
NSSE 2023 Topical Module Report

Experiences with Online Learning

New Mexico Highlands University

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.

Comparison group details are in the online Selected Comparison Groups report, linked in the Data & Reports table on the Institution Interface. A PDF copy is also saved in your report download folder.

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First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Highlands		Online Learning		Highlands	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	EOLgoals	0	Not at all	0	0	38	1	2.8	3.1	-.31
		1	Very little	0	0	198	4			
		2	Some	2	41	859	19			
		3	Quite a bit	2	35	1,560	35			
		4	Very much	1	24	1,774	41			
		Total		5	100	4,429	100			
b. Clear guidance about how to get started in the course	EOLstart	0	Not at all	0	0	56	1	2.8	3.1	-.33
		1	Very little	1	24	232	5			
		2	Some	0	0	863	19			
		3	Quite a bit	3	52	1,487	34			
		4	Very much	1	24	1,755	40			
		Total		5	100	4,393	100			
c. A clearly stated grading policy	EOLgrading	0	Not at all	0	0	45	1	3.2	3.2	.00
		1	Very little	0	0	143	3			
		2	Some	0	0	674	15			
		3	Quite a bit	4	76	1,470	33			
		4	Very much	1	24	2,080	48			
		Total		5	100	4,412	100			
d. Course information and activities that are easy to locate	EOLinfo	0	Not at all	0	0	46	1	2.6	3.1	-.58
		1	Very little	0	0	176	4			
		2	Some	2	41	830	19			
		3	Quite a bit	3	59	1,498	34			
		4	Very much	0	0	1,855	42			
		Total		5	100	4,405	100			
e. Sufficient instructions for using course-related technology	EOLtech	0	Not at all	0	0	65	1	2.9	3.0	-.11
		1	Very little	0	0	240	5			
		2	Some	1	24	913	20			
		3	Quite a bit	3	59	1,479	33			
		4	Very much	1	17	1,711	39			
		Total		5	100	4,408	100			
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOLrespond	0	Not at all	0	0	62	1	3.2	3.0	.17
		1	Very little	0	0	264	6			
		2	Some	1	24	937	21			
		3	Quite a bit	2	35	1,466	33			
		4	Very much	2	41	1,668	38			
		Total		5	100	4,397	100			
g. Clear expectations for your interactions with other students	EOLexpect	0	Not at all	0	0	105	2	2.5	3.0	-.45
		1	Very little	1	24	293	7			
		2	Some	1	17	890	20			
		3	Quite a bit	2	41	1,459	32			
		4	Very much	1	17	1,654	39			
		Total		5	100	4,401	100			
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOLassess	0	Not at all	0	0	40	1	3.2	3.2	-.03
		1	Very little	0	0	142	3			
		2	Some	1	24	733	16			
		3	Quite a bit	2	35	1,531	34			
		4	Very much	2	41	1,950	46			
		Total		5	100	4,396	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		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOLmaterials	0	Not at all	0	0	35	1	3.2	3.2	-.05
		1	Very little	0	0	142	3			
		2	Some	1	24	708	16			
		3	Quite a bit	2	35	1,517	34			
		4	Very much	2	41	1,994	46			
		Total		5	100	4,396	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	EOLlive	1	None	0	0	1,021	23	2.8	2.4	.32
		2	Some	1	24	1,340	32			
		3	Most	4	76	1,097	25			
		4	All	0	0	930	20			
		Total		5	100	4,388	100			
b. Pre-recorded presentations by the instructor	EOLrecorded	1	None	1	17	703	16	1.8	2.4 *	-.64
		2	Some	4	83	1,809	42			
		3	Most	0	0	1,068	24			
		4	All	0	0	806	18			
		Total		5	100	4,386	100			
c. Presentations or talks by experts in the field (live or recorded)	EOLpresent	1	None	2	41	1,176	26	1.6	2.2	-.64
		2	Some	3	59	1,749	41			
		3	Most	0	0	854	20			
		4	All	0	0	606	14			
		Total		5	100	4,385	100			
d. Group projects or presentations	EOLgroup	1	None	2	41	1,506	34	1.8	2.0	-.25
		2	Some	2	41	1,824	41			
		3	Most	1	17	646	15			
		4	All	0	0	414	9			
		Total		5	100	4,390	100			
e. Interaction among students in small groups or breakout rooms	EOLbreakout	1	None	1	24	1,334	31	1.9	2.1	-.19
		2	Some	3	59	1,675	38			
		3	Most	1	17	829	18			
		4	All	0	0	547	13			
		Total		5	100	4,385	100			
f. Frequent quizzes or short assignments to check your understanding	EOLquiz	1	None	0	0	190	5	2.8	2.9	-.13
		2	Some	2	41	1,154	27			
		3	Most	2	35	1,714	38			
		4	All	1	24	1,327	30			
		Total		5	100	4,385	100			
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOLcoursework	1	None	0	0	111	3	2.8	3.1	-.32
		2	Some	2	41	906	22			
		3	Most	2	35	1,787	40			
		4	All	1	24	1,575	36			
		Total		5	100	4,379	100			
h. Instructional materials (text, video, images, assignments, etc.) that represent diverse perspectives and people	EOLdiverse	1	None	0	0	68	5	2.5	3.1	-.67
		2	Some	4	76	316	22			
		3	Most	0	0	508	34			
		4	All	1	24	609	39			
		Total		5	100	1,501	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		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
i. Opportunities for personalized feedback, support, and guidance from the instructor	EOLfeedback	1	None	0	0	203	5	2.7	2.9	-0.32
		2	Some	3	59	1,233	29			
		3	Most	1	17	1,521	35			
		4	All	1	24	1,424	32			
		Total		5	100	4,381	100			
j. Opportunities to apply your learning to a real-world problem or issue	EOLapply	1	None	1	24	310	7	2.2	2.8	-0.65
		2	Some	2	35	1,489	35			
		3	Most	2	41	1,411	32			
		4	All	0	0	1,161	27			
		Total		5	100	4,371	100			
k. Statements related to protection of your privacy and data	EOLprivacy	1	None	3	59	176	12	1.8	2.8 *	-0.97
		2	Some	0	0	416	29			
		3	Most	2	41	378	25			
		4	All	0	0	527	35			
		Total		5	100	1,497	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	EOLboards	1	Not at all comfortable	0	0	101	2	4.9	4.9	-0.01
		2		0	0	144	3			
		3		0	0	356	8			
		4		2	35	785	18			
		5		2	41	1,021	23			
		6	Very comfortable	1	24	1,894	44			
		—	Not applicable	0	0	63	2			
Total		5	100	4,364	100					
b. Participating in live course discussions	EOLlivedisc	1	Not at all comfortable	0	0	253	6	4.5	4.3	.14
		2		0	0	316	7			
		3		1	17	569	13			
		4		1	17	850	19			
		5		3	65	701	17			
		6	Very comfortable	0	0	1,079	25			
		—	Not applicable	0	0	582	14			
Total		5	100	4,350	100					
c. Taking proctored online exams	EOLexams	1	Not at all comfortable	0	0	244	5	4.2	4.5	-0.21
		2		0	0	205	5			
		3		0	0	428	9			
		4		3	59	700	16			
		5		1	17	862	20			
		6	Very comfortable	0	0	1,359	32			
		—	Not applicable	1	24	558	13			
Total		5	100	4,356	100					
d. Interacting with other students in the course	EOLinteract	1	Not at all comfortable	0	0	136	3	3.9	4.5	-0.42
		2		0	0	298	7			
		3		1	24	543	12			
		4		3	59	942	21			
		5		1	17	938	21			
		6	Very comfortable	0	0	1,350	32			
		—	Not applicable	0	0	151	4			
Total		5	100	4,358	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		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOLinstructor	1	Not at all comfortable	0	0	108	2	4.7	4.7	-.01
		2		0	0	226	5			
		3		0	0	486	11			
		4		3	59	885	20			
		5		1	17	1,021	23			
		6	Very comfortable	1	24	1,526	36			
		—	Not applicable	0	0	99	3			
Total		5	100	4,351	100					
f. Using learning support services (tutoring services, writing center, etc.)	EOLsupport	1	Not at all comfortable	0	0	225	5	4.1	4.3	-.14
		2		1	17	370	8			
		3		1	24	596	13			
		4		1	17	825	19			
		5		1	17	720	17			
		6	Very comfortable	1	24	1,142	27			
		—	Not applicable	0	0	473	11			
Total		5	100	4,351	100					
g. Seeking feedback and guidance from your instructor	EOLseekfdbk	1	Not at all comfortable	0	0	120	3	4.1	4.7	-.44
		2		0	0	233	5			
		3		3	59	469	11			
		4		0	0	866	20			
		5		1	17	981	22			
		6	Very comfortable	1	24	1,568	36			
		—	Not applicable	0	0	109	3			
Total		5	100	4,346	100					
4. To improve the online course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOLimpstud	1	Not at all important	0	0	514	11	2.3	2.6	-.30
		2	Somewhat important	3	65	1,543	35			
		3	Important	2	35	1,428	33			
		4	Very important	0	0	851	21			
		Total		5	100	4,336	100			
b. Increase interactions with instructors	EOLimpinst	1	Not at all important	0	0	157	4	2.5	3.0	-.62
		2	Somewhat important	2	48	1,015	22			
		3	Important	3	52	1,815	41			
		4	Very important	0	0	1,347	33			
		Total		5	100	4,334	100			
c. Improve responsiveness of instructors	EOLimpresp	1	Not at all important	0	0	157	4	2.9	3.1	-.24
		2	Somewhat important	1	24	815	18			
		3	Important	3	59	1,712	39			
		4	Very important	1	17	1,648	39			
		Total		5	100	4,332	100			
d. Improve online tools for student collaboration	EOLimptools	1	Not at all important	0	0	233	5	2.8	3.0	-.29
		2	Somewhat important	1	24	978	22			
		3	Important	4	76	1,719	40			
		4	Very important	0	0	1,404	33			
		Total		5	100	4,334	100			

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOLimpsupp	1	Not at all important	0	0	261	6	3.0	2.9	.09
		2	Somewhat important	1	24	1,154	26			
		3	Important	3	52	1,655	38			
		4	Very important	1	24	1,259	30			
		Total		5	100	4,329	100			
5. Considering your experience taking <i>entirely or partly online</i> 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.	EOLinternet	1	Strongly disagree	0	0	117	3	2.8	3.3	-.72
		2	Disagree	2	41	358	8			
		3	Agree	2	41	2,106	49			
		4	Strongly agree	1	17	1,652	40			
		Total		5	100	4,233	100			
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software that you have access to have been sufficient to participate in the course.	EOLhardware	1	Strongly disagree	0	0	20	1	3.2	3.4	-.39
		2	Disagree	0	0	73	5			
		3	Agree	4	83	685	45			
		4	Strongly agree	1	17	709	49			
		Total		5	100	1,487	100			
c. Study spaces that you have access to have been sufficient for your needs.	EOLspace	1	Strongly disagree	0	0	16	1	3.2	3.3	-.27
		2	Disagree	0	0	86	6			
		3	Agree	4	83	761	51			
		4	Strongly agree	1	17	626	42			
		Total		5	100	1,489	100			
d. Technology support has been helpful.	EOLtechsupp	1	Strongly disagree	0	0	30	2	3.0	3.3 ***	-.44
		2	Disagree	0	0	87	5			
		3	Agree	5	100	818	55			
		4	Strongly agree	0	0	555	38			
		Total		5	100	1,490	100			
e. The online course platform or learning management system (LMS) has been user-friendly.	EOLplatform	1	Strongly disagree	0	0	70	2	3.0	3.3 ***	-.41
		2	Disagree	0	0	252	6			
		3	Agree	5	100	2,400	55			
		4	Strongly agree	0	0	1,521	37			
		Total		5	100	4,243	100			
6. Which of the following best describes how your <i>entirely or partly online</i> courses have typically been scheduled?										
	EOLschedule	Synchronous (live class — meetings online at scheduled times)		2	35	443	27			
		Asynchronous (online — participation not at scheduled times)		0	0	582	41			
		— A mixture of synchronous and asynchronous		3	65	350	25			
		Hybrid (face-to-face class — meetings at scheduled times and online instruction)		0	0	105	7			
		Total		5	100	1,480	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		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
7. Overall, how would you evaluate your online learning experience during the current school year?										
	EOLoverall	1	Poor	0	0	143	4	3.0	3.2 ***	-.19 ▽
		2	Fair	0	0	692	16			
		3	Good	3	100	1,787	41			
		4	Excellent	0	0	1,624	39			
			Total	3	100	4,246	100			

8. Please describe one thing about *online learning* at your institution that could be improved. (5,000 character limit)

This question asked students to respond in an open text box. Responses are provided in your "NSSE23 Student Comments" report and in a separate SPSS data file.

9. Please describe one thing about *online learning* at your institution that should not be changed. (5,000 character limit)

This question asked students to respond in an open text box. Responses are provided in your "NSSE23 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.

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Highlands		Online Learning		Highlands	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	EOLgoals	0	Not at all	0	0	69	1	3.4	3.2 *	.23
		1	Very little	4	4	334	3			
		2	Some	13	12	1,582	16			
		3	Quite a bit	19	22	3,594	35			
		4	Very much	51	61	4,703	45			
		Total		87	100	10,282	100			
b. Clear guidance about how to get started in the course	EOLstart	0	Not at all	0	0	75	1	3.4	3.2 *	.26
		1	Very little	3	3	383	4			
		2	Some	12	14	1,746	17			
		3	Quite a bit	25	25	3,513	35			
		4	Very much	48	59	4,522	43			
		Total		88	100	10,239	100			
c. A clearly stated grading policy	EOLgrading	0	Not at all	0	0	56	1	3.4	3.3	.15
		1	Very little	3	3	226	3			
		2	Some	6	8	1,246	13			
		3	Quite a bit	29	31	3,437	33			
		4	Very much	50	58	5,313	51			
		Total		88	100	10,278	100			
d. Course information and activities that are easy to locate	EOLinfo	0	Not at all	1	1	73	1	3.3	3.2	.15
		1	Very little	3	3	326	3			
		2	Some	14	18	1,740	17			
		3	Quite a bit	21	21	3,554	35			
		4	Very much	49	57	4,570	44			
		Total		88	100	10,263	100			
e. Sufficient instructions for using course-related technology	EOLtech	0	Not at all	1	1	99	1	3.3	3.1	.19
		1	Very little	3	3	433	4			
		2	Some	14	16	1,881	18			
		3	Quite a bit	24	26	3,466	34			
		4	Very much	46	54	4,386	42			
		Total		88	100	10,265	100			
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOLrespond	0	Not at all	1	1	126	1	3.4	3.1 **	.35
		1	Very little	2	2	535	5			
		2	Some	10	9	1,924	19			
		3	Quite a bit	27	29	3,342	32			
		4	Very much	48	58	4,332	42			
		Total		88	100	10,259	100			
g. Clear expectations for your interactions with other students	EOLexpect	0	Not at all	2	2	178	2	3.3	3.1 *	.25
		1	Very little	4	4	509	5			
		2	Some	11	11	1,841	19			
		3	Quite a bit	25	27	3,419	33			
		4	Very much	46	56	4,299	41			
		Total		88	100	10,246	100			
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOLassess	0	Not at all	0	0	96	1	3.4	3.2	.21
		1	Very little	3	3	296	3			
		2	Some	6	8	1,464	14			
		3	Quite a bit	31	34	3,514	34			
		4	Very much	47	55	4,888	47			
		Total		87	100	10,258	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		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOLmaterials	0	Not at all	1	1	87	1	3.4	3.2	.19
		1	Very little	2	2	303	3			
		2	Some	11	13	1,513	15			
		3	Quite a bit	25	25	3,525	34			
		4	Very much	49	59	4,817	47			
		Total		88	100	10,245	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	EOLlive	1	None	8	7	1,497	14	3.2	2.6 ***	.64
		2	Some	10	9	3,476	35			
		3	Most	33	38	2,983	29			
		4	All	37	45	2,275	21			
		Total		88	100	10,231	100			
b. Pre-recorded presentations by the instructor	EOLrecorded	1	None	31	35	1,303	12	2.1	2.5 ***	-.47
		2	Some	33	37	4,357	43			
		3	Most	10	11	2,777	28			
		4	All	14	17	1,785	18			
		Total		88	100	10,222	100			
c. Presentations or talks by experts in the field (live or recorded)	EOLpresent	1	None	11	11	2,404	24	2.6	2.2 ***	.37
		2	Some	40	43	4,557	45			
		3	Most	21	25	1,980	19			
		4	All	16	21	1,282	12			
		Total		88	100	10,223	100			
d. Group projects or presentations	EOLgroup	1	None	11	14	1,661	16	2.6	2.4	.18
		2	Some	35	41	4,408	43			
		3	Most	21	20	2,672	26			
		4	All	21	25	1,485	15			
		Total		88	100	10,226	100			
e. Interaction among students in small groups or breakout rooms	EOLbreakout	1	None	8	7	1,901	19	2.8	2.4 ***	.49
		2	Some	26	32	3,999	40			
		3	Most	28	31	2,705	26			
		4	All	26	30	1,606	15			
		Total		88	100	10,211	100			
f. Frequent quizzes or short assignments to check your understanding	EOLquiz	1	None	3	3	435	4	2.9	3.0	-.03
		2	Some	32	33	2,649	25			
		3	Most	28	29	3,983	39			
		4	All	25	35	3,140	31			
		Total		88	100	10,207	100			
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOLcoursework	1	None	0	0	167	2	3.4	3.2 **	.31
		2	Some	10	9	1,824	18			
		3	Most	36	40	4,219	41			
		4	All	42	50	3,996	39			
		Total		88	100	10,206	100			
h. Instructional materials (text, video, images, assignments, etc.) that represent diverse perspectives and people	EOLdiverse	1	None	1	1	200	5	3.4	3.0 ***	.46
		2	Some	14	14	958	25			
		3	Most	27	29	1,492	37			
		4	All	46	56	1,481	34			
		Total		88	100	4,131	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		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
i. Opportunities to apply your learning to a real-world problem or issue	EOLfeedback	1	None	0	0	376	4	3.3	3.0 ***	.41
		2	Some	20	22	2,714	28			
		3	Most	25	25	3,687	36			
		4	All	43	54	3,413	32			
		Total		88	100	10,190	100			
j. Opportunities for personalized feedback, support, and guidance from the instructor	EOLapply	1	None	0	0	536	6	3.4	2.9 ***	.60
		2	Some	12	12	2,954	30			
		3	Most	33	37	3,721	36			
		4	All	43	51	2,981	28			
		Total		88	100	10,192	100			
k. Statements related to protection of your privacy and data	EOLprivacy	1	None	6	6	571	15	3.2	2.8 ***	.41
		2	Some	15	18	1,065	26			
		3	Most	26	27	1,081	27			
		4	All	39	49	1,411	32			
		Total		86	100	4,128	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	EOLboards	1	Not at all comfortable	1	1	227	2	5.4	5.1	.18
		2		2	2	249	3			
		3		7	7	558	6			
		4		6	8	1,239	13			
		5		14	14	2,141	21			
		6	Very comfortable	57	67	5,568	54			
		—	Not applicable	0	0	173	2			
Total		87	100	10,155	100					
b. Participating in live course discussions	EOLlivedisc	1	Not at all comfortable	1	1	400	4	5.4	4.6 ***	.51
		2		1	1	504	5			
		3		5	5	970	9			
		4		8	10	1,788	18			
		5		14	15	1,926	19			
		6	Very comfortable	53	63	3,551	35			
		—	Not applicable	5	5	1,017	10			
Total		87	100	10,156	100					
c. Taking proctored online exams	EOLexams	1	Not at all comfortable	1	1	1,017	9	4.8	4.4 *	.24
		2		9	9	576	6			
		3		5	5	812	8			
		4		13	17	1,411	14			
		5		14	16	1,586	16			
		6	Very comfortable	29	37	3,117	31			
		—	Not applicable	16	15	1,634	15			
Total		87	100	10,153	100					
d. Interacting with other students in the course	EOLinteract	1	Not at all comfortable	1	1	224	2	5.3	4.9 ***	.34
		2		1	1	401	4			
		3		5	6	905	9			
		4		10	12	1,791	18			
		5		18	19	2,299	23			
		6	Very comfortable	51	60	4,306	42			
		—	Not applicable	0	0	225	2			
Total		86	100	10,151	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		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOLinstructor	1	Not at all comfortable	0	0	195	2	5.5	4.9 ***	.45
		2		1	1	364	4			
		3		3	3	842	9			
		4		8	11	1,771	17			
		5		17	18	2,372	23			
		6	Very comfortable	57	67	4,455	44			
		—	Not applicable	0	0	147	1			
Total		86	100	10,146	100					
f. Using learning support services (tutoring services, writing center, etc.)	EOLsupport	1	Not at all comfortable	3	3	553	6	4.6	4.3	.14
		2		7	11	771	8			
		3		9	10	1,118	11			
		4		11	12	1,584	15			
		5		10	11	1,420	14			
		6	Very comfortable	32	39	2,871	28			
		—	Not applicable	15	14	1,829	18			
Total		87	100	10,146	100					
g. Seeking feedback and guidance from your instructor	EOLseekfdbk	1	Not at all comfortable	1	1	260	3	5.3	4.8 **	.33
		2		3	5	433	5			
		3		3	3	842	8			
		4		15	15	1,760	17			
		5		7	8	2,327	23			
		6	Very comfortable	58	68	4,308	42			
		—	Not applicable	0	0	222	2			
Total		87	100	10,152	100					
4. To improve the online course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOLimpstud	1	Not at all important	14	14	1,357	14	2.6	2.6	-.04
		2	Somewhat important	28	35	3,352	33			
		3	Important	26	29	3,233	32			
		4	Very important	19	22	2,189	22			
		Total		87	100	10,131	100			
b. Increase interactions with instructors	EOLimpinst	1	Not at all important	5	5	394	4	3.0	3.1	-.05
		2	Somewhat important	19	21	2,179	21			
		3	Important	39	40	4,002	39			
		4	Very important	24	34	3,545	36			
		Total		87	100	10,120	100			
c. Improve responsiveness of instructors	EOLimpresp	1	Not at all important	3	3	336	3	3.1	3.2	-.14
		2	Somewhat important	14	15	1,666	16			
		3	Important	42	51	3,727	37			
		4	Very important	28	31	4,395	44			
		Total		87	100	10,124	100			
d. Improve online tools for student collaboration	EOLimptools	1	Not at all important	3	3	566	6	3.1	3.0	.10
		2	Somewhat important	14	16	2,183	22			
		3	Important	46	49	3,769	37			
		4	Very important	23	33	3,596	36			
		Total		86	100	10,114	100			

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOLimpsupp	1	Not at all important	6	8	679	7	2.9	2.9	-.01
		2	Somewhat important	20	19	2,572	26			
		3	Important	39	46	3,707	36			
		4	Very important	22	27	3,150	31			
		Total	87	100	10,108	100				
5. Considering your experience taking <i>entirely or partly online</i> 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.	EOLinternet	1	Strongly disagree	2	2	162	1	3.4	3.4	.08
		2	Disagree	5	4	699	7			
		3	Agree	44	45	4,726	47			
		4	Strongly agree	35	49	4,382	45			
		Total	86	100	9,969	100				
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software that you have access to have been sufficient to participate in the course.	EOLhardware	1	Strongly disagree	2	2	38	1	3.5	3.4	.03
		2	Disagree	3	3	184	4			
		3	Agree	42	43	1,845	45			
		4	Strongly agree	39	53	2,049	50			
		Total	86	100	4,116	100				
c. Study spaces that you have access to have been sufficient for your needs.	EOLspace	1	Strongly disagree	4	6	60	2	3.3	3.3	-.09
		2	Disagree	6	6	289	7			
		3	Agree	41	44	2,025	49			
		4	Strongly agree	35	44	1,734	42			
		Total	86	100	4,108	100				
d. Technology support has been helpful.	EOLtechsupp	1	Strongly disagree	1	1	89	2	3.2	3.2	.00
		2	Disagree	8	10	307	8			
		3	Agree	48	55	2,288	55			
		4	Strongly agree	29	34	1,425	34			
		Total	86	100	4,109	100				
e. The online course platform or learning management system (LMS) has been user-friendly.	EOLplatform	1	Strongly disagree	1	1	133	1	3.3	3.3	.04
		2	Disagree	8	10	559	6			
		3	Agree	42	45	5,539	55			
		4	Strongly agree	34	43	3,741	37			
		Total	85	100	9,972	100				
6. Which of the following best describes how your <i>entirely or partly online</i> courses have typically been scheduled?										
EOLschedule	Synchronous (live class — meetings online at scheduled times)		36	38	949	20				
	Asynchronous (online — participation not at scheduled times)		17	22	1,549	37				
	A mixture of synchronous and asynchronous		30	37	1,280	35				
	Hybrid (face-to-face class — meetings at scheduled times and online instruction)		3	3.58	321	7.91				
	Total		86	100	4,099	100				

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Highlands		Online Learning		Highlands	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
7. Overall, how would you evaluate your online learning experience during the current school year?										
	EOLoverall	1	Poor	1	1	286	3	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="background-color: #e6f2ff; padding: 10px; border: 1px solid #ccc; font-size: 24px; font-weight: bold;">3.5</div> <div style="text-align: center;"> <p>3.2 **</p> <p>▲</p> </div> <div style="font-size: 20px;">.33</div> </div>		
		2	Fair	10	11	1,441	15			
		3	Good	24	31	4,221	42			
		4	Excellent	51	58	4,042	40			
			Total	86	100	9,990	100			

8. Please describe one thing about *online learning* at your institution that could be improved. (5,000 character limit)

This question asked students to respond in an open text box. Responses are provided in your "NSSE23 Student Comments" report and in a separate SPSS data file.

9. Please describe one thing about *online learning* at your institution that should not be changed. (5,000 character limit)

This question asked students to respond in an open text box. Responses are provided in your "NSSE23 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.

First-Year Students

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
		Highlands	Online Learning	Highlands	Online Learning	Highlands	Online Learning			
EOLgoals	5	2.83	3.11	.398	.017	0.88	0.91	2,739	.495	-.31
EOLstart	5	2.76	3.07	.539	.018	1.20	0.95	2,713	.470	-.33
EOLgrading	5	3.24	3.24	.215	.017	0.48	0.89	2,731	1.000	.00
EOLinfo	5	2.59	3.12	.248	.018	0.55	0.92	2,723	.195	-.58
EOLtech	5	2.93	3.04	.322	.019	0.72	0.97	2,729	.809	-.11
EOLrespond	5	3.17	3.01	.398	.019	0.88	0.98	2,718	.712	.17
EOLexpect	5	2.52	2.98	.523	.020	1.16	1.03	2,724	.321	-.45
EOLassess	5	3.17	3.20	.398	.017	0.88	0.89	2,719	.940	-.03
EOLmaterials	5	3.17	3.21	.398	.017	0.88	0.88	2,720	.916	-.05
EOLlive	5	2.76	2.42	.215	.020	0.48	1.05	4	.191	.32
EOLrecorded	5	1.83	2.44	.191	.018	0.42	0.96	4	.032	-.64
EOLpresent	5	1.59	2.21	.248	.019	0.55	0.98	2,712	.158	-.64
EOLgroup	5	1.76	1.99	.366	.018	0.81	0.93	2,714	.582	-.25
EOLbreakout	5	1.93	2.12	.322	.019	0.72	0.99	2,712	.675	-.19
EOLquiz	5	2.83	2.94	.398	.017	0.88	0.87	2,711	.769	-.13
EOLcoursework	5	2.83	3.09	.398	.016	0.88	0.82	2,708	.483	-.32
EOLdiverse	5	2.48	3.08	.431	.029	0.96	0.90	935	.140	-.67
EOLfeedback	5	2.65	2.94	.424	.017	0.94	0.88	2,710	.472	-.32
EOLapply	5	2.17	2.77	.398	.018	0.88	0.92	2,704	.148	-.65
EOLprivacy	5	1.83	2.83	.496	.034	1.10	1.04	930	.032	-.97
EOLboards	5	4.89	4.90	.382	.025	0.85	1.28	2,658	.991	-.01
EOLlivedisc	5	4.48	4.26	.389	.032	0.86	1.54	2,301	.752	.14
EOLexams	4	4.23	4.55	.253	.031	0.49	1.51	3	.304	-.21
EOLinteract	5	3.93	4.52	.322	.028	0.72	1.40	4	.142	-.42
EOLinstructor	5	4.65	4.67	.424	.026	0.94	1.34	2,617	.974	-.01
EOLsupport	5	4.07	4.28	.724	.032	1.61	1.54	2,383	.761	-.14
EOLseekfdbk	5	4.07	4.67	.660	.027	1.47	1.36	2,618	.325	-.44
EOLimpstud	5	2.35	2.63	.240	.018	0.53	0.93	2,677	.499	-.30
EOLimpinst	5	2.52	3.03	.252	.016	0.56	0.84	2,681	.172	-.62
EOLimpresp	5	2.93	3.13	.322	.016	0.72	0.84	2,673	.598	-.24
EOLimptools	5	2.76	3.01	.215	.017	0.48	0.87	2,680	.522	-.29
EOLimpsupp	5	3.00	2.92	.349	.017	0.78	0.89	2,677	.846	.09
EOLinternet	5	2.76	3.28	.366	.014	0.81	0.71	2,611	.108	-.72
EOLhardware	5	3.17	3.42	.191	.021	0.42	0.64	4	.267	-.39
EOLspace	5	3.17	3.34	.191	.021	0.42	0.63	929	.549	-.27
EOLtechsupp	5	3.00	3.28	.000	.022	0.00	0.65	920	.000	-.44
EOLplatform	5	3.00	3.27	.000	.013	0.00	0.66	2,616	.000	-.41
EOLoverall	3	3.00	3.15	.000	.016	0.00	0.82	2,622	.000	-.19

Seniors

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
		Highlands	Online Learning	Highlands	Online Learning	Highlands	Online Learning			
EOLgoals	85	3.41	3.21	.093	.009	0.86	0.88	9,563	.032	.23
EOLstart	86	3.39	3.16	.090	.009	0.83	0.90	9,526	.017	.26
EOLgrading	86	3.44	3.32	.082	.009	0.76	0.83	9,556	.161	.15
EOLinfo	86	3.30	3.17	.101	.009	0.94	0.89	9,538	.168	.15
EOLtech	86	3.30	3.12	.098	.010	0.91	0.93	9,542	.075	.19
EOLrespond	86	3.42	3.08	.090	.010	0.83	0.97	9,537	.001	.35
EOLexpect	86	3.31	3.07	.104	.010	0.96	0.98	9,522	.024	.25
EOLassess	85	3.42	3.24	.082	.009	0.76	0.88	9,536	.056	.21
EOLmaterials	86	3.39	3.23	.092	.009	0.85	0.88	9,526	.077	.19
EOLlive	86	3.20	2.58	.097	.010	0.90	0.98	86	.000	.64
EOLrecorded	86	2.08	2.51	.115	.009	1.06	0.92	9,501	.000	-.47
EOLpresent	86	2.55	2.21	.103	.010	0.95	0.94	9,498	.001	.37
EOLgroup	86	2.56	2.39	.110	.010	1.02	0.92	86	.138	.18
EOLbreakout	86	2.83	2.36	.102	.010	0.94	0.96	9,497	.000	.49
EOLquiz	86	2.95	2.97	.098	.009	0.90	0.86	9,484	.799	-.03
EOLcoursework	86	3.41	3.17	.071	.008	0.66	0.78	9,486	.004	.31
EOLdiverse	86	3.40	2.99	.083	.014	0.77	0.88	4,031	.000	.46
EOLfeedback	86	3.32	2.96	.088	.009	0.81	0.87	9,475	.000	.41
EOLapply	86	3.39	2.86	.075	.009	0.69	0.90	87	.000	.60
EOLprivacy	84	3.20	2.77	.102	.017	0.94	1.06	87	.000	.41
EOLboards	85	5.35	5.12	.123	.013	1.13	1.24	9,268	.091	.18
EOLlivedisc	80	5.38	4.64	.118	.016	1.06	1.45	82	.000	.51
EOLexams	72	4.77	4.37	.164	.019	1.39	1.70	73	.018	.24
EOLinteract	84	5.29	4.85	.117	.014	1.07	1.31	85	.000	.34
EOLinstructor	84	5.48	4.89	.096	.013	0.88	1.28	86	.000	.45
EOLsupport	73	4.56	4.33	.189	.018	1.62	1.59	7,723	.224	.14
EOLseekfdbk	85	5.27	4.83	.134	.014	1.23	1.34	9,202	.003	.33
EOLimpstud	85	2.58	2.62	.107	.010	0.99	0.97	9,406	.716	-.04
EOLimpinst	85	3.02	3.07	.094	.009	0.87	0.85	9,396	.641	-.05
EOLimpresp	85	3.10	3.21	.082	.009	0.75	0.82	85	.168	-.14
EOLimptools	84	3.12	3.03	.083	.009	0.76	0.89	9,396	.380	.10
EOLimpsupp	85	2.92	2.92	.096	.009	0.89	0.91	9,388	.957	-.01
EOLinternet	84	3.40	3.35	.074	.007	0.68	0.67	9,241	.479	.08
EOLhardware	84	3.46	3.44	.072	.010	0.66	0.62	4,012	.804	.03
EOLspace	84	3.26	3.32	.091	.011	0.83	0.68	85	.501	-.09
EOLtechsupp	84	3.21	3.21	.073	.011	0.67	0.68	4,001	.964	.00
EOLplatform	83	3.31	3.29	.077	.007	0.70	0.64	9,249	.740	.04
EOLoverall	84	3.46	3.19	.079	.008	0.72	0.80	9,274	.003	.33

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 Ns 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. You may not see all of these symbols in your report.