

2014 Carleton Satisfaction Survey for Students

CUOL

Considered taking a CUOL course	
% of Yes	# of Yes
46.3%	255

Mean of Responses

	Considered taking a CUOL course		
	Yes		
	N	Avg.	Std. Dev.
The selection of online courses available during the Fall/Winter terms	226	7.1	2.6
The selection of online courses available during the Summer terms	171	6.2	2.9
Information on how to register and obtain access to online course services and materials.	237	7.6	2.4
The support from CUOL staff to address questions or concerns relating to online learning at Carleton University	164	7.9	2.2

Percentage of Responses

	Considered taking a CUOL course		
	Yes		
	Low	Med.	High
The selection of online courses available during the Fall/Winter terms	16.8%	32.7%	50.4%
The selection of online courses available during the Summer terms	26.3%	38.0%	35.7%
Information on how to register and obtain access to online course services and materials.	11.4%	29.1%	59.5%
The support from CUOL staff to address questions or concerns relating to online learning at Carleton University	7.9%	26.2%	65.9%

Source: Carleton Satisfaction Survey for Students, 2014

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.

Accessed via Rogers Ch243 or webcase Rogers	
% of Yes	# of Yes
15.5%	85

Used VOD service	
% of Yes	# of Yes
35.6%	195

Mean of Responses

	Used VOD service		
	Yes		
	N	Avg.	Std. Dev.
My overall experience with CUOL's VOD service	193	8.7	1.8
The quality of the video stream version of the class	187	8.4	1.8
The quality of the downloadable version of the lectures	171	8.5	1.9
The speed at which the video streams and video downloads become available online for you to access	189	8.5	1.9
The reliability of CUOL's VOD service	187	8.7	1.8
Value for the money	184	7.9	2.4
Professional and helpful staff when addressing VOD related problems	118	8.4	2.1

Percentage of Responses

	Used VOD service		
	Yes		
	Low	Med.	High
My overall experience with CUOL's VOD service	3.6%	16.6%	79.8%
The quality of the video stream version of the class	3.7%	24.6%	71.7%
The quality of the downloadable version of the lectures	6.4%	17.0%	76.6%
The speed at which the video streams and video downloads become available online for you to access	3.7%	18.5%	77.8%
The reliability of CUOL's VOD service	3.7%	14.4%	81.8%
Value for the money	10.3%	23.4%	66.3%
Professional and helpful staff when addressing VOD related problems	3.4%	23.7%	72.9%

Source: Carleton Satisfaction Survey for Students, 2014

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.