

# Distance Education Committee

## Student Satisfaction Survey- Distance Education 2007

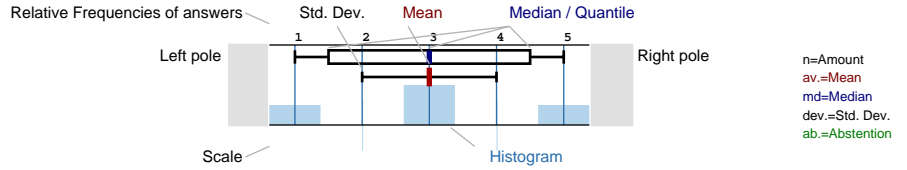
No. of responses = 356



### Survey Results

#### Legend

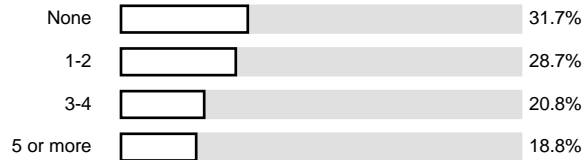
Question text



### Distance Education Questions

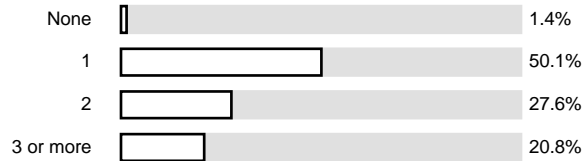
How many on-line courses have you completed?

n=356



How many on-line courses are you currently enrolled in this semester?

n=355



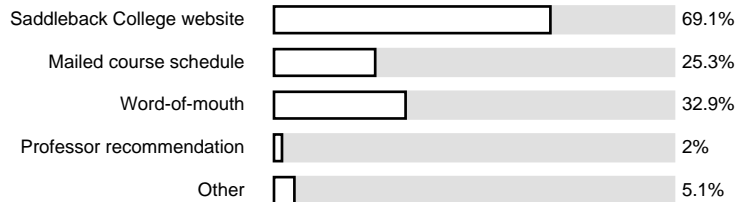
Are you enrolled in both on-line and on-campus traditional classes at Saddleback College?

n=353



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

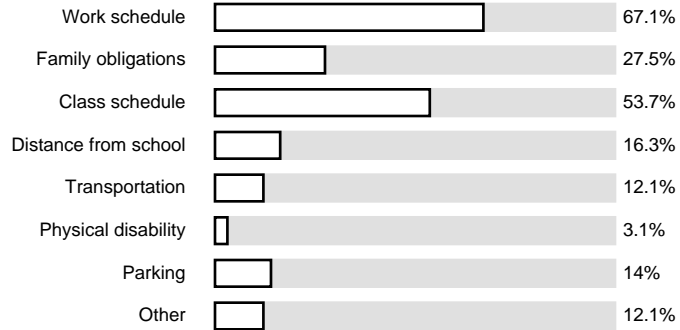
n=356



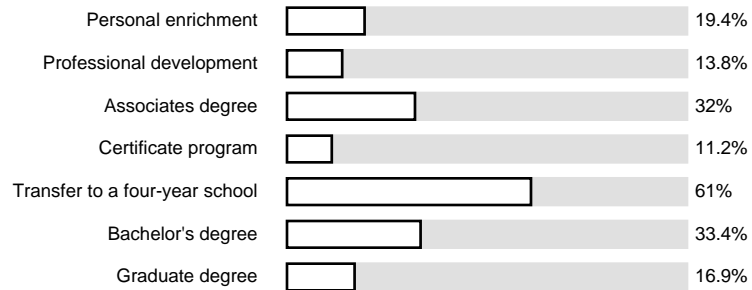
If you live outside of the South Orange County area, have you experienced any specific distance education challenges? n=128



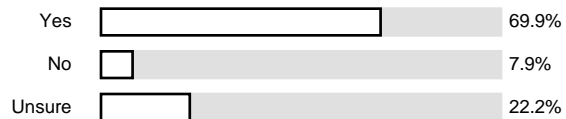
Why have you specifically chosen to take an on-line class rather than a traditional class? (Please select all that apply) n=356



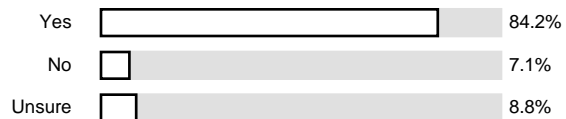
What is your educational goal? (Please select all that apply) n=356



Will you continue to take on-line classes at Saddleback College? n=356

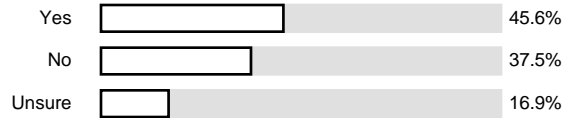


Would you recommend on-line classes at Saddleback College to a friend? n=354



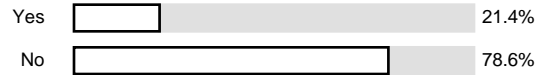
Would you consider getting an entire degree on-line if available?

n=355



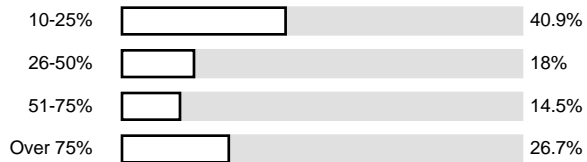
Have you taken or are you currently enrolled in on-line classes at another institution besides Saddleback College?

n=350



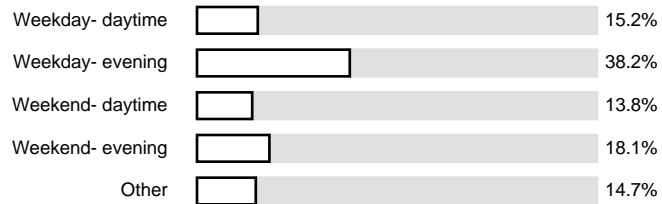
What percentage of your course load do you take as distance education classes?

n=345



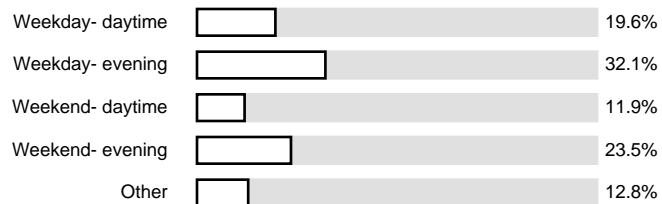
When during the week do you most often complete your work for your on-line classes?

n=348



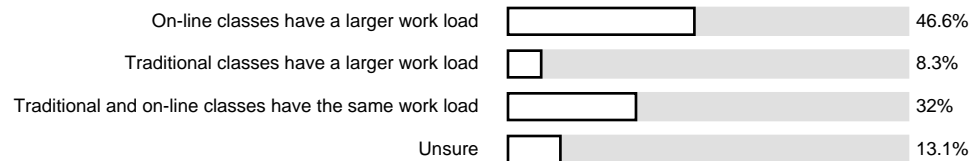
When are you most likely to need technical/logistical support for your on-line classes?

n=336



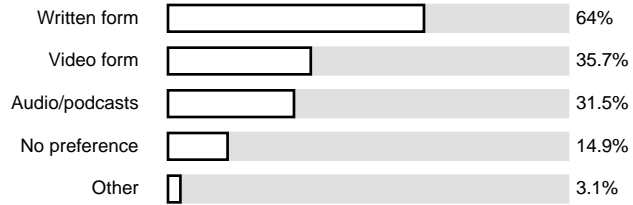
When comparing on-line classes to traditional classes:

n=350



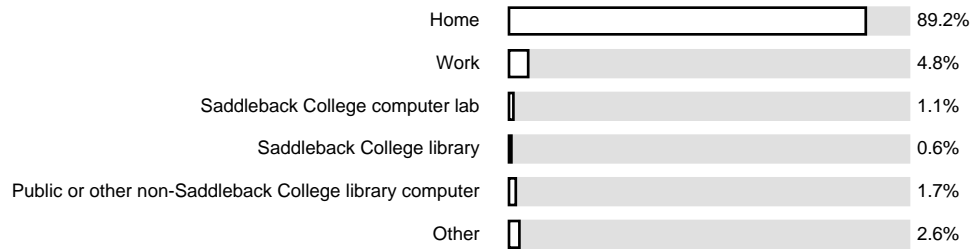
How would you prefer to receive class content (such as lectures) on-line?

n=356



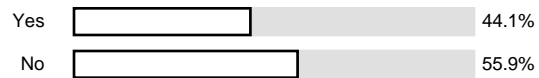
Where do you normally complete your work for your on-line classes?

n=352



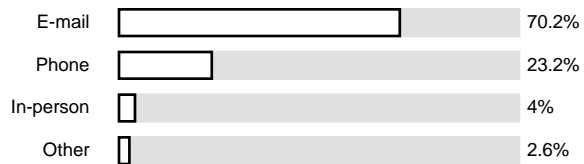
Have you experienced any technical/logistical challenges with your distance education courses?

n=354

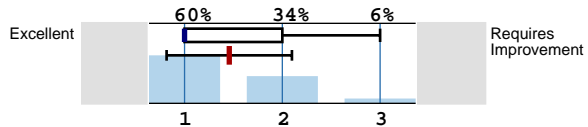


What is the BEST way to receive technical/logistical support for your on-line courses?

n=349

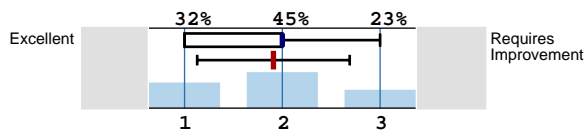


Application process through Admissions and Records



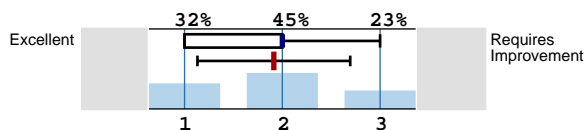
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dev.=0.6  
ab.=26

Financial Aid



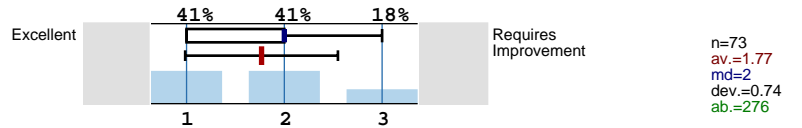
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Counseling

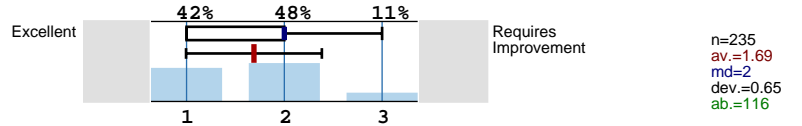


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ab.=122

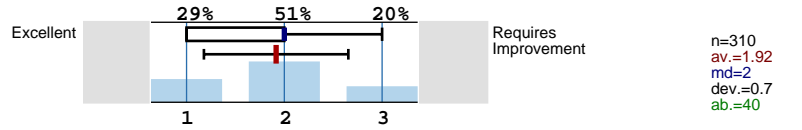
Disabled Student Services



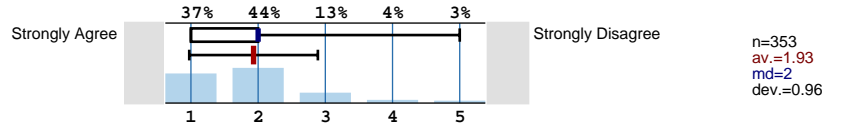
Library



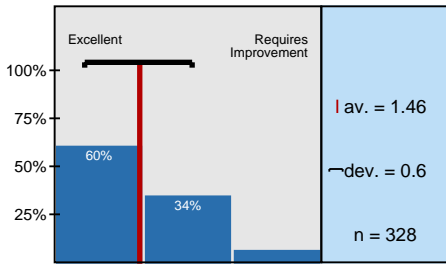
Technical/logistical Support (Blackboard)



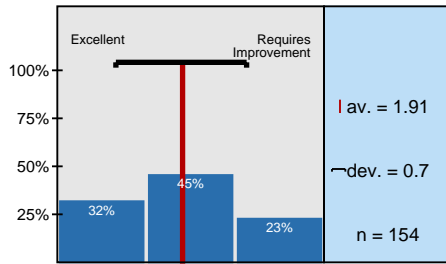
My overall experiences with on-line classes has been positive.



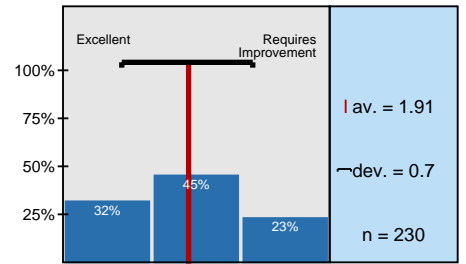
**Histogram for scaled questions**



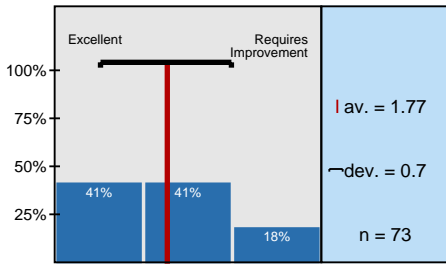
Application process through Admissions and Records



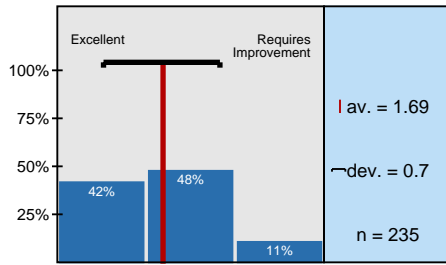
Financial Aid



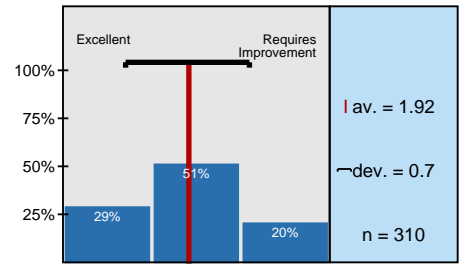
Counseling



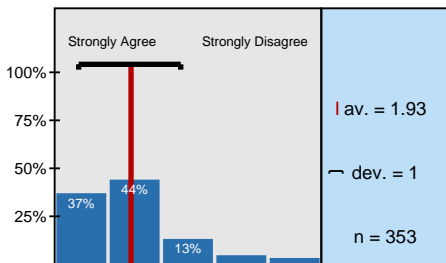
Disabled Student Services



Library



Technical/logistical Support (Blackboard)



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

# Profile

Subunit: **Research Department**  
 Name of the teacher: **Distance Education Committee**  
 Name of the course: **Student Satisfaction Survey- Distance Education 2007**  
 (Name of the survey)



<b>Comments Report</b>
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<b>If you selected "Other" for the above question, please specify:</b>
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- MySite Course Listing (1 Count)
- I enrolled in online courses at CCSN before I came to Saddleback, so I was familiar with them. (1 Count)
- I heard it from my friend, and we're taking the same online course. (1 Count)
- NA (1 Count)
- Friends taking the certain course (1 Count)
- child development credential website (1 Count)
- I have been around a long time. (1 Count)
- My brother attended Saddleback for 2 years. (1 Count)
- MySite class registration at the time I enrolled had very limited open classes. (1 Count)
- Saddleback was one of several institutions mentioned as offering Certification Programs in the area of Eating Disorders by a professional website that I investigated. I chose Saddleback because distance learning and the timing of the class worked for me. Also, since I am a California resident, the price and location were big advantages. (1 Count)
- my cousin attended Saddleback and she refered me to the online courses (1 Count)
- My mom told me about them. (1 Count)
- College Counselor (1 Count)
- I am at Saddleback regularly. (1 Count)
- I was browsing through Saddleback Class brochure to find out if there is possibility of taking on-line courses. (1 Count)
- Counselor (1 Count)
- I was taking online classes at another campus so I decided to take it at saddleback as well (1 Count)
- an online search for a particular course led me to Saddleback. (1 Count)

<b>What is your zip code?</b>
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- 92691 (37 Counts)
- 92692 (29 Counts)
- 92677 (29 Counts)
- 92688 (28 Counts)
- 92679 (28 Counts)
- 92656 (27 Counts)
- 92672 (18 Counts)
- 92673 (18 Counts)
- 92630 (17 Counts)

- 92675 (11 Counts)
- 92629 (10 Counts)
- 92653 (9 Counts)
- 92624 (6 Counts)
- 92694 (5 Counts)
- 92614 (5 Counts)
- 92651 (5 Counts)
- 92620 (4 Counts)
- 92604 (4 Counts)
- 92707 (3 Counts)
- 92610 (3 Counts)
- 92602 (3 Counts)
- 92627 (2 Counts)
- 92592 (2 Counts)
- 92646 (2 Counts)
- 91730 (2 Counts)
- 92606 (2 Counts)
- 92866 (2 Counts)
- 94530 (1 Count)
- 93405 (1 Count)
- 92637 (1 Count)
- 91722 (1 Count)
- 20121 (1 Count)
- 92886 (1 Count)
- 92530 (1 Count)
- 92570 riverside and 92653 laguna hills, orange county throughout the week. (1 Count)
- 92082 (1 Count)
- 92816 (1 Count)
- 92115 (1 Count)
- 92679-3329 (1 Count)
- 92058 (1 Count)
- 92802 (1 Count)
- 94043 (1 Count)
- 92693 (1 Count)
- 92840 (1 Count)
- 92868 (1 Count)

- 92616 (1 Count)
- 2663 (1 Count)
- 27560 (1 Count)
- 92672(on Camp Pendleton United States Marine Corps Base) (1 Count)
- 95404 (1 Count)
- 96762 (1 Count)
- 20877 (1 Count)
- 92647 (1 Count)
- 92870 (1 Count)
- 92618 (1 Count)
- 92586 (1 Count)
- 90036 (1 Count)
- 90621 (1 Count)
- 94605 (1 Count)
- 92562 (1 Count)

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

- I need a tutor and going on campus would be easier than finding one outside the school. (1 Count)
- Timing of certian tests because of the time difference in Italy. (1 Count)
- Campus too far away so online classes are ideal! (1 Count)
- NA (1 Count)
- Although I don't live outside the area, books are a big challenge. Way too expensive, over \$200 for two classes, and the bookstore doesn't order enough of them, they were all out of them anyway. There needs to be financial aid for books, they said there isn't any in the financial aid office. (1 Count)
- I was living in Utah temporarily for the first half of the semester. One of my instructors had us do assignments that were based around the college area, so I had to make other arrangements every time. (1 Count)
- I think I spend more time on an online-class than traditional class. Because every one schedules his or her time to do discussion, it is hard to know when the classmates they are going to discuses with me. Another, it is more like self-study and can't know what concepts are more important to learn. (1 Count)
- It took a while to figure out where to find the info I needed about my class (assignments, quizzes, books) however that was probably the normal learning curve. My real problems have arisen due to being on a MAC and having trouble down-loading and printing some of the instructor's documents. (1 Count)
- i live in hawaii (1 Count)
- DISCONNECTING FROM THE INTERNET DURING A TEST. (1 Count)

- It was impossible to contact one of my professors regarding a very important question on a test. I even called the dean of the department to try to get ahold of him. And after a week he still hadn't contacted me. I had to drop the class or risk my GPA. (1 Count)
- blackboard problems (1 Count)
- My greatest problem was obtaining the textbooks. Both were back-ordered for a while, and I never received one for my keyboarding class -- by the time I found out I wouldn't be getting the book this semester, it was too late to drop the course. (1 Count)

<b>If you selected "Other" to the above question, please specify:</b>
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- My current class is not needed for my degree; it's the class one step below the one I need for the degree. Taking my current class first will enable me to be better prepared for the degree-level class. Therefore, I'm taking this class for credit/no credit instead of a letter grade. (1 Count)
- already had 3 classes that took all day and its good for me when i dont have anything to do at home.. (1 Count)
- I could not get enough units at my university. (1 Count)
- I like to take classes when I can fit them in, which could be at midnight or 5am (1 Count)
- It is easier for me and I can go online and work and assignments at any hour of the day (1 Count)
- Dance 15 hours a week - Competitions (1 Count)
- Convenient for me (1 Count)
- just to see what it was like, and the classes i wanted to take colided with times and this was easier (1 Count)
- I attend a different college and this is the only time this class fit in. (1 Count)
- It leaves me free to create my own schedule without worrying about specific class meetings. (1 Count)
- This class was only OFFERED on line (1 Count)
- I prefer to work on my own time line and do much better with self-teaching. Class room environments can sometimes be unproductive and distractive. Teachers can also sometimes waste your time in a classroom setting with stories or unrelated topics, leading students to do the same. Even if I attend a classroom course, I almost always still go home and read and study the material on my own, essentially creating work that takes double the amount of time. (1 Count)
- Avoid unnecessary, duplicative Health Fee (1 Count)
- Just more conveient (1 Count)
- I was curious so see what they were like. (1 Count)
- Convenience (1 Count)
- I would rather take the classes on my own time and not have to go to school and sit for hours in a boring pointless classroom environment for a GE class that I really didn't need to waste my time in. (1 Count)
- I enjoy working on the computer and preferr it to a traditional class room experience (1 Count)
- Have a sick child and cannot leave for long periods of time. (1 Count)

- We travel a lot. (1 Count)
- Since I am a returning student that owns/operates three businesses and I have a family of five, it is more convenient to have many classes available online. I think it would be nice to have every class offered online as well as on campus. If a class also requires attendance or hands on, make it a hybrid class with attendance required only as necessary. This would also help to reach educational goals quicker by allowing someone to take classes that otherwise would not fit into the schedule of times offered and requirements. I have run into several problems and situations were I needed to have multiple classes for a certificate or degree that were only taught once a year and they both happened to be taught at the same time on the same day. This problem deters many students from Saddleback and prolongs the time of reaching your goals. (1 Count)
- All the computer classes I have been interested in have been on line only. I am not working toward a degree, but to upgrade my skills for a better job. (1 Count)
- I find that online classes are more straightforward than traditional courses. There seems to be a lot of wasted time in real classes, whereas online one can just get in, learn the material and get out. (1 Count)
- The online format provides the flexibility I need to manage all of my life responsibilities. (1 Count)
- lack of units (1 Count)
- Traditional classes were already full at the time of enrollment. (1 Count)
- I wanted to experience what it was like to be in an online course for the first time (1 Count)
- Internet classes were only classes available. (1 Count)
- I am a new mother and find it easy to continue my education on my schedule. (1 Count)
- I thought it would be comparable to a traditional class (1 Count)
- I did independent study for about two years, so I'm really used to distance education. (1 Count)
- I'm an artist and often travel for art exhibitions nationally and internationally, and I need the option of completing my classes online. (1 Count)
- Able to set my own time schedule for studying and testing. With the full load of classes I am enrolled in, being able to select when I apply myself to this Math Class eased the stress. (1 Count)
- I FEEL THAT I WORK AND ABSORB INFORMATION BETTER WHEN I'M IN A MORE COMFORTABLE ENVIRONMENT. I HAVE STRONG CLASSROOM ANXIETY SO BEING ABLE TO WORK FROM HOME IS A LOT BETTER FOR ME. (1 Count)
- Some classes are only offered on-line and not at the campus. (1 Count)
- Thought I'd try a new experience (1 Count)
- The classes that I am enrolled in are both traditional and online class combinations. (1 Count)
- I heard that the instructor, P. Evans-Wallin new how to conduct an online class. (1 Count)
- athletic team member (1 Count)
- It enables me to learn when I want to learn, and at the pace that works for me. (1 Count)
- I found it more convenient to set my own pace, and do the work, than to be under the pressure of due dates. I can really dedicate some quality time to the material, especially for the parts that I think I will really need someday in my career. (1 Count)
- convenience of learning in my own home environment (1 Count)

- i thought it would be easier but its not. (1 Count)
- I'm in the nursing program (1 Count)

<b>What additional classes would you like to see offered through distance education at Saddleback College?</b>
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- None (5 Counts)
- math (2 Counts)
- Spanish (2 Counts)
- more science classes (2 Counts)
- not sure (2 Counts)
- All classes (2 Counts)
- No (2 Counts)
- N/A (2 Counts)
- Math 7 (2 Counts)
- A Speach Therapy Assistant Program (1 Count)
- Any of the general education requirement classes would be great to take online. (1 Count)
- bio (lectures not the labs) (1 Count)
- I think good ones are offered. (1 Count)
- upper level math, more transferable english, more transferable humanities courses (1 Count)
- Math Classes (1 Count)
- All transferable classes required for AA (1 Count)
- Some humanities courses, including learning about different religions. Maybe even an honors course, if applicable. (1 Count)
- Anything that you can learn online that you would not have to go for a in person lecture to learn. (1 Count)
- Business (1 Count)
- More of everything! (1 Count)
- Anything that meets the IGETC or Cal State requirements. (1 Count)
- laboratory for Science (1 Count)
- I dont know (1 Count)
- I'd like to see all of them online- except maybe math. (1 Count)
- Basic pre-nursing courses, excluding the prereqs of anatomy, physiology, and micobiology that have labs, classes such as gerontology, child development, food and nutrition, etc. (1 Count)
- All except hands on lab classes requiring specific hands on instruction. (1 Count)
- I would recomend at least one class for each course because many people have a hard time making it to campus or have an easier time taking classes oline (1 Count)
- Larger variety of math classes and language classes. (1 Count)

- All necessary classes to get an Accounting Degree (Associates and Bachelor's Degrees) (1 Count)
- More math classes, philosophy and critical thinking classes to satisfy the components for transfer (1 Count)
- More mathematical classes online. Right now I have noticed that there is only one Math 253 online, which is almost full. I think there needs to be at least one more, this way more students are able to complete their credits on time. (1 Count)
- I have seen Math 351 and 251 online and the format is excellent. I would love to see the option to take Math 7 online also as I am very textbook and self-directed. (1 Count)
- Honors classes (1 Count)
- any science courses like Physics or Chemistry if possible. (1 Count)
- i think all classes that can be taught online are good, but not ones that are too hard to teach with out being there (1 Count)
- political science (1 Count)
- More transferrable courses (1 Count)
- More english classes because the ones that yo hav available always fill up. (1 Count)
- Everything should be available online. I've taken all my general ed that's offered online, now I'm going to have to go in to take all the rest of my classes. This is difficult to impossible due to my home obligations. (1 Count)
- More math classes (1 Count)
- more humanities (1 Count)
- nothing in particular (1 Count)
- More science classes. (1 Count)
- Any classes that don't require direct supervision. (1 Count)
- All. (1 Count)
- Science lecture classes, math classes, english literature classes (1 Count)
- More sociology and geography courses (specifically GIS courses) (1 Count)
- Different business classes, it would just be nice to have more choices. The classes that are available online are nice, but it would be nice to have more to choose from. I have a child and work full time but as trying to get my associates, I think that whatever is required to get a degree should also be available online, make it more balanced so that both are equal opportunities for the students. (1 Count)
- All that can be taught on-line - it is a fantastic opportunity for those with busy schedules. (1 Count)
- Fashion classes such as business classes for the associates degree. It's really dissapointing to want to take all these classes and have them all conflict with one another. (1 Count)
- math, business, english. (1 Count)
- I would eventually like to have the option of choosing any traditional class to be taken online. (1 Count)
- ALL CLASSES :) (1 Count)
- More Anthropology classes; Cross Cultural Studies classes (1 Count)
- psychology courses would love to see some way to incorporate science and a lab online (1 Count)

- More general education requirements. (1 Count)
- Everything to complete your associates degree. (1 Count)
- English classes and classes that would enable me to qualify for my bachelors degree. (1 Count)
- Math and science courses. I know it would be difficult for students who are visual learners, but I don't have a problem with the comprehension of mathematical theory through text. I'd love to be able to complete my degree online, instead of waiting for the six years it'll take me to find the time to go through in-person courses. (1 Count)
- History classes, literature, womens studies, human services, (1 Count)
- More Unix/Linux classes; other wordprocessing, presentation, spreadsheet, and database courses apart from MS Office (1 Count)
- More english and math and human services (1 Count)
- I don't know. (1 Count)
- Everything! I like the computer classes. I would especially like language classes. It is very difficult for a lot of us to find parking, and the time commitment to go into the campus, not to mention physically. I like business classes, computer classes, web design--anything to do with web sites, psychology, but I would like to take language classes in Spanish and French, any languages. Today one has to constantly take computer classes to even be up-to-date. It's not a luxury, its a necessity. (1 Count)
- Physical Education, Underwater Basket Weaving (1 Count)
- humanities (1 Count)
- Calculus (1 Count)
- It would be nice to have physics or biology classes offered online as well. (1 Count)
- It is hard to pick certain classes that are done online because it is hard to take certain subjects without being in a classroom (ie. science, math). I don't know exactly which classes are offered online, but if possible, all subjects would be nice. (1 Count)
- Art history classes (1 Count)
- All of them! As many as you can. Obviously certain courses can't be offered, like speech or math. But as many of the GE's as can be. (1 Count)
- multi-media art, animation, 3-d design, modeling, a maya class and 3d studio max (1 Count)
- Anything tht would enable me to get my degree in Child Development online (1 Count)
- I'm not sure (1 Count)
- Health (1 Count)
- Business Math (1 Count)
- More classes in Human Services, which will be my major at CSUF. (1 Count)
- Don't Know. I have had some challenges with taking my two classes online - if my computer is not working well, or the system is down, I am in a bad situation. I don't like being so reliant on technology. (1 Count)
- Food and Nutrition courses (1 Count)
- College-level math. (1 Count)
- None really, they offer a good amount of classes (1 Count)

- I think it would be nice to have every class offered online as well as on campus. If a class also requires attendance or hands on, make it a hybrid class with attendance required only as necessary. This would also help to reach educational goals quicker by allowing someone to take classes that otherwise would not fit into the schedule of times offered and requirements. I have run into several problems and situations were I needed to have multiple classes for a certificate or degree that were only taught once a year and they both happened to be taught at the same time on the same day. This problem deters many students from Saddleback and prolongs the time of reaching your goals. (1 Count)
- Chinese class (1 Count)
- photoshop elements (1 Count)
- Final Draft software- script writing software development (1 Count)
- I am not entirely sure of all the classes currently available. My interest is communications and international relations. (1 Count)
- I believe all classes should be online except those that are hands on, clinical, and most sciences. (1 Count)
- More classes that fill transfer requirements (1 Count)
- More Accounting classes to qualify for a CPA (1 Count)
- CIM (1 Count)
- More writing courses as well as science, if that is possible. (1 Count)
- English, Horticulture and Art (1 Count)
- Literature (1 Count)
- More late starting courses. More art, graphic design and computer courses. (1 Count)
- Saddleback's distance education program, from what I have seen, requires a significant amount of improvement before I would even consider taking it seriously. The teacher of my Anthropology 2 class, R. Garcia, is the most disinterested, incapable, unpleasant instructor I have ever experienced. The discussions and comments on her "Discussion Board" by other students are ridiculously childish and the equivalent of third grade English. Precisely the type of thing one would NEVER say in a traditional classroom. (1 Count)
- PE (1 Count)
- Humanities, Philosophy 1 (1 Count)
- Transferrable courses that can be accepted by universities outside of California. (1 Count)
- all (1 Count)
- English 1A, 1B, and Math 7 Also, more general ed courses that aren't offered at night (1 Count)
- Math 351, 251, 253, and 7 offered online consistently each semester. Without the online availability of these courses each semester, I have to wait until they are offered and it delays my efforts to complete my degree in a timely manner. In addition, I need all of the sociology courses offered online each semester so I may graduate in a timely manner with the major I desire. (1 Count)
- I have a fairly narrow focus right now having recently completed a Master's degree at Sonoma State. My current goal is to develop greater knowledge about eating disorders. I do not see any other educational goal on my horizon. (1 Count)

- I would like to see all classes offered on-line that do not require specific face to face activities. Some courses, such as Speech, cooking, fashion, and counseling that requires supervision should not be offered on-line. I have found the on-line courses offered at Saddleback to be excellent in content and administration. Some were even outstanding. For example-Minchel McKinney's History 22, Allison Camelot's Sociology 1 & 2, and Patti Evans-Walli's Algebra courses. These instructors seem to have mastered the art of conducting an on-line class and should be included in future on-line class planning sessions with other instructors. (1 Count)
- All of my general education would be great to take online. (1 Count)
- Science courses excluding labs, business (1 Count)
- U.S. History, Art History, Biology, Creative Writing, English courses, Art courses (1 Count)
- More Business classes (1 Count)
- More English and Math classes. Also other classes geared towards those students who want to transfer to a 4 year college that can't come onto campus a lot or even at all due to a heavy work load. (1 Count)
- i think the online classes avaiiiable right now are fine maybe if there is possiblity to have more of an option on teachers because there are not a lot of teacher options to choose from. (1 Count)
- ALL GENERAL EDUCATION CLASSES. IT WOULD BE NICE TO HAVE AN OPTION. (1 Count)
- all AA required classes, with exception of p.e. (1 Count)
- More art classes (1 Count)
- Math!!!! More English Classes! (1 Count)
- All liberal art and humanities (1 Count)
- history (1 Count)
- higher level math (1 Count)
- higher level math courses (1 Count)
- anatomy & physiology (1 Count)
- I think some art classes would be interesting online because you could look up different artists online and the teacher could put some interesting art clips or documentations that are mandatory to watch and do something with. (1 Count)
- Math 7 (in general more math classes) Psych Research, (1 Count)
- More history classes, maybe some math classes and bus. classes (1 Count)
- Transferable liberal arts mathematics ccourse. (1 Count)
- every class should be available, some people learn better on their own (1 Count)
- Language classes ie Spanish, French, etc. (1 Count)
- MATHEMATICS AND LANGUAGES (1 Count)
- medical coding (1 Count)
- Language classes, science related courses and biological classes (1 Count)
- More political science classes (1 Count)
- Human Anatomy Physiology, Microbiology, English, MA classes (1 Count)
- General Ed English classes. (1 Count)

- More history and sciences (1 Count)
- Higher level Spanish classes...please add Spanish 3!!! (1 Count)
- psychology (1 Count)
- I think that the current classes provided meet my needs for right now. (1 Count)
- Yoga (1 Count)
- Advanced Excel, GIS (1 Count)
- nursing classes (1 Count)
- I do not think Saddleback college should be offering online classes until they perfect their IT department and appoint professors capable and organized enough to manage an online course. This semester in this class has been a nightmare with technical problems, so much so, that credit should be offered to the students based on all of these extra problems incurred. This is setting students up for failure. I was also asked to take online classes at Saddleback college by a former high school friend who does online class critiques then reports on their usefulness. Needless to say, my report to her will not be so kind. The main topics covered will be a the teachers interactivity with students, IT problems, and organization of the class. All of which in this case has been less than adequate. This professors organizational skills are lacking in the areas of organized and structured lectures, improper use or knowledge of the website abilities or inabilities, and neglect to consistantly report student grades to communicate to students their progress. Also brought into question is the course syllabus and the constant neglect paid by the professor. I would love to see more classes offered online, even whole degress, but I do not feel Saddleback college has a competent and organized enough strategy for maintaining an adequate interactive website, choosing professors proficient and organized enough to offer an online class, or the ability to monitor or review the performance of the online professor. I was chosen to assess online classes based upon a lengthy and diverse educational history. (1 Count)
- More English Classes (1 Count)
- more variety, maybe math courses. (1 Count)
- Science and art (1 Count)
- History, Philosophy, and other classes that you might need only a text-book, and some additional material. Math class is not appropriate for a distance education, on-line based course. (1 Count)
- mathematics (1 Count)
- Mathematics. I am surprised that I can learn English composition online and I can not take math. I won't be able to complete my education for the next year because there is no online math. Pity. (1 Count)
- I know that it's going to sound strange, but I wish the Speech classes were offered online. They were in Texas and students wrote the speeches, turned them in online and then the online class went to school for two tests, a midterm and a final and gave oral presentations. I wish that every class that was offered in school was offered online. (1 Count)
- Any Math / Science classes transferable to UC to CSU (1 Count)
- They have a wide range already! (1 Count)
- more classes than are semester long and less classes that are 8 weeks long (1 Count)
- college math (1 Count)
- computer classes (CIM) (1 Count)
- Beginning languages courses, French, Italian , etc.... I know the farther you get along one has to be in a classroom setting to practice speaking. (1 Count)

- I can't think of any at the moment (1 Count)
- N161 (1 Count)
- unsure (1 Count)
- more online schedules (1 Count)
- Psych - Research Methods (1 Count)
- None they have all the ones i needed. (1 Count)
- All General Ed courses should be availabe. Those that require labs should be hybrid. Classwork online-Labwork at nights. (1 Count)
- writing (1 Count)
- any (1 Count)
- a language (1 Count)
- don't really know? (1 Count)
- I'd like to see self-paced math courses (not necessarily online, just self-paced, though either could work if there were occasional meetings). Math is my hardest subject, and I wish I had the option to take it at a pace I could survive better. (1 Count)
- Nutrition (1 Count)
- I think that all general education classes need to be offered completely online where students do not even need to set foot on campus. It is very hard for students like myself who have to juggle schedules of the family, work, etc, and attend classes. It really delays getting the general education requirements out of the way in order to transfer. (1 Count)

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

- Irvine Valley College (21 Counts)
- IVC (5 Counts)
- Riverside Community College (2 Counts)
- California State University, Fullerton (2 Counts)
- Orange Coast college (2 Counts)
- Coastline Community College (2 Counts)
- OCC (2 Counts)
- I've taken 4 or 5 classes through the Saddleback Community Education Program's Ed2Go classes. However, those classes were not graded and they don't show on my transcripts. (1 Count)
- Cuesta College (1 Count)
- UCLA Extension. (1 Count)
- Citrus College (1 Count)
- Irvine Valley (1 Count)
- HAZMAT (1 Count)
- MiraCosta Community College (1 Count)

- yes, I am enrolled for Fall 2008 at CSUF (1 Count)
- Mira Costa, Palomar (1 Count)
- santiago canyon (1 Count)
- Bakersfield College, Cerro Coso College, Santa Monica College (1 Count)
- Cal State University Long Beach. I am currently in the teaching credential program there. (1 Count)
- Santa Monica City College (1 Count)
- Cal-State Fullerton. (1 Count)
- Irvine Valley College Orange Coast College (1 Count)
- National University (1 Count)
- UCLA; HP.com (1 Count)
- Coastline (1 Count)
- California State University Fullerton (1 Count)
- Concordia University, Irvine (1 Count)
- Washington State University (1 Count)
- However, if I cannot get the courses I need online at Saddleback, I'll be looking for the courses at other institutions. I'd prefer to complete my courses at Saddleback College. (1 Count)
- Santa Ana College (1 Count)
- OCC Coastline (1 Count)
- CONCORDIA UNIVERSITY IRVINE (1 Count)
- UMUC (1 Count)
- Cypress College (1 Count)
- irvine valley college and orange coast college (1 Count)
- Golden West College (1 Count)
- Los Angeles City College (1 Count)
- University of Phoenix (1 Count)
- Santiago Canyon College (1 Count)
- I am planning on taking an online course at Fullerton. (1 Count)
- Pacific Coast High School (1 Count)

If you selected "Other" to the above question, please specify:
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- Any time I can find, early weekday mornings or evenings and weekends - I'm a working grandparent (1 Count)
- Every night after work and dance, days off - all day. Usually until 3am. (1 Count)
- Whenever possible, I have a young child. (1 Count)

- I fit in what I can do online at work (weekday daytime) & then do the rest of it on the weekends (1 Count)
- End of the week, due to work schedule, Thursday, Friday, Saturday, usually evenings. (1 Count)
- When I feel well enough to do my online work. This varies all the way around the clock. (1 Count)
- I travel a lot for my job for weeks at a time and sometimes do not have enough time to finish my work for that week. However, the week after, I have plenty of time to finish everything from the previous and current week. So in conclusion, online dates make it hard for me to complete work on "my" time and get it in when possible. (1 Count)
- I spend most weekdays evenings to late night, and weekends I usually spend mornings and evenings. (1 Count)
- When I have time. I do a lot in early morning, but again it depends on my schedule, my kids and when I have free time. That is what I like about online classes. (1 Count)
- When my son is sleeping, naps during day or at night. (1 Count)
- Weekday-evenings & weekend-evenings (1 Count)
- I'm retired - work on classwork any time I'm not doing something else. (1 Count)
- It would be great if every assignment for every online class was due on a Monday and a new assignment was posted on a Friday. This way, a person could complete the current assignment or start on the new assignment and most likely learn more and get a better grade. (1 Count)
- Whenever I have time. It varies, but I do a lot of work on Saturdays. (1 Count)
- But I like the flexibility, because I can complete it whenever necessary. If I am at work and I have my lunch I can jump online to work on my assignment. The flexibility is awesome. (1 Count)
- I work on my class or classes a little each day, but on projects or essays weekends allow enough time for me to pour over and finish the work. (1 Count)
- Based on due dates, I miss my school work throughout the week if I have a day off and on the weekend during the day. (1 Count)
- I don't quite yet understand how the online class system works. (1 Count)
- Constantly: weekdays from 3P-4P and 7P to 4A, and weekends from 9A to 12P. The amount of work involved in a distance ed course is about thrice as burdensome as an in-person course. Professors expect students to complete assignments and study at a more rigorous pace to compensate for the fact that there are no lecture hours. (1 Count)
- weekdays: morning, afternoon, and evenings (when IMC lab is open) weekends: morning, afternoon, and evenings (when IMC lab is open) Public Library on Sunday (when IMC lab is closed) (1 Count)
- anytime and any day I have before a deadline (1 Count)
- Weekends, and weekdays and evenings--whenever I have time. (1 Count)
- It depends on when the HW is due. Sometimes I also do it late nights on weekends. (1 Count)
- Whenever I have time; it's a bit of a random schedule. (1 Count)
- Throughout the week and weekend (1 Count)
- It varies, sometimes during the weekday or weekend but usually during the day. (1 Count)
- Very late at night or very early mornings. (1 Count)

- I work 12 hour shift and my schedule is varied. i do the work whenever it fits into my schedule. (1 Count)
- Both week night and weekend/evening. And usually I do it around 11pm - just seems to be the time when everything is settled down so I can devote the time. (1 Count)
- daily at random times (1 Count)
- Random (1 Count)
- Whenever there is an opportunity during the week, and mostly over the weekend full day Saturday. (1 Count)
- weekday-daytime, weekday-evening, weekend-daytime, weekend-evening,--whenever I can. (1 Count)
- Whenever I have the most time. (1 Count)
- I work full-time and I have weekend activities with family, so I complete all of my work after the kids have gone to bed. Usually every night after 8 pm-11 pm including weekends. I typically complete my assignments 7 nights a week for 3 hours a night. I also complete assignments on Saturdays and Sundays during the day from 10 am-6 pm when I do not have other commitments. I love the flexibility of completing courses on-line and the instructors are quick to respond to any questions or problems. (1 Count)
- Whenever I can, when my baby is napping and sleeping. (1 Count)
- The time very's. That is what is great about the on-line course. (1 Count)
- I do my work as time permits throughout the week. Sometimes my schedule allows me to do it during the day and other times at night. (1 Count)
- Weekend: Daytime/Evening. (1 Count)
- sundays (1 Count)
- Weekends and week nights after the kids go to bed (1 Count)
- After work in the evening and on the weekend when I have off. (1 Count)
- Weekends = daytime and evening (1 Count)
- usually late at night on any day i can fit the work into my schedule (1 Count)
- I work retail and my schedule is different every single day and week so I just do my school work whenever I'm not working (1 Count)
- Nights and weekends. (1 Count)
- Weekday at night and whole day in the weekends (1 Count)
- evenings both weekday and weekend (1 Count)
- When it is the most convenient changes daily (1 Count)
- whenever possible (1 Count)
- Whenever I have time. (1 Count)
- Because I am taking four classes, I am always working on my homework. Daytime, Nighttime, in the mornings. (1 Count)
- any day i can at night when my children are sleeping (1 Count)
- Whenever I find time to complete work. (1 Count)
- The courses demands weekday and weekend evenings and late nights. (1 Count)
- When my numerous schedules allow it. Sometimes I will work during the day, other times at night, and almost always on weekends, day and night. (1 Count)

<b>If you selected "Other" to the above question, please specify:</b>
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- never (3 Counts)
- n/a (2 Counts)
- Anytime (1 Count)
- Usually at the beginning of class if there are difficulties signing in or seeing a class. Once I am on I am ready to go. (1 Count)
- various times (1 Count)
- I have never needed this, besides a question for the teachers. (1 Count)
- This varies depending on the amount of time the assignment takes and my schedule for work and school. (1 Count)
- Haven't need much technical support for my online classes. If needed assistance from the teacher I will e-mail them, and will usually receive a response within 24 hours or less. (1 Count)
- I have never contact for any technical support. (1 Count)
- I don't remember having too many problems (1 Count)
- I'm not sure; i have never needed technical/logistical support. (1 Count)
- I do not normally need technical support. (1 Count)
- not usually (1 Count)
- I've never needed it so, I wouldn't know. (1 Count)
- none, the instructions are easy. never needed technical support (1 Count)
- I dont need logistical support. (1 Count)
- during times at the IMC lab, excluding the Public Library (1 Count)
- All the time really (1 Count)
- Also weekend evening (1 Count)
- I always plan ahead if I need assistance, so that I can fit into my professor's schedule. I'm flexible. (1 Count)
- It completely depends on when things aren't running smoothly, whether it's the computer or the website. (1 Count)
- I typically would not need support in these areas. (1 Count)
- whenever I'm on. I hate computers and I am never on so I don't know how to use them properly. (1 Count)
- During exams because it appears some of your faculty, particularly Renee Garcia, are not familiar enough with Blackboard to provide sufficient examinations. (1 Count)
- I rarely need technical support. (1 Count)
- I study all different times. I could avail myself of help most conveniently in the early to mid-evening. (1 Count)
- I have not needed it yet. If I needed it in the future, it would probably be on a weekday evening. (1 Count)
- The courses that I have taken I have not needed technical support so far. (1 Count)
- all evenings (1 Count)

- Weekend: Daytime/Evening. (1 Count)
- When I am on, this semester Blackboard booted me off line a few times for issues it was having. (1 Count)
- I haven't had to ask for technical support. (1 Count)
- i dont use blackboard, my class uses course compass. (1 Count)
- see above (1 Count)
- So far, I haven't needed this. (1 Count)
- It would be adequate to wait and contact technical assistance during regular business hours, but there should not have been so many problems to begin with. (1 Count)
- Lucky for me I haven't needed technical/logistical support yet. (1 Count)
- and weekends (1 Count)
- Usually only when there are problems with blackboard which can be at varying times throughout the day or night (1 Count)
- at night when there is no one available (1 Count)
- late at night (1 Count)
- I have never needed that. (1 Count)

<b>If you selected "Other" to the above question, please specify:</b>
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- power points (1 Count)
- I am hard of hearing so "Closed Caption" on any videos is great for me. (1 Count)
- i prefer in class lectures but having the lectures on line would be helpful for if a student is absent or to double check your notes. (1 Count)
- I prefer audio or video, but written is very beneficial. (1 Count)
- PDF or powerpoint documents (1 Count)
- a compilation of all three would be nice (1 Count)
- powerpoint (1 Count)
- Person-to-person from the lecturer (1 Count)
- I like the way it is now. Podcasts to supplement it would be great, and for language classes online it would be fantastic. Video would also be great. (1 Count)
- A combination of downloadable forms, video recordings, and audio. Power point presentations are nice as well. (1 Count)
- Your instructors, when required to present lectures in writing, are robbed of their ability to incite passion and interest in their students. Furthermore, when you have bi-lingual teachers with unrefined grammar and spelling abilities, the entire course is relegated to a farce. (1 Count)
- with specific objectives to study included...it seems as if we spend most of the time teaching ourselves instead of the professor teaching us, but we get tested on everything possible and without direction. (1 Count)
- They all are great. (1 Count)
- powerpoint are always good (1 Count)

- Podcasts are benefical as the student can download and listen to it say on the way to work or they can take it to the library. It's flexible. (1 Count)
- I would love to receive organized and structured lectures online, but this professor did not provide organization or good structure in her lectures. I have had to spend countless hours copying and pasting her lectures and cleaning them up in form, grammer, and organization just to be able to understand anything in them. This professor just resites what the book offers in an unorganized way then gives links that actually say something interesting but is then not tested on. (1 Count)

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

- Usually at a coffee shop where I have wireless access from my laptop, or at the IVC library. (1 Count)
- my friend's computer because his pc is faster (1 Count)
- Both work and home. (1 Count)
- a mix between work and home. (1 Count)
- NA (1 Count)
- I usually complete some at work on my break and some at home. (1 Count)
- Home and work lunch (1 Count)
- Home and Work (lunch) (1 Count)
- Both work and home equally (1 Count)
- My parents house (1 Count)
- Home and Work (1 Count)

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

- problems with web page (1 Count)
- I am enrolled in Psych 7, #23485. There are CD assignments which once completed and submitted, have sometimes failed to show up to the Professor at all. Several times, once I had completed the assignment and submitted it, the document would show up blank, as if I had not written anything, although I could not have got to that point if I had not written in answers. I was stuck with nothing to print out to show that I had done the word. (1 Count)
- I've taken two online classes via Blackboard. There were no problems in the first class. In my current class, Blackboard has been unavailable many times, and links and pages take an extremely long time to open. (1 Count)
- slow connection....server down at times (1 Count)
- Blackboard is extremely slow. One professor was not proficient in her administration of Blackboard; caused a great deal of frustration. (1 Count)
- technical problems with both blackboard and my personal computer while taking an exam, was unable to get back to the exam page so the instructor had to reset my test and I had to start over. (1 Count)
- Blackboard is very slow and has actually lost connection while in the middle of assignments. It is very frustrating (1 Count)

- Troubles with internet and occasionally blackboard (1 Count)
- There have been instances where I could not access certain files or download types of software needed for the class. On an occasion or two, some of the material sent via Blackboard did not go through when it said it did. (1 Count)
- Since the classes are online, most teachers have everything due on either Sunday or Monday night. This skews the workload for the week. (1 Count)
- a slow computer seriously affects the timed tests- the time clock counts even while windows are loading (1 Count)
- blackboard issues with audio/video (1 Count)
- blackboard isn't really compatible with Safari (1 Count)
- When Blackboard is not working and we have deadlines to work with. (1 Count)
- black board was not available on line for a few days (1 Count)
- Sometimes accessing blackboard is a difficult task. I have received error messages and have lost some posts that I was in the process of posting. This happens very infrequently though. Overall, online courses benefit me very much and I have had little problem. I think online courses and blackboard is a great development and works very well with the needs of the students. I am very appreciative of this. (1 Count)
- Loss of internet connection and compatibility issues with Apple (1 Count)
- Blackboard being slow, particularly the discussion boards. (1 Count)
- It freezes occasionally during tests/quizzes making it difficult to complete them. (1 Count)
- Sometimes when taking essay tests, the blackboard will only allow me to complete one essay out of maybe four. (1 Count)
- Wireless internet occasionally kicks off during a test (1 Count)
- for some reason, I couldn't access Blackboard from my laptop during last weekend (11/2) - this never happened to me before unless Blackboard is out for update or something like that. But for last week, I couldn't access Bb while the other classmate still worked okay. I don't know what happened. (1 Count)
- Blackboard doesn't respond properly when I am saving/submitting quizzes or exams (1 Count)
- Several times when blackboard was up and running, I was able to login to blackboard but the link to upload the assignment was not working and I would get error messages. This was extremely frustrating when trying to upload a final 2 hours before the deadline. I had to e-mail directly to my professor. As a result I cannot see my grade on-line. (1 Count)
- sometimes the tests freeze up and you don't get the chance to finish them, you have to e-mail your teacher and tell them and maybe they will reboot it. (1 Count)
- aol as a primary browser (1 Count)
- Only on Course Compass, my math course (1 Count)
- it being slow while taking a test (1 Count)
- After posting a thread you cannot see it unless you go to tree view and that is not specified anywhere and it should not matter what view you are in, you should see it regardless. (1 Count)
- Blackboard and library resources provide access problems - no other internet access problems - did not occur last semester (Spring) - this semester horrible (1 Count)
- I always get "page cannot be displayed" and have to start things all over again. I hate it. (1 Count)

- Blackboard not working, AOL incompatibility. (1 Count)
- When taking tests that allow you to answer one question at a time, it's hard to make sure you don't hit the backspace button. Also, when typing up blackboard discussions - it will time you out, so I have to type in word and then paste my posts. (1 Count)
- Sometimes its difficult to get onto Blackboard because the site is down or something. (1 Count)
- Computer freezes up during test. Blackboard tends to be down a lot. (1 Count)
- Tons! Blackboard does not save all data so a midterm of mine was turned in unfinished though I clicked "Save" on each section. Blackboard will be down for days at a time. When it is up & running it tends to be slow. (1 Count)
- trouble loading, consistent errors when taking quizzes/tests, slow pages, all with no other application running on the computer. (1 Count)
- Often times Blackboard would be unaccessable through certain web servers such as Safari. I've also had difficulty uploading my term papers on Turnitin for every written assignment so far this semester (this too was while using Safari web server). (1 Count)
- Instructors taking down quizzes and exams before they are due. Also, instructors not releasing discussion board assignments on time. (1 Count)
- When working on tests it would freeze and I would have to call my teacher and hunt him or her down and make sure that they let me finish it. (1 Count)
- Each test I have taken for my history class, I have had the same problem. You have to save all of your answers at the end. Each time I have received an error message and I have to refresh the page. All of my answers are lost, and if I wouldn't have written them down by hand, as well, I would have been in a lot of trouble. I basically have to do double the work in the given amount of time. It can be quite stressful. (1 Count)
- Program freezing in the middle of an exam or homework (1 Count)
- At times my screen will close down without cause. I have to log back into the website. (1 Count)
- Server is busy and unable to process requests between 6P and midnight almost every night! Please get more bandwidth! (1 Count)
- not enough classes to take online. (1 Count)
- IMC lab needs more large screen LCDs to accommodate LFV students; Confusing instructions in textbooks that require emailing instructor for advice (1 Count)
- blackboard was challenging at first. (1 Count)
- Blackboard has had problems with stability. They also like to update and change things during the school year. (1 Count)
- when trying to take political science class on line last semester, there was an access code we needed to purchase. i did but it never worked properly and i became so frustrated between the professor and the tech support that i ended up behind in class and dropping it. (1 Count)
- When some professors would "time" the quizzes and tests, it would not be enough time. They shouldn't be timed. Also, often you cannot get the answers to the tests. If you miss a question you don't know why. Blackboard has been down a few times. One class I got a B+ instead of an A because doing the tests online it is easy to accidentally skip a question, which I did. Professors should know when there are questions that are blank and not answered that it was just an online mistake. One class the professor's emails always contained a virus. And on Blackboard, classes you have taken before, or dropped, continue to live on there cluttering up the workspace until you can ask someone to remove it, and its not easy finding who to email to remove it. (1 Count)
- passwords (1 Count)

- Blackboard test close down frequently during long test (1 Count)
- website is slow and goes down alot. (1 Count)
- Login for text info (1 Count)
- Stuff with the exams, and my computer freezing and then the exam resets. (1 Count)
- One time I couldn't get blackboard to work properly but they had the server fixed within 48 hours (1 Count)
- An assignment was not posted that I could access. And on one exam, I was not able to fill in a written portion of the exam. (1 Count)
- Assignments tends to dissapper, grades don't show up and when submitting an assignment there is always delays (1 Count)
- Sometimes blackboard isnt uploading all the information. (1 Count)
- I've had technical issues with Discussion Board- displaying my posts, searching through different threads. I've also had issues with uploading/submitting my work, especially Exams (save/submit portion). (1 Count)
- Quizzes and Tests freezing up in the middle (1 Count)
- get cut out during exams (1 Count)
- When taking test, I get kicked off the server. When going to discussion boards, the page always takes and absceane amount of time to load. (1 Count)
- test kicked my out of system multiple times (1 Count)
- Blackboard has been down for maybe half a day. The page will not display, or is very slow to pull up page (discussion boards of course take the longest). (1 Count)
- Can't log in, grading option isn't always updated (1 Count)
- Server interruptions during quizzes, problems with loading or accessing material. Nothing unusual just a problem during quizzes. (1 Count)
- Timing out of exams...and for my on-line computer classes, having to get the most recent software (1 Count)
- sometime blackboard can't log in (1 Count)
- Blackboard has caused some problems with class assignments. Was locked out of homework and could not submit (1 Count)
- constantly bumped out of quizzes or tests, site slow, site un able to open (1 Count)
- I am taking one class that is completey online but the other is a hybrid course and we take our exams online. Students, including myself, often get kicked off the exam after we have started and refused reentrance until we contact our teacher or itc people. Sometimes that can be difficult. (1 Count)
- The only time I experience any issues is when there seems to be a problem with blackboard itself...which has happened more often this semester than any other in the past couple of years. (1 Count)
- Tests are stressful and hard to take because of website glitches (1 Count)
- When taking tests Blackboard sometimes stalls and shows "Timed Out". I have found a way to get around this so it is no longer a problem. (1 Count)
- Sometimes the internet is slow. (1 Count)
- Blackboard acts sketchy sometimes, it's not that great of a program.. considering it locks you out all the time or it's really slow. I always cross my fingers when I press 'submit'. (1 Count)

- A couple times Blackboard has timed out or experienced other technical issues. (1 Count)
- Unable to access first unit test. The tech support through Saddleback and through my Professor was superb! (1 Count)
- Computer errors during test taking (1 Count)
- R. Garcia does not know how to use the Blackboard for testing. Furthermore, your exam's are easy to "game". A group of students with Skype and headsets could work together as a team to ace the exam material, using laptops to look up answers while taking the exam on their desktop computer. You must find a way to prevent this because it dilutes the efforts made by honest "A" students. (1 Count)
- blackboard logged me out of my test. (1 Count)
- Sometimes the professor incorrectly downloads forms resulting in unavailable material to the students. After consulting the distance coordinator (who explained that the teacher had to reload the form herself), I emailed my instructor to tell her--she denied any wrong but reposted it and then it worked (and yes, I have a perfect new Gateway dual core Athlon processor pc, HSI and used Mozilla Firefox to access the blackboard site per professors instructions). (1 Count)
- Only when the professor requires physical presence to take an exam. I travel often and may have to arrange my schedule accordingly. (1 Count)
- The coursework is often due on a Sunday evening at midnight, but Saddleback does not provide a lab to use on Sunday evenings, Saturday evenings, or at all on Sundays. Also the labs are not open late enough for night-time students. (1 Count)
- This semester there have been several links that are not correct. (1 Count)
- blackboard tests don't always work (1 Count)
- As mentioned, I had trouble down-loading some of the instructor's lecture slides, which were in Powerpoint. I attributed the problem to being on a MAC platform. I achieved a somewhat inconvenient work-around by doing the download at work on a machine that, although being a MAC, didn't seem to have the same problem. (1 Count)
- Blackboard constantly is down in the evenings, I now try and finish my work during the day. (1 Count)
- Sometimes I am not able to log in. (1 Count)
- During the "homework" the video did not work - even when stated that a video was available for the particular problem. (1 Count)
- It seems that we have had more technical problems this semester with blackboard. (1 Count)
- When taking a timed test I couldnt scroll through the test. It was running slow. (1 Count)
- the website seems to get to busy and jam up which will shut down the website (1 Count)
- yes sometimes the site gets stuck. (1 Count)
- while taking a test on blackboard. (1 Count)
- My computer froze during a test. (1 Count)
- Online website loading slowly. (1 Count)
- At times the sites are running slow, or aren't even working. (1 Count)
- just slow when everyone is on the website at once (1 Count)
- freexes a loit and have to re enter work. Down for maintenence. (1 Count)
- PROFESSOR INSTRUCTIONS UCLEAR. TECHNICAL PROBLEMS. (1 Count)
- accidentally reloaded page and got locked out from taking quiz (1 Count)

- For math class the application is not able to give partial credit so often the answer is correct but the way it is entered is not. (1 Count)
- At first it was hard to follow the instruction like the Discussion Board and also how the email the teacher or Professor. (1 Count)
- sometimes blackboard is down and for the math course it has been a challenge using the server. (which is not blackboard) (1 Count)
- Booting off from the site with a Blackboard comment box that says try back later (1 Count)
- MINOR: I'm enrolled in a math online class. When I downloaded and installed course-compass I had some trouble with Norton Internet Security. But I ended up solving the problem in a matter of hours. (1 Count)
- Blackboard is sometimes down; however, a vast majority of the time blackboard runs fine (1 Count)
- waiting until the last moment to complete an assignment and find a tech glitch will not allow me to access the website, either because of my computer or because of connection problems. my fault, not saddleback. (1 Count)
- Sometimes they were doing work on the website and i couldn't do my work. (1 Count)
- Blackboard has a lot of issues this semester. The on-line discussion boards are the trickiest part. It is difficult when you have a problem with blackboard because there is no one to help you unless you are at school, and for me, I am not at school everyday. Blackboard is just another way for teachers to make you do work on your days off and they make assignments due at the most inconvenient times. (1 Count)
- Blackboard was not open for atleast 5 hours one night and I had an important assignment due so I had to turn it in past the deadline. However, I was able to work it out with my professor. (1 Count)
- the site being down when there is a deadline (1 Count)
- A few times the system was down, or the online tests would skew some of my answers which became really frustrating. (1 Count)
- technical glitches. (1 Count)
- issues with the site and not being able to access class information or turn in papers on time (1 Count)
- problems with downloading things (1 Count)
- had a quiz crash, teacher let me re-do it (1 Count)
- Slowness of the Blackboard Discussion Board recently. (1 Count)
- All went well with the technical aspects until the midterm regarding navigation around the website and ability to open links. The professor on the other hand has been very impatient and too quick to blame all others but her self for other problems in this course. She has been hostile, aggressive, and rude; certainly not characteristics for a professor she would do best in law enforcement or the unorganized system of healthcare. (1 Count)
- server down, page freezing, discussions not going through (1 Count)
- blackboard being down. tests not being there on the website. tests kicking me out when i was in the middle of a test (1 Count)
- for one of my previous on-line classes I had trouble during the mid term examination, when I took the exam and just accidentally it disappeared from my screen... I never could bring it back, and it was not submitted. I just lost it. That affected my grade, and I barely get C for that class. Now, I'm very cautious, but I would like to have more relaxed feeling when I'm working through blackboard, especially when I'm taking final, or midterm exams. (1 Count)

- Just a few glitches with Blackboard. (1 Count)
- only when the tests were one question at time because it wastes time to submit every question, one by one. (1 Count)
- The blackboard went down right in the middle of the mid term exam. The professor let me to retake it, but I was not happy about all that. (1 Count)
- Had trouble with quizzes, but it could have just been my computer being slow. I wasn't able to complete a quiz because it shut down on me. :( (1 Count)
- many times when I try to access my class discussion board, it takes so long that the site comes up as unable to connect to this site. Many times when I submit a post or an assignment it takes a while before it accepts it and I wonder if my post was actually received. (1 Count)
- Blackboard being down (1 Count)
- All challenges have been purely my own lack of computer savvy! I am learning though and I wouldn't let that stop me from taking an online course in the future. (1 Count)
- i turned in a paper to turnitin and it didn't work for some reason so i got a 0 out of 50 on the assignment. (1 Count)
- blackboard is constantly offline, making situations sometimes very difficult to complete work and ask questions (1 Count)
- using Vista created some difficulties (1 Count)
- An assignment was not received after I sent it to my instructor. Also, it seems the reason that only parts of the assignments are posted sometimes is due to technical problems. (1 Count)
- The website is always experiencing difficulties. (1 Count)
- Random, in between Blackboard unavailability. At one time couldn't finish my mid term and had to do save without actually getting to know if my work was getting saved or not and had to exit out fearing that I will lose my test. I could have spent extra time to review the the questions one more time as I still had time left. (1 Count)
- Not being able to submit work and get into the blackboard site. (1 Count)
- Ever since it was redone this year, both blackboard have become increasingly slow, a lot of lagtime. I would rather it be the way it was previous years. (1 Count)
- Blackboard is not running for a few days at a time or it is slow (1 Count)
- Blackboard always kicks me out and defaults me to a google page. (1 Count)
- trouble taking some test on my computer (1 Count)
- Blackboard crashes frequently, recently Blackboard locked up on my final. The system is slow. (1 Count)
- The later starting online classes were much harder to get text-books for. There should be online books, or a way to find out when a book is going to become available again. (1 Count)
- If we have a great instructor that will communicate with the class, then the majority of us will do well and enjoy our college experience. If we have an instructor that does not know how to communicate properly, or even post grades for the matter, then learning becomes more of a challenge than it should be due to the issue of lack of communication between students and professors. (1 Count)
- network being down (1 Count)

<b>If you selected "Other" to the above question, please specify:</b>
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- Instant Chat (1 Count)
- I prefer email, but if quick assistance is needed, the phone would be best. (1 Count)
- unknown - never needed it. (1 Count)
- From the class instructor--in-person, and not via email (1 Count)
- E-mail is always helpful as long as the responses are sent in a timely manner. However, a direct on-line help with a real tech support person would be even more beneficial and more efficient. (1 Count)
- Comment: I try to ask most of my questions by e-mail, but many times the instructor doesn't address each portion of the question. I submit such questions because e-mail turnaround can take a while and I want to get on with my work. (1 Count)
- All three. (1 Count)
- Create a real time chat room during exam hours so that students may address any problem immediately. Online classes appear to be a way for instructors to put in less work by requiring more work from students. My experience with your Cultural Anthropology class has been a complete and total farce. (1 Count)
- Instant Message (1 Count)
- posted on blackboard (1 Count)
- Although--I haven't had to use the technical support services. (1 Count)
- Both phone and email equally (1 Count)

<b>For those services that 'Require Improvement', how could they be enhanced?</b>
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- content in educational plan updated correctly (1 Count)
- Make things more clear regarding login and passwords. (1 Count)
- Counselors and office workers have an attitude that I would not call friendly; made me feel like I was a bit interruption in their day. (1 Count)
- Counseling - easier access to counselors when working full time. Blackboard - having someone to talk to when the system crashes or gets slow that work is lost (1 Count)
- Counseling was confusing and unhelpful, and my counselor was a little rude. Applying for classes is difficult and confusing. (1 Count)
- By creating a hot line of some sort for students to call when they need tech assistance. (1 Count)
- Better communication. (1 Count)
- The financial aid process is ridiculously long and tedious. As a student who fully supports myself, having to submit my moms tax info is ridiculous as well. I don't get nearly the amount to help with the cost & therefore have to work full time and only go to school part time. The process of signing up is confusing, I never know if its time to renew or not & most of the people at the financial aid office are not very helpful, and often rude. (1 Count)

- I had a lot of hassle with Admissions and Financial Aid. They waited until the last minute to start my paperwork even though they had my application for admissions for months. The financial aid office made me feel very unimportant and as if they didnt care if i came to Saddleback or not. I also had a problem with how they handle the disbursement of student financial aid. Students that dont have the money to purchase their books have to wait for almost a month before they receive their aid. Putting them at a disadvantage from the very beginning of the semester. (1 Count)
- It would be nice if DSS would have a private access webpage where students can enroll or re-enroll online without having to discuss it with their instructors first. I did not sign up to use DSS as normally would since I would have to go onto campus to handle this matter. I took this internet course because I am disabled and I do not feel very well, plus I still have to work. I do not have the strength or the time to deal with going and waiting for an hour as usual to get marginal help from the DSS office. (1 Count)
- I believe the counselors at Saddleback need to be better informed on helping students with what classes they need to enroll in and how to obtain the information they need in order to enroll. I did go to a transfer counselor, though, and she was very helpful. (1 Count)
- It is impossible to get counseling appointments, even for Honors students. The library is embarrassingly loud and needs major improvements so that one can actually study there. (1 Count)
- Blackboard is extremely slow! A my pleasant interface couldn't hurt either. It's so bland and boring. (1 Count)
- Would like to be able to schedule appointments for a counselor on-line. (1 Count)
- Right now I am having a difficult time trying to get a hold of, and make appointments with the disabled student services. I have attention problems, but need to get that certified in order to recieve help. I am almost finished with semester, and still have not recieved that much advice on how to go about getting help. (1 Count)
- The library needs to have a live person answering a main switchboard. Blackboard should have 24/7 800# phone support (such as credit card co.) (1 Count)
- fine tune the blackboard system. it works however, there were always errors (1 Count)
- again, you should see your thread post regardless of your view. (1 Count)
- Instead of just e-mail a candidate with the results they should also mail them. It took me over a month to find out that I had been accepted and I couldn't register for classes on time because of this. (1 Count)
- see above (1 Count)
- Counslers need to know more about transferring & what classes students need to take. (1 Count)
- Counseling and Admissions and Records need to better understand they students and better adhere to their needs. The application process, instead of placing students in the proper classes by skill, they do it by timed tests, and that is not the way to determine students' needs (1 Count)
- With my online classes they have strict deadlines, so if they could respond quicker it would help with the class a lot (1 Count)
- It took a long time to receive financial aid approval. (1 Count)
- The "Help" button connects to a website that is extremely difficult to navigate and only offers support personnell during regular working hours who those os us with 9-5 M-F jobs have a very difficult time receiving support. Those times, i've usually just been so frustrated I turn off my computer and walk away. (1 Count)
- I think Blackboard needs to be accessible from a secure web portal linked from the Saddleback home page rather than having to access Blackboard from it's main website. This will allow people to access their online classes from any server that is a highly secured site without difficulties or complications. (1 Count)

- training instructors on the new format (1 Count)
- Financial Aid and Counseling, they don't really accomodate those of us that work. When you set an appointment you are subject to having to wait over an hour and a half, which makes planning to go there for assistants difficult if you have a family to think about. (1 Count)
- More user friendly. (1 Count)
- My time spent dealing with financial aide hasn't been the best. Out of 5 emails sent, only one was returned. And when I called on the phone, some of the people hardly spoke english, and some seemed to have no idea how to answer my questions. The financial aide experience should definitely go smoother. I was always the one having to contact them. There were no follow up phone calls, or emails, to let me know what was going on. Poor experience. (1 Count)
- To obtain couseling services you need to make a physical appointment. I don't have time to drive all the way to the school for info that can be given over the phone. (1 Count)
- I do not think that these services are made obviously available. (1 Count)
- Financial Aid packets should be a bit more comprehensive. I like to do thing on my own when I get a chance, and I'd like to be able to decipher them without the help of counselor. Maybe an FAQ page would help. (1 Count)
- More availability of career counslers for students, I have been trying to get an appointment for two weeks. Maybe online sessions! (1 Count)
- sometimes personel at the counseling office are streamly rude. the make you feel like crap. the library needs to get updated computers. (1 Count)
- app process: needs streamlining fin aid: personnel need training for disabled students dis student services: virtually non-existent; needs vast improvement Blackboard: needs better programming; continually crashes (1 Count)
- My problems with blackboard have already been stated. Check above question. (1 Count)
- Better employees who aren't rude, and who know what they are doing. (1 Count)
- Better more convenient service. Support during more hours. The Saddleback office is not open long enough, it should be open past 7:00 p.m. (1 Count)
- emailed instructions (1 Count)
- more online materials (1 Count)
- Pod casts publish instructor office hours (1 Count)
- Counseling and blackboard needs help because you can never just call the school with a simple question and get it answered you have to go all the way down to school and find someone to talk to when your question only took 2 minutes to answer. There needs to be some kind of hot line thing, and also some kind of FAQ website where you can pick what you have FAQs about, like transferring, blackboard, mysite, registration, all on one centralized FAQ web page so you don't have to search and search for answers, especially when there is no one to talk to on the weekends! (1 Count)
- working harder at each service and employees that are more helpful and have a better attitude. (1 Count)
- Financial Aid information is not readily available to all students. Counselors give varying information and I've received differing answers to the same questions. Technological support for Blackboard is virtually nonexistent, as far as I know. (1 Count)

- I would allow the website to be more easily navigated. I think there are too many categories for things like lectures, and homework. I think all the teachers should put their material in the same categories. For example: My PoliSci class has Lectures and notes for lectures and notes, and my Sociology teacher has her notes under a category called course materials. The way I would do it, is to have week 1, week 2, week 3, etc. I am having to navigate through too many things to get work done, and it is giving me less time to actually focus on homework, or discussion. (1 Count)
- fix the blackboard site so we can log into our classes and allow us to sign in timely and take quizzes and tests when scheduled (1 Count)
- Perhaps, logistical support could be available more often. Or exams and assignments could be made due on weekdays rather than weekends, so we have the opportunity to contact tech support before the due date. (1 Count)
- It would be nice to be able to schedule appointments through email or even ask questions about my educational goals through email as well. (1 Count)
- It's hard for me to get to class at school due to disability, but not enough classes for required subjects are offered online. The blackboard website doesn't work very well, and when that interferes with assignments and tests, have to talk to teachers about making exceptions. (1 Count)
- Financial aid needs to be more detailed and less corporate style. It's hard to completely understand certain things when applying for financial aid. Also, not everyone knows one's parents' financial information therefore it is difficult to complete the application, and those who cannot obviously don't get the financial aid. Counselors need to be more open and need to read Saddleback's requirements and handbook themselves before they start preaching to poor, helpless and unknowledgeable students. Not all counselors who have a degree know everything. (1 Count)
- The person who sits at the front desk in the financial aid office is very often rude to people. He has never been rude to me but I have seen it towards others. This is very intimidating. It is not always easy to ask for financial aid even without the rudeness. (1 Count)
- The people in Admissions act like they're on their death bed, everyone I know would agree when I say Saddleback needs to hire happier people who don't make you feel like a complete imbecile when it comes to the admissions office. I've been to a few counselors and not until the last one did I even find out we had an honors program which by then was too late for me, and another counselor had a full on conversation during our meeting and by the time she was finished conversing with her colleague our time was up. The library is what it is, once again the people working there are not the friendliest. Blackboard takes a year to write back to you when it comes to technical support, I just wish they were quicker. (1 Count)
- First, start with giving the teachers proper training on how to use it as I have evidence that will prove your instructors do not know what is going on most of the time. (1 Count)
- financial aid for all students (1 Count)
- I would like to know before the class starts if it had been canceled so I'd have time to enroll in another one. (1 Count)

- The financial aid office does not have much information available online and their hours are very short. I don't have time to go into the counseling office and create a plan in order to apply for financial aid. Scholarship information is not readily available or linked on the school website, nor are deadlines provided. Subsidized funds are not readily available for those of us with financial difficulty and the funds are not calculated in a way that helps people who must pay high rent in order to live here. My bills are \$1000 bucks more than what I make, my wife was accepted into the Nursing program, but she can only get \$1,700 for the whole school year...that's not even one months rent that is available for us to borrow with subsidized loans. The financial aid workers don't seem to know much about gov't options or borrowing directly and they try to deter students from borrowing money at all. The Library hours are poor for night students as well as the disabled student service center. The entire process is difficult for night students who are trying to work at the same time. (1 Count)
- Well, in the above-described problem, it took some time to get a response from the technical help people and then they didn't really have a solution for me. I sort of felt like everyone was just shrugging, though I do get it that they have little control over the multitude of environments that we're all using out here. (1 Count)
- Financial Aid should be laid out as step by step processes. As well as dates to complete the file. An update or status section would be helpful. I call and always get the same, "we'll let you know" answer. Fortunately I came into money or I wouldn't have been able to attend school this semester. (1 Count)
- Last semester I tried utilizing a research section and was unable to log in. It would not accept my user name and password. I finally just gave up. (1 Count)
- The library lacks alot of publications and periodicals and the staff is not always very informed or helpful. Blackboard is not arranged as efficiently as it might be, and I often feel teachers throw anything and everything they can think of on it, or nothing at all, there doesn't seem to be a standard for selective pertinent materials. The coursecompass program however is quite good I think, perhaps it might serve as a model? (1 Count)
- They just need to be look more into. like the whole finacial aide, i have friends that have needed help with paying for school and since there paretns have money they dont get it. But the parents dont help them out finacially, so they dont get the resources needed. (1 Count)
- give more information and step by step instructions to students on how to acquire financial aid. (1 Count)
- need to be able to remove classes that you are not enrolled in any more. (1 Count)
- You currently do not get financial aid for online classes, and I think that should be changed. (1 Count)
- There needs to be more knowledge given to the student. More patience from the counselors. A better understanding of education goal and how to get there. (1 Count)
- WHENEVER I TRY AND CALL SADDLEBACK WITH A PROBLEM OR GENERAL QUESTION WITH SADDLEBACK'S BLACKBOARD... I GET TRANSFERED TO SOMEONE THAT CANNOT HELP ME. (1 Count)
- Its hard to get feedback/response for advisors via email and its difficult to come in during office hours (1 Count)
- Counseling Sucks; never answers phone!! Never able to get an appointment, probally because they answer the phone. The process of calling a week in advance is dumb and hard when you work and have limited hours. Especially when you can't get through!! This in an overall problem that needs to be handeled. That and the counselors are not that helpful. (take a college survery on that whole department) (1 Count)
- Sometimes the secretaries that schedule the appointment with the counselors are RUDE and brush students off. It happened to me twice and I experienced it PERSONALLY. There is no reason to be rude! (1 Count)

- I feel the counseling staff could be more helpful giving advice about my educational choices or at least be enthusiastic. (1 Count)
- I felt that everything was pretty good on the website. (1 Count)
- More counselors that actually care, not just riding out their tenure. (1 Count)
- I think that the counseling office should schedule more appointments further out so that people can get the counselor that they want, when they want to meet with them. I also think that the teachers should be better trained with Blackboard and that the students should be taught how to use blackboard before there is a problem. Also teachers should be sympathetic to blackboard issues. (1 Count)
- I already transferred to 4-year college. I just had one course in Saddleback. (1 Count)
- Anything (1 Count)
- Having counselors who can speak to students over the phone! (1 Count)
- Counseling needs some serious organization and needs to be more helpful and understanding (1 Count)
- Organized schedule (1 Count)
- Why do we have so much work to do for the online classes? It's way too much. Blackboard is just a tad bit to confusing. It's not organized enough. (1 Count)
- These need to be available more hours!!!!!! (1 Count)
- I filled out the proper forms and never got a call and when i finally called the deadline had passed (1 Count)
- Disabled student services really needs to update their web capabilities to better accomodate disabled students online without having to visit the campus when the student is already signed up with them. The technical difficulties experienced in this course are unforgivable. (1 Count)
- More precise answers, and maybe faster service from their department. (1 Count)
- Waiting in line for one hour or more is insane. Something needs to be done in order to improve the wait time. (1 Count)
- I've never tried technical support yet so I can't comment on it. (1 Count)
- Counseling service needs a lot of improvement. Counseling phone lines are always busy and counselors sometimes give wrong information. Found that counselors from other school that I am not even enrolled at are much more helpful than those at Saddleback. (1 Count)
- you can ask the same questions for a walk in visit to the counseling office that you can with an appointment, most of the time. fix blackboard so it's not so sporadic in its functionings, make announcements more noticeable, discussion boards constantly lose my work when I press submit, there's no backtracking, it's faulty, the font sizes never work, what does the save button even do? (1 Count)
- All assignments that are submitted need to be received. (1 Count)
- To be completely honest, I have done the "matriculation" process from start to finish at least 3 times and I am still not "registered". My counselor was completely unhelpful when it came to me asking which classes I should take and seemed very clueless. (1 Count)
- More announcements of down time and acknowledging that something did went wrong in blackboard. Some kind of system to contact someone if errors happen during exams. (1 Count)
- Go back to the way it was before, too slow. more problems with everything since it was redone. (1 Count)
- make blackboard run smoother with less problems (1 Count)

- I'm not sure (1 Count)
- Should be able to make appointments on-line, tech-support for library search not available in evenings sometimes; too many problems with Blackboard this semester. (1 Count)
- Admissions and Records: One of my biggest problems with Saddleback...Staff that knows how to keep everything in order, not having to be run around over the entire campus back and forth because the staff doesn't know what they're talking about, friendly staff would be nice. Counseling: Again, staff that knows what is going on, how to keep things in order, and be nice to students. Blackboard: Blackboard gets slow, which can be a problem. Sometimes it doesn't work. Overall though, all online instructors need to be able to communicate properly with their students. I won't name names, but communication goes both ways. (1 Count)
- library has later hours! (1 Count)

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

- My current class requires a lot of participation in discussion boards and three responses to others. When students reply to a particular person, many times the person responding doesn't address the person to whom they are responding by name. When opening only the unread responses (and not the entire discussion thread), it's impossible to tell to whom the response is meant. It would be great if the name of the person to whom the response is meant is included along with the subject line. (1 Count)
- I have only taken one class so far and I believe my problems relate to the teaching style of the instructor and not the actual website. (1 Count)
- i think that the tests that are given should be given a little longer time period because people work and things like that. (1 Count)
- Offering more sections which are on-line only as well as 8 weeks long. (1 Count)
- It's really up to the instructor. Professor Evanshine is outstanding. Another professor was the complete opposite. (1 Count)
- more choices for transferable courses. (1 Count)
- Make it easier to talk to the professor (1 Count)
- Organization! Some teachers are not organized and this is really hard for students to deal with. Also, it would be much better if teachers (some, not all) responded in a timely manner to emails. (1 Count)
- Make more classes available online, other than social science courses. (1 Count)
- Offer more,more,more classes (1 Count)
- More standardization across the board would help. One online class to another can vary greatly. (1 Count)
- a standardized testing type would be helpful. Fixing timethe time clock on tests also. It's not fair to punish those with a slow computer (1 Count)
- Keep adding new choices. (1 Count)
- Professors could be more specific in setting due dates and times....ie: instead of saying due by 11/10/07..they should say...due on or before midnight of Friday, 11/10/07. (1 Count)
- Faster service (1 Count)

- The only complaint I have is with a teacher- he was very unprofessional, unhelpful, and it seemed to be targeted at me (I had freinds in the same class who can vouch). I contacted the school & there was nothing that could be done unless I wanted to waste a bunch of time filing a formal report. Therefore, I think the classes should somehow be monitored to prevent this from happening to another student, it was very discouraging & caused me a lot of stress. (1 Count)
- I think that the work load with online classes is too heavy compared to traditional classes. I have no choice, so I must take some classes online and I would like to see a balance in work. Online classes have too much busy work, which is not how my on-campus classes have been. I think that there should be more emphasis on the lectures online and not so many assignments due weekly. (1 Count)
- Simply more classes, especially general education and other basic courses, to be offered online. The online education offered by Saddleback is great already, I would just like to see more classes offered. Thank you and have a great day! (1 Count)
- The amount of time offered to take tests/quizzes. (1 Count)
- In my experience with my online class this semester, it has been rather hard to keep up with the work load because some weeks there is one chapter of reading but the next two weeks there are 400 pages of reading and a paper due. I have 15 other units besides this class and it would help me out if the work load was more evenly spaced throughout the entire class. (1 Count)
- Blackboard being quicker to access. (1 Count)
- Larger focus on graded assignments, less emphasis on group discussions/discussion boards. I've taken classes in which the discussion board has been a major part grades wise, and while these are the classes I've consistently gotten A's in, they're also the ones in which I feel I've learned the least. (1 Count)
- 100% online Degrees, less work load, and better costumer service. (1 Count)
- It is VERY bothersome when teachers don't grade work in a timely manner!!!! Students should not have to wait four weeks to receive a grade on a paper. (1 Count)
- More available math classes on-line. (1 Count)
- Nothing, the format of on-line eduaction is very well organized. (1 Count)
- Classes are too easy and graded too easy. Would like to be able to work at my own pace rather than be held back by the rest of the class. (1 Count)
- detailed instructions for each assignment and quiz (1 Count)
- I think the only issue I have is with communication between professors and students, a more timely response to issues not technically related. (1 Count)
- I'm not really sure. I know that in most of my on-line courses the tests are worth 80% of your grade and personally I think that along with homework/participation it should be an even 50-50. (1 Count)
- Having the teachers be more available. Some are great and respond quickly. Others are so busy teaching several on-line classes and traditional classes that it takes to long to get responses. Grades being available quicker. We have one week to complete the work, yet it takes up to 3 weeks to receive a grade. (1 Count)
- I would say to not have as many "technical difficulties" with the program. Als try o do all of the maintance during the night so that people could do their work during the day. (1 Count)
- The only thing I can think of would be to make sure all teacher know how to use Blackboard prior to teaching a class. (1 Count)
- more videos (1 Count)

- Communication with teachers, some teachers do not ever respond even after ten emails (1 Count)
- NA (1 Count)
- Better working Blackboard site (1 Count)
- Not as much work to do. Discussion boards are ridiculous. We don't even talk that much in our real campus classes. I think it is too much work. I am taking them because I don't have much time to be doing a lot of homework. I can read and pass the tests, but I don't want to have to do discussion boards so many times a week. They say you need like 16-18 hours spent doing homework for the 1 class. I think that is extreme. Too extreme. I will never take an online class again unless they lighten the work load. (1 Count)
- more clarity about when the discussion board closes. (1 Count)
- Increase bandwidth - this will allow for more users to access blackboard during peak hours (such as testing times) and should decrease the amount of frustration when trying to access Bb at home/work/at school. (1 Count)
- Saddleback online classes are the best and the only improvement would be more classes!!!! (1 Count)
- If teachers focused more on what information we should be getting out of the classes rather than on the technical details of what form the homework should be in or other technical things. Some teachers are very good about focusing on the material of the class while others are more focused on the fact that it is an online course and not focusing on the subject that much. (1 Count)
- All on-line classes have the same thing in common, forced participation. It's too much based on not only you have to comment on other students work, but have to do it a certain way. A lot of students, myself included, do not heavily "participate" in every single question and every single discussion. The forced participation makes the already heavy work load unbearable and is the main reason I will probably not do online classes again (1 Count)
- Get better software. Blackboard is not reliable. (1 Count)
- Instructors experienced in teaching online courses and more Blackboard tech support/maintenance. (1 Count)
- work out all bugs to decrease the slowness of the site, and errors on only certain parts of the site are really frustrating. (1 Count)
- Some teachers don't like to use all of the features, and use the announcements as an area to be a little on the rude side. I think that teachers need to remember that just because its online they still need to be courteous, because on the receiving end are other professionals that notice their lack of common courtesy. I have noticed this trend from teachers teaching History and Accounting. I understand that sometimes things get frusterating, but they need to be more accomodating to their students because without students teachers don't have a job, and when you are paying to learn it isn't right to have a teacher that is rude and disrespectful. (1 Count)
- more classes offered. I love taking on-line classes. (1 Count)
- Making sure the teachers are teaching appropriately and that students have a fair workload. I have two to three times more homework in my online classes then I do in traditional classes. (1 Count)
- I think that if someone signs up for an on-line class, it should all be on-line. I signed up for on-line classes because I have a very busy work schedule. One of my classes is completely on-line. For the other on-line class I have to be on campus for every test (which means I have to go there on Saturdays) , and I had to drop off a research paper to my professor's office on campus. The whole point of taking a class on-line is so that you don't have to travel to the campus. (1 Count)
- have more online classes. Great Job in general! (1 Count)

- More on-line classes (1 Count)
- Better communication with some professors, quicker responses. (1 Count)
- more classes! (1 Count)
- The addition of more online classes. Most subjects only have one or two online classes and they become full quickly. (1 Count)
- I really wish that I was able to get my entire degree online at Saddleback, I would rather give them my money than any other institution. (1 Count)
- the instructions to how the site works should be posted somewhat before one starts the online course. (1 Count)
- Well, when Bb changed formats this past semester, a lot of professors were unprepared and their pre-configured tests and assignments didn't synch up with the new date system. This caused a lot of early-closing exams and assignments that were impossible to turn in. Aside from that, just the general sluggishness of the server is bothersome. (1 Count)
- Provide more classes online (1 Count)
- more and better communications with certain instructors less on-line courses and more instructor participation classes (1 Count)
- Writing papers gets repetitive and I think that some variable assignments would be nice. (1 Count)
- More classes in every subject, especially language classes! (1 Count)
- There is much more reading involved with an on-line class and alot more homework. Some video audio might reduce some of the reading to do an assignment a little quicker. I spend more time on my on-line class homework than my regular classes. (1 Count)
- A better more convenient way of taking test. blackboard loads up each question one at a time which increases the chance that one of the questions might not load up. Also sometimes classes which you are enrolled in do not show up on the "my Institution" page where the classes you are enrolled in normally should (1 Count)
- More variety of classes (1 Count)
- Blackboard needs updating so it will accept assignments from Office 2007. (1 Count)
- Offer more classes online. (1 Count)
- Nothing that I can think of. (1 Count)
- I wish you offered more classes. I would take all of my classes on-line if I could. I really, really would like you to add some animation to the schedule. Flash is all that is really offered at this time and I would like to stay at saddleback instead of transferring. Thank you very much, :-) (1 Count)
- Make matriculation process more accessible to students out of area. (1 Count)
- faster network (1 Count)
- So far so good (1 Count)
- Just the offering of more online classes! I'm a big fan of them. (1 Count)
- I believe there are too many windows in blackbaord. I also feel that the teachers need to be a little more understand for the people who work. I have had teachers say "its not like you have to drive to class, and sit in a seat for 1 to 3 hours", I work full-time or more, and I take three class, two of which are online, so I am busy. Teachers also need to stick to the schedule they post. (1 Count)

- My educational experience has been a stressful one, but mostly because my computer situation, and because of the workload. In a 9-week period, I have 7 papers due!! Exhausting. I have completed my entire A.A. at Saddleback and never had this in on-campus classes. (1 Count)
- A way to respond to student concerns regarding contact with professors. (1 Count)
- More communication with the teacher, especially if you need help or unsure of what they are asking. It's important for them to be available to answer questions, either from phone or email. (1 Count)
- It seems that everything is working well with online classes. (1 Count)
- Offer more classes through online forum. Do not have one online course and have it fill up with 10 students. (1 Count)
- see above (1 Count)
- Nothing specific comes to mind. (1 Count)
- More classes need to be offered online. I would also like to be able to work towards my bachelors degree online as well. (1 Count)
- More courses offered, website that works better. (1 Count)
- Have instructors check their e-mail more often. They are, in fact, teaching a class even though it isn't on campus. Regarding the Student Support Services section at the end of this questionnaire: the part where the dots are checked needs some redesigning in the heading area. (1 Count)
- Offer more courses online!!!! (1 Count)
- more announcements on the due dates of assignments and quizzes. (1 Count)
- Try something else other than Blackboard. (1 Count)
- More classes! Thank you ~ Cindy Larsen (1 Count)
- Have instructor's written lectures proof read for grammar and spelling errors. Have a way to monitor student's efforts by an audit committee that also monitors course quality, learning environment, etc... (1 Count)
- Tell teachers to update grades more often!! (1 Count)
- I think online classes are supposed to be video clips, which is like teacher is teaching in a classroom. If students have some questions, they can post it on the blackboard. It will be more interesting for online classes. (1 Count)
- Make it easier to print lecture material (with photos)--the formatting is all funky! I've been fortunate for my first online course because I have an EXCELLENT professor who is dedicated to teaching us. (1 Count)
- Just make sure there is no need to be onsite when a course is advertised as distance course. It is a scramble to rearrange schedule if I find out in the middle of the course that I need to be on campus and I'm overseas during that time. (1 Count)
- more cooperative teachers (1 Count)
- I have only had two teachers who provided lecture notes and only one teacher tested from those notes. My general ed classes when taken online have taken so much of my time that I can barely keep up with two of them. I will have three research papers for one class and no general testing questions and so my grade is fully subjective. In classroom teaching is usually unavailable because many of the classes start at 6 instead of 6:30 or 7pm which doesn't make it easy for those of us coming from work. Many of the classes aren't available to night students, especially those of us going into fine arts or media arts. Animation classes are non-existent and Irvine is a huge market for digital artists. I have been frustrated greatly with the online classes and lack of in person classes available to me. Thank you for your time. (1 Count)

- Some teachers are wonderful about keeping up with grading on-line and feedback as to progress, however some could improve on this. (1 Count)
- I miss the inter-active piece of a 'real' class and a way to share my responses to the material, to ask questions and to get clarifications. However, I don't have any real suggestions. I have been pretty satisfied with the class and have found the lecture notes & materials comprehensive and well-chosen. (1 Count)
- Offer more on-line courses! (1 Count)
- I love my online experience! (1 Count)
- I needed help with this class. I was only able to print one section (that was completed) before moving on to the next chapter section. (i.e. 7.1, 7.2, etc). It didn't allow me to print the whole chapter's homework (i.e. chapter 7) so that I could go to a tutor for help. I would have had to go see a tutor for every chapter "section" (7.1, 7.2, 7.3 etc) because it won't let you progress until the section was completed. This class sucked OR LACK OF - the workload sucked (to date I've logged almost 300 hours) and I'm not sure I could pass the final at 70%. NEVER NEVER AGAIN WILL I EVER TAKE AN ON LINE COURSE!!!!!! (1 Count)
- Please try not to scare students by telling them "The course should be harder than a normal class, and if you are taking an on line course because you think it is easier than you are wrong. It is much harder." That is not the right approach. I took the class because I have three little boys and this was better for me. Not because I wanted a break. I dropped a history on-line course because of the harsh attitude of the teacher. The class was very hard. I think the teacher was Mr.Green. I have had a very positive experience with the last two course I have taken. Mrs Evens-Wallin is amazing. Thank you. (1 Count)
- Some of the classes need to provide more information to get the points across. We can't just rely on the books to get all the answers. (1 Count)
- Offer all the traditional classes so that they are available both online and in the classroom setting so that students can choose which works best with their schedule and needs. (1 Count)
- From the professor I would like more simplified instructions (1 Count)
- more personal teacher help when needed like study meetings for tests or something. Or study guides. (1 Count)
- Especially for math I wish the computer wasn't so picky about getting the exact answer for the problem. Even when the answer is correct the computer can occasionally make it frustrating by marking a problem wrong for the most miniscule variation. Another issue is the excessive costs for an optional hard copy book. (1 Count)
- nothing (1 Count)
- Directions need to be a bit more clear sometimes. Also it needs to be taken into consideration that a lot of students who are taking online classes are working and don't have a lot of time to be sitting down and researching so many things and can write and essay every week. Also more online classes need to be added that are targeted toward transfer students, every class should be offered that is needed to transfer to a 4 year college. (1 Count)
- The GEO teacher, Marti Klien needs to be more patient with students and more professional in her e-mails. She is not a good teacher for Distance Learning and made the experience very unpleasing. Also the DL classes should be more structured, the teachers have their own ways of doing things (i.e. submitting work, texts) etc. and each "view" of the blackboard is different. This makes it complicating when you have 4 teachers doing different things and you have to submit and or read the syllabus in 4 different ways. (1 Count)
- I PREFER COURSE COMPASS TO BLACKBOARD. (1 Count)
- Each class is different but I think the work load could be more balanced (1 Count)

- Add more classes! (1 Count)
- Reduce the work load and have the course work be more useful. Basically, no "busy" work that will never be used. (1 Count)
- I am thankful that on-line classes are there to be taken! (1 Count)
- I think the on-line class is a great idea. (1 Count)
- Yes, have a wider variety of classes available. (1 Count)
- I am very happy with my online educational experience at Saddleback, there are very few improvements that could be made in my opinion. Having blackboard work a bit more user friendly manner would be nice though. (1 Count)
- offer more online classes! I wish I could take every class online and not have to change jobs everytime my school schedule changes b/c many employers are not understanding when it comes to employees attending school--especially in retail! (1 Count)
- I enjoy traditional classes as gives me an opportunity to interact more intimately w/ the instructors (1 Count)
- I think for me I just need to have a little bit more time set aside for doing the homework and quizzes. Other than that it went really well. I have no complaints. (1 Count)
- It seems like there is always a problem with Blackboard. Whether the teacher has the problem or the student. Sometimes it is very difficult to get a hold of the professor, and then the student loses points on assignments or does not get the assignment, therefore missing the assignment or quiz altogether. I think that there are definitely a lot of improvements to be made on Blackboard. Also, I do not think that classes should be hybrids of traditional class and online class because it just becomes confusing and there are a lot of problems with miscommunication between students, teachers, and the support staff. (1 Count)
- Use CourseCompass more often instead of Blackboard. (1 Count)
- Professor should give more time to students to complete their assignment because somehow most students have lots of online classes that's why they need more time. (1 Count)
- More teacher interaction with the students online and on campus if needed. (1 Count)
- Better student/professor communication!!! (1 Count)
- more classes (1 Count)
- Some of the teachers teaching the courses should be reviewed with their experience technically with computers, same as with students, I think that they should offer a mandatory orientation including everyone involved with these classes to learn how to utilize these tools to the ability. (1 Count)
- I don't like the work load. It takes up way too much time. (1 Count)
- Nothing. I've had an awesome experience up to this point. You are able to interact with classmates more and I feel you get a better understanding of the material presented. (1 Count)
- I don't think I will be taking anymore online classes with Saddleback or otherwise, too difficult, was supposed to make it easier for me is now actually harder (1 Count)
- less of a work load, no projects requiring you to travel, that's why I took online so it didn't interfere with my work (1 Count)
- more teacher interaction, maybe more spread out deadlines to prevent procrastination. It's very easy to put it off until the last minute (1 Count)
- Some instructors -- mostly CIM -- simply post stuff, have you work through the book's exercises (unchanged), and then they grade you. There's no real interaction with them or other students. (1 Count)

- Improve your IT department and better assess potential and already functioning online professors paying strict attention to organization, accessibility, student interaction, and monitor classes for professor neglect on areas like grade presentation to students, following course syllabus, etc. (1 Count)
- offer more courses :) (1 Count)
- Options for any possible technical failure during an examinations. It could be provided by Instructors, but if you can come up with any option where the exam could be saved until you are done. So you don't have to work under the stress that you can lose it any moment. (1 Count)
- Perhaps for the online class, a student packet of handouts can be bought in the Student Store. It was difficult to print all the lectures and handouts without running out of ink. :) (1 Count)
- More classes online. (1 Count)
- Teachers can explain assignments in full detail rather than just giving brief information about it. I know it's hard since it's not face to face with a student but it's hard for us to fully understand the work if it's not explained fully. (1 Count)
- Once again, I wish all classes that were offered in school were offered online. I also wish that more classes were offered for the general education classes that fill up the quickest. (1 Count)
- lighten the work load (1 Count)
- just quicker access and ability to move around on my particular blackboard page. (1 Count)
- The formatt or assigments,tests, and projects needs to be a lot clearer. maybe using a table type structure with dates clearly displayed would make things a lot easier. (1 Count)
- I hope that there is no limits of attending on-line classes for international students. (1 Count)
- All was fine... especially my instructor, Mrs. Paige.... she always got back to me with any concerns that I had. I really appreciated that. (1 Count)
- not so much busy work, focus on teaching material and testing on what was learned (1 Count)
- better blackboard system (1 Count)
- My assignments are supposed to be posted every Monday morning at 9 am, but sometimes only parts of the assigments are posted due to Blackboard issues. I need prompt, thorough postings of my assignments because I only have specific windows of opportunities to complete them. (1 Count)
- To be completely honest, weekly assignments should be due on the same day, in every online course. I have assignments due almost every day of the week currently, leaving me almost no time to do anything besides stay at the computer. I have a teacher that puts up a test at noon one day and it due the next, and you aren't even aware in advance that he will be posting the test. If I have work at 11am one day, work till 11 and have to work the next day at 6am, there is no possible way to complete the test. This is a pathetic system for taking a test. Assignments that are to be done through posting on a forum is not effective, and it is completely obvious that the entire blackboard system was designed by someone that would never use the system themselves. The entire layout needs to be reworked, teachers need to be more understanding of technical problems, assignments needs to be more clearly outlined, the tests need to be covering the actual reading assigned, and etc. I am completely disappointed with the entire system and would never recommend that anyone I know use the system. Any questions? Email me at wioolhanny@yahoo.com, I would be more than happy to answer them. (1 Count)
- I believe that the online classes are great and the professors that teach them are excellent (1 Count)

- More communication!! (1 Count)
- less work (1 Count)
- nothing. (1 Count)
- when taking quizzes have more time to turn them in when you have other assignments too as well (1 Count)
- If only Blackboard would not be so tempermental. (1 Count)
- Have emailed for technical support but have not recieved responce. (1 Count)
- Better system reliability for Blackboard. (1 Count)
- nota applicable (1 Count)
- They are great. (1 Count)
- I would like it if self-paced online courses had a better way of "realizing" you were going to complete it a different semester than dropping the course the previous semester, or at least be able to drop it throughout the semester provided you're enrolling in it the follow semester. Failing that, online textbooks should be easier to find so that late-start classes having their textbooks back-ordered isn't a problem (my only problem being how I couldn't get a textbook this semester, and didn't know until it was too late to drop that it would be unavailable the entire semester). (1 Count)
- The test would a freeze up alot. (1 Count)
- Again, all professors need to communicate with their students on a regular basis. It is understandable that professors have many classes and many students, but with online classes, the professor needs to be their for the students as there is no on-campus meeting. Every instructor needs to be like Professor Camelot for Sociology. She is truly wonderful. :) (1 Count)
- less work load (1 Count)