

ONLINE COURSE WITHDRAWAL SURVEY

Date: _____

(We're conducting a research project to learn about students' experiences with online courses offered by College, and we'd like to ask for about 10 minutes of your time to answer a few questions. Your participation is important to help us design better courses and improve our services to students.

Students who withdrew from or received a grade of "W" in at least one online course during the semester are being asked to complete this survey. Please answer these questions in regard to your experiences with the most recent online course that you enrolled in but did not complete successfully.)

1. Was this your first experience with an online course?
 1. Yes
 2. No

2. Did you choose to take this online course yourself, or were you placed into the course by a counselor or advisor?
 1. Chose the online course myself.
 2. Placed into the course by a counselor or advisor.

3. From how many courses did you withdraw/stop participating this semester?
 - ___ Number online
 - ___ Number f2f
 - ___ withdrew from all my courses

4. Did you participate in the course activities (assignments, discussions, quizzes etc.)?
 1. I did not participate in any of the course activities
 2. I did participate in some course activities
 3. I did receive at least one grade/accumulated points

[Next, please think about the reasons why you enrolled in an online course. Was this factor Very Important, Somewhat Important, or Not At All Important?]

- Q5 A. I travel sometimes and could not attend an on-campus class regularly
1. Very important
 2. Somewhat important
 3. Not at all important
- Q5 B. My work schedule is heavy and an online class is more convenient
1. Very important
 2. Somewhat important
 3. Not at all important

Q5 C. I thought it was easier than on-campus courses

1. Very important
2. Somewhat important
3. Not at all important

Q5 D. I was curious, wanted to try something new

1. Very important
2. Somewhat important
3. Not at all important

Q5 E. It was recommended by someone

1. Very important
2. Somewhat important
3. Not at all important

Q5 F. I had a good experience with an Internet course before

1. Very important
2. Somewhat important
3. Not at all important

Q5 G. The same class on-campus was full

1. Very important
2. Somewhat important
3. Not at all important

Q5 H. Personal circumstances (family, health, etc) made an online class more convenient

1. Very important
2. Somewhat important
3. Not at all important

Q5 J. I thought online courses were self-paced and I could begin the course anytime during the semester.

1. Very important
2. Somewhat important
3. Not at all important

Q5 K. An extra course online lets me graduate sooner

1. Very important
2. Somewhat important
3. Not at all important

Q6. From among the previous ten reasons which was *most* significant for choosing an online class

[Enter letter code from list below.....]

- A. I travel sometimes and could not attend an on-campus class regularly
- B. My work schedule is heavy and an online class is more convenient
- C. I thought it was easier than on-campus courses
- D. I was curious, wanted to try something new

- E. It was recommended by someone
- F. I had a good experience with an Internet course before
- G. The same class on-campus was full
- H. Personal circumstances (family, health, etc) made an online class more convenient
- J. I thought I could begin the course anytime during the semester.
- K. An extra course online lets me graduate sooner
- L. NONE

Q7. If your most significant reason was NOT mentioned in the previous question, please describe it. [*enter verbatim answer*]

[Next, please think about the reasons why you did NOT successfully complete the online course.

Was this factor Very Important, Somewhat Important, or Not At All Important?]

Q8 A. Directions to get started in and manage this course were bad

1. Very important
2. Somewhat important
3. Not at all important

Q8 B. Interaction with the instructor was lacking

1. Very important
2. Somewhat important
3. Not at all important

Q8 C. The course was too difficult.

1. Very important
2. Somewhat important
3. Not at all important

Q8 D. I couldn't handle the combined study plus work responsibilities.

1. Very important
2. Somewhat important
3. Not at all important

Q8 E. I had personal problems (family, health, job, child care).

1. Very important
2. Somewhat important
3. Not at all important

Q8 F. I had financial problems.

1. Very important
2. Somewhat important
3. Not at all important

Q8 G. I lacked motivation.

1. Very important
2. Somewhat important
3. Not at all important

Q8 H. I lacked access to a computer.

1. Very important
2. Somewhat important
3. Not at all important

Q8 I. I experienced too many technical difficulties.

1. Very important
2. Somewhat important
3. Not at all important

Q8 J. I lacked basic computer skills.

1. Very important
2. Somewhat important
3. Not at all important

Q8 K. The course required too much reading and writing.

1. Very important
2. Somewhat important
3. Not at all important

Q8 L. I felt too alone, not part of a class.

1. Very important
2. Somewhat important
3. Not at all important

Q8 M. I got behind and it was too hard to catch up.

1. Very important
2. Somewhat important
3. Not at all important

Q8 N. I didn't realize when I registered that it was an online course.

1. Very important
2. Somewhat important
3. Not at all important

Q8 O. Space opened up in a regular section of the same course.

1. Very important
2. Somewhat important
3. Not at all important

Q8 P. I signed up for too many courses and had to cut down my course load.

1. Very important
2. Somewhat important
3. Not at all important

Q8 Q. I did not like the online format

1. Very important
2. Somewhat important
3. Not at all important

Q8 R. I didn't know where to go for help.

1. Very important
2. Somewhat important
3. Not at all important

Q8 S. I was not interested in the subject matter.

1. Very important
2. Somewhat important
3. Not at all important

Q9. Overall, what do you feel was the most significant reason you were not able to successfully complete this online course? **[Enter letter code from list below....]**

- A. Directions for the use of the website were unclear
- B. Interaction with the instructor was lacking
- C. The course was too difficult.
- D. I couldn't handle the combined study plus work responsibilities.
- E. I had personal problems (health, job, child care).
- F. I had financial problems.
- G. I lacked motivation.
- H. I lacked access to a computer.
- I. I experienced too many technical difficulties.
- J. I lacked the basic computer skills
- K. The course required too much reading and writing
- L. I felt too alone, not part of a class
- M. I got behind and it was too hard to catch up
- N. I didn't realize when I registered that it was an online course
- O. Space opened up in a regular section of the same course.
- P. I signed up for too many courses and had to cut down my course load.
- Q. I didn't like the online format.
- R. I didn't know where to go for help.
- S. I was not interested in the subject matter.
- T. None

Q10. If your most significant reason was NOT mentioned in the previous question, please describe it. **[Enter verbatim answer]**

Q11. How likely are you to register for another online course? Would you say...

1. Very likely
2. Somewhat likely
3. It's possible
4. Not likely
5. Not a chance

Q12. What advice would you give to students who are considering registering for an online course?

[Enter verbatim answer]

Q13. What advice would you give to the College to improve online courses?
[Enter verbatim answer]

That's all!! Thank you very much for completing this survey!