

Distance Education Committee

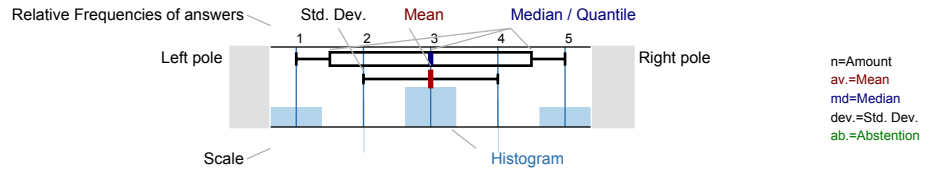
Student Satisfaction Survey- Distance Education Fall 2008 ()
No. of responses = 461



Survey Results

Legend

Question text



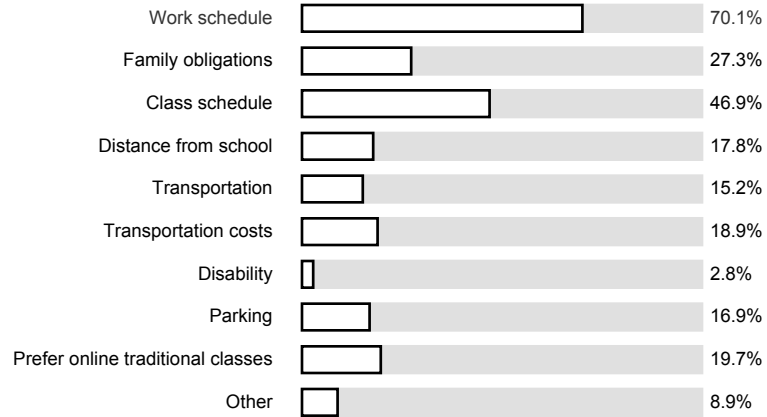
Distance Education Questions

- 1.1) How many on-line courses have you completed? n=460
- | | | |
|-----------|--------------------------|-------|
| None | <input type="checkbox"/> | 18% |
| 1-2 | <input type="checkbox"/> | 33.3% |
| 3-4 | <input type="checkbox"/> | 23.7% |
| 5 or more | <input type="checkbox"/> | 25% |
-
- 1.2) How many on-line courses are you currently enrolled in this semester? n=456
- | | | |
|-----------|--------------------------|-------|
| 1 | <input type="checkbox"/> | 50.2% |
| 2 | <input type="checkbox"/> | 26.8% |
| 3 or more | <input type="checkbox"/> | 23% |
-
- 1.3) Are you enrolled in both on-line and on-campus traditional classes at Saddleback College? n=458
- | | | |
|-----|--------------------------|-------|
| Yes | <input type="checkbox"/> | 53.9% |
| No | <input type="checkbox"/> | 46.1% |
-
- 1.4) How did you learn about Saddleback College's on-line course offerings? (Please check all that apply) n=461
- | | | |
|----------------------------|--------------------------|-------|
| Saddleback College website | <input type="checkbox"/> | 65.7% |
| Mailed course schedule | <input type="checkbox"/> | 18% |
| Word-of-mouth | <input type="checkbox"/> | 30.2% |
| Professor recommendation | <input type="checkbox"/> | 3% |
| Other | <input type="checkbox"/> | 7.6% |

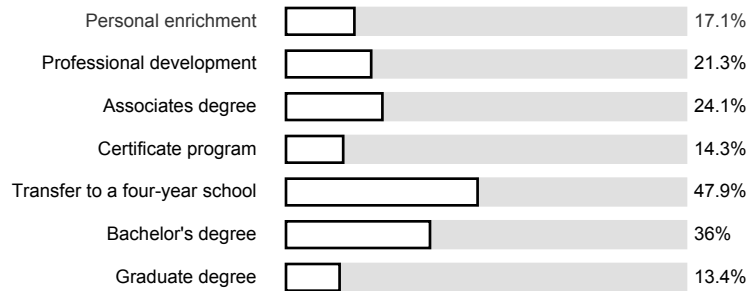
1.7) If you live outside of the South Orange County area, have you experienced any specific distance education challenges from residing outside of the college area? n=217



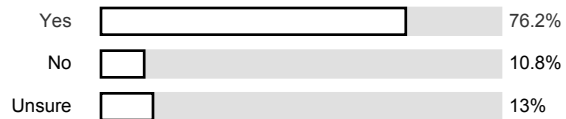
1.9) Why have you specifically chosen to take an on-line class rather than a traditional class? (Please select all that apply) n=461



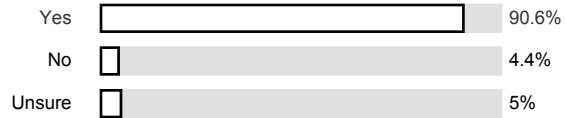
1.11) What is your educational goal? (Please select all that apply) n=461



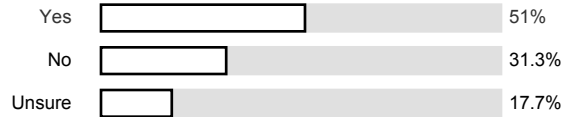
1.12) Will you continue to take on-line classes at Saddleback College? n=454



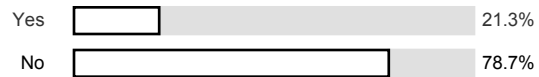
1.14) Would you recommend on-line classes at Saddleback College to a friend? n=457



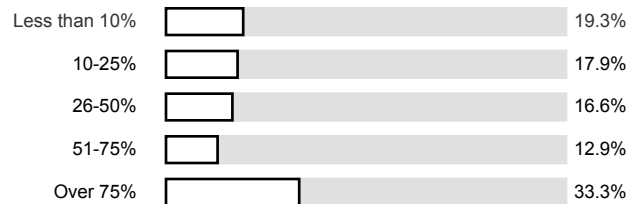
1.15) Would you consider getting an entire degree on-line if available? n=457



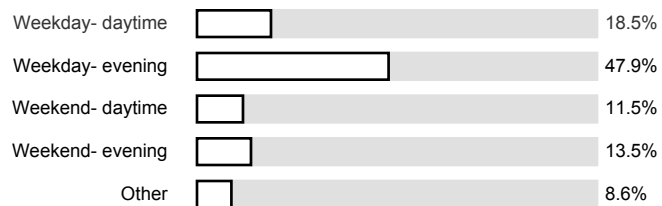
1.17) Have you taken or are you currently enrolled in on-line classes at another institution besides Saddleback College? n=455



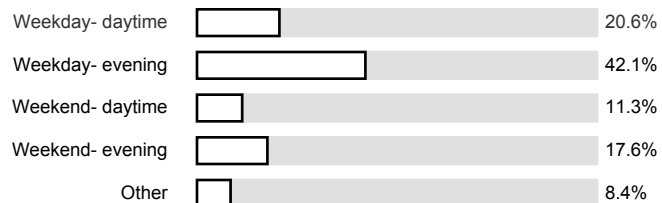
1.19) What percentage of your course load do you take as distance education classes? n=457



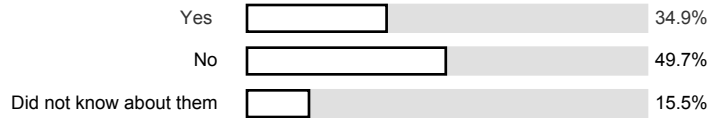
1.20) When during the week do you most often complete your work for your on-line classes? n=453



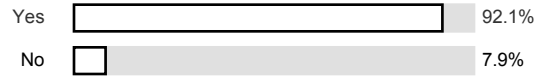
1.22) When are you most likely to need technical/logistical support for your on-line classes? n=442



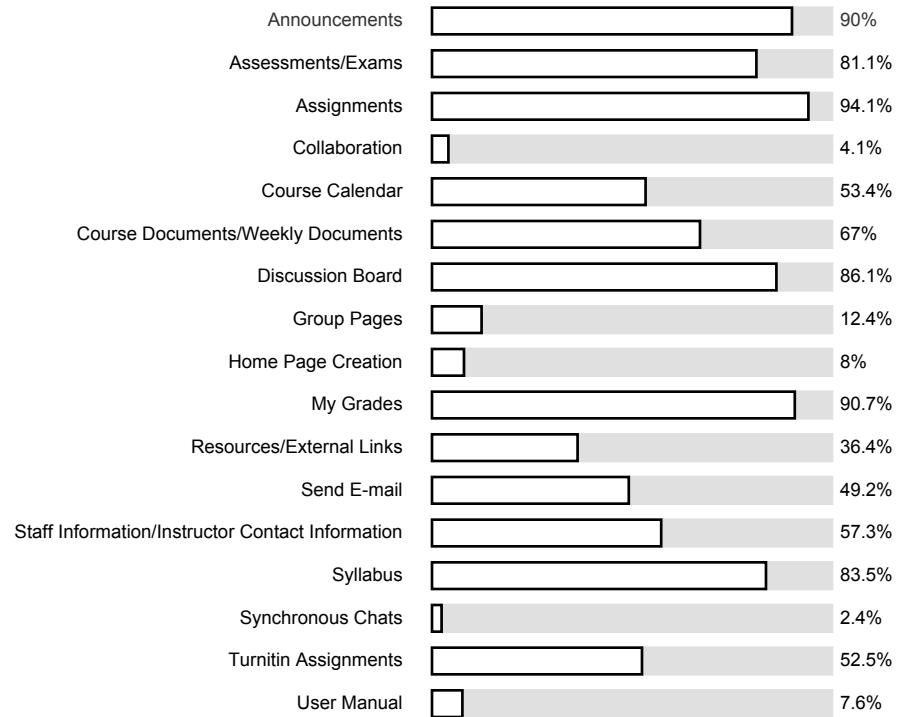
1.24) Have you used Saddleback College's video Blackboard tutorials or online quick tips? n=459



1.25) If you selected "Yes" to the above question, were they helpful? n=164

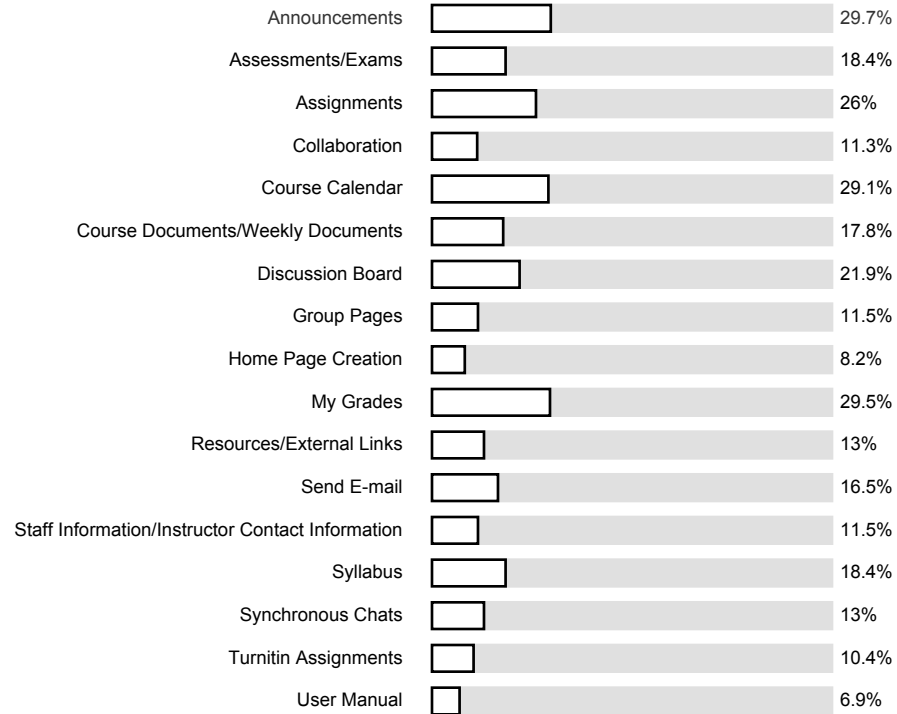


1.26) Which Blackboard features have you used in your online classes? (Please check all that apply) n=461

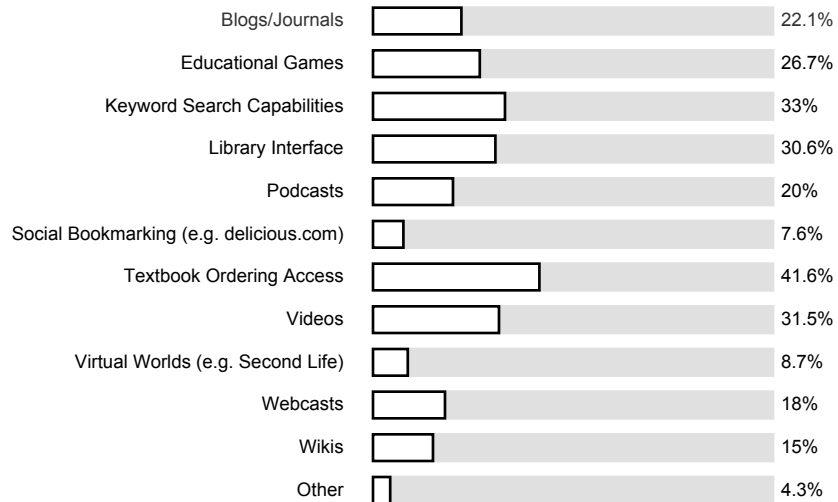


1.27) Which Blackboard features would you like to see used more in the future? (Please check all that apply)

n=461

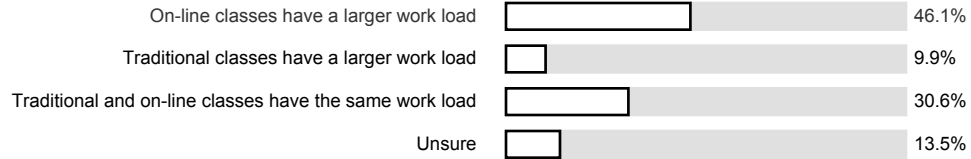


1.28) Which of the following Blackboard features would you be interested in having added to your online classes? (Please check all that apply) n=461



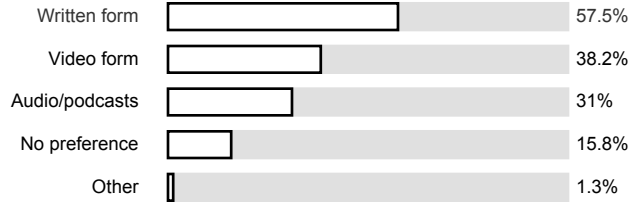
1.30) When comparing on-line classes to traditional classes:

n=445



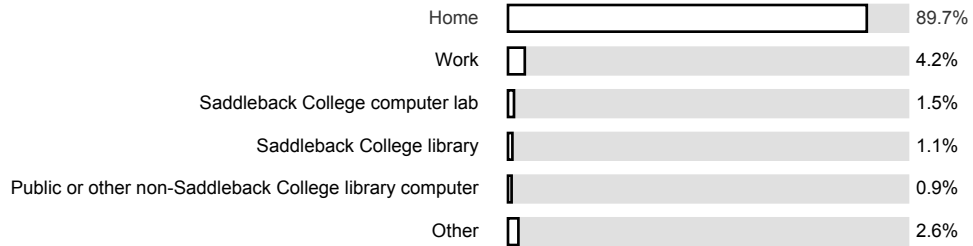
1.31) How would you prefer to receive class content (such as lectures) on-line?

n=461

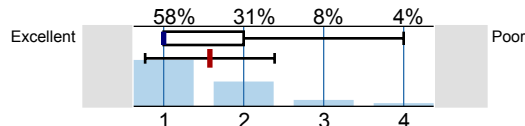


1.33) Where do you normally complete your work for your on-line classes?

n=455

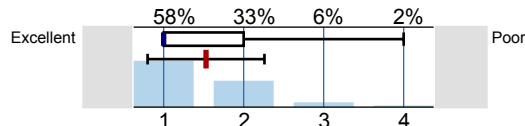


1.35) Clear expectations for instructor responses



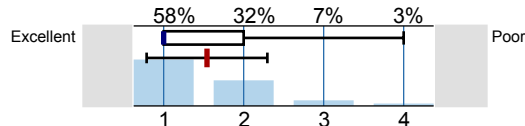
n=457
av.=1.6
md=1
dev.=0.8

1.36) Clear expectations for student participation



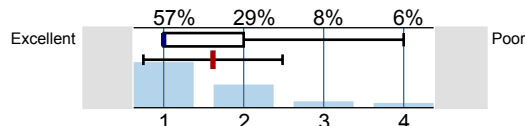
n=457
av.=1.5
md=1
dev.=0.7

1.37) Regular announcements



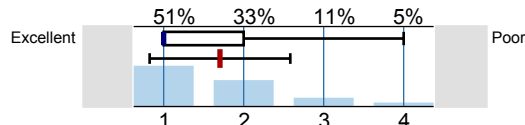
n=456
av.=1.5
md=1
dev.=0.7

1.38) Responses to e-mails and/or phone messages



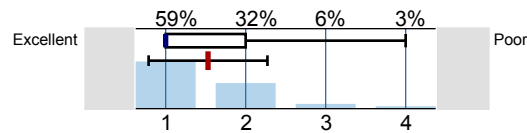
n=456
av.=1.6
md=1
dev.=0.9

1.39) Participation in discussion board forums



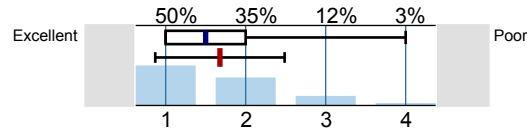
n=449
av.=1.7
md=1
dev.=0.9

1.40) Timely updating of course materials



n=457
av.=1.5
md=1
dev.=0.7

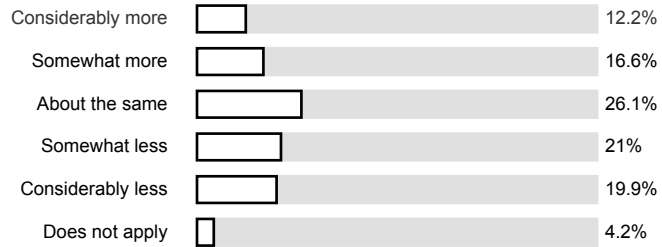
1.41) Timely grading of exams and assignments



n=454
av.=1.7
md=1.5
dev.=0.8

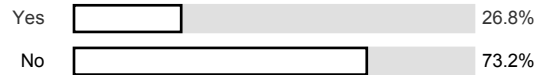
1.43) How does the level of interaction in your online classes compare with the level of interaction in the in-person courses you have completed?

n=452



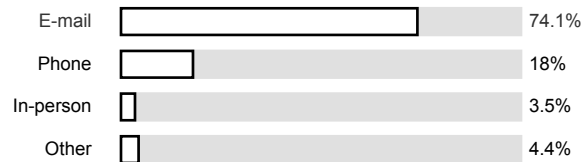
1.44) Have you experienced any technical/logistical challenges with your distance education courses?

n=448

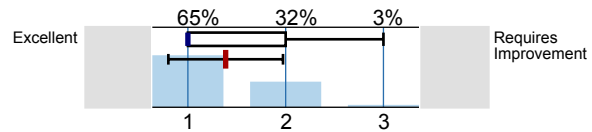


1.46) What is the BEST way to receive technical/logistical support for your on-line courses?

n=451

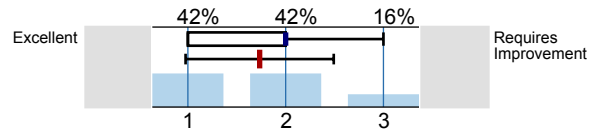


1.48) Application process through Admissions and Records



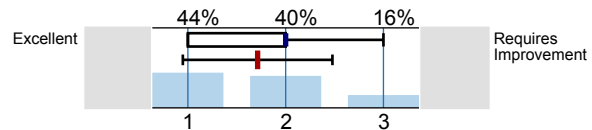
n=414
av.=1.4
md=1
dev.=0.6
ab.=41

1.49) Financial Aid



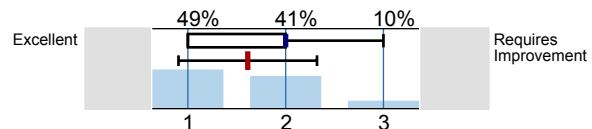
n=173
av.=1.7
md=2
dev.=0.7
ab.=280

1.50) Counseling/Advisement



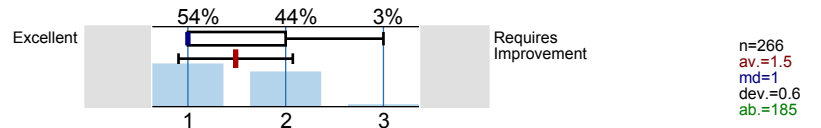
n=293
av.=1.7
md=2
dev.=0.7
ab.=160

1.51) Disabled Student Services

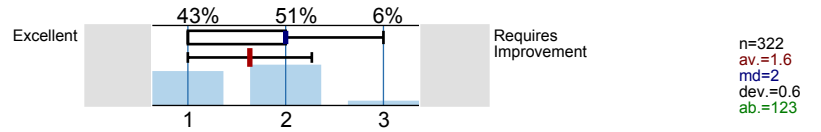


n=98
av.=1.6
md=2
dev.=0.7
ab.=354

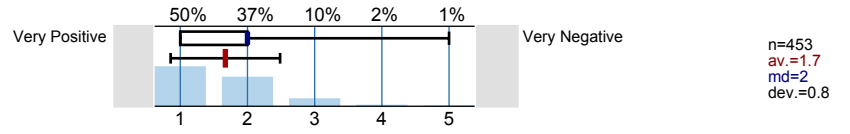
1.52) Library



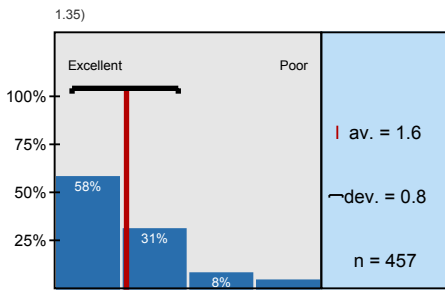
1.53) Technical/logistical Support (Blackboard)



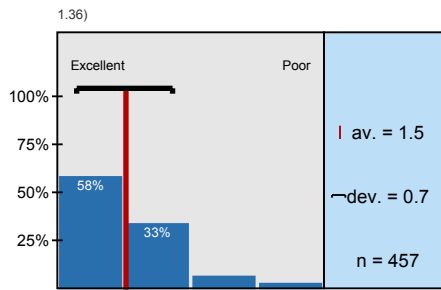
1.55) My overall experiences with on-line classes has been positive.



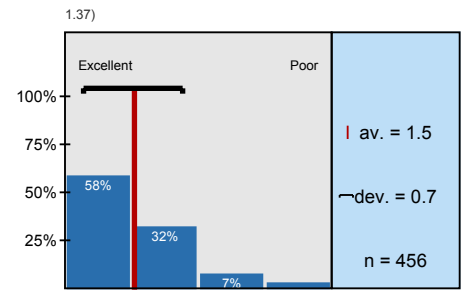
Histogram for scaled questions



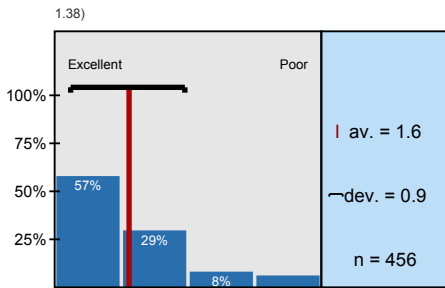
Clear expectations for instructor responses



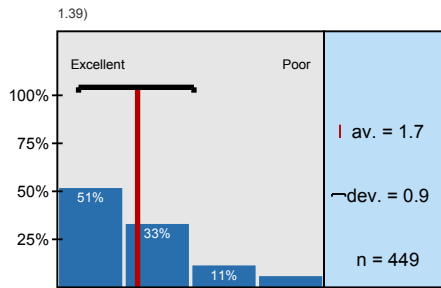
Clear expectations for student participation



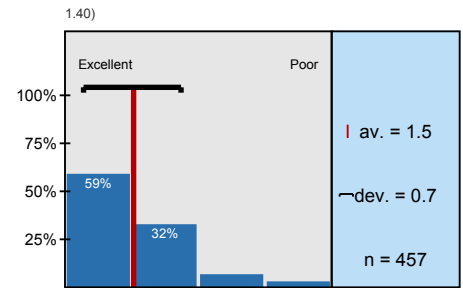
Regular announcements



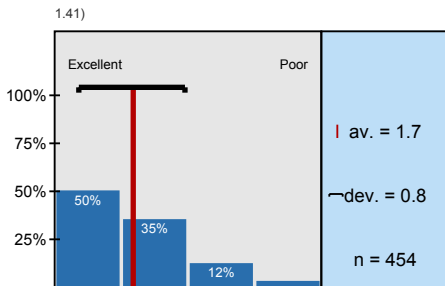
Responses to e-mails and/or phone messages



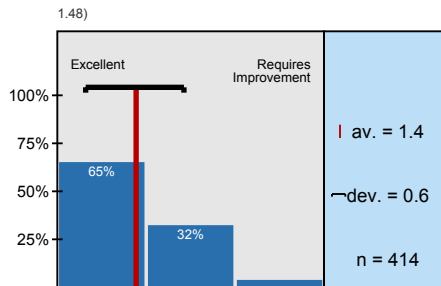
Participation in discussion board forums



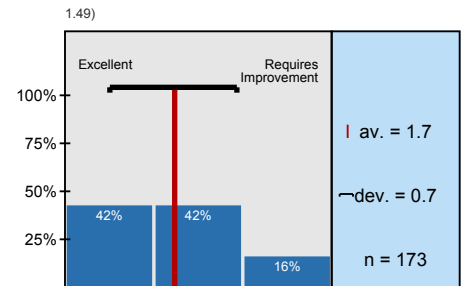
Timely updating of course materials



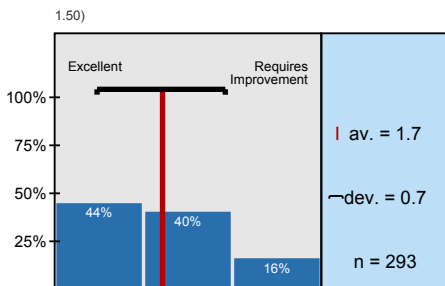
Timely grading of exams and assignments



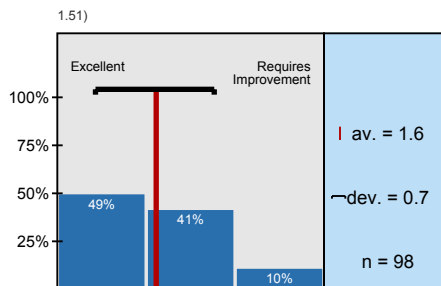
Application process through Admissions and Records



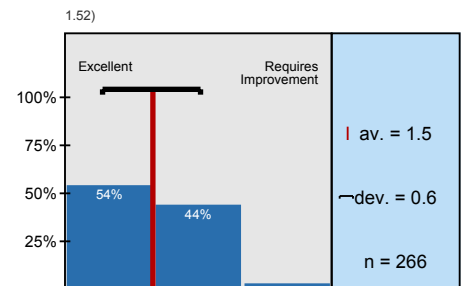
Financial Aid



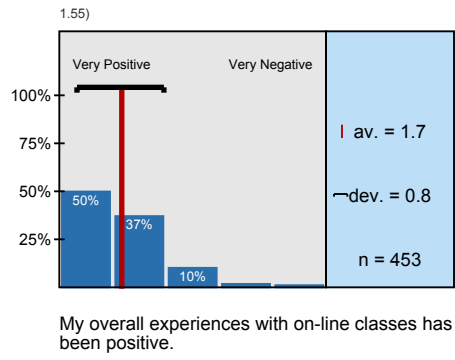
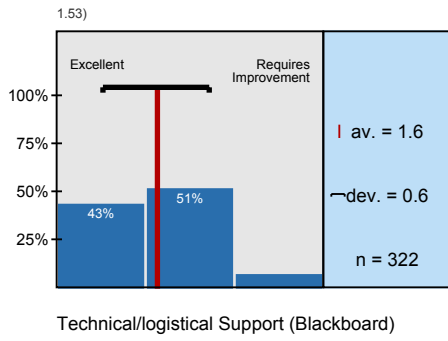
Counseling/Advisement



Disabled Student Services

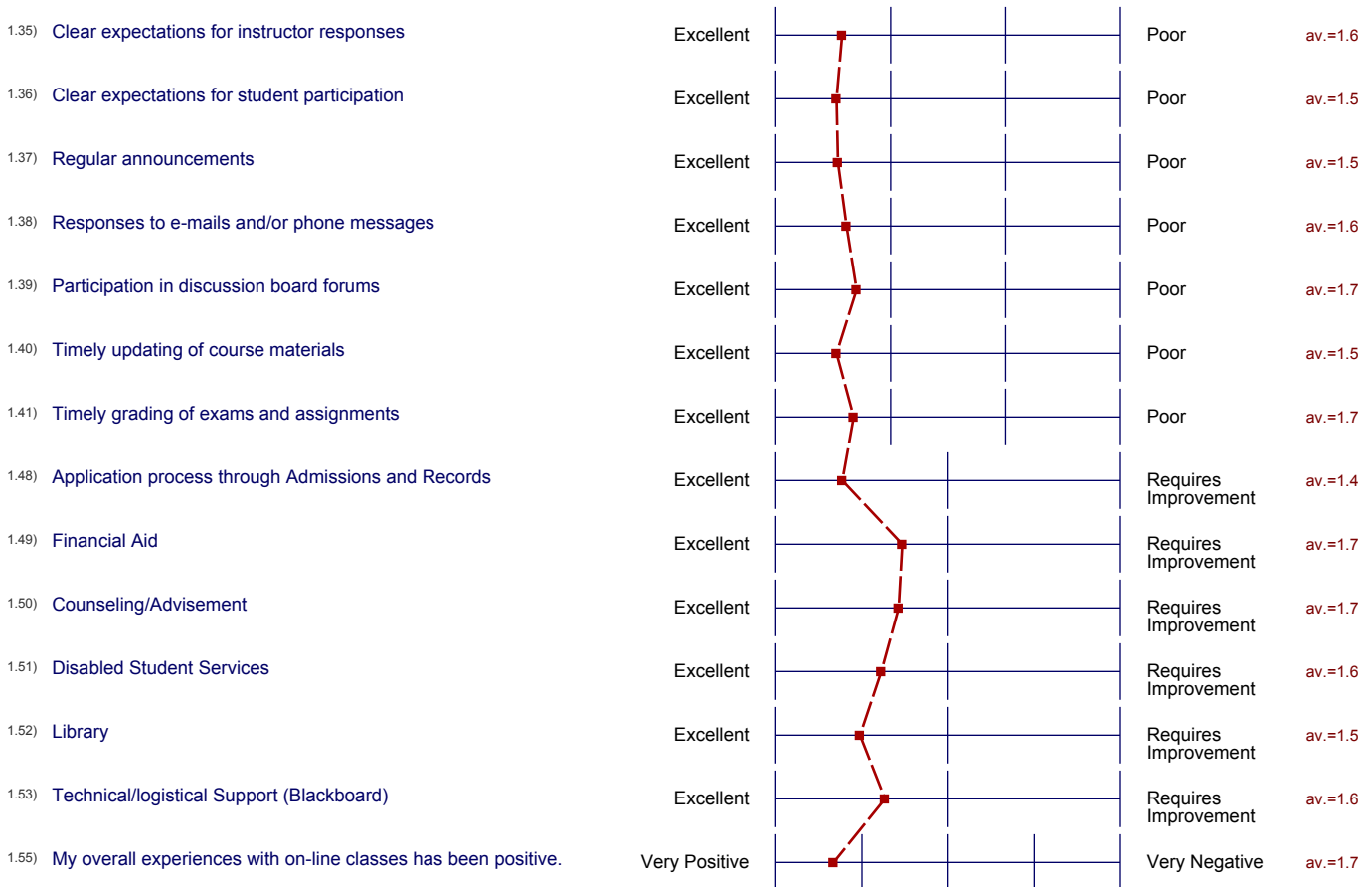


Library



Profile

Subunit: Research Department
 Name of the instructor: Distance Education Committee
 Name of the course: Student Satisfaction Survey- Distance Education Fall 2008
 (Name of the survey)



Comments Report

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

- My employer. (2 Counts)
- High School Counselor (2 Counts)
- From the website cccapply.org California Community Colleges Online website (1 Count)
- I heard about it from a friend (1 Count)
- Through the course catalog (1 Count)
- Several of my co-workers had taken online classes before and I have heard of their experiences. When I decided to enroll in my class my human resource director at work instructed me that there was an online course that would qualify. (1 Count)
- Riverside County Childcare Consortium web site (1 Count)
- did google search for child development on line courses (1 Count)
- My friends told me how much they like the online classes so I decided to try some (1 Count)
- Friends told me about taking online classes (1 Count)
- My friend said that she liked online classes (1 Count)
- Accounting 1-B was already full, so I had to take it online. (1 Count)
- Counselor recommended trying out online courses for more flexibility with schedule. (1 Count)
- california virtual campus (1 Count)
- My mom took all online classes to get her child development certificate (1 Count)
- I learned about Saddlebacks online classes from the Child Development Consortium (1 Count)
- Las Positas Coordinator-Livermore (1 Count)
- I was browsing for an online class that fit my schedule (1 Count)
- I was told by a transfer counselor. (1 Count)
- Irvine Valley College Website (1 Count)
- Found class I needed to take in the online format. (1 Count)
- Just turned out that way (1 Count)
- My counselor. (1 Count)
- I am enrolled at Camp Pendleton's Park University. One of the representatives there recommended it to me.s (1 Count)
- I had taken on-line classes previously at another college so I looked online and found them. (1 Count)
- Through IVC . (1 Count)
- I was searching for community college online course offerings and was directed through my local community college to the california virtual college directory website. From there, I was able to enroll in any california community college. Saddleback happened to have most of the courses I needed and so I chose to take the classes. (1 Count)
- Via Irvine Valley College website. (1 Count)
- father (1 Count)
- Web search. . . (1 Count)
- Through the childdevelopment.org website for non-traditional classes. (1 Count)

-
- Child Development Website (1 Count)

1.6) What is your home zip code?

- 92691 (43 Counts)
- 92677 (43 Counts)
- 92688 (41 Counts)
- 92656 (33 Counts)
- 92692 (33 Counts)
- 92630 (24 Counts)
- 92673 (21 Counts)
- 92672 (20 Counts)
- 92679 (16 Counts)
- 92694 (15 Counts)
- 92675 (14 Counts)
- 92629 (10 Counts)
- 92653 (9 Counts)
- 92610 (6 Counts)
- 92614 (5 Counts)
- 92592 (5 Counts)
- 92624 (4 Counts)
- 92618 (3 Counts)
- 92637 (3 Counts)
- 92504 (3 Counts)
- 92782 (3 Counts)
- 92620 (3 Counts)
- 92612 (3 Counts)
- 92646 (2 Counts)
- 92869 (2 Counts)
- 92603 (2 Counts)
- 92532 (2 Counts)
- 95669 (2 Counts)
- 92373 (2 Counts)
- 92595 (2 Counts)
- 92606 (2 Counts)
- 92780 (2 Counts)

-
- 92651 (1 Count)
 - 92657 (1 Count)
 - 95564 (1 Count)
 - 92704 (1 Count)
 - 92867 (1 Count)
 - 92674 (1 Count)
 - 92082 (1 Count)
 - 94110 (1 Count)
 - 27513 (1 Count)
 - 95962 (1 Count)
 - My home zip code of 92691. (1 Count)
 - 91765 (1 Count)
 - 92557 (1 Count)
 - 92391 (1 Count)
 - 92107 (1 Count)
 - 95694 (1 Count)
 - 90712 (1 Count)
 - 92801 (1 Count)
 - 92120 (1 Count)
 - 92084 (1 Count)
 - 92377 (1 Count)
 - 95951 (1 Count)
 - 92057 (1 Count)
 - 93536 (1 Count)
 - 94559 (1 Count)
 - 92201 (1 Count)
 - 92661 (1 Count)
 - 93434 (1 Count)
 - 92024 (1 Count)
 - 92627 (1 Count)
 - 92626 (1 Count)
 - 92845 (1 Count)
 - 92570 (1 Count)
 - 92563 (1 Count)
 - 91105 (1 Count)
 - 92585 (1 Count)

-
- 92690 (1 Count)
 - 949 (1 Count)
 - 96134 (1 Count)
 - 21212 (1 Count)
 - 95623 (1 Count)
 - 94568 (1 Count)
 - 90041 (1 Count)
 - 92054 (1 Count)
 - CA 92604 (1 Count)
 - 92211 (1 Count)
 - 92545 (1 Count)
 - 91710 (1 Count)
 - 92708 (1 Count)
 - 44139 (1 Count)
 - 92886 (1 Count)
 - 92530 (1 Count)
 - 92705 and 94571 (1 Count)
 - 92602 (1 Count)
 - 93610 (1 Count)
 - 92707 (1 Count)
 - 91307 (1 Count)
 - 92656, 92651, 95677 (1 Count)
 - 92832 (1 Count)
 - 95006 (1 Count)
 - 94116 (1 Count)
 - 92078 (1 Count)
 - 92647 (1 Count)
 - 93637 (1 Count)
 - 92011 (1 Count)
 - 92008 (1 Count)
 - 92821 (1 Count)
 - 93926 (1 Count)
 - 93117 (1 Count)
 - 91766 (1 Count)
 - 92591 (1 Count)
 - 92507 (1 Count)

-
- 92808 (1 Count)

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

- Being able to check out the text book from the school's text book borrowing program, or being able to locally locate the text books needed. Also my classes offer special meetings for information & I miss those. (1 Count)
- I was unable to get financial aid because I can't come into the office. (1 Count)
- Purchasing books (1 Count)
- I did not feel it was necessary to physically show up on the first day of class just to hear about how difficult the class will be and to go over the curriculum and syllabus. That was a 4 1/2 hour round trip for me. (1 Count)
- internet connection (1 Count)
- some travel required (1 Count)
- In one class in particular, extra credit was offered if a lecture was attended at IVC. Living further away meant I had to drive an hour to receive 5 pts of extra credit. Also, this same class requires we take the midterm and final in the classroom, somewhat contradicting the idea of an online course. (1 Count)
- class meetings for reviews and such. I live in Wildomar so when classmates and teachers would get together to review for tests I can never make it. (1 Count)
- None, on line classes have been such a help in obtaining my career and educational goals. (1 Count)
- Yes, having to fly in to California to take final exams (1 Count)
- commute and conflicted schedule (1 Count)
- Traffic (1 Count)
- not enough time to finish assignments and too much of a work load when you have other responsibilities (1 Count)
- Getting books for cheaper, and sometimes there are orientations I cannot attend. Mailing in assignments is also a hassle. (1 Count)
- I hit traffic when I try to leave for morning classes. Then I get to school and my class is canceled. My counter action will be to take night classes next semester and go to a closer college and not move half way through a semester. (1 Count)
- inability of attending extra credit lectures held on campus (1 Count)
- I was unable to attend extra credit seminars. (1 Count)
- hard to do the extra credit assignments (1 Count)
- I thought that I would also be able to take the lab online but now that I have taken the class I am going to have to drive out of my way to take the lab next semester. (1 Count)

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

- It was the one of the few classes available since I had a late registration date. (1 Count)
- The classes that I needed were not offered locally. In searching, Saddleback College had all of the ones that I needed. Due to distance, online was the only option. (1 Count)
- working on the class material yourself helps to remember it longer than from professor's long lecture. (1 Count)
- My ECE courses are often 3 or 4 hours & I have ADD and cannot sit still that long. Plus the community college in San Francisco has very limited offering on courses and none online. I like Saddleback & IVC (1 Count)

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- Due to my enrollment date I was unable to get any of the classes on campus (1 Count)
 - the classes were only offered as online courses. (1 Count)
 - Mother is sick. Must be close by at all times and distance education works best for me. (1 Count)
 - I did not feel these particular classes were the kind where I would learn more if I was on-site. (1 Count)
 - Training (1 Count)
 - this class was half on campus and half online (1 Count)
 - Sports team practice schedule (1 Count)
 - It is hard for me to make it to the campus everyday. (1 Count)
 - I'm lazy and it offers me a good chance to study when I'm ready to study. (1 Count)
 - Wanted to see the benefits or disadvantages of enrolling in an online course (1 Count)
 - Time saving! (1 Count)
 - I attend high school in River and my schedule would be too hard to figure out as well as the distance. (1 Count)
 - It is soooo convenient, I do not see any reasons not to take the online classes. (1 Count)
 - I WOULD PRFER A TRADITIONAL CLASS, BUT IT WAS NOT OFFERED. (1 Count)
 - This class was only offered online. (1 Count)
 - Moved out of state and wanted to complete my AA at Saddleback. (1 Count)
 - One of the few 8- week classes available for the second part of the semester. (1 Count)
 - I attend a university and there is a large distance between my university and Saddleback (1 Count)
 - Dont want to talk in front of people (1 Count)
 - Online classes are never as full as in school courses (1 Count)
 - Flexibility in the schedule (1 Count)
 - I have five other classes, so I wanted to work one by not sitting in a class room. (1 Count)
 - Just turned out that way (1 Count)
 - Class was only offered online not on campus. would have perfered oncampus (1 Count)
 - Availability of required classes (1 Count)
 - These classes seem more time-efficient and I can work at a much faster pace on my own time. (1 Count)
 - I don't enjoy being in the classroom because I learn better on my own. (1 Count)
 - I perfer the instructor, whom isn't avabile on campus any longer but was avabile for an online class. (1 Count)
 - Just to try it out. (1 Count)
 - Preferred to be able to work on classwork on my own schedule. (1 Count)
 - course online is easier for me to understand. (1 Count)
 - Flexibility with personal schedule (1 Count)
 - Work Schedule, Baseball Practice, and Training (1 Count)
 - i needed extra credits for high school (1 Count)
 - Registered late, only classes still available and not full. (1 Count)

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

- I would take an online course if it was my only choice. (1 Count)
- Have had 1 bad experience with an online instructor who was completely incompetent. Class is beginning a formal complaint against the professor. Gallegos - ENG 1A (1 Count)
- After these two courses are finished I will receive my BA. (1 Count)
- I may have enough units to transfer after the Spring 09 semester but I'm not sure yet. (1 Count)
- I'll be attending CSU Fullerton beginning in the spring. (1 Count)
- Some of the class material is complicated and the teachers are hard to communicate with. It is better to be in a classroom because of the instant responses and dictation. The workload seems to be much harder and the syllabus do not always point out all of the things needed to finish the course in detail. (1 Count)
- graduated (1 Count)
- If they are offered in my class outline I will (1 Count)
- i don't expect to be taking anymore classes that are being offered online. additionally, blackboard is pretty clunky software. I understand that it's kind of the only game in town, so to speak, but it's awkward and difficult to use, lacking in features, and just generally ugly. I don't really think there is much saddleback can do about this, i imagine, but it's frustrating none-the-less. (1 Count)
- I found it very difficult to get everything in on time, the communication with one of my teachers was horrible and cost my grade, so I have decided to no longer use online classes. (1 Count)
- I just moved to San Diego, so I will register with Mesa college. However, if I can find an online class that I can't find at Mesa that I need to take, I will sign up. (1 Count)
- I need to take classes that I don't think I will pass without being in a classroom. (1 Count)
- Not sure if im going to take anymore classes. (1 Count)
- i think i like being in class more because i feel more comfortable walking up after class to ask a question than talking on the phone or email (1 Count)
- Professor Anne Cox is not very responsive and doesn't answer important e-mails in a timely manner. She even failed to give us a point total for the class or how much each assignment is weighed so there is no way to figure out your grade. When I asked Cox for feedback on my discussion board post she said they were vague and too short yet they were at least one page. She is not very clear with his instructions and doesn't provide any examples. I don't think she cares much about her online classes. She also did not provide a course schedule. IVC has much better teachers for online classes. (1 Count)
- Basically it comes down to whether or not I need to take any more classes for my job. If these classes I am currently enrolled in are the last two classes I need to take, then I'm not going to sign up for ANY more classes at Saddleback, online or on campus. If I need to take more classes, then yes, I would do the online classes. (1 Count)
- The final four classes I have to complete during the spring semester before transferring are not held online (1 Count)
- I only took the class at Saddleback because my teacher's online course at my college was full. (1 Count)
- Not sure what exact schedule next semester will be. (1 Count)
- not sure yet (1 Count)
- It was too difficult to find the time to sit down and complete all of the busy work. It is also much easier for me to learn when something is being taught in front of my eyes. (1 Count)
- I miss the classroom connection with instructors and other students. I have also found that the online classes take more time than I expected because class participation is written-through blogs or online discussions-and does not have the same flow as an inclass conversation. However there are situations that make online classes a much appreciated alternative. (1 Count)
- I have finished my certificate program but may take more short-term courses as time permits (1 Count)

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- Most of the courses I need now have to be traditional on-campus classes; like Math or business law (1 Count)
 - I will be transferring to the University of Oregon this Winter (January 2009) (1 Count)
 - I will only take classes at Saddleback if I need them for CSUF. (1 Count)
 - I have signed up for one on-line class next semester but I'm not sure if I will take it or not, I haven't had a very good experience with this one. (1 Count)
 - i found it difficult to motivate myself to do the work (1 Count)
 - i like the classes but its just difficult some what when you share a computer and when the internet is unreliable. i would much rather learn from inside a class room so things can soak in better for me. (1 Count)
 - I don't know if it was the teacher I took, or if its me and online classes, but she didnt teach us anything. its all learning on your own and she just provides the info to do homework on. (1 Count)
 - There was no teaching, just reading and turning in work. Not helpful at all! (1 Count)
 - It seems harder for me than regular classes. I do very well when going to actual classes, but with a one year old daughter that's no longer an option at this time ... the on-line classes just seem like I'm always trying to find the time instead of having a set window of required time and I prefer the face-to-face communication between the professors and fellow students. (1 Count)
 - I do not feel i got the full learning experience. I didn't like how i had to turn in my projects. (1 Count)
 - depending on what classes offered (1 Count)
 - This is the last class that I need. (1 Count)
 - I like to be interactive with my classes. I do not feel as involved with the class as i am used to mostly because this is my first online class i am taking. (1 Count)
 - It will depend on what is available at the local collage compared to what is available at Saddleback. (1 Count)
 - I'm graduating (1 Count)
 - If I find classes that are interesting to me, then I will take more online classes. (1 Count)
 - I will be transferring to UC Irvine following the semester. (1 Count)
 - I only need 12 more units my last semester and I decided to take them all on-campus. (1 Count)
 - Primarily, I will not be taking anymore online class because this is my last semester at Saddleback. But if I were to continue at Saddleback, I would not take anymore online courses because I work better in a traditional classroom. (1 Count)
 - Depends on the courses I decide to take and whether they are offered online. (1 Count)
 - i have finished all the credits i need (1 Count)
 - Looking to see if they work with my schedule (1 Count)
 - I am transfering to a University so I do not need another class. (1 Count)
 - I'm currently 5 months pregnant and I'm not too sure what my educational future looks like at the moment. (1 Count)
 - I have finished my general education classes and am transfering to Cal Poly Pomona next quarter. (1 Count)
 - The next courses I will be taking are lab classes and these require me to attend a traditional classroom setting. (1 Count)
 - I prefer on campus classes or a combination of internet and class time. (1 Count)
 - I have completed all the courses needed for AA degree in Business. (1 Count)
 - I am leaving (1 Count)
 - don't need anymore right now, but would consider it in the future (1 Count)

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- I (hopefully) only have on semester left of classes at Saddleback and may not be taking any more classes, which include the online classes. (1 Count)
 - I will have completed my general education after this course. (1 Count)
 - I've transferred to CSUF and will be there full time starting next semester (1 Count)
 - This is my last semester at Saddleback College. (1 Count)
 - Because my program doesn't allow me to take courses outside my university any more. (1 Count)
 - Finished with all applicable courses. (1 Count)
 - I dont know if all teachers are like this but mine assigned so much stuff every week, it seems my online class requires 10 times more work then regular classes and while working 2 jobs and taking 21 classes more work is the last thing i need. (1 Count)
 - Nothing beats an instruction from an instructor. You can ask a question right then and there and get an answer right away. When im working on an assignment for an online classs and have a question, i would have to email my instructor and wait (for who knows how long) for a feedback. Extremely inconvenient. Especially for someone like myself with a busy schedule and i dont have time to wait. Im taking 18 units and work full time. I cant put something aside to check my email and see if my instructor email me. (1 Count)
 - In the future I would only recommend taking on at time or two courses at 16 weeks. This was a ton of information to process and explore in such a short time. (1 Count)
 - I start at Cal State Fullerton in the Spring. (1 Count)
 - I miss the class interaction. The interactive component for the course I am taking, occured during my work hours, therefore I was unable to participate. (1 Count)
 - Saddleback does not offer a Winter session that I need in order to transfer to a university next year. (1 Count)
 - I will be going to another school. (1 Count)
 - It is hard to stay on task with assignments and find the time to check if something is due. (1 Count)
 - fell behind I do not like getting bad grades when theses classes are just for fun (1 Count)
 - I am unsure if I will need to take more courses. If I do it will be for personal development or a second degree. (1 Count)
 - There are a lot of options, but I may be back. (1 Count)
 - i am transferring to fullerton, spring 2009 (1 Count)
 - Transferring to CSUF next semester. (1 Count)
 - i just got accepted to nursing school so all the pther classes i need have to be taken at the new school (1 Count)
 - This is my last class for my AA. (1 Count)
 - I have wasted so much time taking an on-line lab that did not accoutn for all of my hours, so I did not get credit. WASitng my precious time and money spent on the course and materials. (1 Count)
 - Not too sure how many more classes I need before transferring. (1 Count)
 - Depends on what's offered. (1 Count)
 - I am more motivated to succeed in a class room setting. (1 Count)
 - I will have graduated... hopefully! (1 Count)
 - It was easy, but I would rather go to class and listen to a teacher. (1 Count)
 - I am currently enrolled in 3 online classes: 2 at Saddleback, 1 at IVC. I found the way in which Saddleback teacher had structured the online class discussions and homework to be very disorganized, and am thus now very reluctant to take any future online classes. (1 Count)
 - If I come along another class that I am interested in and it is online, then yes i would gladly take it. (1 Count)

- this course fulfilled the requirement for my job, so i no longer need to continue with online courses (1 Count)
- I am going to another college but I may have to enroll in an online course because of my job. (1 Count)
- I am not sure about what other classes may be beneficial that I can take online. (1 Count)
- I realized I didn't like them as much as I though I would. (1 Count)
- Not enough info. (1 Count)
- It all depends on the class. (1 Count)
- Graduating from Cal State Fullerton in May (1 Count)
- It was difficult to stay up to date with some classes, assignments were randomly posted. (1 Count)
- I am a student at CSUF and needed only one more class to graduate. Elected to take online course through Saddleback due to costs and proximity convenience (1 Count)
- I have taken hybrid classes, and some of the teachers post items without a warning in class, I have limited internet use and cannot be on it daily or hourly to check to updates. (1 Count)
- completed prereqs for my program (1 Count)
- Not many are offered that work with what I need (1 Count)
- My online instructors in the past were very good at returning emails. I think this is very important since email is the only communication a student has with the instructor. However, the instructor I had for Anthropology seldom returned emails and when she did the response I received was "check your syllabus" As well there was no feedback on the discussion questions and she did not post grades, so I had no idea if I was answering the questions correctly. This experience was very frustrating and stressful. (1 Count)
- Because this was my last semester! (1 Count)

1.16) What additional classes would you like to see offered through distance education at Saddleback College?

- none (7 Counts)
- Math (5 Counts)
- More math classes (4 Counts)
- Not sure (3 Counts)
- all classes (3 Counts)
- n/a (3 Counts)
- Everything (2 Counts)
- ? (2 Counts)
- As many as possible (2 Counts)
- Any (2 Counts)
- Journalism Classes (1 Count)
- Mathematics courses, Humanities Courses and more computer transferable courses. (1 Count)
- I would like to see in general any classes that do not require classroom interaction (example of a class that requires such interaction: Public Speaking) made into online class. (1 Count)
- I would hope to see all classes provided online. Some people learn better on their own. (1 Count)
- The ones I've taken have been sufficient. History, Women's Studies, Political Science, and now Geography 2. (1 Count)

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- Literature, Art History, Science, Labs (1 Count)
 - economic (1 Count)
 - Higher Alegbra classes (1 Count)
 - All, even Speech...could possibly be a partial online class! (1 Count)
 - All (1 Count)
 - It would be helpful if more courses were available that satisfy the lower division requirements for more majors. (1 Count)
 - none at the moment (1 Count)
 - business and psychology classes (1 Count)
 - English courses. Basic. Biology, Chemistry. More of the Pre-reqs. (1 Count)
 - Accounting classes (1 Count)
 - Philosophy...not just the basics but all sorts of of classes. (1 Count)
 - All classes (except Physical Education) should have one or two internet classes as an option to the student. More Math, English, Speech, etc. (1 Count)
 - So far all the ones I have looked for were available. (1 Count)
 - Upper level math classes. This has been the most I have ever learned in a math class. My retention is better when I use this format. I see that after Math 253 you do not offer online math. You should get that going. (1 Count)
 - I would like to see more classes offered across the board. The classes I took online this semester only offered two professors for each subject; so if the two classes were full, you would be out of luck. (1 Count)
 - Language, art appreciation, more math classes (1 Count)
 - more ECE special needs classes (1 Count)
 - Special education for early childhood (1 Count)
 - Saddleback offers plenty of online courses. Higher lever math courses would be a nice addition. (1 Count)
 - If at all possible, I would like to see more language classes (such as Russian or French) offered online as well as higher level math classes such as Math 10. (1 Count)
 - None for myself at this time (1 Count)
 - More of the general ed classes. I need Humanities as my final class before I get my degree, and I may have to go elsewhere to take it online. Because of your online classes like Geography, and English, I have thus far been able to stay at Saddleback College. (1 Count)
 - Science like environmental studies (1 Count)
 - science classes (1 Count)
 - Online classes in math / english (1 Count)
 - Deaf culture classes.... not the Sign Language Classes themselves. (1 Count)
 - CPR & First Aid (1 Count)
 - more than seeing particular classes online, i'd like to see better implementation of classes online. Maybe there could be a memeber of the IT dept who is specifically responsible for working with teachers to increase the usability and effectiveness of their online classes. not that there's the money floating around for that kind of thing right now. (1 Count)
 - They have classes online for many subjects, but within that subject - like Economics, it'd be nice to have more variety of online economic classes. (1 Count)
 - I would like to see the college investigate the feasibility to offer lectures via the internet, similar to the programs offered at Berkeley. (1 Count)

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- Any child development that would fit the format (1 Count)
 - Quickbooks (1 Count)
 - I am not sure, I don't like the online courses (1 Count)
 - Foreign languages (1 Count)
 - Math. (1 Count)
 - law (1 Count)
 - Sciences (1 Count)
 - more advanced biology, chemistry (1 Count)
 - Science classes the Nursing prerecs (1 Count)
 - not sure. (1 Count)
 - Upper division classes (1 Count)
 - Any class I need to get an AA degree in Early Childhood Education (1 Count)
 - GD 140 - BEGINNING GRAPHIC DESIGN FA 27 - INTRODUCTION TO FINE ARTS MATH 7 - COLLEGE ALGEBRA (1 Count)
 - More math classes. For example, there's only one Math 251 and one Math 253 online each semester and they fill up very fast. If you need an online math class and it's full because there's only one offered, you're in a bad situation. (1 Count)
 - Business, Business law, more professional development classes for the working adult (business management, etc.) (1 Count)
 - Adobe Illustrator (1 Count)
 - good variety, more teachers though...so more classes offered. They tend to fill up really quick. (1 Count)
 - The classes I have considered taking have been available online so I don't have any suggestions now. (1 Count)
 - English 300 and English 340 Art classes (1 Count)
 - all accounting and tax classes! (1 Count)
 - more classes beeing offered for major and general education. (1 Count)
 - Liberal studies realeted courses (1 Count)
 - maths, philosophy,... every classes necessary to obtain a degree outside our major (1 Count)
 - More short term Early Childhood Education courses (1 Count)
 - I would like to see Art Appreciation (Art 20) offered online because I would rather take it online than on campus. (1 Count)
 - More general education courses that are part of a transfer pattern (1 Count)
 - MS Outlook (1 Count)
 - I would like groups of online classes to put together for specific degrees. (1 Count)
 - every class if it was possible. (1 Count)
 - more psychology classes or criminal justice classes. (1 Count)
 - None I can think of. (1 Count)
 - Art history, though that may be difficult online. (1 Count)
 - I think the college offers a good selection. (1 Count)
 - It would be nice if english and other beggning courses were offered. (1 Count)

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- Go (1 Count)
 - There are no classes I would really add. I think there is a great variety of classes available for online courses. (1 Count)
 - All the classes I've been interested in are offered online. (1 Count)
 - More selections of CDES (1 Count)
 - Math 253 (1 Count)
 - All of them. (1 Count)
 - As many as possible i am very pleased with taking my online class (1 Count)
 - unsure. (1 Count)
 - A computer science class, where a student can learn to program in C++ or other languages on their home computer. Also, I believe the option to take a distance P.E. course for credit that applies to an Associates degree would be convenient. (1 Count)
 - deaf culture classes (1 Count)
 - Upper division (1 Count)
 - More ECE (1 Count)
 - More bio classes (1 Count)
 - I really appreciate online classes. They are so convenient and enable learning around my schedule. I would personally like to see more psychology classes and science classes online. (1 Count)
 - more general education classes, i have a hard time getting to campus due to a full time job. (1 Count)
 - Pacific studies - such as Hawaiian or Polynesian culture and language (1 Count)
 - contractor's license classes (1 Count)
 - I believe all courses could be offered. (1 Count)
 - any math classes (1 Count)
 - any that would benefit in obtaining my degree (1 Count)
 - More Child Development courses (1 Count)
 - As many as possible. (1 Count)
 - I would like to see specific programs for certin degrees (1 Count)
 - science (1 Count)
 - I have rarely found a class that I need that has not been already posted as an online course. (1 Count)
 - More Child Development classes. (1 Count)
 - Higher level math and physics classes than just the very basic ones. (1 Count)
 - The more on line classes the better. If a particular class is not appropriate for on line then hybrid of on line/classroom instruction is good too. (1 Count)
 - Every class needed for general Ed. (1 Count)
 - I don't think it would matter to me because I don't plan on taking them again. (1 Count)
 - General education leading AA degree (1 Count)
 - "Trade school" classes, such as plumbing, mechanic engineering, electrical classes, etc. (1 Count)
 - court interpreter (1 Count)
 - More ECE studies. (1 Count)

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- I love Literatur classes and would love to see (any) offered online. Maybe I'd enjoy on-line classes more if the classes I were taking followed more of my passions rather than required. (1 Count)
 - More math courses. (1 Count)
 - all of them (1 Count)
 - aviation science (1 Count)
 - More classes available period. Its very limited. (1 Count)
 - None known (1 Count)
 - Math and Art (1 Count)
 - Mathematics (1 Count)
 - Current offering is sufficient (1 Count)
 - Gero 101 (1 Count)
 - Transfer Math i.e. Calculus 1,2,3 and Linear Algebra/Differential Eq. (1 Count)
 - foreign language-beginning (1 Count)
 - Science classes! (1 Count)
 - Just more classes in general (1 Count)
 - I think there is a good number of classes available. (1 Count)
 - Graphic Design and Math 7 (1 Count)
 - Math, college algebra, all other courses (1 Count)
 - Health and English (1 Count)
 - Engineering courses if possible. (1 Count)
 - Photography (1 Count)
 - child development (1 Count)
 - more math, sciences, and english (1 Count)
 - general education (1 Count)
 - Any classes.. (1 Count)
 - all general education courses leading a degree, all courses to be 100% online. (1 Count)
 - International business (1 Count)
 - Creative writing (1 Count)
 - ENG: 142 Children's Literature (1 Count)
 - autocad but especially 20/20 (1 Count)
 - I don't know because I don't know all that you have available (1 Count)
 - I think Saddleback College offers most classes that I would take online already. (1 Count)
 - Certifications: Math, Engineering, Physics, Business (entrepreneurial), etc. (1 Count)
 - I don't really know given that I prefer to take on-campus classes. (1 Count)
 - General Ed classes such as Philosophy, Mathematics, and Music Appreciation (1 Count)
 - Math class (1 Count)

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- A better selection of math classes (1 Count)
 - nursing and additional general education (1 Count)
 - Spanish classes, and I would like to see more than one online math class for 251 (1 Count)
 - REAL ESTATE BROKER AND CONTINUING EDUCATION CLASSES FOR ARCHITECTURAL CONTINUING EDUCATION LICENSE REQUIREMENTS (1 Count)
 - math 10 (1 Count)
 - art history (1 Count)
 - whatever is most popular (1 Count)
 - science classes, where you would just have to attend class just for lab. (1 Count)
 - Full Online Math courses. (1 Count)
 - Dance. Only joking (1 Count)
 - Health (1 Count)
 - I think that courses that you don't necessarily need a lab for, hands on, or can be learned through independent study should be offered. I have a newborn and I would like to take more classes but can't because there aren't too many to choose from that are taught online. (1 Count)
 - There is a good number of online classes already. (1 Count)
 - none in particular (1 Count)
 - math! (1 Count)
 - Speech (1 Count)
 - none-already possess my associate arts degree. (1 Count)
 - none. (1 Count)
 - I would like to see more classes that are transferable to a four college available online. (1 Count)
 - Business classes (1 Count)
 - Don't know (1 Count)
 - I'm satisfied of the classes which already have. (1 Count)
 - I am unsure at this time. (1 Count)
 - management, bookkeeping (1 Count)
 - English Classes (1 Count)
 - More blended courses. Coming in once a week possibly and doing the rest on line. (1 Count)
 - I am not sure, depends on what I have to take. (1 Count)
 - certain math classes. I know that IVC offers stats online and I wish saddleback did too. (1 Count)
 - Math classes. (1 Count)
 - I don't know (1 Count)
 - I need to take Math 8 Calculus course, so far based on the last 4 semesters I've had scheduling conflict, so maybe an online course would help. (1 Count)
 - Math, science and physical education (1 Count)
 - I am satisfied (1 Count)
 - english (1 Count)

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- More Math and English courses (1 Count)
 - Every class should offer at least one internet course because a lot of people need to work full-time to live and fitting school into the schedule is inconvenient. Having an online course is great and very convenient. (1 Count)
 - All classes that are required to complete for a Associate Degree (1 Count)
 - History (1 Count)
 - I would like to see more english classes on line. (1 Count)
 - I would like to see more english classes online because most traditional classes usually are full by the time I register. (1 Count)
 - fashion (1 Count)
 - language classes (1 Count)
 - Public Health classes (1 Count)
 - math classes; lab courses (1 Count)
 - all courses (1 Count)
 - Arabic (1 Count)
 - everything possible (1 Count)
 - Master's degree programs (1 Count)
 - Every class if possible. (1 Count)
 - I do not think any other classes need to be offered online. (1 Count)
 - unsure (1 Count)
 - i think there is a sufficient amount of online classes currently available (1 Count)
 - Unknown (1 Count)
 - Algebra/ (1 Count)
 - Everything needed for a AA in Child Development (1 Count)
 - math, English and other general education classes (1 Count)
 - Any of the classes, I feel i do better in school being able to work with my busy schedule. (1 Count)
 - Every class that is needed to get a degree (1 Count)
 - More english and other core classes. (1 Count)
 - spanish (1 Count)
 - statistics (1 Count)
 - Computer Courses, English, College Math, Psychology, Sociology, Spanish, French, etc. Mainly all of the courses that are provided in the classes could be on-line courses. (1 Count)
 - begining foreign language (1 Count)
 - I don't care. (1 Count)
 - silk screening classes (1 Count)
 - All General Education Classes. (1 Count)
 - Any class offered online would be nice. I was currently looking for a Greek Mythology class, and only one class at one time with one teacher is offered. On top of that the teacher was given horrible ratings and I am extremely put off by this because I want to take the class VERY badly. Hope to see this class offered online in the future. (1 Count)

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- Would love to see more options for Greek Mythology offered. Right now there is only one class, one teacher, at one time offered. Very disappointing, because I was really looking forward to this class. (1 Count)
 - At least one section for all academic courses. (1 Count)
 - A follow-up to the CIM 1 class (1 Count)
 - Seems like everything I need is online. (1 Count)
 - RE 190 (1 Count)
 - RE 190, more RE classes (1 Count)
 - more child development classes (1 Count)
 - All classes to have the option of on line or in class education. (1 Count)
 - All general education classes (1 Count)
 - humanities (1 Count)
 - all are there for me! (1 Count)
 - more math classes. (1 Count)
 - Music (1 Count)
 - languages English for Business communication (1 Count)
 - every class should offer online courses as an option. It helps people who work full-time to be able to still get a college degree. (1 Count)
 - More administration classes for educators. (1 Count)
 - Mathematics classes, Science classes, online labs. (1 Count)
 - I will probably take English and Nutrition (1 Count)
 - i dont no they are pretty good as it is (1 Count)
 - - (1 Count)
 - There are plenty of options of classes, however It would be better if there were more available. (1 Count)
 - Umm not really sure. (1 Count)
 - All lower course division classes. (1 Count)
 - labs that go with the online course offered (1 Count)
 - a wider choice of psychology classes. (1 Count)
 - I would like to see more English classes. And more classes for general ed. (1 Count)
 - Medical Terminology and All classes required for the Medical Assistance Certificate Program in addition to the Medical Coding and Billing (1 Count)
 - More math, business, science, accounting classes. (1 Count)

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

- Irvine Valley College (15 Counts)
- ivc (7 Counts)
- Cal State Fullerton (5 Counts)

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- Orange Coast College (4 Counts)
 - University of Phoenix (3 Counts)
 - Irvine Valley community college (3 Counts)
 - Golden West College (2 Counts)
 - Santa Ana College (2 Counts)
 - CSU San Marcos, only one online course there, years ago (1 Count)
 - Coastline (1 Count)
 - Coastline Community College (1 Count)
 - Ashford University (1 Count)
 - Irvine com col (1 Count)
 - will be taking an online class from Irvine Valley in the spring... (1 Count)
 - California State University, Fullerton (1 Count)
 - palomar (1 Count)
 - UCLA Extension (1 Count)
 - Irvine Valley College and Concordia University Irvine (1 Count)
 - Coastline Community College, Cal State Fullerton (1 Count)
 - California State University Fullerton (1 Count)
 - Irvine Valley College Grossmont College (1 Count)
 - Palomar College, MiraCosta College (1 Count)
 - propagation (1 Count)
 - santiago canyon college (1 Count)
 - University of Phoenix (completed a MS in Administration of Justice/Security) (1 Count)
 - Butte Community College California State University Chico (1 Count)
 - Mira Costa Community College (1 Count)
 - Bakersfield College Cerro Cosa (1 Count)
 - College of the Desert (1 Count)
 - Cal State University of Fullerton (1 Count)
 - Irvine Valley (1 Count)
 - Palomar College (1 Count)
 - I've taken TV classes at Rancho Santiago College and Coastline College (1 Count)
 - College of Southern Nevada (CCSN) (1 Count)
 - MSJC (1 Count)
 - Consumne River College, Sacramento (1 Count)
 - Los Rios (1 Count)
 - Citrus college, Ca (1 Count)
 - Oklahoma State University (1 Count)

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- IVC (Irvine) (1 Count)
 - community college of southern nevada (1 Count)
 - Mt. San Jacinto College (1 Count)
 - Park University (1 Count)
 - Victor Valley College Riverside Community College (1 Count)
 - Asford University (1 Count)
 - Vanguard University (1 Count)
 - howard payne universtiy bownwood texas (1 Count)
 - Fullerton Comm. College (1 Count)
 - Cerro Coso IVC (1 Count)
 - Hope International University (1 Count)
 - California State University San Marcos (1 Count)
 - University Of Maryland (1 Count)
 - CSUF (1 Count)
 - Barstow City College (1 Count)
 - San Diego Mesa College San Diego State University (1 Count)
 - fullerton college (1 Count)
 - American School of Mortgage Banking Allied Business Schools. (1 Count)
 - Monterey Peninsula College Santa Barbara City College (1 Count)
 - Golden West College, Irvine Valley College (1 Count)
 - But I'm taking a traditional class at IVC (1 Count)
 - Cerritos College and IVC (1 Count)
 - Irvine Valley College. (1 Count)
 - De Anza College in san jose san diego city college (1 Count)
 - - ivc- irvine valley college (1 Count)
 - Miracosta Community College, Oceanside, CA (1 Count)
 - Political Science (1 Count)

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

- I have mixed schedule and kids. I work on my online courses various times. (1 Count)
- Around midnight each day (1 Count)
- Also, weekend - day and weekend - evening (1 Count)
- I work on the course daily usually doing reading or background work and then use the weekend to complete papers, projects etc. (1 Count)
- Also in the middle of the night! (1 Count)

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- Whenever I get the chance to be online. (1 Count)
 - All times of the day. That is what makes this so great!! (1 Count)
 - Whenever my schedule allows me to be at home. Usually it's late afternoon and evening. Sometimes daytime and sometimes just evening. (1 Count)
 - Whenever I can find time set in my day to spend time with my online class. It's a lot of boring reading so you need a lot of time. (1 Count)
 - Whenever I find time. Except I set aside time on Mondays because of deadlines. (1 Count)
 - Evening on Weekdays. During the Day on Weekends. (1 Count)
 - whenever I find the chance during the week, tends to be on my lunch break or during the evenings. (1 Count)
 - Through the week. (1 Count)
 - whenever I can (1 Count)
 - whenever i have time off work (1 Count)
 - It varies from week to week and even day to day, depending on my work schedule. (1 Count)
 - It varies alot. My daily routines change alot (1 Count)
 - I usually spend my weeknights and weekends working on homework for these courses. (1 Count)
 - through out the day everyday (1 Count)
 - Whenever I can throughout the week, day and night. It is usually spread out over the entire week, but that's because it's part of the requirements for both of my classes. (1 Count)
 - I complete my work for my online course on various days & various times due to my busy schedule. (1 Count)
 - Various evenings throughout week. (1 Count)
 - Because I am taking 17 units, I am overloaded with work, and complete work during the day and at night. (1 Count)
 - Sundays and Mondays are my only days off, so I find it is the best time for me. (1 Count)
 - Very early AMs (1 Count)
 - Whenever I have time (1 Count)
 - It varies (1 Count)
 - i complete my weeks work when I have time. It varies, theres times i work during the weekdays, daytime or evening, and theres times i take them on the weekends during the day or night. (1 Count)
 - Varies, sometimes early morning weekdays or weekends, and sometimes evening weekends or weekdays. (1 Count)
 - Anytime I can!! (1 Count)
 - Weekday and Weekend Daytime (1 Count)
 - Any time I have available and internet access (1 Count)
 - It is a mix and depends on my schedule. If class allows it I will often do all my work at once and finish class. (1 Count)
 - I run out of time. (1 Count)
 - Varied Scedule (1 Count)
 - Early morning and late night during the week. (1 Count)
 - Whenever I have time. (1 Count)
 - Throughout the day or evening when I do not have my children to attend to. (1 Count)

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- I also do a lot of work on the weekends in the evening, which is why it is great to have online classes. I love the flexibility (1 Count)

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

- Never (4 Counts)
- N/A (3 Counts)
- Only when the blackboard goes down. (1 Count)
- and late night, maybe. (1 Count)
- Whenever it comes up (1 Count)
- It varies as I do my homework whenever it fits into my schedule. (1 Count)
- Whenever I have a problem. It could happen on the weekend, the on-line system Blackboard is the slowest then. (1 Count)
- It just depends when I am doing my school stuff. (1 Count)
- Haven't needed technical support yet. (1 Count)
- haven't had problems yet (1 Count)
- I work from home so anytime is good. (1 Count)
- All the time. (1 Count)
- I haven't had any problems yet. (1 Count)
- It takes time to receive support sometimes. Hopefully I can get responses within 24 hours at least. (1 Count)
- I don't need technical support, it is a good program. (1 Count)
- it should be available anytime (1 Count)
- All of the above, it depends on the day of the week. (1 Count)
- I haven't needed any tech support yet. (1 Count)
- through out the day everyday (1 Count)
- I haven't needed any yet, but it could be anytime day or night and day of the week. (1 Count)
- I haven't experienced any problems with the online course system. (1 Count)
- evenings (1 Count)
- I don't usually need technical support. (1 Count)
- Every day, whenever a question arises (1 Count)
- never: Instructors's email is available (1 Count)
- Varies due to the time periods indicated above. (1 Count)
- I do not need it (1 Count)
- Not yet needed (1 Count)
- it's pretty self explanatory and the instructions easy to understand. Never needed technical support. (1 Count)
- never need help (1 Count)
- have never needed tech support so far (1 Count)

- need support? (1 Count)
- Usually in the evenings as that is when I take the online tests and that seems to be the biggest problem with online classes, as Blackboard often has problems/issues. (1 Count)
- I think there should be visual (Video)demonstration about subject topics on on-line as help or there should be visul dvd liabry which one can borrow from libray so u can feel like on campus class. (1 Count)
- It depends. I think emails to the instructor should be reviewed daily. I also think the instructor needs to look at the work you are doing after a week and provide feedback as to whether or not you are doing things correctly. (1 Count)

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

- Live chat with students online for debate/critique purposes (1 Count)
- Videos were great. I could stop it and take nots and continue with the videos. More please. Details. Break the Math problems down and why they used those technicques. (1 Count)
- If you add virtual worlds I will stop using Blackboard! Not kidding. WE are not three year olds; we have REAL lives. I'm here to learn not play a silly game! (1 Count)
- Online text books. That would save paper and it would save money for students (1 Count)
- I don't know what some of the things listed are, or why I would want them for an online class. If they are going to distract me then for sure I don't want them (1 Count)
- Bulletins to talk to other people in the class. Also a list of people in the class and their numbers so you can study together. (1 Count)
- maybe a chat room where you can talk to other students. (1 Count)
- i just want to reiterate how excellent of an idea i think wikis could be for classes. i think it's an exciting thought to imagine all classes having their own wikis developed by students and teachers that continue to grow each semester. i understand there are some complications involved regarding scholastic ethics, but i'm sure there's ways to work around that. social bookmarking and keyword search integration would be helpful during assignments as well, though most browers will handle those features on their own. (1 Count)
- Blackboard not used (1 Count)
- definitely PODCASTS... would make reading lectures a WHOLE LOT more interesting. (1 Count)
- maybe some chat rooms? (1 Count)
- video conference options would be great so you can actually see what is happening in a classroom of an on campus class of the same course. (1 Count)
- I believe that having digg.com would be a better site than delicious.com. (1 Count)
- Be able to go back and see all work and date and time posted (1 Count)
- On line time with the teacher! (1 Count)
- Faster interactions. The website is slow. (1 Count)
- i thrived off of the teachers comments. I really needed that personal contact and feed back during the eight weeks. More of that in the grading section would have been encouraging. (1 Count)
- Course Calander (1 Count)
- Online books to keep the costs of the books down. (1 Count)
- Streaming Lectures with interactive chat to ask questions that would be optional due to the fact that people have work schedules (1 Count)
- I can only see my Saddleback classes- not my IVC class- wish I could see both. (1 Count)

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- Less discussion board posts (1 Count)
 - Some sort of private chat or response area for professor to comment on discussion board or assignments with each student. There was no instructor feedback in this class. (1 Count)

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

- I would like to see the instructors use the discussion board for class content so that both instructors and students may talk back and forth. (1 Count)
- Video are great, you fill as though you are there and you can stop it and come back to it again and again if you don't get it the first time. Sometimes the instructors talk to fast or you just miss the information. With the video you can play it over and over again. Great tool. (1 Count)
- It would be great if powerpoint presentations were made so that they could be printed not just read from the screen. Written in word format is good. I'm not sure about Video or Audio. (1 Count)
- i think any combination of written content supplemented by audio or video podcast would be so great. if you're not familiar with iTunes U, i recommend checking it out. it's a pretty amazing resource! (1 Count)
- power point or flash cards form that helps us to memorize the main points (1 Count)
- One course I attended offered the lectures i both video and written form. I found this very useful considering I could watch the video and refer back to the written notes for clarification. (1 Count)
- powerpoints (1 Count)
- I'd like to see the course lectures stay on the blackboard for the entire duration of the course. Taking so many classes i found that I often forgot to print the lectures in time! (1 Count)

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

- I complete my work from home and school computer lab. (1 Count)
- home and office (1 Count)
- Home & Work (1 Count)
- home and other free wifi locations (ie: coffee shops) (1 Count)
- Home and work (1 Count)
- Both work and at home (1 Count)
- wherever I may be at the time. (1 Count)
- Home and workplace; I work at Laguna College of Art & Design library. The school has wireless internet service. (1 Count)
- At home and between classes at Saddleback. (1 Count)
- Depends, I have used "all" of the above. I prefer home or at work though. (1 Count)
- all of the above (1 Count)
- I usually complete my assignments in coffee houses. (1 Count)
- hotels (1 Count)
- Although when timer permits it, I also complete coursework at work. (1 Count)

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

- More discussion board interaction and quicker grading times. (1 Count)
- E-mails are sometimes not replied to promptly or at all. Grades may take weeks to be updated often with no feedback. (1 Count)
- All my previous instructors were excellent in their use of the online system. Admittedly, some could use a little work but I'm willing to accept that it is a fairly new concept and the instructors need time to adjust their lessons to online format. I would, again, like to state the incompetence of Professor Gallegos, ENG1A instructor. He personally would receive all poor marks on this survey should I have only taken his class. (1 Count)
- I enjoy reading announcements and I think there could be more even if they were just encouraging or helpful announcements letting us know she or he is present. Once in a while feedback on our discussion boards would be fun. Sometimes I want to know if the teacher is aware, besides a simple grade, that we are using our resources and doing well in the class. This may help students put more effort into their posts. (1 Count)
- they need to communicate or update faster (1 Count)
- There's much more emphasis on the number of posts students make and rather than the quality of the discussion. It really ought to be the other way around. (1 Count)
- The lag time between conversations with teachers is unbearable (1 Count)
- The Real Estate Finance course needs to be updated to include the recent financial crisis. Discussion board forums are time exhaustive in terms of how much you get out of it. It definitely is better to hear class room discussion. (1 Count)
- Some of the teachers I have had are very difficult to understand and very opinionated. It is difficult to learn from them when they do not want to accept that there is no one answer to certain things in ECE. Plus, I have found that they present all assignments as a chunk for the whole semester right at the beginning when it would better serve the students to supply us with a general course over view and expectations, with specific assignment details given as that assignment arrives. (1 Count)
- Better responses to emails, I have never seen them participate in discussion boards. (1 Count)
- Some teachers are very prompt in getting the grades back, but others are very slow. This is frustrating, especially if it is in regards to essay or papers as feedback is needed in order to improve on the next assignment. (1 Count)
- Phone calls and emails weren't responded to in a timely manner for me. I had an emergency and responses came late from 2 of 3 teachers. One teacher commented on first discussion board, but then nothing on all others. We turn all work in to discussion board. Due dates on on gradebook is all wrong, dates are slowly being changed. It takes a very long time for assignments to be graded. Exams are graded almost right away. Would be better NOT to have timed tests on the computer. It's very stressful. (1 Count)
- I just don't see much of my teachers on the discussion boards. They respond perfectly fine to private emails and some of them also have designated help boards that they frequent, but very rarely do I get to have a one-on-one interaction with them. (1 Count)
- I believe because it is an on-line class that instructor need to respond quickly within a 24 hour time frame (1 Count)
- i don't think we had discussion boards, or if we did, their was never a mention of them. (1 Count)
- I've sent a couple of emails that took at least a week to be responded to each time, and a few essays that I wrote weeks ago haven't been returned yet. I understand why it takes so long and there is nothing really I can do to change it, but it can be frustrating at times. (1 Count)
- I have had online Professors in the past(not this semester) not reply to emails via blackboard. (1 Count)
- I would like to see my teacher participate more in general. Especially in longer threads; her insight would be very valuable. (1 Count)
- Some teachers are rude and not straight forward and don't realize that your grade depends on them. (1 Count)

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- For clear expectations and instructor responses: I think that all the classes should have exactly the same format. In some classes, the instructors have been unclear about what they want. In one of my classes, the syllabus states that discussion boards are always due on the same days, but then in the online version of the calendar, the dates are always being changed around randomly and it is affecting my grade. Sometimes papers are assignments don't get graded in time for you to see what your mistakes were before you have to turn in the next assignment that has a similar format or similar content. When this happens, you wonder a lot about your grade and it's really a shot in the dark. (1 Count)
 - still waiting on grades from 2 classes ago to be posted (1 Count)
 - She never replied to any e-mails within one week. Also never gave us a point total or grading scale. How are we suppose to know how we are doing in the class? (1 Count)
 - The teacher just needs to check their email more sometimes. When you need an answer that day and you have to wait 3-4 days, it is too late. (1 Count)
 - One out of three of my teachers failed to reply to my questions about assignments until after they were due. (1 Count)
 - get used to online set up (1 Count)
 - I have had some instructors who were great and very involved in the online class. But others have zero interest in participating with students, don't answer emails EVER, and take up to a month to grade assignments. These professors have always been the ones who are teaching at numerous other schools. My online political science professor was teaching 10 other classes at 4 other schools. That should not be acceptable. (1 Count)
 - Would prefer to have work graded as I completed it so that I knew if I was doing it correctly (1 Count)
 - I would like instructors to use the announcements more effectively more than just once a week. (1 Count)
 - Only in the beginning of semester did professor participate in discussion boards, if that continued it could have enriched discussions. (1 Count)
 - I had posted a question about an assignment a day before it was due and my teacher didn't respond in time and I ended up being docked 10 pts, that could have been prevented if I received the answer before it was due, not after. I take online classes because I am already limited on my time and its hard to put a couple hours aside to attend an on campus class. As I was putting together the finishing touches on my project I had a question... I would haved 28 hours before the assn was due was enough time. (1 Count)
 - I have never seen my instructors post in response to students on the discussion board, and I don't get regular announcements from all of my instructors. (1 Count)
 - Anne Cox was not clear as to how much material and about what we were supposed to type for our discussion boards. We were not give point totals or percentages for anything so I was unable to what grade I had the whole time. Most emails were not responded to and the ones that were were not in a timely manner. It would have made it easier if the assignments were all posted ahead of time in order to get ahead if I had time because some weeks I have more extra time than others. (1 Count)
 - I haven't seen my instructors REALLY actively involved in discussion board postings, but occasionally. (1 Count)
 - during the course of my current class I sent several e-mails to the teacher and only got 1 response, and there was no other way to contact the teacher. (1 Count)
 - It's only "fair" because there isn't any student participation, as far as, student interaction. (1 Count)
 - Some teachers could be a little clearer on when things are due, maybe by having a calender. (1 Count)
 - Teacher could personal return emails that has been sent with questions (1 Count)
 - Sometimes it is too late. (1 Count)
 - I would prefer a hybred class with some face-to-face interaction during the course. (1 Count)
 - The instructor appears to be teaching on-line for more than one college and her student-base is quite large. It takes about a week to get grades from quizzes and homework. (1 Count)
 - The teacher could reply to you,even if it's going to be late. (1 Count)
 - More teacher involvement, I felt like she did not teach just assign and grade. It was all very hard to learn. I would never recommend on-line classes because of this teacher. (1 Count)

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- I would like the system to require an initial post by any student enrolled in the course BEFORE they can view and comment on other posts. Plagiarism seemed to be a problem with some of the class participants. It seemed that a number of students would wait for posts to build up then cherry pick their information from the students who read the materials then made informative posts. One student flat out used other students' statements verbatim without notation. That's plagiarism. (1 Count)
 - sometimes the assignments are not graded for 2-3 weeks. I believe they should be graded by the end of the following week they are submitted. (1 Count)
 - Make it more available and easier to comprehend. (1 Count)
 - Quicker response time to emails when pending work is almost due. (1 Count)
 - There is usually no interaction between the teachers and students on the discussion boards, it would be nice if the teacher responded but it would also be very difficult and time-consuming for the teacher. (1 Count)
 - Have assignments graded within one week or less. It's frustrating to have two or more ungraded assignments when you want to know your grades. (1 Count)
 - faster grading, every 2 days faster e-mail responses (1 Count)
 - My professor does not interact in our discussions at all. It would be nice to get her input other than in the lectures. (1 Count)
 - Easy to have technical problems...like internet disconnected... (1 Count)
 - I've never been told exactly what I need to do in order to receive full student participation I just assume its do the discussion boards and the work. I think just telling what is expected in order to receive the participation points would be better. (1 Count)
 - None of my instructors ever took part in discussion boards (I didn't even know they were supposed to) Communicating over the internet is different than face to face - you can't really carry on a conversation and get feedback for specific questions unless you send an e-mail and wait a while. sometimes it's hard to know how the teacher wants you to participate - it isn't like a class so it won't be as good. Sometimes the instructors are a little unclear as to how much they want you to participate. (1 Count)
 - It would be nice to see more comments from the instructors on our DB assignments. It would be nice to know what their thoughts and opinions are compared to the students. (1 Count)
 - Teachers need better contact with students. As if we really were there students and needed help in a classroom setting.. (1 Count)
 - I understand that she has a lot of students and a lot of different exams, but i would love to see my grade a little sooner so i can see where i stand. (1 Count)
 - Have updated e-mails and grades within 24 hours with explanation. (1 Count)
 - More efficient. (1 Count)
 - Little to NO interaction between students and instructors on the Discussion Board. Instructors NEED to be more involved with students for students to get the most out of the class. (1 Count)
 - Sometimes unclear with directions and expectations. Rarely responded to emails nor answered questions. (1 Count)
 - Some DB's are not graded that quickly. (1 Count)
 - It has been a little new for me to find what needs to be done. Its my first time. Have not received any. (1 Count)
 - Please respond to the discussion board. Also, the grading system should be clearer in the syllabus. (1 Count)
 - Grades could be done faster, I realize the instructors have more than one class. (1 Count)
 - For the grading on assignments and tests there are some teachers that take a long time to grade and can't see your grades for weeks. On discussion boards not many students participate. Emails, teachers sometimes take days to respond when it's urgent. (1 Count)

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- I have only had two professors thus far in my online classes. Neither myself nor any of my classmates were able to get ahold of one of the professors and didn't hear from her all semester. She essentially posted all of the assignments at the beginning of the semester with no due dates aside from the end of the course and we never heard from her again. I guess regular interaction would be much appreciated. (1 Count)
 - No grades or feedback was given for essays or reports that were submitted. (1 Count)
 - Instructors could have more participation (1 Count)
 - Have a professor who actually speaks to you when you are in front of them-and respond in a timely matter when emailing under extenuating circumstances. Don't say No- not listen and treat student like a robot- in person or by email and just passify them. (1 Count)
 - 1. Comments by the instructor on work turned in is needed every time (even sometimes is better than none). 2. Participation on discussion board topics. 3. Updated announcements (don't leave old course information posted) this is very confusing. (1 Count)
 - respond within 5-10 minutes of my question. and grade assignments with 48hrs of submitting. (1 Count)
 - The exams were graded very fast, but the assignments took a week. (1 Count)
 - 5. I haven't tried to participate in Forums. 7. I haven't found any online homework results. (1 Count)
 - USE IT (1 Count)
 - Faster e-mail responses and let us know what we got on discussion boards. (1 Count)
 - More frequent announcement by instructors would keep online classes more up-to-date and would prevent due dates from passing without notice. (1 Count)
 - Better organization would improve everything. Quicker email responses and clearer expectations are needed. Online class courses are far behind when it comes to the learning experience. (1 Count)
 - more warning when deadline are coming up (1 Count)
 - Teachers Instructions (Soc 10) class are too hard to understand & follow, compared to my other classes. work load for class (Soc 10) is too much, It takes me much longer to finish my assignment in this particular class, compared to my other classes. I can finish both my other online classes homework and my art homework (class - I take on campus) in the time it takes me to finish homework in this one class (soc 10 Mrs. Camelot). (1 Count)
 - Instead of announcements only 5 times through the semester, I think it would be helpful for announcements to be posted weekly at a minimum. (1 Count)
 - How am I being graded for participation? What is a good student? (1 Count)
 - Teachers haven't posted their ideas to the discussion board. Sometimes grades are posted slow. (1 Count)
 - This really needs to be defined per "instructor" as I have had really good ones and really bad ones, and it entirely changes your on-line class experience. I put "fair" on all, because it is mid-line and balances the poor instructors vs. the excellent instructors. (1 Count)
 - My teacher always emailed back but was sometimes not clear in what she said in the email or did not really answer my question. (1 Count)
 - Course content is so different depending on the instructor, there should be generalized guidelines for the instructors so you have the same content each time you have a new class. It is hit or miss depending on the instructor as to whether course content is clear, and organized. (1 Count)
 - Some instructions do not e-mail nor call if, there is no contact with the students. Sometimes the e-mail system or the website goes down. Some instructors will not reset a program when the system is down. Contact by phone is out of the question even the e-mails are not answered timely. (1 Count)
 - I feel so distant. (1 Count)
 - Not good communication, no chance for extra credit. Very harsh and stiff. (1 Count)
 - Professor Anne Saxe was a great teacher, esp online. (1 Count)

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- Professor Anne Saxe was a great teacher. Keeping an online class interesting and not too difficult is not easy, she always managed to surprise me. (1 Count)
 - More frequent announcements would be nice. Responding to emails & discussion boards more promptly (1 Count)
 - I wasn't a fan of the discussion boards. I think they weren't completely relevant to the class. (1 Count)
 - A mandate should be given to all professors of certain guidelines to be used when setting up their Blackboards. I'm not sure how to enforce this other than having someone from the school administration be a watchdog, but it would definitely help achieve a cohesive and organized site. (1 Count)
 - Quicker responses and update the grades, I'm almost done with the semester and have no clue what my grade is. (1 Count)
 - to be more efficient to let the students know where they are and what they need to do to improve their grades (1 Count)
 - I don't remember using them. (1 Count)
 - It takes quite some time to see your grades show up (1 Count)
 - There are different personalities in instructors, some of them are excellent in responding and interacting, some others are more conservative and communication is not so easy or time of response is longer but within the period of time established. (1 Count)
 - We didn't have a discussion board in any of my online classes. (1 Count)
 - Discussion board, do not find much useful because time gap is too long between question asked and reply given. Maybe something direct chat system can be useful and one will know who is what time available. It must be group only, no private chat, but there should be set rules of conduct while chatting. It must not cross boundaries of educational goal. It is better if someone teacher or substitute teacher is involved at fixed time on chat to answer questions live. Some days evening, some days morning times in week. (1 Count)
 - Some instructors put too much obligations in discussion board participation which is very inconvenient. I rather open the discussion and respond to two participants in order to go back and forth and choose three different days or times to respond. Discussion, this is very inconvenient and there is no point to it, especially if somebody is having three on-line classes. How do you want her to remember when and how many times she has been on discussion board for which class. Very confusing and pointless expectation. (1 Count)
 - More announcements can be given to make sure all deadlines each week and their assignments are clear. (1 Count)
 - My teacher this semester would not reply to my emails. She took a month or two to grade anything and overall had awful communication skills. (1 Count)
 - Professors outlining their expectations better in their syllabus. (1 Count)
 - There needs to be action as I described above. Let us know how we are doing. We did not get discussion board feedback telling us to do more until 2 weeks ago (a little late!). (1 Count)
 - by timely updating the course materials. (1 Count)
 - Clearer listings as to assignment requirements and due dates. (1 Count)
 - Need to respond to e-mails (1 Count)
 - There was no instructor feedback in this class. The discussion board participation by the class was good but we had no input from professor at all during the course other than the lecture (which had many spelling and grammatical errors). Grades were only done once after four assignments and posted all together with no further grading done for the semester so we could not even infer positive or negative feedback from the professor from that area. We might as well all have been given the book and not had a professor at all - everything could have been posted at the beginning of the semester since there was no feedback whatsoever from instructor. I don't think all classes are that way as my daughter has an online class where the professor gives feedback to every student on every assignment as well as responding to each discussion board topic. I just found that out at the end of the semester and wish that my online experience had been similar. (1 Count)
 - As I stated above, prior to my latest online course my instructors were fairly consistent about posting grades and returning emails, but it is extremely frustrating when you have an instructor who doesn't (1 Count)

- Let me give you an example; it is the last day of class and I still do NOT have my grades from discussion board assignments from the middle of November (biological anthropology class). None of my instructors participate in the discussion board, so it's an irrelevant question, the class is not structured for them to be on the discussion board. (1 Count)
- They need to be more clear with what they are looking for in the assignments and papers. Also working on grading and assignments faster. (1 Count)
- The written assignments were not always clear as to what was expected to be turned in. The templates were not always user friendly. Overall...good material in the classes (1 Count)
- Sometimes didn't understand exactly what was expected. (1 Count)

1.45) If you selected 'Yes' to the above question, please state the challenges you have experienced:

- online videos are not always available or accessible. (1 Count)
- A few minor blackboard issues, nothing that caused me any serious trouble. (1 Count)
- Blackboard shuts down while I was taking a quiz. (1 Count)
- I am unable to attach my .rtf files to the Homework section. (1 Count)
- Discussion board access (1 Count)
- sometimes blackboard doesnt work (1 Count)
- I had a fatal error and the explorer window closed during a quiz I was taking. Once I opened a new window I was unable to continue with the quiz after I logged back in. (1 Count)
- Once I tried to submit a paper and the page took so long to load it didn't complete and my whole assignment wasn't submitted. I thought something went wrong so I e-mailed my teacher the whole assignment. (1 Count)
- when blackboard goes down (1 Count)
- Computer crashed and I was unable to sign in again and take my test. Teacher reset the quiz for me the next day after I emailed her. (1 Count)
- Minor problems (1 Count)
- I have had trouble opening certain links. My grade has suffered on assignments because of this, despite telling the instructor. (1 Count)
- With turning in work, files are sometimes too big. (1 Count)
- Sometimes the videos didn't work, but they were fixed quickly (1 Count)
- Given that I have take quite a few online classes, the problems I have experienced are minimal. I have had a few glitches with my online math class with the videos not working, but they get them resolved fairly quickly. (1 Count)
- Bad links. They were fixed rather quickly. (1 Count)
- Some teachers dont understand that students with vista cannot open any documents in doc or docx, and when they are asked to post in a universal format they are rude about it. Some teachers are really bad about answering questions about assignment, once I didnt understand something and the teacher responded to my help email " oh that doesnt really matter it wont be on the final." I didnt really understand that answer, The teachers kind of make you feel like they are doing you a favor by responding to an email. (1 Count)
- I couldn't see all of the discussion board. I think Firefox blocked for some reason. It happened once so far. (1 Count)
- Spring 08, blackboard was having trouble in the evenings. (1 Count)
- In a previous class, I had difficulty opening a link to an assignment. I tried three different computers at three different sites and contacted my professor. Eventually, she had to upload the link again. It was stressful on my part to be clicking on a link that would not open, especially when the assignment corresponded to a lot of points. (1 Count)

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- Rockwell site down. (1 Count)
 - You have a lot of computer problems and some teachers are not nice about them. (1 Count)
 - online course doesn't match workbook 20% of the time (1 Count)
 - I could not use the discussion board when using windows Vista and Firefox 2 or 3. I had to use IE. I returned that computer to the store and repaired my old one with Windows XP (1 Count)
 - im not that good with computers (1 Count)
 - Normal computer challenges (server down, power outage, program freezing). (1 Count)
 - I usually use Firefox, but have experienced technical difficulties-I could not access Blackboard at all for several days recently and could not view some tutorials or video links from the instructor. If I switch to Internet Explorer, I can usually get through. (1 Count)
 - extremely slow; couldn't get to discussion (1 Count)
 - freezing during quizzes/ not loading (1 Count)
 - Sometime when I have tried to submit tests or assignments they will not go through. (1 Count)
 - E-mailing problems occurred on two different occasions, that caused teacher not to receive work. (1 Count)
 - Had troubles until I got a new computer. Now everything has been smoothe. (1 Count)
 - not being able to open things in blackboard, not being able to have test re-set that malfunction, files too big to upload, freezes up. (1 Count)
 - unable to log on at times, teacher make exceptions for those time. (1 Count)
 - was not able to take an online quiz for a few hours at one point in time during the semester (1 Count)
 - when blackboard is "under construction" or when its down or the internets down. (1 Count)
 - Sometimes, you can not open files. (1 Count)
 - Becoming locked out of tests/assignments (1 Count)
 - The blackboard website has had technical problems while I took some online tests. (1 Count)
 - Very slow exam format. Better since the timer has been removed. (1 Count)
 - Sometimes submitting tests or assignments doesnt work (1 Count)
 - Glitches in some downloads and tests. (1 Count)
 - Getting locked out of a quiz sometimes, then having your instructor have to unlock it for you. (1 Count)
 - Sometimes the blackboard is down, and you have to wait periods of time to log back in. (1 Count)
 - submitting and going back (1 Count)
 - Papers I turned in on time are said to be late. (1 Count)
 - uploading/downloading files including audio files. (1 Count)
 - Posting assignments to the right document doc (1 Count)
 - I have a hard time turning in my assignments. (1 Count)
 - Some links dont function when clicked. (1 Count)
 - I just had problems with the exams and quizzes blocking me but luckily the teacher would unblock them for me. Usually, it was because the cable would suddenly lose connection for no reason. I always was really nervous it might happen but everything worked out. (1 Count)
 - Testing seems to drop and pages sometimes do not load (1 Count)
 - On my old computer at the moms house, the disscussion board section would not open due to lack of memory. (1 Count)

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- Screen freezes or the submit button doesn't load. (1 Count)
 - Internet connection. (1 Count)
 - Logging into some of the different testing links with my class. (1 Count)
 - When I took my first online class I had to purchase upgraded software for my computer (1 Count)
 - Had many problems with my computer to where I've had to go to the school's library computers instead to complete assignments. I was not allowed access through my computer. (1 Count)
 - signing on to the website. (1 Count)
 - Turning assignments on time. Page not working (1 Count)
 - I had some trouble with rockwell. (1 Count)
 - Sometimes Blackboard tends to have server issues especially during exams. (1 Count)
 - Anthropology class I took last semester was difficult to navigate. Instructor, after repeated emails from ALL students, constantly blamed technical support. (1 Count)
 - Overall, just trying to understand and adjust. (1 Count)
 - Internet cuts out or crashes. (1 Count)
 - Get "locked" out of tests (1 Count)
 - I have got some questions about the grading system, and I asked the professor in the discussion board but no one answered throughout the semester. (1 Count)
 - documents not being able to upload. (1 Count)
 - It messed up me being able to save anything on my microsoft word. (1 Count)
 - The Firefox browser will crash when viewing black board at irregular and often crucial times. This almost caused me to receive a zero on a midterm. Losing internet connection is also frightening but there is little the student or the instructor can do about it. (1 Count)
 - I had trouble with Turnitin.com when I cut and pasted my essay to upload. It did not turn my entire essay in; this caused a problem because you cannot upload your paper a second time until your instructor resets it. (1 Count)
 - Personal computer problems and internet connection problems (1 Count)
 - Had to buy a new computer system. One class 110 had issues receiving all of my discussion posts. (1 Count)
 - Not understanding certain parts of the book-instructions; thus, not receiving an answer from instructor because instructor won't speak to you to even ask what areas that person is struggling in. (1 Count)
 - Unable to submit work. The problem was on Blackboard's side and it was fixed. (1 Count)
 - It was a personal server issue that went down 1 1/2 hrs. before an assignment was due, not due to the class site or server. (1 Count)
 - sometimes there are errors in blackboard when you are trying to take an exam. (1 Count)
 - The TestOut software that we use for Exam Prep CIM291A-E did not work on windows vista initially. (1 Count)
 - Had to purchase a new computer (1 Count)
 - DotNet Failure, slow response from content/software provider. (1 Count)
 - Mostly just Internet and computer issues. The Blackboard website was working fine though. (1 Count)
 - Quizzes locked up on me (1 Count)
 - Tests locking up. (1 Count)
 - Blackboard will sometimes freeze and kick me out of tests. (1 Count)
 - server problems which were resolved. (1 Count)

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- Blackboard being down, and assignments not showing (1 Count)
 - Blackboard is notorious for always crashing. (1 Count)
 - problems with websites (1 Count)
 - Web page sometimes would not upload properly. Some times links on the web page would not work either. (1 Count)
 - sometimes links do not work, tests reset and go crazy. (1 Count)
 - Completing a quiz. :((1 Count)
 - sometimes could not log in to work on home work or exams (1 Count)
 - Black board shut down on me a few times in the middle of an Exam.. The instructor helped me by resending a code to retake the Exam. (1 Count)
 - assignments not posting correctly (1 Count)
 - Most of my problems have been during the critical time of taking an online exam, as you get "locked" out of test, have to get approval to get back in, to have the same thing happen again, due to no fault of your own....a definite problem and time waster...a big negative in the online class experience. (1 Count)
 - Getting locked out of exams by accident and not being able to retake them. (1 Count)
 - Rockwell sysem was down for maintenance (1 Count)
 - Getting locked out of quizzes and tests (1 Count)
 - Some of the programs to view videos do not work. (1 Count)
 - Sometimes the website at the college goes down. Or the Internet is offline. Sometimes the questions have a two part answer even though you get it right the sysetem says it is wrong and correct. There is no help available on weekends. (1 Count)
 - Assignments not being accepted due to server issues. (1 Count)
 - Blackboard time outs in the middle of quizzes. (1 Count)
 - YES!!! I took a lab that required 16 hours of lab work. I did 25 hours and the system only calculated 9! I recived not credit, but orwse, I wasted so much of my time. I also was not provided a way of seing what hour had been calcaulted. (1 Count)
 - See above- taking classes at both Saddleback and IVC- can't see my IVC courses. (1 Count)
 - Computer turn in, system sometimes does not except paper or deadline dates are wrong. (1 Count)
 - I lost my internet connection before when taking an exam. (1 Count)
 - my internet browswer froze during an exam and since you can only sign in once, i wasn't able to continue with the exam without the help of my professor (1 Count)
 - Mysite being down. (1 Count)
 - ha ha ! I want on line dance class for my health. work out seems so boring !! I belive some subject specially lab and experiments related class seems imposilbe.But this imposible dream is not imposible !sorry for my english gramer ! (1 Count)
 - Blackboard had deleted one of my classes and it was down for about a week and a half. Too many people signing on blackboard at the same time causing it to malfunction. (1 Count)
 - Being kicked out of exam. (1 Count)
 - Working on the internet Blackboard sometimes does not work or the server is down. (1 Count)
 - Mostly computer issues... (1 Count)
 - one of the websites was down and i needed to turn in the assignment that night (1 Count)
 - I had problems taking a blackboard test. (1 Count)

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- Internet availability, Document's Opening in Read-able Form (1 Count)
 - My hard drive burned out on one of our computers and the other caught a virus the same week. The instructor of the latest class I took said there were no excuses for late work. I am 45 years old, a wife, and a responsible mother of three children, sometimes there are excuses. (1 Count)
 - Both times I took a test for my biological anthropology class the test had a quirk--luckily my instructor and I worked it out. (1 Count)
 - when you take a test some times the test will say error and kick you off and then you have to e mail your teacher to reopen it up of you. (1 Count)
 - Just having issues with the computer not uploading my assignments to where it needs to be uploaded to. Being timed on tests. (1 Count)

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

- Chat (3 Counts)
- Online Chat. (1 Count)
- Instant messaging would be the best way. (1 Count)
- Email or phone or IM (1 Count)
- As a student of on-line courses, any contact would be appreciated. I don't have a problem being called or emailed, but it would be good to have it in a timely manner. (1 Count)
- I've only had one question and called. I received an immediate response and was pleased with the responders knowlege. Never having used other methods, I cannot say it is BEST. (1 Count)
- depends on the problem... e-mail is easy but I'm not sure I would understand it if it were a big technical issue, otherwise a phone call would be good. (1 Count)
- If the distance education had some sort of instant messaging system for their students, help could be much faster. (1 Count)
- The options of both email and in-person would be great. (1 Count)
- Not sure because I haven't experienced such issues. (1 Count)
- not sure (1 Count)
- discussion board and e-mail (1 Count)
- Instant message (1 Count)
- Wait until it turns on. (1 Count)
- Depends what you need and where you are at the time, so "All" are applicable. (1 Count)
- Imed response would be best especially when you are trying to turn in an assignment and cannot, it is frustrating. (1 Count)
- All three are good for now.we can add video conferance system. Pratical thing one should allow to near by school college or university.there should be DREAM of something like American Global University which include all schools,college and university participation so person can perform practical in nearer distance.It must be run by federal govt. or United Nation. (1 Count)
- online chating (1 Count)

1.54) For those services that 'Require Improvement', how could they be enhanced?

- When I went through my initial advisement, the counselor gave me a list of classes to take as well as major prep classes that she recommended. However, upon doing my own footwork into the classes needed for the transfer I asked information for, I found that the classes she instructed me to take were not the ones I needed. (1 Count)
- Maybe a chat feature or quicker response via e-mail. (1 Count)
- Counseling/Advisement: I personally had a great experience regarding the treatment and willingness to help from the Counselors and the staff trying to accommodate some time for me when I needed. But I think it would be great if the staff volume could increase. If you are walking in, they may take a long time to attend you because they are short staffed and appointments are limited to their schedule. For people who work full time is a little difficult to accommodate time. (1 Count)
- Assessment testing availability is horrible for people who work. (1 Count)
- advisement is not offered on-line, however it would be great if some part of advisement could be done on-line, such as checking graduation requirements. (1 Count)
- Application process...status not communicated. Financial aid...online status would be helpful. (1 Count)
- The financial aid website is confusing. For the advising it would be great if it were possible to log into a website and set an appointment for advising. (1 Count)
- More dedicated Counselors (1 Count)
- The financial aid is plagued with Bureaucracy. To many levels of involvement. I would compare it to passing a bill through the Senate. This may or may not be the direct result of Saddleback. (1 Count)
- Didn't know I could get assistance on distance education courses for my ADD. Still not sure how to do that. (1 Count)
- The two counselors that I have worked with were not very helpful, especially for a return student like myself. My son mentioned a counselor, Pam (I think that is her name) and he said that she was extremely helpful and supportive. I am going to make an appointment to see her and hope I have better luck. The two previous counselors both gave me different information, and one was rude. (1 Count)
- Finding books in the library is difficult (1 Count)
- The Saddleback financial aid office sucks. Nobody ever answers a phone in there, I was actually on hold for FOUR HOURS! (it was how I've always dreamed about spending my one day off.) When you go in they give you the worst directions on how to get financial aid. its endless forms to even apply, then once you apply and get approved you have to have even more forms, in 2007 do I apply for 07 08 school year or 08 09 school year? and if 07 08 school year is now over get rid of the 07 08 forms, they do nothing but confuse people. and when the results of my FA are in, give me a call so I can come in. There is no way of me knowing its ready unless somebody tells me and we all know that the state doesn't send you an email... honestly, its not surprising why California has \$400,000 or whatever in unclaimed financial aid, nobody in their right mind wants to deal with (a) waiting on hold for hours (b) dealing with the crabs in the office (c) doing ALL the paper work and (d) getting lectured about how your FA has been in for 2 months and why you weren't there to claim it. I spent more of my time, my phone bill, gas and wear and tear on my car than I would have been approved for. And this is my one and only complaint about saddleback, well that and the \$30 parking fee... thats silly too. (1 Count)
- OCC offers all financial aid correspondence via email. All transactions are completed via their website. (1 Count)
- being able to take care of all needs for financial aid online or over the phone. (1 Count)
- Admissions / Registration should return phone calls when they say they will. I'm still waiting to hear if my APSY 141 credit will be applied to my transcript after I finish one more on-line course @ Saddleback. (1 Count)
- black board shuts down sometimes unexpectedly and that's when I need to do something (1 Count)
- I have turned in petitions to Admissions & Records and received no response. When papers are turned in to Admissions & Records, some sort of answer from them would be appreciated, instead of being ignored. Frustrating. (1 Count)
- I prefer to have a human being I can call to help resolve my technical issues and trying to make a counseling appt. is awful and then when you get there they try and rush you out as fast as possible and usually with more questions than you went in with, and very few accurate answers. (1 Count)
- ? (1 Count)

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- During the online application process, I answered one question incorrectly by mistake and the next thing I knew, I was registered as a non-resident. It was a lot of hassle to get that cleared up. I don't believe it should be that easy to be classified as a non-resident or to get it fixed. (1 Count)
 - nobody ever answers the phones in the financial aid office.... its annoying. (1 Count)
 - I have a scholarship through the school, and when I went to pick it up it wasnt there anymore. if they are going to do something to it, they need to notify you about it. (1 Count)
 - I was was on hold of two hours waiting to make an appointment. Finally, I hung up and called back and all appointments were booked. I would say thats fine, if it was worth it. When I went in for my counseling, I felt more confused than before and still wasn't sure if I was taking the right classes ,etc. My counselor was a really nice man so I don't know where we went wrong. (1 Count)
 - When I saw a counselor I felt as if they were trying to make me stay at saddleback as long as possible then to help me in what I actually wanted to do. (1 Count)
 - Counselors only tell you what you need to do to get out - they don't refer you to any sites to help you find out what you major should be. (1 Count)
 - Have been trying to make an appointment for assessment and message says to call on monday, when I call they say there is no more appointments. Monday morning at 8am is a very difficult time to make an appointment because I am in a meeting till 10. So maybe more staff, or more appoinments. (1 Count)
 - When I had trouble there was no response other than to try again at a later time. (1 Count)
 - Staff that cares and takes time to understand financial situation. Better instruction on FAFSA process. (Had to come back 8 times to Financial Aid office and kept having to bring different paper work and told to do different things, VERY CONFUSING AND VERY VERY FRUSTRATING!!!!!!!) (1 Count)
 - Counseling is almost impossible to set up an appointment with, constantly booked or on hold for at least 15 minutes! HORRIBLE!!! (1 Count)
 - When I have needed counseling or advisement which is usually as I am starting a semester or signing up for classes, access is almost impossible. I do not know, however, how to change that as most students need that assistance. (1 Count)
 - Faster website is slow and could be more user friendly. (1 Count)
 - It is too slow of a process to go through. (1 Count)
 - The library should have longer hours and be open on Sunday. (1 Count)
 - The employees seem disinterested and too busy. I feel like I am at the DMV and they treat you like your stupid. Drastic reform of those offices are in desperate need. (1 Count)
 - I think for tests teachers should give out a phone number incase there is a problem and the student gets locked out of the test (1 Count)
 - Saddleback counseling and advisement services are difficult to get a hold of. I've been on hold over the phone for very length periods of time without any help. Making an appointment was much more difficult than it should be and for transfer services, where you cannot make appointments, I've waited for over two hours to see someone without any help. When I've talked with counselors, they've been helpful and friendly, but it shouldn't be such a hassel in order to see them. (1 Count)
 - library- need more computers Blackboard-always freezes (1 Count)
 - i think the counseling office need to be more alert with their phones, they take a long time to answer their phones. and its very hard to schedule an appointment when need counseling, or advise on classes. (1 Count)
 - My husband is in the Marine Corps and people that work in veterans affair and financial aid don't give you any direction, they expect you to do everything on your own. I have had great experiences with the IVC Financial Aid and Veterans Affairs office but no help at Saddleback. They basically told me to go find out through my commanding officer... As for counseling it's hard to scedule appointments and some counselors give you incorrect information. (1 Count)
 - To have more up to date information about transfer schools and to have better information on which courses should be taken at Saddleback. (1 Count)
 - Hard to reach by phone, rare answer on e-mails (1 Count)

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- Easily accessible, or an actual response. (1 Count)
 - Transfer counseling center very hard to work with. We need more counselors with more time. (1 Count)
 - It seems that everytime there is a problem, I would have to call and call and leave messages and we play phone tag until I have to go on campus and talk with someone in person. It happend every time I needed some answers or some information. But it doesn't have to do with me taking online or on campus classes. The customer service is just not that good. (1 Count)
 - Easier to get financial aid online since i rarely ever goto campus as well as online live chat counseling since i do not have time to go when a counselor is available. (1 Count)
 - Better service by being more timely and not giving incorrect information. (1 Count)
 - easier approval process (1 Count)
 - I have been misled several times and will no longer be able to transfer. The amount of help from financial aid didn't go through. I got nothing this semester and made less than I did last year on my own with two kids. No student loans will be given to me either. That is why I chose online classes, they are cheaper and more accessible on my own time. Blackboard has shut off on me. (1 Count)
 - Allow immed. resetting of tests to bring you back to last entry, noting allotted time lapse, etc. to make it fair. Tech. support needs to be more available. (1 Count)
 - Support needs to be quicker and more efficient. (1 Count)
 - Someone should maintain the Blackboard at all times. The instructor or the technical support should have some way of contacting each other over the weekend or perhaps on the next business day Monday's. There should be a backup. (1 Count)
 - I was ill advised in which courses to take by my counsler. the online class that I completed only counts for elective credit at my Four Year College. So now next semester im stuck in another Science and Lab. Also, they didnt tell me that my AP english scores could have tested me out of English 1A. So that class was also unnecessary. Very disappointed in the counseling department. (1 Count)
 - reduce confusion (1 Count)
 - Admissions and Records are hard to contact by phone it will help if the phone is answered quicker or transfer to a person instead of voice mail. I decided to go in person the first time I needed information and I found most of it in the website. (1 Count)
 - I think there are common difficult question in "subject" every year almost same. so there should be link to answer like FAQ but regarding subject topics.one can access on link. (1 Count)
 - Counseling kind of forces their opinions on the student rather than taking in consideration what the student is trying to achieve, and the way they want to do it (1 Count)
 - The process is very unclear to me especially when it comes to financial aid. Not as well organized as regular colleges. Appointments are hard to get for counseling. . (1 Count)
 - it has been so hard for me to get an appointment with a counselor. (1 Count)
 - I know are a lot of students who apply for financial Aid, but it would go a bit faster, otherwise everything else is satisfactory. (1 Count)
 - Whenever you call the counseling office there are no appts. available and they ask you to call back. What other company could run this way? (1 Count)
 - Counseling dept either doesn't have enough staff or enough room for the huge demand they have. I had to wait more than I should have had to each time and was not able to schedule an appt because I didn't call in time on monday morning. Perhaps there could be another counseling room/station for those of us who just want quick answers. It seems like I spent so much time waiting and so little time when I did see a counselor. And they were hoping to get me out and move on the next student, I felt kicked out sooner than I wanted to leave. I was just a number in their long day and I didn't appreciate that feeling. (1 Count)
 - I am a veteran and did not find that the Veteran's office provided much information about the application process or assistance with the VA when dealing with a denial. (1 Count)

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- Need easier access to answers or timely, possibly even tracked answers. If I could get the same answers online I would use that primarily. (1 Count)

1.56) What , if anything, could be done to improve your on-line educational experiences at Saddleback College?

- more classes (2 Counts)
- nothing (2 Counts)
- NA (2 Counts)
- More Teacher student interaction and quicker response times (1 Count)
- There should be more online instructors like Dr. Jane Horlings. Expectations are explained and adhered to for both students and instructor. She teaches to improve, inform and educate students. Her style of teaching is designed to have each student pass instead of feeling you were set up to fail. She is encouraging but holds everyone at a higher degree of responsibility, but understands and assists when one falters. She is always tough but very fair. (1 Count)
- Traditional classes offer better opportunity to get an excellent grade by offering extra credit and being able to gauge the importance of topics by the personal presence of the teacher. I have found my on-line classes to be a little unforgiving. The tests are composed of 100% multiple choice questions. I tend to do better at essays and writing papers than multiple choice tests. (1 Count)
- I have been very impressed with the organization and efficiency from both the school and my professors. I have referred several other people in our area to your school, and 2 of them are taking classes with you this semester and next. (1 Count)
- I highly recommend disciplinary action against Professor Gallegos. His students should be refunded their enrollment fees and he should be banned from instructing online if not terminated from the college completely. Given that his course is one of the main core classes at Saddleback, it sets up a very negative image of distance education. (1 Count)
- Most teachers after a test will show you what questions you have missed so you know what information is wrong, While other teachers dont even let you see the test after it has been completed. I feel that every student needs to know when they have completed something incorrectly. They should let us fix our mistakes. (1 Count)
- Make Blackboard more user friendly and less like a 1990's computer program. (1 Count)
- A little more feedback. (1 Count)
- I would like to see more teachers show us our tests after they have been graded so we know what we have done wrong and that way we can correct ourselves. (1 Count)
- Discussion board access for previous weeks. (1 Count)
- Little less workload. There is a reason we are taking online classes. (1 Count)
- More student teacher interaction would really help. If the teacher could teach with videos or voice recordings learning would be much more exciting. (1 Count)
- I believe once technology catches up, you will be able to provide more on-line courses. More on-line courses should be provided. With the economy going the way its going. It just makes since to cut down on the driving time. The college will be able to cut costs will providing more classes on the internet. More money for the college. The teachers will be able to work at home saving again time and money for the college. The college will be able to have more students enroll into their courses while saving/ cutting costs and congestion at the college parking lots. More police/ more teachers/ staff/ on-line is the way to go. Its a money game and Saddleback would be more able to provide a better service to its community with more on-line course. Merry Christmas/Happy New Year :) (1 Count)
- I have no good ideas for improvement, unfortunately. But some extra dictation would be nice. I do understand the stress level the teachers endure is significant and that their case load is already heavy. (1 Count)
- Having the teachers create a more uniform system in each department so it's less confusing when a new course starts. (1 Count)
- More professors teaching online. That's it! Flawless service and support staff! (1 Count)

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- I think more online classes should be offered, keep the class sizes down so the teachers are able to respond and grade papers in a timely manner. (1 Count)
 - Nothing it is great (1 Count)
 - Have the turn in time for assignments 11:55 p.m. on Monday. Not all teachers post their assignments early, so we really don't have a full week to complete the work. They require 1st Discussion Board by Friday night or Saturday morning with replies by Monday--it's cutting it close in time. Assignments which go directly to the teacher should have a uniform 11:55 p.m. time on Monday too for the same reason. Exams should not be timed. It is very stressful to have to worry about losing connection and the exam score being lost because you're under a time limit and can only log on once. A friend of mine lost a lot of points because there was a glitch in the exam she was taking which had a time limit and when restarted by the teacher again it happened. She never saw the entire test and was penalized because she didn't answer all the questions. It wasn't fair, but there was nothing she could do. I saw no timed tests, they can still be open book (they are when they are timed). Allow the ability to look over the questions, log off, find the answers and log on to answer. It could be over several days with a deadline. One of my teachers did that and it worked out fine. Much less stressful. (1 Count)
 - Saddleback does a good job with online classes. The next step is to add podcasts and webcasts. (1 Count)
 - More teacher-student interaction, of all the teachers I've had this semester, I thoroughly enjoyed my Microeconomics teacher, Professor Rosenberg for her interaction with myself and other students in our economic 'experiments'. (1 Count)
 - Just keep adding classes. You would be amazed at how many people like me (a new mommy) would like to finish college. On-line is critical for us. (1 Count)
 - Using the book more. A lot of teachers assign assignments that do not even refer to the book so there is no point of buying it. (1 Count)
 - have more classes available (1 Count)
 - Everything that I have done on-line has been great (1 Count)
 - The teachers need to treat you as if you are in their class room twice a week, just because I have a job and can't make it to a class every week doesn't mean I'm less important than the kid that its parents pay for everything. Reply to my emails in a reasonable time, call me back, and if I have a question or need help... ITS THEIR JOB! (1 Count)
 - Sometimes I found it hard to navigate around the discussion board (i.e., hard to find saved drafts, etc.) (1 Count)
 - see above comments and suggestions. (1 Count)
 - I think each class should offer a general discussion board. There are sometimes text related issues I'd like to discuss that are off topic for the discussion board. (1 Count)
 - Faster graded papers and clearer explanations of due dates from teachers. I am an A student and there have been two classes so far that I have really stressed out on because of unclear due dates from the teacher. That being that there is usually more than one due date being provided for certain assignments. (1 Count)
 - If all the classes were offered online I would be thrilled!! It is only because of these online classes that I am able to further my education and go after a career. I am a single mother of three young boys and am in need of an education to support them. I am so THANKFUL for the online course!!!!!!!!!!!!!!!!!!!!!! (1 Count)
 - stop putting time limits on material As long as class is completed within the schedule, it should not matter how long I keep my browser open. Getting kicked out near the end of the test is really irritating. (1 Count)
 - nothing really (1 Count)
 - Have more information available online rather than in books. (1 Count)
 - N/A I am very pleased (1 Count)
 - Don't make me drive 72 miles if I don't absolutely have to. (In fairness, the instructor did allow me to participate in a telephone check-up mid semester, rather than coming in a second time) (1 Count)
 - I think there needs to be some sort of standard for how a teacher organizes their blackboard site. I have had past teachers who's site has been flawless. Very organized, concise and easy to follow. The class I'm enrolled in now is a giant cluster of nonsense. Have to go through multiple links to find assignments, she still is using the summer class pages (didn't change due dates to match with a fall class) and is in general a big mess. I know professors would want the ability to customize the blackboard site however they want, but it seems that some are unable to successfully organize a class and that definitely has an effect on the students. (1 Count)

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- More response from instructors on internet assignments. Comments, critiques. It sometimes takes more input to decide what the instructor wants, especially in written assignments. (1 Count)
 - not requiring so much reading from the classes. It is too much. (1 Count)
 - offer more online short term courses in Early Childhood Education (1 Count)
 - More active involvement by teachers. Maybe limit class sizes. (1 Count)
 - There could be a LOT less tabs/options. It would be easy to find everything under one or two tabs, instead of having to look under multiples which gets confusing (1 Count)
 - I think that overall the online education program at Saddleback is good. I do think that online counseling would be pretty useful for those of us that can not get to the school. (1 Count)
 - providing more courses would be great! (1 Count)
 - Some of my instructors are not as organized as others. My english teacher has a billion lectures posted all on one page, and they're not in chronological or alphabetical order, so it takes me forever to find what I'm looking for. I'd like to see more organization. (1 Count)
 - The syllabus should say the point total or percent for each assignment. It would make it easier if all assignments were posted ahead of time. All emails should be answered and in a timely manner. (1 Count)
 - Make the teachers more responsible to answer the needs of their students, or give the students some other recourse when they hit a brick wall and try and work out some of the bugs with blackboard or get a new on-line program. (1 Count)
 - Nothing. It's outstanding. The 8 week courses are great. I can get so much accomplished in a short period of time. (1 Count)
 - Offer more classes on-line. (1 Count)
 - I believe that the online course i am taking is very satisfactory the teacher has given us many things and tools to help us learn the subject and its importance i would like the teachers aids who grade the assignments to be less strict in there grading in written assignments due to there own the make in there emails (1 Count)
 - some profs could be a little better and being more clear when assigning things or allow a little more time. (1 Count)
 - More classes would be great. (1 Count)
 - Educational games based on course material has proven to help my learning, and can ultimately enhance the experience. (1 Count)
 - These are great. (1 Count)
 - No improvements immediately come to mind - I have greatly enjoyed the experience, and hopefully will continue to do so. (1 Count)
 - Some teachers need to be more intune with their students that just giving us assignments. (1 Count)
 - I really can't think of anything at this time. (1 Count)
 - Nothing, it has been great. (1 Count)
 - I think online counseling would be good. (1 Count)
 - Eventhough it's been a challenging course, it's been a great experience taking it online. (1 Count)
 - Saddlebacks distance education system runs pretty well. (1 Count)
 - nothing! (1 Count)
 - More time to do some assignments. (1 Count)
 - More classes! On line education is the future, making continuing education accessible for working people. Thanks so much for establishing this at Saddleback. I'm sure your school is an example for other colleges who are interested in starting on line education at their schools. Thanks! (1 Count)
 - better communication between student and teacher (1 Count)

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- Have lectures instead of just assigning homework. Also, when you are taking an intence class online, they need to do more then just put things on the assignment board and expect you to understand everything. (1 Count)
 - Make the teachers TEACH!!!! (1 Count)
 - online Counseling (1 Count)
 - Don't overload the students with more busy work, just because it is an online class. (1 Count)
 - I would like the discussion board posts to be changed to require students to make an initial post FIRST before accessing the discussion board. Again plagiarism issues. (1 Count)
 - im pleased with the online education classes. (1 Count)
 - I believe once I got used to working the blackboard the way it was intended I found it to be a great way to take a class. I will definety recommend online classes to my friends. (1 Count)
 - Make sure all links are functional within the blackboard system. When information is not accessible its like not being able to open you book and study in a traditional class. (1 Count)
 - More higher level Math class availability (1 Count)
 - Somehow more interaction between students, like instead of Discussion boards (where I just discuss my thoughts, post them, and once and while reply to a post), have the teacher set us up in a group where we can chat about subjects whenever the time works for us. (1 Count)
 - I think that the online classes at Saddleback are very straight forward and I have completed one online course before and currently I am taking two and all of the instructors have been very helpful and I have experienced no problems. (1 Count)
 - chatting room for student to interact with other student and instructor (1 Count)
 - None (1 Count)
 - Maybe a rating system from students for each class so we can assess whether it is better to take the class on-line or in the class. (1 Count)
 - Some kind of instant messenger time once a week with the teacher for students that need help or clarification. (1 Count)
 - Be more clear on explain assignments, since we are not there in person to be able to ask questions. Checking emails constantly can be a pain! (1 Count)
 - I really think these types of courses are very valuable in this age of expensive gasoline, strange work hours, and the fact that most students like to sleep in and stay up all night. Keep them coming. (1 Count)
 - Faster interaction with the website (1 Count)
 - Teachers that are more helpful and interactive with their students. More communication. (1 Count)
 - This was the first online class that i have taken and i have to say that i really liked it. I even signed up for another one next semester. (1 Count)
 - While online classes are an alternative to traditional classes I think that they should be used as a "supplement" only to traditional classes rather than a replacement. (1 Count)
 - Instructors MUST be more involved with the class. Two of the three classes I have taken on-line, the instructors were never involved except through direct email contact. The one class I took where the instructor was very hands on I felt that over all I learned more and had a better understanding of the content. (1 Count)
 - Honestly, online classes are not for me. Everyday, I work for several hours just to complete the assignments and my stress level just for my one online class is so high that I've become physically sick just trying to get all my work done. While I like the aspect of discussion boards in order to communicate with classmates and express my opinion and the idea that I don't have to drive and spend hours in a classroom, I feel like I have to teach myself the material by reading hours of text, lectures, and online articles. This class is wearing me down physically and mentally and I'll be very glad when it's over. (1 Count)
 - A more clearly understood syllabus from all online teachers allowing students to know exactly what needs to be turned in & when. (1 Count)
 - Offer more classes (1 Count)

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- i think that teachers sshould spread out their assignments a little more. They expect you to have all the time in the world and some people dont have that time. That is why many people take online classes, because they cant attend class. (1 Count)
 - Make BlackBoard compatible with FireFox (1 Count)
 - More communication from instructors. I have done best in distance education classes when the instructor is encoraging about our class, as well feedback on the discussion boards. (1 Count)
 - I don't think that it can be improved other than maybe getting better instructors for some online courses. My current instructor for sociology was amazing and very thorough but I have had some online classes that I just dropped because the instructors were not helpful and should not be teaching in general. (1 Count)
 - Video and audio of class time as an optional resource would have helped my grasp weekly concepts. (1 Count)
 - most instructors posted assignments on time-one did not and it caused me complications-this happened more than once and was very frustrating (1 Count)
 - Again, difficult to do online courses when said,Professor won't respond or speak to student-especially when student got hurt on campus. (1 Count)
 - I would prefer more classes online. I learned so much from this class. It gives me an oppportunity to get an education that I would not be able to do otherwise. (1 Count)
 - 1)It has been my experience that teachers do not interact with students in the discussion board - this would be extreamly helpful. 2)Comments are not made on work turned in - it would be nice to get feedback. 3)Online test do not let you know what questions you got wrong - it would help to know what you got wrong. (1 Count)
 - A little less work (1 Count)
 - Making easier to communicate with instructors. (1 Count)
 - Nothing at this time. (1 Count)
 - Less work load, it's rediculous (1 Count)
 - I appreciated meeting the teachers. I am a very relational person. I didn't want to feel babied through the class but if they offered as set time once a week for classmates to come in and meet them for questions it would have been helpful. I never had things I couldn't figure out on my own but I would have like to have gotten to know them better and respond to some of their suggestions and philosophies. Via email this is very impersonal. Just some ideas. (1 Count)
 - Nothing, the online education program is very well put together. (1 Count)
 - More (1 Count)
 - I can't think of anything. I've always had a very positive experience with online classes. (1 Count)
 - Perhaps a little more regular feedback from teachers to reduce anxiety that comes from not being completely sure one is doing all that needs to be done in the course (& doing it correctly and on time). (1 Count)
 - My econ teacher was horrible. (1 Count)
 - Keep the good work! please list as many as you can online classes. It helped me a lot. (1 Count)
 - Having the lecture notes posted for longer (1 Count)
 - I think having an regular, available time (1-2 hours per week) during the semester so that students could come down and ask the professor a question would be a nice option for students that need visual reinforcement/instrcution. (1 Count)
 - Online Counseling via live chat (1 Count)
 - Waive parking fee for orientation. (1 Count)
 - Add video or audio lectures (1 Count)
 - Nothing!!! :) (1 Count)
 - Overall this class was very consistent throughout the semester. The Professor kept us informed on changes to the syllabus and was very organized with the class. I would recommend this class to anyone. (1 Count)

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- This is my first online class and I thought it went well. Liked the class very organized and the professor let us know of any changes to the syllabus. I recommend this class to anyone. (1 Count)
 - Lighter work load. (1 Count)
 - It is very important for instructors to respond to students with in 12 hours. Being able to contace the instructors is crucial for class success. My past two instructors were great at responding quickly however I have taken a History class and that was not the same. Also online-class work load cannot be exactly the same as classes in person. (1 Count)
 - Have classes end on the same date assignments are due. Usually on Mondays. Do not change the final date, be clear when the dates are for the final to end. (1 Count)
 - Clear communication between teacher and student is key. (1 Count)
 - I honestly believe that online courses are fine and that the student must remind themselves that they have a class online. Therefore, I would not change anything. (1 Count)
 - I feel rushed all the time and if I don't get something it is really easy to fall behind. class should be longer instead of rushing all the time (1 Count)
 - i have only taken professor teng online.. He is great at responding to emails in an extremely timely manner. Also he does a very good job resetting an assignment if blackboard messes up. (1 Count)
 - Professors need to be more clear about assignments when posting them because on online classes students dont have the luxury of simply raising their hands to ask a question, instead they have to e-mail which sometimes can take a day for a response. So clarity in assignments would improve students ability to complete assignments to their fullest. (1 Count)
 - more teacher student interaction before the Exam. I noticed that none of the discussion board notes were on my Exams. Why can't we be taught what we are being tested on? (1 Count)
 - Doing a great job. Thanks (1 Count)
 - Either audio or visual lectures. (1 Count)
 - Have instructors allow "freedom" in allowing you to set your own timetable to get "coursework" done, as I either like to work ahead & do it all at once and finish the course or sometimes "life" gets in the way, and then I like the freedom of being able to "play catchup" without adverse effects and finish coursework all at once towards the "end" of semester. Everyone has different schedules and study/learn differently, so allow the coursework to reflect this. (1 Count)
 - I'd like to avoid on-line classes. (1 Count)
 - Extra credit chioces. A way to see hours accumulated for online labs. (1 Count)
 - Make it easier to submit and receive specific financial aid information. (1 Count)
 - n/a (1 Count)
 - State clearly if the class being offered is accelerated. (1 Count)
 - Audio and Visual Learning would help those with disabilities (1 Count)
 - Smaller workload (1 Count)
 - Please see comments above. =) (1 Count)
 - update grades (1 Count)
 - I have thoroughly benefited from my on-line educational experiences at Saddleback College. (1 Count)
 - Make online classes more user friendly (1 Count)
 - nothing besides offering more courses with the online cappabilities (1 Count)
 - Get rid of them. (1 Count)
 - More info (1 Count)
 - Less work load for on-line classes or more time to due and understand the assignment (1 Count)

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- In present situation whatever we have that is grace of management, govt. and God. there should be some way to get cheaper book or on line library to print out disired topic with cheaper download copy or print.book and software seems to be so costly.that is obraction in public education.Some time 3 unit cost more than \$500 (1 Count)
 - taking on -line classes is very rewarding, i like less participation in discussion board to cut the stress. (1 Count)
 - One weekly submission date rather than multiple days per week per class. (1 Count)
 - Just that the instructor should make contact with each individual in the beginning of the class. We are all at different levels. Some calls or emails will be quick and others might take a little explaining. (1 Count)
 - more classes avaiable. (1 Count)
 - Please keep offering more classes and open up new ones that fill up quickly. Thank you for offering a way for me to attend school again. I really appreciate it. (1 Count)
 - Although I have recently discovered that some online professors give feedback every week, my particular professor did not have any feedback for the class at all during the semester except to send several emails to all "yelling" at the class for those that did not write the ticket number correctly on their test score emails (which was in fact also wrong in the syllabus). I think grading of assignments in a timely manner (within a week) as well as responding to discussion board assignaments would make the class much more effective. (1 Count)
 - I think it is important for the instructors to really want to teach an online course. Are they teaching for a little extra cash or are they looking for another way to reach a wider variety of students. When there is no email communication and grades aren't posted it is very difficult to continue on in a class, you don't know if you are on the right track in your learning (1 Count)
 - offer more online courses please. (1 Count)
 - Have good teachers who really care. (1 Count)
 - Anthro 1 with C.Cesareo-Silva was great. History 16 with M.Klein was not clear at all. At all. She (Klein) is a tough grader, which is fine-but the confusing layout to assignments and reading things was harder than it needed to be. Confusing. (1 Count)