Online Student Satisfaction Survey Spring 2016

We are dedicated to offering you an excellent online learning experience. As a student taking an online course this semester, your responses to the following questions will help us improve our course design, our instruction, and the type of services we are able to offer our online students. Your voice helps us do a better job of serving students like you. Please complete and submit your responses by Friday, April 15.

Your responses are anonymous and confidential. We do not use any technical or non-technical means of tracking individual responses to this survey. Please respond to the survey relative to your Spring 2016 online learning experience. Thank you in advance for sharing your feedback.

Please tell us about yourself:

What is your preferred gender?

- Male
- Female
- Prefer not to answer
What is your age?

- 18-24
- 25+
- Prefer not to answer

What is your ethnicity?

- Hispanic
- Non-Hispanic
- Unknown
- Prefer not to answer

What is your race? (Select all that apply)

- White
- Black or African American
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Pacific Islander
- Other
- Prefer not to answer
What is your level in college?

- Undergraduate
- Graduate
- Prefer not to answer

Please describe your student type

- Continuing
- Transfer
- First time student
- Non-matriculated
- Visiting
- Readmit
- Prefer not to answer

Are you a full time or part time student?

- Full time
- Part time
- Prefer not to answer
Please rate your level of satisfaction with:

<table>
<thead>
<tr>
<th>Availability of assistance on how to use the learning management system (Blackboard)</th>
<th>Highly Satisfied</th>
<th>Moderately Satisfied</th>
<th>Moderately Dissatisfied</th>
<th>Highly Dissatisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of Help Desk assistance</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Instructors' use of technology</td>
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<tr>
<td>Availability of library resources</td>
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<tr>
<td>Availability of course materials</td>
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<td>Availability of online tutoring</td>
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<td>Availability of supplemental online academic support</td>
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<td>Availability of information about course requirements</td>
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<tr>
<td>Availability of information about technical skills required for course(s)</td>
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<tr>
<td>Bookstore services</td>
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<tr>
<td>Interaction with fellow students</td>
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<td>Interaction with instructor(s)</td>
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<tr>
<td>Level of academic rigor</td>
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</tr>
</tbody>
</table>

Have you received supplemental online academic support this semester?

○ Yes
From whom did you receive supplemental online academic support?

Why did you choose to take online course(s)? (Select all that apply)

- Wanted an online class
- Only offered online this term
- Want to catch up on credits
- Want to get ahead on credits
- Needed for general education requirement
- Transfer credit to another school
- Retaking course
- Other

Why did you choose to take online course(s) versus face-to-face course(s)?
What do you like best about your online course(s)?

What do you like least about your online course(s)?

Would you take an online course again?

- Definitely
How did you find out about your course(s)? (Select all that apply)

- The College at Brockport Website
- The College at Brockport Course Schedule
- Open SUNY Website
- Advisor
- Department advertisement
- Professor
- Friend
- Social Media
- Other

How can we improve online services?
Please provide any additional comments regarding your experience with online course(s) this semester.

This concludes the survey.

Click "NEXT" to submit your responses.

You will then be prompted to enter your contact info for the drawing, should you choose to do so.

Thank you for your feedback!

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