Your HCC Summer 2006 Distance Education Course:

<table>
<thead>
<tr>
<th>Course</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEC 80</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>ANTH 135</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>GG 101</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>HIST 151</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>MICRO 130</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>PHIL 110</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>PHIL 120</td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37

Your HCC Summer 2006 Distance Education Instructor:

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brill</td>
<td>58.6%</td>
<td>17</td>
</tr>
<tr>
<td>Madden</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Edmondson</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Patterson</td>
<td>41.4%</td>
<td>12</td>
</tr>
<tr>
<td>Pine</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Shen</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Smith</td>
<td>41.4%</td>
<td>12</td>
</tr>
</tbody>
</table>

Replies 29; Forms 37

Including this class, how many Distance Education classes (TV, web, etc....) have you taken?

<table>
<thead>
<tr>
<th>Classes Taken</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>20.0%</td>
<td>6</td>
</tr>
<tr>
<td>Two</td>
<td>16.7%</td>
<td>5</td>
</tr>
<tr>
<td>Three</td>
<td>36.7%</td>
<td>11</td>
</tr>
<tr>
<td>Four</td>
<td>16.7%</td>
<td>5</td>
</tr>
<tr>
<td>Five</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Six or more</td>
<td>10.0%</td>
<td>3</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 2.90

What is the format of this Distance Education class?

<table>
<thead>
<tr>
<th>Format</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet/Web</td>
<td>60.0%</td>
<td>18</td>
</tr>
<tr>
<td>Telecourse</td>
<td>23.3%</td>
<td>7</td>
</tr>
<tr>
<td>Hybrid - TV/Web</td>
<td>16.7%</td>
<td>5</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37

REASONS FOR TAKING THIS CLASS IN A DISTANCE EDUCATION FORMAT

We are interested in determining why our Distance Education students elect to take classes in these innovative formats. For each of the following possible reasons, please indicate the relative importance of the item in your decision to take this Distance Education class:

Distance from campus or difficulty getting to the campus

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Important</td>
<td>40.0%</td>
<td>12</td>
</tr>
<tr>
<td>Barely Important</td>
<td>6.7%</td>
<td>2</td>
</tr>
<tr>
<td>Fairly Important</td>
<td>23.3%</td>
<td>7</td>
</tr>
<tr>
<td>Very Important</td>
<td>30.0%</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 2.43

I needed the course and it was only available in a distance format

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Important</td>
<td>23.3%</td>
<td>7</td>
</tr>
<tr>
<td>Barely Important</td>
<td>13.3%</td>
<td>4</td>
</tr>
<tr>
<td>Fairly Important</td>
<td>23.3%</td>
<td>7</td>
</tr>
<tr>
<td>Very Important</td>
<td>40.0%</td>
<td>12</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 2.80

Class was not available at my home campus

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Important</td>
<td>46.7%</td>
<td>14</td>
</tr>
<tr>
<td>Barely Important</td>
<td>16.7%</td>
<td>5</td>
</tr>
<tr>
<td>Fairly Important</td>
<td>16.7%</td>
<td>5</td>
</tr>
<tr>
<td>Very Important</td>
<td>20.0%</td>
<td>6</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 2.10

Household/family responsibilities

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Important</td>
<td>33.3%</td>
<td>10</td>
</tr>
<tr>
<td>Barely Important</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Fairly Important</td>
<td>16.7%</td>
<td>5</td>
</tr>
<tr>
<td>Very Important</td>
<td>50.0%</td>
<td>15</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 2.83

Work/other commitments make it difficult to attend classes on campus

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Important</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Barely Important</td>
<td>6.7%</td>
<td>2</td>
</tr>
<tr>
<td>Fairly Important</td>
<td>23.3%</td>
<td>7</td>
</tr>
<tr>
<td>Very Important</td>
<td>70.0%</td>
<td>21</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 3.63

Prefer Distance Education format over traditional class environment

<table>
<thead>
<tr>
<th>Importance Level</th>
<th>Percentage</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Important</td>
<td>23.3%</td>
<td>7</td>
</tr>
<tr>
<td>Barely Important</td>
<td>26.7%</td>
<td>8</td>
</tr>
<tr>
<td>Fairly Important</td>
<td>23.3%</td>
<td>7</td>
</tr>
<tr>
<td>Very Important</td>
<td>26.7%</td>
<td>8</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 2.53

EVALUATION OF CLASS/INSTRUCTOR

For each of the following evaluation items, please select the response category that best represents your degree of agreement with the statement.
The instructor provided clear learning objectives and expected outcomes for the course.

- 3.4%; 1 Strongly Disagree
- 0.0%; 0 Disagree
- 3.4%; 1 Neutral
- 24.1%; 7 Agree
- 69.0%; 20 Strongly Agree

Replies 29; Forms 37; Mean 4.55

The instructor had a clearly stated grading policy.

- 0.0%; 0 Strongly Disagree
- 3.3%; 1 Disagree
- 3.3%; 1 Neutral
- 23.3%; 7 Agree
- 70.0%; 21 Strongly Agree

Replies 30; Forms 37; Mean 4.60

The delivery system or technology was reliable and stable.

- 3.3%; 1 Strongly Disagree
- 0.0%; 0 Disagree
- 13.3%; 4 Neutral
- 36.7%; 11 Agree
- 46.7%; 14 Strongly Agree

Replies 30; Forms 37; Mean 4.23

The presentation and organization of the course assignments was coherent and complete.

- 3.3%; 1 Strongly Disagree
- 6.7%; 2 Disagree
- 6.7%; 2 Neutral
- 30.0%; 9 Agree
- 53.3%; 16 Strongly Agree

Replies 30; Forms 37; Mean 4.23

The assignments and examinations were appropriate for the content of this course.

- 3.3%; 1 Strongly Disagree
- 3.3%; 1 Disagree
- 20.0%; 6 Neutral
- 16.7%; 5 Agree
- 56.7%; 17 Strongly Agree

Replies 30; Forms 37; Mean 4.20

The on-line material was presented in a clear and well organized manner.

- 3.3%; 1 Strongly Disagree
- 6.7%; 2 Disagree
- 6.7%; 2 Neutral
- 23.3%; 7 Agree
- 53.3%; 16 Strongly Agree

Replies 30; Forms 37; Mean 4.17

Your instructor responded to questions clearly and constructively on-line, in person, or over the phone.

- 3.3%; 1 Strongly Disagree
- 0.0%; 0 Disagree
- 6.7%; 2 Neutral
- 26.7%; 8 Agree
- 63.3%; 19 Strongly Agree

Replies 30; Forms 37; Mean 4.47

The instructor provided encouragement, support, and feedback appropriate to my learning needs.

- 0.0%; 0 Strongly Disagree
- 3.3%; 1 Disagree
- 16.7%; 5 Neutral
- 26.7%; 8 Agree
- 53.3%; 16 Strongly Agree

Replies 30; Forms 37; Mean 4.30

The instructor demonstrates broad, accurate and up-to-date knowledge of subject matter.

- 3.3%; 1 Strongly Disagree
- 0.0%; 0 Disagree
- 6.7%; 2 Neutral
- 30.0%; 9 Agree
- 60.0%; 18 Strongly Agree

Replies 30; Forms 37; Mean 4.43

The instructor goes beyond the basic course content to provide enriching insights.

- 3.3%; 1 Strongly Disagree
- 3.3%; 1 Disagree
- 6.7%; 2 Neutral
- 30.0%; 9 Agree
- 56.7%; 17 Strongly Agree

Replies 30; Forms 37; Mean 4.33

I would RECOMMEND or consider taking another course using the same delivery vehicle.

- 10.0%; 3 Strongly Disagree
- 0.0%; 0 Disagree
- 30.0%; 9 Neutral
- 20.0%; 6 Agree
- 40.0%; 12 Strongly Agree

Replies 30; Forms 37; Mean 3.80
The class provided sufficient interaction between faculty and students and among students to meet my needs.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.9%</td>
<td>17.2%</td>
<td>31.0%</td>
<td>9</td>
<td>44.8%</td>
</tr>
</tbody>
</table>

Replies 29; Forms 37; Mean 4.00

Overall, how would you rate the quality of this class?

<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3% 1</td>
<td>10.0% 3</td>
<td>43.3% 13</td>
<td>43.3% 13</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37

Would you recommend this HCC Distance Education class to a friend?

<table>
<thead>
<tr>
<th>Definitely Not</th>
<th>Probably Not</th>
<th>Probably Would</th>
<th>Definitely Would</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3% 1</td>
<td>20.0% 6</td>
<td>33.3% 10</td>
<td>43.3% 13</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37

HCC SUPPORT SERVICES & TECHNOLOGICAL ASPECTS OF THE COURSE

The following items focus on HCC Distance Education student and technological support services.

Please rate the quality of each of these services.

If you did not use a service and can not, therefore, evaluate its quality, please select the first response category - Don't Know/Didn't Use.

Admissions Office

<table>
<thead>
<tr>
<th>Don't Know/Didn't Use</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>50.0% 15</td>
<td>0.0% 0</td>
<td>20.0% 6</td>
<td>16.7% 5</td>
<td>13.3% 4</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 2.43

The HCC Registration Process

<table>
<thead>
<tr>
<th>Don't Know/Didn't Use</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>40.0% 12</td>
<td>3.3% 1</td>
<td>10.0% 3</td>
<td>33.3% 10</td>
<td>13.3% 4</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 2.77

Financial Aid Services

<table>
<thead>
<tr>
<th>Don't Know/Didn't Use</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>83.3% 25</td>
<td>6.7% 2</td>
<td>0.0% 0</td>
<td>0.0% 0</td>
<td>10.0% 3</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 1.47

Academic Counseling

<table>
<thead>
<tr>
<th>Don't Know/Didn't Use</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>66.7% 20</td>
<td>10.0% 3</td>
<td>0.0% 0</td>
<td>13.3% 4</td>
<td>10.0% 3</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 1.90

HCC Distance Education Office

<table>
<thead>
<tr>
<th>Don't Know/Didn't Use</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>76.7% 23</td>
<td>3.3% 1</td>
<td>6.7% 2</td>
<td>10.0% 3</td>
<td>3.3% 1</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 1.60

Distance Education Websites

<table>
<thead>
<tr>
<th>Don't Know/Didn't Use</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.0% 6</td>
<td>0.0% 0</td>
<td>16.7% 5</td>
<td>26.7% 8</td>
<td>36.7% 11</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 3.60

Bookstore

<table>
<thead>
<tr>
<th>Don't Know/Didn't Use</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.7% 8</td>
<td>3.3% 1</td>
<td>26.7% 8</td>
<td>26.7% 8</td>
<td>30.0% 9</td>
</tr>
</tbody>
</table>

Replies 30; Forms 37; Mean 3.17
FOR THE ABOVE SERVICES, please provide praise, comments, suggestions, or details of problems encountered.

- I was hesitant before I started this course as it was my first internet based course. However, after this class I would strongly consider another and would recommend it also. Very convenient, very interactive and great website, all information available.
- The bookstore had a fun and friendly staff.
- n/a
- I would like to thank the library staff, they are always there when you need help. At times they go beyond their duties. Thanks!
- Ordering my books online at the bookstore and having them delivered was terrific. I received my order in just a few days. This service is very convenient for me since I live and work far away.
- I was surprised by the wealth of information available from the Distance Education websites. Whatever information that I needed was always available to me on these sites. I know someone spent a lot of time organizing these sites.
- Ordering my books online was very convenient. I also had my books delivered and it came in just a few days. I didn't have to drive to the campus and try to find a parking space. That's very important to me.
- The Distance Education websites were excellent. Very organized and informative, much better than others that I've used. Whatever questions that I had could be answered by visiting the websites.
- H.C.C. is a wonderful school, dedicated to serving our community. I really appreciate all the services and the dedication that the instructors have to us the students. I really enjoy and appreciate the online classes because I am a working individual that has a family to take care of. The telecourses are too long!!
- There was only one night when the email was not working. Other than that, things were great and everything was smooth.
- Everything worked and was well organized.
- The bookstore employees were very helpful in helping me to find the correct textbooks that I needed.
- It was a little difficult to buy the correct textbooks for the class. I also tried to go into the HCC library, but I basically couldn't do anything there b/c you need a HCC ID card to access the different facilities (I am obviously not an HCC student).
- Not enough seats for registration area. Bookstore is cramped from time to time (1st through 3rd months of instruction) keeping me and as told by other students to keep from going.
- Not enough seats for registration area. Bookstore is cramped from time to time (1st through 3rd months of instruction) keeping me and as told by other students to keep from going.
- It students are to take the exam at a proctor site, it is very necessary for the proctor center and the professor to communicate as a delivery method and destination for the exam.
- For the proctoring centers, they should list their hours and make sure that it is up to date. I had a big problem with that since they had changed their hours for summer and it was different from what was listed on the web.

If you encountered problems registering for the class, in the space below, please discuss those problems and suggestions for their resolution:

- Just did not email my teacher after registering, which caused some difficulty in getting the material for the class.
- None
- No problems registering
- The class code(number) didn't work or wasn't activated at time of registration.
- I was initially registered in the same course (HIST 152-online), but through a different school. It just so happened that there was a couple sections offered for the class through the same school. Since both the sections were under-enrolled, they were cancelled less than a week before the class was supposed to begin. Luckily, I was able to register for this class through HCC.
- I don’t think that there should have been two of the same class available if under-enrollment was predicted. And if both had low-enrollment, then maybe they could have combined the classes together or worked with the other schools to ensure that the class would still be available for those who wanted to take the course. I don’t know what I would have done if I wasn’t able to take it this summer.

How would you describe your ability to learn the material on-line, compared to in a traditional face-to-face class? (More or less stressful, frustrating, efficient, challenging?)
What specific delivery systems/technologies were least useful to you?

- WEB CT
- Web CT
- None.
- television

I didn't especially like just reading the notes. I liked when there was a podcast for me to listen to at the same time. I like to take in the information in as many different forms as possible, so reading, hearing, and writing was a great way for me to learn what was necessary. But there were also times when I didn't have enough time or patience to listen to the whole thing, so in that way, it was nice to have it all written out all the time.

The chat room but I can't fault the Professor because of his difficulty of finding time and/or being a computer with a reliable Internet connection.

What specific delivery systems/technologies were most useful to you?

- Email!
- EMAIL!
- myuhportal
- The written format of the programs.
- websites that helped understand different topics more. feedback from instructor.
- internet

What specific delivery systems/technologies were most useful to you?

- Being able to record the programs was very helpful and having the transcripts online was even more helpful.
- The discussions were probably the most helpful to me b/c it helped me to read what other students thought about the material. It was difficult to know if I was even on the right track with what I was thinking after reading the material. So, going back and reading the discussion posts that my class and my professor had was helpful to me.
- Email from the Professor was reliable as most queries were satisfied immediately.
- Email from the Professor was reliable as most queries were satisfied immediately.
- Podcast, live chat.
The chat room but I can't fault the Professor because of his difficulty of finding time and/or being a computer with a reliable Internet connection.

None.

What specific delivery systems/technologies could be added to improve the quality of learning in this class?

- A "read" response that could be sent to the student when the teacher opened an email from me. It would help the teacher save time because he wouldn't have to reply to each email, but at the same time I knew that the teacher received my work.
- The email system was very sufficient. I would like a shorter turn around to know what I got in the lessons, if possible at all. I would like that to know if I am doing things right as I go along.
- None.
- It would to narrow down the contents of the course, update the course to match the book and maybe just go to an online format.
- Maybe some mandatory chat times, which I know is difficult with the different schedules for all the students. Or maybe a running chat room that is on all the time, where it saves conversations from those in the past and still allows them to see and respond in their own time. Kind of like the discussions, but something where it is mandatory to report in the discussion at least twice maybe, at two different times. This would give other students a chance to respond to what they had to say and then they could read those and write another response (rather than just read a few comments and write responses, and never look at it again).

None I can think of at this time.

How do HCC Distance Education classes compare to those you have taken at other colleges?

- 36.7%; 11 Can't compare - I've only taken distance classes at HCC
- 13.3%; 4 Better at other colleges
- 33.3%; 10 About the same
- 16.7%; 5 Better at HCC

Replies 30; Forms 37

Figure 2: BAR GRAPH - REASONS FOR TAKING CLASS IN DISTANCE FORMAT

RANK ORDERED BY MEAN VALUES:

1.0 = Not at All Important ..... Very Important = 4.0

Reasons for taking class in Distance Format

- Work/other commitments - difficult to attend on campus
- Household/family responsibilities
- Needed course and it was only available in distance format
- Prefer Distance Education format over traditional environment
- Distance from campus or difficulty getting to campus
- Class was not available at my home campus

Figure 3: BAR GRAPH - COURSE/INSTRUCTOR EVALUATION

RANK ORDERED BY MEAN VALUES:

1.0 = Strongly Disagree ..... Strongly Agree = 5.0

Course/Instructor Evaluation

- Instructor had clearly stated grading policy
- Instructor provided clear learning objectives/outcomes for course
- Instructor responded to questions constructively: on-line, in person, or phone
- Instructor demonstrates broad, accurate, up-to-date knowledge of subject
- Instructor goes beyond the basic course content to provide enriching insights
- Instructor provided appropriate encouragement, support, feedback
- The delivery system or technology was reliable and stable
- The presentation and organization of assignments was coherent/complete
- The assignments and examinations were appropriate for course content
- The on line material was presented in a well organized manner
- The class provided sufficient interaction between faculty/students
- I would RECOMMEND or consider taking another course using delivery vehicle
Figure 4: BAR GRAPH - SUPPORT SERVICES/TECHNOLOGICAL ASPECTS EVALUATION

RANK ORDERED BY MEAN VALUES:

1.0 = POOR ..... EXCELLENT = 4.0

Support/Technology

Library services
Distance Education Websites
Reliability and stability of the course online web support
Reliability and stability of the delivery format
Proctoring Services
Bookstore
The HCC Registration Process
Admissions Office
Financial Aid Services
Academic Counseling
HCC Distance Education Office

Figure 5: SUPPORT SERVICES/TECHNOLOGY -

PERCENTAGE OF RESPONDENTS WHO SELECTED DON'T KNOW/DIDN'T USE RESPONSE

Support/Technology

Financial Aid Services
HCC Distance Education Office
Academic Counseling
Library services
Proctoring Services
Admissions Office
The HCC Registration Process
Reliability and stability of the course online web support
Bookstore
Distance Education Websites
Reliability and stability of the delivery format