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# NSSE 2024 Topical Module Report

## Experiences with Online Learning

### California State University-Dominguez Hills

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This module, updated in 2021, was developed in collaboration with Quality Matters, a leader in online instruction. Based in part on Standards for the Quality Matters Higher Education Rubric (6th Ed.), the item set measures instructional aspects that experts consider to be ideal for online courses. The set also assesses how students engage in both online and hybrid courses, their degree of comfort with online learning and experience of support, and ideas about how the learning experience can be improved.

Comparison group details are in the online Selected Comparison Groups report, linked in the Data & Reports table on the Institution Interface. A PDF copy is also saved in your report download folder.

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## First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	
				Count	%	Count	%	Mean	Mean	Effect size <sup>d</sup>
<b>1. During the current school year, to what extent have your <i>entirely or partly online</i> courses provided the following?</b>										
a. Clearly stated learning objectives or goals	EOLgoals	0	Not at all	3	4	2	1	<b>2.9</b>	2.9	.00
		1	Very little	2	5	10	4			
		2	Some	13	23	59	27			
		3	Quite a bit	15	29	109	39			
		4	Very much	23	39	78	30			
		Total		56	100	258	100			
b. Clear guidance about how to get started in the course	EOLstart	0	Not at all	3	4	2	1	<b>3.0</b>	2.9	.07
		1	Very little	0	0	18	6			
		2	Some	16	29	65	26			
		3	Quite a bit	13	28	96	36			
		4	Very much	24	38	76	31			
		Total		56	100	257	100			
c. A clearly stated grading policy	EOLgrading	0	Not at all	3	4	4	1	<b>3.1</b>	3.0	.02
		1	Very little	1	4	10	3			
		2	Some	12	21	51	21			
		3	Quite a bit	11	22	96	38			
		4	Very much	28	48	95	37			
		Total		55	100	256	100			
d. Course information and activities that are easy to locate	EOLinfo	0	Not at all	2	3	3	1	<b>3.1</b>	3.0	.13
		1	Very little	1	1	12	5			
		2	Some	11	18	61	24			
		3	Quite a bit	19	40	92	35			
		4	Very much	23	38	89	35			
		Total		56	100	257	100			
e. Sufficient instructions for using course-related technology	EOLtech	0	Not at all	1	1	3	1	<b>3.0</b>	3.0	.07
		1	Very little	1	1	17	6			
		2	Some	14	29	55	23			
		3	Quite a bit	17	28	91	34			
		4	Very much	22	40	90	36			
		Total		55	100	256	100			
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOLrespond	0	Not at all	1	1	3	1	<b>3.1</b>	3.0	.14
		1	Very little	0	0	15	6			
		2	Some	14	28	61	23			
		3	Quite a bit	15	29	91	35			
		4	Very much	25	41	86	35			
		Total		55	100	256	100			
g. Clear expectations for your interactions with other students	EOLexpect	0	Not at all	2	3	11	3	<b>3.0</b>	2.9	.08
		1	Very little	2	6	17	6			
		2	Some	14	23	59	25			
		3	Quite a bit	15	29	81	31			
		4	Very much	22	39	89	34			
		Total		55	100	257	100			
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOLassess	0	Not at all	3	4	1	0	<b>3.1</b>	3.1	.00
		1	Very little	1	1	9	3			
		2	Some	9	18	55	23			
		3	Quite a bit	19	37	99	38			
		4	Very much	24	39	91	36			
		Total		56	100	255	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

### First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOLmaterials	0	Not at all	2	3	2	1	<b>3.1</b>	3.1	.02
		1	Very little	1	1	10	3			
		2	Some	11	21	54	23			
		3	Quite a bit	16	31	90	33			
		4	Very much	26	43	101	40			
		Total		56	100	257	100			
<b>2. During the current school year, about how many of your <i>entirely or partly online</i> courses included the following?</b>										
a. Live sessions including the instructor and students	EOLlive	1	None	15	27	92	34	<b>2.2</b>	2.0	.21
		2	Some	22	35	102	39			
		3	Most	11	24	41	15			
		4	All	7	14	22	11			
		Total		55	100	257	100			
b. Pre-recorded presentations by the instructor	EOLrecorded	1	None	5	11	46	17	<b>2.7</b>	2.3 *	.39
		2	Some	20	32	116	48			
		3	Most	20	38	62	21			
		4	All	11	20	33	14			
		Total		56	100	257	100			
c. Presentations or talks by experts in the field (live or recorded)	EOLpresent	1	None	15	25	58	23	<b>2.2</b>	2.2	.06
		2	Some	21	35	118	47			
		3	Most	16	32	60	21			
		4	All	4	7	20	9			
		Total		56	100	256	100			
d. Group projects or presentations	EOLgroup	1	None	26	42	111	42	<b>1.9</b>	1.9	.02
		2	Some	19	35	92	37			
		3	Most	6	15	34	12			
		4	All	5	9	20	9			
		Total		56	100	257	100			
e. Interaction among students in small groups or breakout rooms	EOLbreakout	1	None	28	46	111	42	<b>1.8</b>	1.9	-.08
		2	Some	18	35	86	35			
		3	Most	6	9	39	13			
		4	All	4	10	21	10			
		Total		56	100	257	100			
f. Frequent quizzes or short assignments to check your understanding	EOLquiz	1	None	4	5	12	7	<b>2.9</b>	3.0	-.11
		2	Some	16	34	59	22			
		3	Most	17	29	103	39			
		4	All	19	32	81	33			
		Total		56	100	255	100			
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOLcoursework	1	None	2	3	5	3	<b>2.8</b>	3.0	-.24
		2	Some	19	37	61	25			
		3	Most	18	34	101	38			
		4	All	16	26	90	34			
		Total		55	100	257	100			
h. Instructional materials (text, video, images, assignments, etc.) that represent diverse perspectives and people	EOLdiverse	1	None	6	11	15	6	<b>2.8</b>	2.9	-.15
		2	Some	15	27	66	29			
		3	Most	19	34	83	32			
		4	All	16	28	91	33			
		Total		56	100	255	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

### First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
i. Opportunities for personalized feedback, support, and guidance from the instructor	EOLfeedback	1	None	6	12	16	6	<b>2.7</b>	2.9	-.19
		2	Some	16	30	75	29			
		3	Most	18	32	87	35			
		4	All	15	26	78	30			
		Total		55	100	256	100			
j. Opportunities to apply your learning to a real-world problem or issue	EOLapply	1	None	7	12	19	8	<b>2.6</b>	2.7	-.17
		2	Some	23	45	93	38			
		3	Most	11	17	84	31			
		4	All	15	25	61	23			
		Total		56	100	257	100			
k. Statements related to protection of your privacy and data	EOLprivacy	1	None	8	15	38	16	<b>2.7</b>	2.6	.07
		2	Some	20	33	72	30			
		3	Most	11	21	79	30			
		4	All	17	32	62	24			
		Total		56	100	251	100			
<b>3. During the current school year, how comfortable have you been doing the following in your <i>entirely or partly online</i> courses?</b>										
a. Participating in online discussion boards, forums, or other discussion tools	EOLboards	1	Not at all comfortable	2	4	8	3	<b>4.8</b>	4.8	.02
		2		1	1	14	6			
		3		3	9	20	5			
		4		12	18	44	18			
		5		13	27	69	27			
		6	Very comfortable	22	37	95	37			
		—	Not applicable	3	4	7	4			
		Total		56	100	257	100			
b. Participating in live course discussions	EOLlivedisc	1	Not at all comfortable	3	6	19	9	<b>4.1</b>	3.9	.12
		2		2	3	22	7			
		3		9	20	46	18			
		4		11	23	51	20			
		5		11	17	29	11			
		6	Very comfortable	10	16	45	19			
		—	Not applicable	10	16	44	16			
		Total		56	100	256	100			
c. Taking proctored online exams	EOLexams	1	Not at all comfortable	3	5	13	7	<b>4.6</b>	4.4	.17
		2		0	0	17	7			
		3		4	8	30	11			
		4		14	28	45	16			
		5		8	14	47	18			
		6	Very comfortable	18	32	75	30			
		—	Not applicable	7	13	30	13			
		Total		54	100	257	100			
d. Interacting with other students in the course	EOLinteract	1	Not at all comfortable	1	2	10	5	<b>4.6</b>	4.3	.23
		2		2	3	19	7			
		3		5	11	37	11			
		4		16	30	63	27			
		5		10	18	53	22			
		6	Very comfortable	20	33	59	24			
		—	Not applicable	2	3	15	5			
		Total		56	100	256	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

### First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOLinstructor	1	Not at all comfortable	1	2	8	4	<b>4.7</b>	4.4	.19
		2		2	3	17	8			
		3		3	6	26	9			
		4		14	26	55	23			
		5		15	29	68	25			
		6	Very comfortable	16	28	74	28			
		—	Not applicable	4	6	8	2			
Total		55	100	256	100					
f. Using learning support services (tutoring services, writing center, etc.)	EOLsupport	1	Not at all comfortable	4	10	12	5	<b>4.1</b>	4.2	-.11
		2		3	7	27	10			
		3		7	13	32	11			
		4		12	18	49	20			
		5		10	20	52	20			
		6	Very comfortable	13	21	53	23			
		—	Not applicable	6	11	32	12			
Total		55	100	257	100					
g. Seeking feedback and guidance from your instructor	EOLseekfdbk	1	Not at all comfortable	1	2	9	4	<b>4.6</b>	4.5	.03
		2		2	5	19	7			
		3		6	12	25	10			
		4		13	23	53	21			
		5		12	19	62	25			
		6	Very comfortable	19	33	85	32			
		—	Not applicable	3	5	5	2			
Total		56	100	258	100					
<b>4. To improve the online course-taking experience, how important is it that your institution do the following?</b>										
a. Increase interactions between students	EOLimpstud	1	Not at all important	5	7	48	19	<b>2.6</b>	2.5	.06
		2	Somewhat important	23	40	81	32			
		3	Important	23	44	82	29			
		4	Very important	5	10	45	20			
		Total		56	100	256	100			
b. Increase interactions with instructors	EOLimpinst	1	Not at all important	1	1	9	3	<b>3.0</b>	2.9	.08
		2	Somewhat important	16	28	67	30			
		3	Important	24	45	113	41			
		4	Very important	14	26	67	26			
		Total		55	100	256	100			
c. Improve responsiveness of instructors	EOLimpresp	1	Not at all important	1	1	7	3	<b>3.0</b>	3.1	-.04
		2	Somewhat important	15	26	51	23			
		3	Important	22	39	105	38			
		4	Very important	18	33	94	36			
		Total		56	100	257	100			
d. Improve online tools for student collaboration	EOLimptools	1	Not at all important	0	0	20	8	<b>3.0</b>	2.8	.20
		2	Somewhat important	15	28	70	27			
		3	Important	26	45	98	39			
		4	Very important	15	27	69	26			
		Total		56	100	257	100			

### First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOLimpsupp	1	Not at all important	1	1	22	10	<b>3.1</b>	2.8 *	.34 ▲
		2	Somewhat important	10	15	77	28			
		3	Important	30	58	96	36			
		4	Very important	14	26	62	26			
		Total		55	100	257	100			

**5. Considering your experience taking *entirely or partly online* courses during the current school year, to what extent do you agree or disagree with the following statements?**

a. Internet service (availability, speed, reliability, etc.) where you live has been sufficient to participate in the course.	EOLinternet	1	Strongly disagree	0	0	6	2	<b>3.2</b>	3.3	-.05
		2	Disagree	5	7	23	8			
		3	Agree	32	62	127	52			
		4	Strongly agree	18	31	101	38			
		Total		55	100	257	100			
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software that you have access to have been sufficient to participate in the course.	EOLhardware	1	Strongly disagree	1	1	3	1	<b>3.3</b>	3.4	-.10
		2	Disagree	2	3	11	5			
		3	Agree	32	61	135	52			
		4	Strongly agree	21	35	107	42			
		Total		56	100	256	100			
c. Study spaces that you have access to have been sufficient for your needs.	EOLspace	1	Strongly disagree	1	2	4	1	<b>3.1</b>	3.3 *	-.39 ▼
		2	Disagree	8	17	11	4			
		3	Agree	29	52	143	55			
		4	Strongly agree	17	29	99	40			
		Total		55	100	257	100			
d. Technology support has been helpful.	EOLtechsupp	1	Strongly disagree	3	5	4	1	<b>3.1</b>	3.2	-.08
		2	Disagree	3	7	20	8			
		3	Agree	33	58	158	61			
		4	Strongly agree	17	30	73	29			
		Total		56	100	255	100			
e. The online course platform or learning management system (LMS) has been user-friendly.	EOLplatform	1	Strongly disagree	4	6	5	2	<b>3.1</b>	3.1	-.08
		2	Disagree	3	4	26	11			
		3	Agree	35	66	158	62			
		4	Strongly agree	14	24	68	26			
		Total		56	100	257	100			

**6. Which of the following best describes how your *entirely or partly online* courses have typically been scheduled?**

Variable name	Response options	Count	%	Count	%
EOLschedule	Synchronous (live class meetings online at scheduled times)	7	12	14	7
	Asynchronous (online participation not at scheduled times)	30	52	138	55
	A mixture of synchronous and asynchronous	13	24	55	21
	Hybrid (face-to-face class meetings at scheduled times and online instruction)	6	11	46	17
	Total		56	100	253

### First-Year Students

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
<b>7. Overall, how would you evaluate your online learning experience during the current school year?</b>										
	EOLoverall	1	Poor	2	4	13	4	<b>3.2</b>	3.1	.02
		2	Fair	9	19	37	15			
		3	Good	19	36	108	43			
		4	Excellent	26	41	98	37			
			Total	56	100	256	100			

**8. Please describe one thing about *online learning* at your institution that could be improved. (5,000 character limit)**

This question asked students to respond in an open text box. Responses are provided in your "NSSE Student Comments" report and in a separate SPSS data file.

**9. Please describe one thing about *online learning* at your institution that should not be changed. (5,000 character limit)**

This question asked students to respond in an open text box. Responses are provided in your "NSSE Student Comments" report and in a separate SPSS data file.

*These open-ended responses appear exactly as respondents entered them and may not be suitable for distribution without prior review.*



## Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	
				Count	%	Count	%	Mean	Mean	Effect size <sup>d</sup>
<b>1. During the current school year, to what extent have your <i>entirely or partly online</i> courses provided the following?</b>										
a. Clearly stated learning objectives or goals	EOLgoals	0	Not at all	0	0	4	1	<b>3.3</b>	3.2	.12
		1	Very little	2	1	29	3			
		2	Some	47	14	145	17			
		3	Quite a bit	134	42	326	37			
		4	Very much	140	43	394	43			
Total		323	100	898	100					
b. Clear guidance about how to get started in the course	EOLstart	0	Not at all	0	0	4	0	<b>3.3</b>	3.2 *	.13
		1	Very little	5	2	31	3			
		2	Some	43	13	159	18			
		3	Quite a bit	137	43	325	36			
		4	Very much	138	42	374	42			
Total		323	100	893	100					
c. A clearly stated grading policy	EOLgrading	0	Not at all	0	0	6	1	<b>3.3</b>	3.3	.08
		1	Very little	5	2	25	3			
		2	Some	37	11	110	12			
		3	Quite a bit	122	38	314	37			
		4	Very much	158	49	443	48			
Total		322	100	898	100					
d. Course information and activities that are easy to locate	EOLinfo	0	Not at all	0	0	9	1	<b>3.3</b>	3.1 **	.18
		1	Very little	7	2	26	3			
		2	Some	45	14	179	20			
		3	Quite a bit	128	40	314	36			
		4	Very much	143	44	367	40			
Total		323	100	895	100					
e. Sufficient instructions for using course-related technology	EOLtech	0	Not at all	0	0	10	1	<b>3.2</b>	3.1	.13
		1	Very little	6	2	28	3			
		2	Some	53	16	173	19			
		3	Quite a bit	129	40	316	36			
		4	Very much	135	42	367	40			
Total		323	100	894	100					
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOLrespond	0	Not at all	0	0	11	1	<b>3.1</b>	3.0	.09
		1	Very little	10	4	35	4			
		2	Some	60	19	181	20			
		3	Quite a bit	123	38	320	37			
		4	Very much	127	39	347	37			
Total		320	100	894	100					
g. Clear expectations for your interactions with other students	EOLexpect	0	Not at all	2	1	19	2	<b>3.2</b>	3.1	.07
		1	Very little	15	5	34	4			
		2	Some	46	14	155	17			
		3	Quite a bit	121	37	322	36			
		4	Very much	136	43	368	40			
Total		320	100	898	100					
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOLassess	0	Not at all	2	1	11	1	<b>3.3</b>	3.2	.12
		1	Very little	3	1	19	2			
		2	Some	44	13	146	17			
		3	Quite a bit	122	38	314	36			
		4	Very much	148	47	403	44			
Total		319	100	893	100					

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

## Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	
				Count	%	Count	%	Mean	Mean	Effect size <sup>d</sup>
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOLmaterials	0	Not at all	1	0	8	1	<b>3.3</b>	3.2	.11
		1	Very little	6	2	17	2			
		2	Some	38	12	154	17			
		3	Quite a bit	126	39	308	35			
		4	Very much	150	47	410	45			
		Total		321	100	897	100			
<b>2. During the current school year, about how many of your <i>entirely or partly online</i> courses included the following?</b>										
a. Live sessions including the instructor and students	EOLlive	1	None	46	14	266	28	<b>2.5</b>	2.2 ***	.28
		2	Some	121	38	328	36			
		3	Most	104	34	183	22			
		4	All	47	15	117	14			
		Total		318	100	894	100			
b. Pre-recorded presentations by the instructor	EOLrecorded	1	None	26	8	114	12	<b>2.7</b>	2.5 *	.16
		2	Some	123	39	363	41			
		3	Most	103	33	283	31			
		4	All	66	20	137	16			
		Total		318	100	897	100			
c. Presentations or talks by experts in the field (live or recorded)	EOLpresent	1	None	57	18	224	24	<b>2.4</b>	2.2 *	.18
		2	Some	132	42	402	43			
		3	Most	79	24	169	20			
		4	All	51	16	98	13			
		Total		319	100	893	100			
d. Group projects or presentations	EOLgroup	1	None	34	11	226	24	<b>2.6</b>	2.2 ***	.39
		2	Some	123	38	389	42			
		3	Most	102	32	178	21			
		4	All	62	19	104	13			
		Total		321	100	897	100			
e. Interaction among students in small groups or breakout rooms	EOLbreakout	1	None	48	15	250	27	<b>2.5</b>	2.2 ***	.30
		2	Some	116	36	333	37			
		3	Most	100	31	187	23			
		4	All	56	18	120	14			
		Total		320	100	890	100			
f. Frequent quizzes or short assignments to check your understanding	EOLquiz	1	None	8	2	45	5	<b>3.0</b>	3.0	.06
		2	Some	73	23	228	26			
		3	Most	146	45	335	37			
		4	All	93	29	286	32			
		Total		320	100	894	100			
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOLcoursework	1	None	6	2	16	2	<b>3.1</b>	3.1	.03
		2	Some	59	18	183	21			
		3	Most	144	44	373	43			
		4	All	112	35	323	35			
		Total		321	100	895	100			
h. Instructional materials (text, video, images, assignments, etc.) that represent diverse perspectives and people	EOLdiverse	1	None	5	2	44	5	<b>3.1</b>	3.0	.13
		2	Some	68	21	218	24			
		3	Most	141	44	336	39			
		4	All	107	33	294	32			
		Total		321	100	892	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

### Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
i. Opportunities to apply your learning to a real-world problem or issue	EOLfeedback	1	None	8	3	41	5	<b>3.0</b>	2.9 *	.14 △
		2	Some	77	24	260	30			
		3	Most	127	40	308	35			
		4	All	108	33	285	31			
		Total		320	100	894	100			
j. Opportunities for personalized feedback, support, and guidance from the instructor	EOLapply	1	None	16	5	49	6	<b>2.9</b>	2.8	.11
		2	Some	85	27	276	32			
		3	Most	123	38	330	36			
		4	All	95	30	238	26			
		Total		319	100	893	100			
k. Statements related to protection of your privacy and data	EOLprivacy	1	None	38	12	114	13	<b>2.8</b>	2.8	-.01
		2	Some	83	26	235	27			
		3	Most	106	32	250	28			
		4	All	92	29	292	32			
		Total		319	100	891	100			
<b>3. During the current school year, how comfortable have you been doing the following in your <i>entirely or partly online</i> courses?</b>										
a. Participating in online discussion boards, forums, or other discussion tools	EOLboards	1	Not at all comfortable	7	2	19	2	<b>5.2</b>	5.2	.02
		2		2	1	25	3			
		3		20	7	45	5			
		4		40	12	89	11			
		5		65	20	184	20			
		6	Very comfortable	183	57	512	57			
		—	Not applicable	3	1	15	2			
Total		320	100	889	100					
b. Participating in live course discussions	EOLlivedisc	1	Not at all comfortable	5	2	37	4	<b>4.8</b>	4.6	.13
		2		16	5	41	4			
		3		33	11	71	8			
		4		48	15	157	19			
		5		69	21	159	17			
		6	Very comfortable	125	40	271	32			
		—	Not applicable	23	7	153	16			
Total		319	100	889	100					
c. Taking proctored online exams	EOLexams	1	Not at all comfortable	22	7	75	8	<b>4.6</b>	4.4	.11
		2		13	4	41	4			
		3		27	10	64	8			
		4		44	13	124	15			
		5		62	19	151	16			
		6	Very comfortable	120	38	260	30			
		—	Not applicable	31	9	172	18			
Total		319	100	887	100					
d. Interacting with other students in the course	EOLinteract	1	Not at all comfortable	7	2	18	2	<b>4.9</b>	4.8	.06
		2		8	3	42	4			
		3		31	10	78	9			
		4		56	18	163	20			
		5		69	21	189	20			
		6	Very comfortable	147	46	376	43			
		—	Not applicable	3	1	21	2			
Total		321	100	887	100					

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

### Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOLinstructor	1	Not at all comfortable	5	2	17	2	<b>5.0</b>	4.9	.04
		2		11	4	30	3			
		3		26	9	68	8			
		4		52	16	156	18			
		5		68	21	211	23			
		6	Very comfortable	157	49	390	44			
		—	Not applicable	1	0	15	2			
Total		320	100	887	100					
f. Using learning support services (tutoring services, writing center, etc.)	EOLsupport	1	Not at all comfortable	14	4	50	6	<b>4.6</b>	4.3 *	.15
		2		15	5	78	9			
		3		36	12	83	10			
		4		54	16	117	13			
		5		52	16	132	15			
		6	Very comfortable	110	35	248	29			
		—	Not applicable	40	12	177	19			
Total		321	100	885	100					
g. Seeking feedback and guidance from your instructor	EOLseekfdbk	1	Not at all comfortable	6	2	17	2	<b>5.0</b>	4.9	.07
		2		13	4	38	4			
		3		17	6	74	8			
		4		58	18	150	16			
		5		66	20	214	24			
		6	Very comfortable	156	49	373	42			
		—	Not applicable	3	1	21	3			
Total		319	100	887	100					
<b>4. To improve the online course-taking experience, how important is it that your institution do the following?</b>										
a. Increase interactions between students	EOLimpstud	1	Not at all important	30	9	147	16	<b>2.8</b>	2.6 **	.22
		2	Somewhat important	90	29	297	32			
		3	Important	117	36	269	31			
		4	Very important	80	25	171	21			
		Total		317	100	884	100			
b. Increase interactions with instructors	EOLimpinst	1	Not at all important	9	3	27	3	<b>3.2</b>	3.1	.11
		2	Somewhat important	56	18	195	21			
		3	Important	128	41	370	42			
		4	Very important	123	39	294	33			
Total		316	100	886	100					
c. Improve responsiveness of instructors	EOLimpresp	1	Not at all important	6	2	22	2	<b>3.3</b>	3.2	.08
		2	Somewhat important	44	14	134	16			
		3	Important	121	38	349	38			
		4	Very important	148	47	379	44			
Total		319	100	884	100					
d. Improve online tools for student collaboration	EOLimptools	1	Not at all important	4	1	58	6	<b>3.1</b>	3.0 *	.15
		2	Somewhat important	65	20	195	21			
		3	Important	135	43	335	38			
		4	Very important	115	36	296	34			
		Total		319	100	884	100			

\*p<.05, \*\*p<.01, \*\*\*p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

### Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOLimpsupp	1	Not at all important	8	2	62	7	<b>3.1</b>	2.9 **	.21
		2	Somewhat important	71	23	255	27			
		3	Important	123	38	295	33			
		4	Very important	117	36	272	32			
		Total		319	100	884	100			
<b>5. Considering your experience taking <i>entirely or partly online</i> courses during the current school year, to what extent do you agree or disagree with the following statements?</b>										
a. Internet service (availability, speed, reliability, etc.) where you live has been sufficient to participate in the course.	EOLinternet	1	Strongly disagree	3	1	8	1	<b>3.4</b>	3.4	.06
		2	Disagree	12	4	48	6			
		3	Agree	157	48	435	49			
		4	Strongly agree	147	47	392	45			
		Total		319	100	883	100			
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software that you have access to have been sufficient to participate in the course.	EOLhardware	1	Strongly disagree	1	0	3	0	<b>3.5</b>	3.4	.06
		2	Disagree	7	2	45	5			
		3	Agree	159	49	419	47			
		4	Strongly agree	151	48	414	48			
		Total		318	100	881	100			
c. Study spaces that you have access to have been sufficient for your needs.	EOLspace	1	Strongly disagree	2	1	15	2	<b>3.3</b>	3.3	.07
		2	Disagree	22	7	64	7			
		3	Agree	172	53	479	54			
		4	Strongly agree	123	39	320	37			
		Total		319	100	878	100			
d. Technology support has been helpful.	EOLtechsupp	1	Strongly disagree	5	2	11	1	<b>3.3</b>	3.2 ***	.24 △
		2	Disagree	9	3	78	10			
		3	Agree	177	56	529	59			
		4	Strongly agree	124	39	263	30			
		Total		315	100	881	100			
e. The online course platform or learning management system (LMS) has been user-friendly.	EOLplatform	1	Strongly disagree	3	1	13	2	<b>3.3</b>	3.2	.09
		2	Disagree	14	5	60	8			
		3	Agree	186	58	501	56			
		4	Strongly agree	115	36	308	35			
		Total		318	100	882	100			
<b>6. Which of the following best describes how your <i>entirely or partly online</i> courses have typically been scheduled?</b>										
EOLschedule	Synchronous (live class — meetings online at scheduled times)		24	7	59	7				
	Asynchronous (online — participation not at scheduled times)		140	44	431	47				
	A mixture of synchronous and asynchronous		119	37	281	33				
	Hybrid (face-to-face class — meetings at scheduled times and online instruction)		34	11	109	14				
	Total		317	100	880	100				

### Seniors

Item wording or description	Variable name	Values <sup>c</sup>	Response options	Frequency Distributions <sup>a</sup>				Statistical Comparisons <sup>b</sup>		
				CSUDH		Public Compare		CSUDH	Public Compare	Effect size <sup>d</sup>
				Count	%	Count	%	Mean	Mean	
<b>7. Overall, how would you evaluate your online learning experience during the current school year?</b>										
	EOLoverall	1	Poor	5	2	27	3	<b>3.4</b>	3.2 **	.22
		2	Fair	31	10	119	14			
		3	Good	122	39	375	43			
		4	Excellent	158	50	360	40			
			Total	316	100	881	100			

**8. Please describe one thing about *online learning* at your institution that could be improved. (5,000 character limit)**

This question asked students to respond in an open text box. Responses are provided in your "NSSE Student Comments" report and in a separate SPSS data file.

**9. Please describe one thing about *online learning* at your institution that should not be changed. (5,000 character limit)**

This question asked students to respond in an open text box. Responses are provided in your "NSSE Student Comments" report and in a separate SPSS data file.

*These open-ended responses appear exactly as respondents entered them and may not be suitable for distribution without prior review.*

#### First-Year Students

Variable name	N	Mean		Standard error <sup>f</sup>		Standard deviation <sup>g</sup>		DF <sup>h</sup>	Sig. <sup>i</sup>	Effect size <sup>d</sup>
	CSUDH	CSUDH	Public Compare	CSUDH	Public Compare	CSUDH	Public Compare			
EOLgoals	51	2.93	2.94	.155	.082	1.10	.88	163	.980	.00
EOLstart	51	2.97	2.90	.145	.088	1.03	.93	162	.676	.07
EOLgrading	50	3.06	3.05	.159	.086	1.12	.91	79	.932	.02
EOLinfo	51	3.09	2.97	.131	.089	.93	.95	162	.456	.13
EOLtech	50	3.04	2.98	.133	.090	.94	.96	161	.691	.07
EOLrespond	50	3.09	2.96	.128	.090	.91	.96	161	.407	.14
EOLexpect	50	2.96	2.88	.149	.099	1.06	1.06	162	.627	.08
EOLassess	51	3.07	3.06	.141	.081	1.01	.86	161	.980	.00
EOLmaterials	51	3.11	3.09	.137	.084	.98	.89	162	.929	.02
EOLlive	50	2.23	2.03	.143	.091	1.01	.97	162	.218	.21
EOLrecorded	51	2.66	2.31	.129	.086	.92	.91	162	.023	.39
EOLpresent	51	2.21	2.16	.129	.083	.91	.88	162	.714	.06
EOLgroup	51	1.90	1.88	.135	.088	.96	.94	162	.916	.02
EOLbreakout	51	1.83	1.91	.136	.092	.97	.98	162	.627	-.08
EOLquiz	51	2.87	2.97	.131	.085	.93	.90	161	.499	-.11
EOLcoursework	50	2.84	3.04	.120	.079	.85	.84	162	.159	-.24
EOLdiverse	51	2.79	2.92	.137	.087	.98	.92	160	.387	-.15
EOLfeedback	49	2.72	2.89	.143	.085	1.00	.91	160	.282	-.19
EOLapply	51	2.55	2.71	.142	.086	1.01	.91	162	.329	-.17
EOLprivacy	51	2.69	2.62	.151	.097	1.08	1.02	159	.678	.07
EOLboards	49	4.81	4.79	.186	.128	1.30	1.34	156	.928	.02
EOLlivedisc	43	4.06	3.87	.216	.164	1.41	1.59	136	.521	.12
EOLexams	43	4.63	4.37	.210	.160	1.38	1.60	140	.352	.17
EOLinteract	49	4.61	4.30	.182	.138	1.28	1.43	155	.190	.23
EOLinstructor	47	4.71	4.44	.174	.136	1.20	1.43	155	.268	.19
EOLsupport	43	4.05	4.22	.249	.151	1.63	1.51	141	.563	-.11
EOLseekfdbk	48	4.58	4.53	.196	.136	1.36	1.44	158	.855	.03
EOLimpstud	51	2.56	2.50	.108	.095	.77	1.01	124	.674	.06
EOLimpinst	50	2.95	2.89	.110	.077	.78	.82	161	.644	.08
EOLimpresp	51	3.04	3.08	.114	.079	.81	.84	162	.814	-.04
EOLimptools	51	2.99	2.82	.105	.086	.75	.91	115	.193	.20
EOLimpsupp	50	3.09	2.79	.097	.088	.68	.94	127	.027	.34
EOLinternet	50	3.24	3.27	.081	.064	.57	.68	162	.775	-.05
EOLhardware	51	3.30	3.36	.083	.058	.59	.61	162	.556	-.10
EOLspace	50	3.08	3.33	.106	.057	.75	.61	162	.025	-.39
EOLtechsupp	51	3.13	3.18	.105	.059	.75	.63	161	.650	-.08
EOLplatform	51	3.07	3.12	.103	.061	.74	.65	162	.643	-.08
EOLoverall	51	3.15	3.13	.121	.078	.86	.83	162	.894	.02

## Seniors





Variable name	N	Mean		Standard error <sup>f</sup>		Standard deviation <sup>g</sup>		DF <sup>h</sup>	Sig. <sup>i</sup>	Effect size <sup>d</sup>
		CSUDH	Public Compare	CSUDH	Public Compare	CSUDH	Public Compare			
EOLgoals	315	3.27	3.17	.041	.034	.73	.87	729	.066	.12
EOLstart	315	3.26	3.15	.042	.034	.75	.87	716	.050	.13
EOLgrading	314	3.34	3.28	.042	.033	.74	.83	957	.268	.08
EOLinfo	315	3.26	3.11	.044	.035	.77	.89	954	.009	.18
EOLtech	315	3.22	3.11	.044	.036	.78	.91	954	.069	.13
EOLrespond	312	3.13	3.05	.048	.037	.85	.93	952	.179	.09
EOLexpect	312	3.16	3.09	.052	.038	.91	.96	954	.314	.07
EOLassess	311	3.29	3.19	.045	.035	.79	.88	948	.074	.12
EOLmaterials	314	3.30	3.21	.044	.034	.78	.86	955	.124	.11
EOLlive	310	2.49	2.22	.051	.040	.91	1.01	951	.000	.28
EOLrecorded	310	2.65	2.51	.051	.035	.89	.90	952	.018	.16
EOLpresent	311	2.39	2.22	.054	.038	.96	.95	951	.011	.18
EOLgroup	314	2.60	2.23	.052	.038	.92	.96	955	.000	.39
EOLbreakout	313	2.52	2.24	.054	.039	.95	.99	949	.000	.30
EOLquiz	313	3.01	2.96	.045	.035	.79	.88	676	.404	.06
EOLcoursework	314	3.12	3.10	.044	.031	.78	.78	954	.707	.03
EOLdiverse	314	3.09	2.98	.044	.035	.78	.87	949	.062	.13
EOLfeedback	313	3.04	2.92	.047	.035	.83	.88	655	.042	.14
EOLapply	312	2.92	2.82	.050	.035	.88	.89	948	.101	.11
EOLprivacy	312	2.79	2.80	.057	.041	1.00	1.03	947	.881	-.01
EOLboards	310	5.21	5.18	.066	.049	1.16	1.22	931	.747	.02
EOLlivedisc	290	4.80	4.62	.079	.062	1.34	1.45	823	.079	.13
EOLexams	284	4.60	4.43	.094	.072	1.58	1.65	800	.141	.11
EOLinteract	311	4.91	4.84	.072	.052	1.28	1.31	928	.390	.06
EOLinstructor	312	4.98	4.93	.071	.050	1.26	1.25	931	.518	.04
EOLsupport	275	4.57	4.34	.090	.073	1.50	1.65	609	.040	.15
EOLseekfdbk	309	4.98	4.89	.073	.051	1.28	1.27	925	.304	.07
EOLimpstud	310	2.78	2.56	.053	.040	.93	1.00	649	.001	.22
EOLimpinst	309	3.15	3.06	.046	.032	.81	.82	940	.112	.11
EOLimpresp	312	3.30	3.23	.044	.032	.77	.80	942	.246	.08
EOLimptools	312	3.13	3.00	.044	.036	.77	.90	942	.026	.15
EOLimpsupp	311	3.08	2.90	.047	.037	.83	.94	689	.002	.21
EOLinternet	312	3.41	3.38	.035	.025	.62	.63	940	.406	.06
EOLhardware	311	3.45	3.42	.032	.024	.56	.61	936	.371	.06
EOLspace	312	3.30	3.26	.035	.027	.63	.66	937	.298	.07
EOLtechsupp	308	3.33	3.17	.036	.026	.63	.65	934	.001	.24
EOLplatform	311	3.29	3.24	.034	.026	.61	.66	939	.218	.09
EOLoverall	309	3.37	3.20	.041	.031	.73	.79	937	.002	.22



## Endnotes

- a. Column percentages are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Percentages may not sum to 100 due to rounding. Counts are unweighted; column percentages cannot be replicated from counts. Comparison group details are in the Selected Comparison Groups report, linked in the Data & Reports table on the Institution Interface.
- b. All statistics are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Unless otherwise noted, statistical comparisons are two-tailed independent t-tests. Items with categorical response sets are left blank.
- c. These are the values used to calculate means. For the majority of items, these values match the codes in the data file and codebook.
- d. Effect size for independent t-tests uses Cohen's d; z-tests use Cohen's h.
- e. Statistics are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Categorical items are not listed.
- f. The 95% confidence interval for the population mean is equal to the sample mean plus or minus 1.96 times the standard error of the mean.
- g. A measure of the amount individual scores deviate from the mean of all the scores in the distribution.
- h. Degrees of freedom used to compute the t-tests. Values differ from Ns due to weighting and whether equal variances were assumed.
- i. Statistical comparisons are two-tailed independent t-tests or z-tests. Statistical significance represents the probability that the difference between your students' mean and that of the students in the comparison group is due to chance.
- j. Statistical comparison uses z-test to compare the proportion who responded (depending on the item) "Done or in progress" or "Yes" with all who responded otherwise.
- k. Mean represents the proportion who responded (depending on the item) "Done or in progress" or "Yes."

### **Key to symbols:**

-  **Your students' average** was significantly higher ( $p < .05$ ) with an effect size at least .3 in magnitude.
-  **Your students' average** was significantly higher ( $p < .05$ ) with an effect size less than .3 in magnitude.
-  **Your students' average** was significantly lower ( $p < .05$ ) with an effect size less than .3 in magnitude.
-  **Your students' average** was significantly lower ( $p < .05$ ) with an effect size at least .3 in magnitude.

Note: It is important to interpret the direction of differences relative to item wording and your institutional context. You may not see all of these symbols in your report.