

# Survey Results



A Virtual Campus of The Community & Technical Colleges

Student Survey Responses  
Raw Data from the Surveys



Fall, 2003

## Student Survey Responses

Name of institution where you will receive a grade:

| Response                            | Response Count | Percentage |
|-------------------------------------|----------------|------------|
| Bellingham Technical College        | 5              | 0.81 %     |
| Big Bend Community College          | 13             | 2.09 %     |
| Cascadia Community College          | 3              | 0.48 %     |
| Centralia College                   | 11             | 1.77 %     |
| Clover Park Technical College       | 1              | 0.16 %     |
| Edmonds Community College           | 14             | 2.25 %     |
| Everett Community College           | 25             | 4.03 %     |
| Grays Harbor College                | 40             | 6.44 %     |
| Green River Community College       | 10             | 1.61 %     |
| Highline Community College          | 32             | 5.15 %     |
| Lake Washington Technical College   | 7              | 1.13 %     |
| Lower Columbia College              | 7              | 1.13 %     |
| North Seattle Community College     | 4              | 0.64 %     |
| Olympic College Peninsula College   | 74             | 11.92 %    |
| Pierce College District             | 39             | 6.28 %     |
| Renton Technical College            | 11             | 1.77 %     |
| Seattle Central Community College   | 46             | 7.41 %     |
| Seattle Vocational Institute        | 1              | 0.16 %     |
| Shoreline Community College         | 11             | 1.77 %     |
| South Puget Sound Community College | 10             | 1.61 %     |
| South Seattle Community College     | 37             | 5.96 %     |
| Spokane Community College           | 22             | 3.54 %     |
| Spokane Falls Community College     | 55             | 8.86 %     |
| Tacoma Community College            | 44             | 7.09 %     |
| Walla Walla Community College       | 16             | 2.58 %     |
| Wenatchee Valley College            | 33             | 5.31 %     |
| Whatcom Community College           | 27             | 4.35 %     |
| Yakima Valley Community College     | 11             | 1.77 %     |
| Totals                              | 621            |            |

**Is this your first online course?**

| Response | Response Count | Percentage |
|----------|----------------|------------|
| Yes      | 325            | 52.33 %    |
| No       | 291            | 46.86 %    |
| Totals   | 621            |            |

**How would you rate your skills using the web before beginning your first online course?**

| Response     | Response Count | Percentage |
|--------------|----------------|------------|
| Beginner     | 65             | 51.69 %    |
| Intermediate | 321            | 10.47 %    |
| Advanced     | 231            | 37.20 %    |
| Totals       | 621            |            |

**Did you participate in an online orientation before taking your first online course?**

| Response | Response Count | Percentage |
|----------|----------------|------------|
| Yes      | 185            | 29.79 %    |
| No       | 400            | 64.41 %    |
| Not Sure | 30             | 4.83 %     |
| Totals   | 621            |            |

**How helpful was the online orientation?**

| Response                               | Response Count | Percentage |
|--|----------------|------------|
| Very helpful                           | 73             | 19.81 %    |
| Somewhat helpful                       | 123            | 64.09 %    |
| Not helpful                            | 13             | 2.09 %     |
| I didn't participate in an orientation | 398            | 11.76 %    |
| Totals                                 | 621            |            |
|  |                |            |
|  |                |            |
|  |                |            |

**How useful do you find the information provided at the WashingtonOnline Virtual Campus website?**

| Response                                   | Response Count | Percentage |
|--|----------------|------------|
| Very Useful                                | 145            | 43.64 %    |
| Somewhat Useful                            | 271            | 30.60 %    |
| Not Useful at all                          | 11             | 23.35 %    |
| I haven't read the information on the site | 190            | 1.77 %     |
| Totals                                     | 621            |            |

**The WashingtonOnline Virtual Campus web site is easy to navigate**

| Response      | Response Count | Percentage |
|---------------|----------------|------------|
| Always        | 134            | 39.61 %    |
| Frequently    | 246            | 21.58 %    |
| Sometimes     | 95             | 15.30 %    |
| Seldom        | 9              | 1.45 %     |
| Never         | 3              | 0.48 %     |
| No Experience | 124            | 19.97 %    |
| Totals        | 62             |            |

**To what extent do you use the following WashingtonOnline Virtual Campus support services?**

| Category         | Response   | Response Count | Percentage |
|------------------|------------|----------------|------------|
| Bookstore        | often      | 31             | 4.99 %     |
|                  | sometimes  | 108            | 17.39 %    |
|                  | seldom     | 128            | 20.61 %    |
|                  | never      | 297            | 47.83 %    |
|                  | don't know | 47             | 7.57 %     |
| Career Resources | often      | 14             | 2.25 %     |
|                  | sometimes  | 40             | 6.44 %     |
|                  | seldom     | 76             | 12.24 %    |
|                  | never      | 418            | 67.31 %    |
|                  | don't know | 59             | 9.50 %     |

|                            |            |     |         |
|----------------------------|------------|-----|---------|
| Catalog and Schedule       | often      | 69  | 11.11 % |
|                            | sometimes  | 135 | 21.74 % |
|                            | seldom     | 124 | 19.97 % |
|                            | never      | 234 | 37.68 % |
|                            | don't know | 50  | 8.05 %  |
| Digital Library            | often      | 27  | 4.35 %  |
|                            | sometimes  | 75  | 12.08 % |
|                            | seldom     | 81  | 13.04 % |
|                            | never      | 361 | 58.13 % |
|                            | don't know | 63  | 10.14 % |
| Frequently Asked Questions | often      | 24  | 3.86 %  |
|                            | sometimes  | 96  | 15.46 % |
|                            | seldom     | 126 | 20.29 % |
|                            | never      | 326 | 52.50 % |
|                            | don't know | 39  | 6.28 %  |
| Get Started                | often      | 50  | 8.05 %  |
|                            | sometimes  | 80  | 12.88 % |
|                            | seldom     | 156 | 25.12 % |
|                            | never      | 265 | 42.67 % |
|                            | don't know | 66  | 10.63 % |
| Help Desk                  | often      | 6   | 0.97 %  |
|                            | sometimes  | 50  | 8.05 %  |
|                            | seldom     | 110 | 17.71 % |
|                            | never      | 390 | 62.80 % |
|                            | don't know | 52  | 8.37 %  |
| Learn to Learn Course      | often      | 19  | 3.06 %  |
|                            | sometimes  | 42  | 6.76 %  |
|                            | never      | 395 | 63.61 % |
|                            | seldom     | 71  | 11.43 % |
|                            | don't know | 80  | 12.88 % |
| Learning Resources         | often      | 30  | 4.83 %  |
|                            | sometimes  | 103 | 16.59 % |
|                            | seldom     | 106 | 17.07 % |
|                            | never      | 322 | 51.85 % |
|                            | don't know | 49  | 7.89 %  |
| Week Zero Tutorial         | often      | 45  | 7.25 %  |
|                            | sometimes  | 76  | 12.24 % |

|  |            |     |         |
|--|------------|-----|---------|
|  | seldom     | 145 | 23.35 % |
|  | never      | 286 | 46.05 % |
|  | don't know | 62  | 9.98 %  |
|  | Totals     | 621 |         |

**To what extent were the following WashingtonOnline Virtual Campus student services helpful?**

| Category                   | Response         | Response Count | Percentage |
|----------------------------|------------------|----------------|------------|
| Bookstore                  | very helpful     | 95             | 15.30 %    |
|                            | somewhat helpful | 140            | 22.54 %    |
|                            | not helpful      | 31             | 4.99 %     |
|                            | confusing        | 16             | 2.58 %     |
|                            | never used       | 318            | 51.21 %    |
| Career Resources           | very helpful     | 33             | 5.31 %     |
|                            | somewhat helpful | 71             | 11.43 %    |
|                            | not helpful      | 17             | 2.74 %     |
|                            | confusing        | 10             | 1.61 %     |
|                            | never used       | 472            | 76.01 %    |
| Catalog and Schedule       | very helpful     | 130            | 20.93 %    |
|                            | somewhat helpful | 150            | 24.15 %    |
|                            | not helpful      | 15             | 2.42 %     |
|                            | confusing        | 13             | 2.09 %     |
|                            | never used       | 292            | 47.02 %    |
| Digital Library            | very helpful     | 52             | 8.37 %     |
|                            | somewhat helpful | 104            | 16.75 %    |
|                            | not helpful      | 12             | 1.93 %     |
|                            | confusing        | 17             | 2.74 %     |
|                            | never used       | 415            | 66.83 %    |
| Frequently Asked Questions | very helpful     | 77             | 12.40 %    |
|                            | somewhat helpful | 151            | 24.32 %    |
|                            | not helpful      | 11             | 1.77 %     |
|                            | confusing        | 5              | 0.81 %     |
|                            | never used       | 359            | 57.81 %    |
| Get Started                | very helpful     | 134            | 21.58 %    |
|                            | somewhat helpful | 148            | 23.83 %    |

|                       |                  |     |         |
|-----------------------|------------------|-----|---------|
|                       | not helpful      | 7   | 1.13 %  |
|                       | confusing        | 10  | 1.61 %  |
|                       | never used       | 304 | 48.95 % |
| Help Desk             | very helpful     | 60  | 9.66 %  |
|                       | somewhat helpful | 103 | 16.59 % |
|                       | not helpful      | 17  | 2.74 %  |
|                       | confusing        | 7   | 1.13 %  |
|                       | never used       | 415 | 66.83 % |
| Learn to Learn Course | very helpful     | 52  | 8.37 %  |
|                       | somewhat helpful | 69  | 11.11 % |
|                       | not helpful      | 10  | 1.61 %  |
|                       | confusing        | 9   | 1.45 %  |
|                       | never used       | 462 | 74.40 % |
| Learning Resources    | very helpful     | 57  | 9.18 %  |
|                       | somewhat helpful | 135 | 21.74 % |
|                       | not helpful      | 15  | 2.42 %  |
|                       | confusing        | 13  | 2.09 %  |
|                       | never used       | 378 | 60.87 % |
| Week Zero Tutorial    | very helpful     | 135 | 21.74 % |
|                       | somewhat helpful | 122 | 19.65 % |
|                       | not helpful      | 13  | 2.09 %  |
|                       | confusing        | 12  | 1.93 %  |
|                       | never used       | 320 | 51.53 % |
|                       | Totals           | 621 |         |

**Of the services listed below, please indicate the level of importance**

| Category  | Response         | Response Count | Percentage |
|---|------------------|----------------|------------|
| automated financial aid attendance verification | Very Important   | 201            | 32.37 %    |
|   | Important        | 141            | 22.71 %    |
|   | No Opinion       | 225            | 36.23 %    |
|   | Unimportant      | 23             | 3.70 %     |
|   | Very unimportant | 17             | 2.74 %     |

|                                       |                  |     |         |
|---------------------------------------|------------------|-----|---------|
| complete online degree or certificate | Very Important   | 260 | 41.87 % |
|                                       | Important        | 169 | 27.21 % |
|                                       | No Opinion       | 144 | 23.19 % |
|                                       | Unimportant      | 22  | 3.54 %  |
|                                       | Very unimportant | 12  | 1.93 %  |
| more library services                 | Very Important   | 156 | 25.12 % |
|                                       | Important        | 190 | 30.60 % |
|                                       | No Opinion       | 219 | 35.27 % |
|                                       | Unimportant      | 24  | 3.86 %  |
|                                       | Very unimportant | 13  | 2.09 %  |
| online advising                       | Very Important   | 173 | 27.86 % |
|                                       | Important        | 178 | 28.66 % |
|                                       | No Opinion       | 208 | 33.49 % |
|                                       | Unimportant      | 30  | 4.83 %  |
|                                       | Very unimportant | 20  | 3.22 %  |
| online tutoring                       | Very Important   | 163 | 26.25 % |
|                                       | Important        | 204 | 32.85 % |
|                                       | No Opinion       | 194 | 31.24 % |
|                                       | Unimportant      | 29  | 4.67 %  |
|                                       | Very unimportant | 16  | 2.58 %  |
| orientation for online classes        | Very Important   | 156 | 25.12 % |
|                                       | Important        | 223 | 35.91 % |
|                                       | No Opinion       | 177 | 28.50 % |
|                                       | Unimportant      | 27  | 4.35 %  |
|                                       | Very unimportant | 17  | 2.74 %  |
| other                                 | Very Important   | 25  | 4.03 %  |
|                                       | Important        | 21  | 3.38 %  |
|                                       | No Opinion       | 394 | 63.45 % |
|                                       | Unimportant      | 12  | 1.93 %  |
|                                       | Very unimportant | 36  | 5.80 %  |
| student lounge or chat room           | Very Important   | 67  | 10.79 % |
|                                       | Important        | 146 | 23.51 % |

|  |                  |     |         |
|--|------------------|-----|---------|
|  | No Opinion       | 244 | 39.29 % |
|  | Unimportant      | 113 | 18.20 % |
|  | Very unimportant | 35  | 5.64 %  |
|  | Totals           | 621 |         |

### How did you hear about WashingtonOnline?

| Response                              | Response Count | Percentage |
|---------------------------------------|----------------|------------|
| College catalog or quarterly schedule | 480            | 77.29 %    |
| College web site                      | 100            | 16.10 %    |
| Friend or family member               | 82             | 13.20 %    |
| Word of mouth                         | 81             | 13.04 %    |
| Instructor                            | 62             | 9.98 %     |
| Newspaper or other print materials    | 7              | 1.13 %     |
| advisor                               | 3              | 0.48 %     |
| High School Counselor                 | 2              | 0.32 %     |
| Counselor                             | 2              | 0.32 %     |
| College Administrator                 | 1              | 0.16 %     |
| My high school                        | 1              | 0.16 %     |
| Military                              | 1              | 0.16 %     |
| My Running Start Advisor              | 1              | 0.16 %     |
| Centralia college                     | 1              | 0.16 %     |
| web surf for online class             | 1              | 0.16 %     |
| required class                        | 1              | 0.16 %     |
| Web Search for Online Classes         | 1              | 0.16 %     |
| Class required it                     | 1              | 0.16 %     |
| Trio Advisor                          | 1              | 0.16 %     |
| Jenkins High School                   | 1              | 0.16 %     |
| Kitsap DSHS                           | 1              | 0.16 %     |
| Wa.GOV                                | 1              | 0.16 %     |
| Advisors                              | 1              | 0.16 %     |
| Registered for Online Class           | 1              | 0.16 %     |
| The cashier at the college            | 1              | 0.16 %     |
| only classes left                     | 1              | 0.16 %     |

|                           |     |        |
|---------------------------|-----|--------|
| College Councilor         | 1   | 0.16 % |
| had to do an online class | 1   | 0.16 % |
| email from my supervisor  | 1   | 0.16 % |
| Totals                    | 621 |        |

**Is your goal to complete all of the classes for your degree or certificate through the Internet?**

| Response | Response Count | Percentage |
|----------|----------------|------------|
| Yes      | 127            | 20.45 %    |
| No       | 485            | 78.10 %    |
| Totals   | 621            |            |

**How often do you need assistance with the technology required for the course?**

| Response   | Response Count | Percentage |
|------------|----------------|------------|
| Always     | 7              | 1.13 %     |
| Frequently | 23             | 3.70 %     |
| Sometimes  | 111            | 17.87 %    |
| Seldom     | 249            | 40.10 %    |
| Never      | 225            | 36.23 %    |
| Totals     | 621            |            |

**Would you take another course through WashingtonOnline Virtual Campus?**

| Response | Response Count | Percentage |
|----------|----------------|------------|
| Yes      | 563            | 90.66 %    |
| No       | 50             | 8.05 %     |
| Totals   | 621            |            |

### Has the WashingtonOnline Virtual Campus met your online learning needs?

| Response | Response Count | Percentage |
|----------|----------------|------------|
| Yes      | 570            | 91.79 %    |
| No       | 42             | 6.76 %     |
| Totals   | 621            |            |

### Please list any comments you have about WashingtonOnline and WAOL Student Services

| Response  |
|---|
| Works for me. test  |
| Washington Online's partnership with the school I am attending has been a wonderful bonus to my educational experience. I highly recommend this route often, to those with the right discipline and skills. I look forward to watching the extent of this program expand to further classes and school opportunities. This is the second full quarter I have completed completely online and I have had no regrets with either decision. Thanks WAOL! |
| WAOL has done a good job prviding online courses. However, I do feel that there is not enough student interaction when working online. We're missing out on alot of peer to peer learning and essentially teaching ourselves when taking an online course. Not very good for building work skills :)  |
| Does anyone ever check in on class discussions/teachers to make sure the class is being taught/students are participating as intended?  |
| I am not very familiar with some of the services your survey asks about. For the ones I have not seen or know about I marked "never" or "no opinion". I think that the only thing that would imprlove WAOL is being able to communicate live with your instructor and not always through email.   |
| Bill Culwell is a very good online instructor....   |
| Need faster response from instructor. Information, quiz and assignments should be posted much earlier before due date.  |
| WAOL is a very convenient way to achieve my goal but it is a very hard class. When I say hard I mean by not having an actual instructor to confide in or ask questions. Having the communtcation board is ok but response time isn't that great.  |
| Online classes seem to be a way for lazy teachers to get away with doing as little work as possible. Online classes leave every thing up to the student except passing out grades.  |
| I found the online classes were very helpful for me because my work schedule isn't flexible for school, so not having one set time for class is very helpful!   |
| I'd like to see more WAOL courses offered from Highline...  |
| I really enjoyed the experience   |
| This is a very convenient program. I am currently a highschool student, and I wanted to take a good science class in addition to my regular classes. Because of the varying schedules at my   |

|   |
|---|
| school, I decided to take online classes, and that is going very well.  |
| <b>WHY NOT MAKE STUDENT ROSTER REQUIRE EVEN MORE CLICKS TO NAVIGATE</b>   |
| I appreciate how comprehensive the site is. I've been able to: put assignment due dates on the calendar, track my grades, view and print the "lectures" and complete and submit my homework - all online. I haven't really had time to utilize all the other features available through WAOL but feel like they are definitely a valuable resource.   |
| I am getting better at finding my way around, however I think that it would be nice if it was a little easier. I do enjoy my class, and it is nice to have the time to do it, but my first few experiences took me quite some time to get used to.  |
| It would be very helpful if all the teachers stuck to one style of teaching through the blackboard because it is really difficult to keep up when two different teachers are using the blackboard differently and we have to learn both ways, too.  |
| I think this is a very good way of being able to further your education at home and to finish or start degree or certificate for graduation.  |
| I enjoyed the class, and have learned a lot.  |
| I have two small children and Washington Online is a life saver. I cannot always get to the campus or attend classes there. This is excellent.  |
| So far so good, I will be using WAOL for other courses in the future.   |
| I take these classes because of the convenience they offer.   |
| It's very easy and I like working at my own pace.   |
| I don't really like my class, but it's a problem with the teacher rather than the problem with the course itself. I find the campus handy and the student services helpful when I need them.  |
| I like taking this course online! It gives me the opportunity to fit the class to my schedule instead of rearranging family and school/work for a morning or evening class.   |
| no comment  |
| The teacher for this class made it interesting and enjoyable. She does a great job.   |
| I wish you offered more core classes - more science and more math options, humanities, etc. I'd love to do more classes but they are so limited!  |
| Online courses were difficult at the beginning. I lost points during my first week because I didn't know how to do what the course required. Also, using dates rather than weeks would make any online course much easier. I was confused on week 1, week 2, week 3, etc. because the online weeks are different than classes on campus. Clarification would be nice and being able to make up work from the first week would have been great as well.  |
| I didn't use the tutorial or Learn to Learn because I know I don't need them, but it is a bit weird navigating the site. I think it would be good to have simpler categories, i.e. why is ProQuest so hard to find?! It wasn't anywhere near where my instructor described it being. Also, I am fine with my distance learning course, but I can see how VERY easy it is to just fall out of that kind of class. I think there should be at least a little bit of checking up from the professor, or some kind of chat room that people from a certain class can find. I haven't tried looking too hard (but will after writing this) but I only saw one chat room and it's for anyone/everyone and that's too many people to sit and be bored by, waiting to MAYBE find someone from my class. I think the site is cool and things are well organized, I just think that they could be simplified, or re-categorized so that they're more user friendly to people not used to computers and attachments. |

|   |
|---|
| etc. Cheers   |
| I liked my first online class with Walt Volland. He's great but I don't favor my new teacher,.  |
| I have taken 6 courses online and all except one were through WAOL. I think they have done a great job in continually trying to improve their course offerings and how they manage problems that pop up. Every time I encounter some sort of hassle with their courses they are already making moves to remedy the problem. This quarter it was qualifying for fin-aid, a question you now address in your survey. Thanks, I could not have attended classes without this type of access it has really eliminated a great deal of barriers to education for me.   |
| I found the online bookstore to be very unhelpful, expensive, and very frustrating. The UBI numbers for the textbooks required for classes should be made readily available and should be posted in the information for the class. We need an option to get our books for class on time. There are many great used bookstores out there that can save students a little money. I have ordered from the online bookstore and received notification that my order was received and then no book was ever send. I had to get the UBI number from the instructor after class started and try to order my book through other online sources. A friend had the same thing happen and when he contacted the bookstore they told him that because the book was on backorder and the class already started that they assumed he didn't want it anymore. The current class I am in had about half the students without books because they were not available and the online bookstore did not give them any other option for the book except to wait. Online classes are hard enough without being behind for two weeks because you do not have a book. It would be very easy to solve this problem by posting the UBI number with the class information. If indeed you feel you want to and are not more interested in having the market cornered and looking for the greatest profit? |
| The online format worked out fine, I was just having a hard time keeping muself on track and retaining the information. I think face to face classes are best for me.   |
| I enjoyed everything about the online class I took (or am currently taking). It was self paced, it allowed me to do the work when I wanted to do it. But the aspect that ruined my want to take this course again is that my instructor gave almost no feedback. We were able to see our quiz grades but that was pretty much it. Weekly we were required to answer short answers and post discussion topics for points. Most of the time they were out of 15 or 20 points, but we hardly ever saw what type of grade we were getting on these assignments. I wasn't sure if I was doing everything correctly or not, because I never saw feedback. Its like writing a paper for an English class and receiving an F but not knowing why. It seems like the instructor I have "hides" behind the computer. He says he has other classes, online and actual classes at a college, but that doesnt mean he can not tell us how the students he has in his online class are doing. I am taking a face to face class on Tacoma Community College and my instructor teaches 5 other classes. But she doesnt tell us shes too busy to sit down with us. Because she cant. She has to face us. Like I said, it seems like my instructor "hides behind" the computer. And that is what has made me decide that I won't take a class online again.                                     |
| I am pleased with WAOL.   |
| I am extremely pleased with the online classes. It makes my life much easier to not have to worry about attending a classroom. I wish there were more classes online so that I could complete my degree via the internet.   |
| For a first time experience, all-in-all, it has been relatively easy, esecially after the first few weeks of navigating around.   |
| I wish there were more classes offered online, but that is kind of hard going through the nursing program. :) It is great for me,it works out with my schedule and child at home.   |

Only thing is the teachers may not have the same curriculum as the college the student is attending, making it somewhat confusing. From my experience I bought the book required by my college, but it was different then the one used online.

This has been a good experience for me. I was a little hesitant about an online course, I wasn't sure if I could succeed in an online course. This has been great! I have been able to spend more time at home with my teenage children and complete my AAS as well. Thanks for this opportunity to do this.

more class offerings

I am pursuing a degree in ultrasound, so taking many online classes isn't an option. The ones I've taken have been good experiences so far, but they by no means fulfill the prerequisite courses I need.

It is especially good for us Introverts who are also good writers, because I can post thoughtful comments on the discussion board and participate in class discussions without having to deal with the face-to-face interaction that is more of a struggle for the introverted.

I think that this is a wonderful service and it makes life a lot easier to complete certain classes. The flexibility makes this class great, plus it allows working students to get the classes they need to complete done without the stress of being on campus. I love it!!

Somehow connection should be better established. When taking and submitting two tests I have had difficulties, it was frustrating. Only after dealing with the problem, did it get explained because WAOL is through the browser window I had to go back and forth between it and my AOL to remain active to submit my work.

I have had numerous issues with my instructor. I will not take another online class out of fear of having another instructor that is anywhere near as difficult to deal with as he is. Every other aspect of WAOL has been fantastic except for my instructor, who ruined the entire experience for me.

I really enjoy having the choice to take classes online. This allows more time for my family.

I think a big improvement overall would be to have teachers setup some sort of read receipt for emails. I myself and I know of others who have ran into the problem of emails not getting to destination, if teachers and students work together using the read, and receive feature in Outlook and possibly Outlook express or design some other way of submitting work, it be a major improvement. There seems to always be one assignment if not more that never will make it to the teacher and even though some teachers are understanding of this, others simply believe you didn't do the assignment.

I would like for more classes to be available. For a lot of the questions above I had to answer less because I am not able to take most of my classes online.

This is my first experience with an online class. I was scared to begin with but I find it much easier than I thought it would be. As long as you keep on top of your work.

I found the online course I am taking to be extremely valuable. I am taking the class I need for my degree, and my internet skills have vastly improved. I recommend online courses to anyone who asks.

**IT HAS BEEN WONDERFUL FOR A BUSY WORKING MOM OF FOUR. I LOVE THE AVAILABILITY AND HELP I RECEIVE IF NEEDED**

Please note: These two courses that I took, both worked wonderfully on the Linux operating system. Support should be noted that this operating system is usable with WAOL.

In all classes I have taken, the faculty is very hard to get a response from and emails often go unanswered for many students.

I don't remember anything about an online orientation and that probably would have helped me out when I had my first online class. Once I got the hang of it, I found it easy to navigate around and I like taking online classes from WAOL.

on blackboard, the site needs to be more user-friendly. It's quite irritating to have to go from subfolder to subfolder to subfolder. I feel like I'm taking a hike every time I try to navigate.

The whole thing was sorta overwhelming at first, but once I got the hang of it I realized that the site is very well organized.

I think the way that the website is set up is quite effective. I don't know a lot about the other services offered, maybe make those more obvious/accesible. When things are complicated/confusing it is generally the teacher's fault, not the WAOL website.

I was at a loss when I first began this online course. All I knew was that I registered for this class and what day this course began. I didn't know where to look or what to do exactly. I eventually figured it out, however, it would have been nice to have known what to do before the course had begun.

In some classes the teacher feedback is pretty thin.

I think it's easy to use and a good way to have a class. It's nice having a whole week to get my homework done and to be able to do it when I have free time.

Right now I'm taking 2 online classes but that means almost six online classes

My first experience has been fabulous. I do believe that our instructor is very plugged in to the on-line students. Kudos to Mike O'Neil.

Professor is not helpful and rarely answers questions or emails. Due dates are conflicting from syllabus to instructor's notes.

Beyond some problems with a teacher, it's been fine. Though the failure of the site to update its listing for the Fall required materials correctly did result in a mistaken purchase and loss of grade points.

WAOL should encourage its member colleges to be more explicit about what students need to do in taking these online courses and how to initially access their virtual classroom. I wasn't given any information from South Seattle Community College that my online course was being conducted through WAOL. It was only with my own determined searching that I found what I needed to do and made my way to the website.

I feel as if I could have received more information and feedback from the instructor. So far in the class the lectures that are posted by the instructor are helpful, however, that is all I feel I get. With questions that I have asked I got very vague answers, one for example I didn't quite understand what the assignment question was trying to ask, the instructor responded, "It was very clear to me and if you think like a sociologist would, that it would be evident to you as well." I found this insulting and lazy on the instructor's behalf. It made me feel as if my understanding of the material wasn't important to her. It was a lot less impersonal than a traditional classroom setting as I am used to.

This has been one of the best college course experiences of my academic career. I only wish that I had heard about it sooner.

WashingtonOnline has been very helpful for me because I don't exactly live near a facility where I could otherwise get this education.

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| I just hope that more classes are added in the future.  |
| I'm not able to complete my degree on-line because alot of the classes I need are not offered. It would be nice if more classes could be offered.   |
| I really enjoy Washington Online and find it to be an excellent way to take classes.  |
| I am thankful for the service   |
| Just wanted to add that I spoke with a lady on the phone about a class that I was not showing up in at the beginning of the quarter. Her customer service skills were excellent and I just wanted to point that out to you. I forget her name-- forgive me-- I really appreciated her service. WAOL is awesome and I love the online learning.  |
| At first I was very intimidated by the online course, but as I got further into the class I really started to enjoy it. I now, love the setting of the online class, I feel I can ask as many questions as I want and need to without feeling any pressure from anybody.  |
| The layout of the online courses are easy to navigate, the content informative just like I expect, and overall it meets my expectations for being able to take classes in the convenience of my home.   |
| Everything was fine!!!  |
| It would be nice to have more interaction with the instructor. I feel like he's just there to grade our exams. Never another peep out of him!   |
| Please make it mandatory that instructors use the Discussion Board and keep it open throughout the class. In an Online Class it seems that communication is KEY, however the instructors are hiding behind the individual students necessity to send a private e-mail to them to find out about issues that pertain to the whole class. Its not fair and a large waste of time, not to mention very controlling. Step up to the plate! Address issues publicly so we're all on the same page! |
| My instructor Peggy, is wonderful   |
| The week zero tutorial should include instructions on how to cut and paste from Word to Blackboard.   |
| I find Washington Online a bit confusing although I said I would take another course with Washington Online I really am not to sure. I dont nesslerly think everything is gone about in a fashion where I think people really are learning to the maximum potential.  |
| In the Discussion Board, it's a little frustrating that I cannot go from one discussion thread to the following one without going back to the main folder. I would love have a botton at the end over every post so I can go straight down the list and read all the postings.  |
| I think that it is very useful for those who don't have the time to sit in a classroom environment. The people who have to work full time to survive, yet want to better themselves to get a career this is great!!! Thank You for the opportunity to try online courses.   |
| I would like to see more classes offered online because for people who must work while going to school it would be so much easier.  |
| It has been a pleasure receiving most of my degree online.  |
| I think it is very important for the instructors to return graded work in a timely manner. I believe the online classes should be the instructor's highest priority in returning graded work. Since this is the only interaction we have with the instructor, it is important to know what the instructor is looking for from assignments.  |
| Could use more reference sources for writers. Data bases for locating journalist authors, if such a   |

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| thing exists.   |
| Very user friendly except for math classes.   |
| I dont think it is wise to take all classes on Internet. I believe that teachers make the learning experience more worth while.   |
| The website itself is very poor...there are times you simply cannot navigate in your course to post answers, etc. For example, last night, every time I posted an answer, it created an "error" and kicked me off the internet. I have the high speed cable, so it is the website, not my server. For what we are paying to take courses online, we simply HAVE to be able to access our blackboard and post answers. I bet most of us are working and simply can't just wait until later. Our window of opportunity to use the blackboard is limited.  |
| Its been a great first time experience.   |
| Although nervous at first as I have not attended school in many years, I found this a convenient way to get my education and still work during the day.   |
| I wish our instructor could upload all the week's assignments into a single folder instead of dividing them into 5 or 6 folders and subfolders. Lots of time is wasted in trying to assemble the information on the assignments and rearrange it into a usable format.  |
| I have found WAOL to be very helpful, except for a few technical troubles with the blackboard log-in.   |
| I could not find my college on the list, but I attend The Evergreen State College in Olympia, Washington.   |
| I find WAOL to be superior to other online classrooms.  |
| I love the flexibility.   |
| Overall, I have enjoyed using your system and have found it very user-friendly...I do wish that the college had some sort of orientation or handout that explained how to get started in an online class...I had to go in to it blind and learn as I went along...thanks and keep up the good work!!  |
| Well, this is my first experience with online learning, and I have to admit I have learned more on my own than I ever have in a classroom setting. Granted the courses I am taking this time around are not too difficult at all, but I like i learn more and RETAIN more when i really look for the answer myself rather than ask someone. I agree that on-line learning is not really about saving time, becuase i spend as much time with these classes (if not more) than I ever have attending in-house lectures. I really , REALLY hope Washington on-line can expand the amount of classes they offer on-line and maybe even work out a way for a student to work towards a 4 year degree. |
| The course website is quite easily navigated, easily memorized thank heavens, and generally hold-my-little-sweaty-hand helpful in step by step instruction.   |
| I have really enjoyed my class through waol.  |
| I find that this is an extremely helpful tool for those of us that have to work jobs and raise families. I am very thankful for online classes being offered. Thank you so much!  |
| I probably won't take an on-line class again, I miss the professor-student interaction that only a "real" classroom can provide.  |
| I find the course to be very good, but you should be able to skip classes if you already have the necessary skills  |
| My only complaint about this course is that I felt the workload was more than a normal class.   |
| Very convenient. I really like internet classes   |

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| I attend Peninsula college, and my instructor is at Green River CC, and I think it would be easier if more instructors were from our school, or every school had all the waol classes available to students through their college.  |
| I loving the flexibility in the program. i think i have taken like 8 classes online now.  |
| The Student lounge was most important to me in the very beginning. You're library and learning resources are good, but my instructor requires finding up to date studies posted on proquest.  |
| I have enjoyed my classes on line. I just wish that there were more classes offered. Such as math classes.  |
| Its great because you can learn and at sort of your own pace since the course it set out for you and you can get ahead if you know you will be busy one week.   |
| The problems encountered have more to do with some of the on-line professors than with the sevicees   |
| The classes themselves have been fine once I got used to them. Speech has been a very frustrating class due to lack of detailed enough instruction, but the other two classes have been great. I like the tabs to the left that have 'assignments' 'communication' ect. They make it easy to find what you need as long as the insructor puts it there!   |
| Great program!  |
| None  |
| It's a great service :) THANKS!   |
| I think it would be easier if we could choose our own log on name   |
| I like the WAOL Blackboard. Of all the classes I have taken the classrooms are very self explanatory and I have found learning much easier than in class work   |
| Current instuctor didn't give any grades at all until week 5 and only a very few then. I have little idea where I stand in this difficult class. Requiring WEEKLY grades out would be good suggestion. Thank you!   |
| I KNOW MY WAY AROUND THE INTERNET VERY WELL. I FEEL LIKE THIS ONLINE COURSE TRYs TOO HARD TO MAKE IT SIMPLE. IT GIVES YOU TOO MANY OPTIONS: COURSE DOCUMENTS, BOOKS, COMMUNICATIONS, DISCUSSION BOARD, ETC. THE ONLY THING I USE IN ALL OF THOSE SUBJECTS, WHICH HAVE EVEN MORE FOLDERS IN THEM, WHICH HAVE FOLDERS IN THOSE, IS THE DISCUSSION BOARD. THIS HAS DUE DATES, WHATS DUE, ITS THE PLACE TO POST YOUR WORK. I THINK IT SHOULD BE SIMPLIFIED, LESS OPTIONS.   |
| I think that there should be more consistency for online classes from single schools. I took 3 'online' classes this quarter and only 1 was on waol. (the other two were on an instructor's own web page and one was not online at all > yet it was categorized as 'online'). I have taken 6 other online classes all of which utilized the waol site, this made my learning experience as a student much more focused on the classes rather than trying to figure out how to find information for each class. If all 3 classes this quarter had been on the waol site, I would have saved a lot of time. |
| I'm pleased with the interaction we have in the virtual class using the discussion boards.  |
| I have been very impressed with the online courses I have taken. They have really helped me become more computer literate as well.  |
| I think that it is a very easy way for busy and working people to go to school.   |
| I spend about 3 times as much time preparing for my online classes that I do preparing as well as   |

attending my regular classes. This is not a more convenient avenue of learning when you have an already busy schedule and the class requires so much extra of you.

I am not all that satisfied with the online class. I prefer a more hands on setting where there is face to face contact between instructor and students.

WAOL is a great way for full time workers to also be full time students.

The only comment I have is was a little confusing getting started on the WAOL but I think that was due to confusing links on my college website.

I was scared at first, not knowing what to expect. I don't type very well but I am getting better than I thought I would be able to because of this course.

I had heard from other students that it is not a good idea to take an online course because it is confusing and there is no visual. I disagree with that because I have not had any major problems or if I am confused I e-mail the teacher. I did have a bit of a problem at first because I was a first time user.

The amount of work in this online class was extreme. I never have had as much daily work in a on campus class including the time spent in class. Sometimes it feels that we are being punished for taking a class online. I haven't taken several online classes including three this quarter and out of the three two of the classes have more daily work than I have ever had before. I don't know if I will take another online class as this experience.

WashingtonOnline is a great way to take classes because you can work on your school work when it is convenient for you and you don't have to dress up and drive to school. It cuts your stress in half or more. It is also a good way to make Internet friends. I met friends from my class and we talk on a daily basis about assignments, how we're doing in the class, and other stuff. I would take another class on WashingtonOnline in the future.

I have had great experiences with all of the WAOL courses I have participated in and would not be as close to completion of my degree without them! Thanks!

I would like the option of offline browsing. I take my classes with me on the road and would like to have the info I was using, and the ability to 'sync' with the classroom when I return. Waol needs to add more classes for the degree programs. I am running out of options to take and am unable to attend classes due to work hours. I am a bit disappointed with my last few instructors. They post the info for the week then disappear till the next week. We seem to be self taught with minimal interaction from the instructors and that is only assignments and grades. As we are paying the same cost as a student on campus, yet use none of the physical components, (heating lights, facilities cost) There needs to be a return on the service..

The help desk has been extremely helpful. Suggestion would be to make sure someone at the colleges that provide your courses is educated and informed about the process. Possibly someone in the counseling offices or college help desk. When I first started taking your courses - it took me 20 people before one person could even point out the help desk phone number in the catalog. Since I registered on-line through the college, I had not seen the catalog and had no idea how to get started. It was the help desk that got me started (they're wonderful). It is actually a simple process once you get the information.

I have been very pleased with Washington Online. I hope to see more courses added in the near future, I think I've taken just about all of them that are offered through Big Bend.

None :)

I like taking the WAOL classes I wish the selection was easier in reference to having to be enrolled in the college that is offering the course, I would like to see it easier to take courses if

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| you are signed up as a WAOL student. The college charges an additional 50.00 plus to take the course on top of the fees anyways. It would make the selection alot more user friendly.   |
| I have enjoyed taking my classes online, they meet my schedule requirements and I have felt that I have not recieved less of an education due to not having a lecture in class. I have enjoyed my classes thus far.   |
| WAOL doesn't seem to be doing a lot, blackboard is where everything happens.  |
| I thought that the week zero tutorial could be made shorter.  |
| It can be confusing soemtimes regarding the assignments, sometimes they are not very clear, all the assignments need to posted in the assignment folder, for example, not just on a calendar given at the beginning of the quarter.   |
| I would like to see more degrees offered online if possible, especially a online computer programming degree, or atleast most of the classes online and just the necessary one on one classes would be taken at a college.  |
| The window available for this survey was NOT big enough...'kept having to move the spacer bar in order to read everything; having to move back and forth made following the questions difficult. The week zero tutorial should be made manditory...(and to prevent previous students from having to retake it, couldn't some kind of registry be set up to allow instructors to determine if a student has already completed the tutorial). Some people, like me, need to be "coerced" into taking something like that. |
| Many of your resorces I did not know about, more information about them would be great, such as the library.  |
| Thank goodness for this option! WAOL is great!  |
| I like it because i can read others and communitate really well online. I learn a lot from it.  |
| it is a nice alternative to taking college courses on campus.   |
| I think that math courses should not be able to be taken online without some instruction in the classroom. I took Math for the Non Science Majors and I was very confused even though I had already taken the pre-req. class. Most learning styles cannot learn math through reading a math book and doing the work!  |
| Much easier than a normal class because I can just do it during the week whenever I have time, but when I don't have my other classes I forgot get discussions done on time.  |
| The best thing is that I'm able to go to class when I want. You're more open to learning when you're in the mood to study, and I find that taking online courses helps to increase the times when I really want to be in class.   |
| Thank you for the great pleasure of an online experience.   |
| I was initially hesitant to take an online course, but it has turned out to be a good experience. We have a mix of ages and geographical locations in the class, which makes for a good exchange of ideas.  |
| Have the discussion board in each course open at all times so the students can discuss topics easier between one another with out having to ask the instructor to unlock the discussion board. Instructors often forget to unlock them.   |
| I love WAOL it frees up more time for me to be at home with my kids. This quarter hasn't been too easy but it still helps.  |
| I hope to use it again because it is a very helpful program and much better than most other online  |

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| courses.   |
| I have found this online class site to be much easier to navigate then the ones I used previously through my regularly attended college which is commonly Columbia basin College in Pasco, WA.   |
| I find that an online course forces you to be more engaged in the learning process. I feel like I'm really learning something.   |
| Taking an on-line course is a commitment the student must except. As you have to be motivated and keep on task, and to keep in mind that you are teaching yourself due to the instructor is in the virtual cyber world.  |
| It is not Washington online, but online classes in general are a pain. You can't depend on computers or internet services at all!  |
| I don't like that you can't log-on right from the homepage and it would be nice if it could remember your log-in name and password if you are using a home PC. I have a lot to learn and didn't even know all of the above mentioned services were available. I would like to know how I would know where everything is.   |
| I think I will stick to learning in the classroom. I need to be seated with an instructor to best learn and though I found everything easy to use, I personally would learn more from a professor in a classroom than over the internet.   |
| I would never be able to get a degree if it weren't for online classes. I am VERY APPRECIATIVE of this opportunity. Thank you.   |
| This is my first experience with an online class and it was a rough start. However, as I have gotten used to the "virtual" classroom, I am beginning to like it better. It is a nice option when you have a busy work schedule.  |
| I've appreciated the opportunity to take OL courses.   |
| I thought taking a class online was very helpful for my busy schedule, it allowed me to work full time as well as attend school full time.   |
| I have found the entire experience terrific. I have had more interaction with my peers through these courses then I ever have had in a regular classroom. It is also very convenient since I work full time.   |
| I took online courses thinking they would be less time demanding leaving more time for my family. I quickly found it wasn't so. I also discovered there's more work than in a campus caourse.  |
| I found it a very convient and interesting way to attend a class. I enjoy taking the class as in works into my schedual. I am also taking a hybried class that requires us to take our quizzes on linee, it is so beneficial to know the test results immediately. I think the discussion board allows students to think through their responses, and in takes away the ability to have confrontational disscussions, I like to think it allows us to agree to disagree without hurting anyone's feelings. |
| I prefer a real classroom environment with a real teacher. Where I can learn and share ideas with others.  |
| I am okay with everything so far. I feel like you get as much out of the course as you are willing to put in to the course.  |
| I really appreciate the flexibility WAOL offers, especially with my schedule, i'm sure plenty of others would agree.   |

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| I have really enjoyed taking this class and learning more about the internet.   |
| The posting feature should be improved to accept more than a 5,000 character post. Other than that I have overall been very happy with my online experience.  |
| Online classes are a blessing for those who have trouble getting to a campus, or fitting a particular class in their schedule of on-campus classes. They also assist those with learning disabilities who, for whatever reason, do better reading and typing than listening and writing.  |
| There are very minor coding problems with the site if i open a link in a new window.  |
| I have not had instructors that used the gradebook or for that matter any of the other tools or resources. I think the instructors need to learn more about what is available and try to use them to get more out of what is here. I also like the idea of being able to get my degree or certificates online. At this time, SCC only has some classes available online, the bulk of classes are onsite. It would be great for people like me who due to physical reasons have difficulty sitting in a classroom on a daily basis or who have a busy life and can't make time to go to school when the classes are available. |
| Seems to be working fine.   |
| It was great. The student chat lounge was interesting.  |
| It is really nice for the student that works and has a family. Otherwise it would be virtually impossible for many students to get a degree.  |
| I think the WashingtonOnline Campus is set up well so that teachers can use their own teaching methods and styles to convey their material and students can easily communicate with eachother.  |
| I have enjoyed the experience, and it has allowed me to fit my classes into my schedule   |
| The only thing that i would add, is that i wish that my college Spokane Community College would offere a complete online degree or certificate program for those who have either very busy schedules or some kind of disability, so that we could have the same chance to accomplish the same goals that other students who have the time or the access to regular day classes.   |
| I am enjoying taking this online course.  |
| Washington Online Campus is Great! The online teachers are what you have to watch out for. This is my first time online and I would hope that it will be easier to take a course from another teacher. My Psyc teacher online is terribly confusing. I had a very diffifult time understanding a lot of different things.   |
| its cool i like it.   |
| I think its a really good program. I really like the advantage it gives me to be able to work whenever I have time. I don't particularly like my coarse, but the layout is very easy to use.  |
| Well set-up. Similarities with SCC on-line are helpful.   |
| Sadly, it appears Pierce Community College is using less and less WAOL courses and their own PCOL courses. I am very unsatisfied with this course of action, because I am happier with WAOL's wide variety of courses to choose from.   |
| Not all the teachers use the grade book part so I don't know what my grade is till the very end of the class. It makes it easier to know what grade you have throughout the class   |
| The last class was a nightmare because all students were in one discussion group and some would post as much as 2 weeks late. WE were required to read all posts, and I did not have time to read all of them, especially those that were late. AT one point, all that were read lost the marking of being read. The current class has corrected all of these problems. Much, much better.  |

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| Thanks to all, instructor and technical assistance.   |
| once i figured everything out it was really easy to take care of my online course. i really like how we had a week zero!! very important i probably would of dropped the class if we didnt have time to learn how to use everything.  |
| It is easy to access and it helps to improve my self-directed learning skills.  |
| I have not really had the opportunity to browse through the entire website, but from what I have experienced, it is a very good site and easy to use.   |
| none  |
| I am actually unaware of a lot of the options available in this survey, maybe a better knowledge by email all participants enrolled in classed with this useful information upon registration or first log-on to a new quarter would suffice.   |
| I wish WashingtonOnline Offered more classes so that I could finish and receive a degree online.  |
| I like online classes because they work around my busy nursing program schedule and when you have kids, that is great. I learn three times as much with online programs and try to take one every quarter. It is a godsend.   |
| To tell you the truth i never knew that there was all these services through WashingtonOnline Student Services. Maybe you could let all online students know about these services.  |
| I like having the ability to ask the instructor questions without looking stupid in front of the whole class. It is also neat to see my other classmates responses.   |
| I wish this was available when I was getting my other degrees. i wold like ones that are of a higher level. Example:Classes dealing with education that are for certification and/or endorsements. PLU has them, but they are offered when I am at work teaching, and are cost prohibitive. I would also like the opportunity to teach classes. I have a degree in Music Therapy BME - Music Education - endorsement in English, soon an endorsement in History Master of Arts with emphasis in Music History Administrative Credential. Please contact me if I could be of service in any of those areas. I am also capable of teaching an online creative writing course. |
| WAOL is fine. It's the teacher that makes me mad. She takes 2-3 days just to respond to an e-mail. Very unacceptable especially since the work is due within 5 days.  |
| i think the online course has a long way to go towards flexabilty, something you get from a real campus not a machine. Once i was used to the course site it was easy to use but at first it seemed unlogical and overly complicated.I like computer courses but think that using the internet for quotes or information in unreliable and should be optional.  |
| Paul Allen has done a great job teaching WR101!   |
| The Service is great!!! But it seems some of the instructors don't really know how to make the switch from traditional classrooms to online ones. some still teach in the traditional, over done, unhelpful way. 2 out of 3 classes were well designed with the online student in mind. the other had a lack of interactivity and web connectivity that i expect from an online course. Thank you for your time.  |
| Personally, I have really enjoyed having a break from the F2F format for classes. For organized people like myself, this type of learnin opportunity fits - as it is scheduled, routine, and predictable. I would suggest that each class make an effort at a Student Lounge in the disscussion board area - because a lot of the time people have technical problems that others are having and it provides a quick, direct link to the answer.  |
| Although most of the courses I have taken have been well put together I am somewhat   |

disappointed in my current course. Lack of direction in study for tests and such, (I am not a mind reader), also major projects introduced in the middle of the course that are not in the syllabus. If this had been my first waol course I most likely would not be back. A spell check in the system would be nice.

cool, thanks guys

I took a psychology class through WAOL. I really wish I could remember the teachers name, because it was trhe best collee course I have taken to date. I believe his name was Jeff Danese. We touched on all types of subjects. I was a real eye opener. Excellent job.

I just started this course; therefore, the last question doesn't have any significance yet.

I love it!

At first the site was very intimidating, but the week zero tutorial was very helpful. I was soon able to navigate the site easily and felt comfortable beginning the learning process.

The the problem isn't so much the software as it is the instructors ignorance in using the software or sometimes even more basic, using a computer.

Online education is Great!!!

I actually took a class through University of Pheonix online a couple years ago and WAOL is so much easier to use. I love the online classes and I feel that I learn more from online than I do from classes in a regular classroom.

Teachers need to deal with the students problems such as computer viruses, they do not understand that during online test the computer can be shut down by accident or anything can happen. Therefore not letting you take the test again and I get stuck with the low grade.

The WashingtonOnline Virtual Campus online learning is very helpful and convenience.

I had to pay tuition for this class at my college plus another 200 bucks to WAOL, that isn't right.

we use the "blackboard" feature in our class to communicate with each other and the faculty. This works pretty well.

I like the online courses as this allows me more versatility in my work schedule. I am very self-motivated and actually spend more hours than in the classroom working on my assignments because this works better for me. I have gotten just as much or more out of this first class with the discussion boards. Sincerely, Marilyn Blakley

I would like to see my History class use this -- we study slides and this would be a good place to view them with the proper descriptions.

I love online classes.... since i'm hearing impaired I am afraid to sign up for a class thinking I might end up with a man with facial hair and I'll totally flunk the class.

It is my first time ever doing a online course. I find It very easy to navigate through.

The first time I used WAOL, it was confusing. This is at least my fourth online class and I feel confident using the features.

I wish that I can take more online classes. Please make many kinds of online classes that I can take. I am interested in writing and business.

Every online class I've ever taken has required me to do three times more work than what is required in a traditional classroom setting. Why is that? We have no instructor to answer our questions in a timely manner (I asked my instructor a question on a Saturday and didn't get a response until Tuesday), nor do we get immediate feedback about our assignments ( I didn't receive a grade for any of my assignments until the 6th week of class).

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| It has not met my learning needs only by the limited classes offered through Olympic College, which is the school my financial aid comes through.  |
| It is a bit difficult when you have assignment all over and quizzes in different spot all the time. But it is very manageable.   |
| I was a little nervous to take the online course because of the lack of interaction between the students and the instructor. I found this nervousness to be unwarranted as the instructor for my course was very helpful   |
| Course taking at Evergreen uses Blackboard for part of it's coursework. Not completely an online class   |
| I love Online learning. I hope more classes will be added. I am a wife, mother, and work full-time. Online classes are perfect for me. I can work when I need to without leaving home. Please continue to offer these great, educational opportunities.  |
| Great site.  |
| I think it is wonderful that I can benefit from this type of service. Without it, I may not have been able to advance my career this quarter due to scheduling problems. Thank you!  |
| This is a great thing, it saves me from having to travel 4hours to school per week. I spend that time getting work done instead of ridding the bus in the cold and getting sick.   |
| The virtual classroom is unavailable behind firewalls. Also requiring Java in order to access. I found that Using instant messenger with classmates was much easier.   |
| I love it. I hope to take another class, or more than one classes on here again. perhaps this coming winter quarter. :)  |
| In the current class that I'm taking I wish there was more teacher input. Based upon the class syllabus I've had a few questions. I have e-mailed the instructor directly several times, I've posted the question in the Discussion board and in my Reflection paper where she asked what we thought of the instructor's involvement I was honest. I have never heard back on the questions I had. In a prior class that I took through WAOL, the instructor would make comments in the discussion board. If someone made a statement or posted a paper, the instructor would post a probing question to get more or spark a new conversation for the class, he engaged us. In this current class that doesn't happen. When students ask questions, it's up to the other student's to answer. I believe the instructor has only made 3 or 4 postings in the 7 weeks other than the Assignments or Announcements. Another student in the class put it best, on the same relection paper mentioned above, one student said "...Where are you?" since no one is getting responses from the teacher. |
| I have has numerous technical difficulties that have delayed me in the pac of this course. Barbara in Spokane at WAOL help desk and Doug Romine in Seattle at SCCC have been helpful. Specifically, the professor's email address the first few weeks of course was entered incorrectly into the system so all email to him bounced back, and once the assignment folder was not turned on so we could not access our work in a timely manner. Both Barbara and Doug know about these issues.  |
| Online Classes are awesome!!!!!!   |
| I found it friendly especially the instructor is so so nice. I wish she can teach me every thing.  |
| Without online classes, I would not be able to receive my degree.  |
| There should be more classes offered so that a person could complete their entire degree through this program! People in today's society are too busy to take the time to travel to campus.  |

It would be helpful to have a list of classes for a year that show classes that WAOL offers that will help me complete my AA. I learn more than I usually do in WAOL class than in an on-site class.

This new version of WAOL is much easier to use than the previous from 2001.

I love it.

I think that it is a great program for those who cannot be involved in a regular lecture class.

Although I only took an introduction class to learn about online classes and how they work, I know now I would feel comfortable taking classes online. It worked well for me and would meet my needs for school while working. Thank you for the opportunity to do this!

What is the point of waol.org when there is blackboard?

I love this service, because I work and need to go to school online. I just wish that more WA campuses offered ALL required courses to get a degree online.

Please make it necessary to click and move the mouse more when navigatig in the roster section of the class website. also, don't use simple plain English to express the functions of the digital drop box. Continue to make WAOL a less thabn mediocre experience on line.

I think having an online course is very important for a certain population of people, however the instructors seem to push almost all text reading and several page essays because your not in a class room. It needs to somehow be more interactive so you can better grasp concepts and ideas. Not just email, but maybe live video.

I think I would enjoy this better if computers were a lot more reliable, and teachers didn't act as if we don't have anything else to do but things in their classes.

I thought the set up of it was extremely easy to follow.

In this survey you don't get to comment on the specific instructors like you do in a normal classroom setting. The instructor for Pacific Northwest Geology really disappointed me. He was very hard to get a hold of and when I would get a hold of him he was not helpful and always seemed too busy. This situation has been very frusturating and has made me think about my future with online courses.

This is my first on-lin course. I was so afraid that it would be too thard, but it's not as hard as I thought. I really enjoyed it and will take more in the future.

I truly enjoy working online, and I like using this website.

I like the idea of online courses but I think this course I took was difficult because it was my instructors first time teaching an online class. She gave us assignments and things to do that should only be done in a class room. I don't think she realized that this was an online class and things have to be taught different. Otherwise I really like the online courses!

Third Online Learning course thru WAOL!

The website, with its layers of frames and click-throughs in a pain to navigate and it is frustrating that I have to retype my name and password every time I enter. I often have to pull lectures and labs out of the frame to get them to print properly and there were a number of bad graphic links in labs and lectures. Finally at the start my instructor didn't seem to bother spell checking or reading over her posted lectures making them even more difficult to decipher.

I had one technical problem. I used waol.blackboard.com login as my homepage and it eventually got confused until I deleted my temporary internet files and cookies. Technical support didn't help. She thought is was something else. I discovered the problem on my own and

|  |
|--|
| remedied it.   |
| I think that this form of education and learning is too hard for me because I really can't communicate or write to people I have never seen. Because of my lack of communication I don't establish relationships in the classes that would benefit me.   |
| very very confusing set up   |
| I felt a little lost at first b/c all you get about your course is a pamphlet. I felt like I was completely lost. I got on the website and then navigated myself around. I am glad I am pretty good on the computer though otherwise I would have been completely overwhelmed. I am much more familiar with it and would take more online courses in a heartbeat. Thanks!  |
| It can really teach a student to be more self-reliant and does provide the student the resources he or she needs for help.   |
| This is my first online class and I found it to be very good and very organized, The teacher is very helpful and always responds with any questions I may have. I have enjoyed this class  |
| Good service   |
| It would be better if all the classes I need for my degree were available, but so far they are not. I am trying to complete my AA in Accounting.   |
| there are some classes that work well online. But I don't think psychology is one of them. I would have benefited more from lecture, which I am able to ask questions. I probably would take psych again just so I can learn more.   |
| WAOL courses are wonderful. It allows students to pursue their education without making job or family sacrifices to do so. It's great and I hope that more classes are available online in the future.   |
| Your website was helpful overall, thank you.   |
| The first class I took was the Internet Basics. The problem with that class was that I didn't understand the Internet and I was using the Internet to take the class. Also, I don't recall being given or understanding the orientation process. So, it was a very frustrating process. Also, my instructor was not available online. He rarely responded to questions. Additionally the textbook was not user-compatible with a Macintosh. I do not think any instructor should teach an online class unless s/he is committed to dialoging with the students. I also would like to take this opportunity to say that I learned what I needed to learn to work the Internet from a free hour class from the SFCC librarians. I was very dissatisfied with the Internet Basic class and the instructor last fall 2002. That class is not geared towards people who need "help now!" to get information for other needs. Before I took my current class I asked the instructor if he would be available regularly and was assured he would. Also, I took the orientation and I also had a one-year experience of using the net. So, my 2nd class has been a much smoother process. I would have liked to have the time to explore more of the listed items on this survey, but time has not allowed. Why can't the waol be available for all students to explore certain options before they take a class. In other words, the orientation could be available for anyone. |
| I live 3 hours from Spokane and online has allowed me to go back to school.  |
| I'd love to see more courses offered.  |
| I think that each student should receive an email before classes begin with instructions on how to access their class. If it weren't for a friend who told what to expect, I might still be waiting for that email.  |
| It moves too fast. When you do two classes and work it is hard to keep up with each class. Unable to absorb the reading because you are expected to read 3-4 chapters a week and some of   |

those chapters are very long. But I'm very thankful for WAOL so please don't lose it.

With this class, I emailed the instructor and he wasn't very helpful. He didn't answer the questions about this class that I emailed him about and I was very disappointed. I'm paying for this instructor to teach me and guide me, but all he emailed me back was to navigate the website! I had no idea HOW to navigate the website. So, I got a friend to teach me. But, with some experience now, I'm doing okay. It's just that first step on where to go for what assignment, grades...etc.

Easy to navigate. Week 0 tutorial taught me everything I needed to know.