



BALL STATE
ONLINE

2022 Online Student Satisfaction Survey

Jan. 6, 2023

Summary

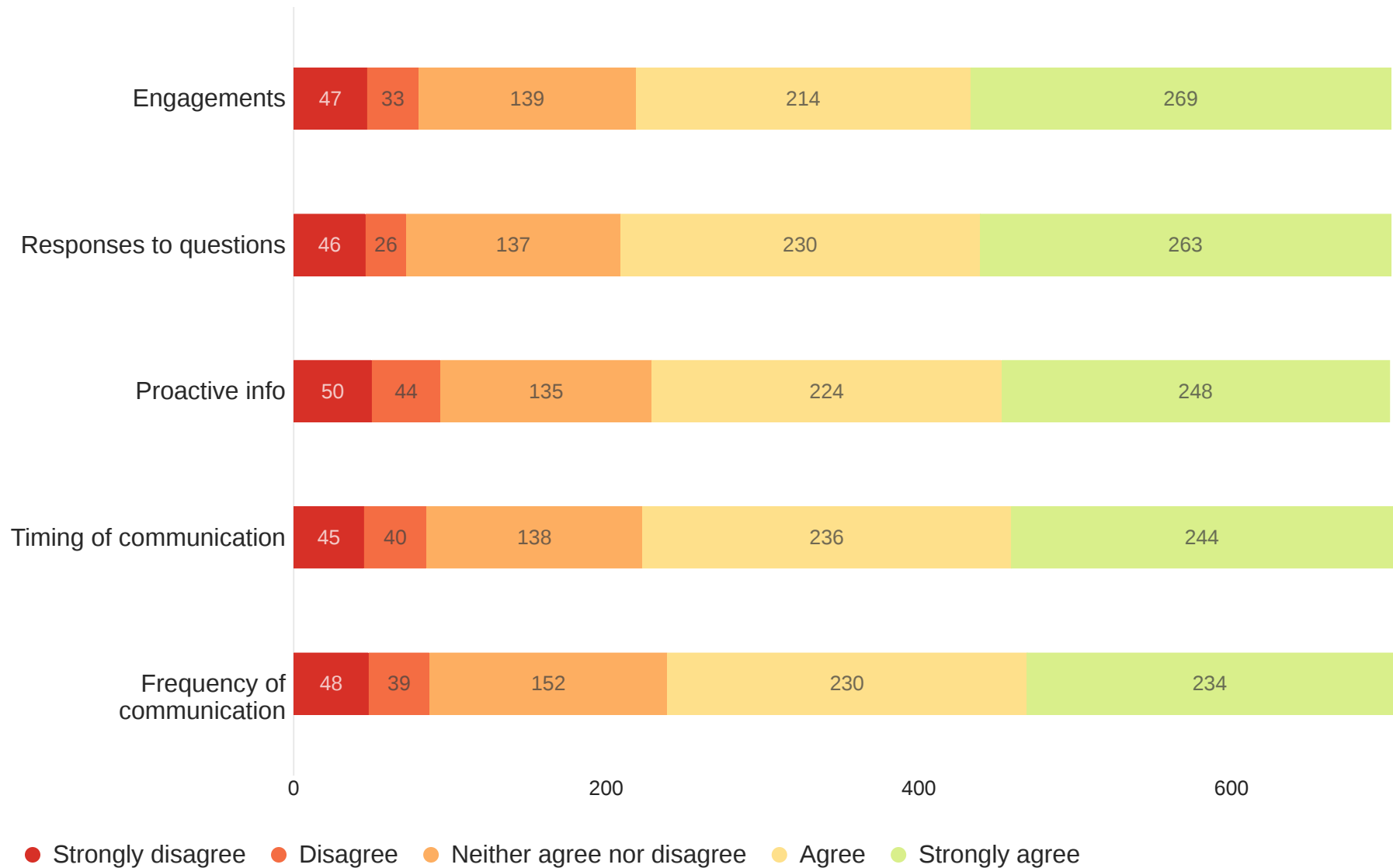
Ball State's annual student satisfaction survey was distributed during the Fall 2022 semester. Of the anonymous responses, 733 students self-identified as "100% online student enrolled in an online program." This report is a summary of those student responses.

The survey was designed by administrative and support staff in the Division of Online and Strategic Learning. Topics include online course engagement, satisfaction, and preferences, as well as the various challenges faced by our students.

Insights from the survey include:

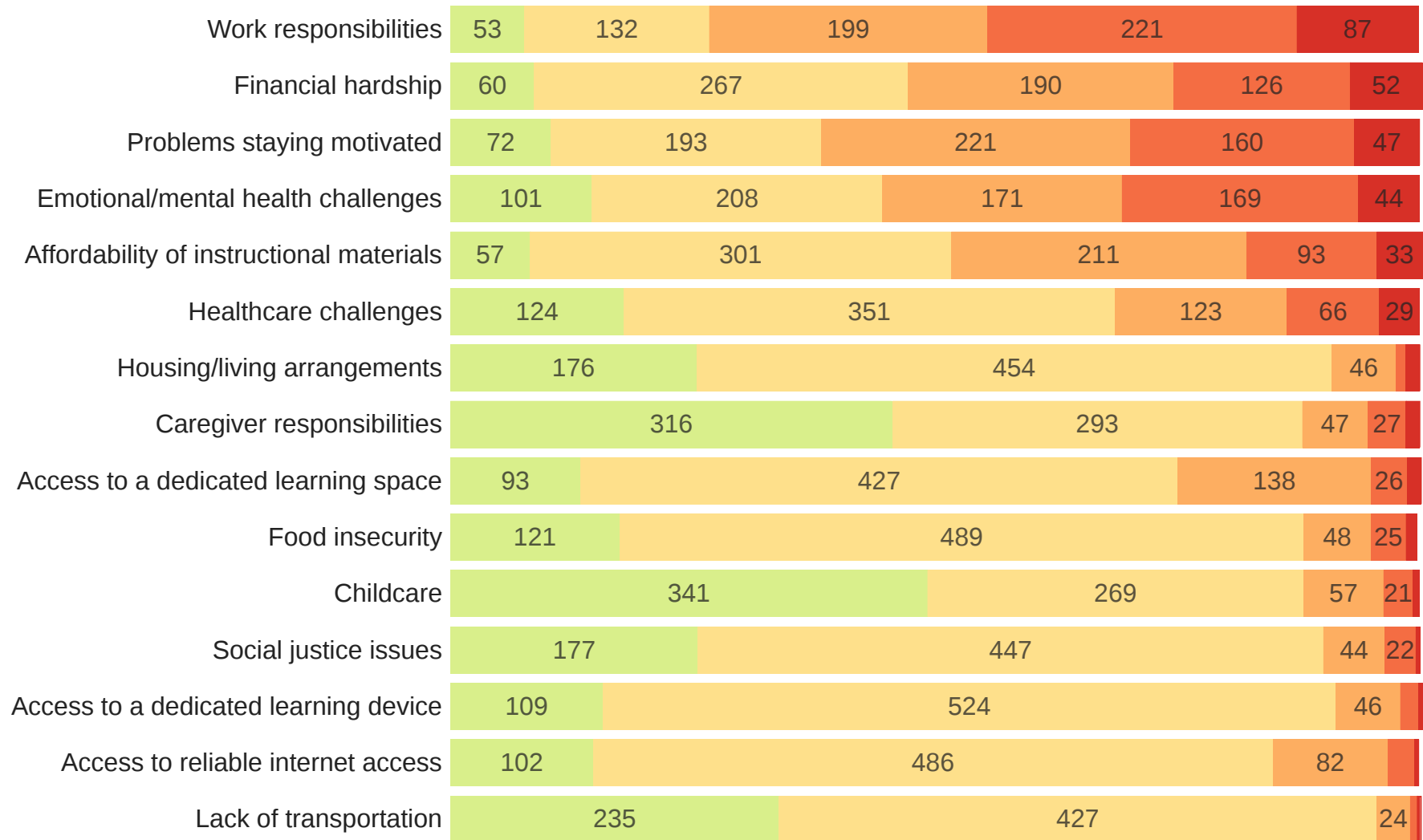
- Over 3/4 of online students are working full-time (36+ hours a week)
- Online students "strongly prefer" online asynchronous courses over other modalities
- Over 70% of online students "agree" or "strongly agree" that the amount of coursework is appropriate
- Over 70% of online students "agree" or "strongly agree" that they are satisfied with their online instructors
- The most common challenges include work responsibilities, financial hardships, problems staying motivated, and emotional/mental health challenges

Rate how much you agree with the following statements about your student success specialist.
"I am satisfied with..."



Q10 - During Fall 2022, which of the following has challenged you as a student at Ball State?

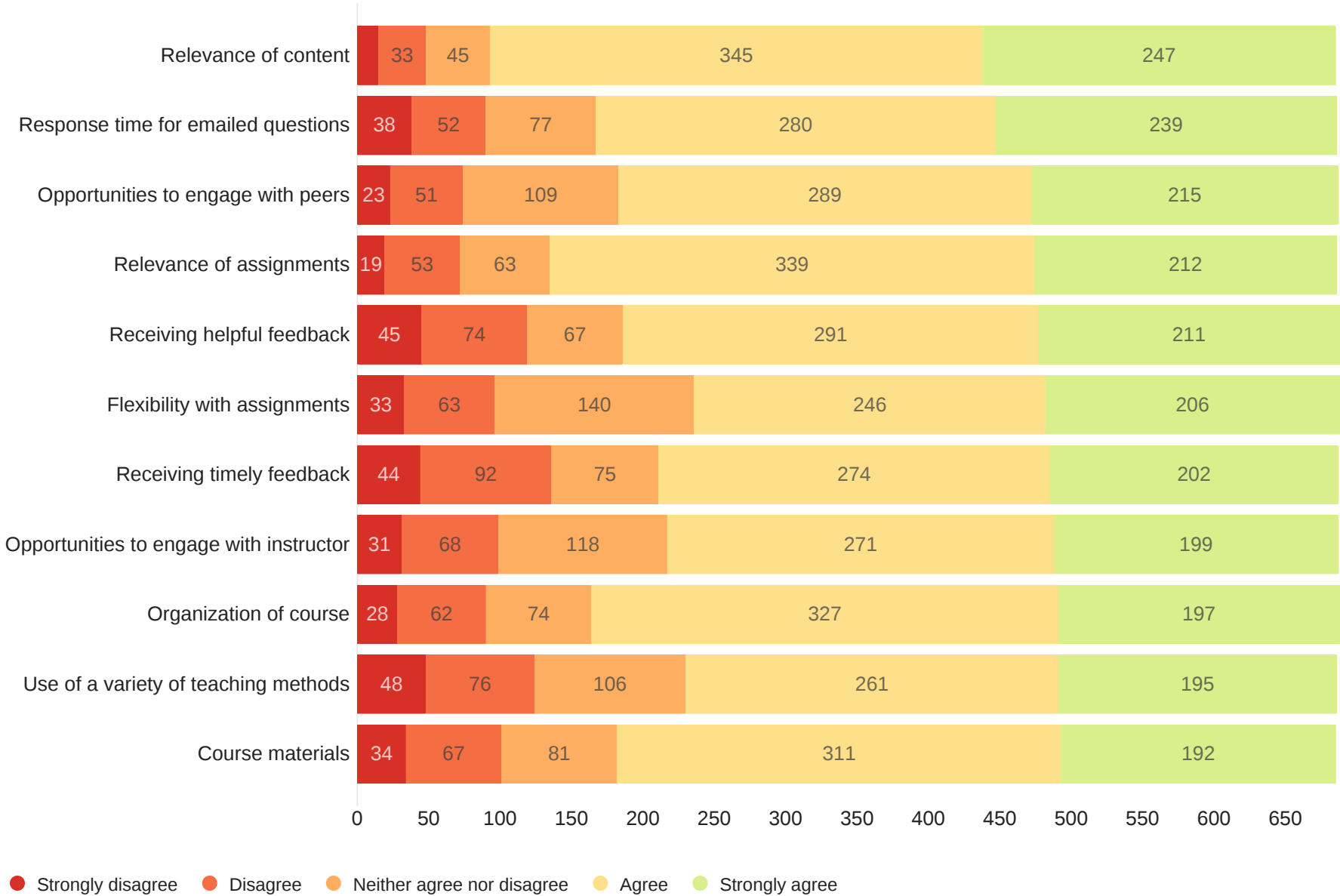
695 Responses



● Does not apply
 ● No difficulties
 ● Minor difficulties
 ● Moderate difficulties
 ● Serious difficulties

Q11 - Rate how much you agree with the statement: "I am satisfied with my courses in terms of..."

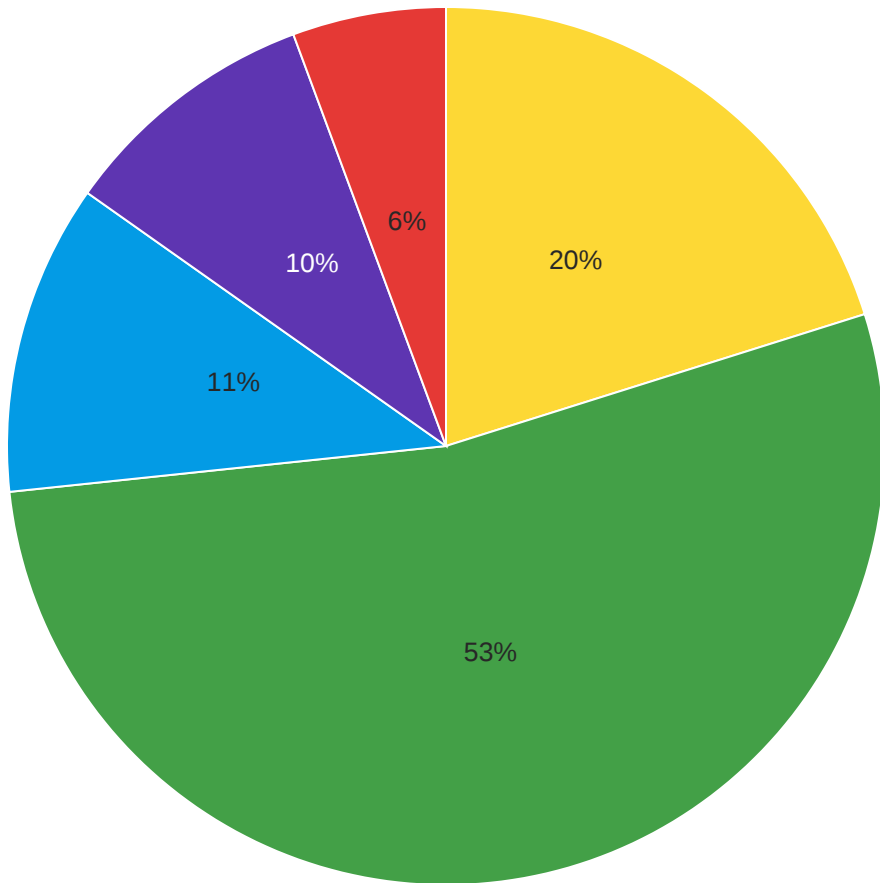
688 Responses



"The amount of weekly coursework in my online courses is appropriate."

690 Responses

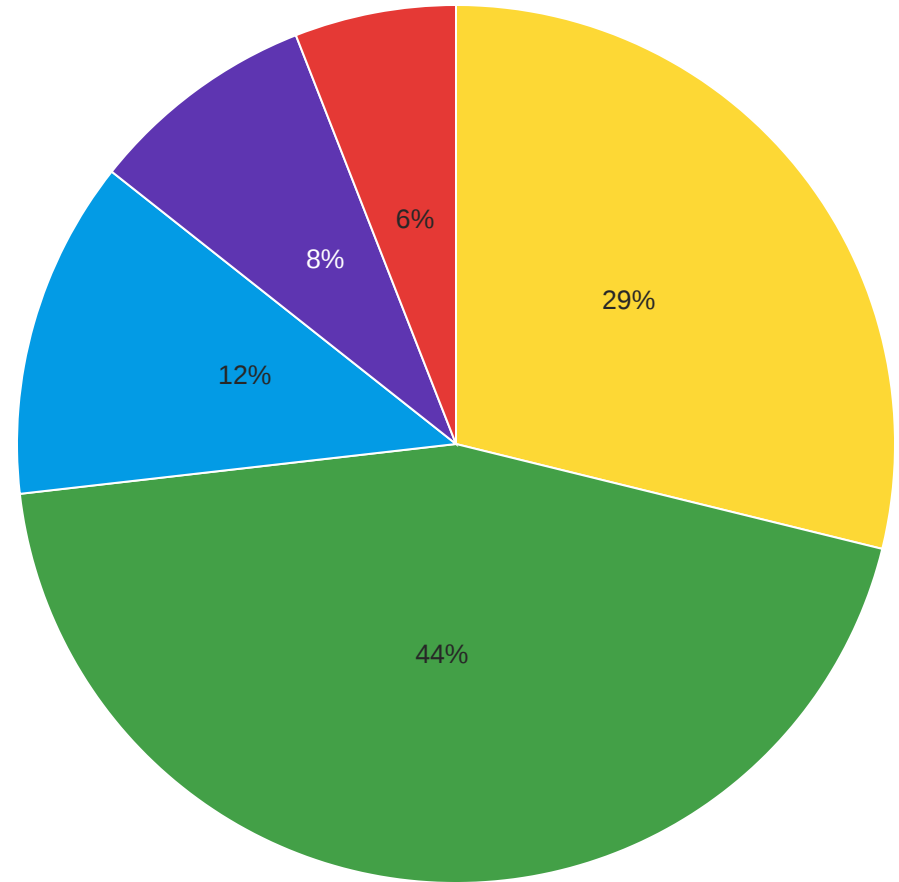
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



"I am satisfied with my online instructor(s)."

690 Responses

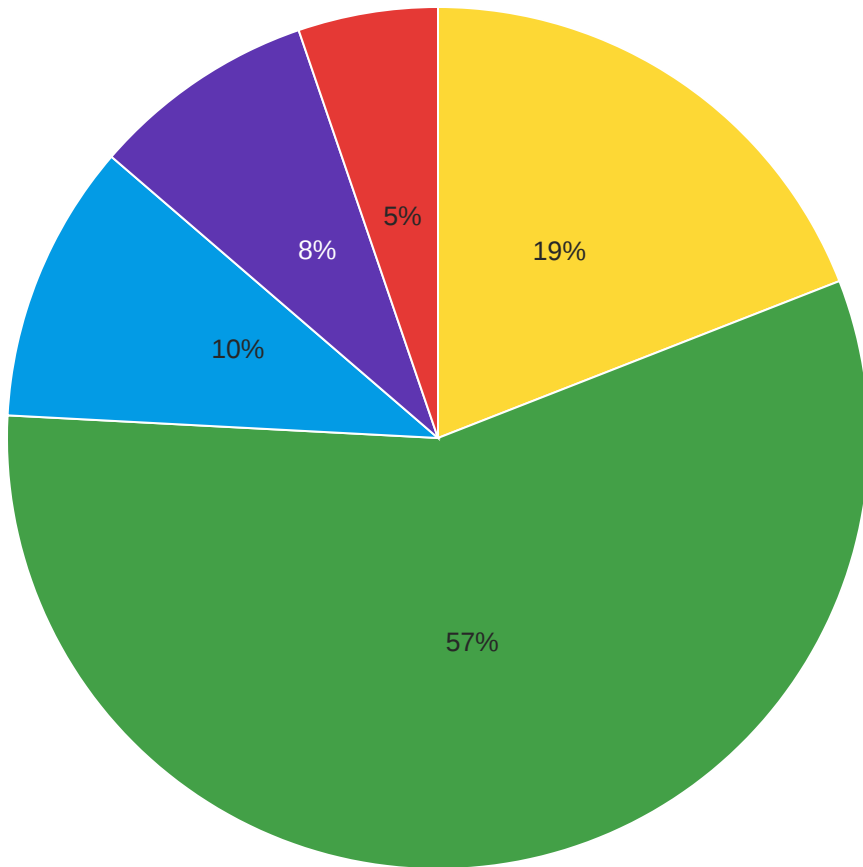
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



How many credit hours were you enrolled in for Fall 2022?

687 Responses

- 1-5 credit hours
- 6-8 credit hours
- 9-11 credit hours
- 12-14 credit hours
- 15+ credit hours



How many hours per week were you employed in Fall 2022?

686 Responses

- 10 or less
- 11-20
- 21-35
- Does not apply
- 36+

