

**Distance students were surveyed randomly by telephone during April 2008. Results from these focus groups will be used to improve the DE courses at UWG.**

**The Phone Survey**

**Telephone Survey Results**

**1. Please rate the advisement you received as a distance student?**

N =	%	Numbers
a. excellent	54.8	46
b. good	34.5	29
c. needs improvement	2.4	2
d. does not apply	7.1	6

**2. Did you receive advisement**

N = 91	%	Numbers
a. online	9.5	9
b. through email	21.4	23
c. by telephone	2.4	6
d. in person	47.6	46
e. self-advised	7.1	7
f. other _____		

**3. Please rate the registration process as you experienced it as a distance student.**

N=99	%	Numbers
a. excellent	50	42
b. good	40.5	34
c. needs improvement	7.1	6
d. does not apply	1.2	1

**4. Did you utilize any library resources as a distance student, either by visiting a library or using library electronic resources?**

N=100	%	Numbers
a. yes	69	58
b. no	27.4	23
c. unsure	0	0

**5. How satisfied are you with the availability of library services at West Georgia for distance students?**

N=99	%	Numbers

a. very satisfied	61.9	52
b. somewhat satisfied	19	16
c. not satisfied	17.9	15
d. does not apply	1.2	1

**6. How did you initially receive a technical orientation to WebCT? More than one answer may apply.**

N=97	%	Numbers
a. through online information	23	22
b. through a live orientation	24	25
c. through the instructor	28	31
d. through the WebCT student printed handbook	6	5
e. through other class members	5	3

**7. Did these orientations provide you with enough information to effectively utilize WebCT by the second week of your course?**

N=50	%	Numbers
a. yes	88.1	74
b. no	6	5

**8. If you had problems accessing the course or utilizing WebCT in any way, which of the following did you utilize for help. More than one may apply .**

N=95	%	Numbers
a. the Distance Learning helpline by either email or phone	12	10
b. the instructor	22.4	20
c. another classmate	4.6	6
d. online instructions	6.8	5
e. other _____	1.2	1
f. never had problems	46.4	39

**9. a. (fill in from question 8) How successful was the Distance Learning Helpline in solving your WebCT problems? (Skip if answer to 8 is 'f')**

N=8	%	Numbers
a. very successful	41.7	3
b. somewhat successful	2.4	2
c. not successful at all	3.6	3

**b. How successful was the instructor in solving your WebCT problems? (Skip if answer to 8 is 'f')**

N=10	%	Numbers

a. very successful	40.5	34
b. somewhat successful	1.2	1
c. not successful at all	2.4	2

**10. Overall, do you feel that you received prompt and courteous student support from West Georgia as a distance learner?**

N=100	%	Numbers
a. yes	40.5	34
b. no	1.2	1
c. does not apply	3.6	3

**11. Compared to traditional courses, how much do you think you learn in West Georgia's distance courses?**

N=95	%	Numbers
a. about the same in each type of course	22.6	19
b. I learn more in a distance course	48.8	41
c. I learn less in a distance course	27.4	23

**12. How would you compare the level of interaction between yourself and your instructor and yourself and other students in your distance course? Was it about the same, greater, or less than in a traditional course?**

N=93	%	Numbers
a. about the same	35.7	30
b. greater	26.2	22
c. less	36.9	31

**13. Do you think that there are enough distance courses offered at West Georgia?**

N=50	%	Numbers
a. yes	15.5	13
b. no	38.1	32
c. uncertain	45.2	38

**14. If the distance course you last took were not offered via distance media, would you have driven to campus to take the course in the traditional manner?**

N=95	%	Numbers
a. probably yes	69	58
b. probably no	29.8	25

**15. Where is the computer where you most often access WebCT?**

N=96	%	Numbers
a. at home	84.1	73

b. at work	4.2	4
c. on campus	8.2	8
d. other _____	3.6	3

## Open-Ended Questions for Distance Student Telephone Survey

February 2004

**How could advisement have been improved?** (Asked only when students said that advisement services needed improvement)

- The process was mediocre at best. (This person received advisement in person)..
- Should seem more caring.

**How could the registration process be improved?** (Asked only when students said that advisement services needed improvement)

- Override requires coming to campus.
- Registration should shut down at midnight.
- It's hard to maneuver through BanWeb.

**Can you please explain why you think you learn less in a distance course than in a traditional course?**(Asked only when students said that they learned less in a distance course)

- It was easier to forget and get behind.
- I learn better when I can hear it.
- There were times when things didn't work and chat rooms went too fast. Some people didn't know how to use the software.
- I didn't like WebCT and bad instructors.

**Can you please explain why you think you learn more in a distance course?** (Asked only when students said they learned more in a distance course)

- Easier to keep up with class info
- It is helpful to be able to get the information quickly.
- It's hard for me to pay attention to in-class lectures. I learn better and more online, where I can review the information.
- Forces you to do it yourself.
- I could choose my own times for learning.
- There are many more resources available in an online class.
- You can easily see what others are doing and learn with each other.
- But it takes more initiative.

- WebCT lets professors jump into small groups and chats.
- More responsibility is on the student.
- I learn a whole lot more online.

**Please explain why you feel the level of interaction in distance courses is less than in a traditional course.**(Asked only when students said that level of interaction is less in distance course)

- It's not as hands on.
- It's more independent learning.

**Please explain why you feel the level of interaction in distance courses is higher than in a traditional course.**(Asked only when students said that level of interaction is more in distance course)

- Being online helps a lot.
- It's really a different type of communication. There's more, but it's not quite as personal.
- Bulletin board, chat room tools lead to increased interaction.

**Can you think of any other ways in which our distance courses, programs, and services for distance students could be improved at UWG?**(Asked to all survey participants.)

- I wish there were more classes in major offered. I live far away.
- Mandatory WebCT orientation and for other online resources.
- DVDs or disks would be helpful.
- Keep server from going down.
- Offer more online classes.
- Online courses should have more seats. Why only 25?
- Course requirements should be more detailed.
- More clear orientation/ explanation (This student received orientation from instructor)
- Services are fine now.
- No, it was really fine for me.
- I like the way WebCT works; not much to improve on.
- Most of my concerns were instructor specific, and had nothing to do with distance learning.
- I really like the combination of in-class and distance.
- WebCT is not very user friendly. Poor navigation.
- Instructor wasn't familiar with what was needed for Horizon Live and technical people didn't return answers in a timely manner. Professor didn't use WebCT effectively.

- I've had good experiences with it.
- I prefer half on campus; half WebCT classes.
- Increase the amount of WebCT classes.
- I really had problems with the registration process; everything else was fine.
- Offer more courses.
- Have more courses online.
- Assignments in my class needed to be more clear.
- Increased use of Horizon Live; and more course offerings online.
- Add more online courses.
- Instructors in media have promised more online courses, but there's not enough.
- Support is wonderful, but some things, like requirements, are confusing at first.
- Offer more online courses. I was recruited by UWG for the media program with promise that a lot would be online but that is not the case.
- Some instructors do overkill on the amount of assignments in online courses.
- Professor was accessible, but BanWeb is not clear. Where do you go to pay online?

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*Last updated: June 28, 2005*