

Distance Education Committee

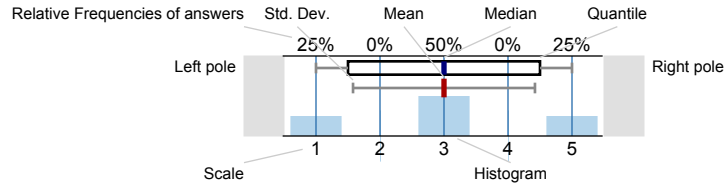
Online Student Satisfaction Survey - Fall 2009 ()
No. of responses = 158



Survey Results

Legend

Question text



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

Distance Education Questions

How many online classes have you completed?



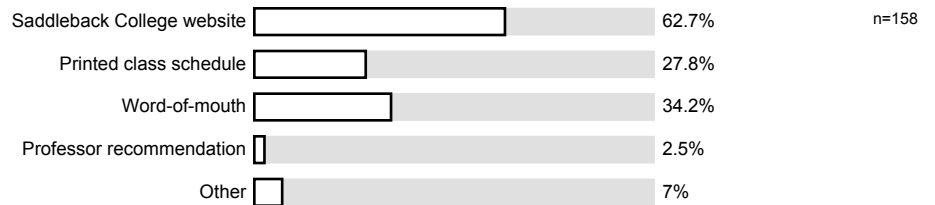
How many online classes are you currently enrolled in this semester?



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



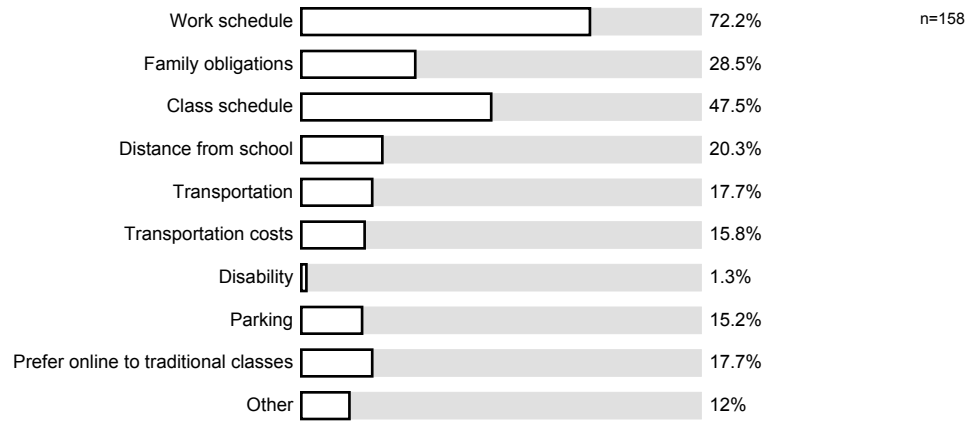
How did you learn about Saddleback College's online course offerings? (Please check all that apply)



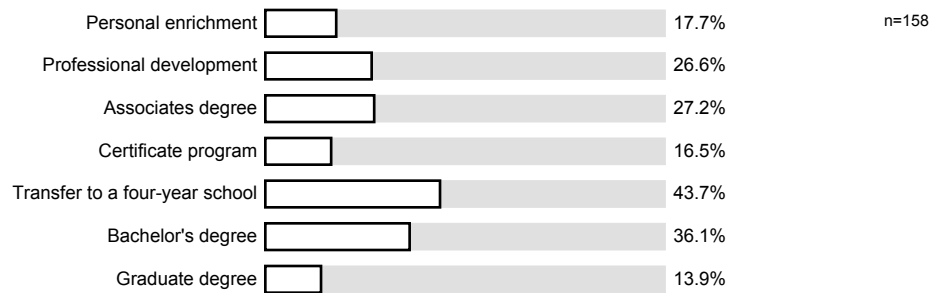
If you live outside of the South Orange County area, have you experienced any specific distance education challenges due to residing outside of the college area?



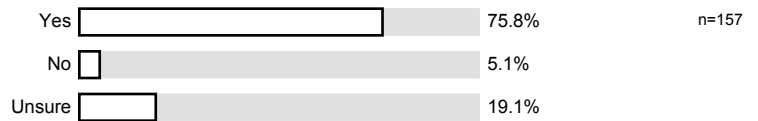
Why have you specifically chosen to take an online class rather than a traditional class? (Please select all that apply)



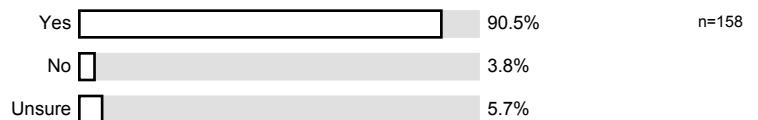
What is your educational goal? (Please select all that apply)



Will you continue to take online classes at Saddleback College?



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



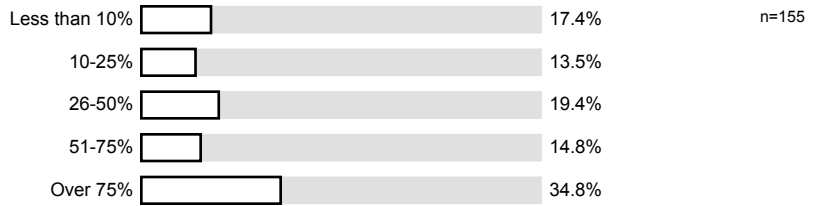
Would you consider getting an entire degree online if available?



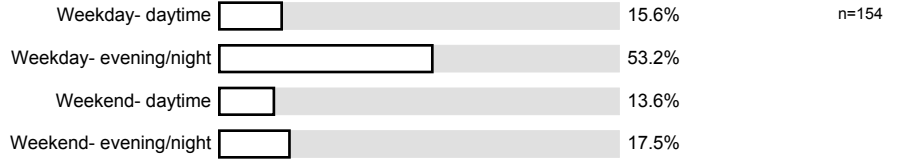
Have you taken or are you currently enrolled in online classes at another institution besides Saddleback College?



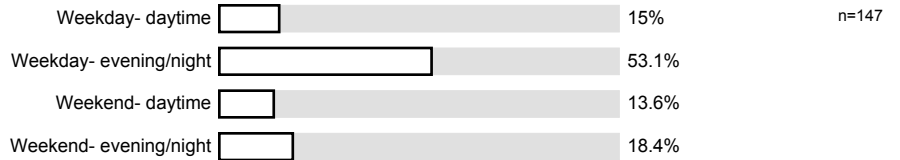
What percentage of your course load do you take as distance education classes?



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



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



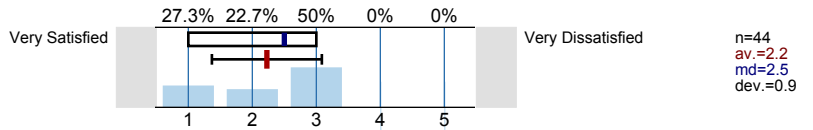
Are you aware of Saddleback College's 24/7 technical support?



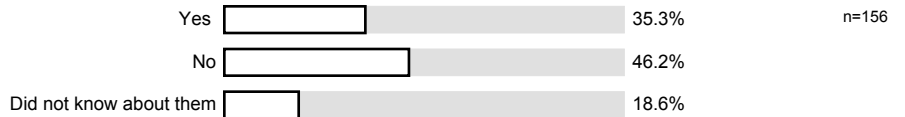
Have you used the 24/7 toll-free technical support phone number or live chat?



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



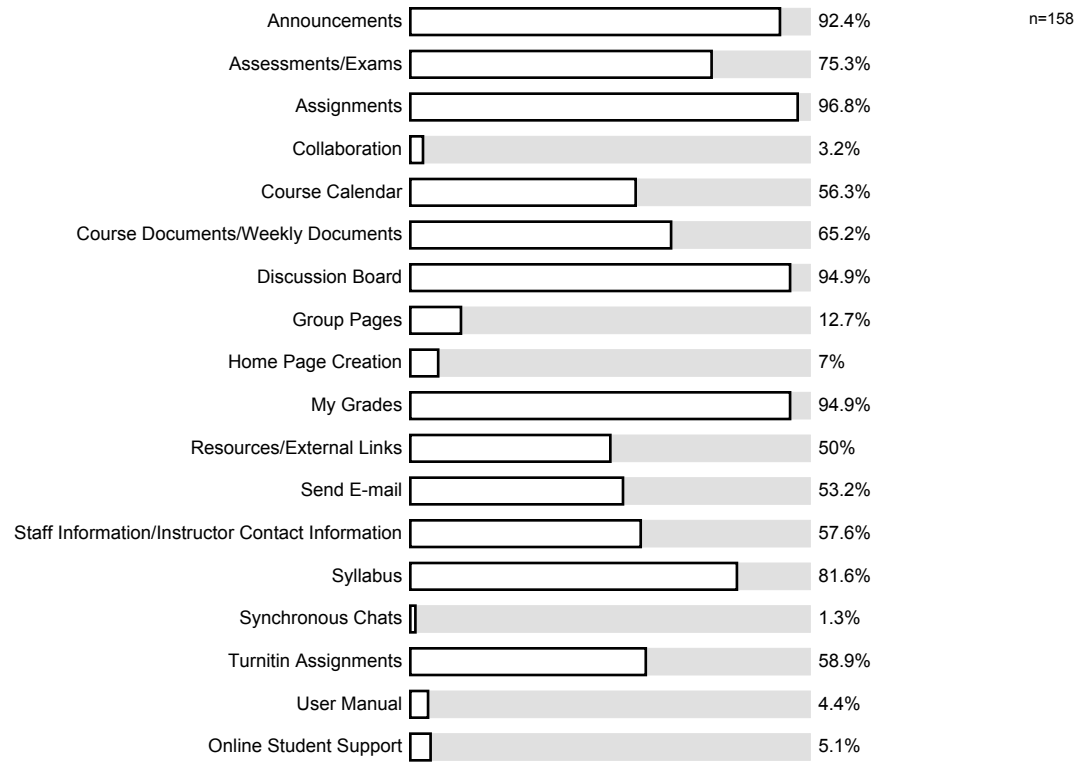
Have you used Saddleback College's video Blackboard tutorials or online quick tips?



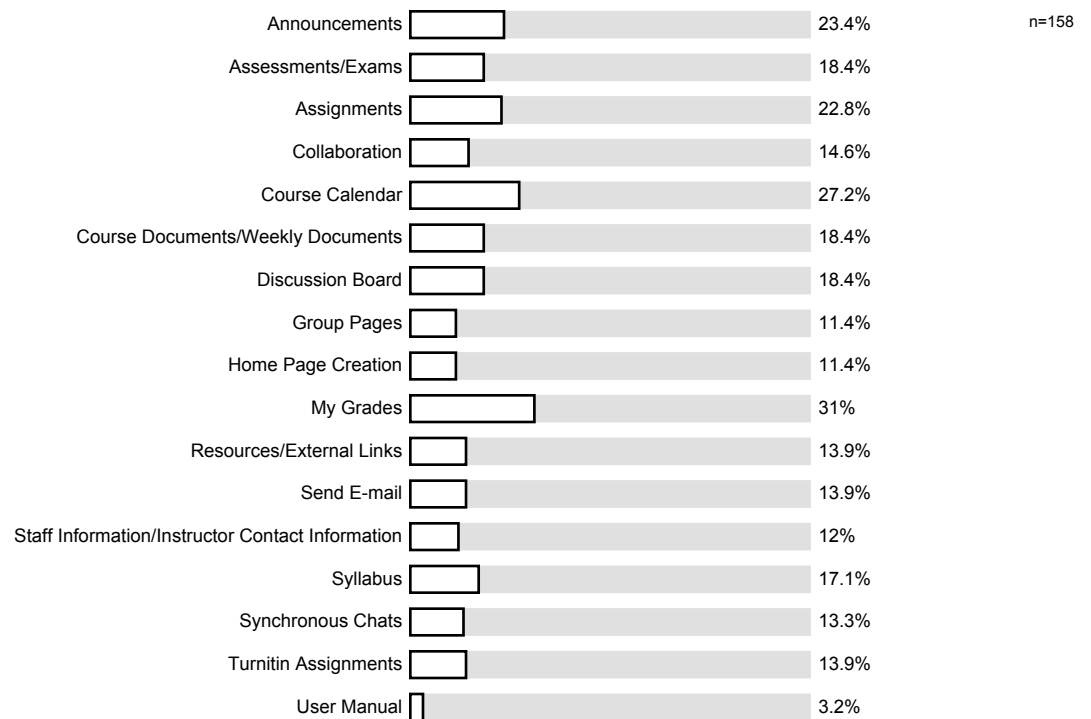
If you selected "Yes" to the above question, were the tutorials helpful?



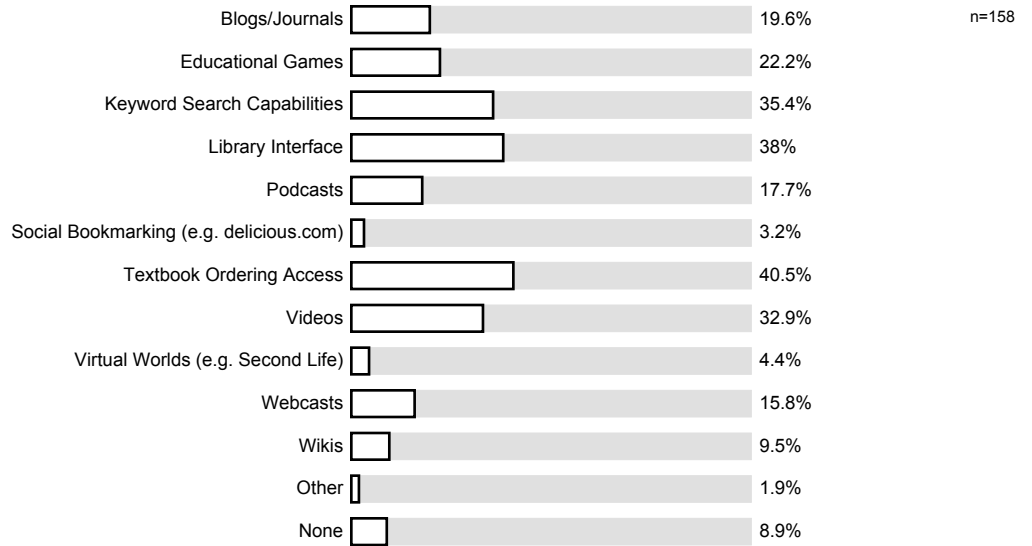
Which Blackboard features have you used in your online classes? (Please check all that apply)



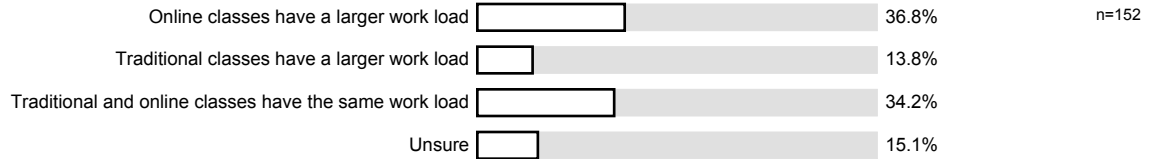
Which Blackboard features would you like to see used more in the future? (Please check all that apply)



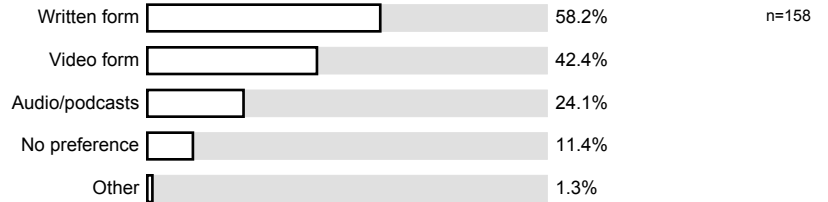
Which of the following Blackboard features would you be interested in having added to your online classes? (Please check all that apply)



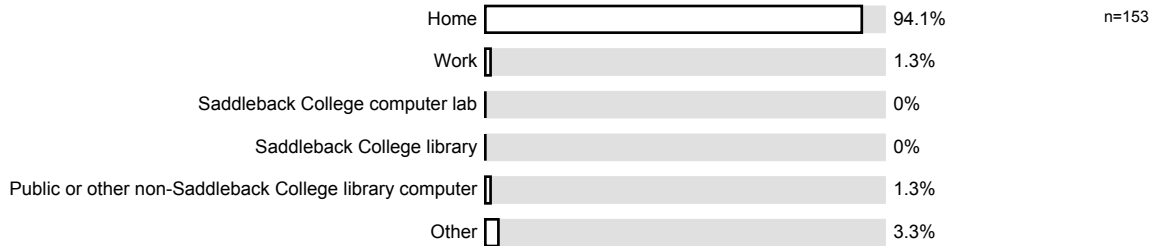
When comparing online classes to traditional classes:



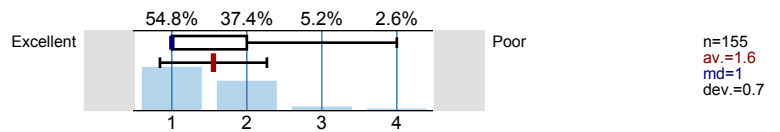
How would you prefer to receive class content (such as lectures) online?



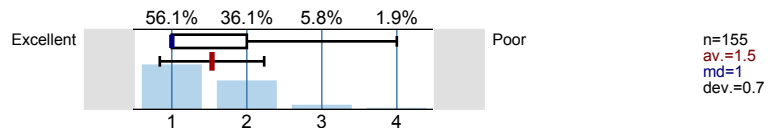
Where do you normally complete your work for your online classes?



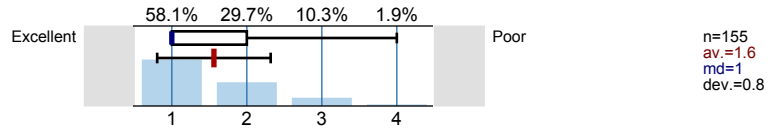
Clear expectations for instructor responses



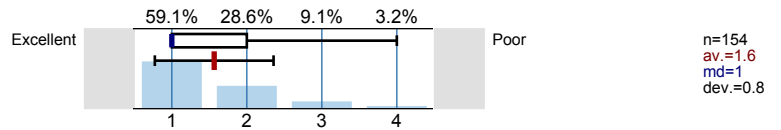
Clear expectations for student participation



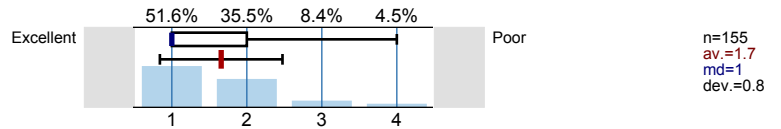
Regular announcements



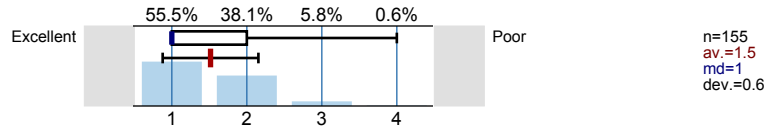
Responses to e-mails and/or phone messages



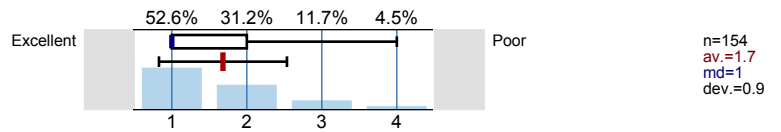
Participation in discussion board forums



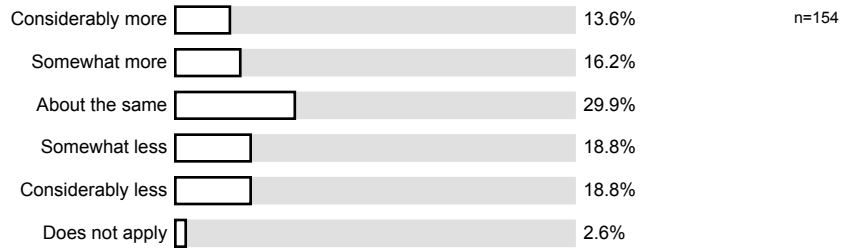
Timely updating of course materials



Timely grading of exams and assignments



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



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



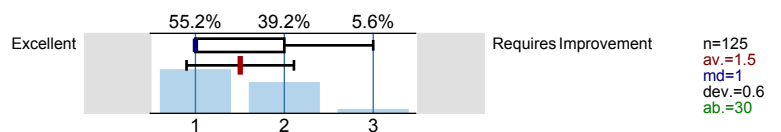
Have you visited Saddleback College's Distance and Online Education website?



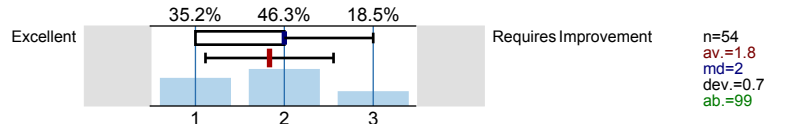
If you responded "Yes" to the above question, did you find the website useful?



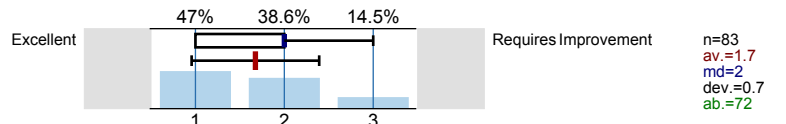
Application process through Admissions and Records



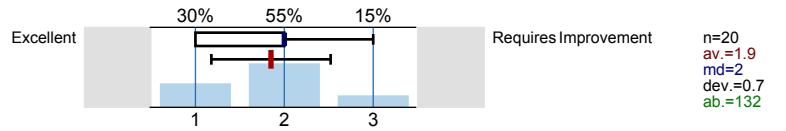
Financial Aid



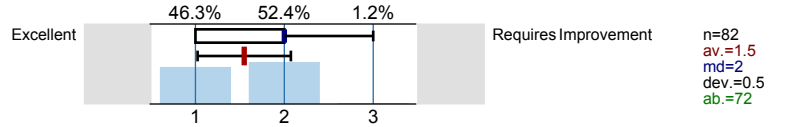
Counseling/Advisement



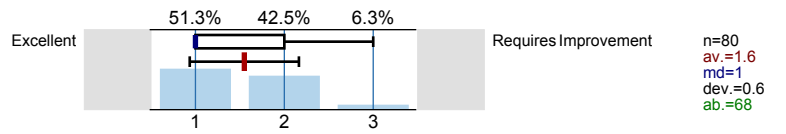
Disabled Student Services



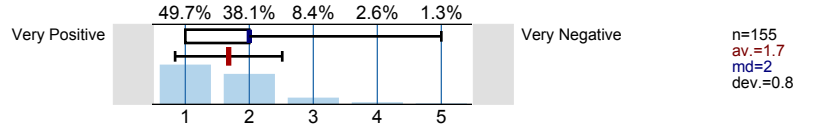
Library



Technical/logistical Support (Blackboard)

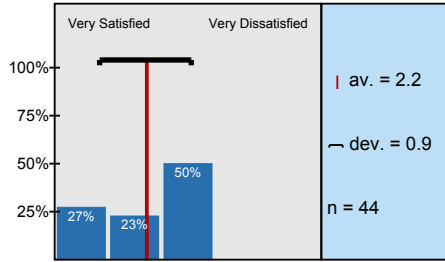


My overall experiences with online classes has been positive.

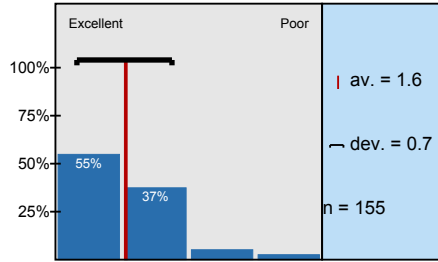


Histogram for scaled questions

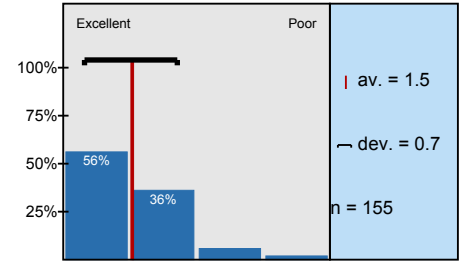
If you have used the 24/7 technical support, what is your level of satisfaction with the service you received?



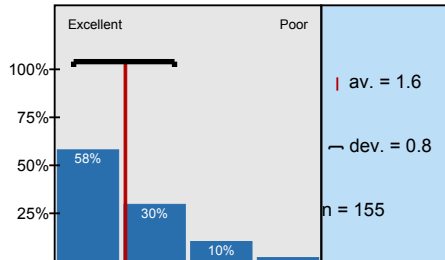
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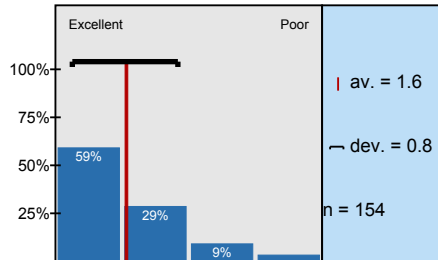
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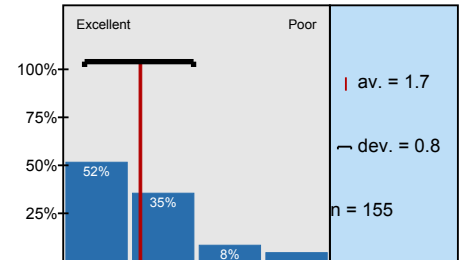
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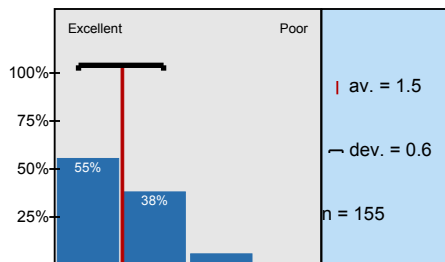
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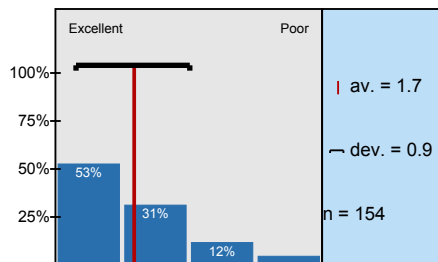
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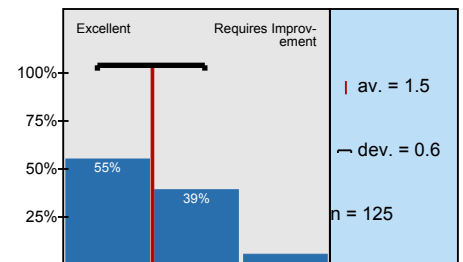
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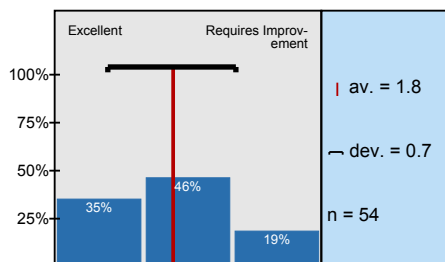
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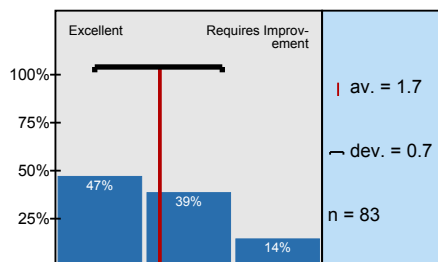
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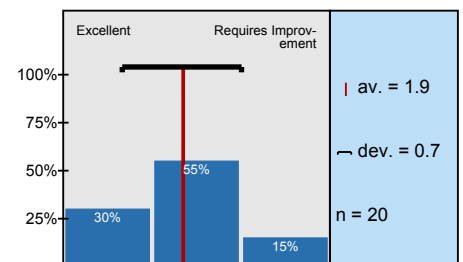
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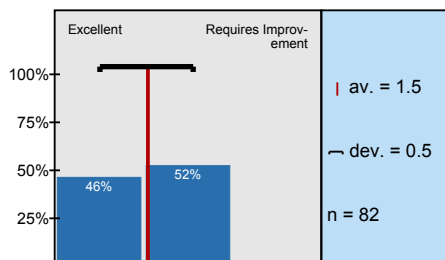
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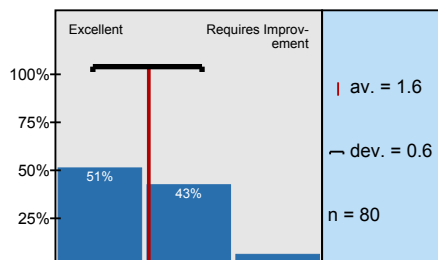
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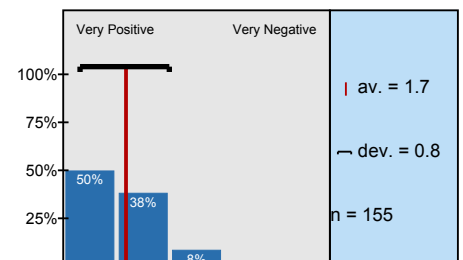
Library



Technical/logistical Support (Blackboard)

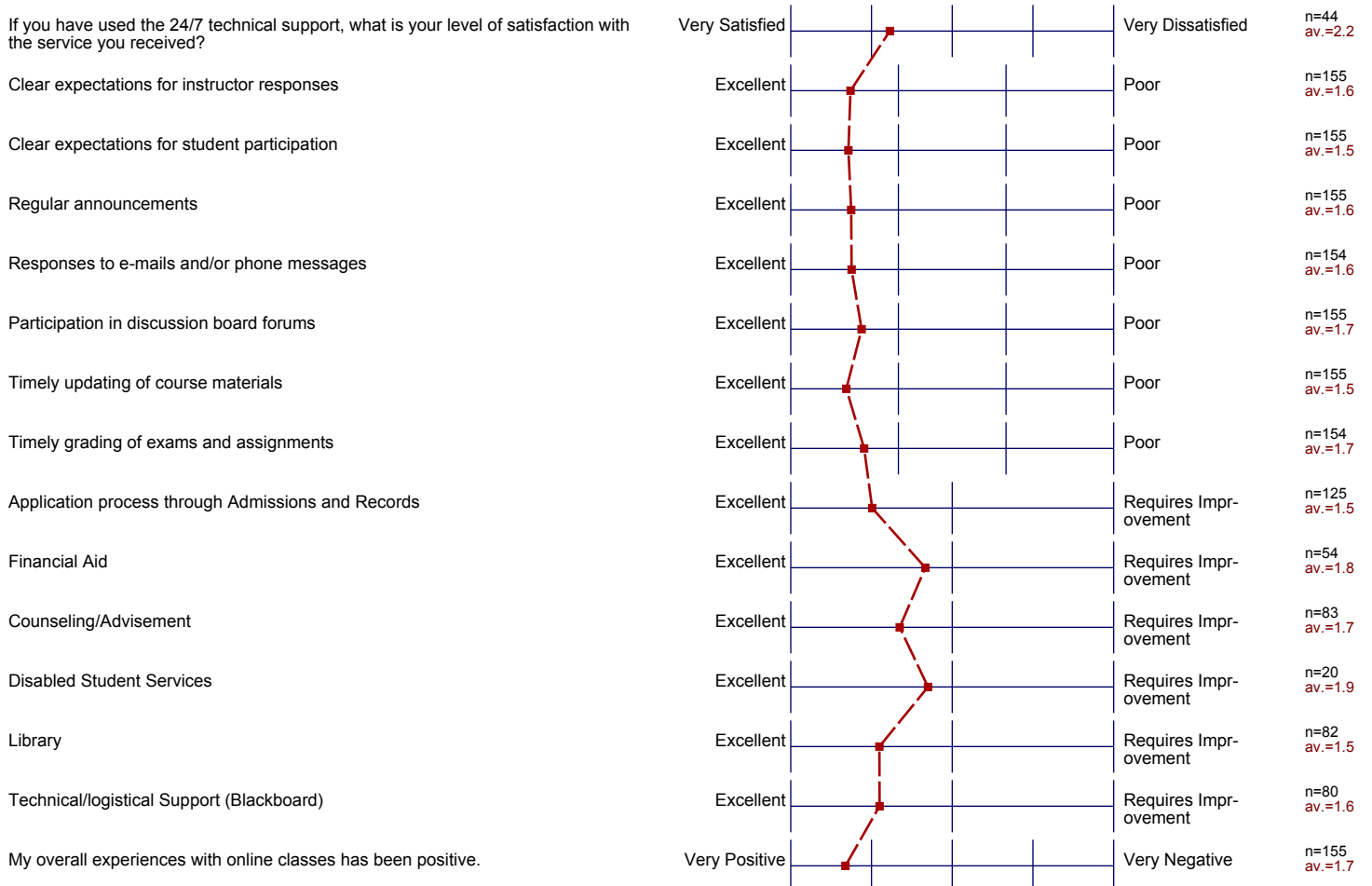


My overall experiences with online classes has been positive.



Profile

Subunit: Research Department
 Name of the instructor: Distance Education Committee
 Name of the course: Online Student Satisfaction Survey - Fall 2009
 (Name of the survey)



Comments Report

Distance Education Questions

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

- I can't remember how I learned about it.
- I took a traditional on-campus class that had 9 hours of online work. I felt comfortable with the online, therefore I have been taking online classes.
- I was looking for classes and went online to the online class schedule.
- I was looking for online classes and they offered the ones I needed.
- Just searching distance learning opportunity for community colleges
- Originally took online classes through IVC (of which I learned of through the IVC website).
- Recommended by my boss.
- Searching the websites for online community colleges
- The Director of the school I am a teacher at recommended it.
- i had a broken leg and online is cheaper 9 no gas),more efficient use of my time and flexibility.
- my friend

What is your home zip code?

- 39065
- 90815
- 91762
- 92054
- 92080
- 92115
- 92120 (2 Counts)
- 92277
- 92336
- 92373 (4 Counts)
- 92530
- 92545
- 92557 (2 Counts)
- 92591
- 92592
- 92602
- 92604 (3 Counts)
- 92607
- 92610 (3 Counts)
- 92612

-
- 92620
 - 92624 (2 Counts)
 - 92626
 - 92629 (6 Counts)
 - 92630 (12 Counts)
 - 92648 (2 Counts)
 - 92649 and 92672
 - 92649 (2 Counts)
 - 92651
 - 92653 (5 Counts)
 - 92656 (7 Counts)
 - 92656 local, 96816 present
 - 92663
 - 92672 (8 Counts)
 - 92673 (6 Counts)
 - 92675 (5 Counts)
 - 92676 (2 Counts)
 - 92677 (6 Counts)
 - 92679 (10 Counts)
 - 92688 (7 Counts)
 - 92691 (12 Counts)
 - 92692 (10 Counts)
 - 92694 (4 Counts)
 - 92704 (2 Counts)
 - 92780 (3 Counts)
 - 92782
 - 92808
 - 92870
 - 92883
 - 92887
 - 93063
 - 94010
 - 94611 (2 Counts)
 - 95320
 - 96277

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

- I live in Hawaii and something that I didn't think about or that the professors didn't mention is that BB runs on California time. So when it says due at midnight, for me that's either 9pm or 10pm, depending on the time change. So I have ran into some difficulties where I needed to turn something in by midnight and BB said it was late.
- Not offering many distance ed classes next semester
- Only having to mail in part of my work, and because of this, having a few days less to complete it.
- The only thing is traveling to do exams, or counseling meeting
- books needed could be listed earlier to have for 8 week online classes - since they jump off right away with work vs the 13-16 week classes
- finding observation sites near me, had to drop a class because couldn't accomodate observations requirements
- the 5 freeway sucks

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

- Enjoy Traveling and Leisure while being in school online.
- I am having a very intense surgery that will require me to be off my feet some time. I took classes online so I didn't have to worry about getting to and from classes. As well as times of classes conflicting with appointments.
- I dedicate 70 to more hours of volunteer work a month, this does not allow me to have many free hours.
- I enrolled very late in the semester and was not able to enroll in many traditional courses. Online courses were all that were available to me.
- I have a baby, and i'm a stay at home mom.
- I have two children and cannot afford babysitter.
- I thought math would be easier to take online than at school.
- I'm currently unemployed due to the economic downturn and am looking for work. It would not be possible for me to take regularly scheduled on-campus classes while I look for work.
- It was the only class offered for that particular topic.
- Most of the classes for the Child Education are offered online. It is the most convenient way to take the classes.
- Online classes offer flexible hours. Some on-campus classes fill quickly or are not offered during times when my schedule permits me to participate.
- Online is easier for simple classes.
- Other: There's no health fee.
- That is what was offered
- The ability to "attend" class when it best works for my schedule is very convenient.
- Time constaints
- Traditional classes are not available for the courses I am taking this semester. Normally I like to mix online with traditional classes
- doing a work internship in England for 6 months
- traditional class was full, no seats available

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

- Although I love the convenience of online classes, many professors use the online classes as a way to hide out from their responsibilities as a teacher. I have had many professors who refuse to answer emails, fail to updated the class material and I have even had a class where I wasn't able to view any of my grades for the entirety of the class with no help or reply from a professor. I love online classes, but I also want to know that if I have questions, I can speak to a professor about them.
- Do not need anymore classes at a Junior College.

-
- Have already completed a bachelor's degree.
 - I am continuing my education towards my bachelor's degree.
 - I am currently working to attain my bachelor's degree from U. of Phx. online.
 - I do not know if I will continue with school after this semester
 - I do not know if I will need to take any online classes with my work schedule.
 - I do not need any more lower division classes at this time.
 - I don't have any scheduled for next semester; after that I am transferring.
 - I don't know if I will need to.
 - I don't really retain much from my online classes. I'm just rushing the whole week trying to finish the problems in my homework. I feel if I took this class in school I would have actually learned a lot. But, since I work full time... I just don't have the time and I am stuck taking these online courses to [one day] get a degree so I don't have to stay at my horrible job for the rest of my life.
 - I found the online classes to be a bit more difficult. Maneuvering through the required assignments, submitting them, etc were difficult. Also, I think I learn more in a classroom setting.
 - I greatly prefer traditional classes to the online scenario because I am new to college and way out of my element. I learn better through lecture rather than the self-teaching practiced in an online environment and think I will do much better next semester.
 - I have a hard time remembering to do my assignments by the specific time they are due.
 - I may be transferring soon
 - I said unsure because I dont know, now if I dont know, how am I supposed to post a reason
 - I take other classes at other community colleges or Saddleback, depending on the offerings and availability.
 - I think I have taken everything I need to to obtain my Program Director's permit.
 - I was able to fit all traditional classes into my schedule for next semester, and will be transferring the following fall.
 - I will have completed the 12 units required by the state licencing department to be alone with children. That is my current goal.
 - I will take classes their if they are not available at my current school.
 - If necessary I get my credits. It depends if I can fit all classes into my schedule. I play baseball and the schedule is hectic.
 - It depends on the classes I'm looking for and their availability.
 - It depends on the electives I choose to take and when they are avialable
 - It is my last semester before I transfer to a university.
 - It was such a bad experience for me taking this Final Draft Pro online course from this instructor. Because I was new to online instruction and blackboard, it took a little time for me to understand how to work the applications. When I emailed the instructor for her guidance, I was given faulty information which frustrated me and caused unnecessary stress. So, I asked for help from another professor and learned that the instructions given to me on how to use blackboard were faulty. My online instructor, on the other hand, was threatened by me trying to resolve the problem through another professor and harassed me throughout the course instruction, by criticizing me in every exchange. She repeatedly accused me of slowing down her grading process because I sent my assignments to her twice via email and the backboard drop box. However, I only did that so she would not deduct points from my assignments - by claiming them as late or in non-receipt. And in fact, she actually did try and do that. So, when I queried her and suggested that we take a meeting with her Dean to resolve it, she quickly amended my grade because she knew I had kept copies of my sent receipts and therefore would have little ground to stand upon. At the end of the semester, I thanked her for the class and wished her a Happy Holidays and she responded by sending a very rude email informing me of all the problems I had caused her. Whereas I do not know her track record with others, I have never been so harassed by an instructor in my entire life. I'm 57. I also must comment that her instruction did not do the course description justice. I would have learned more by doing a tutorial online through a 90 day free trial period without the harassment. I only share this with you because I felt you needed to know. I do feel vulnerable that this instructor may harass me again in the future if this information I've shared is brought to her attention. Therefore, I want it to remain private. I repeat please not share this information with that instructor. The wrath of her anger frightens me. However, if you want copies of our exchanges, I am happy to download them so you can form your own judgments.
 - No more class are available for my degree. I have completed all my lower GE for CSUF and the classes I am taking now are the last ones that I need.
 - Taking a break Spring 09 due to family obligations. I have taken online classes for the past couple of years.
 - The only other calss that i need and is available would be to hard to complete i would need the classroom setting.

-
- There is a lack of communication between the teacher and the class. There is no sort of email or notification outside of Blackboard. This is a problem when I'm not around a computer at home to access Blackboard, such as at work. Also it's difficult learning without a traditional lecture setup.
 - it is easy to lose track of the homework and projects
 - may not need to take anymore classes at the college

Please comment on your response to the above question:

- -Website easy to navigate- (not overcomplicated) -Instruction clear- -Interesting material- (learned a lot)
- A GREAT program.
- Again, online classes are a great way to earn college credits! I just would always warn people that the professor may not ever reply to emails.
- All of the classes I have taken were easy to understand. I had no problems with the Blackboard.
- As long as the friend was able to be self disciplined I would recommend online classes because of the schedule flexibility, although there is no visual and verbal contact with the professors and also traditional specifically because of the contact with the teacher and classmates
- Because they're convenient and despite popular belief, they're not easy.
- Depends on the teacher, every teacher and their curriculum is different.
- Easy, convenient, and you still learn without being in the classroom.
- Especially if it is someone with a tight schedule or who is working also.
- Even though I am not getting much out of my online experience, I believe the program is beneficial in itself and others can get the type of education intended through courses such as the one I'm taking.
- For me personally, I liked the online classes as a class. I just didn't like how much time I spent at home doing homework. It is a lot of work. That's just my opinion. I prefer going to class and being in that environment.
- For those other single mothers out there that work full time, online courses are a blessing. I do not believe I would have been able to continue with my education goals had this option not been available to me. I would like to see additional courses available to take online in the future as it offers great benefits.
- Great professors
- I actually have and a few of my friends have already enrolled
- I already have due to the convenience of the of online classes.
- I already have told 5 friends about the online classes. My sister in law is looking to finish her associates degree and will be taking 2 classes at SBC
- I always recommend most of my friends and explain how convenient online classes are.
- I always recommend on line classes...
- I always suggest online classes because they are more straight to the point without having to sit in annoyingly pointless long lecture class.
- I am a student at Univ. of Phoenix, Online and the professionalism demonstrated by the teachers at Saddleback far exceeds that which I have experienced at U. of Phx.
- I am enrolled in a Math class online and prior to the start of class was a little nervous about the education process. I have found that the online course gives the feeling of private instruction. I am able to listen to the lecture and continually work out a problem until I figure it out. If I am unable to understand the problem I easily email my professor and the problem I am struggling with is attached to the email and helps for both parties to understand. I am planning on continuing my next two math classes online due to my success!
- I am happy that I am able to do homework and quizzes anytime within the week.
- I am impressed with the instructor's assignments and on line lectures
- I enjoy the discussion very much even though it's online. I learn a lot from others.
- I enjoy the online classes and not having to go to a traditional class.
- I enjoy the online classes, but they take alot of self discipline. I dont think many people have what it takes to be successful in this type of

class.

- I find online classes very convenient and rewarding.
- I found course very good and think others would as well.
- I found that the online classes are still challenging but if you have a busy schedule with a lot of driving like I do, then online is the best way to go because you can work mostly on your own time schedule
- I had a good experience with this class and online is a great way to take classes when your schedule changes alot.
- I have already referred people to saddleback!!!
- I have been saticefied with what I have learned. A wide variety of classes are offered.
- I have found that for many classes, online education is a good option because it fits easily into your schedule. I have also let people know that it is possibly more challenging and time consuming than a traditional class.
- I have found the online classes fun and interactive. I wouldn't have been able to further my education if it hadn't been for online classes!
- I have learned so much from taking online courses because the information is presented, but I have to take the initiative to read and learn the material. My instructors Anne Saxe, Brenda Bruno and Scott Howlett have been absolutely amazing. Their lectures are great, assignments aimed at enhancing an understanding of the material and 2-way communication has been outstanding!
- I have recommended online classes to many of my friends, because they are working mothers I find it to be much more convenient.
- I love it because it works great with my schedule
- I really like the child Development program
- I really like the child development program
- I recommended online classes to a friend and she took the class with me.
- I tell many of my co-worker about the great opportunity and the great selection of Child Development Classes offered
- I tell my friend who are in the same field to check out the online classes that are offered because saddleback has a wide choice of child development classes
- I think I had a positive experience with my online class. The teacher was responsive, and the blackboard was user-friendly.
- I think having the choice of online vs. on-site is very helpful for people with busy schedules to continue their education.
- I think the ability to successfully take an online course is different for each person.
- I would explain my experience and let them make their own decision.
- I would recommend it because it is less stressful than normal classes and more convenient.
- I would recommend online classes as a last resort, if this was the only way to better one's life.
- I would recommend online classes at Saddleback, and I have recommended the online program to family and friends.
- I would recommend online classes through both Saddleback and IVC to friends, but only if they know to discipline themselves.
- I would recommend online classes to a friend because they are easy. There is a lot of work that you need to keep up with but it is worth it. Id rather have half of my classes online and the rest on campus.
- I would say that if you are a responsible person and is able to dedicate time to it then it would be beneficial. I personally liked the online discussions or presentations that were posted to blackboard and Youtube. It was like having the classroom education experience at your finger tips without the distractions.
- I would, I enjoyed the online classes and the teachers were helpful and available as well.
- I would, but it depends on the person and their workmanship.
- If someone needed classes that accomodated a harsh working schedule then for sure.
- It is really convenient and easy. I would suggest though having the ability to create our own passwords... My GF has a blackboard at University of Cincinatti and she is able to do that and much more... also it is more pleasing to the eye...
- It is very convenient for parents to take classes and still be home with their children. I also think that Saddleback has a wide selection of online classes that make it easy to take what you need to complete your goals.

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- It makes it easier to work with my busy schedule and take care of my education at my own pace. You have deadlines, but you are not obligated to sit in a classroom at a specific time. You can do it from the comfort of your own home.
 - It makes it possible for you to take more classes, without having to worry about conflicting times.
 - It was a little difficult getting used to all the different places to look for assignments etc, but once I became accustomed to the routine, I believe I would recommend the online classes.
 - It would depend on the instructor. This semester I have had both positive and negative experiences with online courses, but they are extremely convenient if a person is working full time.
 - It's been excellent in every way.
 - It's difficult not having human contact to explain confusing aspects of the material. Additionally there are technical issues that make online classes more of a hassle than a traditional class.
 - It's easier to do the class around my busy schedule.
 - It's easy if you're a busy mom like myself with not a lot of time, you can do your work at night, and it goes around your schedule.
 - Ms. Tamialis is very thorough and to the point. Her instructions/directions are very clear and you know exactly what to do and what to expect.
 - No, because there is a lot of reading and no one-on-one interaction, which in my experience, is more effective. Most people take online classes because they think it will be easier, but I think that it is somewhat more difficult.
 - Online classes are hard if you forget you're in them, but the work schedule is free, and it's very easy to learn the materials nevertheless if you can teach yourself.
 - Online classes are more flexible and efficient.
 - Online classes are so much easier especially if you do not have the time to drive to school all the time and prefer to work and learn on your own and on your own free time
 - Online education is a challenging experience. The lack of immediate or significant feedback from the professor places a good deal of responsibility on the student taking the online course. Some classes are set up better than others and it would be a good idea to research class recommendations prior to taking an online class if there are doubts.
 - Particularly math coursework
 - Professors are usually attentive and if my friend is able to read on his own, he'll do well without having to waste time going to class.
 - Saddleback has excellent teachers who continue to keep me interested while learning in the process.
 - Saves money on transportation costs
 - Schedule is great.
 - Sure why not.
 - The class was very well structured and the professor was very accommodating! Although it was online I still felt I gained just as much knowledge as I would from an in-person class.
 - The classes are easier when you can do them on your own time and do not have to commute to campus.
 - The classes online allow to work on the assignments without time restriction. I was able to dedicate to my classes as much time as I needed without having to worry about going to work, parking, driving. The communication with the instructor until now was satisfying. The first class I took online was a little tense, I wasn't sure about the access and other things, but the instructor was extremely helpful and I really enjoyed it. The second class was already easier. The very important I noticed when taking classes online is the communication with the instructor, the instructor needs to be sensitive and also understands that the computer creates very impersonal contact, that may lead to misunderstandings and wrong feelings. The instructions need to be very clear. Overall I would recommend the classes online.
 - The online class has been very good. The teacher Jennifer Jazayeri provides really good notes and teaches very well, even though over the internet.
 - The online classes I would recommend to friends are similar to the in-class courses I would recommend. It greatly depends on the instructor and course material.
 - The online classes are great when you are a working parent trying to get your degree. I was nervous about going back to college and the online classes allowed me to get my feet wet before having a traditional class. I am able to work around my schedule, move ahead in the class work if possible, and still have access to the professor.
 - There is a large availability on the online classes.

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- They are a great way to get through credits without the obligation of having to be in a class at a certain time every week. You have a week to finish assignments and do the work and lectures and reading when you have time through out the week.
 - They are extremely flexible if you work long hours, or have a family. You can schedule your time according to your best interest as well.
 - They are good if your schedule is crazy! and give you more time to complete assignments on your own time when you are busy.
 - They are great
 - They are very convenient for working adults and parents, especially the 8 week courses.
 - They are well-organized.
 - They require a lot of time, effort, and dedication but I find them easier than your average class at Saddleback because you do not need to sit through a two hour lecture. Instead you learn the material on your own.
 - They work very well for people who work and have young children.
 - They're extremely convenient and perfect for stay at home moms.
 - This has been a great experience with 2 of my classes. Business 120 is fantastic and Psychology 101 has been great as well. When I first started I was scared and didn't know what I was doing but I had 2 extremely helpful professors.
 - This is my first time taking online classes and I love it. You can work from home anytime and not have to go to class at a specific time or day for 3 hrs or so.
 - This was my first time taking an online course and I felt like I learned a great deal in a short time.
 - Very easy to take, enjoyed it.
 - Well its easy. You work at your own time all that you have to do is meet the deadlines.
 - Well, certainly I would not recommend anyone put themselves in this instructor's class because they are bound to experience the same disappointments that I did. Her teaching manner is a disservice to anyone trying to become proficient in Final Draft Pro.
 - With my current schedules, it is almost impossible to get to a classroom. I am thankful for saddleback offering these classes.
 - Yes I like how the programs run. There is lots of work however the schedule is fair.
 - Yes I think online classes are very convenient when trying to juggle school and a family.
 - Yes and no. I consider myself an independent student, able to learn on my own. I would recommend online classes to friends of the same learning ability. Some friends would not be able to keep up without a physical teacher leading them through the course materials
 - Yes, but only take classes that will be manageable online. For example, do not take english or math. Those type of classes require instruction in a classroom.
 - because its retarded all of the hoops you jump through
 - i have. many schools of friends have more limited offerin
 - i'm satisfied with on-line classes at saddleback college, so i will definitely recommend it to my friends.
 - it is easy to lose track of the homework and projects
 - online classes makes easier for me to all my work done in a reasonable amount of time.
 - teacher I had was very good
 - there great
 - these are alot more accesable to people like myself that work long hours and have families. I wish they had this 20 years ago
 - they are a great way to not be tied down to do class work a certain time during the week that is hard for you. You make your own sceduel within the time allouded.
 - they are easy
 - yes, because it is good if their schedule won't allow it then it will be good for them if they can handle it.

Please comment on your response to the above question:

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- Absolutely, I work full time and that would make it so much easier for me. I can do this in the evening in the convenience of my home after working all day.
 - Again with my schedule it makes things much easier.
 - Again, a WONDERFUL school! :)
 - Already enrolled in U. of Phx. Online.
 - As I stated above, my schedule is quite limited and the online options have allowed me to complete my class work/studies during early morning and late evening hours, as well as weekends. In addition, I am able to work at the pace of the instructor, however with enough flexibility for me to still meet my other obligations to my job and my family.
 - As a working older adult with family, an online degree would be perfect for me.
 - Because of my crazy schedule, it is difficult for me to attend on campus classes sometimes. But if I could take all my class online and work towards a degree, that would be awesome!
 - Depending on the degree I think it would be quite appropriate.
 - Don't feel online classes teach you all you need to know, I am selective in choosing the courses I will take online
 - Due to the work schedule, it will be easier for me if I can get an entire degree online.
 - For some degrees I find it important to be in class for select courses
 - Going online makes it easier to work and go to school and enjoy life without having to attend lectures.
 - I already have a BA and more, a 2 year college would not help me to do that.
 - I already have a BA in lit from UC Berkeley, but I think that Saddleback, from my experience thus far would be a great place to get my graduate.
 - I already have a Bachelor's degree.
 - I already have my AA and BA- I'm taking online classes for my current job.
 - I already have my degree.
 - I am a very busy person so being able to get an online degree will be beneficial for people like me.
 - I am a very visual person who learns from personal experiences and interactions with people...like my instructors. I do not think I would learn as much or retain as much information if all my classes were online ones.
 - I am already continuing at U. of Phx. online for my bachelors.
 - I am not focused enough to take all of my classes online, 1 or 2 a semester could work but if I took too many I think that I would forget about the deadlines.
 - I am participating in the CU accelerate program at Concordia University and it is mostly an online course. Each class is one month long and we meet one weekend a month for 15 months. I am basically going after my degree online in a sense.
 - I am unsure if it would be as valuable as a regular degree.
 - I believe that the added flexibility of online classes makes it easier to complete the courses necessary.
 - I benefit and learn more by being in a class room.
 - I do feel that there are certain classes that require classroom lectures. I also enjoy the option of going to an actual campus.
 - I don't know how other businesses look at online degrees.
 - I enjoy online classes because they are around my schedule.
 - I enjoy the classroom environment as I find I learn more from the interaction between other students, myself, and the professor. I also like to have a face with a name. And since, my only online class was a bad experience, I'm a little hesitant to want to go through that process ever again.
 - I enjoy the classroom experience and the teachers personality that you don't get from the internet classes.
 - I feel that hands on and person to person contact is important in any education.
 - I feel that some classes you do need to be in a traditional classroom setting

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- I have an undergraduate degree, I only needed two classes for certification in California.
 - I have found it is too difficult for me to take online classes and I dont think my grades would be as good if I took all online classes. If I had no other choice but to get my degree online I would but if I had the opportunity to go to school I would rather do that.
 - I have not progressed past my general studies classes and I would like to sit in a classroom environment for some of my focused classes before I make that determination. At this point I lean toward "no" as I have had very good experiences with traditional class room courses that I don't believe could be duplicated onlind.
 - I like having both online and traditional classroom classes. For me, some courses require the interaction of the instructor in the classroom.
 - I like the classroom atmosphere and the contact with instructor face to face. It is easier to communicate with the instructor, to discuss assignments, ask questions about projects, verify the correctness before submitting it. I do not mind taking classes online time to time, but I would definitely hesitate to do mu whole degree in this very impersonal way.
 - I like to have some contact with other people and spend too much time on the computer already
 - I like to learn in the class room. Watching and listening to a teacher speak and lecture is something you remember because the lecture comes to life through another person. Hearing their experiences and watching a lecture is something that has a lot of impression on me.
 - I love being in a classroom and listening to a teacher lecture. It leaves an impression when you have a amazing teacher who lectures wonderfully. the lesson comes to life.
 - I might if it was available in my field of study, but I dont think it is.
 - I obtained my teaching credential via online courses.
 - I plan on another semester of online classes then I am done.
 - I prefer taking traditional classes.
 - I still enjoy the physicality of classrooms, interaction with teachers and other students that is not fully realized online.
 - I still feel like I learn morein class than online.Reading from a book to learn kinda stinks for me.
 - I still prefer traditional schooling for degrees.
 - I still would need the discipline of going to a campus
 - I think a student looses something if all the classes are available online. There are so many advantages to a class on campus as well as online.
 - I think classroom times is needed as well.
 - I think it would depend on the degree, but for most I think some online and some traditional classes would be best so that students can have personal, hands-on experiences for their degrees.
 - I think there needs to be some human interaction and field experience.
 - I think this is an easy way to get things done in your own time.
 - I want to be able to experience the college class atmosphere.
 - I want to go to a four year school.
 - I wish I had more time to attend classes, but I don't, so this is perfect for my situation.
 - I work full time and find it easier to fit online classes into my schedule.
 - I work so much in a day. Enjoy to study at home.
 - I work tooo many hours in a day and at least I do not have to travel and go to another place, I do my best work at home.
 - I would also like to experience a few tradional classes.
 - I would definitely get my degree online it so much easier and convient.
 - I would love to be able to work full time and fit schooling into my every changing schedule each week.
 - I would love to get my degree in child development
 - I would love to transfer all by college transcripts and walk away with my degree

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- I would miss the interaction between students, teachers and other students.
 - I would not take my degree as serious if i received it through online.
 - I would prefer learning in a classroom.
 - I would prefer to go to the college and be part of the campus life. If I didn't have the time to do that then on line might be good.
 - I wouldn't mind getting an entire degree online if available. I realize some classes you would have to attend but it would be nice to do it entirely online.
 - If I could and if it was easy, then yes maybe. My best friend is currently going to school full-time on an online network in Oahu, Hawaii.
 - If I finish with the first portion of my goal, my future goal is to get my degree in teaching and will most likely have to do that online too.
 - If that was possible it would be very convenient
 - Im hoping most of my degree classes will be online, but I will need to attend normal class for harder curriculum like math.
 - In the end I would have my degree, but I would have so many unanswered questions about the material. I would feel like I understood my classes a little. Which isn't good.
 - It is good to be able to talk directly with the instructor and with classmates. The discussion boards in my online classes have been good, however, sometimes it would have been good to have been in a traditional class setting.
 - It is not personal and you don't get the "hands on" experience.
 - It is so much easier!
 - It is very convenient.
 - It makes a busy schedule easier to deal with when you are crunched for time.
 - It makes it so easy to do along with everything else I have to do
 - It might be a bit more difficult to take all online classes for a degree I think
 - It would be a lot easier than spending money on gas and its not as time-consuming. I could still keep my full-time job and not have to cut back in order to schedule school time into my week.
 - It would be convenient for me to do online class because I have children and cannot afford a babysitter.
 - It would be difficult for me to take some classes online.
 - It would be ideal for me to always be able to stay home with my son but I know some classes would be better for me if they were in a classroom environment.
 - It's the only way I could get it done.
 - My major is dance so it would probably be difficult to get that degree online :) My backup major, however, is early childhood development so if that was possible online I might consider it.
 - No, only because I am only 19 years old and want the college experience.
 - Online classes are to rigorous for the working individual...there is triple the work.
 - Online education is generally less expensive and more efficient. I would consider completing an entire degree other than the fact that online schools are not generally respected as much.
 - Prefer some traditional classes.
 - Probably if I have to but I wouldn't really feel like I achieved that much because I never went anywhere. It's great for Moms or Dads though.
 - Probably the only way I could.
 - See above comment.
 - Some classes are more difficult online then they are in person because you need to be able to have the teacher right there to ask questions.
 - Some classes are not allowed online

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- Some classes need to be taken in a class setting, not online. I feel that there should always be the option of online classes, but it shouldn't substitute traditional classes.
 - Some of the more intensive classes require more than strictly online courses can offer. While getting a degree entirely online is the only option for some, to really absorb the material there is a certain amount of face time a student needs.
 - Sometimes it is easier to focus in a classroom setting, and seeing the lectures and hearing them can also help your learning ability
 - That would be very helpful...
 - The ease is appealing, but for some classes it would be ridiculous to try to learn everything without any face-to-face with a professor.
 - There are just some classes that i need to have the classroom experience.
 - There is some classes i would like to participate in with a teacher
 - This learning style is just not suited for me.
 - This would be more convenient for me.
 - Well with today's world there is not much time to go to school on a set time. With family and work and other responsibilities it's hard to go to a class room.
 - While the discussion boards were interactive, I still prefer to be in class discussing topics. Also, being present in a class motivates me more.
 - Yes if I didn't already have one.
 - Yes, due to convenience.
 - again because i am a working mother i find online course work very convenient
 - fuck no, that's as hell
 - i am not sure how this is possible with psychology and needing to practice and bounce off others
 - i like the classroom setting more
 - i think there are several reasons why online degrees are the way of the future. With the ever increasing financial concerns college's face on-line offers some relief. Also, I believe on-line classes are more rigorous so the quality of the education can still be maintained.
 - i'm not quite sure
 - it is easy to lose track of the homework and projects. it's better to learn in the traditional way
 - it would be easier if it was online
 - it would make it easier for me to obtain my goal of being a teacher
 - make it easier with my schedule for my family
 - my major is based on face-to-face interaction
 - prefer traditional classes
 - provided the diploma and transcripts did not state that the classes were online.
 - there are some classes i need on campus that i couldn't get concepts online
 - too much
 - yes if it really came down to it.

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

- ? (2 Counts)
- A Masters if that is possible. Maybe weekend classes toward it.
- A math class. That is the only class (along with English 1b that I am already taking online) that I have to finish before transferring. Unfortunately, there are no online math classes which is difficult because of my schedule.

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- Actually more certificate classes like construction inspector.
 - All necessary classes required for transfer to a UC school
 - All the classes needed for an associate degree.
 - Any
 - Any that were available.
 - Art History (2 Counts)
 - As many as possible--English, history, psychology, math.
 - Biology classes and foreign languages
 - CA-30
 - Can't think of any not offered...
 - Chemistry, Physics lecture classes
 - Child Development Curriculum Type Courses where we can do a practicum at our own facility or one nearby.
 - Don't really have a preference at the moment.
 - Everything
 - Everything I have a need for is offered.
 - First Aid training
 - Higher division English courses Health and Nutrition (fundamentals of nutrition 50, I believe to be more specific)
 - I am satisfied with the current selection.
 - I don't know
 - I noticed that my Business 295 class, which is required for my HR certificate isn't available next semester.
 - I think pretty much everything is offered.
 - I think the college should offer more online classes in its business department. I have had to take classes at IVC vs. Saddleback because they offer more business classes online. Where I cannot find online classes online at either college, I have to take them inconveniently at Orange Coast College. The college should also offer more math classes online for student that understand math well. The college should also offer more Art/Humanities classes online to meet general education requirements. The college does not offer very many of these at all.
 - I was hoping to take CD113 and CD115 this Spring semester (2010), but they are not offered at all.
 - I would like to see all classes available online as an option for those who work full time.
 - I would like to see more Math classes offered online.
 - I would like to see more online classes offered in the General Education classes.
 - I'd rather have more traditional class offerings. I only took this class online because it wasn't offered as a traditional class.
 - I'm not sure at this point.
 - Literature classes (i.e. American Lit, World Lit) and gneral English writing courses
 - Masters
 - Math classes and other general ed classes
 - Maybe a fitness class where I could get the credits for my degree in the privacy of my own home.
 - Maybe a sign languag class, beginning spanish for child care professionals,
 - More "pre rec" math classes.
 - More 8 week courses, especially in art and photography.

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- More Poly Sci
 - More accounting and math classes.
 - More general education classes
 - More math courses
 - More mathematics, GWC offers several math courses. Also more business courses.
 - More psychology courses
 - More science and math classes that are required.
 - N/A (3 Counts)
 - No comment
 - No comment.
 - No recommendations
 - None (2 Counts)
 - None that I know of at this time.
 - None.
 - Not sure. (2 Counts)
 - Nothing in particular.
 - P.E- being able to work out whenever I wanted to and have someone from a gym sign off that I did work out or whatever hat it maybe.
 - Saddleback College offers a lot of distance education classes so I think that the selection Saddleback has is good enough.
 - Screenwriting.
 - Sign language
 - Some of the science classes
 - Some of the sciences or nursing program classes since they are so hard to get into.
 - Spanish for child development professional Sign language
 - Speech and or English.
 - Speech communication classes and chemistry and science courses with on-campus labs.
 - Those required for the Nutrition program...
 - UNSURE
 - Whatever the class maybe available. Maybe foreign languages. I am not sure if they are offered on line.
 - all
 - anatomy/physio/micro
 - any
 - commercial real estate classes
 - everything!
 - film studies screen writing
 - finance classes that would teach us how to invest our money. I believe that it will appeal to those that are young students in the bachelors degree mindset as well as older people that are interested in just learning that specific skill. There are enough online information that would be at the teachers disposal. Students would want this class because they would be guided on what to learn.
 - japanese class.

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- language...with all the great computer program, and an on campus mid-term and final, I think language classes could be accomplished.
 - math
 - math classes
 - math stats 101
 - math. statistics 101
 - more english classes, and i would really like to take spanish online
 - more general ed classes
 - more infant classes.
 - none (4 Counts)
 - not sure
 - required early childhood development classes, like CD 113 and CD 115
 - sign language - fully online, bio lab classes, full math classes for those of us who have transportation issues
 - speech, poss math without using the saddleback ACCOUNT, its very expensive
 - upper level math classes
 - writing, photoshop.

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

- Cal State TEACH
- California State University, Fullerton
- Chaffey College
- Chapman University
- Coastline Community College
- Concordia University
- Crafton Hills College (2 Counts)
- Crafton Hills college San Bernadino Valley College
- Foothill College
- I did not care for the way it was set-up
- IVC (Irvine Valley College)
- Irvine Valley
- Irvine Valley College (6 Counts)
- Irvine Valley College, Orange Coast College
- Irvine Valley College.
- Orange Coast College
- San Jose State
- Santiago Canyon College
- UCI
- Univ. of Phx.

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- Univ. of Phx. Online
 - University of Hawai'i at Manoa.
 - University of Phoenix
 - Vanguard University
 - VictorValley Copper Mountain Cerrocoso
 - crafton hills college san bernadino valley college
 - ivc, Concordia University
 - smc
 - ucsb

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

- I'd rather see more resources go into traditional programs.
- Password change! Must occur! A CSS update would be good to... the graphics are out of date and cheesy
- a conference call feature, where everyone is dumped into the same chatroom, and you can discuss amongst each other
- a more improved comprehensive dictionary
- i am 50 and do not care to participate in all that social stuff. most of these things are geared to the iphone generation which already consumes their time

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

- Written directions for this class have been difficult to understand.
- printing costs are an issue with computer lectures on top of books. i wonder if the campus classes get this for free as handouts?
- rather not have to go through lectures that's why I took online classes

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

- At home and at work
- The discussion board I complete usually at work on my lunch hour, the papers and additional discussion is done at my home.
- Work and home
- home and work
- i have laptop, i work in restaurants, on my patio, at the park, at the library because there are not enough computers, public library, hotels

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

- 2 instructors are excellent - psychology (Professor Gee excellent) and business (Professor McCarthy and Professor Cox - excellent). Both of those classes the professors were responsive and readily accessible. History was poor - he did not update syllabus, gave us wrong textbook information and seemed extremely disorganized (possibly something going on in his personal life or he was too busy to care)
- Announcements are only posted on message boards. I would also like messages emailed to me. Discussion board forums are not in real time and you have to read through a lot of string messages. I'm not really sure how to improve discussion board forums. I really don't have experience with course material updates.
- As mentioned before, I have had a lot of trouble, especially this semester, with professors who are too busy to even reply to emails, update material or post a section on blackboard for assignments to be turned in. Unfortunately, I had to take an unwanted "W" on my transcripts because I was so worried that the professor would completely flake out and forget about the class that I was going to fail due to the fact that I wasn't able to turn anything in on time. Other professors are great though, they respond fast and are there to help.
- During much of the week I am somewhere where I cannot access Blackboard, but can check email through a cell phone. Email updates would allow me to be notified of class announcements even if I'm unable to access Blackboard.

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- Grades could be posted sooner. The teachers don't normally participate in discussion boards except for criticizing your post.
 - Grading is very slow- still have assignments that haven't been graded and this is our finals week. I would also like a teacher to respond more quickly to questions or concerns, instead of 2 weeks later. Also their syllabus and due dates were never changed to reflect the current semester and it was very difficult to follow and know when things were due. Every section on blackboard had different due dates.
 - I am unsure of the norm but this semester the teachers seemed to take longer to grade than past instructors have. It took almost 2 weeks for one assignment in the class I am taking now. The one that I took the first part of the semester, there were a few times that I waited almost 3 weeks.
 - I dislike the fact that work is only graded every few weeks. I do not know how I am progressing.
 - I don't know if my instructor didn't receive my e-mail or if she has a different address for me, but I sent an e-mail and never got a response.
 - I feel as some of the instructors just post assignments and leave. Adding more detail to assignment instructions would help clear things up, and having some way to contact my teacher; ex: a email they respond to. I would like if they got more involved in the discussion board because it is there class and it is comforting and less stressful knowing the teacher is there to help you out.
 - I wish the teachers did not take 1-2days to respond to emails but I do realize that they get emails from all of their students and that can pile up.
 - IDK He was prob really busy
 - It depended on the teacher. One teacher was very prompt and the other was very unorganized.
 - Make sure grades for exams and assignments are updated regularly.
 - My professors now grade quickly but in the past that hasn't been the case. Also, I wish professors for in-person classes at SB or IVC would post the grades on BB. Another thing, with online classes essays and midterms never receive any feedback. It's just a grade with no explanation why.
 - None of my teachers participated in the discussion boards, some of them seemed to take a very long time to grade things, some never made any announcements.
 - Poor discussion board participation- I said this because they instructor has never participated in our discussion boards. Fair- timely grading- often takes the professor longer to grade our assignments than was given to us to complete them.
 - Possibly quicker responses
 - Post grades sooner.
 - Professor Nguyen for Ps 1 was awful at responding.
 - So far everything has exceeded my expectations.
 - Some instructors are phenomenal with keeping students updated, grading assignments and clearly stating what is expected. Others make their grading very subjective and are weeks behind the class on grading the assignments and participation. It is very difficult to regulate this, just as it is with in-class courses.
 - Some of the announcements that the instructors make aren't very clear.
 - Sometimes we receive no feedback on discussion boards and the expectations for how much instructors expect us to write is not always clear. I often do not receive email responses or graded assignments in a timely manner.
 - Taking a course from another instructor who is not volatile.
 - Teachers need to update grades quicker. They don't realize how much that helps students maintain the grade they want throughout the semester. Class participation is an issue I've had with before. In my econ class, my teacher docked me big time because I posted multiple discussions in one day. To me, that's stupid.
 - The instructor requires you to submit your paper via Turnitin and then you are also required to print it out and mail it with it post marked by a certain date. This in my opinion defeats the purpose of online classes. I am currently attending the University of Phoenix and I submit all of my papers and projects electronically. This is one area that needs improvement in my opinion.
 - These areas vary depending on the instructor, some are very timely at responding to emails and some interact with the students on the discussion board, but others take a while to respond to emails and don't interact on the discussion boards. I believe that the only way to improve these areas would be to enforce standardized response times.
 - They could try updating our grades sooner. Not until the end of the semester.
 - announcements could be given a little more often, if even just an encouraging word or two.
 - gradebooks not available or locked is a nightmare. some instructors do not always respond to email ever

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- not be so critical on our gradings
 - teachers are more distant in online classes. They need to know we need feedback. we need quick responses to questions.
 - teachers dont always respond quickly enough or at all

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

- After U. of Phx. and their online classes, it was a challenge to get acquainted with Blackboard, but I managed.
- All my work and grades just disappeared on day - all of it had to be recreated form scratch.
- At home I have a mac and sometimes programs are not supported by/with Safari. In those cases I use my work PC.
- Explorer not always compatible with Blackboard so I switch back and forth between Explorer and Mozilla Fox
- Frequently it does not let me submit assignments.
- I had a couple minor problems accessing web links. The problems were resolved quickly with the use of Blackboard help.
- I had a laptop turn off during an online midterm.
- I had difficulty logging into a specific class, and did not hear back from the teacher for over a week after repeated attempts to contact him. The problem was eventually resolved.
- I had issues with the uploading of homework assignments more than once.
- I have been unable to locate tabs where assignments were supposed to be turned in, and I therefore did not receive credit for them.
- I received incorrect information on how to use blackboard to sign in weekly and also where to find my weekly grades posted. This instructor is just not proficient on blackboard yet. However, never once did she suggest that I could resolve any of my concerns by going to the self-help tutorial or re-think her own instructions to see where the disconnect could have been. Instead, she blasted me.
- I wasn't able to view my grades for a class due to the fact that a professor never gave us the proper link to do so. Unfortunately, the professor also decided not to answer any of my emails over a span of 4 weeks, so I had to drop the class.
- Incompatability with specific browsers. Assessments crash resulting in missing due dates. Frequent unable to login.
- Just user error, not anything associated with the website itself
- My computer encountered problems with 'locked' assignments.
- My computer freezing while taking a test.
- Only once when I tried to upload a file with the "#" included in the file name. I emailed my teacher, Brenda Bruno, and she immediately responded instructing me to make sure of the same or to contact the 24 hour technical hotline.
- Some Blackboard issues. Getting booted out of quizzes, freezing up during exam.
- Sometimes the written lectures are a little hard to understand and on the discussion board it tends to delete the stuff that has been posted.
- The instructor was using an outdated Word processor that was unable to read assignments I completed using an updated program. Eventually I found a way to downgrade them, but it was a frustrating problem I wouldn't have had in a traditional class.
- The only class I repeated experienced difficulty with, and dropped the class twice were the computer instruction classes. I believe those courses would benefit greatly with a combo online/regular class schedule.
- The site was down.
- Time difference.
- When I have to take an Exam and I have about 3 hours to take it, when it time to submit my exam when Im finished the submit button was not there any longer causing me to retake the exam over or copy and paste it then turn it in that way to my instructor. It has been very frustrating lately when I try to take a test.
- When I was taking my midterm I had some technical problems with the website...and it was really hard to take the exam.
- When turning in one of my midterms, there was a timer set for an hour. I finished the midterm before the timer was up and the timer didn't stop at an hour. It went passed an hour and didn't turn in my test that I completed.
- completing the exams

- explorer not compatible with a few exams
- kicked me off the site while taking my timed midterm... when i got back on it did not save my answers but had the remaining time of 5 minutes left on the test.
- kicked me off the site.
- kicked off the site during my midterm.
- laptop crash, upload issues
- many things are difficult to find, or not available
- scoring well on tests sometimes, but other than that everything else is simple and self-explanatory
- the computer said I had already turned in a project when I hadn't and it wouldn't let me submit it. Through emailing the instructor it worked out, but it was a frustrating night.
- trouble with login

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

- Blackboard crashes frequently and is generally unstable.
- Counseling needs some nicer staff members working up front.
- DSPS- requires a more timely manner. Financial Aid- needs to copy what IVC & OCC does such as credit cards issued in lieu of checks. Needs more staff to support financial aid in a more timely manner as many student depend on financial aid to pay bills! Blackboard should be upgraded to Blackboard Vista like OCC has.
- I found Financial Aid to be very poor. You either need more help or you need new people that truly care and don't judge. I found that they treated people as a number there with very little caring. Admissions - was okay - but not impressed.
- I have been to two counselors now trying to get a plan set up to transfer to a 4 year. However, they have both told me "it looks like your ready to transfer" and that I'm all set to go. I get very excited and when this last deadline to enroll passed by I didn't have the necessary paperwork ready, the essay to submit to colleges. I went to them for guidance on what I needed to do. I felt as if I was missing a lot- and it turns out I was! I'm be returning again to the counseling department to spell it out for them that I need someone to walk me through the process. The library needs more updated books. It is pretty sad to walk through the rows of sparsely filled books- it is like a ghost town in the library. Concerning the financial aid, I've had similar experiences with the financial aid department. I need someone that knows what they are talking about to talk to me about it. Is it really this hard?? Crazy....
- I know there are many councilers but they never seem to be available.
- I think all teachers should be required to used blackboard.
- Improve staff.
- It is hard to get a hold of someone to help you in counseling.
- It was rather difficult for me to find just exactly where I needed to go in order to just register. I did not see anything on the web page indicating to go to "My..." in order to register.
- It's a pain to go on campus to ask for apts.(counseling) I shouldn't have to wait on Monday to make one. I called to make an apt and I was on the phone for over 45 mins. I just hung up after that. Front desk lady is a little rude. The disable student person takes forever to respond to e-mails or forgets to e-mail professors about my special needs.
- More information regarding loans.
- Really need the help to further my education, as money is tight- but I don't qualify according to your system.
- SBC needs more advisors!!!
- The Financial Aid people tend to be kind of rude.
- The application process on line is tedious and frankly I believe you are making it very difficult for seniors to enroll. I'm not a senior, but getting there, and I have experience with computers and I found it difficult to enroll.
- The financial aid system for disbursing money needs to be updated. Mailing checks or having to pick them up is extremely outdated and a hassle. Also, all information for what needs to be turned in needs to be given at the first meeting. There have been too many times when I needed to turn something else in but wasn't told until I called and asked what was taking so long.
- When you call Blackboard you wait for a long time and then they usually refer you to someone else!

- better knowledge of major's in order to decide what school would be the best
- maybe being able to schedule online appointments. instead of calling, takes a long time to get a hold of someone
- the staff behind the counter give the impression that their time is being taken up. They are quiet and don't share information very readily. Getting information (even simple info) out of them is difficult. I know they get tired of giving the same info over and over but to those of us that come in we may have only heard that information for the first time .
- what I have found now that I am at my first semester at CSUF is that counselors should encourage students to go and talk to counselors at the school that they are planning on attending and see what they can do to utilize their time at a saddleback. I completed my math requirement for my certificate to go to a CSU and I was told by a counselor to not take any more math and focus on the other areas. I did have free time to take other classes a few semesters after that and didn't on the information that I received. Come to find out that I need higher levels of math to enter into the upper division courses to complete my bachelors degree that I could have taken at Saddleback. I blame myself because I knew that the counselors are extremely busy and generalize for every student but they could encourage students to go the college they plan on attending and figure out the route they need to take, plan from the GOAL backwards!

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

- I think that professors teaching online classes shouldn't be allowed to teach more than 3 online classes at the same time, even at different schools, and also have another job. It seems that many of the professors teach several classes at several schools, in conjunction with their primary job. That shouldn't be allowed because it leaves too much room for error.
- Add video / podcasts
- Adding video/Audio and podcasts
- Additional math coursework
- Although it doesn't apply to this course, the available Blackboard features, could be used more. This course utilized the available features well and it was very helpful.
- Blackboard needs to join the 21st century. It still looks and functions like as if it were designed 10+ years ago. The discussion board suffers the most from this, as well as ease of navigation (sometimes I have to click 4-5 times to get where I need to go).
- Ensure that instructor's are as devoted to the courses as they require the students to be.
- Everything was great!
- HAVE MORE CLASSES AVAILABLE :)! AND HAVE CLASSES THAT CAN BE TRANSFFERED TO A 4-YEAR SCHOOL.
- Having more classes available during the Summer semesters.
- I don't think so much resources should be put into online classes. It isn't more convenient than a traditional course, and it is more difficult to learn in one. If anything, more communication especially through email would be helpful. Taking an online class proved to be less convenient than I thought and I won't be taking one again.
- I have had excellent professors for my online classes. Expectations were clear, feedback was always quick and helpful. I enjoyed the experiments from the Aplia website. It brought out the knowledge into a practical situation and involved great interaction with the professor and fellow students.
- I love online classes and 2 of my professors as mentioned above has made me want to continue and stay in school. A good experience can really make college wonderful.
- I would like Web casts
- I would like to have more options to online courses.
- Increase the amount of interaction between students and the professors.
- It was difficult to locate the tabs where material was to be turned in. Also, I prefer the "lecture" aspect of a class versus reading all of the material.
- It would be appreciated if we could give late work for a "fine" of maybe a certain amount of points deducted. Sometime life gets in the way with accidents, weddings, illness etc. We take online classes due to busy schedules and conflicting schedules. I personally get my work done, but have been stressed and anxious to get it in by a due date/time even when other things are falling apart around me. It would be great to have a systemn where we can turn work in late. maybe for some teachers it would be allowed once during the semester with out penalty, for another teacher maybe they would want to deduct points. Many teachers do this inclass but I don't see it done online.
- It would be nice if teachers posted on the blackboard something like a Q & A place where questions can be asked and either Teacher or classmates can respond
- It's been an awesome experience. Thank you.

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- Less traffic online
 - Less writing.
 - Make adjustments to the blackboard system so that it is easier to resubmit a homework assignment. Also, posting a link to a Professor's personal webpage from the blackboard online courses homepage would be good to have.
 - More classes
 - More classes
 - More classes available.
 - More explanation of the type of course it will be prior to registering for example if the teacher knows her teaching style she should include it. (self-guided, or regimented due dates)
 - More leeway with turn in time.
 - More offerings for every subject.
 - More timely grading, more clear expectations, and instructor involvement.
 - More video tutorials. In a way they mimic an in-class lecture and I was really able to grasp the concepts when we watched a video about a specific subject [only twice in my online class, but they really helped both times]
 - My teacher required me to go somewhere and get information from something that I couldn't really do. I took an online class because I really couldn't get out enough to get to class.
 - N/A
 - No Comment
 - No comment.
 - Not so many discussion boards, I'm the type of person that likes to get my work done and get on with it. I have discussed my online classes with many students and all of them seem to agree with me that they do not like the amount of interaction that we have to make with the other students. For example, posting to a discussion board a minimum of three times, I would much rather post once and do an amazing job than three lousy posts.
 - Nothing!
 - Nothing, no comment
 - Nothing.
 - Offer ALL classes on line....
 - Offer more online courses.
 - Overall the experience is very positive, with one thing. I would like more clear information about the way the assignments are to be completed. Lack of direct communication with the instructor may create a situation when looking at the written explanation will give a little different understanding to the one expected by the instructor. This part though may always be a certain obstacle difficult to improve.
 - Perhaps more classes. They tend to fill quickly.
 - Perhaps you could do an experimental online class with Skyping to make it more intra personal? Most every laptop comes with a webcam standard and Skype is free.
 - Please just keep the online classes clear simple and to the point. Over developed online sources can be mucky to navigate and cause pointless confusion. Saddleback's online system is very crisp presently. Thank you SO much! Happy Thanksgiving, Merry Christmas, and Happy Holiday Season.
 - Please see my comments regarding turning in assignments above.
 - Quick grading and responses from professors.
 - Some teachers can be very disorganized. Every now and then, an administrator should try taking one of the courses - or at least a partial course and you would immediately see when a teacher needs assistance organizing their materials.
 - Text and other examples do not always apply to the specific problem such as Math problems. Would also like to see more Political Science online classes such as Pol Sci 14 or 10...online classes should be expanded.
 - The classes are so wonderful online...I could not attend college at this time if these classes were not available.Thank you!

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- The level of participation for each class differs from professor to professor. Some expect a lot of work and others very little for the same amount of credits. It is hard to gauge how much time one is going to need to complete a course.
 - The teachers have been very helpful and professional, even more so than the teachers I have had at the U. of Phx. on line.
 - There really isn't anything needing improvement at this time but I've only taken two classes so far.
 - This was my first online class at this school, and I had no problems with it and thought it was a great class to have taken.
 - Try to continue to offer more and a variety of specialized online classes. Great Program! Try to keep things simple like they are now - don't "over-complicate"/"improve" the website too much.
 - We should be able to complete all our work in one sitting if needed. It is unnecessary to force students to complete their work in increments over the course of a week
 - additional online classes added to the schedule.
 - have online podcasts... Esp for GEOL 7. Try honestly learning out of a textbook... They do not work! My chapters are impossibly long, and if I read them after listening to a 45 min lecture I would grasp concepts better and improve my overall score...
 - just add more classes and teachers who are willing to do so. not much to choose from.
 - make deadlines at night more than afternoon when you're in other classes at those times
 - more consistency in class sites structure
 - none (2 Counts)
 - nothing