

Survey Results



A Virtual Campus of The Community & Technical Colleges

Raw Data from the Surveys

Collegis

Fall, 2003

Appendix A: 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 improve 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.
WHY NOT MAKE STUDENT ROSTER REQUIRE EVEN MORE CLICKS TO NAVIGATE
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 myself 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 than 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's 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 sociologist would, that it would be evident to you as well." I found this insulting and lazy on the instructors behalf. It made me feel as if my understanding the material wasn't important to her. It was a lot less impersonal than a traditional class room 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.
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 oppportunity 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 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
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 services
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 instructor 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 instructor 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 convient avenue of learning when you have an already busy schedule and the class requires so much 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 confussing getting started on the WAOL but I think that was due to confussing 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 take 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 dont 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 dissapointed with my last few instructors. They post the info for the week then dissapear till the next week. We seem to be self taught with minimal interation 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 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 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 expect. 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 course.

I found it a very convenient and interesting way to attend a class. I enjoy taking the class as it works into my schedule. I am also taking a hybrid class that requires us to take our quizzes online, it is so beneficial to know the test results immediately. I think the discussion board allows students to think through their responses, and it takes away the ability to have confrontational discussions, 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.
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. 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, somthing 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).

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 it 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 on line. 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 hour free 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 on line 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.

Appendix B: Instructor Survey Responses

What have you found is the best way to get information on WAOL processes? (Check all that apply)

Response	Response Count	Percentage
My personal "MyWAOL" account portal	50	50.51 %
WAOL Web Site	42	42.42 %
Campus distance learning coordinator	36	36.36 %
Call the WAOL instruction office	32	32.32 %
Other instructors	9	9.09 %
email WAOL	2	2.02 %
email WAOL staff	1	1.01 %
Jane McCarville is AWESOME!	1	1.01 %
Mark Carbon and SCC DL Office	1	1.01 %
Seattle Central Distance Learning	1	1.01 %
Emails, Carbon/Others	1	1.01 %
emails from WAOL	1	1.01 %
The emails from Mark	1	1.01 %
e-mail the WAOL office	1	1.01 %
e-mail	1	1.01 %
Totals	99	

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

Response	Response Count	Percentage
Yes	94	95.92 %
No	2	2.04 %
Totals	98	

If not, what information do you still need?

Response	Response Count	Percentage
text book changes	1	1.02 %
I have consistently run statistics on my course to tally the hits I have as an instructor. Each time I submit statistics I ask for the entire course time to be tallied. Each time I receive different numbers that are low, sometimes lower than the times before. This is very confusing. I do not understand why the number of hits would go down over a weeks period of time when I am asking for the entire course number of hits. This has happened frequently and is very confusing. I would like an explanation and understanding of this process.	1	1.02 %

N/A	1	1.02 %
I'd like to know how to duplicate material for multiple sections of the same course. Specifically, how I can post a quiz (VERY time consuming to create) to multiple classroom sections without recreating them.	1	1.02 %
Some community-building efforts would be wonderful. Sometimes, one feels a little lonely and unconnected from other online instructors off campus.	1	1.02 %
How to allow students to see suggested answers for essay questions once an exam is completed AND see the correct answers for multiple choice answers?	1	1.02 %
I haven't been successful updating my credentials and phone number, as requested in my account. Mark will get back to me.	1	1.02 %
The office always returns my call in a timely manner.	1	1.02 %
How can I 'folderize' items in the dropbox or otherwise save them with the submission time information without just having 6 hundred items in the dropbox?	1	1.02 %
Totals	98	

What information is still missing from the WAOL web site?

Response
I would like to be able to access updated lecture materials when the book edition is updated.
Clear information regarding adding and dropping classes that instructors can get to students since we do not have any way to do this it would be great to have a link that we could give to people on the phone or in emails that we receive.
Seldom ever use it
I have had very few questions or problems, so I am not aware of anything missing. The only class I teach consistently is a hybrid, so I do not use the full capacity of WAOL.
Instructions telling students after they log on to their classes, they should input their correct email addresses in Personal Information. Some students mistakenly believe that WAOL does that for them automatically, despite instructor's request that they do that themselves.
The only thing I really feel like I'm missing is a link to mywaol from the home page!
Don't know
I don't know if this is missing, but if there were a way to make a hyperlink to the institution sponsoring the course for ease of contact, that would be nice.
None that I can think of.
It's wonderful to see how the site has been improving. I haven't noticed "missing" information--except maybe more of a sense of the personalities behind the names. :)
Link to MyWAOL or page where it can be accessed.
Students need easy access to Proquest. We need our own WAOL virtual library that they can connect with their colleges...at least an announcement that using their own libraries online is also possible.
Students still have trouble with their week beginning on Thursday. Both instructors and WAOL needs to make that clear.
More flexibility on what the left-hand side buttons are named. I need one that is titled: "Lessons"

Emails for students during beginning week. Please do not use none@none.com.
How can a student get a four year degree online and stay within the public sector, i.e., cheaper tuition? What programs are out there. Just provide the link and the student can follow up on it. WAOL needn't give lots of detail.
None that I have noticed.
A direct link to MyWAOL account.

How helpful is the WAOL instruction office?

Response	Response Count	Percentage
Very helpful	74	75.51 %
No Opinion	13	13.27 %
Somewhat helpful	10	10.20 %
Totals	98	

Suggestions for improvement

Response
24-7 assistance - NO I AM Kidding. Everyone at WAOL are fantastic and extremely responsive/helpful all the time. I continue to have a wonderful time teaching and I know it is because of the crew that I get assistance from at my campus and WAOL.
Mark Carbon is especially great at helping instructors.
I especially appreciate being able to connect to a "live" human on the other end. THNAK YOU
Most information came from Mark Carbon, or helpdesk
Response time could be a bit faster. Sometimes it is hard to get any information/assistance on weekends.
The staff there are fantastic. :)
Perhaps more flexibility in the timing of copying courses from one quarter to the next.
I have none.
More time to familiarize ourselves with the updated software when we change software. We change software and the quarter begins there is no familiarity time.
My campus "expert" is not an instructor and there are many gaps in his knowledge. Every time I ask him a question he says, "That's a good question for Mark". Then I have to wait for the middle man action. When I contacted Mark and asked if I could talk to him directly he said "No, ask your campus rep." This slows down the information process for me. However, if I call and talk to someone in the office like Barbara, she is super helpful and willing to spend time answering all of my questions.
Need to be more proactive, not just respond to questions.
The my WAOL site could have better links to the quarterly process for application.
I don't know if this is possible, but I would love to take a WAOL instructor's course devoted entirely to the needs of English instructors. I was part of a panel of online instructors at a retreat for English faculty of OC last weekend, and we all felt that online teaching of writing courses was unexpectedly time-consuming. Maybe there are smarter ways of doing things. Perhaps other disciplines feel the same--I mean about wanting a course, maybe after the very good original introductory course that addressed their specific problems.

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

Category	Response	Response Count	Percentage
Email	1	88	89.80 %
	2	5	5.10 %
	3	1	1.02 %
	4	1	1.02 %
	5	2	2.04 %
Listserv	1	1	1.02 %
	2	8	8.16 %
	3	13	13.27 %
	4	13	13.27 %
	5	43	43.87 %
Telephone	1	3	3.06 %
	2	46	46.94 %
	3	17	17.35 %
	4	13	13.27 %
	5	10	10.20 %
Threaded Discussion	1	3	3.06 %
	2	1	1.02 %
	3	6	6.12 %
	4	14	14.29 %
	5	48	48.91 %
Through the Distance Learning Coordinators	1	2	2.04 %
	2	22	22.45 %
	3	35	35.71 %
	4	15	15.31 %
	5	18	18.37 %
Web Site	1	2	2.04 %
	2	14	14.29 %
	3	24	24.49 %
	4	38	38.78 %
	5	12	12.24 %

Please rate the quality of your communication with the WAOL instruction office in Spokane:

Category	Response	Response Count	Percentage
accurate	always high quality	60	61.22 %
	frequently high quality	32	32.65 %
	no opinion	3	3.06 %

helpful	always high quality	56	57.14 %
	frequently high quality	32	32.65 %
	no opinion	4	4.08 %
	seldom high quality	1	1.02 %
timely response	always high quality	55	56.12 %
	frequently high quality	33	33.67 %
	no opinion	5	5.10 %
Totals		98	

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

Response	Response Count	Percentage
None of the above	39	39.80 %
Longer quarters on either end	26	26.53 %
Short courses	20	20.41 %
Continuous enrollment	15	15.31 %
Open entry, open exit	15	15.31 %
Totals		98

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

Response	Response Count	Percentage
More technology training for students	57	58.16 %
Online tutoring	47	47.96 %
Online orientation	47	47.96 %
Library services	27	27.55 %
Academic advising	22	22.45 %
More instructor training	22	22.45 %
Financial aid	11	11.22 %
Career counseling	9	9.18 %
More obvious Tech Support Phone # Placement	1	1.02 %
mentor like person to help them adjust to online	1	1.02 %
advice about suitability of online learning	1	1.02 %
Help desk for students	1	1.02 %
unsure as a first time instructor that is awaiting the start of Winter 2004.	1	1.02 %
e-mentoring	1	1.02 %
Totals		98

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

Category	Response	Response Count	Percentage
Improves the student experience	Strongly agree	26	26.53 %
	Agree	50	51.02 %
	No opinion	14	14.29 %
	Disagree	5	5.10 %
Provides quality support	Strongly agree	34	34.69 %
	Agree	50	51.02 %
	No opinion	9	9.18 %
	Disagree	2	2.04 %
Raises the institution's image with the community	Strongly agree	23	23.47 %
	Agree	43	43.88 %
	No opinion	26	26.53 %
	Disagree	2	2.04 %
Saves the institution money	Strongly agree	21	21.43 %
	Agree	21	21.43 %
	No opinion	47	47.96 %
	Disagree	7	7.14 %

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

Response
Precise information through all delivery vehicles, not just one
I am not sure what information students receive when they register. If they get a letter, is it the same letter from every school? I would like to know what students are told when they register.
1. statistics information - how to use accurately 2. updated lectures - to be able to access
Somehow provide a way to update classes with payment attached. The colleges do not provide any further financial incentive to teach the courses and the amount of time spent teaching these classes is a great deal more than the f2f classes. I know that this is one of the reasons we are unable to recruit more people to teach these classes.
I am currently satisfied.
I think you do a great job.
offer more online training for new concepts
Emphasize, to the students, that they should take the online tutorial.
Better explain the layout of the website. I have spent frustrating periods trying to locate different forms and information, and still don't have a good "feel" for the lay of the land, so don't utilize the website as much as I would like to.
Have a blackboard tech support number listed on the instructor's home page AND/OR a menu bar included with the classroom that links to Tech support e-mail and phone.
I've had a few needs this term and Mark has been very responsive. THANKS!

A placement service for potential instructors so they could be matched to hiring institutions who are interested in finding instructors for WAOL courses that they choose to offer.
You are currently doing very good work for me. Thank you.
allow instructor a student account in each section, so the instructor can check for what students would see. It's helpful in diagnosing "strange" problems that some students claim to be having.
I think that WAOL is fine. I would like to see improvements to the platform; Blackboard. It would be nice if we could suggest improvements that could be forwarded to Blackboard development.
I love the idea of library instruction! I also think online tutoring is a wonderful idea. These are services I offer as optional to my students currently, because some of my students don't attend the institution I teach from. While this may be a service for the students-- it also benefits ME!
I had some fellow instructors take the waol training course this fall and one thing that came up was the fact that this course is completely geared toward writing disciplines. The instructor wasn't knowledgeable about the equation editor and other functions that would be useful to a math/science instructor. Maybe offering two different tracks would be helpful?
Student Web server account will be very helpful. Unless student take a computer course on campus, they don't have access to student Web account provided by my college. If WAOL can create Web accounts for students, that will help the course a lot.
Share with instructors the base curriculum and have them assist with design. Instructors prepare for WAOL and most do not teach. There are not enough students to go around. WAOL needs to help market courses and share with faculty to diversify its' curriculum and allow instructors to teach; or act in another capacity.
Blackboard training: I'm sure that I don't get everything out of the classroom that I could use. It is faster if someone shows me the features or maybe if there were a 'tip of the week'?
This quarter I posted information on the announcement board, and it was deleted in one class. Please delete previous quarters so there is only the current quarter's classes posted. When quizzes are posted that do not require a start/stop date, load them and make them active. The location of the course information is not "intuitive" for the students. And I design websites, and I agree with the students. Allow us to reorder the lessons by "drop and drag". The digital drop boxes are not effective, in my opinion. Having students get their lesson results via email provides immediate feedback. Feel free to call me for more information.
I have always had excellent support from WAOL, especially since I teach a class that students frequently complain about. I don't know that there is anything to improve at the moment. Perhaps earlier notice about whether the class will go or not might help, but this has to do with enrollment, not with WAOL itself.
Have a consistent policy at all schools regarding when courses are cancelled. Some schools cancel a course by a certain date because of low enrollment and the course eventually gets filled going to the next instructor on the list.
I'd like to see some training sessions for instructors who did not start out with Blackboard, There are some classroom areas I have not used and I would like to find out more about how they work and how they appear to students. Also, since we will be switching shortly to a new version of Blackboard, I'd like to see a workshop (or online document) that thoroughly covers all of the changes.
I am new to WAOL this fall. I still am shaky on when I need to fill out the intent to teach form each quarter, and I do not keep the URLs for everything in my life. So, I would like a quarterly e-mail telling me to fill out the form with the link provided. (Perhaps you already do that....)
It would help to have some regular refreshers on the latest in DL. Help us feel like a part of something larger. :)
Create a much better HELP system. Collegis is terrible. If you do not have various codes and knowledge of terminology there is no point in even trying to ask a question.

Drawing upon the expertise of instructors who have taught a long time online could be useful for new instructors. Perhaps Jane and some of these instructors could work together to incorporate ideas from the "old-timers" into the training.

offer advanced training. The initial training was sufficient, but after teaching online for a year, I'd like to know more and improve both the content and resources in my courses.

I would like a way to chat with other instructors - especially those in our field or who are teaching the same class. Also - we had one online conference meeting in Seattle a few years ago. I would like another one.

What happened to those tips that Mark was sending out? They were good.

I'm hoping the Blackboard upgrade will make access to the instructor Control Panel faster, because it is currently sooooo sloooow!

I am one of those instructors who loves to teach but am a "not-so-computer-literate" person. So much of what I needed to know was not in any manual. I asked questions from Ed at Pierce and Jane in Spokane in order to learn how to do so many things in BB. I am keeping my own "How to" manual that I can refer to now. Not sure if you can address every single need of every beginning Instructor like myself (not-so-computer-literate) in one manual. I really appreciate having Jane and Ed available to answer my questions and walk me through the steps (like the 14 steps it takes to get a test from the "Pool" to the "Assessment" area). There are still things I do not understand and am afraid that one wrong click can erase my work. But I'm getting there, thanks to Jane especially.

I have been very pleased with WAOL's service to distance learning instructors. Their responses to issues has always been prompt and courteous! I feel that WAOL is always trying to improve on its system, both for the instructor and student.

Would like to see additional training, either face-to-face or online.

Lead instructors need to revise the course after five or six years. It would be great for leads to meet and discuss revisions with the others and that should be planned for in the budget.

When a format changes get the updated software to us sooner.

Be willing to talk to instructors directly if necessary. Please realize that each institution is developing their on-line classes at a different rate. Some colleges have a full-time support person while others, like mine, has almost no support what-so-ever.

Make sure the book store has the accurate books. American Literature has been dicey because there are two books that are called AMERICAN VISIONS, and sometimes they send the wrong book.

Increase wages for teaching WAOL classes because they require 2-3x the hours per day/week that a face-2-face class requires. Make the pay proportionate to the actual work involved.

When classes are full, new students should not be added to sections within 5 business days of the start date. Students whose names appear on the roster after that time have extreme difficulty preparing themselves and ordering/receiving textbooks in a timely manner. This practice sets students up for failure, not success. WAOL staff should closely monitor information posted by the online bookstore. Over the past year, the information has been incorrect or the bookstore hasn't ordered/shipped the book request listed by the instructor. Students are then frustrated with the instructor, WAOL and the bookstore. After book orders are posted by instructors, someone at WAOL should cross-check everything listed by the bookstore in order to eliminate these types of errors. Communication from WAOL involving procedures that instructors need to follow should be easy to follow and the procedures should actually work. I've encountered situations over the past year and a half where a new procedure has been implemented and have wasted time attempting to follow the instructions posted only to find that the procedure doesn't work. Test things thoroughly before posting the steps, and make sure that the message sent to instructors is worded clearly. In specific situations, staff at WAOL have not been supportive in assisting me with requests that I've felt were reasonable, doable and in the best interest of students. In such situations, it seems that the attitude conveyed has not been one of "I'm here to assist and support," but rather "I'm too busy and overworked to accommodate your request." On my local campus, such

requests seem to be treated as a high priority for the staff, and the attitude conveyed seems to be more appropriate.
Notification of textbook changes.
This is asking a lot, but I would love it if someone there could change my word/excel/math documents into web documents. It would save me tons of time and hassle.
I am generally pleased with the way things work now.
Problems that occur (misunderstandings about textbooks, how and when the class starts...) are typically the fault of the individual campus. Does WAOL have any "pat phrases" or instructions that the colleges could/should post in their own web sites to ease some of these problems?
I don't know if WAOL can help, but one of my biggest problems is still students' lack of computer skills. I wonder if the student orientation could be sold harder by the WAOL website. I know this is really our counselors' job, but they are overworked and also trying to help desperate students who can't get the courses they want any other way. The student tells them their computer skills are great, even though they've never done anything but play computer games and surf, and they really aren't in a position to judge whether or not a student is up to speed for an online course.
If other on-line instructor ed opportunities available--would like to know about them.
Assistance in developing new courses.
Totals 93 responses

Appendix C: Distance Learning Coordinator Survey Responses

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

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

Other communications issues

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

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

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

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

Response	Response Count	Percentage
Yes	22	88.00 %
Totals	25	

If not, what information do you still need?

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

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

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

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

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

Suggestions for improvement

Response
Call me back sooner
Sometimes it can be heard when WAOL staff are out, and it is not noted in an e-mail auto-responder or voice-mail so it seems like I am left hanging (understand this is a rarity!!). But it would be helpful to keep us up-to-date on those things.
I LOVE the WAOL instruction office!
We should have some type of information in each of the information in each WAOL instructor's syllabus letting students know the process for resolving grade concerns and who to contact if they have concerns about their instructor.

I know the staff is extremely busy. They are doing an excellent job!!

We have repeated need to clarify information, rectify processing glitches and support student progress monitoring. The staff is always helpful in getting the information we need. Keep up the great effort!

Because I am new in the distance education office, it would be helpful to have some sort of training manual available that would detail the procedures, and indicate which particular procedures we are responsible for here in the distance education office.

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

Category	Response	Response Count	Percentage
DLC list serves	1	6	24.00 %
	2	5	20.00 %
	3	6	24.00 %
	4	2	8.00 %
	5	3	12.00 %
Email	1	14	56.00 %
	2	5	20.00 %
	3	1	4.00 %
	4	1	4.00 %
	5	1	4.00 %
In person (such as at council meetings or on-campus workshops)	1	2	8.00 %
	2	2	8.00 %
	3	5	20.00 %
	4	4	16.00 %
	5	9	36.00 %
Other	3	1	4.00 %
Telephone	2	6	24.00 %
	3	5	20.00 %
	4	7	28.00 %
	5	4	16.00 %
	WAOL web site	2	4
3		6	24.00 %
4		6	24.00 %
5		6	24.00 %
	Totals	25	

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

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

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

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

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

Category	Response	Response Count	Percentage
Improves the student experience	Strongly agree	8	32.00 %
	Agree	11	44.00 %
	No opinion	1	4.00 %
	Disagree	1	4.00 %
	Strongly Disagree	1	4.00 %
Provides quality support	Strongly agree	9	36.00 %
	Agree	11	44.00 %
	No opinion	1	4.00 %
	Strongly Disagree	1	4.00 %
Raises my institution's image with the community	Strongly agree	2	8.00 %
	Agree	8	32.00 %

	No opinion	9	36.00 %
	Disagree	3	12.00 %
Saves my institution money	Strongly agree	5	20.00 %
	Agree	7	28.00 %
	No opinion	5	20.00 %
	Disagree	5	20.00 %
Saves my office staff time	Strongly agree	3	12.00 %
	Agree	9	36.00 %
	No opinion	2	8.00 %
	Disagree	4	16.00 %
	Strongly Disagree	3	12.00 %
	Totals	25	

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

Response
open entry dates, more self paced classes
Our students currently do not pay any additional tuition costs for their academic courses. The time (clock hours) for the academic courses is simply subtracted from the total program hours. It would be nice to develop a way where the student did not have to "pay" for their WAOL course themselves but it could be pulled from their tuition payment. Not even sure if that makes sense, but bottom-line it would be nice for the student not to have to pay additional costs. Plus it would be nice to have colleges talk about how they manage WAOL courses at their individual institutions - course development, their rational on when to make it a shared course or a private course, compensation for their instructors, teaching load issues, etc.
Make class start and stop dates the same as our other classes. Then grades could be submitted through Instructor Briefcase and students wouldn't get caught in gradeless limbo.
You are doing a great job.
I would like to have WAOL e-mail all students in the system information about logging into the WAOL system and when and how to verify their financial aid forms.
Continue to offer opportunities for students. The training for faculty is very helpful.
Negotiate a statewide license for Blackboard (or other management systems).
Ask for the course item number on instructor intent to teach forms (local and hybrid courses only).
I think taking the consortium to the next level by really advertising...we should have full page ads in all the major newspapers, we should have radio spots playing in advance of registration, we should have a TV campaign that speaks to how the CTC's are combating transportation and rural commute issues via WAOL. Also, as a consortium, it seems that WAOL out to be able to be able to garner great pricing breaks and broker deals with technology vendors....maybe even getting some development partnerships and revenue from the deal! There is the realm of course development/multimedia production support that has largely been on the backs of those who train faculty and administer Blackboard. Regional centers with the latest technology and more instructional design and production staff could change the face of the courses we offer.

Appendix D: Registration Staff Survey Responses

What have you found is the best way to get information on WAOL processes? (check all that apply)

Response	Response Count	Percentage
WAOL Web Site	17	60.71 %
Campus distance learning coordinators	13	46.43 %
Call the WAOL instruction office	12	42.86 %
Totals	28	

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

Response	Response Count	Percentage
Yes	24	88.89 %
Totals	27	

What information is still missing from the WAOL web site?

Response	Response Count	Percentage
Not sure at this time.	1	3.70 %
Totals	27	

How helpful is the WAOL instruction office?

Response	Response Count	Percentage
Very helpful	18	66.67 %
Somewhat helpful	4	14.81 %
No Opinion	2	7.41 %
Totals	27	

Suggestions for improvement

Response
If a process could be developed to cross reference item numbers between WAOL and the College item number to give an indicator on the SMS IS1002 screen as to whether the class is closed or open.
I am always amazed at how quickly we get assistance from the office. Connie, Brooke and Barbara are wonderful. Thank you.

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

Category	Response	Response Count	Percentage
Email	1	16	59.26 %
	2	6	22.22 %
	3	1	3.70 %
In person (such as at council meetings or on-campus workshops)	2	2	7.41 %
	3	1	3.70 %
	4	2	7.41 %
	5	18	66.67 %
Listserv	1	5	18.52 %
	2	11	40.74 %
	3	3	11.11 %
	4	4	14.81 %
	5	1	3.70 %
Telephone	1	4	14.81 %
	2	4	14.81 %
	3	9	33.33 %
	4	6	22.22 %
	5	1	3.70 %
Web Site	1	2	7.41 %
	2	2	7.41 %
	3	8	29.63 %
	4	10	37.04 %
	5	2	7.41 %
	Totals	27	

Please rate the quality of your communication with the WAOL instruction office in Spokane

Category	Response	Response Count	Percentage
accurate	always high quality	16	59.26 %
	frequently high quality	6	22.22 %
	no opinion	1	3.70 %
helpful	always high quality	20	74.07 %
	frequently high quality	3	11.11 %
timely response	always high quality	16	59.26 %
	frequently high quality	7	25.93 %
Totals		27	

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

Response	Response Count	Percentage
None of the above	11	40.74 %
Continuous enrollment	8	29.63 %
Open entry, open exit	6	22.22 %
Longer quarters on either end	5	18.52 %
Short courses	1	3.70 %
Totals	27	

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

Response	Response Count	Percentage
Online orientation	19	70.37 %
Online tutoring	17	62.96 %
Academic advising	13	48.15 %
Library services	8	29.63 %
Career counseling	7	25.93 %
Financial aid	6	22.22 %
Transfer Degrees	1	3.70 %
Admissions and Registration	1	3.70 %
Totals	27	

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

Category	Response	Response Count	Percentage
Improves the student experience	Strongly agree	3	11.11 %
	Agree	15	55.56 %
	No opinion	5	18.52 %
	Disagree	1	3.70 %
Provides quality support	Strongly agree	5	18.52 %
	Agree	13	48.15 %
	No opinion	5	18.52 %
	Disagree	1	3.70 %
Raises the institution's image with the community	Strongly agree	3	11.11 %
	Agree	15	55.56 %
	No opinion	6	22.22 %
	Disagree	3	11.11 %
Saves my office staff time	Strongly agree	2	7.41 %
	No opinion	3	11.11 %
	Disagree	17	62.96 %
	Strongly Disagree	2	7.41 %
Saves the institution money	Strongly agree	1	3.70 %
	Agree	4	14.81 %
	No opinion	12	44.44 %
	Disagree	6	22.22 %
	Totals	27	

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

Response
Having the capability for advisers to know whether classes are filled or not.
Give the staff orientations regarding processes and being able to tell students what to expect.
I still feel there is something missing in the upload process. We need to be able to make corrections in the course listings but sometimes it doesn't happen as quickly as it should. I am not a tech person so I'm sure exactly what needs to happens.
Send out quarterly dates as soon as they have been established, which hopefully would be 2-3 quarters in advance, or on a yearly basis: i.e., Registration begins, classrooms open, quarter ends, etc. We have had to call & request these dates each quarter.
Continue to improve the grading system for faculty. We have problems with late grade posting.
We need to be able to drop a student out of a waol class during the quarter and put the student back in without having to call Spokane. There are various reasons why we must do this but the most common reason is to reimburse the student for tuition that he has paid.

Let know the main contact person(s) when there might be a problem to solve or to ask questions about a certain situation that might come up that only that person can resolve.

Give us a log-on to play with so we can understand exactly what the student is talking about. There are a couple of us that help students but more could if they could go in and play a bit.

Let us know when a class is going to be canceled as soon as possible so we don't have students registering for classes that won't be offered. It also makes it hard for our bookstore to know whether to order books for a class or not.

Better links to support for students - most of "complaints" I hear from students has to do with they don't know how to get a hold of someone or where to go.

Distance learning is wonderful, but it's important to have local employee support at each of the colleges or perhaps create satellite offices...

Things are working fine at this time on my end of the registration.