# Online Learner Support Survey 2009

In an attempt to further understand the characteristics and perceptions of online students, the UMOnline team launched the first annual Online Learner Support Survey in March, 2009. An email was sent to 2017 students who were enrolled in at least one fully online course that semester. The email provided a link and asked them respond to an electronic survey. The survey was made available in March and remained open until the end of Spring semester in Mid-May. Of 2017 online students, 375 (18%) completed the survey.

## Key Findings

42% of UMOnline student respondents reported that they live within a 5 mile radius of campus. 65% take both online and face-to-face courses. 70% meet face-to-face with their advisors. Nearly all respondents were fulfilling academic requirements towards completion of a degree by taking online coursework. Only 27% listed a reason other than fulfillment of an academic requirement as a reason for taking an online course. 57% felt that online education is a critical aspect of their degree completion. Less than 14% felt that online education was merely a convenience, not a critical element in their education.

57% of respondents indicated that they can learn as much from an online class as from a face-to-face one and 69% indicated that online learning is a satisfying experience.

According to survey results, the UMOnline student profile fits in large part with national trends. 81% gave flexibility of schedule as their primary reason for taking an online course. 90% work either full or part time.

## For Further Information

The full survey report is attached, but it does not include textual responses. Those are included as an addendum.