STUDENT SURVEY FINDINGS

April 20, 2020

DeVry University
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
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

Respondents

# Courses taken
- 1 to 5
- 6 to 10
- 11 to 20
- 21 to 30
- 31+
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

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<thead>
<tr>
<th>Courses Taken</th>
<th>Group Size</th>
<th>Better Than On-Campus</th>
<th>Comfortable Workspace</th>
<th>Convenience</th>
<th>Flexibility</th>
<th>Homework</th>
<th>Pace</th>
<th>Instructors</th>
<th>Resources</th>
<th>Schedule</th>
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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

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<th>Group Size</th>
<th>Communication</th>
<th>Staying Disciplined</th>
<th>Flexibility</th>
<th>Groups</th>
<th>Homework</th>
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QUESTION 3 TAKEAWAYS | Online Learning Challenges/Surprises

- **Groups**: 9% change (5.17% change)  
  - **Schedule**: 9.9% change (8.8% change)  
  - **Instructors**: 13.4% change (3.18% change)  
  - **Work/Life Balance**: 12.3% change (2.85% change)  
  - **Communication**: 10.9% (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

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<th>Be Disciplined</th>
<th>Communicate</th>
<th>Complete Assignments</th>
<th>Focus</th>
<th>Create A Good Workspace</th>
<th>Manage Your Schedule</th>
<th>Participate</th>
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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

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<th>Calendar</th>
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## QUESTION 5 (2 of 2) RESULTS

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QUESTION 5
OVERVIEW
QUESTION 5 TAKEAWAYS | Online Learning Helpful Tools

Biggest Takeaways:

- **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

- **55.9%** combined positive response rate

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

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