

Distance students were surveyed randomly by telephone during Spring 2003. 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 = 50	%	Numbers
a. excellent	14	7
b. good	44	22
c. needs improvement	6	3
d. does not apply	36	18

2. Did you receive advisement

N = 50	%	Numbers
a. online	8	4
b. through email	8	4
c. by telephone	24	12
d. in person	56	19
e. self-advised	4	2
f. other _____	2	1

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

N=50	%	Numbers
a. excellent	36	18
b. good	42	21
c. needs improvement	8	4
d. does not apply	14	7

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

N=50	%	Numbers
a. yes	46	23
b. no	52	26
c. unsure	2	1

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

N=50	%	Numbers

a. very satisfied	46	23
b. somewhat satisfied	16	8
c. not satisfied	2	1
d. does not apply	36	18

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

N=50	%	Numbers
a. through online information	22	11
b. through a live orientation	12	6
c. through the instructor	44	22
d. through the WebCT student printed handbook	2	1
e. through other class members	16	8

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	92	46
b. no	8	4

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=50	%	Numbers
a. the Distance Learning helpline by either email or phone	16	8
b. the instructor	20	10
c. another classmate	8	4
d. online instructions	4	2
e. other _____	2	1
f. never had problems	60	30

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	75	6
b. somewhat successful	12.5	1
c. not successful at all	12.5	1

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

N=10	%	Numbers

a. very successful	20	2
b. somewhat successful	60	6
c. not successful at all	20	2

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

N=50	%	Numbers
a. yes	94	47
b. no	6	3
c. does not apply	0	0

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

N=50	%	Numbers
a. about the same in each type of course	62	31
b. I learn more in a distance course	20	10
c. I learn less in a distance course	18	9

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=50	%	Numbers
a. about the same	26	13
b. greater	26	13
c. less	48	24

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

N=50	%	Numbers
a. yes	16	8
b. no	54	27
c. uncertain	48	24

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=50	%	Numbers
a. probably yes	66	33
b. probably no	34	17

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

N=50	%	Numbers
a. at home	72	36

b. at work	6	3
c. on campus	22	11
d. other _____	0	0

Open-Ended Questions for Distance Student Telephone Survey

February 2003

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

- I was not prepared for online class.
- Should seem more caring.
- They needed to promote distance classes more.

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

- There's not enough classes – it's tough to find online classes.
- Classes are always full when it's my time to register; otherwise, being able register online is good.

If you feel that you did not receive prompt and courteous student support from West Georgia as a distance learning, please explain what could have been improved. (Asked only when students said that they did not receive prompt and courteous service.)

- You have to run around to get info.

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)

- Better learning in a classroom; don't like computers
- Prefer face to face learning
- Like the classroom
- More things are just given to you but enjoyed it more.
- You're more on your own.

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
- Able to do it on your own
- You can go at your own pace and review
- Non needless whole class instruction

- Information is always there
- Self-learning – more practice tutorials and exercises
- Because of the tutorials
- More time to do it and can work at own pace.
- Had more time and the hours were up to her.

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)

- Because you're not in class.
- Never spoke to professor
- Not being face to face limits amount of communication
- In this particular course, you really don't need interaction/discussion so much
- In my course, there was no requirement to post on the bulletin board
- When there's lot of GSAMS sites, sometimes the instructor seems to forget you are out there.
- More effective in person.

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)

- Always communicating via email, study groups
- More one-on-one interaction with teacher
- Reduced lecture time means more interaction time.
- Got email reminders from professor
- Bulletin board helps students talk more.
- Because students have to communicate to do their presentations.
- Because students used the bulletin board where they were more open.
- It was greater with students, but actually less with instructor.
- People contribute more, because they are more comfortable.
- Good on WebCT, because more people speak up than in class.
- People are more comfortable online.
- Lots of communication is distance.

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.)

- liked the old bulletin board in WebCT better
- more courses
- offer more classes online
- make more classes available
- reduce quiz glitches
- more online courses, online student mentoring, and online office hours
- meet once a month on campus
- more online programs
- need more EDLE courses; wants to take more than 1/2 of program online
- Quiz links should be easier to get to in the course
- Make technology simpler; make advisors more aware of distance students, make more distance courses available
- Need more eCore courses
- Synchronous chats are difficult to attend when you work
- Offer more classes online
- Offer more classes in lots of different subjects
- Offer more courses.

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