Harold Griffin
OPERATIONS MANAGEMENT
OPERATIONS MANAGEMENT (TMGT3307 40214E)
No. of responses = 5
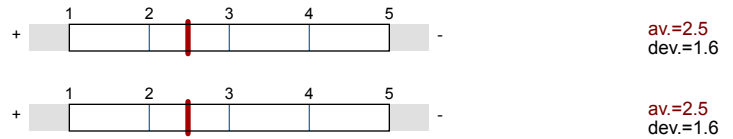
Brazosport College
The College of Choice®

Overall indicators

Global Index

	1	2	3	4	5	
+						-

av.=2.5
dev.=1.6

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

	1	2	3	4	5	
+						-

av.=2.5
dev.=1.6

Survey Results

1. Student Information

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

Strongly Agree

50%	0%	25%	0%	25%
1	2	3	4	5

Strongly Disagree

n=4
av.=2.5
md=2
dev.=1.9
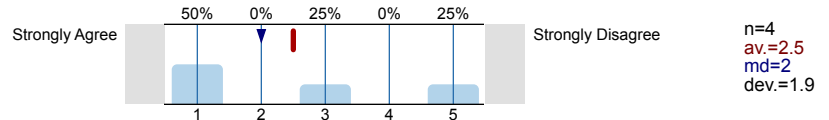
1.2) The main reason I am taking an online course is

		n=5
I work full time and scheduling all the classes I need is difficult.	100%	
I have transportation issues which makes it difficult to get to campus.	0%	
I have difficulty getting away from the house (must care for children/parent, disability/mobility issues, etc.).	0%	
To avoid the extra cost and time of travel.	0%	
It is the only way the course was offered.	0%	
Online courses just suit my preferred learning style.	0%	
As a result of COVID-19.	0%	

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

		n=5
5 or more courses	20%	
3-4 courses	60%	
1-2 courses	20%	
This is my first online course.	0%	

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

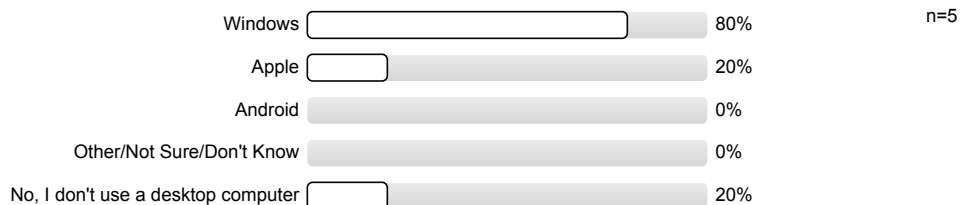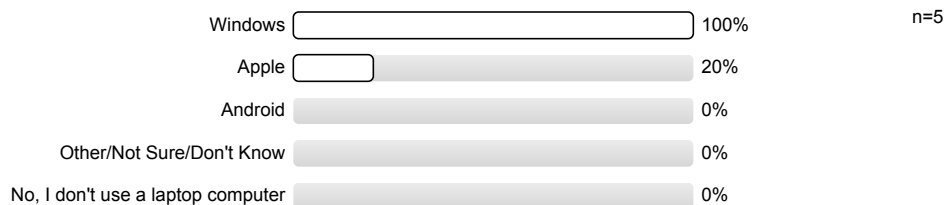|		n=5
Less than 3 hours	0%	
3-5 hours	60%	
6-10 hours	20%	
More than 10 hours	20%	

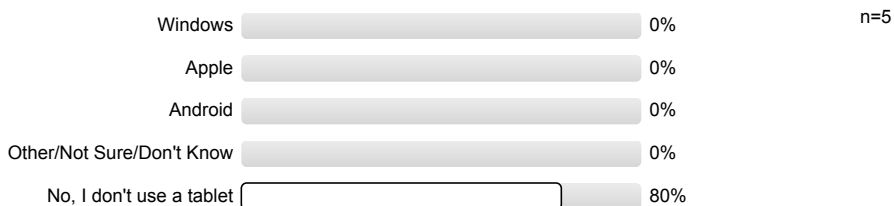## 2. I use the following computer system or device to access my online course(s). (check all that apply)
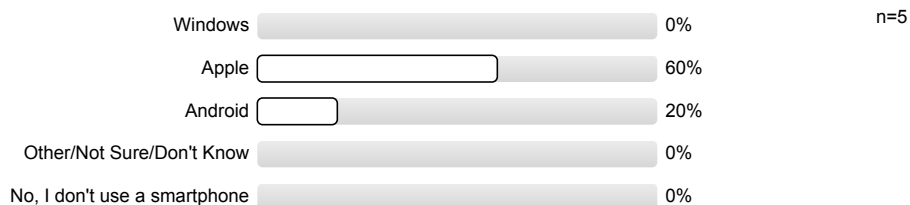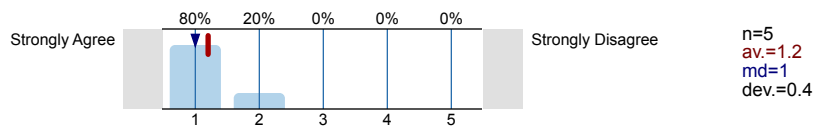
2.1) Desktop

Windows		80%
Apple		20%
Android		0%
Other/Not Sure/Don't Know		0%
No, I don't use a desktop computer		20%

n=5

2.2) Laptop

Windows		100%
Apple		20%
Android		0%
Other/Not Sure/Don't Know		0%
No, I don't use a laptop computer		0%

n=5

2.3) Tablet (ipad, etc.)

Windows		0%
Apple		0%
Android		0%
Other/Not Sure/Don't Know		0%
No, I don't use a tablet		80%

n=5

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

Windows		0%
Apple		60%
Android		20%
Other/Not Sure/Don't Know		0%
No, I don't use a smartphone		0%

n=5

3. Your Course

3.1) I read all the instructions thoroughly.

Strongly Agree — Strongly Disagree

80% 20% 0% 0% 0%

n=5
av.=1.2
md=1
dev.=0.4

3.2) I asked questions to clarify the information.

Strongly Agree — Strongly Disagree

60% 20% 0% 0% 20%

n=5
av.=2
md=1
dev.=1.7
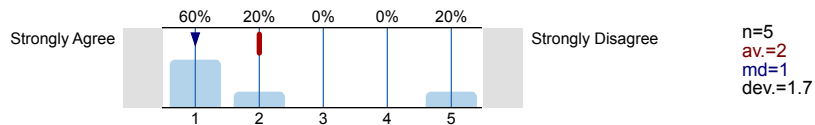
3.3) I am satisfied with my online learning experience.

Strongly Agree — Strongly Disagree

20% 60% 20% 0% 0%

n=5
av.=2
md=2
dev.=0.7
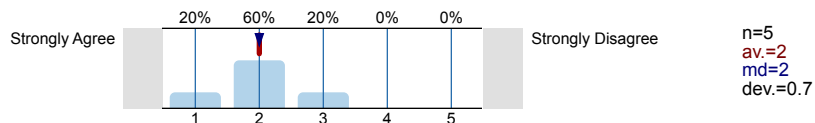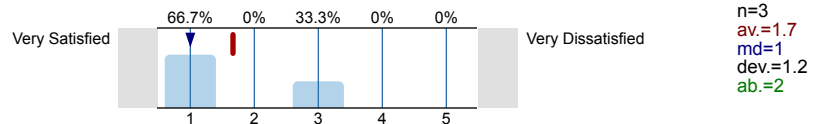
4. Services and Technical Support
Rate your level of satisfaction with the BC services for this course.

4.1) On campus registration/admissions

Very Satisfied | 66.7% | 0% | 33.3% | 0% | 0% | Very Dissatisfied

n=3
av.=1.7
md=1
dev.=1.2
ab.=2

4.2) Online registration/admissions

Very Satisfied | 60% | 20% | 20% | 0% | 0% | Very Dissatisfied

n=5
av.=1.6
md=1
dev.=0.9

4.3) Financial aid

Very Satisfied | 66.7% | 0% | 33.3% | 0% | 0% | Very Dissatisfied

n=3
av.=1.7
md=1
dev.=1.2
ab.=2

4.4) Online counseling

Very Satisfied | 100% | 0% | 0% | 0% | 0% | Very Dissatisfied

n=1
av.=1
md=1
dev.=0
ab.=4

4.5) On campus counseling   The evaluation will not be displayed due to low response rate.

4.6) Library

Very Satisfied | 100% | 0% | 0% | 0% | 0% | Very Dissatisfied

n=2
av.=1
md=1
dev.=0
ab.=3

4.7) Online Library

Very Satisfied | 33.3% | 33.3% | 33.3% | 0% | 0% | Very Dissatisfied

n=3
av.=2
md=2
dev.=1
ab.=2

4.8) Online tutoring

Very Satisfied | 100% | 0% | 0% | 0% | 0% | Very Dissatisfied

n=1
av.=1
md=1
dev.=0
ab.=4

4.9) On campus tutoring

Very Satisfied | 0% | 100% | 0% | 0% | 0% | Very Dissatisfied

n=1
av.=2
md=2
dev.=0
ab.=4

4.10) Computer labs

Very Satisfied | 66.7% | 0% | 33.3% | 0% | 0% | Very Dissatisfied

n=3
av.=1.7
md=1
dev.=1.2
ab.=2

4.11) Proctored testing

Very Satisfied | 50% | 0% | 50% | 0% | 0% | Very Dissatisfied

n=2
av.=2
md=2
dev.=1.4
ab.=3

4.12) IT Help Desk

Very Satisfied | 66.7% | 33.3% | 0% | 0% | 0% | Very Dissatisfied

n=3
av.=1.3
md=1
dev.=0.6
ab.=1

4.13) Online Help Desk

Very Satisfied | 66.7% 0% 33.3% 0% 0% | Very Dissatisfied
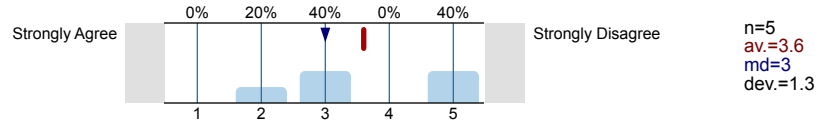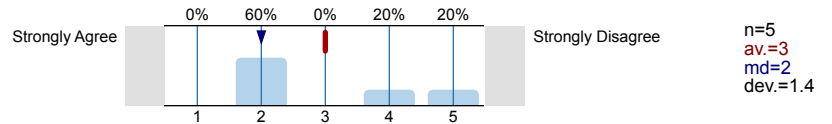
n=3
av.=1.7
md=1
dev.=1.2
ab.=2

1 2 3 4 5

5. Course Design
Course activities (assignments, discussions, quizzes)....
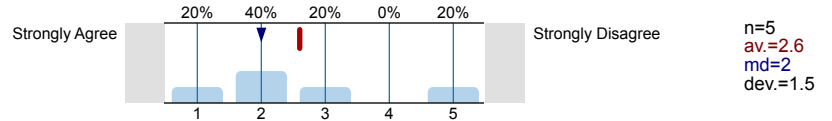
5.1) Instructions were clear and understandable.

Strongly Agree | 0% 20% 40% 0% 40% | Strongly Disagree

n=5
av.=3.6
md=3
dev.=1.3

1 2 3 4 5

5.2) Helped me to understand the subject.

Strongly Agree | 0% 60% 0% 20% 20% | Strongly Disagree

n=5
av.=3
md=2
dev.=1.4

1 2 3 4 5

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

Strongly Agree | 20% 40% 20% 0% 20% | Strongly Disagree

n=5
av.=2.6
md=2
dev.=1.5

1 2 3 4 5
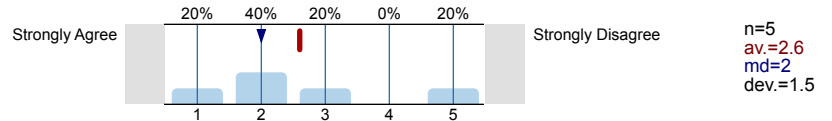
5.4) Motivated me to learn new information on my own.

Strongly Agree | 20% 40% 20% 0% 20% | Strongly Disagree

n=5
av.=2.6
md=2
dev.=1.5

1 2 3 4 5

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

Strongly Agree | 60% 0% 20% 0% 20% | Strongly Disagree

n=5
av.=2.2
md=1
dev.=1.8

1 2 3 4 5
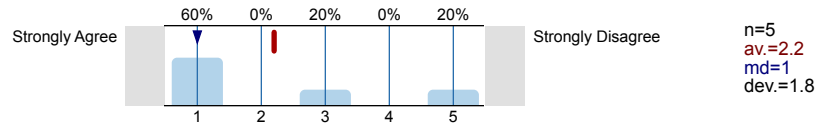
**5.6)** I can apply the knowledge and skills learned in this course to my work or other non-class related activities.

Strongly Agree | 40% 20% 20% 0% 20% | Strongly Disagree

n=5
av.=2.4
md=2
dev.=1.7

1 2 3 4 5
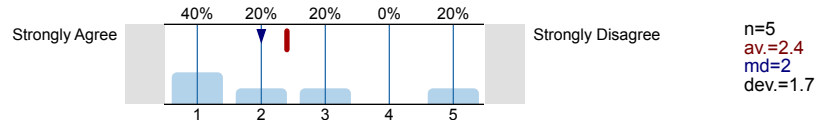
5.7) I felt comfortable interacting with others in the course.

Strongly Agree | 80% 0% 0% 0% 20% | Strongly Disagree

n=5
av.=1.8
md=1
dev.=1.8

1 2 3 4 5
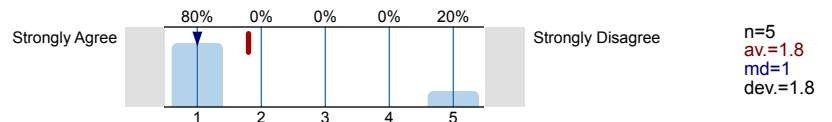
5.8) Course grading procedures, such as requirements for an A, B, or C, were clearly defined

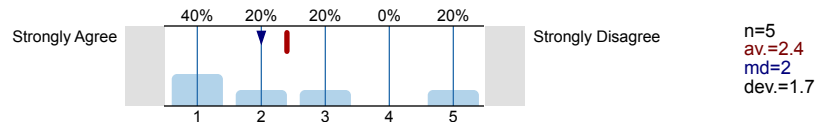Strongly Agree | 60% 20% 0% 0% 20% | Strongly Disagree

n=5
av.=2
md=1
dev.=1.7

1 2 3 4 5
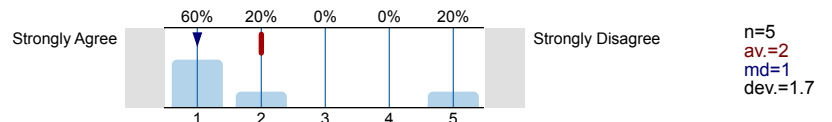
5.9) How activities are weighted, such as Quizzes are 40% of the total grade, were clearly outlined in the course.

Strongly Agree | 60% 20% 0% 0% 20% | Strongly Disagree

n=5
av.=2
md=1
dev.=1.7

1 2 3 4 5
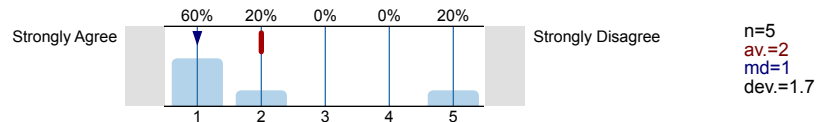
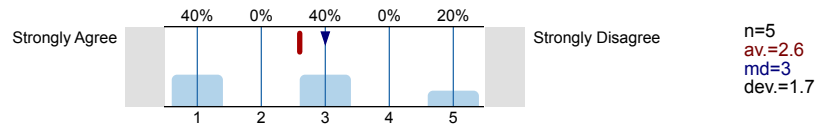**5.10)** The required textbook for this class was useful to me in completing assignments and mastering the content of the course.

Strongly Agree | 40% 0% 40% 0% 20% | Strongly Disagree

n=5
av.=2.6
md=3
dev.=1.7

1 2 3 4 5
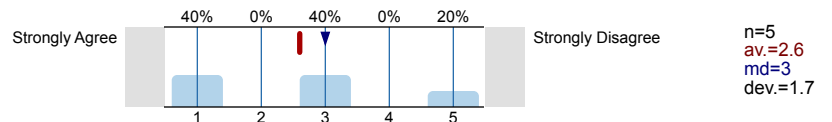
5.11) This course met my expectations in regard to the content presented.

Strongly Agree — 40% / 20% / 20% / 0% / 20% (1,2,3,4,5) — Strongly Disagree
n=5
av.=2.4
md=2
dev.=1.7

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

Strongly Agree — 40% / 0% / 40% / 0% / 20% (1,2,3,4,5) — Strongly Disagree
n=5
av.=2.6
md=3
dev.=1.7

6. The Course Syllabus....

6.1) The syllabus was easy to find.

Strongly Agree — 80% / 0% / 0% / 0% / 20% (1,2,3,4,5) — Strongly Disagree
n=5
av.=1.8
md=1
dev.=1.8
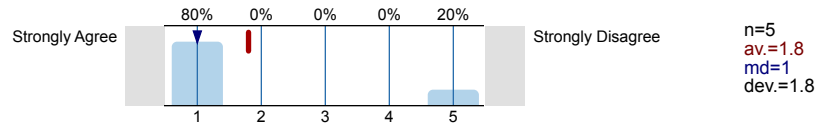
6.2) The syllabus clearly described course activities, assignment and test due dates

Strongly Agree — 20% / 40% / 20% / 0% / 20% (1,2,3,4,5) — Strongly Disagree
n=5
av.=2.6
md=2
dev.=1.5
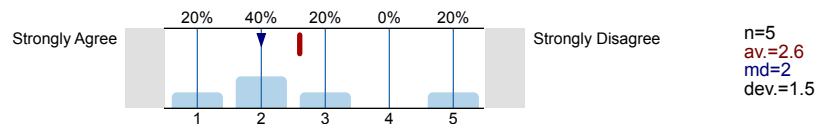
6.3) The syllabus provided me with a clear understanding of what was expected of me.

Strongly Agree — 20% / 20% / 40% / 0% / 20% (1,2,3,4,5) — Strongly Disagree
n=5
av.=2.8
md=3
dev.=1.5
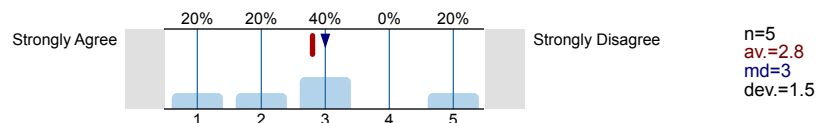
7. My instructor....

7.1) Was very knowledgeable about the subject matter.

Strongly Agree — 60% / 0% / 0% / 20% / 20% (1,2,3,4,5) — Strongly Disagree
n=5
av.=2.4
md=1
dev.=1.9
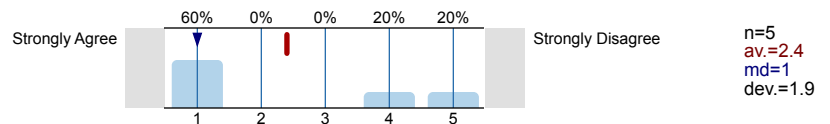
7.2) Was well prepared to teach this course.

Strongly Agree — 40% / 0% / 20% / 0% / 40% (1,2,3,4,5) — Strongly Disagree
n=5
av.=3
md=3
dev.=2
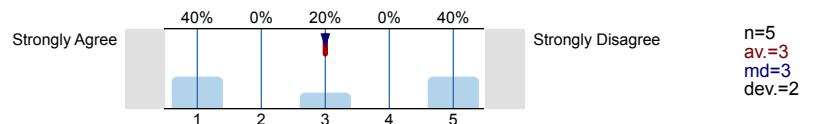
7.3) Used a variety of technologies such as live web lectures, videos, audio and chat.

Strongly Agree — 50% / 0% / 0% / 0% / 50% (1,2,3,4,5) — Strongly Disagree
n=4
av.=3
md=3
dev.=2.3
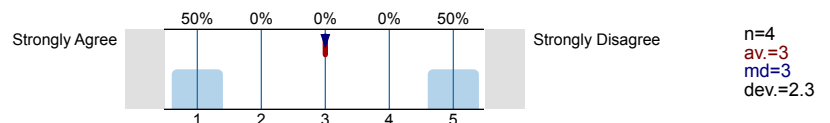
7.4) Clearly communicated information about the class.

Strongly Agree — 20% / 40% / 0% / 0% / 40% (1,2,3,4,5) — Strongly Disagree
n=5
av.=3
md=2
dev.=1.9
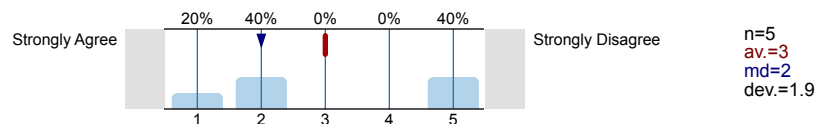
7.5) Was fair in assigning grades.

Strongly Agree — 60% / 0% / 0% / 20% / 20% (1,2,3,4,5) — Strongly Disagree
n=5
av.=2.4
md=1
dev.=1.9
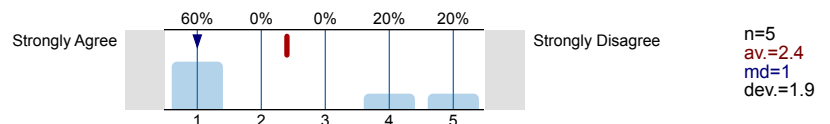
7.6) Provided valuable feedback on graded assignments.

Strongly Agree — 60% / 0% / 0% / 20% / 20% (1,2,3,4,5) — Strongly Disagree
n=5
av.=2.4
md=1
dev.=1.9
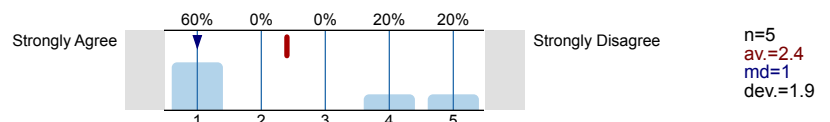
7.7) Helped me understand my strengths and weaknesses.

Strongly Agree | 60% 0% 0% 0% 40% | Strongly Disagree

n=5
av.=2.6
md=1
dev.=2.2
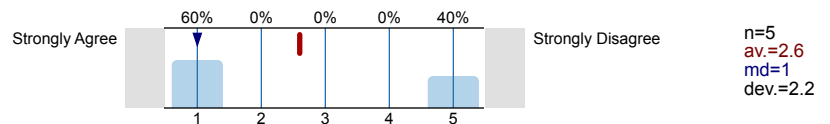
7.8) Encourages me to learn.

Strongly Agree | 60% 0% 0% 20% 20% | Strongly Disagree

n=5
av.=2.4
md=1
dev.=1.9
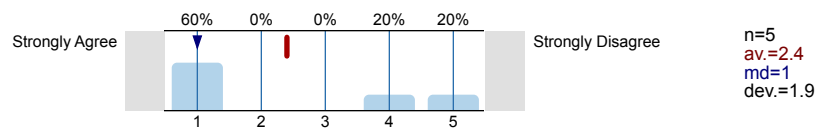
7.9) Helped to focus discussions on issues in a way that helped me learn.

Strongly Agree | 40% 20% 0% 0% 40% | Strongly Disagree

n=5
av.=2.8
md=2
dev.=2
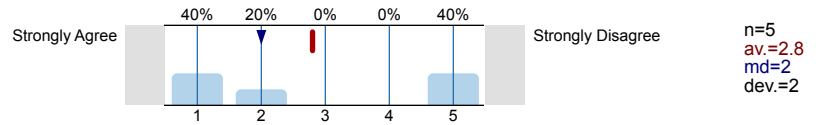
8. My instructor....

8.1) Responded to my questions in

24 hours	80%
two days	20%
a week	0%
two weeks	0%
longer than three weeks	0%

n=5
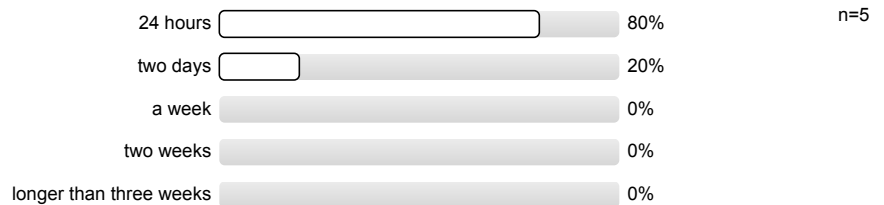
8.2) Graded and returned assignments in

24 hours	0%
two days	0%
a week	80%
two weeks	20%
longer than three weeks	0%

n=5
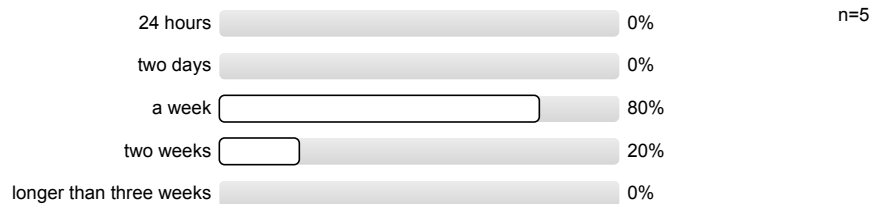
8.3) Commented in discussion threads in

24 hours	40%
two days	20%
a week	0%
two weeks	20%
longer than three weeks	20%

n=5