

## **Collier County Virtual Education Student Survey 2007**

As part of its Franchise Agreement with The Florida Virtual School (FLVS), Collier County Schools has agreed to survey its online students annually in order to learn more about the strengths and weaknesses of its virtual education program. The surveying process is a two-part procedure in which two distinct surveys are “sent” to students. The first survey is a general survey asking students some school-specific questions as well as several questions about the learners themselves. This survey is conducted in a mass email to students at the end of the school year; they are asked to go to a particular URL and complete the survey. Students complete this survey only once during the school year. The return rate for this portion of Collier’s data was 16 surveys or 13% of all the students who completed, were active, or who had dropped their online course in 2006-07. The feedback from these students is shown in Section One of this report.

The second survey is a teacher/course specific survey in which students are asked several questions about their virtual school course and teacher. This survey is automatically built into the students’ courses and works in the following manner. Once a student reaches 65% completion in his or her course, he is congratulated, told to complete the survey, and redirected to the survey URL. Thus, students may complete several of these surveys annually depending upon the number of virtual courses in which he/she participates. There were 54 teacher/course specific surveys completed for Collier County as of May 14, 2007. Information on Collier County’s virtual courses and teachers is shared in the second section of this document.

The two-step surveying process described above allows stakeholders to have distinct information on the virtual school, as a whole, as well as feedback on the overall quality of courses and teachers. The remainder of this report shows students’ responses to all of the survey items.

## **Section One: General Feedback & Student Information**

**Please check the statement that best reflects your experience with your virtual school:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
I am currently taking an online course and have never withdrawn from an online course in the past.	9	56.3%	56.3%	56.3%
I am currently taking an online course but have withdrawn from an online course in the past.	5	31.3%	31.3%	31.3%
I am not taking any online course currently, but I have taken and completed at least one online course in the past.	2	12.5%	12.5%	12.5%
I am not taking any online course currently, nor have I completed any online course in the past.	0	0.0%	0.0%	0.0%

**Please rate yourself on the following statements:**

Topic	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered	Not Asked
I am highly motivated and self-disciplined.	6	7	0	0	0	3
I can set a personal schedule and complete assigned work by the required dates.	5	8	0	0	0	3
My writing and communication skills are better than average.	3	9	1	0	0	3
I try to solve problems and work through difficulties independently.	1	8	4	0	0	3
I can read and follow detailed instructions on my own.	5	8	0	0	0	3

**The main reason I enrolled in the virtual school :**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
To take an extra course	1	6.3%	6.3%	6.3%
To take a course not offered at my school	4	25.0%	25.0%	25.0%
To raise a course grade/ grade forgiveness	1	6.3%	6.3%	6.3%
To balance academic and extracurricular activities	5	31.3%	31.3%	31.3%
Hospital Homebound	0	0.0%	0.0%	0.0%
Personal preference	1	6.3%	6.3%	6.3%
To accelerate graduation/ get ahead	1	6.3%	6.3%	6.3%
Other	3	18.8%	18.8%	18.8%

**I access my online course(s) primarily from:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Home only	4	25.0%	25.0%	25.0%
School only	4	25.0%	25.0%	25.0%
Combination of home and school, but mostly home	1	6.3%	6.3%	6.3%
Combination of home and school, but mostly school	4	25.0%	25.0%	25.0%
School and home equally	3	18.8%	18.8%	18.8%
Community center or library	0	0.0%	0.0%	0.0%
Other	0	0.0%	0.0%	0.0%

**I am a:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
public school student	15	93.8%	93.8%	93.8%
private school student	1	6.3%	6.3%	6.3%
home school student	0	0.0%	0.0%	0.0%
charter school student	0	0.0%	0.0%	0.0%
other	0	0.0%	0.0%	0.0%

**My general computer experience prior to my participation with this virtual school:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
No previous background	2	12.5%	12.5%	12.5%
A little experience with computers	2	12.5%	12.5%	12.5%
A great deal of computer experience	8	50.0%	50.0%	50.0%
Extremely proficient	4	25.0%	25.0%	25.0%

**My general Internet experience prior to my participation with this virtual school:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
No previous background	3	20.0%	18.8%	18.8%
A little experience with the Internet	1	6.7%	6.3%	6.3%
A great deal of Internet experience	7	46.7%	43.8%	43.8%
Extremely proficient	4	26.7%	25.0%	25.0%

**My experience with this virtual school:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
I never have technical problems that interfere with getting work done.	8	53.3%	50.0%	50.0%
I sometimes have technical problems that interfere with getting work done.	6	40.0%	37.5%	37.5%
I often have technical problems that interfere with getting work done.	0	0.0%	0.0%	0.0%
I have a great deal of technical problems that interfere with getting work done.	1	6.7%	6.3%	6.3%

**Most questions related to technical problems are resolved:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Within 24 hours	5	33.3%	31.3%	31.3%
Within 2 to 3 days	2	13.3%	12.5%	12.5%
In a period greater than 3 days	2	13.3%	12.5%	12.5%
Not applicable - I never have technical problems	6	40.0%	37.5%	37.5%

**Most of my technical problems are resolved by:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Emails to help@flvs.net	1	6.7%	6.3%	6.3%
Calls to the tech help toll free number	2	13.3%	12.5%	12.5%
Contact with my teacher	7	46.7%	43.8%	43.8%
Other	5	33.3%	31.3%	31.3%

**The learning management system (where the course content is accessed, where I turn in assignments, participate in discussion, and take exam) is:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Very easy to use	5	31.3%	31.3%	31.3%
Easy to use	8	50.0%	50.0%	50.0%
Difficult to use	1	6.3%	6.3%	6.3%
Very difficult to use	2	12.5%	12.5%	12.5%

**Accessing my virtual school course(s) is:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Very easy; I can get into my course(s) whenever I want.	11	68.8%	68.8%	68.8%
Easy; I can almost always get into my course(s).	1	6.3%	6.3%	6.3%
Difficult; I often have trouble getting into my course(s).	3	18.8%	18.8%	18.8%
Very difficult; I very often have trouble getting into my course(s).	1	6.3%	6.3%	6.3%

**The online registration process was:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Very easy	6	37.5%	37.5%	37.5%
Easy	9	56.3%	56.3%	56.3%
Difficult	1	6.3%	6.3%	6.3%
Very Difficult	0	0.0%	0.0%	0.0%
I do not register online	0	0.0%	0.0%	0.0%

**I found out about this virtual school from:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
a school counselor	10	62.5%	62.5%	62.5%
a friend	5	31.3%	31.3%	31.3%
an ad in my high school newspaper	0	0.0%	0.0%	0.0%
a newspaper article	0	0.0%	0.0%	0.0%
a TV news report or advertisement	0	0.0%	0.0%	0.0%
a radio advertisement	0	0.0%	0.0%	0.0%
a home education office	0	0.0%	0.0%	0.0%
a home school meeting or convention	0	0.0%	0.0%	0.0%
an Internet search	0	0.0%	0.0%	0.0%
a family member	1	6.3%	6.3%	6.3%
a community even or meeting (festivals, Rotary, etc)	0	0.0%	0.0%	0.0%
Other	0	0.0%	0.0%	0.0%

**What part of this statement, "Any time, any place, any path, any pace," is most important to you in relation to your online course(s)?**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Any time	6	46.2%	46.2%	37.5%
Any place	3	23.1%	23.1%	18.8%
Any path	0	0.0%	0.0%	0.0%
Any pace	4	30.8%	30.8%	25.0%

**I would recommend this virtual school to other students.**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Strongly agree	4	30.8%	30.8%	25.0%
Agree	8	61.5%	61.5%	50.0%
Disagree	0	0.0%	0.0%	0.0%
Strongly disagree	1	7.7%	7.7%	6.3%

**What type of Internet connection do you primarily use while working on your online course(s)?**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Modem connection 28K or less	0	0.0%	0.0%	0.0%
Modem connection 56K or less	0	0.0%	0.0%	0.0%
Cable modem	3	23.1%	23.1%	18.8%
DSL	5	38.5%	38.5%	31.3%
High speed access from my school	5	38.5%	38.5%	31.3%

**What type of computer do you use?**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Windows	12	92.3%	92.3%	75.0%
Macintosh	1	7.7%	7.7%	6.3%
Unix/Linux	0	0.0%	0.0%	0.0%

**Which of the following technologies do you use regularly? (Choose all that apply.)**

Choice	Count	Percent of Sample Asked	Percent of Total Sample
Cell Phone with Web Access or Smart Phone	11	84.6%	68.8%
MP3 Player/ iPod	9	69.2%	56.3%
Music Downloads	6	46.2%	37.5%
Online Gaming	4	30.8%	25.0%
PDA	1	7.7%	6.3%
Blogs	5	38.5%	31.3%

## **Section Two: Course/Teacher Items**

**Approximately, how long have/had you been active in this course?**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
< 1 month	2	3.7%	3.7%	3.7%
1-3 months	21	38.9%	38.9%	38.9%
4-6 months	23	42.6%	42.6%	42.6%
7-10 months	8	14.8%	14.8%	14.8%
>10 months	0	0.0%	0.0%	0.0%

**The goals and objectives of this online course are:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Very clear	26	49.1%	48.1%	48.1%
Clear	25	47.2%	46.3%	46.3%
Vague	1	1.9%	1.9%	1.9%
Non existent	1	1.9%	1.9%	1.9%

**Overall, the directions throughout this online course are:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Very clear	20	37.0%	37.0%	37.0%
Clear	33	61.1%	61.1%	61.1%
Vague	0	0.0%	0.0%	0.0%
Non existent	1	1.9%	1.9%	1.9%

**This online course captures/captured my attention.**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Strongly agree	16	29.6%	29.6%	29.6%
Agree	34	63.0%	63.0%	63.0%
Disagree	3	5.6%	5.6%	5.6%
Strongly disagree	1	1.9%	1.9%	1.9%

**The course materials provided to me assist/assisted me in being successful in this course.**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Strongly agree	13	24.1%	24.1%	24.1%
Agree	31	57.4%	57.4%	57.4%
Disagree	2	3.7%	3.7%	3.7%
Strongly disagree	1	1.9%	1.9%	1.9%
Not applicable - No outside resources were provided to me for this course.	7	13.0%	13.0%	13.0%

**Communication with the teacher(s) of this course is/was:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Great	33	61.1%	61.1%	61.1%
Good	16	29.6%	29.6%	29.6%
Fair	4	7.4%	7.4%	7.4%
Poor	1	1.9%	1.9%	1.9%

**Most questions related to course content or assignments are/were resolved:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Within 24 hours	38	70.4%	70.4%	70.4%
Within 2 to 3 days	11	20.4%	20.4%	20.4%
In a period greater than 3 days	2	3.7%	3.7%	3.7%
Not applicable - I've never had such questions.	3	5.6%	5.6%	5.6%

**I spoke/speak with the teacher of this course:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
At least once a month	44	81.5%	81.5%	81.5%
Once every two months	7	13.0%	13.0%	13.0%
Less than once every two months	2	3.7%	3.7%	3.7%
Never	1	1.9%	1.9%	1.9%

**Communication with other students enrolled in this course is/was:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Great	3	5.6%	5.6%	5.6%
Good	16	29.6%	29.6%	29.6%
Fair	13	24.1%	24.1%	24.1%
Poor	22	40.7%	40.7%	40.7%

**In this course, I use/used the synchronous chat functionality: (The synchronous chat function could be used for group tutorials held by teacher, student-to-student cooperative work, and/or one-on-one teacher-student interaction.)**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Very often	1	1.9%	1.9%	1.9%
Often	2	3.7%	3.7%	3.7%
Sometimes	5	9.3%	9.3%	9.3%
Never	32	59.3%	59.3%	59.3%
Not available	14	25.9%	25.9%	25.9%

**The chat functionality helps/helped me be successful in this course.**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Strongly agree	1	1.9%	1.9%	1.9%
Agree	6	11.1%	11.1%	11.1%
Disagree	3	5.6%	5.6%	5.6%
Strongly disagree	1	1.9%	1.9%	1.9%
Not applicable - I've never used the chat feature	35	64.8%	64.8%	64.8%
Not available	8	14.8%	14.8%	14.8%

**The hours per week I spend/spent completing this online course are about:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
0-1 hour per week	1	1.9%	1.9%	1.9%
1-2 hours per week	10	18.5%	18.5%	18.5%
2-4 hours per week	17	31.5%	31.5%	31.5%
5-10 hours per week	23	42.6%	42.6%	42.6%
Over 10 hours per week	3	5.6%	5.6%	5.6%

**Compared to a traditional high school class, the difficulty level of this online course is:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Much harder	5	9.4%	9.3%	9.3%
Harder	11	20.8%	20.4%	20.4%
The same level of difficulty	18	34.0%	33.3%	33.3%
Easier	5	9.4%	9.3%	9.3%
Much easier	1	1.9%	1.9%	1.9%
Not sure	13	24.5%	24.1%	24.1%

**Compared to a traditional high school class, the quality of this online course is:**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Much better	10	18.5%	18.5%	18.5%
Better	10	18.5%	18.5%	18.5%
The same quality	20	37.0%	37.0%	37.0%
Worse	2	3.7%	3.7%	3.7%
Much worse	1	1.9%	1.9%	1.9%
Not sure	11	20.4%	20.4%	20.4%

**My online teacher(s) demonstrated an interest in my success as a student.**

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Strongly agree	31	59.6%	57.4%	57.4%
Agree	19	36.5%	35.2%	35.2%
Disagree	1	1.9%	1.9%	1.9%
Strongly disagree	1	1.9%	1.9%	1.9%

**Conclusion**

Collier County Virtual School appears to have been well-received by its students in its first year of operation. Of the students who responded to the survey, an impressive 92.3% of students said that they would recommend this virtual school to other students. Here is a sample of open-ended comments indicating this overall satisfaction:

- *“I would highly recommend this virtual school, not only because it is very easy to navigate through, but also because it teaches in a fun and simple way.”*
- *“It requires a lot more work than I would get in school, it’s much more demanding than any class I have taken in school.”*
- *“In school, I feel as if they are teaching you math just to get it done. This course provides the opportunity to really understand what you’re learning.”*
- *“The quality of the work is better than in high school, but sometimes relying on the internet for answers is not so good.”*
- *“The sites listed for help (with) learning were all amazing.”*

In the area of communication, 90.7% of the 54 students responding said that general communication with the teacher(s) of their course was either “great” or “good.” 81.5% reported that they spoke with their teacher “at least once per month.” 70.4% of students said that most questions related to course content or assignments were resolved within

24 hours, and 20.4% said they were resolved within 2 to 3 days. Some student comments with regard to communication were:

- *“My teacher was very helpful and understanding. When I had a problem or a question, he was always there to assist me. Without his help, I would not have been successful in the course.”*
- *“Lots of contact, emails whenever I may be slacking.”*
- *“There was great communication.”*
- *“I could call my teacher whenever I didn't understand something. Sometimes my teacher and I would meet for tutoring sessions.”*

Regarding their courses, 74% of students who responded rated the quality of their courses as “much better,” “better,” or “the same” as a traditional high school course. When asked to compare the difficulty of their online courses to a traditional high school class, 30.2% of students said that the online course was either “much harder” or “harder,” 34% said that it was “the same level of difficulty,” and 11.3% said it was either “easier” or “much easier.”

This data and other indicators throughout this report validate the conclusion that the Collier County Virtual School is doing a fine good job so far implementing the program and serving its students.