

Statistics for Support Services Evaluation

Survey Term SP11

06/06/2011 11:38:10AM

1. Demographic Questions

1.1. Age Group

18-22	26
23-30	28
31-40	7
41-50	5
51-60	1
Total number	67

1.2. Gender

Female	49
Male	18
Total number	67

2. Ethnicity

2.1. Ethnicity

African American	3
Hispanic or Latino	62
White or Non-Hispanic Origin	2
Total number	67

3. Classification

3.1. Undergraduate

Freshman	8
Junior	20
Senior	31
Sophomore	8
Total number	67

3.2. Graduate

Doctoral Degree	1
Non-Degree Student	39
Seeking Masters Degree	27
Total number	67

3.3. Are you a full-time student?

No	13
Yes	54
Total number	67

3.4. What is your primary field of study?

Business	16
Education	26
Engineering	1
Fine Arts	2
Human Sciences	4
other	12
Social Sciences/Humanities	6
Total number	67

3.5. What is your employment status?

Full-time	34
Not Employed	14
Part-time	19
Total number	67

3.6. Number of on-line courses previously taken

1-3	42
3-6	14
6+	11
Total number	67

3.7. Which description best fits you?

Distant student taking campus and web-based courses (25 miles or more from campus)	9
Distant student taking web-based courses only (25 miles or more from campus)	1
Local student taking on campus and web-based courses (25 miles or less from campus)	53
Local student taking web-based courses only (25 miles or less from campus)	4
Total number	67

4. Technology

4.1. Do you feel you had the knowledge necessary to use the technology required by this course?

No	5
Yes	62
Total number	67

4.2. Do you feel you had the equipment required by this course?

No	3
Yes	64
Total number	67

4.3. Please rate yourself as a technology user when you STARTED this course.

1-novice	3
2	1
3	4
4	3
5	15
6	18
7	14
8-expert	9
Total number	67

4.4. Please rate yourself as a technology user when you COMPLETED this course.

4	6
5	6
6	14
7	27
8-expert	14
Total number	67

4.5. Which of the following was your primary location of access to your on-line course materials?

	0
At Home - Commercial Internet Service Provider	43
At Home - Dial-up	11
At Work	7
Total number	61

5. Online experience/impressions

5.1. Grade I expect in this course

A	41
B	21
C	3
D	2
Total number	67

5.2. The tools I used in this online course to interact with the faculty member was

Discussion Boards	30
Email	34
Phone Calls	1
Virtual Meetings	2
Total number	67

6. Distance Learning Student Support Services

6.1.a. Degree of satisfaction of the support received from Admissions Office/Department.

Excellent	29
Fair	4
Good	33
Poor	1
Total number	67

6.1.b. Degree of satisfaction of the support received from Academic Advisement Office/Department.

Excellent	33
Fair	4
Good	27
Poor	1
Very Poor	2
Total number	67

6.1.c. Degree of satisfaction of the support received from Career Services Office/Department.

Excellent	23
Fair	9
Good	33
Very Poor	2
Total number	67

6.1.d. Degree of satisfaction of the support received from Bookstore Office/Department.

Excellent	29
Fair	10
Good	26
Poor	1
Very Poor	1
Total number	67

6.1.e. Degree of satisfaction of the support received from Degree Planning Office/Department.

Excellent	28
Fair	8
Good	29
Poor	1
Very Poor	1
Total number	67

6.1.f. Degree of satisfaction of the support received from Disability Services Office/Department.

Excellent	23
Fair	6
Good	36
Very Poor	2
Total number	67

6.1.g. Degree of satisfaction of the support received from Financial Aid Office/Department.

Excellent	32
Fair	6
Good	26
Poor	1
Very Poor	2
Total number	67

6.1.h. Degree of satisfaction of the support received from Library Services Office/Department.

Excellent	37
Fair	3
Good	25
Poor	2
Total number	67

6.1.i. Degree of satisfaction of the support received from Registration Office/Department.

Excellent	32
Fair	7
Good	26
Poor	1
Very Poor	1
Total number	67

6.1.j. Degree of satisfaction of the support received from Registrar's Office.

Excellent	30
Fair	9
Good	26
Poor	1
Very Poor	1
Total number	67

6.1.k. Degree of satisfaction of the support received from Technical Support Office/Department.

Excellent	29
Fair	5
Good	32
Very Poor	1
Total number	67

6.1.l. Degree of satisfaction of the support received from Tuition and Fee Payment Office/Department.

Excellent	19
Fair	19
Good	28
Very Poor	1
Total number	67

6.1.m. Degree of satisfaction of the support received from ANGEL Tutorials Office/Department.

Excellent	33
Fair	8
Good	26
Total number	67

6.2. I received orientation and training on how to access TAMIU Library Services.

N	33
Y	34
Total number	67

6.3. I had access to TAMIU Library/Learning resources outside of regular hours.

N	12
Y	55
Total number	67

6.4. I am aware of the process of filing a complaint.

N	34
Y	33
Total number	67

7. Additional Questions

7.1. Compared to other courses I have taken, the amount of time and effort I spent was.

About the Same	14
Less	4
Much More	30
Some What	19
Total number	67

7.2. Compared to other courses I have taken, the amount of time and effort to be highly successful in this course was.

About the Same	18
Less	3
Much More	25
Some What	21
Total number	67

Total number of survey	67
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