

Distance students were surveyed randomly by telephone during April - May 2010. 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 = 100	%	Numbers
a. excellent	25.0	25
b. good	52.0	52
c. needs improvement	7.0	7
d. does not apply	16.0	16

2. Did you receive advisement

N = 99	%	Numbers
a. online	11.1	11
b. through email	20.2	20
c. by telephone	11.1	11
d. in person	52.5	52
e. self-advised	21.2	21
f. other _____	5.1	5

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

N=100	%	Numbers
a. excellent	37.0	37
b. good	60.0	60
c. needs improvement	3.	3
d. does not apply	0	0

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	51.0	51
b. no	49.0	49
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	45.5	45
b. somewhat satisfied	14.1	14
c. not satisfied	2.0	2
d. does not apply	38.4	38

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

N=98	%	Numbers
a. through online information	31.6	31
b. through a live orientation	26.5	26
c. through the instructor	41.8	41
d. through the CourseDen student printed handbook	15.3	15
e. through other class members	11.2	11

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

N=98	%	Numbers
a. yes	94.9	93
b. no	5.1	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=99	%	Numbers
a. the Distance Learning helpline by either email or phone	7.1	7
b. the instructor	14.1	14
c. another classmate	4.0	4
d. online instructions	2.0	2
e. after hours helpline	1.0	1
e. other _____	4.0	4
f. never had problems	73.7	73

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

N=24	%	Numbers
a. very successful	66.7	16
b. somewhat successful	25.0	6
c. not successful at all	8.3	2

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

N=5	%	Numbers
a. very successful	60.0	3
b. somewhat successful	40.0	2
c. not successful at all	0	0

c. How successful was _____ in solving your WebCT problems? (Skip if answer to 8 is 'f')

N=4	%	Numbers
a. very successful	75.0	3
b. somewhat successful	0.0	0
c. not successful at all	25.0	1

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

N=99	%	Numbers
a. yes	96.0	95
b. no	2.0	2
c. does not apply	2.0	2

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

N=100	%	Numbers
a. about the same in each type of course	59.0	59
b. I learn more in a distance course	21.0	21
c. I learn less in a distance course	20.0	20

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=100	%	Numbers
a. about the same	39.0	39
b. greater	25.0	25
c. less	36.0	36

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

N=99	%	Numbers
a. yes	40.4	40
b. no	42.4	42
c. uncertain	17.2	17

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=100	%	Numbers
a. probably yes	28.0	28
b. probably no	5.0	5
c. Definitely yes	45.0	45
d. Definitely no	22.0	22

Open-Ended Questions for Distance Student Telephone Survey

May 2010

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

- Could not tell who the advisor is.
- appointment was cancelled.
- Long period of time when the professor did not assign any work
- confused about classes that needed to take. Changed the major. Counselor was confused.
- I was not advised before.
- getting the grades back
- I would have liked to be able to get in contact with the teacher easier.

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

- very unorganized
- All classes need to be opened up at the same time to every student.

In what ways were the orientations not helpful in learning to effectively utilize CourseDen? (Asked only when students answered no)

- Never took it
- did not learn
- did not have one
- not thorough enough

In what ways were _____ not successful when solving your CourseDen problems? (Asked only when students said "not successful at all")

- Never fixed actual problem with CourseDen.

How could student support be improved to distance students? (asked when students said no to question)

- Did not receive good service from the Newnan campus

Explain why you learned more, less, or about the same in online classes compared to traditional courses.

- did not like the online
- I prefer the traditional course; interactions with people.
- More research on her own.
- 50-50

- could read and go at his own pace retained info better
- Has better mindset for school.
- You get what you put into it.
- Does better in the classroom, did bare minimum for the class because it was not a F2F course
- "It's tough to gauge but I would say I learned the same just because I try to pay attention and take away as much information from any class as I can."
- "It was pretty easy, not as intense as a regular class."
- "The learning that goes on in a distance class is more independent and focused."
- "The professor wasn't active in the class at all during the semester and all of a sudden at the end we were hit with a lot of assignments and grades."
- I just didn't take as much away from it as I do in normal classes.
- "The different things like discussions and assignments helped me get a lot out of the class."
- had to do more work besides sitting in a lecture
- "I try to take the same amount of information away from any type of class."
- "It depends on exactly what the class is, some classes are not appropriate for being taught online they need to be taught in a classroom."
- "The workload seems to be heavier in a distance course but overall I learn about the same amount in both types of courses."
- "I prefer distance classes because I don't like coming on campus, so I learn more with the distance classes."
- More Convenient
- "A classroom is more hands-on than online class and I was unsure if all of my work was correct because I didn't have a teacher there to guide me."

Explain why you interacted with other people more, less, or about the same in online classes compared to traditional courses.

- Communications class Teacher was not interactive or responsive
- Group projects
- Require that you get online
- Instructor did not communicate independently
- still good but less but much better in F2F courses
- "I interacted with others much less in this class than in any class I've taken. It seemed very impersonal and I didn't even know who I could talk to."
- "It depends on the course; in my last class the interaction was greater in the class before that it was about the same."
- "I pretty much did everything on my own."
- less with students, but greater with instructor
- "You had to interact more with classmates because of the type of class it was and it was direct interaction."
- "For the same reason as the previous answer
- not in class
- I barely talked to the professor at all
- had to be in contact with professor on a daily basis for online courses
- through e-mail
- contacted through e-mail
- no comment
- just talked through discussion boards and email
- I don't really talk to student in either type of class but I talk to the teachers a lot.
- Did not bother her that she did not interact with other students. if she did need help she could send an email.
- because it was online and not face to face

Can you think of any other ways in which our distance courses, programs, and services for distance students could be improved at UWG?

- The one gripe was when the exams would be proctored and why the tests cost \$10. Should not have to pay that

- money.
- More student to student interaction.
 - I had a problem with both my midterm and final exams being submitted. I believe that the information should be a backup system so that a student qant have to redo exams. I had problem and was frustrated with that situation
 - Maybe should let students know when CourseDen is down for maintenence. Make it better to know when it is down.
 - Doing Good job.
 - Quality of information that is 100% online should be better. Not lots of interaction in this course. Would have been better if 50% online. Personal Preference. Greater emphasis on student interaction.
 - liked the services as offered already
 - good course
 - Add more of the Distance courses.
 - Enjoyed every minute of it.
 - Text reminders about technical service. Business courses should not be cut. There should be more computer courses.
 - Lives in Georgia and works in Texas and frustrated that she had to pay 300 to fly to Atlanta for that date of orientation when she didn't have to be there. More classes need to be offered online for students who cannot be on campus.
 - Well, I feel like the course I took was very impersonal and I don't know if all classes were this way but I like to feel I can talk to classmates and my professor about what's going on and I was not made to feel I could do that in this class.
 - Teachers should always make sure they set aside some time so their students are available to reach them.
 - Maybe more of the classes offered during the summer.
 - really good job with the course. first one that was excellent.
 - More interaction between students and the instructor and more proctored exams so that people cannot cheat on their tests/quizzes.
 - availability of face-to-face time
 - Make sure the professor knows how to work CourseDen.
 - Really enjoyed the courses. Learned more as opposed to sitting in a traditional classes. Benefited personally and professionally.
 - She like structure of the course so no
 - If the browser checks were easier. More welcoming to other browsers.
 - Registration for Midterm and Finals needs to be easier. A little confusing.
 - More interaction with the professor
 - Offer more of them. Like the format.
 - its easy as long as you stay on top of the work easier than what people make it out to be
 - No, I had a really good experience.
 - Make the registration process less complex.
 - I would like to see more major oriented classes instead of just core classes being offered online.
 - Really enjoyed her instructor should offer more courses during the summer.
 - More courses should be offered online.
 - Been happy with distance courses.
 - All teachers should be easy to get in contact with.

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