

Student Satisfaction

	03/04	04/05	07/08	09/10	10/11
<b>Q.15 I find the web site for this course easy to navigate</b>					
Agree Strongly	64.2%	60.3%	60.9%	60.0%	54.0%
Agree Somewhat	31.1%	34.7%	34.5%	36.2%	38.6%
Disagree Somewhat	2.9%	3.9%	2.6%	2.5%	4.2%
Disagree Strongly	1.7%	1.2%	2.0%	0.8%	2.5%
<b>Q.16 I had no difficulty in using Blackboard for my online course</b>					
Agree Strongly	63.6%	60.1%	63.3%	55.5%	52.1%
Agree Somewhat	27.0%	31.5%	27.2%	34.7%	34.4%
Disagree Somewhat	7.3%	6.6%	5.9%	7.9%	9.0%
Disagree Strongly	2.1%	1.8%	2.7%	1.6%	3.6%
<b>Q.17 The computer skills I had before enrolling in this online course were sufficient for completing it</b>					
Agree Strongly	88.8%	86.3%	78.3%	71.2%	68.6%
Agree Somewhat	10.1%	12.9%	19.2%	26.3%	27.2%
Disagree Somewhat	0.2%	0.7%	1.8%	1.7%	1.3%
Disagree Strongly	0.8%	0.1%	0.4%	0.2%	1.8%
<b>Q.18 When I experience technical difficulties in using Blackboard I know where to get help.</b>					
Agree Strongly	47.7%	48.6%	43.1%	43.3%	41.8%
Agree Somewhat	39.0%	39.4%	41.9%	42.0%	37.2%
Disagree Somewhat	8.3%	9.6%	11.8%	12.1%	11.0%
Disagree Strongly	5.0%	2.4%	2.9%	1.9%	3.0%
<b>Q.19 I have experienced technical difficulties mostly in.... (choose two)</b>					
getting my computer to work properly	33.2%	38.6%	26.9%	24.8%	38.3%
receiving or sending e-mail	21.8%	25.9%	22.9%	27.6%	27.9%
connecting to my Internet provider (AOL, earthlink, etc.)	34.4%	31.7%	15.9%	15.8%	25.4%
accessing online tests	25.2%	29.0%	18.0%	18.7%	21.6%
accessing the CD-Rom or downloading files that come with the course	34.4%	30.2%	25.1%	20.5%	33.8%
<b>Q.20 This course was more/less difficult than other college courses I have tak en</b>					
more difficult	23.3%	23.4%	20.1%	24.1%	26.0%
about the same	66.0%	66.9%	69.1%	65.7%	64.5%
less difficult	10.7%	9.6%	9.6%	9.5	9.5%
<b>Q.21 This course required more/less time than other college courses I have taken</b>					
more time	30.6%	33.5%	31.1%	34.5%	35.9%
about the same	58.0%	58.8%	57.4%	57.4%	56.5%
less time	11.4%	7.4%	10.9%	8.5%	7.5%

**APPENDIX 11.a.**

	03/04	04/05	07/08	09/10	10/11
<b>Q.22 For each week of the course it was clear what I was supposed to learn</b>					
Agree Strongly	70.2%	66.5%	66.3%	61.0%	55.4%
Agree Somewhat	21.9%	24.5%	27.7%	31.2%	33.2%
Disagree Somewhat	5.4%	5.8%	4.8%	5.5%	6.7%
Disagree Strongly	2.5	2.6%	0.6%	1.7%	3.8%
<b>Q.23 I would recommend this course to others who want to take courses online</b>					
Agree Strongly	62.7%	59.5%	58.6%	53.7%	49.4%
Agree Somewhat	22.4%	25.4%	28.8%	31.1%	29.8%
Disagree Somewhat	6.2%	6.7%	8.0%	9.0%	9.7%
Disagree Strongly	8.7%	8.4%	3.5%	5.3%	9.6%
<b>Q.24 How do you rate the amount of contact with the other students in this course?</b>					
the contact was sufficient	71.1%	70.5%	62.0%	66.9%	67.0%
more contact in a chat room setting	8.6%	11.0%	7.0%	8.2%	5.6%
more contact in a threaded discussion	21.4%	26.9%	27.6%	29.3%	32.4%
more contact by email	9.5%	7.9%	6.4%	8.7%	5.1%
more contact in face-to-face meetings	7.1%	6.3%	3.9%	5.4%	2.9%
<b>Q.25 The instructor responded to e-mail promptly</b>					
Agree Strongly	72.5%	68.6%	63.5%	60.0%	54.7%
Agree Somewhat	19.2%	20.9%	26.9%	30.2%	29.9%
Disagree Somewhat	4.6%	6.6%	6.8%	5.8%	6.3%
Disagree Strongly	3.8%	4.5%	2.0%	4.0%	7.3%
<b>Q.26 I was satisfied with the amount of contact/interaction I had with the instructor.</b>					
Agree Strongly	65.4%	61.4%	59.3%	55.0%	50.2%
Agree Somewhat	21.3%	22.9%	30.4%	31.9%	32.5%
Disagree Somewhat	8.3%	8.4%	7.2%	9.0%	8.9%
Disagree Strongly	5.0%	7.4%	2.5%	4.3%	7.5%

(The percentage total of responses for each question is less than 100% due to a "Not Applicable" response option of which the results are not listed here.)