



# UNDERSTANDING STUDENT EXPERIENCES IN ONLINE COURSES

Quantitative Analysis  
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Prepared For:

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## Questionnaire

### Demographic

**Q1:** Ethnicity?

**Q2:** Gender?

**Q3:** What is your age?

**Q4:** What year are you in school?

**Q5:** How many fully online courses have you taken?

**Q6:** When did you take your most recent online course?

### Course Introduction/Course Overview

**Q7.1:** It was easy to get started and find information in the course.

**Q7.2:** I understood the purpose of course resources.

**Q7.3:** I understood what behavior was expected of me in the online classroom.

**Q7.4:** The course introduction made me aware of the course and institutional policies.

**Q7.5:** It was clear what technologies I needed to complete the course and how to obtain these.

**Q7.6:** The course content clearly stated the prerequisites and required competency that I would need in order to complete the course successfully.

**Q7.7:** The content clearly stated the technical skills that I needed in order to complete the course successfully.

**Q7.8:** The instructor introduction was appropriate.

**Q7.9:** I was prompted to introduce myself to my classmates at the beginning of the course.

**Course Learning Objectives**

**Q8.1:** The learning objectives for the course clearly stated what I would do during the course.

**Q8.2:** I understood what the learning objectives/purpose was for all of the modules in the course.

**Q8.3:** The activities during the course helped me reach the learning objectives for each module and for the course.

**Q8.4:** The objectives of the course were appropriate for my level.

**Assessments, Feedback, & Grading**

**Q9.1:** The assessments during the course accurately measured my progress towards the learning objectives.

**Q9.2:** The course grading policy was clear and easy to access.

**Q9.3:** The course documentation clearly described course grading/feedback system.

**Q9.4:** There were a variety of types of assessment throughout the course (papers, exams, projects, etc.).

**Q9.5:** Up-to-date grades were available throughout the course.

**Course Resources & Materials**

**Q10.1:** The resources in the course provided appropriate information to help me reach the learning objectives.

**Q10.2:** The materials were relevant to the activities and assessments in the course.

**Q10.3:** The instructor cited all of the resources that they included in the course.

**Q10.4:** The materials in the course were up-to-date and relevant.

**Q10.5:** There were a variety of materials and resources included in the course.

**Q10.6:** It was easy to tell the difference between required and optional information.

**Course Activities, Instructors Presence and Communication, & Interaction with Others**

**Q11.1:** The activities in the course helped me reach the learning objectives.

**Q11.2:** The course used realistic assignments that motivated me to do my best work.

**Q11.3:** The activities encouraged me to engage with learning.

- Q11.4:** Feedback was delivered in a timely fashion and within the limits described in the course documentations.
- Q11.5:** Feedback was informative, supportive, and articulate.
- Q11.6:** The course documentation described the expectations for my performance in the online classroom.
- Q11.7:** The instructor was enthusiastic about online teaching.
- Q11.8:** The instructor was accessible to me outside of the course (both online and in person).
- Q11.9:** The amount of contact with the instructor was satisfactory (email, discussions, face to face meetings, etc.)
- Q11.10:** Instructor effectively communicated any changes/clarifications regarding course requirements
- Q11.11:** The course allowed me to take responsibility for my own learning.
- Q11.12:** The course was structured so that I could discuss assignments with other students.
- Q11.13:** I felt comfortable interacting with the instructor and other students.
- Q11.14:** This course included activities and assignments that provided me with opportunities to interact with other students.

### **Technology Use in Course**

- Q12.1:** Technological tools were used appropriately for the course content.
- Q12.2:** Technological tools helped me reach the learning objectives and enhanced the learning experience.
- Q12.3:** Technological requirements were clearly stated, with links or documentation to support and any necessary software.
- Q12.4:** The technology tools for the course were easy to obtain.
- Q12.5:** The technologies and links in the course were up-to-date and functioned correctly.
- Q12.6:** The documentation provided information and/or links to the policy statements of technology tools in the course.

**Student Resources**

**Q13.1:** The course provided information on technical support.

**Q13.2:** Accessibility policies and resources were available through the course information.

**Q13.3:** There was information in the course for academic and student services that could help me succeed.

**Course Organization**

**Q14.1:** The course was easy to navigate. It was easy to find information throughout the course.

**Q14.2:** The sequence of online course activities was effectively organized and easy to follow.

**Q14.3:** The course contained information about the accessibility of the technologies in the course.

**Q14.4:** There were multiple formats for course materials (audio, written, video, etc.).

**Q14.5:** The course provided an efficient learning environment.

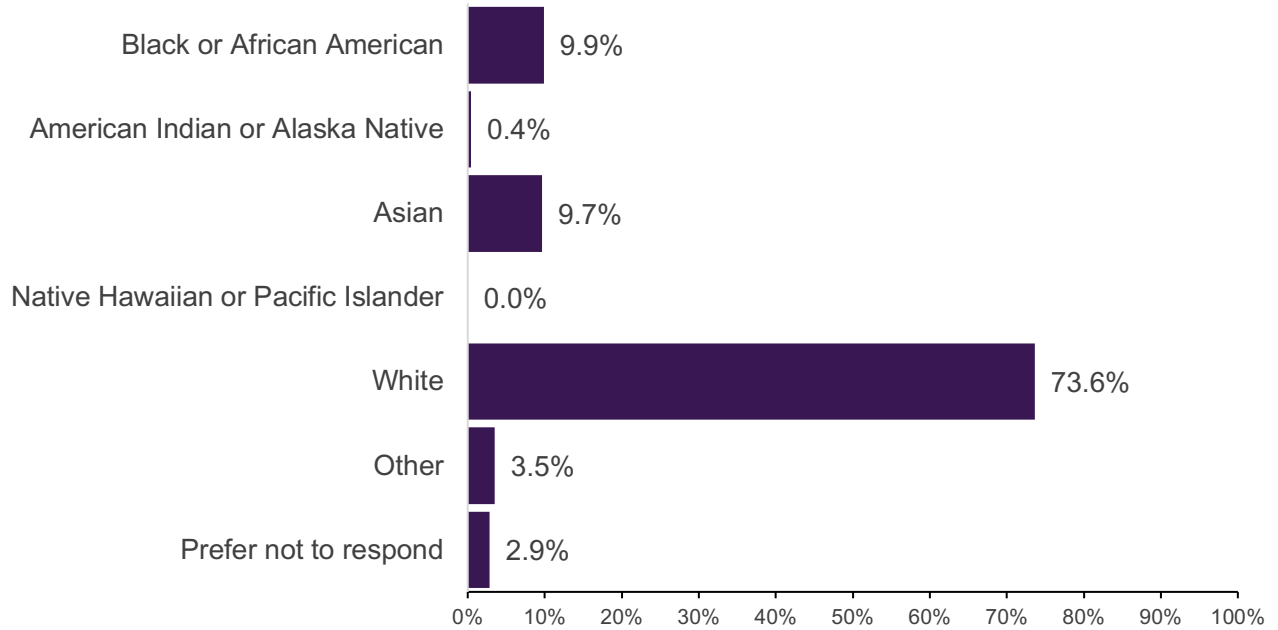
**Q14.6:** The course is organized in a logical manner that facilitates information retrieval.

**Q14.7:** The multimedia in the course was easy to use.



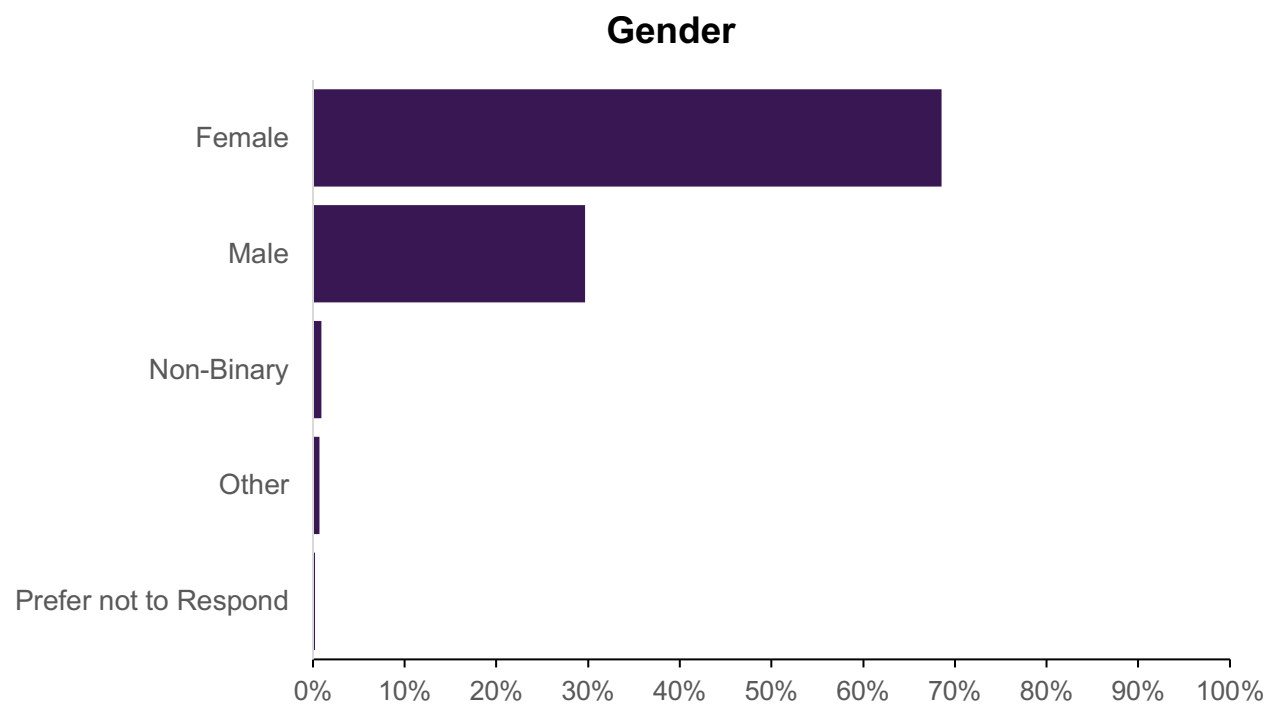
## Demographic Results

### Ethnicity



Category	Percent	Responses
Black or African American	9.89%	45
American Indian or Alaska Native	0.44%	2
Asian	9.67%	44
Native Hawaiian or Pacific Islander	0.00%	0
White	73.63%	335
Other	3.52%	16
Prefer not to respond	2.86%	13

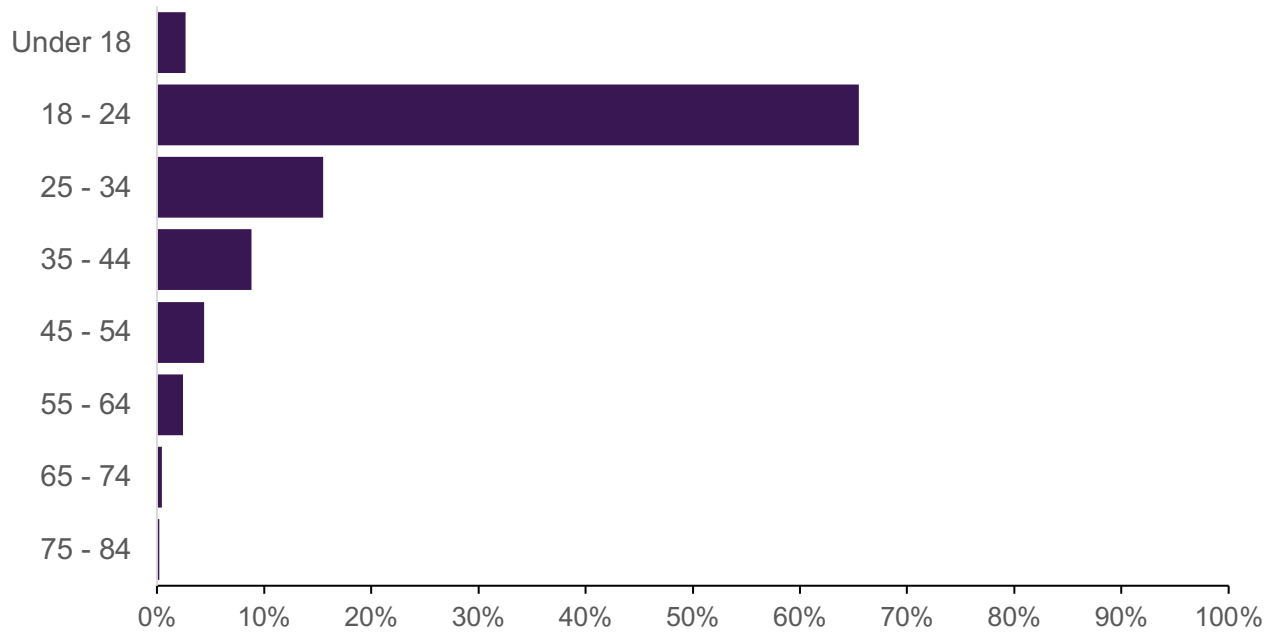
Total:455



Category	Percent	Responses
Female	68.5%	305
Male	29.7%	132
Non-Binary	0.9%	4
Other	0.7%	3
Prefer not to respond	0.2%	1

Total: 445

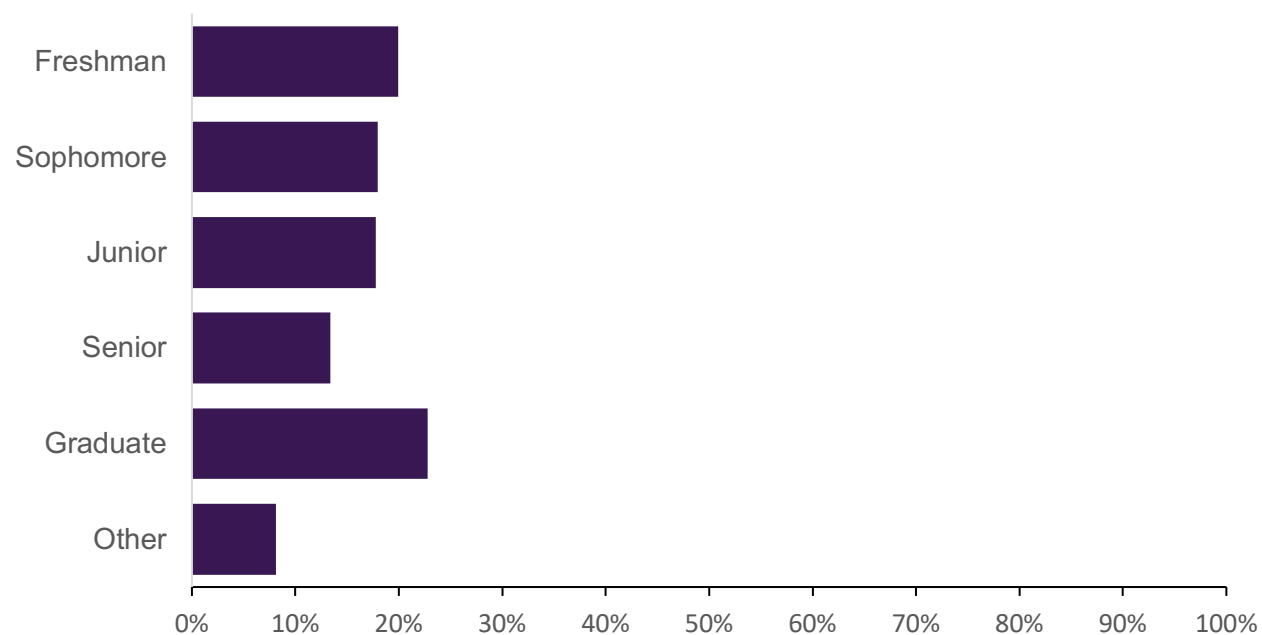
## What is your age?



Category	Percent	Responses
Under 18	2.65%	12
18 - 24	65.49%	296
25 - 34	15.49%	70
35 - 44	8.85%	40
45 - 54	4.42%	20
55 - 64	2.43%	11
65 - 74	0.44%	2
75 - 84	0.22%	1

Total: 452

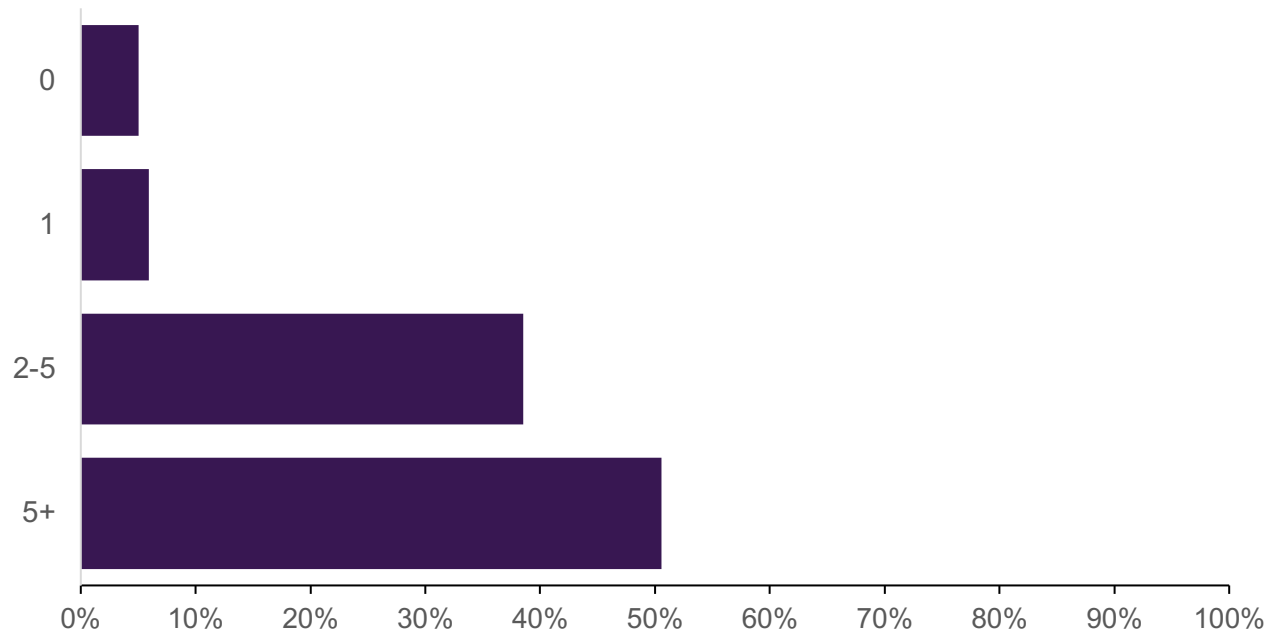
## What year are you in school?



Category	Percent	Responses
Freshman	19.96%	91
Sophomore	17.98%	82
Junior	17.76%	81
Senior	13.38%	61
Graduate	22.81%	104
Other	8.11%	37

Total: 456

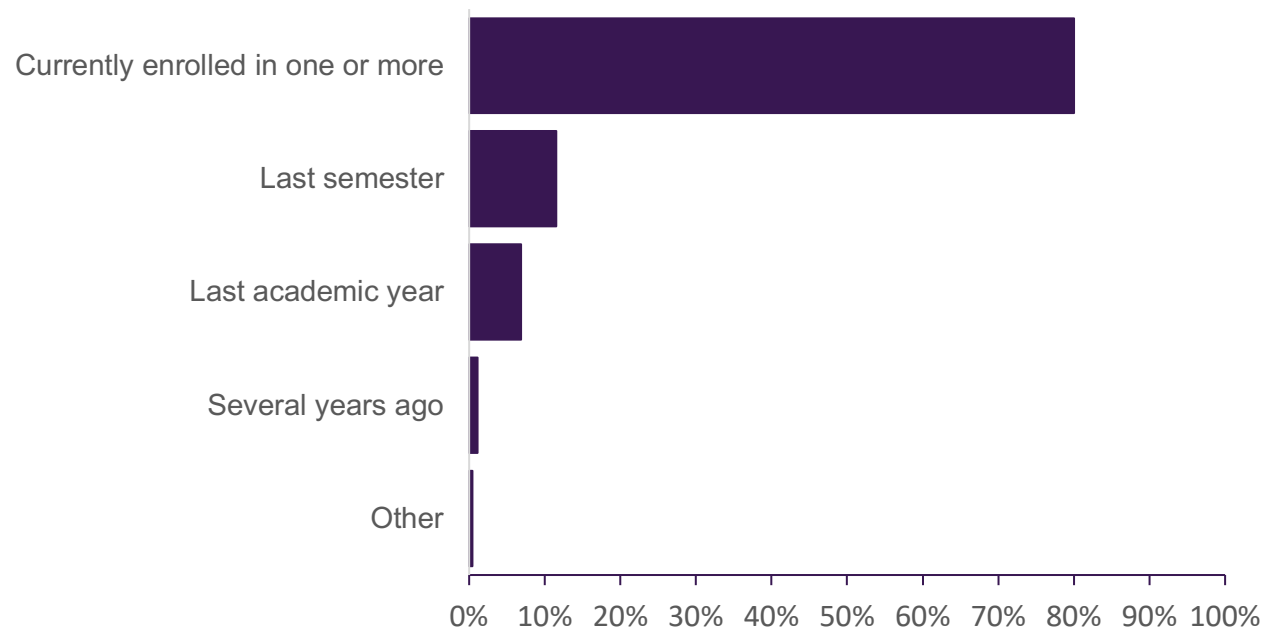
## How many fully online courses have you taken?



Category	Percent	Responses
0	5.03%	23
1	5.91%	27
2 – 5	38.51%	176
5+	50.55%	231

Total: 457

## When did you take your most recent online course?

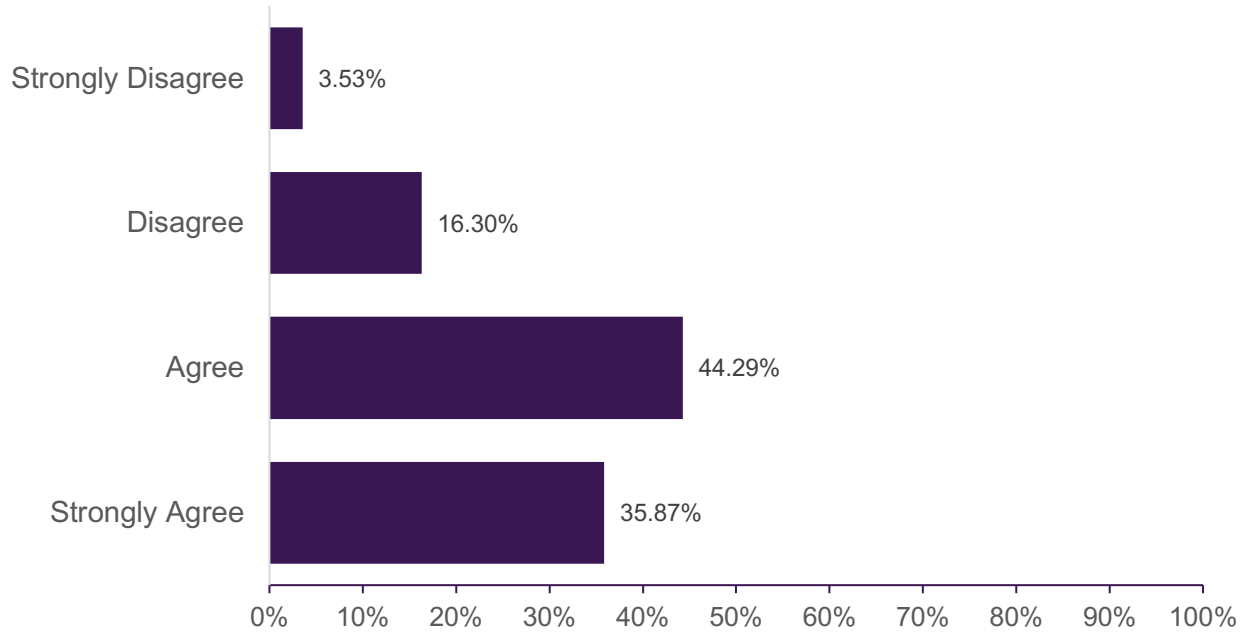


Category	Percent	Responses
Currently enrolled	80.0%	348
Last semester	11.49%	50
Last academic year	6.90%	30
Several years ago	1.15%	5
Other	0.46%	2

Total: 435

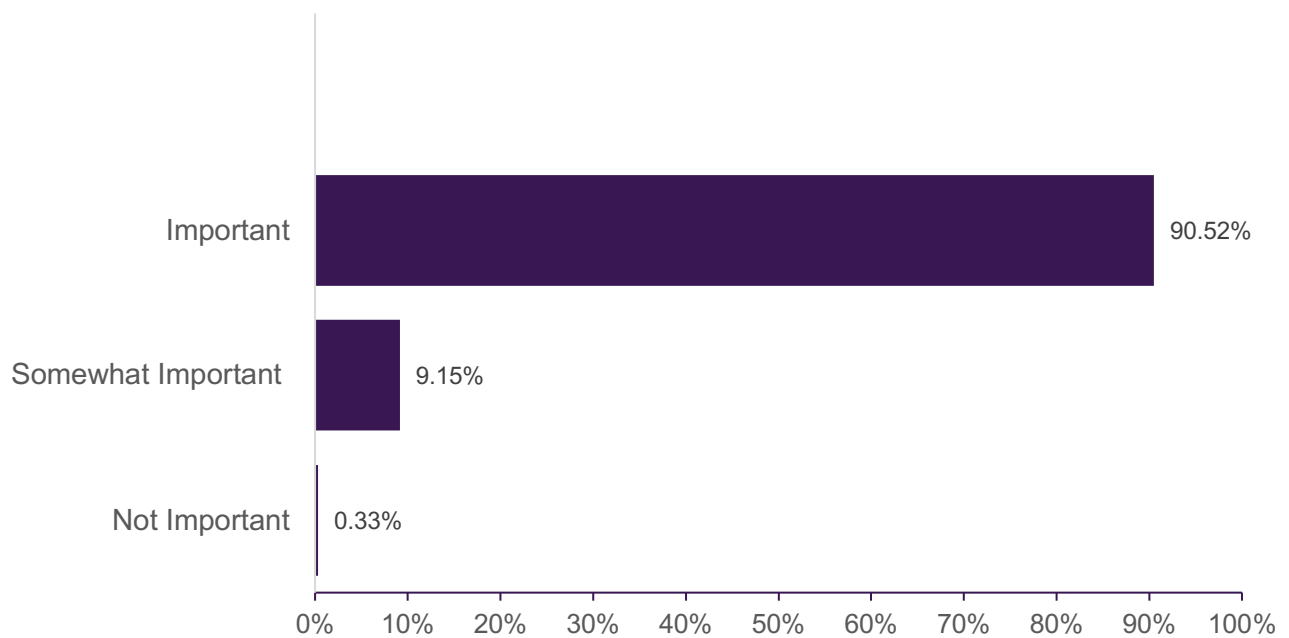
## Course Introduction/Course Overview – Item Breakdown

**It was easy to get started and find information in the course.**



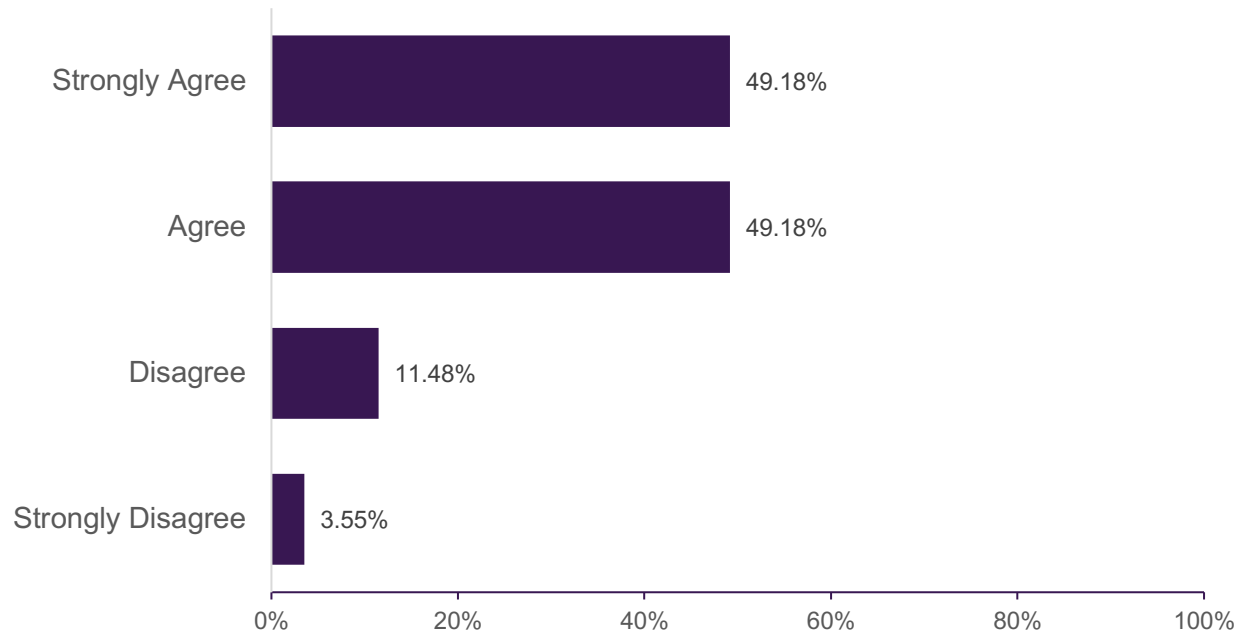
(N = 368, M = 3.13)

**Experienced: 80.2%**



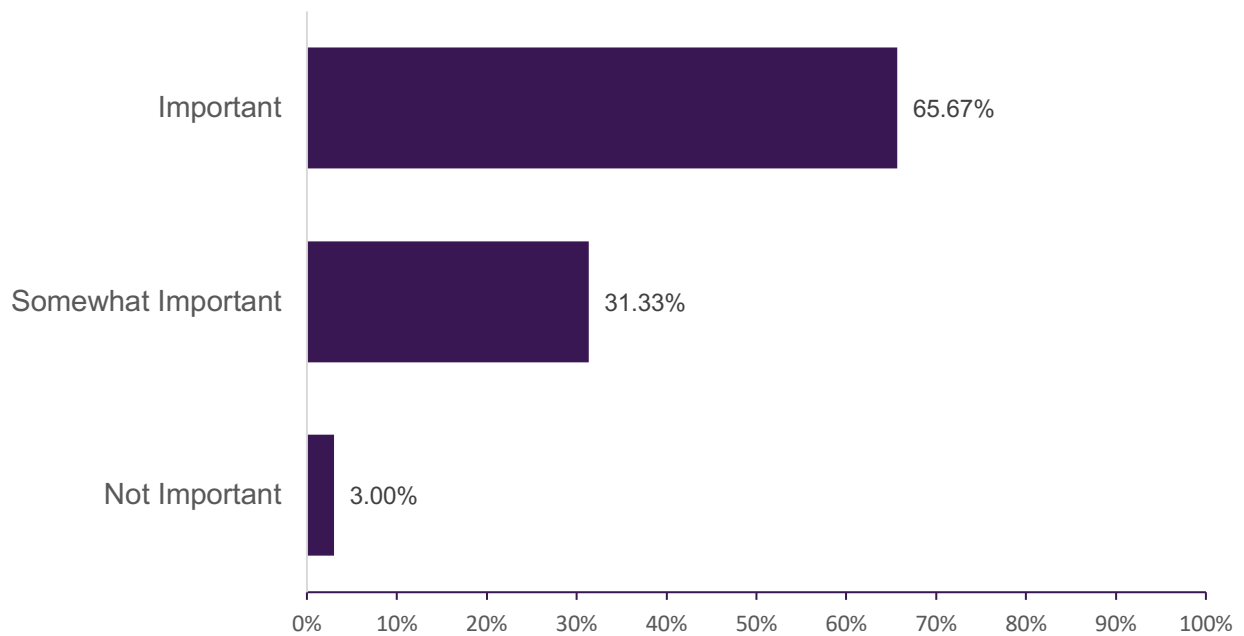
(N = 306, M = 2.90)

**Importance: 99.0%**

**I understood the purpose of course resources.**

( $N = 3.66$ ,  $M = 3.17$ )

Experienced: 98.4%

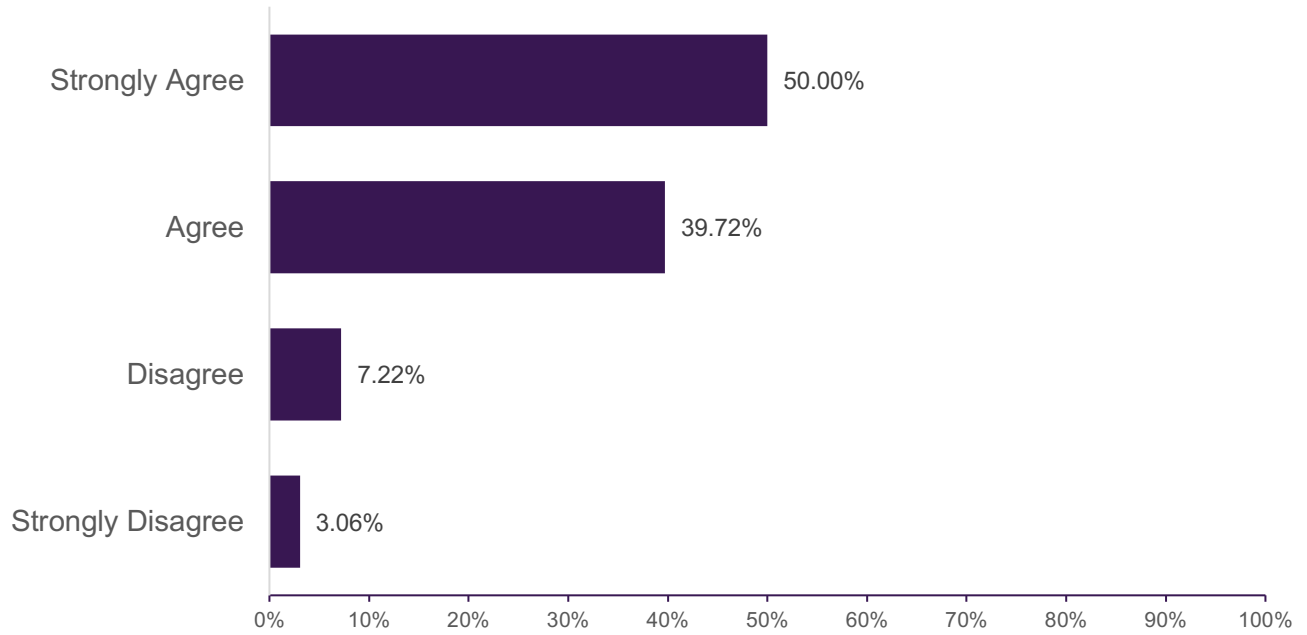


( $N = 300$ ,  $M = 2.63$ )

Importance: 97.0%

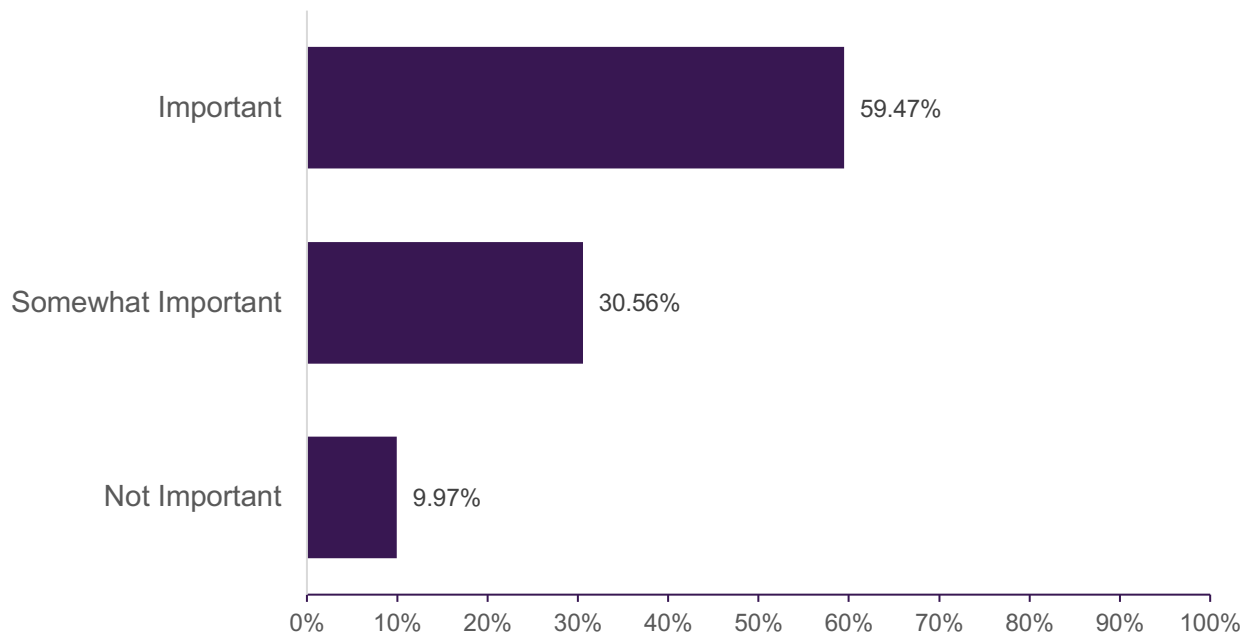


**I understood what behavior was expected of me in the online classroom.**



(N = 360, M = 3.37)

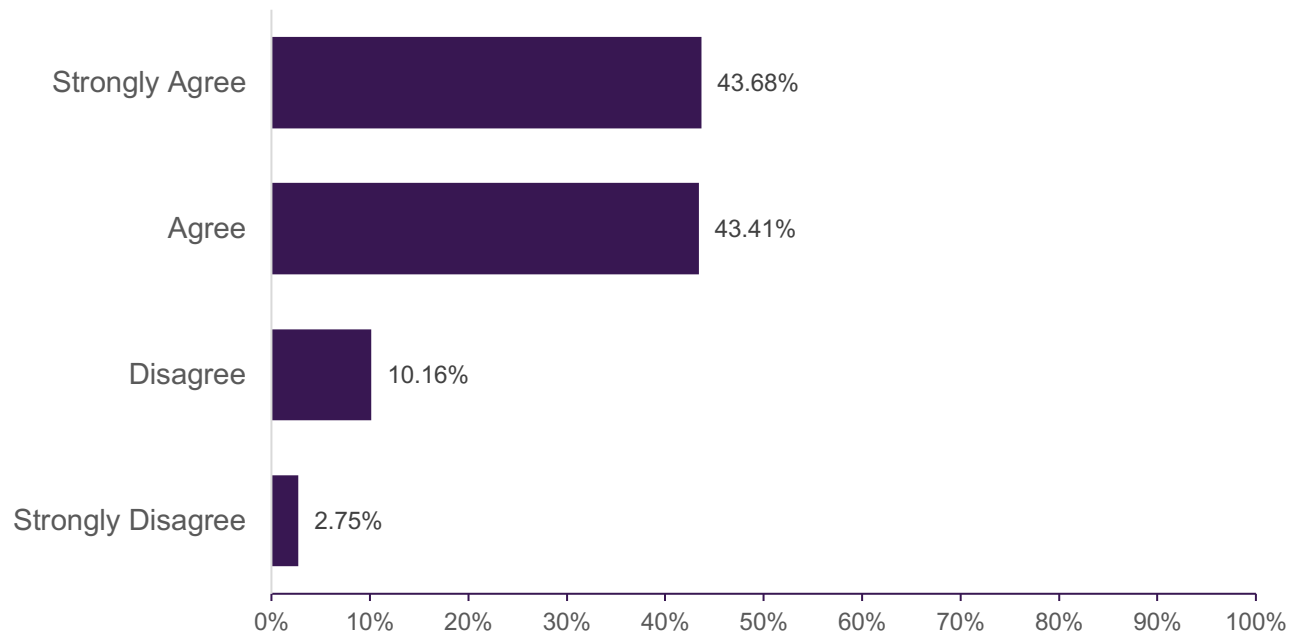
**Experienced: 89.7%**



(N = 301, M = 2.50)

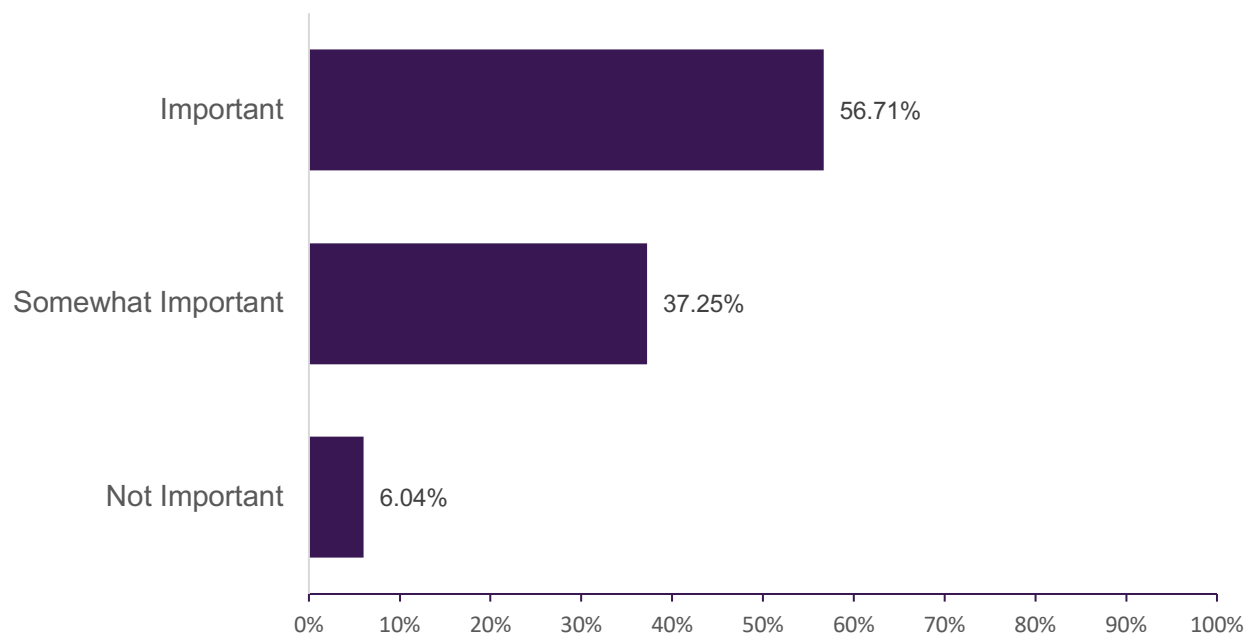
**Importance: 90.1%**

## The course introduction made me aware of the course and institutional policies.



( $N = 364$ ,  $M = 3.28$ )

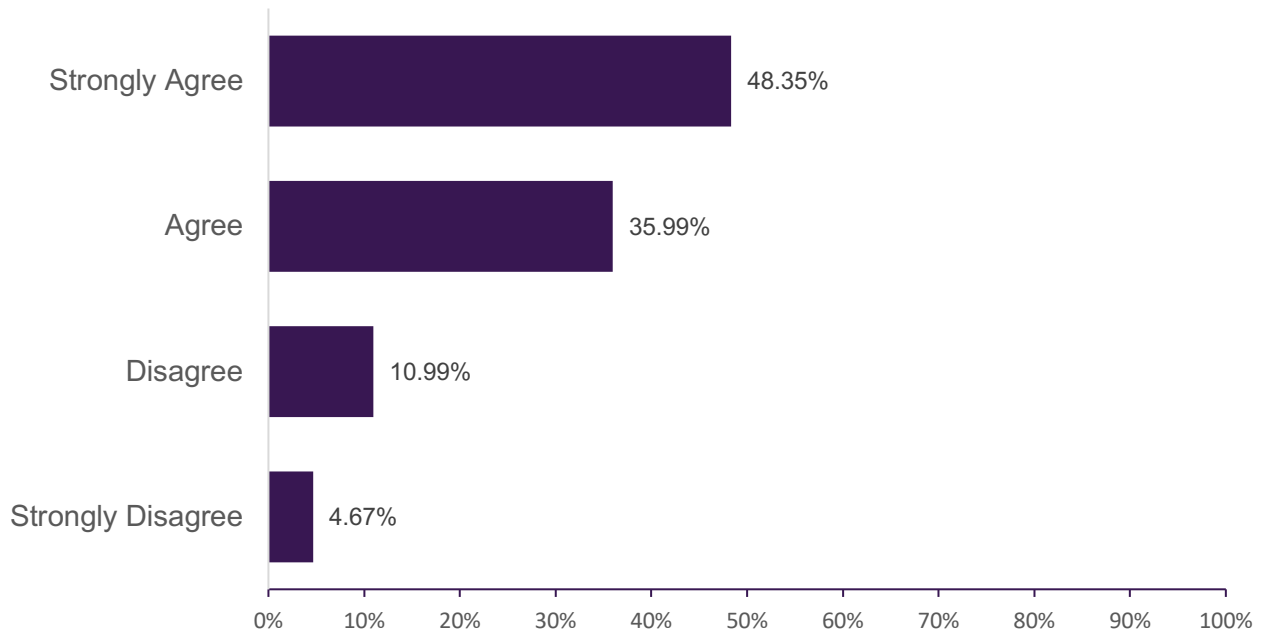
Experienced: 87.1%



( $N = 298$ ,  $M = 2.51$ )

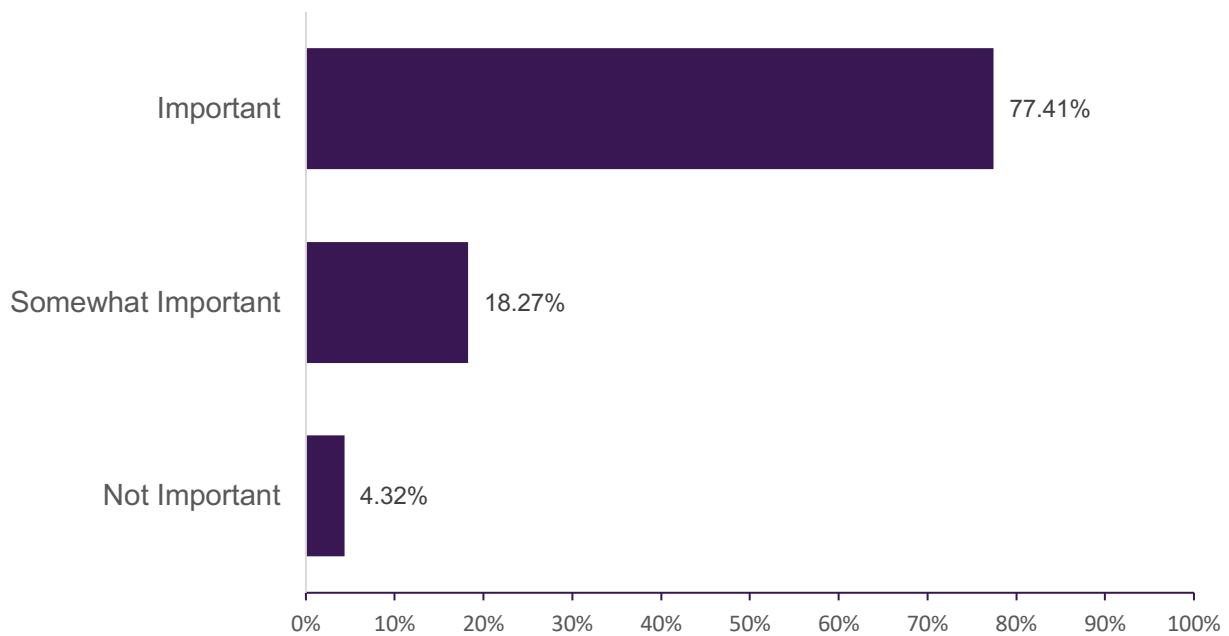
Importance: 94.0%

**It was clear what technologies I needed to complete the course and how to obtain these.**



(N = 364, M = 3.28)

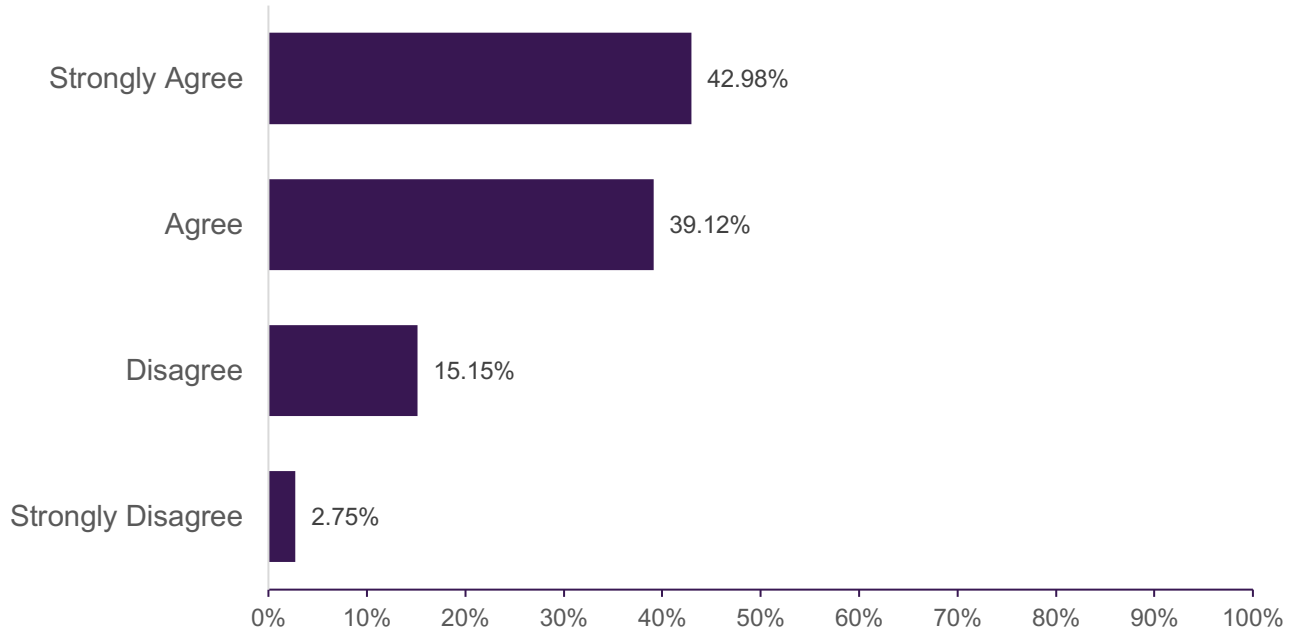
**Experienced: 84.3%**



(N = 301, M = 2.73)

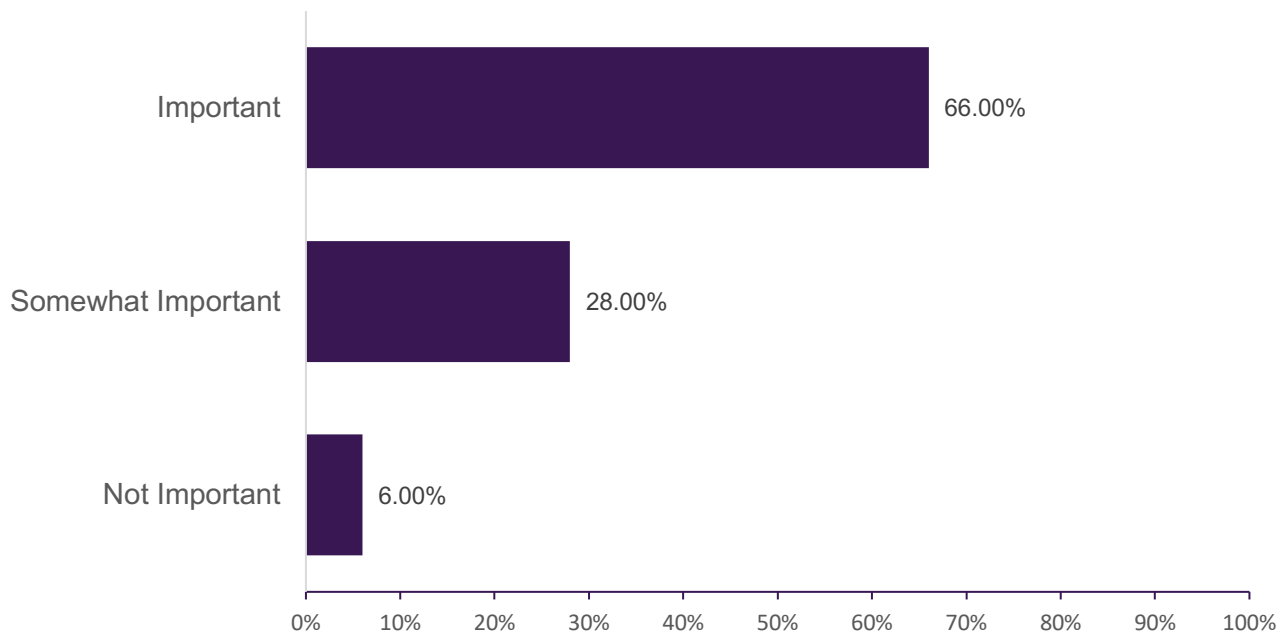
**Importance: 95.7%**

**The course content clearly stated the prerequisites and required competency that I would need in order to complete the course successfully.**



(N = 363, M = 3.22)

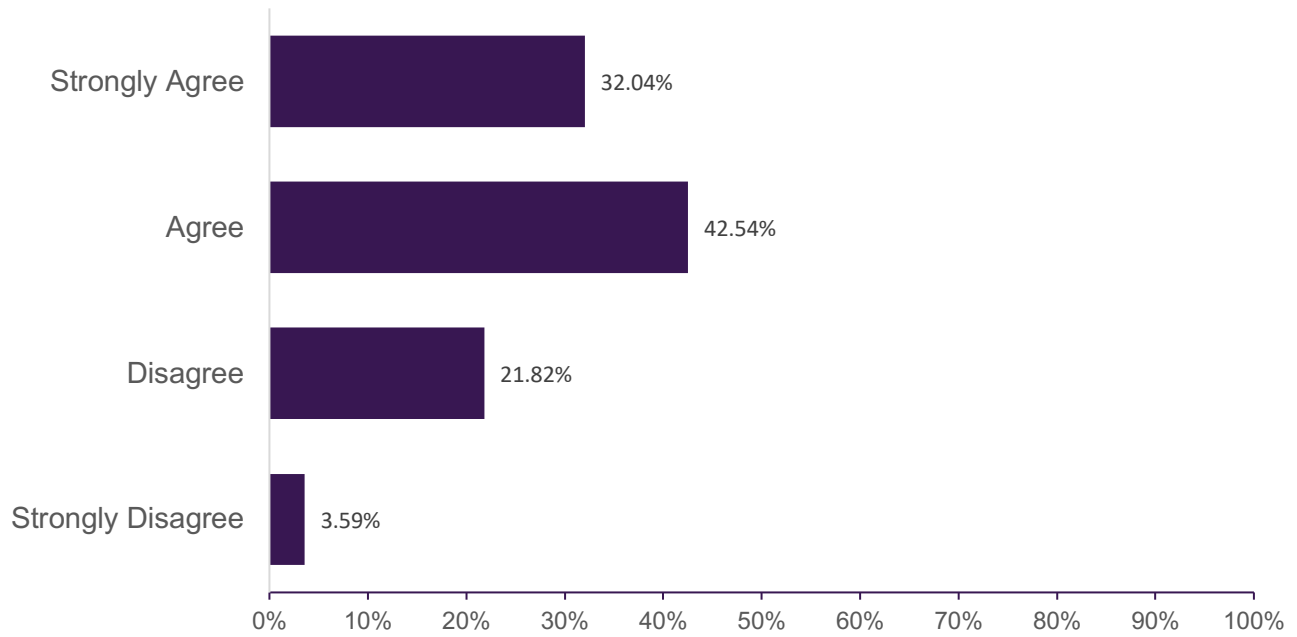
**Experienced: 82.1%**



(N = 300, M = 2.60)

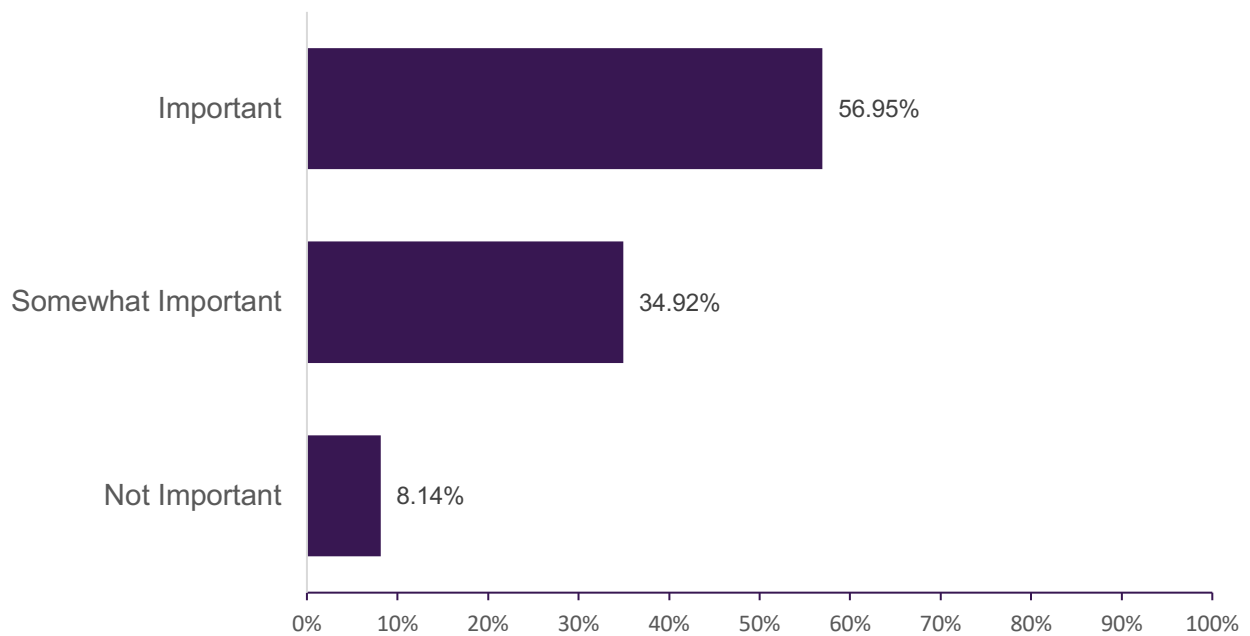
**Importance: 94.0%**

**The content clearly stated the technical skills that I needed in order to complete the course successfully.**



(N = 362, M = 3.03)

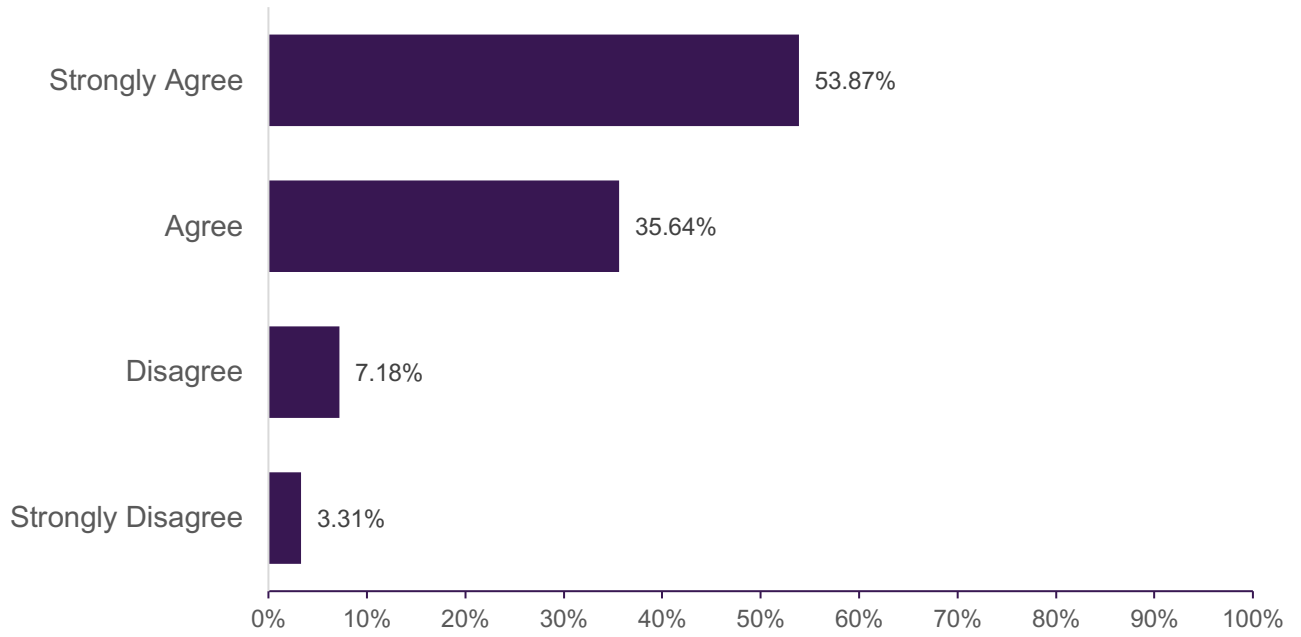
**Experienced: 74.6%**



(N = 295, M = 2.49)

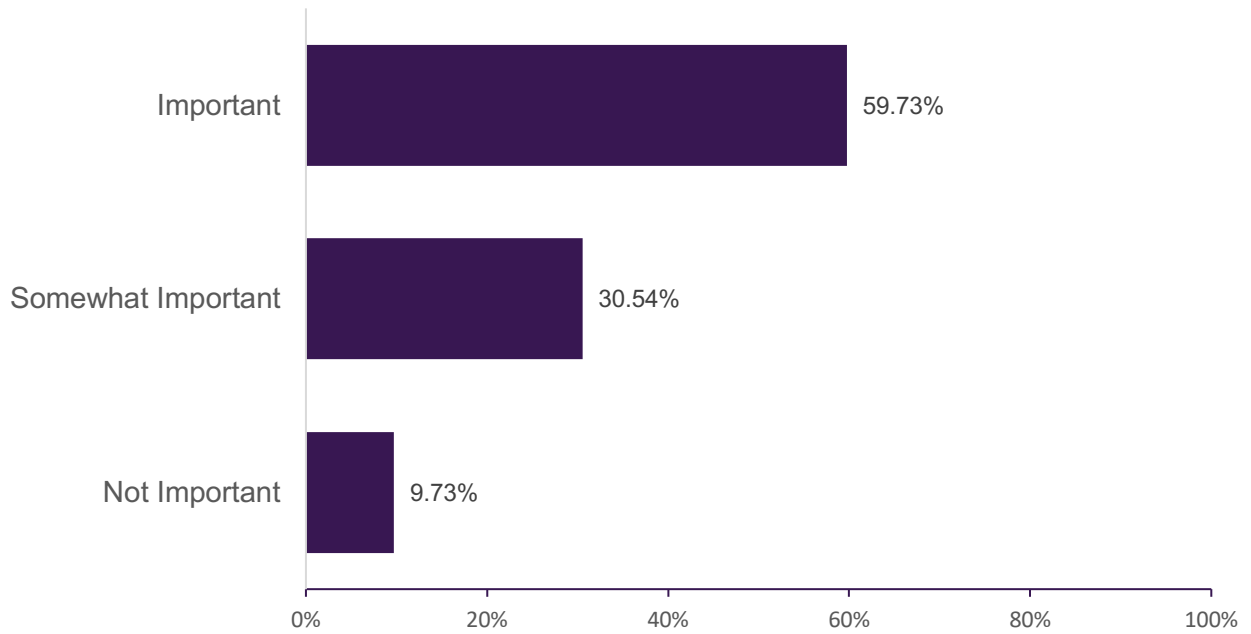
**Importance: 91.9%**

**The instructor introduction was appropriate.**



(N = 362, M = 3.40)

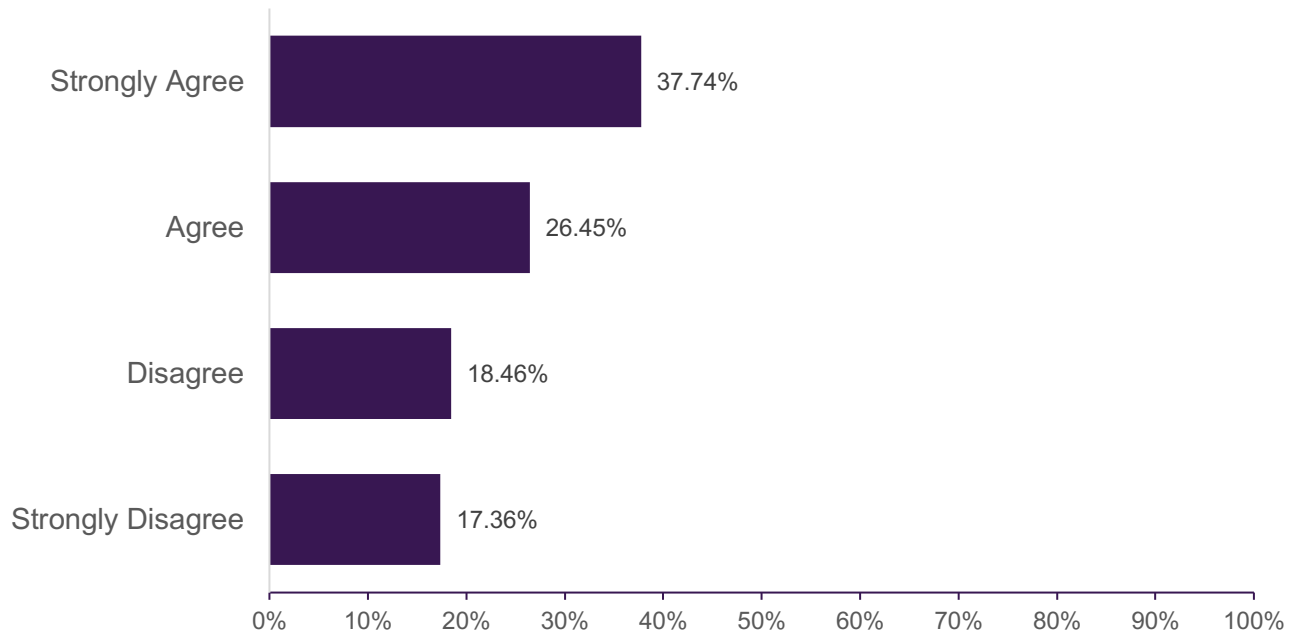
**Experienced: 89.5%**



(N = 298, M = 2.50)

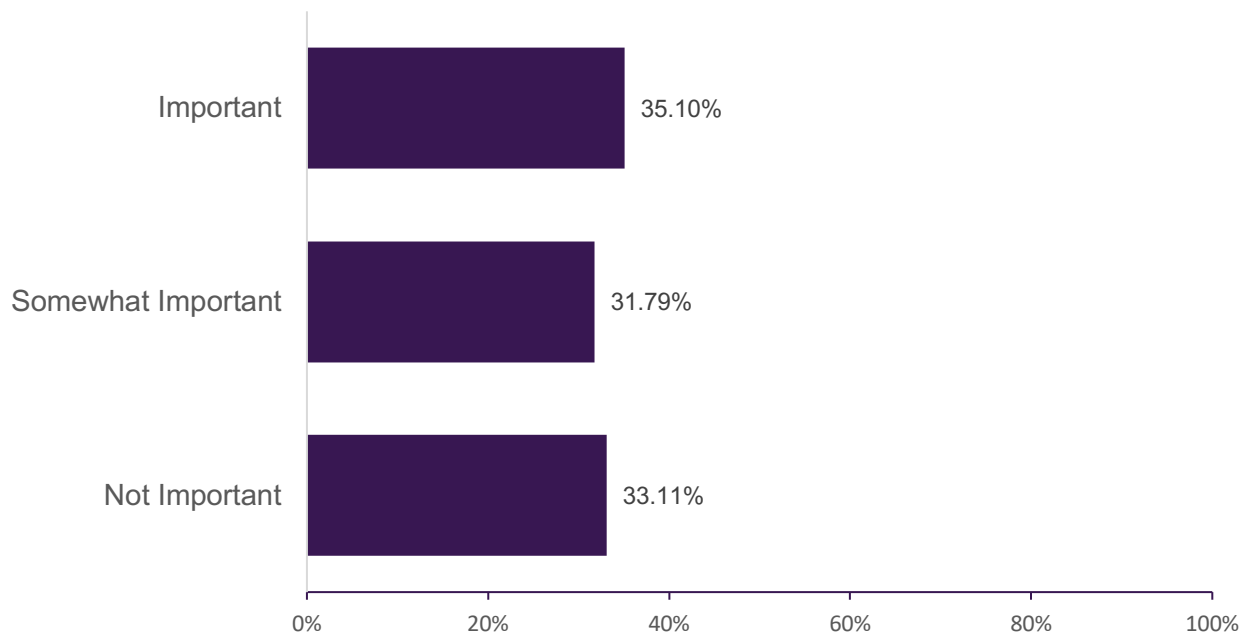
**Importance: 90.3%**

**I was prompted to introduce myself to my classmates at the beginning of the course.**



( $N = 363$ ,  $M = 2.85$ )

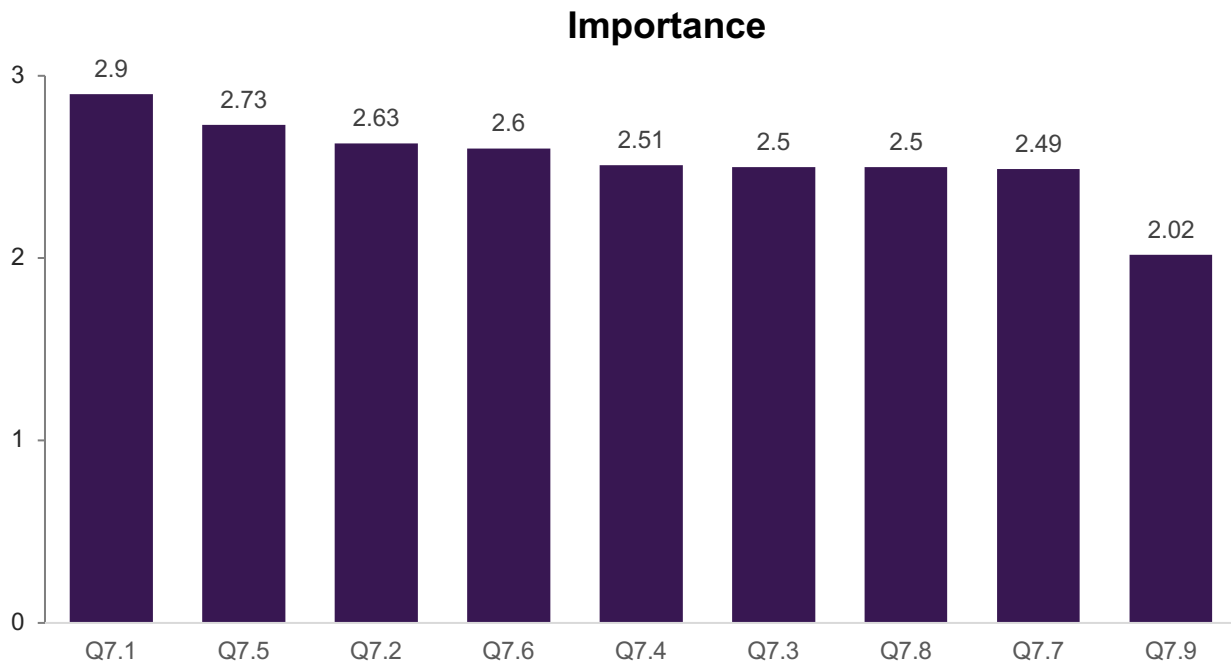
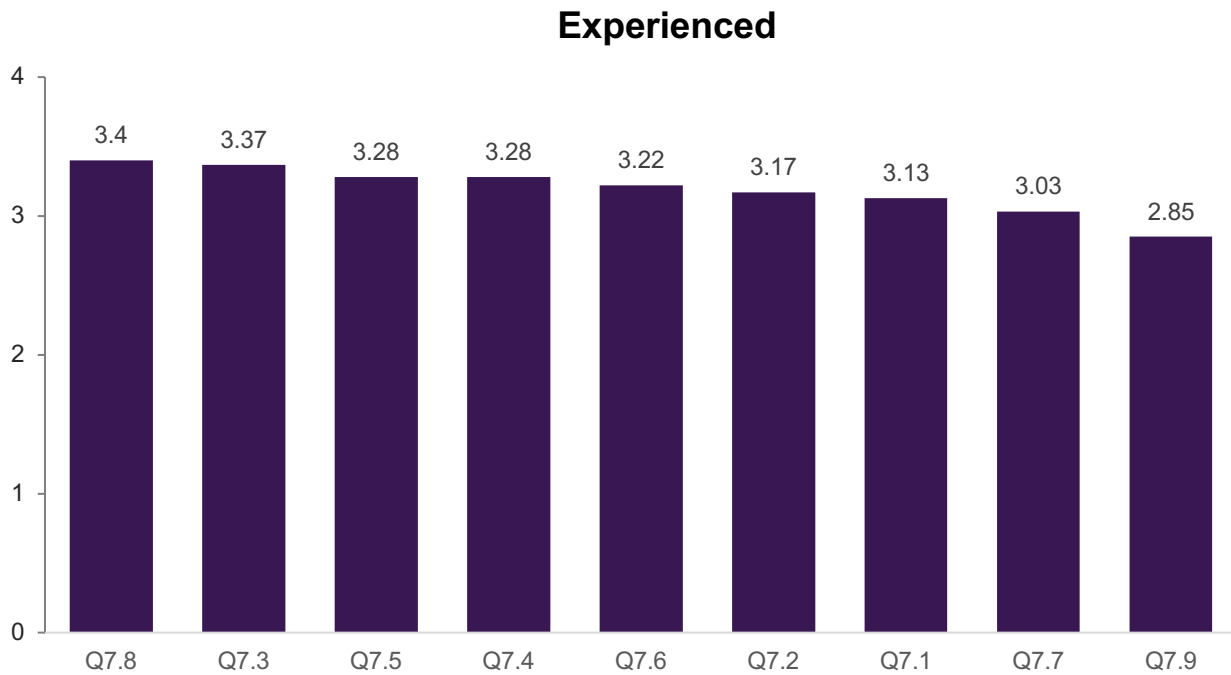
**Experienced: 64.2%**



( $N = 302$ ,  $M = 2.02$ )

**Importance: 66.9%**

## Course Introduction/Course Overview – Item Comparison



There was a moderate, positive relationship between student experience and importance ( $r = 0.36$ ). The more participants agreed with the **course introduction/course overview** items, the more they indicated that the items were important to their experience.

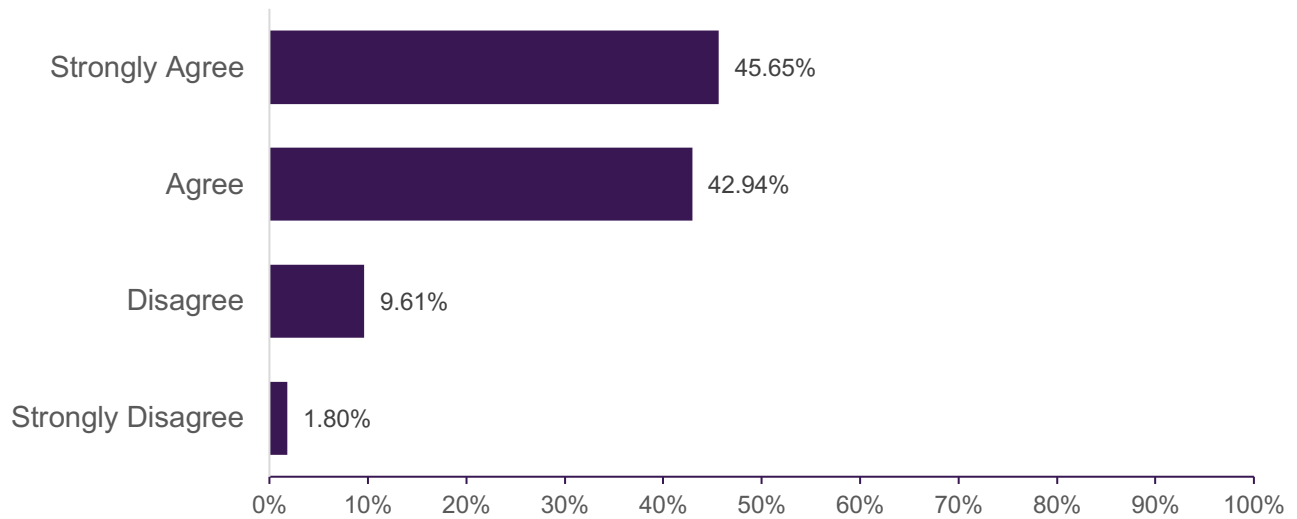


## Course Introduction/Course Overview Items Ranked by Experience

Item	Experienced	Importance
Q7.3 I understood what behavior was expected of me in the online classroom.	89.72%	90.03%
Q7.8 The instructor introduction was appropriate.	89.51%	90.27%
Q7.4 The course introduction made me aware of the course and institutional policies.	87.09%	93.96%
Q7.2 I understood the purpose of course resources.	84.97%	97.00%
Q7.5 It was clear what technologies I needed to complete the course and how to obtain these.	84.34%	95.68%
Q7.6 The course content clearly stated the prerequisites and required competency that I would need in order to complete the course successfully.	82.10%	94.00%
Q7.1 It was easy to get started and find information in the course.	80.16%	99.67%
Q7.7 The content clearly stated the technical skills that I needed in order to complete the course successfully.	74.58%	91.87%
Q7.9 I was prompted to introduce myself to my classmates at the beginning of the course.	64.19%	66.89%

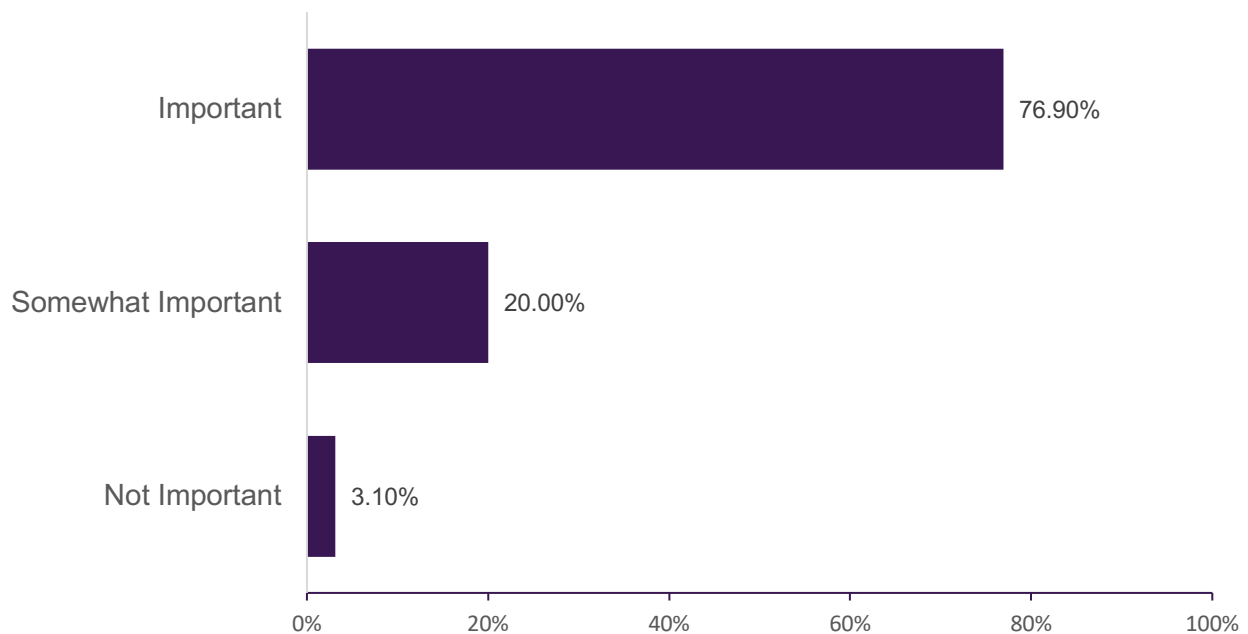
## Course Learning Objectives – Item Breakdown

**The learning objectives for the course clearly stated what I would do during the course.**



( $N = 333$ ,  $M = 3.32$ )

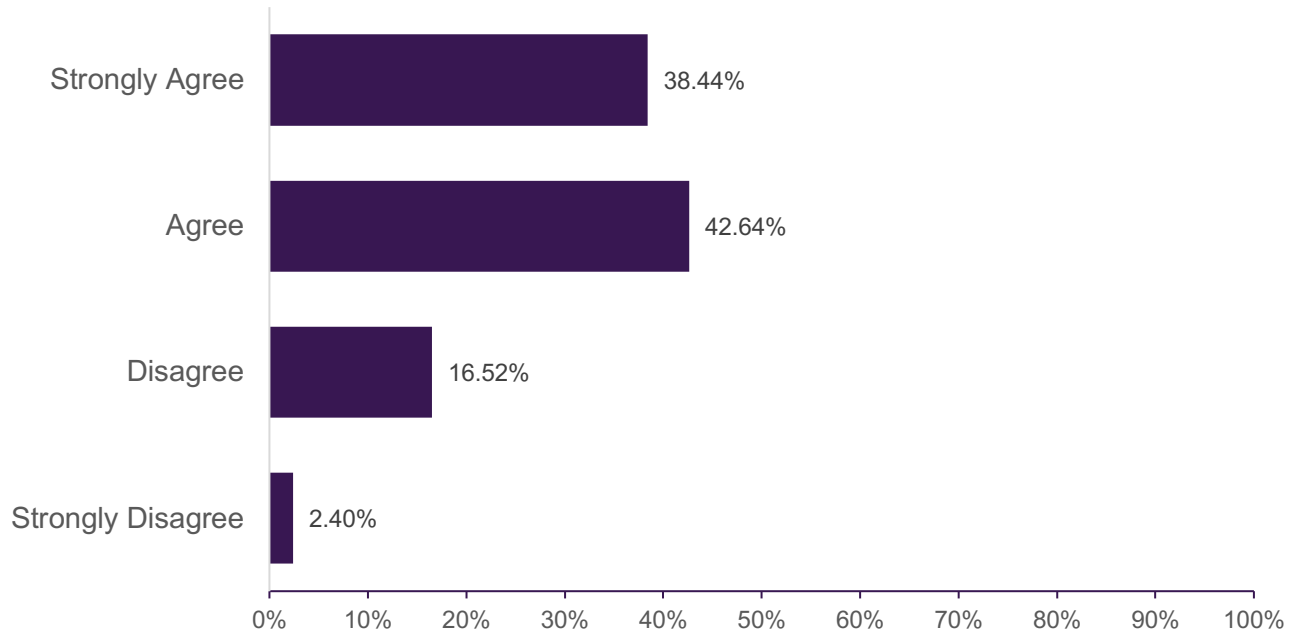
**Experienced: 88.6%**



( $N = 290$ ,  $M = 2.74$ )

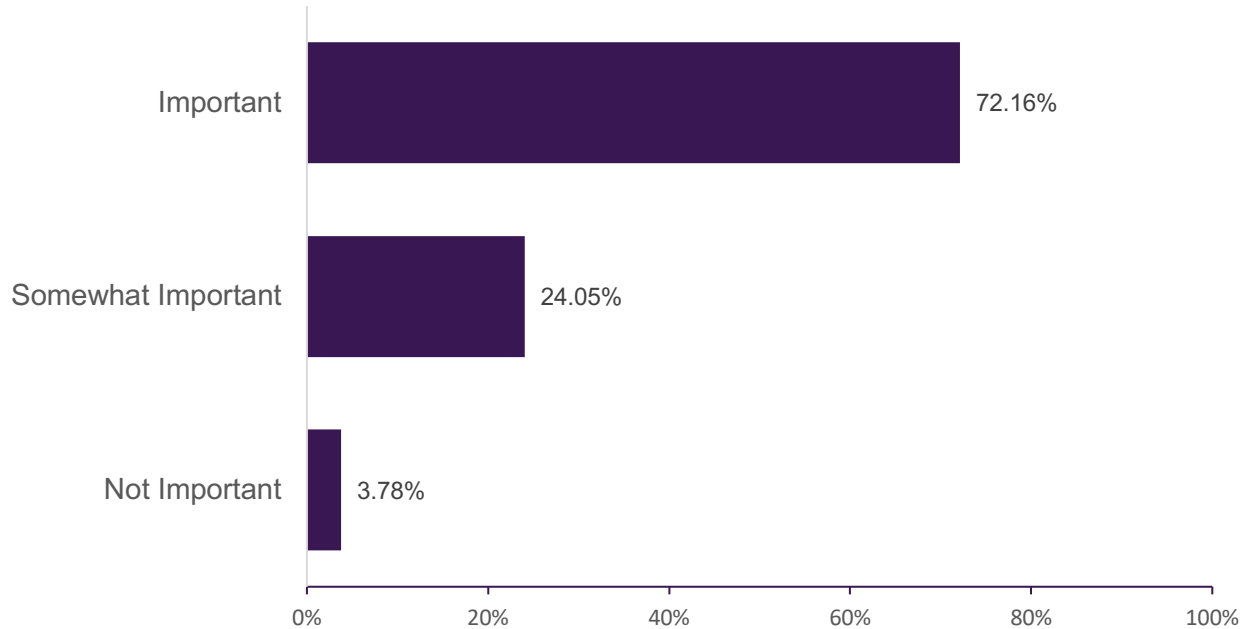
**Importance: 96.9%**

**I understood what the learning objectives/purpose was for all of the modules in the course.**



( $N = 333$ ,  $M = 3.17$ )

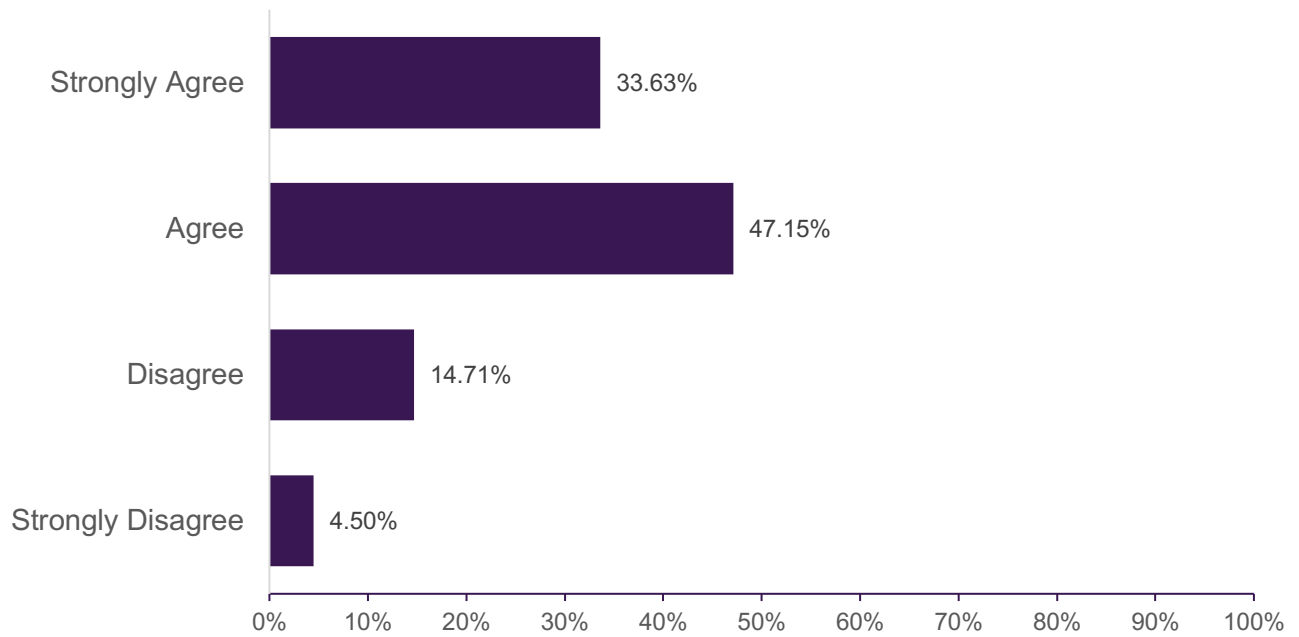
**Experienced: 81.1%**



( $N = 291$ ,  $M = 2.68$ )

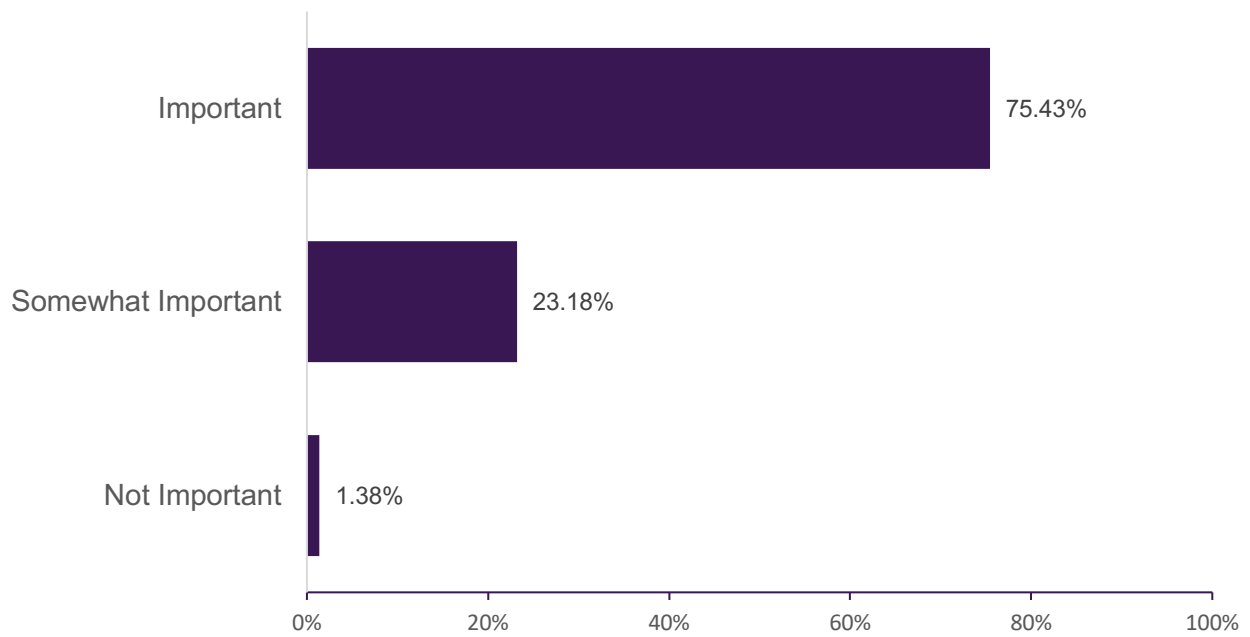
**Importance: 96.2%**

**The activities during the course helped me reach the learning objectives for each module and for the course.**



(N = 333, M = 3.10)

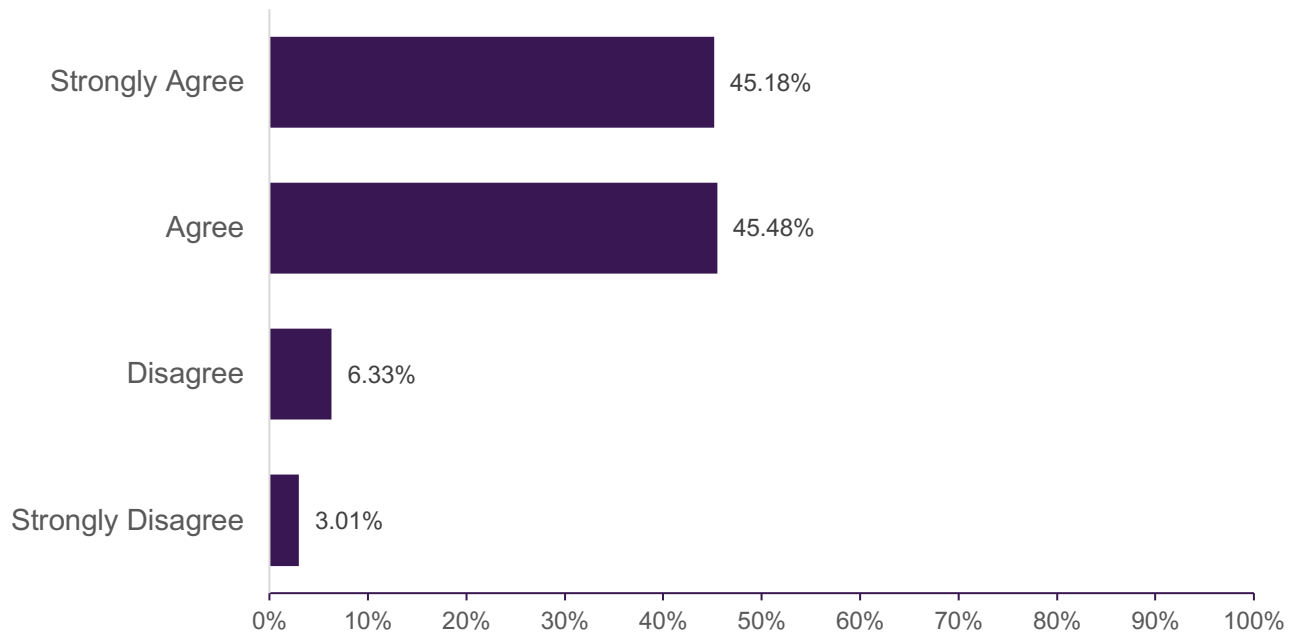
**Experienced: 80.8%**



(N = 289, M = 2.74)

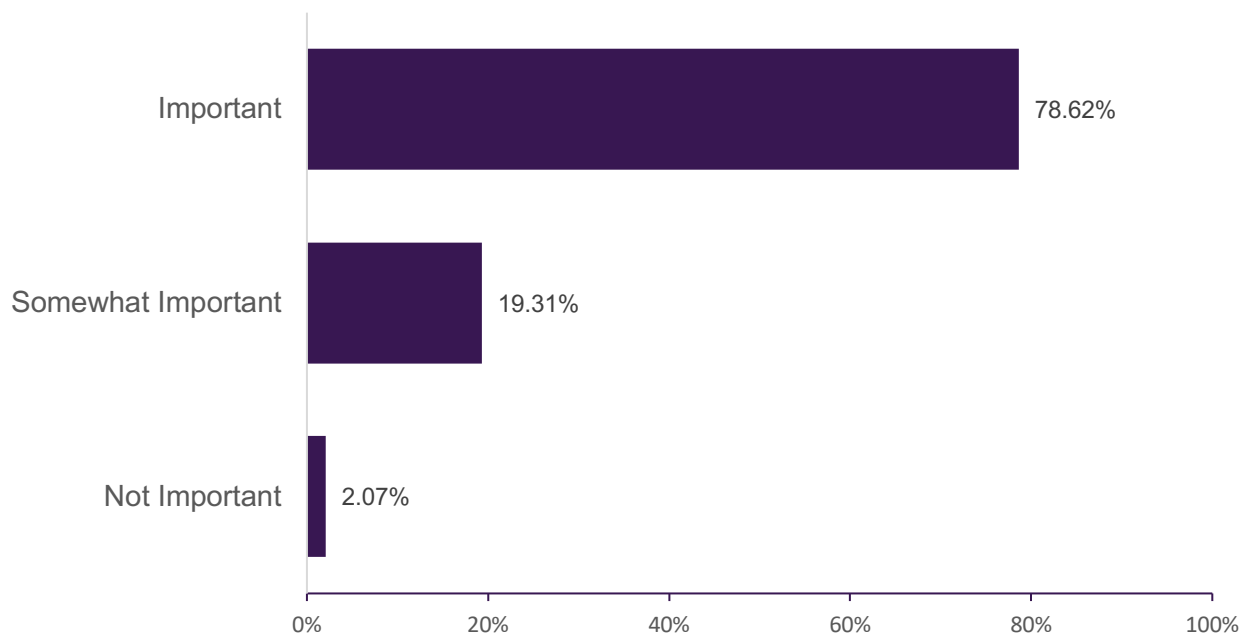
**Importance: 98.6%**

### The objectives of the course were appropriate for my level.



( $N = 332$ ,  $M = 3.33$ )

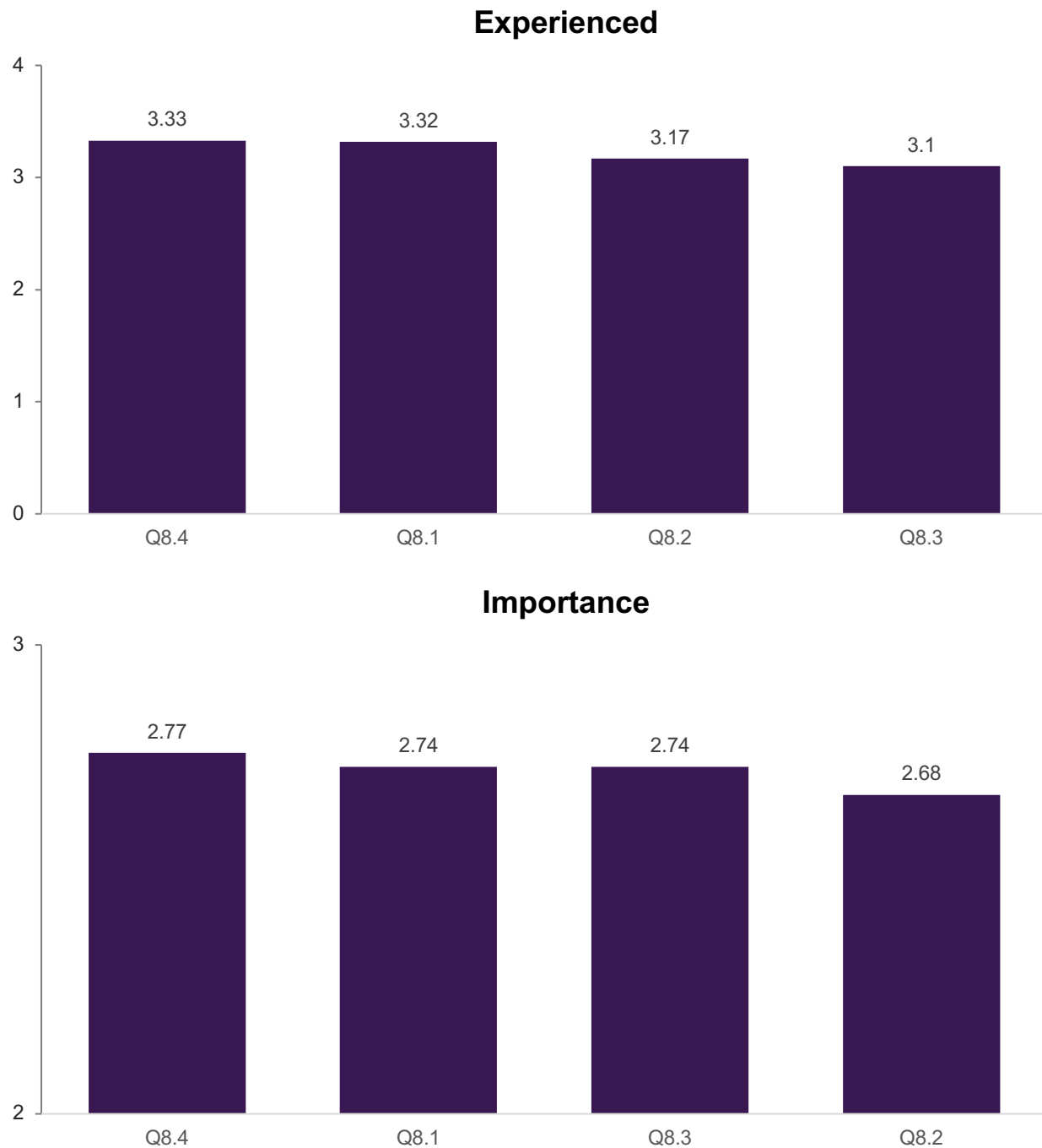
Experienced: 90.7%



( $N = 290$ ,  $M = 2.77$ )

Importance: 97.9%

## Course Learning Objectives – Item Comparison



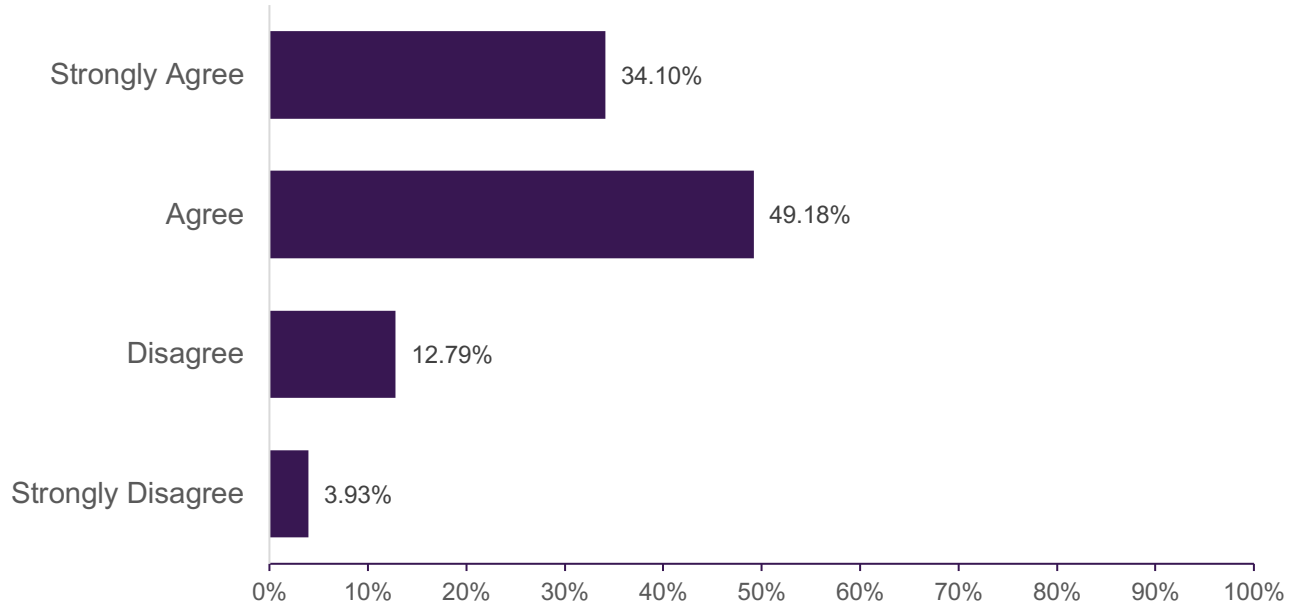
There was a small, positive relationship between student experience and importance ( $r = 0.19$ ). The more participants agreed with the **course learning objectives**, the more they indicated that the items were important to their experience.

## Course Learning Objectives Items Ranked by Experience

Item	Experienced	Importance
Q8.4 The objectives of the course were appropriate for my level.	90.66%	97.93%
Q8.1 The learning objectives for the course clearly stated what I would do during the course.	88.59%	96.90%
Q8.2 I understood what the learning objectives/purpose was for all of the modules in the course.	81.08%	96.22%
Q8.3 The activities during the course helped me reach the learning objectives for each module and for the course.	80.78%	98.62%

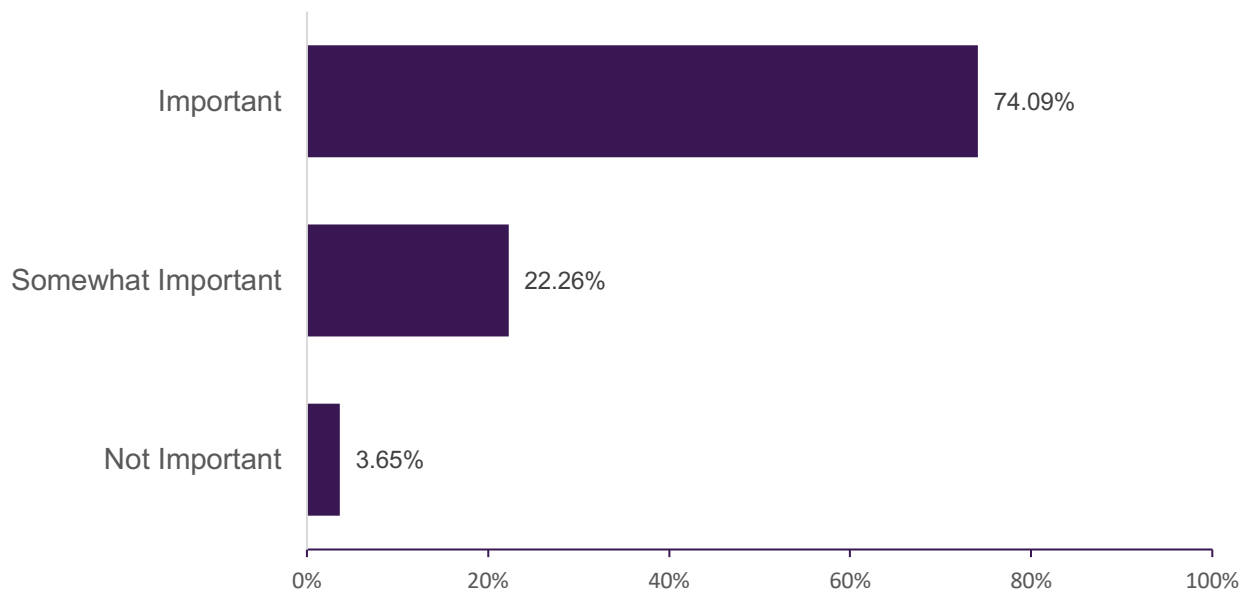
## Assessments, Feedback, & Grading – Item Breakdown

**The assessments during the course accurately measured my progress towards the learning objectives.**



( $N = 305$ ,  $M = 3.13$ )

Experienced: 83.3%

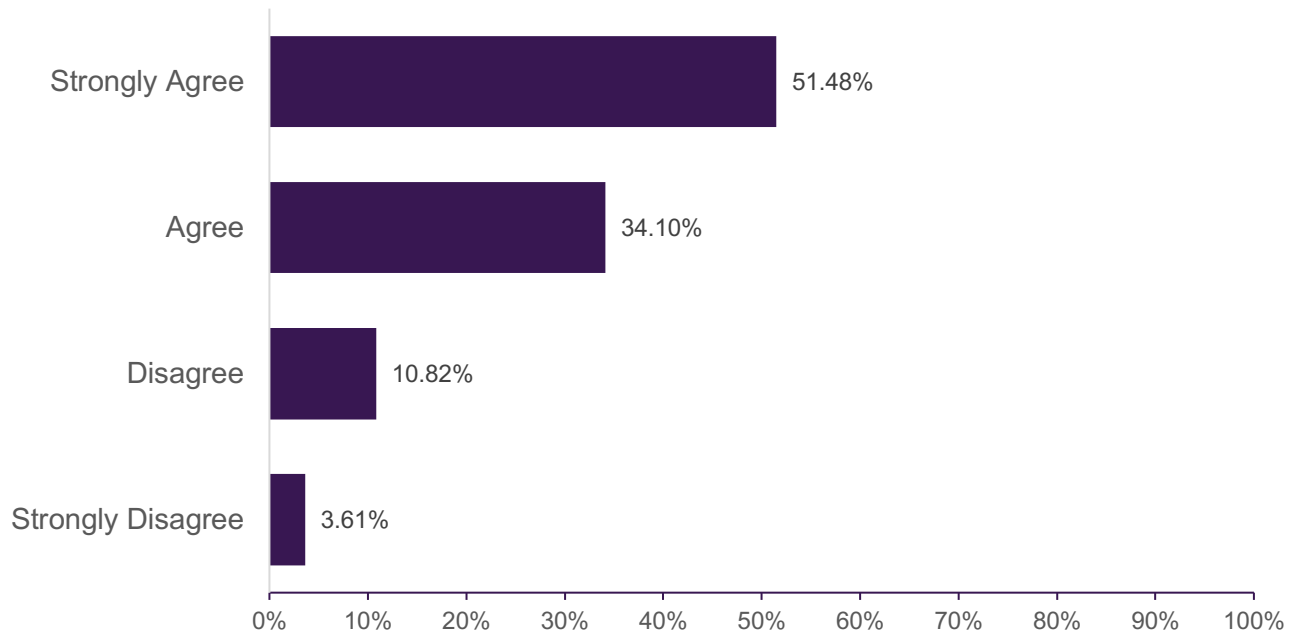


( $N = 274$ ,  $M = 2.70$ )

Importance: 96.4%

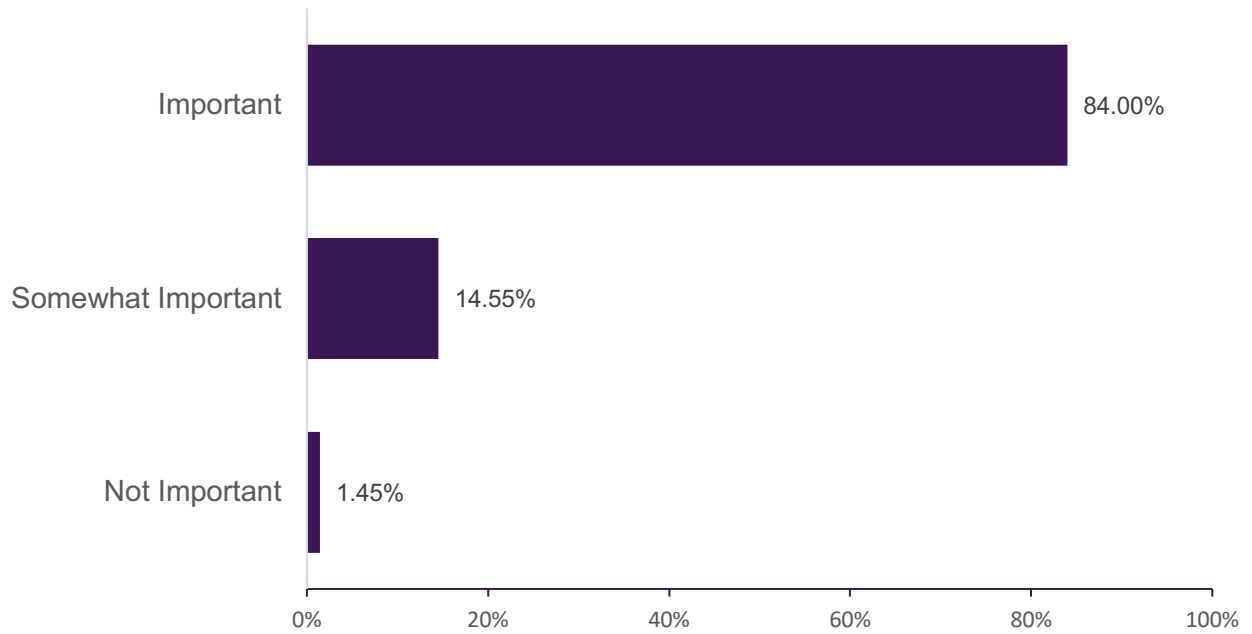


### The course grading policy was clear and easy to access.



(N = 305, M = 3.33)

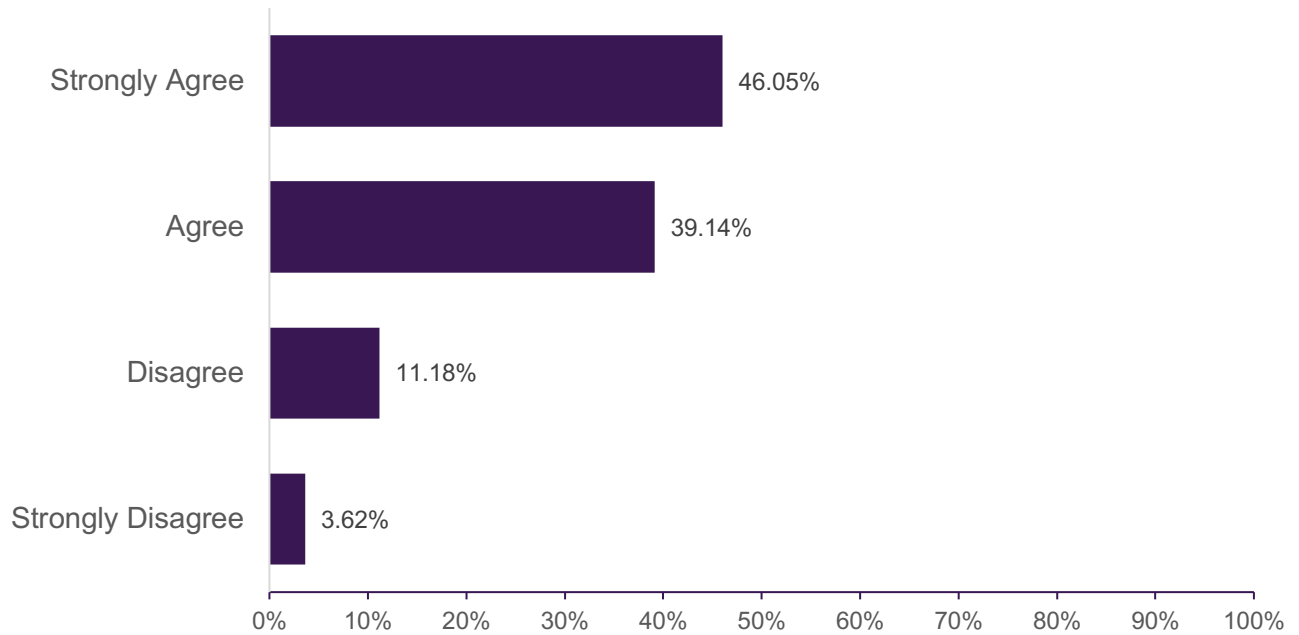
Experienced: 85.6%



(N = 275, M = 2.83)

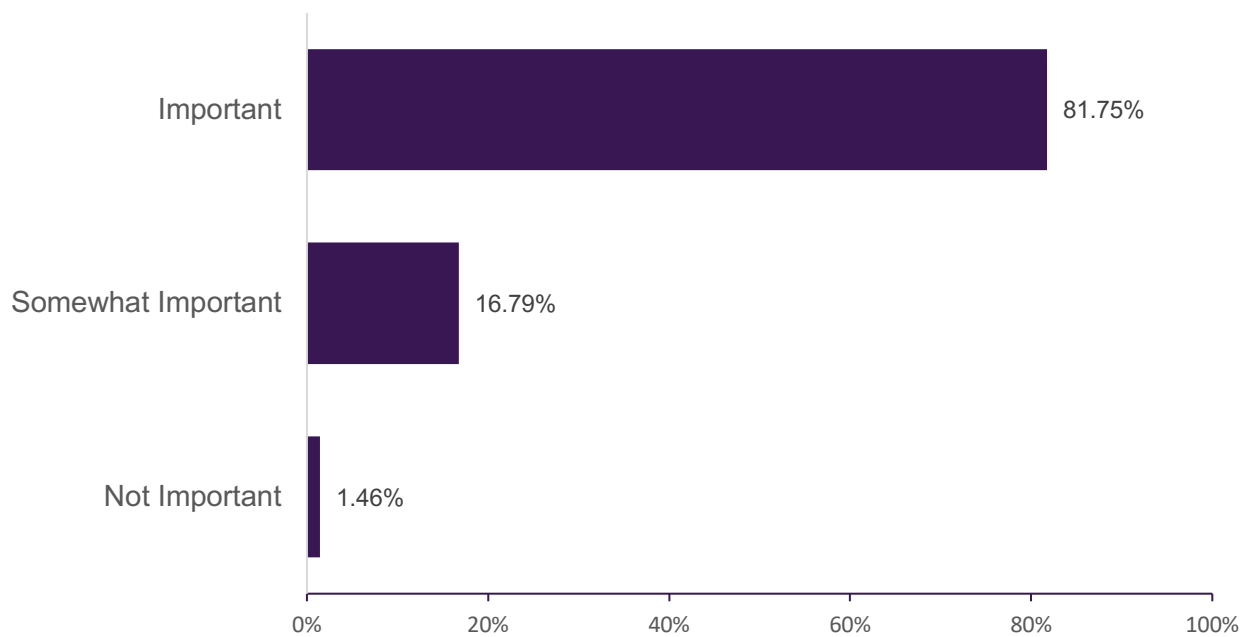
Importance: 98.6%

## The course documentation clearly described course grading/feedback system.



( $N = 304$ ,  $M = 3.28$ )

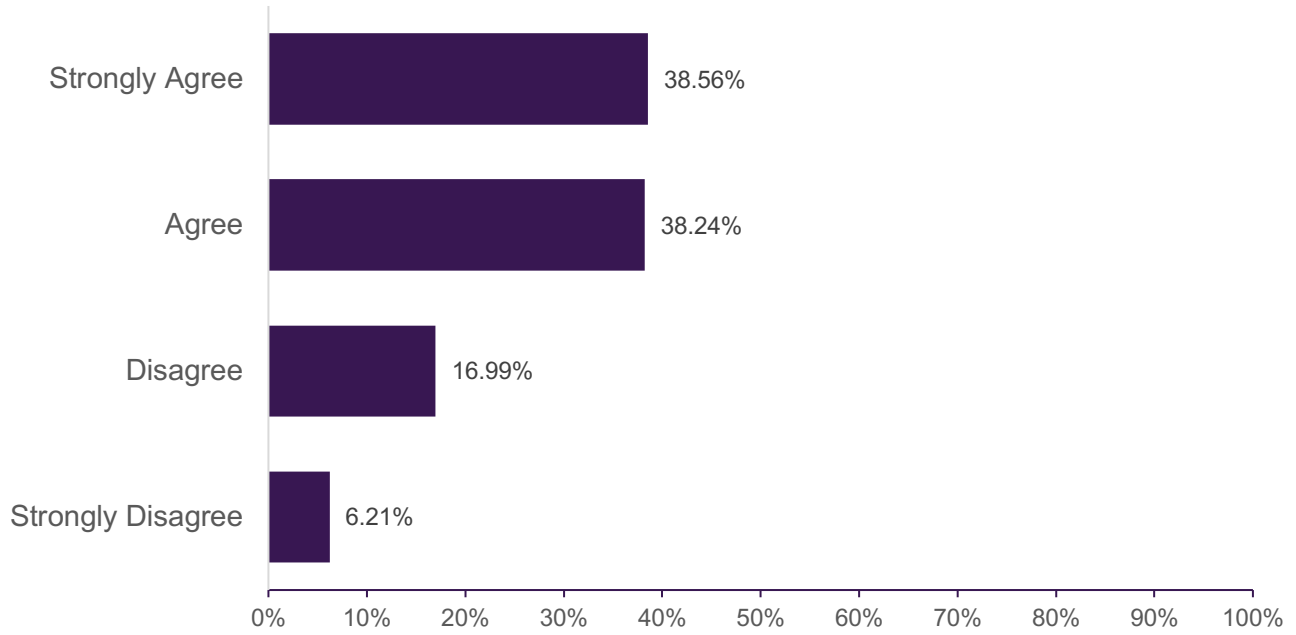
Experienced: 85.2%



( $N = 274$ ,  $M = 2.80$ )

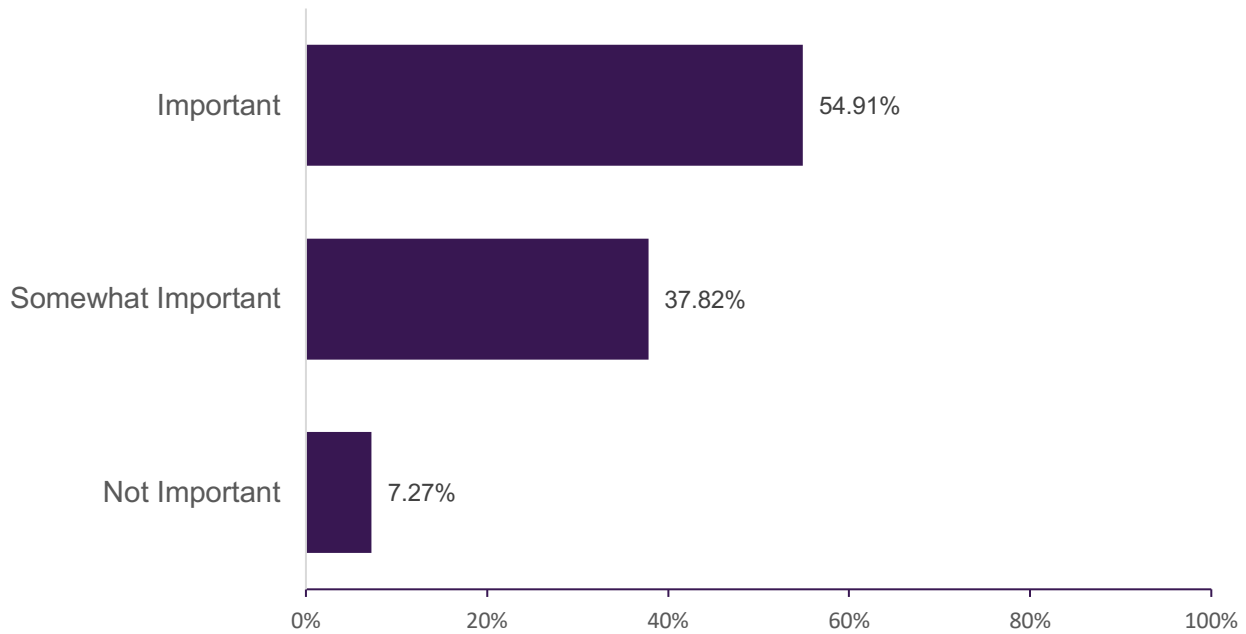
Importance: 98.5%

### There were a variety of types of assessment throughout the course (papers, exams, projects, etc.).



(N = 306, M = 3.09)

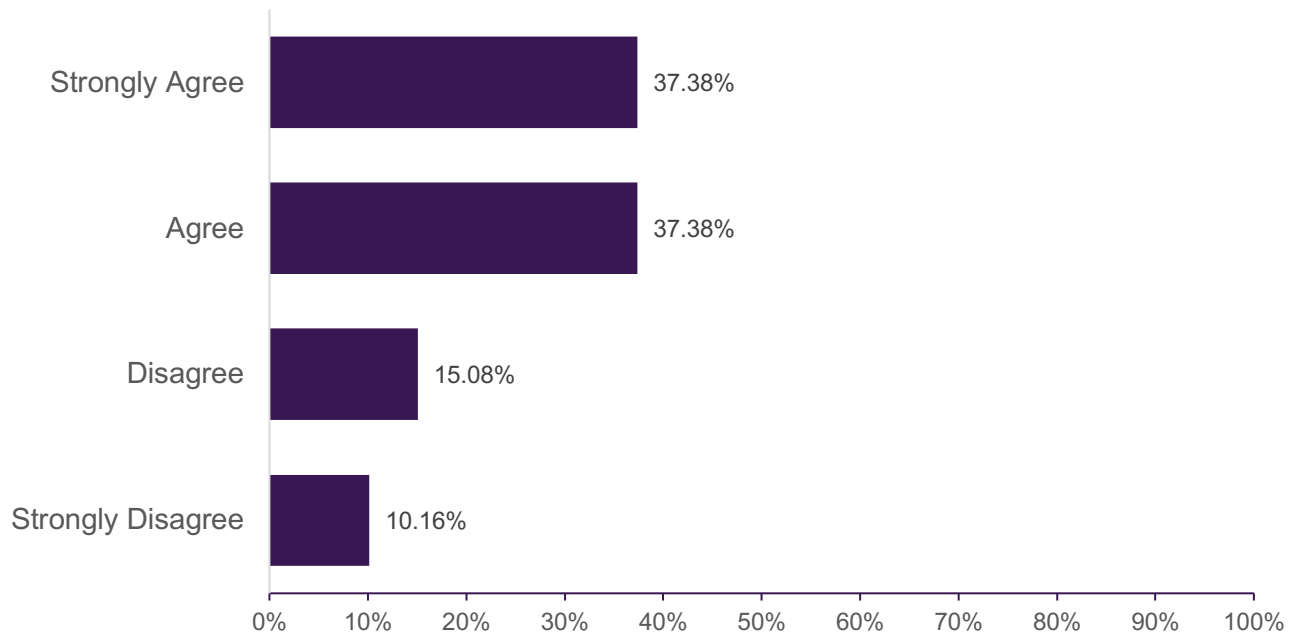
**Experienced: 76.8%**



(N = 275 M = 2.48)

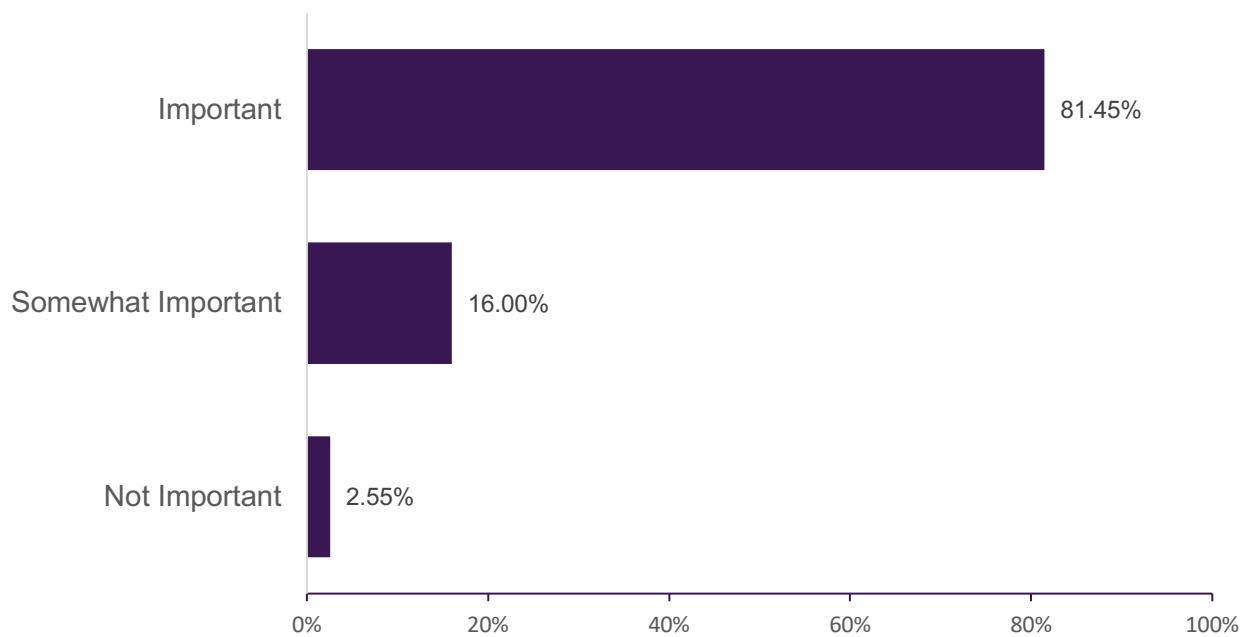
**Importance: 92.7%**

### Up-to-date grades were available throughout the course.



( $N = 305$ ,  $M = 3.02$ )

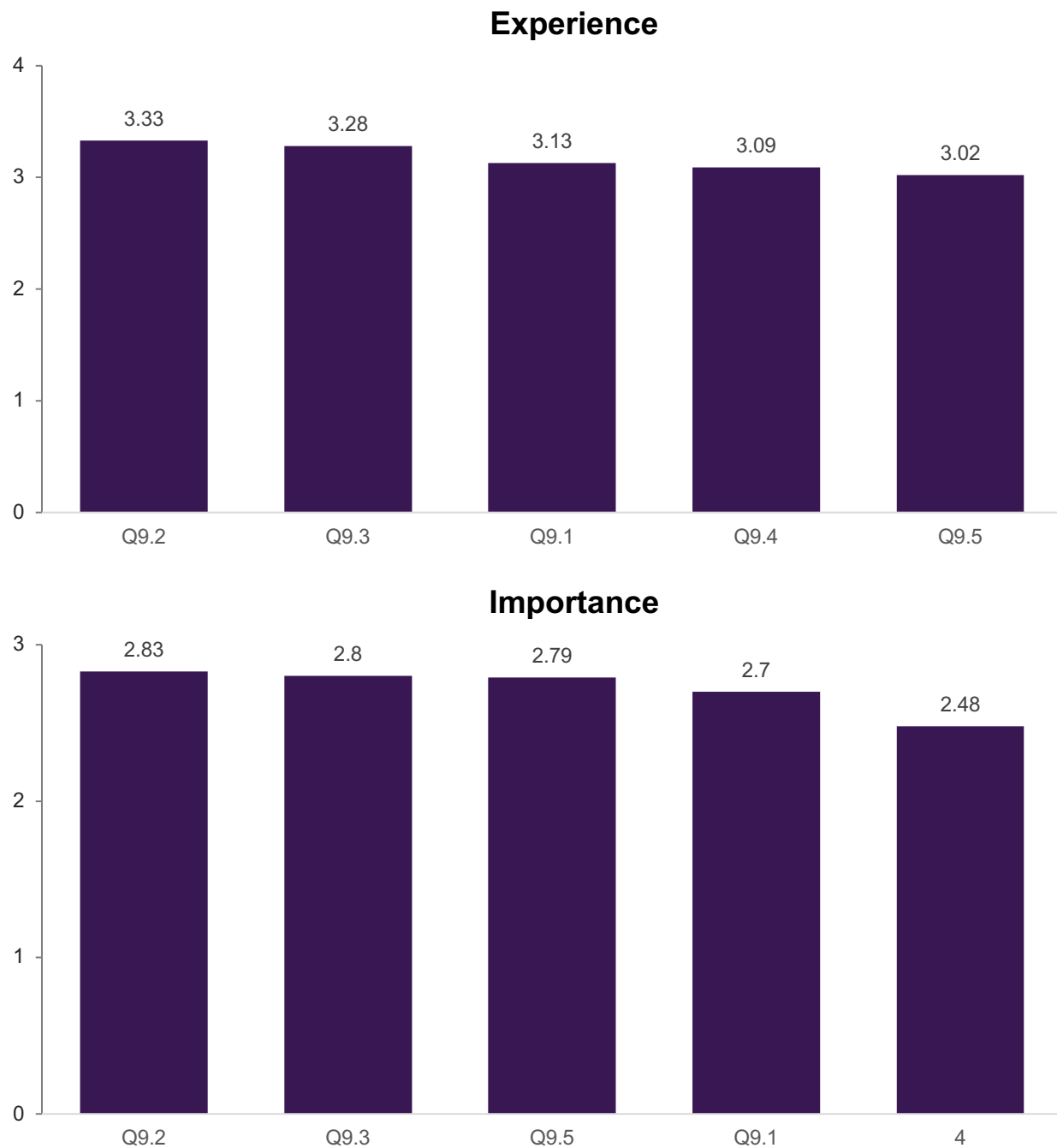
**Experienced: 74.8%**



( $N = 275$ ,  $M = 2.79$ )

**Importance: 97.5%**

## Assessment, Feedback & Grading – Item Comparison



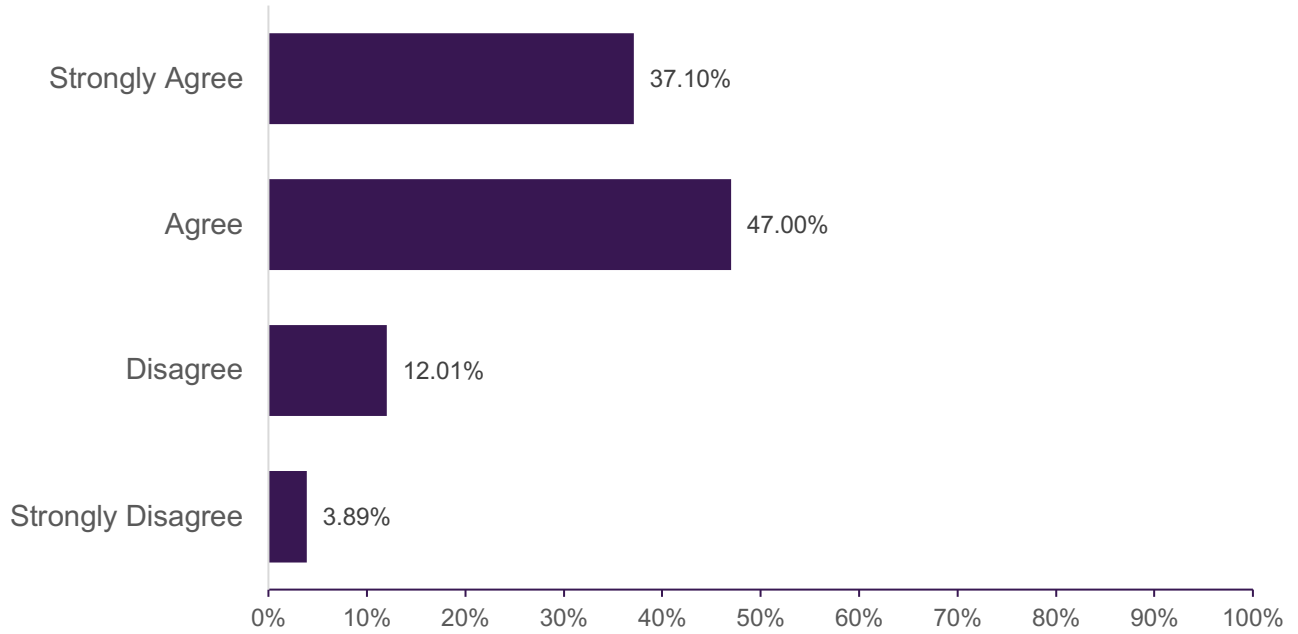
There was a small, positive relationship between student experience and importance ( $r = 0.20$ ). The more participants agreed with the **assessment, feedback, and grading** items, the more they indicated that the items were important to their experience.

## Assessment, Feedback, & Grading Items Ranked by Experience

Item	Experienced	Importance
Q9.2 The course grading policy was clear and easy to access.	85.57%	98.55%
Q9.3 The course documentation clearly described course grading/feedback system.	85.20%	98.54%
Q9.1 The assessments during the course accurately measured my progress towards the learning objectives.	83.28%	96.35%
Q9.4 There were a variety of types of assessment throughout the course (papers, exams, projects, etc.).	76.80%	92.73%
Q9.5 Up-to-date grades were available throughout the course.	74.75%	97.45%

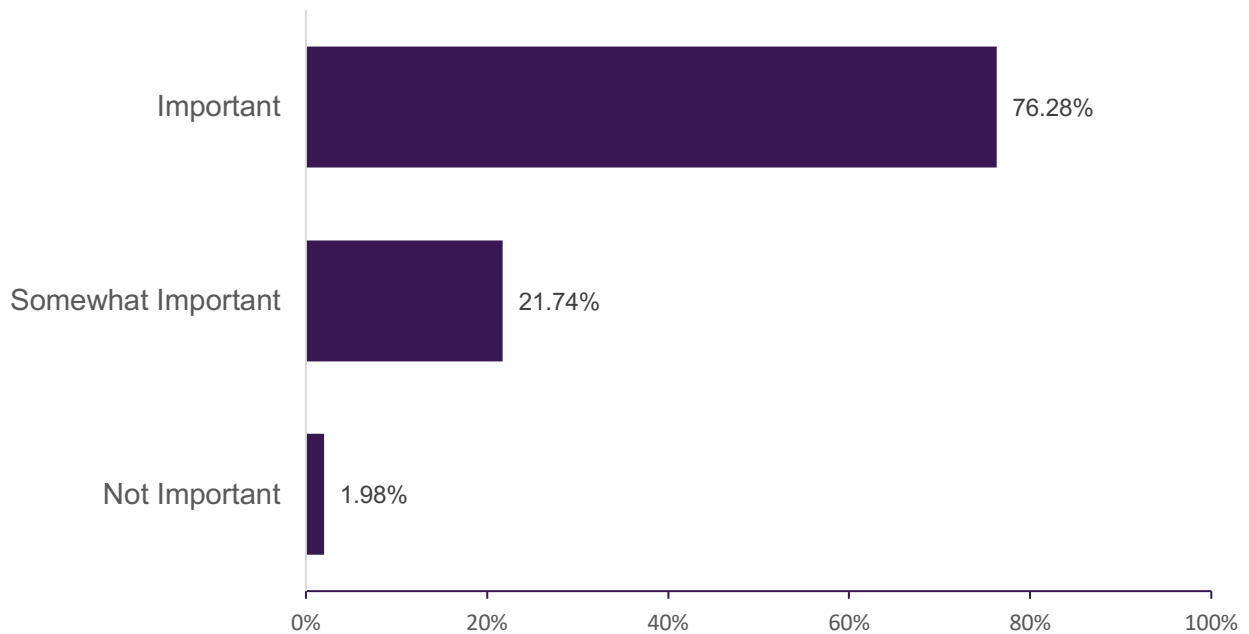
## Course Resources & Materials – Item Breakdown

**The resources in the course provided appropriate information to help me reach the learning objectives.**



(N = 283, M = 3.17)

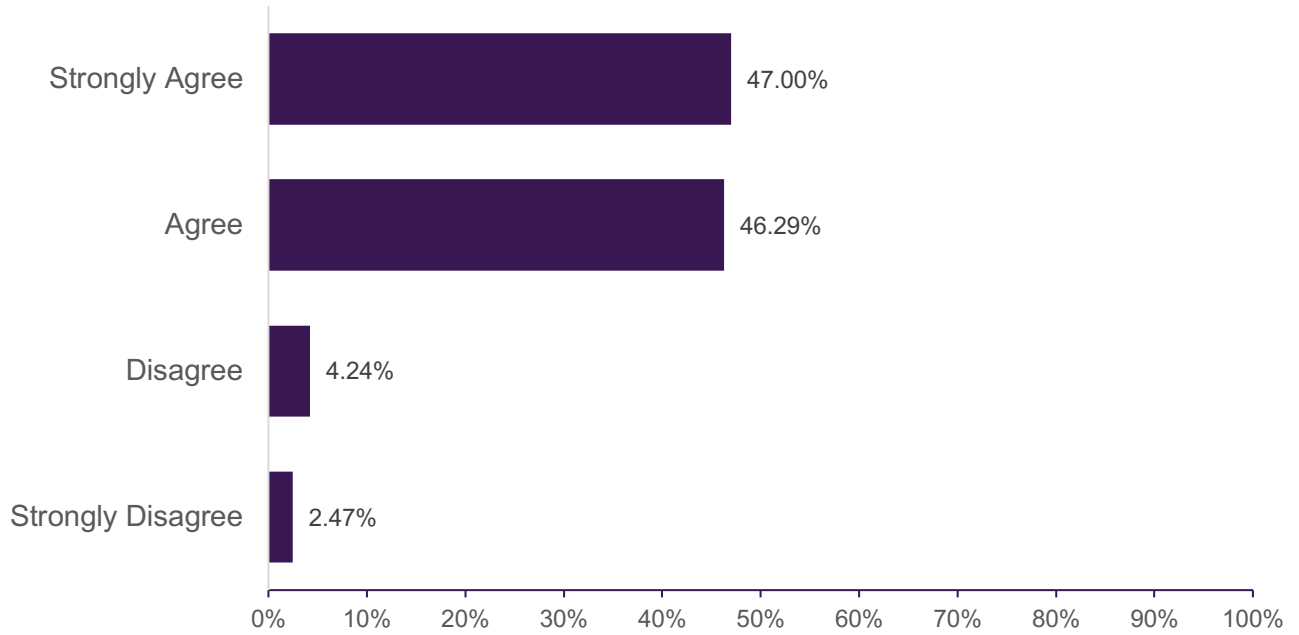
**Experienced: 84.1%**



(N = 253, M = 2.74)

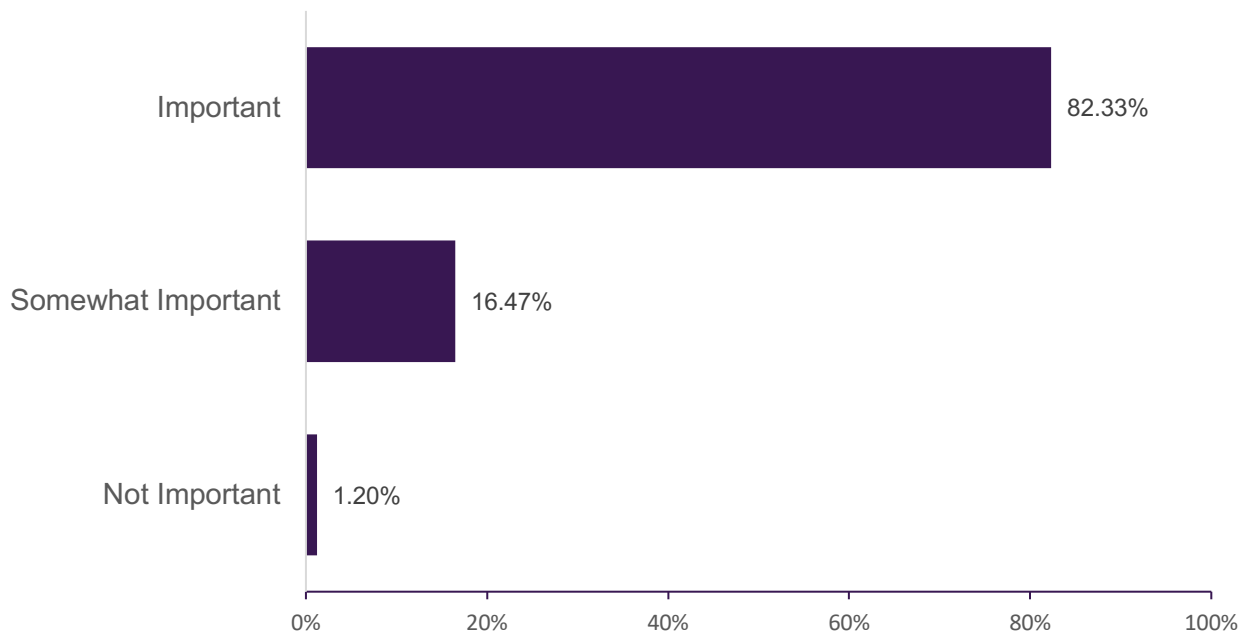
**Importance: 98.0%**

**The materials were relevant to the activities and assessments in the course.**



(N = 283, M = 3.38)

**Experienced: 93.3%**

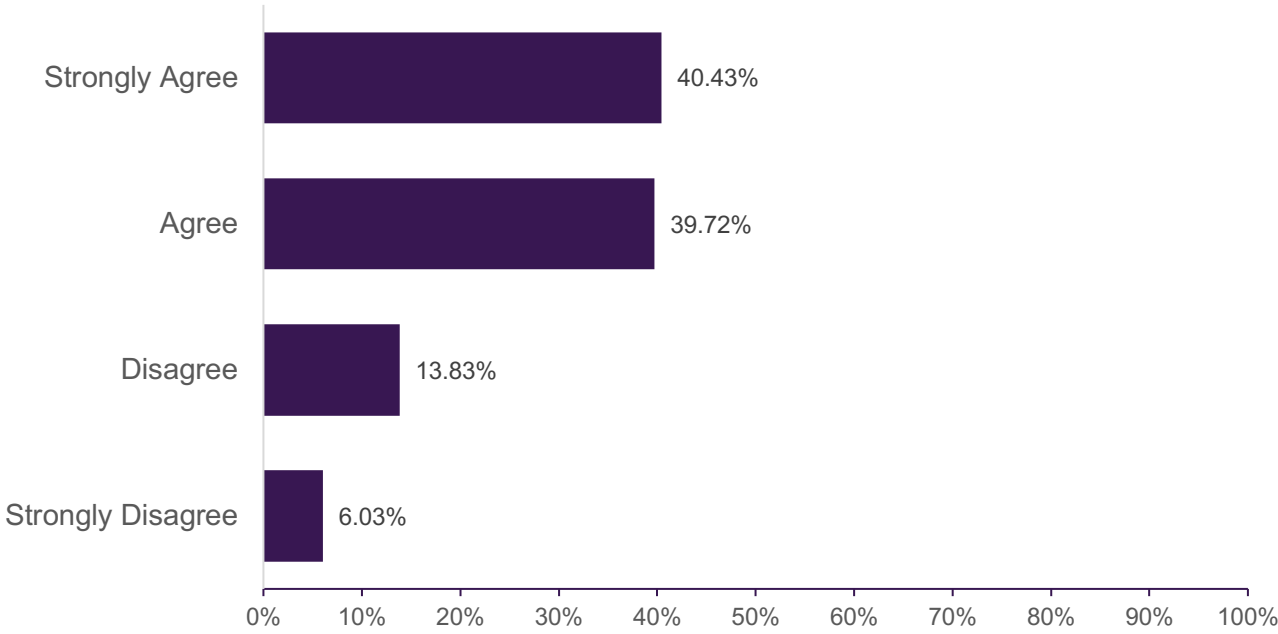


(N = 249, M = 2.81)

**Importance: 98.8%**

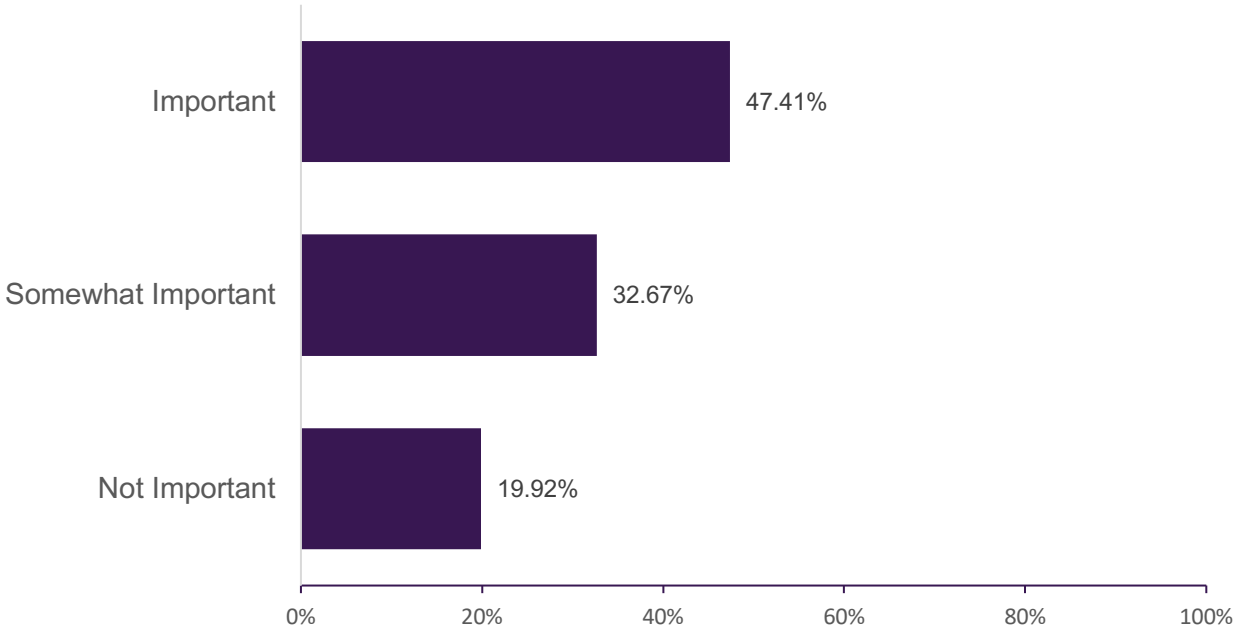


The instructor cited all of the resources that they included in the course.



(N = 282, M = 3.15)

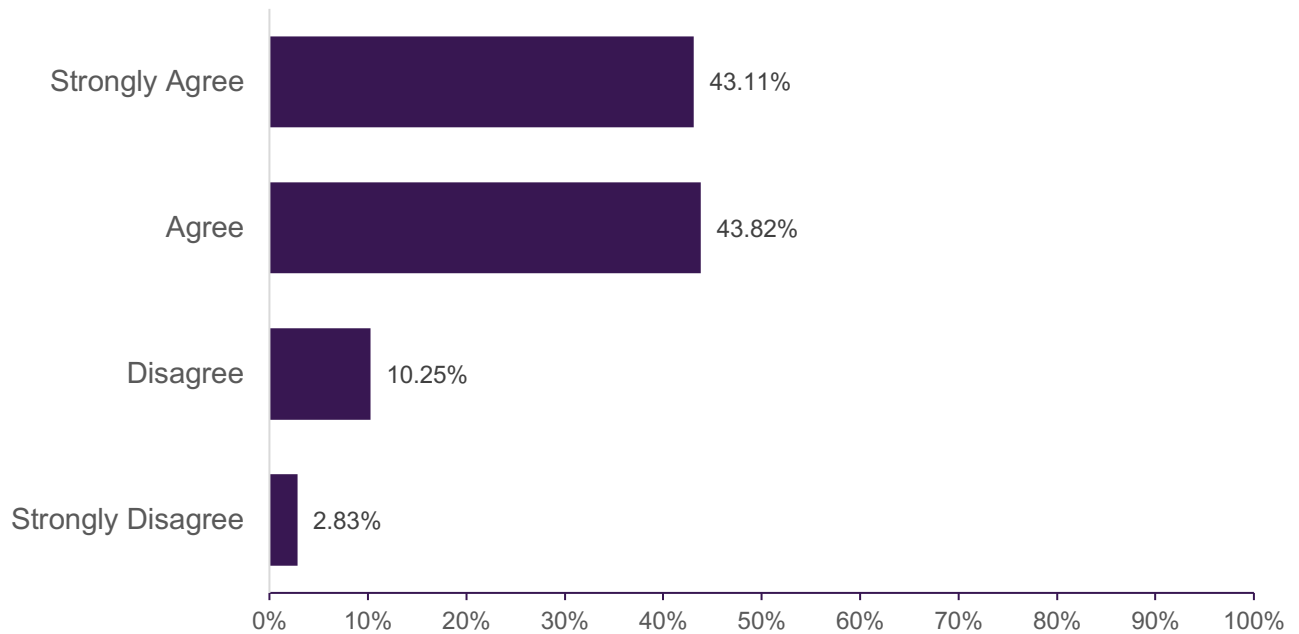
Experienced: 80.1%



(N = 251, M = 2.27)

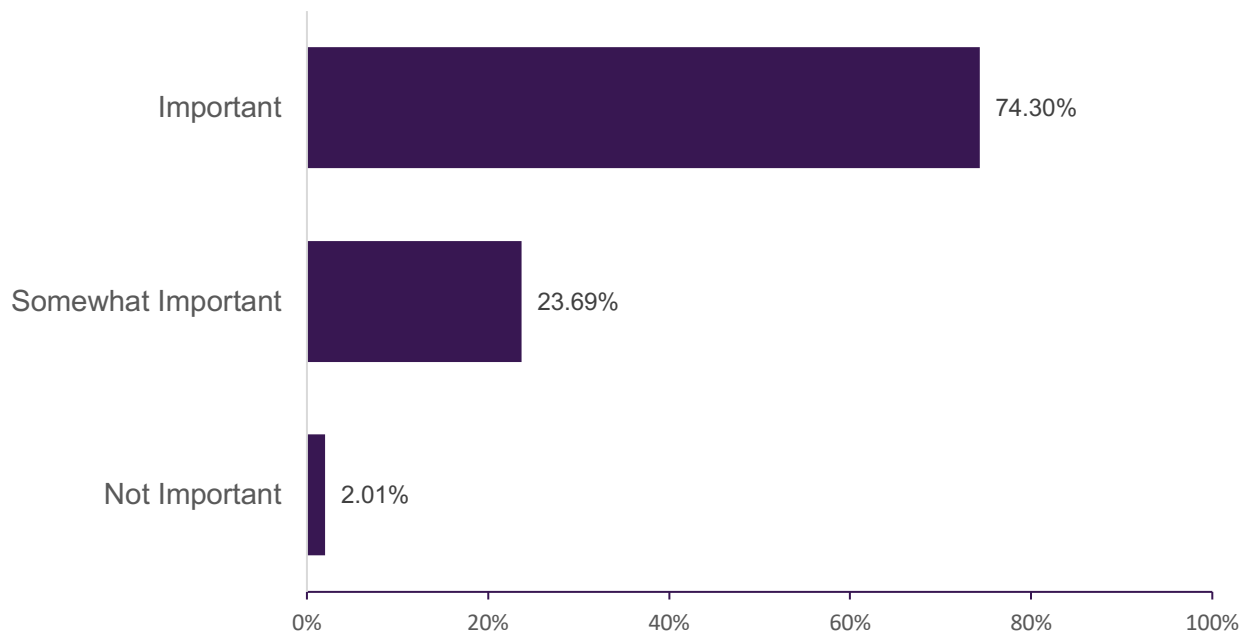
Importance: 80.1%

## The materials in the course were up-to-date and relevant.



( $N = 283$ ,  $M = 3.27$ )

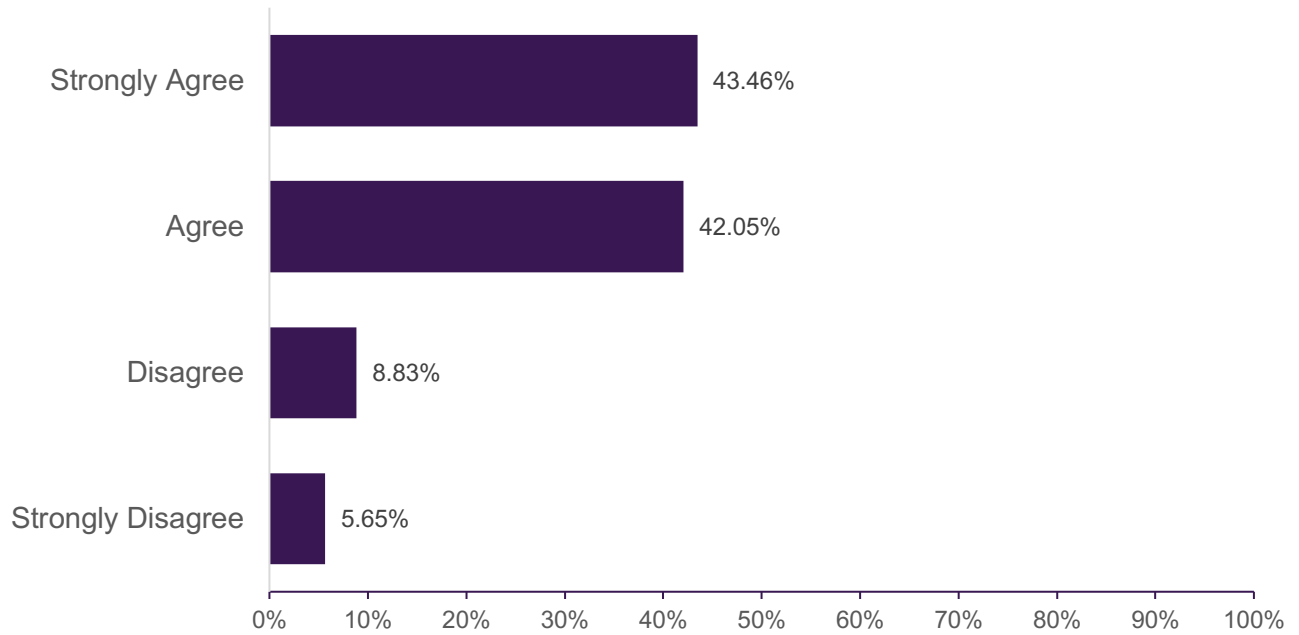
Experienced: 86.9%



( $N = 249$ ,  $M = 2.72$ )

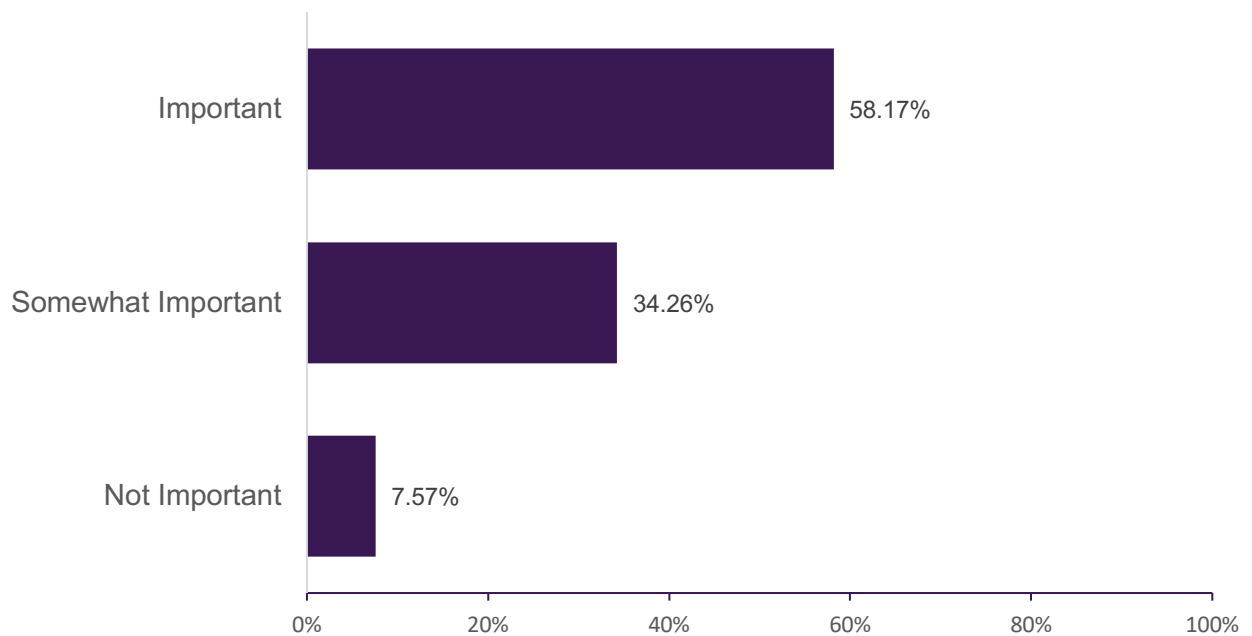
Importance: 98.0%

## There were a variety of materials and resources included in the course.



( $N = 283$ ,  $M = 3.23$ )

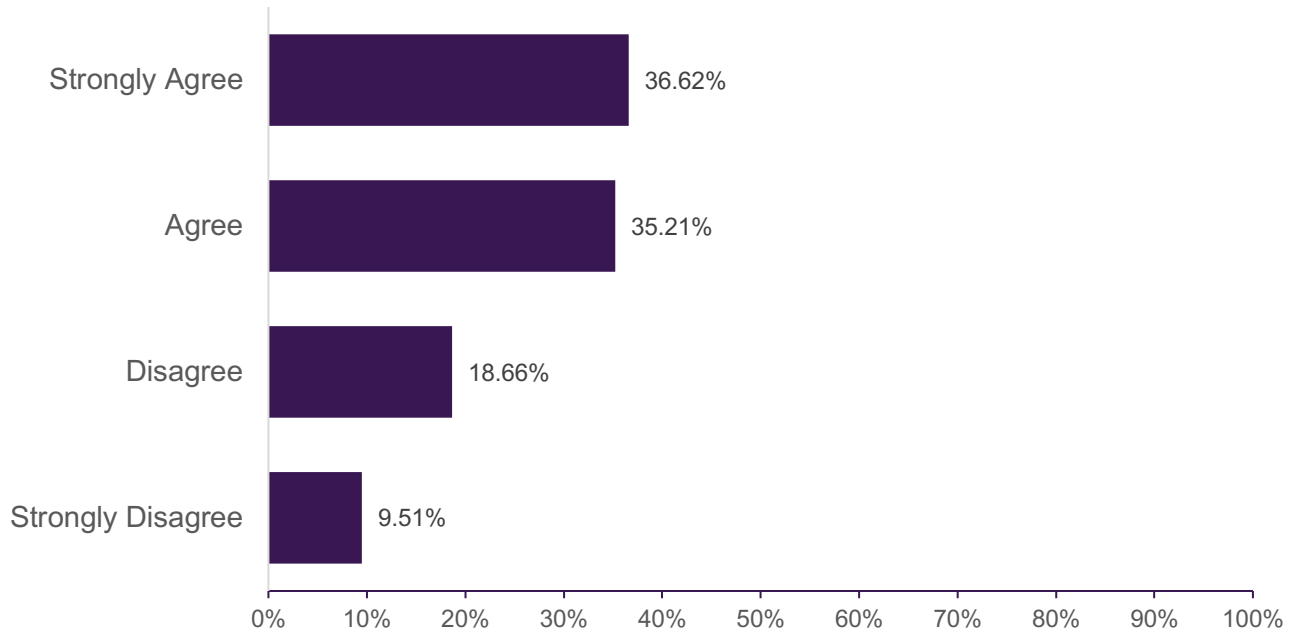
Experienced: 85.5%



( $N = 251$ ,  $M = 2.51$ )

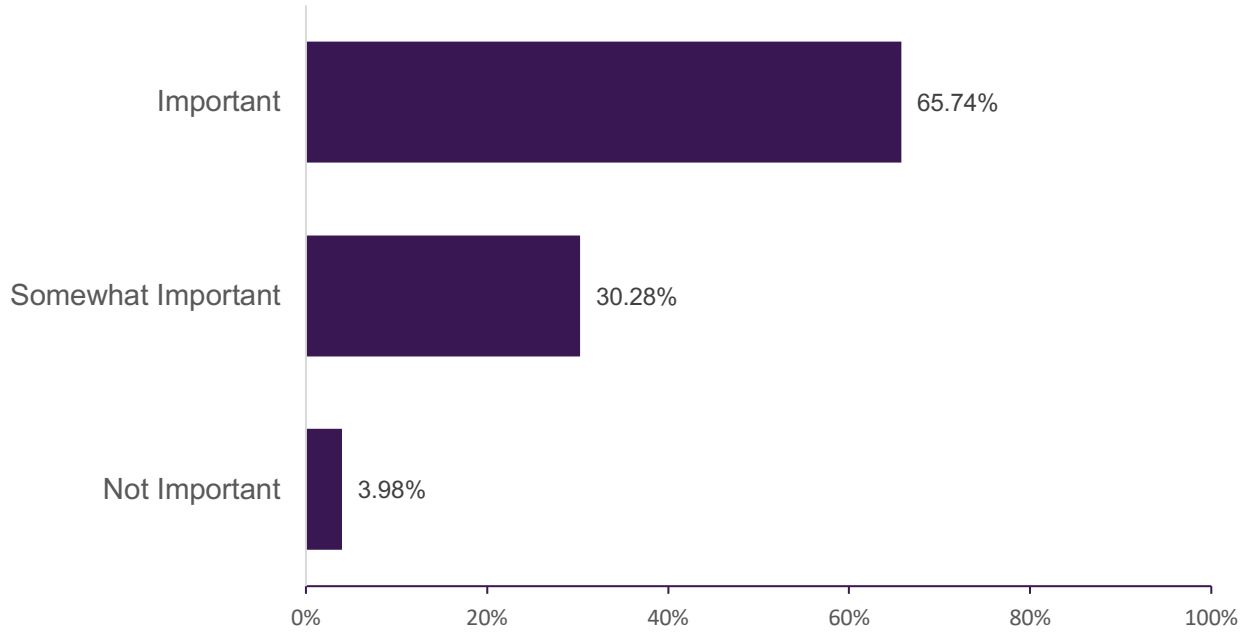
Importance: 92.4%

**It was easy to tell the difference between required and optional information.**



(N = 284, M = 2.81)

**Experienced: 71.8%**

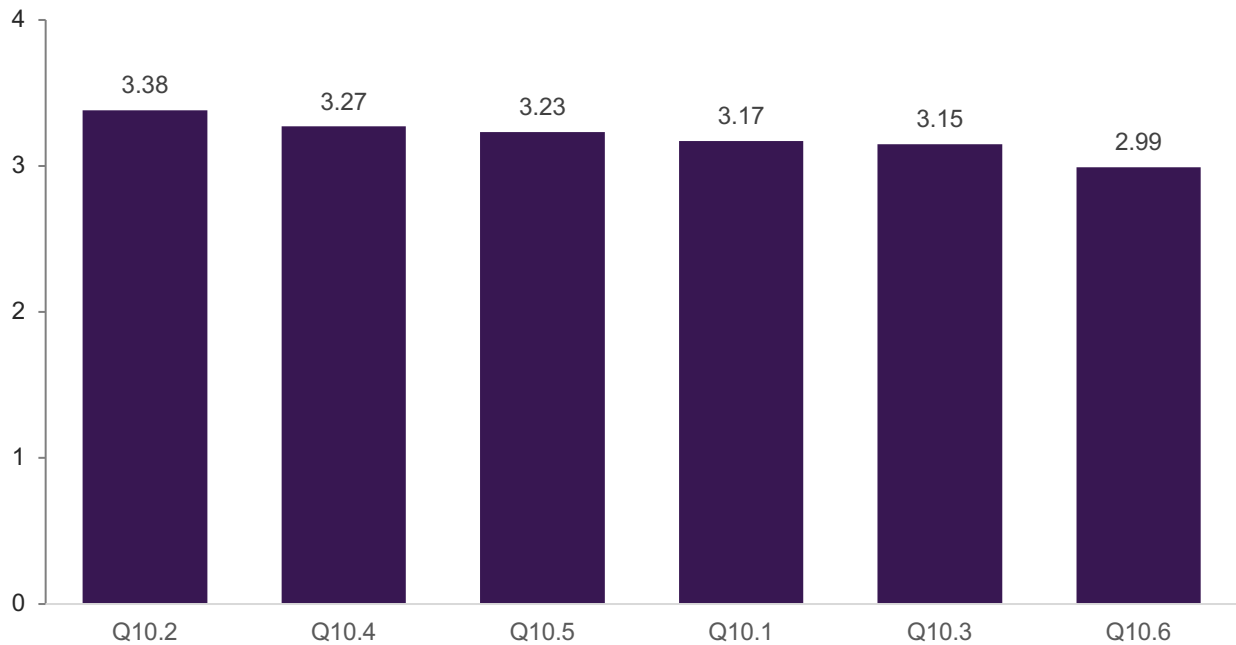


(N = 251, M = 2.62)

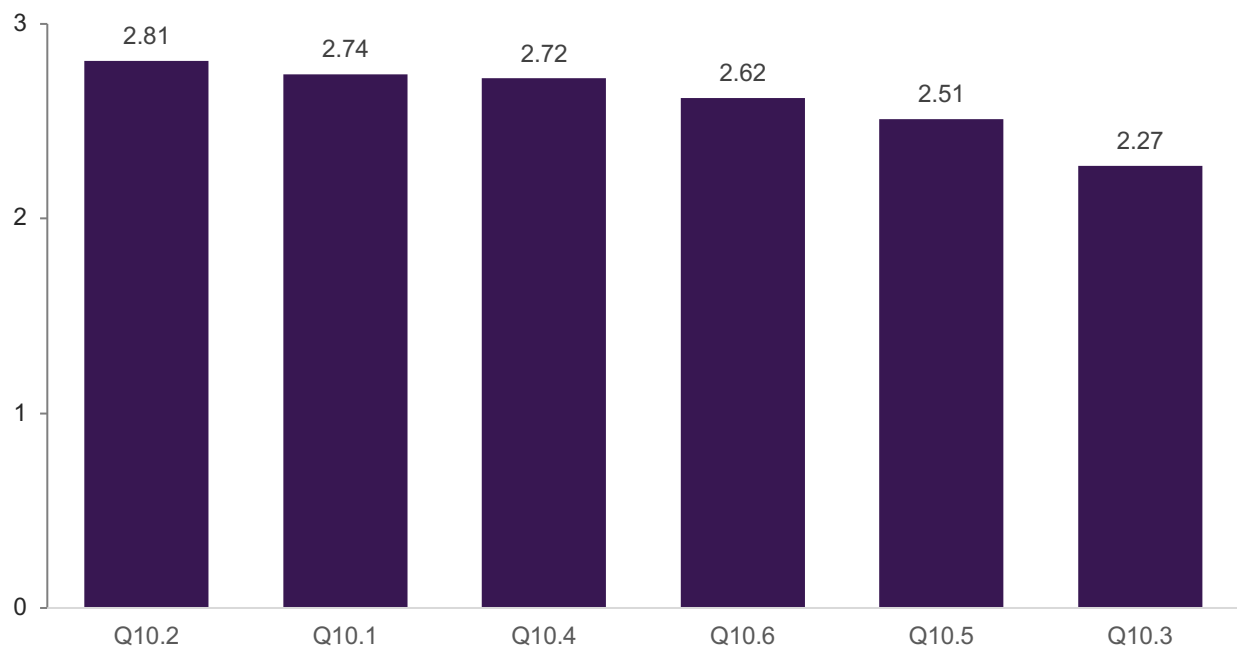
**Importance: 96.0%**

## Course Resources & Materials – Item Comparison

### Experience



### Importance



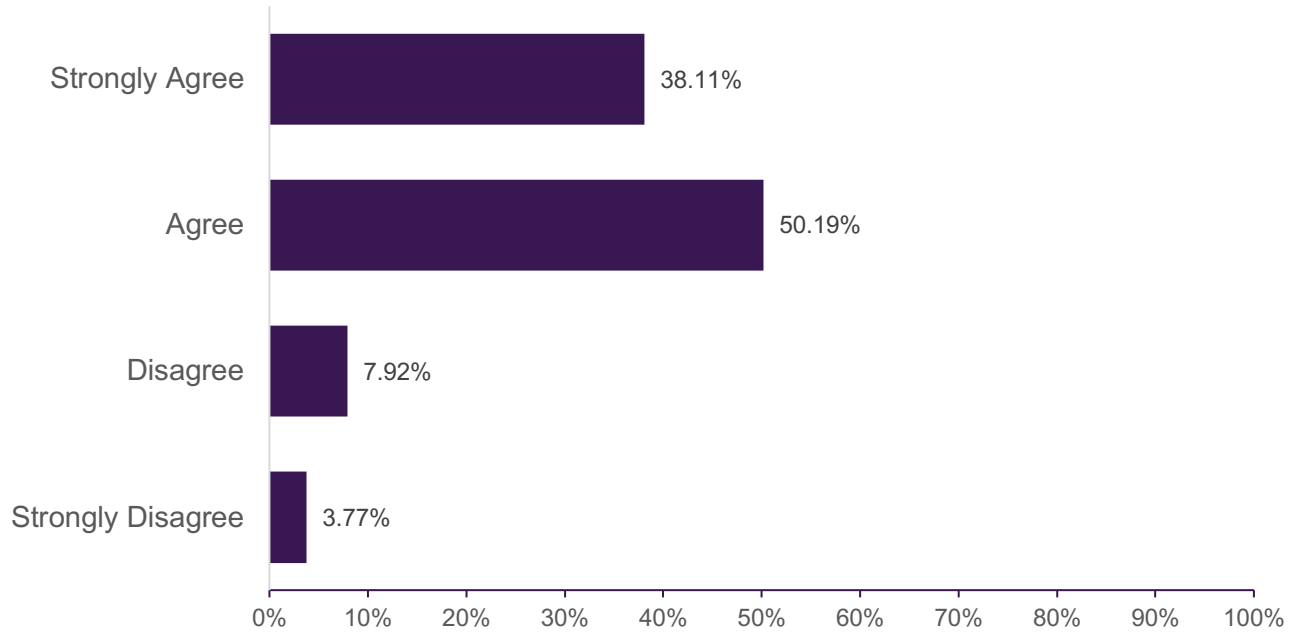
There was a small, positive relationship between student experience and importance ( $r = 0.31$ ). The more participants agreed with the **course resources and materials** items, the more they indicated that the items were important to their experience.

## Course Resources & Materials Items Ranked by Experienced

Item	Experienced	Importance
Q10.2 The materials were relevant to the activities and assessments in the course.	93.29%	98.80%
Q10.4 The materials in the course were up-to-date and relevant.	86.93%	97.99%
Q10.5 There were a variety of materials and resources included in the course.	85.51%	92.43%
Q10.1 The resources in the course provided appropriate information to help me reach the learning objectives.	84.10%	98.02%
Q10.3 The instructor cited all of the resources that they included in the course.	80.14%	80.08%
Q10.6 It was easy to tell the difference between required and optional information.	71.83%	96.02%

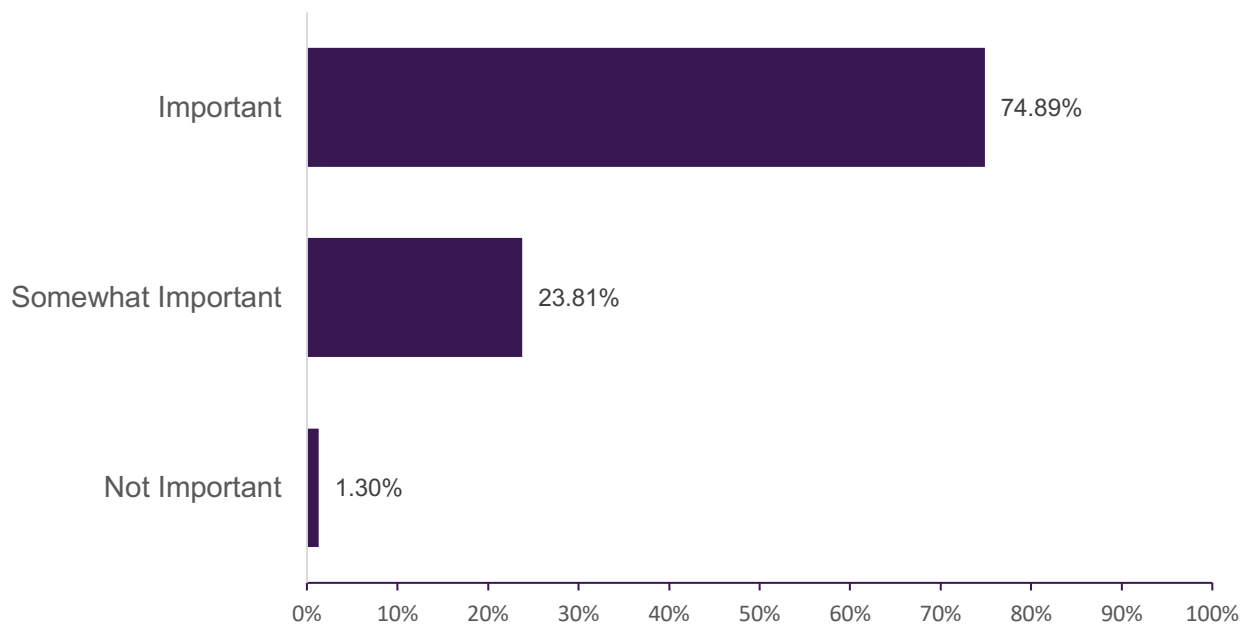
## Course Activities, Instructor Presence and Communication, & Interaction with Others – Item Breakdown

**The activities in the course helped me reach the learning objectives.**



( $N = 265$ ,  $M = 3.23$ )

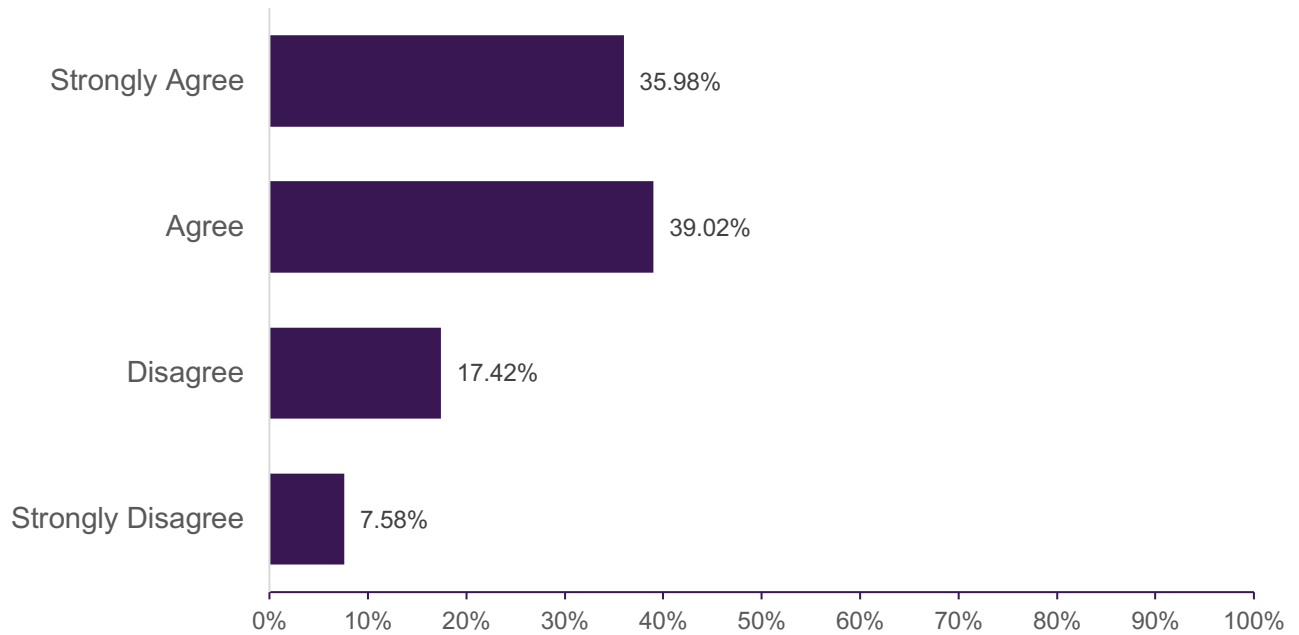
**Experienced: 88.3%**



( $N = 173$ ,  $M = 2.74$ )

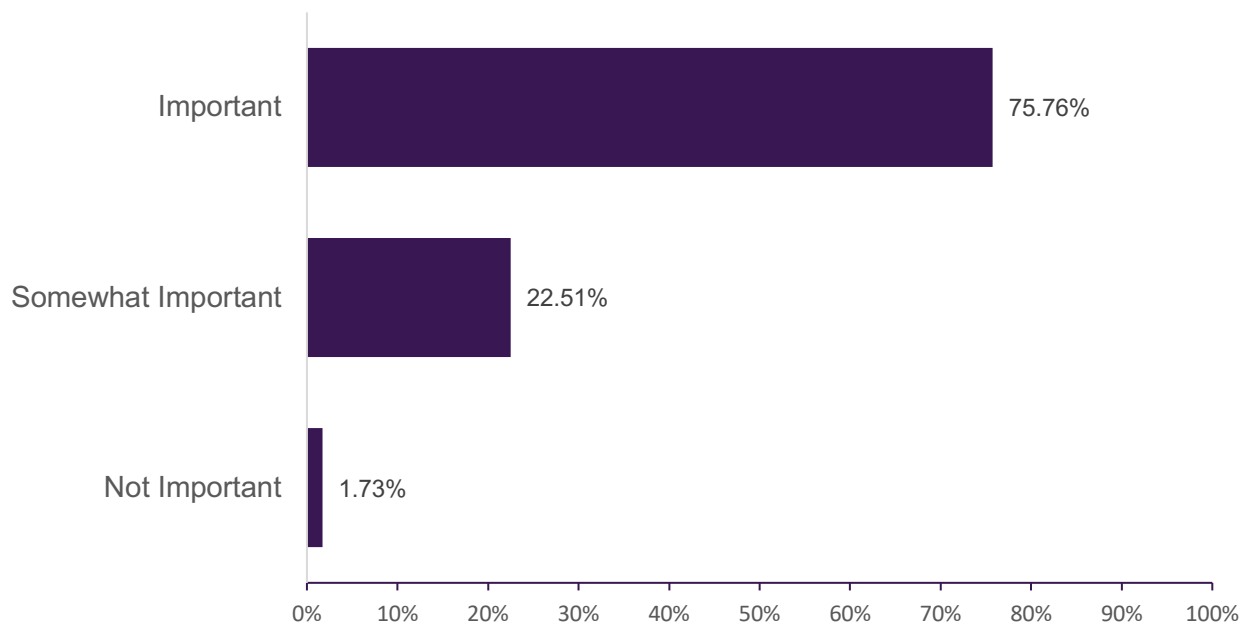
**Importance: 98.7%**

## The course used realistic assignments that motivated me to do my best work.



( $N = 265$ ,  $M = 3.23$ )

**Experienced: 75.0%**

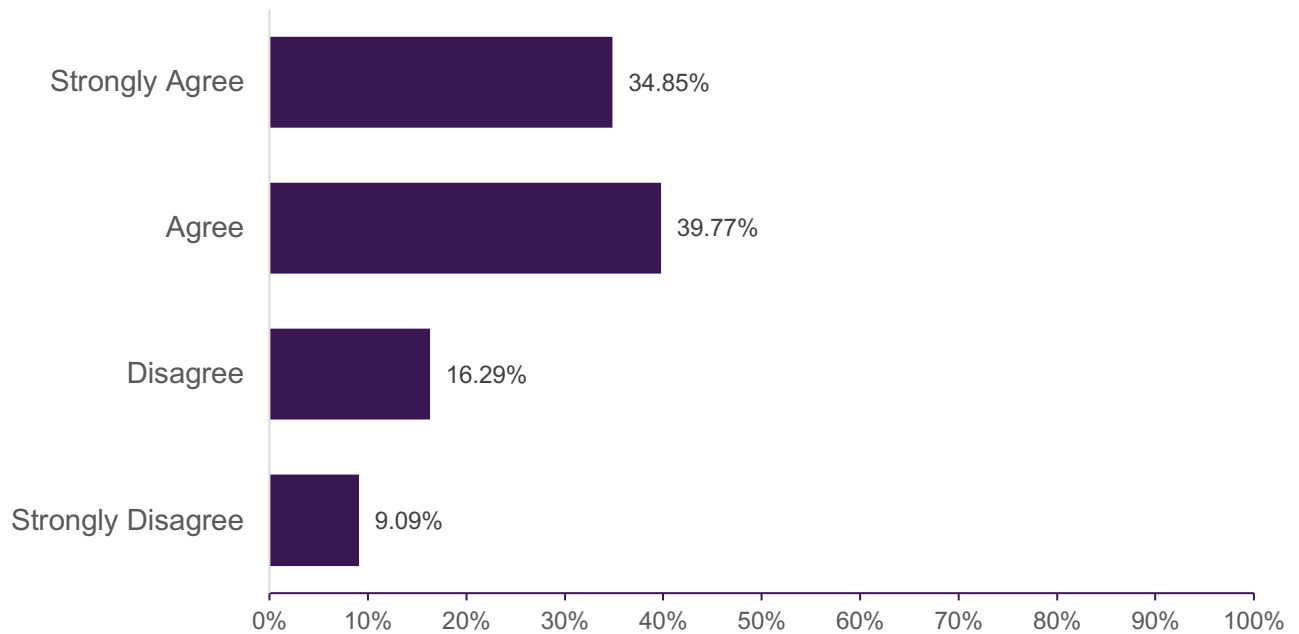


( $N = 231$ ,  $M = 2.74$ )

**Importance: 98.3%**

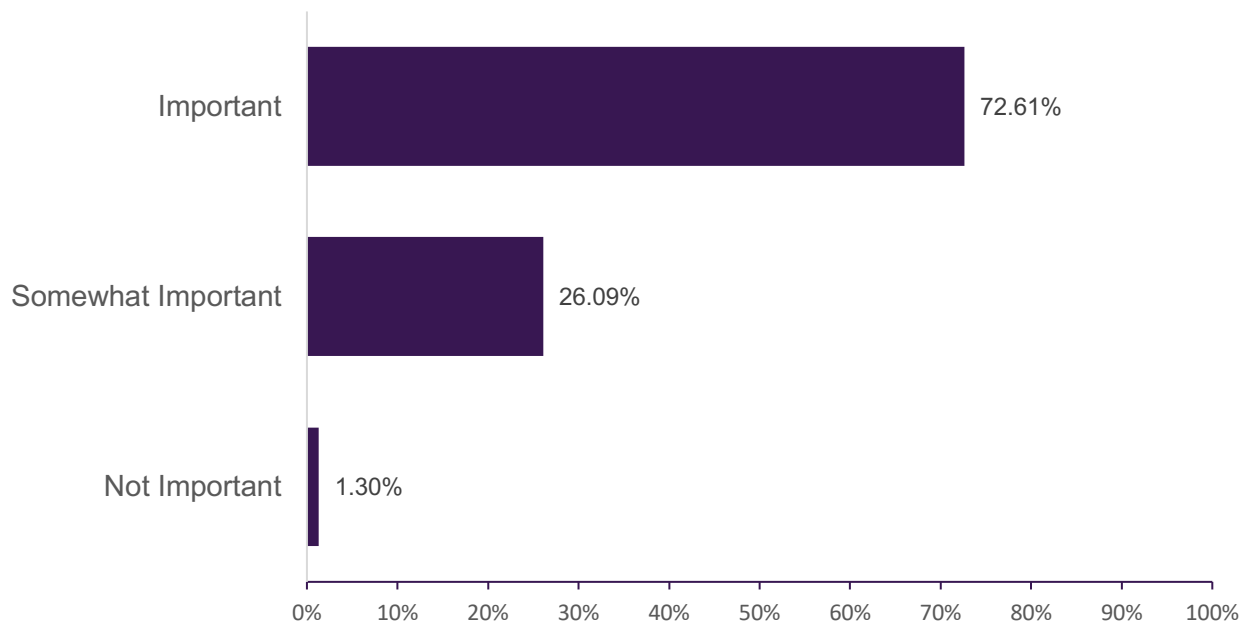


## The activities encouraged me to engage with learning.



( $N = 264$ ,  $M = 3.00$ )

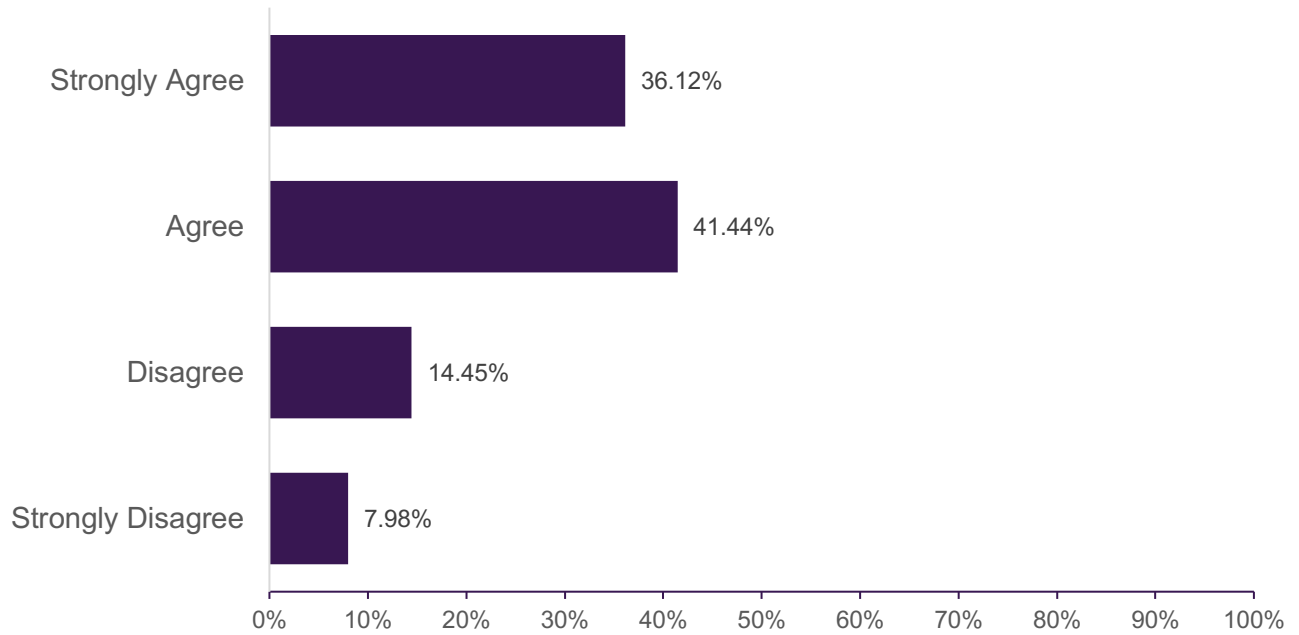
**Experienced: 74.6%**



( $N = 230$ ,  $M = 2.71$ )

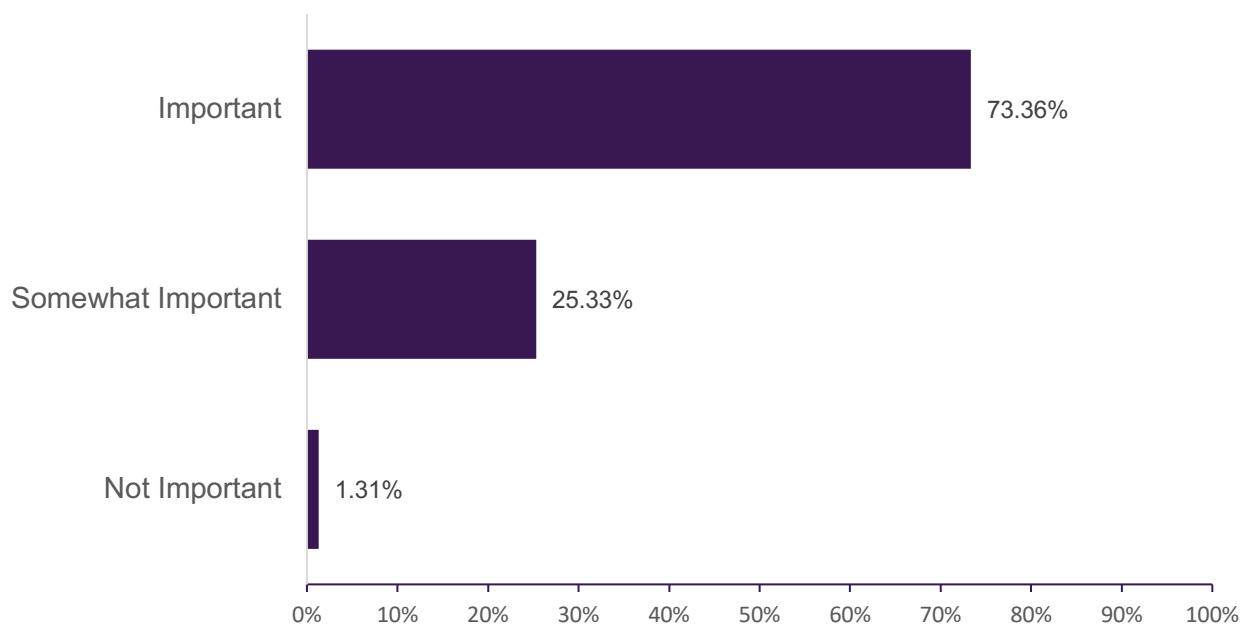
**Importance: 98.7%**

**Feedback was delivered in a timely fashion and within the limits described in the course documentations.**



( $N = 263$ ,  $M = 3.06$ )

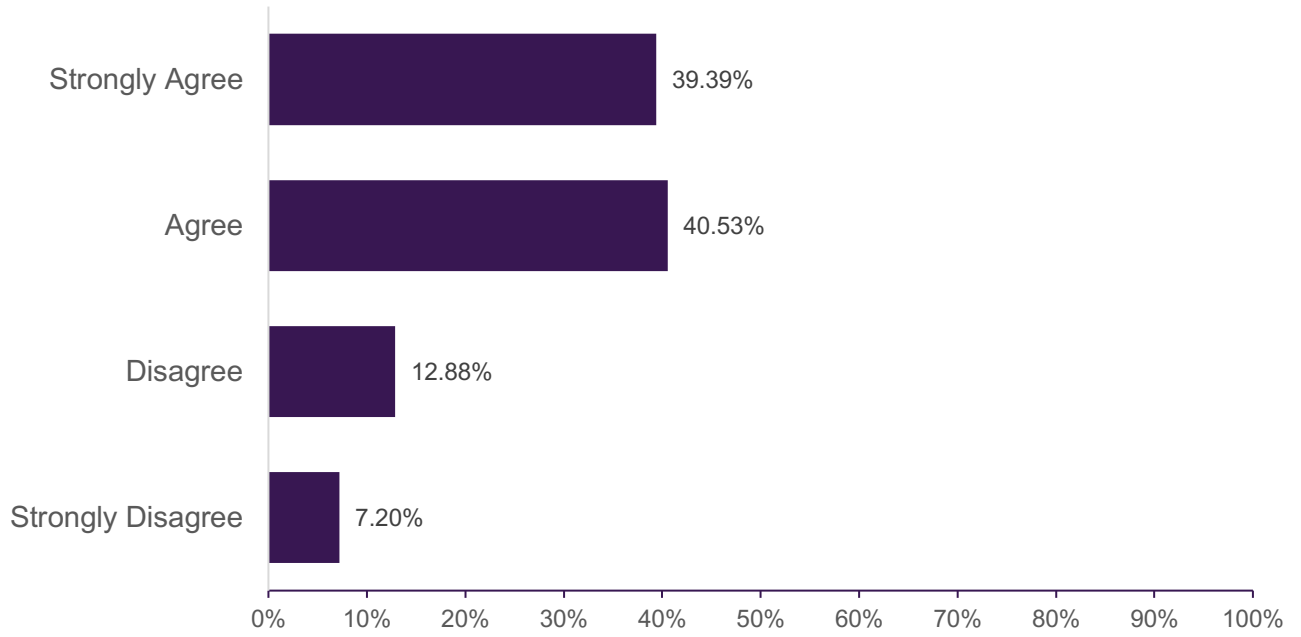
**Experienced: 77.6%**



( $N = 229$ ,  $M = 2.72$ )

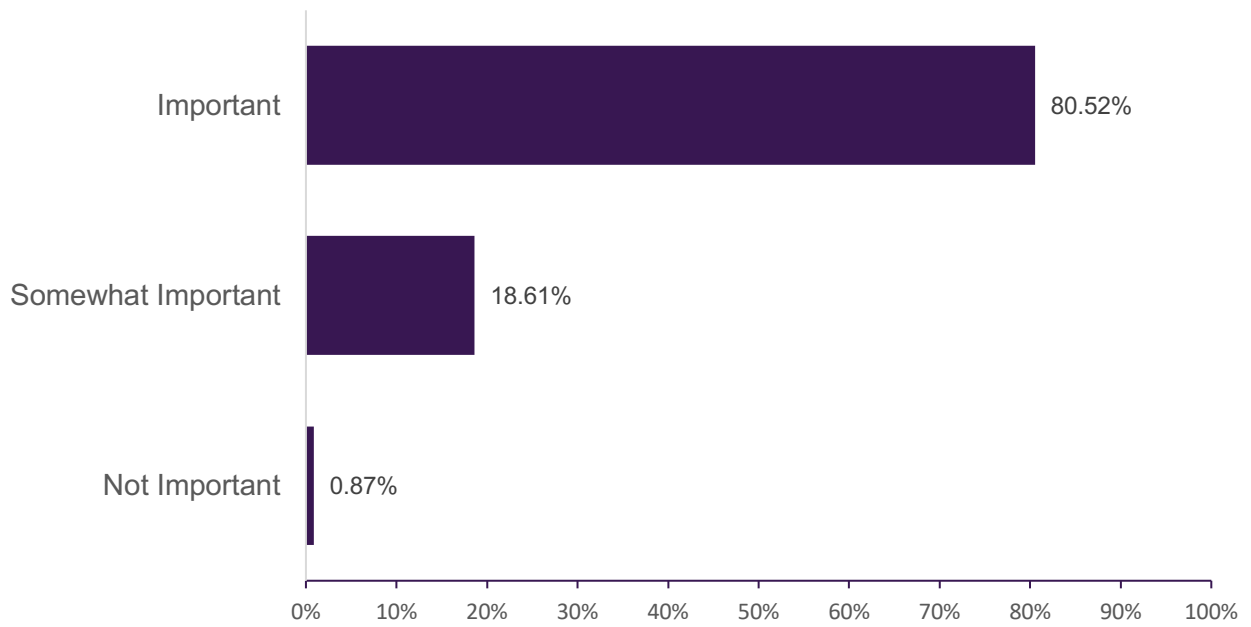
**Importance: 98.7%**

### Feedback was informative, supportive, and articulate.



(N = 264, M = 3.12)

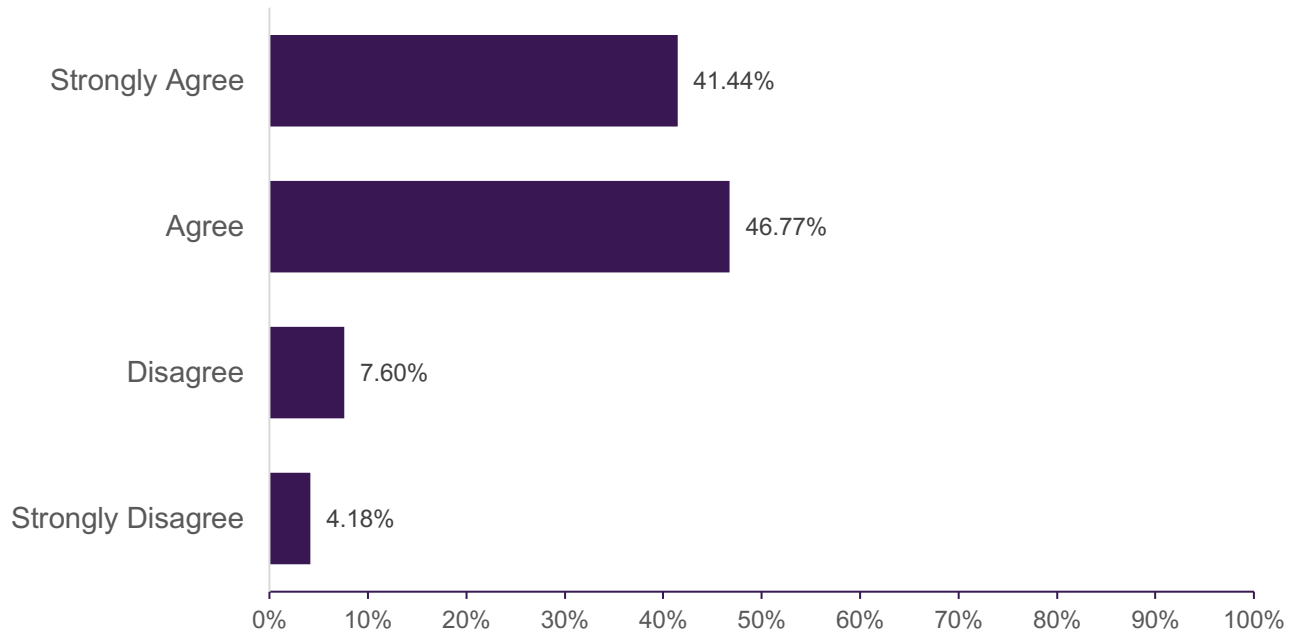
**Experienced: 79.9%**



(N = 231, M = 2.80)

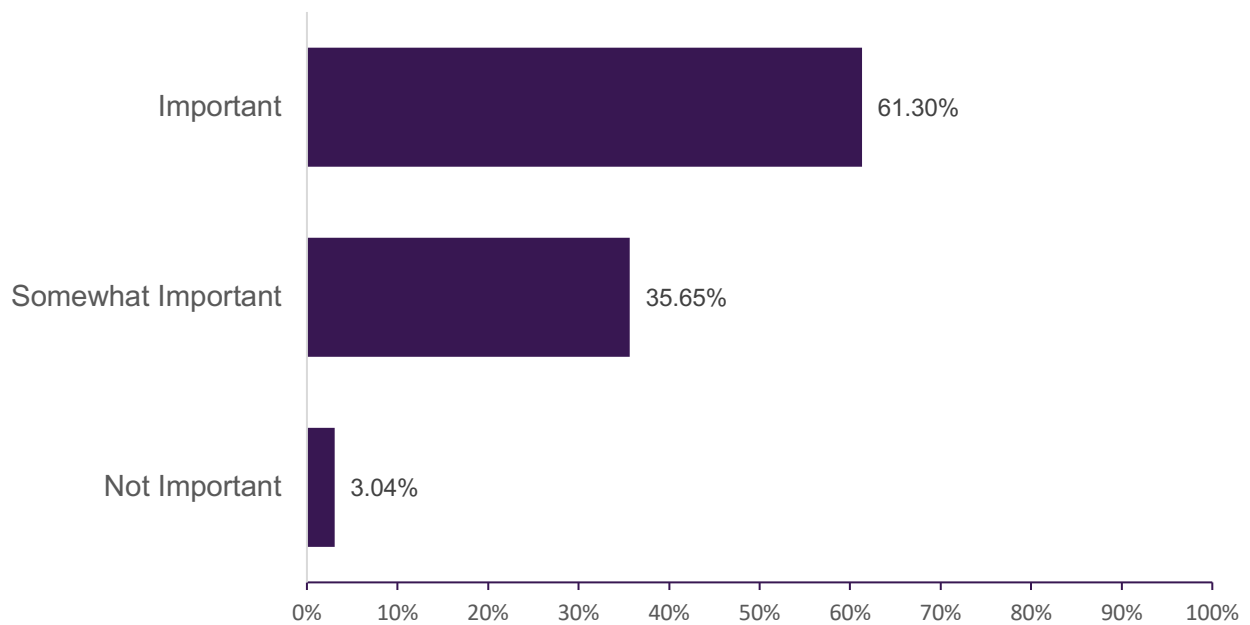
**Importance: 99.1%**

**The course documentation described the expectations for my performance in the online classroom.**



( $N = 263$ ,  $M = 3.25$ )

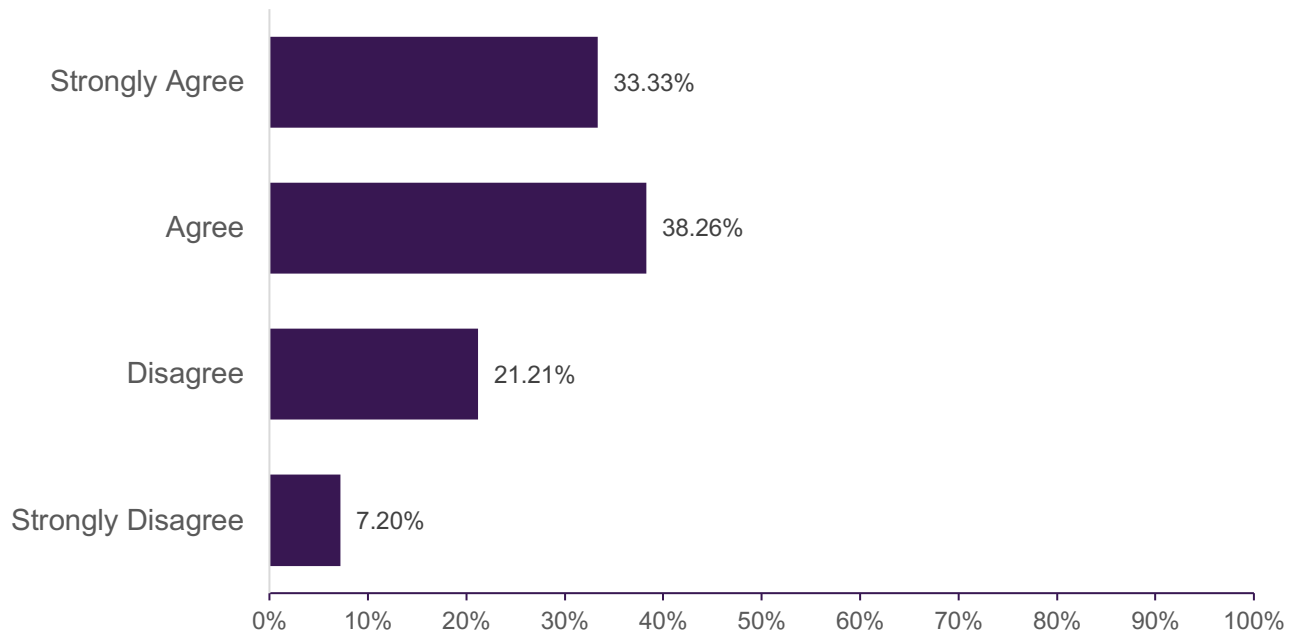
**Experienced: 88.2%**



( $N = 230$ ,  $M = 2.58$ )

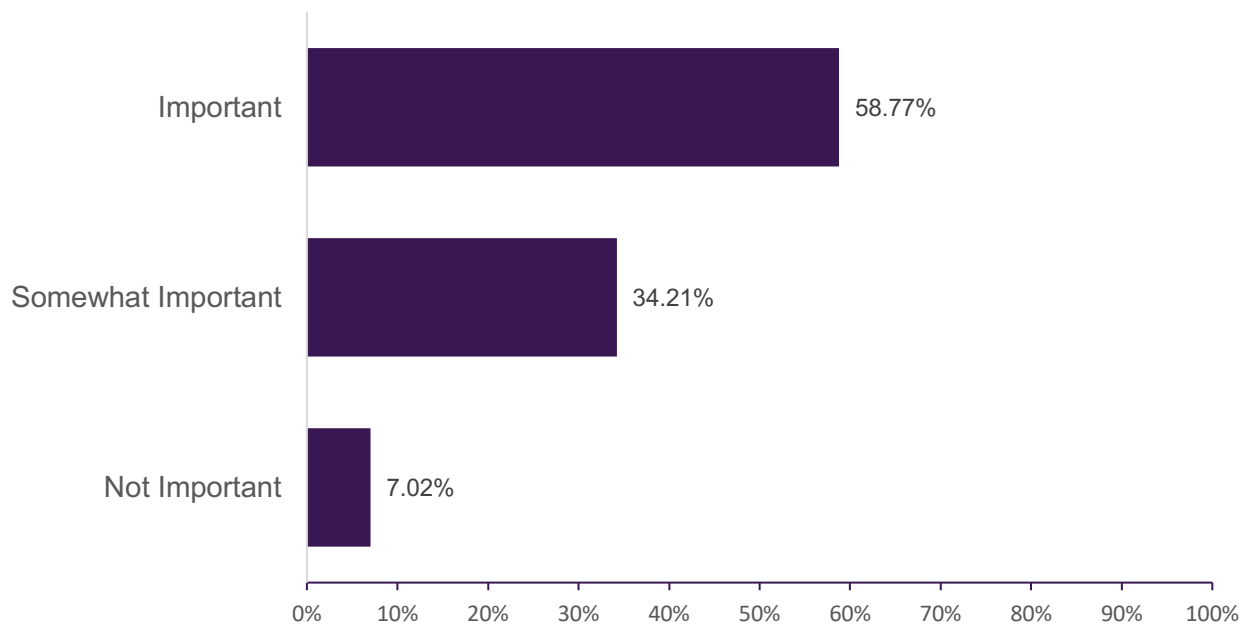
**Importance: 97.0%**

### The instructor was enthusiastic about online teaching.



( $N = 264$ ,  $M = 2.98$ )

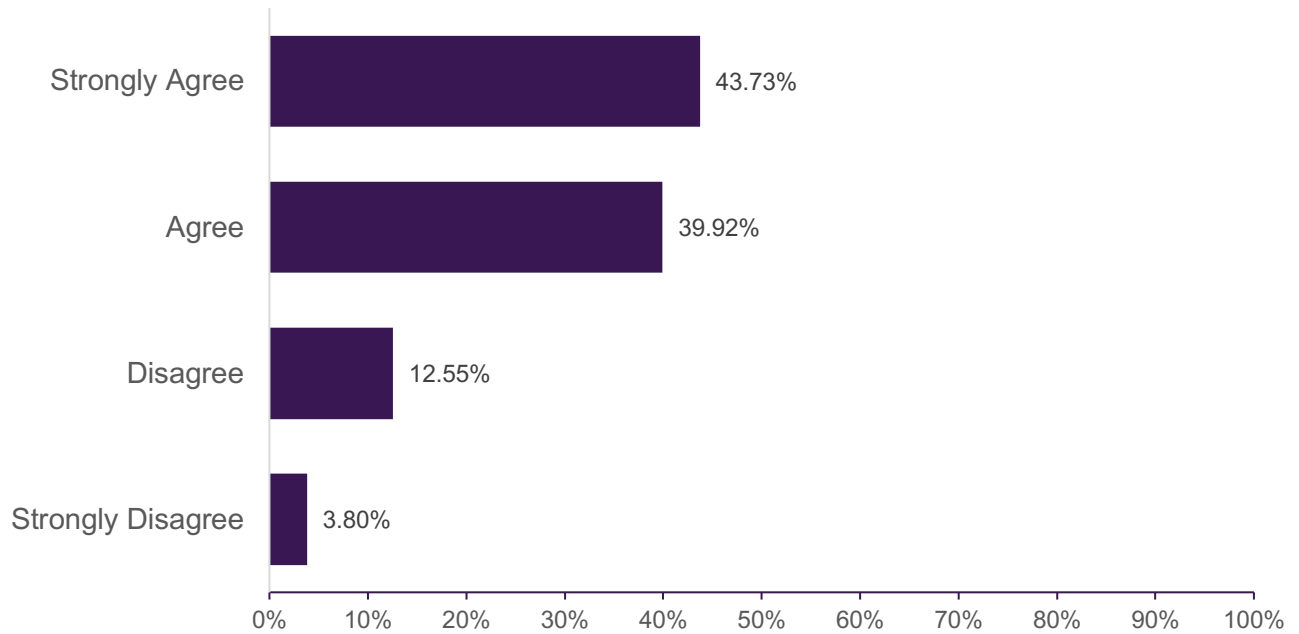
Experienced: 71.6%



( $N = 228$ ,  $M = 2.58$ )

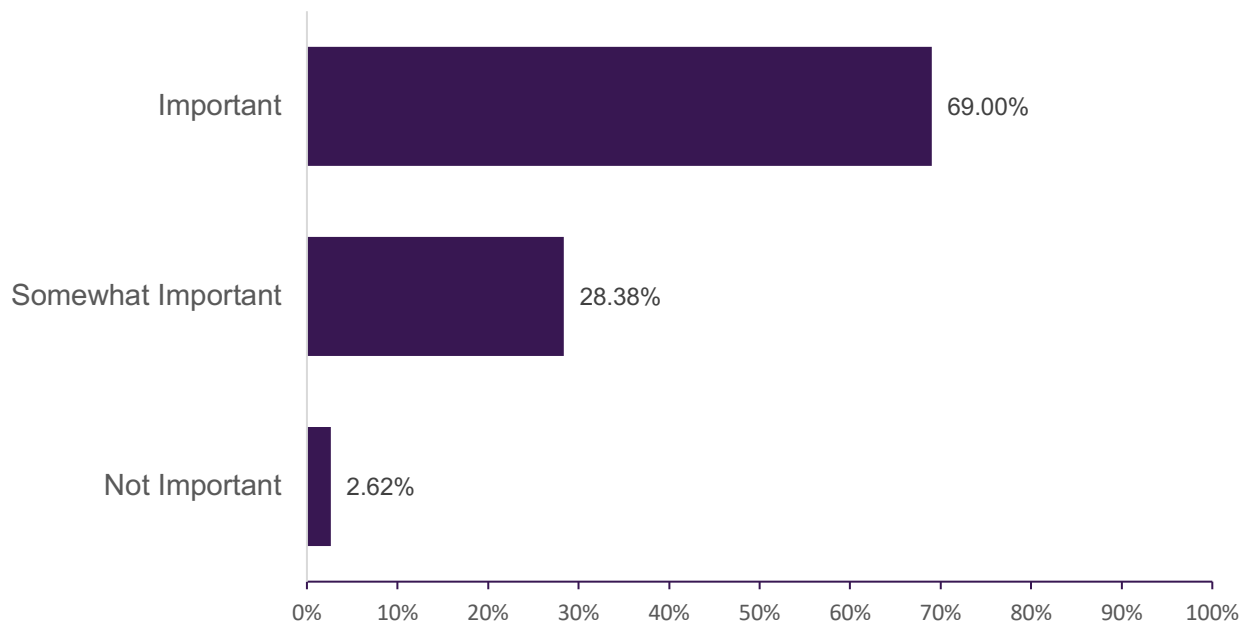
Experienced: 93.0%

**The instructor was accessible to me outside of the course (both online and in person).**



(N = 264, M = 2.98)

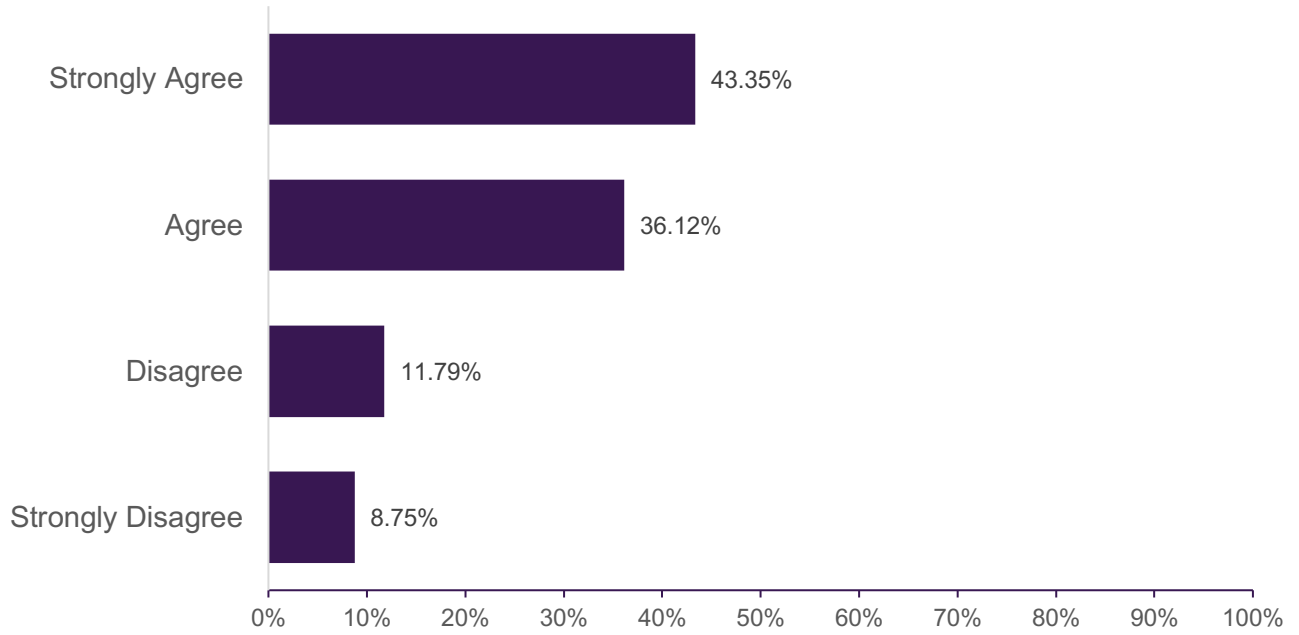
**Experienced: 83.7%**



(N = 229, M = 2.66)

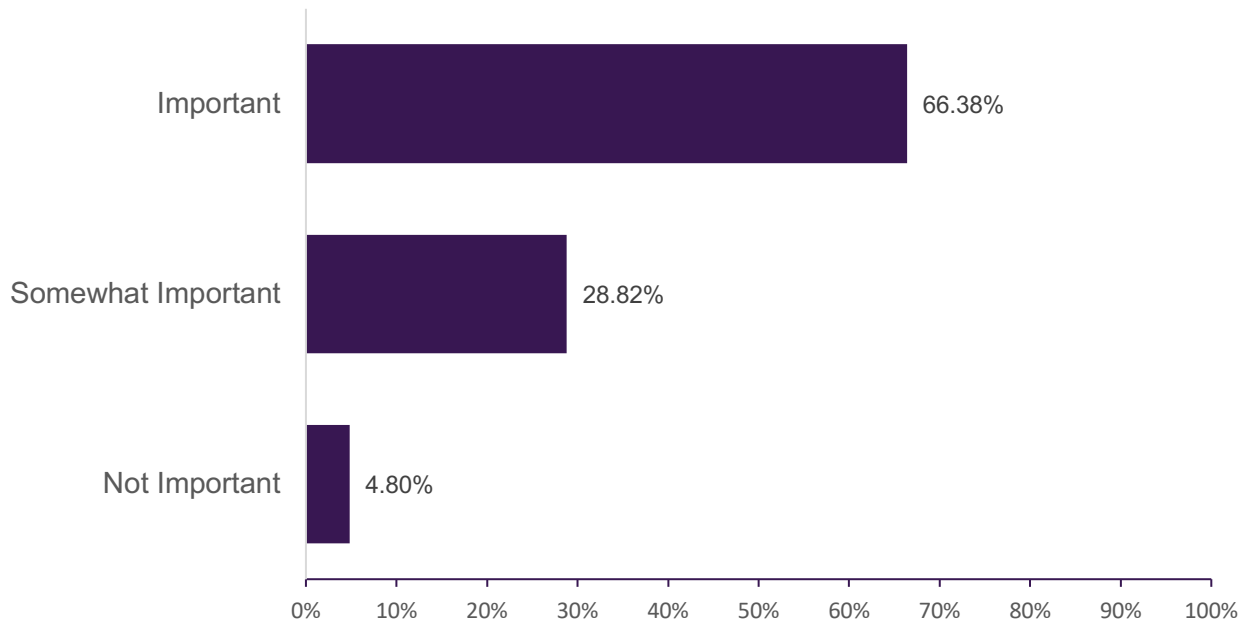
**Importance: 97.4%**

### The amount of contact with the instructor was satisfactory (email, discussions, face to face meetings, etc.)



(N = 263, M = 3.24)

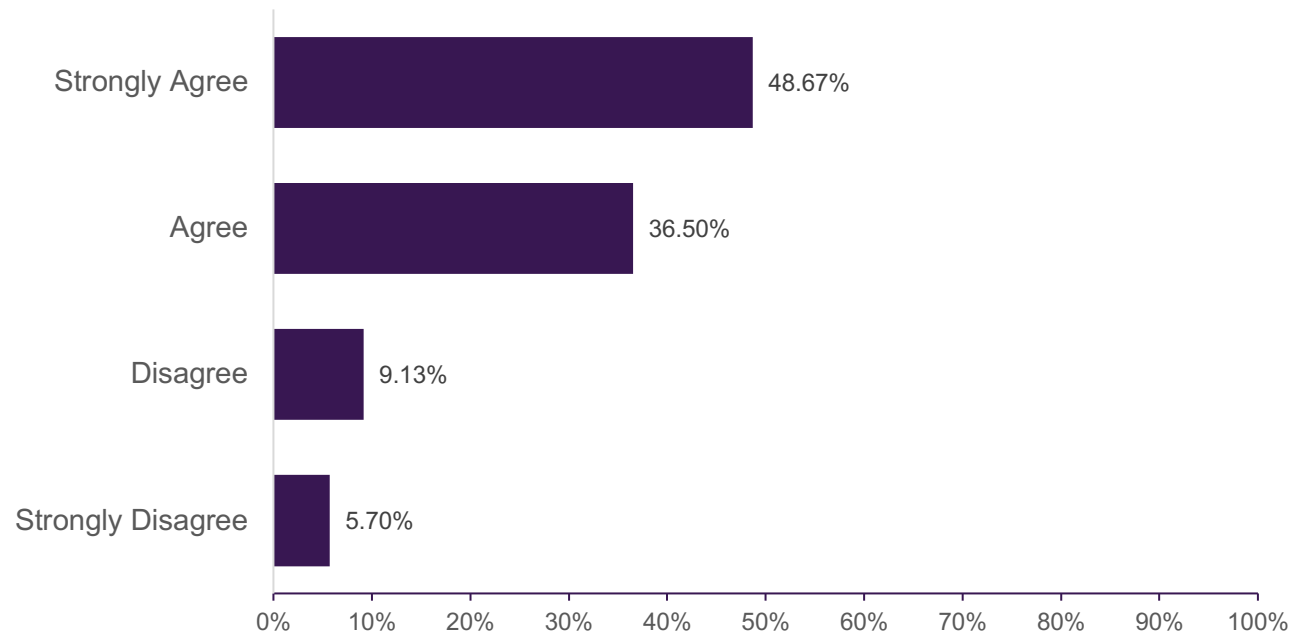
**Experienced: 79.5%**



(N = 229, M = 2.62)

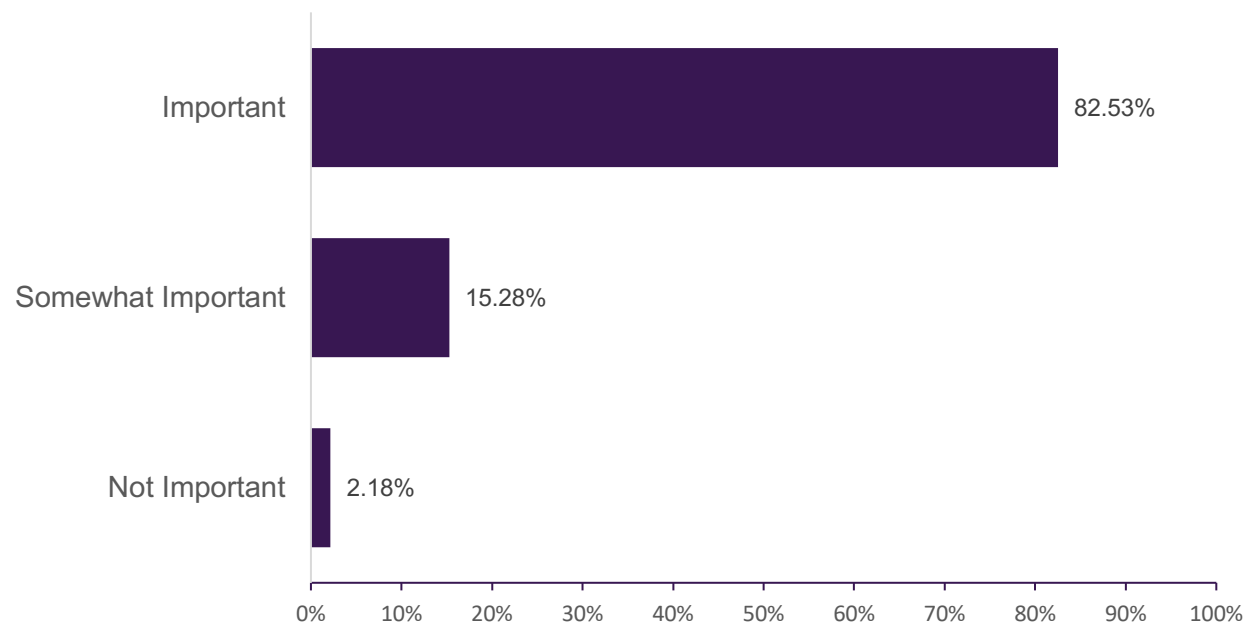
**Importance: 95.2%**

## Instructor effectively communicated any changes/clarifications regarding course requirements.



( $N = 263$ ,  $M = 3.24$ )

Experienced: 85.2%

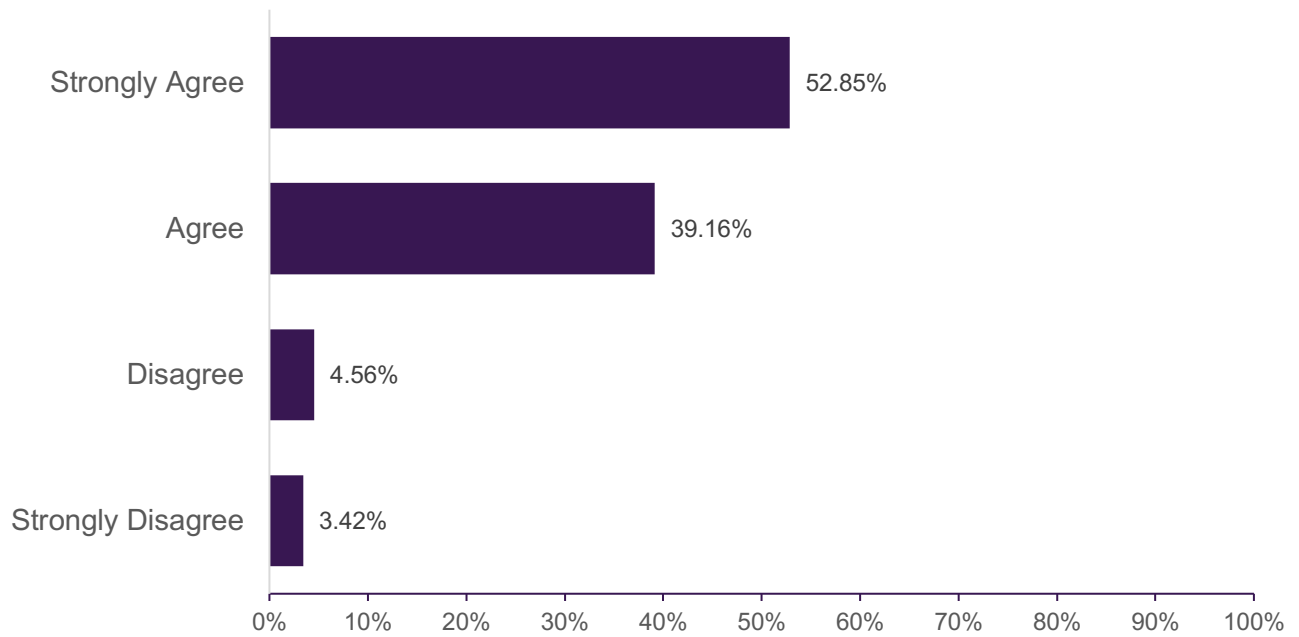


( $N = 229$ ,  $M = 2.80$ )

Importance: 97.8%

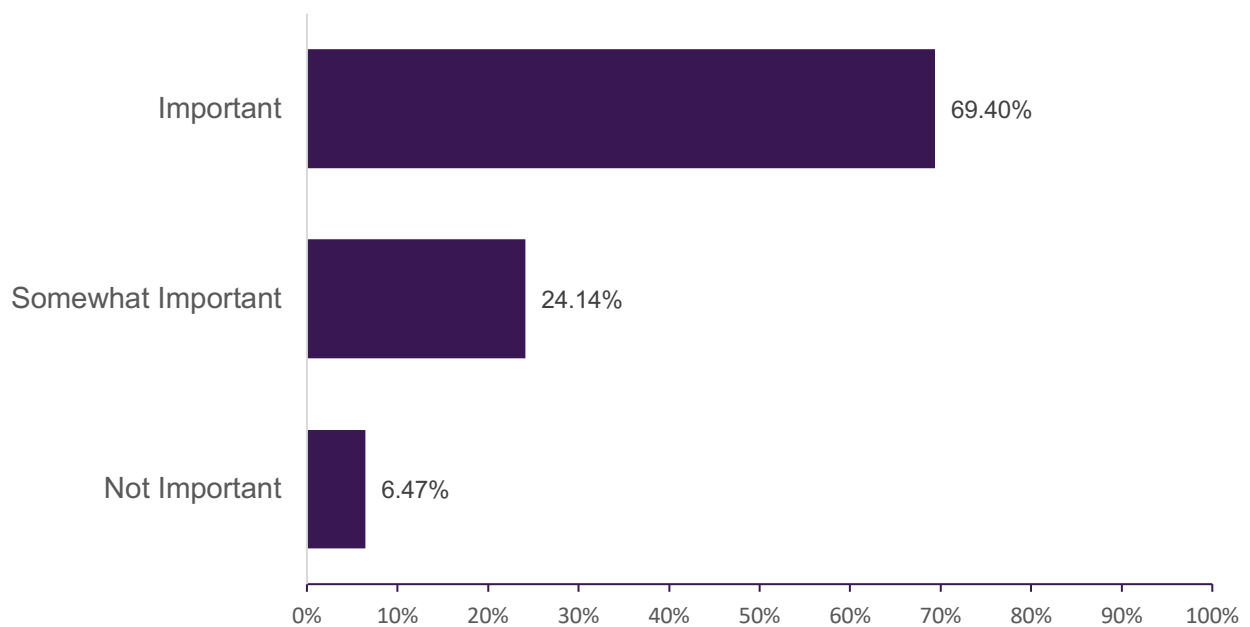


## The course allowed me to take responsibility for my own learning.



( $N = 263$ ,  $M = 3.41$ )

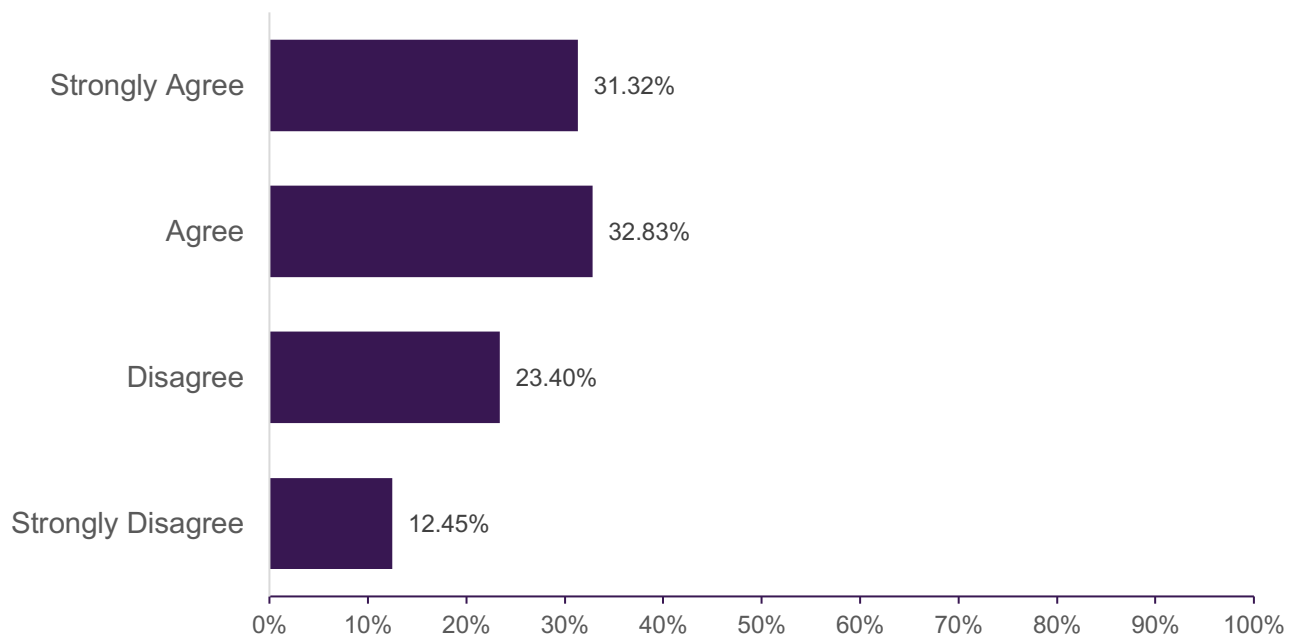
Experienced: 92.0%



( $N = 232$ ,  $M = 2.63$ )

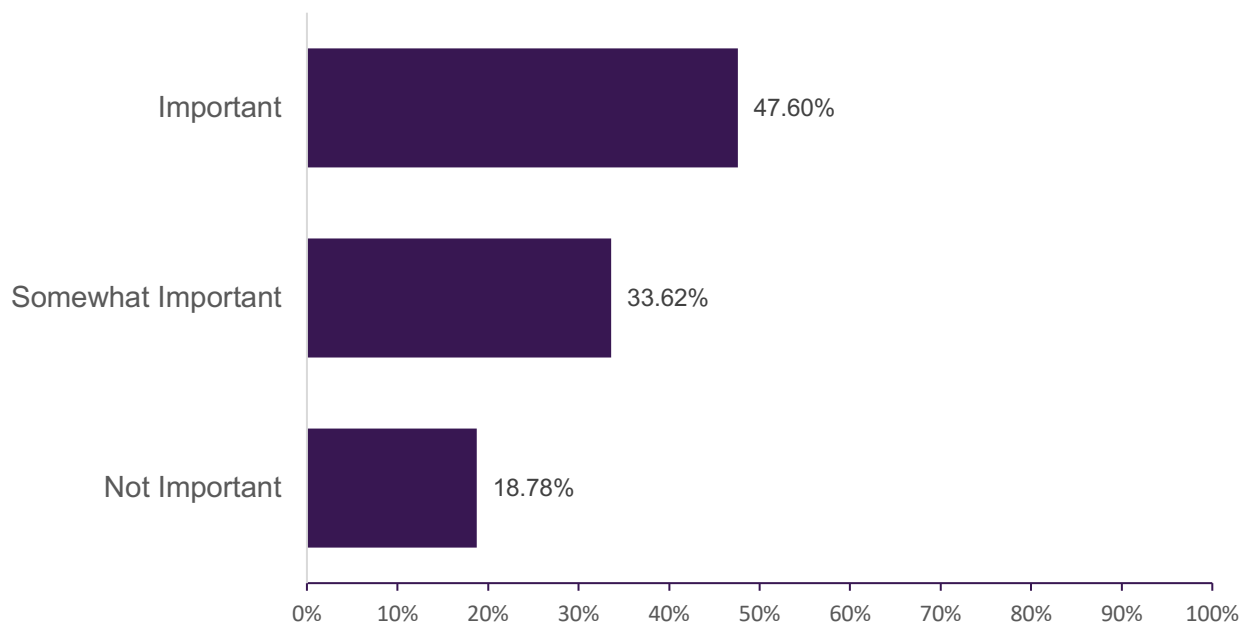
Importance: 93.5%

## The course was structured so that I could discuss assignments with other students.



(N = 265, M = 2.83)

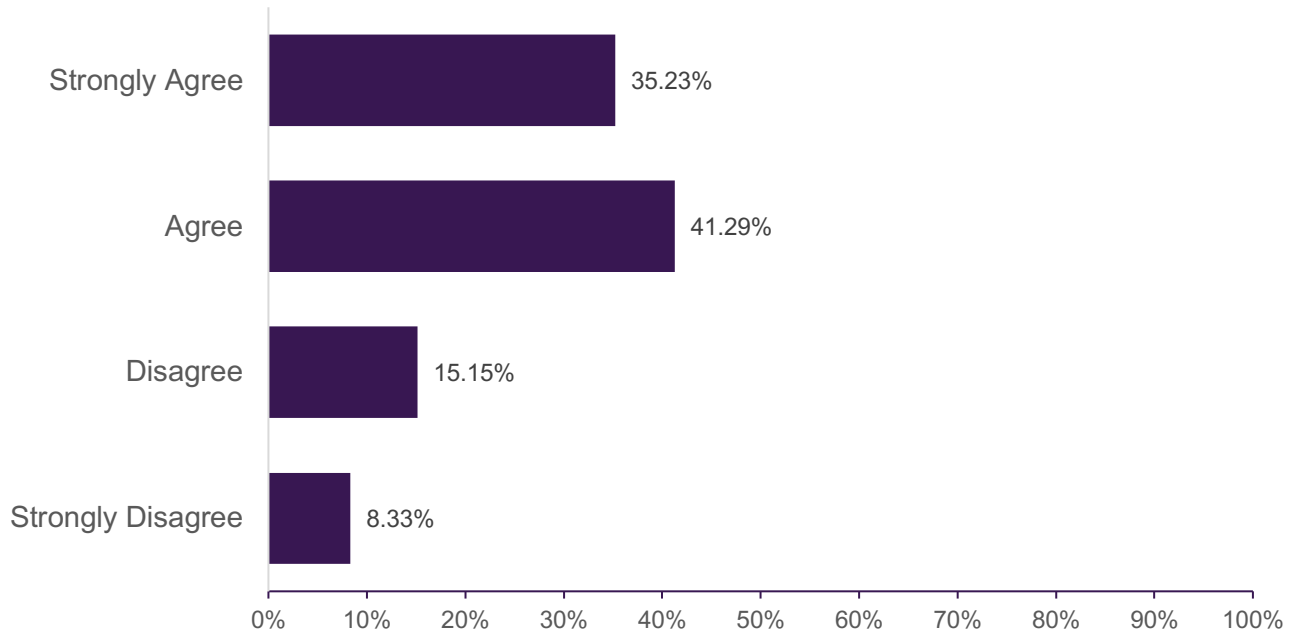
Experienced: 64.2%



(N = 229, M = 2.29)

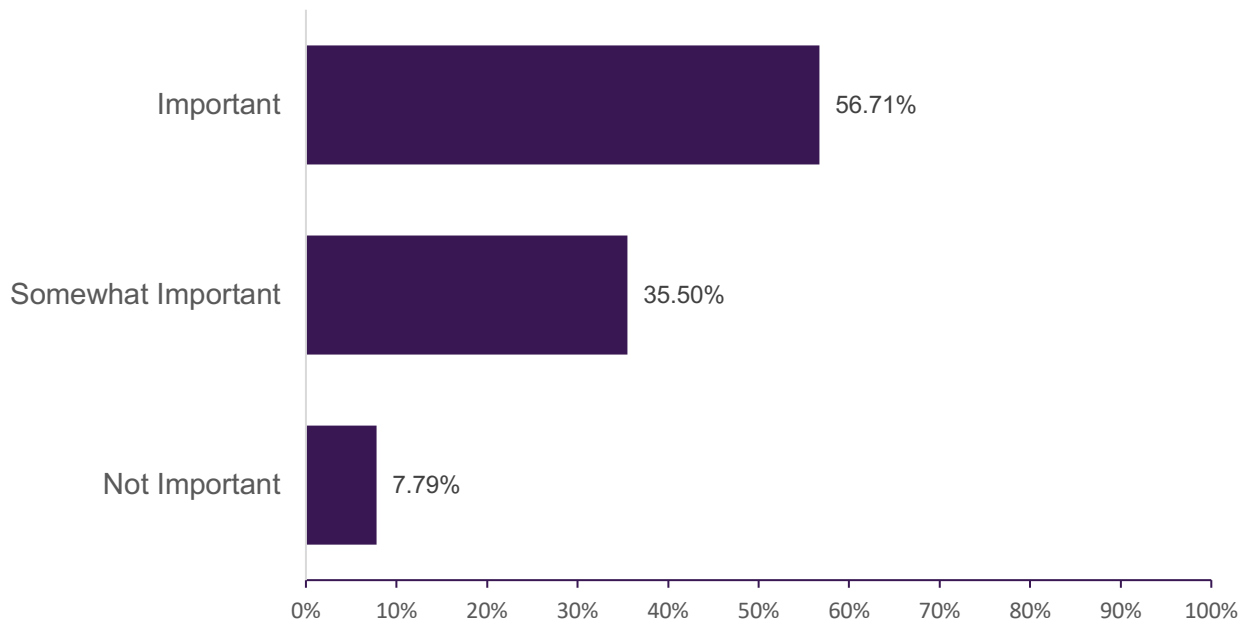
Importance: 81.2%

### I felt comfortable interacting with the instructor and other students.



(N = 264, M = 3.03)

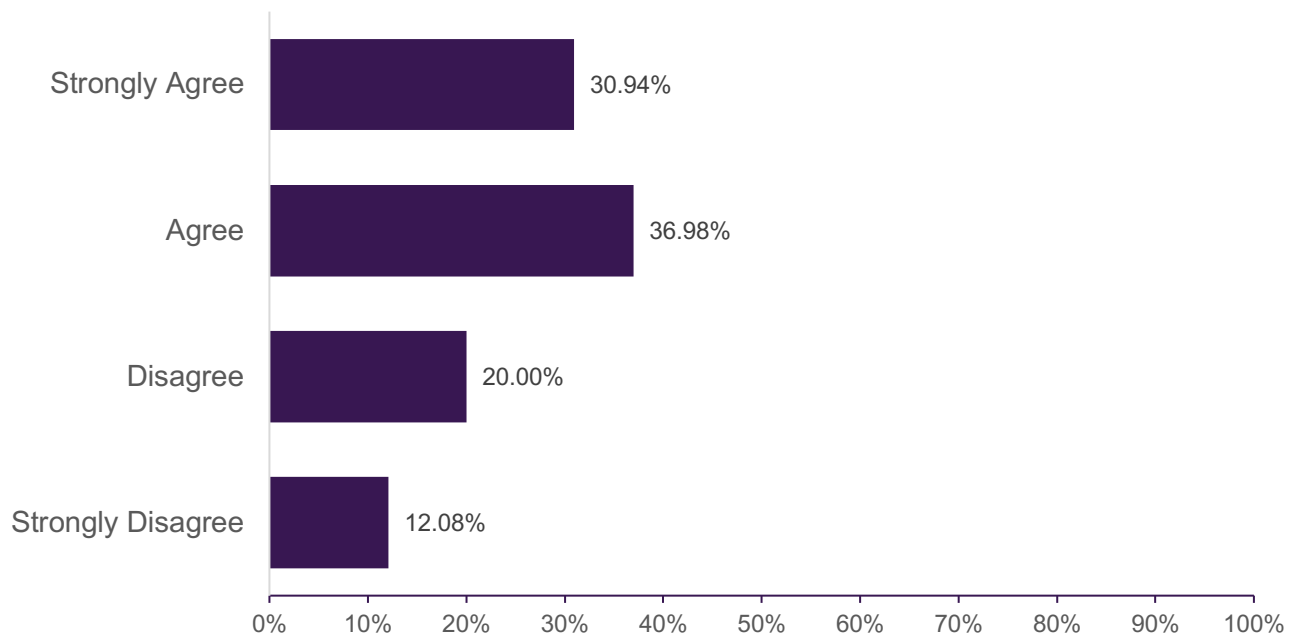
**Experienced: 76.5%**



(N = 231, M = 2.49)

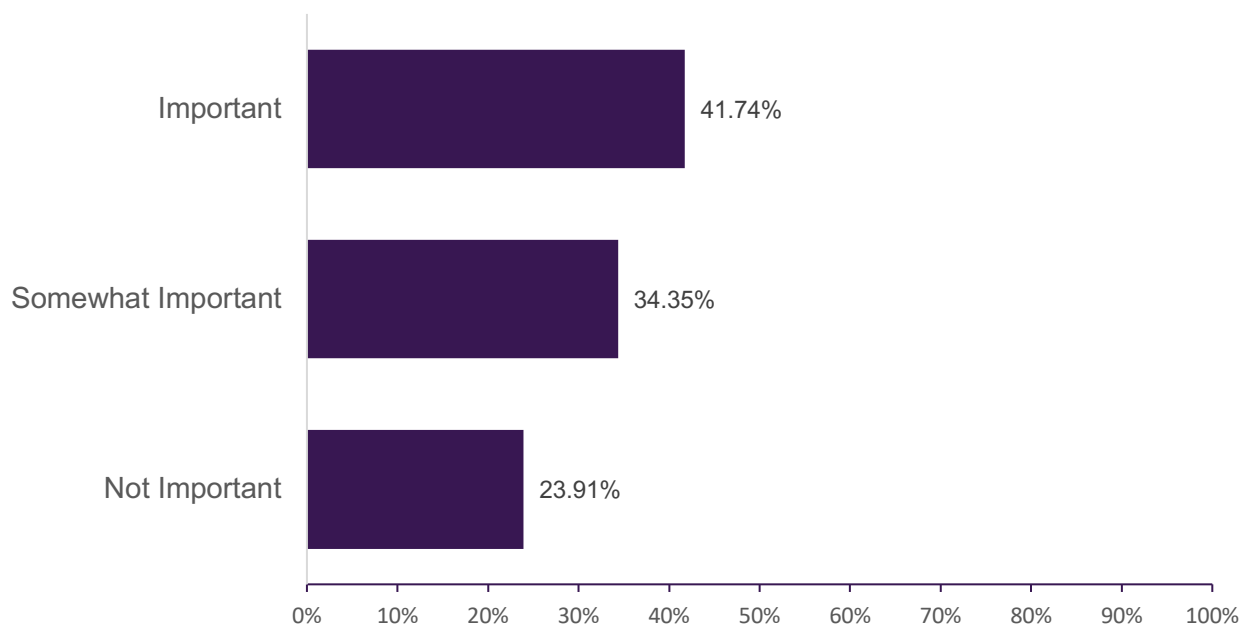
**Importance: 92.2%**

**This course included activities and assignments that provided me with opportunities to interact with other students.**



( $N = 265$ ,  $M = 2.87$ )

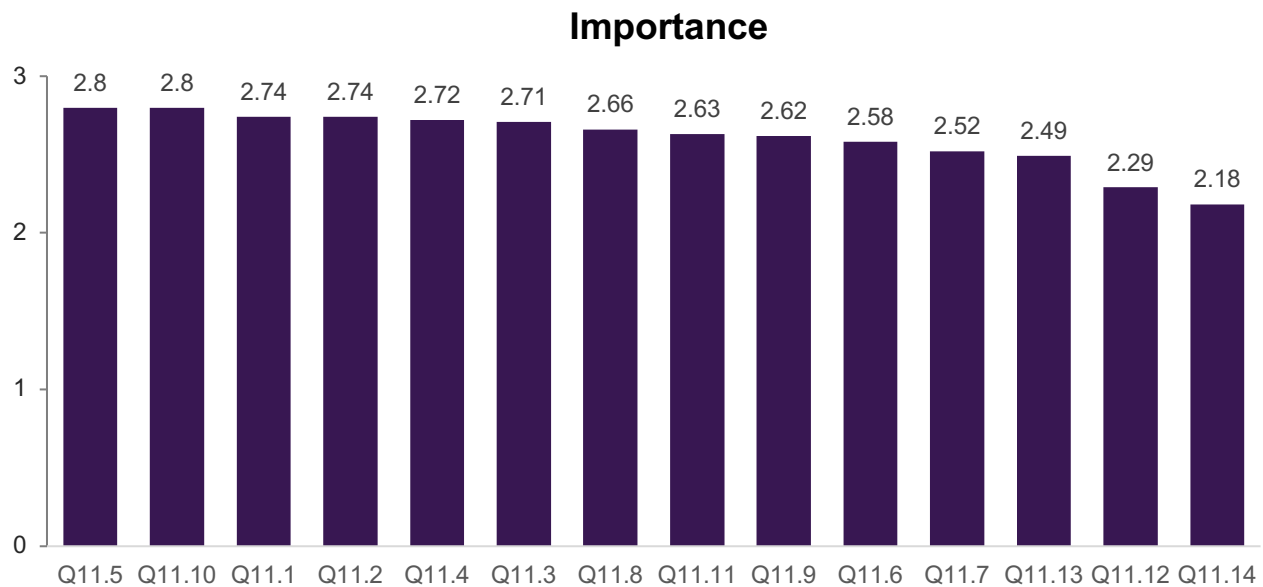
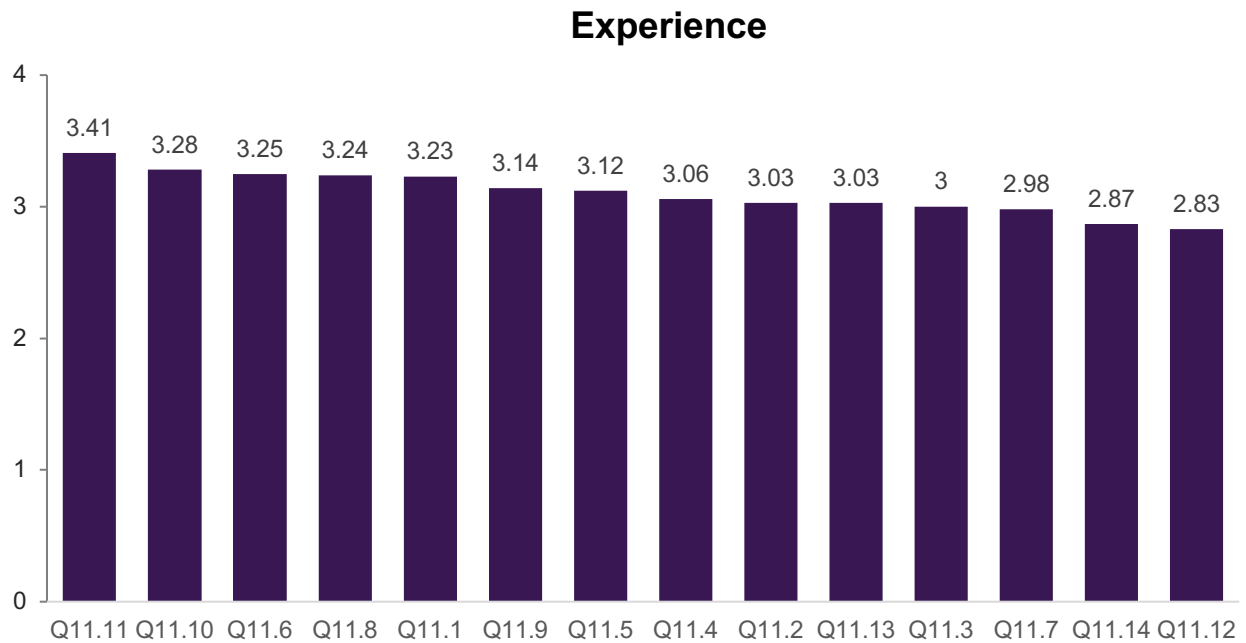
**Experienced: 67.9%**



( $N = 230$ ,  $M = 2.18$ )

**Importance: 76.1%**

## Course Activities, Instructor Presence and Communication, & Interaction with Others – Item Comparison



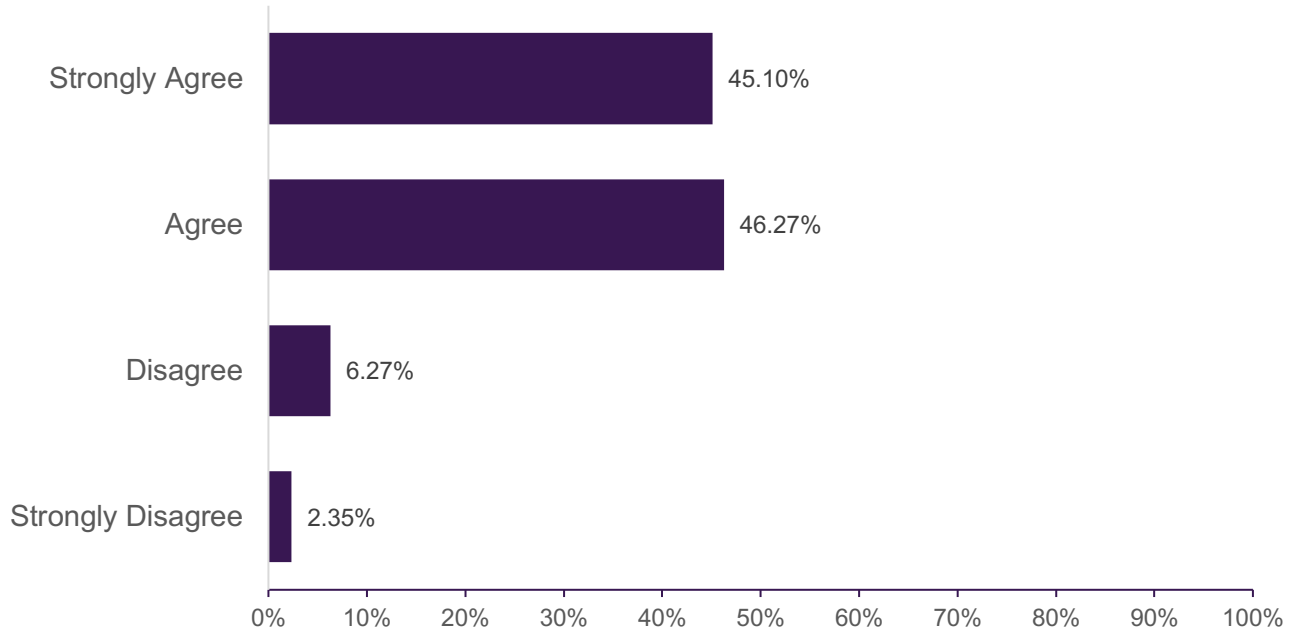
There was a small, positive relationship between student experience and importance ( $r = 0.29$ ). The more participants agreed with the **course activities, instructor presence and communication, and interaction with others** items, the more they indicated that the items were important to their experience.

## Course Activities, Instructor Presences and Communication, & Interaction with Others Items Ranked by Experience

Item	Experience d	Importance
Q11.11 The course allowed me to take responsibility for my own learning.	92.02%	93.53%
Q11.1 The activities in the course helped me reach the learning objectives.	88.30%	98.70%
Q11.6 The course documentation described the expectations for my performance in the online classroom.	88.21%	96.96%
Q11.10 Instructor effectively communicated any changes/clarifications regarding course requirements.	85.17%	97.82%
Q11.8 The instructor was accessible to me outside of the course (both online and in person).	83.65%	97.38%
Q11.5 Feedback was informative, supportive, and articulate.	79.92%	99.13%
Q11.9 The amount of contact with the instructor was satisfactory (email, discussions, face to face meetings, etc.)	79.47%	95.20%
Q11.4 Feedback was delivered in a timely fashion and within the limits described in the course documentations.	77.57%	98.69%
Q11.13 I felt comfortable interacting with the instructor and other students.	76.52%	92.21%
Q11.2 The course used realistic assignments that motivated me to do my best work.	75.00%	98.27%
Q11.3 The activities encouraged me to engage with learning.	74.62%	98.70%
Q11.7 The instructor was enthusiastic about online teaching.	71.59%	92.98%
Q11.14 This course included activities and assignments that provided me with opportunities to interact with other students.	67.92%	76.09%
Q11.12 The course was structured so that I could discuss assignments with other students.	64.15%	81.22%

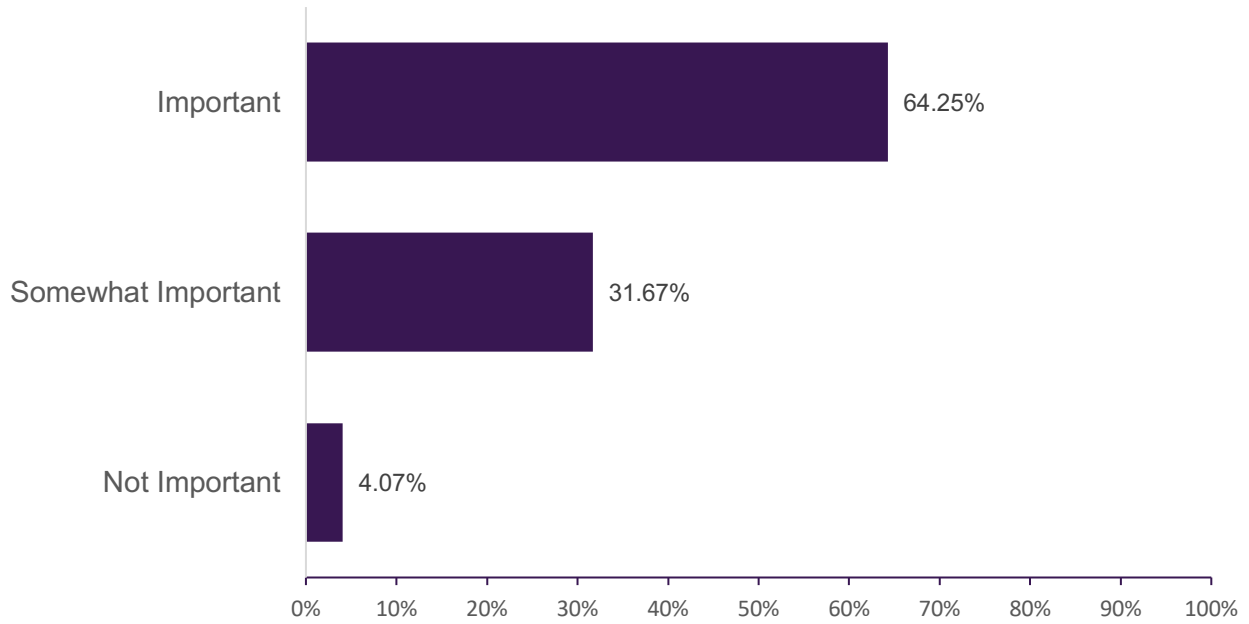
# Technology Use in Course

**Technological tools were used appropriately for the course content.**



(N = 255, M = 3.34)

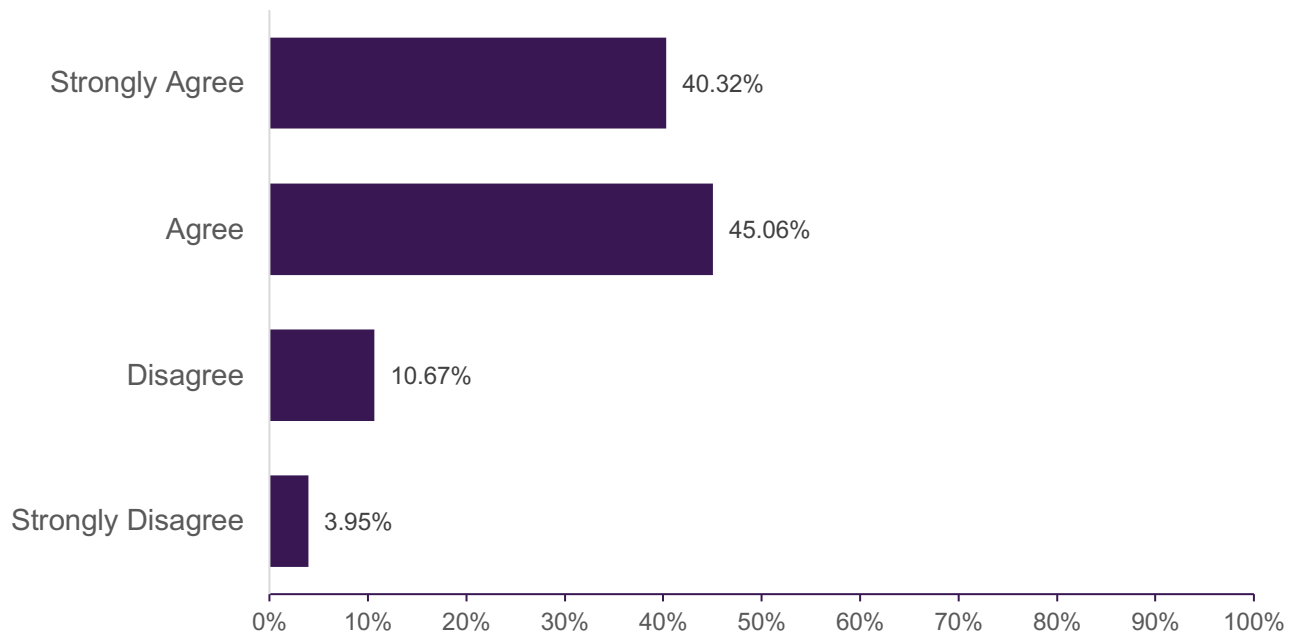
**Experienced: 91.4%**



(N = 221, M = 2.60)

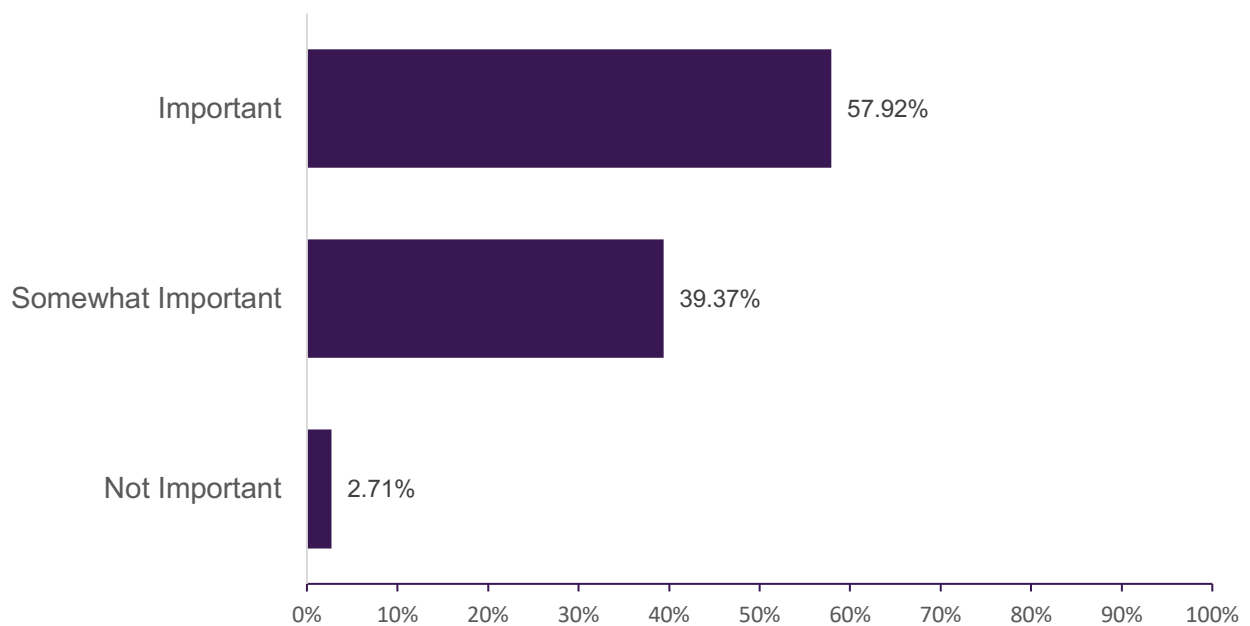
**Importance: 95.9%**

## Technological tools helped me reach the learning objectives and enhanced the learning experience.



( $N = 253$ ,  $M = 3.22$ )

Experienced: 85.4%

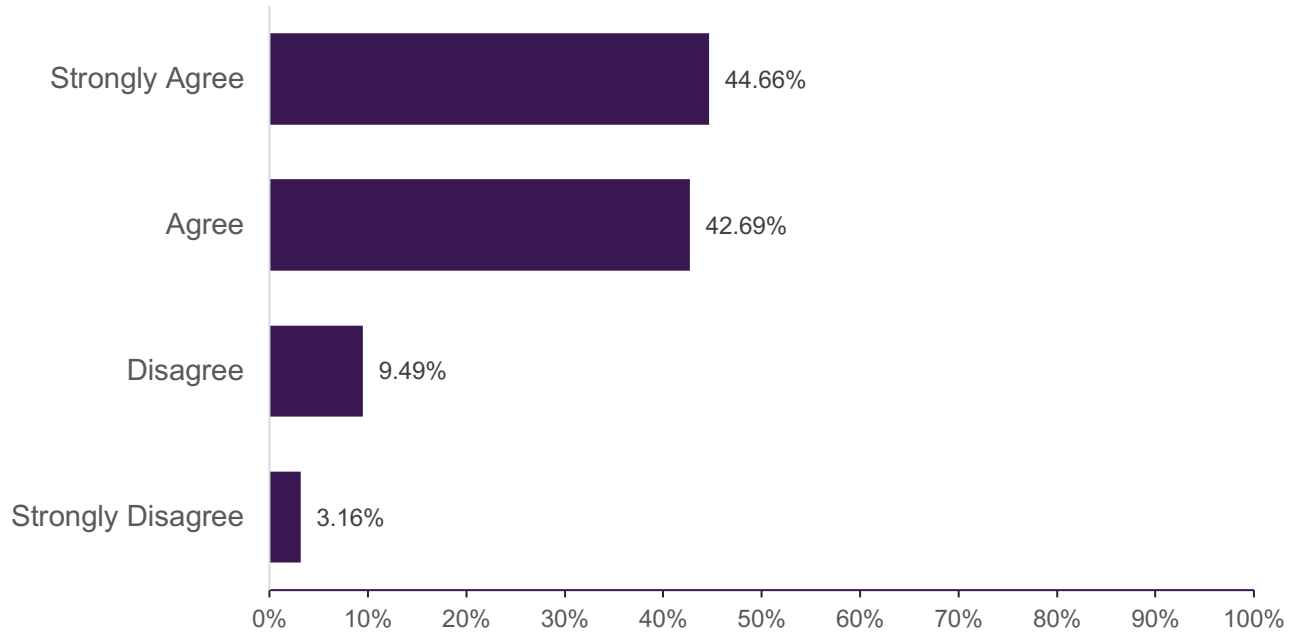


( $N = 221$ ,  $M = 2.55$ )

Importance: 97.3%

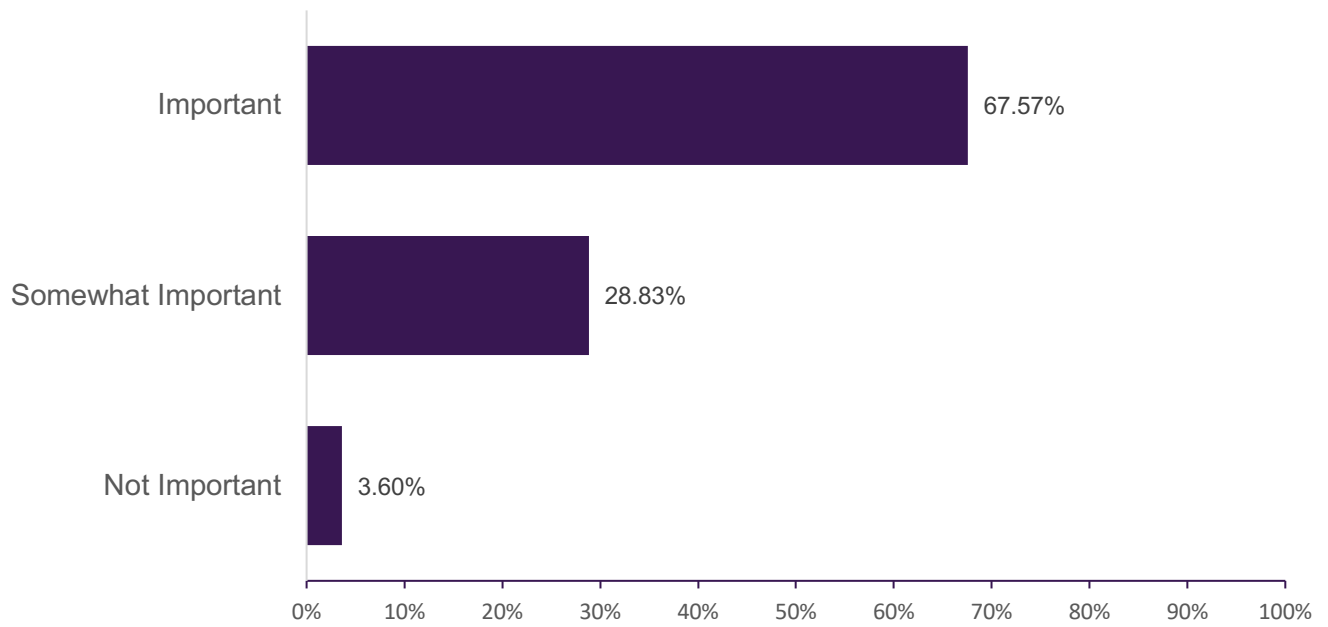


### Technological requirements were clearly stated, with links or documentation to support and any necessary software.



(N = 253, M = 3.29)

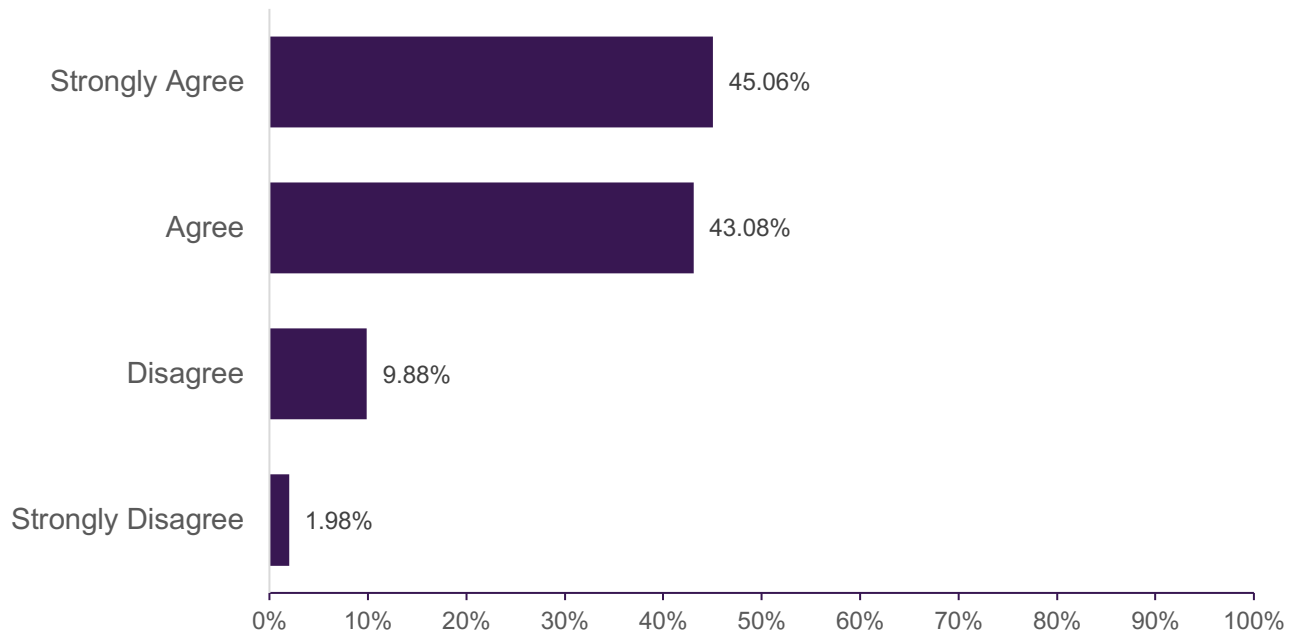
Experienced: 87.4%



(N = 222, M = 2.64)

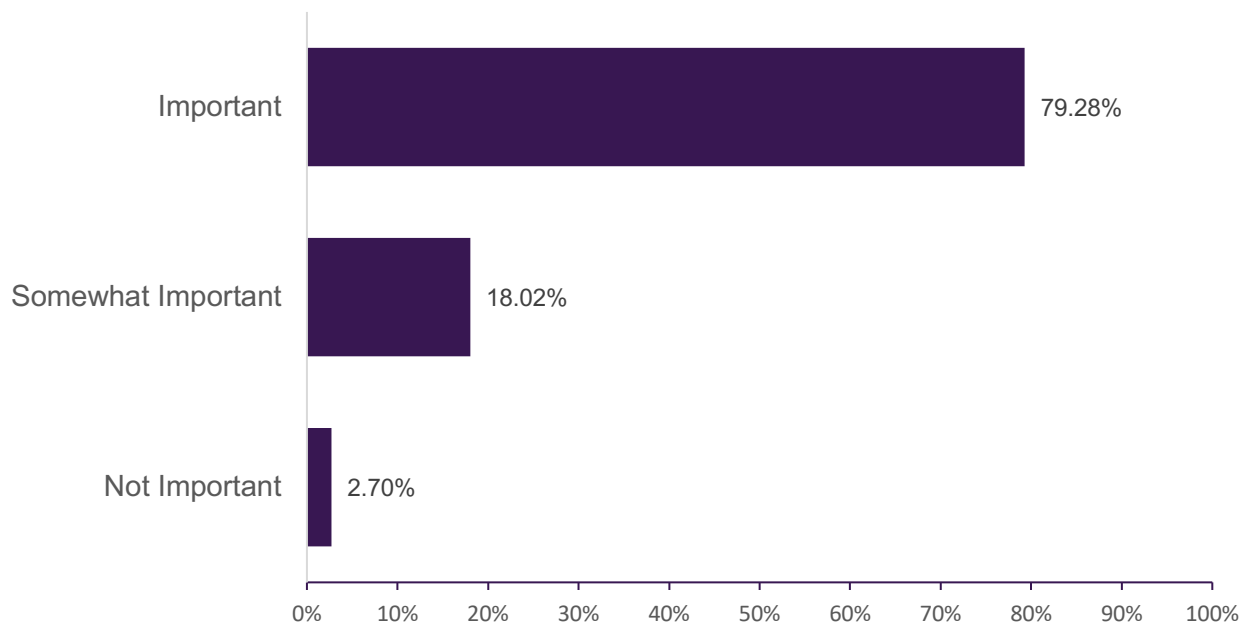
Importance: 96.4%

## The technology tools for the course were easy to obtain.



( $N = 253$ ,  $M = 3.31$ )

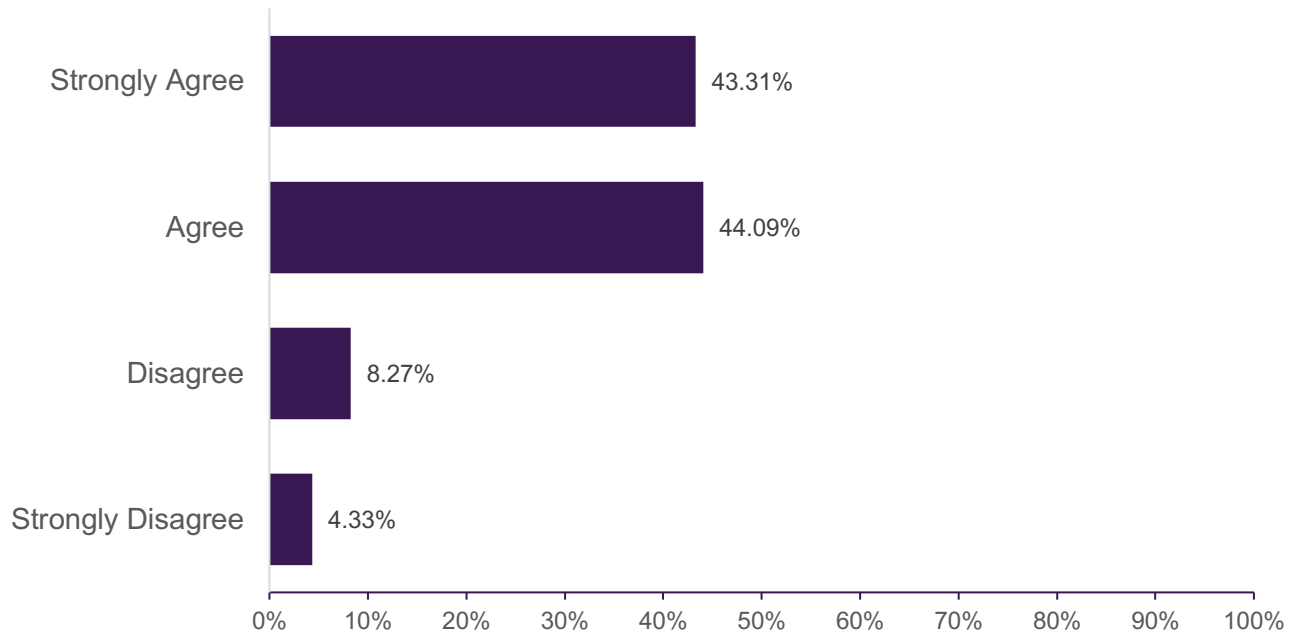
Experienced: 88.1%



( $N = 222$ ,  $M = 2.77$ )

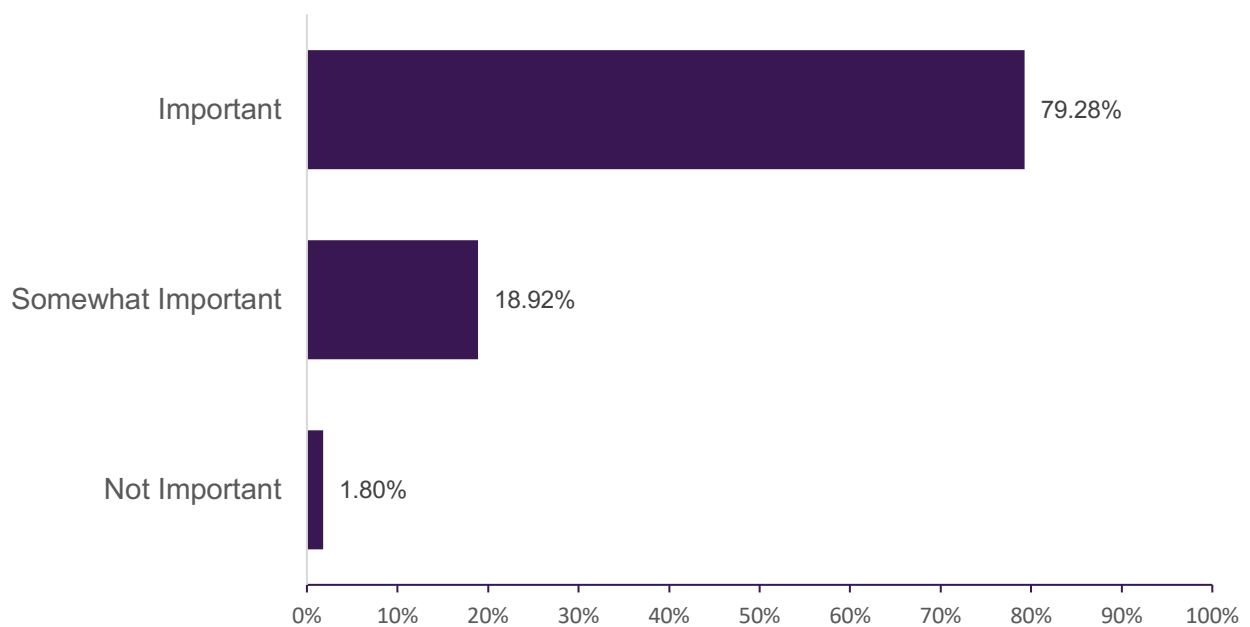
Experienced: 97.3%

## The technologies and links in the course were up-to-date and functioned correctly.



( $N = 254$ ,  $M = 3.26$ )

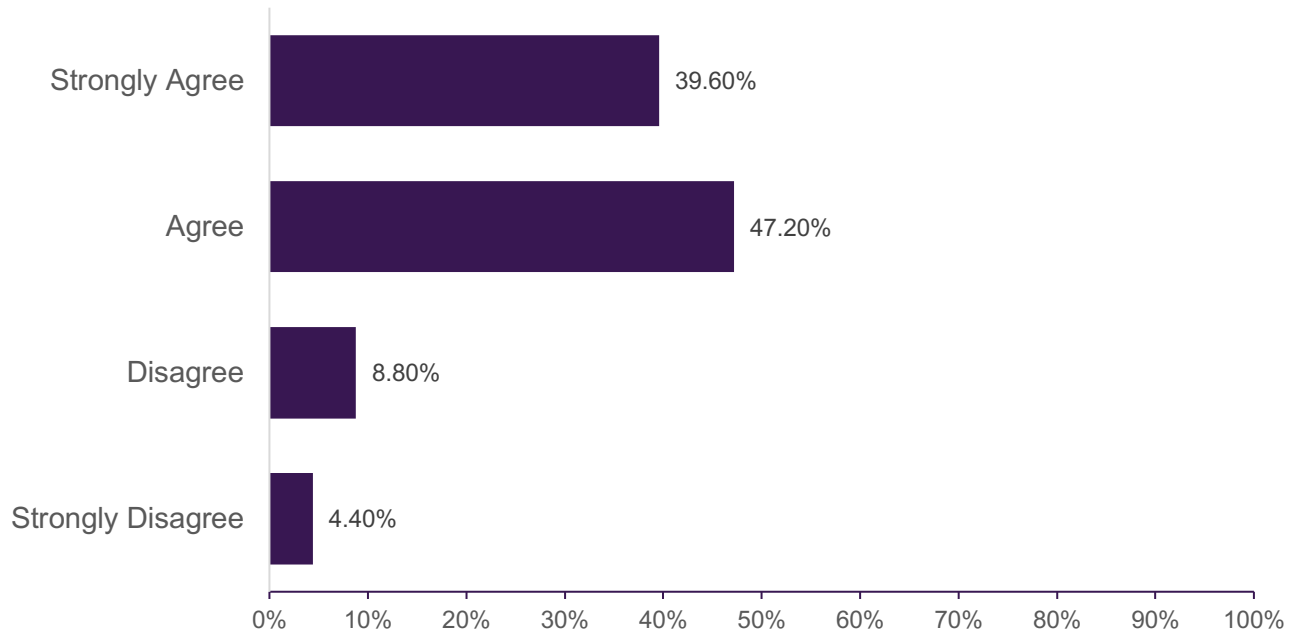
Experienced: 87.4%



( $N = 222$ ,  $M = 2.77$ )

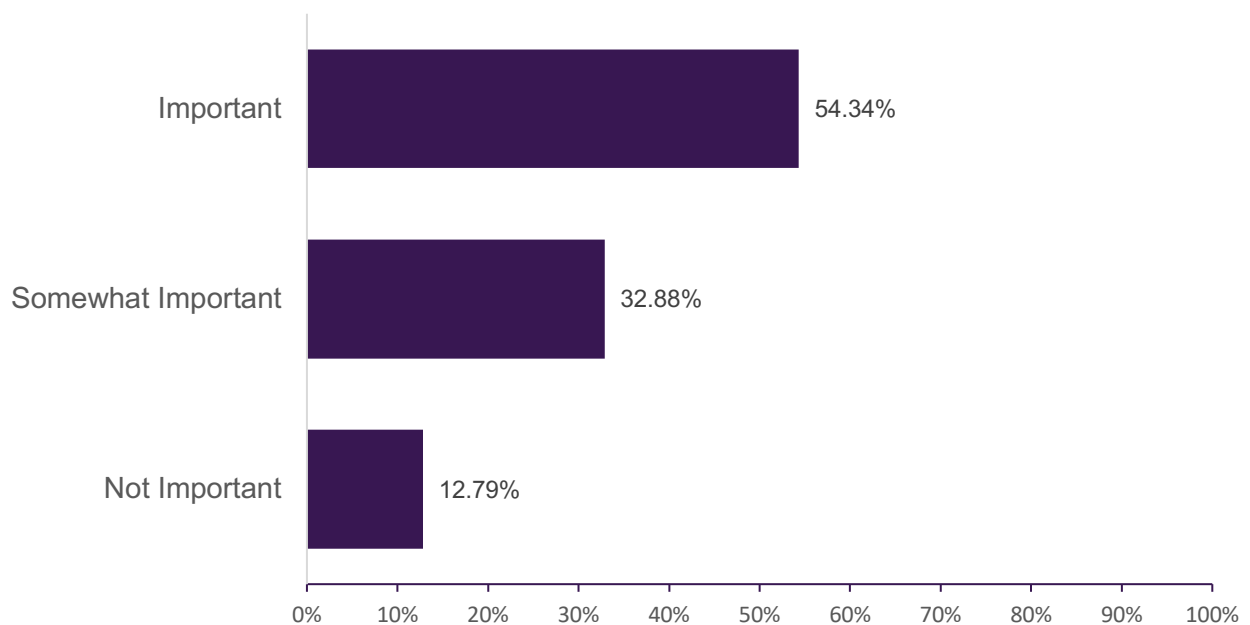
Importance: 98.2%

### The documentation provided information and/or links to the policy statements of technology tools in the course.



( $N = 250$ ,  $M = 3.22$ )

Experienced: 86.8%

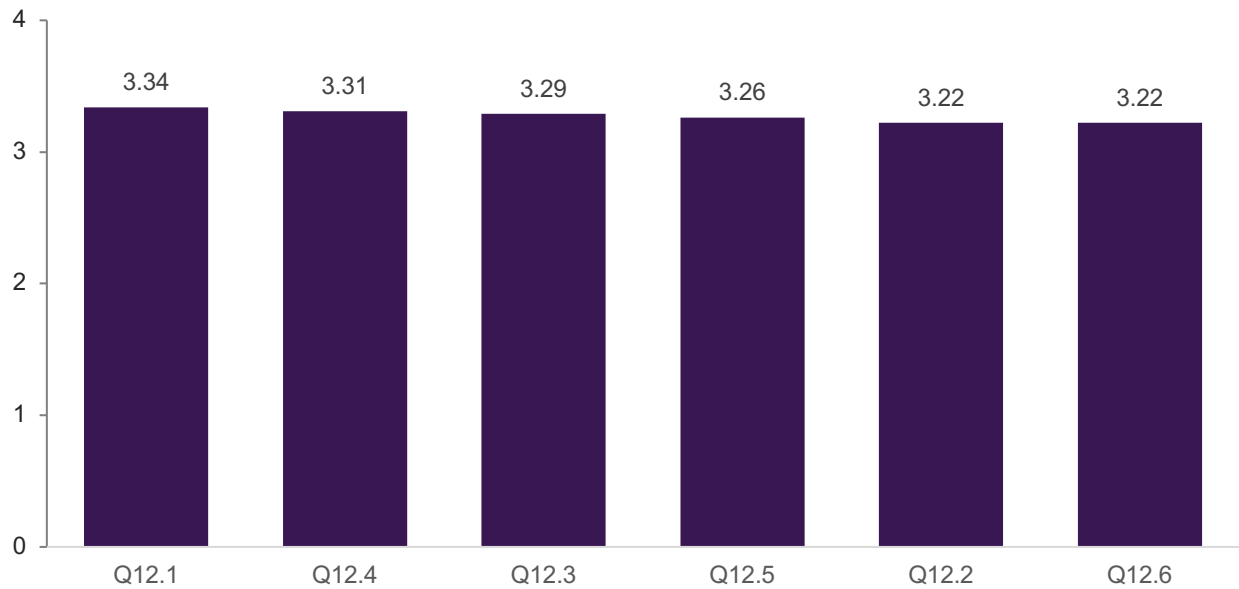


( $N = 219$ ,  $M = 2.49$ )

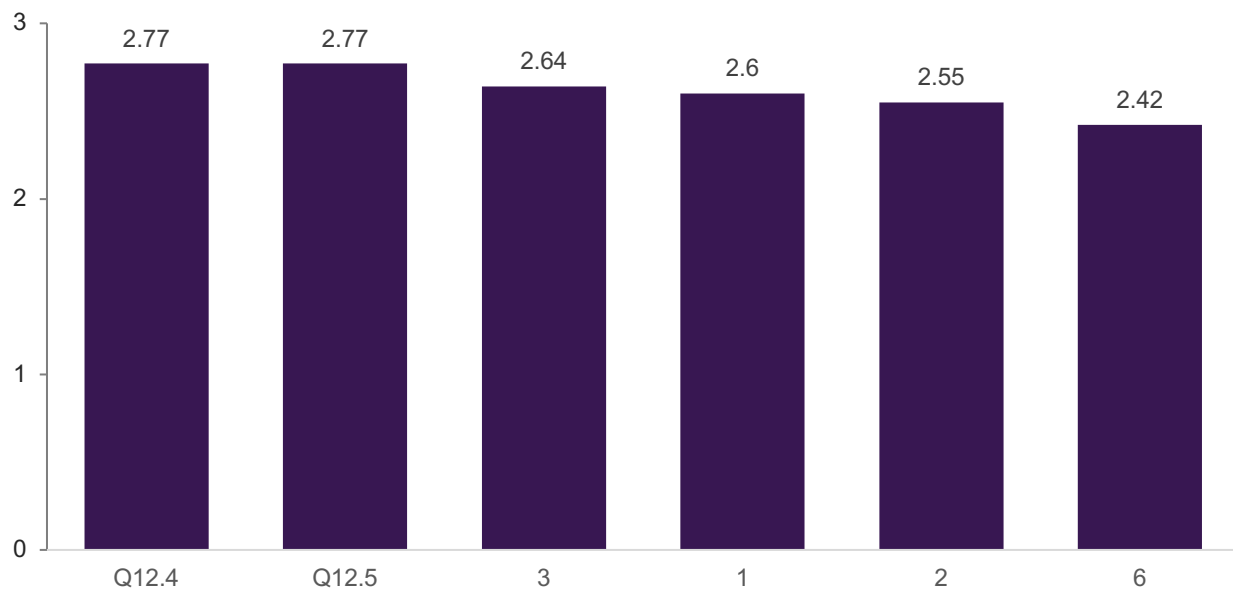
Experienced: 87.2%

## Technology Use in Course – Item Comparison

### Experience



### Importance



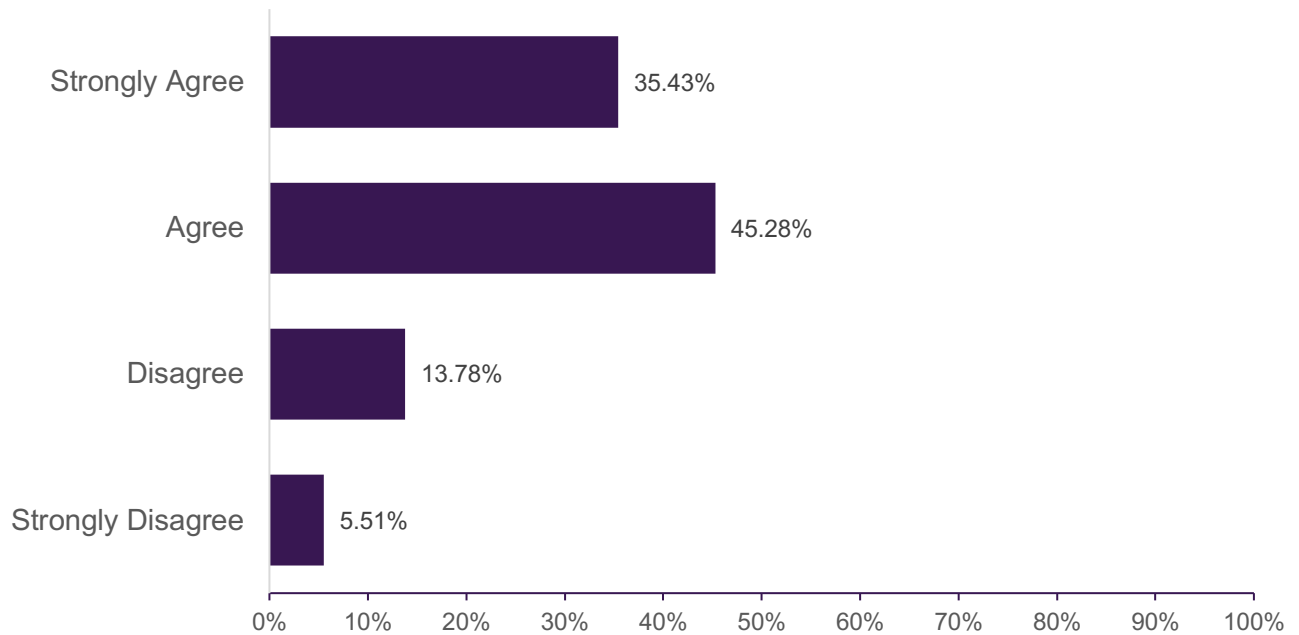
There was a moderate, positive relationship between student experience and importance ( $r = 0.42$ ). The more participants agreed with the **technology use in course** items, the more they indicated that the items were important to their experience.

## Technology Use in Course Items Ranked by Experience

Item	Experienced	Importance
12.1 Technological tools were used appropriately for the course content.	91.37%	95.93%
12.4 The technology tools for the course were easy to obtain.	88.14%	97.30%
12.5 The technologies and links in the course were up-to-date and functioned correctly.	87.40%	98.20%
12.3 Technological requirements were clearly stated, with links or documentation to support and any necessary software.	87.35%	96.40%
12.6 The documentation provided information and/or links to the policy statements of technology tools in the course.	86.80%	87.21%
12.2 Technological tools helped me reach the learning objectives and enhanced the learning experience.	85.38%	97.29%

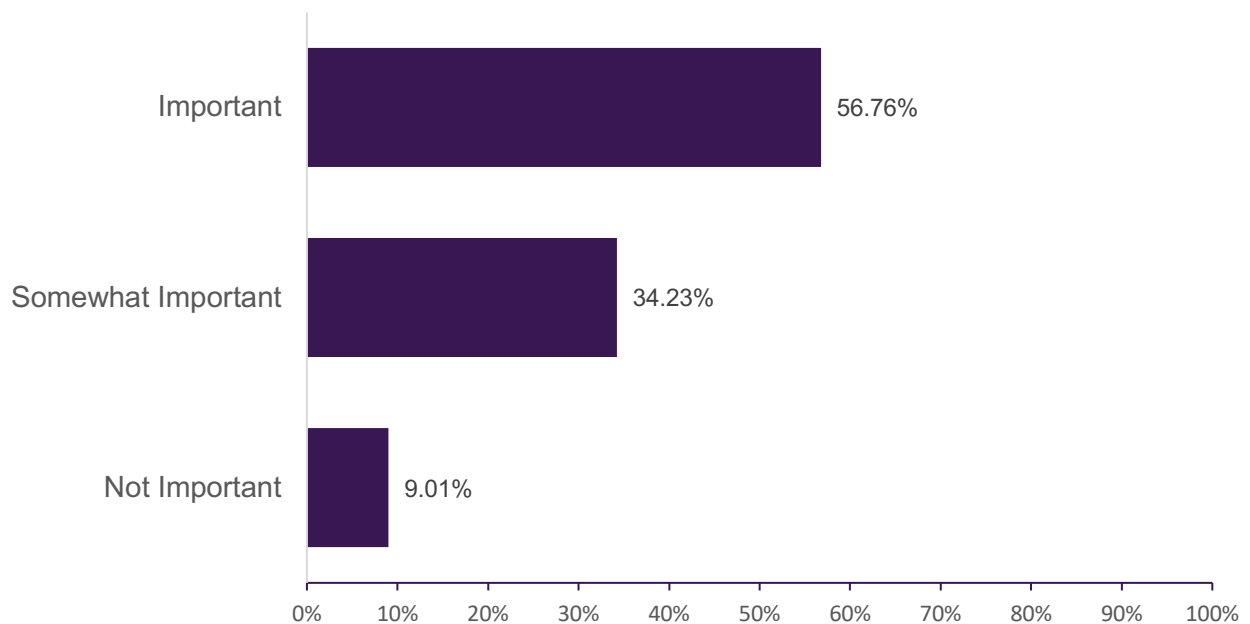
## Student Resources – Item Breakdown

### The course provided information on technical support.



( $N = 254$ ,  $M = 3.11$ )

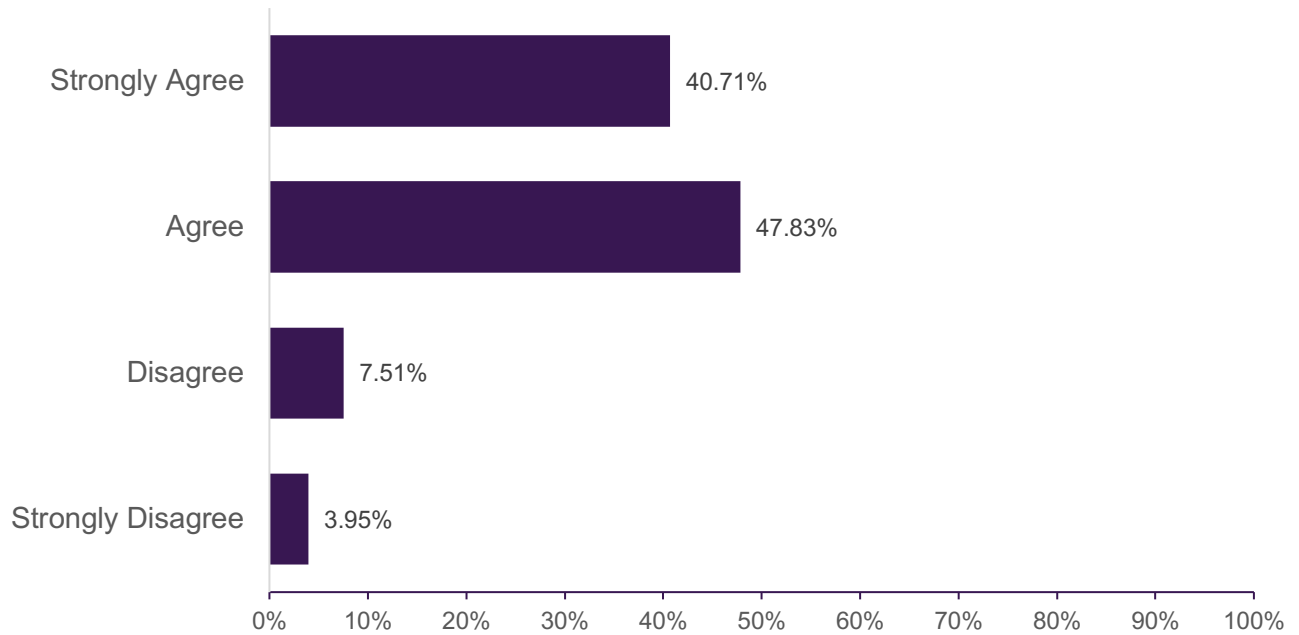
Experienced: 80.7%



( $N = 222$ ,  $M = 2.48$ )

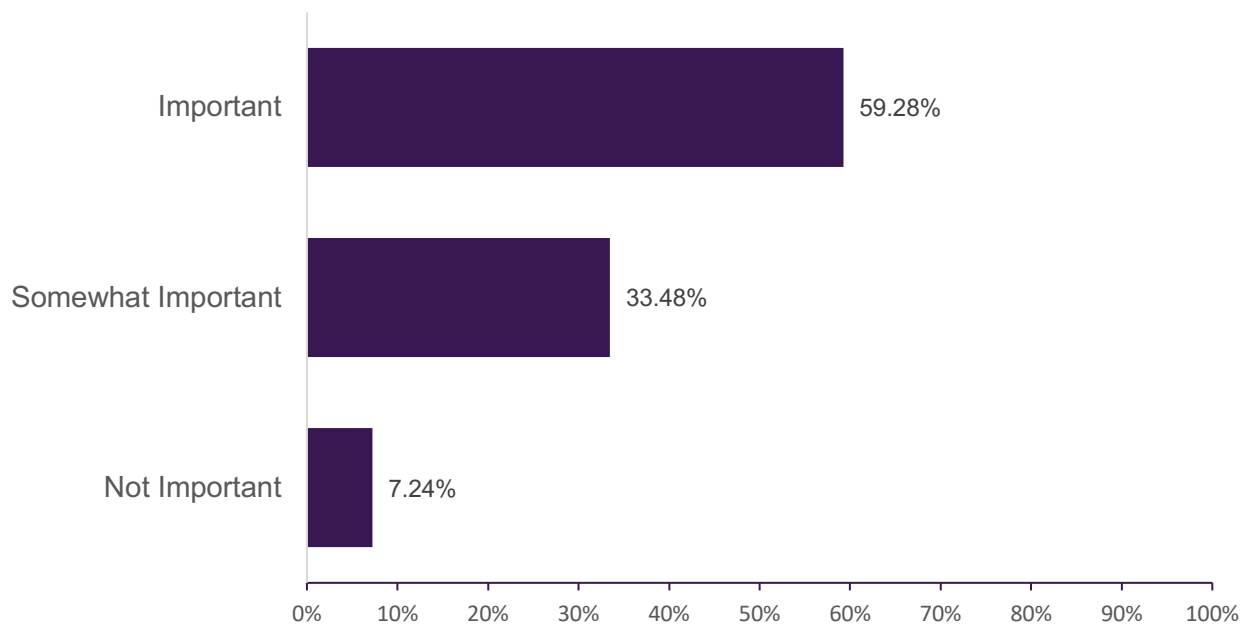
Importance: 91.0%

## Accessibility policies and resources were available through the course information.



( $N = 254$ ,  $M = 3.25$ )

Experienced: 88.5%

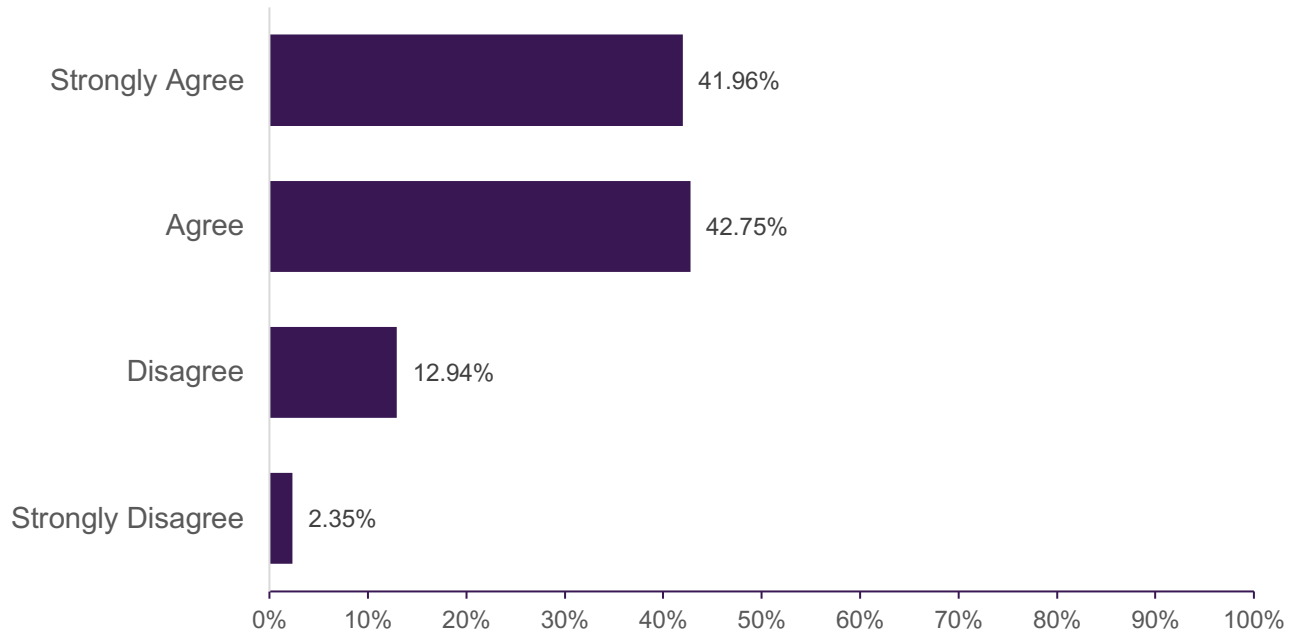


( $N = 221$ ,  $M = 2.52$ )

Importance: 92.8%

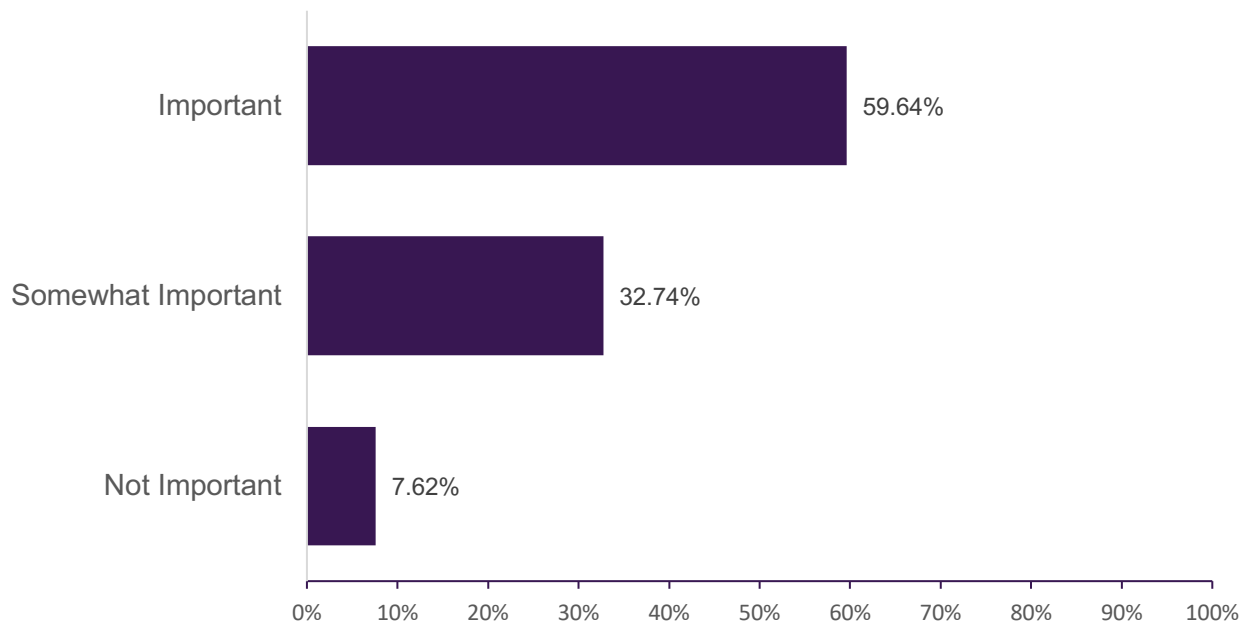


**There was information in the course for academic and student services that could help me succeed.**



( $N = 255$ ,  $M = 3.24$ )

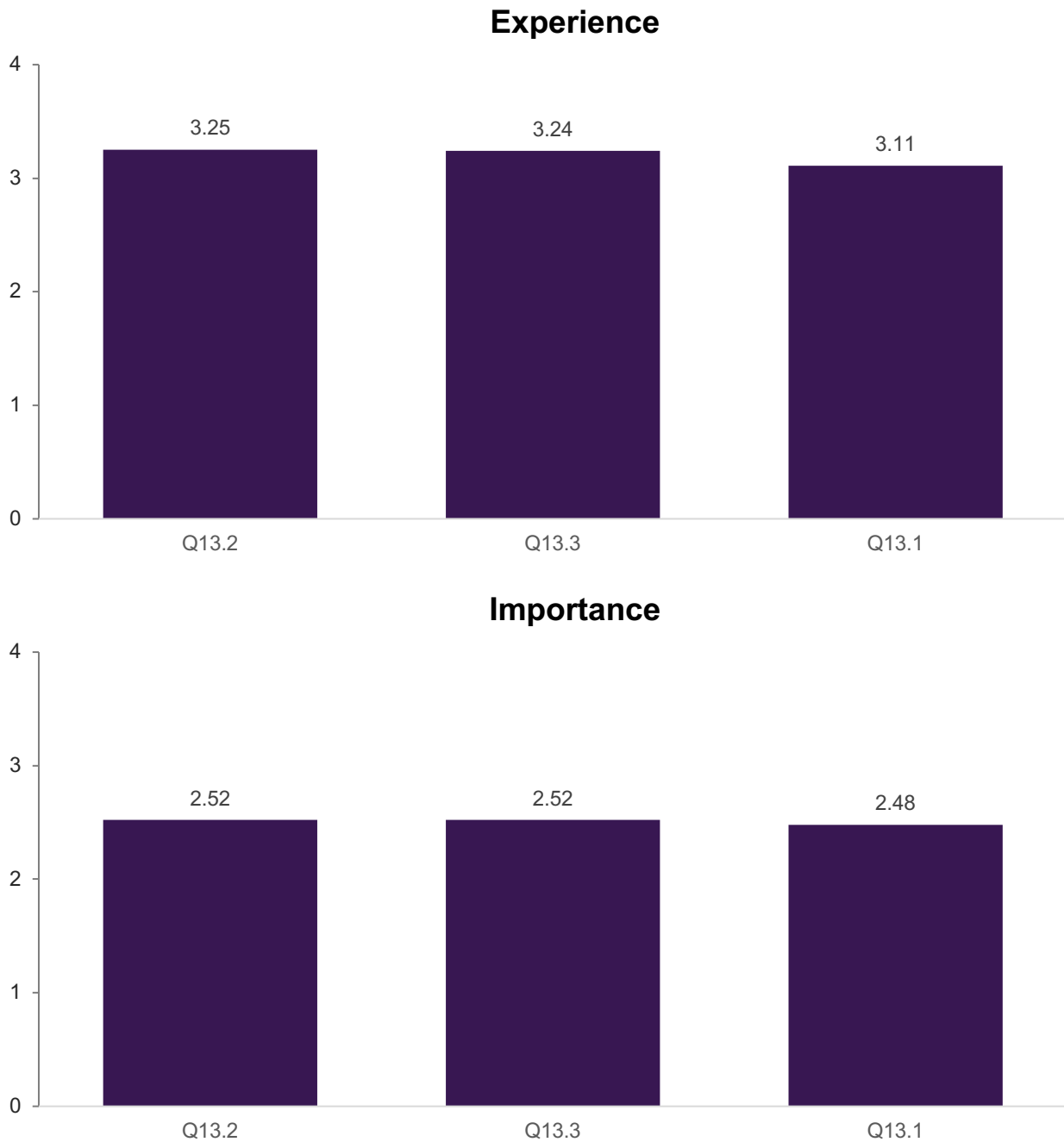
**Experienced: 84.7%**



( $N = 223$ ,  $M = 2.52$ )

**Importance: 92.4%**

## Student Resources – Item Comparison



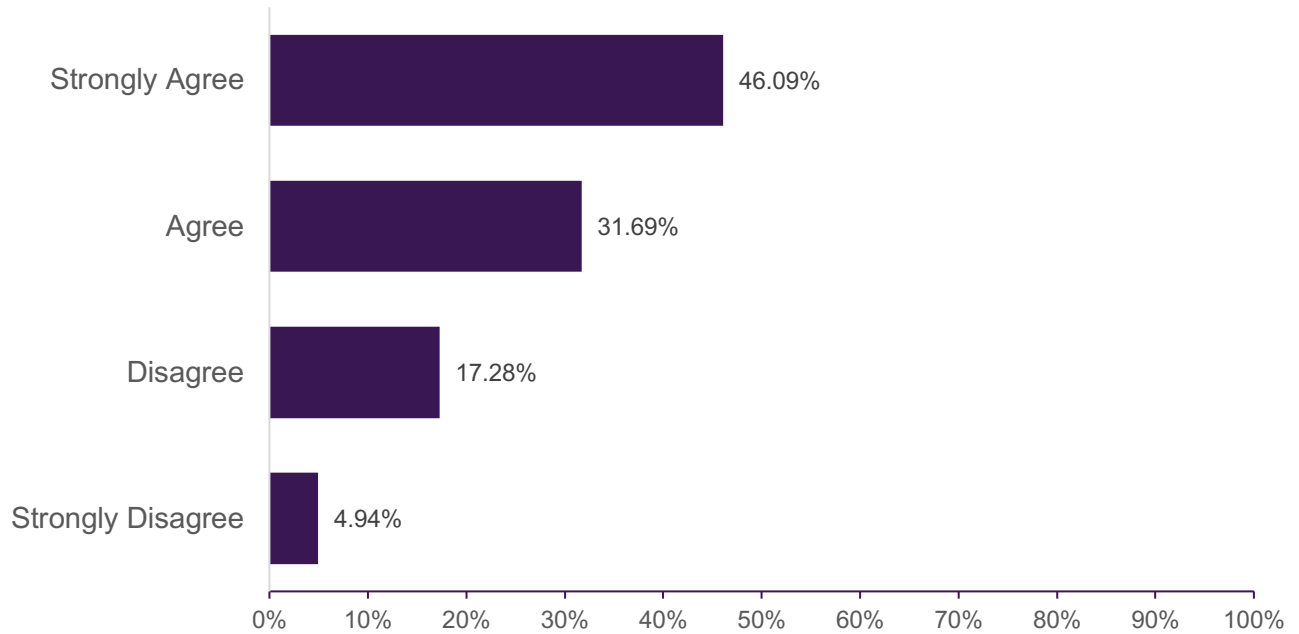
There was a moderate, positive relationship between student experience and importance ( $r = 0.33$ ). The more participants agreed with the **student resource** items, the more they indicated that the items were important to their experience.

## Student Resources Items Ranked by Experienced

Item	Experienced	Importance
Q13.2: Accessibility policies and resources were available through the course information.	88.54%	92.76%
Q13.3: There was information in the course for academic and student services that could help me succeed.	84.71%	92.38%
Q13.1: The course provided information on technical support.	80.71%	90.99%

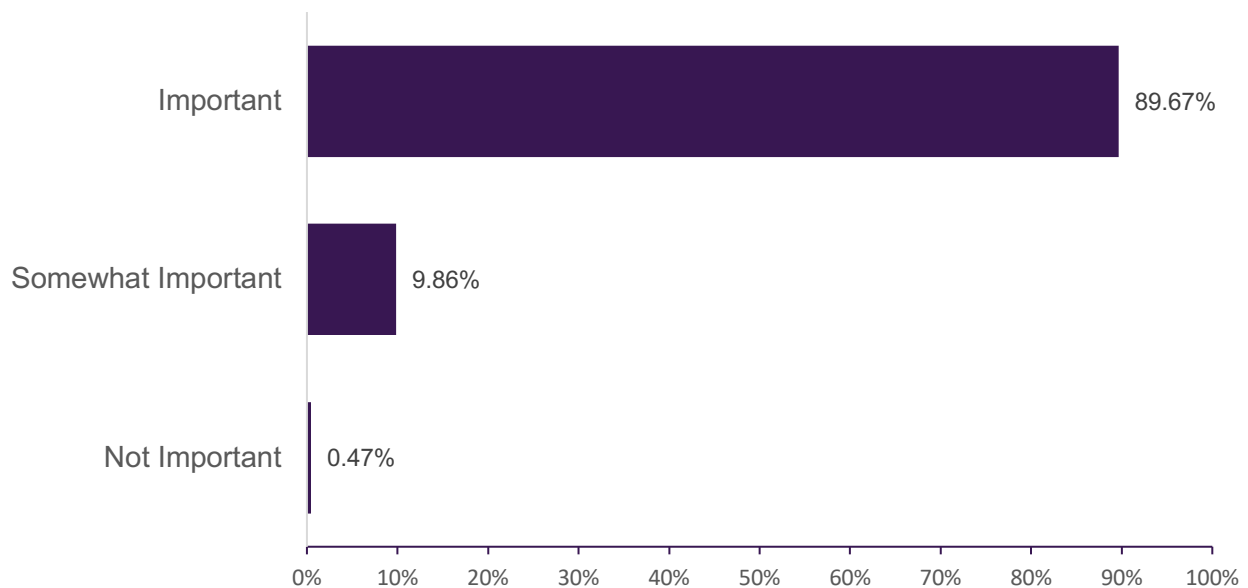
## Course Organization – Item Breakdown

**The course was easy to navigate. It was easy to find information throughout the course.**



(N = 243, M = 3.19)

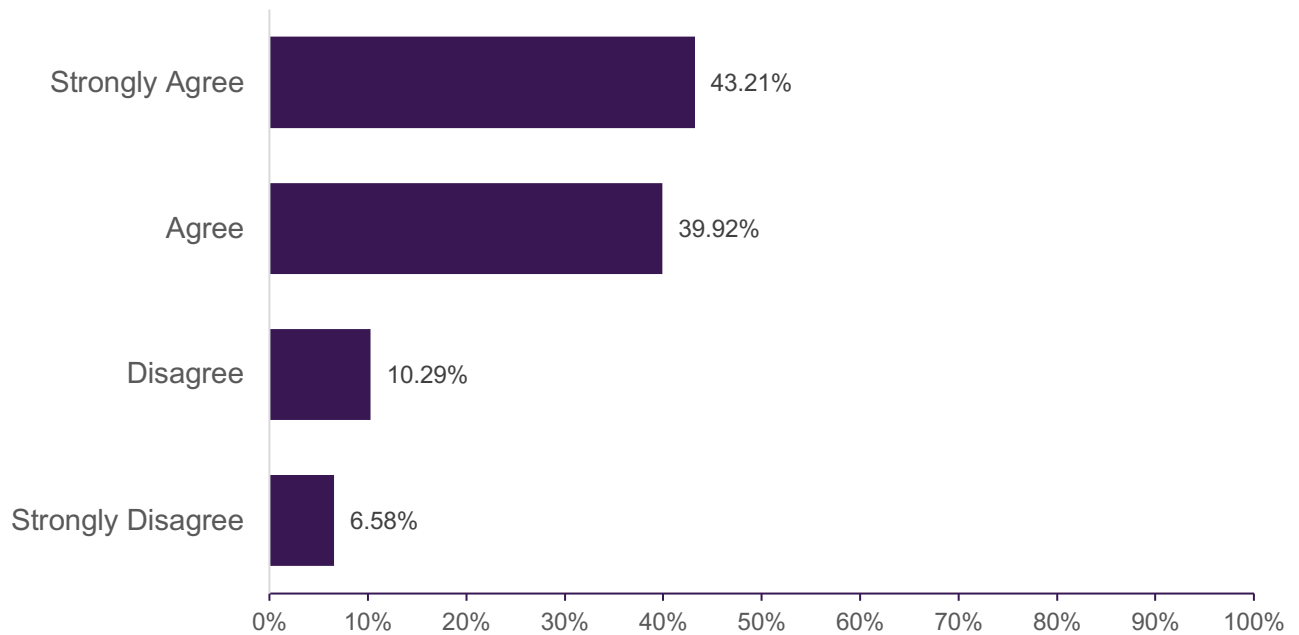
**Experienced: 77.8%**



(N = 213, M = 2.89)

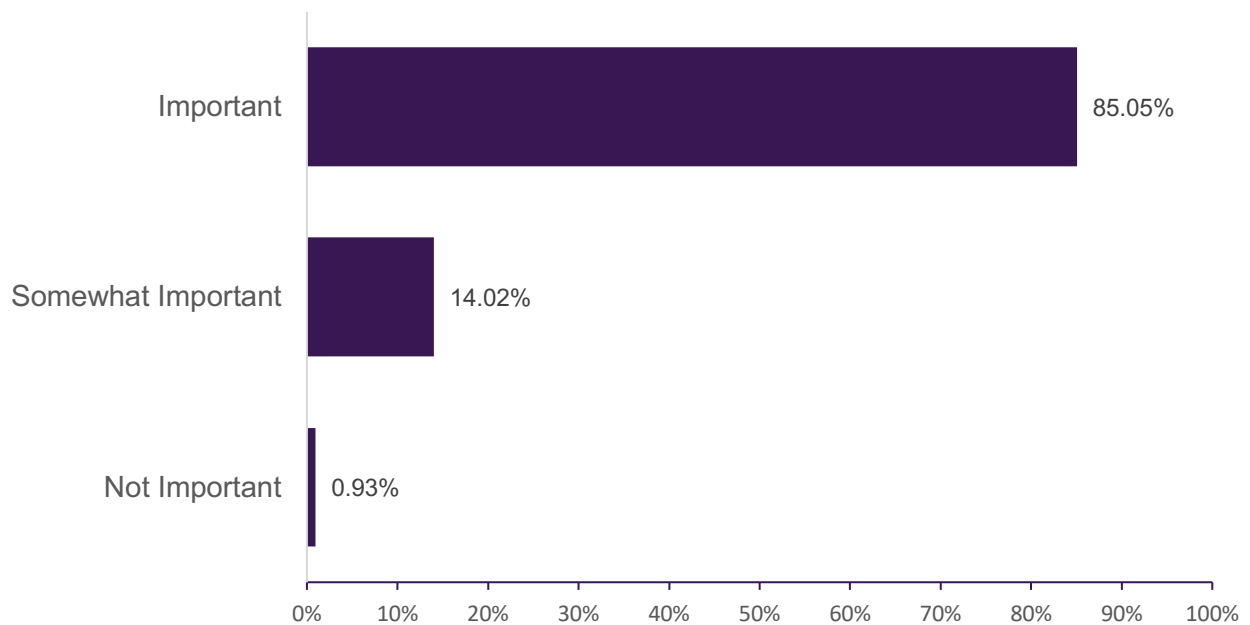
**Importance: 99.5%**

## The sequence of online course activities was effectively organized and easy to follow.



( $N = 243$ ,  $M = 3.20$ )

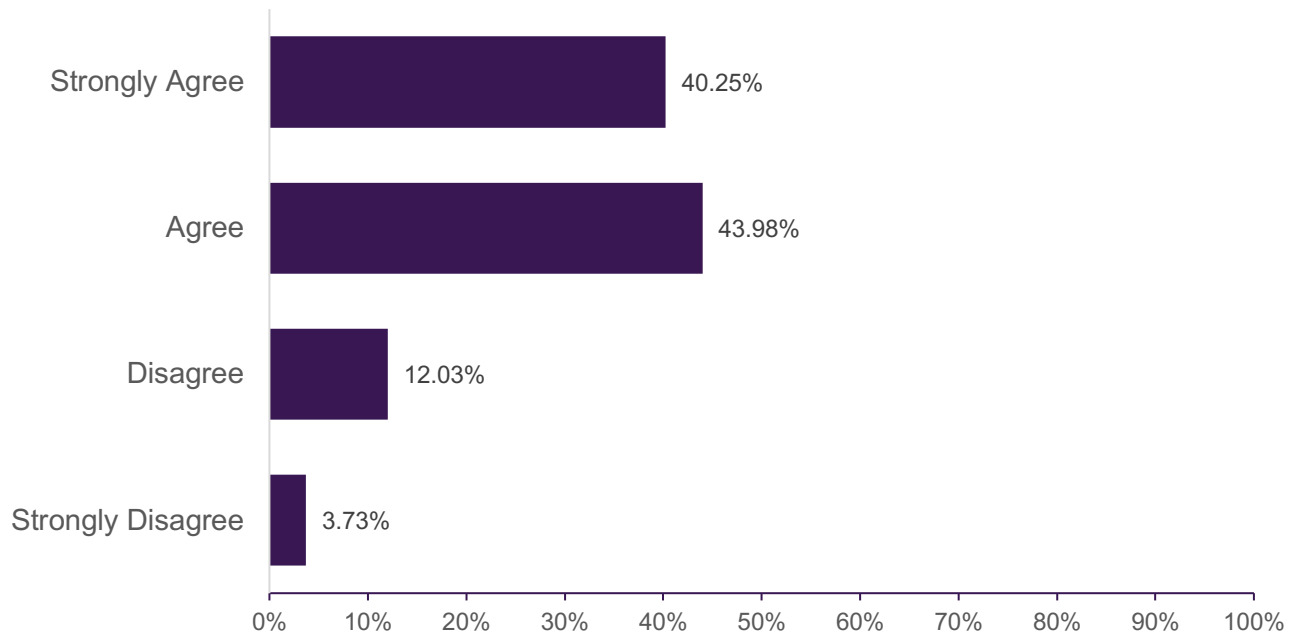
Experienced: 83.1%



( $N = 214$ ,  $M = 2.84$ )

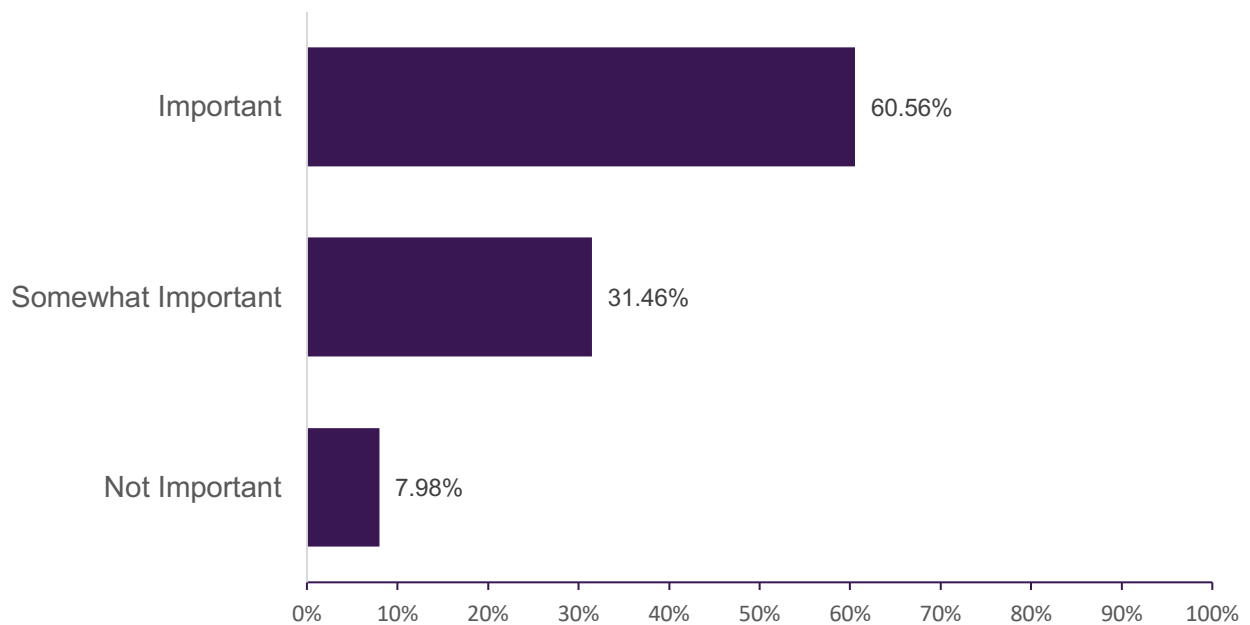
Importance: 99.1%

## The course contained information about the accessibility of the technologies in the course.



( $N = 241$ ,  $M = 3.21$ )

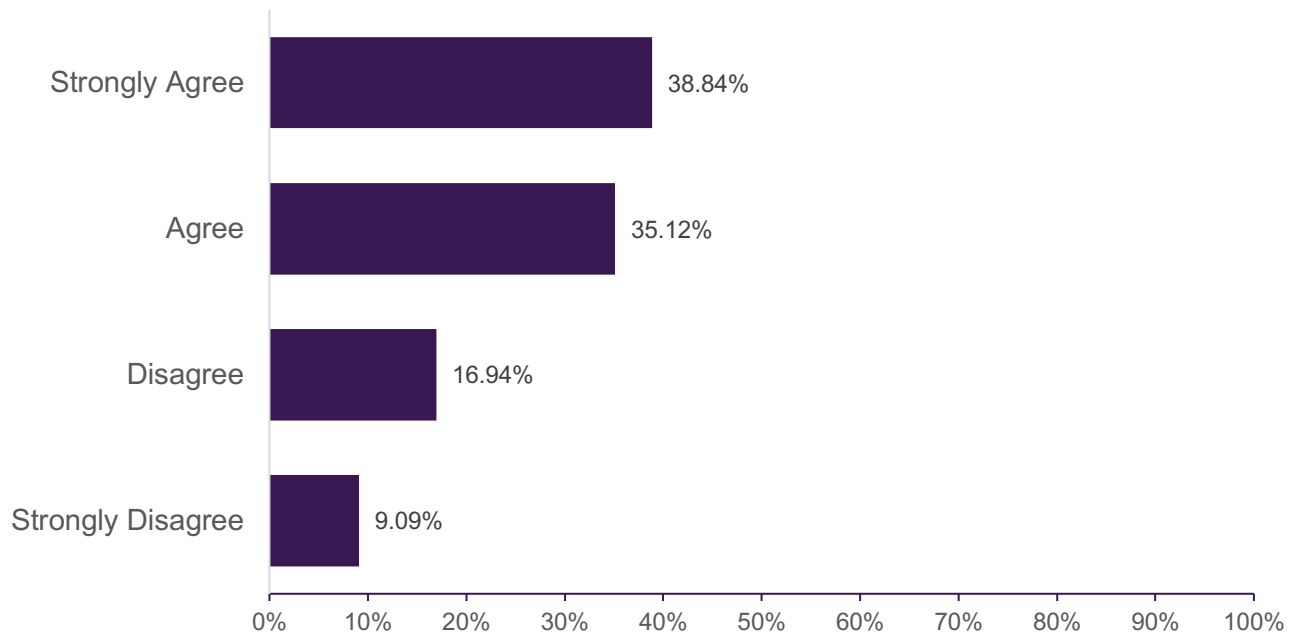
Experienced: 84.2%



( $N = 213$ ,  $M = 2.53$ )

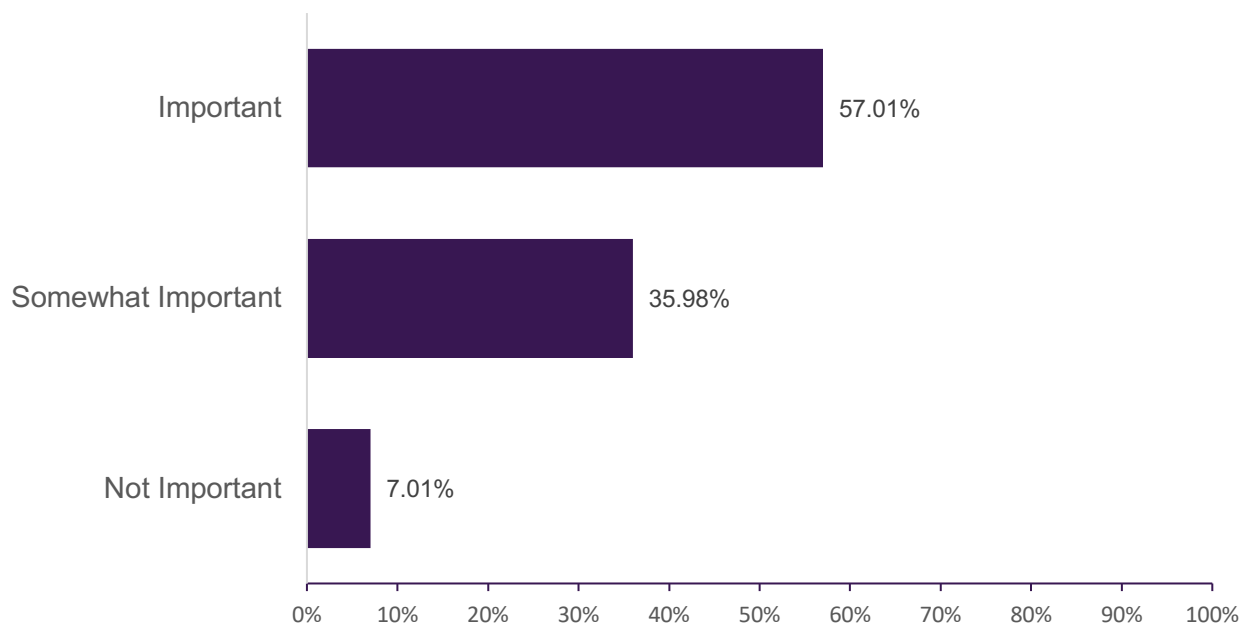
Importance: 92.0%

**There were multiple formats for course materials (audio, written, video, etc.).**



( $N = 242$ ,  $M = 3.04$ )

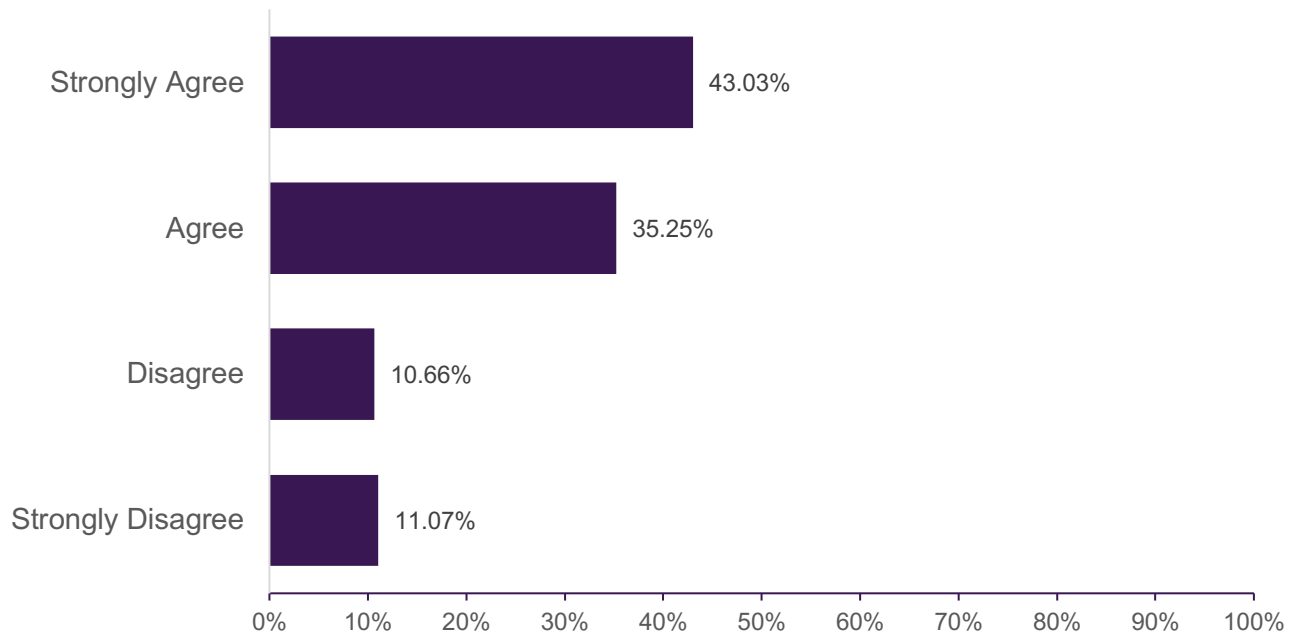
**Experienced: 74.0%**



( $N = 214$ ,  $M = 2.50$ )

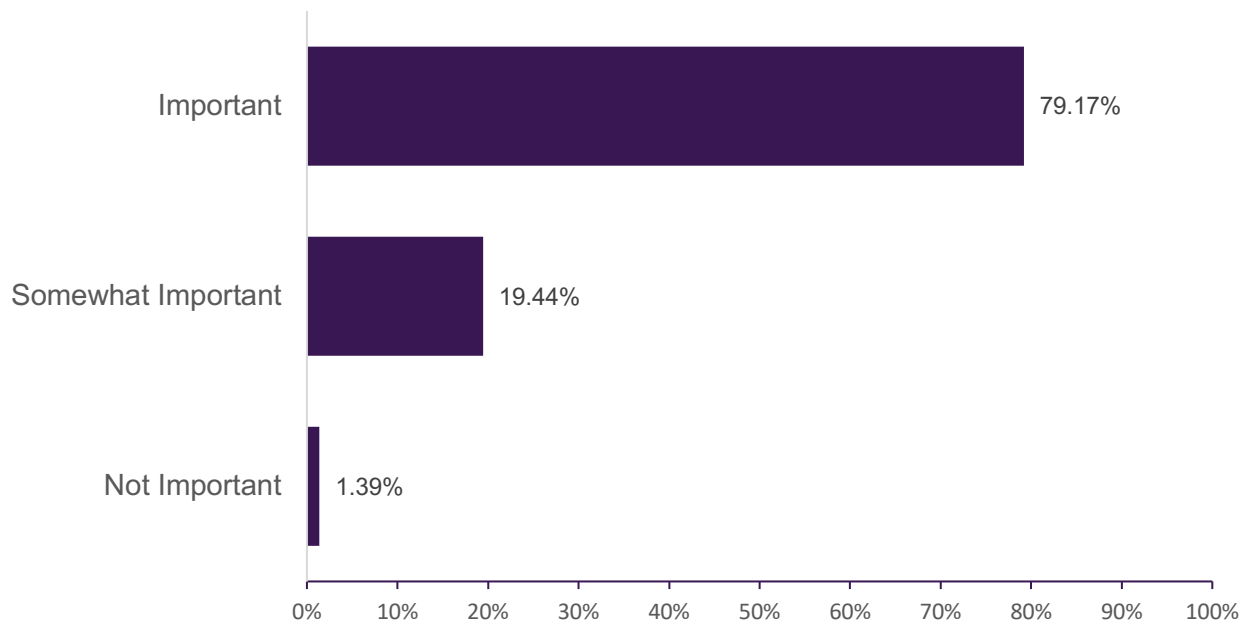
**Importance: 93.0%**

## The course provided an efficient learning environment.



( $N = 244$ ,  $M = 3.10$ )

**Experienced: 78.3%**

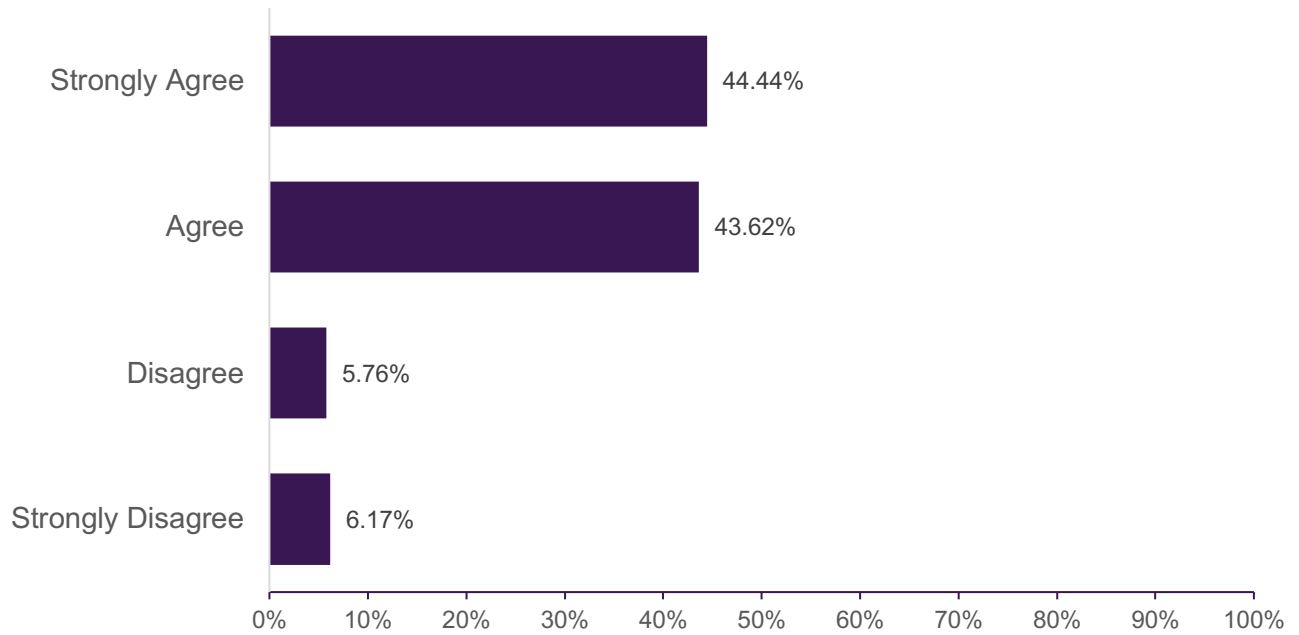


( $N = 216$ ,  $M = 2.78$ )

**Importance: 98.6%**

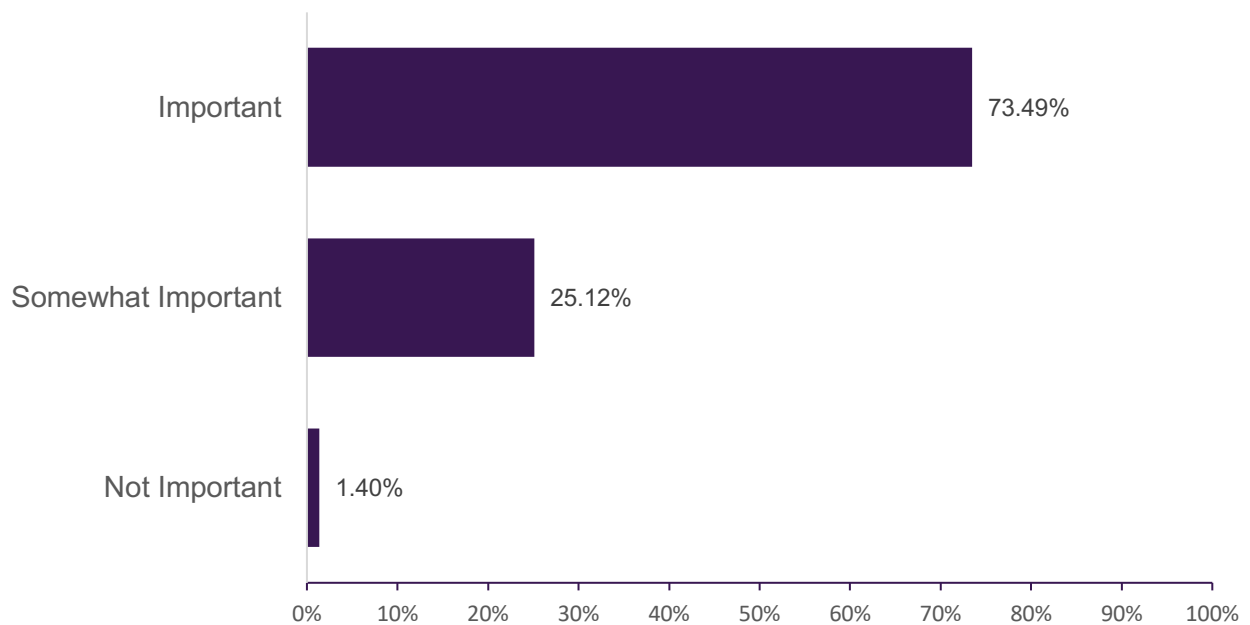


## The course is organized in a logical manner that facilitates information retrieval.



( $N = 243$ ,  $M = 3.26$ )

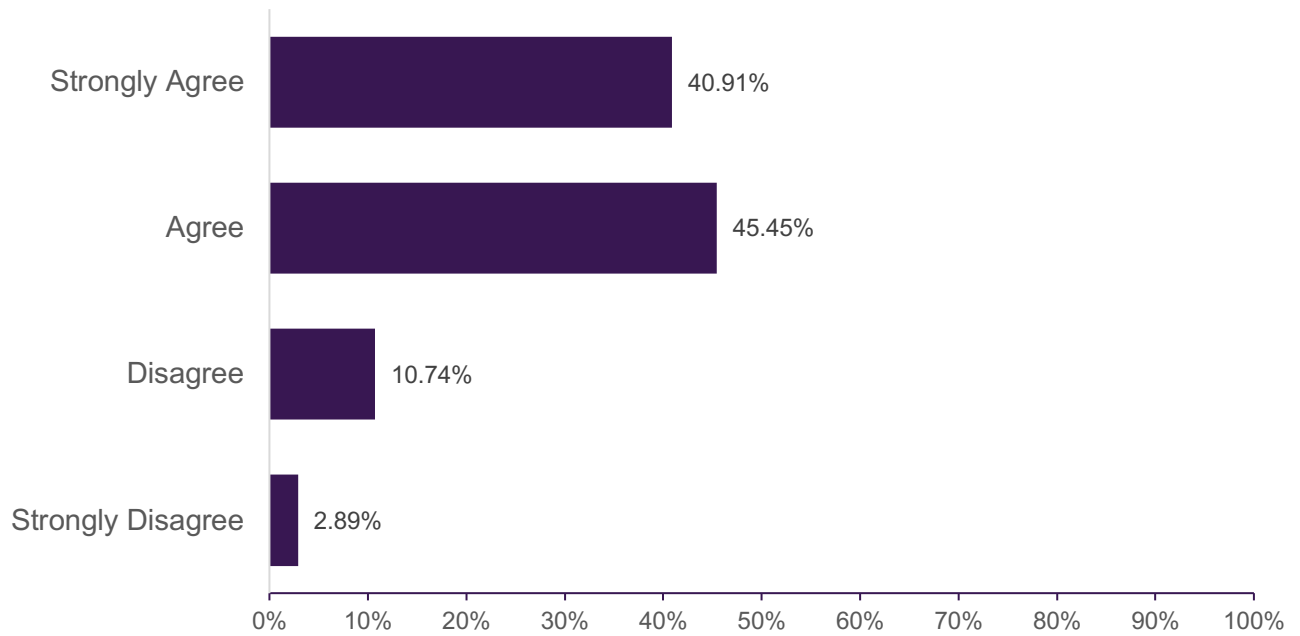
Experienced: 88.1%



( $N = 215$ ,  $M = 2.72$ )

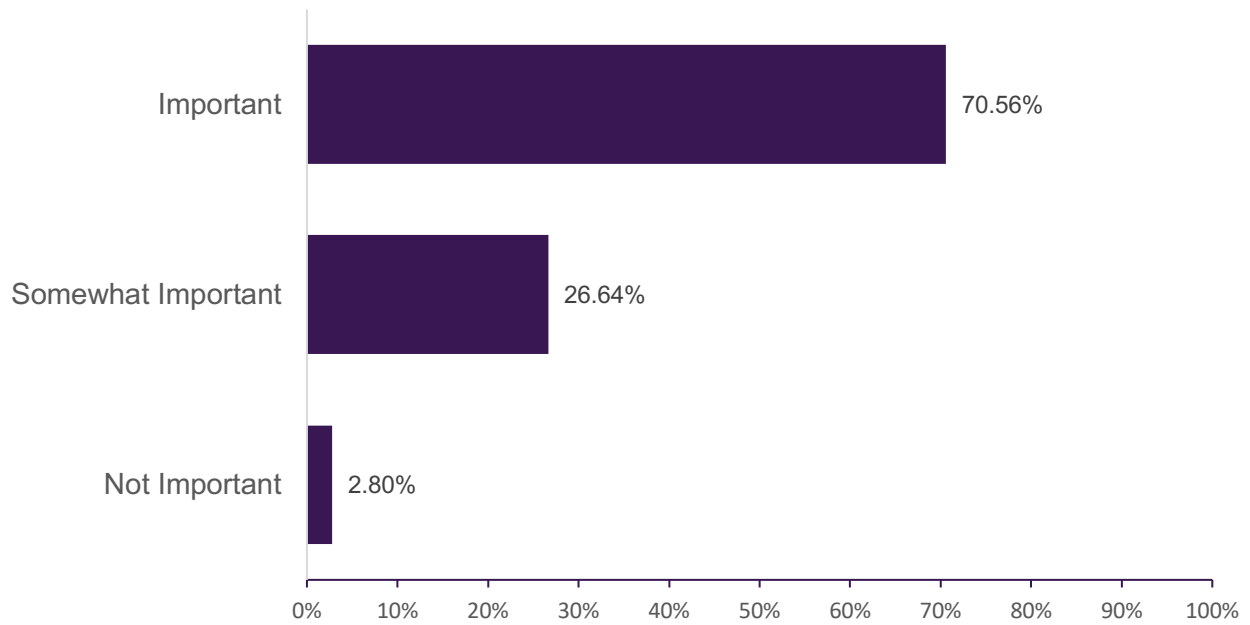
Importance: 98.6%

### The multimedia in the course was easy to use.



( $N = 242$ ,  $M = 3.24$ )

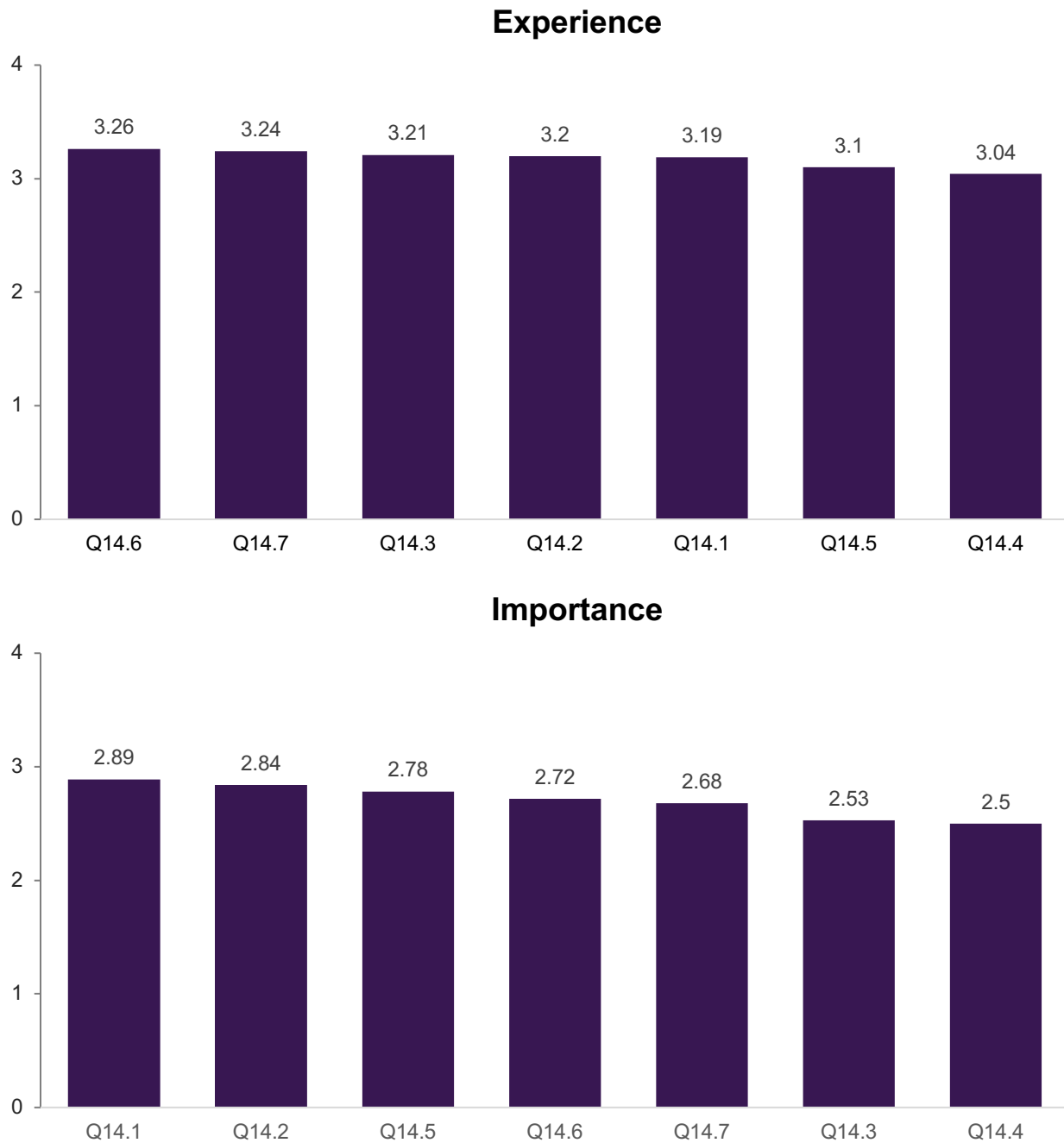
Experienced: 86.4%



( $N = 214$ ,  $M = 2.68$ )

Importance: 97.2%

## Course Organization – Item Comparison



There was a moderate, positive relationship between student experience and importance ( $r = 0.36$ ). The more participants agreed with the **course organization** items, the more they indicated that the items were important to their experience.

## Course Organization Items Ranked by Experience

Item	Experienced	Importance
Q14.6 The course is organized in a logical manner that facilitates information retrieval.	88.07%	98.60%
Q14.7 The multimedia in the course was easy to use.	86.36%	97.20%
Q14.3 The course contained information about the accessibility of the technologies in the course.	84.23%	92.02%
Q14.2 The sequence of online course activities was effectively organized and easy to follow.	83.13%	99.07%
Q14.5 The course provided an efficient learning environment.	78.28%	98.61%
Q14.1 The course was easy to navigate. It was easy to find information throughout the course.	77.78%	99.53%
Q14.4 There were multiple formats for course materials (audio, written, video, etc.).	73.97%	92.99%

## Results by Ethnicity

Course Introduction/Course Overview		Ethnicity		Total
		White	Students of color	
Q7.1 It was easy to get started and find information in the course.	Strongly Disagree	7	2	9
	Disagree	46	3	49
	Agree	110	33	143
	Strongly Agree	97	28	125
	<b>% Experienced</b>	<b>79.6%</b>	<b>92.4%</b>	<b>82.2%</b>
	<b>Total</b>	<b>260</b>	<b>66</b>	<b>326</b>
	Not Important	0	0	0
	Somewhat Important	18	7	25
	Important	214	41	255
	<b>% Important</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
	<b>Total</b>	<b>232</b>	<b>48</b>	<b>280</b>
Q7.2 I understood the purpose of course resources.	Strongly Disagree	9	0	9
	Disagree	27	6	33
	Agree	129	31	160
	Strongly Agree	94	29	123
	<b>% Favorable</b>	<b>86.1%</b>	<b>90.9%</b>	<b>87.1%</b>
	<b>Total</b>	<b>259</b>	<b>66</b>	<b>325</b>
	Not Important	7	0	7
	Somewhat Important	79	11	90
	Important	145	34	179
	<b>% Important</b>	<b>96.97</b>	<b>100.0%</b>	<b>97.5%</b>
	<b>Total</b>	<b>231</b>	<b>45</b>	<b>276</b>

Course Introduction/Course Overview		Ethnicity		Total
		White	Students of color	
Q7.3 I understood that behavior was expected of me in the online classroom.	Strongly Disagree	8	1	9
	Disagree	20	2	22
	Agree	97	26	123
	Strongly Agree	132	36	168
	<b>% Favorable</b>	<b>89.1%</b>	<b>95.4%</b>	<b>90.4%</b>
	<b>Total</b>	<b>257</b>	<b>65</b>	<b>322</b>
	Not Important	26	2	28
	Somewhat Important	77	7	84
	Important	127	36	163
	<b>% Important</b>	<b>88.7%</b>	<b>95.5%</b>	<b>89.8%</b>
	<b>Total</b>	<b>230</b>	<b>45</b>	<b>275</b>
Q7.4 The course introduction made me aware of the course and institutional policies.	Strongly Disagree	7	0	7
	Disagree	28	1	29
	Agree	109	33	142
	Strongly Agree	115	32	147
	<b>% Favorable</b>	<b>86.5%</b>	<b>98.5%</b>	<b>88.9%</b>
	<b>Total</b>	<b>259</b>	<b>66</b>	<b>325</b>
	Not Important	16	1	17
	Somewhat Important	95	10	105
	Important	119	35	154
	<b>% Important</b>	<b>93.0%</b>	<b>97.8%</b>	<b>93.8%</b>
	<b>Total</b>	<b>230</b>	<b>46</b>	<b>276</b>

Course Introduction/Course Overview		Ethnicity		Total
		White	Students of color	
<b>Q7.5 It was clear what technologies I needed to complete the course and how to obtain these.</b>	Strongly Disagree	16	0	16
	Disagree	28	4	32
	Agree	85	29	114
	Strongly Agree	130	33	163
	<b>% Favorable</b>	<b>83.0%</b>	<b>93.9%</b>	<b>85.2%</b>
	<b>Total</b>	<b>259</b>	<b>66</b>	<b>325</b>
	Not Important	11	1	12
	Somewhat Important	46	8	54
	Important	174	37	211
	<b>% Important</b>	<b>95.2%</b>	<b>97.8%</b>	<b>95.7%</b>
	<b>Total</b>	<b>231</b>	<b>46</b>	<b>277</b>
	<b>Q7.6 The course content clearly stated the prerequisites and required competency that I would need in order to complete the course successfully</b>	Strongly Disagree	7	0
Disagree		46	6	52
Agree		96	24	120
Strongly Agree		110	36	146
<b>% Favorable</b>		<b>79.5%</b>	<b>90.9%</b>	<b>81.9%</b>
<b>Total</b>		<b>259</b>	<b>66</b>	<b>325</b>
Not Important		15	2	17
Somewhat Important		74	8	82
Important		142	36	178
<b>% Important</b>		<b>93.5%</b>	<b>95.7%</b>	<b>93.9%</b>
<b>Total</b>		<b>231</b>	<b>46</b>	<b>277</b>

Course Introduction/Course Overview		Ethnicity		Total
		White	Students of color	
Q7.7 The content clearly stated the technical skills that I needed in order to complete the course successfully.	Strongly Disagree	11	1	12
	Disagree	65	4	69
	Agree	106	32	138
	Strongly Agree	76	29	105
	<b>% Favorable</b>	<b>70.5%</b>	<b>92.4%</b>	<b>75.0%</b>
	<b>Total</b>	<b>258</b>	<b>66</b>	<b>324</b>
	Not Important	23	0	23
	Somewhat Important	87	9	96
	Important	117	36	153
	<b>% Important</b>	<b>89.9%</b>	<b>100%</b>	<b>91.5%</b>
	<b>Total</b>	<b>227</b>	<b>45</b>	<b>272</b>
Q7.8 The instructor introduction was appropriate.	Strongly Disagree	11	0	11
	Disagree	16	3	19
	Agree	87	26	113
	Strongly Agree	145	37	182
	<b>% Favorable</b>	<b>89.6%</b>	<b>95.5%</b>	<b>90.8%</b>
	<b>Total</b>	<b>259</b>	<b>66</b>	<b>325</b>
	Not Important	25	2	27
	Somewhat Important	74	10	84
	Important	129	34	163
	<b>% Important</b>	<b>89.0%</b>	<b>95.7%</b>	<b>90.2%</b>
	<b>Total</b>	<b>228</b>	<b>46</b>	<b>274</b>



Course Introduction/Course Overview		Ethnicity		Total
		White	Students of color	
Q7.9 The content clearly stated the technical skills that I needed in order to complete the course successfully	Strongly Disagree	49	5	54
	Disagree	47	13	60
	Agree	60	23	83
	Strongly Agree	103	25	128
	<b>% Favorable</b>	<b>62.9%</b>	<b>72.7%</b>	<b>64.9%</b>
	<b>Total</b>	<b>259</b>	<b>66</b>	<b>325</b>
	Not Important	83	8	91
	Somewhat Important	76	13	89
	Important	72	25	97
	<b>% Important</b>	<b>64.1%</b>	<b>82.6%</b>	<b>67.1%</b>
	<b>Total</b>	<b>231</b>	<b>46</b>	<b>277</b>

Course Learning Objectives		Ethnicity		Total
		White	Students of color	
Q8.1 The learning objectives for the course clearly stated what I would do during the course.	Strongly Disagree	6	0	6
	Disagree	24	3	27
	Agree	101	27	128
	Strongly Agree	117	34	151
	<b>% Favorable</b>	<b>87.9%</b>	<b>95.3%</b>	<b>89.5%</b>
	<b>Total</b>	<b>248</b>	<b>64</b>	<b>312</b>
	Not Important	8	0	8
	Somewhat Important	45	10	55
	Important	174	37	211
	<b>% Important</b>	<b>96.5%</b>	<b>100.0%</b>	<b>97.1%</b>
	<b>Total</b>	<b>227</b>	<b>47</b>	<b>274</b>
Q8.2 I understood what the learning objectives/purpose was for all of the modules in the course.	Strongly Disagree	8	0	8
	Disagree	43	4	47
	Agree	99	31	130
	Strongly Agree	98	28	126
	<b>% Favorable</b>	<b>79.4%</b>	<b>93.7%</b>	<b>82.3%</b>
	<b>Total</b>	<b>248</b>	<b>63</b>	<b>311</b>
	Not Important	9	0	9
	Somewhat Important	57	11	68
	Important	162	36	198
	<b>% Important</b>	<b>96.1%</b>	<b>100.0%</b>	<b>96.7%</b>
	<b>Total</b>	<b>228</b>	<b>47</b>	<b>275</b>

Course Learning Objectives		Ethnicity		Total
		White	Students of color	
<b>Q8.3 The activities during the course helped me reach the learning objectives for each module and for the course.</b>	Strongly Disagree	14	0	14
	Disagree	40	2	42
	Agree	112	35	147
	Strongly Agree	82	27	109
	<b>% Favorable</b>	<b>78.2%</b>	<b>96.9%</b>	<b>82.1%</b>
	<b>Total</b>	<b>248</b>	<b>64</b>	<b>312</b>
	Not Important	2	0	2
	Somewhat Important	53	13	66
	Important	171	34	205
	<b>% Important</b>	<b>99.1%</b>	<b>100.0%</b>	<b>99.3%</b>
	<b>Total</b>	<b>226</b>	<b>47</b>	<b>273</b>
<b>Q8.4 The objectives of the course were appropriate for my level.</b>	Strongly Disagree	10	0	10
	Disagree	18	1	19
	Agree	110	27	137
	Strongly Agree	109	36	145
	<b>% Favorable</b>	<b>88.7%</b>	<b>98.4%</b>	<b>90.7%</b>
	<b>Total</b>	<b>247</b>	<b>64</b>	<b>311</b>
	Not Important	2	3	5
	Somewhat Important	50	4	54
	Important	175	40	215
	<b>% Important</b>	<b>99.2%</b>	<b>93.7%</b>	<b>98.2%</b>
	<b>Total</b>	<b>227</b>	<b>47</b>	<b>274</b>

Assessment, Feedback, & Grading		Ethnicity		Total
		White	Students of color	
Q9.1 The assessments during the course accurately measured my progress towards the learning objectives.	Strongly Disagree	11	0	11
	Disagree	35	2	37
	Agree	112	28	140
	Strongly Agree	74	29	103
	<b>% Favorable</b>	<b>80.2%</b>	<b>96.6%</b>	<b>83.5%</b>
	<b>Total</b>	<b>232</b>	<b>59</b>	<b>291</b>
	Not Important	4	3	7
	Somewhat Important	44	15	59
	Important	168	28	196
	<b>% Important</b>	<b>98.1%</b>	<b>93.5%</b>	<b>97.3%</b>
	<b>Total</b>	<b>216</b>	<b>46</b>	<b>262</b>
Q9.2 The course grading policy was clear and easy to access.	Strongly Disagree	10	0	10
	Disagree	27	2	29
	Agree	78	20	98
	Strongly Agree	118	36	154
	<b>% Favorable</b>	<b>84.1%</b>	<b>96.6%</b>	<b>86.6%</b>
	<b>Total</b>	<b>233</b>	<b>58</b>	<b>291</b>
	Not Important	3	0	3
	Somewhat Important	26	11	37
	Important	188	35	223
	<b>% Important</b>	<b>98.6%</b>	<b>100%</b>	<b>98.9%</b>
	<b>Total</b>	<b>217</b>	<b>46</b>	<b>263</b>

Assessment, Feedback, & Grading		Ethnicity		Total
		White	Students of color	
Q9.3 The course documentation clearly described course grading/feedback system.	Strongly Disagree	9	1	10
	Disagree	30	2	32
	Agree	93	18	111
	Strongly Agree	101	36	137
	<b>% Favorable</b>	<b>83.3%</b>	<b>94.7%</b>	<b>85.5%</b>
	<b>Total</b>	<b>233</b>	<b>57</b>	<b>290</b>
	Not Important	1	2	3
	Somewhat Important	36	8	44
	Important	179	36	215
	<b>% Important</b>	<b>99.5%</b>	<b>95.7%</b>	<b>98.8%</b>
	<b>Total</b>	<b>216</b>	<b>46</b>	<b>262</b>
Q9.4 There were a variety of types of assessment throughout the course (papers, exams, projects, etc.)	Strongly Disagree	19	0	19
	Disagree	41	7	48
	Agree	92	20	112
	Strongly Agree	81	32	113
	<b>% Favorable</b>	<b>74.2%</b>	<b>88.1%</b>	<b>77.1%</b>
	<b>Total</b>	<b>233</b>	<b>59</b>	<b>292</b>
	Not Important	19	0	19
	Somewhat Important	91	10	101
	Important	107	36	143
	<b>% Important</b>	<b>91.2%</b>	<b>100.0%</b>	<b>92.8%</b>
	<b>Total</b>	<b>217</b>	<b>46</b>	<b>263</b>

Assessment, Feedback, & Grading		Ethnicity		Total
		White	Students of color	
Q9.5 Up-to-date grades were available throughout the course.	Strongly Disagree	29	2	31
	Disagree	39	4	43
	Agree	87	19	106
	Strongly Agree	77	34	111
	<b>% Favorable</b>	<b>70.7%</b>	<b>89.83%</b>	<b>74.6%</b>
	<b>Total</b>	<b>232</b>	<b>59</b>	<b>291</b>
	Not Important	4	1	5
	Somewhat Important	35	6	41
	Important	178	39	217
	<b>% Important</b>	<b>98.2%</b>	<b>97.8%</b>	<b>98.1%</b>
	<b>Total</b>	<b>217</b>	<b>46</b>	<b>263</b>

Course Resources & Materials		Ethnicity		Total
		White	Students of color	
Q10.1 The resources in the course provided appropriate information to help me reach the learning objectives.	Strongly Disagree	10	0	10
	Disagree	28	4	32
	Agree	102	23	125
	Strongly Agree	74	29	103
	<b>% Favorable</b>	<b>82.2%</b>	<b>92.9%</b>	<b>84.4%</b>
	<b>Total</b>	<b>214</b>	<b>56</b>	<b>270</b>
	Not Important	4	1	5
	Somewhat Important	43	8	51
	Important	150	36	186
	<b>% Important</b>	<b>97.9%</b>	<b>97.8%</b>	<b>97.9%</b>
	<b>Total</b>	<b>197</b>	<b>45</b>	<b>242</b>
Q10.2 The materials were relevant to the activities and assessments in the course.	Strongly Disagree	6	1	7
	Disagree	11	1	12
	Agree	97	24	121
	Strongly Agree	99	31	130
	<b>% Favorable</b>	<b>92.0%</b>	<b>96.5%</b>	<b>93.0%</b>
	<b>Total</b>	<b>213</b>	<b>57</b>	<b>270</b>
	Not Important	0	2	2
	Somewhat Important	34	6	40
	Important	162	34	196
	<b>% Important</b>	<b>100%</b>	<b>95.2%</b>	<b>99.2%</b>
	<b>Total</b>	<b>196</b>	<b>42</b>	<b>238</b>

Course Resources & Materials		Ethnicity		Total
		White	Students of color	
<b>Q10.3</b> The instructor cited all of the resources that they included in the course.	Strongly Disagree	14	2	16
	Disagree	35	3	38
	Agree	83	22	105
	Strongly Agree	80	30	110
	<b>% Favorable</b>	<b>76.9%</b>	<b>91.2%</b>	<b>79.9%</b>
	<b>Total</b>	<b>212</b>	<b>57</b>	<b>269</b>
	Not Important	46	3	49
	Somewhat Important	66	11	77
	Important	83	31	114
	<b>% Important</b>	<b>76.4%</b>	<b>93.3%</b>	<b>79.6%</b>
	<b>Total</b>	<b>195</b>	<b>45</b>	<b>240</b>
<b>Q10.4</b> The materials in the course were up-to-date and relevant.	Strongly Disagree	7	1	8
	Disagree	26	2	28
	Agree	91	23	114
	Strongly Agree	89	31	120
	<b>% Favorable</b>	<b>84.5%</b>	<b>94.7%</b>	<b>86.7%</b>
	<b>Total</b>	<b>213</b>	<b>57</b>	<b>270</b>
	Not Important	4	0	4
	Somewhat Important	46	9	55
	Important	144	35	179
	<b>% Important</b>	<b>97.9%</b>	<b>100.0%</b>	<b>98.3%</b>
	<b>Total</b>	<b>194</b>	<b>44</b>	<b>238</b>



Course Resources & Materials		Ethnicity		Total
		White	Students of color	
Q10.5 There were a variety of materials and resources included in the course.	Strongly Disagree	15	0	15
	Disagree	22	1	23
	Agree	93	22	115
	Strongly Agree	84	33	117
	<b>% Favorable</b>	<b>82.7%</b>	<b>98.2%</b>	<b>85.9%</b>
	<b>Total</b>	<b>214</b>	<b>56</b>	<b>270</b>
	Not Important	11	6	17
	Somewhat Important	77	6	83
	Important	108	32	140
	<b>% Important</b>	<b>94.4%</b>	<b>86.4%</b>	<b>92.9%</b>
	<b>Total</b>	<b>196</b>	<b>44</b>	<b>240</b>
	Q10.6 It was easy to tell the difference between required and optional information.	Strongly Disagree	22	3
Disagree		45	5	50
Agree		72	23	95
Strongly Agree		75	26	101
<b>% Favorable</b>		<b>68.7%</b>	<b>86.0%</b>	<b>72.3%</b>
<b>Total</b>		<b>214</b>	<b>57</b>	<b>271</b>
Not Important		7	1	8
Somewhat Important		62	10	72
Important		127	33	160
<b>% Important</b>		<b>96.4%</b>	<b>97.7%</b>	<b>96.7%</b>
<b>Total</b>		<b>196</b>	<b>44</b>	<b>240</b>

Course Activities, Instructor Presence and Communication, & Interaction with Others		Ethnicity		Total
		White	Students of color	
Q11.1 The activities in the course helped me reach the learning objectives.	Strongly Disagree	9	0	9
	Disagree	17	4	21
	Agree	98	27	125
	Strongly Agree	72	27	99
	<b>% Favorable</b>	<b>86.7%</b>	<b>93.1%</b>	<b>88.2%</b>
	<b>Total</b>	<b>196</b>	<b>58</b>	<b>254</b>
	Not Important	2	0	2
	Somewhat Important	40	13	53
	Important	135	32	167
	<b>% Important</b>	<b>98.9%</b>	<b>100.0%</b>	<b>99.1%</b>
	<b>Total</b>	<b>177</b>	<b>45</b>	<b>222</b>
Q11.2 The course used realistic assignments that motivated me to do my best work.	Strongly Disagree	17	1	18
	Disagree	40	3	43
	Agree	71	28	99
	Strongly Agree	68	25	93
	<b>% Favorable</b>	<b>70.9%</b>	<b>93.0%</b>	<b>75.9%</b>
	<b>Total</b>	<b>196</b>	<b>57</b>	<b>253</b>
	Not Important	1	2	3
	Somewhat Important	40	10	50
	Important	136	33	169
	<b>% Important</b>	<b>99.4%</b>	<b>95.6%</b>	<b>98.6%</b>
	<b>Total</b>	<b>177</b>	<b>45</b>	<b>222</b>

Course Activities, Instructor Presence and Communication, & Interaction with Others	Ethnicity		Total	
	White	Students of color		
Q11.3 The activities encouraged me to engage with learning.	Strongly Disagree	19	2	21
	Disagree	37	3	40
	Agree	78	24	102
	Strongly Agree	62	28	90
	<b>% Favorable</b>	<b>71.4%</b>	<b>91.2%</b>	<b>75.9%</b>
	<b>Total</b>	<b>196</b>	<b>57</b>	<b>253</b>
	Not Important	2	1	3
	Somewhat Important	50	9	59
	Important	124	35	159
	<b>% Important</b>	<b>98.7%</b>	<b>97.8%</b>	<b>98.6%</b>
	<b>Total</b>	<b>176</b>	<b>45</b>	<b>221</b>
Q11.4 Feedback was delivered in a timely fashion and within the limits described in the course documentations.	Strongly Disagree	17	3	20
	Disagree	35	1	36
	Agree	77	26	103
	Strongly Agree	65	28	93
	<b>% Favorable</b>	<b>73.2%</b>	<b>93.1%</b>	<b>77.8%</b>
	<b>Total</b>	<b>194</b>	<b>58</b>	<b>252</b>
	Not Important	1	1	2
	Somewhat Important	45	11	56
	Important	131	32	163
	<b>% Important</b>	<b>99.4%</b>	<b>97.7%</b>	<b>99.1%</b>
	<b>Total</b>	<b>177</b>	<b>44</b>	<b>221</b>

Course Activities, Instructor Presence and Communication, & Interaction with Others		Ethnicity		Total
		White	Students of color	
Q11.5 Feedback was informative, supportive, and articulate.	Strongly Disagree	17	2	19
	Disagree	29	2	31
	Agree	79	24	103
	Strongly Agree	71	29	100
	<b>% Favorable</b>	<b>76.5%</b>	<b>93.0%</b>	<b>80.2%</b>
	<b>Total</b>	<b>196</b>	<b>57</b>	<b>253</b>
	Not Important	0	1	1
	Somewhat Important	32	10	42
	Important	145	34	179
	<b>% Important</b>	<b>100.0%</b>	<b>97.8%</b>	<b>99.5%</b>
	<b>Total</b>	<b>177</b>	<b>45</b>	<b>222</b>
Q11.6 The course documentation described the expectations for my performance in the online classroom.	Strongly Disagree	9	2	11
	Disagree	17	0	17
	Agree	87	29	116
	Strongly Agree	82	26	108
	<b>% Favorable</b>	<b>86.7%</b>	<b>96.5%</b>	<b>88.9%</b>
	<b>Total</b>	<b>195</b>	<b>57</b>	<b>252</b>
	Not Important	5	1	6
	Somewhat Important	65	14	79
	Important	106	30	136
	<b>% Important</b>	<b>97.2%</b>	<b>97.8%</b>	<b>97.2%</b>
	<b>Total</b>	<b>176</b>	<b>45</b>	<b>221</b>

Course Activities, Instructor Presence and Communication, & Interaction with Others		Ethnicity		Total
		White	Students of color	
Q11.7 The instructor was enthusiastic about online teaching.	Strongly Disagree	17	0	17
	Disagree	48	5	53
	Agree	71	28	99
	Strongly Agree	59	25	84
	<b>% Favorable</b>	<b>66.7%</b>	<b>91.4%</b>	<b>72.3%</b>
	<b>Total</b>	<b>195</b>	<b>58</b>	<b>253</b>
	Not Important	15	1	16
	Somewhat Important	63	13	76
	Important	98	30	128
	<b>% Important</b>	<b>91.5%</b>	<b>97.7%</b>	<b>92.7%</b>
	<b>Total</b>	<b>176</b>	<b>44</b>	<b>220</b>
Q11.8 The instructor was accessible to me outside of the course (both online and in person).	Strongly Disagree	9	1	10
	Disagree	28	4	32
	Agree	78	21	99
	Strongly Agree	79	32	111
	<b>% Favorable</b>	<b>80.9%</b>	<b>91.3%</b>	<b>83.3%</b>
	<b>Total</b>	<b>194</b>	<b>58</b>	<b>252</b>
	Not Important	4	1	5
	Somewhat Important	53	10	63
	Important	118	34	152
	<b>% Important</b>	<b>97.7%</b>	<b>97.8%</b>	<b>97.7%</b>
	<b>Total</b>	<b>175</b>	<b>45</b>	<b>220</b>

Course Activities, Instructor Presence and Communication, & Interaction with Others		Ethnicity		Total
		White	Students of color	
<b>Q11.9</b> The amount of contact with the instructor was satisfactory (email, discussions, face to face meetings, etc.)	Strongly Disagree	19	1	20
	Disagree	28	3	31
	Agree	68	22	90
	Strongly Agree	79	32	111
	<b>% Favorable</b>	<b>75.8%</b>	<b>93.1%</b>	<b>79.8%</b>
	<b>Total</b>	<b>194</b>	<b>58</b>	<b>252</b>
	Not Important	9	1	10
	Somewhat Important	53	11	64
	Important	115	31	146
	<b>% Important</b>	<b>94.9%</b>	<b>97.7%</b>	<b>95.5%</b>
	<b>Total</b>	<b>177</b>	<b>43</b>	<b>220</b>
<b>Q11.10</b> Instructor effectively communicated any changes/clarifications regarding course requirements.	Strongly Disagree	14	1	15
	Disagree	17	5	22
	Agree	69	21	90
	Strongly Agree	94	31	125
	<b>% Favorable</b>	<b>84.0%</b>	<b>89.7%</b>	<b>85.3%</b>
	<b>Total</b>	<b>194</b>	<b>58</b>	<b>252</b>
	Not Important	2	1	3
	Somewhat Important	28	6	34
	Important	145	38	183
	<b>% Important</b>	<b>98.9%</b>	<b>97.8%</b>	<b>98.6%</b>
	<b>Total</b>	<b>175</b>	<b>45</b>	<b>220</b>

Course Activities, Instructor Presence and Communication, & Interaction with Others		Ethnicity		Total
		White	Students of color	
Q11.11 The course allowed me to take responsibility for my own learning	Strongly Disagree	7	1	8
	Disagree	8	2	10
	Agree	73	24	97
	Strongly Agree	107	31	138
	<b>% Favorable</b>	<b>92.3%</b>	<b>94.8%</b>	<b>92.9%</b>
	<b>Total</b>	<b>195</b>	<b>58</b>	<b>253</b>
	Not Important	11	3	14
	Somewhat Important	43	10	53
	Important	124	32	156
	<b>% Important</b>	<b>93.8%</b>	<b>93.3%</b>	<b>93.7%</b>
	<b>Total</b>	<b>178</b>	<b>45</b>	<b>223</b>
Q11.12 The course was structured so that I could discuss assignments with other students.	Strongly Disagree	30	2	32
	Disagree	49	9	58
	Agree	55	28	83
	Strongly Agree	62	19	81
	<b>% Favorable</b>	<b>59.7%</b>	<b>81.0%</b>	<b>64.6%</b>
	<b>Total</b>	<b>196</b>	<b>58</b>	<b>254</b>
	Not Important	39	3	42
	Somewhat Important	57	16	73
	Important	79	26	105
	<b>% Important</b>	<b>77.7%</b>	<b>93.3%</b>	<b>80.9%</b>
	<b>Total</b>	<b>175</b>	<b>45</b>	<b>220</b>

Course Activities, Instructor Presence and Communication, & Interaction with Others		Ethnicity		Total
		White	Students of color	
Q11.13 I felt comfortable interacting with the instructor and other students.	Strongly Disagree	21	0	21
	Disagree	31	7	38
	Agree	75	29	104
	Strongly Agree	67	22	89
	<b>% Favorable</b>	<b>73.2%</b>	<b>87.9%</b>	<b>76.6%</b>
	<b>Total</b>	<b>194</b>	<b>58</b>	<b>252</b>
	Not Important	17	0	17
	Somewhat Important	61	17	78
	Important	99	28	127
	<b>% Important</b>	<b>90.4%</b>	<b>100.0%</b>	<b>92.3%</b>
	<b>Total</b>	<b>177</b>	<b>45</b>	<b>222</b>
Q11.14 This course included activities and assignments that provided me with opportunities to interact with other students.	Strongly Disagree	30	1	31
	Disagree	43	7	50
	Agree	66	28	94
	Strongly Agree	57	22	79
	<b>% Favorable</b>	<b>62.8%</b>	<b>86.2%</b>	<b>68.1%</b>
	<b>Total</b>	<b>196</b>	<b>58</b>	<b>254</b>
	Not Important	49	4	53
	Somewhat Important	59	17	76
	Important	68	24	92
	<b>% Important</b>	<b>72.2%</b>	<b>91.1%</b>	<b>76.0%</b>
	<b>Total</b>	<b>176</b>	<b>45</b>	<b>221</b>



Technology Use in Course		Ethnicity		Total
		White	Students of color	
12.1 Technological tools were used appropriately for the course content.	Strongly Disagree	5	0	5
	Disagree	10	4	14
	Agree	91	20	111
	Strongly Agree	81	32	113
	<b>% Favorable</b>	<b>92.0%</b>	<b>92.9%</b>	<b>92.2%</b>
	<b>Total</b>	<b>187</b>	<b>56</b>	<b>243</b>
	Not Important	7	2	9
	Somewhat Important	61	7	68
	Important	101	34	135
	<b>% Important</b>	<b>95.9%</b>	<b>95.3%</b>	<b>95.8%</b>
	<b>Total</b>	<b>169</b>	<b>43</b>	<b>212</b>
12.2 Technological tools helped me reach the learning objectives and enhanced the learning experience.	Strongly Disagree	7	1	8
	Disagree	22	2	24
	Agree	89	21	110
	Strongly Agree	67	32	99
	<b>% Favorable</b>	<b>84.3%</b>	<b>94.6%</b>	<b>86.7%</b>
	<b>Total</b>	<b>185</b>	<b>56</b>	<b>241</b>
	Not Important	4	2	6
	Somewhat Important	71	11	82
	Important	93	30	123
	<b>% Important</b>	<b>97.6%</b>	<b>95.3%</b>	<b>97.2%</b>
	<b>Total</b>	<b>168</b>	<b>43</b>	<b>211</b>

Technology Use in Course		Ethnicity		Total
		White	Students of color	
12.3 Technological requirements were clearly stated, with links or documentation to support and any necessary software.	Strongly Disagree	8	0	8
	Disagree	16	5	21
	Agree	82	20	102
	Strongly Agree	79	31	110
	<b>% Favorable</b>	<b>87.0%</b>	<b>91.1%</b>	<b>88.0%</b>
	<b>Total</b>	<b>185</b>	<b>56</b>	<b>241</b>
	Not Important	4	2	6
	Somewhat Important	52	8	60
	Important	113	33	146
	<b>% Important</b>	<b>97.6%</b>	<b>95.3%</b>	<b>97.2%</b>
	<b>Total</b>	<b>169</b>	<b>43</b>	<b>212</b>
12.4 The technology tools for the course were easy to obtain.	Strongly Disagree	4	0	4
	Disagree	18	5	23
	Agree	78	25	103
	Strongly Agree	85	26	111
	<b>% Favorable</b>	<b>88.1%</b>	<b>91.1%</b>	<b>88.8%</b>
	<b>Total</b>	<b>185</b>	<b>56</b>	<b>241</b>
	Not Important	3	2	5
	Somewhat Important	33	5	38
	Important	133	36	169
	<b>% Important</b>	<b>98.2%</b>	<b>95.3%</b>	<b>97.6%</b>
	<b>Total</b>	<b>169</b>	<b>43</b>	<b>212</b>

Technology Use in Course		Ethnicity		Total
		White	Students of color	
12.5 The technologies and links in the course were up to-date and functioned correctly.	Strongly Disagree	9	1	10
	Disagree	17	2	19
	Agree	81	25	106
	Strongly Agree	79	28	107
	<b>% Favorable</b>	<b>86.0%</b>	<b>94.6%</b>	<b>88.0%</b>
	<b>Total</b>	<b>186</b>	<b>56</b>	<b>242</b>
	Not Important	2	1	3
	Somewhat Important	30	10	40
	Important	137	32	169
	<b>% Important</b>	<b>98.8%</b>	<b>97.7%</b>	<b>98.6%</b>
	<b>Total</b>	<b>169</b>	<b>43</b>	<b>212</b>
12.6 The documentation provided information and/or links to the policy statements of technology tools in the course.	Strongly Disagree	9	1	10
	Disagree	20	1	21
	Agree	86	25	111
	Strongly Agree	68	29	97
	<b>% Favorable</b>	<b>84.2%</b>	<b>96.4%</b>	<b>87.0%</b>
	<b>Total</b>	<b>183</b>	<b>56</b>	<b>239</b>
	Not Important	23	2	25
	Somewhat Important	62	9	71
	Important	82	32	114
	<b>% Important</b>	<b>86.2%</b>	<b>95.3%</b>	<b>88.1%</b>
	<b>Total</b>	<b>167</b>	<b>43</b>	<b>210</b>

Student Resources		Ethnicity		Total
		White	Students of color	
13.1 The course provided information on technical support.	Strongly Disagree	12	1	13
	Disagree	30	1	31
	Agree	84	25	109
	Strongly Agree	60	29	89
	<b>% Favorable</b>	<b>77.4%</b>	<b>96.4%</b>	<b>81.8%</b>
	<b>Total</b>	<b>186</b>	<b>56</b>	<b>242</b>
	Not Important	19	0	19
	Somewhat Important	64	11	75
	Important	87	31	118
	<b>% Important</b>	<b>88.8%</b>	<b>100.0%</b>	<b>91.0%</b>
	<b>Total</b>	<b>170</b>	<b>42</b>	<b>212</b>
13.2 Accessibility policies and resources were available through the course information.	Strongly Disagree	7	2	9
	Disagree	17	0	17
	Agree	85	28	113
	Strongly Agree	76	26	102
	<b>% Favorable</b>	<b>87.0%</b>	<b>96.4%</b>	<b>89.2%</b>
	<b>Total</b>	<b>185</b>	<b>56</b>	<b>241</b>
	Not Important	15	0	15
	Somewhat Important	60	11	71
	Important	93	31	124
	<b>% Important</b>	<b>91.0%</b>	<b>100.0%</b>	<b>92.9%</b>
	<b>Total</b>	<b>168</b>	<b>42</b>	<b>210</b>

Student Resources		Ethnicity		Total
		White	Students of color	
13.3 There was information in the course for academic and student services that could help me succeed.	Strongly Disagree	6	0	6
	Disagree	27	2	29
	Agree	79	23	102
	Strongly Agree	75	31	106
	<b>% Favorable</b>	<b>82.4%</b>	<b>96.4%</b>	<b>85.6%</b>
	<b>Total</b>	<b>187</b>	<b>56</b>	<b>243</b>
	Not Important	15	1	16
	Somewhat Important	60	11	71
	Important	95	31	126
	<b>% Important</b>	<b>91.2%</b>	<b>97.7%</b>	<b>92.5%</b>
	<b>Total</b>	<b>170</b>	<b>43</b>	<b>213</b>

Course Organization		Ethnicity		Total
		White	Students of color	
14.1 The course was easy to navigate. It was easy to find information throughout the course.	Strongly Disagree	9	1	10
	Disagree	31	6	37
	Agree	55	18	73
	Strongly Agree	83	28	111
	<b>% Favorable</b>	<b>77.5%</b>	<b>86.8%</b>	<b>79.7%</b>
	<b>Total</b>	<b>178</b>	<b>53</b>	<b>231</b>
	Not Important	0	0	0
	Somewhat Important	16	5	21
	Important	147	35	182
	<b>% Important</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
	<b>Total</b>	<b>163</b>	<b>40</b>	<b>203</b>
14.2 The sequence of online course activities was effectively organized and easy to follow.	Strongly Disagree	14	2	16
	Disagree	18	3	21
	Agree	70	20	90
	Strongly Agree	76	28	104
	<b>% Favorable</b>	<b>82.0%</b>	<b>90.6%</b>	<b>84.0%</b>
	<b>Total</b>	<b>178</b>	<b>53</b>	<b>231</b>
	Not Important	1	0	1
	Somewhat Important	21	7	28
	Important	141	34	175
	<b>% Important</b>	<b>99.4%</b>	<b>100.0%</b>	<b>99.5%</b>
	<b>Total</b>	<b>163</b>	<b>41</b>	<b>204</b>

Course Organization		Ethnicity		Total
		White	Students of color	
14.3 The course contained information about the accessibility of the technologies in the course.	Strongly Disagree	7	1	8
	Disagree	24	2	26
	Agree	74	25	99
	Strongly Agree	71	25	96
	<b>% Favorable</b>	<b>82.4%</b>	<b>94.3%</b>	<b>85.2%</b>
	<b>Total</b>	<b>176</b>	<b>53</b>	<b>229</b>
	Not Important	15	1	16
	Somewhat Important	58	7	65
	Important	89	33	122
	<b>% Important</b>	<b>90.7%</b>	<b>97.6%</b>	<b>92.1%</b>
	<b>Total</b>	<b>162</b>	<b>41</b>	<b>203</b>
14.4 There were multiple formats for course materials (audio, written, video, etc.).	Strongly Disagree	20	2	22
	Disagree	36	1	37
	Agree	59	19	78
	Strongly Agree	62	31	93
	<b>% Favorable</b>	<b>68.4%</b>	<b>94.3%</b>	<b>74.3%</b>
	<b>Total</b>	<b>177</b>	<b>53</b>	<b>230</b>
	Not Important	12	1	13
	Somewhat Important	65	10	75
	Important	85	31	116
	<b>% Important</b>	<b>92.6%</b>	<b>97.6%</b>	<b>93.6%</b>
	<b>Total</b>	<b>162</b>	<b>42</b>	<b>204</b>

Course Organization		Ethnicity		Total
		White	Students of color	
14.5 The course provided an efficient learning environment.	Strongly Disagree	22	1	23
	Disagree	20	2	22
	Agree	63	20	83
	Strongly Agree	73	30	103
	<b>% Favorable</b>	<b>76.4%</b>	<b>94.3%</b>	<b>80.5%</b>
	<b>Total</b>	<b>178</b>	<b>53</b>	<b>231</b>
	Not Important	1	2	3
	Somewhat Important	34	7	41
	Important	129	33	162
	<b>% Important</b>	<b>99.4%</b>	<b>95.2%</b>	<b>98.5%</b>
	<b>Total</b>	<b>164</b>	<b>42</b>	<b>206</b>
14.6 The course is organized in a logical manner that facilitates information retrieval.	Strongly Disagree	10	3	13
	Disagree	12	1	13
	Agree	78	21	99
	Strongly Agree	78	28	106
	<b>% Favorable</b>	<b>87.6%</b>	<b>92.5%</b>	<b>88.7%</b>
	<b>Total</b>	<b>178</b>	<b>53</b>	<b>231</b>
	Not Important	2	0	2
	Somewhat Important	45	9	54
	Important	117	32	149
	<b>% Important</b>	<b>98.8%</b>	<b>100.0%</b>	<b>99.0%</b>
	<b>Total</b>	<b>164</b>	<b>41</b>	<b>205</b>



Course Organization		Ethnicity		Total
		White	Students of color	
14.7 The multimedia in the course was easy to use.	Strongly Disagree	5	1	6
	Disagree	18	4	22
	Agree	81	23	104
	Strongly Agree	73	25	98
	<b>% Favorable</b>	<b>87.0%</b>	<b>90.6%</b>	<b>87.8%</b>
	<b>Total</b>	<b>177</b>	<b>53</b>	<b>230</b>
	Not Important	5	0	5
	Somewhat Important	50	6	56
	Important	108	35	143
	<b>% Important</b>	<b>96.9%</b>	<b>100.0%</b>	<b>97.5%</b>
	<b>Total</b>	<b>163</b>	<b>41</b>	<b>204</b>