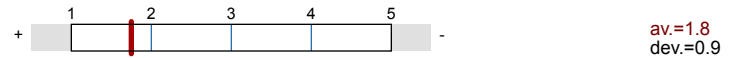


Diane Ruscito
 2022 Spring - 212S PERSONAL COMPUTER HELP DESK (ITSC2339 40212S)
 PERSONAL COMPUTER HELP DESK (ITSC2339 40212S)
 No. of responses = 3



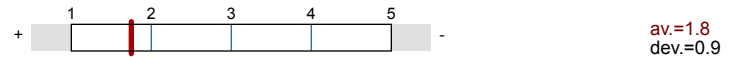
Overall indicators

Global Index



5. Course Design

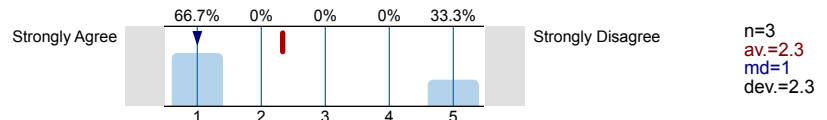
Course activities (assignments, discussions, quizzes)....



Survey Results

1. Student Information

1.1) I have either viewed the video or attended the "live" session of the **Online Course Tools Tour**.



1.2) The main reason I am taking an online course is

I work full time and scheduling all the classes I need is difficult.



I have transportation issues which makes it difficult to get to campus.



I have difficulty getting away from the house (must care for children/parent, disability/mobility issues, etc.).



To avoid the extra cost and time of travel.



It is the only way the course was offered.



Online courses just suit my preferred learning style.



As a result of COVID-19.



1.4) I am taking _____ this semester. Check all that apply.

5 or more courses 0% n=3

3-4 courses 33.3%

1-2 courses 66.7%

This is my first online course. 0%

1.5) How many hours per week do you spend online for this course?

Less than 3 hours 0% n=3

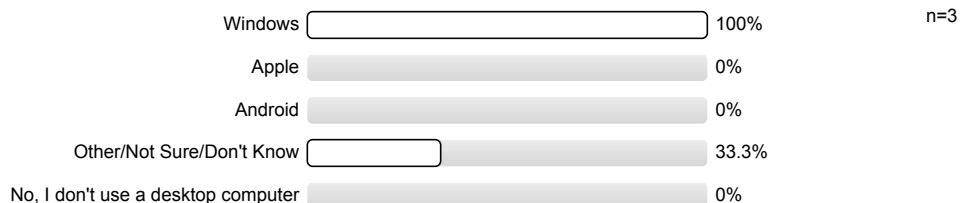
3-5 hours 66.7%

6-10 hours 33.3%

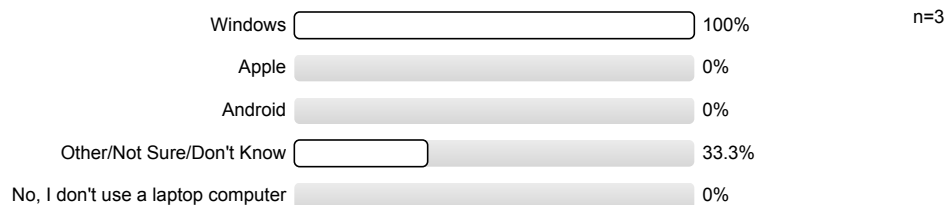
More than 10 hours 0%

2. I use the following computer system or device to access my online course(s). (check all that apply)

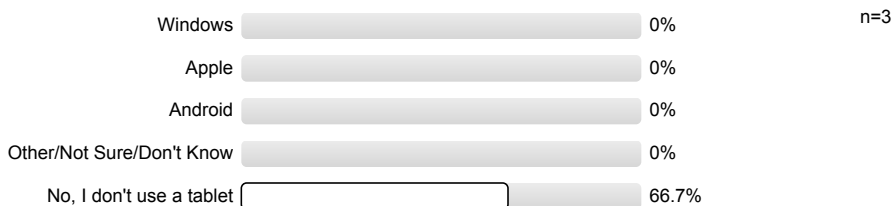
2.1) Desktop



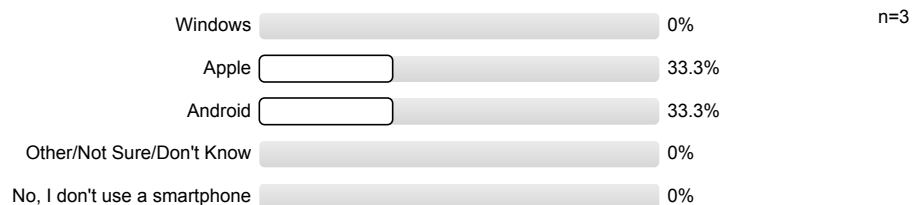
2.2) Laptop



2.3) Tablet (ipad, etc.)

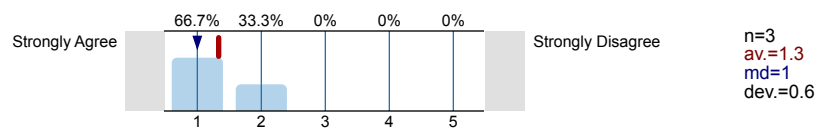


2.4) Smart Phone (iphone, Galaxy, etc.)

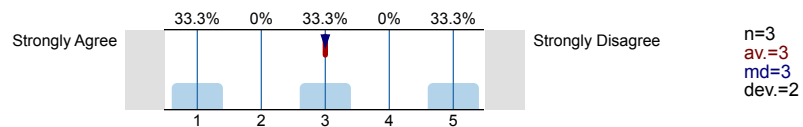


3. Your Course

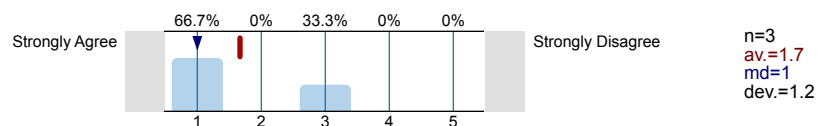
3.1) I read all the instructions thoroughly.



3.2) I asked questions to clarify the information.



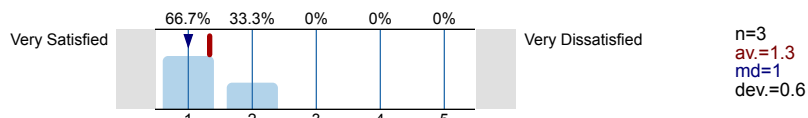
3.3) I am satisfied with my online learning experience.



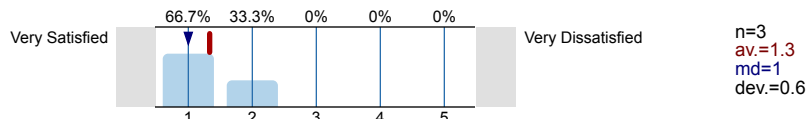
4. Services and Technical Support

Rate your level of satisfaction with the BC services for this course.

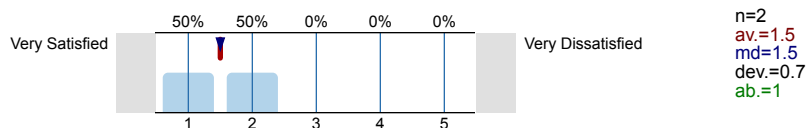
4.1) On campus registration/admissions



4.2) Online registration/admissions



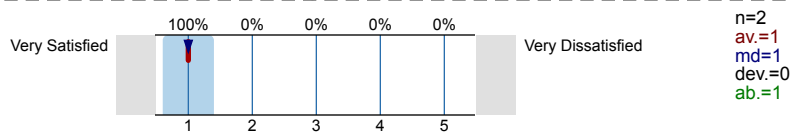
4.3) Financial aid



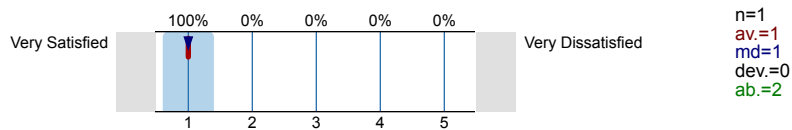
4.4) Online counseling

The evaluation will not be displayed due to low response rate.

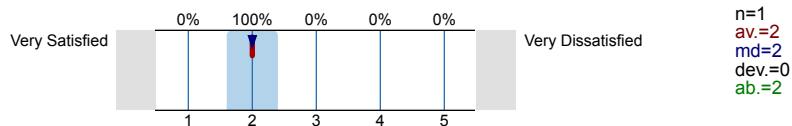
4.5) On campus counseling



4.6) Library



4.7) Online Library



4.8) Online tutoring

The evaluation will not be displayed due to low response rate.

4.9) On campus tutoring

The evaluation will not be displayed due to low response rate.

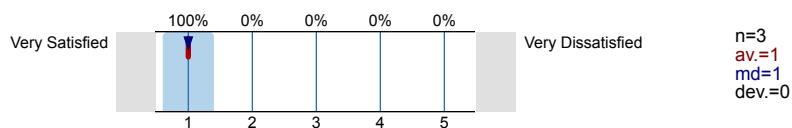
4.10) Computer labs

The evaluation will not be displayed due to low response rate.

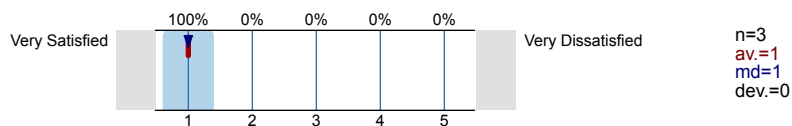
4.11) Proctored testing

The evaluation will not be displayed due to low response rate.

4.12) IT Help Desk



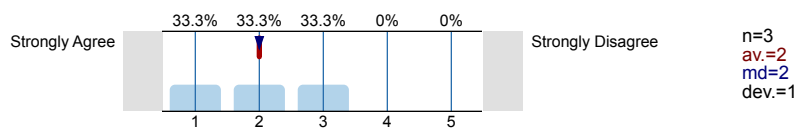
4.13) Online Help Desk



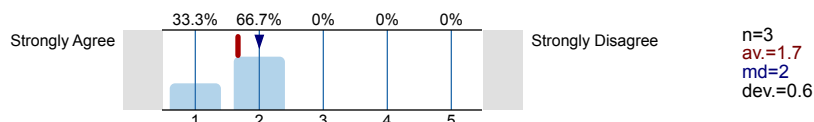
5. Course Design

Course activities (assignments, discussions, quizzes)....

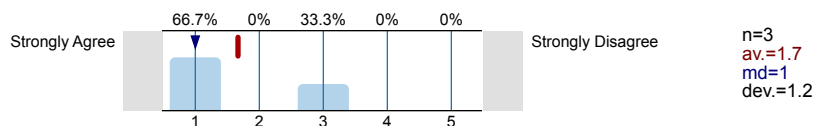
5.1) Instructions were clear and understandable.



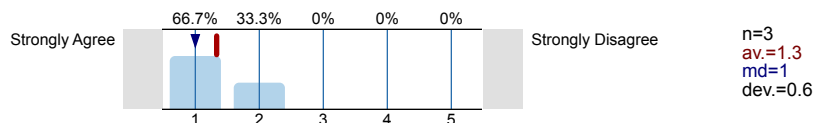
5.2) Helped me to understand the subject.



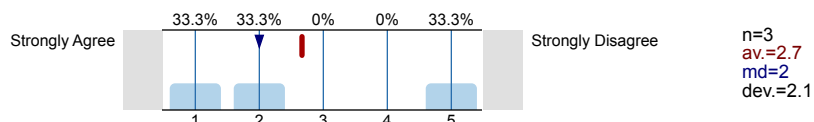
5.3) Applied to what we were learning in the course.



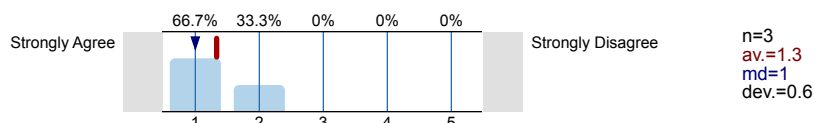
5.4) Motivated me to learn new information on my own.



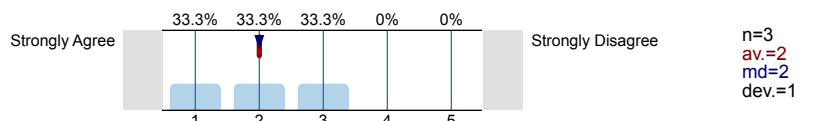
5.5) Allowed me to interact well with others in the class.



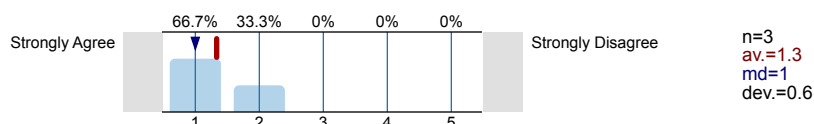
5.6) I can apply the knowledge and skills learned in this course to my work or other non-class related activities.



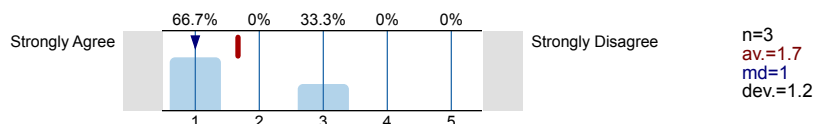
5.7) I felt comfortable interacting with others in the course.



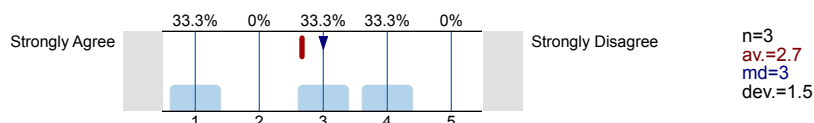
5.8) Course grading procedures, such as requirements for an A, B, or C, were clearly defined



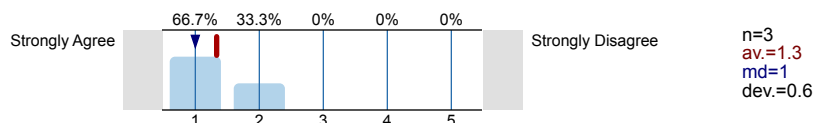
5.9) How activities are weighted, such as Quizzes are 40% of the total grade, were clearly outlined in the course.



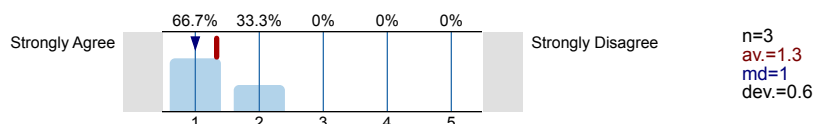
5.10) The required textbook for this class was useful to me in completing assignments and mastering the content of the course.



5.11) This course met my expectations in regard to the content presented.

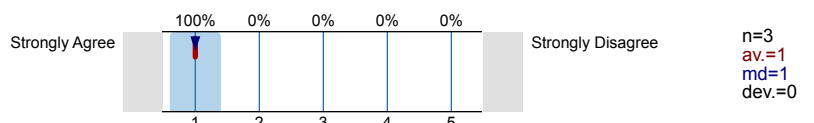


5.12) This course met my expectations in regard to the quality of instruction.

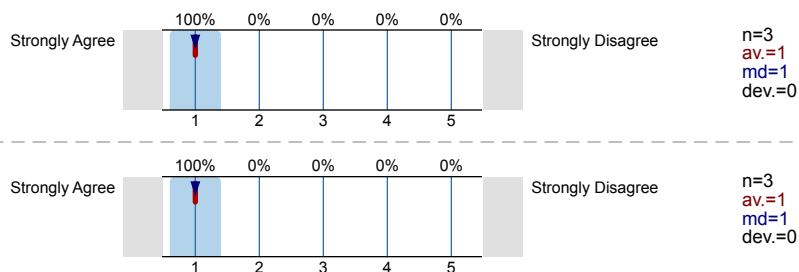


6. The Course Syllabus....

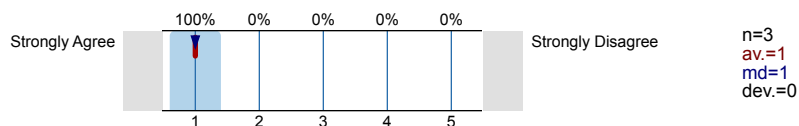
6.1) The syllabus was easy to find.



6.2) The syllabus clearly described course activities, assignment and test due dates

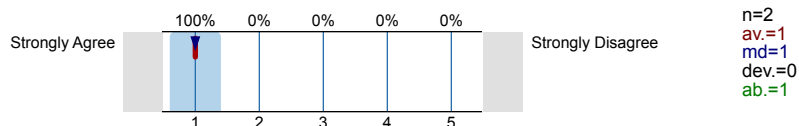


6.3) The syllabus provided me with a clear understanding of what was expected of me.

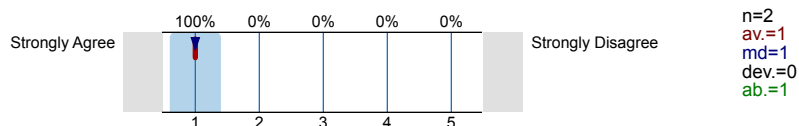


7. My instructor....

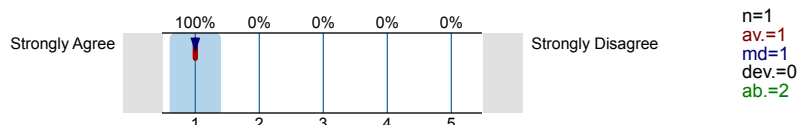
7.1) Was very knowledgeable about the subject matter.



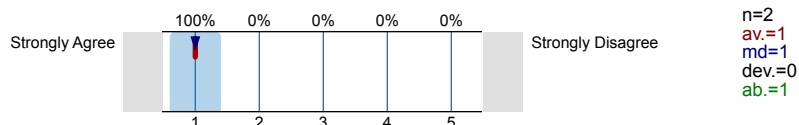
7.2) Was well prepared to teach this course.



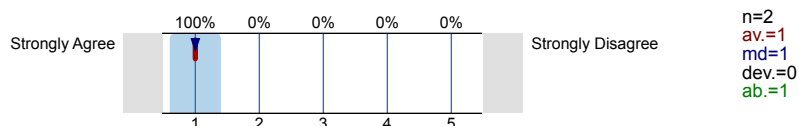
7.3) Used a variety of technologies such as live web lectures, videos, audio and chat.



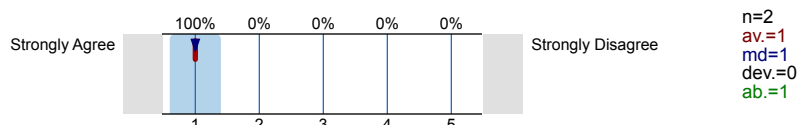
7.4) Clearly communicated information about the class.



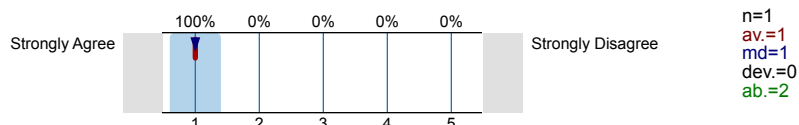
7.5) Was fair in assigning grades.



7.6) Provided valuable feedback on graded assignments.



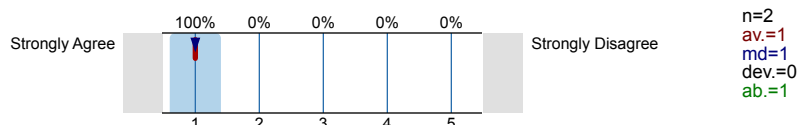
7.7) Helped me understand my strengths and weaknesses.



7.8) Encourages me to learn.

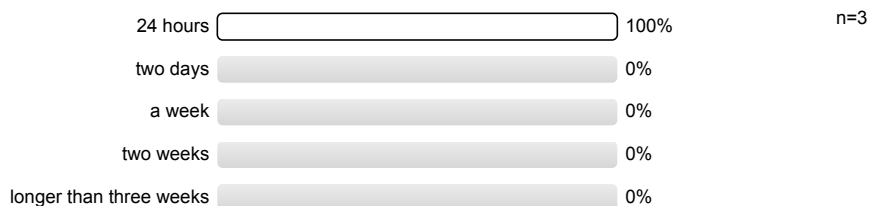


7.9) Helped to focus discussions on issues in a way that helped me learn.

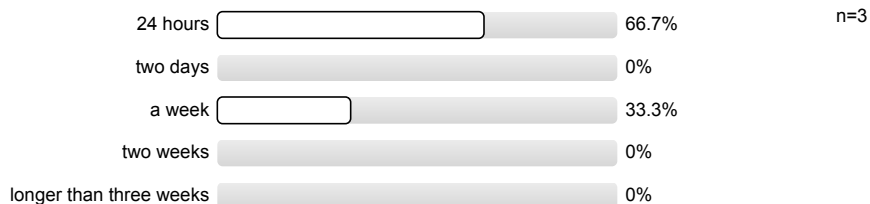


8. My instructor....

8.1) Responded to my questions in



8.2) Graded and returned assignments in



8.3) Commented in discussion threads in

