

Distance students were surveyed randomly by telephone during February 2006. 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 = 96 Mean = 1.85 | % | Frequency |
|----------------------|------|-----------|
| a. excellent | 46.9 | 45 |
| b. good | 34.4 | 33 |
| c. needs improvement | 5.2 | 5 |
| d. does not apply | 13.5 | 13 |

2. Did you receive advisement

| N = 96 Mean = 3.14 | % | Frequency |
|--------------------|------|-----------|
| a. online | 22.9 | 22 |
| b. through email | 14.6 | 14 |
| c. by telephone | 6.3 | 6 |
| d. in person | 42.7 | 41 |
| e. self-advised | 9.4 | 9 |
| f. other _____ | 4.2 | 4 |

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

| N=96 Mean =1.55 | % | Frequency |
|----------------------|------|-----------|
| a. excellent | 59.4 | 57 |
| b. good | 31.3 | 30 |
| c. needs improvement | 6.3 | 6 |
| d. does not apply | 2.1 | 2 |

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

| N=96 Mean =1.32 | % | Frequency |
|-----------------|------|-----------|
| a. yes | 67.7 | 65 |
| b. no | 32.3 | 31 |
| c. unsure | 0 | 0 |

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

| | % | Frequency |
|--|---|-----------|
| | | |

| N=96 Mean =1.92 | % | Frequency |
|-----------------------|------|-----------|
| a. very satisfied | 56.3 | 54 |
| b. somewhat satisfied | 19.8 | 19 |
| c. not satisfied | 0 | 0 |
| d. does not apply | 24 | 23 |

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

| N=96 Mean =1.98 | % | Frequency |
|---|------|-----------|
| a. through online information | 39.6 | 38 |
| b. through a live orientation | 33.3 | 32 |
| c. through the instructor | 21.9 | 21 |
| d. through the WebCT student printed handbook | 5.2 | 5 |
| e. through other class members | 3 | 3 |

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

| N=96 Mean =1.05 | % | Frequency |
|-----------------|------|-----------|
| a. yes | 94.8 | 91 |
| b. no | 5.2 | 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=96 Mean =4.73 | % | Frequency |
|--|------|-----------|
| a. the Distance Learning helpline by either email or phone | 11.5 | 11 |
| b. the instructor | 12.5 | 12 |
| c. another classmate | 4.2 | 4 |
| d. online instructions | 2.1 | 2 |
| e. other _____ | 3.1 | 3 |
| f. never had problems | 66.7 | 64 |

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=31 Mean =1.39 | % | Frequency |
|--------------------------|------|-----------|
| a. very successful | 71 | 22 |
| b. somewhat successful | 19.4 | 6 |
| c. not successful at all | 9.7 | 3 |

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

| N=31 Mean =1.39 | % | Frequency |
|--------------------------|------|-----------|
| a. very successful | 71 | 22 |
| b. somewhat successful | 19.4 | 6 |
| c. not successful at all | 9.7 | 3 |

| N=2 Mean =1.50 | % | Frequency |
|--------------------------|----|-----------|
| a. very successful | 50 | 1 |
| b. somewhat successful | 50 | 1 |
| c. not successful at all | 14 | 1 |

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

| N=96 Mean =1.34 | % | Frequency |
|-------------------|------|-----------|
| a. yes | 81.3 | 78 |
| b. no | 3.1 | 3 |
| c. does not apply | 15.6 | 15 |

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

| N=96 Mean =1.64 | % | Frequency |
|--|----|-----------|
| a. about the same in each type of course | 56 | 58.3 |
| b. I learn more in a distance course | 19 | 19.8 |
| c. I learn less in a distance course | 21 | 21.9 |

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=96 Mean =2.04 | % | Frequency |
|-------------------|------|-----------|
| a. about the same | 37.5 | 36 |
| b. greater | 20.8 | 20 |
| c. less | 41.7 | 40 |

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

| N=96 Mean =1.75 | % | Frequency |
|-----------------|----|-----------|
| a. yes | 50 | 48 |
| b. no | 24 | 25 |
| c. uncertain | 24 | 25 |

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=96 Mean =1.09 | % | Frequency |
|-----------------|------|-----------|
| a. probably yes | 90.6 | 87 |
| b. probably no | 9.4 | 9 |

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

| N=95 Mean =1/39 | % | Frequency |
|-----------------|---|-----------|
| | | |

| | | |
|----------------|------|----|
| a. at home | 82.3 | 79 |
| b. at work | 3.2 | 3 |
| c. on campus | 5.3 | 5 |
| d. other _____ | 8.4 | 8 |

open-ended comments by surveyed students to be added soon

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