

# Barton Online

## Accreditation Survey for Online Students: Survey Summary Detailed Report with Write-In Responses

### Course Report 571 Students Responded

#### 1. Why did you choose to enroll in online courses (check all that apply)?

| I needed a flexible schedule<br>1 | I couldn't attend classes on campus because of the location<br>2 | I wanted to take the course with a specific instructor<br>3 | The course I needed wasn't available on campus<br>4 | I learn better with online teaching methods, course materials and activities<br>5 | I enjoy communicating online with my instructor and/or other students<br>6 | Other<br>7 | n   | Mean |
|-----------------------------------|--|---|---|---|--|------------|-----|------|
| 486 (55%)                         | 177 (20%)  | 7 (1%)  | 37 (4%)   | 60 (7%)   | 54 (6%)  | 57 (6%)    | n/a | n/a  |

#### 2. How many online credits have you completed?

Student responses are 3 to 120 credit hours. 88 students had taken 20 Plus hours.

#### 3. Do you plan to complete your degree online?

| Yes<br>1  | No<br>2   |  |  |  |  |  | n   | Mean |
|-----------|-----------|--|--|--|--|--|-----|------|
| 312 (55%) | 259 (45%) |  |  |  |  |  | 571 | 1.45 |

#### 4. What do you like best about online instruction?

\* Flexability in class time. Can easily do work at own pace and time schedule.

\* I like it because I can work on the subject at any time within the allowed timeframe. I generally have to work on my classes at night my work schedule. I am happy that online classes and degrees are being offered now. Otherwise, I would not have the opportunity my education because of work and not having a college/school close enough to attend in person.

\* It makes it much much easier to go to work full time AND be able to go to school full time as well. I can easily fit in bits of homework time while at work on break, and put it away or save the progress and then continue it when I am at home again. Furthermore, the progress at my own pace means that the frustration of being bored due to the material not moving fast enough is not as present as freshman-level courses.

\* That I can attend the "class" when it's convenient for me - and the discussions are like being in a class. Also, the math programs because MathLab is like having a tutor right here with me.

\* It bends around my time, and it is also at this point of time very convenient for me. I am a mother dealing with two children under the age of 5. It is a very good benefit for me.

\* I attended Pittsburg State for two years and I wasn't motivated enough to go to class. With online courses, the whole semester is self-paced and I know when my deadlines are. It's great and I really feel that online was the way I should have gone in the first place.

\* I'm a single parent with two children and I work full time. It's a positive experience for me to be able to be at home after work, with the kids that I can achieve a degree. I tell them that it's my way of bettering myself through education, which in turn, will hopefully lead to higher level positions in the work force.

\* I like it because I can work on the subject at any time within the allowed timeframe. I generally have to work on my classes at night my work schedule. I am happy that online classes and degrees are being offered now. Otherwise, I would not have the opportunity my education because of work and not having a college/school close enough to attend in person.

\* They are very good instructors just like the ones on campus. They always respond to any questions I have and the classes are well organized.

### 5. What problems have you encountered with online courses?

\* I feel that sometimes the assignments are in excess because I am trying to work and study at the same time. Having only a week some of the assignments can be very stressful when trying to juggle work, studies, and home life.

\* You do have a lot more homework for online classes.

\* When you're really unfamiliar with certain subjects, 'self-teaching' can slow you down if you don't especially understand certain le Which can just result in taking more time to study. But overall, there's no 'big' problems.

\* The only problem I have encountered is a misinterpretation of an assignment, which is easily solved by e-mailing the teacher.

\* When I was in Florida over the summer, I had a difficult time finding a wireless connection to complete my course.

\* I have only had one problem and that was that my internet disconnected while I was taking a test, but it was taken care of by the and the instructor. Other than that, I haven't had any problems

### 6. Do you get the support that you need for online student services?

| Yes<br>1  | No<br>2  |  |  |  |  |  | n   | Mean |
|-----------|----------|--|--|--|--|--|-----|------|
| 508 (89%) | 63 (11%) |  |  |  |  |  | 571 | 1.11 |

### 7. Please explain your answer to the previous question.

\* Instructor gives good feedback

\* Called help line and recieved immediate response.

\* It's easy and I get it done

\* Everyone has been really helpful and always answered my questions quickly.

\* I have felt from other classes I have taken that the instructor does not provide enough input. I really like the threaded discussions of the assignments in most classes, but I feel that is more beneficial when the instructor has some input into the discussions. Son discussions have went rather 'flat' because of what I felt was lack of input from the instructor.

\* Any problems I have had were solved with the help of Barton's staff.

\* N/A

\* Everyone is very helpful

\* Yes, everyone is very helpful.

\* They treat me just like a on-campus student.

\* Again, I am pretty new into the program, but any time I have had to ask a question, regarding the course or the program itself, I h a prompt, accurate response.

\* I have never contacted student services.

### 8. Do you get the technical support that you need?

| Yes<br>1  | No<br>2  |  |  |  |  |  | n   | Mean |
|-----------|----------|--|--|--|--|--|-----|------|
| 490 (86%) | 81 (14%) |  |  |  |  |  | 571 | 1.14 |

### 9. Please explain your answer to the previous question.

\* The help desk has always worked me through any technical difficulty I've encountered.

\* i followed the instructions before starting the class and all my technical requirements were met

\* The helpdesk is always there with prompt responses to issues and questions.

\* On the first day of class, I was having a computer problem which wasn't allowing me to log into the course and it was solved in a by the help desk.

\* First, in my experience there has never been a tech support issue with the online program. I needed tech support to reset a quiz submitted without finishing. So in four years it's been smooth and worry free.

\* The questionmark exam course/browser is not compatible with Windows Vista.

\* I was having some problems converting to Vista. The staff had a computer teacher help me via phone.

\* the 24 hour service is amazing.

\* Barton's staff has helped me with any problems I have had.

\* The technical support system for Barton Online worked great the one time I have had to use it. Much better than most ISP tech systems.

**10. How would you rate the quality of your online instruction on a scale of 1-10 with 10 being the**

| 1      | 2      | 3      | 4      | 5       | 6       | 7       | 8         | 9         |
|--------|--------|--------|--------|---------|---------|---------|-----------|-----------|
| 1      | 2      | 3      | 4      | 5       | 6       | 7       | 8         | 9         |
| 3 (1%) | 0 (0%) | 1 (0%) | 2 (0%) | 21 (4%) | 12 (2%) | 47 (8%) | 166 (29%) | 141 (25%) |
| n      | Mean   | STD    |        |         |         |         |           |           |
| 571    | 8.58   | 1.42   |        |         |         |         |           |           |

**11. What changes or improvements would you like to see for online learning?**

\* perhaps have the text book info online instead of having to buy the textbook on top of the class fee.

\* Programs online tend to load more material on the student than in the class room I think it would be nice if it was the same at least

\* None that I can think of at the moment. Maybe offer more general classes that are transferable to 4 year colleges.

\* I would like to see more on screen displays of what is required at times. Depending on the class some of the books are very hard

\* I would like to see more classes available and wonder if there is any way science labs could be online.

\* I would like to be able to get lectures, with my online class, not just notes. I don't like having to teach myself everything, when I know the subject.

\* I am not sure. Maybe more access to the teachers. Something with some audio.

\* Do not stress that you can take the classes at your own pace. There are always deadlines to meet. Change the requirements or discussion or discussion boards. Lowering the cost would also be nice.

\* Though many instructors participate themselves, they tend not to utilize all the available functions provided for online education. I would like to see taped classroom instruction, or the ability for students to view a live lecture and participate via chat, and or voice also like to see the instructors use the chat features allowing more interaction. Many people find this a failing and don't like online requirement that the student be a self starter. If there are blocks of time where the student knows they can go to participate and hear a real lecture; or be able to speak live with the instructor during a chat discussion session, many more people may find it a fuller experience.

\* I don't really see the need for any changes at this time. The website is great and easy to use. The program that is used for taking tests is outstanding! It ensures that the computer is dedicated to the test at hand while keeping the test taker from browsing and searching for answers. Prior to taking the test I wondered how the test process would work, I was pleased to see and utilize the program.

\* None, every instructor is different and requires different things. This is expected, I enjoy taking classes online and wouldn't have any suggestions.

\* My belief is that if it's not broke don't fix it. I know technology keeps coming up with new things and for educational benefits we should upgrade if they specifically benefit the learning process. But I also know the downside of overloading online school programs that take away from the learning experience. I hope anything added to Barton's website does not take away from the current way it's set up, the structure of the site is great. I don't personally need anything else. I think student interaction is great, as well and with my teachers and online references are sufficient.

\* I am completely happy with my online learning experience and I recommend it to everyone I talk to.

\* I have no suggestions on ways to improve online learning. They have an excellent system set up. I prefer online learning to traditional courses many times over. I learn much better with online courses, and it fits my schedule.

\* I think the program is great.

\* Everything is fine so far.

\* none

\* none

\* None that i know of.

\* Nothing, it is fine as it is now.

\* just quicker response to help questions

\* I don't see that there are any changes that need to be made.

\* I don't have any suggestions.

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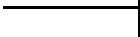
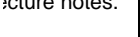
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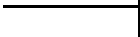
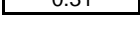


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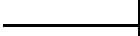
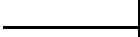
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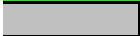


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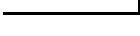
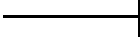
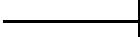
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