Overall indicators

A. Course Organization and Planning

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

2. Online discussions and other activities were well organized.

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

B. Communication

C. Faculty-Student Interaction

D. Assignments, Exams, and Grading

E. Instructional Methods

F. Course Outcomes

G. Student Effort and Involvement

H. Course Difficulty, Work Load, and Pace

I. Overall Evaluation

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

N. Expectations and Distance Learning Difficulties

Survey Results

A. Course Organization and Planning

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

2. Online discussions and other activities were well organized.

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

Strongly Agree  Strongly Disagree

n=854  
av.=4.2  
dev.=1.11  
ab.=18

E. Instructional Methods

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

Strongly Agree  Strongly Disagree

n=855  
av.=4.36  
dev.=1.02  
ab.=24

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

Strongly Agree  Strongly Disagree

n=829  
av.=4.17  
dev.=1.12  
ab.=50

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

Strongly Agree  Strongly Disagree

n=866  
av.=4.13  
dev.=1.19  
ab.=6

F. Course Outcomes

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

Strongly Agree  Strongly Disagree

n=875  
av.=4.19  
dev.=1.19  
ab.=4

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

Strongly Agree  Strongly Disagree

n=874  
av.=4.09  
dev.=1.17  
ab.=3

20. I would recommend this instructor to other students.

Strongly Agree  Strongly Disagree

n=873  
av.=4.01  
dev.=1.32  
ab.=2

G. Student Effort and Involvement

21. I participated in class regularly.

Strongly Agree  Strongly Disagree

n=834  
av.=4.49  
dev.=0.81  
ab.=45

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

Strongly Agree  Strongly Disagree

n=876  
av.=4.48  
dev.=0.83  
ab.=1

23. I spent a sufficient amount of time on assignments.

Strongly Agree  Strongly Disagree

n=875  
av.=4.53  
dev.=0.75  
ab.=1
24. I contributed to group discussions regularly.

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

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

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

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

32. For you, this course is

33. Your class level:

34. Your sex:
35. What grade do you expect for this course?

![Graph showing percentage distribution by grade]

Below C: 41.5%
A: 21.6%
B: 15%
C: 10.2%
D: 5.2%
F: 3.2%
I: 2.3%
P: 1.1%

n=853
av.=6.6
dev.=1.66

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: 40.2%
- St. John's Central: 41.1%
- Academic Advisor: 27.5%
- Friend/classmate: 30.5%
- Professor: 8.7%
- Study Abroad Office: 2.5%
- Heard about it on campus: 15.1%
- I don't remember: 7.4%

n=896

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: 17.9%
- I needed the convenience of an online course due to work, internship, personal: 72.3%
- I was curious about online courses: 19.2%
- I thought it might be easier because I didn't need to come to campus: 21.3%
- I thought an online course would be less structured and the workload would be less: 8.6%
- A friend recommended online courses: 14.6%
- A professor recommended it: 3.5%

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

38a. Logging on:

- Never: 41.1%
- Occasionally: 6%
- Weekly: 3%
- Daily: 2%

n=867
av.=3.73
dev.=0.61

38b. Password:

- Never: 43%
- Occasionally: 35%
- Weekly: 6%
- Daily: 12%

n=863
av.=3.86
dev.=0.51

38c. Problems with my computer:

- Never: 27.2%
- Occasionally: 20%
- Weekly: 9%
- Daily: 13%

n=867
av.=3.64
dev.=0.63

38d. Problems contacting instructor:

- Never: 77.7%
- Occasionally: 16%
- Weekly: 3%
- Daily: 3%

n=865
av.=3.58
dev.=0.69
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

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?

O. Study Abroad and Work Load

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

43. Are you employed:

Full-time

Part-time

Unemployed
## Class Climate Evaluation

### Distance Learning UG (32%)

<table>
<thead>
<tr>
<th>Question</th>
<th>Agreement Level</th>
<th>Disagreement Level</th>
<th>Agreement Count</th>
<th>Disagreement Count</th>
<th>Average</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The course goals, objectives, and grading procedures were clearly explained.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=878</td>
<td>av.=4.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Online discussions and other activities were well organized.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=868</td>
<td>av.=4.14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. The instructor consistently provided clear and timely guidance to the course.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=871</td>
<td>av.=4.06</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The learning activities were clear and understandable.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=876</td>
<td>av.=4.1</td>
<td></td>
<td></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 understood it.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=869</td>
<td>av.=4.03</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. The instructor conveyed interest and enthusiasm in the subject matter.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=830</td>
<td>av.=4.19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. The instructor encouraged student discussion and participation.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=840</td>
<td>av.=4.26</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. The instructor satisfactorily answered students’ questions.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=852</td>
<td>av.=4.08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. The instructor was accessible to students during office hours and by email.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=845</td>
<td>av.=4.22</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. The instructor asked questions on the course material.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=843</td>
<td>av.=4.31</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Assessments were based on material covered in the course.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=856</td>
<td>av.=4.36</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. The instructor provided timely feedback about students’ work.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=869</td>
<td>av.=4.09</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. The instructor provided sufficient feedback on assignments and tests.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=865</td>
<td>av.=4.04</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Tests, papers, and other assignments were graded fairly.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=854</td>
<td>av.=4.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. The instructor made appropriate use of technology in teaching.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=855</td>
<td>av.=4.36</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Students were actively involved in discussions, group work, and other activities.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=828</td>
<td>av.=4.17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. The Distance Learning format is effective in achieving the stated learning objectives of this course.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=866</td>
<td>av.=4.13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. This course has increased my understanding of the subject matter.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=875</td>
<td>av.=4.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. This course increased my ability to think independently and critically.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=874</td>
<td>av.=4.09</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. I would recommend this instructor to other students.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=873</td>
<td>av.=4.01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. I participated in class regularly.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=834</td>
<td>av.=4.49</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. Consistently, I completed assignments and postings thoroughly and on time.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=876</td>
<td>av.=4.46</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. I spent a sufficient amount of time on assignments.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=875</td>
<td>av.=4.53</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. I contributed to group discussions regularly.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
<td>n=864</td>
<td>av.=4.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. For my preparation and ability, the work in this course was:</td>
<td>Very Difficult</td>
<td>Very Easy</td>
<td>n=879</td>
<td>av.=3.15</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
26. The pace at which the course materials were covered was:

<table>
<thead>
<tr>
<th>Very Fast</th>
<th>Very Slow</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=878</td>
<td>av.=3.19</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>8 or more hours</th>
<th>Under 1 hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=873</td>
<td>av.=2.77</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Very Poor</th>
<th>Below C</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=876</td>
<td>av.=3.88</td>
<td>av.=6.6</td>
</tr>
</tbody>
</table>

29. What grade do you expect for this course?

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=853</td>
<td>av.=3.3</td>
<td></td>
</tr>
</tbody>
</table>

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

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<tr>
<td>n=873</td>
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</tr>
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</table>

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

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Very Poor</th>
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</thead>
<tbody>
<tr>
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<td>av.=3.88</td>
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</table>

32. What grade do you expect for this course?

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<tbody>
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<td>av.=3.3</td>
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</table>

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

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

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35. What grade do you expect for this course?

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<td>av.=3.3</td>
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</table>

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

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

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<tr>
<td>n=876</td>
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<td>av.=6.6</td>
</tr>
</tbody>
</table>

38. What grade do you expect for this course?

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=853</td>
<td>av.=3.3</td>
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</tbody>
</table>

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

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</table>

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

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<tr>
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</thead>
<tbody>
<tr>
<td>n=876</td>
<td>av.=3.88</td>
<td>av.=6.6</td>
</tr>
</tbody>
</table>

41. What grade do you expect for this course?

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=853</td>
<td>av.=3.3</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>n=873</td>
<td>av.=2.77</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Excellent</th>
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</tr>
</thead>
<tbody>
<tr>
<td>n=876</td>
<td>av.=3.88</td>
<td>av.=6.6</td>
</tr>
</tbody>
</table>

44. What grade do you expect for this course?

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=853</td>
<td>av.=3.3</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>8 or more hours</th>
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</tr>
</thead>
<tbody>
<tr>
<td>n=873</td>
<td>av.=2.77</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
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<th>Excellent</th>
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</tr>
</thead>
<tbody>
<tr>
<td>n=876</td>
<td>av.=3.88</td>
<td>av.=6.6</td>
</tr>
</tbody>
</table>

47. What grade do you expect for this course?

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=853</td>
<td>av.=3.3</td>
<td></td>
</tr>
</tbody>
</table>
A. Course Organization and Planning
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H. Course Difficulty, Work Load, and Pace
I. Overall Evaluation
M. How frequently did you experience the following difficulties or problems in your course(s)?
N. Expectations and Distance Learning Difficulties
Profile

1. The course goals, objectives, and grading procedures were clearly explained.
   - Strongly Agree
   - Strongly Disagree
   - av.=4.2
   - av.=4.21

2. Online discussions and other activities were well organized.
   - Strongly Agree
   - Strongly Disagree
   - av.=4.14
   - av.=4.15

3. The instructor consistently provided clear and timely guidance to the course.
   - Strongly Agree
   - Strongly Disagree
   - av.=4.06
   - av.=4.05

4. The learning activities were clear and understandable.
   - Strongly Agree
   - Strongly Disagree
   - av.=4.19
   - av.=4.25

5. The instructor ensured that abstract or complex material was adequately explained through readings, activities, postings, or emails, so that I understood it.
   - Strongly Agree
   - Strongly Disagree
   - av.=4.03
   - av.=4.01

6. The instructor conveyed interest and enthusiasm in the subject matter.
   - Strongly Agree
   - Strongly Disagree
   - av.=4.26
   - av.=4.27

7. The instructor encouraged student discussion and participation.
   - Strongly Agree
   - Strongly Disagree
   - av.=4.08
   - av.=4.15

8. The instructor satisfactorily answered students' questions.
   - Strongly Agree
   - Strongly Disagree
   - av.=4.22
   - av.=4.27

9. The instructor was accessible to students during office hours and by email.
   - Strongly Agree
   - Strongly Disagree
   - av.=4.31
   - av.=4.28

10. The instructor asked questions on the course material.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.36
    - av.=4.37

11. Assessments were based on material covered in the course.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.09
    - av.=3.96

12. The instructor provided timely feedback about students' work.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.04
    - av.=3.96

13. The instructor provided sufficient feedback on assignments and tests.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.2
    - av.=4.33

14. Tests, papers, and other assignments were graded fairly.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.2
    - av.=4.33

15. The instructor made appropriate use of technology in teaching.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.47
    - av.=4.52

16. Students were actively involved in discussions, group work, and other activities.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.16
    - av.=4.23

17. The Distance Learning format is effective in achieving the stated learning objectives of this course.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.13
    - av.=4.07

18. This course has increased my understanding of the subject matter.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.1
    - av.=4.18

19. This course increased my ability to think independently and critically.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.09
    - av.=4.12

20. I would recommend this instructor to other students.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.01
    - av.=4.03

21. I participated in class regularly.
    - Strongly Agree
    - Strongly Disagree
    - av.=4.49
    - av.=4.55
22. Consistently, I completed assignments and postings thoroughly and on time.  
   - Strongly Agree
   - Strongly Disagree  
   - av.=4.46  
   - av.=4.5

23. I spent a sufficient amount of time on assignments.  
   - Strongly Agree
   - Strongly Disagree  
   - av.=4.53  
   - av.=4.6

24. I contributed to group discussions regularly.  
   - Strongly Agree
   - Strongly Disagree  
   - av.=4.4  
   - av.=4.8

25. For my preparation and ability, the work in this course was:  
   - Very Difficult
   - Very Easy  
   - av.=3.15  
   - av.=3.27

26. The pace at which the course materials were covered was:  
   - Very Fast
   - Very Slow  
   - av.=3.19  
   - av.=3.23

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  
   - av.=2.77  
   - av.=3.4

28. Rate the quality of this course as it contributed to your learning:  
   - Excellent
   - Very Poor  
   - av.=3.88  
   - av.=3.97

29. What grade do you expect for this course?  
   - A
   - Below C  
   - av.=6.6  
   - av.=7.26

30. Logging on:  
   - Never
   - Daily  
   - av.=3.73  
   - av.=3.66

31. Password:  
   - Never
   - Daily  
   - av.=3.86  
   - av.=3.84

32. Problems with my computer:  
   - Never
   - Daily  
   - av.=3.64  
   - av.=3.65

33. Problems contacting instructor:  
   - Never
   - Daily  
   - av.=3.68  
   - av.=3.71

34. Problems navigating in Blackboard:  
   - Never
   - Daily  
   - av.=3.57  
   - av.=3.5

35. Difficulties accessing online course materials/links:  
   - Never
   - Daily  
   - av.=3.59  
   - av.=3.57

36. E-Mail problems:  
   - Never
   - Daily  
   - av.=3.84  
   - av.=3.86

37. Unable/ difficult to buy textbook online:  
   - No
   - Yes  
   - av.=2.21  
   - av.=2.14

38. Would it be valuable to have 24/7 telephone technical support?  
   - Yes
   - No  
   - av.=2.24  
   - av.=2.34

39. How academically challenging is the online course work compared to on-campus courses at St. John’s?  
   - Much more
   - Much less  
   - av.=2.14  
   - av.=2.11

40. How did St. John’s online courses meet your expectations?  
   - Better than I expected
   - Worse than I expected  
   - av.=2.14  
   - av.=2.11

41. How did St. John’s online courses meet your expectations?  
   - Better than I expected
   - Worse than I expected  
   - av.=2.14  
   - av.=2.11