

### Distance Learning Dissatisfaction Survey

The purpose of this survey is to determine what are the most common factors that contribute to student dissatisfaction in a distance learning course. Please complete this survey **ONLY** if you have been dissatisfied with a distance learning course or components of a DL course that you have taken .

Directions: Read each survey question carefully, and choose the best possible answer in the circles provided.

**The following survey questions are to determine your prior experience within distance learning.**

How many distance courses have you taken prior to the course you were dissatisfied with?	<input type="radio"/> 0 to 1	<input type="radio"/> 2 to 3	<input type="radio"/> 4 to 5	<input type="radio"/> 6+
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<b>The following survey questions are related to the technology used within the distance learning course.</b>		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1	I was uncomfortable with the technology used to facilitate the distance learning course.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
2	I had inadequate access to the technology to complete the work (computer, Internet, headphones, etc.)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
3	The course facilitator lacked the knowledge to use technology properly.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
4	The course facilitator failed to use technology effectively	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
5	The technology used within the course was outdated.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
6	There was no technical support features or options available when I needed assistance with a technological issue.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

<b>The following survey questions are related to the expectations of the distance learning course.</b>		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
7	Course policies were not provided or were unclear at times	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
8	The workload for this course was more than expected.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
9	Workload was insufficient to keep me interested in this course.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
10	The course provided subject matter irrelevant to my career or program of study.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
11	The course or lesson objectives were often unclear.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

<b>The following survey questions are related to the instruction of the distance learning course.</b>		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
12	The course materials were outdated.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
13	The instruction failed to prepare me for the assessments (tests, quizzes, projects, etc.)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
14	The instructor / facilitator lacked knowledge of the subject matter offered within this course.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
15	I received little or no feedback on assignments or projects.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
16	Grades for discussions, tests, and /or projects were not returned in a reasonable time frame.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

	<b><i>The following survey questions are related to the design of the distance learning course.</i></b>	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Strongly Disagree</b>
17	It was difficult to locate instructions on how to get started at the beginning of the course.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
18	The course learning objectives or outcomes were unclear.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
19	The individual lesson objectives or outcomes were unclear.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
20	The course interface inside the Learning Management System (LMS) was poorly designed.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
21	The Learning Management System (LMS) was difficult to navigate and to locate assignments and /or communication tools.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

	<b><i>The following survey questions are related to the interaction within the distance learning course.</i></b>	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Strongly Disagree</b>
22	The instructor / facilitator failed to provide a self-introduction to the class explaining their education/ qualifications.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
23	The course lacked an introductory assignment in which I was to introduce myself to the class.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
24	The instructor failed to provide a set of guidelines on proper etiquette for discussion boards, e-mail, etc.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
25	There was an overall lack of interaction among students within the class.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
26	The instructor / facilitator failed to interact within the course activities (discussions, wikis, etc.)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
27	I was uncomfortable with the required group projects or activities within this course.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

	<b><i>The following survey questions are related to the communication within the distance learning course.</i></b>	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Strongly Disagree</b>
28	There was an insufficient amount of communication(s) (e-mails, forums, video chat, etc.)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
29	The course lacked a designated area other than e-mail to post questions for help or feedback.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
30	The instructor / facilitator failed to respond to e-mails within an adequate time. (typically within 24 hours)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4

	<b><i>The following survey questions are related to scheduling for the distance learning course.</i></b>	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Strongly Disagree</b>
31	I elected to take the on-line course because I lived far away from the campus and it was financially feasible.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
32	I elected to take the on-line course because it was the only class section available.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
33	I elected to take the on-line course because it was the only class section that fit into my class/work schedule.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
34	How many days a week on average did you visit the course site?	<input type="radio"/> 1	<input type="radio"/> 2 to 3	<input type="radio"/> 4 to 5	<input type="radio"/> 6 to 7
35	How many hours a week on average did it take you to complete course assignments?	<input type="radio"/> 1 to 2	<input type="radio"/> 3 to 4	<input type="radio"/> 5 to 6	<input type="radio"/> 7 +