

Distance Education Committee

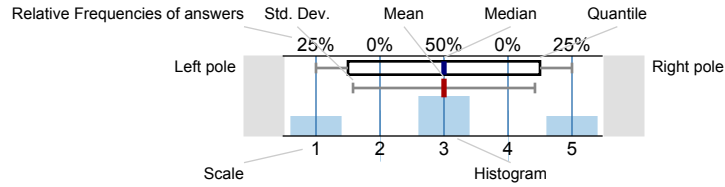
Online Student Satisfaction Survey - Fall 2010 ()
No. of responses = 369



Survey Results

Legend

Question text



n=Amount
av.=Mean
md=Median
dev.=Std. Dev.
ab.=Abstention

Distance Education Questions

How many online classes have you completed?



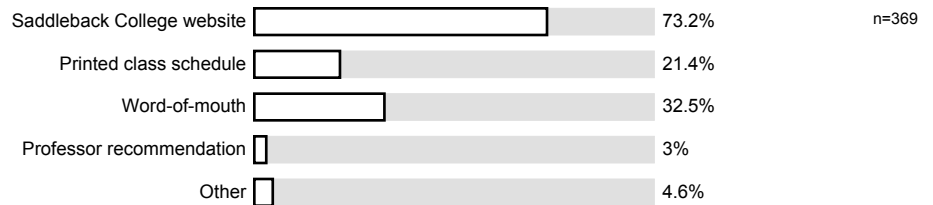
How many online classes are you currently enrolled in this semester?



Are you enrolled in both online and on-campus traditional classes at Saddleback College?



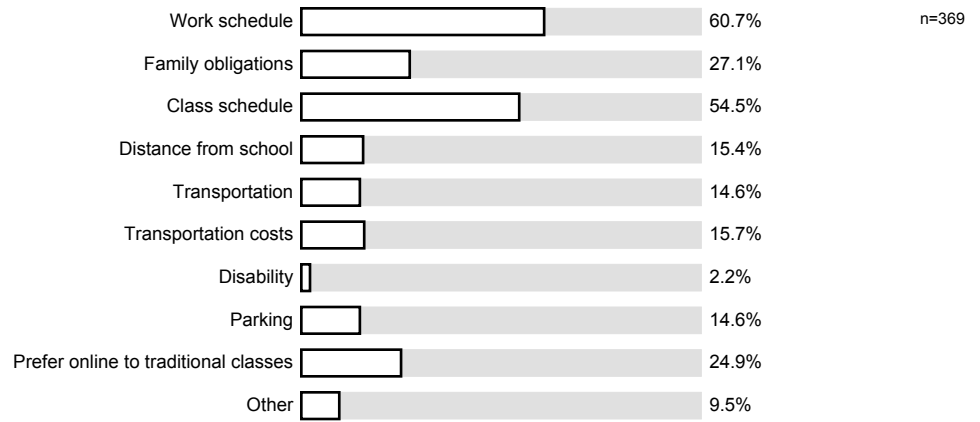
How did you learn about Saddleback College's online course offerings? (Please check all that apply)



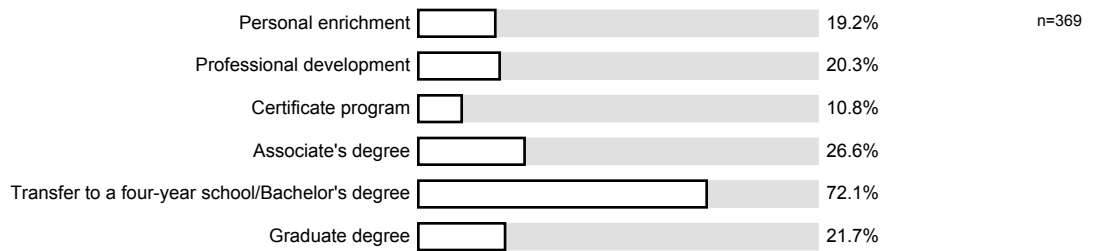
If you live outside of the South Orange County area, have you experienced any specific distance education challenges due to residing outside of the college area?



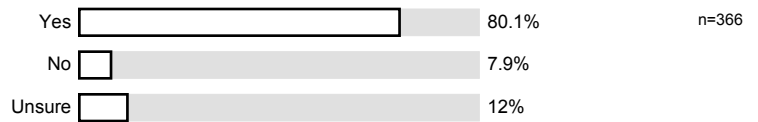
Why have you specifically chosen to take an online class rather than a traditional class? (Please select all that apply)



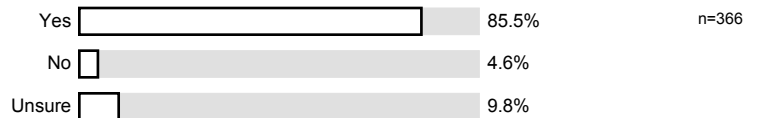
What is your educational goal? (Please select all that apply)



Will you continue to take online classes at Saddleback College?



Would you recommend online classes at Saddleback College to a friend?



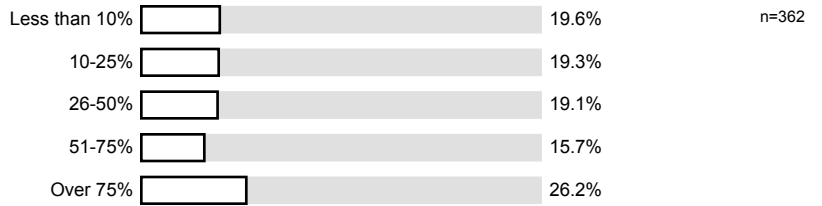
Would you consider getting an entire degree online if available?



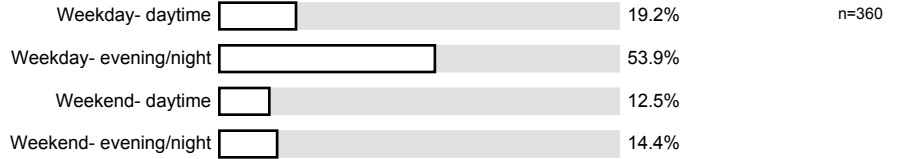
Have you taken or are you currently enrolled in online classes at another institution besides Saddleback College?



What percentage of your course load do you take online?



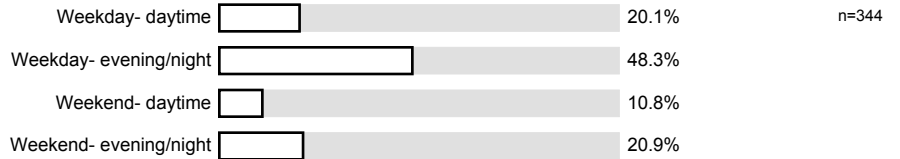
When during the week do you most often complete your work for your online classes?



Have you experienced any technical/logistical challenges with your online courses?



When are you most likely to need technical/logistical support for your online classes?



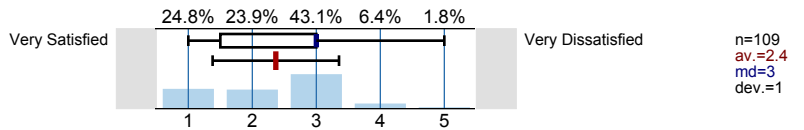
Are you aware of Saddleback College's 24/7 technical support?



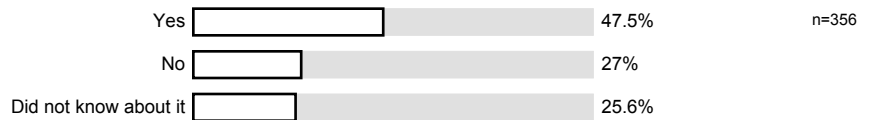
Have you used the 24/7 toll-free technical support phone number or live chat?



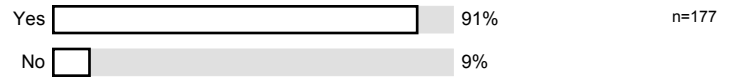
If you have used the 24/7 technical support, what is your level of satisfaction with the service you received?



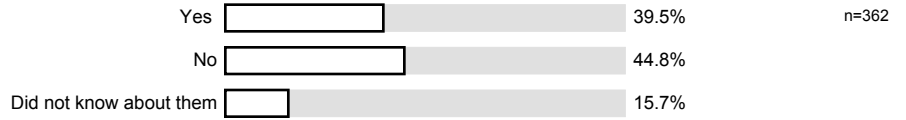
Have you visited Saddleback College's Distance and Online Education website?



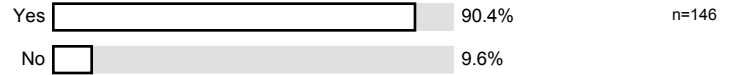
If you responded "Yes" to the above question, did you find the website useful?



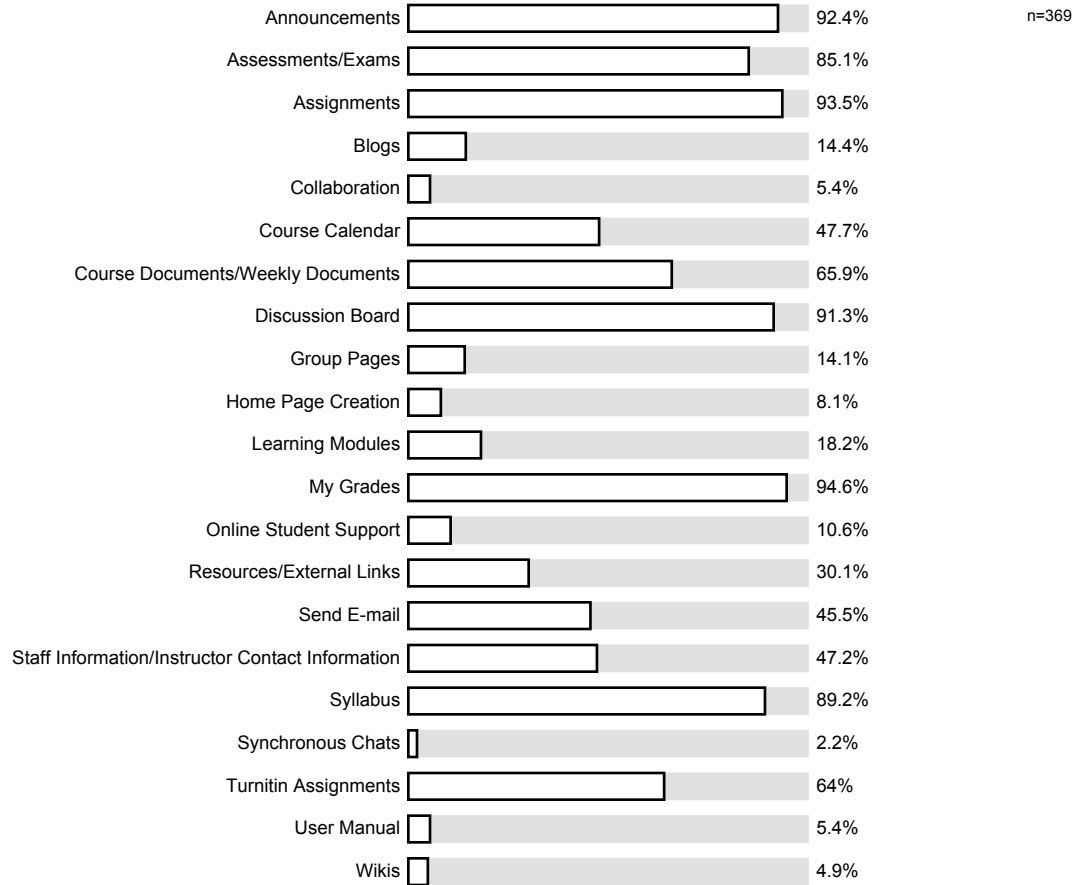
Have you used Saddleback College's video Blackboard tutorials or online quick tips?



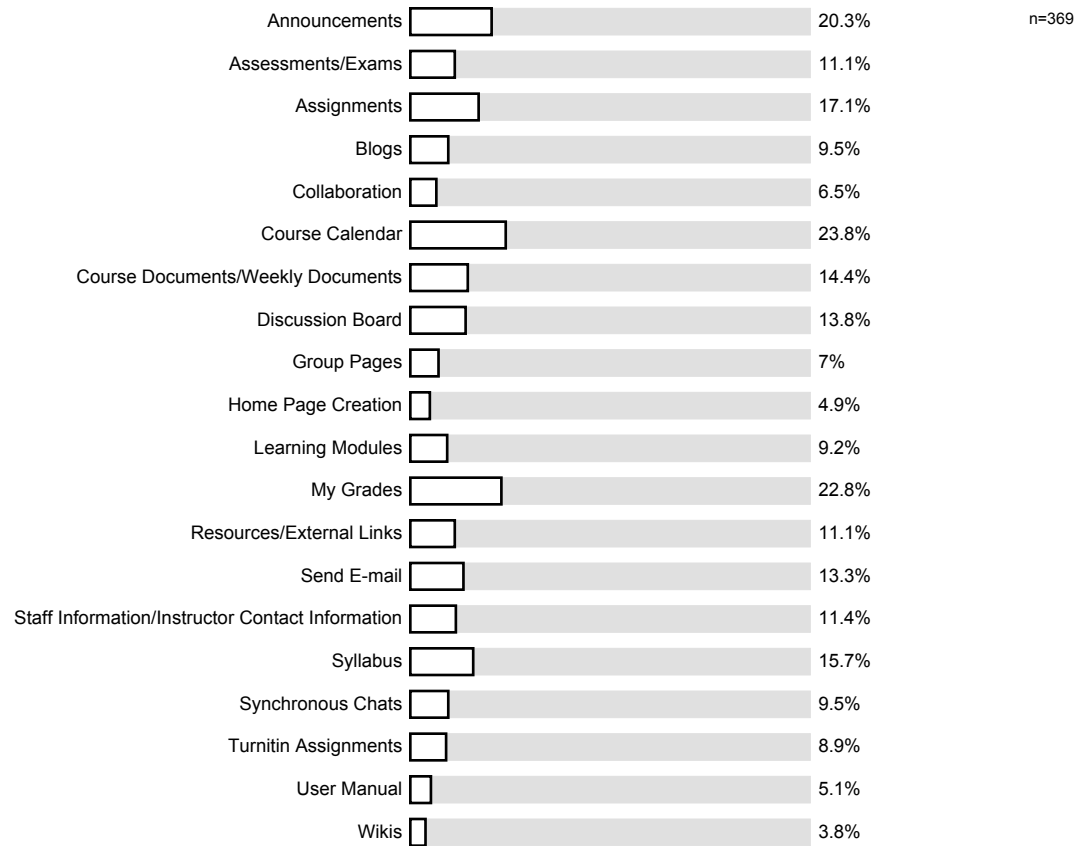
If you selected "Yes" to the above question, were the tutorials helpful?



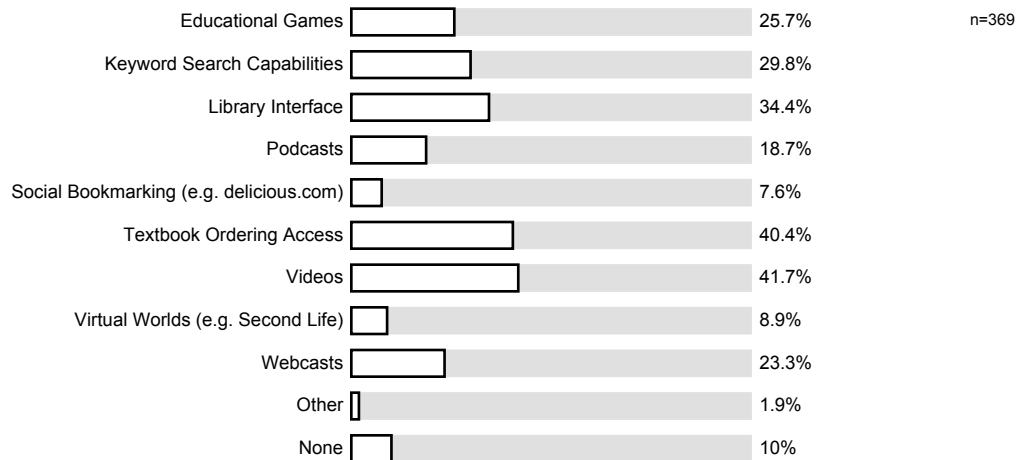
Which Blackboard features have you used in your online classes? (Please check all that apply)



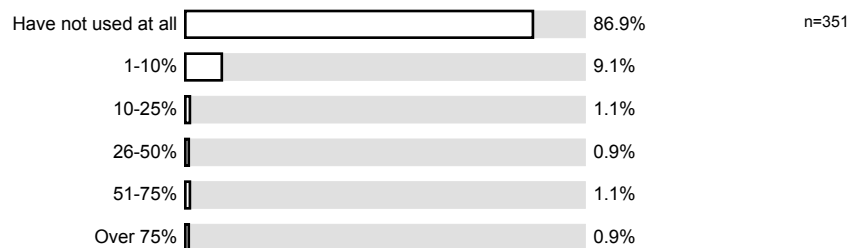
Which Blackboard features would you like to see used more in the future? (Please check all that apply)



Which of the following Blackboard features would you be interested in having added to your online classes? (Please check all that apply)



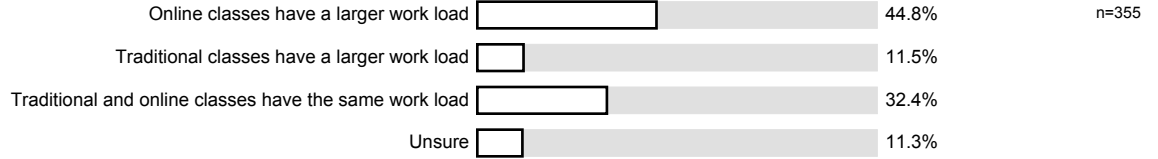
What percentage of your online class time has been via the Blackboard Mobile Learn application on your smart phone or iPad?



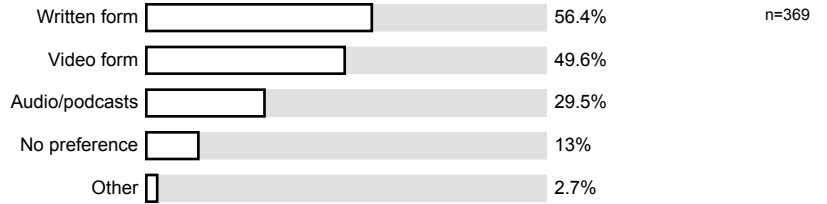
Would you be more apt to use Blackboard Mobile Learn if it were available through the 3G network and not just WiFi?



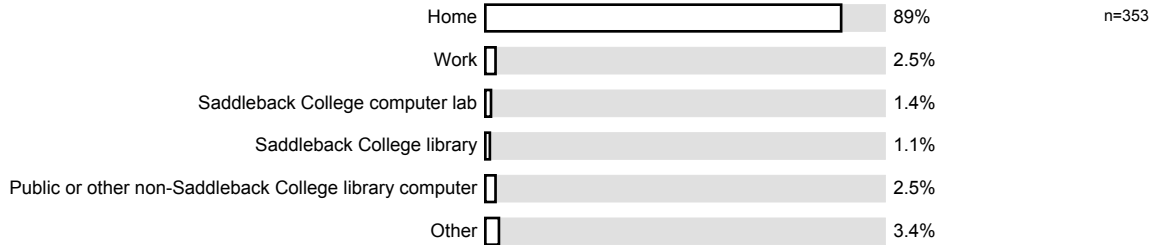
When comparing online classes to traditional classes:



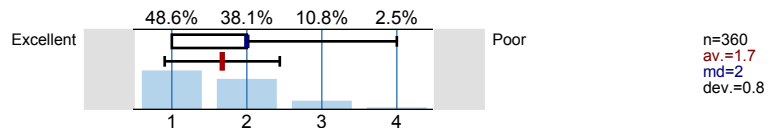
How would you prefer to receive class content (such as lectures) online?



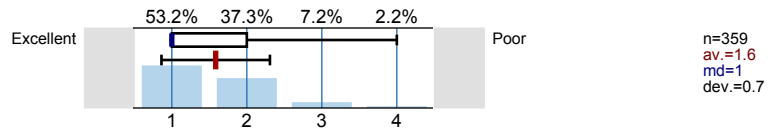
Where do you normally complete your work for your online classes?



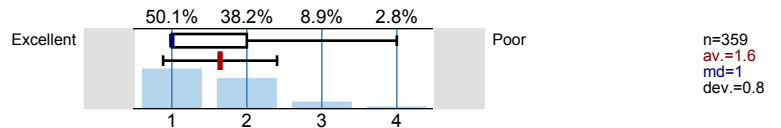
Clear expectations for instructor responses



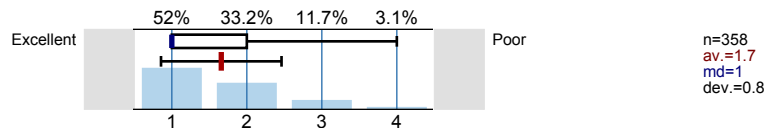
Clear expectations for student participation



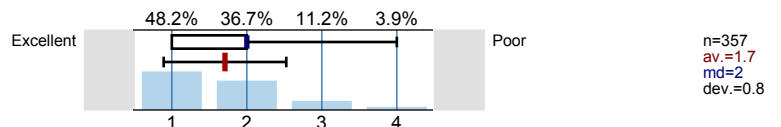
Regular announcements



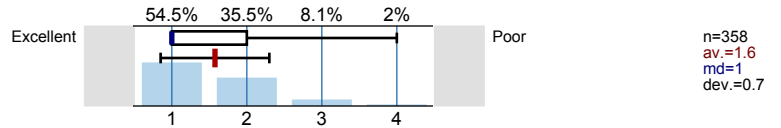
Responses to e-mails and/or phone messages



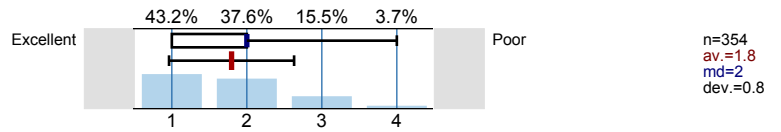
Participation in discussion board forums



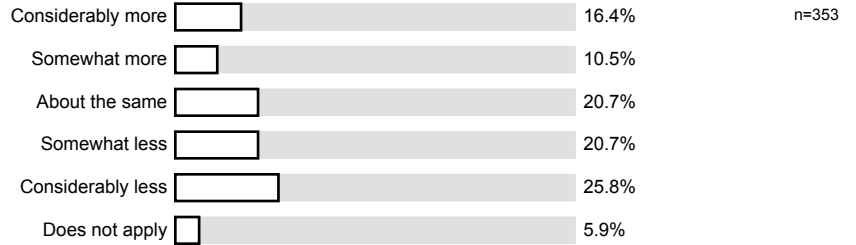
Timely updating of course materials



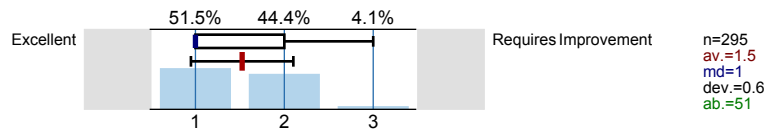
Timely grading of exams and assignments



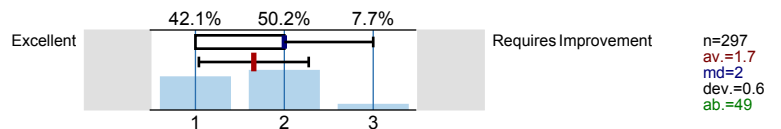
How does the level of interaction in your online classes compare with the level of interaction in the in-person courses you have completed?



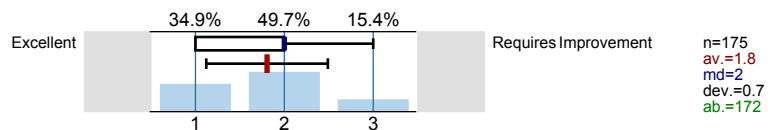
Application process



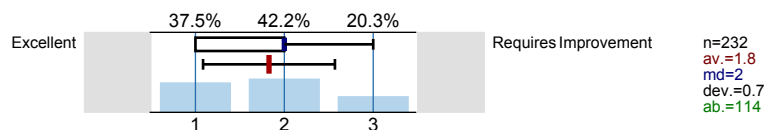
Admissions and Records



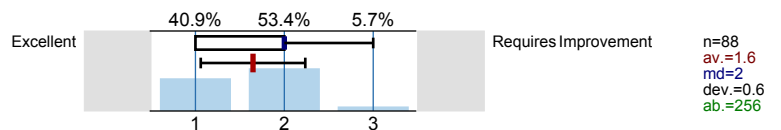
Financial Aid



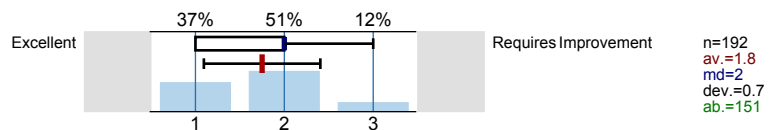
Counseling/Advisement



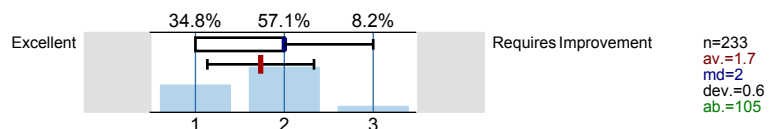
Disabled Student Services



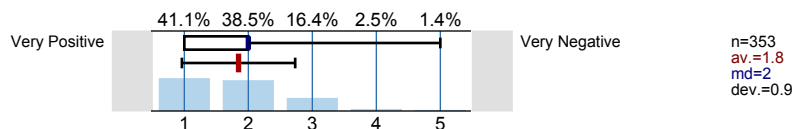
Library



Technical/logistical Support (Blackboard)

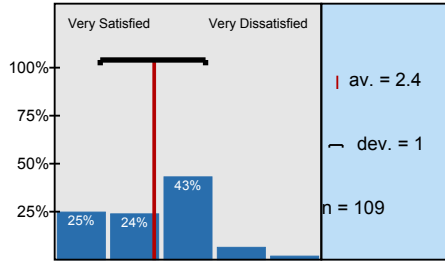


Overall, my experiences with online classes at Saddleback College have been:

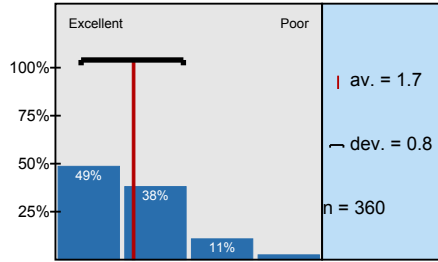


Histogram for scaled questions

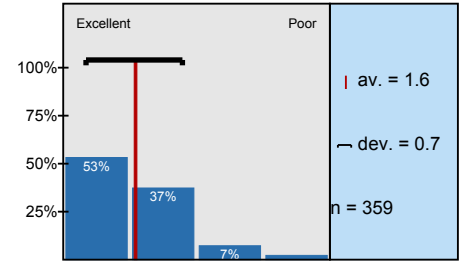
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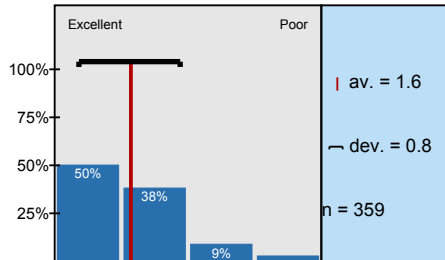
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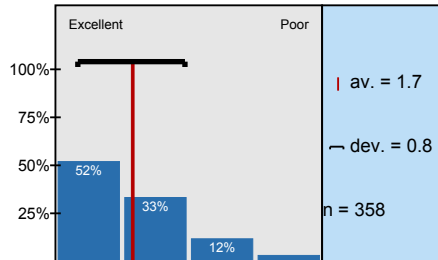
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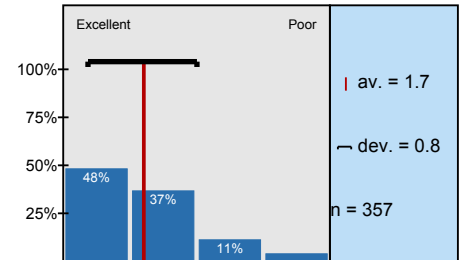
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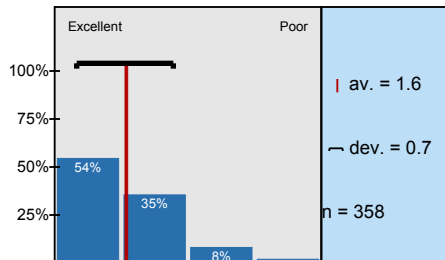
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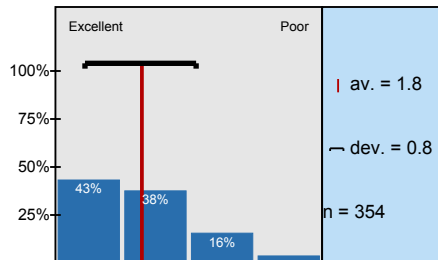
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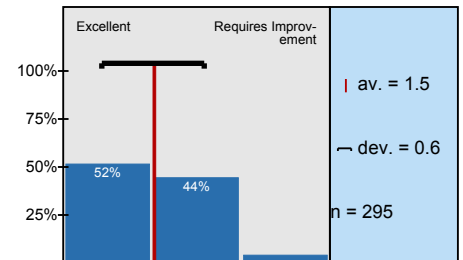
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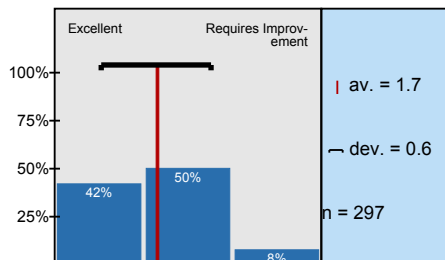
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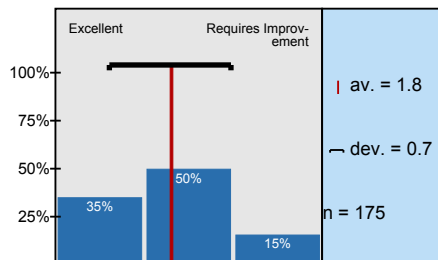
Application process



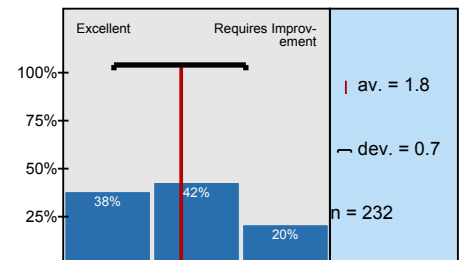
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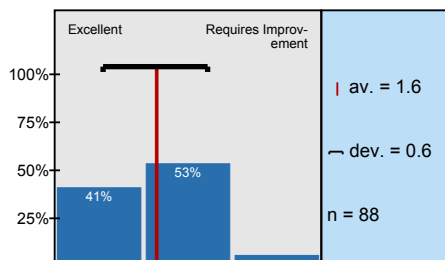
Financial Aid



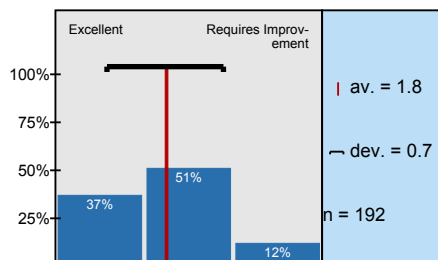
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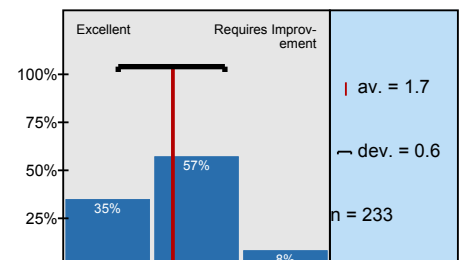
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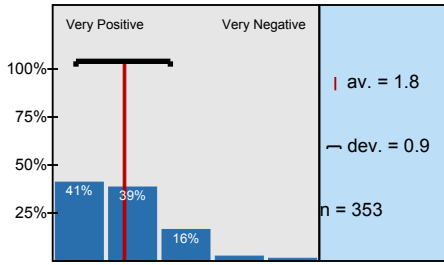
Library



Technical/logistical Support (Blackboard)

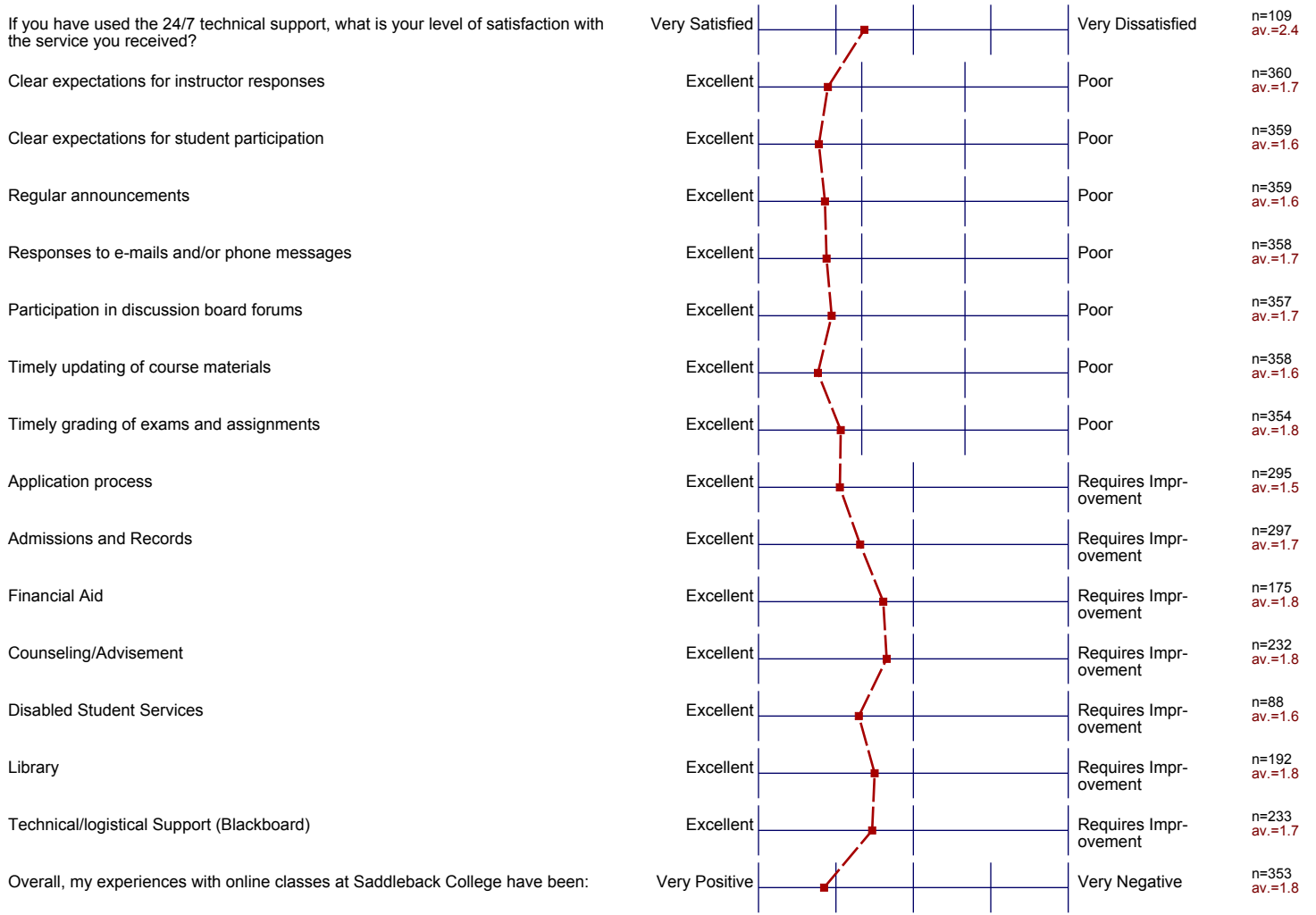


Overall, my experiences with online classes at Saddleback College have been:



Profile

Subunit: Research Department
 Name of the instructor: Distance Education Committee
 Name of the course: Online Student Satisfaction Survey - Fall 2010
 (Name of the survey)



Comments Report

Distance Education Questions

If you selected "Other" for the above question, please specify:

- Friends, as well as a Saddleback Counselor.
- I am a different kind of student in that I am a retired veteran that got my program approved late in the registration period in August for the fall 2010. I wanted and needed 12 units. I couldn't get the required courses I needed for my program without the online option. In fact, I registered at SBV but could only get one online course (PSYC-1) and had to take 2 classes at IVC campus, and 1 at ATEP off campus..... all just to get 12.5 units.
- I first learned about Saddleback's online courses through my high school.
- I have taken online courses at other colleges before.
- I live down the street
- I took online classes at other schools before.
- I was interested in signing up for these classes when I was enrolling in classes.
- Ive researched all local community colleges offering online courses.
- Learned through High School.
- My sister told me
- My sister took Lib 100 as an online class and she suggested me to taking it as an online class
- My sister took online classes when she went to Saddleback and told me to try them since I hate sitting in class.
- PDF class schedule. I haven't seen a printed one in a year
- The preschool director recommended it.
- course catalog
- friends

What is your home zip code?

- Currently 89149
- 46038
- 89130
- 90278
- 90290
- 90503
- 90746
- 90802
- 91709
- 91784
- 92009
- 92026
- 92037
- 92064

-
- 92081
 - 92082
 - 92220
 - 92277 (2 Counts)
 - 92373
 - 92376 (2 Counts)
 - 92395
 - 92503
 - 92504
 - 92544
 - 92562
 - 92563
 - 92584
 - 92591
 - 92602 (6 Counts)
 - 92603
 - 92604 (8 Counts)
 - 92606
 - 92610 (4 Counts)
 - 92612 (5 Counts)
 - 92614 (3 Counts)
 - 92617
 - 92620 (4 Counts)
 - 92624 (3 Counts)
 - 92625 (2 Counts)
 - 92627 (4 Counts)
 - 92629 (20 Counts)
 - 92630 (16 Counts)
 - 92637 (7 Counts)
 - 92651 (4 Counts)
 - 92653 (14 Counts)
 - 92656 (17 Counts)
 - 92657 (2 Counts)
 - 92660 (3 Counts)
 - 92672 (22 Counts)
 - 92673 (7 Counts)
 - 92675 (18 Counts)

-
- 92677 (34 Counts)
 - 92679 (6 Counts)
 - 92688 (29 Counts)
 - 92690
 - 92691 (28 Counts)
 - 92692 (30 Counts)
 - 92694 (6 Counts)
 - 92704 (3 Counts)
 - 92705
 - 92707
 - 92780
 - 92782 (2 Counts)
 - 92807
 - 92831
 - 92867
 - 92868
 - 92869 (2 Counts)
 - 92870
 - 92883
 - 93277
 - 93449
 - 93460
 - 93535
 - 93551
 - 93720
 - 93927
 - 94556
 - 95008
 - 95122
 - 95350
 - 95811

If you answered "Yes" to the above question, please explain the challenges:

- A lot of extra work and the expectations of your work turned in are high.
- Before I drove down to Mission Viejo to get my textbooks 5 days before the term started, I checked college bookstore's website. --- It was disappointing because the website did not reflect their inventory.
- Its hard living out in Redlands and going to Saddleback because teachers think all there students live close to the college. So when we have assignments that deal with going somewhere or community service professors only suggest places around orange county and thats 50 miles from my house.

- Some classes, even though they say they completely online, don't allow me to take them because I don't live in the area. This is more so true with IVCC.
- Some of the course work is required to be handed in so I have used the mail to send in my work but the post office is not always open and holidays pose a problem at times as well. I have driven down to the campus after hours to turn in papers but I could not find a mail slot to drop my mail through, so I ended up sliding it under the door. I would prefer online to be strictly online. That would help a great deal.
- Some teachers require projects that are specifically located in orange county and it is hard for me to commute.
- Students cant just get up and drive to campus to go to the library,or get help with assignments.that's just being a distant student
- The extra credit that was offered to visit the Getty.
- The required orientation or any in person visits to the campus are difficult to accomodate.
- When having to deal with financial aid, or admissions, I have to call and more times than not I do not get through over the phone. It's very frustrating.
- When my connection with Time Warner is not stable, I'm unable to get over to the campus to take exams quickly.
- getting to class on time

If you selected "Other" to the above question, please specify:

- All I needed was one class and parking is a pain
- Because the hybrid class started later in the semester-therefore it made my course load easier.
- Certain classes are only offered online.
- Curiosity I have never done an online class before
- Few classes were left when I registered, it was 4 weeks into the semester after most classes were closed.
- I always tend to do better in online classes because I can learn at my own pace within reason. There are also no excuses for "missing" class, which I tend to do in traditional classes.
- I am a 36 year old single mother going to college for the 1st time. I work FULL 40 + hours a week. By being able to take classes online it keeps costs down for additional babysitting and time away from my child. I could not go to school without online classes.
- I am in a drug rehabilitation program, while being a fulltime student.
- I am only 15 so i take 6 classes at my high school and i don't have time to take on-campus classes.
- I am taking both, Not all classes I chone are offered online.
- I can work at my own pace and complete assignments on my own time.
- I could not get into a similar class because it was not offered in a traditional classroom.
- I do not prefer online courses at all.
- I have ADD/PMS so taking classes online allows me to finish my class schedule due to my ability to work around my family, moods and personal challenges.
- I own my own business and taking online courses has assisted me in completing my education. I am now switching my major to Nursing so I will be looking forward to taking traditional courses soon.
- I prefer traditional classes, but some of my classes are only available online during the semesters I need to take them. CIM specifically.
- I travel alot and it is easier to complete them online.
- It was the only available class that wasn't full.
- It was the only option for this particular class, which is Lib100
- Late registration for Title 31 vocational rehabilitation program. I needed full time status and had to take classes between Online SBV, On campus IVC, Off campus IVC (ATEP).
- Online classes afford me the ability to be flexible with my week. It's not that I specifically prefer online to traditional. Next semester I am taking online and traditional.

- Online classes offer much more freedom with personal life and job hours.
- Only class that was available
- Prefer not to interact with 18 year olds in traditional class.
- Safety. I wouldn't feel safe attending college nighttime.
- The RE department offers these courses online only. It is probably because the instructor is lazy or got certain financial interest from the publisher.
- The class was not offered on campus.
- The computer classes specifically are immediately helpful. We get to use the books available to us. With every course our job and school skills are improved, and there are people to help in the lab for people like me who haven't used the current software.

Also internet classes can be completed anytime fitting them in around work, and family obligations. The library, career center and computer lab make the internet available to someone who does not have it at home. I can still come to school flexibly to work on online classes.

- They were the only available classes and were needed as prerequisites.
- Where the only classes left.
- class availability
- convenience
- needed more units
- only available online

If you selected "No" or "Unsure" to the above question, please specify:

- As taking it, the online class consumed more time than originally thought
- Bad professor
- Because I am almost done at Saddleback College
- Blackboard was a real hassle this year and took more time away from me. I had to redo tests and assignments because of errors. This, I'm sure, led to a lower grade and a negative view on online courses
- Blackboard was not always reliable and missed my exam, causing me to almost fail a class.
- Cause of the amount of work load from the professors. Everybody that has seen the homework load I get say its not like that in class. not including the field trips they want you to take. I am taking 12 units in two of my classes I must complete at least 12 different things.
- Do not know what state I am moving to.
- Hard to always keep track of, because of a busy school and work schedule. I learn in a classroom better than online.
- I am attending Santa Barbara City College this Spring Semester of 2011.
- I am done with my pre-reqs and will be going to CSU San Marcos (2 Counts)
- I am having an issue to see if I will still be able to attend in the fall of 2011 as Saddleback does not have very many transferable classes available with labs online. So I really hope that Saddleback adds more classes - especially 8 week speed class.
- I am living in San Diego County now, so I'll be transferring to the local college, due to some classes that I can't take online.
- I am not going to attend Saddleback anymore after this year due to the distance and how hard it is for me to take 4 online classes at one time.
- I am planning on transferring to another college.
- I am pursuing an MBA at this time. Perhaps I will take an online class for leisure in the future.
- I am unsure what other classes I will need.
- I can not understand anything. It was ten times harder and more difficult.

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- I did not like the that there was no constant reminder of certain things. For example essays are due and there is not classmate or teacher to remind you or talk about it.
 - I do not do as well in these online classes as I do in traditional ones. They lack lecture and actual instruction. I don't feel the mentoring relationship in this class that I do in any of my other classes.
 - I do not feel like I learn when taking online classes. I prefer to be in a class room, infront of an instructor, with other students.
 - I have almost earned a Bachelor degree at Fullerton, so I probably will not need one.
 - I have had a great experience. If there is a class that I am interested in and it is online, I will probably take it as I prefer online.
 - I have switched to El Camino next semester because it is closer.
 - I need to have someone instruct me in person
 - I prefer and get more out of classroom settings. Taking on-line as it was the only option for the classes I wanted to take.
 - I prefer in-class study.
 - I prefer interacting with others in person.
 - I prefer traditional classes
 - I really enjoy the hybrid class structure. It allows for the professor to post curriculum that he or she wasn't able to cover in class on blackboard.
 - I was able to get all the classes I needed for next semester. Also I feel that there is a lot more work to do online then there would be in the classroom. I feel that they assign additional stuff online and it takes up a lot of your time. Some of the professors make it seem like we are only taking their class only and assign a lot of work when a bunch of us are taking a lot more classes.
 - I will be graduating this semester, so I will no longer be attending Saddleback.
 - I will be transferring in spring.
 - I will if i need to. At this point it's the only class needed to graduate.
 - I will never pick the said teacher again..
 - I'll be finished at Saddleback after this semester
 - I'm done with my Associate's.
 - I'm transfering in the spring.
 - If the regular class time did not work with my schedule
 - It was quite harder than I thought. The semester began easily enough, but you later learn to take it for granted that it is an online class and the deadline extends until midnight. This made me lazy, and so it has had a negative effect on my grade.
 - It will depend on the classes I am taking in the future
 - It's difficult for me to learn the information outside of a classroom setting for more difficult courses. On easier courses I will continue to take courses online.
 - May take one during the summer 2011, but not sure.
 - Most of my other classes that i need for Pre-Med i think will require me to be more hands on.
 - Not enough interaction with teacher. More difficult to get questions answered via online methods.
 - Online classes are not for me. I do better with somethings hand on. Plus, I tend to forget I am enrolled in the class. I don't have the self movtivation to keep myself on track.
 - Online classes require that I check blackboard all the time to see if there are any updates or assignments. It would be nice if I could just receive an email for every announcement made in the online course
 - Online courses are not smart to take in my opinion.
 - Online may not be the best thing for me. I require interaction with my instruction on a recurring basis in a classroom setting to maximize my learning opportunity.
 - Saddleback is a horrible school and I might switch to Santiago.

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- Some online classes are harder than in-class classes.
 - The instructor is so lazy that he even failed to send out my course completion form. When asked what happened to it, he would tell a lie about it--straight face. It makes taxpayers wonder why people like this are employed at a state agency.
 - The online classes I feel completely take away the learning atmosphere that you must engage in to be successful
 - This is my last I need to take to get my BS and will be walking in two weeks.
 - This is my last class I need for my BS degree and walk in December. I may take another in the future.
 - This semester should be my last class required since I also transferred this semester to a CSU.
 - This teacher has different style and doesn't provide enough material nor provides related examples that can help homework. It is difficult to read the book due to lack of time (work and family obligations).
 - Transferring to Cal State Fullerton in the spring.
 - Unsure because 3 of the classes I need to take to receive to graduate require class attendance for mid-terms and exams. Unfortunately I often travel for work, and sometimes for months at a time and online classes fit my schedule so that I can finish my educational goal. but if there is a requirement to attend the class I am not able to take that class, and thus set behind on my schedule. This is very annoying and teachers are not very friendly with regards to making exceptions, or arrangements to do the test via online, mail, or blackboard.
 - Work load too high
 - applying to grad school for next fall
 - depending on if the classes offered concur with classes at a different college and all credits transfer.
 - i prefer to take in class classes
 - if i have the opportunity i will
 - none of the classes i need to take are avail. online
 - prefer in class discussions.

Please comment on your response to the above question:

- Absolutely, I feel I can actually learn more online because the material is very well laid out. I'm self-motivated, and enjoy working on the computer, too.
- Although it was hard for me others might find it helpful due to schedules.
- Although they are great flexibility wise, this form of learning isn't for everybody.
- As long as a person has the ability to push themselves to log on and complete their work, online classes are great. If you are one to procrastinate then online classes might not be the best bet.
- As long as you do the work, you should do fine in the class.
- Awesome.
- Bad professor experiences
- Because it's easy and fast. Reading makes you more knowledgeable.
- Before Fall '10 semester I would have.
- Convenient (2 Counts)
- Convenient and economical
- Convenient for those to like to learn at their own pace.
- Depending on the teacher's organizational skills, the class can be a good thing or a bad thing.
- Depends on the class and type of learner they are
- Depends on the person.
- Distance learning is convenient. I would recommend online classes to a friend who is trying to complete their GE requirement.

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- Due to peoples determination and focus to stay caught up with online classes.
 - Especially for those of us who need to work, online education provides us the ability to learn and complete assignments on our own time. It is a really great concept to be able to manage your school work and assignments based on whatever/whenever time you have available to work on it.
 - For most classes, the teachers are really committed and the support system around the online education is very good.
 - Full semester courses, not half (too rushed)
 - Great experience! The teachers are very nice, understanding, and friendly. They are glad to help with anything and there is a clear schedule on what you will be doing throughout the class.
 - Great for people with busy work schedules!
 - Great way to take classed when your schedule limits your ability to enroll in traditional class. They keep you on pace doing the work and I have found them a rewarding experience. You are really teaching yourself many of the things you learn.
 - Great way to work and go to school.
 - I absolutely would and I have already. People don't realize how easy it is for them to change and improve their lives, even if they are working full time jobs.
I tell people about this all the time. People feel stuck, and they shouldn't they have options. But if they don't know, how will they take advantage. They become overwhelmed before even checking into it.
I tell anyone who will listen what a supportive environment Saddleback College is.
I will I would have known. I would not be in this situation I am in now. I would still be pursuing a degree, but I wouldn't be so poor.
 - I already have recommended some CIM classes to take.
 - I am in the early childhood education program. The classes are fun and challenging. The professors are also very supportive and helpful. I have already recommended this program to lots of friends.
 - I am learning a lot in my online class and the quality of the instruction is good. I actually learn better when I read something myself than when I listen to a lecture. The instructor replies to questions through blackboard. I have to take classes that are offered online, evenings or weekends. I appreciate that they are offered. I'm having trouble finding an English 1A class again. None was available my first semester and I had the same problem this semester. I registered for spring classes a couple nights ago. Thank you...
 - I believe it is the way classes will be taken in the future.
 - I don't really like online classes, they are less personal than traditional classes
 - I don't recommend them unless you cannot take them on campus. Or unless you learn better this way. I think online classes are much harder, more time consuming, and you learn much less. I think the discussion boards are a waste of time and make students do busy work instead of making them do actual home work that actually teaches them the subject at hand.
 - I feel that taking online classes makes it easier on you. It takes the hassle off of going to school. Mostly everything is to your convenience.
 - I feel that without proper in class discussion and lecture and learning it makes in a lot more difficult to have the information come in and sink in. This generation comes home and goes online all day and reads thousands of materials by their own leisure. This makes the content of school online a lot harder to comprehend.
 - I find online classes more convenient than going to the campus but find the drawback to be you must teach yourself the majority of the material.
 - I found found the instructors to be unresponsive. Many emails and blackpostings are never replied to. When a student has a question, a professor should at least make an effort to answer it - especially when it's about an assignment!
 - I have already recommended online classes to people. I think its a great way to get an education for older people (like me) or those who have been out of high school for decades or for those who have to get back into the swing of learning and studying again.
 - I have already. neighbor went through job reduction and looking for career change. she has enrolled.
 - I have appreciated having the option of taking courses online instead of on campus. I work a 40 hour week and don't have the option of taking time off during the week. I also didn't have ability to go school every week night.
 - I have encountered very helpful on line teachers and interesting classes.
 - I have enjoyed the ease of taking classes at Saddleback. Everyone I encounter is very helpful and professional.
 - I have found it very convenient and I haven't had many technical difficulties

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- I have found that some of my teachers are very helpful. More than i have had in a hands on in-class class.
 - I have had a very good experience using online classes at Saddleback and online is perfect for me.
 - I have had many positive experiences with online classes and would recommend them to anyone who has an unusual work schedule.
 - I have had several issues with the competence of online professors at Saddleback College. I do not experience any of these issues with professors on campus.
 - I have liked almost all of my online classes.
 - I have not had any problems with Saddleback College online classes. Being a mother, I find it very convenient that I can do homework or take tests when I find the time to. I actually wish all the classes I needed where offered online.
 - I have recommended onine courses at Saddleback to other mothers that were considering finishing their education.
 - I like how I get to learn without a schedule and at my own pace.
 - I like it and think it is way things will be happening in the future.
 - I like them better than regular on campus classes.
 - I like to work on my own pace.
 - I love on-line classes and think everyone can benefit from taking them.
 - I love the convenience because of transportation, and I like only campuses where you don't come to class except maybe once or twice for the tests.
 - I love the online classes at Saddleback College. I wish there more classes online and more diverse ones too. I'd love to see especially more GE courses.
 - I need to be able to attend class on my scheduale.
 - I needed to have a set time to be logged in and out. I can not find time to just do the class on my own. I had no motivation.
 - I personally dont dedicate enough time for online, i would rather go to class
 - I prefer to go to classes on-campus rather than online.
 - I prefer traditional classroom setting.
 - I really enjoyed my online class at saddleback. It was a little difficult at first getting signed on to blackboard as it was not clear that I needed to use my "email" address that saddleback assigned to me as the user name. However, with help from the support desk it all worked out.
 - I really have enjoyed all my classes so I would definitely recommend the online classes to a friend.
 - I really like the college, and I would continue to take classes but my husband and I had to move.
 - I really liked taking Saddleback's online course. It was nice to be able to do the work on my own time and not have to sit in a classroom for lectures.
 - I referred my friend to take this online class with the same teacher I took.
 - I think it' a great way for stay at home moms of young kids to get their education.
 - I think on line classes are great. I am a little dossapointed in our intructos
 - I think online classes are really great and conveniant.
 - I think online classes are very convenient for students that work full time. Some of the classes have a ridiculous amount of work to do but most of the classes are reasonable.
 - I think online course is a great way for stay-at-home mothers to continue their education and progress towards their college oriented goals.
 - I think people are usually skeptical about online classes at first so I always recommend that people try at least one online class to see how they work.
 - I think that online classes are very user friendly. I enjoy being able to work on my schoolwork at my own time at home. I don't have to worry about getting ready and out of the house on time before traffic and to get into a classroom on the scheduled time.
 - I think that online classes should really be for those who are productive, rarely have internet issues, and can still or already have

experienced going to college. If they have a job or transportation issues then it's helpful. There is the problem of making yourself available online a few times a week which can be a hassle if it does not work well with your schedule but can be do-able.

- I think the online classes are great.
- I think the quality of most of the classes is pretty good.
- I think there just as informational as an at-school class and good if you have transportation incapacibilities or work/family obligations.
- I think these online classes are great, not to mention incredibly convenient! For instance, I am a total visual learner; you can sit me in a classroom and request I listen to a lecture, but I will not retain any of the information, no matter how hard I try! I have to see the material, in print/writing, in front of me, in order to truly learn the lesson. I must go at my own pace, and thoroughly enjoy the opportunity to merely teach myself, through successful ways I've adapted over the years, what my peers are struggling to learn in a traditional classroom setting.
- I think they are great for people going back to school to start another career.
- I think they can be as valuable as traditional classes and are a great deal more flexible.
- I will recommend saddleback. The classes are great dn the professors are enjoyable. Well, accpet for one.
- I will tell them how nice and convenient
- I work with several people who I an CONSTANTLY encouraging and helping them get involved with these classes
- I would because it's very convenient, yet at the same challenging level as a traditional class. The person needs to be very disciplined
- I would because of the convenience. It doesn't suit my style of learning unfortunately, but it allows me to work and intern.
- I would but I did not like the fact that the communication with the professor was cut off 10 weeks into the semester.
- I would definitely recommend online classes to friends, in fact, I have. Although they tend to be a little more challenging, with dedication and time management they are often the only way of getting all of the necessary classes in a timely manner while working. I've also had some wonderful professors that dedicated themselves to my online education which made the classes easy to follow and comprehend.
- I would only recommend it to someone i was sure could work independently and self motivate
- I would recommend Saddleback's online classes, they were easy to enroll in, easy to figure out the website, and the teachers are very helpful with any questions you may have and respond very quickly.
- I would recommend it if a online schooling question arises (2 Counts)
- I would recommend online classes as they are convenient and informative, however I would caution that they are demanding and require good time management skills.
- I would recommend online classes to a friend because it is easier to take the classes if you work many hours, because you can work on them whenever you want. But I would suggest not to take too many classes online at one time due to the confusion you can have when things are due and keeping up with all the classes that are due the same day.
- I would recommend online classes to others, and have. They save me huge chunks of time for studying.
- I would recommend them to people because I have had a positive experience with them.
- I would say it has to depend on the classes your doing online. Some classes I feel are not worth taking online. I would rather take it in the classroom.
- I would tell anyone who is looking for a convenient and independent form of learning to take a class at Saddleback, because they seem to offer a great variety of these types of classes.
- I would the professors are helpful and nice but I would let them know there is much more paperwork to do.
- I'd recommend to anyone who is self-disciplined enough to do the work and would enjoy the convenience of doing their homework at home.
- I'm a working adult (as are many of my friends going to school). The online classes are more suited to our full-time work schedules. After working a full day, it's difficult to sit in a classroom environment for 3 hours in the evenings. We can do our work via the online classes at our convenience.
- I'm active duty military stationed at Camp Pendleton and i have recommended Saddleback to many servicemembers
- I'm getting more out of the online classes than I am out of the classroom style classes. There's much more information that I can go at my own pace to be sure I comprehend the information, versus the classroom classes only have specific lecture times without any additional information to help me understand the information. For example, I miss a lot from the lectures because the pace is so fast and the online classes are at my own pace and provide additional tools (i.e. videos, links to other websites to learn from, etc.). I spend a lot of time

studying with both types of classes; online and in class and find I understand the information online much more than the classroom. I also like the idea of partial online and partial classroom learning for a class. With one of my classes, The History of Rock, it helps me tremendously because if I'm not understanding the information online, I can also attend the class to reinforce what I've learned online. I highly recommend more online only classes and for audio classes, a combination of online and classroom style classes.

- I'm older adult with my own business. I think the classes have social value for younger adults. (2 Counts)
- I've taken other online classes at Chaffey College, and everytime I recommend Saddleback online classes, people always ask me why? I inform them that not only is the blackboard set-up more inviting, but the Saddleback professors are excellent in providing support, and fun tasks! Even though I'm not in a traditional class, I still feel challenged by the profs.
- If someone was not able to take traditional classes, I would recommend taking online courses. I actually have recommended online courses to a family member after they told me they don't have time to go to school. I told them they could take an online class and attend class (go online) on their own time.
- If the teacher was good I would recommend the class to a friend, otherwise I would tell them to go to ratemyprofessor.com to see what fellow students have said about the professor.
- In fact, I have recommended online classes to many of my friends who are in a similar situation as me. I let them know that they can study without having to sacrifice their time with their families.
- In this course i have bad experience with the portal (is not update), the teacher is not specific, she posted late assignments, late to responses email...
- It depends on if they are right for online classes or not. If they are like me, I would say no, but if they can learn just as well online as on campus then I would say go right ahead.
- It depends on the individual. I personally do not like online classes, but if you need to take one, then I would recommend to take one.
- It depends on their internet connection.
- It has been a little bit of a challenge but I was great being able to be at home with my kids and take classes too.
- It has been a wonderful tool for me because I don't have to travel and worry about who is going to watch my children. I can take classes right at home. Very convenient.
- It has been very easy to sign up and complete the classes. The professors are helpful and informative.
- It is a good experience. It doesn't interfere too much with my schedule.
- It is a very easy process including registration, application and the actual course. You have the best selection of ECE courses plus personnel at the college were helpful when I needed to talk to a person.
- It is a very good alternative and saves you a lot of time in driving and parking.
- It is an effective way to complete a course on your own time
- It is good to take by online =>
- It is nice to work from the comfort of your home sometimes
- It is very easy to follow and it can be done at our own pace.
- It is very easy to manage school and work doing online classes.
- It makes it easier to work full time to pay for school in the first place.
- It may be more work because you're doing everything on your own but you can do the work when it's convenient with your schedule.
- It provides more flexibility in general, with regards to work, leisure time, etc.
- It takes a lot of effort, if not more than a traditional class. You have to check blackboard very frequently and you are your own motivation.
- It would depend on the type of friend, an online class takes a lot of work and self-motivation. If it were the right friend who I thought would succeed I would recommend the course.
- It would really depend on the friend, but again the anonymity of online classes is not good as far as actually learning in my opinion.
- It's a good way to learn without the stress filled environment that school entails. However, make sure to keep a schedule with you on hand at all times. It's easy to underestimate the class because everything is available online, work is due by midnight, and professors respond very quickly to questions.
- It's good for taking a class when you can learn quickly from the online material given.

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- It's good for you
 - It's really helpful and easy way to do if you dont really have time to go to traditional campus.
 - It's the cool thing to do.
 - It's their choice.
 - Its is easy to get online and you don't have to drive to class.
 - Most Online Instructors use the Internet in a way that benefits the class and you can actually learn quite a bit more. However some Professors seem to slack off in their dutis.
 - Most of my friends are employed and it is difficult to physically go to a class while working full time. I think online courses are very helpful for these instances, however for those that do not have full time commitments, attending the class definately is much more beneficial, atleast for me personally as it helps to retain and gives the ability to interact with others.
 - No, because the amount of work that is given is unrealistic for those that work full time
Yes, because you learn at your own pace, you learn to be more computer literate,and your able to learn at your own time do to family and work schedule
 - Not with this teacher.
 - Online Classes are great as long as your good at managing your time.
 - Online classes are a great way of taking classes. It saves time and money.
 - Online classes are great if you have the time management and skills to get everything done on time and people have it and some don't. If a friend does I would recommend it and if they don't I wouldn't.
 - Online classes are harder, but they are more convenient.
 - Online classes are ideal for students who have busy and demanding personal lives. They are very convenient and highly effective in their purpose.
 - Online classes are more time efficient and organized. You can work on your own time, as it works with your schedule instead of following a rigid schedule.
 - Online classes are perfect for busy schedule and nice to do in comfort of my house in my pajamas
 - Online classes are very convenient.
 - Online classes are very helpful when you have a constraining time schedule. Also, online classes provide the same oppotunity for learning when it comes to work load, tests and quizzes.
 - Online classes for Saddleback are amazing. I have currently attended three online classes.I have really enjoyed two of my three professors so far. I have taken eight week classes and the information has been intense. Two of the professors have been optimistic and very prompt with response times. All have been strong, powerful women and great role models. I would encourage everyone looking to attend an online school to consider Saddleback.
 - Online classes force you to become organized and teaches you to be disciplined. It is a great learning experience in addition to the information being taught in the courses.
 - Online classes require a lot more than class you have to attend. I spend more time on homework and reading online for two classes, than I spend in class and on homework for my 4 other classes on campus.
 - Online courses make you "lazy", therefore I would not recommend them.
 - Online, is great if you have any manner of circumstances that don't allow you to drive or commute to campus. You might be able to afford on thing but not the other or both.
 - Only certain class's that are entirely conducted online.
 - Only if they are working or have other commitments that keep them from being able to be in a classroom setting.
 - Really simple to navigate
 - Saddleback College's online classes are good for your education.
 - Saddleback offers more online courses then IVC which is closer to my house, which makes balancing life at home and work easier. I have time to work on the class any time of the day and gives me flexibility to be a wife, mother, and work outside the home to help make ends meet. And it is more affordable than taking courses at CSUF at this point in time for me.

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- Same as before
 - Sitting in front of a computer with no personal instruction is a horrible way to try to get educated
 - Some classes are more difficult to take without an instructor present. Other than that it is okay. More work seems to be needed to complete online courses than traditional.
 - Some people don't do well with online classes. If you aren't a self learner then I wouldn't recommend it.
 - Students really need to make sure they ask around regarding specific courses. Some of the online instructors are simply put, awful. They seem to teach online courses because they do not want to work or learn. I am very lucky this semester to have Gensler and Saxe as well as my OCC instructor Lewis. They have been awesome and are engaged and helpful teachers who want to instruct their students on their subject. I have had some awful instructors who come close to refusing to teach which is a complete oxy-moron, I know.
 - The AJAX class was the best class I took at Saddleback so far.
 - The class has been a good learning experience.
 - The class participation is really helpful. The interaction with all the classmates really help with others ideas and comments.
 - The classes are well organized and blackboard is user friendly. The professors have great communication with the students and are available for questions just the same. It's also a plus that there is no hassle with parking and you save money on transportation costs as well.
 - The courses are very well laid out and the teachers are wonderful at thoroughly explaining everything.
 - The flexibility that it affords is very convenient
 - The material, and instruction is comprehensive, the technology is easy to use, and, if I choose, I can do my classwork at 3 in the morning in my underwear.
 - The online classes are easy to take and much easier than sitting in a classroom.
 - The online classes are great for those who cannot make scheduled classes. I am a mother of four young children and the only time I have for school is in the late evening. Online courses work best with my busy family schedule.
 - The online courses make it easy to take a full class load while balancing family and work. I only have a minimum number of hours to attend classes because of my kids, and online enables me to take the classes I need.
 - The online program at Saddleback is very easy to navigate. It has made my online class enjoyable.
 - The system is really easy to use, and every professor I've had has been great. I've had a great experience with online classes at Saddleback!
 - There a lot harder than traditional ones, but a lot easier to work with your schedule.
 - There are multiple classes offered per course which makes enrollment easy and convenient!
 - There are the Pros and Cons of doing online courses that make it easier and difficult.
 - They are a lot harder.
 - They are convenient.
 - They are nice in that you don't have to drive to campus and deal with the parking issues or traffic.
 - They are very convenient and they let you go at your own pace
 - They are very convenient for all types of individuals, from the people that work to the people who help out around the house or do not have the money to transport them back and forth.
 - This is an exceptional offer, specifically for those who can not attend a classroom course; for whatever the reason. For me it was great to be able to pick up a class that did not fit into my current college schedule do to time/dates.
 - Wish you could go back to previous questions on tests.
 - With the convenience of online education, no one can give an excuse that they can't attend college.
 - YOU CAN GET THE SAME CLASSES FROM THE PUBLISHER'S WEBSITE DIRECTLY WITHOUT FEEDING THOSE LAZY PUBLIC EMPLOYEES, WHO DEFINITELY DESERVE MORE FURLOUGHS. BTW,IT COSTS EVEN LESS DIRECTLY WITH THE PUBLISHER.
 - Yes I would recommend certain online classes to a friend. It is convenient when you have to work long hours.

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- Yes because its very convenient
 - Yes because you can do homework at home, save gas money and learn similar to classroom with discussion board.
 - Yes for the ease of finding classes - and structure of these classes.
 - Yes i would, for me i think on campus classes are better because sometimes with online you wait till the last minute then forget to do it but if you are far from school, have trouble getting to school, or travel alot them i would reccomend online because no matter what you are able to "get to class"
 - Yes, especially if time or transportation is an issue. (2 Counts)
 - Yes, I recommended Professor Wallins class to a friend who has started back to school.
 - Yes, It is very straightforward and easy to learn. (4 Counts)
 - Yes, SBC offers many classes and they rotate frequently so many courses to chose from, as well as convient.
 - Yes, because you can do them at home at your own time. Only problem is if you cant manage your time, you get behind and hurt your grade.
 - Yes, definitely! I always refer friends to the online AND traditional classes. Saddleback offers so many more courses compared to my local community colleges. Teachers have been great (except for Political Science, N. Rabii online course)
 - Yes, why not its convenient when u have to work and have a family to take care of. However there are only certain courses that I would recommend on line..like sociology, political science, but no math courses or biology courses
 - You don't get immediate feedback from the instructor, and you don't get to hear other classmates questions/feedback.
 - You have to be self-motivated to complete an online course, but they are well worth the effort. They work with any schedule and they give you the opportunity to study your way.
 - You learn the same things if not more than in a traditional classroom. You can do the work when you have time as long as you get it in on time.
 - You must be organized and more self motivated but if you can partition your time right it is a good way to take classes.
 - absolutely, I love online classes, they work very well with my schedule, and allow me to work at my own pace. (2 Counts)
 - already do
 - because it gives you time to have a education and you still can have an education even with a busy life
 - convenience
 - for people who are good on the computer and have to time for it i would recomend it
 - great online classes
 - i believe that this college offers a lot more to most students, because the local colleges in my area the classes fill up so quickly.
 - i have a girlfriend with a new baby and i think online would be perfect for her
 - id recommend these classes because it gives anyone who has a workload to deal with, and is unable to physically attend school the chance to get some classes out of the way from home.
 - if the topic ever arises
 - it is a great idea to if you don't have time to drive to school, wait in traffic, if you have to take care of your family,
 - it will all depend on the classes they are trying to enroll in. some professor are unorganized and dont reply to emails on a daily basis
 - love it. has a very extensive offering of online classes
 - makes it easier to get things done throughout the week rather than having to have them done by a certain date in class.
 - more efficient study, less waste of time driving
 - online classes work for a scedule that differs from day to day, week to week.
 - overall a good place to take classes

- there a lot harder than the traditional classes.
- they are fun and convenient
- they're easy to access, you don't have to take time out of your schedule to "go to class"
- very unreliable.
- yes i already have recommended online courses to others.
- you can control your own time and management

Please comment on your response to the above question:

- i like to go to college, talk to people, be around classmates
- 1 of numerous options for something like this
- A degree through online courses? A no-no
- Although I love online classes for their ability to be put into a busy schedule, nothing compares with the experience of being in a classroom... Being a social person and loving education makes me thrive in a classroom setting; online classes have definitely helped enable me to dedicate myself to my work and extracurricular activities, I would not want to be in solely online classes.
- Although, I think it is a valuable asset to have, I think that if you take to many courses online it defeats the purpose of a valuable education.
- As I get closer to a degree, I wonder if I will be able to take classes during the days and hours that I need.
- As a single mother this is my only option with a small child. I love my online classes and being able to take 2 8 week classes the first half of the semester and 2 8 week classes the second half of the semester - helps me to concentrate on 2 classes at a time - give 100% to them, maintain good grades and have the time to give my daughter that she needs
- As far as the long run as an online student not sure if I would do that.I like learning hands on,if it were the same amount of workload and if I needed more help on something I could get that attention some how, i would.
- As long as it was a degree I was really interested in, I think I would be really successful getting a degree online.
- As much as i enjoyed taking an online class, i dont think i would have the will power to finish my education if i just did it online. Its nice going to class every once in a while.
- As much as online classes are easier I mostly take online classes for my GE classes. All my other classes are mostly chemistry or biology and therefore cannot be taken online.
- As previously states, online courses do not suit my learning style.
- As stated before, the convenience of the online classes are what's appealing to me and if I could recieve my degree from home working at my own pace, I'll be all over it!
- At time some classes have you do major amount if homework, they also need to realize that we also have other classes we need to work on. As college this is not high school. Most of us work. I also think the grading is a bit unfair
- Because I would feel ill-prepared with the lack of personal mentoring involved in these online classes.
- Because it is more flexible with my work schedule and saves time driving back and forth to the campus.
- Being older than most college students, it would be much easier for me to earn my entire degree online; I learn at my pace and it is easier to work around my family life and work schedule.
- Certain classes I prefer sitting in a classroom
- Certain classes are better suited in the traditional class environment and some graduate schools do not accept an "Online Only" degree.
- Certain classes, for myself, require interaction with the professor.
- Classroom interaction and discussions is very vital for me because it allows me to grow intellectually and socially. Although online courses are a great substitute I would only make use of it if I had no other option.
- Depending on the major, I can assume, it's possible to accomplish getting a major completely with online courses. Although, with the major I'm interested in, Psychology or Human Services, it's necessary to have people contact and some classes can be completed online

but other classes must be kept in the classroom. For example, the class I'm currently taking, Abnormal Psychology, is an online class and I feel good about me learning the information. The instructor plays a huge role whether or not the class is successful and Dr. Wegenek does an excellent job to keep us updated at a minimum of once a week with an email and notifications via blackboard. She uses all the resources available through blackboard and gives us opportunities to watch optional videos and view websites that will help our reading material and quizzes, exams and discussion boards.

- Depends if i needed to then i would.
- Depends on how graduate programs would view the degree (if they accept it or not)
- Depends, online classes are a lot harder, but i need to take them since i work full-time.
- Flexibility to complete assignments online extremely convenient!
- For general education courses, I agree with taking online. Once transferred to obtain a Bachelors and taking more challenging courses, I believe its best to physically attend the class to get hte most out of it.
- For many people that have to work it would be a great to advance theirs careers while being able to fulfill their work and or family obligations.
- For me I need the interaction with teachers and students to help me learn better, online classes are harder for me to concentrate and finish all my work.
- Going to class gives u a better learning experience, than on line
- Good way of getting a degree for working people.
- Having a complete online degree program would make it more possible for me to complete my Bachelors. Right now I have had to work slowly and put my education on hold at times because I could not attend courses on campuses.
- Having a lot of responsibility at home and work, it is hard to travel back and forth to school and also the school schedule is not realistic for me.
- I already have my bachelor of science degree.
- I am a few courses away from earning an Associate in Arts degree.
- I am a military spouse and am often face sudden changes in schedules. Having the option to complete a degree online would be very helpful for me in achieving my academic goals. I'm often limited to how many courses I can complete per semester when the courses requires attending the campus.
- I am a mother of two children, have a full-time job, the only times I can attend college and study are at nights and weekends.
- I am currently working towards my AA and would like to eventually obtain my BS in Nursing. The main reason why it has taken me as long as it has to complete my AA is because I work full-time and have a family at home, so attending traditional classes is difficult for me. Online classes allow me to take multiple classes at my own convenience.
- I am deciplined and can do well with online classes. It would work for me.
- I am interested if I transfer soon in taking a master degree program online
- I am nearly ready to transfer and would very much like to have this option.
- I am not convinced that on line instruction can be successful in all classes. Some subjects require real time interaction between the instructor and the students.
- I am pursuing a degree in nursing. I absolutely need hands-on experience, and science labs to excel in my field.
- I am pursuing a nursing degree and am so happy that the nursing prerequisites are online. I feel relief that my only on campus classes will my labs for now. I feel it is a great privilege.
- I am seriously considering transferring to a four-year university that has an online program that satisfies my educational needs.
- I am so early on in the process that I don't know yet. I have some credits from many years ago at another J.C. I think I will take a lot of classes online. Not all the classes I need are available online.
- I am the type of person that likes to be there, in class, and participating .. thats what motivates me
- I am working on my BA with all online work at another college, and I am transferring my Saddleback College Credits to this college. (2 Counts)
- I believe some classes need to be taken in a traditional class setting such as science classes with labs.

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- I believe that in-class participation is also an excellent way of learning. Social skills and development of them are good to promote and exercise.
 - I can't afford to travel far and I like the convenience of online classes going to class after work is just too difficult makes for a very long day and then I would be too tired to complete the course work.
 - I do better with online classes. I'm a self motivator and do better with the online schedules.
 - I do not like these online classes. I need to participate in discussions, discussion boards do not facilitate good discussions, and the whole experience is just odd to me.
 - I do not think one gets the proper educational experience online.
 - I don't know if I could ever commit to that. Going to regular class allow me to socially interact and make friends. At my age right now, this is still very important to me.
 - I don't think I will be getting an entire degree solely on the online course alone.
 - I enjoy campus classroom settings where you receive interaction, as well as immediate responses to questions.
 - I enjoy going to class and meeting people.
 - I enjoy going to school for some classes because I like to meet my teachers and also would be bored taking all my classes online.
 - I enjoy learning online.
 - I enjoy online classes, but I also enjoy interaction with classmates and teachers in person.
 - I enjoy the mixture of both on-line and in-class education. It would be a benefit to have more on-line classes with videos of instruction.
 - I enjoyed the online class because I could fit into my busy work schedule.
 - I feel like I learn more in a traditional class setting so I'm not sure I would enjoy earning an entire degree online.
 - I feel more comfortable with online classes because of my language difficulty (English is my second language)
 - I feel that for myself I learn better when I am in a classroom rather than reading and completing discussions with people online.
 - I feel that online classes could never offer me the education I needed for my Major. I am an Art major and there is NO WAY you could replace a painting class online. Just wouldn't work.
 - I feel that some classes must be taught in person. I was speaking with a fellow student recently who took a math class online and passed, but claimed she really didn't learn anything.
 - I feel that taking traditional classes for specific classes (i.e. studio courses) are beneficial as they allow you to socialize to others about what you are working on and allow you to gain the perspective of others on a given work.
 - I feel that this is a great alternative to certain courses. However, I feel that attending a class regularly is a vital part of a college experience.
 - I find I learn more easily in the classroom setting.
 - I find it easier to learn at my own pace, and doing my classes online allows me to do that.
 - I have a few more classes to take in order for me to achieve my AA degree. It would be nice to take as many of those as I can online. In addition to the degree-related classes, I'm also trying to achieve a software specialist certificate. The classes I need for that are only available in a classroom setting. It would be nice to complete those online as well.
 - I have a hard time concentrating in class. On top of that, I work full time and help with my little brother so sitting in class hours and hours each day just wouldn't work for me.
 - I have a small children at home, a working husband who is also in school and I work outside the home. Taking classes online is really the only way I can further my education at this point in time.
 - I have completed my AA all online, with the exception of 2 classes.
 - I have heard about many people obtaining their master's degrees from online programs, and while it sounds like a great program/setup it's not something I would personally be interested in. I do like to participate in class when able and sometimes there are concepts that are better taught in class as opposed to distance education online.
 - I know a lot of students who would be interested in this.
 - I learn better in a classroom setting

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- I learn much better when I can physically be in a classroom and have a teacher lecturing.
 - I like direct learning better
 - I like going into a classroom and being able to ask the professor questions to their face and discussions in person not just online.
 - I like going to campus once in a while and meeting new people
 - I like going to class
 - I like going to class and being around people and being able to have class discussions in person.
 - I like going to class because it makes me feel accountable
 - I like going to class. I just took an online as a general education requirement for my four year degree.
 - I like interacting with the teacher and other students to get more perspectives.
 - I like it and think it is way things will be happening in the future.
I believe I would.
 - I like learning subjects such as math, art, and languages in-person.
 - I like some classes at school.
 - I like some classes in class like math because I like seeing the teacher actually doing the problems on the boards but for other classes like history or psychology where its pretty much just reading and discussion, it is easier to get involved online then in a class.
 - I like taking classes online, but, personally, being in a classroom is better for me. I think that having a professor give a lecture to a class where students can participate and ask questions as they go is much easier than going through a lecture on your own and trying to figure it out or having to email your professor and wait for a response. However, it is still convenient to pursue a degree from home.
 - I like taking on campus classes as well but sometimes sertaint classes are full.
 - I like the class experience too, but it would be nice to get a degree while being able to work full time.
 - I like the college atmosphere.
 - I like to go to class to learn and better understand someone telling me about the subject than reading it ononline
 - I like to have concepts demonstrated to me in person in order to be sure I grasp the concepts. Getting a degree online would only prove the head knowledge.
 - I like working in the lab.
 - I love learning and will be enrolled in a degree of some kind as long as I am able into retirement. Online is convenient and doesn't require scheduling in a weekly time to show up to class. I love online. The online Saddleback Library is wonderful, as well. (2 Counts)
 - I love the flexibility of online classes. I usually study odd and late hours and have found that online classes work very well for me.
 - I love the in-class experience. I'd rather do half online courses and half in campus courses.
 - I need face to face interaction and question and answer time in class if I do not get something I do not want to wait for someone to get back to me.
 - I obtained my BS degree in Business Administration completely online.
 - I only take online courses for computer related courses which i think would be easier if learned on your own and at your speed instead of sitting in a class. I think to obtain a degree, you should be able to go to class and do some hands on activities; depending on your degree of choice.
 - I pan to continue my education even after I have a career. There is always more to learn.
 - I plan to complete my ADN to BSN and MSN online once I have my Nursing license and am actively in the medical field.
 - I prefer a real university
 - I prefer going to calss than independent study. But it's nice to take one or two classes online to take a few hours away from class time.
 - I prefer in class - but sometimes I have little choice. It is nice to have some class (online) to choose from in an emergency. My situation is that I have to have 12 credit hrs./semester and when I dropped a class that I became overwhelmed in, online was about my only choice.
 - I prefer traditional classes, but including online classes in my schedule gives me more flexibility.

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- I really do prefer to be on campus, I find it easier to retain information if I have an instructor verses reading lectures.
 - I really like having face-to-face interaction, and I think that online classes should only be utilized for general ed requirments. For upper-grad courses, one should be in the classroom interacting with students for real-life experience.
 - I still enjoy the interaction between classmates in a classroom setting for some classes.
 - I still love having to go to a traditional class. I feel there are advantages to attending a class in a classroom rather than online.
 - I think I have a better chance learning the material in a hybrid situation. However, I think it also depends on the class and the material being taught.
 - I think a proper education should require students to attend most classes.
 - I think it depends on what the degree is and how a student studies their major.
 - I think it would be too hard to learn certain subjects from online classes. I only take online classes that are based on something I know a lot about.
 - I think some traditional classroom work is important
 - I think someone should atleast attend real classes too.
 - I think that many people can not go to school.
For example, in case of handicap person, long distance or staying abroad....
 - I think that you should offer online counseling as well
 - I think there are some courses that students should take in-class with an instructor.
 - I want a real degree from a good university.
 - I want to get a BFA in Musical Theater and I have to be going to classes in order to achieve that.
 - I work 3 jobs, going to school is a lot of work
 - I would also like to experience going to campus.
 - I would because Saddleback has more classes to offer and able to take more classes for my major at a time unlike OCC.
 - I would bee too distracted to focus and would learn very little. Thus even if I had a degree I would feel as if it would be uselss because I gained little knowledge from it.
 - I would consider doing all my education online for one reason I don't own a car and for another It allows me to work full time and take classes.
 - I would consider getting an online degree...if I was going into business or going back to school to supplement my career/finish a degree. However, I am planning to join the medical field, and it would be unthinkable for there to be a purely online degree for the profession I am planning to enter.
 - I would consider getting one through a distinguished school (i.e. a UC or CALstate university), however getting my degree through an online college like Phoenix does not seem as desirable. Getting a job would seem easier if my degree was obtained through a recognizable, challenging, credible university.
 - I would consider it but online classes is a lot of self-teaching so the information you learn and the degree would not be as good as traditional classes
 - I would consider it, but I don't know if I would actually do it. Taking online comes easy to me and I enjoy being able to work online in my home. But I also enjoy the in classroom experience and the socialization within the classroom. But yes, I find that the majority of my classes I do take online.
 - I would definitely consider it because online classes are much more convenient for me. Unfortunately, most of the classes I need for my degree are not offered online.
 - I would feel comfortable completing an associates degree online, but am not sure how I would feel about completing a whole Bachelors online. It would convenient at least.
 - I would if I were not going into nursing. I love going to class whenever I can.

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- I would let me work full time.
 - I would love the opportunity to complete the degree online but the PE requirement prevents from doing so.
 - I would love to be able to complete my Childhood Education degree online. Having two small children and my husband being in the military makes it very hard to even take classes in the evening on campus.
 - I would love to get an entire degree online but for some situations it can be difficult because I take online because I do not have a way to get to school and i cannot afford transportation but my child development classes require me to get to a preschool and make observations. Some of my classes its not bad because its just once or twice but the class I will have to take next semester I will have to go every week. If I could make it to campus it would be easier because there is a child development center on campus.
 - I would love to get an entire degree online.
 - I would love to have the opportunity of getting my degree from online courses. It would be easier to schedule courses and finding class times would no longer be a concern.
 - I would much rather prefer to learn inside a classroom.
 - I would need to take some traditional classes. Online is good but not for all of my classes. (4 Counts)
 - I would not completely get my degree online because I very much enjoy getting a more traditional college experience, in the sense that I like participating in Clubs and meeting and interacting with classmates on face to face level.
 - I would not want to do that because I like the traditional classes as well.
 - I would prefer to be in a classroom.
 - I would prefer to go to a four year and get my degree there.
 - I would rather get a degree from a four year university on campus, maybe with a few online classes.
 - I would, but I do love being in the classroom. I would miss the interaction with the students and the professors.
But I definitely would, and probably will. A second degree.
 - I wouldn't but I know plenty of people that have/are.
 - I wouldn't just because I feel that it would take the joy away from school. It is enjoyable taking some classes at school and meeting new people.
 - I wouldn't like more than 1 or 2 classes online per semester because I don't like to be in my house all day.
 - I'd rather not.
 - I'm actually trying to transfer to an all online CSU program.
 - I'm not looking to getting a degree whether it's online or not.
 - I, going into nursing so this isnt possible but I would do it if I could.
 - If I am going for a masters or bacehlors I would much rather go to class and interaction with the teacher face to face. It is way to important to not have that connection with the class and teacher.
 - If I can finish and have the energy to finish all of the online classes my goal is to get an AA degree. That would be my goal.
 - If I did all online classes I would feel that I am not getting the full content of what I am learning.
 - If it can help me advance my career while I work, I would likely do it.
 - If the degree carried the same weight I might consider it.
 - If there were a track to follow and dedicated courses to complete a degree with a specific time this would be great.
 - If time and convenience were an issue, I might consider it. I still feel face to face is more enriching
 - Im not sure i enjoy being in class meeting people getting the experiance of the teacher as well.
 - In-class study is what gives people better experience, including hands-on assignments. Getting an online degree would be strange to me.
 - It has made it easy to get an education

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- It is easier due to transportation problems and working schedules as well.
 - It is easier for me to manage my time and complete classes at my own pace.
 - It is much easier to make it to online classes with my busy work schedule.
 - It isn't really what I am looking for, but for someone who has interest in it, I think it is a good idea.
 - It takes a lot of time and dedication, so I am unsure.
 - It would be a lot better to go to a campus class and get the hands on experience.
 - It would be easier to accomadate a work schedule with getting a degree online.
 - It would be great to be able to get an entire degree online.
 - It would be too hard for me. I manage my time bad, so i would be lost.
 - It would great to get a degree by taking classes online without going to the school. It saves time and money.
 - Its hard for me to teach my self
 - Might be nice to have a professor if needed once in a while.
 - More convenient.
 - My learning style that doesn't fair well in a traditional school setting. I usually get Cs in an actual class and As while taking online classes.
 - My personal opinion is that sometimes it's better to be in class around students to keep you social.
 - No motivation. I need to hear a professor talk.
 - No parking, no "kids" in the classroom.
 - No social aspect
 - No way, I don't think you would learn what you would need to learn, and you would spend most of your time doing pointless busy work, rather than learning anything. As well as I think it is important for face to face interaction with other students and with your teachers.
 - No, my career goal is nursing and online courses aren't possible in lieu of clinicals.
 - No, online classes make you look like you were too lazy to go to class.
 - Once i am done traveling alot i would perfer to be back on campus.
 - Online classes are fun and manageable, but I'm not sure I would want to take every course online. Some material is harder to teach with no instructor than others.
 - Online classes are great and time/cost efficient, but they do not replace traditional classroom settings.
 - Online classes are great. I find that I learn more because I do not do well listening to lectures. I do well with a variety of study materials such as discussion questions, online videos and lectures.
 - Only if I lived overseas, was unable to get to school, or had children to care for at home.
 - Same reason as above
 - Some classes I will do online, but not all.
 - Some classes are fine to take online, others i would prefer to take in class. Classes that do a lot of lecturing I would rather take on campus because I feel I absorb more listening in class rather than reading notes online.
 - Some classes seem more valuable with the instructor present.
 - Some core classes should be taken in class rather than online to get the teacher-student interaction. With general education requirements for classes that aren't included in your major can be taken online.
 - Some courses would be harder to take online because sometimes it's better to have a teacher work with you face to face.
 - Sometimes taking an on campus class is better because there are technical issues that sometimes means not getting your work done on time.
 - Still prefer in-class setting for most classes (lectures, professor-connection)

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- Sure, but not as Saddleback though
 - Taking online classes is a more impersonal than taking a regular class. Therefore, sometimes not as much information is absorbed. (2 Counts)
 - That is a large commitment that I am not able to make at this time. Perhaps but who knows.....
 - That would be very convenient
 - Thats what I am doing through HOPE in the Fall.
 - The time I would spend getting ready to go & then the drive & looking for parking and walking to class, I can put towards reading & studying for the class.
 - There are positives as far as schedule conflicts and transportation costs. However I feel as though there is a necessary interaction involved in the classroom both with the professor and with the other students.
 - There is a lot of work to do on online classes so by taking 3 this past semester I was very busy. Don't think I'll be taking more than 2 at a time again.
 - Theres nothing like learning in a classroom
 - This depends on what type of a degree and from what institution.
 - This seems too risky to me, as far as getting hired by future employers.
 - Though I am a total fan of these online classes, I still value human interaction! I think it's very important, to gain stronger social skills if nothing else, for an individual to attend SOME classes and interact with fellow students. These kinds of interactions help develop greater communication skills, and required meetings once or twice a week teach responsibility/organization- all of which will help a student out, immensely, in the future work world.
 - Though on line classes are very accesible, I also know that the student must have a lot of dedication. To me it feels as though self paced and I put more effort bc I log on when I feel fresh on my own time. Where a regular class sometimes I feel really tired from work and all I want to do is sleep. This is better for me.
 - Too difficult for me. I am a Special Services student.
 - Too dificult for me.
 - Unfortunately ny degree option doesn't have this option.
 - WEll I guess if all my classes were online, I wouldn't mind too much.
 - While it is nice having online classes available, I would never do an entire degree online.
 - While online courses work well for me, they are not quite as accepted in the academic and professional community as going to a four-year university. If the reputation improves, I'll consider it.
 - While the convenience of an online course is great, some classes are better in a classroom environment.
 - Won't work for my occupational goal. Nuclear Medicine Technologist Program. Loma Linda University.
 - Yes I would but in some lecture like math I prefer to take it on campus.
 - Yes I would seriously consider it, especially if I had a full time job or home obligations that would make it difficult to take day or night classes.
 - Yes, I would the only reason that would hold me back is that I've heard online degrees (like University of Phoenix) is very expensive.
 - Yes, It makes it so i can work and it is on my time. I have very understanding teachers but one. I have one teacher now that does group work online and IT IS VERY HARD TO DO!!!
 - Yes, because I have three young kids and can't go on campus.
 - Yes, i think it would be more flexible and help students.
 - You actually could since most on-line courses can even have a lecture and each on-line class I have had, the teachers respond quickly. I like to do both at this time, just not sure if I would only want to take on-line.
 - already am
 - convenience

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- depends on the degree I was looking into. For an Associates, yes. (2 Counts)
 - for some classes I think i'd need to see a professor just because the material isn't completely clear to me or i could use the face-to-face help.
 - have had good experience so far
 - i am not sure i am personally disciplined enough
 - i believe that for certain aspects of the general education, in class education is paramount
 - i feel it is important to be in class at times interacting and communicating inperson with the professor.
 - i like having the personal feedback in a class
 - i love online classes. it makes school much more manageable while working full time
 - i prefer in class classes i do better hands on in a classroom
 - i really do prefer being in a class room setting and it has taken affect on my studies. i feel i do better in a class room environment. But however, my current disposition does not allow me to do so.
 - if there was any knid of stigma attached to getting a degree in that fashion, or if the level of education was in any way less than, no. But if it was virtually the same experience and education then i think i would consider it.
 - it gives me time to work and not worry about having time to do school and work because I can do both
 - it's a lot of work with no faculty support.
 - it's not enough learning from a professional, more from yourself
 - n/a
 - not easy.
 - not enough interaction with others, professors, and the material
 - some classes are better to take in the traditional setting in my opinion, for instance- i think any math classes should be taken in person at the college
 - sure more convient
 - sure. its a great way to learn
 - takes too much time
 - very time consuming
 - virtual hands on and classroom participation is an important part of education
 - works with my schedule but there a lot harder.
 - yes I would it is much easier to take online go on at any time.
 - yes because I can do the homework and assignments at 1am or 3pm or anytime I can as long as it's done before the deadline.

What additional classes would you like to see offered online at Saddleback College?

- A hybrid class, where you do your classwork online and go to class one day a week to complete other assignment. Classes like Biology class. Anthro classes.
- A little bit of everything.
- A photo class.
- ALL OF THEM
- All
- All classes (2 Counts)
- All general education requirements. I feel that students would be able to get more finished, opening their schedules up with a mixture of

online and on-campus courses.

- All of them
- Anatomy
- Anatomy and Physiology
Biology
- Any and all
- Anything and everything for psychology.
- Art and biology and chemistry.
- As many as possible. (2 Counts)
- As many general education units as it is possible to offer.
- At least those that are needed to graduate or transfer.
- Auto
- Aviation
- Basic math classes that you can take over and over for .5 or 1 credit to apply as a drills when you are in higher math classes. You can't take lower classes. I would use this in conjunction with the tutor lab.
- Belly dance classes.
- Bible Classes
- Bigger variety of child development classes
- Biology and Chemistry.
- Biology, anything that relate to a nursing class.
- Can't Say.... (2 Counts)
- Can't think of any.
- Certain classes like math or English related classes which can be taught by a DVD, a private tutor, and etc.
- Chem 1A. I'm not sure if there is one already. And I think Math 3A, and all the English classes. English is my major, so I need to get a lot of that done.
- Children's literature because they only have one class at one time that my schedule does not allow me to take.
- Classes that may not be offered for every semester or that are only offered online when certain professors are available to teach them so that students may not have to wait an entire semester to take a class.
- Communications classes
- Computer class and biology
- Computer classes, software classes
- Cooking classes
- Cooking classes.
- Dental Hygiene School
- EVERYTHING. Is it possible to offer math and science too?
- English 1B would be nice to have online, but to avoid confusion on the subject, it would probably require recorded lectures and a professor who does not mind answering many questions via e-mail and discussion boards.
- English 25, literature... that class is only offered at Saddleback once
- English classes, and additional math classes.

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- English courses
 - English, Possibly some sciences, all History classes and foreign language classes.
 - English, possibly math.
 - Entire degrees.
 - Everything :D
 - Everything I need is available thus far.
 - Everything. Atleast one on-line class in all major subjects would help students to be able to complete their required classes as quickly as possible.
 - Greek Mythology
 - Health care, more Psychology (about abnormal behavior)
 - Health/nutrition
 - Higher math classes.
 - Human Development
 - I am not sure.
 - I am not sure.
 - I am totally satisfied with the classes currently available to take online. One area that I do think could use a little improvement is the NUMBER of classes available/provided; in other words, perhaps more teachers could consider instructing a class or two online, in addition to their traditional on-campus classes.
 - I could not think of any at the moment since all of the courses I am interested in taking are already offered at Saddleback College.
 - I don't know.
 - I don't think math or computer classes should be done online. You don't get as much out of doing an on-line class on your own as you would in a classroom setting.
 - I have only taken child development classes I like taking the others on campus
 - I think Computer Information Management classes are well suited to online. I also believe that history, economics, some english (specifically reading), etc can be online. I feel that math should not be, art should not be, philosophy should not be. If math is offered, then only upto College math for a degree should be allowed, including 351, 251, and maybe 253, but at that point I would draw a line and say no higher.
 - I think all general ed courses that can goes towards an associate should be available.
 - I think all should be offered online.
 - I think every class/subject should be available online so that every student has the opportunity to take their classes from home (no matter what their major).
 - I think it would be advantageous to have as many as possible on-line
 - I think saddleback gives a good amount of choices for online classes.
 - I think that Saddleback has a great selection of their online classes. Although, one class that I did not see that was offered online was Math10. I am terrible at math and I personally like taking Math online so I can go at my own pace. Saddlebacks sister school, IVC, does offer Math10 online so I did enroll in that class.
 - I think that you should offer online counseling as well
 - I think there are a lot of choices for online classes at Saddleback and at this time I have no recommendations.
 - I think there is a plentiful amount.
 - I think there is a proficient amount of online classes, but maybe more online languages.
 - I was majoring in Crimal justice, I wold like to have seen some sort of class that is related to criminal justice, like the basics so students and myself can see if that is the career they want.

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- I would like Saddleback to offer the classes that I need to transfer, such as: Political Science 10, and Spanish classes.
 - I would like to be able to take courses retaining to every subject matter online.
 - I would like to see EVERYTHING online :)
 - I would like to see Spanish online. At my previous junior college they offered it online and I would like to take it online here also.
 - I would like to see additional times offered for the German classes. I would like to take them eventually, but cannot fit them in my schedule. A greater variety in online classes is always appreciated.
 - I would like to see all the classes offered online
 - I would like to see more advanced software classes, such as Microsoft Excel and Microsoft Word. One of the classes eligible for the software specialist certificate is an advanced Excel class, and it's not offered at Saddleback (or IVC) at all.
 - I would like to see more choices of everything where possible. I know lab classes can't be done online.
 - I would like to see more classes that fall into the following categories: Arts and Humanities, Physical and biological sciences W/LABS!! More teachers in Political Science that actually teach. physical ed that can be done via our own monitor of physical fitness and somehow submitted without having to spend random hours on campus.
 - I would like to see virtually every class offered online. There is only one Math 351 online for spring and it's full. I could do that with a tutor and not have to structure my entire class schedule and work study program around that one class. Most of them are at night. I would like to see any class that could help me progress more quickly in any direction online.
 - I would love to see more science hybrid classes. For example, I took Jane Horlings Bio 20 class and the lecture portion was completely online, however we went in one day a week for lab. This worked great for me, being that I am a mom of two toddlers. It would be great if she could do her Anatomy class that way as well!
 - I'd like to see more classes related to infants and toddlers and children's psychological development.
 - I'd like to see more psychology / pharmaceutical / human services / general education classes available online. Now that I will be working, and I only have three classes left of my GED that are normally taught during the day, I would like to see some of my above listed classes available online including classroom style classes scheduled in the evening simultaneously where students can use both to attend the particular class to learn, especially the general ed classes that are typically scheduled during the day.
 - I'm content
 - I'm not really sure at this time
 - I'm not sure.
 - If there isn't already I'd love to see math and science classes online, although that may be hard to teach online.
 - India Studies
 - It would be nice if there is a Japanese class available.
 - JQuery, PHP MVC Framework like CodeIgniter or Zend Framework.
 - Just about everything now days should be online. In today's world of computers, mobile devices, internet, video, etc I don't see any reason why just about everything can't be online. There are probably a few exceptions...
 - Just more general ed classes.
 - Language classes in particular, but the more online classes that transfer, the better. (4 Counts)
 - Major courses.
 - Math (2 Counts)
 - Math (Beginners Arithmetic, Beginners Algebra, Intermediate.
 - Math 124, Math 2, Math 3A, Math 3B, Math 3C, English 300
 - Math classes
 - Math classes.
 - Math classes. The in class classes fill up so fast!
 - Math!

-
- Math, stat 10, bio...
 - Math.
 - Maybe math classes offered as a hybrid.
 - Mediation
 - More GE courses. Diverse classes that fulfill A.A credits and IGETC credits.
 - More education classes
 - More elective courses in Anthropology, History, Psychology, Religious Studies and Women's Studies. Because online courses are so versatile, I think Saddleback has an opportunity to widen their course curriculum.
 - More general education classes.
 - More history classes. I know it's just community college but a lot of the history classes offered are American history or Latin American.
 - More human resources classes. Plus, I want to be able to take every class required for an AA online.
 - More languages.
 - More math classes
 - More math classes should be offered. (lower level math classes)
 - More math classes.
 - More math would be good, or more general education. It helps students to get these classes out of the way and move on to focus on their major, I personally feel this way because I do not excel in the academics area. I can focus more on my Art classes by taking other courses online. Not only that but, You can sometimes learn more because with online classes you must force yourself to manage time better and do all your own research.
 - More math, english and geography courses.
 - More mathematics courses, more science courses, and more english courses.
 - More of the general ed classes to finish my Early Childhood Associates.
 - More of the transfer required classes.
 - More philosophy classes and electives such as Anthropology 3, 15, etc instead of just Ant. 1 or 2.
 - More social worker classes along with pediatric occupational therapy classes.
 - More tickets of the classes already offered.
 - N/A
 - No
 - No preference
 - None (3 Counts)
 - None come to mind, I can usually find the classes I want to take online and those extra classes I need that aren't offered online I am glad to take in the classroom.
 - None, I believe its a bad idea
 - None. (2 Counts)
 - None. I would like all the online classes to be offered on campus. Some of the sociology classes are not available on campus.
 - None...
 - Not sure (2 Counts)
 - Not sure, seems like there is a wide variety of classes offered as is.
 - Not sure. (2 Counts)

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- Nothing (4 Counts)
 - Occupational therapy program
speech pathology program
Courses that would prepare a person for a full time professional career due to the economy being horrible. People need to seek employment changes but unable to give up work hours. On-line courses help to prepare for lifestyle changes. Saddleback has a wonderful program but would like to see more programs for careers.
 - Perhaps most of the GE
 - Perhaps online communications or something along those lines.
 - Philosophy 12 and philosophy 15, some language classes, like French or Spanish. All the general ed classes should be offered online.
 - Phlebotomy
 - Photography online would be very interesting.
 - Russian

 - Science classes...language classes. Criminal Justice classes
 - Science/health
 - Social Emotional Development of children
 - Sociology
 - Some more of the major courses for desired degrees. I've noticed most of the courses for different majors are only offered on campus.
 - Some sort of therapy classes.
 - Speech
 - Statistics
 - Statistics Math 10
 - Statistics
Psychology 2

 - Substance abuse counselor classes
 - The current selection is fine in general.
 - The full general ed package that matriculates to a CSU/UC
 - There are already plenty ;)
 - Unsure
 - Unsure.
 - Unsure.
 - Veterinary classes
 - Whatever.
 - any math class.
 - arts
 - bachelor degree in psychology
 - chem,micro- biology,etc
 - child development
 - cooking classes

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- creative writing courses
 - doesn't matter, i'm transferring after spring
 - fashion courses
 - gerontology
 - higher level math courses
Basic English courses
 - higher math courses
 - i dont know
 - languages classes
 - law classes, but they may have them already
 - math classes
 - math classes.
 - math!
 - math, anatomy because it is impossible to even get into a class without waiting four or five semesters
 - mathematics
 - medical terminology
 - more English classes online so more people can actually take them.
 - more PE classes more math
 - more higher english courses (including Eng15A and 15B) and Humanities
 - more math and english courses and some courses that are not GE, but major requirements.
 - more math classes because there are only three available each semester.
 - more online math and englishes classes
 - more psychology
 - more psychology classes
 - more pyschology classes
 - more software programming and IT related
 - more wirting classes
 - most of the classes are offered through online.
 - music courses.
 - n/a (6 Counts)
 - na
 - none (2 Counts)
 - none that I can think of.
 - none.
 - none.
 - not sure (2 Counts)
 - not sure what classes are already offered online

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- not sure... haven't given it too much thought, i just know that the classes i want are the ones offered.
 - nothing at this time.
 - pharmacy,physician assistant classes, chem classes
 - philosophy (2 Counts)
 - science classes and math classes
 - sciences: lectures online and lab on campus
 - there's another thing with online classes they are not all offered.the same classes that are offered on campus i would like to see offered online.

If you answered "Yes" to the above question, please state the name of the institution(s):

- 1. Irvine Valley College (don't know if that counts as an equivalent to Saddleback, or not..?), and
2. Coastline Community College

- Allied Business Schools for real estate courses
- American Career College
- Ashford University
- BYU
- Barstow College
- Barstow Community College
- CSU Dominguez Hills, Fresno City College, Foothill College, Columbia College in MO.
- CSUF
- California State University Monterey Bay
Hartnell College
- California State University of California
Fullerton College
- California, Ventura Community College
- Cerrocoso
- Chaffey College
- Chapman University
- Coastline Community College
- Cypress College (2 Counts)
- East Los Angeles College
- However I will have to take some classes next fall as I dont have good personality fit with either of your online PS teachers and you dont offer the class in the structure that I need.
- I am currently enrolled in online classes at Santa Ana College.
The classes are Fire Technology classes, since Sadleback does not offer a Fire Technology Program.
- I have one class coming up at Irvine Valley next semester.
- I have taken classes through IVC, but the selection through Saddleback is much more diverse.
- I have taken online classes at IVC and am taking one right now.
- IVC (12 Counts)
- IVC

ITT - Anaheim

- Irvine Valley (4 Counts)
- Irvine Valley College (16 Counts)
- Irvine Valley College (4 Counts)
- Irvine Valley College.
- Irvine Valley Collge
- Irvine Valley Community College
- Irvine Valley college
- Irvine valley college
- MSJC
- Mira Costa College
- MiraCosta
- Miramar College, Nation University.
- Moody Bible Institute
- Moody Bible Institute Chicago IL (2 Counts)
- Mount San Antonio College
- Mt. San Antonio College
- National University San Diego
Golden West College
- No I'm not, but I am going to see if I can find Math 351 online at another college. It is affecting my whole schedule.
- Orange Coast College
- Orange Coast College
Coastline
- Palomar (2 Counts)
- Palomar College
- Rio Hondo Community College
- San Diego State
- Santa Ana College (2 Counts)
- Santa Monica College
- Santiago Canyon College
- Trabuco Hills High School, California Baptist University
- University of La Verne
- Ventura Community College.
- i need a philosophy course to transfer, but I must have my grade in my march therefore i am looking for a campus that offers winter session so i can be done with a philosophy 6 weeks course by february
- ivc (2 Counts)
- rcc
- san diego community college district

If you selected "Yes" to the above question, please state the challenges you have experienced:

- A lot, with the new Blackboard
- Almost all of the power points and other material in one of my classes failed to work. It produced an error report instead. The instructor created a different website for us to access this information. Some times the material would not show up but load partially.
- At the beginning of this semester it was hard to log on to BB.
- Blackboard crashing.
- Blackboard did not have me "enrolled" in a course when I really was. Having problems with certain assignment steps that I could not get an immediate response on.
- Blackboard has always been a very glitchy and bug filled application.
- Blackboard has completely erased my entire coarse load. I called the support team and it was back up within 12 hours.
- Blackboard has had a few problems with loosing connection and kicking me our of tests.

- Blackboard has inconsistently displayed announcements and assignments. The result is that half the class missed an assignment and I failed one assignment over Thanksgiving because of Blackboard!
- Blackboard has problems all the time. I have been kicked off the website in the middle of numerous tests, I have been locked out of journals when they should be open and
- Blackboard is a little sensitive and not fully capable of some items, such as line spacing, "tab", and backspace.
- Blackboard is not opening for me most of the time and I think it's because of the updates they might be doing. When ever I click on my classes it always says the module is unavailable. I do not know why it keeps saying that.
- Blackboard is terribly slow, has poor continuity with Mysite, and learning how to navigate, and use all the functions is difficult, and time consuming.
- Blackboard locked me out on a test. Blackboard was slow at times so there were a few times I had trouble with it.
- Blackboard locking me out of exams/quizzes
- Blackboard shuts down; never cooperates. It makes class more difficult
- Computer malfunctions during midterms and finals and professors not allowing retaking of the test, causing failing of that class.
- During my first exam this semester I was logged out and could not get logged back in until the instructor fixed it.
- Errors! Locked out, signed out in the middle of tests and assignments. All of which had to be redone. A 1 hour test can easily become 3 + hour ordeal because you need to have the test reset.
- Except getting kicked out of bb a few times, I have not experienced any major problems.
- Forgetting that I have an online class since I don't have to drive to it.
- Had some issue with logging in but one phone call solved that issue.
- Half semester course was way too rushed. Too many assignments due the first day of the week (monday). Also was unable to sign into blackboard without contacting tech support.
- I am not able to access external links directly from Blackboard. I always have to open another browser.
- I believe everyone was locked out of the website for several hours due to maintenance work, but this only happened once.
- I could not log in. And send my paper
- I did not know when the class started & thought I was left behind and I did not know how to log in. One call solved it all.
- I don't know if this pertains to online classes, but the mysite email does not load on saddleback campus. I can never check my email.
- I don't understand why it won't let me go back on the questions.. That's like not being able to go back on a question you skipped in an actual test.
- I encountered trouble submitting an essay in the past, but that was through the Turn-It-In program.

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- I had a very difficult time with tech support for saddle back college in Irvine they kept telling me to do and do that and I was and nobody was getting the problem solved. One day I accidentally got the tech support for Orange County and they solved my problem in about five minutes.
 - I had problems accessing blackboard at the beginning of the semester, and I also sometimes have problems accessing the lessons teachers have posted. It always ends up working after a few days, but it's annoying to wait until Wednesday to see what the homework is.
 - I had some difficulty doing an online interview and submitting it on the website. I have a Mac and I had compatibility issues. I ended up having to buy a webcam and hooking it up to my old pc to make it work. It took much longer than I anticipated, but I was able to get it done. That was the biggest problem. A couple of minor glitches also in accessing certain things...
 - I had trouble logging on, but I figured it out with tech support.
 - I had videos that would not work and times when the Blackboard would close and the I would lose a test or large post, then have to start over from the beginning.
 - I have WiFi through my cable company, so when it is down, I cannot work on my school work at home.
 - I have experienced technical difficulty with the blackboard site in the past.
 - I have flubbed tests before for accidentally hitting a wrong key, but the teaches are usually nice about it.
 - I have had a few issues logging in to blackboard, but the issues were resolved fairly quickly.
 - I have not been able to long in for a few hours.
 - I have only taken one test on blackboard, however even after trying to follow the directions the instructor gave me, I still received an error midway through the test. Also, due to the warning of being kicked off if taken too long on one particular question increased anxiety for the technical part of test rather than the material itself. (2 Counts)
 - I kept getting error pages. once i was clicking next page. on any quizez and discussion boards. it was a bit frustrating.
 - I once got logged off while i was taking a quiz. A red sign appeared stating that a technical error had occurred.
 - I said Yes to get your attention--Again, the courses offered at the RE dept. have nothing to do with Saddleback College--they don't want it to. These online courses are some interesting arrangements between the instructors and the publisher.
 - I sometimes have difficulty uploading, copying and pasting to the Discussion Board. Whenever I copy and paste an assignment, I spell check and view my thread before submitting it. Everything will look fine when I view it. However, there are unwanted variables like wide spacing and "span" once it is posted.
 - I use a macbook for my homework and sometimes blackboard will freeze on me or it wont let me click the submit button. This can make it really tricky to complete a test online!
 - I was kicked out of an exam and not let back in due to some sort of webpage error. My professor than accused me of cheating when I confronted him about the technical issue that disabled me from completing my exam. I was not cheating.
 - I was really confuse on how to turn my works online, because it really is my first time that I'm taking online class.
 - I wasn't able to make a journal entry for an extra credit assignment. I kept getting an error message. I had to email the instructor my assignment instead.
 - I've had some glitches here and there, but nothing too complicated.
 - If quiz or test are taken online, some of the teachers only give one chance. If there is internet problem or computer problem, I had to send a e-mail to teacher. Till now, i had no problem with getter a reseted test or quiz but i can't be certain that all the professors will give me this option.
 - In my class, none of the reminders or calendars were set and I think that would have helped me to complete this course in a more timely fashion.
 - In one instance, I was kicked out of an Exam due to Blackboard difficulties. Other than this, I have experienced no other challenges.
 - Internet Connection Problems
 - Internet connection and/or computer concerns i.e. word 2003 on my computer but blackboard uses an earlier version.
 - Issues with submitting assignments/tests.
 - It kept saying access denied when I was in the middle of an exam. It did it about 4 times, and I think I drove my professor crazy. Therefore, I got a 40%.
 - It logged me out of a test and it wouldn't let me post a paper to the discussion board, took me 5 times to finally get it.

-
- It was rough in the beginning with the passwords and learning how to get around blackboard, turnitin, etc - now I am doing fine. We did get some online help in the beginning.
 - It's easy to forget about or let slip
 - Just connection problems on my end. My linksys router and TimeWarner modem lose communication when it goes idle. If I'm in the middle of an exam, and pause to think about a question too long, it may disconnect. Very frustrating.
 - Just stuff for tests really. A few times I would hit the tab or enter buttons when writing an essay and it screws me up. I also use a laptop, so I occasionally hit the mouse and that will mess me up.
 - Just when classes were not showing up but the school had it resolved quickly and the teachers were quick to send out messages and reassure they would notify us when they were back up.
 - Login problems and Problems with content page uploading and sometimes it's difficult to communicate w/ professor.
 - Losing connection while taking an exam.
 - Mostly with my internet connections, but I did have trouble with logging onto blackboard.
 - Multiple Crashes, unresponsive teachers
 - My mark as read function doesn't work on blackboard. I flag posts instead. I am early on so not so many problems yet. I am actually taking 1/3 (33 1/3%) of my classes online at present. Spring semester I will be taking 2/3 (66 2/3%) of my classes online. I like the online classes.
 - Not being able to log on or logs out of exams
 - Occasionally the internet fails, and I am forced to do a lot of my work the day before the due date or really late in the night.
 - Often times the hardest part to an online class is getting accustomed to the way the teacher teaches or the things that are needed to download and install. If I can't figure out how to get a class working within the first week I tend to drop it. Sometimes the teachers aren't very helpful
 - Once on blackboard it showed I wasn't registered in any of my classes.
 - One instance I was taking an online exam and Blackboard kicked me off the website.
 - One of my instructors occasionally does an online class session which involves too much time dealing with technical glitches and fixing individual problems with people's computers. While I like the idea of an online lecture using illuminate, I feel we don't spend enough time on the specific lecture, but instead on a lot of unimportant stuff or side-technical issues.
 - Online courses can have bugs and until they are fixed you have worried too much about it.
 - Only on my end. Problems with my own computer or internet connection or closing a window or browser by accident without being asked if I'd like to quit the session first.
 - Only one problem that I had which was taken care of quickly was logging on to blackboard and not being "enrolled" in any classes.
 - Only problem I have is not having the luxury of clicking "back" while taking an online test or quiz. Everything else has worked flawlessly. (4 Counts)
 - Password
Disconnection from your server
 - Password issues only. All my fault.
 - Pearson custom online solutions was difficult to use and I never could log on and use it.
 - Problems with submitting timed tests. I have had a timed test completely exit out on me.
 - Quizzes and exams - freezing
 - RUNS really SLOW when there are multiple teachers with exams due on the same day. Kicks you out of tests. You really should be able to WIRELESS in this day and age but with Saddleback you can't take an exam unless you are hard wired to your connection and that is really not what I was expecting being online classes - I have to be on the move a lot so I have an iPad and laptop so if I am in need of taking a test I can with WiFi and that is awful.
 - Randomly kicked off tests and then you have to email and wait for professor to reset. Valuable time lost waiting for prof to check email. Server maintenance and outages during semester and in particular during finals week!!!
 - Received an error taking tests.
 - Since the new blackboard updates. I have lost ability to view videos and have run into numerous issues that were never there before. I

was told to use firefox but can't even log on. It is getting better though.

- Single professor seems to be new to online classroom. Lectures are off margin and quizzes are pulled off blackboard before scheduled time (2 instances). But I'm new to this as well so not irate. The lectures are the biggest grievance, Images do not appear.
- Some assignments were never received by the instructor.
- Some times taking the test it logs you off.
- Someone my quizzes are unavailable.
- Sometimes Blackboard is fickle and sometimes my computer is fickle. Normally all runs well though.
- Sometimes Blackboard will crash.
- Sometimes I have inadvertently hit the back arrow and have been kicked out.
- Sometimes blackboard is confusing, when I click on a link its not what it said it was, I think I need to just get used to the new blackboard set up.
- Sometimes it kicks me off blackboard during exams.
- Sometimes it's computer problems or web site glitches... also it just takes a while to get used to online classes.
- Sometimes links to websites will not work on my computer.
- Sometimes my computer will lose internet connection or randomly turn off and if that happens I can't take a quiz or test again, because teachers don't accept it.
- Sometimes the links posted in our classes do not work. I have a mac and sometimes the format of documents don't always agree. I also had difficulty first signing on to the class because how to obtain a user id was not clear.
- Sometimes the power will go out in my apartment and lock me out of a quiz or test.
- Taking quizzes and you get kicked out of the quiz and blackboard won't let back in because you supposedly have already taken it.
- Taking tests
- The browser will shut down during tests/quizzes. This has been a reoccurring issue for not only me, but numerous students.
- The class/teacher lacks material that help homework and understand topic better. Can't expect everyone to read chapter. If I can read chapter on my own and do examples, I wouldn't have need to take a class.
- The server constantly gets overloaded and the website goes really slow during due date times. Just last week i was unable to take my test because it took 20 mins just to get past one window, so when it loaded, it was not working, or an error message popped up. This is a really big issue! I've checked other websites and they work fast, so it is not my computer.
- The server sometimes freezes during tests/quizzes and I am locked out from completing the assignment. I am then unable to complete the test/quiz until the instructor unlocks it for me which can sometimes take time.
- There has been time that we have done reports and when we go to save the it gives you an error message and wipes everything out. We are racing against time. It is very frustrating
- There were Blackboard issues. I have problems still accessing my e-mail. I don't know how to send the assignment to my Professor.
- Turnitin.com problems & Blackboard problems
- Turnitin.com was a little confusing to figure out how to use at first, but once figured out it was ok. Blackboard sometimes is down and it can be frustrating when in the middle of taking an exam and blackboard goes out on you. But professors are usually good about resetting exams for you to retake.
- Video quality and format are horrid. Need upgrading, if you are to offer more classes.
- Website maintainence, and other site failures. Assignments/emails not going to their intened destinations.
- When on a midterm exam for a science class that took over two hours to complete I was kicked off during the exam and had to start over. I had to beg the instructor to let me re-take the exam. I guess I had timed out but I didn't receive a warning.
- When posting to discussion boards, and selecting save draft, as opposed to submit, it failed to save. Instead it enters as an error, which loses everything I had entered.

I have done a quiz online to have it crash on me...

-
- When they are doing updates.
 - While taking a 100 point final blackboard got an error at question 98 and i had to retake the test.
 - While taking tests I've gotten locked out of the tests randomly.
 - While taking tests online, it's very easy to accidentally exit out of it and you are not allowed back in. It should give you a 10 minute grace period to let you re-enter and pick up where you left off if you did this on accident. Online there are many chances for error.
 - Yes sometimes when im taking quizzes or exams online kickes me off or and says error
 - Yes, I have had difficulty loading large papers or papers with attached photos to Turnitin.
 - at times, the site crashes making it difficult to complete assignments if the site doesnt work
 - blackboard problems
 - can not find certain folders and quizzes quit on me
 - can't access discussion boards on my ibook.
 - cannot log in or the site may freeze.
 - computer freezes during tests
 - computer shutting off during midterms or finals. It was okay because I worked it out with my teacher but that leads to the next problem. My teacher did not check her e-mail for a few days so I was worried for a while thinking I was going to fail.
 - could not type on an essay portion of an exam
 - download large projects/photos
 - getting into the right area of blackboard
 - getting kicked out of black board during a test or quiz. Not having access to hotlinks on course home page but access via an internal link to a different hotlink. Example: Extra Credit link does not allow uplink of written assignments, but the optional journals link within the "My Grades" link does. If you don't EXPLORE you would not find this.
 - just online tests
 - kicked out of assignments
 - knock on wood!!!!
 - many times I had written a papers to turn in and if i pushed any button by mistake it deleted my entire paper! I was not able to retrieve
 - not really challenges because they are quickly solved
 - once was said network was unsecured and lost my test answers.
 - previous classes added to current schedule on Blackboard.
 - related link posted by teachers not working.
 - slight gliches in links not working properly.
 - system down tech difficulties (2 Counts)
 - taking tests the images did not show.
 - the black board issues.
 - the format of blackboard being very messy and unclickable
 - while taking an exam i got logged out and couldn't finish the exam

If you checked any boxes in the question above, please explain why?

- dont feel the use of it is clear.
- I have used the Blackboard checked features in 3 traditional classes.

-
- A course calendar would be helpful to stay on track with assignments. Learning modules would help to clarify lecture materials. As I mentioned before, I have difficulty going directly to external links.
 - A one click syllabus would be nice.
 - Although the items check above are currently part of the online environment, I think it would be bad to eliminate any of them.
 - Because Stone Cold said so.
 - Because they are really helpful, it gives you all the information you need.
 - Because they are the ones I know least or nothing about. The others I have used.
 - Blogs are a great, informal way of expressing your thoughts in an academic setting.
 - Course Calendar so that way I can be reminded when assignments are due.
 - Doing good.
 - Email-Make it easier to send an e-mail without having to long on to an alternate e-mail address.
Chats-If any questions one can as a peer.
User Manual- to prevent from continuously calling the hotline
 - For a better grade - Total control of my learning enviroment
 - For the opportunity to chat with students and professors
For a quick way to turn in assignments
 - Good learning experience.
 - Having a clear calender online would really help forgetful students like me stay on track. It would be nice to have my instructors information on black board so that I could as my question whenever I need to but none of my instructors have thier information posted.
 - Having these tools make tracking your status in the course easier. Options like Assignments and Syllabus make it easier to follow weekly assignments and to prepare for upcoming assignments.
 - I appreciate websites that are easy to understand. I am not a tech person so easier the better.
 - I checked blogs because sometimes I'd have questions another student could answer and that way I wouldn't have to wait for an answer from the professor. I checked course calendar because sometimes the dates are confusing, for example, if a due date gets extended, or if I'm trying to figure out New York time versus California time for the online exams. An all-in-one place to check on the due dates would be helpful. (2 Counts)
 - I did not use my calendar, I would like it to automatically upload the assignments or announcements that relate to specific dates given and give reminders.
 - I did not use would like to know more about.
 - I didn't know there was a course calendar. That might help me with keeping up with things I need to do.
 - I feel like more announcements can be made by the teachers about what is due and what is coming up so students do not forget about things they need to work on and turn in. My grades sometimes are not posted by teachers, so i would like to see teachers posting at least some grades so we know how we are doing in class.
 - I feel that these would help me throughout the class.
 - I feel that they are good or essential features in the class and learning experience.
 - I feel there should be more interaction for the online student.
 - I have a class that my assignments and due dates stil reflect 2004. It is 2010. How CAN i KNOW WHEN THERE IS ASSIGNMENT OR A TEST DUE?
 - I have had professors whom do not take advantage of the many features available which help inform students of current and future assignments, resulting in confusion for the entire online class. Another issue is grades. Many professors wait weeks to post grades leaving students anxious not knowing how they are doing in the course, and if they need to improve on something. This is VERY important, and BIG issue. Grades should be a top priority for online professors, and should be posted immediatly.
 - I have never had to use any of these features in my online classes so far, and I think I could benefit from them.
 - I have used Collaboration before in other classes (online, and in-class) and it is very useful and opens up for group projects and other learning experiences.
I would find the course calendar very helpful to help me stay on track and organized.

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- I like interaction with the other students.
 - I like my work to be private, so I like the Turnitin Assignments.
 - I like the announcements, discussion board, and my grades. I like the announcements because I like to know what is going on, I like the discussion board to interact with everyone, and my grades to see my grades.
 - I like those features the most.
 - I like to turn in my assignment with privacy. I don't like it when a student is looking at my assignment.
 - I never really utilized them like I could.
 - I never see a send email link, it would be so helpful to have to have it directly on blackboard so i do not have to go into mysite when i need a fast email done. Only one of my teacher's did a course calender, it helped a lot. More teachers should do it.
 - I really enjoy the blogs and discussion boards. I think they are very helpful when it comes to class.
 - I think being able to create a home page based on classes I am enrolled in and assignments that are due, I would be able to arrange my time better.
 - I think blogs will help the class to unify more.
 - I think it would be interesting to use blogs with the other students pertaining to discussion questions because it seems like it would be a more relaxed version of the Discussion Board.
 - I think pretty much all of them could be useful. I'm sure there are a number of diverse ways that professors can get creative with them in order to create a more enriching academic experience.
 - I think that organizational tools would be helpful for students using Blackboard
 - I think that putting more resources/external links in Blackboard would allow for the student to learn from the teacher, but also from other sources.
 - I want more interaction with instructor. Not all instructors use lessons or learning modules. In those classes it's just read the textbook and write a discussion post - not nearly as much fun as interactive lessons with media. When the instructor is not involved and when there are no lessons or anything additional to just reading the text, then it feels like the instructor is getting paid, but not really teaching the class. I feel ripped off.
 - I would like blackboard to have more assignment update information posted on the main page as reminders, rather than just have each individual class schedule on a separate document that you have to download to your computer.
 - I would like more feedback from the professors on the discussion boards. Also, it would be nice if professors would leave up assignments in assignments folders from the previous week. Sometimes they take down the previous weeks' assignments, and then you can't go back and read them again. Also, it would be nice if the assignments were all downloadable, so that before they're taken down, you can save them.
 - I would like to see all of my class assignments on a calendar. I would be easier to keep up with all of my homework. I wouldn't have to open every single class all of the time.
 - I would like to see easier use of email. Perhaps be able to email each student in the course.
 - I would like to see my grades with out going to each class and checking them. From the old blackboard, there was a small box for grades for each class. I really liked that.
 - I would like to see the calendar used more becuae I feel like there would be less confusion with due dates if the professors had the calendar set up.
 - I would love to see more announcements either that we're on schedule or more of a greeting for the week type of thing. And more attention to the weekly assignments, so that we can all stay organized and not fall behind. It would make me feel more like we're in a class, not just giving out assignments and help us all to stay more organized.
 - I would prefer for the calendar to have the teacher's deadlines/syllabus entered there for quick reference.
 - I'm not sure if I understand because you are asking to expand on really simple features... but I wish the teacher would update more often. Also, with the course calendar... It would be nice if the things that were due would appear by themselves or disappear when you turned them in. I know they already kind of due but, some of the profs. never update due dates on things... It's really just sometimes the teachers not updating. And... I hate discussion boards, they are a waste of time. All of the online classes require you to post soooo much on them. I don't talk that much in class so when I find it hard to do the discussion boards, i just lose points. I hate it.
 - In general, I feel that a lot of Blackboard features are underused or explored. Some of my teachers have complained that they can't get certain features to work since the last upgrade. I have had other teachers complain that that Blackboard would not import their classes from the previous version and that sometimes Blackboard will add extraneous characters to external links making them ineffective.

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- It is a great way to be able to monitor your progress in a class.
 - It is very useful.
 - It seems as if it depends on the teachers usage of the website, but every class is different. Some have the calendars posted, some don't. Some have the assignments posted, some don't. Some have the grades posted, and some don't. And there are many different formats based on the teachers organization skills.
 - It was hard and makes me confuse because I don't know where's it place.
 - It would be great if all professors used the same process/program for assignments, grades and announcements.
 - It would be nice if the teachers had a mobile live linking system with blackboard so if i'm online and have a question my question could be sent to their mobile device like a text.
 - It would be nice to see the semester lined up with what's due when and to be able to contact my professors directly on blackboard.
 - It would be nice to see, at a glance, what is due and when.
 - It would be nice to talk to other online students and get some feedback from them or ask my peers questions and perhaps have a peer check some of my work.
 - It would be so nice if all of my teachers (not only online) would use the grades portion of black board. It helps me set aside extra study time to those classes I know I need more help in.
 - It would be very helpful if instructors were able to post due dates to the calendar on Blackboard. It is fine in the syllabus as well but it is a nice reminder when the calendar pops up on the homepage of what I have due each week.
 - It would help to schedule due dates and upcoming assignments.
 - Just like the way it is layed out and there seems to have good information in those folders.
 - Just think it might need to be improved a little bit.
 - Like I said before, I would like to see a calendar.
 - Many teachers do not use blackboard, it would be nice to be able to see what is due and have your grades posted to see if there is anything you need to work harder on.
 - More easy way to see the course schedule. (2 Counts)
 - More of a monthly outline
 - Most of the ones that I checked, I am using at present. I feel they are necessary. Haven't seen turnitin assignments but it sounds curious. If it's what I'd think it is, it's a good idea.
 - Never have used them
 - Not all classes post grades up and i like to keep myself updated on my grades.
 - Not sure if this would provide live chats with instructor or other students.
 - Outside links are needed to assist students in seeking information from different places.
 - So I have a heads up when things will happen in the future even though there is a schedule it takes too long to read or I may be in a rush and would like all of the information listed right when I log in.
 - So that there is a constant reminder, for example when an essay or homework is assigned or when its due.
 - Some important communications come via announcements and some directly to email. They should use both so nothing is missed.
 - Some of my teachers don't update or put in grades as quick as I would like. Also external links to help with certain things would be helpful for some classes.
 - Sometimes (when working with foreign materials/equations) it would be helpful to be able to look up what you need to do to receive a particular/correct outcome.
 - Sometimes it doesn't seem like there is enough information or ways to get a hold of your professor when you need to.
 - Sometimes teachers do not communicate as well as I feel that they need to.
 - Synchronous chats sometimes we have questions about assignments or problems with BB and we need to ask somebody other that the teacher .

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- Teachers need to be more up to date with the grades. There have been instances where weeks have gone by and nothing has been updated. Same goes for classes that are not online, it would be nice to check the grades of those classes for sometimes they do not appear on blackboard. For example, my Physics 20 class was not on my blackboard roster for this Fall 2010 semester.
 - The abnormal psychology online class I'm taking now is great and utilizes almost all aspects of blackboard. But, the audio class I'm taking that I download podcasts does not use other areas of BB and only one in classroom class I'm taking uses a small portion of BB. The other three classes I'm taking doesn't use BB at all. If instructors could use some or more areas of BB, it would provide a more organized class as well as help students who don't understand some of the subject matter provide some additional tools in BB to help them do better in the class.
 - The announcements are usually said through email , but i would like to see announcements on the website as well as a reminder.
 - The boxes i checked I feel i get the most use out of and i feel i learn the most from. I really think the group project and wikis do not work. WE are taking online classes because we all are on different time restraints.
 - The course calendars in the courses I've taken could use improvement but it seems to be a matter of the professor's design and their choice of how to organize it. I find it confusing when some assignment due dates do not list the TIME DUE or smaller assignment due dates (like discussion board posts) are not even listed in the calendar. To find the TIME the assignment is due I have to consult the syllabus and separately visit the message board to remind myself of the due dates. I think all due dates of EVERY assignment (no matter if it's an exam or message board post) should be posted in the calendar as well as TIME due, since it varies between assignments. To expect the student to have memorized this when they have other classes, work and other responsibilities is unreasonable. It's inconvenient to have to navigate to the syllabus, announcement board and calendar to figure out what is due. It's especially inconvenient when you are concurrently enrolled in other online courses and each professor announces due dates differently. It really needs to be streamlined.
 - The course calender is just a visually easier way to recognize when big assignments and homework is due, just to avoid any sort of confusion. (2 Counts)
 - The instructor does not want any students to go into Blackboard. He even claimed it is a terrible system. I even doubt he ever used it, since the knowledgeable staff at the publisher probably answer students' questions for him anyway.
 - The more feature there are and are used, the better the class will be explained and updated
 - These are all helpful features.
 - These are the features I feel, if properly implemented and used, would be efficient tools for maximizing learning, and communication.
 - These are the features I used most often.
 - These are the things that are newer than the last version of BB. I have not used these in class.
 - These were helpful to me.
 - They are all very informative and to me, critical if you are to achieve an online class.
 - They are helpful.
 - They are very helpful and remind me of upcoming dates.
 - They are very helpful.
 - They make life easier (4 Counts)
 - They make online classes go more smoothly.
 - They would be more helpful.
 - They would have been helpful and more organized.
 - They would make organization more convenient overall. Collaboration is especially helpful in many cases for discussion purposes.
 - This semester is the first semester where I have really used more of the above online. Being updated frequently with seeing grades is made easier so I can keep track of where I stand in the class. Discussion boards are used every week, they always have, so I'm sure they'll stick to being a big part in the class. Blogs, collaborations would just make more interaction within the class. Course Calendars and announcements are good reminders to what is due on what day.
 - This would be a good way for classmates to communicate.
 - When I'm taking an online class, I want to easily be able to do and see everything so I feel I know what's going on in the class and how I'm doing in the particular class.
 - Would help
 - You should be able to email the instructor at least right from Blackboard.

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- all of blackboard is useful for me.
 - benefit the students as well as teachers
 - blackboard courses only work if all information pertaining the course are well explained and if the teacher expects active participation through the discussion board
 - blogs would be interesting
 - blogs would be nice to more easily chat with other students.
 - calendar would be helpful to me
 - chats would be nice (2 Counts)
 - chats would include more interaction for online classes.
 - convenience
 - easier to use just these or a few rather than teachers who use 10 different boxes to choose from.
 - it would be more helpful for the students, having different kinds of communications
 - it would make it easier for students if the assignments due were in the assignment box as opposed to having to open up the syllabus to look at the assignment due.
 - makes the class more interesting
 - need easier schedule to read...simplicity is the best
 - some teachers don't post enough announcements so its sometimes difficult to figure out what is due and when
 - the course calendar because it will be easier to know what assignments are due at what date.
 - their useful.
 - they are helpful
 - to help understand more what needs to be done or how.
 - use more of
 - when I finally got to use these in my English class. I liked seeing what everyone thought about the class and their own personal opinion of the course not just what it put in the discussion boards
 - would be more useful

If you selected "Other" to the above question, please specify:

- Anything that will help me learn. Even typing tutorials, related links to what topic I am studying.
- Educational games would be fun and encourage more people to get on Blackboard.
- I checked "Virtual Worlds", however I would NOT use Second Life since it has privacy concerns, and is fraught with fraud and unwelcomed material (i.e. porn, deviants, etc). I would suggest using www.activeworlds.com
- I think educational games can be helpful in learning, especially with math classes online.
- I would have to more thought into what other things that I would like to see - as I have just become used to what I have and use.
- Im not sure what many of these are.
- In discussions, I'd like to see all responses to all entries for a particular discussion all on one page, rather than the time that is wasted clicking on one response, then back-clicking and clicking on another single response. Also, once I've read a response to a discussion, I have to back-click to see the name of the person who posted it. That is really time-consuming and frustrating. I wish something could be done to make the discussion board more user-friendly in this way. (2 Counts)
- It would be cool and probably informational to have videos/webcasts/podcasts.
- It would be easier.
- It would be great to have a link posted somewhere in the class like in the announcements that will link you directly to the bookstore and to

the right books needed for the class.

- Library and videos are very useful and assist students in obtaining information from different sources.
- Maybe we could find a way to rent the books online, so I do not need to try and get to your school to buy them or order them online. I would love to buy an electronic version of the text.
- Most of the classes I've taken are very lacking in visual and auditory modes of learning. Most professors seem to post lectures which are almost identical to the text book, run a discussion board in which they don't give any feedback (aside from grades) and then have objective tests. There doesn't seem to be much "teaching" involved, but rather just organizing information for the student to teach him or herself. There is very minimal professor interaction and I've yet to experience an audio or visual lecture given by the professor which I think would be very helpful. This does not apply to all classes, but most.
- Real classroom lectures in a video format online, which will make online education more like a classroom.
- So that the teacher would give multiple tries for HW and quizzes. So there is a guarantee of learning the material and better chance of passing the course.
- triple check that library interface!
- would be more fun

If you indicated that you have used Mobile Learn in the question above, please provide feedback on the application. Include a list of the features you have used and the features you would like to see added.

- Although I have the 3/4G capacity to use the mobile application - I don not - I have much too much typing to use smart phone keypad. I open it up to read announcements and check grades.
- Blackboard announcements and emails sent directly to my phone.
- Discussion Boards
- GOOD
- Good enough.
- I did not know how to get it or how to access it
- I downloaded the Blackboard app on my mytouch from the android market but when I search for schools Saddleback is not listed.
- I have a smart phone and did not know about this. I don't subscribe to internet service though. To costly.
- I have a smart phone with Verizon and cant access anything with it !!!! not even check blackboard the apps are horrible
- I have had to use it if i need to check on stuff.
- I have the BB app for iPhone and SCC was not on it. I can't or have issues with typing and margins on the iphone while using the web based version
- I just looked at my grades.
- I just use my iphone to check what assignments i have.
- I tried it and I found it confusing to navigate initially.
- I tried using it a year ago (before the new version of blackboard) and it was minimal, at most I was able to view the list of my classmates. I wasn't thrilled with it. I haven't used it since blackboard has been revamped.
- I use blackboard on my iPhone if I am not at home or my computer is acting up.
- I used ipod to look up what was to be done but couldnt post comments. I would like the blackberry option to be for more services. I have t-mobile it would be very helpful if i cant get to my computer due to conflicts.
- I want to use Mobile Learn application; however, it is not available for the Verizon network.
- I would have used it a lot if it were offered.
- I would like to use it, but I am not able to find my classes using the app.
- I would love to use blackboard mobile learn, but it is not offered to verizon users using a blackberry device.
- I would use it but it is not available through my verizon droid..I was pretty upset about that because it is available on sprint and iphone.

- It is only offered with sprint with the android market app, so it takes to long.
- It is too slow - annoying to use. Many times when you click on a link, such as to read a discussion post, nothing happens. You wait and wait, and the click thinks and thinks, but then nothing happens.
- It wasn't working on my iphone
- It's tricky and unreliable. The keyboard is small, but if it were easier I would. Right now my internet on my phone is my only access.
- Saddleback was not listed as a school of choice. I wish it was it would have helped by more than 50% of the communication and keeping up with the assignments.
- Very limited. Only used to see when assignment was due when a computer was not available. Crashed many times during limited use, and after iOS update.
- Wasn't able to get it to work
- When I went to search for Saddleback in the Blackboard Mobile application, the school would not turn up in the search.
- cannot use it on my iphone. blackboard is to hard to access
- i've used it to read my syllabi and check my grades
- it is very slow, and hard to manuver through
- it would not let me log on
- its ok, it is a bit slow, but is useful when you can not get to a computer.
- n/a

If you selected "Other" to the above question, please specify:

- All of the above. Written, Video and Audio have different applications depending on the class or subject.
- Audio, Podcasts, with optional slides.
- I can go either way. I had thought at times it would be nice to hear the lecture online. However, it can go either way. I enjoy reading just as much. Maybe it could be given as an option if one needed more information to grasp the material.
- I need to highlight text, in order to learn, so I end up printing everything out. it would be nice to have the option of buying the notes pre-printed. (2 Counts)
- I would love to have an option. If I could download them onto my ipod and listen to them in traffic, that would be cool. Especially if I had already read the chapter or lecture. I am sure my grade would improve drastically.
- I'd like written form lectures because video / audio is too time-consuming. (2 Counts)
- I'm a visual learner therefore i would benefit from a video form.
- It would be helpful for me if it were both, written and video form. Usually we write notes in class, but if we had notes to follow along with while hearing our teacher I think that would be more helpful.
- Maybe audio lecture with power point so you can read along while you listen.
- Powerpoint
- Video's would be very helpful since you can watch them over and over again.
- anything, i don't get any now
- i like the written for because if i miss something in a video lecture i would have to go back and re-listen, i like the written handouts i learned a lot from them
- powerpoint in addition to audio
- the one element that hurts online classes to me is the fact that students don't have access to assistance via their instructor if they have a problem understanding something when they need it. For example, I have reading assignments for a given week and a quiz at the end of the week deadline. If I have a problem comprehending a portion of the assignment I won't know that until I am faced with questions on the quiz. I don't know if it is possible, but in the absense of access to my assigned professor, access to a bank of SBV online tutors would help greatly. Students that live in the area can go on campus to get help, students that live far away are basically at the mercy of access to their professor. This could be a logistical nightmare on the one hand but invaluable if feasible on the other. It could fill the void, say between the

hours of 5pm and midnight. As it stands now you have to send up a flare via email and wait until the next day. Just a thought.

If you selected "Other" to the above question, please specify:

- A combination of at work and at home.
- At work.
- During my downtime or lunch breaks at work
- Home
- Hybrid... I do a lot of work at home, but I also use the SM lab as well as the BGS lab. I value that they are available since there is little space outdoors that is shaded enough to use.
- I do my homework at Home, Work and school computer lab
- I like that I can complete some of my assignments at work.
- Its a combination of work and home, I always take tests at home though.
- Mostly at home, sometimes, at the public library or in the car, park, or other peoples homes.
- Some times at the public library on my laptop for quite space.
- Starbucks. or home.
- and home
- coffee shops.
- home and work
- public wifi locations; local cafe, starbucks, etc...
- starbucks
- starbucks, panera bread, or at home

For those areas you marked as fair or poor, describe how the interaction could be improved:

- A certain professor is horrible at grading papers and posting grades in a timely manner. In the syllabus, it is promised that the grades will be posted the week after the paper is due. However, grades are not posted until almost 3 weeks after.
- Announcements should be made prior to the class date or as soon as possible relative to the contents. Same goes for course materials and grading.
- Better professors.
- By the teacher actually responding back
- CLASS SCHEDULES NEED TO BE UPDATED. NOT REFLECT DATES FROM 10 YEARS AGO
- Exams and responses to the discussion need to be graded much sooner so I can find out how to improve!
- Faster uploading of grades
- For grading papers, sometimes we have to wait several weeks before having our grades. For discussion boards, not all teachers give us feedback so sometimes it is difficult to know what they expect.
- Grading assignments in a more timely manner.
- Grading could be faster. There is one professor who is not into mentoring her students. I know more about where her family went to school and what their degrees are than what is expected of us in class. I asked how to improve and she said I wasn't cut out for the class.
- Group the discussion boards into smaller groups so that not one person gets all the attention and the others are ignored...
- Have all of the course material laid out before the class begins maybe.
- I already did talk about announcements and my issues with them.

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- I am taking history and part of our exams are essay. I answered our first essay question in a paragraph that answered the question and only got 1/2 credit for it. Afterwards the instructor noted that we should write 4-5 paragraphs. Little things like that.
 - I have expressed an deep appreciation and admiration for two of my three online professors. Have had only dissatisfaction with one of the three.
 - I have had a few instructors, like I mentioned above that are very poor with communication, grading, teaching, and instruction in general.
 - I have just this semester about 4-5 teachers on black board. I have some that ARE AMAZING and others that just dont get it!! I have afew that email back and understand and others that take days to get back to me.
 - I have loved all of my professors at Saddleback but one. I am an excellent student. When I saw I wasn't getting the grades I am used I asked her how I could improve. She told me about her daughter at UCLA and her husband being a Physicist. She told me that I lacked comprehension and that maybe online classes were not for me.
 - I have not had any serious problems with communication other than email problems.
 - I have only had one class where the professor actually interacted on the message board. Professors are usually timely in responding to emails but I've also experienced a lack of response or very delayed responses to important questions more times than I think is appropriate.
 - I have only taken 6 online classes so far. Of those, 2 instructors made once a week announcements. 3 of those classes were with the same intructor who rarely, if it all, made announcements, 1 initial and maybe 1 or 2 more during the semester.
 - I haven't seen much participation from the instructor in the discussion board but I also haven't read every single post. Therefore, there could be a lot of post from the instructor that I haven't seen.
 - I wish it was updated when they say it is rather than three to four days later.
 - I would have liked to see more communication through announcements to make sure students were on the right track throughout the whole semester. This is an easier form of communication than email.
 - I would like my grades turned in more quickly so I know how I am progressing. I turned in a paper over a months ago in my current class and have still not received my grade. Most of the time the grades are returned in a timely manner but in this class it takes a long time for everything to be grades. If the teacher does not have to attend this class and we expected to have everything in on time they should make sure they are giving us our grades as quickly as possible.
 - I would like to see grades posted quicker on Blackboard so I can keep on top of my grades.
 - If grades could appear within 1 week that would be great and reply to messages withing 24 hours that would be great too.
 - In classes I have taken in the past I have encountered trouble with instructor interaction on the discussion boards. A forum for general questions will be posted, but inquiries from the students would not be replied to in an untimely matter or not at all.
 - In my Marriage and Family course, my prof does not give clear instructions for papers. It's very easy to be confused on her expectations, and my grade suffered because of her lack of keeping it unstructured.
 - Intructor responses I feel need to be more clear.
 - It depends on the teacher. One particular instructor was late in grading, responding to emails and always posted links that didnt work. I think it was the teacher not the online system, but since being online sometimes leaves a student feeling isolated teachers should be more proactive to follow up
 - It was often very difficult to get a hold of the professor and it seemed like they took a very long time grading things.
 - Keep up with the class I guess
 - Lectures definitely need to be proof-read and updated. Grading takes a week to two weeks as well.
 - Live chats with any instructor would be good.
 - Make more announcements
 - Many instructors very rarely post announcements and I think announcements are a good quick way of communicating with the students. Announcements can clarify previous instructions or let the students know when certain assignments have been graded, class average, etc.
 - More interaction themselves in discussion board, and faster response to emails.
 - Most teachers are very good about responding to e-mails and messages but some just don't return emails or phone messages at all.
 - My online class instructor does a good job posting grades. Not real timely but ok. fair to good. I have two other classes that I take in person. One instructor posts grades...excellent. The other instructor, at least as of a couple days ago, is yet to post any grades.

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- No improvement needed, discussion board worked quite well without prof.'s interaction.
 - Not all of my teachers have posted grades on blackboard, and some do not put announcements in time.
 - One instructor hardly ever responds to emails.
 - One of my professors has not responded to my e-mail yet, regarding an assignment. I think that it is very important for teachers to respond, especially in that context.
 - Political Science, N. Rabii, would receive Poor for all questions. She does not grade in a timely manner. Her test questions come from outer space, not the book!
- History and Sociology instructors have all been EXCELLENT!!!!
- Professor does not participate in discussion board forums.
 - Professor response to technical issues was too slow. Test resets need to happen faster. I was kicked of the test at question 5 of 50 and it has been 16 hours and I still have not seen a response from my professor.
 - Profs just need to get on it, that's all. They are busy, it's understandable.
 - Some feedback for essay questions would be helpful. It is more difficult to gauge an instructor's expectation from a grade.
 - Some instructors don't participate in the discussion board. Some expectations are not clear, just the work is laid out for the week. No regular announcements.
 - Some instructors just don't bother responding to your emails. This happens even in traditional classes as well.
 - Some teachers are completely absent from the course - I feel abandoned. Others take too long to grade assignments and exams. Most teachers assign more work than the missing 3 hours of in-class lecture time it is supposed to replace.
 - Some teachers never email back and it's extremely frustrating, so you never get your questions answered and you don't know if you're doing the work correctly.
 - Sometime the assignments aren't graded on time and it's been like a week about.
 - Sometimes it takes a little longer than I'd like to receive grades, however I understand how busy some instructors can be. It's not the end of the world, just a note. (4 Counts)
 - Sometimes materials have not been uploaded because of glitches in the system and instructors did not check to make sure it was available and students were still responsible for the same deadlines even though materials were sometimes uploaded half way through the week. So it is something that needs double checking at times.
 - Students never really participate, because they just don't see a reason in it.
 - Teachers often don't post updates in a timely fashion. Regular updates would help. Some teachers don't use the discussion forum at all. Using it would help. Sometimes the teacher isn't clear on what they want. If the teachers were more responsive to questions it would help. I find that teachers will say something like "read the website" instead of answering questions.
 - Teachers need to be quicker with the course materials and grading of tests. I have teachers who give due dates on assignments from two semesters ago, also on exams. This is very important to grade within about 2 weeks. I have a teacher who takes over a month to grade his exams. I would like to know how I did on the first one before I take another exam to improve.
 - Tests could be graded sooner.
 - The instructor should participate in the discussions.
 - The instructors sometimes take long to respond.
 - The professor doesn't interact with students on the discussion board, just via email.
 - The ratings above were for the Abnormal Psychology class. The other online class I'm taking has different ratings. I recommend, with any future surveys on online classes, to add more ratings for additional online classes.
 - The teachers that I have this semester don't seem to be very good at answering emails back and they can be pretty unclear as to what is assigned.
 - This instructor is very responsive to emails however I don't know if she has posted anything to the discussion board. I don't think it was necessary for her to post comments however in all the online courses I have taken, the instructor has always posted responses or asked additional questions.

I'm anxious to get grades posted however I know with the large class size it can be difficult for an instructor to post them each week. In this

course, we didn't receive any grades until the end of week 4. This makes it difficult for the student to assess if how they are doing.

- This semester it's been great, but my experience hasn't always been so great.
- Update the grades as the semester goes, not all at once towards
- Updating course materials and grading more timely.
- Very little feedback on assignments, especially assignments through turn-it-in. In five weeks of assignments, I have only had one instructor response. I would like to know how I can improve on assignments for the future.
- Well, maybe it would help if the instructor INTERACTED!!!! My fellow students and I have received NO response from our instructors when we've needed help, had a question, or discovered an issue. NONE!
- When participating in online courses communication is a MUST, and should be top priority. This goes for grades as well.
- Would like for teacher to write more comments on grades so i know why i was marked down. would also like for teachers to be prompt on updating grades so i know how well im doing in the class at all times.
- a faster process on grading.
- additional examples that can help homework
- be more available through e-mail considering the classes are online.
- be sure to list all texts required for the class, because i still can't find answers to test questions.
- clearer assignments. perhaps bullet points.
- exams and essays sometimes take weeks to be graded
- grade assignments faster
- more sympathy
- no comment.
- show all results for online testing, and exams
- some teachers do not use the announcements at all or use it at the beginning and at the end of the class.
- the answers are not in depth or unclear when asked a question to the professor. Most students feel they do not care about their question
- the papers are unclear, and i haven't received a response to an email

For those services that require improvement, how could they be enhanced?

- Admissions and Records has turned into the DMV I have to go to one office to turn in a form and pay at another office. Why can't payment and forms be processed at one office?
- Application process for BB always needs a tweak. Admissions & Records it is just a pain to have to go to campus for something that should be handled on line. Calling them and getting help is worse.
- Balance the budget in Sacramento so that you do not have to cut classes and work hours for academic advisers and counselors.
- Blackboard should bug somewhat less and Admissions and Records should have more people work in it. I mean, we have thousands of students...
- Blackboard uptime and test resets must be improved.
- Changes the format of BB will be easier or back to the old one..
- Could not reach anyone one evening, just said to "continue to hold". Finally had to hang up.
- Counselors could be more helpful by asking questions about requirements needed in order to transfer to a 4 year University. They could also recommend programs such as TAG way before applications are due.
- Counseling has never provided me with information I did not know about. They are always rude, do not care, and would rather talk about what they ate for lunch than helping out people who really need help. Admissions and record staff are extremely rude, everyone behind the desk never knows what they are doing, I've have gone in there to talk about the same thing 12 different times and everyone gives me a different answer. They push you through like cattle rather than taking time with you to help you understand. The application tests are absolutely ridiculous. I've taken calculus in high school and I was told I had to take Beginning math. Saddleback system is unfair and

unhelpful.

- Counselors need to be more knowledgeable
- Distance Students should be able to be given counseling over the phone. It's ridiculous that you HAVE to go to the school just to talk to someone about your future
- Financial aid should have people answering the phones or available through email. Also it has been my experience that counselors give conflicting information.
- Financial Aid could be improved because the process is very confusing.
- Get a better staff for your counseling reception, allow students to be able to make appointments at ANY time to see a counselor not just on Monday mornings. Counselors are supposed to be available for students and I do not feel they are at all. Financial Aid can be quicker and more knowledgeable. Other than a select few that work in that department the rest don't know what they are talking about.
- Had to wait a long time at the admin and records
- Hard to get through by phone to make appointment, during appointment counselors seem to be fast and want you to do all the work. I ask for them to help design a schedule and ask them questions about CU or CSu online education and they never can answer which schools have this. Possibly have some major interface on MYSITE that shows which state schools offer distance education also possibly electronic appointment scheduling to see a counselor. I was on hold waiting for 35 minutes and finally hung up...
- I am a third year student and have just started at Saddleback this semester and I saw a counselor, and they did not help me whatsoever, and also I have completed college algebra, however, I am trying to sign up for trig and it says I need to sign up for college algebra. Did the counselor really not think to add me in the system as completed that course?
- I could not honestly answer any of these.
- I don't know how to go through the library, where to find things.
- I feel that Blackboard needs to be a bit more advanced, it is the only website that loads slowly on my brand new laptop.
- I feel that technical support needs to listen better when someone is trying to explain a problem that they are having so the student doesn't feel like a total idiot because they aren't receiving the help they are asking for.
- I had some academic counselors at IVC who did not know some of the academic policies and unfortunately provided me with erroneous information.
- I hardly ever am counseled, I would like to see more help in that area. And the library, I go online to the online databases, and cannot get the full article access at home, it really prevents my work and studying when I can only get the abstract on home.
- I have had many problems with Blackboard, listed above and those problems need to be fixed
- I received no counseling or advisement.
- I tried to get appt. with counseling as a returning to college after a long absence student. Was not able to do that. I did meet with a regular counselor. Not that helpful. Still waiting to hear on financial aid. I qualified to receive aid but no feedback yet. I'm wondering what help I will be receive since I need financial help to continue going back to school.
- I was not aware of "Technical/logistical Support (Blackboard)"
- I've been trying to schedule an appointment for counseling/financial aid online and it's not working. Everytime I try it tells me that there are no appointments available even when I have everything unselected!
- If I am taking an online class, it would be great to be able to speak to a counselor via chat. This way I would not have to make an appointment to come on campus.
- In regards to the counseling/advisement center there is lack of motivation that is given to the students who are seeking help when deciding what they want to do with their future (much more negativity than encouragement). They should improve by giving the students positive motivation and not telling them (in a passive aggressive way) that their goals are most likely not in arms reach.

Financial Aid along with Admissions and records lack skills in communications with the students. They misguide students and belittle the students intelligence when they are "wrong" or "missing" paperwork. If they would be proper communication amongst the two and have more patience with the students seeking help they can make those trips a tad more helpful, less stressful, and pleasant.

- It seems that the counseling and advisement areas at Saddleback is where I have spent most of my time when I'm not in the class. It seems there is much that needs to be improved upon in this area. The following things can be improved: don't just tell students to look up assist.org; next, all counselors should contain more general knowledge of the school's requirements than the students; the time-line for college requirements is something that the counselors should have on hand for students; and lastly, it seems that most of the counseling staff really doesn't give a damn when a student is trying to book an appointment.

As for the library, it's a joke. In general, the library is way too small to accommodate the large student body at Saddleback.

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- It was very hard to make an appointment for advising and when I had to walk in, I waited for over 2 hours when I was initially told it would be shorter. I had a little one at home and was unable to make an appointment online for some reason.
 - Library is far to small, and blackboard needs to have a lot of bugs worked out(WHEN THE STUDENTS ARE NOT USING IT!!!)
 - More availability
 - More grants and scholarships should be promoted at Saddleback and counselors should focus more on helping individual students once they are seated in their office instead of referencing their next appointment continuously. Counselors need to actively listen to what students are trying to communicate in order to first obtain a clear understanding of what the student needs guidance in, before trying to guide the student in the direction that seems easiest.
 - More help and knowing my options when I call financial aid. Quicker response time in getting things processed.
 - My 1st academic advisement appointment was a waste of time. I was not given a paper that financial aide needed from my advisor. I had to make 2nd appointment. Having a newborn I had to wake up at 4:30 AM to get in the counseling office line. I needed to be the 1st in line so that I could get home before my baby woke up. Then had to wait in the financial aid line to give them the paper they needed. I had originally gone in for my academic advisement and was not given what I needed.
As far as financial Aide. I do like my counselor. However, before I was assigned an advisor I had to turn in the same documents three times because they had been misplaced. They had documented receipt for one set and I had fax receipts for the other. It was very difficult and taxing.
 - Not moving the library.
 - Odd process, dont like needing 2 student ids
 - Offer DSS to online students without requiring a campus visit.
 - REALLY HARD TO CONTACT VIA PHONE TO COMMUNICATE WITH THESE DEPARTMENTS.
 - Regarding counseling, I have to call on Fridays to make an appointment. I get busy and forget to call because I work, then I have to wait for another week before I can call again. I've had counselors twice, and they are too busy, by the time we start talking, feels like it's time to leave.
 - Some of the counselors are not very professional. They gave wrong answers to important application questions. Unshaven, horrible breathe, tattoos, I do not trust someone with my education who looks sloppy, and does not give me the correct answers.
 - The application process was slightly difficult because classes were filled very quickly and there seemed to not be enough courses offered. An online forum to speak with a counselor would make the process a lot easier. Also, making the library easier to use and sort through would make it easier to understand and utilize.
 - The counseling department should pay better attention to the details of the students they serve.
 - The counseling/advisement really do not care about there jobs. I had went to three different counselors for some help on classes in order for me to transfer they all gave me the wrong information. Finally when I went to go to a fourth person they led me in the right direction.
 - The financial aid is really slow and they do not communicate what they need from you very effectively.
 - The first time I sent in my application, I didn't get a response. I tried again and got a response a few months later, but I still don't know what happened to the first application.
 - The individuals responsible for admissions and records as well as counseling/advisement are rude and unhelpful EVERY time you have an interaction with them.
 - The online responses from Professors is excellent. More people would be helpful. It seems like the load of the helping people is on the shoulders of a few.
 - The website frequently kicks me off the server.
 - There could actually be a library.
 - They're not helpful and they're not user friendly.
 - Well, the counselors seem to just rush students out of the office without ever actually answering any of their questions.
 - When I applied to Saddleback as a transfer student from another junior college, matriculation was very confusing and tiring, but other than that I enjoy this college and have not had any further issues with it.
 - You can never get through over the phone to financial aid, and no one says the same thing. I get different advice that contradicts another person's.
 - admissions and records is very disorganized, and the service is unfriendly, the counseling/advisement services are very weak- the direct

you in a very general way, but do not give you adequate information needed for the future, the library isn't even in a building- it's in the village, and I'm unsure of where it even is.

- admissions can be scanned instead of mailed. Blackboard needs many glitches and better support to recover tests lost from errors.
- available by phone more often
- counseling is always too busy and sometimes they give the wrong advice or are very rude. The admissions office is not good either. Many of those people who work there are always rude and mean.
- counseling services are not educated in what is allowed transferred from previous education
- financial aid confusing. every time I call I get a different answer
- financial aid is always late and takes forever for the paperwork to be processed. Paperwork has been misplaced and if paperwork is missing, I have never been notified.
- financial aid needs more help. Students don't have enough money to print out course work if they don't have a computer or home printer for lectures, etc. books and supplies are expensive and if you can't afford them on time your grade suffers. You are required to buy a certain brand not the more economical one. Students are embarrassed waiting for the money to come in and if a teacher makes a remark about missing supplies or lack of. (2 Counts)
- financial aid offices lost my information, counselors at Saddleback are bad.
- sweepstakes winner
- TIMELY RESPONSE
- the counseling department at Saddleback has dramatically fallen in the past years. the budget cuts show, the staff are overworked, and the information given is not helpful to students looking for direct information and answers.
- the people were great, but the paperwork took awhile.
- they are always behind when trying to get in. Most of the time it takes anywhere between a week and 3 weeks to get in and talk with a counselor.
- unknown

What, if anything, could be done to improve your online educational experiences at Saddleback College?

- A greater variety of online classes that fulfill different areas of transfer requirements. I've taken an online math class in the past and greatly enjoyed it. I would particularly like to see a greater variety of online math classes offered.
- A larger variety of classes.
- A little more leniency regarding technical miscommunications by professors.
- Aside from technical issues that include the constant and unexplainable locking out of exams and quizzes, online classes are excellent at Saddleback.
- Better screening for effective professors. I had a professor that couldn't even spell properly, and taught false information (information which I cross checked with widely accepted scholarly journals and other information in academia, such as past professors).
- Better video tutorials within chapters contents. Different video formats besides quicktime. Maybe .wmv or .mov something along those lines.
- COMMUNICATION and GRADING. These are two very important aspects that have been greatly neglected throughout my time at Saddleback College online.
- Can't think of anything.
- Considering I have only taken 6 online classes using Blackboard, my sample set is not great towards stating a concrete opinion. However, it would seem to me that most of Blackboard's power/abilities are underutilized. I personally would like to see a list of things I have to do in a particular class that I can then check off, or is checked off for me, as I complete them. I would like to setup email notifications based on a date I set to remind myself that I have to complete that "thing". I would like consistency between classes so that I didn't have to learn how to use the Blackboard interface anew for each class. I think the utilization of PDF's and ICONS/THUMBNAI LS in a GUI(personal desktop) style interface would enhance my ability to learn. Obviously that goes beyond what this question is asking.
- Considering the fact that the teachers have to respond to so many students daily, it would be nice to not feel as though one is bothering them when they have a simple question. Even though these are online courses, study guides would be helpful when it comes to exams.
- Course work equivalent to on-campus classes and instructors who actually INSTRUCT their students would be nice!

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- Everything was good except for the financial aid process. There was a particularly rude person who I HAD to unfortunately deal with on a regular basis because that was the only time I could go in. That gentleman's name was Dennis. He was rude and NOT helpful one bit. I am considering a different school to complete my transfer requirements based on that experience.
 - Exams are my pet peeve. Especially for History 16 and Pysch 1. I cannot receive a copy of my exams for review after completion. I am not sure why. I can receive one if I was physically on campus. Why can I not receive one via blackboard? As of right now, I am taking four exams for Pysch 1 with 65 questions each ..that is a considerable amount of material. It seems that it is essential for students to review test results for many different reasons.
 - Financial aid office needs more help!! They are way behind.
 - Fix any glitches with the new blackboard system, have teachers respond more to students.
 - Have ALL the classes available please! I don't like to sit through a lecture where the teacher reads off the slides available on bb. I can do that myself in the comfort of my home.
for online classes
 - Have in-class meetings. And also have a set log-in time, such as Tue/Thu 5pm, to ensure my commitment to the class. Because otherwise I just procrastinate.
 - I am pretty happy with all my online classes and teachers.
 - I believe blackboard should be improved to include newer features
 - I enjoy having the opportunity to take online classes at Saddleback College. Learning is made fun and interesting for me. I will continue to take courses online until I finally get to transfer.
 - I find that Google Docs to be invaluable and should be integrated into online courses.
 - I guess the instructor emailing the students maybe individually since all of the course work is summed up for the a little better just to make sure the students are keeping up and the interaction level stays high.
 - I have been satisfied with it, as it currently stands.
 - I have enjoyed taking courses online and feel the only improvement that could be done is on my part as a student. I take online courses because I didn't have the ability to go to school during the week, but with this semester I've found my courses having more and more Friday deadlines which I often can't meet.
 - I have enjoyed this experience and am looking forward to next semester. I will be possibly going to Academic Affairs to write a complaint about one professor. Remember, I really enjoyed two of them! It's not that that "one" ruined my experience. There are going to be some professors that some students don't learn from. I also think there are some professors out there to flaunt their intellect or success and not interested in actually teaching. We are here to move forward and learn not be held back by intellectual snobbery.
 - I have had some experiences with the instructor not posting the homework on time a few weeks in a row and also an instructor who didn't make it clear what the homework was for the week and I got zeroes for those assignments.
 - I have no suggestions as of now.
 - I like the way the professor at Barstow College did his online class, he tied on a youtube lecture along with other material.
 - I love Saddleback College, but the Library should be available as soon as possible, because many students are not satisfied with the "new" library at the moment. Our instructors are in overall good, in my opinion, and it is a great community.
 - I love it and will continue to take classes online!
 - I loved that one of my classes had a theme of a Hawaiian adventure. My second class is kinda boring with doing a discussion board then a test every two weeks. I like having a theme to make the class more interesting.
 - I really like the idea of having the ability to take what's given in the class and apply it to a calendar. As we go along, mark it completed or remove it once we have done it. Being able to add not just the assignments given by the teachers but also what I need to do on certain days in the class. I think this would help keep me on track more with all the studying I need to do for the class.
 - I think in order to improve online class is that teachers need to be realistic in the amount of work is given. Also asking for students to do out of school activities to send in an assignment is extremely hard when most things have to be done during the week and during certain times is impossible to do.
 - I think more classes should be offered online such as Ant. 3,5,9,10 15 etc instead of just the beginning, non-elective classes such as Ant. 1,2. Overall, more online classes/.
 - I think professors should be more creative and interactive in creating their learning modules. Laziness seems to be prevalent - where the professor basically posts text book lectures, administers assignments and dispenses grades. I would appreciate personally designed lectures which contain visual and audio elements, or at least written lectures that contain their personal explanations to the material. Just as a student wouldn't appreciate a teacher in a classroom to lecture by reading straight out of a text book and administering tests, the same applies to an online student.

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- I think students should be able to unlock themselves out of quizzes/exams when it is because of the server or computer freezing so that they can continue with the assignment without having to ask for the instructor's help. This would save time.
 - I think that just because I am an online student I should still be able to get a health card and see the campus doc when needed. I think that it is crazy that I buy my books there attend functions - purchase an ASB and cant pay for Health fee and use it. I am a student of saddleback and sometimes I dont really feel like one
 - I wish the instructor would post more content material similar to a lecture in class.
 - I would like to talk to a counselor about what classes I should take next and also could I get financial aid at saddle back and I would have to do everything online or over the phone because I have no transportation. I was approved for a pell grant at SBVC but I am only taking three units there and three at saddle back so I didn't receive any money.
 - I would prefer it if putting students in groups throughout the course was not an option. I've only had one teacher do it but it was a major hassle that only served the purpose of giving the teacher less work to grade. I don't think a student should have to depend on others for their best possible grade. Beyond that I feel that the overall experience is quite good and it is very helpful to have the option for non-campus courses.
 - I'd like to have the ability to have open blog-type discussions without time or substantive restrictions with other students. I have seen an open discussion for this purpose in one prior online class. Students with questions were responded to by other students within minutes... questions like, how to do a particular problem, or ... perhaps if an assignment had been posted as due on two different dates, students could discuss and solve many problems among themselves. With an open discussion like that, the professor kept an eye on the questions and interjected responses and instructions, as well. It was really helpful. I'd like to see something like that in every online class. (2 Counts)
 - In-person courses are much better for teaching and learning.
 - Instructors need to be monitored more to ensure they're actually instructing their courses and offering lectures to their students and not just using the online outlet as a way to get paid for less work.
 - It just wasn't for me.
 - It would be wonderful if Saddleback could somehow evaluate or investigate the level of interaction and willingness of interaction of online professors with their students. This semester has been wonderful, but some online professors--I have dropped one in the past--give the very strong impression they do not want to be contacted with questions or participate in discussion, as though online students don't appreciate their professor's input, have the need to sometimes clarify things, or want to really learn from and understand their assignments.
 - Just offer more classes. IT is a great thing!
 - Like I said everything has been an amazing experience. I would recommend to anyone that this is the place to go to school. I would just warn them to stay away from the one professor that is not worth taking. I was warned to not take her class and I thought they were just being silly. I am an adult and get good grades so I thought I would be fine. I still don't know what I could have done to improve even after asking her. I felt uninspired and dreaded going into blackboard to her class.
 - Live chat to ask for assistance in the evenings and weekends.
 - MORE CREATIVE WRITING CLASSES ONLINE! poetry, stories, autobiographies, et....
 - Make it more like a classroom, more interactions between teachers and students, live video chats and conferencing. At the moment it feels like a silent classroom.
 - Make sure that all teachers are aware of their required level of engagement in on-line classes; most of them are really available and committed but some are not. That can be very disapointing and make the experience frustrating nad like a waste of time and money.
 - Make the different classes have a more similar layout to each other. All of my online classes have different structures that I have to sort out in order to use properly.
 - Maybe let teachers gain the capability to record their lectures live and have students be able to interact live with each other through video chats, some people need auditory reinforcement to help really tie down a concept in their mind.
 - More announcements and maybe on the home page it can show whatis due that day and that week so all so all student are aware of the work they have for the week.
 - More availability of classes online. I love online classes!
 - More classes available. English 1A and Math 251, at present. I took the lowest math placement test and passed. May just improve my skills on my own and take the next higher test. Seems that there are not many math classes offered online.
 - More face to face, or at least some kind of conection between teacher and student. The teacher knowing of student's identites often leads to greater accountability.
 - More help with the exams and quizzes if they do not work.

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- More instructor communication and feedback on submitted work.
 - More interaction that's not graded to make students more interested in subjects. More lectures through video or audio along with written notes/lectures.
 - More online classes!!
 - More please!
 - More than once I have had technical difficulties and was not able to complete a test. My teacher would not let me do anything to fix it if it was 3 hours when it was due. I think that is unfair and wrong. I was still doing it in the time period, but something went wrong, like too many people on the server and not finishing the test is not my fault. I think that if the test is started longer than before the actual time limit of the test, the student should get however long they started before the time limit of the test as a backup in case something went wrong.
 - More variety of classes!!! Everything else is great. (4 Counts)
 - More video lectures from teachers. They help me to be able to follow in discussions a lot better.
 - N/A (2 Counts)
 - Not 100% sure this is not available (but I couldn't figure it out)... It would help if your post to a discussion board could be deleted. There were a few times after I hit submit that I noticed a spelling error or just want to revise my wording...couldn't find where I could delete my post and re-post it.
 - Not a whole lot- in my honest and sincere opinion, this system is absolutely wonderful !! Keep up the good work, hehe =)
 - Not sure if I WILL CONTINUE
 - Not sure.
 - Nothing!
 - Nothing, it is very good so far.
 - Nothing.
 - Offer more classes and use video to enhance the experience. I did not know about mobile devices, but if video and lectures are available on mobile devices it would help. Anything that gives busy people the opportunity to complete work while maintaining their schedules is great. I love when I can get things done when I am away from home stuck somewhere just waiting around. Airport, meetings, jury duty, etc....
 - Offer more courses and get teachers that don't make you study for 10 hours a week on a simple general Ed course.
 - Offer more on line classes like for bio, chem, math.. etc.
 - Offering more classes. Keeping online classes strictly online with no on-campus testing. More realistic work loads from instructors. Instructors maintaining their blackboard pages often.
 - Online classes do an adequate job, especially since it is such an unorthodox way of teaching.
 - Online classes take more time because most of the time students have to teach themselves. Discussion board is a waste of time mostly because it is a "have-to" where the comments are obviously only compulsory. What is frustrating also is when the links are titled something different than the titles used on the assignment and/ or syllabus. So much time is wasted searching for the right links to access the assignments or to submit the homework. And when the links are missing, that is awful. Also, those timed tests where the computer clock is blazing in the corner is so distracting and intimidating. There is not enough time to work out thoughts or eliminate answers on paper. Then there are those subject headings on Discussion Board. They need to be changed to relate to the current topic of discussions, but students just respond and then there is a list of Re:, Re:, Re:
Online classes require so much more time than traditional classes because of busy work, irrelevant assignments, have-to posts, reading posts that are superficial, unclear directions, missing assignments and/or links, waiting for instructor to grade or respond, assignments that are placed out of order making it difficult to find them, relying on others for collaborative assignments.
 - PDF the lectures, its universal and printable. One prof does all lectures through BB and not downloadable. Even with Firefox, I have only had one lecture that images were viewable. the rest have horrible margins and column sets. Not consistent from lecture to lecture. Great subject but very frustrating and class is very vocal via email to each other
 - Personally, I love saddleback college, I wouldn't want to trade it for any other colleges. They're nice and helpful. Everything seems good to me, no complains.
 - Probably use a different system, that integrates better with the students and their life... Iphones, Ipads, Android phones, Android tablets... Its where the future is !
 - Prof Brenda Bruno, and Anne Cox have been wonderful online professors.
 - Reminders/Notifications for assignments. ect.

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- Remove them, I'm not learning
 - Teach rather than giving us a book to learn from. I didn't pay money for only a book.
 - Teachers NEED TO ANSWER EMAIL, A SOON AS POSSIBLE AND BE MORE SPECIFIC (GO TO THE POINT!!)
 - The course I am currently taking has been satisfactory so far. The one thing I would like to see is a little more interaction with the instructor, maybe some comment on the required posts. I understand it would be too time consuming to comment on all the posts but maybe one or two in a semester would be helpful.
 - The only thing I would suggest would be to offer more online classes so that registering would be not as tedious and unsettling.
 - The woman who answers the phones in the counseling office is extremely short tempered. She gets frustrated and disrespectful. There is no reason she should ever speak to anyone like that. It is her job to be helpful and kind no matter what!
 - To have more classes. I wish that another Math 351 or others could be added online.

 - To improve I think to make blackboard fixed
 - Unsure.
 - Video of lectures
 - We need Bible Classes
 - a cup of coffe and a chap
 - allow the classes to be entirely online, tests, exams, quizzes, etc..
 - different format for discussion boards
 - do NOT allow video lectures.
 - for teachers to be clear.
 - free online library, less homework, more video,
 - it may work for others, but there is information all over the place it is really hard for me to keep up with whats due when when there is just so much too it. so much information i don't even know where to start. i get really overwhelmed i prefer a traditional class room setting much much more.
 - love everything!
 - love the online classes!! (2 Counts)
 - n/a
 - nothing
 - nothing!
 - nothing, it's been great!
 - offer more classes online
 - offer more eight week online classes
 - online tutors where beneficial. It could be an entire program/service.
 - podcasts/audio/video would feel more enriching
 - somehow visually organize the links so that they aren't as hard to reach and notice
 - the workload.