

Survey Results



A Virtual Campus of The Community & Technical Colleges

Distance Learning Coordinator Survey Responses

Raw Data from the Surveys



Fall, 2003

Distance Learning Coordinator Survey Responses

Please rate the effectiveness of the following communication methods for providing information on WAOL processes:

Category	Response	Response Count	Percentage
Calling the WAOL instruction office	always effective	17	62.96 %
	frequently effective	3	11.11 %
	no opinion	1	3.70 %
	sometimes effective	1	3.70 %
Contacting other distance learning coordinators	always effective	5	18.52 %
	frequently effective	8	29.63 %
	no opinion	5	18.52 %
	sometimes effective	4	14.81 %
WAOL presentations at the quarterly DLC meeting	always effective	7	25.93 %
	frequently effective	5	18.52 %
	no opinion	7	25.93 %
	sometimes effective	3	11.11 %
WAOL Web Site	always effective	5	18.52 %
	frequently effective	12	44.44 %
	sometimes effective	5	18.52 %
WAOL/SBCTC Orientation for DLC Members	always effective	6	22.22 %
	frequently effective	7	25.93 %
	sometimes effective	2	7.41 %
	no opinion	7	25.93 %
Totals		27	

Other communications issues

Response	Response Count	Percentage
none	1	4.35 %
The staff at WAOL do an excellent job on responding to questions and issues. They always follow up with answers to questions and check back for satisfaction.	1	4.35 %
We rely upon the course reports to make decisions; however, the numbers have not already been accurate.	1	4.35 %
Totals	23	

Please rate the quality of your direct communication/interaction with WAOL:

Category	Response	Response Count	Percentage
communication is accurate	always high quality	17	68.00 %
	frequently high quality	4	16.00 %
	seldom high quality	1	4.00 %
communication is helpful	always high quality	19	76.00 %
	frequently high quality	2	8.00 %
	no opinion	1	4.00 %
communication is relevant	always high quality	18	72.00 %
	frequently high quality	4	16.00 %
communication response is timely	always high quality	16	64.00 %
	frequently high quality	6	24.00 %
	Totals	25	

Did you get the information you need from WAOL in a timely manner?

Response	Response Count	Percentage
Yes	22	88.00 %
Totals	25	

If not, what information do you still need?

Response	Response Count	Percentage
Reminders	1	4.00 %
Accurate information on the quarterly course reports (mentioned previously).	1	4.00 %
You guys always bend over backward, often adopting another staff members' "hat," to fulfill a request!	1	4.00 %
Totals	25	

**What information is still missing from the WAOL web sites?
(www.waol.org and www.waol.org/info)**

Response
academic advising
I feel lost when I go to the Web sites. The info could be more eye-catching and inviting--more aesthetic appeal. I don't always easily find what I'm looking for--maybe more intuitive organization? It's kind of boring.
Best DL Practices for daily operations of DL programs around the state.
The website is organized well and is easy to use with information for students.
I could always use more information about WAOL shared courses.
Faculty are frequently wanting to project their chances for getting a section by reviewing the "sections report" that the DLC's have with their login. I would see no reason that they not have access to view the report, especially with the clearly defined system for placing faculty in the queue. One of the strategies I intend to employ to 'manage' my WAOL participation is to compare the number of students we enroll in system-owned shared courses with the number of students that our faculty are teaching via system-owned shared courses. Could the DLC's receive a "ticker tape" like report that would compare the totals real time, or maybe by running a special report like we can now do with the sections report?
I would like to see more information that is pertinent to distance education staff members, especially since work study students work in the distance education office and there is frequently a change in work study staff.

How helpful is the WAOL instruction office in resolving your WAOL-related issues?

Response	Response Count	Percentage
Very helpful	20	80.00 %
Somewhat helpful	2	8.00 %
Totals	25	

Suggestions for improvement

Response
Call me back sooner
Sometimes it can be heard when WAOL staff are out, and it is not noted in an e-mail auto-responder or voice-mail so it seems like I am left hanging (understand this is a rarity!!). But it would be helpful to keep us up-to-date on those things.
I LOVE the WAOL instruction office!
We should have some type of information in each of the information in each WAOL instructor's syllabus letting students know the process for resolving grade concerns and who to contact if they have concerns about their instructor.
I know the staff is extremely busy. They are doing an excellent job!!
We have repeated need to clarify information, rectify processing glitches and support student progress monitoring. The staff is always helpful in getting the information we need. Keep up the great effort!
Because I am new in the distance education office, it would be helpful to have some sort of training manual available that would detail the procedures, and indicate which particular procedures we are responsible for here in the distance education office.

What is the best way for WAOL to communicate with you? (Please rank order 1 through 5, with 1 being the best way and 5 being the least effective way)

Category	Response	Response Count	Percentage
DLC list serves	1	6	24.00 %
	2	5	20.00 %
	3	6	24.00 %
	4	2	8.00 %
	5	3	12.00 %
Email	1	14	56.00 %
	2	5	20.00 %
	3	1	4.00 %
	4	1	4.00 %
	5	1	4.00 %
In person (such as at council meetings or on-campus workshops)	1	2	8.00 %
	2	2	8.00 %
	3	5	20.00 %
	4	4	16.00 %
	5	9	36.00 %
Other	3	1	4.00 %

Telephone	2	6	24.00 %
	3	5	20.00 %
	4	7	28.00 %
	5	4	16.00 %
WAOL web site	2	4	16.00 %
	3	6	24.00 %
	4	6	24.00 %
	5	6	24.00 %
	Totals	25	

If WAOL accommodated flexible start/stop dates, which approach would your college use? (Select all that apply)

Response	Response Count	Percentage
Longer quarters on either end	7	28.00 %
Continuous enrollment	6	24.00 %
Short courses	6	24.00 %
Open entry, open exit	6	24.00 %
None of the above	6	24.00 %
	Totals	25

Are there support services for distance learning students that WAOL can develop or help your college develop? (Please select all that apply)

Response	Response Count	Percentage
Online tutoring	16	64.00 %
Online orientation	12	48.00 %
Academic advising	7	28.00 %
Financial aid	7	28.00 %
Career counseling	4	16.00 %
Library services	3	12.00 %
	Totals	25

To what extent do you agree with the following about WAOL?

Category	Response	Response Count	Percentage
Improves the student experience	Strongly agree	8	32.00 %
	Agree	11	44.00 %
	No opinion	1	4.00 %
	Disagree	1	4.00 %
	Strongly Disagree	1	4.00 %
Provides quality support	Strongly agree	9	36.00 %
	Agree	11	44.00 %
	No opinion	1	4.00 %
	Strongly Disagree	1	4.00 %
Raises my institution's image with the community	Strongly agree	2	8.00 %
	Agree	8	32.00 %
	No opinion	9	36.00 %
	Disagree	3	12.00 %
Saves my institution money	Strongly agree	5	20.00 %
	Agree	7	28.00 %
	No opinion	5	20.00 %
	Disagree	5	20.00 %
Saves my office staff time	Strongly agree	3	12.00 %
	Agree	9	36.00 %
	No opinion	2	8.00 %
	Disagree	4	16.00 %
	Strongly Disagree	3	12.00 %
	Totals	25	

What else can WAOL do to better serve your campus? (Please be as specific as possible)

Response
open entry dates, more self paced classes
Our students currently do not pay any additional tuition costs for their academic courses. The time (clock hours) for the academic courses is simply subtracted from the total program hours. It would be nice to develop a way where the student did not have to "pay" for their WAOL course themselves but it could be pulled from their tuition payment. Not even sure if that makes sense, but bottom-line it would be nice for

the student not to have to pay additional costs. Plus it would be nice to have colleges talk about how they manage WAOL courses at their individual institutions - course development, their rationale on when to make it a shared course or a private course, compensation for their instructors, teaching load issues, etc.

Make class start and stop dates the same as our other classes. Then grades could be submitted through Instructor Briefcase and students wouldn't get caught in gradeless limbo.

You are doing a great job.

I would like to have WAOL e-mail all students in the system information about logging into the WAOL system and when and how to verify their financial aid forms.

Continue to offer opportunities for students. The training for faculty is very helpful.

Negotiate a statewide license for Blackboard (or other management systems).

Ask for the course item number on instructor intent to teach forms (local and hybrid courses only).

I think taking the consortium to the next level by really advertising...we should have full page ads in all the major newspapers, we should have radio spots playing in advance of registration, we should have a TV campaign that speaks to how the CTC's are combating transportation and rural commute issues via WAOL. Also, as a consortium, it seems that WAOL ought to be able to be able to garner great pricing breaks and broker deals with technology vendors....maybe even getting some development partnerships and revenue from the deal! There is the realm of course development/multimedia production support that has largely been on the backs of those who train faculty and administer Blackboard. Regional centers with the latest technology and more instructional design and production staff could change the face of the courses we offer.