



AGGREGATED RESULTS FROM DISTANCE EDUCATION COURSE EVALUATIONS

Fall 2014

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Introduction

The Crafton Hills College (CHC) Distance Education (DE) Committee utilizes an online course evaluation to measure student perception of and satisfaction with DE online and hybrid courses. Aggregated results are presented to the DE Committee, and disaggregated results are presented to individual instructors as appropriate. The purpose of this brief is to illustrate the aggregated results of the Distance Education Course Evaluations from Fall 2014 consisting of 201 responses from students enrolled in one or more online or hybrid courses.

Summary of Results

General:

- 99% of respondents agreed the instructor demonstrated knowledge of the subject matter.
- 95% of respondents would choose to take another online course.
- 91% of respondents would recommend their professor to another student, and 95% would recommend the specific course.
- 68% of respondents were female.
- 23% of respondents do not work, while 24% work at least 40 hours a week.
- 57% of respondents typically spent 4-6 hours each week on their course.
- 52% of respondents reported that video lectures should be an added component to their course.

Possible Implications

The Fall 2014 DE course evaluations demonstrate an overall strong satisfaction with Crafton Hills College's DE courses in spite of a fairly low overall response rate. Faculty could consider more student to student interaction based on the students response of group projects with many students answering as "not applicable". The students were also less likely to agree that their instructor allowed group interaction or assigned group projects.

Methodology

The DE Committee in collaboration with the Office of Institutional Effectiveness, Research and Planning (OIERP) prepared an online course evaluation. All students enrolled in a DE course at CHC in the Fall 2014 term were given access to the evaluations via an online link provided by their instructor. There were 27 instructors teaching 42 DE sections. One thousand thirty-four students enrolled in 42 DE sections.

The evaluation explored the following five themes:

- Course Components
- Instructional Approach
- Instructional Resources
- Student Satisfaction
- Student Demographics & Characteristics

Sample:

Referring to Table 1, “#” refers to the number of students in each DE section who responded to the survey, “N” refers to the Number of Grades on record (GOR), which is A, B, C, D, F, I, P, NP and W earned, and “%” refers to the response rate. For example, Professor Maloney-Hinds taught one section, HEALTH 102-70, which had 35 students and 15 total responses for a response rate of 43%.

Table 1: Number of responses and response rate by section and instructor.

Instructor & Section		#	N	%
Alblinger	COMMST 100-70	0	24	0.0%
	Total	0	24	0.0%
Boebinger				
	CHEM 123-71	1	22	4.5%
	CHEM 123-70	3	30	10.0%
	CHEM 102-70	2	10	20.0%
	Total	6	62	9.7%
Bray				
	AH 101-70	0	26	0.0%
	Total	0	26	0.0%
Brink				
	PSYCH 111-71	4	23	17.4%
	RELIG 101-70	6	18	33.3%
	PSYCH 111-70	4	21	19.0%
	Total	14	62	22.6%
Burke				
	MATH 095-70	0	18	0.0%
	Total	0	18	0.0%
Cervantez				
	PHIL 103-70	0	31	0.0%
	PHIL 101-70	0	29	0.0%
	Total	0	60	0.0%
Clarke				
	AH 101-71	0	25	0.0%
	Total	0	25	0.0%
DiPonio				
	ENGL 102-74	3	15	20.0%
	ENGL 102-72	3	11	27.3%
	ENGL 102-71	0	15	0.0%
	Total	6	41	14.6%
Downey				
	PSYCH 100-70	0	32	0.0%
	Total	0	32	0.0%

Table 1 continued....

Instructor & Section	#	N	%
Flynn			
ENGL 102-73	12	24	50.0%
Total	12	24	50.0%
Franko			
RELIG 135-70	0	16	0.0%
HIST 135-70	0	13	0.0%
Total	0	29	0/0%
Hansler			
ENGL 101-71	9	22	40.9%
ENGL 101-70	7	21	33.3%
Total	16	43	37.2%
Hendrickson			
CHC 062-41	0	16	0.0%
Total	0	16	0.0%
Keys			
HIST 100-70	8	32	25.0%
Total	8	32	25.0%
Ledoux			
HEALTH 263-71	0	34	0.0%
HEALTH 273-70	6	30	20.0%
Total	6	64	9.4%
Madrigal			
HIST 100-71	3	22	13.6%
HIST 101-70	6	25	24.0%
Total	9	47	19.1%
Maloney-Hinds			
HEALTH 102-70	15	35	42.9%
Total	15	35	42.9%
Mansourian			
ECON 200-70	1	32	3.1%
Total	1	32	3.1%
McConnell			
MUSIC 103-70	0	34	0.0%
Total	0	34	0.0%
McLaren			
CD 105-70	0	28	0.0%
Total	0	28	0.0%
Menzing			
HIST 101-71	8	24	33.3%
Total	8	24	33.3%

Table 1 Continued....

Mott				
ENGL 101-73	7	17	41.2%	
Total	7	17	41.2%	
Petrovic				
ART 102-70	7	19	36.8%	
Total	7	19	36.8%	
Piluso				
ENGL 101-72	9	20	45.0%	
ENGL 102-70	10	18	55.6%	
Total	19	38	50.0%	
Pritchard				
SOC 105-70	18	34	52.9%	
SOC 100-71	21	29	72.4%	
SOC 100-70	17	33	51.5%	
Total	56	96	58.3%	
Stupin				
MUSIC 120-70	1	23	4.3%	
Total	1	23	4.3%	
Yau				
CIS 101-71	6	26	23.1%	
CIS 101-70	3	24	12.5%	
CHC 062-70	1	33	3.0%	
Total	10	83	12.0%	
TOTAL	201	1034	19.4%	

- a. N equals the number of students with a grade on record (GOR), which is A, B, C, D, F, I, P, NP, and W.

Demographics

Table 2 illustrates respondents' age, gender, and ethnicity. Fifty-eight percent of respondents were 18-24 years old, 68% of respondents were female, 42% were Caucasian, and 26% were Hispanic.

Table 2: Respondent's age and gender

Demographic Categorization	N	%
My age is in the following range:		
18 - 24	115	58.1%
25 - 30	47	23.7%
31 - 35	12	6.1%
36 - 40	4	2.0%
41 and above	20	10.1%
Total	193	100.0%
My gender is:		
Female	134	68.0%
Male	63	32.0%
Total	197	100.0%
Race/Ethnicity:		
African American	8	4.1%
American Indian	2	1.0%
Asian	9	4.7%
Caucasian	81	42.0%
Hispanic	51	26.4%
Multi-racial	13	6.7%
Pacific Islander	2	1.0%
Other	27	14.0%
Total	193	100.0%

Table 3 analyzes the respondents' age and gender in relation to each other to provide a better profile of the respondents. For example, 38% of the respondents were female between 18 and 24 years of age.

Table 3: Crosstabulation of respondent's age and gender

		My gender is:			
		Female		Male	
		N	%	N	%
My age is in the following range:	18 - 24	74	37.8%	40	20.4%
	25 - 30	30	15.3%	17	8.7%
	31 - 35	8	4.1%	3	1.5%
	36 - 40	2	1.0%	2	1.0%
	41 and above	19	9.7%	1	0.5%
	Total	133	67.9%	63	32.1%

When examining ethnicity, findings could not be drawn from the multiple categories due to a low number of responses. Low-response categories were combined into the “Other” category allowing for the isolation of the two larger response categories, Caucasian and Hispanic. Results of the new isolated categories are illustrated in Table 4. A large plurality of respondents identified as Caucasian (40%) and 25% identified themselves as Hispanic.

Table 4: Respondents' race/ethnicity

Race/Ethnicity	N	%
Caucasian	81	42.0%
Hispanic	51	25.4%
Other	69	34.3%
TOTAL	201	100.0%

Table 5 illustrates various employment and instructional characteristics of respondents. Twenty-three percent of respondents reported not working any hours while a majority (24%) worked 40 or more hours per week. Fifty-six percent enrolled in 1-3 courses in the Fall 2014 term, and 33% reported that this was their first online course. Additionally, 57% percent of respondents devoted 4-6 hours each week to their online course.

Table 5: Employment & instructional characteristics of respondents

Statement/Question	N	%
I currently work:		
0 hours per week	44	23.0%
1 - 10 hours per week	14	7.3%
11 - 20 hours per week	23	12.0%
21 - 30 hours per week	37	19.4%
31 - 40 hours per week	28	14.7%
40 or more hours per week	45	23.6%
Total	191	100.0%
This semester I took:		
1 - 3 classes	109	55.9%
4 - 6 classes	83	42.6%
7 - 9 classes	3	1.5%
Total	195	100.0%
Throughout my entire time at Crafton Hills College, I have taken:		
1 online class	64	33.2%
2 online classes	44	22.8%
3 online classes	39	20.2%
4 online classes	23	11.9%
5 or more online classes	23	11.9%
Total	193	100.0%
How much time did you typically devote each week to this course?		
1 - 3 hours	35	17.9%
4 - 6 hours	111	56.6%
7 - 9 hours	32	16.3%
10 or more hours	18	9.2%
Total	196	100.0%

Findings

Tables 6 through 9 illustrate the aggregated responses to the first four themes of the evaluation.

Table 6 illustrates respondents' perceptions about various course components. Over 91% of respondents either agreed or strongly agreed with all of the statements. As an illustration, 99% agreed or strongly agreed that the instructor posted the syllabus in a timely manner and 99% agreed or strongly agreed that the instructor demonstrated knowledge of course subject matter. On the other hand, respondents were least likely to agree or strongly agree with the following: "The instructor used explanations that were clear and understandable" and "The instructor inspired interest/excitement in the subject matter."

Table 6: Course components and instructional procedures

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	N	%	N	%	N	%	N	%	
The instructor posted a syllabus for this course in a timely manner.	183	91.0%	17	8.5%	0	0.0%	1	0.5%	201
The instructor demonstrated knowledge of course subject matter.	169	86.2%	25	12.8%	0	0.0%	2	1.0%	201
The instructor gave assignments and exams that were related to the learning objectives of this course.	172	85.6%	25	12.4%	3	1.5%	1	0.5%	201
The instructor allowed sufficient time for assignments to be completed.	169	84.1%	27	13.4%	1	0.5%	4	2.0%	201
The method of grading for this course was clearly stated in the syllabus with an outline of assignments.	166	82.6%	30	14.9%	3	1.5%	2	1.0%	201
The syllabus accurately described what was involved in the course.	165	82.1%	31	15.4%	5	2.5%	0	0.0%	201
All course materials were posted in a timely manner.	163	81.1%	33	16.4%	3	1.5%	2	1.0%	201
The instructor organized the schedule effectively to promote learning.	160	79.6%	32	15.9%	5	2.5%	4	2.0%	201
The instructor used explanations that were clear and understandable.	150	75.8%	31	15.7%	12	6.1%	5	2.5%	198
The instructor inspired interest/excitement in the subject matter.	147	75.0%	37	18.9%	8	4.1%	4	2.0%	196

Table 7 illustrates respondents' perceptions about various instructional components. Over 93% of respondents either agreed or strongly agreed with all statements. The statements are sorted from the most number of positive responses to the least number of positive responses, and "not applicable" responses have been excluded. As an illustration, 98% of students either agreed or strongly agreed that the instructor provided opportunities for student input/class discussion and was open to other people's viewpoints and the instructor treated students in an unbiased manner. On the other hand, respondents were least likely to agree or strongly agree with the following: "The instructor returned test and assignment grades/evaluations in a reasonable length of time." and "The instructor allowed group interaction or assigned group projects."

Table 7: Instructional approaches and techniques

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	N	%	N	%	N	%	N	%	
The instructor provided opportunities for student input/class discussion and was open to other people's viewpoints.	170	85.9%	25	12.6%	2	1.0%	1	0.5%	198
The instructor treated students in an unbiased manner.	161	84.3%	27	14.1%	0	0.0%	1	0.6%	191
The instructor was sensitive to gender and multi-cultural concerns.	145	82.9%	25	14.3%	4	2.3%	0	0.0%	175
The instructor responded to student communication within the guidelines described in the course syllabus.	164	82.4%	30	15.1%	3	1.5%	2	1.0%	199
The instructor was available to help students and made it clear how to contact him/her outside of class.	163	81.9%	30	15.1%	4	2.0%	2	1.0%	199
The instructor's system of grading was fair.	162	81.0%	29	14.5%	4	2.0%	5	2.5%	200
The instructor made an effort to help students succeed in the course.	161	80.1%	31	15.6%	3	1.5%	4	2.0%	199
The instructor applied course material to the real world.	155	78.7%	37	18.8%	2	1.0%	3	1.5%	197
The exams were fair and understandable	153	78.1%	36	18.4%	4	2.0%	3	1.5%	196
The instructor returned test and assignment grades/evaluations in a reasonable length of time.	155	77.9%	31	15.6%	6	3.0%	7	3.5%	199
The instructor allowed group interaction or assigned group projects.	146	77.7%	36	19.1%	2	1.0%	2	1.1%	188

Table 8 illustrates respondents' perceptions about the usefulness of various instructional resources. The statements are sorted from the highest percentage of positive responses to the lowest percentage of positive responses. Notably, a large number of responses for group projects was "not applicable" (43%), which was excluded from the table.

Table 8: Usefulness of instructional resources

Type of Resource	Very Useful		Adequately Useful		Not Useful		Total
	N	%	N	%	N	%	
Internet Resources	161	83.4%	27	14.0%	5	2.6%	193
Online Gradebook	159	81.5%	29	14.9%	7	3.6%	195
Quizzes and exams	152	80.0%	31	16.3%	7	3.7%	190
Discussion Boards	157	79.3%	26	13.1%	15	7.6%	198
Instructor-generated content (e.g. PowerPoints, videos, podcasts, etc.)	145	78.0%	35	18.8%	6	3.2%	186
Required assignments	153	77.3%	40	20.2%	5	2.5%	198
Online lectures given by the instructor	126	74.6%	38	22.5%	5	3.0%	169
Textbook(s)/Workbooks(s) used in this course	143	71.5%	46	33.0%	11	5.5%	200
Group Projects	75	65.2%	29	25.2%	11	9.6%	115

Table 9 illustrates respondents' general satisfaction with various aspects of the course. Over 80% of respondents either agreed or strongly agreed with all statements. The statements are sorted from the most number of positive responses to the least number of positive responses, and not "applicable responses" have been excluded. 95% of students either agreed or strongly agreed with the statement, "I would choose to take another online course." Eighty-one percent of students were less likely to agree or strongly agree with the statement, "I communicated at least as much with other students in this online course as I would in a face-to-face course."

Table 9: Course Satisfaction

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	N	%	N	%	N	%	N	%	
I would choose to take another online course.	168	86.2%	18	9.2%	5	2.6%	4	2.1%	195
I would recommend the online course experience to another student.	161	82.6%	23	11.8%	4	2.1%	7	3.6%	195
I found that I learned at least as much in this online course as I probably would in a face-to-face course.	151	77.4%	30	15.4%	9	4.6%	5	2.6%	195
This course was more convenient to take than at traditional face-to-face course.	151	77.4%	26	13.3%	12	6.2%	6	3.1%	195
Without the availability of this course via Internet, I would not have been able to enroll in this course/program.	142	74.0%	27	14.1%	18	9.4%	5	2.6%	192
I had to work at least as hard in this course as I would have in a traditional face-to-face course.	142	73.2%	40	20.6%	11	5.7%	1	0.5%	194
I communicated at least as much with other students in this online course as I would in a face-to-face course.	117	60.3%	40	20.6%	27	13.9%	10	5.2%	194

Table 10 illustrates whether respondents would recommend the instructor and, separately, the course to another student. Ninety-one percent of respondents would recommend their instructor to another student, and 95% would recommend their course.

Table 10: Recommendation of instructor and course

Question		N	%
Would you recommend this instructor to another student?	Yes	184	91.5%
	No	17	8.5%
	Total	201	100.0%
Would you recommend this course to another student?	Yes	191	95.0%
	No	10	5.0%
	Total	201	100.0%

Table 11 illustrates additional instructional resources requested by respondents. The only response to garner majority support was video lectures, which was identified by 52% of respondents.

Table 11: Additional requested instructional resources

Type of Resource	N	%
Video lectures	82	51.6%
Website links related to course content	77	48.4%
Chat Rooms	76	47.8%
Videos on related course content from a variety of sources	74	46.5%
Instructor podcasts	60	37.7%
Instructional videos on how to use Blackboard	39	24.5%

Finally, 97 respondents (48%) provided additional comments in the four following themes: generally favorable of the instructor, favorable of the class or online structure, and general course or instructional difficulties. Respondents were most likely to provide praise about their instructor and course. Respondents discussed specific general course or instructional difficulties.

Generally favorable of instructor (n=58):

- Absolutely brilliant instructor and course material! By far the best class I've taken so far.
- Amazing teacher.
- [Name] is such a wonderful teacher! She seriously made [course] a fun learning experience. Because of her I would take another online course again and recommend another student to take her. She also gave enough time for exams.
- [Name] is a great teacher. I would take her online course again and would recommend her to another student.
- [Name] was a great teacher, even though the limitations of the online course. She was very helpful and would respond to any questions I had the same day. Also I like how she used the discussion board to communicate with students outside of class and also helped to see how others felt on different subjects. I have recommended her tons of times while I've taken this course. She was my first online teacher, and now have scheduled to take 3 online classes for the Spring 2015 semester. Hopefully those teachers will be nearly as helpful as this class was.
- Best teacher I have ever had. [Name] has a young stance on old and tired subjects. I love this course and actually enjoyed this course.
- [Name] was very accessible and encouraged his students to ask questions and meet with him in person if needed. The drills and games for each unit were very helpful in understanding the material taught.
- [Name] is an excellent college professor for any student. She explains clearly every detail of her

assignments. [Name] recommended books for logic and critical thinking helped me to organize my ideas more clearly and write a better essay. This was a challenging class but [Name] professionalism and knowledge helped me to overcome my fears of writing. [Name] must continue to teach English at Crafton Hills College and maybe she should also teach at San Bernardino Valley College (SBVC needs more professor like her for students who struggle in writing Thank you Professor [Name] for your help.

- Excellent professor!!!!
- Good teacher just never gave us grades or feedback. I never knew where I stood in this class and I still don't. I hear great things about her but I don't think she had adequate time to put into being an online teacher as well.
- Great instructor, great class!!!!
- Great professor! He cares about his students and loves being a professor. I would recommend this class to anyone because I learned so much in this class and my writing skills have improved because of him. This is one of my favorite classes I have taken at Crafton.
- I feel my instructor was very professional and understanding at the same time. I'm grateful online courses are available.
- I greatly appreciate the help this instructor gave me, and I am happy she graded my assignments very quickly!
- I have taken many online courses because of its convenience. This instructor was very helpful, and I have learned many new things that I can apply to my future. I would recommend this instructor to anyone! Great teacher!
- I learned a lot in this course that sparked my interest for the subject. The instructor was informative and always let you know how to contact them.
- I thoroughly enjoyed [Name] online class despite the fact that English is not one of my favorite subjects. [Name] inspired me to read Shakespeare and learn about our great philosophers and their writing. After taking his class I now feel more confident when writing essays in proper format and content. I highly recommend [Name] for a teacher.
- I would absolutely recommend [Name] as an instructor to another student. In fact, I already have. He, and his class, were inspiring and motivational. I didn't drone through in order to finish the course. I pushed myself beyond my own limitations to do the best work possible. His lectures are phenomenal. I have taken a healthy handful of online courses before, but his was structured in a far superior manner. [Name] use of "Chat Caves" was essential. Honestly, I feel like this weekly interaction would be beneficial in any online class. It allows for not only communication and discussion with your fellow classmates, but offers the opportunity to ask questions, seek guidance, and truly grasp the material being covered for the week. Honestly, this has been one of my best class experiences at Crafton.
- I would recommend this instructor to other students because she was patient and understanding with how I took in the material. She really cares about the students' ability to do their work well without shaming them or pushing them through discipline. She was very professional and all of her assignments correlated nicely with each other. All of the course work really helped us have a better understanding of what it is that we were supposed to be doing for our final. She was also very prompt to answer my emails and record our grades for us to see.
- Instructor is really great. Understanding and fair, as well as attempted to respond in a timely manner to questions of concerns.
- Instructor was very kind and very respectful of other people's viewpoints and opinions. She gave a lot of insight and feedback on assignments that were very helpful. I have already recommended this online course and online instructor to a few of my peers.
- [Name] was a very patient and understanding teacher. He was very thorough in his instructions and what he wanted out of his students for this class.
- [Name] is an amazing teacher who is very knowledgeable of the subject matter involved with the course. He made the class very intriguing and his Chat Caves which were real time student and teacher interactions via a chat room were very helpful and made the online experience more personal and interesting.

- [Name] was a great teacher and made [class] fun and interesting. She followed her syllabus and I learned a lot in her class. She responded to email quickly and I liked very much because some teachers don't reply right away and take days sometimes weeks to reply and if the student had problems turning in an assignment he will have to wait days and weeks to finally be able to hear from his/her teacher and find out if he/she will have another chance to turn in their assignment. Also, I really liked the discussion topics [Name] gave. They were interesting and fun to talk about and students were very engaged replying to each other and answering their fellow classmate's questions. If you had any questions you would contact [Name] and she would reply to you quickly. She was very kind and nice to her students and really interacted with her students. For example, there was one discussion board topic we had and I answered on of my classmate's questions kindly, understanding and with a lot of detail, and [Name] was very kind to email me and compliment me on my answer. She said I was a good writer and it encouraged me to continue doing my best and be kind to my classmates. She really enjoyed reading our discussion boards and told us we were doing a great job. We, as students, need that from our teacher because it lets us know we are doing good.
- My instructor was beyond amazing! She was very helpful and always communicated with the whole class. I will most definitely recommend her to another student. I never thought I would learn so much by taking an online class, yet she made it so comfortable and helpful that I was motivated to log on every day and learn something new! Overall one of the best instructors I have ever had!
- Overall a really good teacher! I learned a lot this semester!
- [Name] is one of the best English teachers I've taken. Would've took him again for [course] but wasn't available.
- Professor [Name] always made herself available and was easy to communicate with. Some of the instructions for online peer critiques and quizzes were a bit confusing at times. Otherwise, the course was easy to follow and understand. I enjoyed her teaching style very much.
- Professor [Name] provided a challenging forum in which to sharpen my written English communication skills. Her assignments and the discussion board topics she assigned caused me to rethink my positions on a number of issues. The final assignment caused me to realize how weak my stance is on an issue I thought I had firmly decided on. Now I find myself mulling it over (almost in a wishy-washy way). The issue seems to need a middle ground where one doesn't seem to exist. I wish I could take a more advanced English class with [Name] so I could hammer it out with her feedback guiding my thinking.
- Professor [Name] has done a wonderful job with this class. I would definitely recommend this course to fellow students.
- Professor [Name], it was a pleasure taking your course. I thoroughly enjoyed the experience of taking it online. You offered honest helpful feedback on my assignments. You were easy to communicate with and responded in a reasonable amount of time. Thank you again for considering to use my Essay 3 for future classes as an example. Thank you and happy holidays.
- Professor [Name] is a fantastic instructor. I never felt overwhelmed during her course and she provided sufficient information for the course subject.
- Professor [Name] was AN EXCELLENT INSTRUCTOR!!!! The course was brilliantly executed! He touched base on all things mentioned in the survey and because of him, I would definitely want to consider taking another online class and hope it is just as enjoyable. There was a lot of interaction with the professor and class and he explained everything in extreme detail! It was so vivid it felt like actually being in a classroom. He has taken online classes to the next level.
- Professor [Name] was the best professor I have taken while attending Crafton Hills College. He has a way of making everything he does so interesting. I was pulled into this course from day one. His syllabus was 17 pages long and very enjoyable to read. I have learned so much from Professor [Name]. He was very interactive with the whole class, through his chat caves, emails, and lectures. The essays' were very challenging. However, he guided us through them. I would recommend this class to anyone that is looking to really expand their mind.
- Professor [Name] is very organized and everything was laid out before we even began the class. I loved that everything was organized and easy to access. The assignments were basically in the same format, so it was easy to figure out what I needed to do for the week. She gives very useful feedback, and it was nice to know

that she was actually reading and responding to the work that we were turning in. I'm really happy with the set up and greatly enjoyed the course overall.

- Professor [Name] was a wonderful instructor who is very passionate about art. She was always willing to respond to a question/concern about something someone wasn't sure about and gave good constructive criticism. And there was no question about guidelines/what was expected. Good class and professor! I would recommend to other students.
- Professor was very educated on material and very helpful in aiding the student towards the earned grade.
- Professor [Name] is very knowledgeable and made the learning environment as if we were in class. I would definitely recommend this instructor for future mentoring and learning.
- Second time I've taken a class with [Name]. Great instructor.
- SERIOUSLY AWESOME TEACHER! I participated in her [course] classes and she always puts you in a great mood!
- She is an amazing teacher. Very helpful. I'm proud to say I learned so many things in this course.
- She is a completely awesome teacher. I really liked the fact that she would give me feedback on every assignment. Great professor, would take again.
- She was quite efficient and structured. No surprises which allowed for ample planning.
- Thank you Professor [Name] for your support during my semester.
- Thanks for the great help.
- The instructor is very courteous and timely. She is extremely intelligent and knows what she teaches. The work for the class is laid out in full before deadlines. However, the midterm was very confusing and awkward. I must have spent half the time figuring out the virtual MO program rather than answering the questions. And there was little room for error. Unlike a blue pad test. I would say her one and only fault is that she presents too much information all at once. Swarming with the information to be honest and the use of multiple websites for assignments was confusing.
- The instructor was very positive and motivating. Answered all questions and provided very detailed feedback on all assignments. I would highly recommend [Name] to another student.
- The professor was amazing!! I would take this class over again or a different course from this professor!
- The teacher makes it so much fun and interactive. It wasn't just lectures but she actually used videos, resources, and games about the subjects. The games made me remember and learn so much. Then we would write about what we have learned. Great teacher!
- The teacher was always very willing to help and quick to respond to emails asking for help, which is what I appreciated the most about this class. Also the system of grading was very clearly set out.
- [Name] is one of the best instructors that I've had at Crafton. I would recommend her and any class she teaches to any student.
- The instructor was amazing, every time I emailed her she would write back so quickly and answered all of my questions. I learned a lot more in this course than I would if I sat in a class simply because I could read the chapter when my mind was ready and not forced on a set time.
- This is one of my favorite professors, she cares about her students, and I learned many things in this class. I miss this online class because she made this class interesting!
- This is one of the first class I have taken since 1994, a little hesitant to take on an online course, but I am glad I did. [Name], was fantastic, if I emailed she responded very quickly, she also took the time to comment on almost every one of my assignments.
- Wonderful teacher!
- If it wasn't for his enthusiasm in class there would have been no way that I would have been able to stay awake for this night course. He is a really funny teacher.
- I would recommend this course only by this professor!!! [Name] has been the best online instructor I have ever had and to be honest he has been the best professor I have had at Crafton, period! He made me feel like my work mattered and that I was actually learning and valuable to the class. His feedback was honest and helpful and he tried very hard to help me as much as possible! Please do not have him stop teaching!

Favorable of class or online structure (n=29):

- All of my online classes have been wonderful!
- Although this class probably required the most homework out of all my other classes I never really saw it as a burden. 1 week to complete an assignment is definitely do-able. And not to mention the textbook was FREE!
- Amazing class, loved it.
- At first I didn't think that I was going to like the class, but after a couple of weeks I started really enjoying the class and the assignments.
- Best class I've taken so far. I liked the way the course was taught.
- Class was very enjoyable. Teacher made sure the material was presented in an interactive and enjoyable way.
- Class was very informative and instructor provided great information regarding this class.
- [Course] was interesting. It adequately blended convenience of modern technology and traditional classroom experience.
- Enjoyed working in course and was enlightened greatly of the material within it.
- Fantastic course!! Loved it!!
- First time enrolling in an online course, I really enjoyed it and through the teacher was great and gave the right amount of work.
- Most fun class I have taken so far!
- Great class and great instructor!
- I actually prefer online classes and the way the work out, it fits my schedule with ease. The work given is understandable and can be completed with time and efficiency. I would hope to enroll in another one, and I plan on doing so. My professor for this online course was a good one, a lot better than my last online class professor and possibly hope to have her for another online course.
- I really enjoyed being able to participate in the community dinners and I really liked this class.
- I really enjoyed taking this course, the information I learned was helpful and I also learned many things about health that I was never aware of before. I loved my instructor, she made sure we learned yet made the course fun. I have no complaints and I would gladly recommend this course and this instructor in the future!
- I really enjoyed this class. I would highly recommend this class to any first time online students. I really liked [Name]. She was always on top of things, always clear, and quick to grading. I always enjoyed reading her feedback on my work. Overall this is a great class.
- I thoroughly enjoyed this class and its offering online enable me to continue to work and dedicate time to community services.
- I truly enjoyed taking this class.
- I truly enjoyed this online class and since it was only my second online course I registered for, I realized these online classes are perfect for me.
- The time I spent on this online class it was very fun and a successful time spent to learn from [Name]. Absolutely an amazing teacher he really knows what he's talking about I would definitely think every student that needs to take [course] I recommend [Name].
- This class prepared me for just about any thought provoking paper I need to write or how to fish for ideas. I will always look back at [Name] class for ideas on papers and life in general. Amazing class.
- This course was a great learning experience for me. My first class is in over 15 years and [Name] helped me understand many different viewpoints towards online education. He was very helpful and communicated with the class in a professional and timely manner. The class was difficult to me because of my work schedule and family activities, although [Name] did help me to become a better writer. Oh, how can I forget, we also read an interesting book that helped me view the world of economics in a different way. Thank you, [Name], for your time and knowledge in my course.

- This course was very well put together. It helped me interact more with my fellow students than any other class I've taken face-to-face or online. I would gladly recommend this course and any online courses to other students.
- This has been a great online course! I would recommend it to anyone else interested in this class. I would definitely take another course by [Name]!
- This was a great class for me that helped me develop my critical thinking and writing skills. I really like this instructor, she made the material very interesting and was very helpful along the way. I have already recommended her and this course to fellow students.
- This was a very informative course. The flow of course was great. The professor was very inspiring to lead a healthier life style. The flexibility of the online courses allows me to attend college and be a full-time employee, mother, and wife.
- This was my first online class, so it took a little getting used to. But overall it was a good experience.
- I actually read the textbook unlike I would in a classroom.

General course or instructional difficulties (n=11):

- The only problem I had was the exams; I feel she did not give us (or should I say me?) enough time to complete the assignment. I have always been a slow test taker, and I would expect her to give us more time on exams that required to do math without deducting points for going over time.
- My only negative comment is that the weekly chat caves were sometimes too much. I think having them maybe every other week for credit would be sufficient.
- I did not appreciate this teacher using a lot of curse words in class and bashing other religions, such as Islam. I would not recommend this teacher to anyone.
- I had great difficulty getting in contact with her. I had problems with an online test and emailed but never got a response. The online grade book only reflect our online tests/quizzes and she only emailed us on certain grades throughout the course. At the end of the semester I had absolutely no idea what my grade was in the class. However, she is very kind when she does email back and she is very encouraging.
- I was not happy with the way this class was set up. He assigned homework that we never got graded for. I emailed him as well as other students to see when we would be graded for the assignments and still to this day, nothing. I am very worried to see what I am going to get in this class because no matter how hard I tried, I still would not be able to pass the quizzes and exams. This professor never has lectures for us to go over. He only posted two PowerPoints for two different chapters and that was it for the whole course. We basically had to learn the best we could on our own to do our best in this class. He definitely does not show that he cares about his students. I would not recommend this class to anyone and if I don't pass this class, I will retake the class on campus with a different instructor.
- [Name] was one of the worst professors I've had. Directions were often posted with contradicting requirements and each time I brought it to her attention she would inform me of which one was correct and never address the rest of the class, leaving half the class doing it one way, half the other. She never responded to emails in a timely matter. She made very little contact with the class. Posted assignments without telling the class it was there so few students completed them. She gave perfect scores to late papers and failed others with no clear grading scale. Drafts were reviewed by online peers and that is the only feedback we could get before final submission so you hope your peers are at your level to actually help you, which the majority were not and barely spoke English. Very unreliable feedback and structural assistance. She was a very invisible "teacher".

- The only problem with this class was blackboard. It was buggy all semester, but the professor was fair in working around those issues. I am interest in this topic, and the professors chosen themes, so I may be a little biased in this survey.
- The teacher does not give enough feedback to where you can actually learn from. I would always get yes or no answers, and I always felt like I was bugging her with her responses.
- The teacher does not keep up on this, takes while for him to respond to emails when website is down.
- This is the first online course that I have taken. Though I prefer on campus courses, an online course may be suitable to students that are well organized and self-motivated. I forgot I was even in the class a couple of times in the beginning. I do not intend to take an online class in the future, but now that I have gotten the hang of the style of education I would also not be afraid to take one, if I had to. Something is definitely lost in the online course. I have had this instructor on campus before, and he is amazing. The online format just doesn't work for me. I like to have a more personal and social experience. I do still think that this format could be very useful for students that cannot schedule the on campus version of the class, or for those students that do not care as much about the interaction between student and instructor that cannot be replicated in an online format.
- Sometimes guidelines are not stated until the mistake has already been made and points have been lost.

Any questions regarding this report can be directed to the Office of Institutional Effectiveness, Research, and Planning at (909) 389-3331 or you may send an email to cgundersen@craftonhills.edu: