

Results of Survey conducted at Testing Center - Students Enrolled in Online Courses – eCore – Spring 2003

**01 Are you enrolled in both regular and online classes?**

Yes 28 No 5

**02 Access to the Admissions Office through email, phone, FAX, or person-to-person contact is adequate for my needs.**

Strongly Agree 5 Agree 27 Disagree 0 Strongly Disagree 0 Not Applicable 1

**03 The overall quality of service provided by the Admissions Office is satisfactory for my needs as an online student.**

Strongly Agree 3 Agree 27 Disagree 0 Strongly Disagree 1 Not Applicable 2

**04 Access to Academic Advisement through email, phone, FAX, or person-to-person contact is adequate for my needs.**

Strongly Agree 4 Agree 20 Disagree 5 Strongly Disagree 1 Not Applicable 3

**05 The overall quality of Academic Advising is adequate for my needs as an online student.**

Strongly Agree 4 Agree 19 Disagree 5 Strongly Disagree 1 Not Applicable 4

**06 Access to information about Financial Aid through email, phone, FAX, or person-to-person contact is adequate for my needs.**

Strongly Agree 4 Agree 24 Disagree 4 Strongly Disagree 0 Not Applicable 1

**07 The overall quality of Financial Aid services is satisfactory for my needs as an online student.**

Strongly Agree 1 Agree 24 Disagree 4 Strongly Disagree 0 Not Applicable 4

**08 Access to information about the Testing Center is adequate for my needs as an online student.**

Strongly Agree 6 Agree 23 Disagree 4 Strongly Disagree 0 Not Applicable 0

**09 The overall quality of services offered by the Testing Center is satisfactory for my needs as an online student.**

Strongly Agree 9 Agree 22 Disagree 2 Strongly Disagree 0 Not Applicable 0

Note: One student did not complete page two of survey (questions 11-20).

**10 Access to information about Registration is adequate for my needs as an online student.**

Strongly Agree 6      Agree 25      Disagree 2      Strongly Disagree 0      Not Applicable 0

**11 The overall quality of services offered by the Registrar's Office is satisfactory for my needs as an online student**

Strongly Agree 2      Agree 28      Disagree 1      Strongly Disagree 1      Not Applicable 0

**12 Access to information about Academic Support Services available to me at CSU is adequate for my needs as an online student.**

Strongly Agree 1      Agree 27      Disagree 2      Strongly Disagree 0      Not Applicable 2

**13 Access to information about services available to students with Special Needs is adequate for my needs as an online student.**

Strongly Agree 1      Agree 13      Disagree 0      Strongly Disagree 0      Not Applicable 18

**14 Access to information about Library Services available to me is adequate for my needs as an online student.**

Strongly Agree 0      Agree 26      Disagree 1      Strongly Disagree 0      Not Applicable 5

**15 The overall quality of Library Services available to me as an online student is adequate for my needs.**

Strongly Agree 1      Agree 25      Disagree 1      Strongly Disagree 0      Not Applicable 5

**16 Access to information about obtaining Books is adequate for my needs as an online student.**

Strongly Agree 1      Agree 26      Disagree 2      Strongly Disagree 2      Not Applicable 1

**17 The overall quality of the CSU Bookstore Services available to me as an online student is adequate for my needs.**

Strongly Agree 0      Agree 25      Disagree 3      Strongly Disagree 3      Not Applicable 1

**18 Instructional Methods used in online classes are appropriate for my needs.**

Strongly Agree 3      Agree 23      Disagree 5      Strongly Disagree 1      Not Applicable 0

**19 The amount that I Learn in online classes is the same as what I learn in traditional classes.**

Strongly Agree 5      Agree 16      Disagree 8      Strongly Disagree 3      Not Applicable 0

**20 If you believe the Services provided by any of our offices need to be improved, please provide some suggestions about how we can better meet your needs as an online student.**

None so far – cost is too much though and online students need more paper. I have no paper to print with – all is gone.

The admissions office needs to be more informed about the online classes.

The quizzes are stupid and could easily be interpreted many different ways.

Workload is too heavy – I feel like I am not learning anything.

It would be nice if I could purchase books online using financial aid. Also, professors need to make sure they have the accurate required text listed. The online courses give so much additional work that it is nearly impossible to retain information.

I believe students taking a writing exam should be able to use the computer to type their essays.

I think they're great!