

**Wayne Community College  
Student Evaluation of Distance Education Courses  
End of Semester- Fall Semester 2001**

**Five-Point Rating Scale:**

**5=STRONGLY AGREE**

**4=AGREE**

**3=NEUTRAL**

**2=DISAGREE**

**1=STRONGLY DISAGREE**

**Course / Instructor: Overall**

<b># Enrolled</b>	<b># / % Students Completed Course</b>	<b>WCC Retention Rate</b>	<b># Surveys Completed</b>
<b>352</b>	<b>253/ 71%</b>	<b>72%</b>	<b>132</b>

**Note: Division Chairs, please share the information with the appropriate Department Head and course instructor.**

**The figures in bold represent the average rating from survey respondents for this course.**

**Course:**

1. The course objectives and goals were clearly identified in the syllabus. **4.32**
2. The course schedule was reasonable and adhered to closely. **4.25**
3. The course was challenging and required an adequate amount of work. **4.31**
4. The course materials (textbooks, lecture notes, and other information) were relevant and purposeful. **4.32**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.18**
6. The course evaluation methods (quizzes, tests, papers, and homework) were fair. **4.16**

**Instructor:**

7. The course instructor was knowledgeable about the subject matter. **4.40**
8. The course instructor was well organized and presented materials accordingly. **4.22**
9. The instructor communicated clearly and understandably. **4.18**
10. The instructor was accessible and responded to questions and submittals within a two day period. **4.25**
11. The instructor was knowledgeable about and competently utilized various technical resources. **4.23**
12. The instructor was cooperative and helpful. **4.47**
13. The instructor followed the course syllabus. **4.38**
14. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.21**

**Technology:**

15. The technology required to receive this course at a distance was easy and convenient for me to use. **4.18**
16. There were not many technical problems encountered during the duration of the course. **3.88**
17. If or when I did encounter technical challenges, I could quickly obtain assistance from the instructor. **4.08**
18. The BlackBoard Course Info Online Course program was very easy to use. **4.17**
19. I could easily access the online tutorials to use BlackBoard and the directions to the course site. **4.13**
20. The course site was easy to access at all times. **3.87**
21. The BlackBoard course site was uniform, consistent, and user friendly. **4.24**
22. As a distance student, I feel the means of communication, testing, and work submittals were easy to use and adequate. **4.29**
23. The video tapes for the course were of good quality, clear, and at an appropriate intellectual level. **3.86**
24. As a distant student, it was difficult or impossible for me to meet requirements to be present on-campus for orientation, exams, or other portions of this course. **4.25**
25. As a student I do not feel there was sufficient contact or communication with the instructor. **4.07**
26. Overall, I am satisfied with the Distance Education procedures used for this course and will take a course by this method again. **4.28**

**Learning Center Resources:**

27. I was able to conveniently access and/or obtain the resources needed from the Wayne Community College Library. **4.39**
28. I have used the resources from the WCC Library which are available at a distance. **4.30**
29. I prefer using the WCC Library in person and on the campus. **4.19**
30. Overall, I am satisfied with the services provided by the WCC Library. **4.30**

**cc: Dr. Ed Wilson  
Dr. Dan Krautheim**

# MEMORANDUM

**TO:** Distance Education Committee

**FROM:** Michelle Turnage  
Distance Education Coordinator

**DATE:** June 5, 2001

**RE:** Semester 2001 - End of Semester Student Evaluation of Internet  
Distance Education Courses

Fourteen on-line courses were offered in Semester 2001. Twelve instructors from those courses received student evaluations. A total of 395 students were initially enrolled with 287(73%) completing the courses. 121 students (42%) completed the survey. The figures in bold represent the average rating from survey respondents for all of the courses.

# Enrolled	# / % Completed WCC Retention Rate	# Surveys Completed
395	287 / 73 %	121 / 42%

## **Five-Point Rating Scale:**

**5=STRONGLY AGREE**

**4=AGREE**

**3=NEUTRAL**

**2=DISAGREE**

**1=STRONGLY DISAGREE**

## **Course:**

1. The course objectives and goals were clearly identified in the syllabus. **3.6**
2. The course schedule was reasonable and adhered to closely. **4.18**
3. The course was challenging and required an adequate amount of work. **4.34**
4. The course materials (textbooks, lecture notes, and other information) were relevant and purposeful. **4.33**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.13**
6. The course evaluation methods (quizzes, tests, papers, and homework) were fair. **4.24**

## **Instructor:**

7. The course instructor was knowledgeable about the subject matter. **4.33**
8. The course instructor was well organized and presented materials accordingly. **4.15**
9. The instructor communicated clearly and understandably. **4.10**
10. The instructor was accessible and responded to questions and submittals within a two day period. **4.12**
11. The instructor was knowledgeable about and competently utilized various technical resources. **4.29**
12. The instructor was cooperative and helpful. **4.38**
13. The instructor followed the course syllabus. **4.28**
14. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.33**

### **Technology:**

15. The technology required to receive this course at a distance was easy and convenient for me to use. **4.02**
16. There were not many technical problems encountered during the duration of the course. **4.11**
17. If or when I did encounter technical challenges, I could quickly obtain assistance from the instructor. **4.37**
18. The BlackBoard Course Info Online Course program was very easy to use. **4.28**
19. I could easily access the online tutorials to use BlackBoard and the directions to the course site. **3.86**
20. The course site was easy to access at all times. **4.30**
21. The BlackBoard course site was uniform, consistent, and user friendly. **3.86**
22. As a distance student, I feel the means of communication, testing, and work submittals were easy to use and adequate. **4.30**
23. The video tapes for the course were of good quality, clear, and at an appropriate intellectual level. **NA**
24. As a distant student, it was difficult or impossible for me to meet requirements to be present on-campus for orientation, exams, or other portions of this course. **4.25**
25. As a student I do not feel there was sufficient contact or communication with the instructor. **3.95**
26. Overall, I am satisfied with the Distance Education procedures used for this course and will take a course by this method again. **4.03**

### **Learning Center Resources:**

27. I was able to conveniently access and/or obtain the resources needed from the Wayne Community College Library. **4.50**
28. I have used the resources from the WCC Library, which are available at a distance. **4.62**
29. I prefer using the WCC Library in person and on the campus. **4.40**
30. Overall, I am satisfied with the services provided by the WCC Library. **4.55**

### **Comments and Suggestions for Improvement:**

- Several access server problems throughout the semester.
- Too much work in a short period of time.
- Instructor feedback and grading was not within a 48-hour period.
- Courses were challenging and very convenient.
- Great Instructors.
- Requests for more online courses.
- Make the Bb website more reliable.

**After you review this information, please provide the Distance Education Coordinator a summary of your plan of action in implementing changes to your respective Distance Education On-line Course(s) no later than June 30, 2001. Please feel free to give me a call if you have any questions or concerns. Thank you.**

**cc: Dr. Ed Wilson  
Dr. Dan Krautheim**

# MEMORANDUM

**TO:** Distance Education Committee, Division Chairs, and Planning and Research

**FROM:** Michelle Turnage  
Distance Education Coordinator

**DATE:** August 28, 2001

**RE:** Summer Semester 2001 - End of Semester Student Evaluation of Internet Distance Education Courses

Eleven on-line courses were offered in Summer 2001. Six instructors from those courses received student evaluations. A total of 140 students were initially enrolled with 104 (74%) completing the courses. Fifty eight students (56%) completed the survey. The figures in bold represent the average rating from survey respondents for all of the courses.

**Note:** Division Chairs, please share the information with the appropriate Department Chair.

# Enrolled	# / % Completed WCC Retention Rate	# Surveys Completed
<b>140</b>	<b>104/ 74 %</b>	<b>58/ 56 %</b>

## **Five-Point Rating Scale:**

**5=STRONGLY AGREE**

**4=AGREE**

**3=NEUTRAL**

**2=DISAGREE**

**1=STRONGLY DISAGREE**

## **Course:**

1. The course objectives and goals were clearly identified in the syllabus. **3.22**
2. The course schedule was reasonable and adhered to closely. **4.48**
3. The course was challenging and required an adequate amount of work. **4.33**
4. The course materials (textbooks, lecture notes, and other information) were relevant and purposeful. **4.42**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.17**
6. The course evaluation methods (quizzes, tests, papers, and homework) were fair. **4.51**

## **Instructor:**

7. The course instructor was knowledgeable about the subject matter. **4.57**
8. The course instructor was well organized and presented materials accordingly. **4.47**
9. The instructor communicated clearly and understandably. **4.45**
10. The instructor was accessible and responded to questions and submittals within a two day period. **4.54**
11. The instructor was knowledgeable about and competently utilized various technical resources. **4.45**
12. The instructor was cooperative and helpful. **4.59**
13. The instructor followed the course syllabus. **4.51**

14. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.49**

### **Technology:**

15. The technology required to receive this course at a distance was easy and convenient for me to use. **4.53**
16. There were not many technical problems encountered during the duration of the course. **4.19**
17. If or when I did encounter technical challenges, I could quickly obtain assistance from the instructor. **4.40**
18. The BlackBoard Course Info Online Course program was very easy to use. **4.55**
19. I could easily access the online tutorials to use BlackBoard and the directions to the course site. **4.50**
20. The course site was easy to access at all times. **4.44**
21. The BlackBoard course site was uniform, consistent, and user friendly. **4.52**
22. As a distance student, I feel the means of communication, testing, and work submittals were easy to use and adequate. **4.37**
23. The video tapes for the course were of good quality, clear, and at an appropriate intellectual level. **3.52**
24. As a distant student, it was difficult or impossible for me to meet requirements to be present on-campus for orientation, exams, or other portions of this course. **4.15**
25. As a student I do not feel there was sufficient contact or communication with the instructor. **4.49**
26. Overall, I am satisfied with the Distance Education procedures used for this course and will take a course by this method again. **4.35**

### **Learning Center Resources:**

27. I was able to conveniently access and/or obtain the resources needed from the Wayne Community College Library. **4.64**
28. I have used the resources from the WCC Library which are available at a distance. **4.22**
29. I prefer using the WCC Library in person and on the campus. **4.45**
30. Overall, I am satisfied with the services provided by the WCC Library. **4.20**

### **Comments and Suggestions for Improvement:**

- Additional software required for the course was expensive and/or not accessible from WCC.
- Use more widely accepted software.
- Course was confusing at first, I feel more specific instructions are needed.
- I felt that some of the assignments were lengthy for a 1-week turnaround.
- Overall the course was informative I just felt that some of the assignments could have been shortened a little.
- There were many times when I would e-mail the instructor with a question and did not get a response at all. This made it very difficult to finish some of my work. I also would e-mail the instructor for question about late assignments and I still did not get a response. I e-mailed about a problem with the grades and relieved no response.
- I did have one of my papers lost during the course.
- I was bumped off line because of AOL a couple times.
- Some Internet glitches.
- I could improve by applying myself.
- I encountered a doubtful instructor that told me I might want to drop this course and take it in the classroom, without even talking to me first and trying to handle my problem. The instructions given by the instructor was unclear.
- There was a communication break down between this professor and myself. The professor said and did some things that I did not feel was adequate for a person in her position.

- I think English is a very hard subject to take online and understand everything.
- Computer difficulties and family problems made it difficult to meet deadlines
- I could not remove files from the student drop box after mistakenly uploading the wrong files.
- As a distance student, I think that it would be good for all the students to meet at least one time.
- How about teleconferencing? I think it would be interesting to hold a teleconference every once and a while
- I think the Journal/Writing Log was just a waste of time and should be deleted. I did not gain any knowledge from these assignments.
- Lecture notes should be provided; assignments should reflect more of the test.
- Online instructors should treat the student's e-mail as though the student was standing at their door.
- Instructors should respond to the questions and e-mails sooner.
- The instructor is well organized. It just doesn't get better than this.
- Better study guides for the modules. The information in the book was good, but sometimes it would have been nice to have a little more clarification.
- I wish we had more discussions where we could talk to other class members.
- Need a bit better instruction.
- Let students progress ahead if they want to, to fit into our busy schedules. Online courses are designed for those whose schedules cannot accommodate being in a classroom. Give assignments up front allows the student to complete work ahead.
- I thought Cindy Stevens did great, She put up with my slowness and was there for every question I had.
- Ms. Stevens is a totally competent and available teacher.
- More explicit instructions.
- I was very satisfied
- Everything we needed to know was clearly stated in the syllabus and she would always e-mail us to let us know if anything changed or something new came up.
- The instructor was fine.
- Keep on doing what she's doing, it worked for me!
- Don't change a thing. The teacher was wonderful.
- For the teacher to look over the instructions to make sure they are clear to somebody besides them.
- This was my first Internet class and I think Mr. Williams was an excellent instructor. He was always just an email away if anyone needed any extra help. On several days I just showed up in his office to get my questions answered and he was always very helpful and understanding. I would definitely like to take my next English class by the Internet and with Mr. Williams as my instructor.
- The instructor should have been clearer on the formats of the papers that were to be turned in.
- The instructor has done a great job.
- Offer more online courses.
- The distance education program itself is great. I have had many classes with it.
- Make the site available to the students a few days before the course starts so they can become familiar with it and how to use it.
- I personally did not run into any problems with this course. It was easy to do the assignments anytime I wanted before they were due and not a specific class time.
- Present course work up front and have the ability to complete work ahead of schedule I feel is very important. This is the first online class where the syllabus is not given to student up front allowing student to work ahead of schedule. The Professor kept a tight handle on giving assignments. Some flexibility for students to work ahead should be allowed. After all, that is why we take online courses due to schedule problems!!
- More competent and friendly instructors like Martha Herndon, and Jeff William.

- More course offerings.
- For other classes there should be more info on all the skills, materials, software and knowledge you need before taking the on-line class.
- Maybe some of the courses could be made into a shorter course. Maybe still cover the same information, but just a shorter time period. Also, it would be nice if they offered some more classes online
- Make sure the instructor is as organized as Ms. Herndon!
- More educated instructor in this program. I believe that some of the instructors using this program are not knowledgeable of the different things within the blackboard program. That would make it easier.

**After you review this information, please provide the Distance Education Coordinator a summary of your plan of action in implementing changes to your respective Distance Education On-line Course(s) no later than September, 21, 2001. Please feel free to give me a call if you have any questions or concerns. Thank you.**

**cc: Dr. Ed Wilson  
Dr. Dan Krautheim**

## MEMORANDUM

**TO:** Distance Education Committee, WCC Administration, Division Chairs, Department Heads, and Planning and Research

**FROM:** Michelle Turnage  
Distance Education Coordinator

**DATE:** **March 10, 2003**

**RE:** **Fall 2002-** Semester Distance Education Internet / Interactive TV Courses

The evaluative information below is obtained to monitor the Distance Education program and help instructors revisit online teaching experiences. It should serve as a guide for instructors to enhance their online teaching practices and course management.

29 on-line courses were offered in Fall 2002. A total of 498 students were initially enrolled with 357 (71%) completing the courses. Data shows there was a 1% drop in the retention rate from Fall 2001. 14 courses were evaluated with 150 students (41%) completing the survey.

# Enrolled	# Students Completed	% WCC Retention Rate	# Of Student Withdrawals	# Surveys Completed
498	357	71%	141	150

**Five-Point Rating Scale:**

**5=STRONGLY AGREE**

**4=AGREE**

**3=NEUTRAL**

**2=DISAGREE**

**1=STRONGLY DISAGREE**

The figures in bold represent the average ratings from survey respondents for this course.

Please note: The Instructors results do not contain the student's comments. The comments are sent to the department chair, so instructors and department heads should review this information together. Please pay special attention to any areas that rate below 4.00 and determine how they can be improved.

**Course:**

1. The course objectives and goals were clearly identified in the syllabus. **4.44**
2. The course schedule was reasonable. **4.36**
3. The course required an adequate amount of work. **4.51**
4. The course materials were relevant and purposeful. **4.48**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.21**

**Instructor:**

6. The course instructor was well organized. **4.48**
7. The instructor communicated clearly throughout the course. **4.40**
8. The instructor responded to inquiries within a two-day period. **4.41**
9. The instructor posted grades in a reasonable amount of time. **4.37**
10. The course instructor efficiently utilized the features (such as email, Discussion boards, online testing, digital drop box, etc.) of the BlackBoard online course software. **4.46**
11. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.35**

**Technology:**

12. The technology required to receive this course at a distance was user friendly. **4.39**
13. The BlackBoard Course web site had few technical problems during the duration of the course. **4.19**
14. If and/or when I did encounter technical challenges, I could quickly obtain assistance from the web site or the course instructor. **4.21**
15. The BlackBoard Course Info 5.5 online course program was very easy to use. **4.43**
16. I could easily access the online BlackBoard tutorials. **4.34**
17. The course site was easy to access. **4.40**
18. The BlackBoard course site was organized. **4.45**
19. As a distance student, I feel the Distance Education program adequately offers online courses. **4.15**
20. As a distant student, it was it was easy for me to meet the on-campus requirements of this course. **3.70**
21. As a student I feel I had sufficient communication with the instructor. **4.36**
22. Overall, I am satisfied with the online learning and will take additional online courses. **4.42**

**Student Services:**

23. Admissions & Registration: The admissions process (the application form and requirements for admission to the college) was convenient. **4.19**
24. Admissions & Registration: The course registration process was convenient. **4.19**
25. Financial Aid: The financial aid process, relating to this course was adequate. **3.87**
26. Advising & Counseling: My advisor completed the WCC Distance Education Assessment check sheet with me to determine if I had the technical resources to succeed in online learning. **4.13**
27. Advising & Counseling: My Advisor provided helpful assistance in my selection of the appropriate distance education course. **4.07**
28. Information & Publications: The Distance Education information printed in the WCC tabloid was informative. **4.20**
29. Information & Publications: The Distance Education information at the WCC web site was helpful. **4.14**

### **Educational Support Services:**

30. Learning Center Resources: I was able to access the WCC Library online. **4.13**
31. Learning Center Resources: I prefer using the WCC Library online. **3.72**
32. Academic Skills & Writing Centers: I was informed about the academic skills center. **4.21**
33. Academic Skills & Writing Centers: I was informed about the writing center. **4.17**
34. Cashier: The process of paying my tuition was convenient. **4.14**
35. Bookstore: The bookstore is a convenient service for the distance student. **3.68**

### **Distance Education Program:**

36. The delivery method (online or ITV) for taking distance education courses adequately met my needs. **4.36**
37. The number of distance education course offered this semester adequately met my needs. **3.61**
38. Prior to course enrollment, I could locate information pertaining to the distance education program. **4.14**
39. Prior to course enrollment, I could obtain information about how the course was conducted by distance. **4.03**

### **Additional Comments: Please give us your feedback. We want to know what you think.**

40. Please include any additional comments or suggestions about the Distance Education Program or your online learning experience.
  - All in all I have enjoyed taking this course online. It helped me out more in taking this course online then it would in taking it at the college.
  - I enjoyed the online courses I took this semester and have already decided to take 2 more next semester.
  - Ms. Farmer is an excellent, understanding, and concerned instructor. She bends over backwards to help students and that is greatly appreciated.
  - Mrs. JoAnn Farmer is an awesome teacher. She will answer any questions and go out of her way to help.
  - It would be nice if the college would offer more classes on-line. Being a single mother with a very young child commuting back and forth to school can be very hectic. The on-line courses are much easier to do because I can do school work when it is convenient. My instructor this semester Ms. Joann Farmer was extremely helpful and nice. She made herself available almost all of the time (i.e. normal hours). I had a very good experience with the on-line course this semester and plan on taking more of them next semester.
  - Excellent course and outstanding instructor.
  - I live in Boone, so everything was done from a distance. Everyone really went beyond the call to help me get registered. Ms. Farmer has been one of the best online instructors that I have had from 3 different colleges. I really appreciate her attentiveness.
  - My instructor was undoubtedly the best that I have had yet. Her time, knowledge, and skills were a useful tool in helping me complete my goals for this semester and she is to be congratulated.
  - Would like to be informed of pre-registration by e-mail.
  - Distance education is very convenient for me, because I have small children in school and I live 1 hour and 15 minutes away round trip. I have enrolled in several online courses and one thing that I have observed is that some of the instructors do not give their input as much as they would in class. I realized that distance education is more independent study but instructor input would have helped me a lot more.
  - You really need more class -- religion and other sciences would be great--
  - I wish more courses were offered through distant education especially in the computer field, math, and the English.
  - I have really enjoyed being able to take an online class because you can somewhat work at your own pace.
  - I enjoy taking online classes, don't stop offering them, but include more of them.
  - Distant Education was very convenient for me. Will be taking more courses hereafter. Very satisfied.

- The only one problem I have found with being enrolled in WCC was the student bookstore. It is very time consuming.
- I enjoyed the distance program and will take more classes on line.
- Prof Stevens is a great instructor online and I look forward to more classes with her!
- I think the online distance education program is a great asset for people who can't meet for classes at the college.
- I would like to see Wayne offer more courses online.
- I don't think the teacher was very helpful in any of the material presented. I understand that this is an online course and there is no direct contact, but no effort for helpful hints or strategies was given. There was no evidence of a teacher except for when an assignment was due and an email was sent to me.
- Instructor did not explain or was he accessible when help was needed. He didn't even know how to work the class assignments.
- I enjoyed this course very much. Mr. Everhart is a very professional instructor and an asset to the college.
- It was great!
- Please add more classes.
- I feel that the whole drop box thing is kind of confusing because some of my fellow classmates and I were having trouble getting our assignments in our drop box. I think this could use some work.
- I agree with everything strongly. Keep the online course going for students who can't make it to campus.
- I enjoyed using the system.
- I believe that online learning is very helpful and is a good way to learn. This is my second online course and I have been thoroughly impressed. I like the online learning a lot.
- Online learning is very helpful because I can access the class on my own time.
- The course was good over all but, I did not like the mistakes on the tests.
- It is a great way of teaching. Just need to offer more classes on-line such as math.
- The site wasn't as easy to navigate as I was led to believe. You have to go through 4 pages to get to the course page that you need.
- I did not have any problems with taking the course online, and I would recommend the course online to anyone.
- I have taken a total of 6 online classes so far. Most other teachers had lecture notes and more input into the learning process. I do not feel that this course offered all it could have. I would have liked to have the teachers lecture notes rather than a list of words and phrases to go by.
- I would like to see more distance courses.
- More classes need to be offered.
- It would be nice if the books needed for the courses were in the schedules.
- I enjoy the distance education classes, because I have more time to do my assignment, and I am not rushed.
- I enjoy taking the online courses. On-Campus Courses don't always fit into my schedule. I am a working student (adult) and must take the evening classes. This has helped tremendously! Thanks for all you do for your Evening Students like me."
- Taking an online course was groundbreaking for me, and I will more than likely take more online courses. However, I really prefer to be able to see and ask questions in a classroom environment. Keep up the good work and I will get use to the new technology available and will take full advantage of it.
- I appreciate the opportunity to take courses online -- hope to see more and more courses offered this way.
- This is my first online course and I was very pleased on how it went through the semester, I'm thinking about applying for more online courses in later semesters.
- I think that the test for Sociology should be more straightforward. Because some of the questions answers could more than one way.

- I enjoy taking class online, but I do wish that when I finish/complete a course that it is taken off my home page. It would make things a lot easier for a lot of people who take a lot of online courses. But other than that I think that they are set-up very well and very understandable.

**Please review this information carefully and determine how you or your instructors can improve their online teaching practices and course management. Feel free to contact Distance Education, EXT 765, if you have any questions or concerns.**

**Thank you.**

Michelle R. Turnage  
**Distance Learning Coordinator / BlackBoard Administrator**

**cc: Dr. Ed Wilson  
Dr. Dan Krautheim  
Dr. Kay Albertson**

Rvd 2-2003

# MEMORANDUM

**TO:** Distance Education Committee, Division Chairs, and Planning and Research

**FROM:** Michelle R. Turnage  
Distance Education Coordinator

**DATE:** 7/29/2002

**RE:** Spring 2002 - Semester Student Evaluation of Internet / Telecourse  
Distance Education Courses

The evaluative information below is obtained to monitor the Distance Education program and help instructors revisit online teaching experiences. It should serve as a guide for instructors to enhance their online teaching practices and course management.

26 on-line courses were offered in Spring 2002. 7 instructors from those courses received student evaluations. A total of 402 students were initially enrolled with 269 (67%) completing the courses. 52 students (19%) completed the survey. The figures in bold represent the average rating from survey respondents for all of the courses.

**Note:** Division Chairs, please share the information with the appropriate Department Head and course instructor.

# Enrolled	# Students Completed	% WCC Retention Rate	# Of Student Withdrawals	# Surveys Completed
402	269	67 %	118	52

## Five-Point Rating Scale:

5=STRONGLY AGREE

4=AGREE

3=NEUTRAL

2=DISAGREE

1=STRONGLY DISAGREE

## Course:

1. The course objectives and goals were clearly identified in the syllabus. **3.83**
2. The course schedule was reasonable. **4.22**
3. The course required an adequate amount of work. **4.49**
4. The course materials were relevant and purposeful. **4.60**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.35**

## Instructor:

6. The course instructor was well organized. **4.79**
7. The instructor communicated clearly throughout the course. **4.25**
8. The instructor responded to inquires within a two day period. **4.38**

9. The instructor posted grades in a reasonable amount of time. **4.59**
10. The course instructor efficiently utilized the features (such as email, Discussion boards, online testing, digital drop box, etc.) of the BlackBoard online course software. **4.63**
11. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.38**

### **Technology:**

12. The technology required to receive this course at a distance was user friendly. **4.18**
13. The BlackBoard Course web site had few technical problems during the duration of the course. **4.33**
14. If and/or when I did encounter technical challenges, I could quickly obtain assistance from the web site or the course instructor. **4.41**
15. The BlackBoard Course Info 5.5 online course program was very easy to use. **4.57**
16. I could easily access the online BlackBoard tutorials. **4.53**
17. The course site was easy to access. **4.61**
18. The BlackBoard course site was organized. **4.40**
19. As a distance student, I feel the Distance Education program adequately offers online courses. **4.24**
20. For Telecourses: The video tapes for the course were of good quality and at an appropriate intellectual level. **4.13**
21. As a distant student, it was it was easy for me to meet the on-campus requirements of this course. **4.26**
22. As a student I feel there was sufficient communication with the instructor. **4.52**
23. Overall, I am satisfied with the course and will take a course by this method again. **4.50**

### **Student Services:**

24. Admissions & Registration: The admissions process (the application form and requirements for admission to the college) was convenient. **4.34**
25. Admissions & Registration: The course registration process was convenient. **4.45**
26. Financial Aid: The financial aid process, relating to this course was adequate. **3.97**
27. Advising & Counseling: My advisor completed the WCC Distance Education Assessment check sheet with me to determine if I had the technical resources to succeed in online learning. **4.23**
28. Advising & Counseling: My Advisor provided helpful assistance in my selection of the appropriate distance education course. **4.32**
29. Information & Publications: The Distance Education information printed in the WCC tabloid was informative. **4.17**
30. Information & Publications: The Distance Education information at the WCC web site was helpful. **4.44**

### **Educational Support Services:**

31. Learning Center Resources: I was able to access the WCC Library online. **4.43**
32. Learning Center Resources: I prefer using the WCC Library online. **3.08**
33. Academic Skills & Writing Centers: I was informed about the benefits of using the academic skills center. **4.27**
34. Academic Skills & Writing Centers: I was informed about the benefits of using the writing center. **4.33**
35. Cashier: The process of paying my tuition was convenient. **4.22**
36. Bookstore: The bookstore is a convenient service for the distance student. **3.97**

### **Distance Education Program:**

37. The delivery method (online, telecourse, or other) for taking distance education courses adequately met my needs. **4.40**
38. The number of distance education course offered this semester was adequate for my needs. **3.87**
39. Prior to course enrollment, I could locate information pertaining to the distance education program. **4.37**
40. Prior to course enrollment, I could obtain information about how the course was conducted by distance. **3.80**

### **Comments and Suggestions for Improvement:**

- Course very well taught
- I did get very ill during the first half of the semester, but thanks to having to go to the orientation session, Ms. Herndon had told us that she would be dropping the lowest two grades and in this kind of circumstance to skip a lesson rather than fall behind. I did and was able to maintain an A in the class anyway. I did go back and read the section, but it made my life more manageable with my other two classes while battling a 3-week illness.
- All teachers did not do the same things. For example two of my teacher put the test dates at the end of the weekly assignments were as my third teacher used the announcement board. This confuses first time users of the blackboard program
- Offer more classes
- I have a family and it is really convenient for me to be able to do class work when I have time at home than having to report to a class a specific time and place.
- I would like more courses to take online.
- As a first time student of Ms. Herndon I was extremely satisfied with the immense amount of knowledge I gained from taking the course. I thought the material was very thoroughly covered and time constraints were not too short and just long enough. I would recommend this class to any of my fellow students.
- Having personal time to do the work, but I really didn't have any problems because the instructor was always willing to help when needed
- FrontPage was only used for about 3 weeks at the end of the course. It is not a commonly used program and cost \$150 for the limited use it should be offered in a course by itself or utilized more in this course. FrontPage was lightly skimmed over and therefore a waste of time and money for the program
- More one on one with the Instructor.
- A reminder with the digital drop box that 2 submits actually submits the work to the instructor
- Have an easier way to get needed files over the Internet
- A few teacher/student sessions on a limited basis throughout the semester.
- Better training of some instructors in their use of the blackboard system
- More more more - I have no courses left that I can take by distance
- It was a great course and I learned a lot about web design.
- I am satisfied with my experience.
- This is my first time doing this and it was very convenient for me, because I didn't have to leave the job to go to class
- Not having access to some parts of the program that is not available on the working disk for assignments.
- I feel the instructor should allot more time this course was challenging give the situation you are pretty much teaching yourself. This is a lot different then being in the classroom and the instructor should take note. And maybe hold a in class review session or occasionally have the student meet.

- Please offer more classes that are within the engineering program. It seems that business students have more options for taking classes than other majors. Classes like physics, and higher-level math classes weren't available any other way except day and on-campus. (Which is inconvenient for most of your non-traditional students.)
- Taking an accelerated course online was a REAL challenge.
- The teacher was very unprepared. His tests were in very bad shape. First off on some of the tests you could not read the answers. The were either incomplete sentences or the sentences were cut off. The answers sheets on the quizzes did not match the tests. If the instructor actually took the tests before time he would see the problems, instead he used other people's tests and they were very bad. When at least 12 people drop the course from the start and only 4 survive till the end then
- Distance education is a great form of learning
- None-Once again. All went well with this course.
- More classes need to be made available
- Very few, My biggest problem is confusing my other internet classes with this one, like dates things are due.
- I feel that this course required students to be on campus too often for a distance-learning course. The mandatory library tour seemed irrelevant for distance students who have access to the library on-line. I lost hours at work had to schedule baby-sitters in the evening and locate other WCC students to submit assignments. If this had been my first on-line course I would never take another.
- Very few technical problems with blackboard.
- Have all teachers use the same sections for the same things. Tests that you can re-enter, I know the purpose is so that we do not cheat but who are we hurting the teacher or ourselves. I think this should be allowed do to students who get booted off the Internet.
- Under grades, make it automatically calculate our average.
- I understand the instructor's desire for her students to excel and the offer of assistance was wonderful but a bit overwhelming." Some of the instructors may need instruction in determining why students (especially adult students) take distance learning courses and how to instruct on-line as opposed to person-to-person." I suggest on-line registration and an on-line bookstore would be extremely convenient."
- I have enjoyed being able to continue my education through the Distance Education Program. I feel that the program will be and has been an asset to students unable to attend classes on campus due to schedules and other circumstances."
- More classes need to be made available
- I would like for there to be more courses, that I can take online, to earn my degree.
- This is my first online course experience and I am pleased with the results. I think it is a good idea since you don't have to go all the way to campus to go to a class. You can do the assignments more at your own pace.
- At first it was an EXPERIENCE...then as I found my way through the applications, it became FUN! I have an excellent teacher. Very understanding and helpful.
- This is a very nice and convenience online course program that I have ever seen. I'm enjoying taking this class. Thanks
- The teacher needs to know the material better (than us the students).
- The college should allow ITN instructors to set up a server for this class.
- It's about as convenient as you can get.

**Please review this information carefully and determine how you or your instructors can improve their online teaching practices and course management. Feel free to give me a call if you have any questions or concerns, EXT 765.**

**Thank you.**

Michelle R. Turnage  
**Distance Learning Coordinator / BlackBoard Administrator**

**cc: Dr. Ed Wilson**  
**Dr. Dan Krautheim**  
**Dr. Kay Albertson**

# MEMORANDUM

**TO:** Distance Education Committee, Division Chairs, and Planning and Research

**FROM:** Michelle Turnage  
Distance Education Coordinator

**DATE:** October 3, 2002

**RE:** Summer 2002 - Semester Student Evaluation of Internet / Telecourse  
Distance Education Courses

The evaluative information below is obtained to monitor the Distance Education program and help instructors revisit online teaching experiences. It should serve as a guide for instructors to enhance their online teaching practices and course management.

10 on-line courses were offered in Summer 2002. Eight instructors from those courses conducted student evaluations. A total of 153 students were initially enrolled with 117 (86%) completing the courses. 60 students (51%) completed the survey. The figures in bold represent the average rating from survey respondents for all of the courses.

**Note:** Division Chairs, please share the information with the appropriate Department Head.

# Enrolled	# Students Completed	% WCC Retention Rate	# Of Student Withdrawals	# Surveys Completed
153	117	76%	36	60

## Five-Point Rating Scale:

5=STRONGLY AGREE

4=AGREE

3=NEUTRAL

2=DISAGREE

1=STRONGLY DISAGREE

## Course:

1. The course objectives and goals were clearly identified in the syllabus. **3.96**
2. The course schedule was reasonable. **4.56**
3. The course required an adequate amount of work. **4.35**
4. The course materials were relevant and purposeful. **4.57**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.34**

## Instructor:

6. The course instructor was well organized. **4.72**
7. The instructor communicated clearly throughout the course. **4.59**
8. The instructor responded to inquires within a two day period. **4.55**
9. The instructor posted grades in a reasonable amount of time. **4.36**

10. The course instructor efficiently utilized the features (such as email, Discussion boards, online testing, digital drop box, etc.) of the BlackBoard online course software. **4.36**
11. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.57**

### **Technology:**

12. The technology required to receive this course at a distance was user friendly. **4.67**
13. The BlackBoard Course web site had few technical problems during the duration of the course. **4.26**
14. If and/or when I did encounter technical challenges, I could quickly obtain assistance from the web site or the course instructor. **4.37**
15. The BlackBoard Course Info 5.5 online course program was very easy to use. **4.54**
16. I could easily access the online BlackBoard tutorials. **4.56**
17. The course site was easy to access. **4.67**
18. The BlackBoard course site was organized. **4.58**
19. As a distance student, I feel the Distance Education program adequately offers online courses. **4.34**
20. For Telecourses: The video tapes for the course were of good quality and at an appropriate intellectual level. **4.34**
21. As a distant student, it was it was easy for me to meet the on-campus requirements of this course. **4.55**
22. As a student I feel there was sufficient communication with the instructor. **4.51**
23. Overall, I am satisfied with the course and will take a course by this method again. **4.60**

### **Student Services:**

24. Admissions & Registration: The admissions process (the application form and requirements for admission to the college) was convenient. **4.50**
25. Admissions & Registration: The course registration process was convenient. **4.53**
26. Financial Aid: The financial aid process, relating to this course was adequate. **4.16**
27. Advising & Counseling: My advisor completed the WCC Distance Education Assessment check sheet with me to determine if I had the technical resources to succeed in online learning. **4.51**
28. Advising & Counseling: My Advisor provided helpful assistance in my selection of the appropriate distance education course. **4.55**
29. Information & Publications: The Distance Education information printed in the WCC tabloid was informative. **4.49**
30. Information & Publications: The Distance Education information at the WCC web site was helpful. **4.50**

### **Educational Support Services:**

31. Learning Center Resources: I was able to access the WCC Library online. **4.27**
32. Learning Center Resources: I prefer using the WCC Library online. **3.90**
33. Academic Skills & Writing Centers: I was informed about the benefits of using the academic skills center. **4.08**
34. Academic Skills & Writing Centers: I was informed about the benefits of using the writing center. **3.98**
35. Cashier: The process of paying my tuition was convenient. **4.31**
36. Bookstore: The bookstore is a convenient service for the distance student. **4.12**

### **Distance Education Program:**

37. The delivery method (online, telecourse, or other) for taking distance education courses adequately met my needs. **4.52**

38. The number of distance education course offered this semester was adequate for my needs. **4.12**
39. Prior to course enrollment, I could locate information pertaining to the distance education program. **4.27**
40. Prior to course enrollment, I could obtain information about how the course was conducted by distance. **4.26**

**General Comments and Suggestions for Improvement:**

- #1 Comment: Offer More courses Online
- Set aside plenty of time each day to study, review, and complete each assignment. Time is very important when taking a distance education course.
- not enough communication, lack of simplicity.
- Some of the sites were being updated.
- When the weather is bad and you have to rely on the internet-it is a bad situation!
- The only problems that I found were my server sometimes couldn't open the page I needed and the weather was sometimes a problem.
- Not having certain software required for the course. Nothing major just had to use WCC computer lab.
- Not able to access on line from the school website at m job.
- Offer some assistance if someone doesn't understand the material.
- This class taught me a lot and it was a great way to learn.
- I really appreciate the help that the instructor gave me during this semester. She was so friendly and would help to the best of her ability.
- I really enjoyed my on-line course. It was fun and challenging. I also enjoyed working at my own pace.
- I enjoy taking online courses because it is convenient to be at home and do them between your chores.
- I like the T.A. she is very helpful! Give her a raise!!
- This is my first class online and I'm very pleased with the service. I liked it a lot because you work on your own pace. I would recommend it to everyone!!!
- The distance education program is great.
- It was great. A convenient way to fit a class into my schedule when I couldn't physically make it to a classroom setting.
- I enjoyed this online course because I work nights and it was more convenient for me. I wish you offered more courses.
- The online course needs to be more simplified and needs step-by-step instructions on the steps. I had to figure most of it out by myself. Maybe give out a packet of some sort to help guide us.
- I love it and I think that more courses should be available to students in order to graduate on time.
- Unattainable information on-line.
- Have a Blackboard icon on the home page to allow it to be more convenient.
- More interaction between class members
- I found it some times hard to get motivated to take the test. That is the only thing. But that is a personnel thing.
- I believe it is a wonderful program and if more class where added it would be even better.
- Enjoyed it at my own pace

**Please review this information carefully and determine how you or your instructors can improve their online teaching practices and course management. Feel free to give me a call if you have any questions or concerns.**

**Thank you.**

Michelle R. Turnage  
**Distance Learning Coordinator / BlackBoard Administrator**

**cc: Dr. Ed Wilson**  
**Dr. Dan Krautheim**  
**Dr. Kay Albertson**

**RVD 7-29-2002**

# MEMORANDUM

**TO:** R, Distance Education Instructor

**FROM:** Randall Shearon  
Distance Education Coordinator

**DATE:** March 31, 2004

**RE:** Overall - Fall Semester 2003 - Semester Distance Education Courses

The evaluative information below is obtained to monitor the Distance Education program and help instructors revisit online teaching experiences. It should serve as a guide for instructors to enhance their online teaching practices and course management.

45 on-line courses were offered in Fall Semester 2003. 18 instructors from those courses received student evaluations. A total of 741 students were initially enrolled with 534 (72%) completing the courses. 210 students (39%) completed the survey.

**Note: Your analysis does not include the student comments. Please see your Department Head to review the student comments. Please pay special attention to any areas that rate below 4.00 and determine how they can be improved.**

# Enrolled	# Students Completed	% WCC Retention Rate	# Of Student Withdrawals	# Surveys Completed
741	534	72%	207	210

## Five-Point Rating Scale:

5=STRONGLY AGREE

4=AGREE

3=NEUTRAL

2=DISAGREE

1=STRONGLY DISAGREE

**The figures in bold represent the average rating from survey respondents for this course.**

## Course:

1. The course objectives and goals were clearly identified in the syllabus. **4.52**
2. The course schedule was reasonable. **4.43**
3. The course required an adequate amount of work. **4.52**
4. The course materials were relevant and purposeful. **4.56**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.39**

### **Instructor:**

6. The course instructor was well organized. **4.49**
7. The instructor communicated clearly throughout the course. **4.46**
8. The instructor responded to inquiries within a two-day period. **4.48**
9. The instructor posted grades in a reasonable amount of time. **4.28**
10. The course instructor efficiently utilized the features (such as email, Discussion boards, online testing, digital drop box, etc.) of the BlackBoard online course software. **4.58**
11. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.48**

### **Technology:**

12. The technology required to receive this course at a distance was user friendly. **4.44**
13. The BlackBoard Course web site had few technical problems during the duration of the course. **4.17**
14. If and/or when I did encounter technical challenges, I could quickly obtain assistance from the web site or the course instructor. **3.59**
15. The BlackBoard Course Info 5.5 online course program was very easy to use. **4.33**
16. I could easily access the online BlackBoard tutorials. **4.13**
17. The course site was easy to access. **4.56**
18. The BlackBoard course site was organized. **4.53**
19. As a distance student, I feel the Distance Education program adequately offers online courses. **4.19**
20. As a distant student, it was it was easy for me to meet the on-campus requirements of this course. **4.07**
21. As a student I feel I had sufficient communication with the instructor. **4.44**
22. Overall, I am satisfied with the online learning and will take additional online courses. **4.54**

### **Student Services:**

23. Admissions & Registration: The admissions process (the application form and requirements for admission to the college) was convenient. **4.19**
24. Admissions & Registration: The course registration process was convenient. **3.94**
25. Financial Aid: The financial aid process, relating to this course was adequate. **3.92**
26. Advising & Counseling: My advisor completed the WCC Distance Education Assessment check sheet with me to determine if I had the technical resources to succeed in online learning. **4.32**
27. Advising & Counseling: My Advisor provided helpful assistance in my selection of the appropriate distance education course. **4.35**
28. Information & Publications: The Distance Education information printed in the WCC tabloid was informative. **4.24**
29. Information & Publications: The Distance Education information at the WCC web site was helpful. **2.81**

**Educational Support Services:**

- 30. Learning Center Resources: I was able to access the WCC Library online. **2.47**
- 31. Learning Center Resources: I prefer using the WCC Library online. **3.43**
- 32. Academic Skills & Writing Centers: I was informed about the academic skills center. **3.40**
- 33. Academic Skills & Writing Centers: I was informed about the writing center. **4.25**
- 34. Cashier: The process of paying my tuition was convenient. **3.46**
- 35. Bookstore: The bookstore is a convenient service for the distance student. **4.46**

**Distance Education Program:**

- 36. The delivery method (online or ITV) for taking distance education courses adequately met my needs. **3.63**
- 37. The number of distance education course offered this semester adequately met my needs. **4.23**
- 38. Prior to course enrollment, I could locate information pertaining to the distance education program. **4.08**

**Additional Comments: Please give us your feedback. We want to know what you think.**

- 39. Please include any additional comments or suggestions about the Distance Education Program or your online learning experience.

•

**Please review this information carefully and determine how you or your instructors can improve their online teaching practices and course management. Feel free to contact Distance Education, EXT 278, if you have any questions or concerns.**

**Thank you.**

Randall Shearon  
**Coordinator of Distance Education / BlackBoard Administrator**

**cc: Dr. Ed Wilson  
Dr. Dan Krautheim  
Dr. Kay Albertson**

## MEMORANDUM

**TO:** Distance Education Committee, WCC Administration, Division Chairs, Department Heads, and Planning and Research

**FROM:** Michelle R. Turnage  
Director of EST  
Randall Shearon  
Distance Education Coordinator

**DATE:** September 16, 2003

**RE:** Spring Semester 2003 - Semester Distance Education Internet / Interactive TV Courses

The evaluative information below is obtained to monitor the Distance Education program and help instructors revisit online teaching experiences. It should serve as a guide for instructors to enhance their online teaching practices and course management.

35 on-line courses were offered in Spring Semester 2003. 15 instructors from those courses received student evaluations. A total of 517 students were initially enrolled with 380 (73%) completing the courses. 189 students (50%) completed the survey.

# Enrolled	# Students Completed	% WCC Retention Rate	# Of Student Withdrawals	# Surveys Completed
518	380	73%	138	189

**Five-Point Rating Scale:**

**5=STRONGLY AGREE**

**4=AGREE**

**3=NEUTRAL**

**2=DISAGREE**

**1=STRONGLY DISAGREE**

The figures in bold represent the average ratings from survey respondents for this course.

**Please note: The Instructors results do not contain the student's comments. The comments are sent to the department chair, so instructors and department heads should review this information together. Please pay special attention to any areas that rate below 4.00 and determine how they can be improved.**

**Course:**

1. The course objectives and goals were clearly identified in the syllabus. **4.44**
2. The course schedule was reasonable. **4.35**
3. The course required an adequate amount of work. **4.45**
4. The course materials were relevant and purposeful. **4.47**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.26**

**Instructor:**

6. The course instructor was well organized. **4.15**
7. There was adequate communication from the instructor throughout the course. **4.11**
8. The instructor responded to inquiries within a two day period. **4.20**
9. The instructor posted grades in a reasonable amount of time. **4.06**
10. The course instructor efficiently utilized the features (such as email, Discussion boards, online testing, digital drop box, etc.) of the BlackBoard online course software. **4.12**
11. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.20**

**Technology:**

12. The technology required to receive this course at a distance was user friendly. **4.31**
13. The BlackBoard Course web site had few technical problems during the duration of the course. **4.08**
14. If and/or when I did encounter technical challenges, I could quickly obtain assistance from the web site or the course instructor. **4.03**
15. The BlackBoard Course Info 5.5 online course program was very easy to use. **4.29**
16. I could easily access the online BlackBoard manual. **4.42**
17. The course site was easy to access. **4.49**
18. The BlackBoard course site was organized. **4.44**
19. As a distance student, I feel the Distance Education program adequately offers online courses. **4.18**
20. As a distant student, it was it was easy for me to meet the on-campus requirements of this course. **4.24**
21. As a student I feel I had sufficient communication with the instructor. **4.15**
22. Overall, I am satisfied with the online learning and will take additional online courses. **4.34**

**Student Services:**

23. Admissions & Registration: The admissions process (the application form and requirements for admission to the college) was convenient. **4.16**
24. Admissions & Registration: The course registration process was convenient. **4.17**
25. Financial Aid: The financial aid process, relating to this course was adequate. **3.89**
26. Advising & Counseling: My advisor completed the WCC Distance Education Assessment check sheet with me to determine if I had the technical resources to succeed in online learning. **4.07**
27. Advising & Counseling: My Advisor provided helpful assistance in my selection of the appropriate distance education course. **4.14**
28. Information & Publications: The Distance Education information printed in the WCC tabloid was informative. **4.11**
29. Information & Publications: The Distance Education information at the WCC web site was helpful. **3.96**

### **Educational Support Services:**

30. Learning Center Resources: I prefer using the WCC Library online. **3.62**
31. Academic Skills & Writing Centers: I was informed about the academic skills center. **3.90**
32. Academic Skills & Writing Centers: I was informed about the writing center. **3.91**
33. Cashier: The process of paying my tuition was convenient. **4.12**
34. Bookstore: The bookstore is a convenient service for the distance student. **3.79**

### **Distance Education Program:**

35. The delivery method (online or ITV) for taking distance education courses adequately met my needs. **4.23**
36. The number of distance education course offered this semester adequately met my needs. **3.78**
37. Prior to course enrollment, I could locate information pertaining to the distance education program. **4.10**
38. Prior to course enrollment, I could obtain information about how the course was conducted by distance. **4.03**

### **Additional Comments: Please give us your feedback. We want to know what you think.**

39. Please include any additional comments or suggestions about the Distance Education Program or your online learning experience.
  - I really enjoy the instructor as a person but she has not maintained our grades throughout. I think she was overloaded. She is very nice. She just cannot keep up with grading the assignments or answering email.
  - I think you should offer more online courses.
  - I love the option of the Distance Education Program that provides me a source to continue my education even though I work fulltime.
  - I experienced quiet a bit of difficulty trying to communicate with this instructor. She would post dates and then change them constantly. There were dates in this class that were from last semester that were not removed throughout the whole semester. In reference to communication it was very poor and when communication was present it was very confusing. The Instructor is a very nice person but lacks the needed requirements for this class. There were complaints about this class from everyone in it throughout the whole semester via emails and other communication methods. I feel that I have probably failed this class due to the constant confusion of the course. I think that if you take a look at the site as of this date you will see some of the things still present that I have listed.
  - I really enjoyed the course, teacher and the way it was carried out.
  - My course was a hybrid course were we learned the material in the class and did all testing online at our convenience...it was a good experience.
  - This course was a good learning experience and was very convenient.
  - I enjoyed taking this course this semester. My teacher went over the material in class thoroughly and we were adequately prepared for our test on the blackboard server.
  - Ms. Best is excellent teacher and willing to do whatever it takes to help with the online classes.
  - Distance Education is a very convenient way of learning.
  - This is my second course that I have taken online. I would recommend taking a course online to others. My request is to offer more courses online.
  - Once we all got use to taking the class online I feel the course went very smooth. I feel Sherry Granberry has done an excellent job and an instructor and an advisor.
  - I am very satisfied with this course and will probably be taking another class online
  - I will definitely take another course. They are so convenient.
  - The only "glitch" I personally had by taking an online class is preparing for the tests. There was so much material in the text, and there was no way to "highlight" what was pertinent to know from the instructor's perspective. Although we had the Discussion Board element, it is still not the same as if we were all together in a classroom participating in a lively discussion.
  - Mr. Deakle and Dr. Stevens are excellent at keeping the communication going and answering emails promptly.

- Overall this was a very convenient semester for me. The distance education courses allowed me to be at home with my children. On the other hand I do feel that a lot more work was involved. My instructor for this course was outstanding! I plan on taking more distance education courses in the future only next time I will not be taking 4 classes at one time.
- My counselor was very helpful in setting up my courses and helped me to maintain a reasonable balance between my day to day commitments and the courses that I was about to take. He ensured me that I was not going to take more than I could handle and I am grateful for that. If I would have taken all of the classes that I had planned I would have never been able to keep up with my studies. As far as being informed by the school, I kind of felt like I got pushed from one department to another without much explanation. I was given the basics of where to register, where to get my ID, and who my counselor was. I was not able to get any help with financial aid at all. Someone gave me a website to research but no one would speak to me at all and I had no clue where to start. I gave up on asking for help and decided to pay for my classes as I take them. As a result I will not be able to take more than 2 classes at a time, so it will take me about 6 years to complete a 2 year degree. Mr Deakle is a great professor and he has always been available to answer any questions that I have had. I do hope that he will be the instructor for more of my upcoming courses.
- I think you should offer more classes online.
- When we took our tests and submitted our homework, the instructor never gave us the correct answers. We never knew what was right or wrong to study by. When we submit our tests, the system automatically spits out a grade. I may have disagreed with an answer that was posted as correct, but I will never know if my answer was correct or not because the instructor will not give us the correct answers. I feel that this was not fair. My other online course teacher gave us the correct answers to ALL of the homework and test questions so that we would know what was correct. I do not understand how the instructor expected us to learn anything if we did not know if our answers were even correct.
- I think that more online courses should be offered online. Online courses allow me to work on my own time and at my own pace
- Mrs. Farmer is a wonderful asset to the college. She really cares about the progress of her students.
- WCC needs to make the registration process easier. Running back and forth from one building to another is annoying to say the least. Having this and that card signed the going back to see if it's open. Then having to walk back if it isn't open is a down right hassle. Not to mention having to have an advisor sign the card if you have to drop...why? A person knows why they need to drop and shouldn't have to tell anyone else! Please bring back the TRY registration or do like other schools and have on-line registration. People with kids who do distance education, especially small children, don't have the time to run around campus all day to register for one class. Thank You.
- I feel it is a great opportunity for everyone!
- It would be very helpful not only to me but to the rest of the students, to have more classes offered online for every major. Overall, it was a good experience Mrs. JoAnn Farmer is a Great online instructor if not the best."
- Mrs. Farmer is a wonderful asset to the college. She really cares about the progress of her students.
- The instructor never returns any work to show us what we did wrong. If your got it wrong on the problems than you had no choice but to get it wrong on the test. The person in the lab was very rude to me as a student looking for help during an accounting lab section and pretty much insinuated that I stole answers, yet I was the one that was asking for the help. The volunteers try their best but there are not enough of them at certain times and those who are there should have had all accounting classes because an accounting one student can not help me in accounting two. The instructor was very unorganized and never gave the class breaks. There were assignments to do weather it was a weekend or a holiday. There were even graded assignments due on the day of Sabbath for goodness sake. She it hard to get up with, she is never on campus to discuss things with and emails can some times sound different than there are meant to be. I will never take another class with this instructor again and will tell anyone who asks me about it the same opinion I'm writing right now.
- I have had this instructor for more than one class online and have thoroughly enjoyed having her. She has been attentive to my needs as well as other students I have spoken with. I will continue to take courses online as that is what is most convenient for me

- This was a very informative class and the teacher was great. She responded to e-mails and questions quickly and efficiently. I would recommend her to everyone taking an online class. She was also very helpful.
- When I initially enrolled, in the distance education course Payroll Accounting. I was afraid that I did not have enough knowledge with computer Ms Farmer reassured me that I would not have any problems, and do fine. She was correct all the material was very easy to access off the blackboard. I never experience any problems logging in or communicating back in forth with Ms Farmer.
- Mrs. JoAnn Farmer is a great instructor. I have taken courses on WCC campus in class with her and I have learned allot from her this semester in the online class as well as in the class room.
- I hope you will keep adding classes to the distance program. With small children the distance program is the only way I could stay in school. I love the distance program and plan on taking as many courses as possible through the program.
- I took Peachtree general journal. I feel WCC needs to change this to Quick Books. All business firms seem to use this now. Thank you.
- I think that more online classes should be offered. It allowed me to become more computer and Internet friendly. I recommend anyone to take this class on the Internet under Mrs. Farmer. I enjoyed having her teach this course.
- There should be more distance education programs offered at Wayne Community.
- I have enjoyed taking the online courses.
- Wayne Community College provided all of the help necessary for my Distance Education; however, I have found that I do better in a classroom environment and plan to pursue that path in the future.
- Overall, the class went pretty well. But, if I would have taken any more classes this semester, I don't think I could have finished all the work that was assigned.
- I felt that this was a good course to take online. It was educational, interesting, and fun. I would recommend it to anyone.
- The instructor never e-mailed me to see how things were going in taking this class over the Internet.
- I enjoy taking classes online and wish that there were more offered. For instance, Health, Ethics, Statistics, things needed to complete working toward college transfer or a four year degree.
- Great course, good instructor.
- I don't think on-line courses are good for some people; I would not recommend an on-line class to anyone.
- This was the first class I took, we received a grade weeks after the semester began. Before that there was NO feedback on our progress. I really wasn't sure if I was providing the feedback in discussion that I should. I think the instructor could have sent out feedback to the students or graded us after each discussion to let a student know where they need improvement. I am trying to maintain 4.0 so it was more important to me to know scores.
- I really enjoy online courses. They are very convenient and I wish there were more courses I could take online. My instructor, Patrick Keough, is outstanding!
- This was my first time taking an online course and I felt it was great.
- The class was to short, I felt rushed thru the class with assignments. The Teacher was great he kept in constant contact with us thru the discussion board.
- As far as distance learning, I have taken tele-courses from WCC and have taken three Internet courses at MOC. Out of all my distant learning classes, Mr. Keough's was by far the best. As an instructor, he goes above and beyond the call of duty. As far as communicating with the students, you form said with 2 days, he would respond within two hours. I personally do not like surveys, but I could not pass up this opportunity to let you know that as far as instructors go...Patrick Keough is the best one WCC will ever have for an online Art Appreciation class!
- My online experience has been very convenient for my busy life, and very easy to do. It has been explained very well step-by-step, and I hope to enjoy another online class.
- Excellent instructor -- she is one of the best!!!
- This survey was much too long, furthermore why isn't it anonymous?
- Ms Vicky Lassiter is always a good Instructor at the college and online too. I will be enrolling in more computer courses instructed by her. I also enjoy online classes allot better than having to drive to the college every day.

- Excellent instructor -- one of the best!
- Blackboard is a great way to take a class.
- I enjoyed the class.
- I would suggest that the Program offer the software to use with the classes. If you are not able to purchase the software or go to the open computer lab at the times that it is open then you are lost. Especially if you work and have kids at home. I just think that the students that are taking these classes have that offered to them
- I feel that Wayne Community should obtain a book for itn140 that has a copy of FrontPage with it. That would make life easier.
- Assignments were not graded in a timely fashion. There was no way the students knew where they stood grade wise during this course.
- I don't think this instructor should teach another Internet course!!!!
- My online learning experience was good...except for not getting my grades on time and never knowing what type of grades I had made on tests and regular assignments.
- I feel that I was not given my grades back in a sufficient amount of time.
- I have no problems with the course, I enjoyed it and would take another online course, but my instructor did not conduct herself the way I expect an online instructor to do. She was very slow in grading assignments and she was very slow answering comments (e-mail, discussion board). I would recommend someone taking an online course just not under her.
- There needs to be more communication between the students and professors.
- This is the first online course that I have ever taken. I definitely will take more, if offered. Please consider making more courses available online.
- I enjoyed the distance education program for this class, however I wish there were more courses offered for the summer semester. I was not satisfied with my instructor at all. I had trouble finding someone to assist me with my problems with the instructor and the questions I had about the course.
- I have taken two online classes and I love it. It is so convenient and easier than sitting in a classroom.
- I have taken two courses online. I had no problems with English 111 with Mr. Williams. He is a good teacher and he posted due dates and grades promptly. However, with Emerging Technology, it has not been easy. I believe this class has been hard to take online. I had problems with Front Page and Voice Xpress; with these classes, I needed a teacher to answer questions during the times that I was working. I think this class should be offered in a classroom with a teacher explaining about the different kinds of new technologies. Also, with Voice Xpress the assignments were not organized and unrealistic. Voice Xpress has been more of a headache than a learning experience. I don't believe a student should have to put a program like this on his/her computer. Emerging Technology could be a good class if it was organized better for the students. This is a required class for OST, and should have been an informative class, but was not.
- I was well satisfied with taking Emerging Technologies on line until I got to Front Page. I think I would have done better with that in a classroom setting. I had so many questions that needed answers. My Instructor was very patient with us and answered our questions but it was very frustrating.
- My online learning experience was good until the portions of the Emerging Technologies course dealing with FrontPage and Voice Recognition. I believe these subjects would have been far less confusing and frustrating in a classroom setting. The instructor, Ms. Mason, was very helpful. She spent the majority of her free time answering questions and instructing students in her office each day because of the problems with FrontPage and Voice Recognition. I feel needless frustration and problems can be avoided by having this taught in a classroom.
- I enjoyed my distance education course, but my teacher was a different story. Every time I e-mailed her I never got any response. My stuff was never graded when I was due. She wouldn't change my e-mail address after I told her it was wrong. So that is how my distance education class is going. I believe I would take another class but with a different instructor.
- My instructor was well informed about the subject she is teaching. I have enjoyed taking this class with her and she has been very helpful. The only concern I had with this class was that the grades were not entered in a timely manner, so I was not sure of my grade. But overall she is an excellent teacher and I would recommend her to anyone taking an online class.
- I feel like the course should be taught on campus.

- I feel emerging technology is a course that should be offered inside a class instead of online because of the adequate amount of time and questions that come up when working on an assignment. I feel that the instructor does not answer e-mail as quickly as she should could.
- This course was a very informative course. My favorite part was voice recognition. Mrs. Mason went out of her way to help us understand the lessons. It would have helped the local students to have classroom time at the start of each module to explain the lesson and to ask questions. Inform new students that their PC must not be over 2yrs old to take this course.
- I think the online courses is great, but I also think that there should be some class time with these online classes to see if students are up to task on what they are doing. My instructor did this for my online class to see if any one was having problems. If they were she could help us work out the problem.
- This was my first semester taking an on line course and I think it was very interesting and convenient.
- Front page, Voice recognition, and power point are too difficult to be taught online. These classes need to be taught in a classroom setting. Students need hands on instructions from a teacher to deal with problems with software and technical problems."
- I think emerging technologies is a very useful and helpful course, but I feel it should be taught in a classroom. There were so many questions that we encounter, as we would go along. There were also many problems in FrontPage. It would be much easier in a classroom with an instructor as you go, but Mrs. Mason was very helpful when I went to her.
- My instructor, Paula Sauls, was exemplary!!!
- I really enjoy taking courses online. I have taken several and they are very convenient for a student who is working full-time hours.
- It is an inconvenience to go to the financial aid office receive a slip and then go purchase books. When the financial aid office does not have your award correct for financial aid this is a double inconvenience. There was one incident where I had to purchase by book myself because the financial aid office could not get their paperwork correct.
- I really enjoyed my online class. I have a newborn at the house so it really helped me out a great deal.
- This is a great course to take online and the course was well organized
- I enjoyed this course and would recommend it to others.
- I like it better than sitting in a class listening to lecture for an hour or two.
- I think that there should be more online programs available.
- I have really enjoyed my online courses. I'm glad I took them and had a chance to explore classes online. I would recommend it to anyone.
- My Western Civilization class was very informative. There was so much major history I had forgotten. I enjoyed relearning some of what I had been taught many years ago.
- This was my first online course and I would take another course online. I would recommend it to other students.
- I like the distance education program and hope to take more classes.
- I think that WCC does a great job with their online courses. I only wish that they offered more.
- I very much enjoyed the Distance Education Program, because it was convenient and easy to operate. It was tough at times, because in order to ask a question I had to write an e-mail. Overall I was impressed, and in the future I will probably take more Internet courses.
- I enjoyed this online course and I do encourage other students to take Western Civilization II online with Russel Vacanti. He was very easy to get along with and he returned my e-mails adequately. Online courses make your daily schedules easier when you have to work and go to high school. I am a jumpstart student and have little time between school and work, so having this class online and doing the work at night made things easier for me.
- Overall, the distance education program is terrific. I have enjoyed my online courses, and will probably continue to utilize this way of earning my degree. Only criticism is there need to be more online courses offered.
- My "Online" experience has been very satisfying. I have to take evening courses, so this new wave of technology is down my line!
- I enjoyed my online courses. I feel the school needs more online courses.

- I have had a great time using the blackboard system. I feel the online course system of WCC is almost perfect. However, sometimes I couldn't review my test after scored.
- VERY CONVENIENT
- I enjoyed learning the material pertaining to this subject of Java Programming. It will help very much in future endeavors to designing web sites.
- Online courses are great, however, the instructor for this course was not good. He is VERY knowledgeable, but not good at teaching. This was my second course with him (the other was in the classroom) and I will not take another class with him again. I would probably go to another school to get the class I needed if he was my only choice.
- Blackboard is a great way to take a class.
- Poor instructor -- very knowledgeable, but not good at instructing (in the classroom or online). Poor communications skills.
- As far as I am concerned I rather not take any classes through online. But online classes are very convenient.

**Please review this information carefully and determine how you or your instructors can improve their online teaching practices and course management. Feel free to contact Distance Education, EXT 765, if you have any questions or concerns.**

**Thank you.**

Michelle R. Turnage

**EST Director**

Randall Shearon

**Distance Education Coordinator**

**cc: Dr. Ed Wilson**

**Dr. Dan Krautheim**

**Dr. Kay Albertson**

Rvd 2-2003

# MEMORANDUM

**TO:** Name, Distance Education Instructor

**FROM:** Randall Shearon  
Distance Education Coordinator

**DATE:** January 11, 2005

**RE:** Overall - Spring Semester 2004 - Semester Distance Education Courses

The evaluative information below is obtained to monitor the Distance Education program and help instructors revisit online teaching experiences. It should serve as a guide for instructors to enhance their online teaching practices and course management.

51 on-line courses were offered in Spring Semester 2004. 20 instructors from those courses received student evaluations. A total of 777 students were initially enrolled with 666 (86%) completing the courses. 253 students (38%) completed the survey.

**Note: Your analysis does not include the student comments. Please see your Department Head to review the student comments. Please pay special attention to any areas that rate below 4.00 and determine how they can be improved.**

# Enrolled	# Students Completed	% WCC Retention Rate	# Of Student Withdrawals	# Surveys Completed
777	666	86%	111	253

## Five-Point Rating Scale:

5=STRONGLY AGREE

4=AGREE

3=NEUTRAL

2=DISAGREE

1=STRONGLY DISAGREE

**The figures in bold represent the average rating from survey respondents for this course.**

## Course:

1. The course objectives and goals were clearly identified in the syllabus. **4.40**
2. The course schedule was reasonable. **4.18**
3. The course required an adequate amount of work. **4.38**
4. The course materials were relevant and purposeful. **4.40**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.17**

### **Instructor:**

6. The course instructor was well organized. **4.21**
7. The instructor communicated clearly throughout the course. **4.21**
8. The instructor responded to inquiries within a two-day period. **4.26**
9. The instructor posted grades in a reasonable amount of time. **4.07**
10. The course instructor efficiently utilized the features (such as email, Discussion boards, online testing, digital drop box, etc.) of the BlackBoard online course software. **4.37**
11. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.28**

### **Technology:**

12. The technology required to receive this course at a distance was user friendly. **4.32**
13. The BlackBoard Course web site had few technical problems during the duration of the course. **4.02**
14. If and/or when I did encounter technical challenges, I could quickly obtain assistance from the web site or the course instructor. **3.69**
15. The BlackBoard Course Info 5.5 online course program was very easy to use. **4.27**
16. I could easily access the online BlackBoard tutorials. **4.05**
17. The course site was easy to access. **4.45**
18. The BlackBoard course site was organized. **4.36**
19. As a distance student, I feel the Distance Education program adequately offers online courses. **4.08**
20. As a distant student, it was it was easy for me to meet the on-campus requirements of this course. **3.89**
21. As a student I feel I had sufficient communication with the instructor. **4.15**
22. Overall, I am satisfied with the online learning and will take additional online courses. **4.28**

### **Student Services:**

23. Admissions & Registration: The admissions process (the application form and requirements for admission to the college) was convenient. **4.20**
24. Admissions & Registration: The course registration process was convenient. **3.85**
25. Financial Aid: The financial aid process, relating to this course was adequate. **3.91**
26. Advising & Counseling: My advisor completed the WCC Distance Education Assessment check sheet with me to determine if I had the technical resources to succeed in online learning. **4.12**
27. Advising & Counseling: My Advisor provided helpful assistance in my selection of the appropriate distance education course. **4.18**
28. Information & Publications: The Distance Education information printed in the WCC tabloid was informative. **4.15**
29. Information & Publications: The Distance Education information at the WCC web site was helpful. **2.77**

**Educational Support Services:**

- 30. Learning Center Resources: I was able to access the WCC Library online. **2.53**
- 31. Learning Center Resources: I prefer using the WCC Library online. **3.28**
- 32. Academic Skills & Writing Centers: I was informed about the academic skills center. **3.24**
- 33. Academic Skills & Writing Centers: I was informed about the writing center. **4.15**
- 34. Cashier: The process of paying my tuition was convenient. **3.65**
- 35. Bookstore: The bookstore is a convenient service for the distance student. **4.21**

**Distance Education Program:**

- 36. The delivery method (online or ITV) for taking distance education courses adequately met my needs. **3.71**
- 37. The number of distance education course offered this semester adequately met my needs. **4.09**
- 38. Prior to course enrollment, I could locate information pertaining to the distance education program. **3.99**

**Additional Comments: Please give us your feedback. We want to know what you think.**

- 39. Please include any additional comments or suggestions about the Distance Education Program or your online learning experience.

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**Please review this information carefully and determine how you or your instructors can improve their online teaching practices and course management. Feel free to contact Distance Education, EXT 278, if you have any questions or concerns.**

**Thank you.**

Randall Shearon  
**Coordinator of Distance Education / BlackBoard Administrator**

**cc: Dr. Ed Wilson  
Dr. Dan Krautheim  
Dr. Kay Albertson**

# MEMORANDUM

**TO:** Name, Distance Education Instructor

**FROM:** Randall Shearon  
Distance Education Coordinator

**DATE:** January 24, 2005

**RE:** Overall - Summer Semester 2004 - Semester Distance Education Courses

The evaluative information below is obtained to monitor the Distance Education program and help instructors revisit online teaching experiences. It should serve as a guide for instructors to enhance their online teaching practices and course management.

23 on-line courses were offered in Summer Semester 2004. 11 instructors from those courses received student evaluations. A total of 386 students were initially enrolled with 361 (94%) completing the courses. 110 students (30%) completed the survey.

**Note: Your analysis does not include the student comments. Please see your Department Head to review the student comments. Please pay special attention to any areas that rate below 4.00 and determine how they can be improved.**

# Enrolled	# Students Completed	% WCC Retention Rate	# Of Student Withdrawals	# Surveys Completed
386	361	94%	25	110

## Five-Point Rating Scale:

5=STRONGLY AGREE

4=AGREE

3=NEUTRAL

2=DISAGREE

1=STRONGLY DISAGREE

**The figures in bold represent the average rating from survey respondents for this course.**

## Course:

1. The course objectives and goals were clearly identified in the syllabus. **4.47**
2. The course schedule was reasonable. **4.45**
3. The course required an adequate amount of work. **4.42**
4. The course materials were relevant and purposeful. **4.59**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.41**

### **Instructor:**

6. The course instructor was well organized. **4.30**
7. The instructor communicated clearly throughout the course. **4.24**
8. The instructor responded to inquiries within a two-day period. **4.26**
9. The instructor posted grades in a reasonable amount of time. **4.21**
10. The course instructor efficiently utilized the features (such as email, Discussion boards, online testing, digital drop box, etc.) of the BlackBoard online course software. **4.45**
11. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **4.36**

### **Technology:**

12. The technology required to receive this course at a distance was user friendly. **4.45**
13. The BlackBoard Course web site had few technical problems during the duration of the course. **4.08**
14. If and/or when I did encounter technical challenges, I could quickly obtain assistance from the web site or the course instructor. **3.58**
15. The BlackBoard Course Info 5.5 online course program was very easy to use. **4.28**
16. I could easily access the online BlackBoard tutorials. **4.09**
17. The course site was easy to access. **4.40**
18. The BlackBoard course site was organized. **4.44**
19. As a distance student, I feel the Distance Education program adequately offers online courses. **4.15**
20. As a distant student, it was it was easy for me to meet the on-campus requirements of this course. **3.79**
21. As a student I feel I had sufficient communication with the instructor. **4.23**
22. Overall, I am satisfied with the online learning and will take additional online courses. **4.39**

### **Student Services:**

23. Admissions & Registration: The admissions process (the application form and requirements for admission to the college) was convenient. **4.12**
24. Admissions & Registration: The course registration process was convenient. **4.05**
25. Financial Aid: The financial aid process, relating to this course was adequate. **3.86**
26. Advising & Counseling: My advisor completed the WCC Distance Education Assessment check sheet with me to determine if I had the technical resources to succeed in online learning. **4.34**
27. Advising & Counseling: My Advisor provided helpful assistance in my selection of the appropriate distance education course. **4.26**
28. Information & Publications: The Distance Education information printed in the WCC tabloid was informative. **4.38**
29. Information & Publications: The Distance Education information at the WCC web site was helpful. **3.24**

**Educational Support Services:**

- 30. Learning Center Resources: I was able to access the WCC Library online. **2.79**
- 31. Learning Center Resources: I prefer using the WCC Library online. **3.48**
- 32. Academic Skills & Writing Centers: I was informed about the academic skills center. **3.48**
- 33. Academic Skills & Writing Centers: I was informed about the writing center. **4.21**
- 34. Cashier: The process of paying my tuition was convenient. **3.96**
- 35. Bookstore: The bookstore is a convenient service for the distance student. **4.38**

**Distance Education Program:**

- 36. The delivery method (online or ITV) for taking distance education courses adequately met my needs. **3.87**
- 37. The number of distance education course offered this semester adequately met my needs. **4.09**
- 38. Prior to course enrollment, I could locate information pertaining to the distance education program. **4.04**

**Additional Comments: Please give us your feedback. We want to know what you think.**

- 39. Please include any additional comments or suggestions about the Distance Education Program or your online learning experience.

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**Please review this information carefully and determine how you or your instructors can improve their online teaching practices and course management. Feel free to contact Distance Education, EXT 278, if you have any questions or concerns.**

**Thank you.**

Randall Shearon  
**Coordinator of Distance Education / BlackBoard Administrator**

**cc: Dr. Ed Wilson  
Dr. Dan Krautheim  
Dr. Kay Albertson**

# MEMORANDUM

**TO:** Michelle Turnage  
Chair, Distance Education Committee

**FROM:** Bill Thompson  
Director, Planning and Research

**DATE:** February 27, 2001

**RE:** Fall 2000 - Student Evaluation of Distance Education Courses

Fifteen on-line courses were offered in Fall 2000. Ten instructors from those courses received student evaluations. A total of 279 students were initially enrolled with 169 (61%) completing the courses. Forty-seven students (28%) completed the survey. The figures in bold represent the average rating from survey respondents for all of the courses.

# Enrolled	# / % Completed	# Surveys Completed
<b>279</b>	<b>169 / 61%</b>	<b>47 / 28%</b>

## **Five-Point Rating Scale:**

**5=STRONGLY AGREE**

**4=AGREE**

**3=NEUTRAL**

**2=DISAGREE**

**1=STRONGLY DISAGREE**

## **Course:**

1. The course objectives and goals were clearly identified in the syllabus. **4.3**
2. The course schedule was reasonable and adhered to closely. **4.1**
3. The course was challenging and required an adequate amount of work. **4.4**
4. The course materials (textbooks, lecture notes, and other information) were relevant and purposeful. **4.4**
5. I am satisfied with the amount of knowledge or degree of skill I gained from taking this course. **4.3**
6. The course evaluation methods (quizzes, tests, papers, and homework) were fair. **4.0**

## **Instructor:**

7. The course instructor was knowledgeable about the subject matter. **4.1**
8. The course instructor was well organized and presented materials accordingly. **3.5**
9. The instructor communicated clearly and understandably. **3.9**
10. The instructor was accessible and responded to questions and submittals within a two day period. **4.1**
11. The instructor was knowledgeable about and competently utilized various technical resources. **4.1**
12. The instructor was cooperative and helpful. **4.2**
13. The instructor followed the course syllabus. **4.2**
14. Overall, I am satisfied with the course instructor and would recommend other students to take a course taught by this instructor. **3.8**

### **Technology:**

15. The technology required to receive this course at a distance was easy and convenient for me to use. **4.4**
16. There were not many technical problems encountered during the duration of the course. **3.6**
17. If or when I did encounter technical challenges, I could quickly obtain assistance from the instructor. **3.9**
18. The BlackBoard Course Info Online Course program was very easy to use. **4.4**
19. I could easily access the online tutorials to use BlackBoard and the directions to the course site. **4.4**
20. The course site was easy to access at all times. **3.9**
21. The BlackBoard course site was uniform, consistent, and user friendly. **4.3**
22. As a distance student, I feel the means of communication, testing, and work submittals were easy to use and adequate. **4.1**
23. The video tapes for the course were of good quality, clear, and at an appropriate intellectual level. **4.4**
24. As a distant student, it was difficult or impossible for me to meet requirements to be present on-campus for orientation, exams, or other portions of this course. **3.2**
25. As a student I do not feel there was sufficient contact or communication with the instructor. **3.2**
26. Overall, I am satisfied with the Distance Education procedures used for this course and will take a course by this method again. **3.8**

### **Learning Center Resources:**

27. I was able to conveniently access and/or obtain the resources needed from the Wayne Community College Library. **4.6**
28. I have used the resources from the WCC Library which are available at a distance. **4.2**
29. I prefer using the WCC Library in person and on the campus. **4.2**
30. Overall, I am satisfied with the services provided by the WCC Library. **4.4**

### **Comments and Suggestions for Improvement:**

- Overall Teachers are good.
- BlackBoard orientation is needed before class starts.
- Instructors need to be more organized.
- WCC should offer more courses on-line.
- Ensure instructors are trained on BlackBoard.
- Instructors need to return graded assignments on time.
- Consider alternative applications for Macintosh users.
- Student Drop Box needs improvement to allow us to send and receive files.

**After you and your committee review this information, please provide the Planning and Research Office a summary of your plan of action in implementing changes to the Distance Education Online Courses no later than Friday, March 30, 2001. Please feel free to give me a call if you have any questions or concerns. Thank you.**

**cc: Dr. Ed Wilson  
Dr. Dan Krautheim**