
NSSE 2021 Topical Module Report

Experiences with Online Learning

University of North Dakota

This module, new for the 2021 administration, was developed in collaboration with Quality Matters, a leader in online instruction. Based in part on Standards for the Quality Matters Higher Education Rubric (6th Ed.), the item set measures instructional aspects that experts consider to be ideal for online courses. The set also assesses how students engage in both online and hybrid courses, their degree of comfort with online learning and experience of support, and ideas about how the learning experience can be improved.

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First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
1. During the current school year, to what extent have your <i>entirely or partly online</i> courses provided the following?										
a. Clearly stated learning objectives or goals	EOL01a	0	Not at all	2	1	102	1	2.8	3.0 *	-0.13
		1	Very little	16	4	565	5			
		2	Some	103	28	2,682	22			
		3	Quite a bit	170	44	5,065	41			
		4	Very much	86	23	3,684	31			
Total				377	100	12,098	100			
b. Clear guidance about how to get started in the course	EOL01b	0	Not at all	4	1	136	1	2.6	2.9 ***	-0.24
		1	Very little	38	10	789	7			
		2	Some	113	30	3,081	25			
		3	Quite a bit	159	41	4,681	38			
		4	Very much	64	17	3,367	28			
Total				378	100	12,054	100			
c. A clearly stated grading policy	EOL01c	0	Not at all	1	0	74	1	3.0	3.1 ***	-0.17
		1	Very little	14	4	420	4			
		2	Some	84	23	2,095	17			
		3	Quite a bit	165	43	4,668	38			
		4	Very much	114	30	4,825	40			
Total				378	100	12,082	100			
d. Course information and activities that are easy to locate	EOL01d	0	Not at all	7	2	126	1	2.8	2.9 **	-0.15
		1	Very little	24	6	626	5			
		2	Some	97	27	2,978	25			
		3	Quite a bit	160	42	4,597	37			
		4	Very much	89	23	3,750	31			
Total				377	100	12,077	100			
e. Sufficient instructions for using technology	EOL01e	0	Not at all	6	2	176	2	2.7	2.8 ***	-0.18
		1	Very little	37	10	864	7			
		2	Some	119	32	3,102	26			
		3	Quite a bit	132	34	4,512	37			
		4	Very much	84	23	3,422	29			
Total				378	100	12,076	100			
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOL01f	0	Not at all	6	2	177	2	2.7	2.8 *	-0.12
		1	Very little	36	9	1,025	8			
		2	Some	106	29	3,161	26			
		3	Quite a bit	150	39	4,352	36			
		4	Very much	80	21	3,356	28			
Total				378	100	12,071	100			
g. Clear expectations for your interactions with other students	EOL01g	0	Not at all	14	4	384	3	2.5	2.7 **	-0.17
		1	Very little	61	16	1,410	11			
		2	Some	102	28	3,203	26			
		3	Quite a bit	125	32	3,878	32			
		4	Very much	77	20	3,191	27			
Total				379	100	12,066	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOL01h	0	Not at all	3	1	114	1	3.0	3.1	-.08
		1	Very little	20	5	492	4			
		2	Some	77	20	2,216	19			
		3	Quite a bit	155	41	4,838	39			
		4	Very much	124	32	4,408	37			
Total				379	100	12,068	100			
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOL01i	0	Not at all	4	1	87	1	2.9	3.1 **	-.14
		1	Very little	22	6	458	4			
		2	Some	79	22	2,369	20			
		3	Quite a bit	164	43	4,864	40			
		4	Very much	110	29	4,286	35			
Total				379	100	12,064	100			
2. During the current school year, about how many of your <i>entirely or partly online</i> courses included the following?										
a. Live sessions including the instructor and students	EOL02a	1	None	6	2	356	3	2.9	3.0 ***	-.20
		2	Some	108	28	2,628	21			
		3	Most	203	53	5,410	44			
		4	All	61	18	3,674	31			
		Total				378	100			
b. Pre-recorded presentations by the instructor	EOL02b	1	None	11	3	1,549	14	2.5	2.3 ***	.26
		2	Some	193	52	6,335	52			
		3	Most	135	35	2,849	23			
		4	All	39	10	1,321	11			
		Total				378	100			
c. Presentations or talks by experts in the field (live or recorded)	EOL02c	1	None	96	24	3,190	26	2.0	2.1 **	-.13
		2	Some	219	59	5,986	49			
		3	Most	47	13	1,903	16			
		4	All	14	4	966	8			
		Total				376	100			
d. Group projects or presentations	EOL02d	1	None	81	21	2,392	21	2.0	2.1 ***	-.19
		2	Some	244	64	6,525	53			
		3	Most	42	11	2,273	19			
		4	All	12	3	856	7			
		Total				379	100			
e. Interaction among students in small groups or breakout rooms	EOL02e	1	None	11	3	1,060	10	2.4	2.5 **	-.12
		2	Some	233	61	5,351	45			
		3	Most	113	30	4,042	32			
		4	All	20	6	1,598	13			
		Total				377	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
f. Frequent quizzes or short assignments to check your understanding	EOL02f	1	None	4	1	269	2	2.9	2.9	-.06
		2	Some	113	30	3,329	28			
		3	Most	193	51	5,597	46			
		4	All	69	18	2,863	23			
		Total		379	100	12,058	100			
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOL02g	1	None	7	2	136	1	2.9	3.1 ***	-.24
		2	Some	99	27	2,348	20			
		3	Most	187	50	5,628	47			
		4	All	84	22	3,944	32			
		Total		377	100	12,056	100			
h. Opportunities for personalized feedback, support, and guidance from the instructor	EOL02h	1	None	20	5	499	4	2.6	2.8 ***	-.22
		2	Some	164	44	4,267	35			
		3	Most	136	35	4,501	38			
		4	All	58	16	2,779	23			
		Total		378	100	12,046	100			
i. Opportunities to apply your learning to a real-world problem or issue	EOL02i	1	None	30	8	901	8	2.4	2.6 ***	-.19
		2	Some	194	51	5,215	43			
		3	Most	122	32	3,916	33			
		4	All	32	9	2,010	17			
		Total		378	100	12,042	100			
3. During the current school year, how comfortable have you been doing the following in your <i>entirely or partly online</i> courses?										
a. Participating in online discussion boards, forums, or other discussion tools	EOL03a	1	Not at all comfortable	8	2	371	3	4.5	4.6	-.07
		2		32	8	646	5			
		3		38	10	1,438	12			
		4		94	25	2,679	22			
		5		109	29	3,124	26			
		6	Very comfortable	93	25	3,666	31			
		—	Not applicable	4	1	125	1			
		Total		378	100	12,049	100			
b. Participating in live course discussions	EOL03b	1	Not at all comfortable	20	5	561	5	4.0	4.2 **	-.13
		2		39	10	1,070	9			
		3		68	17	1,948	16			
		4		104	28	2,992	24			
		5		91	24	2,635	22			
		6	Very comfortable	52	15	2,583	22			
		—	Not applicable	4	1	245	2			
Total		378	100	12,034	100					
c. Taking proctored online exams	EOL03c	1	Not at all comfortable	44	12	1,101	10	3.7	4.1 ***	-.19
		2		53	14	1,044	8			
		3		57	15	1,585	13			
		4		83	21	2,436	20			
		5		68	18	2,419	20			
		6	Very comfortable	63	17	2,691	22			
		—	Not applicable	10	2	749	7			
		Total		378	100	12,025	100			

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	
				Count	%	Count	%	Mean	Mean	Effect size ^d
d. Interacting with other students in the course	EOL03d	1	Not at all comfortable	19	5	449	4	4.0	4.2 **	-0.13
		2		40	10	1,087	9			
		3		67	17	2,041	16			
		4		105	28	3,150	26			
		5		97	26	2,752	23			
		6	Very comfortable	48	14	2,446	21			
		—	Not applicable	2	1	110	1			
Total				378	100	12,035	100			
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOL03e	1	Not at all comfortable	17	4	348	3	4.1	4.4 ***	-0.18
		2		36	10	894	7			
		3		58	15	1,883	15			
		4		102	27	3,010	25			
		5		105	27	2,982	25			
		6	Very comfortable	59	16	2,811	25			
		—	Not applicable	1	0	94	1			
Total				378	100	12,022	100			
f. Using learning support services (tutoring services, writing center, etc.)	EOL03f	1	Not at all comfortable	38	10	901	8	3.4	3.8 ***	-0.27
		2		68	18	1,545	12			
		3		72	19	2,172	18			
		4		74	19	2,479	20			
		5		53	14	1,862	16			
		6	Very comfortable	34	10	2,064	18			
		—	Not applicable	38	10	1,004	9			
Total				377	100	12,027	100			
g. Seeking feedback and guidance from your instructor	EOL03g	1	Not at all comfortable	15	4	465	4	4.1	4.3 **	-0.13
		2		39	10	1,008	8			
		3		54	14	1,906	15			
		4		110	28	2,908	24			
		5		96	26	2,765	23			
		6	Very comfortable	59	16	2,835	25			
		—	Not applicable	5	1	147	1			
Total				378	100	12,034	100			
4. To improve the <i>online</i> course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOL04a	1	Not at all important	22	5	790	7	2.8	2.8	-0.01
		2	Somewhat important	121	32	3,501	29			
		3	Important	140	37	4,437	37			
		4	Very important	95	25	3,291	27			
		Total				378	100			
b. Increase interactions with instructors	EOL04b	1	Not at all important	3	1	265	2	3.0	3.1 *	-0.12
		2	Somewhat important	93	25	2,181	19			
		3	Important	175	47	5,362	45			
		4	Very important	105	28	4,206	34			
		Total				376	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
c. Improve responsiveness of instructors	EOL04c	1	Not at all important	7	2	341	3	3.1	3.1 *	-0.11 ▽
		2	Somewhat important	82	22	2,151	18			
		3	Important	167	44	4,930	41			
		4	Very important	121	32	4,575	38			
		Total		377	100	11,997	100			
d. Improve online tools for student collaboration	EOL04d	1	Not at all important	13	4	420	4	2.9	3.1 ***	-0.18 ▽
		2	Somewhat important	100	27	2,623	21			
		3	Important	172	45	4,972	41			
		4	Very important	92	24	3,990	34			
		Total		377	100	12,005	100			
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOL04e	1	Not at all important	22	6	677	6	2.7	2.9 ***	-0.19 ▽
		2	Somewhat important	140	37	3,539	29			
		3	Important	146	38	4,630	39			
		4	Very important	70	18	3,129	26			
		Total		378	100	11,975	100			

5. Please describe one way online learning at your institution could be improved and one thing that should not be changed.

This final question asked students to respond in an open text box. Comments were recorded for 278 first-year students and 341 seniors. Responses are provided in your NSSE21 Student Comments Report and in a separate SPSS data file.

These open-ended responses appear exactly as respondents entered them and may not be suitable for distribution without prior review.

6. Considering your experience taking partly or entirely online courses during the current school year, to what extent do you agree or disagree with the following statements?

a. Internet service (availability, speed, reliability, etc.) where you live has been sufficient to participate in the course.	EOL06a	1	Strongly disagree	6	2	262	2	3.1	3.2	-0.07
		2	Disagree	44	11	1,210	10			
		3	Agree	228	60	6,701	56			
		4	Strongly agree	99	27	3,705	32			
		Total		377	100	11,878	100			
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software where you live have been sufficient to participate in the course.	EOL06b	1	Strongly disagree	2	0	104	1	3.3	3.3 *	-0.12 ▽
		2	Disagree	18	5	636	5			
		3	Agree	235	62	6,355	53			
		4	Strongly agree	118	32	4,817	41			
		Total		373	100	11,912	100			
c. Study spaces where you live have been sufficient for your needs.	EOL06c	1	Strongly disagree	7	2	329	3	3.1	3.1	-0.03
		2	Disagree	54	14	1,563	13			
		3	Agree	219	58	6,571	55			
		4	Strongly agree	97	26	3,446	29			
		Total		377	100	11,909	100			
d. Technology support has been available.	EOL06d	1	Strongly disagree	7	2	223	2	3.0	3.1	-0.07
		2	Disagree	49	13	1,535	13			
		3	Agree	243	64	7,184	59			
		4	Strongly agree	76	21	2,957	25			
		Total		375	100	11,899	100			

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. The online course platform has been user-friendly (available when needed, easy to access and navigate, etc.).	EOL06e	1	Strongly disagree	7	2	187	2	3.1	3.2 *	-0.12 ▽
		2	Disagree	33	9	971	9			
		3	Agree	256	68	7,396	61			
		4	Strongly agree	81	21	3,345	28			
			Total	377	100	11,899	100			
7. Which of the following best describes how your entirely or partly online courses have typically been delivered?										
	EOL07	—	Synchronous (live class meetings at scheduled times)	92	26	4,268	37			
		—	Asynchronous (participation not at scheduled times)	36	10	883	8			
		—	A mixture of synchronous and asynchronous	247	65	6,764	55			
			Total	375	100	11,915	100			
8. How would you evaluate your online learning experience during the current school year?										
	EOL08	1	Poor	30	8	730	7	2.6	2.8 ***	-0.24 ▽
		2	Fair	131	35	3,285	27			
		3	Good	172	45	5,556	46			
		4	Excellent	43	12	2,358	21			
			Total	376	100	11,929	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
1. During the current school year, to what extent have your <i>entirely or partly online</i> courses provided the following?										
a. Clearly stated learning objectives or goals	EOL01a	0	Not at all	3	1	77	1	3.1	3.1	-.01
		1	Very little	19	4	467	4			
		2	Some	107	21	2,342	19			
		3	Quite a bit	194	37	4,903	39			
		4	Very much	187	37	4,768	37			
	Total	510	100	12,557	100					
b. Clear guidance about how to get started in the course	EOL01b	0	Not at all	5	1	103	1	2.9	3.0	-.07
		1	Very little	37	7	631	5			
		2	Some	108	21	2,594	21			
		3	Quite a bit	201	39	4,798	38			
		4	Very much	157	32	4,393	34			
	Total	508	100	12,519	100					
c. A clearly stated grading policy	EOL01c	0	Not at all	2	0	83	1	3.2	3.2	.00
		1	Very little	16	4	356	3			
		2	Some	72	14	1,792	14			
		3	Quite a bit	195	37	4,612	37			
		4	Very much	227	45	5,706	45			
	Total	512	100	12,549	100					
d. Course information and activities that are easy to locate	EOL01d	0	Not at all	6	1	109	1	3.0	3.0	-.06
		1	Very little	18	4	510	4			
		2	Some	119	23	2,567	21			
		3	Quite a bit	206	39	4,748	38			
		4	Very much	161	33	4,608	36			
	Total	510	100	12,542	100					
e. Sufficient instructions for using technology	EOL01e	0	Not at all	7	2	153	1	2.9	2.9	-.05
		1	Very little	39	8	771	7			
		2	Some	111	22	2,737	22			
		3	Quite a bit	203	38	4,541	36			
		4	Very much	151	31	4,341	34			
	Total	511	100	12,543	100					
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOL01f	0	Not at all	10	2	182	2	2.8	2.9	-.06
		1	Very little	37	8	893	7			
		2	Some	127	25	2,817	23			
		3	Quite a bit	188	35	4,452	36			
		4	Very much	150	30	4,191	33			
	Total	512	100	12,535	100					
g. Clear expectations for your interactions with other students	EOL01g	0	Not at all	15	3	261	2	2.7	2.9 *	-0.12 ▽
		1	Very little	53	11	1,045	9			
		2	Some	127	24	2,838	23			
		3	Quite a bit	169	32	4,243	34			
		4	Very much	147	30	4,129	32			
	Total	511	100	12,516	100					

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOL01h	0	Not at all	5	1	125	1	3.1	3.1	-.02
		1	Very little	17	4	482	4			
		2	Some	100	20	2,156	18			
		3	Quite a bit	202	39	4,793	38			
		4	Very much	188	37	4,967	39			
Total				512	100	12,523	100			
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOL01i	0	Not at all	4	1	102	1	3.0	3.1 *	-0.11
		1	Very little	25	5	459	4			
		2	Some	107	21	2,136	18			
		3	Quite a bit	204	38	4,820	38			
		4	Very much	172	34	5,000	39			
Total				512	100	12,517	100			
2. During the current school year, about how many of your <i>entirely or partly online</i> courses included the following?										
a. Live sessions including the instructor and students	EOL02a	1	None	36	8	681	6	2.9	3.0 ***	-0.16
		2	Some	132	25	2,799	23			
		3	Most	211	41	4,676	37			
		4	All	132	26	4,369	34			
		Total				511	100			
b. Pre-recorded presentations by the instructor	EOL02b	1	None	43	8	2,330	18	2.6	2.3 ***	.44
		2	Some	222	41	6,126	49			
		3	Most	147	29	2,588	21			
		4	All	97	22	1,468	11			
		Total				509	100			
c. Presentations or talks by experts in the field (live or recorded)	EOL02c	1	None	156	31	3,465	28	2.1	2.1	.02
		2	Some	222	43	6,034	47			
		3	Most	81	16	1,844	15			
		4	All	51	11	1,168	9			
		Total				510	100			
d. Group projects or presentations	EOL02d	1	None	77	17	1,640	13	2.3	2.4	-.05
		2	Some	227	44	5,935	46			
		3	Most	145	28	3,346	27			
		4	All	63	12	1,583	13			
		Total				512	100			
e. Interaction among students in small groups or breakout rooms	EOL02e	1	None	70	15	1,707	15	2.4	2.4 *	-.09
		2	Some	231	46	5,250	42			
		3	Most	149	28	3,638	28			
		4	All	60	11	1,910	15			
		Total				510	100			
f. Frequent quizzes or short assignments to check your understanding	EOL02f	1	None	22	5	641	5	2.8	2.8	.03
		2	Some	162	32	4,127	33			
		3	Most	207	40	4,856	39			
		4	All	118	23	2,889	23			
		Total				509	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOL02g	1	None	5	1	190	2	3.1	3.1	.03
		2	Some	96	19	2,450	20			
		3	Most	231	45	5,309	42			
		4	All	178	35	4,548	35			
		Total		510	100	12,497	100			
h. Opportunities for personalized feedback, support, and guidance from the instructor	EOL02h	1	None	28	6	504	5	2.8	2.9	-.08
		2	Some	174	34	3,896	32			
		3	Most	186	34	4,445	35			
		4	All	123	26	3,652	28			
		Total		511	100	12,497	100			
i. Opportunities to apply your learning to a real-world problem or issue	EOL02i	1	None	33	7	750	7	2.7	2.8	-.04
		2	Some	183	36	4,257	34			
		3	Most	189	36	4,383	35			
		4	All	105	21	3,101	24			
		Total		510	100	12,491	100			
3. During the current school year, how comfortable have you been doing the following in your <i>entirely or partly online</i> courses?										
a. Participating in online discussion boards, forums, or other discussion tools	EOL03a	1	Not at all comfortable	10	2	332	3	4.7	4.8	-.08
		2		23	5	532	4			
		3		51	10	1,046	8			
		4		105	20	2,082	17			
		5		121	23	2,822	22			
		6	Very comfortable	182	36	5,428	43			
		—	Not applicable	18	4	253	2			
		Total		510	100	12,495	100			
b. Participating in live course discussions	EOL03b	1	Not at all comfortable	17	4	487	4	4.5	4.5	-.03
		2		36	7	794	6			
		3		50	9	1,455	12			
		4		122	23	2,474	20			
		5		109	21	2,656	21			
		6	Very comfortable	138	28	4,095	32			
		—	Not applicable	38	9	520	4			
		Total		510	100	12,481	100			
c. Taking proctored online exams	EOL03c	1	Not at all comfortable	75	14	1,175	11	3.9	4.1 **	-.14
		2		59	11	957	8			
		3		62	12	1,206	10			
		4		68	13	1,981	16			
		5		94	18	2,174	17			
		6	Very comfortable	120	25	3,303	26			
		—	Not applicable	33	7	1,687	13			
		Total		511	100	12,483	100			

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	
				Count	%	Count	%	Mean	Mean	Effect size ^d
d. Interacting with other students in the course	EOL03d	1	Not at all comfortable	8	2	324	3	4.5	4.6	-.07
		2		37	7	772	6			
		3		80	15	1,506	12			
		4		93	18	2,612	21			
		5		137	27	2,924	24			
		6	Very comfortable	138	28	4,175	34			
		—	Not applicable	17	4	164	1			
	Total	510	100	12,477	100					
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOL03e	1	Not at all comfortable	12	3	275	2	4.6	4.7	-.05
		2		25	4	666	5			
		3		68	12	1,311	10			
		4		106	20	2,545	21			
		5		140	27	3,068	24			
		6	Very comfortable	154	31	4,517	36			
		—	Not applicable	6	1	99	1			
	Total	511	100	12,481	100					
f. Using learning support services (tutoring services, writing center, etc.)	EOL03f	1	Not at all comfortable	40	9	893	8	3.7	4.0 ***	-.20
		2		72	14	1,324	10			
		3		82	15	1,599	12			
		4		79	15	2,009	16			
		5		75	15	1,650	13			
		6	Very comfortable	66	13	2,683	21			
		—	Not applicable	95	20	2,315	20			
	Total	509	100	12,473	100					
g. Seeking feedback and guidance from your instructor	EOL03g	1	Not at all comfortable	18	4	393	4	4.4	4.6 **	-.12
		2		34	7	777	6			
		3		73	14	1,402	11			
		4		116	22	2,470	20			
		5		124	24	2,932	23			
		6	Very comfortable	139	28	4,287	34			
		—	Not applicable	6	1	218	2			
	Total	510	100	12,479	100					
4. To improve the online course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOL04a	1	Not at all important	71	16	1,458	12	2.5	2.7 **	-.13
		2	Somewhat important	172	34	4,019	32			
		3	Important	164	31	4,179	33			
		4	Very important	100	20	2,802	23			
			Total	507	100	12,458	100			
b. Increase interactions with instructors	EOL04b	1	Not at all important	20	5	476	4	3.0	3.1	-.07
		2	Somewhat important	115	24	2,625	21			
		3	Important	205	39	5,203	41			
		4	Very important	165	32	4,149	34			
			Total	505	100	12,453	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
c. Improve responsiveness of instructors	EOL04c	1	Not at all important	14	3	516	4	3.2	3.1	.05
		2	Somewhat important	88	18	2,380	19			
		3	Important	193	37	4,698	37			
		4	Very important	214	42	4,856	40			
		Total		509	100	12,450	100			
d. Improve online tools for student collaboration	EOL04d	1	Not at all important	26	6	737	6	3.0	3.0	-.03
		2	Somewhat important	115	22	2,770	22			
		3	Important	189	37	4,691	37			
		4	Very important	177	34	4,254	35			
		Total		507	100	12,452	100			
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOL04e	1	Not at all important	40	9	1,039	8	2.7	2.8	-.08
		2	Somewhat important	162	33	3,762	29			
		3	Important	180	34	4,390	35			
		4	Very important	124	25	3,249	27			
		Total		506	100	12,440	100			

5. Please describe one way *online learning* at your institution could be improved and one thing that should not be changed.

This final question asked students to respond in an open text box. Comments were recorded for 278 first-year students and 341 seniors. Responses are provided in your NSSE21 Student Comments Report and in a separate SPSS data file.

These open-ended responses appear exactly as respondents entered them and may not be suitable for distribution without prior review.

6. Considering your experience taking *partly or entirely online* courses during the current school year, to what extent do you agree or disagree with the following statements?

a. Internet service (availability, speed, reliability, etc.) where you live has been sufficient to participate in the course.	EOL06a	1	Strongly disagree	8	2	331	3	3.2	3.2	.01
		2	Disagree	61	11	1,406	11			
		3	Agree	281	54	6,418	52			
		4	Strongly agree	155	33	4,165	34			
		Total		505	100	12,320	100			
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software where you live have been sufficient to participate in the course.	EOL06b	1	Strongly disagree	6	1	150	1	3.3	3.3	-.01
		2	Disagree	37	7	832	7			
		3	Agree	278	52	6,406	52			
		4	Strongly agree	184	39	4,970	40			
		Total		505	100	12,358	100			
c. Study spaces where you live have been sufficient for your needs.	EOL06c	1	Strongly disagree	28	5	565	5	3.0	3.0	-.03
		2	Disagree	91	17	2,163	17			
		3	Agree	270	53	6,143	49			
		4	Strongly agree	118	26	3,507	28			
		Total		507	100	12,378	100			
d. Technology support has been available.	EOL06d	1	Strongly disagree	15	3	338	3	3.0	3.0	.02
		2	Disagree	76	14	1,912	15			
		3	Agree	297	58	7,040	57			
		4	Strongly agree	119	25	3,060	25			
		Total		507	100	12,350	100			

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UND		Online Learning		UND	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. The online course platform has been user-friendly (available when needed, easy to access and navigate, etc.).	EOL06e	1	Strongly disagree	4	1	228	2	3.2	3.2	-.03
		2	Disagree	46	9	943	8			
		3	Agree	332	63	7,483	60			
		4	Strongly agree	124	27	3,708	30			
			Total	506	100	12,362	100			
7. Which of the following best describes how your entirely or partly online courses have typically been delivered?										
	EOL07	—	Synchronous (live class meetings at scheduled times)	142	27	4,674	37			
		—	Asynchronous (participation not at scheduled times)	100	21	1,507	13			
		—	A mixture of synchronous and asynchronous	265	52	6,186	50			
			Total	507	100	12,367	100			
8. How would you evaluate your online learning experience during the current school year?										
	EOL08	1	Poor	36	7	796	7	2.8	2.8	.00
		2	Fair	118	23	3,072	26			
		3	Good	249	48	5,371	42			
		4	Excellent	101	22	3,159	25			
			Total	504	100	12,398	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

First-Year Students

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
		UND	Online Learning	UND	Online Learning	UND	Online Learning			
EOL01a	377	2.85	2.96	.043	.008	0.84	0.90	14,713	.016	-.13
EOL01b	378	2.63	2.86	.048	.008	0.93	0.95	14,648	.000	-.24
EOL01c	378	2.99	3.14	.043	.007	0.84	0.88	399	.001	-.17
EOL01d	377	2.79	2.92	.048	.008	0.93	0.93	14,678	.005	-.15
EOL01e	378	2.66	2.84	.051	.008	0.98	0.97	14,675	.001	-.18
EOL01f	379	2.69	2.81	.049	.008	0.96	0.99	14,662	.018	-.12
EOL01g	379	2.49	2.68	.056	.009	1.10	1.09	14,658	.001	-.17
EOL01h	379	2.99	3.06	.046	.008	0.90	0.90	14,662	.117	-.08
EOL01i	379	2.93	3.05	.047	.007	0.91	0.88	14,655	.007	-.14
EOL02a	378	2.87	3.03	.036	.007	0.71	0.81	404	.000	-.20
EOL02b	378	2.52	2.30	.037	.007	0.72	0.85	405	.000	.26
EOL02c	376	1.96	2.07	.037	.007	0.72	0.87	405	.004	-.13
EOL02d	379	1.96	2.12	.034	.007	0.67	0.82	409	.000	-.19
EOL02e	377	2.38	2.48	.033	.007	0.64	0.84	411	.003	-.12
EOL02f	379	2.85	2.90	.037	.007	0.71	0.78	14,651	.220	-.06
EOL02g	378	2.91	3.09	.038	.006	0.75	0.75	14,645	.000	-.24
EOL02h	378	2.61	2.80	.042	.007	0.81	0.84	14,635	.000	-.22
EOL02i	378	2.42	2.58	.039	.007	0.76	0.86	404	.000	-.19
EOL03a	374	4.46	4.55	.068	.011	1.32	1.35	14,482	.188	-.07
EOL03b	374	4.01	4.20	.071	.012	1.37	1.43	395	.010	-.13
EOL03c	370	3.74	4.05	.085	.014	1.62	1.62	13,662	.000	-.19
EOL03d	376	4.02	4.20	.069	.012	1.34	1.39	397	.010	-.13
EOL03e	377	4.12	4.36	.070	.011	1.36	1.35	14,481	.000	-.18
EOL03f	339	3.42	3.84	.082	.014	1.51	1.55	13,263	.000	-.27
EOL03g	373	4.12	4.31	.070	.012	1.34	1.40	394	.009	-.13
EOL04a	378	2.83	2.83	.045	.008	0.87	0.90	14,600	.851	-.01
EOL04b	376	3.01	3.11	.039	.007	0.75	0.78	398	.015	-.12
EOL04c	378	3.05	3.14	.041	.007	0.79	0.81	398	.029	-.11
EOL04d	378	2.90	3.05	.041	.007	0.80	0.83	14,581	.001	-.18
EOL04e	378	2.69	2.86	.043	.007	0.84	0.87	14,541	.000	-.19
EOL06a	378	3.12	3.17	.034	.006	0.66	0.69	399	.187	-.07
EOL06b	374	3.26	3.33	.029	.005	0.57	0.62	397	.015	-.12
EOL06c	378	3.08	3.10	.035	.006	0.69	0.73	14,462	.612	-.03
EOL06d	375	3.03	3.08	.033	.006	0.65	0.68	397	.145	-.07
EOL06e	378	3.08	3.16	.032	.005	0.62	0.64	399	.015	-.12
EOL08	376	2.60	2.80	.041	.007	0.80	0.84	14,486	.000	-.24

Seniors

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
		UND	Online Learning	UND	Online Learning	UND	Online Learning			
EOL01a	507	3.06	3.08	.040	.008	0.89	0.88	12,369	.760	-.01
EOL01b	506	2.93	2.99	.042	.009	0.96	0.93	12,331	.136	-.07
EOL01c	509	3.23	3.23	.038	.008	0.85	0.85	12,362	.946	.00
EOL01d	508	2.97	3.03	.041	.008	0.92	0.92	12,351	.188	-.06
EOL01e	508	2.89	2.94	.043	.009	0.98	0.97	12,358	.275	-.05
EOL01f	509	2.85	2.90	.044	.009	1.00	0.99	12,352	.216	-.06
EOL01g	508	2.73	2.85	.049	.010	1.10	1.04	547	.015	-.12
EOL01h	509	3.07	3.09	.040	.008	0.89	0.91	12,339	.585	-.02
EOL01i	509	3.00	3.10	.041	.008	0.92	0.90	12,333	.015	-.11
EOL02a	508	2.85	2.99	.040	.008	0.90	0.90	12,335	.001	-.16
EOL02b	506	2.65	2.26	.041	.008	0.91	0.89	546	.000	.44
EOL02c	508	2.07	2.05	.042	.008	0.95	0.90	547	.750	.02
EOL02d	509	2.35	2.39	.040	.008	0.90	0.87	12,315	.228	-.05
EOL02e	508	2.35	2.43	.039	.008	0.87	0.91	556	.044	-.09
EOL02f	506	2.82	2.79	.037	.008	0.84	0.85	12,324	.555	.03
EOL02g	507	3.14	3.11	.033	.007	0.75	0.79	12,310	.452	.03
EOL02h	508	2.80	2.87	.039	.008	0.89	0.88	12,312	.072	-.08
EOL02i	507	2.72	2.76	.039	.008	0.88	0.89	12,301	.339	-.04
EOL03a	487	4.73	4.84	.059	.013	1.31	1.35	12,028	.092	-.08
EOL03b	463	4.47	4.51	.066	.014	1.41	1.44	11,727	.555	-.03
EOL03c	475	3.90	4.14	.082	.017	1.80	1.71	515	.005	-.14
EOL03d	488	4.49	4.59	.061	.013	1.35	1.37	12,103	.112	-.07
EOL03e	501	4.62	4.69	.058	.012	1.31	1.33	12,179	.249	-.05
EOL03f	407	3.66	3.99	.080	.017	1.61	1.66	9,860	.000	-.20
EOL03g	501	4.41	4.58	.063	.013	1.41	1.41	12,044	.008	-.12
EOL04a	504	2.54	2.67	.044	.009	0.98	0.96	12,262	.004	-.13
EOL04b	503	2.99	3.05	.038	.008	0.86	0.84	12,254	.114	-.07
EOL04c	506	3.18	3.14	.037	.008	0.84	0.86	12,260	.301	.05
EOL04d	504	2.99	3.02	.040	.008	0.90	0.90	12,250	.521	-.03
EOL04e	503	2.74	2.82	.041	.009	0.93	0.93	12,246	.086	-.08
EOL06a	502	3.19	3.18	.031	.007	0.69	0.73	12,124	.807	.01
EOL06b	502	3.30	3.31	.029	.006	0.65	0.66	12,169	.814	-.01
EOL06c	504	2.99	3.01	.035	.007	0.79	0.81	12,185	.482	-.03
EOL06d	504	3.05	3.04	.032	.007	0.72	0.72	12,157	.687	.02
EOL06e	503	3.16	3.18	.027	.006	0.61	0.66	12,177	.529	-.03
EOL08	502	2.84	2.84	.038	.008	0.85	0.88	12,205	.970	.00

See the endnotes on the last page of this report.

Endnotes

- a. Column percentages are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Percentages may not sum to 100 due to rounding. Counts are unweighted; column percentages cannot be replicated from counts. Comparison group details are in the *Selected Comparison Groups* report, linked in the Data & Reports table on the Institution Interface.
- b. All statistics are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Unless otherwise noted, statistical comparisons are two-tailed independent t -tests. Items with categorical response sets are left blank.
- c. These are the values used to calculate means. For the majority of items, these values match the codes in the data file and codebook.
- d. Effect size for independent t -tests uses Cohen's d ; z -tests use Cohen's h .
- e. Statistics are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Categorical items are not listed.
- f. The 95% confidence interval for the population mean is equal to the sample mean plus or minus 1.96 times the standard error of the mean.
- g. A measure of the amount individual scores deviate from the mean of all the scores in the distribution.
- h. Degrees of freedom used to compute the t -tests. Values differ from N s due to weighting and whether equal variances were assumed.
- i. Statistical comparisons are two-tailed independent t -tests or z -tests. Statistical significance represents the probability that the difference between your students' mean and that of the students in the comparison group is due to chance.
- j. Statistical comparison uses z -test to compare the proportion who responded (depending on the item) "Done or in progress" or "Yes" with all who responded otherwise.
- k. Mean represents the proportion who responded (depending on the item) "Done or in progress" or "Yes."

Key to symbols:

- ▲ **Your students' average** was significantly higher ($p < .05$) with an effect size at least .3 in magnitude.
- △ **Your students' average** was significantly higher ($p < .05$) with an effect size less than .3 in magnitude.
- ▽ **Your students' average** was significantly lower ($p < .05$) with an effect size less than .3 in magnitude.
- ▼ **Your students' average** was significantly lower ($p < .05$) with an effect size at least .3 in magnitude.

Note: It is important to interpret the direction of differences relative to item wording and your institutional context.