



INDIANA UNIVERSITY ONLINE

Student Expectations for Quality in Online Courses

Office of Online Education | IU Center for Evaluation, Policy, and Research

A pilot survey of undergraduates in fully online programs and the first step in a planned, multi-year study of online students. Survey results collected over time will be used to inform best practices in online teaching. The full report is available at <https://teachingonline.iu.edu/doc/CEPR%20REPORT.pdf>.



Respondent Demographics

Respondents from **6 campuses** and **22 programs of study**

70% Female

65% 18–34 years old

61% Employed full time

57% Took online courses at another college/university previously

Top Reasons for Taking an Online Course



63%

Career advancement



58%

Convenience/flexibility



34%

Educational advancement

Communication with IU Online Faculty

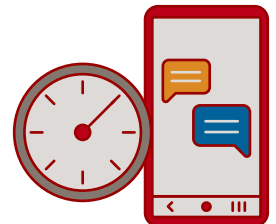
Satisfaction with communication with IU Online instructors:

68%

Very satisfied

28%

Somewhat satisfied



Top Factors for Course Satisfaction



57%

Applicable or practical content



42%

Quality of instructors

Reasons for satisfaction:

58% Timeliness

20% Frequency and ease

17% Quality of response

Overall Student Impressions



95%

Would recommend their IU Online program to a peer



94%

Consider their expectations for quality were met