



# STUDENT SURVEY FINDINGS

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April 20, 2020

## TRIED & TRUE TIPS (STUDENT SURVEY QUESTIONS)

1. Including this session, how many courses have you taken online? *[Multiple choice]*  
a.) 1-5      b.) 6-10      c.) 11-20      d.) 21-30      e.) 31+
2. What was the most surprising or challenging thing about moving from traditional in-person classes to online learning? *[Short answer]*
3. What do you like about online learning? *[Short answer]*
4. What are the three most important tips you would have for a person new to online learning? *[Short answer]*
5. What tools, technologies, equipment and/or resources were helpful in your successful transition to online learning that you would recommend to a new online learner (e.g., headphones, organizational tools, sources for technical support, etc.)?



# SURVEY RESULTS





# RESULT COLLECTION

## 4,000 Respondents

In total, 4,000 students responded to the online survey during the week of March 30, 2020.

## Data Distillation

Four of the five questions were open ended. In order to distill answers into actionable results, answers were analyzed via natural language processing programs. These programs created categorized collections of similar keywords that provide insight into both student attitudes and recommendations, as well as an interesting look into differences in responses between more and less experienced online students.





## TOPLINE SUMMARY

### Unique Results –Experience Matters

More experienced online learners who had taken from 11 – 31+ courses were much more likely to cite specific solutions, challenges, tools than their less experienced colleagues, indicating that **as students increased in experience, they became more knowledgeable of success tools and techniques.** It also provides insight into which tools really demonstrate positive results for students.

### Specific Tool and Resources Make a Difference

Survey results not only point to common tools and resources that students find helpful, but the increase in positive responses for specific tools and resources indicate **that these are the most helpful.**

### Specific Success Techniques Work

Similarly, students cited common success techniques that they would recommend to new online learners. What makes these findings unique is that they were more likely to cite several specific strategies if they were more experienced online learners. The bottom line? **These strategies are proven to work.**

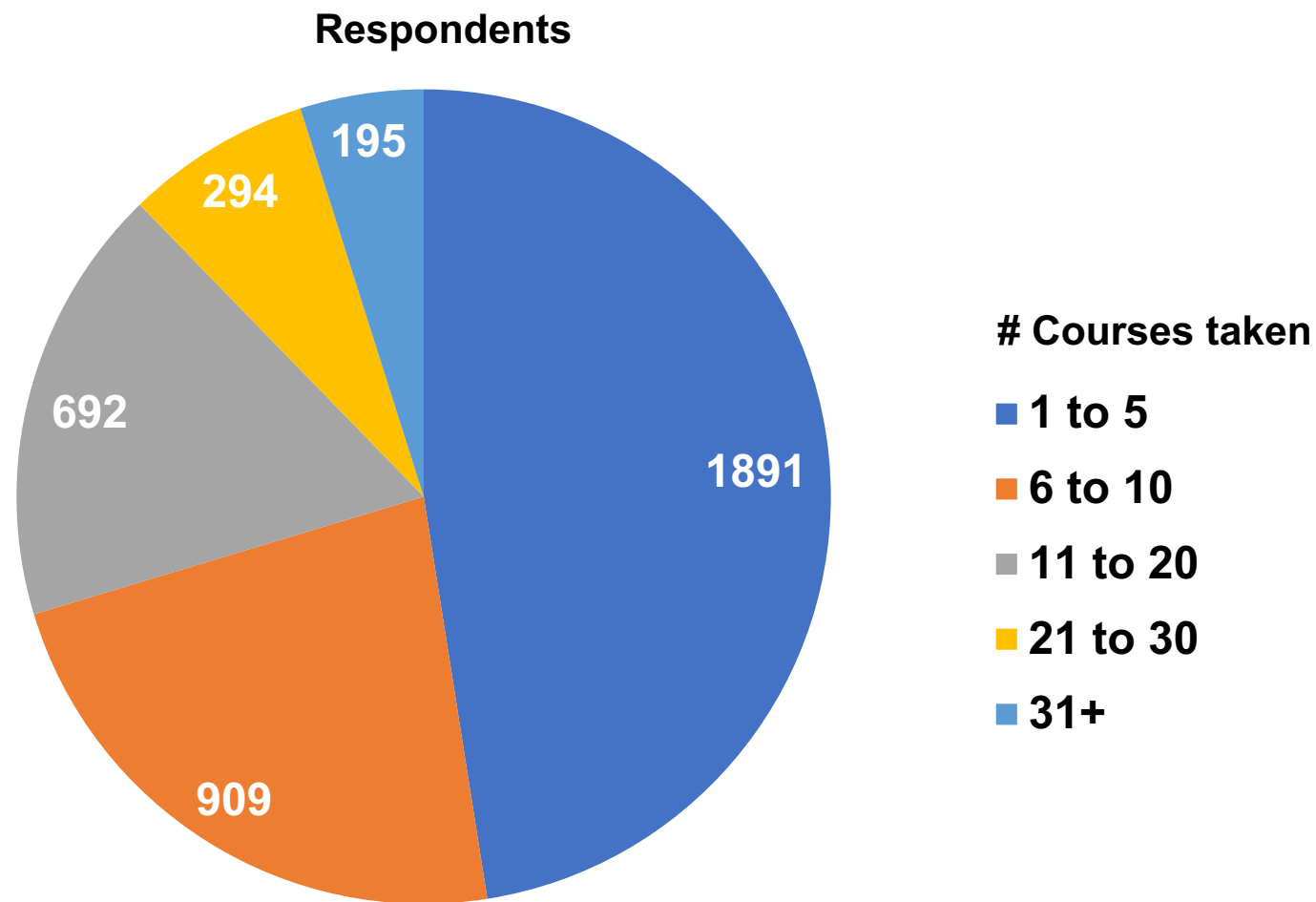


# QUESTION 1

**Including this session,  
how many courses have  
you taken online?**



# QUESTION 1 RESULTS | Audience Breakdown





“

**As a full time employee  
and a full time mom, online  
learning works around my  
hectic schedule.**

I would have had to wait until my  
youngest was old enough before  
thinking about getting my degree.

This way, I can log in when she  
goes to sleep and work on my  
schooling at my own pace.

”



## QUESTION 2

**What do you like about  
online learning?**



## QUESTION 2 RESULTS

Courses Taken	Group Size	Better Than On-Campus	Comfortable Workspace	Convenience	Flexibility	Homework	Pace	Instructors	Resources	Schedule	Work/Life Balance
1-5	1891	8.8%	2.6%	14.8%	26.6%	4.2%	15.4%	2.1%	1.4%	19.2%	29.1%
6-10	909	9.9%	2.2%	13.2%	28.5%	4.4%	12.1%	1.9%	1.8%	23.5%	34.2%
11-20	692	8.5%	2.6%	16.8%	32.4%	5.2%	14.5%	3.0%	1.4%	22.1%	34.2%
21-30	294	7.5%	0.7%	20.1%	29.6%	5.1%	15.6%	2.0%	1.4%	28.2%	33.0%
31+	195	11.8%	1.5%	15.9%	33.3%	4.6%	10.8%	2.6%	1.0%	28.2%	33.8%
ALL SURVEYS	3981	9.1%	2.3%	15.2%	28.6%	4.5%	14.3%	2.2%	1.5%	21.8%	31.7%





## QUESTION 2 OVERVIEW



## QUESTION 2 TAKEAWAYS

### Key Takeaway

- Experienced online students responded that **online learning was “better than on-campus,”** citing more positive evaluations of lifestyle convenience factors (flexibility, work/life balance, scheduling), faculty and resources.
- These factors are important during the current COVID-19 crisis in which **typical schedules, living arrangements, and other factors have been upended.**



## QUESTION 2 TAKEAWAYS | Online Learning Advantages

**31.7%**

**Work-Life Balance**

with a **4.71%** change between those who had taken 1-5 courses versus those who had taken 31+ courses

**28.6%**

**Flexibility**

with **6.73%** percentage change

**24.64%**

**Schedule**

This was the largest difference in opinion between **freshman** and **seniors** with **8.96%** change between the two groups

### Potential Takeaways:

The difference between the two group could reflect **changing priorities and life circumstances** between those who were new to online learning and those who were more experienced (and potentially older or with greater life responsibilities), making **the more experience students appreciated certain aspects of online education more.**

\*Note: Most answers experienced an average 2% change, making these freshman/senior differences very noteworthy





“

**Being a highly impatient person at times with a really high curiosity, I love setting my own pace in what I'm learning.**

There are some subjects I'm good at and some I'm not so good at. Regardless though, with e-learning, you can adjust at any pace you want and you will learn a great deal of material.

”



## QUESTION 3

**What was the most surprising or challenging thing about moving from traditional in-person to online learning?**



## QUESTION 3 RESULTS

Courses	Group Size	Communication	Staying Disciplined	Flexibility	Groups	Homework	Instructors	Resources	Schedule	Technology	Work/Life Balance
1 5	1891	10.9%	7.8%	5.2%	7.1%	5.2%	11.7%	5.4%	7.6%	4.7%	11.0%
6 10	907	11.0%	7.7%	6.1%	8.7%	3.6%	14.2%	7.1%	10.8%	4.4%	11.7%
11 20	692	12.9%	8.8%	4.3%	12.7%	4.0%	16.5%	6.2%	13.2%	3.8%	14.6%
21 30	294	11.2%	9.5%	6.8%	11.6%	3.7%	13.6%	5.1%	9.5%	2.7%	16.7%
31+	195	11.8%	8.7%	4.1%	12.3%	6.2%	14.9%	6.2%	16.4%	4.6%	13.8%
ALL SURVEYS	3979	11.3%	8.1%	5.3%	9.0%	4.6%	13.4%	5.9%	9.9%	4.3%	12.3%





## QUESTION 3 OVERVIEW



## QUESTION 3 TAKEAWAYS | Online Learning Challenges/Surprises

**9%**

**Groups**

5.17% change

**9.9%**

**Schedule**

8.8% change

**13.4%**

**Instructors**

3.18% change

**12.3%**

**Work/Life Balance**

2.85% change

**10.9%**

**Communication**

consistent across groups  
0.9% change



**“ The most surprising thing about moving to online learning is that it still gives me the face to face learning experience. ”**





## QUESTION 4

**What are the three most unique or creative tips you would have for a person new to online learning?**





## QUESTION 4 RESULTS

Courses	Group Size	Ask Questions	Be Disciplined	Communicate	Complete Assignments	Focus	Create A Good Workspace	Manage Your Schedule	Participate	Take Notes	Utilize Resources
1 5	1885	27.9%	8.9%	16.8%	25.7%	17.4%	12.7%	30.2%	15.2%	6.0%	16.5%
6 10	904	30.9%	10.4%	17.5%	25.2%	17.5%	12.5%	37.6%	16.9%	5.2%	20.5%
11 20	691	35.6%	12.2%	19.7%	34.3%	18.4%	13.7%	34.9%	20.7%	3.8%	17.7%
21 30	293	36.9%	11.6%	21.5%	34.1%	22.2%	13.7%	38.6%	21.8%	2.7%	15.7%
31+	194	34.5%	13.9%	22.2%	33.5%	19.1%	14.4%	43.8%	20.6%	2.6%	21.1%
ALL SURVEYS	3967	30.9%	10.2%	18.0%	28.1%	18.0%	13.0%	34.0%	17.3%	5.0%	17.8%





## QUESTION 4 TAKEAWAYS | Tips for Online Learning

**30%**

**Ask  
Questions**

**6.63%** change

**28.1%**

**Complete  
Assignments**

**8.8%** change

**34%**

**Manage Your  
Schedule**

**13.58%** change

\*Note: Most answers experienced an average **2% change**, making these **freshman/senior differences** very noteworthy



## QUESTION 5

**What tools, technologies, equipment and/or resources were helpful in your successful transition?**





# QUESTION 5 (1 of 2) RESULTS

Courses	Group Size	Books	Calendar	Desktop	Headphones	Headset	The Instructors	Internet	Laptop	Library	Microphone	Books
1 5	1888	1888	12.8%	2.7%	1.0%	28.3%	30.6%	3.3%	6.2%	25.2%	4.0%	5.8%
6 10	903	903	10.9%	3.4%	1.9%	26.9%	30.2%	3.3%	6.6%	24.6%	5.0%	6.9%
11 20	691	691	10.9%	2.5%	0.9%	23.2%	25.6%	3.3%	6.4%	27.1%	5.4%	9.8%
21 30	293	293	9.6%	3.1%	1.7%	22.9%	27.0%	4.1%	7.8%	26.6%	5.1%	11.9%
31+	193	193	11.9%	6.7%	3.6%	25.4%	31.6%	6.2%	10.9%	30.6%	4.1%	11.9%
ALL SURVEYS	3968	3968	11.7%	3.0%	1.4%	26.5%	29.4%	3.5%	6.7%	25.7%	4.5%	7.5%



# QUESTION 5 (2 of 2) RESULTS

Courses	Group Size	Monitor	Notebooks	Phone	Planner	Printer	Software	Tablet	Tech Support	Tutoring	Workspace
1 5	1888	2.0%	5.3%	33.6%	4.8%	1.5%	6.3%	1.5%	8.4%	6.6%	6.9%
6 10	903	3.4%	5.9%	32.8%	5.4%	1.7%	7.3%	1.8%	9.2%	9.7%	10.7%
11 20	691	4.3%	3.9%	29.7%	2.6%	1.2%	13.0%	2.5%	8.2%	9.1%	12.3%
21 30	293	6.8%	5.1%	28.3%	1.4%	3.1%	11.9%	1.7%	7.5%	5.5%	13.0%
31+	193	6.2%	3.6%	32.1%	4.7%	1.6%	15.0%	2.6%	8.3%	10.4%	16.1%
ALL SURVEYS	3968	3.3%	5.1%	32.3%	4.3%	1.6%	8.5%	1.8%	8.5%	7.9%	9.6%





## QUESTION 5 TAKEAWAYS | Online Learning Helpful Tools

**26.5%**

**Headphones**

**-2.90%** change

But overall very little  
variation across groups

**29.4%**

**Headset**

**1.04%** change

**25.7%**

**Laptop**

**5.14%** change

**32.3%**

**Phone**

**-1.46%** change

Note: This could reflect age  
differences and preferences of newer  
versus more experienced students

**Biggest Takeaways:**

**55.9%**

combined positive  
response rate

**Audio equipment**  
(either headphones  
or headsets) is the  
most important tool  
for online learning





## QUESTION 5 TAKEAWAYS | Greatest Variation from 1-5 Courses to 31+ Courses

**6.7%**

**Internet**

4.68% change

**7.5%**

**Microphone**

6.14% change

**3.3%**

**Monitor**

4.2% change

**3.0%**

**Calendar**

4.03% change

**8.5%**

**Software**

8.78% change

**9.6%**

**Workspace**

9.12% change

Note: this could reflect age difference or job/childcare scheduling considerations

Note: this could reflect higher level course requirements

Note: This could reflect age or income preferences and abilities to have a dedicated space



“ Get a good laptop and  
a comfortable pair of  
stereo headphones.

It definitely helps. ”

