

Accumulated EXIT Online/Learning Survey

Total Respondents	341		809		801			
Total Courses Participating	34		67		55			
Survey Questions	F05	F05%	S06	S06%	F06	F06%	Accumulated Total	Accumulated %
1. Did you take this course online because the traditional lecture course was full?								
a. Yes	16	5%	34	4%	29	4%	79	4%
b. No	324	95%	770	96%	774	96%	1868	96%
2. If this course were not available online, I:								
a. Would have taken it as a regular on-campus course if it were offered at a convenient time.	214	63%	508	63%	514	63%	1236	63%
b. Would have taken it at another college.	26	8%	50	6%	71	9%	147	7%
c. Would not have taken it at all because I don't want an on-campus section.	0	0%	0	0%	0	0%	0	0%
d. Other (please explain)	71	21%	194	24%	177	22%	442	23%
	28	8%	50	6%	59	7%	137	7%
3. Please enter your comment here.								
	0	0%	0	0%	0	0%	0	0%
4. Of the following, please check the features that were most helpful to your learning.								
Please check from between 4 and 9 items.								
a. A speaking component	51	3%	96	2%	80	2%	227	2%
b. Audio	68	3%	127	3%	154	3%	349	3%
c. Sufficient course content	190	10%	480	10%	461	10%	1131	10%
d. Links for supplemental content	118	6%	363	8%	348	8%	829	7%
e. Clear and sufficient explanation of what I was expected to learn in the course.	183	9%	451	10%	451	10%	1085	10%
f. A specific timeline for assignments and tests to complete	216	11%	508	11%	507	11%	1231	11%
g. Collaborative projects	29	1%	97	2%	84	2%	210	2%
h. Online quizzes	232	12%	490	10%	495	11%	1217	11%
i. Online research resources	98	5%	254	5%	233	5%	585	5%
j. Visual aides	82	4%	192	4%	218	5%	492	4%
k. Media file downloads	51	3%	142	3%	136	3%	329	3%
l. Student discussion groups	121	6%	336	7%	334	7%	791	7%
m. Contact with other students	85	4%	196	4%	186	4%	467	4%
n. Sufficient contact with instructor	198	10%	408	9%	410	9%	1016	9%
o. Ease of navigation through the course	162	8%	393	8%	364	8%	919	8%
p. Alternative ways of accessing content: e.g., text explanations for graphics and text captioning for sound	45	2%	113	2%	124	3%	282	3%
q. Other, please enter your comments in Question No. 5	22	1%	44	1%	49	1%	115	1%
5. Please enter your comments here								
	0	0%	0	0%	0	0%	0	0%
6. In your opinion, what could be augmented or added to most increase your success in this course? Choose the top four to be added or increased:								
a. A speaking component	40	4%	126	6%	115	5%	281	5%
b. Audio	58	6%	180	8%	151	7%	389	7%
c. More course content	59	7%	136	6%	133	6%	328	6%
d. More links for supplemental content	63	7%	149	7%	154	7%	366	7%
e. A clearer explanation of what was expected of me	66	7%	152	7%	153	7%	371	7%
f. A specific timeline for work to cover and assignments and tests to complete	33	4%	72	3%	95	4%	200	4%
g. Online quizzes	37	4%	100	5%	95	4%	232	4%
h. Collaborative projects with other students	44	5%	87	4%	77	4%	208	4%
i. Online research resources	49	5%	128	6%	114	5%	291	6%
j. Visual aides	71	8%	198	9%	201	9%	470	9%
k. Media file downloads	55	6%	161	7%	140	6%	356	7%
l. Student discussion groups	40	4%	82	4%	82	4%	204	4%
m. Audio discussion capability	45	5%	92	4%	80	4%	217	4%
n. (more) Contact with other students	67	7%	118	5%	119	6%	304	6%
o. (more) Contact with instructor	60	7%	139	6%	151	7%	350	7%
p. Easier navigation through the course (make it easier to find things and know where I am)	53	6%	131	6%	158	7%	342	7%
q. Other, please comment	61	7%	132	6%	145	7%	338	6%
7. Please enter your comments here								
	0	0%	0	0%	0	0%	0	0%

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8. Did the following create excessive difficulties for you?								
Please check as appropriate.								
a. Slow streaming media downloads	34	7%	59	6%	63	6%	156	6%
b. Difficulty uploading files	17	4%	62	6%	49	5%	128	5%
c. Difficulty downloading files	24	5%	55	5%	58	6%	137	5%
d. Other difficulty with technology (please comment)	40	9%	83	8%	89	9%	212	8%
e. Having to come to on-campus sessions	60	13%	119	12%	133	13%	312	12%
f. Having to collaborate with other students	61	13%	111	11%	126	12%	298	12%
g. Difficulty finding my way around the course	32	7%	80	8%	84	8%	196	8%
h. Uncertainty about what I was supposed to do	51	11%	150	15%	131	13%	332	13%
i. Inadequate contact with other students	30	7%	65	6%	30	3%	125	5%
j. Inadequate teacher contact	18	4%	46	5%	52	5%	116	5%
k. Other	94	20%	192	19%	203	20%	489	20%
9. Please enter your comments here								
	0	0%	0	0%	0	0%	0	0%
To what extent was each of the following a barrier to your success in this class?								
10. Inadequate technology skills								
a. Significant barrier	8	2%	24	3%	20	3%	52	3%
b. Somewhat of a barrier	39	12%	94	12%	82	10%	215	11%
c. Little or no barrier	210	63%	458	59%	517	66%	1185	63%
d. Do not know	6	2%	31	4%	26	3%	63	3%
e. N.A.	68	21%	167	22%	136	17%	371	20%
11. Insufficient technical support								
a. Significant barrier	7	2%	34	4%	24	3%	65	3%
b. Somewhat of a barrier	34	10%	85	11%	83	10%	202	11%
c. Little or no barrier	191	58%	426	55%	485	60%	1102	58%
d. Do not know	14	4%	57	7%	44	5%	115	6%
e. N.A.	86	26%	174	22%	167	21%	427	22%
12. Inadequate Language Skills (reading, writing)								
a. Significant barrier	5	2%	24	3%	21	3%	50	3%
b. Somewhat of a barrier	25	8%	59	8%	64	8%	148	8%
c. Little or no barrier	214	64%	458	59%	500	63%	1172	61%
d. Do not know	2	1%	16	2%	18	2%	36	2%
e. N.A.	87	26%	218	28%	195	24%	500	26%
13. Class size too large								
a. Significant barrier	4	1%	7	1%	9	1%	20	1%
b. Somewhat of a barrier	10	3%	31	4%	34	4%	75	4%
c. Little or no barrier	201	60%	421	54%	460	58%	1082	57%
d. Do not know	19	6%	54	7%	69	9%	142	7%
e. N.A.	100	30%	260	34%	224	28%	584	31%
14. Inaccessibility to students with disabilities								
a. Significant barrier	3	1%	10	1%	7	1%	20	1%
b. Somewhat of a barrier	7	2%	24	3%	12	2%	43	2%
c. Little or no barrier	98	30%	229	30%	257	32%	584	31%
d. Do not know	47	14%	113	15%	113	14%	273	14%
e. N.A.	177	53%	397	51%	409	51%	983	52%
15. Lack of online student services								
a. Significant barrier	5	2%	22	3%	22	3%	49	3%
b. Somewhat of a barrier	36	11%	48	6%	71	9%	155	8%
c. Little or no barrier	178	53%	426	55%	442	55%	1046	55%
d. Do not know	37	11%	85	11%	85	11%	207	11%
e. N.A.	77	23%	192	25%	180	23%	449	24%
16. Lack of self-motivation								
a. Significant barrier	16	5%	29	4%	52	6%	97	5%
b. Somewhat of a barrier	77	23%	179	23%	183	23%	439	23%
c. Little or no barrier	180	54%	410	53%	450	56%	1040	54%
d. Do not know	4	1%	21	3%	21	3%	46	2%
e. N.A.	58	17%	135	17%	97	12%	290	15%

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17. Lack of time management skills								
a. Significant barrier	23	7%	44	6%	65	8%	132	7%
b. Somewhat of a barrier	101	30%	216	28%	240	30%	557	29%
c. Little or no barrier	161	48%	390	51%	398	50%	949	50%
d. Do not know	6	2%	20	3%	14	2%	40	2%
e. N.A.	42	13%	101	13%	84	10%	227	12%
18. Lack of face-to-face interaction								
a. Significant barrier	21	6%	47	6%	54	7%	122	6%
b. Somewhat of a barrier	67	20%	147	19%	165	21%	379	20%
c. Little or no barrier	199	59%	432	56%	456	57%	1087	57%
d. Do not know	8	2%	30	4%	28	3%	66	3%
e. N.A.	40	12%	118	15%	98	12%	256	13%
19. Lack of computer access at school								
a. Significant barrier	14	4%	22	3%	19	2%	55	3%
b. Somewhat of a barrier	14	4%	52	7%	48	6%	114	6%
c. Little or no barrier	181	54%	423	55%	459	58%	1063	56%
d. Do not know	17	5%	39	5%	35	4%	91	5%
e. N.A.	107	32%	237	31%	237	30%	581	31%
20. Lack of computer access at home								
a. Significant barrier	16	5%	42	5%	42	5%	100	5%
b. Somewhat of a barrier	30	9%	64	8%	67	8%	161	8%
c. Little or no barrier	198	59%	461	59%	496	62%	1155	60%
d. Do not know	4	1%	9	1%	10	1%	23	1%
e. N.A.	85	26%	201	26%	186	23%	472	25%
21. Course didn't fit my learning style								
a. Significant barrier	13	4%	31	4%	40	5%	84	4%
b. Somewhat of a barrier	47	14%	94	12%	110	14%	251	13%
c. Little or no barrier	201	60%	450	58%	474	59%	1125	59%
d. Do not know	6	2%	30	4%	30	4%	66	3%
e. N.A.	66	20%	170	22%	146	18%	382	20%
22. Lack of assessment								
a. Significant barrier	7	2%	21	3%	14	2%	42	2%
b. Somewhat of a barrier	39	12%	82	11%	86	11%	207	11%
c. Little or no barrier	201	60%	434	56%	496	62%	1131	59%
d. Do not know	20	6%	55	7%	57	7%	132	7%
e. N.A.	67	20%	179	23%	148	18%	394	21%
23. Lack of orientation to the course technologies								
a. Significant barrier	4	1%	20	3%	17	2%	41	2%
b. Somewhat of a barrier	27	8%	61	8%	66	8%	154	8%
c. Little or no barrier	216	65%	496	64%	544	68%	1256	66%
d. Do not know	13	4%	31	4%	25	3%	69	4%
e. N.A.	74	22%	166	21%	145	18%	385	20%
24. Lack of sufficient self-assessment and practice opportunities								
a. Significant barrier	6	2%	25	3%	22	3%	53	3%
b. Somewhat of a barrier	58	17%	94	12%	115	14%	267	14%
c. Little or no barrier	200	60%	463	60%	496	62%	1159	61%
d. Do not know	14	4%	42	5%	35	4%	91	5%
e. N.A.	57	17%	148	19%	131	16%	336	18%
25. OTHER (Please comment)								
	0	0%	0	0%	0	0%	0	0%
26. Would you recommend this course to someone else?								
a. Yes	267	80%	604	79%	614	79%	1485	79%
b. No	10	3%	25	3%	30	4%	65	3%
c. Maybe	57	17%	139	18%	131	17%	327	17%

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How important are the following support services to you?								
27. Student wait list during registration								
a. Very Important	126	39%	271	36%	303	38%	700	37%
b. Important	121	38%	297	39%	322	41%	740	40%
c. Not Important	72	23%	191	25%	165	21%	428	23%
28. Ability to contact distance learning staff by phone or email								
a. Very Important	156	49%	360	47%	369	47%	885	47%
b. Important	125	39%	307	40%	328	41%	760	41%
c. Not Important	38	12%	96	13%	96	12%	230	12%
29. Phone help for student technical problems								
a. Very Important	110	35%	235	32%	248	32%	593	33%
b. Important	126	40%	297	40%	329	43%	752	41%
c. Not Important	77	25%	205	28%	197	25%	479	26%
30. Help for changing password								
a. Very Important	84	27%	225	31%	232	30%	541	30%
b. Important	129	41%	275	37%	322	42%	726	40%
c. Not Important	100	32%	234	32%	220	28%	554	30%
31. Online Student Website for Distance Learning Program (www.ccsf.edu/online)								
a. Very Important	138	45%	354	48%	367	48%	859	47%
b. Important	124	40%	285	39%	312	41%	721	40%
c. Not Important	47	15%	94	13%	89	12%	230	13%
32. 'How to use WebCT' Tutorial linked from logon (http://online.ccsf.edu)								
a. Very Important	100	32%	237	32%	279	36%	616	34%
b. Important	138	44%	336	46%	338	44%	812	45%
c. Not Important	74	24%	159	22%	154	20%	387	21%
33. WebCT orientation for the class you are taking								
a. Very Important	97	31%	222	30%	248	32%	567	31%
b. Important	141	45%	326	44%	339	44%	806	44%
c. Not Important	74	24%	188	26%	183	24%	445	24%
34. Online Academic/Degree Advising								
a. Very Important	102	33%	232	32%	279	36%	613	34%
b. Important	136	44%	315	43%	316	41%	767	42%
c. Not Important	72	23%	184	25%	175	23%	431	24%
35. Online College Transfer Advising								
a. Very Important	124	40%	272	37%	304	40%	700	39%
b. Important	129	41%	280	38%	283	37%	692	38%
c. Not Important	59	19%	183	25%	182	24%	424	23%
36. OTHER								
	0	0%	0	0%	0	0%	0	0%
Please rate the following CCSF support services:								
37. Student wait list during registration								
a. Satisfactory	136	43%	273	37%	296	40%	705	39%
b. Needs improvement (please comment below)	44	14%	91	12%	85	11%	220	12%
c. Never used	133	42%	370	50%	367	49%	870	48%
38. Ability to contact distance learning staff by phone and email								
a. Satisfactory	161	52%	395	54%	394	51%	950	52%
b. Needs improvement (please comment below)	33	11%	72	10%	80	10%	185	10%
c. Never used	118	38%	265	36%	297	39%	680	37%
39. Phone help for student technical problems								
a. Satisfactory	58	19%	170	23%	167	22%	395	22%
b. Needs improvement (please comment below)	31	10%	58	8%	71	9%	160	9%
c. Never used	221	71%	504	69%	530	69%	1255	69%

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40. Orientation to WebCT								
a. Satisfactory	224	72%	525	72%	550	72%	1299	72%
b. Needs improvement (please comment below)	18	6%	43	6%	42	6%	103	6%
c. Never used	69	22%	163	22%	171	22%	403	22%
41. Help for changing password								
a. Satisfactory	131	43%	343	47%	348	46%	822	46%
b. Needs improvement (please comment below)	11	4%	32	4%	41	5%	84	5%
c. Never used	166	54%	357	49%	370	49%	893	50%
42. Online student website for Distance Learning Program (www.ccsf.edu/online)								
a. Satisfactory	223	72%	507	70%	539	71%	1269	71%
b. Needs improvement (please comment below)	9	3%	44	6%	38	5%	91	5%
c. Never used	79	25%	174	24%	183	24%	436	24%
43. 'How to Use WebCT' Tutorial linked from login page (http://online.ccsf.edu)								
a. Satisfactory	192	62%	452	62%	479	63%	1123	62%
b. Needs improvement (please comment below)	12	4%	31	4%	35	5%	78	4%
c. Never used	104	34%	246	34%	249	33%	599	33%
44. Online Academic Advising								
a. Satisfactory	66	21%	188	26%	181	24%	435	24%
b. Needs improvement (please comment below)	25	8%	48	7%	55	7%	128	7%
c. Never used	219	71%	487	67%	525	69%	1231	69%
45. Online College Transfer Advising								
a. Satisfactory	49	16%	152	21%	159	21%	360	20%
b. Needs improvement (please comment below)	30	10%	58	8%	64	8%	152	8%
c. Never used	231	75%	518	71%	543	71%	1292	72%
46. Please enter your comments for support services here.								
	0	0%	0	0%	0	0%	0	0%
47. Which of the following describe your reasons for taking courses online?								
Check all that apply. Add comments below.								
a. The classroom course did not fit my schedule	204	21%	450	21%	478	21%	1132	21%
b. Lack of transportation to campus	52	5%	104	5%	114	5%	270	5%
c. Lack of parking on campus	34	4%	87	4%	82	4%	203	4%
d. Curiosity	94	10%	187	9%	186	8%	467	9%
e. Prefer to learn at my own pace	196	20%	433	20%	440	20%	1069	20%
f. Prefer to learn through written communication rather than oral communication	84	9%	174	8%	168	8%	426	8%
g. prefer to learn in the online modality	113	12%	265	12%	277	12%	655	12%
h. Enjoy working with computers	113	12%	326	15%	304	14%	743	14%
i. Other reasons for taking this course, if any. Please explain	73	8%	165	8%	185	8%	423	8%
48. Please enter your comments								
	0	0%	0	0%	0	0%	0	0%