then easily catch up when my work load was light at SDSU.
313. I found the online discussion group was a good replacement for class discussion. I found the online homework assignments with teacher feedback and grading gave me a chance to stand out and show I was really putting in the effort to learn the material. This hopefully made up for the unproctored testing, which was not as stressful or challenging as a test in a classroom (although for me, I believe the online testing was effective.)
314. I had only taken one semester after a 30 year absence and I enjoyed the independence associated with it.
315. I had time to live my life.
316. I have a difficult work schedule that online courses are easier to take for me.
317. I have a full time job and it is convenient
318. I have been traveling, and want to continue to take classes. I was unable to physically attend classes.
319. I have three kids on differnent schedusals other wise i would not be able to attend an face to face class
320. I learned alot of things from the text that_
321. I didn't know.
322. I learn more because I must do everything myself (although the teacher is usually there in a pinch).
323. I like be able to do my course work when I have the time available
324. more time and less gas consumption
325. I like being able to come and go and work at my own pace and at home. I have a busy schedule so this works very well for me. Plus I don't have to worry about driving and finding parking.
326. I like having the freedom of being able to log in and do homework whenever I want to. I like not having to make time to come to class.
327. i like that everything was easy to navigate through.

328. I like that I have the ability to study and learn on my own time and still have interaction with other students.
329. I like that it is fully on line. I do not like when I have to take a test at school.
330. I like that it makes it easy to keep going to school and working towards a degree while looking after my son. I don't want to put him in daycare for hours every day.
331. I like the fact that I can study and do the assignments/quizzes on my own time. I hate being in a classroom listening as I am easily bored.
332. I like the fact that you learn the same information in a class setting , but at your own pace and available schedule
333. I like to read people's discussion conversations; have time to think about what I am going to add to it. I think it's an effective way to absorb the class information.
334. I liked being able to do my work after I got off work. Having it all due on a specific day, but able to be turned in was cool. I could take a midterm at midnight, and get up and go to work at 8. I liked not having to come to class.
335. I liked that I could take the tests from home.
336. I liked that i could work at my own time/pase and was able to stay home and take of my children.
337. I liked that I did not have to "go to class."
338. I liked that it was fully online. It was an easy course
339. I liked that it was self-paced and the instructor was easily accessible and prompt with his replies.
340. I liked that most of it was online, and that u didn't need to buy an expensive textbook
341. I liked the discussion boards. They were key in helping me get information from my classmates that i needed.
342. I liked the easy access and availability of logging onto the class day and night.
343. I liked the fact that I could do my work at my free time._
344. The pressure is never there because you work at your own pace.
345. I liked the powerpoint method that one of my instructors has.
346. I liked the quiz and homework functions.
347. I live in Santa Rosa, so it was extremely helpful being able to take an online course at such a distant college
348. I love being able to complete the course work on my own time instead of attending a class and listening to a lecture that I don't get much out of.
349. I love that you can work on it and take a test whenever or wherever you want. I work full time, and end up doing most of my coursework on the weekend. I'd never be able to do that in an on-campus course. If I'm out of town on a work trip, as long as I have computer access, I won't miss out and can still take classes. It makes working and attending school much easier.
350. I love the flexibility since I work a 40 hour week and have a young family.
351. I loved not having to travel to take my class.
352. I really like that I can go at my own pace, and don't have to be somewhere the same time every week. Also I think I learn better this way! Thank you I really enjoy online classes!
353. I really liked that I could communicate with my instructor and things could be explained more effectively.
354. I save driving time for this class.
355. I took the course on-line because the class was not available on-campus, I needed this class for transfer requirements, and the flexibility of the schedule was helpful for me due to the fact I work full-time and also taking 8 units on campus.
356. I value the convenience of being able to work at home. I also value not fighting for parking and traffic in order to get to my class. I work full time and time is valuable.
357. I valued the opportunity to listen to lectures, study and do course work while at home. I can expose myself to material at a convenient time and place for me. Since I work full time I value not fighting for parking spots and traffic while attempting to get to class.
358. I was able to access everything I needed 24 hours a day. I was also able to contact and be contacted by the instructor in a convenient way.
359. I was able to contact instructors easily
360. I was able to do everything with time, when I had time.
361. I was able to get my grades fast, communicate with the instructor if needed quickly.
362. i was able to learn at my own pace, and study when i had the most time available.
363. I work Ft (exempt) so for me it means that I don't have to stress about whether I can make it to class or be tardy.

364. I work full time so it allows me to take a class that I would not be able to match with the class schedule and my personal schedule.
365. I work fulltime and am also taking an on campus class so timewise this allows me to do my work when I can.
366. I'm a busy person and like to work from home on my schedule.
367. I'm able to do classwork on my own time.
368. I'm able to work on my schedule._
369. Don't spend time commuting back and forth to campus.
370. if it was a subject i could teach myself it was beneficial
371. in addition to the course. Flexibility.
372. In the course compass format is awesome it walks you through the problems and they have videos and alot of excersizes to excell in the class.
373. In the intersession computer course the instructor was very helpful and the course material and outline was easy to follow. Class was time consuming but all intersession classes are. The Chicano studies class I am in now has a good mixture of assignments that make it easier to understand the material.
374. In the military, this is my only option for higher learning. I was very pleased and find that if you are self-motivated, online classes are great.
375. independant learning, flexible schedules,videos tutorials
376. Independent study. I've been exposed to a lot of new material, which I enjoyed.
377. Information on how to use Word documents on Windows Microsoft
378. instruction's reply
379. Instructor help was wonderful. **** is great!
380. instructor's disscussion board
381. Instructor's excellent attitude;Be at home.
382. Instructros and Tutors will be there to help me when I encountered any questions or problems while doing my work.
383. Interaction with other students_
384. Free to schedule my time in class around other courses and work schedule
385. It allowed me to further my educational goals without interfering with my work schedule.
386. It allowed me to work on the course at my own schedule.
387. It feets into my schedule
388. It fit my schedule.
389. It fits with my schedule. I support myself, and work over 40 hours a week. It is hard to get to class, which is why I take online classes.
390. It generally fit my time schedule, prior to some in-life crises showing up.
391. It is convenient and compatible with my military career.
392. It is flexible around my schedule. I work and am a single parent. This has been the only way I am able to complete my degree and advance my career.
393. It is flexible for me because of my full time job
394. it made me more likely to read all the related material because the instructor was so vague ,I didnt know what she wanted most of the time
395. it save my time. i don't have to drive to college.
396. It saves me time and money. I don't have to buy a parking permit or waste time with long commutes to and from class. I have more time to study as I work full-time. I can learn at my own pace within the term schedule. If I attended a face-to-face class, I would not have this amount of time to spend learning.
397. It served its purpose, regained knowledge that can be applied towards math 96
398. It was a great experience for me. I liked the fact that i could work at my own pace.
399. it was really awesome cause i could just do the work when i wanted to do it
400. It works great with my schedule. Teaching myself is the best way for me to learn.
401. It's easier because you can do the work when you want and are able to.
402. it's felxible. I can study the class whenever I want.
403. its easy to work through the classes on my own time.
404. Its mostly that its not that difficult and it tends to fit my schedule far more easily than other courses.
405. Just being able to go on it whenever it was convenient for me because of my schedule.
406. Just the fact that I don't have to go to class and I can learn things on my own. If I ever have questions I just ask the teacher and I get a quick response.
407. keeping my own schedule

408. knowing syllabus and all assignments ahead of time - however, this particular instructor is BY FAR the most organized I've ever dealt with in any of my online classes.
409. Lack of constraint concerning time of day for working.
410. learn at my own pace
411. learn at your own pace
412. Learning modules, discussion board, email box, my grade section
413. Learning Modules, Discussion Posts, syllabus
414. **** class was incredibly valuable because of the discussion board. Also, she answered inquiries reliably and quickly.
415. Links provided by the professor, easy side tabs to navigate through, due dates posted on the home page, and pop-up reminders.
416. Management of learning time.
417. material
418. Mathematics is a subject I prefer to learn on my own, rather than in a classroom.
419. More convenient for my schedule, and there's on average less busywork it seems to me (like stuff's due once a week, not twice, and it's just important stuff).
420. More efficient use of my time avoiding commuting/parking as well as scheduling flexibility. I am not limited to a particular campus.
421. More of an "at your own pace" to get weekly assignments done. Also, I can work online anytime of day.
422. Much more flexible with time
423. My Instructor
424. My instructor was very prompt in replying back to my questions and to my classmates.
425. My Time
426. N/A
427. na
428. na
429. NO COMMUTING! Easier to work the load into my schedule. Could access site from my work when things there were slow.
430. No set class hours.
431. No set schedule, can log in at any time, despite deadlines for assignments.
432. none
433. None in this case. It was not offered in person, the instructor was flaky, gave conflicting information, didn't do what he was supposed to do, and made the course impossible to complete. He condensed it to 2 months with a high-level programming project due every week. His only assistance was during lab hours, AFTER the in-person class left. He is the number one reason (besides the really poorly set up Blackboard environment) that I withdrew from the class. This is the only class I have withdrawn from. It was C-Sharp, Mesa is the only school that offers it, and there are NO tutors for this course.
434. None.
435. None. I withdrew.
436. Not having a set class time that I had to work in to my schedule
437. not having to attend in person, saves time.
438. Not having to find daycare for my 4 kids and being able complete my work any time of the day not just during the set class hours.
439. not having to go to campus
440. Not having to go to campus
441. not having to leave my house.
442. Not having to make my own notes; online versions of heavy books.
443. Not having to waste gas in my car.
444. not many, the teacher was not helpful and his web page was under construction most of the time and couldn't get the proper information to success in the chemistry class.
445. not sure at this time
446. nothing
447. nothing
448. nothing
449. Nothing
450. Nothing

451. nothing but i dont think it was the fact it was online, the instructor just didn't connect the homework enough with the quizzes for me to learn.
452. nothing
453. on my own time and at my own pace
454. Online class gives me the method to studying in SDCCD from long distance, and save time and energy such no wasting time in finding parking spot and waiting for teach to open class door. Currently I moved out of SD,, and live in LB. online class makes things easy..thank you.
455. Online courses allow me to complete my assignments at my own pace and meet reasonable deadlines.
456. Online lectures.
457. Online links to different websites addressing the current lesson
458. Online notes
459. Online program allows me to take more class because I can allocate my time more efficient.
460. Online quiz; tests, online notes, being able to email your teacher
461. online videos (mathhands) were great!
462. Open book helped me learn the material.
463. Open communication with the instructor.
464. organization, turning in your work via submitting files is very helpful
465. Pace of course study
466. paperless homework
467. Posting on bulletin board
468. Powerpoint presentations and lecture notes were extremely valuable. With these two features, it was as though I was attending the class on-campus since that's the format most professors use on-campus.
469. Powerpoint presentations, Learning Modules
470. Powerpoint, intro to typing, intro to powerpoint,
471. Powerpoints, message board
472. Practical application for career purposes
473. Professor **** is very accessible, and has proven to be a "high touch person" in a high tech world. The class interaction has been great! The other students in this class have been both informative and encouraging.
474. Professor **** was extremely diligent in sending reminders for every deadline (quiz, reports, tests) as well as very responsive to any questions emailed to her. She also gave advanced notice when she would not be available to log-in, giving the students ample time to look ahead and present questions before she was unavailable, i.e. weekends or gone for conferences.
475. professors are great
476. quizez
477. Quizzes and practice exercises as well as final tests.
478. Readyness
479. Repeatable lessons. Missed something? Just stop and rewind the lesson.
480. save money on gas and parking fees
481. save times, gas, money.
482. Saved time and money
483. saves time i can do at home
484. SAVING TIME, MONEY, GAS, AND ENERGY FOR ACTUAL STUDYING BY NOT HAVING TO PHYSICALLY TRAVEL TO SCHOOL
485. NO RISK OF GETTING SWINE FLU EITHER!
486. schedule flexibility
487. Scheduling convenience. More self paced than a traditional classroom environment.
488. Self paced and I tend to retain more by reading rather than taking notes in class.
489. Self paced for the most part. Quizzes and tests online, online support for material was available to help study for tests and quizzes. I could take the tests/quizzes at anytime during the window available.
490. self pacing.
491. self-pace
492. Self-paced at times, Work at own schedule, Save on gas, Time saver, Overall Awsome.
493. Self-paced class
494. Self-paced made it much easier for my schedule. Instant grade results from exams were great.
495. Self-paced, free of unreliable teaching methods are what is valuable to me!

496. Setting my own hours!
497. sometimes instruction is more detailed because you are using a text book while in the classromm many times you are not using texts books
498. stay at home.
499. Straight foward deadlines for the entire semester. It helped to keep track what material will be covered next.
500. Study as often as I choose.
501. Study time is flexible, don't need to drive to school.
502. Study time is flexible, don't need to go to school.
503. subject matter, flexibility
504. Taking chating with the teacher and other students concerning the cours.
505. taking it on my own time
506. Taking tests online and being able to know my score right after I submit it. Also, the ability to easily interact with the instructor and all the classmates.
507. Taking the class at a time that is convenient with your schedule.
508. Test taking flexibility.
509. testing my cognitive ability
510. textbook, program
511. That i am able to go at my own pace and able to do it from home.
512. That I can stay home!!
513. That I can stay with my children and continue studying.
514. That I could do work at my own time(with restrictions of course).
515. That I could learn on my own schedule.
516. That I could log on and do my work at anytime
517. That I could work from home and at my own pace and on my own time to fit into my schedule.
518. That I could work on Home work 24/7,and the sections were well planned out for the whole semester.
519. That I was able to log on anytime of day or night that was most convenient for me. I've learned so much and the class was enjoyable.
520. That I was able to work on assignments from home.
521. That it is self-paced
522. That we were able to get a hold of other students via chat,email,phone and the fact that the Professor is available helps a lot as well.
523. The ability to complete my coursework on my own schedule.
524. The ability to complete work on my time and the hours I choose
525. The ability to do assignments, homeworks, and exams and chat with fellow students and instructor.
526. The ability to do the work on a time period more convenient for me at my own pace. And Call or attend a class if only when I need help.
527. The ability to gain college credit without having to go on campus.
528. The ability to get online and do homework when it is most convenient.
529. The ability to go on-line at my own discretion.
530. The ability to log in on my own schedule was the most valuable part.
531. The ability to revisit the course material time and time again.
532. The ability to set my own schedule and not have to drive school.
533. The ability to study at my own pace and time.
534. The ability to study on my own schedule
535. The ability to take a course that fits with my busy schedule
536. The ability to talk to the instructor when needed.
537. The ability to work at my own pace.
538. The ability to work at my own pace.
539. The ability to work off campus at my time and place of discretion. I work full time and attend classes on campus. I simply would not have had the time to take as many classes as I have if it weren't for being able to work after hours and on the weekends. These courses are great for satisfying Gen Ed requirements.
540. The ability to work on course material when I have time and without having to drive all the way to campus.
541. The ability to work whenever I wanted or needed to.
542. the access and the tools provided
543. the accessibility, the convenience

544. the aleks system
545. the amount of info. about the course presented
546. the assignments and activities tagught me a lot
547. The assignments, learning modules, and so forth.
548. the at home work.
549. The audio-visual links within the instructor's lessons; the templates for writing the assignments
550. the availability of the class during night hours--the convenience.
551. The availability to access the class at any time during the day or night.
552. the blog entries
553. The calendar helps me manage my assignments.
554. The calender!!! I wish all of the online teachers would use this correctly. It makes life easier for me, I took 6 classes and 3 were online.
555. The communication with the instructor, the learning activities and the fact that I can go on at anytime. It worked well with my work schedule.
556. The convenience of not having to go to a class in person. Being able to save my work and come back to it later.
557. The convenience of taking online courses is extremely valuable to me. I like the independence that online courses offers. I am a self-starter so this method of learning works well for me.
558. The convenience of the online course.
559. The convenience.
560. The course is more flexible to individual schedule.
561. The detailed outline.
562. The discussion and the mail system was very helpful plus the immediate response to quizzes and grades. I like the format but it was difficult for me initially because I was a novice at computers. I also missed the beginning of class due to enrollment problems so I didn't know there was an orientation this would have been very beneficial.
563. The discussion board was effective in expressing my thoughts and learning from other classmates.
564. The discussion board was the only element that helped me better understand the subject because of the opinions given by the other students.
565. The discussion board, the ease of test taking and turning in assignments
566. The discussion boards allowed me view discussions between other students and the professor. Most of my own questions were answered this way.
567. The discussion boards help a lot, while email to communicate with my professors in priceless.
568. The discussion boards.
569. the discussions
570. The discussions
571. The discussions because everyone shares honest opinions
572. the discussions the professor assigned.
573. The discussions we had benefitted me much
574. The discussions with the other students were very helpful and encouraging. Being able to communicate with the Professor was also great. Just knowing that everyone was just a click away was a good feeling. I've learned quite alot from this online course and I feel the instruction and assignments were fantastic. Well done! It was a Java programming class.
575. The e-mail and printed syllabus info.
576. The ease and the availability to do it on your own time rather than having to drive to the campus.
577. the ease of time management. It was nice not to drive for 45 minutes.
578. The ease of working from home at my own pace. As a mother of 4 children and full-time employee, I want my evenings to spend with my kids, not in a classroom.
579. The ease of working on class at any time.
580. The elements that are most valuable to me is that I am able to pretty much set my own schedule, take tests from home when it is quiet and I can concentrate, can do my assignments at Starbucks, Panera etc... in between appointments/classes, and can save any unfinished work then pick up again later and finish it. I make the most of my day with online classes. Without them, I would not be able to pursue my degree.
581. The experience was great, but I found that my work schedule is just too demanding for me to dedicate the needed time for the class
582. The fact that I can do the work at my time and pace.
583. the fact that I can review - review until I get it.
584. The fact that I can work at my pace and at my availability.

585. The fact that i could go on when i wanted.
586. The fact that I could work at my own pace. Since fuel is a factor, I don't have to drive all the way to mesa college, which is pretty far from where I live.
587. The fact that I could work on the assignment whenever I could
588. the fact that i didn't have to take time out of my work schedule to attend class
589. The fact that I don't have to drive gave me more time to study. I feel I get the same results from online than in person.
590. The fact that I had a time frame to complete coursework.
591. The fact that I was able to have access and do my assignments 24/7 since I work at night and am up at wierd hours
592. The fact that it is flexible and i can log on and complete work at any time of the day or night.
593. The fact that it was at my own conveyence
594. The fact that it was fully online with the hectic schedule I have.
595. the fact that it was online and I didn't have to make it to a scheduled class.
596. The fact that it worked around my schedule.
597. The fact that the course was available when other face to face classes were full.
598. The fact that the online course was available 24/7 unlike the traditional classroom courses, where I would have to schedule an appt to see the teacher.
599. the fact that you can learn it at your pace even if it takes you until 3 a.m. if you search and search you find it. face-to-face you get what you get during your time on campus
600. The feedback between instructor and student.
601. The flexibility
602. The flexibility and the amount of knowledge that you gain because you can learn at home.
603. The flexibility of being able to do work anytime of day.
604. The flexibility of being able to log on late at night or ver early in the morning.
605. The flexibility of being able to work on my class whenever I have time.
606. The flexibility of logging in at different times
607. The flexibility of the instructor as to the due dates of certain assignments and the ease of doing the work at your own pace and time.
608. The flexibility of time.
609. The flexibility of working when ever my crazy schedule would let me. I would prefer to go to school and most classes I attend in person, however while working 40+ hours a week it is nice to throw in a class that I can work on at odd hours.
610. The flexibility to be able do the work at any time.
611. The flexibility.
612. The flexibilty of logging in late at night after my children go to sleep.
613. The free time created
614. It forced me to read the book to understand the material
615. The freedom and flexebelity
616. The freedom to access my course whenever it was convenient for me.
617. The freedom to do homework when I had time and the flexibility of doing it from home since I work full-time.
618. The hands-on lab work and demonstrations that the recording provided were helpful.
619. The Help available at the CBTE Center
620. The information and help from staff at the lab.
621. The instructor being available.
622. The instructor had his own material and not just have the class do the assignments from a book.
623. The Instructor was amazing, The discussion boards really helped to put things into perspective.
624. The instructor was very attentive and got back to me quickly whenever I had a question. She gave me feedback on my assignments and guidance to help me be successful in the course,
625. The lay out since you know exactly what is expected and when.
626. The learning modules
627. The most valuable characteristic of an online course is the schedule flexibility. Because of my job I can't always be at a class, but I can always find time to log-on an online class.
628. The most valuable element of the on-line course is that there are no strict hours or commute involved in attending classes. This frees up time to devote to work and family which doesn't always keep a strict schedule. I wouldn't be able to persue a degree otherwise.
629. The most valuable elements were the opportunity to use notes and my book(s) for tests/quizzes, as well as having some times to turn in work.

630. The most valuable elements were time flexibility. Allowing for attendance at class everyweek opens the door for me to have a more fulfilling learning experience. When taking in class courses I tend to have to miss a few weeks due to other family obligations which hampers my ability to retain all the knowledge I need to be successfull in the course.
631. The most valuable part of this course is that I can do it when I need to and I am home more with my children when they are young.
632. The on-line aspect is the most valuable part. I can take the classes, learn and not have to find parking, etc.
633. The online course help me save the time because I take the bus to school.
634. The online course I took this spring 2009 was the worse class I have ever taken.
635. The online courses allow me to study and learn from my house. I have three kids and a job with long sporadic hours. I also save time and money not having to fight traffic driving to school.
636. The online format allowed for flexibility with my full-time work schedule. Also, being able to easily download the instructor's PowerPoint slides was beneficial - I was able to use them as a guide and to take notes as I studied from the textbook.
637. The online syllabus, submitting my work online
638. The only thing I liked about it is that it is flexible in time, and that it is at ones own pace
639. The only time that proved valuable to me was the time I spent in the Computer Lab at school. My point of taking the courses was to be able to do them on my computer at home. I found that far too confusing!
640. The open schedule.
641. the option that I can e-mail the instructor when I need the help.
642. The other students in my class were very helpful
643. The powerpoints
644. The practice and knowledge gained.
645. The problem was that my teacher neither posted a syllabus or schedule. It was a joke.
646. the professor
647. The Professor chose an excellent textbook. As it is a self taught course, it was necessary to absorb as much as possible from the book and nearly every page so far has been noteworthy.
648. the professor was very helpful and brought his fun personality into what may have been uninteresting.
649. The professors were still the most important element of the course. The more interactive the professor the more interacted the student is and the easier it is to learn in unorthodox learning environment.
650. The quality, depth and content of the lectures and the use of the discussion board.
651. The rapidness of the response of the teacher, when ever a question arises.
652. The response from the professor were very important. My response back were quick, but we still need to remind everyone that personal response back is very important. That was better this semester than in others in the past. Please keep that as a big focus for the instructors in the future.
653. The schedule flexibility
654. The self-paced structure and the variety of learning options available were valuable to me.
655. the structure
656. The student learns to be autodidactic and self-sufficient.
657. The syllabus. The intructor's syllabus printout enables me to bide my time between completing assignments online and distributing my time for the other courses taken in-class.
658. The Teacher was very helpful and accomadating, also the tools and resources available are very helpful to my learning process.
659. The time factor has been and always will be the most valued element of the online courses.
660. The time fits into an odd schedule, unfortunately didn't have any time to spare.
661. the time flexibility
662. The time gained from not having to travel to class and sit in a lecture.
663. The time is flexible.
664. the time you have to log on whenever you want.
665. The timeframes for assignments. I enjoyed the disucssion groups.
666. The Timing, and the accessibility
667. the videos
668. the videos - they really showed me how to do things in digital media
669. the videos and practice tests
670. The web links and the library sources.

671. The work at your own pace method. I was able to get everything done in my free time earlier than expected rather than string along.
672. there are no time constraints, i can go to class whenever i have time.
673. This course ended up with zero value. I will never take another course from San Diego City College.
674. This course is completely useless. It has absolutely no value. The instructor is incompetent, rude, unavailable, and unresponsive.
675. This was a self study course and the school or blackboard provided no added value. The book selected was good and I learned quite a bit. I completed all assignments but stopped submitting them as I saw no added value from the teacher. I logged in the system frequently mostly to find that the students were struggling and the teacher was still absent.
676. This was my first time.I learned quite a bit to help me.My interest are computers. The in and outs of them.
677. tiem managment
678. time
679. Time
680. Time allotted to doing individual assignments and instructor feedback
681. time constraints. This way I can study when I want
682. TIME CONVIENCE
683. time flexibility
684. time flexibility
685. time flexibility
686. Time flexibility
687. Time flexibility
688. Time flexibility was most important.
689. time flexibility
690. time flexibility, weekly assignments increased my participation and performance
691. time management
692. time management
693. Time management
694. Time management
695. Time management
696. Time management
697. Time management
698. Time Management
699. Time management. I work full-time, so I appreciate the flexibility that the online courses offer.
700. Time save + convenient
701. Time schedule
702. Time, I can do homework/test day or night, which ever works best for me
703. TIME!! i can do my homework whenever. I just got done doing my coursework and found this email. it's 3 am. you can't take class at midnight. there is no price on time convenience
704. Time.
705. time. getting to do this at my own time.
706. time. I like the flexible study-time
707. timing
708. Timing and flexibility
709. timing, can take anytime... self paced classes are the best!
710. to be able to be at home, still study when caring for elderly or children at home.
711. unlimited time on classes.
712. using the wimba classroom
713. various websites
714. Very convenient
715. very convenient for people like me who works full-time
716. very easy to control the study time, improved the computer skills
717. very easy to use, no tech problems and the material presented was very similar to a non online class
718. Very enjoyable, better than going to campus and trying to find parking. I enjoy learning on my own time.
719. very flexible

720. Very little was valuable about Blackboard for my Spring Math class. But Course Compass for my inteseession Math class was invaluable and allowed me to succeed in that class.
721. video tutorials
722. Visual Slide lectures, easy access to pdf handouts and nessesary files, flexible schedule, convenient test taking and assignment submissions
723. Web tutor, web link for research and the online library.
724. work at my own pace; work when I want to; avoid commute to campus
725. Work at my pace according to my schedule. I don't remember how helpful the orientations were in the beginning. I have experience with computers. Others with less experience may find greater difficulty. I am a programmer, in the past, by trade.
726. Work at own pace
727. Working at my own pace
728. working at my own pace - responding to questions in the evening - my life is VERY busy and this made taking a class possible!
729. Working at my own pace and schedule.
730. working from home on my own time frame
731. working full-time it is very convenient for me to take an on-line class.
732. Working Independently, Setting my own class hours, instant submission of my coursework (no more "my dog ate my essay."
733. easier to keep my assignments organized on my computer and all that goes with that.
734. Working on my own schedule, not having to drive to class or park, learning on my own. I love online courses! I am able to work full time and take a full course load only beacause oline courses are available! Please keep offering them!
735. Working through the assignments was most beneficial.
736. works with schedule
737. You can proceed at your own pace. My teacher was available when I needed him.
738. you could do it at your own time.
739. your customer service technician are the best.
740. 1. Convenience 2. Time-savings 3. Cost-savings 4. Video instruction 5. Networking with other students.
741. 1. Convenience 2. Cost-savings
742. 1. Convenience. 2. Cost-savings (as far as gasoline is concerned). 3. More time to study.
743. 1) The "Send Chat Invitation" feature in "Who's Online" is helpful, however I tend to have problem connecting to other students. More below. 2) The speed at which emails transfer from my blackboard to my personal email is fast.

Question 25: What would you change about the course you took?

1. Ability to add spell check into the system.
2. Ability to see quiz results after submitting quiz. We are able to see test results right after submission. This would allow you to see where you stand/what you may need to re-read.
3. A better instructor for the eco course(short-term) I took, the instructor basically did not teach the course and I had numerous online classes that didnt rely solely on the website to teach the class, I think paying that guy was a waste of money.
4. A bit more involvement from the instuctor as far as keeping us informed on status of grades
5. A few of the courses need some more in depth analysis of the material by the student. For example, more "papers" which make the student delve into and understand the material instead of just multiple choice.
6. A less expensive and shorter sections of the textbook.
7. A little more interaction between instructor and students.
8. A lot of writing was required for one course. I would have preferred less writing and maybe more quizzes to guage if I was comprehending what I was learning.
9. A more standardized format for all online courses, so all online courses would be reasonably the same.
10. absolutely nothing
11. Absolutely nothing.
12. add a preview button where I would submit my assignments. (This to me seems to be a functionality inconsistency with webct, not the course itself)
13. add lectures
14. All three courses are good. I like them as they are.
15. The only gripe was with math 095. I was unfamiliar with the Cengage website and missed two tests. I took all four quizzes, passed all with a 100%, but did not realize there was also a test for each week, until it was too late. I would like to see maybe a tab or alert for missed assignments or assessments.
16. allow us to opt out of one or two of the in person classes required and allow us to get the information online
17. Although I took a 1 unit, Refresher course, I would have like more interaction from the professor.
18. amount of work required seemed like more
19. An easier way to email teacher work is done.
20. Another two weeks to do the course would have been helpful. The course was an Intro to Networking and if we could have accessed Windows 2003 Server and Linux Server I could have done all of the hands-on/lab task that were in the book. Even a virtual server would have been great.
21. Any text page should have a pop up asking if user wants to "navigate away from this page" is case of accidental "back" command through the delete key...I lost so many entered test data because I wanted to delete an entry, but instead it paged back.
22. anyone who is taking online course must know how to organize his or her time. it is easy to fall behind
23. ARTG-106 Typography at City College
24. Critiques need to be fairly dispersed among students. There is a tendency of students being left out of profitable student inputs due to various reasons, usually time constraints. Left an uneasy feeling with me on a few assignments, but I kept offering my own critiques and eventually started to get some reciprocating feedback. Coverage of fonts and application more in depth. I am assuming this are might be covered in more detail in the advanced typography class, just not sure. Overall the class was a great learning experience and I would seriously recommend it to anyone who wants to learn design principles with typography.
25. Assignments that require to attend activities in San Diego should not be assigned.
26. audio help when not in labs
27. Availability of the instructor. It felt like he wasn't there and that I could never get a response in a timely manner.
28. Being able to interact with other students taking the course.
29. Being able to talk with the professor a little more.
30. Being able to work ahead on test and assignments
31. Better instructor
32. blacboard responses

33. Book's exercises don't provide answers. Not possible to verify your own answers. It is make more difficult to be successful on a test.
34. Certain teachers should not be aloud to teach online classes. Their techniques are clearly not affective for this type of environment.
35. chats
36. classmate disscussion
37. Clearer Instructions. Better book. Book that was used was too difficult for a beginning Excel class.
38. Combine the two interfaces to only need one location to sign in and use e-mail and the course itself. And oh by the way, it'd be nice if the teacher ever replied to the one e-mail I ever sent him.
39. cost - I had to purchase access to the online website to do homework
40. course was fine as it was
41. Critical thinking component was not realistic with what employers expectations are.
42. Deadlines on assignments. It comes down to what is more important, handing in this program on time or life with my family? Putting in 70 hours a week on a newly started business and course deadlines were not worth it!
43. Different assignments other than reading.
44. different teacher who knows what they are doing and have time to teach the class or at least be involved with the class.
45. discussions
46. disscusion board
47. Do not require minimum attendence (log-in) per week, since that compromises the flexibility which makes the course attractive in the first place
48. Each professor is different in accommodating the student, there wasn't a place where I could actually contact the professor this semester. Just a generic number.
49. Econ class was horrible. INstructor did not do his job at all.
50. eh...
51. Eliminate due dates for assignments and tests that occur on weekends. On-campus students are not expected to take a test on a Saturday or Sunday, it should be no different for the online format.
52. emails and messages sent to teacher were not answered in a timely manner.
53. Everything about the way this course was set up needs drastic improvement. First get another instructor. Secondly, do not allow an instructor to make it 2 months instead of 4. Third, make sure there are tutors available to assist. Fourth, overhaul the Blackboard environment, the site is designed really poorly. It is bloated and nearly impossible to navigate in. It has many holes in the information available. Lastly, continue to get feedback from the students so that you can remedy this really serious issue.
54. everything is fine for me.
55. Everything. I have both taken and taught numerous online courses and this is by far the worst course and instructor (calling **** an instructor is extremely generous)I have ever experienced. I will mention that I currently have an A, and this is in no way a reflection of my grade.
56. Expense of book
57. Extra work available for reinforcement and further Knowledge/skills
58. Face time with the professor before the course. The only problem I really had was misunderstanding something in the syllabus.
59. Faster network access to webct
60. Final exams being took online, instead at the campus.
61. For ALL online Math classes, Blackboard should not be allowed. My instructor used Course Compass for the Intersession class which was substantially more effective than the Blackboard. That is the reason I was not able to continue with the Math class that used Blackboard.
62. For one, they should show you how to enter your scores. Over 50% of test answers I would enter would be correct, but then I got them wrong due to the computer's format, which they do not outline from the begining.
63. Not to mention, the instructor never replied to discussion boards, and very late for emails.
64. She mid course changed the fact that the homeworks had no deadline to all the sudden a few of mine were past due with no credit- with no notification of a change in course structure.
65. For the class I dropped, I would like for the instructor to find a different way of setting up her assignments. Her instructions were convoluted and crammed into the syllabus instead of arranged into a lesson module.
66. for this class, I would've liked to have more people there to discuss issues with. hopefully with that, I could have various options.

67. fully on line - the watch it is great! Had trouble with discuss.
68. **** (Drama ***)is hands down the absolute worst teacher I have ever had! If you want to absolutely dislike a subject for the rest of your life, take this class. His comments to a project consisted of and I quote "THAT'S WRONG!" With no other constructive criticism what so ever! This teacher is an absolute disaster and is not suitable for adult learners, he is a disgrace for the SDCCD!!!
69. As for my other online class Drama 150, here's a tip, tell the teacher to get a BOOK like all other classes in the world. Her tests and quizzes depended solely on the internet and if the site happened to be working or not. The discussion sessions for this class were useless and pointless, they were a waste of time.
70. give me a timebar or "progress bar" that shows me what percentage of the class I have completed so I can budget my time for each session.
71. Given the class is fully online, instructions and specifications from the instructor must be carefully thought out and provide extremely clear directions. This is not the case with my Spring 2009 class.
72. For the current online class, I would highly encourage the professor to significantly revise his programming specifications to be more closely aligned with each assignment. Too often, specifications for the current programming assignment included instructions for both it and the next assignment making it difficult to figure out what to do.
73. Good feedback from the instructor. I did not have that in this class. Many times I e-mailed and called my instructor with no response. It was very disappointed. My worst experience with an online class to date.
74. Grades based more on technically proficiency than instructors opinions.
75. graphic design
76. Group projects just don't work well in an online class.
77. Had lots of trouble communicating with professor. Syllabus and Course home page had different levels of completion necessary, which caused me much grief.
78. have a meeting with the instructor
79. once a month
80. Have more instructor feedback and actual teaching rather than just using ALEKS to teach the students.... I could get the ALEKS class online through that company cheaper than paying tuition at Mesa, and it was exactly the same course. That's a hideous excuse for an online class for a community college. The point through college courses is to get some interaction with the professor/teacher also and not just rely on the computer to teach the students.
81. Have more interaction with the Course instructor.
82. Have more interaction within the students so we could email each other or post questions or problems we had with the homework.
83. Have more references to other sources
84. have some type of lecture
85. have the computer center open before 10 am because it was difficult with my schedual to fit in time to go after 10 am
86. having access to the instructor in person, not just online.
87. Having more course incorporate video would be handy
88. Having my instructor be more accecible. He came on twice during the whole course.
89. Having the book or online session provide "how to's " on a TI83 caluclator rather than having to download or ask the professor for guidance.
90. homework assignment not available until Thurs cut down on time to do it before the weekend.
91. The quiz/test questions don't often follow the readings or the homework - they are often confusingly worded. More time to take quizzes and tests.
92. Honestly, nothing. It was very well set up.
93. I am filling out this survey because the online course I took was ridiculous. It was way too much work for just 1 unit and there was was a group project which did not work out well. Having a group project for an online class does not make sense.
94. I am not too thrilled with the response time from the professors on questions.
95. I am still taking it. This, being my very first fully online class, has been very arewarding experience for an older student like me..
96. I am taking Math 95 with ****. She does it through web assign.net and it needs more videos to understand the concepts. And she takes a long time to respond to questions or concerns.
97. I believe it is up to the teacher what setting the assessments are on but it bothered me to not be able to go back and see what questions I missed on the tests and quizzes. Seeing my mistake is a big part of what helps me learn.

98. I cannot think of anything that I would change.
99. I cannot think of anything that I would change. It seems the online system was well designed and works well with students.
100. I did miss class lectures. I think you can learn alot from a professors wisdom.
101. I did not know I had to meet with students to grade each other, I thought it was fully-online but it wasn't that big of a deal.
102. I did not like much replying to posts that my classmates made. We were ask to do it and that was the only reason why I had to do it, but I find it a little peculiar because some people missinterpreted what one may say.
103. I did not like that I had to pay to go to another site for my math class (on top of buying a book) i didn't have to pay for my previous math class outside website.
104. I didn't take enough of the course to know.
105. I dislike how some courses only release quizzes; assignments once a week. I've taken 9 online courses; I MUCH prefer when we have ALL the work available for us to submit up front. That way if I have extra free time I can work ahead.
106. I also wish ALL online courses would post the class requirements/syllabus as well as required books; supplies ahead of time. When they do not, I'm often not sure if I really want to take the course; then if I do I have to go out; find the books in a matter of days. In 2 past classes the college bookstores were out of stock when the classes began forcing students to purchase books online; pay VERY high expedited shipping costs.
107. I also dislike how some course utilize alternate websites for quiz submissions. I've never had a problem with the school's website/tech support, however, I've had a lot of problems with the SAM site did not know until I actually had to take a test that it would not work for me, thus giving me 0% on that test. Had there been a way to test if the site would work ahead of time, I would have known; could have configured my computer earlier to meet that site's requirements or dropped the course before I had invested a lot of time in it.
108. I cannot think of anything that I would change.
109. I would like a larger window for exams...rather then 2 day three is more appropriate...I had a sick kid during a test and failed dur to that...but my 2 year old was vomiting what was I to do...certainly not the test
110. I do not like the layout of the online "classroom" (for lack of a better word). I think the website layout is very inefficient and it is complicated to navigate. The link bar on the left side is poorly organized, icons do not make sense and text is too small. I just did not like the web design at ALL and it deterred me from wanting to spend time there. Come on, anyone can open up FrontPage nowadays and make a website.. make yours a little interesting !!! We DO have to spend a lot of time staring at that screen, making it appealing to our senses will make us want to learn! duh.
111. I do not think any group projects are appropriate for the online community.
112. I do prefer face-to-face classes beacuse it gives the in the moment reaction from the teacher and other classmates, but I'm not sure how that could be incorporated into an online class.
113. I don't have anything in mind that I would change.
114. I don't really like Blackboard. I've used Etdues and I think it's much easier to use.
115. I don't think I'd change anything.
116. I don't think that i would change anything, the over all experiance was great!
117. I dont know
118. I dropped both courses. There were meaningless intro assignments that had nothing to do with actual coursework but negatively affected grades.
119. I dropped my Music course and it was in part due to being a self paced course. The theatre class I am taking however, is not self paced and I believe this process has enabled me to learn throughout the 8 week period. If I ever take an online course again it will likely not be self paced. I believe the courses that are not self paced but rather require work everyweek are the courses where the student learns more. Just my opinion.
120. i dunno,any math and cbte courses were really challenging for me.
121. I feel that the instructor was an awesome online instructor i would love to take Calc2 with him.
122. I had a big problem this semester with all my online classes that i never had a problem with in my other online classes. Their was a huge problem with plagiarize in my classes. I contacted the professors and received a quick response back from them, but this was a big issue.
123. I had a few website or computer glitches during tests. I don't know if it was due Windows Vista being incompatible, or a program glitch, but it was difficult to contact support or remedy the situation during the timed 90 minute tests.

124. I had some difficulty with my computer crashing in the middle of my 1st quiz. The homework assignments changed in an email, but the change was not made in the My Grades section with was very confusing. My instructor was slow to respond when I did have questions.
125. I had taken online courses at university of phoenix previously and enjoyed the experience, I thought taken classes here wouldn't be any different. I was extremely dissapointed in this class. The syllabus stated there would be discussions every week and there weren't. there were no assignments given besides the readings, and the quizzes weren't available until almost 2 weeks past the original dated stated, then they were given lumped together, quizzes 1,2,and3 all within a week of each other. The professor stated he had technical difficulties uploading the quizzes, but I honestly dont think this professor was interested in teaching this class at all, he never particiated in discussions until I posted my disgust in the way the class was being run. I understand the we are suffering from economic cut backs and classes are limited, but for students such as myself who still want to excell academicy, every class given counts, and its very discouraging to take classes like this. I withdrew from the class due to lack of commitment on the part of the professor, he was wasting my time and I felt I learned nothing from that class.
126. I had trouble logging on to the chat rooms
127. I hated Nutrition 150 because the teacher did not use Blackboard but used a really stupid system called coursecompass. There wasn't any textbook - you could only read on line and so you could take notes or underline or even learn. It was hard to get to and to take the test were impossible. Each question had to be submitted one at a time - so you couldn't go through and answer the easy ones first and then take your time with the hard ones. You couldn't go back - it was the worst system ever. The assignments weren't available ahead of time so you couldn't pace yourself. It was the worst class ever. I had hoped to learn something about nutrition but instead all I did was fight with the stupid program. You ought to require all the teachers to use Black board. I also took health but tht teacher used blackboard so it was easy once I got the schedule figured out.
128. I have a learning disibility, and I read slower, so I find it hard to keep up with the weekly assignments, and it becomes a discouragement when trying to learn a program for the computers that are required. I don't seem to be able to complete the course within the time limit, but will keep trying until I fully understand the process of this program I am taking.
129. I have no idea
130. I have taken a few satisfactory online courses but the Political Science course I took was very disappointing. The links were not linked together such as learning modules were accessible from one page but not the other. There was no assessments button. Tests and Quizzes were not prompted on the Calendar until last minute. The overall layout was not organized. There were weird links that did not pertain to the class. I think the most helpful aspect would be to have a a master calendar with current chapters or tests available for students to keep track of the schedule. I felt like the spring 2009 online courses I took had very little teacher input on what they thought on the subject. The professors rely on students to participate on the discussion board yet I felt there was a lack of dialogue between the teachers and students.
131. I have taken an online course at a differnet college and I thought it was going to be fun and easy access. But this online course the pages were all over the place and some of the teachers for instatn the Micro econ teacher had stuff all over her page I couldnt find where she was posting her discussion board. To many things. In class its not like that and the. When taking lonline course your not suppose to work everyday online. Their epectations is ridiculus not even a High ended university ran this way! I felt this online was a waste of my time for a class I thought would be efficient and work well for me!
132. I have taken online classes before because I can not commit to a schedule. This class insist that we meet for 2 hours on a Monday or Tuesday night in the online chat room. I have to take this class to transfer otherwise I would have dropped it along with the rest of the class. I have missed work because of this class. I am normally pleased with on line classes but not this one. There is no way an online class should have mandatory meetings unless it is stated before registration.
133. I have windows Vista didn't get enough help on set up.
134. I just wish it was a face-to-face on campus meeting, especially with multimedia courses, which require further explanation and learning from a teacher rather than just a book.
135. I learn better in an oral discussion environment.
136. I liked it, the assignments given were a bit tedious, but that is because of the course and professor, not that it was online.
137. I loved it!!
138. I loved taking Business Law online - wouldn't change a thing._

139. Not that impressed with my CISC 181 course. The teacher is unclear, there is not enough communication encouraged or participated by the professor. He could give more helpful answers, especially when explaining a question a student has.
140. I needed more time. The online syllabus was hard to read. There was a lot of information that was overwhelming to digest and find the current week. I wasn't able to contact my instructor through the Blackboard e-mail because of the security on my computer.
141. I think a "Wimba" live online lecture once a week could be helpful. It could even be recorded in case some people couldn't make it.
142. I think a large group of students struggle with Word, Excel; Power Point skills needed for assignments in this class. Instructor feedback has been insufficient but the work generated by the students is huge. Quizzes need to be cleaned up. Late submissions cannot be attached to previous assignments but can be attached to previous discussions--a logistical problem for students that should probably be addressed before the next time the course is offered.
143. I think college may consider training teacher/instructor for who is a host of online class,, a few of teachers are very unhelpful,reply email of questions late, and use old dated information, such like one teacher created patten of the class in 2008, and he use same information on spring 2009, which toward confusion on date and time of deadline, it makes students has no point at that section of class, in the addition, lower the total score in final, in class, in GPA.. it is unfair because it mistake by teacher and instructor.
144. I think I would make it a bit more interactive.
145. I think instructor needs to improve their knowledge about using online tools more efficiently. During one year I saw a lots of error from instructors which some of them.
146. I think it is always a good idea to not take for granted that the test questions are clear and effective in what they are supposed to be testing. Overall, the test quesions were good, but I occasionally felt that one was badly worded or "tricky" when it didn't need to be.
147. I think it is important to have online meetings with the instructor once a week to see how he does the excercises we are supposed to do, I am specifically refering to the java class
148. I think it was a lot of work for a 1 unit course. I am a beginner and I was behind the whole way through the course.
149. i think it was fine. i didn't run into any issues.
150. I think it would be good to have at least ONE required meeting with the professor where you can meet him or her and hear them tell you their expectations and go over the course aloud.
151. I think more teacher interaction might be better.
152. I think the idea of the online course it great and it has been really helpful to me. I would not change anything. What is sad is I believe that some teachers are not ready to be an online teacher and something make the class very hard for the students. I have taken more than 6 classes online and never had a problem until now. I am very frustrated with this 2 classes I am taking and not only me but my colleges express their disappointment feelings. CRN **** and CRN ****. The tests are absurd, the grading system is unfair, teachers can't open documents saved in office 2007. I am sorry but these are the only 2 classes I had this problem. I think this is unacceptable.
153. I think we should get our grades faster
154. I thought this particular course was fine just the way it was.
155. I took a lab to go along with the course at Miramar. The two classes covered completely different material at different times. The text that we used is very bad and our course is designed around another text. I have basically been self taught using Google as my professor. It takes days to hear back from my professor when I have a question and we are tested on material that we haven't even covered because we jumped around so much in the text. I have had several online classes and have never felt so lost and disappointed in a class. I would definitely organize the material taught around the text that is used and have all teachers follow a syllabus so that labs topic coincide. I will take other online classes, but not at SDCCD
156. I took Banking course and we still meet with the instructor in class. So, the online is just a supplement. That works well.
157. I took literature on line, which was a positive no, no. There was way, way to much reading assigned for an on line course as well as too many essays.
158. I took Math 95 - its been a real challenge for me online...I will take math 96 on campus.
159. I took PowerPoint, Excel, and Access. I like PowerPoint and Excel. Access was hard. The teacher for Access is good, but the course is hard. The teacher for Excel sucked, but I like to topic.
160. I was confused a few times about the assignments. the instructions were not clear and it was hard to communicate with the instructor

161. I wish it would have been fully online. I work; am a single mom, I don't have the time to come on campus to take tests
162. I WOULD ADD SOME WEEKLY ONLINE MEETING WITH THE INSTRUCTOR
163. I would ask for an easier way to speak with the teacher. Perhaps an instant messenger type of set up.
164. I would change NOTHING !!! It is an awesome way to take classes.
165. I would change nothing at all, except the time for the test.
166. I would change that fact that u have to log in to see if u have messages it would be a little more helpful to recieve emails too
167. I would change the communication between the professor and his/her students.
168. I would change the fact that many of these courses are only available online. I have also never heard anyone say anything positive about about Blackboard. Many student drop out because of Blackboard, even when they are a affluent with computer skills, (like my son).
169. I would change the instructor. I found him to be very hands off and not very knowledgabe.
170. I would change the level of feedback offered by the instructor.
171. I would change the units earned on the harder classes. Some classes are harder than others and are worth the same as the other.
172. i would change the work load. the amount of work is rediculous, especially for basic classes.
173. I would give out the syllabus and have the end of the semester be the due date for all work. I would also make the teacher available more considering there might be many questions.
174. I would have changed the teacher.
175. I would have every homework deadline consistent among each class - due on Sunday @ 11:59 p.m. with all next week assignments available that same day for print-out and review if necessary.
176. Grades could be posted by the following Friday / Saturday evening prior to assignments being turned in on Sunday evenings. Class discussions and chats could be done on Fridays / Saturdays as well prior to assignments being turned in.
177. This would work well with classes that required video viewing or play / concert critiquing too. We would view the piece Fri/Sat and write/submit the Critique on Saturday / Sunday while the memory is still fresh.
178. I would have liked to have known all of the possible problems that can occur when taking an online course. If there are any inabilities within the technology of either the student or the course designers, then there will be a deficient amount of learning from the course!
179. I would have my instructor more involved in our activities.
180. I would have preferred more interaction somehow with other students. The discussion board seemed to be more for the instructor than the students.
181. I would have preferred to work at my own pace rather than have certain sections locked until a particular date.
182. i would have the emails sent to my personal email and not to my course email. my instructor frequently changed the dates and times of tests and assignments and it was hard to keep up with what was going on and when.
183. I would have the instructors ****(Property Management Real 130 CRN# 033206) grade students test in a timely manner and answer their emails. She also need to pay more attention to her online class by having a syllabus with dates and give feed back. In short the class should not be read and wait or read the textbook and wonder how you are progressing in the course. She needs to be present online or at lease available to the online student. Test should not be taken and assignments turned at the end of Feb. and still not be graded in the middle of April! This semester's class should have their money refunded!
184. I would just use the ALEKS system and not register through the university.
185. I would like email notification when someone posts to the discussions or when I get an email through the system.
186. I would like having the option of buying the textbooks wherever I want. I don't like being restricted to buy it at the College bookstore.
187. I would like if the course description was more detailed.
188. I would like more feedback from the Prof--maybe in the form of a statement sentence to my weekly discussions post. Also, I would definitely like the prof to have a "mock ID" that allows them to log on to the site as a "student" to check the site to see if what they think is posted is what we all are seeing. Trouble with that this semester. The first week was terrorizing trying to figure out the mechanics of the site. Then some had customized their site until it was like searching each time I logged on.

189. I would like the communication of teacher and student to be more accessible and easy to obtain.
190. i would like the professor to read the questions on the test and try to find the answers in the assigned text/chapter
191. I would like to be able to work ahead more
192. I would like to have all online courses offer online texts which are easier to read than a hard copy text.
193. I would like to have strict dates of when things are due, and a more easily accessible calendar of when things are due. In the Math 90 class, it was a bit hard to find.
194. I would like to see more interactive features for students that are struggling with concepts.
195. I would like to see some flexibility by the instructors. My job places me on travel 2 weeks out of every month. So some weeks I might miss a lesson but I will take the weekend to make the work up. I try to participate in the discussions and find them interesting. I wish an instructor give me zeros for a week and this reduced me from a potential to a B at best, even though I did the work, it was late according to him. No flexibility. Students take on line courses for many reasons. Mine would be because of time and flexibility.
196. I would look for a teacher that was interested. The blackboard system seems to work ok but seemed unnecessary at least for this course.
197. I would make an address list for the students to obtain the instructors names when they want to e-mail them.
198. I would make it mandatory to interact. I have had that before in other online courses and it sort of brings the classroom experience home.
199. I would make the deadline to turn in all homework to be Sunday evening 11:59. My week is taken up with Classroom classes, homework and club activities - scholarship writing too. Doing my online class work on Fridays, Saturdays and Sundays helps me to concentrate better and divide my time up.
200. I would make the DEADLINES MORE CLEAR.
201. I would make the instructor answer online questions in the board or email in a promptly manner. They take so long sometimes that by the time they answer the question, the submit deadline of assignments, quizzes, etc, its long past.
202. I would make them all self taught. With a teacher there to help when needed and to grade at the end.
203. I would never do algebra online again - I needed more help than what was available to me. The other classes are great for it, though
204. i would not change anything
205. I would not change anything I love the way all the professors teach their online classes. Hopefully there will be more online classes available.
206. I would not change anything
207. I would not change anything, except that the grading system be a little faster, but sounds like teachers get overwhelmed with the grading system.
208. I would not have taken this course on-line. I felt the class information was disorganized and hard to follow, confusing at best
209. I would not separate the class into groups of three people with no contact with the rest of the class.
210. I would not take an 8-week online course. I do not feel it was enough time for an online course.
211. I would prefer another instructor. He was AWOL for the first 1.5 weeks while the website was stale and confusing and not correct. The weekly discussion boards were not structured, i.e. here's chapter 5 discussion board. There wasn't a set question or topic on each chapter for us to discuss or go into more depth. Additionally, I did ask several questions about the reading where I couldn't understand a certain topic but neither other students nor the instructor responded or clarified. Also, the boards were taken down weekly which doesn't allow any reference when you're studying for a final. And we all felt that the midterm exam wasn't taken from our same book and we all asked for a comparison of the questions and answers to better explain why we all scored so poorly. I would also like to see the calendar function utilized by the instructor, unless it was something we were allowed to update and I was unaware.
212. I would prefer more lecture and a few more questions about the content of the work just to get a better insight on the test and quizzes.
213. I would prefer that all teachers can effectively post assignments and assessments.
214. I would require that all students log-in at the same time once a week for a group chat with the instructor---maybe an assignment would be to read certain documents for discussion during the on-line chat

215. I would seriously check into **** involvement with his on-line course RE 120. He almost never checks in and ignores questions regarding course content. I wonder why he is necessary? The course was completely self-taught with no outside resources. A waste of my money.
216. I would suggest that all the course material be made available from the beginning till the end of the course. There shouldn't be some material that "times out" and becomes inaccessible, nor should there be a limit on how far the student can work ahead if they so desire.
217. I would take a course that had a teacher. All I had was an instructor who dispensed assignments and graded them. No help at all.
218. I would take an classroom course instead. I can recieve immediate responses to questions there.
219. I would try and take an easier class to acclimate myself to the on-line format
220. I would want a little more leaniacy on the overall. I shouldn't have to drop because I did bad on one assignment. I should at least be able to review the next chapters.
221. I would want all assignments to be due Sunday by midnight. My online course required all work to be completed on Saturday at 5:00pm.
222. I would want the test dates to be extended and available sooner so I can travel. I would like to get all my course work done in advance.
223. I wouldn't change any thing at all.
224. I would've taken it on campus.
225. I wouldn't change anything
226. I wouldn't change anything about the course but I also wouldn't enroll in another online course.
227. I wouldn't change anything about the course I took at Mesa College. It was a good class.
228. I wouldn't really know where to start coming up with ideas of changing it.
229. I'd like it if the textbook was available online instead of needing to purchase it.
230. I'd like to have one class a week a where all students have to attend a meeting concerning the curriculum
231. i'd prefer a face-to-face meeting once in the first week of class.
232. I'm taking two accounting classes, both online. One uses Cengage; one does not. I would change so they both used Cengage for the homework.
233. I've noticed that all the techers use the different teaching tools available, in different ways, to a different degree of proficiency. Some teachers from some courses even used other websites for their classes. This created a communication and confusion at the start of the course for some people. I wish there was a way to improve and standardise things a little more.
234. If I work would allow, I would like to attend on an campus course taught by my instructor.
235. If the lessons were posted on a regular basis
236. Improve the comunication between the instructor and the student.
237. in math a better explanation of how to come to an answer. Sometimes they skip steps
238. In this particular course there were no discussion boards which is one part of the online experience that I feel is important. It gives students an opportunity to discuss topics in the course rather than just reading. Also, the tests were open only for one day. All other online courses I have taken have offered the tests/quizzes over a period of a couple of days. I mention this because I think that online courses attract students who work full time and having the option to take a test over several days is a benefit of online courses. Online courses are great and I believe it opens up education to a population that otherwise may not be able to pursue a higher education.
239. Include a 24-hour grace period for overdue assignments.
240. Increasing instructor feedback and engagement in the course so you'd feel it was actually a class.
241. instruction was limited to textbook. professor should be more involved.
242. Instructor
243. Instructor did not have enough time to manage everyone in class.
244. Instructor should be contact at any time.
245. INSTRUCTOR.
246. Instructor's level of communication and posting grades and progress.
247. Instructors need to teach, not sit back and just grade. actively participate in the lessons. have a live chat that students can join in or read later.
248. Instructors should be more precise and detailed about what they are looking for in essays and writing assignments.
249. It is impressive that we can take a chem lab online and I find it very valuable. The professor doesn't participate in discussion boards though which is too bad.
250. It needs to be in a classroom with an instructor.
251. It seemed that there were a lot of students so it took a while for the instructor to respond.

252. it should not be online but in the classroom
253. It was a balanced mix of discussion, papers, and quizzes. The Professor did a great job!
254. it was great
255. It was great I would not change anything.
256. It would be fully online as opposed to partially online.
257. It would be helpful if the instructor posted notes (short explanation of the most important concepts in her own words) on the chapters we cover
258. It would be nice if Blackboard were compatible with Opera. Other than that, no complaints.
259. It would be nice to have the schedules of due dates for both classes I've taken up by the first week so I can plan my studying.
260. Know in advance what the tech requirements are needed for my computer and what books are needed for the course prior to registering.
261. lengthier session. I was not prepared for the 5 week session.
262. Less canned questions that just see if you read the material and more questions about relevant material that you should be learning!
263. Less canned test questions that test whether or not you read the material instead of questions on material relevant to the course that you need to learn.
264. Less group combined homework. I don't think I should be graded on the writing ability of my other classmates.
265. Less writing on chat room, discussion board and make online classes be less difficult. It seems that online courses have more course work than a face to face class. I would prefer it to be the same amount of workload as a class in person.
266. Live online instructor assistance
267. Look for a different instructor
268. Make all syllabus uniformed. Making it mandatory for the course material to be included in the syllabus.
269. make computer tools that teachers use like course compass cheaper.
270. make it harder, have more personal assignments that weren't just from the book
271. Make it MANDATORY for Teachers to log on and maybe hold chat sessions to assist students with the class work.
272. Make it more interactive, than just forms to print. Would like to have been able to view them in a powerpoint presentation format.
273. make it partial
274. Make online versions of the textbooks available.
275. Make sure to inform the students how to take the test properly.
276. make text books and manuals available at all campuses, not just ECC (which is very far for me)
277. make the blackboard less confusing.
278. Make the exam online, hard to find time to go to class to take a test.
279. Make the instructor more accountable. He did not respond readily to inquiries, sometimes just ignored them completely. He was not very helpful. I could have taken this course without him and learned just as much so why pay for the instructor? Even his "slide-show" for the chapters were outdated (by a number of YEARS) on a number of issues regarding CA RE Law--incredible!
280. make the introduction to the online course experience a little more user friendly.
281. make them a bit more informative
282. Making it a requirement to attend an orientation class prior to taking the first online class. Tech support need to broaden their range of help...like the basic computer tech problems if we are having a problem esp after hour assistant.
283. Making the answers available for tests after taking them, so that I can see what I missed.
284. Math software needs to be better. Difficult to learn and understand.
285. Maybe a voice critique of work from the instructor would be more helpful.
286. Maybe at least have one or two in-class sessions to put faces with the names on the discussion board.
287. Maybe the amount of time available for the tests.
288. more accessibility
289. More activities pertaining to the course subject
290. more and more efficient tools to help understand the concepts being learned
291. More communication with professors
292. more communication with teacher
293. more communication between the instructor and with other students

294. more deadlines to keep me on track
295. More examples in the math 96 course. A better system for learning online would have helped me out more.
296. More explanation from teachers. Not just powerpoints. Explain assignments and how to do it. Communicate with students one by one to make sure they understand. Not just class discussions. Have videos! Of solving math problems. Step by step process. And lecture from teachers.
297. more flexible quiz schedule
298. more flexible quiz schedule
299. more guidance from instructor
300. More help availability at more times.
301. More help in the lab
302. More information and teacher help
303. More instructor feedback. I would have liked to learn at my own pace vs. only on assignment, or quiz being available at a time.
304. More instructor guidance and involvement.
305. more instructor input
306. More interaction from instructor.
307. More interaction in real time, like chats and other discussions that would be more valuable.
308. more interaction with teacher - he hardly ever responded! i want to be able to see my tests after they are graded! receive the syllabus or some information with test dates prior to taking the class - as arbitrary dates are very difficult to plan for. if you take a face-to-face class, you know what days of the week you are expected to be available - with the online i was very frustrated when the instructor chose different days of the week for testing. my schedule is not very flexible and this caused hardship.
309. more interaction with the instructor, and have grades posted after quizzes, we are on chpt 6 and we've only been graded up to chapt 2, so I'm kinda in the dark about how I'm doing in the course
310. More interaction with the web and media. Teachers could integrate YouTube, news articles, etc. Rather than just books and learning modules.
311. More interaction/feedback from instructor
312. More involvement with the professor on answering back questions.
313. more multimedia devices
314. More one on one help
315. More online activity and communication with the instructor. With this particular course we are left to our own and only communicate with the instructor when she sends us the test.
316. More online books for free.
317. More online help
318. more online lectures and notes
319. More online teacher lab hours
320. More organization of the materials are needed for this course. I was always searching for info
321. more organized, not all teachers are good about keeping all the information accurate and updated.
322. More reliable software, the course software and the blackboard software being combined, more interactive lessons/study practice, rich media examples.
323. More scheduled meetings with personal attention.
324. more self paced courses
325. more teacher interaction.
326. More teacher involvement - teacher notes - interaction.
327. More time
328. more time and no family or health issues that interfere in my work...
329. More time for tests
330. More time on the tests
331. More video to look at on how to do it.
332. More Videos, definitely in Math...
333. Much more interaction among students. Something that stimulates, or at a minimum enforces, dialogue. There was some, but much more would be a pleasant change.
334. Multiple answer/multiple choice tests are difficult w/ math courses.
335. My economics professor was very unavailable and useless
336. my instructor - i believe she was incompetent in that she was always behind on grades and email responses

337. My instructor suggested that we attend his on-campus class as often as we could. I think this is a no-no for an instructor in an online class. It seems to me that the online instructor must tailor his or her course to the online student - and not the other way around.
338. my issue with the course was the teacher. but there are always teachers you dont like so its not a major problem.
339. N?A
340. n/a
341. n/a
342. n/a
343. n/a
344. n/a
345. n/a
346. n/a
347. n/a
348. n/a
349. n/a
350. N/A
351. N/A
352. N/A
353. N/A
354. na
355. na
356. na
357. na
358. need something face to face often
359. no
360. no
361. no
362. No assignments due during Holidays as this is usually a time spent with family since children are on vacation as well.
363. No change.
364. no changes
365. No complaints about the instructor, but Blackboard is awful. It's slow and awkward.
366. no feedback on quizzes to prepare better for following quizzes
367. No group assignment. Hate depending on other members of the group.
368. No more Coursecompass.com It is a complete programming failure.
369. No Sunday due dates.
370. none
371. none
372. none
373. none
374. none
375. none
376. none
377. none
378. none
379. none
380. None
381. None
382. None
383. None
384. None
385. NONE
386. none.
387. None.
388. Not a thing.
389. Not all of the teachers participate.
390. not applicable
391. Not enough time on quizzes.

- 392. not have an online class about computers. Its too confusing
- 393. Not have quizzes timed.
- 394. Not so many system "glitches."
- 395. not sure at this time
- 396. nothin
- 397. nothing
- 398. nothing
- 399. nothing
- 400. nothing
- 401. nothing
- 402. nothing
- 403. nothing
- 404. nothing
- 405. nothing
- 406. nothing
- 407. nothing
- 408. nothing
- 409. nothing
- 410. nothing
- 411. nothing
- 412. nothing
- 413. nothing
- 414. nothing
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- 436. nothing
- 437. nothing
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- 456. nothing
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- 458. Nothing
- 459. Nothing
- 460. Nothing
- 461. Nothing
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- 473. Nothing
- 474. Nothing
- 475. Nothing
- 476. Nothing
- 477. Nothing
- 478. Nothing
- 479. Nothing
- 480. Nothing
- 481. Nothing
- 482. Nothing
- 483. Nothing
- 484. Nothing
- 485. Nothing
- 486. Nothing
- 487. Nothing
- 488. Nothing
- 489. Nothing
- 490. Nothing
- 491. Nothing
- 492. NOTHING
- 493. nothing at all
- 494. Nothing at this point.
- 495. Nothing at this time. I am very satisfied with the online Nut. 150 course
- 496. Nothing comes to mind
- 497. nothing everything the instructor did was very helpful
- 498. nothing from this proffesor, she's great.
- 499. Nothing I can think of at the moment. Sorry. I'm on vacation and feeling relaxed.
- 500. Nothing I can think of off hand.
- 501. nothing I can think of.
- 502. nothing i loved it
- 503. Nothing it was perfect. I was impressed with my instructor and the coursework.
- 504. nothing much.
- 505. nothing really
- 506. Nothing really.
- 507. nothing really. They were good.
- 508. nothing the time allowed to take test and study the material was very practical. I love every part of it!

509. nothing to this point
510. Nothing- the course and what I have learned are perfect.
511. Nothing, at the moment..
512. Nothing, but I do better with teacher interaction on a face to face basis.
513. Nothing, I am satisfied with my online courses.
514. Nothing, I plan to take more classes
515. Nothing, it is really informative and I am learning a lot! My professor is the best, very supportive!
516. Nothing, it was great!
517. Nothing, it was very informative and easy to use
518. Nothing, it's a good course.
519. nothing, maybe having the finals online also.
520. NOTHING, online classes are great
521. Nothing, overall it is a good experience.
522. nothing, really - I truly enjoyed my class
523. Nothing, this current course went very well. Professor **** (sp?) (history teacher) she has been very effective in teaching through the online method.
524. Nothing, well maybe make the connection a little bit faster. This could have been on my end as well though.
525. nothing!
526. Nothing!
527. Nothing!
528. Nothing!
529. Nothing! It was great taking online classes.
530. nothing.
531. nothing.
532. nothing.
533. nothing.
534. Nothing.
535. Nothing.
536. Nothing.
537. Nothing.
538. Nothing.
539. Nothing.
540. Nothing.
541. Nothing.
542. Nothing.
543. Nothing.
544. Nothing.
545. Nothing.
546. Nothing.
547. Nothing.
548. Nothing.
549. Nothing.
550. Nothing.
551. Nothing.
552. Nothing.
553. Nothing. It was fine.
554. nothing. ALEKS was an awesome program and I would use that for my regular math courses.
555. nothing. depends on the professor.
556. Nothing. I really enjoyed everything about it.
557. Nothing. I'll just manage my time better when I take it again.
558. Nothing. It seemed just fine this semester.
559. Nothing. It was a very good experience as opposed to the class I took at City.
560. Obtain the requirements of the expectations of the discussion questions. And progress of your submission.
561. omit exit exams for all math courses.
562. one day out of a week would be a real class meeting for all business students to talk about their work

563. Online courses are only as good as the instructor. The instructor's style of teaching so effects the class. There are instructors that make you feel you are in a classroom, that challenge you to think, and add enrichment to the text with video tutorials, additional information, and more. And then there are instructors that make you feel you are working strictly on your own. Just following the text. But it is what it is and I don't know if there is anything to change. I would like to see a student being able to retake a class by a different instructor even if they received a passing grade. Or maybe take the course again by an instructor that uses a different text book.
564. open the assignments/assesments to work ahead
565. Organization of each course is not consistent from course to course.
566. Overall the reading material was great although I found many inconsistencies with what was presented in the reading and what was asked on quizzes, but **** was flexible with these errors when I brought them to her attention and additionally she contacted the publisher regarding the errors (and there were many). Secondly, because the book as a whole was very informative and well presented I would have liked to have a hard copy of the book so I could refer back to it as there was so much useful information that I need for my major.
567. Pace.
568. perhaps more feedback from instructors
569. person to person discussion. On question 15, the choice between online or in class depends on the course, not necessarily on the option of online or not. Some courses are better in a classroom setting.
570. Positive/negative experiences are based on the teacher- many do not return emails, or really 'teach' at all.
571. practice quizzes and other assignments should've been added.
572. Prefer that the instructor has more knowledge of posting grades
573. Prior to registering for the course, I would like to know the professors expectation and methodology. For example, if the course requires you to log in every monday for discussion, you need to know that before you register. I want to know if the prof will post assignments week by week, or monthly, or all at once so I can work at my own pace.
574. Provide correct answers to the questions I missed instead of making me do a new set of questions. It's hard to learn when I don't know what I did wrong!
575. Provide video lectures. It is all about an instructor bringing topic to life.
576. quicker response time from the professor. There were a few times where it took about a week to receive a response.
577. quizzes, example; if you answer w/ a misspelled or incorrect tense your answer will be counted as incorrect
578. Quizzes/tests were only available during certain times. It would have been nice to have them available as the previous tests/quizzes were completed.
579. Really, I enjoy the interaction of the classroom environment and for that reason I prefer to rather take traditional clases.
580. Requirement to post two discussions every week
581. Ridiculous tests, asks random questions.
582. Saving most learning tools weekly.
583. should have met in Wimba classroom in one, but did in the other I took
584. Simplify it
585. some classes have to be checked several times per day.
586. Some courses require too much writing papers. Like more then an average class would expect a student to do within a months time. I would change that, because it almost makes me not want to do online and just take the face to face classes.
587. some instructors structure their online classes very well. others try to carry the structure of their inclass syllabus and coursework into the online setting which doesnt work very well.
588. some of the class was on Aplia and some was on black board. it needs to be on one site! to many sites to check up on.
589. Some of the teacher word test questions poorly, and some teacher don't grade papers right away leaving you hanging
590. Some of the teachers communicate very well. Other teachers completely ignore their students. I would like to fill out a survey about each individual online course so the administration would be aware of which teachers are doing their jobs and which aren't.
591. Some of the teachers did not understand how confusing their wording could be. When asked to clairify most refered me, angrily, back to reading the syllabus, which I had read already, thats where

- my questions came from. Their not clarifying when asked led me to twice getting points off an project I had asked for help understanding the specifics for.
592. Some of the teachers didn't seem to understand that they worded stuff badly in the instructions. You would ask them to clarify and they would refer you back to the instructions. I don't know how you could change that really though. It was pretty ok. Also one of the teachers didn't give spring break just because it was online which was a little messed up. It wasn't even a short term class or anything.
 593. Some of them should have a few more resources.
 594. Some teachers allow to work ahead of schedules others do not. I think getting ahead of schedule is nice in case you know of an impending situation.
 595. Some teachers require too many group assignments.
 596. Sometimes professors seem overtasked, or unsure how to correctly post assignments and keep their students informed. I think that faculty blackboard fluency would assist students and professors achieve more from online courses.
 597. Sometimes the "Instructor view" and the "Student view" of blackboard are different enough that it can cause confusion when talking about certain elements. Different instructors set up the blackboard (or at least options) differently, some of which are more, or less, effective. This one did not use the calendar, and this class would end up with three or four "links" to the same tests (duplicative and confusing, etc.) Some of the technology seems cumbersome. Would like to have more of the needed materials online instead of having to buy \$100++ books.
 598. Sometimes the discussion board format was a little awkward; moving from topic to topic or between postings required several steps and screen refreshes. Also, the Blackboard itself sometimes seemed to slow down to a crawl at the most inconvenient times (right before a quiz or when I needed to download something). So, I would possibly improve the actual technological equipment/servers and possibly get improved formatting for the discussion board feature.
 599. Sometimes the instructor is quite helpful but during busy times, needed help may not be as forthcoming. A form of instant communication such as Instant Messenger or virtual meetings is sometiems more useful than waiting for email that could take more than a day to get a response.
 600. I would like to see more classes offered online, especially more advanced sections and more variety. I like to see more computer courses that I can apply to my job.
 601. Sometimes the teachers were not very helpful. When your taking an online class you rely on them putting specific directions in a clear manor. Sometimes I would read the syllabus and have a question on something I was confused on, and the teachers would answer back, "please read the syllabus, its explained there." which is not a very helpful answer, especially seeing as I did read the syllabus and thats how I got the question.
 602. Speed of Blackboard, Being able to edit submitted assignments
 603. Spend more time for the courses
 604. Spend more time on the courses
 605. Standardize the dates and times of module completion dates. i.e.: Weeks assignments due by Monday 12:01am instead of online instructors making assignments due on several different dates throughout the week
 606. Structure. The course was confussing and not outlined well, grades where slow to get. There where often discrepancies between what the prof said and what happened. The current affairs assignments where all garbled together and confusing. Clarity
 607. syllabus available in advance, so that students can purchase a book in advance not delaying any assignments. as most people buy the books online, it takes few weeks to receive the book, which inadvertently causes to lose time in learning the course effectively.
 608. Teacher interaction, email response time, test scoring time. I wish that the old online courses (from past semesters) would not appear on my home page after they are completed.
 609. teacher involvement increased
 610. Teacher participation is inconsistent.
 611. teachers
 612. Teachers requiring that we post information about ourselves, we would never have everyone introduce themselves in a face to face class.
 613. Technical Support by the publishing co.(Cengage Learning)
 614. Test drive the MYIT program to get out all the kinks and make notice if the books are different from the lab training
 615. Test time was too short

616. tests should be available after closed, to see where the student missed the mark and what the correct answer is. our quizzes were never gone over.
617. that ALL assignments be in the same page and in order
618. That the instructors were more helpful. I worked a lot in the computer lab at school and the instructors there weren't really to helpful when I had a question for them. They just didn't really know the subject matter. My instructor for the excel class I took was not much help either when I emailed her questions.
619. the access to help with the class.
620. The amount of discussion. It is too much for a day.
621. the amount of reading at one time
622. THE AMOUNT OF VIDEOS THAT NEEDED TO BE WATCHED ONLINE, AND THE LACK OF WORK FROM THE BOOK THAT I PURCHASED
623. The Blackboard could be more user friendly.
624. The blackboard vista system can be a little bit annoying to use and has had quite a tendency to kick you out at bad times.
625. the calendar seems useless
626. The chem. course I currently am taking i would change the way the teacher puts out their information.
627. The course itself was satisfactory, but required an online textbook which was over-priced and lacked many useful features.
628. The course was okay. I wouldve preferred to have the teacher give us examples of what she preferred in the discussions we turn in.
629. The course was only worth 1 unit. With all the work and time put in, it should have been worth 3 units.
630. The course work did not count toward my grade only the tests and quizzes counted. Some students do not test well and course work helps bring up the final grade.
631. The dates that the assignments were due on should be friday not saturday.
632. The deadlines every week. As long as I finish the class on time, I think it should be good enough. Some weeks are busier then others, and sometimes I didn't have time to finish all the work for the week.
633. The delays and slowness of the site
634. the fact that it is a GE requirement at all.
635. The fact that it was solely online, regarding CISC 190, and there was no on campus support available, made the class very difficult. Most people/professors thought it was crazy they offered this course online.
636. The first online class was great. The second however the teacher was not as experienced with online courses and it made it very difficult.
637. The initial instructions on what was expected and some of the terminology was not very clear. Also, it wasn't made clear to me that I needed a complete bibliography of all of my sources throughout my course, and at the end I had to go back and try to find the sources I used. It 8 pages of bibliograpy and took hours to recreate. Had I known from the beginning, I would have kept a running bibliography as I used the sources.
638. the insrtuctor
639. the instructor needs to grade more often my return homework and he or she should be responsible like I am spected to acomplish my classtime.
640. The instructions from the teacher were very hard to follow. Project instructions were not cohesive and very hard to follow.
641. the instructor
642. the instructor
643. The instructor
644. The instructor did not post grades for over a month after the assignments were completed and took over a week to respond to an email. Also, I couldn't email him personally I had to go through Blackboard (Excel Online Course). Also, there were errors in the test on the computer and I had no resources to go to fix them.
645. The instructor did not respond asap to questions. I think I waited at one point for almost 2 weeks before getting a response.
646. The instructor feedback was non existent. She was clearly overwhelmed.
647. The instructor gave an unreasonable amount of work for a lower division art class

648. The Instructor needs to communicate with the bookstore. There is no reason to buy a book and an online access card when the book is free online. The bookstore had them bundled together and therefore, could not buy the access card separately. I am a Veteran using Ch31 and unable to buy the access via the online method because all my purchase must go through the Mesa Bookstore. This is a waste of funds for the Veterans Administration.
649. Next Aplia is the worst online interface I have ever used I think the instructor should use Web ct like everyone else for Business 119
650. The instructor of my math class was rarely available, hardly ever answered my emails with questions about the material, and did not seem to care about the success of the students.
651. The instructor should use the calendar to remind to students more effectively.
652. Sometimes instructor reminded about the assignment's due but not always.
653. The instructor was not very approachable and did not grade assignments in a timely manner.
654. The instructor would have logged on or contacted the students within the first six weeks. Oh, or maybe even the first week! Course material would be spread out and well explained instead of everything crammed into a miniscule amount of time to cover for the instructor's delinquency.
655. The instructor would take days, sometimes over a week to get back to me on a question I had about specific problems. In general, he was too busy elsewhere to pay adequate attention to this (online) course.
656. The instructor, very indirect, not concise, and just plain confusing
657. The instructor. I like economics, I didn't like the instructor teaching method.
658. the instructors harsh objective grading, its online so its hard to tell if someone understands material or not. such as essay questins. you should be able to correct work and turn it in again. instead of the last week of partially online classes being online. the end should be in person.
659. the instructors should be held more liable and responsible for aid. We paid to take a course, the instructors say that they are there to answer questions, however nothing is done.
660. The intersession course I took was very frustrating because the questions in the assessments frequently did not match what we had learned to that point and were often asking for material that didn't come for several more chapters. I would impose some additional measure of quality control to keep that from happening.
661. The layout was ugly and made me bored faster. If the site was more vibrant and interesting it would be better and I'd be able to stay on it longer.
662. the lenght of the material; the online student needs a sophisticated info
663. The look of the website
664. the math 096 class had assignments due very close together, so if I got stuck on any little thing it would have severe consequences. Also math is a difficult subject for me, it might have been easier to take online if there was more emphasis on the chat feature of WebCt so that if I had a question maybe I could chat with a classmate or the instructor to ask quick questions.
665. The method of turning in assignments is too difficult and the help you get in the computer lab is short and not real beneficial. I remeber on a test I took I was given a mistake and the answer was correct. I had to send an e-mail to my Professor to get credit for the correct answer.
666. The Microsoft Outlook Course was difficult.I had computer problems fell behind and got dropped.
667. The online courses I took before had awful teacher response time, if they responded at all. I felt very left alone in the course.
668. The online tests contained errors and garbage characters in all 4 of my computer courses, and desperately need editing.
669. The online text tutorial was not always a good preparation for the chapter tests. I found it easier to read the book and work through the examples.
670. The only problem with online classes is the lack of interest in some instructors! they seem to ignore the e-mails student send! and if they do respond its not fast.
671. The only thing I would have changed on this course would be that the instructor kept up on grading. It is very difficult to complete a final project when none of the elements have been graded so you don't even know if you are on the right track.
672. The only thing that I would change is the turnaround time for grading assignments. Some courses have an automated grading system that will allow you to keep track of your progress/grades on assignments instantaneously. But some courses, the instructors takes weeks or months to grade an assignment.
673. The professor has to answer emails with concerns, and questions WAY FASTER! He took a long time, sometimes 3 to 4 days to answer emails.

674. The professor was extremely uncommunicative. He did not respond to questions posted to the message board or emailed to him directly.
675. The professor was very unforgiving when I had a serious family emergency (with proof if needed).
676. The SAM test was horrible and I would suggest that it not be used again.
677. The SAM test was not a good experience for me. I would discourage instructors from using this as a tool.
678. The site is often very slow and some functions, such as the chat room, do not work all the time. Improving the speed and reliability would be very helpful for future students.
679. The structure of the class assignments.
680. The students tended to be very reserved and the discussion boards were not used to their full advantage.
681. the teacher
682. The teacher because she was extremely unhelpful and too hard on her online students but supppper easy to her inclass students
683. The teacher can be a little more clear on assignment due dates. And the teach often checks website.
684. The teacher in one course did not even use our WebCT course but once at the beginning of the semester. We were not able to communicate with ANY of our classmates because he removed that option. That was frustrating because he was hard to contact and there was nobody to discuss questions with.
685. The teacher needs to be more proactive with communication.
686. The teacher was not available as often as she would have been in a classroom. Also, it is not easy to do an online group project so I would take that out.
687. the teacher. i took an online class fall semester 2008 and it was great.
688. The teachers involvement with students success. The fact that only when you send a teacher an e-mail or message via blackboard they will respond to you, and that the classes lack the socializing found in regular class rooms.
689. The teachers were very disorganized in their syllabus and assignments. Things were not explained very well and it took multiple emails and phone calls to point out errors and corrections needed to their course.
690. The tech support people need to be able to correct more problems and be more knowledgable. I had an issue and it took 3 different people and 3 different times calling for someone to finally figure out that my instructor had to call tech support to fix it not me.
691. The text was good, but the on-line tests didn't seem to co-exist with the text in all instances. The lesson plans were from an older version of the text, and the chapters were numbered differently.
692. The textbook
693. The textbook used. The present text is less than useful, and when the publisher was contacted about some errors contained within it, responded with an unintelligible email which I forwarded to my instructor. The response contained misspellings and did not address the issue at all. I have not taken my final exam yet, so I do not feel that this survey is appropriate as an analysis of the SDCCD online education program. But that is in keeping with SDCCD policies, from my experience. So this survey is answered qualitatively, it is not a complete representation of my online experience this past semester as the semester is not over.
694. The two I completed I would not change. The Introduction to Java course seemed to hard for a beginner in an online format. I could have used more instruction/explanations in this cours.
695. The way that the tests are given. Instead of one question at a time they should be given as a whole test.
696. The WebCT system is terrible. There should be ONE clear place to see which assignments are due that day. Links/areas should be labeled for easier use for less technologically-inclined people. In all, the WebCT interface is very confusing and disorganized. Also, it seems that teachers could do well with some instruction on a standardized way of posting assignments, due dates, etc.
697. There are lots of improvement in today's online classes, one is less "bugs" and fast access.
698. There is almost no participation, interaction or feedback from the instructor. She provides no feedback for assignments, her announcements and assignments are incredibly poorly written, and until I contacted the department chair with my concerns, she did not participate in the discussion board. This class is like paying to read a book, and also feeling obligated to speak up when fellow students post dangerously incorrect information on the discussion board -- since the instructor, who in a classroom setting would answer questions and correct inaccurate information.
699. There is not enough notification of deadlines and not enough teacher interaction

700. There should be more tech tools used, such as PowerPoint, video, etc. Lectures could be taped.
701. There was minimal input from the instructor. Grades were posted. Other than that I never saw him post on the discussion board or answer anyone's questions.
702. There was way too much work. I spent more time working individually than I would have spent in the classroom AND doing assignments.
703. There were difficulties with the web blackboard. I had to download Mozilla Firefox to use it because it was not compatible with Internet Explorer.
704. There were some technical problems with an online library class, which seemed to only affect the teacher.
705. This course was way too short. A class like Branding has to be taught in a normal semester length, otherwise the quality of the work will suffer.
706. This course was good, but previous courses did not have instructor presence at all!
707. This course was well run and I enjoyed it.
708. This course would be rather difficult for students who don't have previous background of Excel (intermediate level) and some knowledge of VB.
709. This semester my computer did not share programs with the lab's, so I would try to add their program onto mine so I could do the exact work on the computer after I learned it at school.
710. This semester was the first that I received excellent help any time I needed to contact my instructor. I wouldn't change a thing.
711. I thought it was a self-paced course. It was paced way too slow in the beginning and much too fast at the end. It did not meet the flexible schedule I need.
712. To be able to move on to other chapters, instead of keeping you stuck in one until you pass it. Especially since some chapters were not even related to subsequent ones.
713. To have all the classes with the same criteria
714. To not have so many written assignments
715. too many textbooks for one class
716. too much busy work that has no value in learning
717. Too much info in syllabus. Too much info on Blackboard made it confusing and discouraging. I'm not a WinZip user that was something needed to be used for the course.
718. too much reading 3 chapters a week, and homework 3 questions a week, etc from the professor for a 3 unit class. Several observation papers, quiz, mid term, final, too much to catch up.
719. upfront statement of approximate fees of text and material cost
720. Upgrade the online tools, remove bugs
721. very confuse
722. Very hard to get in touch with instructor. Standards of written communication were not upheld as stated in the syllabus.
723. want more participation from instructor
724. We used APLIA. It was not always the clearest when doing the homework on the APLIA web site.
725. Weekly assignments as opposed to 1 test every 2 months. Keep the students involved weekly otherwise no one will be doing any work until the last minute. It's too hard to go so long and to have to remember so much information. I'd also like to see my test results. I have no way to see what I got wrong or right.
726. Well I did not have a computer and I had to commute to Mira Mesa from National City. Live and learn right? Just a comment. I enjoyed the experience Thank you.
727. Well the SOC 125 class that I withdrew from was too complicated. **** wanted group discussions and a leader from each group to lead a discussion. I did not want a group to get a grade from my leadership. I just didn't like the way her style for the discussions were.
728. Well WebCT/Blackboard sucks and seems SO 1997. If there would be an option that you could use to replace it that doesn't use so much slow JavaScript and outdated iframes, it would help a lot.
729. When I had a proactive, interactive professor it was a great experience, but when the professor only gave you the assignments; left you on your own, it was very difficult.
730. when I took and dropped the economics class the book that was required came with a code brand new and the code made the book cost \$70 more than just being able to buy the book used.
731. When we first started taking the course, info was vague.
732. Would have asked for another instructor
733. Would have taken a traditional classroom course.
734. Would like to be able to work ahead and not be held to an arbitrary schedule of teacher for tests and such. Better to be set up with due dates but not you have to take these dates...can take when you are ready.

735. 1. The Instructor 2. Seems like too much work.

736. 1) Often, when I click the "Send Chat Invitation" button nothing happens, no pop-up window, no error message, it acts like a dead link. 2) It is VERY frustrating to have old semester grade labels in the "my grades" section. Teachers either can't remove the old labels, or are not being taught properly. As a student, I know we would all appreciate getting a fresh blank "my grades" section each semester. 3) I wish blackboard would get testing for the newest browsers done (firefox/safari) so that I would not get an error message every time I open my browser. Same with the browser "trust the certificate" issue. 4) I wish that our old classes from previous semesters would not STAY on the homepage once the semester is over. I know there is a hide feature, but it would still be nice (same for calendar). 5) Many of my classmates had serious problems with the assignments tab, and not getting things submitted. That did not happen to me, perhaps they were not pushing "submit" properly.

Question 26: What additional online services or support would be beneficial? OTHER SPECIFIED

1. A better notification system of due dates
2. a general student chat room; not just the 1 class
3. A outline of format for math answers on test.
4. A second set of eyes review class instructions.
5. A teacher that showed an interest
6. A teacher who cares and tries to help
7. access to learning modules after the semester
8. Additional computer-based training to supplement.
9. An instructor who has the time to respond.
10. better online resources - ebooks, etc.
11. Better teacher communication.
12. Books clearly identified and bundled for purchase.
13. Current sem. syllabuses in advance of registration
14. Daily or weekly Professor communication.
15. **** was great. Other instructors hard to get
16. electronic payment for defered billing
17. format of class, prof's expectations
18. free chocolate chip cookies (home made and fresh)
19. Get rid of BlackBoard! Too many technical issues!
20. Give some leeway on due assignments!
21. have e-books for all online classes
22. I think moitoring of teachers is necessary
23. Information on Student Clubs and their activities
24. Instructor Feedback
25. Instructors that value the course/students
26. make sure syllabus matches course page
27. Make sure the instructors are online capable.
28. Making sure the right book for the class is avail.
29. Monitor the instructors. **** isn't good.
30. More availability of classes. Especially AODS
31. more classes
32. more contact with professor
33. More online classes
34. more online courses
35. offer online classes on math252; up and chem 201+
36. office hours of online instructors to meet
37. Office Hours upon request
38. parking permit pay and printout would be nice too.
39. Professors who are committed to online courses
40. Reg-e is convenient for me to enroll my classes.
41. School calendar of events, job fairs, workshops
42. Simplify online technical support.
43. Software training
44. Someone to help you when you have a question.
45. Specific hrs during which instructor is available
46. Specify each tab's use for communicating
47. Student to student advisory
48. Teachers should be provided with an orientation
49. technical support more MORE is a MUST
50. Thank you for being so helpful!!!
51. Use Course Compass for Math classes NOT Blackboard
52. Your survey is premature.