Jean Gordon 2021 Spring I (8 week) - 213E QUALITY MANAGEMENT AND IMPROVEMENT QUALITY MANAGEMENT AND IMPROVEMENT (TMGT3340 40213E) No. of responses = 3



Overall indicators					
Global Index	+ 1 2	2 3	4 5	1.	av.=1.2 dev.=0.3
5. Course Design Course activities (assignments, discussions, quizzes)	+ 1 2	2 3	4 5	1.	av.=1.2 dev.=0.3
Survey R	esults				
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% 50% T	0% 0%	Strongly Disagree	n=2 av.=2.5 md=2.5 dev.=0.7
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.				33.3%	n=3
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.).	/			33.3%	
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.				33.3%	
As a result of COVID-19.				0%	
1.4) I am taking this semester. Check all that apply.					
5 or more course	s			0%	n=3
3-4 course	s			66.7%	
1-2 course	s)	_	33.3%	
This is my first online course	1.			0%	
1.5) How many hours per week do you spend online for this course?	. – – – – -				
Less than 3 hour	s	_		33.3%	n=3
3-5 hour				66.7%	
6-10 hour				0%	
More than 10 hour				0%	

2. I use the following computer system or device to access my online course(s). (check all that apply) Desktop n=3 Windows 33.3% Apple 33.3% Android 0% Other/Not Sure/Don't Know 33.3% No, I don't use a desktop computer 33.3% Laptop n=3 Windows 0% Apple 33.3% Android 0% Other/Not Sure/Don't Know 33.3% No, I don't use a laptop computer 33.3% Tablet (ipad, etc.) n=3 Windows 0% Apple 33.3% Android 0% Other/Not Sure/Don't Know 0% No, I don't use a tablet 66.7% Smart Phone (iphone, Galaxy, etc.) n=3 Windows 0% 100% Apple Android 0% Other/Not Sure/Don't Know 0% No, I don't use a smartphone 0% 3. Your Course 100% 3.1) I read all the instructions thoroughly. n=3 av.=1 md=1 Strongly Agree Strongly Disagree dev.=0 100% 0% ^{3.2)} I asked questions to clarify the information. av.=2 md=2 Strongly Agree Strongly Disagree ab.=2 66.7% 33.3% 0% 0% ^{3,3)} I am satisfied with my online learning experience. n=3 av.=1.7 md=2 Strongly Agree Strongly Disagree dev.=0.6

4. Services and Technical Support Rate your level of satisfaction with the BC services for this course. On campus registration/admissions The evaluation will not be displayed due to low response rate. 100% Online registration/admissions Very Dissatisfied Very Satisfied av.=1 md=1 dev.=0 n=2 100% 0% 0% Financial aid av.=1 md=1 Very Satisfied Very Dissatisfied dev.=0 ab.=1 Online counseling The evaluation will not be displayed due to low response rate. On campus counseling The evaluation will not be displayed due to low response rate. n=1 100% Library av.=2 Very Satisfied Very Dissatisfied md=2dev.=0 Online Library The evaluation will not be displayed due to low response rate. Online tutoring The evaluation will not be displayed due to low response rate. 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. 100% 4.12) IT Help Desk av.=2 md=2 Very Satisfied Very Dissatisfied dev.=0 ab.=2 n=1 0% 100% 0% 0% 4.13) Online Help Desk av.=2 Very Satisfied Very Dissatisfied md=2 dev.=0 ab.=2 5. Course Design Course activities (assignments, discussions, quizzes).... 100% Instructions were clear and understandable. n=3 Strongly Agree Strongly Disagree av.=1 md=1 dev.=0 66.7% 33.3% 0% 0% Helped me to understand the subject. n=3 Strongly Agree Strongly Disagree av.=1.3 md=1 dev.=0.6

Applied to what we were learning in the course.

Strongly Agree

0%

0%

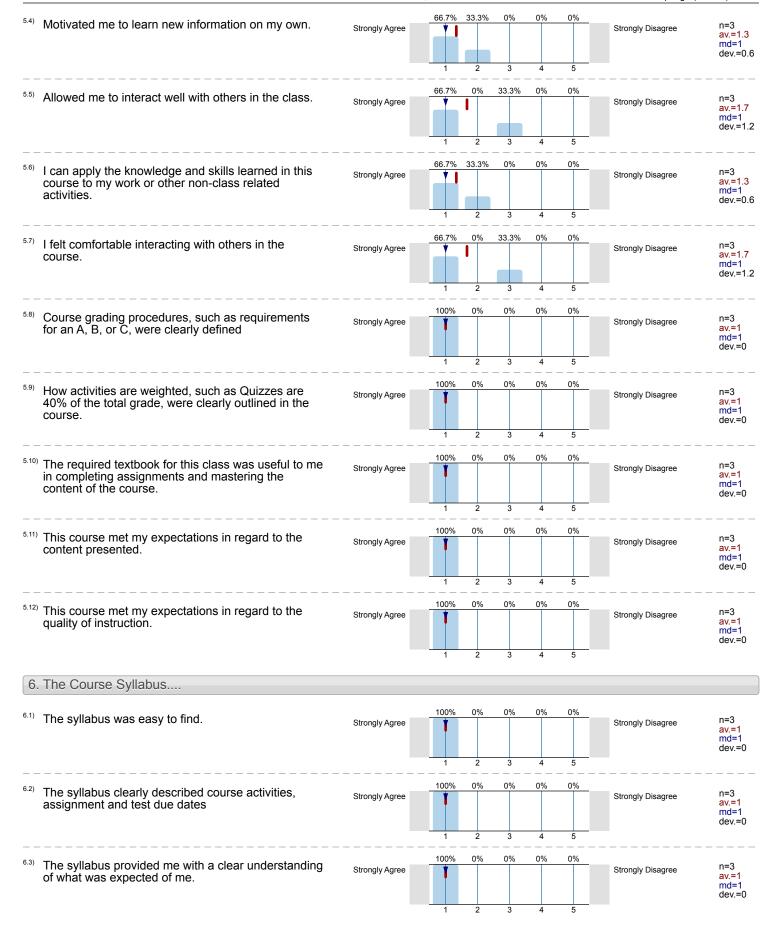
0%

Strongly Disagree

100%

n=3

av.=1 md=1 dev.=0



7. My instructor.... 100% 0% Was very knowledgeable about the subject matter. n=3 Strongly Disagree Strongly Agree av.=1 md=1 dev.=0 0% 100% 0% Was well prepared to teach this course. n=3 Strongly Agree Strongly Disagree av.=1 md=1 dev.=0 33.3% 0% 33.3% 33.3% Used a variety of technologies such as live web lectures, videos, audio and chat. n=3 Strongly Agree Strongly Disagree av.=3 md=3dev.=2 5 Clearly communicated information about the class. n=3 Strongly Agree Strongly Disagree av.=1 md=1 dev.=0 0% 33.3% 7.5) Was fair in assigning grades. Strongly Agree Strongly Disagree av.=1.7 md=1 dev.=1.2 100% 0% 0% 0% 0% Provided valuable feedback on graded assignments. n=3 av.=1 Strongly Disagree Strongly Agree md=1 dev.=0 33.3% 33.3% 33.3% Helped me understand my strengths and n=3 Strongly Disagree Strongly Agree av.=2 weaknesses. md=2 dev.=1 66.7% 33.3% 0% 0% Encourages me to learn. n=3 av.=2.3 Strongly Agree Strongly Disagree md=2dev.=0.6 5 33.3% 33.3% Helped to focus discussions on issues in a way that n=3 Strongly Agree Strongly Disagree helped me learn. av.=2 md=2dev.=1 8. My instructor.... Responded to my questions in n=3 24 hours 0% two days 33.3% 33.3% a week two weeks 0% longer than three weeks 0%

8.2)	Graded and returned assignments in		
	24 hours	0%	n=3
	two days	0%	
	a weel	100%	
	two weeks	33.3%	
	longer than three weeks	0%	
8.3)	Commented in discussion threads in	 	
	24 hours	66.7%	n=3
	two days	0%	
	a week	33.3%	
	two weeks	0%	
	longer than three weeks	0%	