



OKLAHOMA CITY
COMMUNITY COLLEGE

**Survey of Online Students
Conducted during Assessment Week
April 2 through April 7, 2007**

**Results Submitted
June 14, 2007**

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OCCC Survey of Online Students

Executive Summary

N = 432 (~10% Response Rate)

Introduction

As an ongoing process of determining the effectiveness of the OCCC's online courses and in view of the fact that OCCC plans to offer academic programs online, the administration decided to survey students who were enrolled in online courses during Assessment Week. This executive summary highlights some of the results of this survey. This section is followed by the results for each question. The final two pieces of information include the Online Course Standards and the Online Course Requirements adopted by the Online Task Force.

Survey Instrument

A survey instrument was developed for students who were enrolled in online courses. This survey was developed with the assistance of staff, faculty and deans. The purpose of the survey was to determine if the services associated with offering online programs were meeting the needs of students. Questions included topics designed to elicit student opinions on technology, access to services, and comments on what one thing they liked about the online experience and what could be improved. The survey instrument was developed on Zip Survey. A software package is used for online surveys.

Survey Administration

Prior to Assessment Week of April 2007 faculty who taught online courses received a URL for students to click on and complete a survey regarding their online courses. Faculty members were instructed to send this survey to their students for completion during Assessment Week. The survey was designed to be completed in a few minutes. The results of the survey were pulled from the Zip Survey and placed on an Excel Spreadsheet for ease of analysis.

Summary of Results

There were 432 students who completed this survey. The response rate is approximately 10% of the duplicated headcount. A summary of the responses follow.

1. Thirty-two percent of the students were enrolled in an online course for the first time.
2. The overall rating of the student's online experience at OCCC was 4.23 on a five point scale.
3. Of the 17 technological items associated with online courses there were eight items rated 4.00 or above on a 5 point scale. The top three rated items were the Internet (4.55), computer graded homework/quizzes (4.51), and email (4.50). The three lowest rated areas were whiteboard (3.35), video conference (3.46) and the chat room (3.52).
4. Students also rated their access to various services. All ten items were rated above a 4.10 on a 5 point scale. The top three were meeting computer skills requirements (4.55), attaching files (4.45) and participating in discussions or forums (4.41).
5. Accessibility of services and products were also rated by the students. There were five items rated from a high of 4.40 for accessing materials to a low of 3.60 for online tutoring.

6. Students were also asked whether they agreed with five key items related to the overall online course offerings. The highest rated items were easy methods for navigating through the course web site (4.27) and an effective learning environment (4.24). Reasonable online costs were rated at 3.98 and the remaining two items were variety of courses (3.91) and beneficial collaboration with other students (3.85).
7. When students were asked what one thing they would change to assist them in taking online courses the recommendations were very specific.
 - a. **75** students had other specific **suggestions for faculty** including "Have the professors email you back in a timely fashion." "When you do an online class, we need a little more information from the professor on how well we did on our essay or other papers." "I would make the online teachers to be more understanding and helpful with explaining how to find things and explore online learning." "More videos on lecture." "True representation of the need for a textbook, mailing textbooks to students."
 - b. **35** student comments addressed **technology** including "It would be easier if there were less links to get to WebCT and less links to navigate through the course." "Make the time on the calendar be in Central time instead of Eastern." and "Email alerts for due dates that a student could use, by registering their private email addresses to receive periodic updates would be extremely helpful."
 - c. **27** students suggested offering **more courses**.
 - d. **26** students suggested faculty use **discussion groups**. A few of the comments included "Force the instructors of the courses to use and allow discussion groups between the students." and "Discussion groups. More student interaction."
 - e. **26** student comments were concerns regarding **testing** including "Indicate whether or not students have to go to campus to take tests when enrolling." and "Making the tests readily available on the day they are scheduled to be there."
8. The final question asked students what one thing they like about taking an online course at OCCC. The results follow.
 - a. **244** students identified **convenience** including freedom to work at home, to be able to work at their own pace and not have to drive to campus. Some comments include "As a working adult, it is much easier for me to take online courses." "The benefits of not having to rush back and forth from home and school. It works so well with working adults that at the same time trying to run a household as well. Thanks" "The ease and convenience of being able to work a full time job with a family." and "Being self-paced. I work full time and have a household to maintain. It can be very difficult to fit my life into a fixed time frame. Having the flexibility really makes the difference. I can learn and improve my life with the online options for courses. I only wish there were more classes available."
 - b. Students also **praised the faculty** including **42** comments such as "My instructor was very knowledgeable and patient." "I liked the chat room interaction. It made it not feel like I was all on my own. This was my first online class and I liked still feeling connected even though I was at home alone." and "The atmosphere is very relaxing, because I think that people find it easier to be open and honest. The deadlines make it easy to get

homework done and turned in on time, especially when deadlines are close together.”

- c. There were **19 general** student comments including “Great experience.” “It allows me to take courses that I normally would not be able to take on campus.” and “I take courses at several schools, trying to finish my degree. OCCC is BY FAR the best school for the working adult in the greater OKC area. They truly understand the challenges that face students that are trying to work, have families. They have seriously streamlined the "red tape" found at other universities and colleges.”

Conclusions

In general, students were satisfied with taking online courses at OCCC with an overall rating of 4.23 on a five point scale. Of the 40 questions asked regarding services, 22 items were rated 4.00 or above on a five point scale and only two were rated below a 3.5. Students appreciated the convenience of taking courses during their time frame. The technology and services were rated relatively high. Below is a list of potential discussion points.

1. The whiteboard was rated the lowest at 3.35. Thirty-seven percent of the students rated this question and none of them referenced this item in the comments.
2. Video conferencing was rated 3.46 with 34% of the students responding to the question. There were no comments on video conferencing in the comments.
3. The third lowest rated item was the chat room which was rated 3.52 with 59% of the students responding to the question. There were 26 students who commented on the need for discussion groups or chat rooms. Most of these comments requested instructors take advantage of this technology.
4. Some student comments addressed the difficulty in navigating the web site and online tools. (The college has a website devoted to online learning. Students have the option of completing an orientation which moves them through the process of using the tools on WebCT. They also have the option of taking a “test run” of the product to familiarize themselves before the start of their classes.)
5. Students were concerned about accessing WebCT. Comments indicated that the process was cumbersome to access this platform. (The College is changing the platform to Angel with the pilot in the fall of 2008.)
6. Students questioned why an online course was offered but the schedule did not indicate that they had to take all tests and quizzes on campus.
7. Students would like to have a more timely response to their emails. (Currently, the divisions have the authority to establish deadlines.)
8. Some students addressed the need to have an easier process for registering and more information from Student Services regarding online courses.

**OCCC Survey of Online Students
Survey Results
N = 432 (~10% Response Rate)**

1. How many OCCC online credits have you completed?

Number of credits	Number of students
This is the student's first online class	124
1 to 3	59
4 to 6	48
7 to 9	29
10 to 12	36
13 to 15	18
16 to 24	28
25 to 34	16
35 to 49	15
50 or more	19
TOTAL number of responses	392

2. Please rate the following online technology in terms of their impact on your learning using the scale of 5 for very helpful to 1 for not helpful.

How helpful was/were:	Average
1. Internet	4.55
2. Computer graded homework - quizzes	4.51
3. Email	4.50
4. Calendar	4.30
5. Announcements	4.25
6. Digital dropbox	4.25
7. Discussion boards	4.15
8. Sound	4.00
9. Multimedia presentations	3.97
10. Video	3.93
11. Images/graphics	3.92
12. Web pages – outside of WebCT	3.92
13. OCCC Online Library	3.91
14. EBook – online textbook	3.75
15. Chat room	3.52
16. Video conference	3.46
17. Whiteboard	3.35

- Discussion board topics should be considered so the professor knows before an exam if students are retaining important information. Maybe not even for a high number of points, just so the whole class can get involved with discussions if there are things they are not understanding.
- Have one time per week or month where the class can get together as a group and ask questions or seek advice from other students or the professor also.
- Discussion groups. More student interaction.
- Discussions should not be required. If somebody takes an online course it's usually to avoid discussions. It ruins your grade otherwise.
- Don't have group discussions with due dates on them!
- I would add a forum for students on the Oklahoma City Community College website.
- I think that since an online class is done as more of a "when time permits" class rather than be there at a set time method it has been helpful but my psychology class requires a weekly chat session which is rather counterproductive to my work schedule.
- Also, I would like to see discussion boards be used more often by teachers. Some teachers use them well, giving guidance and help with coursework in lieu of classroom lectures. Other "teachers" don't use them at all and have very little online interaction with the class as a whole. They act more like class managers than teachers.
- I would like to see more conversation from prof to students . . . like how the student did in test ...discussion board
- If all the classes offered extra credit for discussion board participation, there would be more interaction and discussion resulting in a more interesting and fun learning environment.
- Online chat more
- It would be nice if the professors would hold a chat at least once a week to answer questions. This does not apply to all online courses, just the more complicated ones.
- Make the chat sessions more flexible.
- Less discussion boards and more quizzes
- Maybe meeting with the class as a whole once every 2 weeks just to make sure everyone is on the same page
- More interaction with other students. Not really the instructor's fault but I would like to know some of the other students.
- Use chat more.
- Video chat rooms for the classes that have chat assignments that need to be done
- To give more test reviews.
- The discussion boards
- The chat rooms. They just are not very helpful. Its basically everyone having a pointless conversation. Most of the people, in my group anyways, did not even really seem like they cared - basically like they were there and talking because they had to be.
- Perhaps a non-required meet-n-greet with professor before taking an online class, more chat room environments promotes more socialability among students
- Put a picture of the professor somewhere on the website--I would like to know who I am corresponding with. Maybe for the first class we could meet in an actual classroom.
- Not use chat rooms.

FACULTY (75 Comments)

- I think it would be nice to know our grades every once in a while. Also I think the teachers should try to communicate more some how since we never speak.
- Some course don't post grade, which I think they should for all course because it easier for student to know what they are making and see their progress.
- Better response from professor
- Better student/teacher communication.
- Have one or two meetings each semester in person with the instructor of a course.

- My only complaint is with the inability to get help from some of the professors in a timely manner. And when I requested their office hours since it was taking so long for an email response, I was told they really didn't have office hours and to call them at home. A system for quicker response and access to the professor would be helpful.
- There needs to be greater teacher communication for an online class. Having to wait a month for a response to an email is ridiculous. I should not have to GO to the school just to ask the teacher about a grade. My only complaint is not about the actual classes- just that the staff needs to be better taught in how to conduct online classes. Sometimes I feel like I am teaching myself.
- Teachers should require to have more interaction with the students and should offer their assistance on class curriculum more often.
- More response from professors
- More support from professors for students that are having difficulty with the class
- Faster emails from the teacher
- Have the professors email you back in a timely fashion
- Feed back from the . . . teacher
- Online classes are mostly average for students that are good at teaching themselves. When a class is forced online it should have more teacher availability, for students that don't quite understand the book.
- When you do an online class, we need a little more information from the professor on how well we did on our essay or other papers.
- I would change the communication made with the instructor. It was very hard for me to get a hold of him and ask questions.
- I think the quizzes should provide immediate results
- show the actual question you get wrong instead of just how many were wrong so one can learn the correct answer
- It needs to be easier to get hold of a class description of assignments. Some of my classes' syllabus don't cover what I need to study for a test and it gets very confusing
- I would like to see more comprehensive teacher feedback on student's work. Too often, we turn in assignments and only see the final grade with only minimal (or no) feedback to justify those grades.
- I would like to be able to see which questions were missed on the computer graded exams. I know that security can be an issue (what with people sharing exams and all) but it really would have been beneficial for my studies had I known where I was failing.
- I think that it would be more beneficial to the student to be able to see the results of their quiz/test so that they would know what ones they missed and what ones were right, this association would allow the student to actually learn what they are quizzing over instead of wondering what happened.
- There are a lot of grey areas when it comes to taking the quizzes and test. Some of the questions have more than one answer and I feel that when time is limited you have enough pressure as it is.
- Overall, I would make professors give due dates for assignments in at least a week advance. also, I wouldn't use ebook. my ebook for statistics was terrible. it wasn't convenient at all and very difficult to understand. it didn't explain things well or give enough examples. the eBook was awful.
- Make all classes have some sort of consistency. The online accounting class is great, however my online statistics class has a non-user friendly layout.
- Business statistics should have set dates that things are due. The teacher just randomly puts things up without a message or anything.
- Statistics online with . . . Class layout is confusing. Assignment dates change. No discussion board. Professor doesn't answer emails in timely manner or at all. Calendar is hard to find and understand. Online book is hard to read, so I purchased actual book. Math lab employees do not understand statistics. It was difficult to get tutoring.
- The statistics class I took with . . . was terrible. The program frequently had bugs and computer problems. Several times, links did not work, mis-spellings in the text, and

references that were not explained appeared. Quite often, the online text made references to resources in the "back of the book" that were not available online. Obviously, when I buy a book, I can either sell it back or keep it for a future reference. Furthermore, I have complete access to the resources. However, with the . . . Basic Introduction to Statistics online course, most of those resources were not available. In addition, problem sets failed to provide answers in the online text that made any sort of self-instruction pointless because I could not identify the correct answer (why try a problem if you have no idea if the problem is right or not). Furthermore, Professor . . . did a poor job responding to emails, messages. Several times, assignments were erroneously posted or the correct date was not posted. Overall, the course was mismanaged and poorly administered due to technical problems and lack of proper attention and care. My online Introduction to Nutrition class was good with Professor Trout. No major problems, I enjoyed the class, his program worked well.

- Classes that are online need to be more structured than classes that are in-person. Most instructors I've taken online classes from have been excellent, but one of them was not very organized, and without clear deadlines for her work, and it made the online class confusing and frustrating.
- Change it to which you can upload directories/folders, this will help with multi file uploads (I had to upload 13 files one at a time and I thought it was redundant)
- Have a tech or someone confirm the accuracy of what is listed for assignment due dates and tests (maybe allow the teacher entering the information more time before the information is loaded for students to see in order to focus on accuracy).
- I would suggest not such a big assignment at the end of the semester. The professor tells us to read a novel and do a webpage over it and write summaries/essays on it while at the same time every week slamming us with more and more to read and be quizzed on. If there is a need for a webpage about a novel or event, give us a week or two to focus on just that.
- I'm taking an English and a Math course. The English class is superb and I suppose well suited for online courses. However the Math class has very little instructor input and is difficult to reach. He also sends crude and basic messages with very little information. Again the English class is the exact opposite. The Math course should perhaps have a video lecture involved, or something of the sort to help students learn and be able download to watch and rewatch. Also e-books are for the birds, if you're not lucky enough to have a quick connection a one hour assignment could take three hours. I feel like the Math professor is just drawing a check with no effort while the English professor is busting his rear.
- Also, some of the classes- such as . . . - need MUCH more teacher involvement and organization. An online teacher needs to be willing to respond via email, and to do it promptly. Also, while an online class is only as effective as the organization of the student, it is difficult when the disorganization of the teacher negatively effects the student's experience in the class. All the online teachers could take lessons from Michael Panches or Bertha Wise. Their classes are extremely organized, efficient, clear... and they both have good communication with the student.
- Take prof. . . . out of rotation for online classes.
- I did not like the way that . . . taught History Since the Civil War last semester. I felt that he could of done a lot better in helping us. It was not a good experience.
- Get rid of smug, arrogant professors (. . .). Professors should be more than happy to assist students, this man shows zero concern for students and their grades. I wonder how many students have given up/quit because of him. Specific example: It was pointed out to him that one of the tests contained questions from a chapter we hadn't read yet, his response was, "Don't worry about a couple of points, there will be an opportunity for extra credit."
- This course "world geography" has been absolutely terrible. Uncooperative instructor, impossible testing situation, unreasonable requirements, and overall complete dissatisfaction with the course. OCCC's online courses are normally excellent with easy

access to instructors who help the students to succeed. This is the first course I have ever had that it appears that the instructor is trying to fail the students.

- I don't really have any problems with the online program itself. My only problems have been with the professors teaching the course.
- Making sure they have supporting and encouraging instructors. Because it is not easy taking these classes without interacting with peers and/or instructors when help is needed.
- I don't know how things are handled exactly, but I feel that teachers need to have their methods examined, and their online courses fully reviewed. While I have had a great online experience through OCCC, I am currently tutoring a student whose teacher makes the online class almost impossible to understand. Quiz dates are constantly being changed, due dates are not clear, the teacher's grading techniques are different than how he explains his grading policies in the syllabus, his instructions aren't clear, and worst of all, he doesn't grade in a timely manner. The student I am tutoring has yet to see a grade on a single essay he has turned in, which makes it extremely difficult to know what, if anything, he needs to change in his future essays. Teachers should be eager to teach their students, even if they are teaching an online class. They shouldn't treat their students any differently, and they should actually teach, not just assign homework and essays without ever giving their students feedback.
- Not having weekly deadlines for quizzes. It would be easier and more beneficial to have the quizzes available throughout the semester.
- I found it very confusing as a first time user to understand what I was responsible for each week.
- I know that the professor are here to teach, but some times I feel that they are a little tuff. When you take a class online I feel like they could be a little more understanding. Some people have never taken classes before and this might be the only way they can take classes. And if the professor makes then feel intimidated, then your enrollment goes down.
- I think its kind of sorry that the same tests are given to online students as are given to lecture classes. The online students are at an unfair advantage as there are many little things that are picked up and keyed on in a lecture that are not covered in the homework or book. It makes it very hard come test time when the book only briefly mentions something and you are being tested over it extensively....
- I think some professors web pages are very confusing and hard to understand when reading, also I am not 100% knowledgeable of computers, so some of the things asked of me, I did not know how to do or I had to take time out of my schedule to go to the computer lab and be shown how to do it.
- Maybe having the same setup for each class so you understand it easier.
- I feel like the teachers put so many icons that it gets frustrating and you don't know whether or not you are going to miss something or if you clicked on the right icon.
- Professors need to be more attentive to their e-mails because this is the only line of communication for the students. They also need to have very clear instructions on their web pages.
- The layout
- I would make the online teachers be more understanding and helpful with explaining how to find things and explore online learning.
- The professors should take these classes more seriously.
- Some teachers are not using the voice technology for on line classes if all OCCC can make this a mandatory for all the teachers to use the voice files that can really help out a lot of students .
- I think that it would be helpful if the professors could maybe record a lecture or type a lecture to make online courses more similar to courses in the classroom.
- If I could change one thing about the online courses through OCCC, I would make the live class lectures available to online students. The only problem with online classes

that I have had is finding the time to read the lectures that would have otherwise been given by the professor had I taken the same course at the college.

- Video lectures
- More videos on lecture
- Put on some videos of the professors classes. Sometimes it is easier to learn if you can watch the class.
- Videos, more visual media or something hands on would add a great extra oomph to my online learning experience.
- I use online courses because it is difficult for me to find the time during the week, with my job and other personal issues, to be able to find the time during the week. I enjoy some professors format, that they allow work to be turned in on the weekend, and if that was made into a policy of all classes, it would make deadlines easier for those of us that do take multiple online classes within a semester.
- Also list what books are needed for that specific course way in advance.
- Instructors need to note students more details about learning objectives.
- Instructors need to understand that online classes are taken to take the place of going to class. Some instructors require a lot more work online than you would have to do in any live class.
- Make sure the online test go with the correct textbook edition. Some answers to the questions I have had on tests are not in the reading materials or textbooks. I am assuming the questions are from a different edition.
- Larger selection of class's. text strictly e books.
- True representation of the need for a textbook, mailing textbooks to students
- Let students know if the book is necessary for the course. I spent almost \$100 on my math book to find out I could have bought an access code for a lot less to access the book online.
- Make online courses effective and knowledgeable like classes in campus.
- WAY TOO MUCH BUSY WORK. The assignments are very time consuming and did not help prepare me for the tests.
- Some classes include too much content while some do not.
- More user friendly "printable versions" of power points and course lectures.
- The only problem I have with the online learning is that in one of my classes we have to download videos from Google and one of the videos is 13 hours long. My internet is slow I had to let a 20 minutes video download over night! But 13 hours of download anything is ridiculous!!
- Remove unenforceable rules such as not using the textbook during tests. The tests are timed anyway, and this puts honest students at a disadvantage.
- Pay attention to ratemyprofessors.com . After all, it is what the student thinks of their teachers not that administration.
- Online students take the courses online for a reason. Some students can't make it to the campus because they have children or work a lot. I have not personally had any problems, but a friend of mine had an online class that the teacher made the students attend online chats on her schedule and not the students. I find that a bit unfair. After all, isn't it online for a reason? I think the instructors need to think about that a little more and realize that some students are trying their hardest to get through school any way they can.

FORMAT (8 Comments)

- An optional weekly or bi-weekly meeting with the professor and other students to see if on the right track
- Being able to work ahead. i.e. take tests ahead of time.
- I think in an online course that everything should be open, so a student can work at their own pace. I hate having to wait on a test to open; when I fell I am ready to take it and move on. That is the reason students take online courses so they can move at a fast or slow pace depending on the student.

- Open the classes earlier. I like to look over the materials before class starts and often it isn't open until the day classes start or a few days earlier. There are typos (or inaccurate questions) in almost every test in almost every class I've taken. Maybe give students extra credit to turn in the errors? Sometimes the authors have looked at it too often. That is the only part of the whole process that is less than professional. I would like to be able to finish earlier (self-paced).
- That all classes are self pace and not on a schedule
- I would like if all the classes were self pace.
- Having the instructors use the same format for setting up their online classrooms.
- I didn't even notice the announcement area until my instructor pointed it out because I asked her a question she had already answered in the announcements. It would be great if you could put it on the course menu instead of under discussions.

OFFER MORE COURSES (27 Comments)

- Offer more classes online. (13 comments)
- Offer more classes of different subjects online. (6 comments)
- More course offerings for business.
- Try and offer more computer classes online since most computer classes are offered all at the same time and are late in the evening. I know most of the students are older adults but what about the younger students... Just a thought.
- Perhaps for the school to have more selections and more classes especially on Social Science courses because I noticed that there are not much of these classes to choose from, some don't even offer it online at all. Thanks.
- Offer more language classes online.
- I would offer more online intersession classes and more fast track online classes.
- I would add more intercession courses.
- More online classes. I am a stay at home mom and would like to take as many classes online I can to earn a degree.
- More variety of 8-week & summer courses. Monitoring & making sure teacher participation is adequate.

OTHER (8 Comments)

- Have more subjects on the online tutoring.
- If classes are going to be offered online, then they should at least be on campus, too.
- If classes are going to be online, at least schedule them to be on campus as well.
- Online Lab courses such as those available at Rose State
- Don't offer a class online unless the whole degree can be gained online. There are certain classes that I need that I will have to get elsewhere because you don't offer them online. You're losing money big time.
- If you are an older student and not familiar with a computer, but still think that online classes would work best for your schedule, then it would be suggested to take a basic computer application class before entering the online experience. There would not be anything that you needed to know for an online course that would not be in the computer application class.
- That is a ridiculous question, but here goes- it took me most of two weeks to figure out how to navigate all this . . . mess. The orientation was completely useless in understanding how to access information on individual course pages. I had to email my professors to figure out how to find my assignments. It would be extremely beneficial to be more thorough in the orientation- not more verbose- just more thorough. in addition, to have each instructor create an approved orientation for their specific page
- I think it would be helpful if you made the orientation process more simple for online students. I missed the whole first week of class because I didn't know where to go!

POSITIVE ABOUT THE ONLINE EXPERIENCE (19 Comments)

- Can't really think of anything. The disadvantages of online classes are simply because they are what they are...ONLINE. The advantages outweigh the disadvantages, depending on the course.
- I cannot think of one thing that I would change
- I can't really think of anything. It has been a pleasurable experience overall for me.
- I can't think of anything that would improve the experience.
- I feel this course was very acceptable
- I really don't know...This class is an easier class because you don't have added stress due to more homework.
- I think all the online classes have been great, I don't really know if there is anything that I could suggest to help.
- I have only taken one online course but if they are as good as this one I wouldn't change anything.
- Would like to be able to work more like I did in this course. I was able to work at my own pace. I was also able to complete what was ask of me before the time frame so I was not rushed to study or finish projects and could really learn something from the course.
- Nothing I believe it is very beneficial to people who work full time and have family at home. They are able to take care of both their education and family.
- Nothing much this system works for me.
- Nothing needs to be change.
- Nothing that I can think of because I think that the school is doing a great job.
- Nothing! This was my first online course to take and I found it very simple to get around.
- In my opinion OCCC is at the top of the line in their online classes and their variety of said classes, I can't think of anything else beneficial that they could assist with at this time.
- So far its the best one I've known. I go to UCO too. they do not have anything like this. Very Convenient and a state of the art kinda constructed pages.
- Overall, it is ok.
- None...This course was very easy to follow and had excellent resources for assistance.
- Not one thing. Everyone is very helpful, and everything is very easy to use.

STUDENT SERVICES (16 Comments)

- Send out a timeline schedule to enrolled students email as the next semester approaches. I am quit busy with work and family so I tend to lose track of deadlines and I am not real adept at researching and finding that information.
- My one or two contacts with the Bursar's office were less than positive.
- More clarity on how to enroll and get started. At the beginning of this course I was totally lost, not sure what to do or where to go.
- Make it easier to register.
- It just seems that when you try to find out information about courses and various procedures that it is hard to find someone at the college who really knows what they're talking about.
- I would make the online registration available sooner so you can become familiar with your classes before they start.
- Have brand new students contact a counselor to outline all of the processes required to attend OCCC. Example: Student ID, Pay tuition, financial aid, buying books etc. A phone call should be sufficient.
- As a first time on-line student with OCCC, I had to figure out how to register, when to register and wait to see if it happened. There was no real timeline for when to register. I believe that a person with no online school experience would have been completely lost. It would greatly help to get an email or something the day or week before courses begin explaining that they are registered for the class and now you can register online to

access the course. If this already exists I don't remember getting it. It just seems that it is up to the student to figure out when they can access the course and when to sign up.

- Easier enrollment in person at OCCC campus. Better cooperation and knowledge.
- I believe that on-line courses should be less expensive.
- I found it difficult to enroll and register for online courses, as I am not a full-time student.
- I had a little trouble registering for a class this semester.
- Include any additional access code costs with tuition instead of having to pay for those separately.
- Making just one payment for the class and access code instead of two separate payments.
- More knowledge concerning when enrollment for classes was.
- More standardized course menu.

TECHNOLOGY (35 Comments)

- Keeping calendars updated is a must!!
- Make the time on the calendar be in Central time instead of Eastern
- Make sure all due dates and times are until midnight of that night.
- Well, the online class I'm taking now has it's assignment due dates due at midnight eastern time. That throws me off because most classes go by midnight central time. Don't know if that's the professors doing or the system?
- To get a real time clock, counting down when you take a test.
- Improve software: some of the videos and presentations do not work, and that is frustrating.
- A direct link from the OCCC webpage to login.
- A listing of all graded material for each course. Some have grade books and some do not.
- Allow students a couple of weeks to get used to how to do online courses.
- Better online assistance.
- Easier ways to switch between course menu.
- It would be very helpful when there is an announcement to be on the regular email "OCCC email", because if we don't go on WebCT we will not notice if there is any new message for us.
- It is very annoying to log in. there should be a link from the homepage to the log in screen. It would save about five steps.
- Instead of just notifications through the email on WebCT, find a way that the WebCT emails go to your own personal email, too.
- The platform
- It is hard for me to log on to my WebCT. I can reach the log on page, but when I click log on it says "can't find OCCC home area
- On the home page have a direction connection to WebCT log in page, instead of having to go in find your class...so on.
- I would like an easier way to get to WebCT
- I think there should be a clear way to get into the WebCT from the OCCC homepage. Maybe there is a way, but I couldn't find it.
- Would be nice if the online classes could use WebCT because it is user friendly as opposed to Eduspace
- It would be easier if there were less links to get to WebCT and less links to navigate through the course.
- It would be helpful if all WebCT courses has some sort of standard course homepage. Some of the classes have a very cluttered homepage and can be difficult to use features that a prof. requires.
- TEACH the professors how to use WEBCT. The calendar is very helpful, but several teacher do not use it because they do not know how!

- The access codes for registering classes in WebCT are annoying. I haven't had one class that they were necessary, especially when you can do open registration after class begins. It seems a little pointless.
- Make it easier to get to WebCT
- Making the WebCT a little bit more user friendly, I didn't really have many problems but I'm good with computers and some of my friends who aren't struggled.
- Please !!! Less movement to get to the log on page of Web Enhance class. Way to much movement to get to homepage. 5-6 access pages before you get where you need to be. Keep it Simple Silly!!! KISS
- Make it where a person can log in to their course on the WebCT homepage. This was the only problem I had.
- The test were often hard to get to and we waited a long time for our grades. I am not sure if this is the instructor or the WebCT program but the tests were often not available on the scheduled day.
- Email alerts for due dates that a student could use, by registering their private email addresses to receive periodic updates would be extremely helpful.
- Improve the beginning online set up and first time use of things like online course info, objective info, calendar, etc. The first couple of steps were the most difficult. Example: When I was going in the post my first discussion. I didn't know if I should just hit the reply or close and start at compose to post the discussion. It would be nice to have some helpful hints here and there. For these sorts of things. The learning is great, you just have to figure it out before it can start.
- Keep track of your school schedule in a physical manner (not just relying on the course schedule). It is easy to lose track of assignments.
- When I had a problem with one of the quiz questions, the instructor was unable to fix it due to the fact that the number of the question did not matter since the online test bank was just a large number of questions that were always in a different order on the quiz.
- The online library of which I find out that is just very difficult to access, and it seems that the college doesn't have a lot of materials available on the peer reviewed journals and such. It is either available on other locations or that the college do not subscribe to it. It would be nice to have some of these materials that students can access on during research work. Also, I wish there are more Social Science classes available than what it is. Thank you.
- On line support could read the question that you have and actually respond to it and not send a generated FAQ email back

TESTING (26 Comments)

- Perhaps you can make the tests untimed! I believe that would seriously help students in succeeding!
- Actually make the on-line classes on-line. What I average is, the last few "on-line" classes I have taken, students must go to the noisy computer lab to take tests and quizzes. One can NOT concentrate there. If teachers want the tests taken at school, teach an on campus class.
- Can take every exam online.
- Courses that require students to go to the school for testing needs to be fixed, without access to the school (distance issues) made it hard to complete the courses.
- For math courses, online classes need to be strictly online including tests.
- Having more teachers give tests on-line instead of having to drive up to campus.
- I believe that all professors should allow the entire course to take place online. Some require the student to come to campus to test - this is very inconvenient. The entire reason for taking an online course is to avoid coming to campus for it.
- I think the online courses are great as they are the only thing I haven't liked about them is some tests are required on campus. I can understand why so it doesn't bother me much, but it can be difficult for me to get there without owning a car.
- I would make it where the tests could be online

- If I take an online course, I take it because I want to do the WHOLE course online.....not have to go to the school to take the tests....that's NOT an online course. other than that....I love the online courses. At least have a way to let the students know this BEFORE they enroll and pay for the course. It was a huge inconvenience.
- If its an online class test should also be online. I took online class because with my disability its hard to go to school.
- It would be a lot easier if we could take all of our tests online. I take online courses so I don't have to go to the school as often...but when I have to go to the testing center to take tests, I might as well be going up there for class too.
- Indicate whether or not students have to go to campus to take tests when enrolling.
- It was inconvenient to drive an hour to take a math test at the test center
- Keep all online courses true online, instead of having ones where you have to visit the campus to take test this a problem for those who selected the online course for convenience to begin with.
- Making the tests readily available on the day they are scheduled to be there.
- Mandating that all tests be administered online. Having to travel to the college for some testing when signing up for the online course to avoid having to go to the school for this semester was a little frustrating.
- Too many professors require on-campus work - be it tests, or homework turn-in. One of my professors actually required that we come in and take all tests, quizzes, and do all assignments on campus. What's the point of an online class if you have to come to campus every day? The people that take online classes are typically people who are unable to do this.
- Sometimes the teacher requires you to come to the testing center and when you sign up for an online class you should be able to take all of your tests online...hence online class.
- Some classes that are online make you come to the testing center to take tests- the reason that most people take online classes is because they have no time during regular open testing and campus hours to go to campus- sometimes you will not find the info out until the class has already begun and there are no other classes available to enroll in.
- Some classes do not take test online I would like to see, each online class should have test online. that why the class is taking for students that cannot come to the school are work crazy hours.
- Require all professors to offer testing online. No student who takes an online class should be required to report to the school to test.
- Since the class is online I think all tests should be available online.
- Most online students take online courses because they work full time jobs and do not have time to come to the school to take courses. It is very hard when professors require you to come to the school to take tests. It is often hard to find time to be able to do that. I also do not think that we should be graded on discussion boards. Some people don't need to use the discussion boards to learn and it is unfair that we get poor grades on discussion boards because of it.
- No testing administered on campus for courses. It's very inconvenient to try to get to campus. The purpose of taking the online courses was to avoid trips to the school.
- Not require students to take tests at the testing center.

8. What one thing did you like about taking an online course at OCCC?

ASSIGNMENTS (8 Comments)

- Very informative before tests and quizzes, I was aware everytime ..never lost a quiz...perfect.
- You also know exactly what is due the and very day it is due way ahead of time.
- You didn't have to wait for homework grades
- I like it when you have until Sunday night to complete your homework for that week. Since I work days it makes it easier to do the homework on the weekends.

- It makes it easier when the instructor provides a calendar.
- THE SCHEDULE WAS SET AND FOLLOWED
- I liked going at my own pace all the while having deadlines. It was like learning in a free environment but still keeping me in line because of the deadlines. I like that. Classes that don't have deadlines make me procrastinate until I HAVE to do something.
- The schedule you can set for yourself with the guidelines of due dates for quizzes.

CONVENIENCE (240 Comments)

- Freedom to do the work at home when I have the time (98 comments)
- To be able to work on my course work at my own pace (30 comments)
- Convenient (28 comments)
- The ability to work at home and not have to drive to campus (21 comments)
- The ability to take classes and be at home with my children (17 comments)
- Online courses offer an alternative to sitting in class, listening to lectures, and working with people (17 comments)
- No social anxiety.
- The online classes at OCCC are great because due to my hectic schedule, these courses allow me to work on my degree whenever I have time. I appreciate the wide range of online courses that OCCC offers. So far, every teacher has helped me whenever I needed their help. Thanks for offering so many courses.
- The ease and convenience of being able to work a full time job with a family.
- The one thing I liked about taking an online class was that if I needed to go some where I could always do my class work later because it was on online class and I could even do it that night and still get what I needed done during the day
- The flexibility of doing the work while out of town and on my own schedule
- The fact that I could work at home and still be able to work on my education while in recovery.
- The ease of not having to be on campus for class, unless having to take a test, which is fine. But I'm able to access my online classes at any given time and get my work done, and having two jobs and going to school, that is a major plus for me.
- The ability to (within reason), do things at my own pace. I'm a working adult and cannot always find time to sit in class, so online courses are ideal for my life.
- Being able to do the work on my time. I work full time and have other things going on so it is hard to have classes on campus. I am able to get the credits I need through online courses.
- Having the freedom to study and work on my own schedule. As a working adult (30+ years old) trying to fit school into my life when I have time is real boost.
- Being able to access from anywhere and the flexibility of not having to make the time to go to class
- Being able to attend "class" from any location I happened to have my computer.
- Being able to be at home after work with my husband and new baby instead of sitting in a lecture class.
- Being self-paced. I work full time and have a household to maintain. It can be very difficult to fit my life into a fixed time frame. Having the flexibility really makes the difference. I can learn and improve my life with the online options for courses. I only wish there were more classes available.
- Although the postings are time-consuming, at least I can do them when I have the time. The midnight deadlines can be a life-saver.
- As a working adult, it is much easier for me to take online courses.
- Since I work full time I think on line courses give me the freedom to complete my work when ever I can and for working adults like me this is the best way to earn a degree.
- Being a working adult, WebCT makes it very easy to keep up with both. It's much easier than classroom instruction.
- Convenience! Everything's stored on the computer which helps conserve paperwork.

- I like that I can work or get online when I have the time to do so. I think online classes are convenient and I will continue to take online classes throughout college.
- I like the freedom of being able to access the course on your own time. With work and family it is hard enough. On-line classes allow me to do my work at my own pace and schedule.
- I was able to keep my full time job and do class work at the same time. By not having to attend a scheduled class every week I had time for other things too. And I think I actually retained the material better because I am the only one teaching it to me. I put more effort into my studies because if I don't learn the material then I won't get the grade.
- I LOVE OCCC's online courses because they provide me with the opportunity to go to school full-time without the hassle of having to come to the campus for all of my classes. I am pregnant, so had it not been for online courses, I would not have been able to go to school full-time this semester. I would not have had the energy to attend all on-campus courses. Please continue to expand the variety of online courses offered. Thanks!
- I never have to leave the room just hope on my computer any where and check in to my class that is great like Tony the tiger says it smile
- The convenience of not having to commute to class or meet attendance requirements.
- That it gives more time for your tests and that you can log on whenever you have time. You don't feel like someone is just on you.
- It's self paced and you don't have to worry about homework because you have more time to do it. Less stressful.
- It was pretty convenient for me since I work out of town. I had to drop 2 classes because I couldn't get to the school in time for classes
- The benefits of not having to rush back and forth from home and school. It works so well with working adults that at the same time trying to run a household as well. Thanks

FACULTY (42 Comments)

- The teachers
- I liked my instructor
- I have enjoyed my professor.
- New instructor for World Geography class!!!
- Nice facility
- My instructor was very knowledgeable and patient.
- The helpfulness of the online teacher Kayla Fessler
- I really like Professor Jones, and how he is so understanding. I forgot to take a test, but he let me make it up. I really appreciate how he understands our time cramming, and how he is lenient. Working on online courses before starting college really helps to prepare me.
- Professor Ganick is the best professor ever.
- Professor Breeding always returned my e-mail.
- Randy Anderson is a great teacher for online classes!!
- My instructor came online every day, answered email fast--even on weekends--held live chats twice a week.
- My math lab program... it was the only tool that really helped me learn
- Also, most of the teachers are excellent and I feel I've learned a great deal from my online courses.
- The instructor is willing to work with you
- My professor always got back to me very fast about my questions
- The teachers were very good at teaching without students in a classroom.
- The easy access to getting an education and the wonderful support and timely correspondence with the professors
- Professor giving us a review for examinations, chat room-this is the only class out of 36 hours of online classes where I have got to use a chat room. I loved it.
- Results were usually immediate.

- On some of the quizzes I got immediate results, that's the thing I liked the most.
- Class structure was nice. The schedule was laid out and never changed, so I knew exactly when everything was due, which allowed me to work it into my busy schedule easily. The workload was average, and the instructor was very nice and helpful. My previous experience with an online course at OCCC, during the summer of 2006 was horrible. This class has been much better.
- I can turn in my assignments from my home, and am not bothered with the drive or the time it takes to go to the actual class. It is more of a "you have one week to do this" and then I figure out when I want to do it in that week not the teacher. Which is perfect for someone who works full time.
- The tests and how taking an online class puts you at a disadvantage because of the above stated problem.... Makes a decent grade hardly possible....
- I can e-mail my teacher and usually get a quick response.
- The quick responses of help via email.
- The fact that I could email in my assignments.
- Be able to see grades before I went to class.
- Flexible learning style
- I built a strong relationship with the other students and I didn't expect this. I never walked finished an in campus class where I felt this close to other students. We conversed and shared much more then in person during a class. We were able to give suggestions to each other by e-mail and that is much easier then face to face. Also you had a copy of what they suggested to refer back to. Asking the teacher questions in an online class is great. You can put clear n words you question and every question you have gets answered. Also building relations with other class members as we did you make friends for life. They help you and you give back to them to. I was really impressed with the way the class was set up. So easy to make sure you accomplished everything on time. Also just being able to close off everything while studying was great. Then having access to so much online made my grade much higher then it would of been. Like finding sources to use on a paper. I am not a great test taker never play a big part in this and alone at home taking the test online my nerves did not play against me. I simply learned allot more then I do in class. It is so relaxed. Also being able to pace yourself was wonderful and if I didn't get something I could go over it and over it till it sank in. Your school and teachers are doing an awesome job of setting up the online classes! Sorry just couldn't write one thing, I will enjoy all the online classes and look for more to take.
- Downloadable lectures.
- I had to drop my English class because it required more time from me than taken it on campus. I took this class not because it was easier, but more convenient. Professors should understand why students take online and not require work 3 days a week or more, that actually has to be done on three different days.
- I know it says "what one thing do you like", but I also love how I feel comfortable asking questions online. Much more than in the classroom.
- I like the discussion boards.
- It is very helpful to take course online. It makes things very organized and easy to study. The dead line calendar is great help to remind us of the due next assignment or exam. I liked the discussion room too. Overall I recommend online coursed at OCCC to my friends.
- That I can use the discussion board and streaming lectures instead of coming to campus to a classroom.
- I liked the chat room interaction. It made it not feel like I was all on my own. This was my first online class and I liked still feeling connected even though I was at home alone.
- I like it. It helps me out all. They need more class online.
- I liked everything about it other than some of the teacher's methods.
- I thought it was very effective....it taught me to read the book assignment at my own time and not have to totally rely on the class discussions

- I most liked the approach that the professor is using with the two books to compliment two different learning arenas. One is overview material for testing and one is thought provoking with information more in depth for papers. It is a fun way to learn.
- The atmosphere is very relaxing, because I think that people find it easier to be open and honest. The deadlines make it easy to get homework done and turned in on time, especially when deadlines are close together.

General Comments (19 Comments)

- I like everything so far.
- Great experience
- 8 week course
- I am able to receive college credit before I have graduated High School.
- I have been very satisfied with my online course experiences. I took two online courses last semester and one online course this semester and have actually enjoyed the experience.
- It allows me to take courses that I normally would not be able to take on campus.
- It gave me an opportunity to use my independent learning skills
- It is great online course.
- It is very convenient as well as useful per course.
- I take courses at several schools, trying to finish my degree. OCCC is BY FAR the best school for the working adult in the greater OKC area. They truly understand the challenges that face students that are trying to work, have families. They have seriously streamlined the "red tape" found at other universities and colleges.
- More than just one thing. Saves time. Good price. Easy to enroll. Easy to pay. Interesting materials. Good variety of classes. A good balance of the amount of work required. WebCT is easy to use. I like being able to take a class and not have to drive to OCCC, even for quizzes.
- That it was available
- That the course I needed at the time, was offered at a online course.
- Nothing about this particular course except that I still have an A average.
- It was more responsibility on my part.
- I do not really like them I have found that I am a much better classroom student.
- Will never take another online class again
- Sorry, that I don't like online course at all. I took it because I have to (some course don't even has a campus course available.) For me online courses make students work harder because students do mainly self-study.
- The fact that it was online. For students who think online courses are easier - nothing could be further from the truth. I believe that you have to be extremely motivated or else you will not succeed.

TESTING (9 Comments)

- I like that the tests are available online.
- I can do my work, quizzes, and tests when "I" am able to, and not at the convenience of the instructor (provided all work is fully online).
- I felt it was very convenient. The testing center on campus was very easy to use and was open multiple hours, which was nice.
- I didn't have to go to the school to take tests and quizzes.
- That's probably the best part about online learning here. I also like having the ability to complete my quizzes and tests online. The online learning environment provides an easier way to contact professors and I always receive a fast response when I need something. The prof's do a great job with that.
- Easy to take tests in the lab.

- I love it! Yes, it is more time consuming, yet more fulfilling also. I would take more if all the tests, in all courses, were offered online. I would have had to take off work once and possibly twice a week to take all the tests I have conveniently taken this semester, online.
- I was able to learn and get credits without leaving my house other than to go take tests.
- Scheduling my own exams

USE OF THE SYSTEM (10 Comments)

- The ease of use for the entire online system!
- The discussion boards
- It is fast and efficient.
- Easy access.
- Fairly easy to use.
- It was easy to access.
- Good directions. I received all the information to development my course.
- I like that the work can be done at anytime, and that it is easy to access.
- I like the fact that I can access my class no matter where I am, if only the navigation was a bit more user-friendly and visually appealing.
- Everything is very easy to find on the website.

Online Course Standards

- 1) All online course designers/faculty are required to meet with the Instructional Designer before developing or teaching an online course to discuss Best Practices in online course development and teaching.
- 2) All online courses are reviewed periodically by the Instructional Designer to ensure that they continue to meet guidelines established for online courses.
- 3) Before teaching an online course, faculty must also participate in an Introduction to Online Teaching workshop. These workshops are offered each semester.

Online Course Requirements

1. An online information web page (orientation) that students will access through the Online Learning website. A
2. An online syllabus that is available in web ready format and printable in its entirety. A
3. A course schedule that is independent from the syllabus and is accessible from several different areas of the course. A
4. A welcome page from the professor. A
5. A set of instructions, separate from the syllabus, on how to get started in the course. A
6. An introduction activity during the first week which allows students the opportunity to practice using the tools in the online course platform as well as initiate contact with the professor and other students. A
7. Learning Outcomes that are equivalent to those in a traditional course. L
8. Easily accessible links to the communication tools that will be used during the semester (email, discussion board, chat room). R
9. Interactive Learning Activities. I
10. Where appropriate, instructional design strategies, which present material in different formats to reach a wide variety of learners (for example, audio files and Power Point files) should have accompanying text files. Files in Adobe Acrobat (PDF) should also be available in an alternative format. W
11. A link on the College website for students to access their grades. A
12. A link on the College website for technical support. A

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