E-Learning Survey Results

Fall 2021

Office of Institutional Research and Planning

February 2022

Carleton University

Timeline/Process

- Survey was sent to 5,000 registered students in the Fall of 2021.
    - Includes graduate, undergraduate, and special students.
    - Survey invite was sent on January 11th, with reminders sent on January 14th and January 18th. It closed on January 25th.
    - Overall, 1,632 students responded to the survey, but only 1,380 completed it. Response rate is 32.6%, however, the completed response rate is 27.6%.

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Notes on analysis

The following analysis compares respondents by Degree (undergraduate to graduate students) and also by year at the undergraduate level (first-year to upper year students).

All statistical testing is done with a Chi-square at $\alpha = 0.05$.

The word similar denotes that there is no statistically significant difference between the comparison groups (UG vs GR) or (FY vs UY).

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Q#1

Please tell us about the following technology tools that you use in your classes and their usefulness for your learning

Technology (% Using)	(% Useful + Very Useful) Total	Degree UG	GR	Undergraduates FY	UY
Zoom (synchronous web conferencing tool) (97.5%)	88%	87%	96%	Similar	
Brightspace (99.8%)	86%	85%	92%	91%	85%
Videos embedded in Brightspace (Kaltura) (83.5%)	76%	Similar		Similar	
Poll Everywhere (polling tool) (54.1%)	56%	56%	68%	51%	59%
Other (please specify) (17.8%)	49%	Similar		Similar	
Microsoft Teams (50%)	48%	45%	67%	Similar	
BigBlueButton (synchronous web conferencing tool) (63.5%)	43%	Similar		Similar	
cuPortfolio (40.2%)	36%	35%	46%	Similar	

Note: Percentage of useful and very useful reflects only those who used it, those who selected not applicable/not used were removed from these calculations.

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Q#2

Did you take any online classes in the Fall 2021?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Yes	98%	99%	93%	100%	98%
No	2%	1%	7%		2%

Q#3

Which of the following issues have been a CHALLENGE for you in adapting to online learning? (Check all that apply)

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Lack of in-person contact with your classmates	62%	63%	57%	69%	61%
Lack of motivation for online learning	61%	64%	40%	69%	63%
Lack of in-person contact with your instructor(s)	56%	57%	48%	61%	56%
Course lessons or activities haven't translated well to a remote environment	34%	36%	19%	Similar	
Getting adequate support to manage your transition to online learning	26%	29%	12%	Similar	
Instructors have not been adequately available/responsive	25%	28%	10%	Similar	
You don't have a quiet place to learn/study	25%	26%	20%	22%	27%
Need access to materials and resources that aren't available online (Library resources, laboratory equipment)	24%	25%	17%	Similar	
TAs have not been adequately available/responsive	16%	19%	2%	Similar	
Could not complete your co-op course/requirements	5%	5%	0%	3%	6%

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Q#4

Which of the following issues was the GREATEST CHALLENGE for you overall? (Check only one)

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Lack of motivation for online learning	32%	35%	14%	39%	33%
Lack of in-person contact with your classmates	18%	17%	27%	23%	15%
Lack of in-person contact with your instructor(s)	9%	8%	12%	Similar	
Course lessons or activities haven't translated well to a remote environment	6%	Similar		Similar	
Instructors have not been adequately available/responsive	5%	Similar		3%	6%
Need access to materials and resources that aren't available online (Library resources, laboratory equipment)	3%	Similar		Similar	
You don't have a quiet place to learn/study	3%	Similar		Similar	
Getting adequate support to manage your transition to online learning	2%	Similar		Similar	
TAs have not been adequately available/responsive	1%	1%	0%	Similar	
Could not complete your co-op course/requirements	0%	Similar		Similar	

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Q#5

Which of the following factors, if any, have been POSITIVE EXPERIENCES during the Fall 2021 academic term? (Check all that apply)

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
I like the flexibility of online learning	73%	74%	65%	Similar	
Online courses are more accessible	46%	Similar		Similar	
I am able to prepare more for classes when learning online	34%	Similar		Similar	
I enjoy learning in an online format	29%	Similar		Similar	
I feel more comfortable participating in class discussions online	26%	Similar		20%	29%
I am more productive completing homework or assignments online	20%	Similar		14%	21%
I feel more connected to academic support staff (e.g., academic advisors, academic library staff, ed. tech. support, etc.)	10%	Similar		Similar	
I have better access to faculty members when learning online	8%	Similar		5%	8%
I feel more connected to faculty members online	7%	6%	11%	3%	7%

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Q#6

How satisfied or dissatisfied are you with the overall quality of your online courses?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Very satisfied + satisfied	70%	67%	86%	Similar	
Dissatisfied + very dissatisfied	30%	33%	14%	Similar	

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Q#7

In your experience, what have you been SATISFIED with in an online course? (Check all that apply)

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Having all course materials in one place (in Brightspace)	47%	Similar		Similar	
The ability to go back and listen to the professor explain something as many times as I need	46%	Similar		Similar	
The ability to control when to watch lectures	45%	46%	38%	Similar	
The ability to control the speed of lectures	43%	45%	35%	Similar	
Course design that is straightforward and consistent - it is easy to navigate learning materials and assignments	38%	37%	43%	Similar	
Receiving messages, announcements and emails from my instructor and /or TA	36%	Similar		Similar	
The ability to have short quizzes to check my knowledge and get instant feedback	35%	38%	14%	42%	37%
The ability to have online live class sessions via Zoom or other web conferencing tools	24%	22%	34%	Similar	
Recorded course materials that are engaging and interactive	23%	Similar		19%	25%
The ability to have online office hours with my instructor and/or TAs	19%	18%	27%	Similar	
The course workload is manageable	18%	Similar		Similar	
The number of readings is manageable	14%	13%	19%	Similar	
The ability to discuss various topics with other students in online forums	11%	Similar		Similar	
Online activities that challenge me to apply what I've learned	10%	Similar		Similar	
The ability to meet with other students to work on a course-related group project	7%	7%	11%	Similar	

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Q#8

In your experience, what have you been DISSATISFIED with in an online course? (Check all that apply)

	Total	Degree UG	GR	Undergraduates FY	UY
Recorded course materials are not engaging nor interactive	18%	20%	8%	Similar	
Group work on course-related projects is challenging online	16%	17%	10%	Similar	
Course design is NOT straightforward and consistent - it is difficult to navigate learning materials and assignments	15%	17%	4%	Similar	
The course workload is too heavy	14%	15%	4%	Similar	
There are too many quizzes and there is no instant feedback after completing them	11%	12%	1%	Similar	
There are too many readings	10%	11%	4%	Similar	
The quality of audio and/or video material is very low	9%	10%	2%	Similar	
There are no online activities that challenge me to apply what I've learned	8%	9%	2%	Similar	
All course materials are not in one place (in Brightspace)	8%	9%	2%	12%	8%
There are no online live class sessions via Zoom or other web conferencing tools	8%	9%	1%	Similar	
There are too many technology tools that I need to use	8%	8%	4%	Similar	
There are no online forums nor other opportunities to discuss various topics with other students	5%	Similar		7%	5%
Other (please specify)	4%	Similar		Similar	
There are no messages, announcements and emails from my instructor and/or TA	4%	5%	1%	Similar	
Lack of audio and video course materials (e.g., everything is only text-based)	4%	4%	1%	Similar	
Lack of online office hours with my instructor and/or TAs	3%	Similar		Similar	

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Q#9

How effectively do you learn in online courses compared to in-person courses?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
I learn more effectively in online courses	19%	Similar		13%	21%
I learn about the same in online as in-person	12%	11%	18%	Similar	
I learn more effectively in-person courses	35%	Similar		Similar	
I don't know	7%	8%	3%	10%	7%
It depends on the course	27%	Similar		Similar	

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Q#10

Did you attend any class or lab in-person/on-campus in the Fall 2021 term?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
No	62%	Similar		Similar	
Yes	38%	Similar		Similar	

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Q#13

Did you attend at least one HyFlex class during the Fall 2021?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
No	86%	87%	79%	Similar	
Yes	14%	13%	21%	Similar	

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Q#16

So far, in your HyFlex class, which way do you prefer to attend?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Always online	22%	Similar		Similar	
Mostly online	12%	Similar		Similar	
Equally online and in-person	13%	Similar		Similar	
Mostly in-person	27%	Similar		Similar	
Always in-person	26%	Similar		Similar	

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Q#17

Thinking of your own university learning experience (online and in-person), what would you like to be included (or included more) in your education going forward? (Check all that apply)

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Opportunities to develop transferable skills (communication, working effectively with others, analytical thinking, problem solving, etc.)	47%	Similar		Similar	
Opportunities to get academic credit for activities such as internships, int'l exp, volunteering, community work, etc.	46%	Similar		Similar	
Opportunities for more interdisciplinary learning experiences (courses and experiences that cross multiple subject areas)	41%	40%	47%	Similar	
Opportunities to work with a group of students from different disciplines on a real-world project	37%	36%	43%	Similar	
Opportunities to work with a faculty member on a research project	36%	35%	46%	31%	36%
Opportunities to combine community work with classroom learning	34%	Similar		Similar	
Opportunities to participate in interactive simulation activities	33%	Similar		Similar	
Opportunities to engage more with peers from diverse backgrounds (social, racial/ethnic, religious, etc.)	33%	Similar		37%	30%
Opportunities to complete a capstone course, performance project, or portfolio	21%	Similar		Similar	

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Q#18

Thinking about the way your courses have been offered, what is your preference going forward?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
In-person, on campus	30%	Similar		Similar	
HyFlex - Students can choose for each class whether to attend in-person or online via Zoom or BigBlueButton	28%	Similar		Similar	
Online asynchronously - No scheduled online meetings as a class, listening to recorded lectures and completing/participating in course work at your own schedule (but still meeting the deadlines and requirements of the Instructor)	18%	20%	5%	Similar	
Blended - A mixture of meeting online at a scheduled time and place, along with asynchronous activities	15%	Similar		Similar	
Online synchronously - Meeting as a class online at a scheduled time and place using web conferencing/video conferencing tools like Zoom or BigBlueButton	7%	5%	17%	Similar	

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Q#19

When the campus is able to safely fully reopen, what is the ideal mix of program delivery for you?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
100% online	18%	Similar		15%	20%
75% online, 25% in-person	14%	Similar		Similar	
50% online, 50% in-person	24%	Similar		Similar	
25% online, 75% in-person	24%	Similar		Similar	
100% in-person	20%	Similar		Similar	

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Q#20

What elements of online learning would you like to continue having in your classes after the pandemic? (Check all that apply)

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Viewing lecture recordings	68%	69%	62%	Similar	
Ability to access class materials, presentations, and assessments in one place	66%	Similar		Similar	
Flexibility to attend classes in-person or virtually	62%	Similar		Similar	
Writing exams online	50%	53%	36%	Similar	
Attending office hours with instructors virtually using video conferencing tools (zoom, Teams, BigBlueButton)	32%	29%	46%	Similar	
Participating in online forums and groups to support my coursework	24%	23%	29%	Similar	
I do not want/need to continue having any online elements	4%	Similar		Similar	

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Q#21

Are you currently coming to campus for any purpose?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
No	78%	Similar		64%	81%
Yes	22%	Similar		36%	19%

Q#22

Would you like to return to campus when it is safely fully reopened/after the pandemic?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Yes	82%	Similar		90%	80%
No	18%	Similar		10%	20%

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Q#23

Why would you like to return to campus? (Check all that apply)

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
To study with my friends/work on course projects	57%	58%	50%	66%	55%
To meet with friends to socialize	56%	57%	48%	67%	54%
To use spaces on campus for studying, preparing assignments, etc.	56%	Similar		Similar	
To feel less isolated	54%	56%	42%	60%	54%
To attend lectures	52%	53%	46%	Similar	
To meet in-person with my instructors	50%	Similar		55%	47%
To feel belonging to my community	45%	46%	38%	50%	44%
To participate in clubs, societies, sports teams, etc.	44%	46%	34%	56%	43%
To use Library resources	43%	Similar		49%	42%
To use the athletic facilities	41%	Similar		49%	39%
To meet in-person with TAs	37%	39%	25%	45%	37%
To meet in-person with academic advisors	35%	Similar		Similar	
To attend labs	33%	35%	21%	Similar	
Other (please specify)	3%	Similar		2%	4%

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Q#24

Of the reasons that you selected, what are three most important reasons for you to return to campus?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
To attend lectures	28%	Similar		Similar	
To feel less isolated	22%	23%	13%	Similar	
To meet with friends to socialize	21%	23%	14%	33%	19%
To study with my friends/work on course projects	20%	Similar		Similar	
To use spaces on campus for studying, preparing assignments, etc.	20%	Similar		Similar	
To meet in-person with my instructors	16%	15%	23%	Similar	
To participate in clubs, societies, sports teams, etc.	13%	14%	7%	20%	12%
To attend labs	13%	14%	6%	Similar	
To use the athletic facilities	10%	Similar		12%	9%
To feel belonging to my community	8%	Similar		Similar	
To use Library resources	5%	4%	13%	Similar	
To meet in-person with academic advisors	3%	2%	6%	Similar	
To meet in-person with TAs	2%	Similar		Similar	
Other (please specify)	1%	Similar		Similar	

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Q#26

If you were to start your undergraduate degree over, would you be interested in completing your degree fully online at Carleton?

	Total	Degree		Undergraduates	
		UG	GR	FY	UY
Very interested	19%	Similar		14%	21%
Somewhat interested	25%	Similar		29%	23%
Not interested	56%	Similar		Similar	

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