

Online Learner Support Survey

Respondents: 375 displayed, 375 total Status: Open
 Launched Date: 12/08/2009 Closed Date: 12/31/2009

1. Gender

		Response Total	Response Percent
M		100	28%
F		262	72%
Total Respondents		362	
(skipped this question)		13	

2. Age

		Response Total	Response Percent
17-20		77	21%
21-25		101	27%
26-30		52	14%
31-35		45	12%
36-40		25	7%
41+		68	18%
Total Respondents		368	
(skipped this question)		7	

3. I live:






		Response Total	Response Percent
On campus		29	8%
Within a 5 mile radius of campus		156	42%
Within a 25 mile radius of campus		45	12%
Within a 50 mile radius of campus		17	5%
Further than 50 miles from campus, and within Montana		104	28%
Outside of Montana		17	5%
Total Respondents		368	
(skipped this question)		7	

4. My academic purposes for taking online courses include the following:

		Response Total	Response Percent
Completion of general education requirement		122	34%
Completion of a course in my major field of study		170	47%
Completion of a course in my minor		18	5%
Completion of an elective		47	13%

requirement			
Completion of a pre-requisite course		60	17%
Professional development		55	15%
Other, please specify		44	12%
		Total Respondents	363
		(skipped this question)	12

5. My logistical purposes for taking online courses include the following:

		Response Total	Response Percent
Convenience of location; being able to access the course from elsewhere		191	52%
Flexibility of schedule; for course meeting times and management of work load		296	81%
Live at too great a distance to commute		115	31%
Preference for online learning		44	12%
Other, please specify		43	12%
		Total Respondents	367
		(skipped this question)	8

6. Are you taking individual online courses or seeking a completely online degree?

		Response Total	Response Percent
Individual Courses		276	75%
Online Degree		90	25%
		Total Respondents	366
		(skipped this question)	9

7. Did you transfer to UM from another college or university?

		Response Total	Response Percent
Yes		105	29%
No		263	71%
		Total Respondents	368
		(skipped this question)	7

8. If you transferred from another institution, please indicate which type:

		Response Total	Response Percent
Community College		29	27%
College of Technology		16	15%
Tribal College		1	1%
Another two year institution		4	4%
Another four year institution		56	53%
		Total Respondents	106
		(skipped this question)	269






9. Have you taken an online course from another college or university, or will you during this academic year?

		Response Total	Response Percent
No		299	82%
Yes (please explain):		64	18%
		Total Respondents	363
		(skipped this question)	12

10. My work status can best be described as:

		Response Total	Response Percent
Full-time		154	42%
Part-time		137	37%
I am not employed		76	21%
		Total Respondents	367
		(skipped this question)	8

11. My student status can best be described as:

		Response Total	Response Percent
Full-time		232	63%
Part-time		100	27%
Undergraduate		111	30%
Graduate		75	20%
Non-degree seeking		8	2%
		Total Respondents	368
		(skipped this question)	7

12. The campus at which I am enrolled is:

		Response Total	Response Percent
UM-College of Technology		105	29%
UM-Missoula		261	71%
		Total Respondents	366
		(skipped this question)	9

13. The types of courses I'm taking this semester can best be described as:

		Response Total	Response Percent
Online only		127	35%
Both online and face-to-face		241	65%
		Total Respondents	368
		(skipped this question)	7

14. Select all UOnline orientation resources that you've used:

		Response Total	Response Percent
Online Course Readiness Assessment		44	14%
Blackboard 101 (Blackboard Orientation Course)		126	41%
Blackboard's Student Manual		61	20%
UMOnline's Blackboard User Guide		90	29%
UMOnline website (student tab)		121	40%
UMOnline FAQ		70	23%
UM-Missoula's 'Ask Monte'		18	6%
Unsure		63	21%
		Total Respondents	306
		(skipped this question)	69

15. To what extent did you feel prepared to take an online course?

		Response Total	Response Percent
Fully Prepared		182	50%
Somewhat Prepared		153	42%
Unprepared		28	8%
		Total Respondents	363
		(skipped this question)	12

16. What information would have helped you better prepare for learning online?

Total Respondents	123
(skipped this question)	252

17. Please respond to the following questions regarding academic advising:

	Yes	No	Not Applicable	Response Total
I have been assigned an academic advisor	74.93% (269)	15.04% (54)	10.03% (36)	359
I know who my academic advisor is	75.56% (269)	14.61% (52)	9.83% (35)	356
I have communicated with my academic advisor at least once	77.31% (276)	13.17% (47)	9.52% (34)	357
				Total Respondents
				(skipped this question)
				359
				16

18. I communicate with my academic advisor through:

		Response Total	Response Percent
Email		193	65%
Phone calls		95	32%

Illuminate Sessions		2	1%
Face-to-face meetings		209	70%
Other (please explain briefly):		17	6%
		Total Respondents	297
		(skipped this question)	78

19. Please respond to the following questions about availability of online courses:

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Response Total
I am satisfied with the number of online courses at UM	21.73% (78)	42.06% (151)	16.43% (59)	16.43% (59)	3.34% (12)	359
I am satisfied with the variety of online courses at UM	19.05% (68)	41.18% (147)	24.37% (87)	13.73% (49)	1.68% (6)	357
Online education is critical to the completion of my education	39.94% (143)	20.11% (72)	15.64% (56)	19.27% (69)	5.03% (18)	358
Online education is a convenient, but not critical, element of my education	13.76% (49)	33.71% (120)	14.89% (53)	21.63% (77)	16.01% (57)	356
Total Respondents						359
(skipped this question)						16

20. I am satisfied with the availability of remote access to the following services:






	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Not Applicable	Response Total
Orientation to The University of Montana	13.17% (47)	38.66% (138)	19.61% (70)	5.04% (18)	2.24% (8)	21.29% (76)	357
Orientation to Online Learning	10.99% (39)	40.56% (144)	22.25% (79)	9.01% (32)	3.38% (12)	13.8% (49)	355
Financial Aid	14.53% (52)	37.15% (133)	20.11% (72)	5.59% (20)	3.35% (12)	19.27% (69)	358
Disability Services	6.44% (23)	16.53% (59)	23.53% (84)	1.68% (6)	0.56% (2)	51.26% (183)	357
Career Services	9.86% (35)	27.89% (99)	25.63% (91)	1.69% (6)	1.69% (6)	33.24% (118)	355
Mansfield Library	28.85% (103)	45.94% (164)	12.89% (46)	2.24% (8)	0.84% (3)	9.24% (33)	357
Writing Center	11.48% (41)	21.01% (75)	26.61% (95)	1.68% (6)	0.84% (3)	38.38% (137)	357

Tutoring Math Center Tutoring	7.87% (28)	17.42% (62)	28.37% (101)	0.84% (3)	1.12% (4)	44.38% (158)	356
UM Bookstore	20.79% (74)	45.79% (163)	16.01% (57)	3.65% (13)	2.81% (10)	10.96% (39)	356
Placement Testing for Math and Writing	7.39% (26)	19.89% (70)	25.85% (91)	4.26% (15)	1.42% (5)	41.19% (145)	352
COT Bookstore	10.7% (38)	18.59% (66)	23.94% (85)	1.13% (4)	1.69% (6)	43.94% (156)	355
						Total Respondents	359
						(skipped this question)	16


21. My online course requires me to use Mansfield Library electronic resources.

		Response Total	Response Percent
Yes		139	40%
No		183	53%
Unsure		24	7%
		Total Respondents	346
		(skipped this question)	29

22. I can learn as much from an online class as I can from a face-to-face course.

		Response Total	Response Percent
Strongly Agree		66	18%
Agree		138	39%
Undecided		43	12%
Disagree		70	20%
Strongly Disagree		41	11%
		Total Respondents	358
		(skipped this question)	17

23. Collaborating with other students on group projects is an important part of online learning.

		Response Total	Response Percent
Strongly Agree		24	7%
Agree		96	27%
Undecided		100	28%
Disagree		107	30%
Strongly Disagree		30	8%
		Total Respondents	357
		(skipped this question)	18

24. Partipating in discussions with other students is an important part of online learning.

		Response Total	Response Percent
Strongly Agree		73	20%
Agree		155	43%

Undecided		61	17%
Disagree		54	15%
Strongly Disagree		15	4%
		Total Respondents	358
		(skipped this question)	17

25. Interacting with the instructor is an important part of online learning.

		Response Total	Response Percent
Strongly Agree		153	43%
Agree		160	45%
Undecided		26	7%
Disagree		16	4%
Strongly Disagree		2	1%
		Total Respondents	357
		(skipped this question)	18

26. Taking an online class at UM is a satisfying experience.

		Response Total	Response Percent
Strongly Agree		90	25%
Agree		158	44%
Undecided		56	16%
Disagree		31	9%
Strongly Disagree		21	6%
		Total Respondents	356
		(skipped this question)	19

27. Compared to face-to-face courses, an online course requires:

		Response Total	Response Percent
a lot less effort on my part		18	5%
somewhat less effort		61	17%
about the same level of effort		93	26%
a little more effort		102	28%
a lot more effort on my part		84	23%
		Total Respondents	358
		(skipped this question)	17

28. The internet connectivity I use to access my online course(s) is best described as:

		Response Total	Response Percent
T1 or Local Area Network (LAN) such as the UM-M network		57	16%
High Speed Connection (such as cable or DSL)		296	83%
Dial-up modem		3	1%
		Total Respondents	356
		(skipped this question)	19

29. The primary computer I use to access my online course(s) is located at:

	Response Total	Response Percent
My home	200	56%
A public access computer (e.g.at a local library)	12	3%
A local library	1	0%
My laptop (from any location)	141	40%
Total Respondents		354
(skipped this question)		21

30. I was able to download plug-ins listed on the UOnline website or provided by my instructor.

	Response Total	Response Percent
Yes	202	57%
No	29	8%
Not Applicable	121	34%
Total Respondents		352
(skipped this question)		23

31. Have you experienced any technical difficulties while accessing your online class?

	Response Total	Response Percent
No	229	65%
Yes (please explain briefly):	126	35%
Total Respondents		355
(skipped this question)		20

32. If you have contacted Blackboard Support about technical issues:

	Yes	No	Not applicable	Response Total
Did you get a response within 24 hours?	22.06% (77)	8.31% (29)	69.63% (243)	349
Were you satisfied with the response?	20.06% (69)	3.49% (12)	76.45% (263)	344
Total Respondents				350
(skipped this question)				25

33. If you have contacted IT Central about Net ID issues:

	Yes	No	Not applicable	Response Total
Did you get a response within 24 hours?	22.54% (78)	6.07% (21)	71.39% (247)	346
Were you satisfied with	21.73% (73)	3.27% (11)	75% (252)	336

the response?

Total Respondents 348
(skipped this question) 27

34. If you have contacted IT Central about Grizmail:

	Yes	No	Not applicable	Response Total
Did you get a response within 24 hours?	16.18% (55)	6.76% (23)	77.06% (262)	340
Were you satisfied with the response?	16.22% (54)	1.8% (6)	81.98% (273)	333
			Total Respondents (skipped this question)	344 31

35. If you have contacted IT Central for help your password:

	Yes	No	Not applicable	Response Total
Did you get a response within 24 hours?	24.93% (86)	5.8% (20)	69.28% (239)	345
Were you satisfied with the response?	25.52% (86)	1.78% (6)	72.7% (245)	337
			Total Respondents (skipped this question)	345 30

36. If you have contacted Mansfield Library or Residence Life to set up wireless access on a laptop:

	Yes	No	Not applicable	Response Total
Did you get a response within 24 hours?	13.62% (47)	5.8% (20)	80.58% (278)	345
Were you satisfied with the response?	12.24% (41)	2.69% (9)	85.07% (285)	335
			Total Respondents (skipped this question)	346 29

37. If you have contacted Griz Central for technical help with Cyberbear:

	Yes	No	Not applicable	Response Total
Did you get a response within 24 hours?	12.72% (44)	7.23% (25)	80.06% (277)	346
Were you satisfied with the response?	13.24% (45)	2.06% (7)	84.71% (288)	340
			Total Respondents	346

(skipped this question)

29