

Online Student Satisfaction Survey Spring 2009

Total Respondents 141

1. Where do you live?	<i>More than 50 miles from Shoreline</i>	<i>North of Shoreline</i>	<i>Shoreline area</i>	<i>South of Shoreline</i>	<i>Bellevue & Eastside area</i>	<i>Unanswered</i>	
	15%	30%	21%	29%	5%	0%	
2. How would you rate your overall registration experience?	<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Could have been better</i>	<i>Poor</i>	<i>No opinion</i>	<i>Unanswered</i>
	30%	40%	21%	6%	2%	1%	0%
3. Why did you choose to take an online class?	<i>Schedule flexibility</i>	<i>Distance from work</i>	<i>Prefer taking online</i>	<i>Availability</i>	<i>Unanswered</i>		
	52%	12%	0%	19%	2%		
4. If an online course you wanted to take was not going to be offered next quarter, which of these options would you select	<i>Find other college with online</i>	<i>Not take the class this time</i>	<i>Take the class during day on campus</i>	<i>Take the class in the evening on campus</i>	<i>Hope the class would be offered online in summer</i>	<i>Unanswered</i>	
	18%	33%	19%	16%	12%	2%	
5. How was your experience with online classes? Please rate	<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Could have been better</i>	<i>Poor</i>	<i>No Opinion</i>	<i>Unanswered</i>
	20%	37%	27%	10%	6%	0%	0%

6. Did you check the technical requirements for you computer before registering for online class?

Yes	No	<i>Unanswere d</i>
48%	51%	1%

7. Have you been able to navigate through Blackboard on your computer successfully

Yes	No
98%	2%

8. What would be helpful to you, when taking online classes in the future?

I have taken many courses online and have enjoyed them and have done a very good job. However in this Human Anatomy, I feel the instructor was a poor one and should not have instructed this class. The school needs to find an instructor that knows his material. The instructor should care that all of his students should pass his class. The instructor should not give special attention to only one particular group of students and ignoring all other especially since one of the students took the class three times. The instructor should have a correct syllabus for his students and should not make so many mistakes of what should have or have not been on his tests. The instructor should make it perfectly clear what materials should be studied for (what specific chapters, bone etc). They should don't insult, embarrass or humiliate any student in front of the entire class. The instructor should not say that 15 points are not important, when all points on quizzes and test are important. He should post his slides or notes least one week in advance. The instructor should answer any questions that a students has, not walk away and never answer it, or say he will get back with you and never does. The instructor should not say you have 60 seconds to answer and then stop you before the 60 seconds is up. I have to take this class over again and I do not feel I should have to pay for it when I am in A/B student. I studied my hardest, and feel the instructor let me and other students in the class down and we should be able to take it over at the schools cost.

Have a good internet connection and check for program compatibility

I have a hard time learning with online classes because I learn better when I am begin lectured at with face to face classes. This class didn't have any power point demonstrations and it was basically reading, which is the hardest way for me to learn. I wish there would have been more visualization ways to learn.

Continued organization and technical help by instructor and support staff

None at all

The most helpful thing for me in online classes is the flexibility of hours.

Get a new system. BB is way to old for this forward-thinking college. It is too OLD and has too many issues for users.

Have all instructors use a course "template" that would allow quicker learning curve for students taking from than one on-line class vs. having to spend HOURS sifting through on-line links to figure out each individual instructor's classroom. I think that some of the assignments were elaborate for those online classes. For one class, they wanted to subscribe to a diet analysis thing online in order for it to evaluate your diet. This was something that I wasn't able to do financially, so it put me at a disadvantage when trying to do the homework.

Since the homework requirements seem to be greater with online classes, a laptop computer would have been a a better choice than my desktop computer. The reason is that the portability of a laptop allows homework to be able to done in spare moments during the day when I am out away from home but have free time. I highly recommend to new students to online classes who also are working, and / or raising a family, to obtain a small to medium size good laptop that is comfortable to carry yet has a large enough keyboard to type reasonably well. and then carry it with them wherever they go. Also, interaction and discussion with other students in the class is important. the assignments in the Blackboard discussion groups really enrich the overall education received from the class. It is good to share learning ideas with peers who are trying to grasp the same new information and concepts.

Perhaps meeting at least once on campus for the teacher to explain face-to-face the path of the course, the requirements for assignments, etc. Someitmes a syllabaus is not enough to completely understand what your professor expects.

No comment

So far I didn't need any extra help for my online class.

For some reason I had trouble registering for classes for the summer term. So I missed the registration deadline and cannot take classes in the summer. I will have to take the course the following semester.

Two of the three instructors I had this quarter were very slow with feed back and correcting classes. This is my second to last quarter until I have finished my degree and I was very disappointed with the level of academics in these classes.

Make sure instructors' have access to the latest versions of Word and other programs that my be used to turn in assignments or have the address available on the syllabus for hard copy turn ins.

N/A

Change posting due dates to end of the week, instead of beginning of the week.

Is it possible for instructors to take a video of themselves lecturing about a certain topic, and then posting it to YouTube/blackboard.

Video chat would be cool.

Fix the blackboard's issues with java. Also, Blackboard doesn't work very well on Firefox either, so compatibility issue should be solved.

More optional days to meet with the teacher, optional class days. On line reminder the week before an optioanl day.

I have taken six online classes now. Every set up is different and I usually miss at least one assignment in each class, each quarter. It would be great if the course had all the assignments listed under course tools and grades. It would be great if all the assignments, quiz's, tests and finals were listed with a due date. You could even have link to the assignment instructions from that site, some of the dates are from 2004. I know it is low priority for professors but it would be better than learning each professors set-up as fear as the schedule is concerned. They are never the same. I would sit down with a designer on campus if they want more detail.

In this particular class I found that I learned more from watching YouTube videos of the concepts that I did in the online classroom. While the instructor was quick to respond to questions, excellent may I add, an initiative to help students in a way where one did not feel as though they were underneath him would have assisted in the learning platform and perhaps result in a much better student interaction. It would also be helpful if all the typo's in the learning materials were pointed out PRIOR to the assignments, otherwise students spent a great deal of time trying to obtain the same answer as the concept in the book only to find out their answer was wrong, which is why the student was unable to obtain the answer.

It would be very beneficial to have at least one class with our teachers to meet them and see what their personalities and their expectations - maybe to go over the syllabus in the first week. I know this might prove a little harder for Dr. Knauf the net couple of years ...but it would be grand to implement this eventually.

Do AWAY with the whole "Discussion Board" concept, I don't care what my fellow students think about the class.

The online class has been a great experience for me. The instructor was always available, any questions or concern I had was always answered.

Less tech problems, many times I had trouble logging into my class.

Coordination of information is very helpful, although I think that is more up to the instructor. Having a simple, clear path to materials is needed, otherwise all the posted information can be overwhelming, especially if you find the same information posted in multiple places. Having an instructor who interacts with the class or assigns discussion board activities on a regular basis keeps students engaged otherwise they may be tempted to not check in as often as they need to.

On the login screen there is too much repetition. Delete one of the screens. Otherwise you could go in circles. Also, if the instructors would delete the assignments that have already been completed which includes all of the reading, then it would be easier to get through. There could be folder for just current week requirements needed.

Blackboard has many potentials; I would like to see them utilized. File transfers, collaborations and other ways for student to have more interaction with instructors and students. Blackboard has a location for recordings of lessons in both auditor and whiteboard presentation. I would like to see all of these used instruction tools to assist in learning since everyone learns differently. Keeping Blackboard up to date and utilizing ALL that it has to offer is a great way to ensure successful learning. Help stop the internet from crashing when doing online exams.

More consistency between teachers and how they use the various icons and aspects of Blackboard. I've taken several on-line classes and each one does it a bit differently and a couple of times I missed meals and specifics on how to submit an assignment or send an email.

The discussion board system is not user-friendly enough. Sometimes it leads very slow but still display a blank page at the end. This is not an online department issue but it is an issue with online courses as a whole. I think it would be beneficial if instructor would put aside their dislike for online courses and actually teach.. I've had horrible experience where the instructors will largely ignore emails from student and be extremely late in returning or posting assignments. I feel that even if you don't like teaching online that it is still your responsibility to teach regardless.

Better communications with teachers. Maybe able to meet face to face for issues not being understood over computer. The school should provide more than just help with the site, they should provide computer tech help as well. I had a problem with my computer at home with a setting so I was unable to get online at my house due to it needed a manual configuration of the IP address. The class would have been much more convenient if I could have done my course work at home. If there was a computer tech person my problem could have been solved easily since I just need to fin a button to swath from manual to automatic IP address assign.

If the assignments are due on Sundays and not Thursdays.
Instructor better prepared.

More interaction between the teacher and students. At time I felt as if the text was given to use to figure out for ourselves and I have still no received answers to direct emails to the teacher, in regards to grade on assignments or even receiving the assignments. Posting grades in a proper manner would be helpful also.

An in-depth explanation on how "touchy" taking a test on blackboard would be...I had to take the whole thing over again due to hitting tab and then enter!

Being able to access online features after 10:30 pm.

I could still take the class even the schedule is full.

None

Sometimes blackboard is down or really slow.

Less technical difficulties on Blackboard

More flexibility in the class schedules. For example, making a test available only during a certain time/day defeats the purpose of an online class and hinders the students ability to manage their own schedule.

Every teacher should be required to use the same format for locating assignments and using discussion boards. Everything should be in one location if it is something to be completed by the student. I wasted many hours just assuring myself that I had searched: assignments, quizzes, homework discussion boards for the assignments due each week. In a classroom setting all this information would be on the syllabus. Wording between the syllabus and assignment pages and discussion boards did not match in every instance. It was like putting a puzzle together just to make sure I knew what was due when. Due dates for discussion boards were only listed on the discussion board; due dates for assignments and quizzes were elsewhere.

In Accounting 2 (and actually last year in accounting 1 also) it would be helpful if there was an online forum. This was the first only class I have ever taken that did not offer an online forum.

I suggest that the layout and design of the site be changed so as to increase interactivity.

Keeping track of what week I'm in and being sure that all the assignments due are covered could have been easier if the format by which they are presented was slightly different. It would be nice to see the different categories, i.e. assignments, Materials, research projects, Postings Due etc. under one tab representing the given week, instead of separate tabs on the side bar.

I prefer in room classes.

The only thing that was a little inconvenient was the frequency with which Blackboard seemed to be unavailable due to maintenance.

To continue to use the Blackboard system!! Please don't replace it.

The online class at Shoreline was excellent.

Video links/tutorials

I am back to school after many years in the workforce through the worker retraining program at Shoreline Community College. Over the past weeks I have successfully learned to navigate the online system, taking assignment direction, participating in class discussion, testing and processing lecture information. It has been a wild ride, but I feel accomplished and have enjoyed the opportunity to take a step forward. Interaction and support from professors, from Cynthia and Patricia in the computer support center and the staff at the worker source training center. Ann Ludwig, Kim Camber and Donna Benitez were of excellent standard.

Instructors should make it clear in the syllabus which buttons on the left side of the page will be most important for finding class materials (i.e. assignments, tests, discussion boards, etc.) I have been confused in the past as to what was required to view for the class and what was not.

The only trouble I have had is when we needed to switch to Firefox. I never trusted even from my home computer that it would go through or a file would zip properly when sent through Blackboard. Get a system that works all the time.

Thanks

More online classes.

Everything is great.

For new 3 credit classes to have the workload checked, because I am doing as much work and reading in a 3 credit class as I am doing in a 5 credit class. There should be an obvious division between 3,4,5 credit class workloads and there is not. The reason people usually take lower credit classes is to make their credit quota for funding or because they want an easier class to go with harder classes. There needs to be a system in place to check and monitor this.

The testing process needs to be streamlined. It is divesting to be working on a test, have a wrong button pressed or the screen freeze, and then be locked out of the test you have been working so hard on. Also, when that happens, when you lose all your work, it would be so much better to have a way to save the test questions you already posted so if something goes wrong and you get locked out of when the instructor unlocks it for you. It would be so much more efficient if you could start where you left off.

It would really help to have at least one orientation session in person, and perhaps one or two in person question answer sessions. I'm surprised how many students weren't exactly sure what to do or how to do it, and the real questions don't come up until a week or two into the course.

Subject matter and method of presentation was excellent, my only concern was that picture we were asked to identify were not as clear as could be desired. Thank you

More than just a few paragraphs from the instructors as far as lectures are concerned.

The Blackboard email communication feature is confusing. I'm not sure what option to choose when I want to email a teacher.

The option tiles were not clear.

I have a few experiences with my computer freezing in the middle of taking a test. One was at the computer lab on campus the same exact moment that Blackboard was being updated. That could not be helped. Fortunately every nice lady came down to the computer lab and walked me through it and we both emailed my instructor. That was the time that Mozilla Firefox was supposed to be used to take tests on campus. It couldn't be helped. I picked an unformatted time to take my test. But, everybody at Blackboard has always been very helpful and prompt in taking action the few times I have had panicky situations.

As it is now, there are several tabs to click on to get to my classroom. Could this be cut back to no more than 2? Also, Blackboard has a lot of down times and very, very slow times cutting access to a halt, including a time that I was under pressure to submit an assignment timely. Because of these "off times" I am no longer (unlike last quarter) able to consider an assignment due date its true due date because Blackboard may be down unexpectedly during that scheduled time. Yes, I saw that maintenance times were often scheduled during off peak hours, but I am referring to the numerous times that it was unexpectedly available. Another inconvenience is that it is good to go on my computer a couple quarters ago is not still the same good to go." For the first time in over a year I had to visit TSS because my computer set up which had not changed over this time now need to have certain updates including some program that I did not care to pay for.

So that Blackboard does not take so long for instructors to put their grades in for each student. I would like to see the grades for my classes and the instructors have complained that it takes a while for each grade to load up so she won't do it if it's not faster. That is my only request is to improve the input of grades on the instructor side for Blackboard.

It's more a specific problem than about on-line classes in general. Overall my experience with on-line classes has been great. I found that this class specially was difficult because there was no other technique or information used besides the book to learn the information needed to pass the exams, as well the few homework assignments didn't seem to help me learn anything for the exams. I have talked to several people with medical education background and they all seem to think that this class should have had anatomy as a prerequisite. I found it very difficult to come into this class with no knowledge of anatomy.

Somebody proofreading lectures and exams. A second person to write to when the instructor has not been helpful. The screen at the remote site is always die stored, asking it difficult o see what is being written on the board - It is also distracting. This is my third quarter taking classes via remote sites and this has been a continuous problem If this could be cleared up, it would definitely help the learning experience.

The online portion of my classes have always been fine.

Suggested daily reading. It might help me keep from putting assignments off to the last minute if I could see clearly that I was getting a little more behind each day.

Help the professors understand that feedback is essential to teaching an online course. I've had some very responsive and responsible professors and a couple that do not regularly check in with the class. The latter are a disappointment and not much better than me just reading the material myself, and are a waste of tuition money, even if I do get a "good grade."

More class information or the syllabus available at the time of registration would have been helpful.

I could have eliminated a bit of frustration and lessened the learning curve if I had talked with other online students prior to starting the class. It was not until the start of week three that I got the hang of the class and online system.

I have taken 20 plus online college courses - WebCT, Angel and Blackboard and I have found Angel to be the one that allowed for easier navigation, less problems with tests and easier to facilitate discussions, which seem to be a large part of most online classes. Once learning blackboard it was relatively easy to navigate but restrictive in the discussion. As always the number one person's post to someone else's post within each discussion. As always the number one concern with online classes timely communication between teacher and student for clarification questions etc. My teacher this quarter was great about that and all the other sector class. I would love to take a face-to-face class with home. Nothing beats a good lecture to understand the class material but the flexibility of online classes is essential for those whose wholes would other wise keep higher education unavailable to them. I am forever grateful for the opportunity to take online classes. The knowledge gained has changed my life, my way for thinking, my hopes and dreams.

Ensure Blackboard is compatible with Internet Explorer!

Everything is great, a little problems with the quizzes and the site registration my answers some but it seems we've taken care of that issue.

The organization of material on Blackboard is challenging. For each week of class, it is necessary to look for material in a variety of different places (assignment folders, discussion boards, lesson outlines, supplementary materials.) I feel that most of the time spent "I class" in this type of learning environment was spent navigating the different locations on Blackboard where the course material is located. It would be helpful to have the class structured so that all the material for each week was located in the same folder.

It would be helpful if the lectures were on podcasts. This way I could download them onto my iPod and listen to them while I am at work.

More audio taping and power points of teachers lectures and notes.

Having blackboard shut down as it required me to completely re arrange my schedule for the week.

I think more instruction on how to get all the information offer on the learning program. A full instruction one day course on campus should be offer as an optional training for students on systems like angel and blackboard. I also would like at least four times a quarter, created classroom meeting for students and teacher exchange.

I have actually taken many online classes and don't have really anything that would be more helpful to me. Blackboard is very easy to navigate.

9. Are there classes you would like to see online in the future?

Online classes are nice for those who can't make it to campus, but the experience in the class room is what I prefer.

Can't think of any in particular.

I would like it if all classes could be available online.

Online has its benefits and disadvantages so I don't really have a comment on this.

Yes, Math 080 and Math 090. Shoreline doesn't offer these and so I am asking them through Edmonds in the Winter if not offered at Shoreline.

Probably, but they tend to be available already. I really do like some of the hybrids I've taken. The real trouble with online classes is when you first take one. Once you get the knack, they're great.

None

More professional short courses would be helpful

I would like to see hybrid physics, chemistry and biology where the on campus lab part if offered at night.

N/A

Nursing course. Not all of them, obviously, but some could be made to go on line quite well with a little work.

I had hoped to take Calculus classes online, but they were not offered.

Not sure what's offered exactly, but I plan to take classes towards a business or accounting transfer to UW. Or underwater basket weaving.

Math 099

Music classes like intro to different kinds of music, music history, rock and metal classes. oh and an orchestra I play viola in Seattle you symphony and it would be cool to get to play in school like on in middle and high school.

No

I hope to take as many of my courses on line in the future. It saves gas, time and money no having to travel every were every day. I am working toward a dual degree I marketing and engineering so having engineering courses on line would be of a great benefit to me. It is also helpful to be able to arrange class meetings with or with out the instructor so that pier discussion can be had face to face.

I don't know.

NO

Pretty much all of them except PE.

More classes with labs. There are certain classes that would be so much easier to take (like chemistry), if you had to option to do the homework, assignments and tests online and only have a lab to do on campus. I know I do not have the time to come to a four hour class, as opposed to working online and coming to an hour and a half lab weekly.

I though that I was going to really like the on-line format; due to the last of consistency between class formats and absence of information one part of the class information, I do not want to take more until the system is standardized. It was murder to remember which classes used which format when taking more than one on-line class at a time. I was juggling two fully online classes, and two other that used blackboard for announcements and assignments. It was a nightmare.

Math

I think Shoreline is doing a great job at the variety of classes offered online. Can't think of any at the moment.

Not sure at this time

Psychology 200 or anyone

More math classes online would be good. I need math classes but do not have the time to go to classes on campus during the day and my night time schedule varies every week.

I would like to see some more variety in 3 and 4 credit classes. Fun interactive type learning.

NA I am going to be graduating this quarter.

Yes, IASTU 105 class.

All below college level math classes - not offering them on-line is a severe hindrance to obtaining a transfer degree.

Math-algebra

Abnormal psych

No. I prefer face-to-face learning

N/A

All the classes in my program are offered online, so I don't have any suggestions at this time.

All classes, but have the option to them on face-to-face too.

No. In general I dislike online classes because the instructors feel the need to create a classroom atmosphere by forcing students to use the discussion boards that are slow and a waste of time. If my schedule allows, I would rather come to campus and take a class rather than doing it online - it is actually faster for m than dinking around on those ridiculous discussion boards, making sure ready everyone's post as required.

Yes make more criminal justice classes online. I would be nice if there were more online classes availed.

None

None that I know of.

My program is completely online.

No suggestions. I needed Biol 170 and the class was available online.

Every class

SLPA classes!

All Music Theory classes should be online, there is no reason to have them on campus.

Somehow offering a sign language class on-line!!

No comment

Each one of my classes this quarter are excellent on-line courses. I do think the IASTU should be hybrid with one class every week or two weeks. I think this would contribute to the community building/changing the course is trying to convey.

More math classes, but only if they are teachable online. Otherwise face to face might be better. Otherwise I don't have any further requests for which classes.

No. Face to face are best all across the board.

Such classes as English and Social Studies would be helpful

Physiology and Microbiology

I don't have any classes that I prefer to take it online. But I have some classes that I prefer to take it on campus like IASTU 105 and Stats.

None that I can think of. Ask me next quarter.

Happy for now

I think it would be cool if eventually every/most classes had the option to take it online/mostly online if the student prefers. I hope to take all or almost all of the remaining classes that I need online - it is much more convenient way to me to take class.

I would like to see more math classes offered online if possible.

I cannot think of any at this moment.

More quarter options for the HCI program and higher level learning and review courses, perhaps even just low-cost self study and review courses for people who are semi-knowledgeable in something.

No

I would like to see maybe Spanish classes online.

Yes, the classes that are in great demand such as Anatomy, Physiology. Our physiology lab was computer simulated so why not if recorded lectures were also available. Maybe a in-person lab for Anatomy. Each childhood education classes. It's the future, that is certain.

As many as possible. Online classes help those of us who are working full time and can't make it to campus to take a class.

Microbiology

N/A

More Women's Studies courses.

Elementary Math classes would be very beneficial

No

VCT classes !!

Photoshop, Graphic Design , etc. etc.

And hire some more WOMEN in that department!!! Those white men in that department are pretty weird. Thanks

None, I do not plan on taking anymore online classes.

Not at this time

Math 080

No, but there are a number of classes which are only offered online that I would like to see offered as face to face class as well.