**Class Climate, GR Distance Learning (49%)**

No. of responses = 471

### Overall indicators

<table>
<thead>
<tr>
<th>Category</th>
<th>Average Rating</th>
<th>Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Course Organization and Planning</td>
<td>4.14</td>
<td>1.16</td>
</tr>
<tr>
<td>B. Communication</td>
<td>4.20</td>
<td>1.12</td>
</tr>
<tr>
<td>C. Faculty-Student Interaction</td>
<td>4.25</td>
<td>1.06</td>
</tr>
<tr>
<td>D. Assignments, Exams, and Grading</td>
<td>4.28</td>
<td>1.01</td>
</tr>
<tr>
<td>E. Instructional Methods</td>
<td>4.31</td>
<td>0.99</td>
</tr>
<tr>
<td>F. Course Outcomes</td>
<td>4.23</td>
<td>1.10</td>
</tr>
<tr>
<td>G. Student Effort and Involvement</td>
<td>4.55</td>
<td>0.70</td>
</tr>
<tr>
<td>H. Course Difficulty, Work Load, and Pace</td>
<td>3.29</td>
<td>0.78</td>
</tr>
<tr>
<td>I. Overall Evaluation</td>
<td>4.10</td>
<td>1.07</td>
</tr>
<tr>
<td>M. How frequently did you experience the following difficulties or problems in your course(s)?</td>
<td>3.73</td>
<td>0.56</td>
</tr>
</tbody>
</table>

### Survey Results

#### A. Course Organization and Planning

1. The course goals, objectives, and grading procedures were clearly explained.

   - [Graph showing distribution of responses]

   - Strongly Agree: 56%, Strongly Disagree: 4%

2. Online discussions and other activities were well organized.

   - [Graph showing distribution of responses]

   - Strongly Agree: 51%, Strongly Disagree: 1%

3. The instructor consistently provided clear and timely guidance to the course.

   - [Graph showing distribution of responses]

   - Strongly Agree: 51%, Strongly Disagree: 2%
B. Communication

4. The learning activities were clear and understandable.

5. The instructor ensured that abstract or complex material was adequately explained through readings, activities, postings, or emails, so that I understood it.

6. The instructor conveyed interest and enthusiasm in the subject matter.

C. Faculty-Student Interaction

7. The instructor encouraged student discussion and participation.

8. The instructor satisfactorily answered students' questions.

9. The instructor was accessible to students during office hours and by email.

D. Assignments, Exams, and Grading

10. The instructor asked questions on the course material.

11. Assessments were based on material covered in the course.

12. The instructor provided timely feedback about students' work.

13. The instructor provided sufficient feedback on assignments and tests.
14. Tests, papers, and other assignments were graded fairly.

E. Instructional Methods

15. The instructor made appropriate use of technology in teaching.

16. Students were actively involved in discussions, group work, and other activities.

17. The Distance Learning format is effective in achieving the stated learning objectives of this course.

F. Course Outcomes

18. This course has increased my understanding of the subject matter.

19. This course increased my ability to think independently and critically.

20. I would recommend this instructor to other students.

G. Student Effort and Involvement

21. I participated in class regularly.

22. Consistently, I completed assignments and postings thoroughly and on time.

23. I spent a sufficient amount of time on assignments.
24. I contributed to group discussions regularly.

\[\text{Strongly Agree} \quad \text{Strongly Disagree} \]
\[n=450 \quad \text{av.}=4.47 \quad \text{dev.}=0.74 \quad \text{ab.}=16\]

H. Course Difficulty, Work Load, and Pace

25. For my preparation and ability, the work in this course was:

\[\text{Very Difficult} \quad \text{Very Easy} \]
\[n=467 \quad \text{av.}=3.26 \quad \text{dev.}=0.67\]

26. The pace at which the course materials were covered was:

\[\text{Very Fast} \quad \text{Very Slow} \]
\[n=468 \quad \text{av.}=3.2 \quad \text{dev.}=0.58\]

27. In a typical 7-day week, how many hours did you spend for this course (studying, reading, posting, emailing, or other academic activities)?

\[\text{8 or more hours} \quad \text{Under 1 hour} \]
\[n=470 \quad \text{av.}=3.41 \quad \text{dev.}=1.1\]

I. Overall Evaluation

28. Rate the quality of this course as it contributed to your learning:

\[\text{Excellent} \quad \text{Very Poor} \]
\[n=467 \quad \text{av.}=4.1 \quad \text{dev.}=1.07\]

K. Student Information

32. For you, this course is

- A core course \(43.1\%\) \(n=466\)
- A major/minor requirement \(33.5\%\)
- An elective \(22.1\%\)
- Other \(1.3\%\)

33. Your class level:

- Freshmen/1st year \(0.6\%\) \(n=469\)
- Sophomore/2nd year \(0.2\%\)
- Junior/3rd year \(0.2\%\)
- Senior/4th year \(0.9\%\)
- Graduate \(95.9\%\)
- Other \(2.1\%\)

34. Your sex:

- Female \(68.8\%\) \(n=459\)
- Male \(31.2\%\)
35. What grade do you expect for this course?

L. Distance Learning Specific Questions

36. Please tell us how you learned about St. John's University's online courses? Check all that apply.

- St. John's website: 40.3%
- St. John's Central: 31.6%
- Academic Advisor: 40.8%
- Friend/classmate: 13.6%
- Professor: 14.4%
- Study Abroad Office: 0.6%
- Heard about it on campus: 6.6%
- I don't remember: 6.4%

37. Please tell us all the reasons why you enrolled in an online course this semester? Check all that apply.

- The course I wanted was not available on campus: 26.3%
- I needed the convenience of an online course due to work, internship, personal circumstances, and/or family: 70.3%
- I was curious about online courses: 6.4%
- I thought it might be easier because I didn't need to come to campus: 11.3%
- I thought an online course would be less structured and the workload would be less: 1.1%
- A friend recommended online courses: 4.2%
- A professor recommended it: 11%

M. How frequently did you experience the following difficulties or problems in your course(s)?

38a. Logging on:

- Never: 31%
- Occasionally: 6%
- Weekly: 1%
- Daily: 2%  

38b. Password:

- Never: 31%
- Occasionally: 6%
- Weekly: 1%
- Daily: 2%  

38c. Problems with my computer:

- Never: 31%
- Occasionally: 6%
- Weekly: 1%
- Daily: 2%  

38d. Problems contacting instructor:

- Never: 31%
- Occasionally: 6%
- Weekly: 1%
- Daily: 2%
38e. Problems navigating in Blackboard:

![Bar chart showing problems navigating in Blackboard]

38f. E-Mail problems:

![Bar chart showing e-mail problems]

38g. Difficulties accessing online course materials/ links:

![Bar chart showing difficulties accessing online course materials]

38h. Unable/ difficult to buy textbook online:

![Bar chart showing difficulties buying textbooks online]

N. Expectations and Distance Learning Difficulties

39. Would it be valuable to have 24/7 telephone technical support?

![Bar chart showing value of 24/7 telephone support]

40. How academically challenging is the online course work compared to on-campus courses at St. John's?

![Bar chart showing academic challenge]

41. How did St. John's online courses meet your expectations?

![Bar chart showing course expectations]

O. Study Abroad and Work Load

42. Are you taking this course during a study abroad semester?

Yes 2.6%  
No 97.4%  
n=463

43. Are you employed:

- Full-time 51.9%  
- Part-time 31.3%  
- Unemployed 16.8%  
n=464
A. Course Organization and Planning

1. The course goals, objectives, and grading procedures were clearly explained.  
   Strongly Agree | Strongly Disagree  
   n=470  av.=4.22  md=5.00  dev.=1.10

2. Online discussions and other activities were well organized.  
   Strongly Agree | Strongly Disagree  
   n=462  av.=4.15  md=5.00  dev.=1.14

3. The instructor consistently provided clear and timely guidance to the course.  
   Strongly Agree | Strongly Disagree  
   n=466  av.=4.06  md=5.00  dev.=1.23

B. Communication

4. The learning activities were clear and understandable.  
   Strongly Agree | Strongly Disagree  
   n=467  av.=4.19  md=5.00  dev.=1.09

5. The instructor ensured that abstract or complex material was adequately explained through readings, activities, postings, or emails, so that I understood the content.  
   Strongly Agree | Strongly Disagree  
   n=464  av.=4.12  md=5.00  dev.=1.14

6. The instructor conveyed interest and enthusiasm in the subject matter.  
   Strongly Agree | Strongly Disagree  
   n=460  av.=4.27  md=5.00  dev.=1.08

C. Faculty-Student Interaction

7. The instructor encouraged student discussion and participation.  
   Strongly Agree | Strongly Disagree  
   n=460  av.=4.30  md=5.00  dev.=1.00

8. The instructor satisfactorily answered students’ questions.  
   Strongly Agree | Strongly Disagree  
   n=463  av.=4.14  md=5.00  dev.=1.16

9. The instructor was accessible to students during office hours and by email.  
   Strongly Agree | Strongly Disagree  
   n=459  av.=4.30  md=5.00  dev.=1.02

D. Assignments, Exams, and Grading

10. The instructor asked questions on the course material.  
    Strongly Agree | Strongly Disagree  
    n=456  av.=4.35  md=5.00  dev.=0.91

11. Assessments were based on material covered in the course.  
    Strongly Agree | Strongly Disagree  
    n=458  av.=4.44  md=5.00  dev.=0.87

12. The instructor provided timely feedback about students’ work.  
    Strongly Agree | Strongly Disagree  
    n=466  av.=4.11  md=5.00  dev.=1.21

13. The instructor provided sufficient feedback on assignments and tests.  
    Strongly Agree | Strongly Disagree  
    n=462  av.=4.10  md=5.00  dev.=1.21

14. Tests, papers, and other assignments were graded fairly.  
    Strongly Agree | Strongly Disagree  
    n=440  av.=4.42  md=5.00  dev.=0.88
E. Instructional Methods

15. The instructor made appropriate use of technology in teaching.  
   Strongly Agree | Strongly Disagree  
   n=463 av.=4.42 md=5.00 dev.=0.90

16. Students were actively involved in discussions, group work, and other activities.  
   Strongly Agree | Strongly Disagree  
   n=462 av.=4.30 md=5.00 dev.=0.98

17. The Distance Learning format is effective in achieving the stated learning objectives of this course.  
   Strongly Agree | Strongly Disagree  
   n=461 av.=4.20 md=5.00 dev.=1.09

F. Course Outcomes

18. This course has increased my understanding of the subject matter.  
   Strongly Agree | Strongly Disagree  
   n=469 av.=4.29 md=5.00 dev.=1.04

19. This course increased my ability to think independently and critically.  
   Strongly Agree | Strongly Disagree  
   n=468 av.=4.27 md=5.00 dev.=1.04

20. I would recommend this instructor to other students.  
   Strongly Agree | Strongly Disagree  
   n=466 av.=4.13 md=5.00 dev.=1.23

G. Student Effort and Involvement

21. I participated in class regularly.  
   Strongly Agree | Strongly Disagree  
   n=460 av.=4.58 md=5.00 dev.=0.69

22. Consistently, I completed assignments and postings thoroughly and on time.  
   Strongly Agree | Strongly Disagree  
   n=465 av.=4.55 md=5.00 dev.=0.73

23. I spent a sufficient amount of time on assignments.  
   Strongly Agree | Strongly Disagree  
   n=466 av.=4.61 md=5.00 dev.=0.62

24. I contributed to group discussions regularly.  
   Strongly Agree | Strongly Disagree  
   n=450 av.=4.47 md=5.00 dev.=0.74

H. Course Difficulty, Work Load, and Pace

25. For my preparation and ability, the work in this course was:  
   Very Difficult | Very Easy  
   n=467 av.=3.26 md=3.00 dev.=0.67

26. The pace at which the course materials were covered was:  
   Very Fast | Very Slow  
   n=468 av.=3.20 md=3.00 dev.=0.58

27. In a typical 7-day week, how many hours did you spend for this course (studying, reading, posting, emailing, or other academic activities)?  
   8 or more hours | Under 1 hour  
   n=470 av.=3.41 md=3.00 dev.=1.10

I. Overall Evaluation

28. Rate the quality of this course as it contributed to your learning:  
   Excellent | Very Poor  
   n=467 av.=4.10 md=4.00 dev.=1.07

K. Student Information

35. What grade do you expect for this course?  
   A | Below C  
   n=453 av.=7.24 md=8.00 dev.=1.06
M. How frequently did you experience the following difficulties or problems in your course(s)?

38a. Logging on: Never | Daily
   n=464 av.=3.73 md=4.00 dev.=0.60

38b. Password: Never | Daily
   n=464 av.=3.86 md=4.00 dev.=0.52

38c. Problems with my computer: Never | Daily
   n=459 av.=3.71 md=4.00 dev.=0.54

38d. Problems contacting instructor: Never | Daily
   n=461 av.=3.78 md=4.00 dev.=0.54

38e. Problems navigating in Blackboard: Never | Daily
   n=462 av.=3.58 md=4.00 dev.=0.63

38f. E-Mail problems: Never | Daily
   n=462 av.=3.72 md=4.00 dev.=0.55

38g. Difficulties accessing online course materials/links: Never | Daily
   n=463 av.=3.60 md=4.00 dev.=0.63

38h. Unable/difficult to buy textbook online: Never | Daily
   n=458 av.=3.85 md=4.00 dev.=0.45

N. Expectations and Distance Learning Difficulties

39. Would it be valuable to have 24/7 telephone technical support? Yes | No
   n=461 av.=2.19 md=2.00 dev.=0.75

40. How academically challenging is the online course work compared to on-campus courses at St. John's? Much more | Much less
   n=446 av.=2.32 md=2.00 dev.=0.56

41. How did St. John's online courses meet your expectations? Better than I expected | Worse than I expected
   n=459 av.=2.18 md=2.00 dev.=0.63

01/28/2014 Class Climate evaluation
## Profile

**Compilation:** GR Distance Learning (49%)

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
<th>Mean</th>
<th>Standard Deviation</th>
</tr>
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<tbody>
<tr>
<td>A. Course Organization and Planning</td>
<td>+</td>
<td>4.14</td>
<td>1.16</td>
</tr>
<tr>
<td>B. Communication</td>
<td>+</td>
<td>4.20</td>
<td>1.10</td>
</tr>
<tr>
<td>C. Faculty-Student Interaction</td>
<td>+</td>
<td>4.25</td>
<td>1.06</td>
</tr>
<tr>
<td>D. Assignments, Exams, and Grading</td>
<td>+</td>
<td>4.28</td>
<td>1.01</td>
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<tr>
<td>E. Instructional Methods</td>
<td>+</td>
<td>4.31</td>
<td>0.99</td>
</tr>
<tr>
<td>F. Course Outcomes</td>
<td>+</td>
<td>4.23</td>
<td>1.10</td>
</tr>
<tr>
<td>G. Student Effort and Involvement</td>
<td>+</td>
<td>4.55</td>
<td>0.70</td>
</tr>
<tr>
<td>H. Course Difficulty, Work Load, and Pace</td>
<td>+</td>
<td>3.29</td>
<td>0.78</td>
</tr>
<tr>
<td>I. Overall Evaluation</td>
<td>+</td>
<td>4.10</td>
<td>1.07</td>
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<td>M. How frequently did you experience the following difficulties or problems in your course(s)?</td>
<td>+</td>
<td>3.73</td>
<td>0.56</td>
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<tr>
<td>N. Expectations and Distance Learning Difficulties</td>
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<td>2.23</td>
<td>0.65</td>
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</table>

01/28/2014

Class Climate evaluation
Profile

Compilation: GR Distance Learning (49%)

Comparative line:
Compilation: UG Distance Learning (37%)

Values used in the profile line: Mean

<table>
<thead>
<tr>
<th>A. Course Organization and Planning</th>
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<tbody>
<tr>
<td>1. The course goals, objectives, and grading procedures were clearly explained.</td>
<td>n=470 av.=4.22 md=5.00 dev.=1.10</td>
</tr>
<tr>
<td></td>
<td>n=1024 av.=4.26 md=5.00 dev.=1.01</td>
</tr>
<tr>
<td>2. Online discussions and other activities were well organized.</td>
<td>n=462 av.=4.15 md=5.00 dev.=1.14</td>
</tr>
<tr>
<td></td>
<td>n=1009 av.=4.24 md=5.00 dev.=1.04</td>
</tr>
<tr>
<td>3. The instructor consistently provided clear and timely guidance to the course.</td>
<td>n=466 av.=4.06 md=5.00 dev.=1.23</td>
</tr>
<tr>
<td></td>
<td>n=1019 av.=4.17 md=5.00 dev.=1.13</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>B. Communication</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4. The learning activities were clear and understandable.</td>
<td>n=467 av.=4.19 md=5.00 dev.=1.09</td>
</tr>
<tr>
<td></td>
<td>n=1016 av.=4.17 md=5.00 dev.=1.05</td>
</tr>
<tr>
<td>5. The instructor ensured that abstract or complex material was adequately explained through readings, activities, postings, or emails, so that I</td>
<td>n=464 av.=4.12 md=5.00 dev.=1.14</td>
</tr>
<tr>
<td></td>
<td>n=1010 av.=4.12 md=5.00 dev.=1.08</td>
</tr>
<tr>
<td>6. The instructor conveyed interest and enthusiasm in the subject matter.</td>
<td>n=464 av.=4.12 md=5.00 dev.=1.14</td>
</tr>
<tr>
<td></td>
<td>n=975 av.=4.27 md=5.00 dev.=1.08</td>
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<table>
<thead>
<tr>
<th>C. Faculty-Student Interaction</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>7. The instructor encouraged student discussion and participation.</td>
<td>n=460 av.=4.30 md=5.00 dev.=1.00</td>
</tr>
<tr>
<td></td>
<td>n=981 av.=4.29 md=5.00 dev.=1.00</td>
</tr>
<tr>
<td>8. The instructor satisfactorily answered students’ questions.</td>
<td>n=463 av.=4.14 md=5.00 dev.=1.16</td>
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<td>n=995 av.=4.13 md=5.00 dev.=1.15</td>
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<tr>
<td>9. The instructor was accessible to students during office hours and by email.</td>
<td>n=459 av.=4.30 md=5.00 dev.=1.02</td>
</tr>
<tr>
<td></td>
<td>n=983 av.=4.29 md=5.00 dev.=1.04</td>
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<table>
<thead>
<tr>
<th>D. Assignments, Exams, and Grading</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>10. The instructor asked questions on the course material.</td>
<td>n=456 av.=4.35 md=5.00 dev.=0.91</td>
</tr>
<tr>
<td></td>
<td>n=1000 av.=4.34 md=5.00 dev.=0.95</td>
</tr>
<tr>
<td>11. Assessments were based on material covered in the course.</td>
<td>n=458 av.=4.44 md=5.00 dev.=0.87</td>
</tr>
<tr>
<td></td>
<td>n=1013 av.=4.40 md=5.00 dev.=0.91</td>
</tr>
<tr>
<td>12. The instructor provided timely feedback about students’ work.</td>
<td>n=456 av.=4.11 md=5.00 dev.=1.21</td>
</tr>
<tr>
<td></td>
<td>n=1012 av.=4.13 md=5.00 dev.=1.18</td>
</tr>
<tr>
<td>13. The instructor provided sufficient feedback on assignments and tests.</td>
<td>n=462 av.=4.10 md=5.00 dev.=1.21</td>
</tr>
<tr>
<td></td>
<td>n=1009 av.=4.03 md=4.00 dev.=1.24</td>
</tr>
<tr>
<td>14. Tests, papers, and other assignments were graded fairly.</td>
<td>n=440 av.=4.42 md=5.00 dev.=0.88</td>
</tr>
<tr>
<td></td>
<td>n=1005 av.=4.23 md=5.00 dev.=1.05</td>
</tr>
</tbody>
</table>
E. Instructional Methods

15. The instructor made appropriate use of technology in teaching. 
   n=463 av.=4.42 md=5.00 dev.=0.90
   n=999 av.=4.39 md=5.00 dev.=0.94

16. Students were actively involved in discussions, group work, and other activities. 
   n=462 av.=4.30 md=5.00 dev.=0.98
   n=954 av.=4.20 md=5.00 dev.=1.05

17. The Distance Learning format is effective in achieving the stated learning objectives of this course. 
   n=461 av.=4.20 md=5.00 dev.=1.09
   n=1004 av.=4.20 md=5.00 dev.=1.10

F. Course Outcomes

18. This course has increased my understanding of the subject matter. 
   n=469 av.=4.29 md=5.00 dev.=1.04
   n=1014 av.=4.21 md=5.00 dev.=1.08

19. This course increased my ability to think independently and critically. 
   n=468 av.=4.27 md=5.00 dev.=1.04
   n=1011 av.=4.17 md=5.00 dev.=1.09

20. I would recommend this instructor to other students. 
   n=466 av.=4.13 md=5.00 dev.=1.23
   n=1006 av.=4.09 md=5.00 dev.=1.25

G. Student Effort and Involvement

21. I participated in class regularly. 
   n=460 av.=4.58 md=5.00 dev.=0.69
   n=968 av.=4.46 md=5.00 dev.=0.79

22. Consistently, I completed assignments and postings thoroughly and on time. 
   n=465 av.=4.55 md=5.00 dev.=0.73
   n=1015 av.=4.44 md=5.00 dev.=0.81

23. I spent a sufficient amount of time on assignments. 
   n=466 av.=4.61 md=5.00 dev.=0.62
   n=1016 av.=4.52 md=5.00 dev.=0.74

24. I contributed to group discussions regularly. 
   n=450 av.=4.47 md=5.00 dev.=0.74
   n=921 av.=4.38 md=5.00 dev.=0.86

H. Course Difficulty, Work Load, and Pace

25. For my preparation and ability, the work in this course was: 
   n=467 av.=3.26 md=3.00 dev.=0.67
   n=1018 av.=3.15 md=3.00 dev.=0.71

26. The pace at which the course materials were covered was: 
   n=468 av.=3.20 md=3.00 dev.=0.69
   n=1017 av.=3.22 md=3.00 dev.=0.70

27. In a typical 7-day week, how many hours did you spend for this course (studying, reading, posting, emailing, or other academic activities): 
   n=470 av.=3.41 md=3.00 dev.=1.10
   n=1021 av.=2.77 md=3.00 dev.=0.93

I. Overall Evaluation

28. Rate the quality of this course as it contributed to your learning: 
   n=467 av.=4.10 md=4.00 dev.=1.07
   n=1015 av.=3.94 md=4.00 dev.=1.04

K. Student Information

35. What grade do you expect for this course? 
   n=453 av.=7.24 md=8.00 dev.=1.06
   n=1002 av.=6.70 md=7.00 dev.=1.56
M. How frequently did you experience the following difficulties or problems in your course(s)?

| Item                                                                 | n=464 | n=1001 | n=464 | n=998 | n=459 | n=999 | n=461 | n=999 | n=462 | n=997 | n=462 | n=996 | n=463 | n=997 | n=458 | n=987 |
|----------------------------------------------------------------------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 38a. Logging on:                                                     |       |        |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 38b. Password:                                                       |       |        |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 38c. Problems with my computer:                                      |       |        |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 38d. Problems contacting instructor:                                 |       |        |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 38e. Problems navigating in Blackboard:                              |       |        |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 38f. E-Mail problems:                                                |       |        |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 38g. Difficulties accessing online course materials/ links:           |       |        |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 38h. Unable/ difficult to buy textbook online:                        |       |        |       |       |       |       |       |       |       |       |       |       |       |       |       |

N. Expectations and Distance Learning Difficulties

| Question                                                                 | n=461 | n=991 | n=461 | n=991 | n=461 | n=991 | n=461 | n=991 | n=461 | n=991 | n=461 | n=991 | n=461 | n=991 | n=461 | n=991 |
|--------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 39. Would it be valuable to have 24/7 telephone technical support?       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 40. How academically challenging is the online course work compared to on-campus courses at St. John's? |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 41. How did St. John's online courses meet your expectations?            |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |