



**BALL STATE**  
**ONLINE**

# 2025 Online Student Satisfaction Survey

May 3, 2025

## Summary

Ball State's student satisfaction survey was distributed during the Spring 2025 semester. Of the anonymous responses, 587 students self-identified as "100% online student enrolled in an online program." This report is a summary of those student responses.

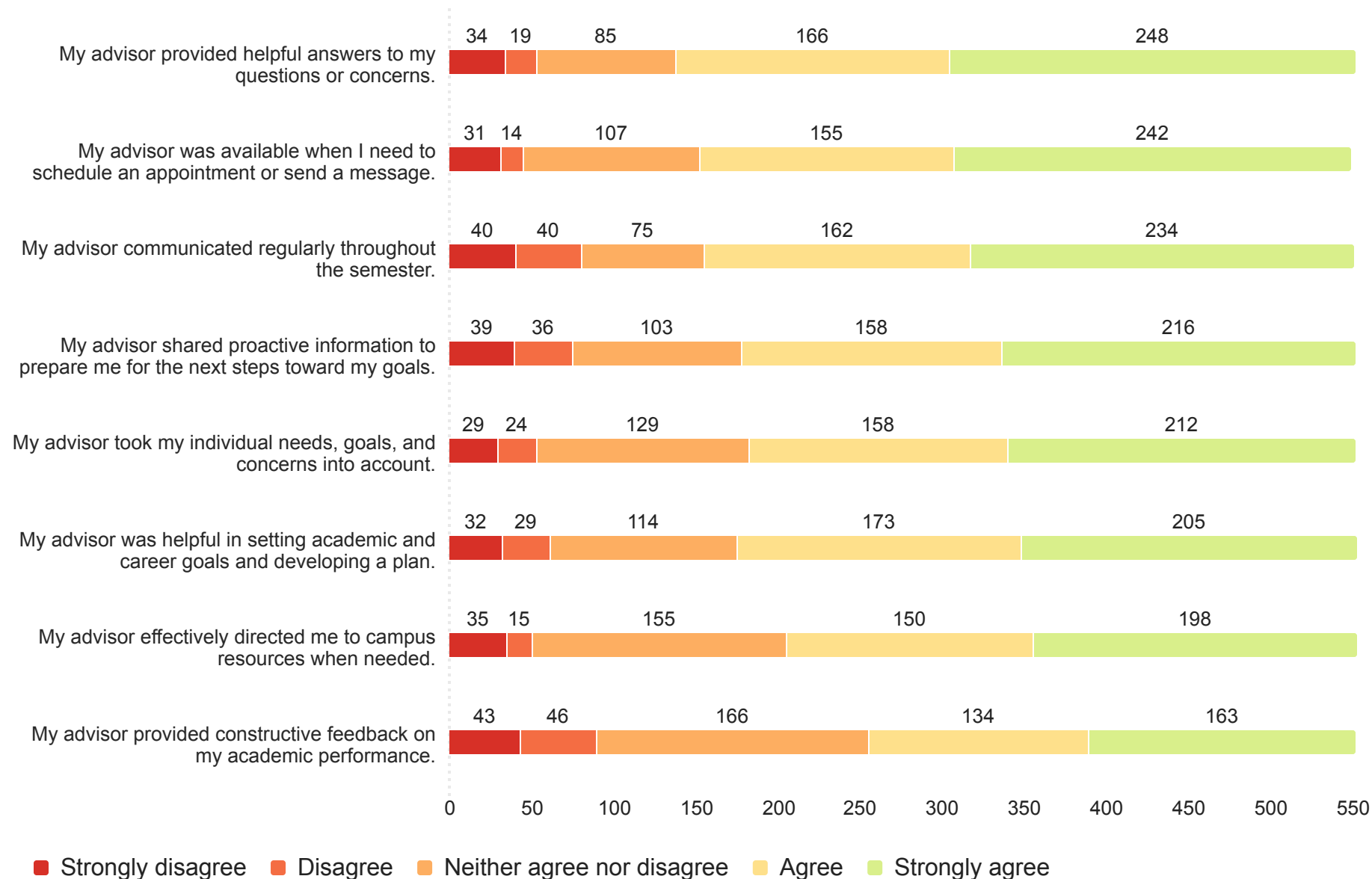
The survey was designed by administrative and support staff in the Division of Online and Strategic Learning. Topics include online course engagement, satisfaction, and preferences, as well as the various challenges faced by our students.

Insights from the survey include:

- 86% of online students are working full-time (30+ hours a week), while 43% are working more than 40 hours a week
- Online students "strongly prefer" online asynchronous courses over other modalities
- 65% of online students "agree" or "strongly agree" that the amount of coursework is appropriate
- 68% of online students "agree" or "strongly agree" that they are satisfied with their online instructors
- The most common challenges include exhaustion or fatigue, work responsibilities, motivation to complete schoolwork, financial hardship, and mental health

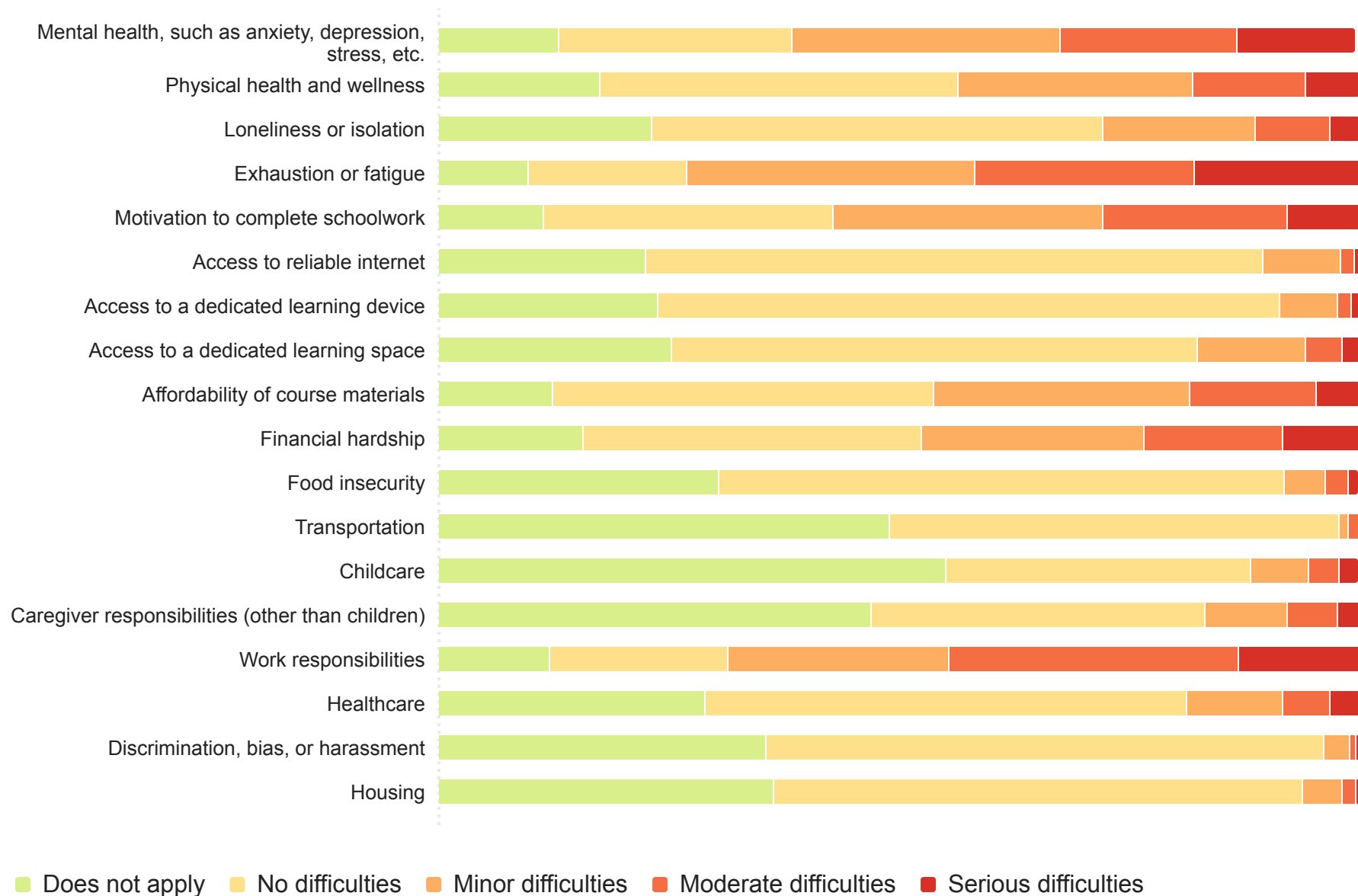
## Rate how much you agree with the following statements about your academic advisor:

553 Responses



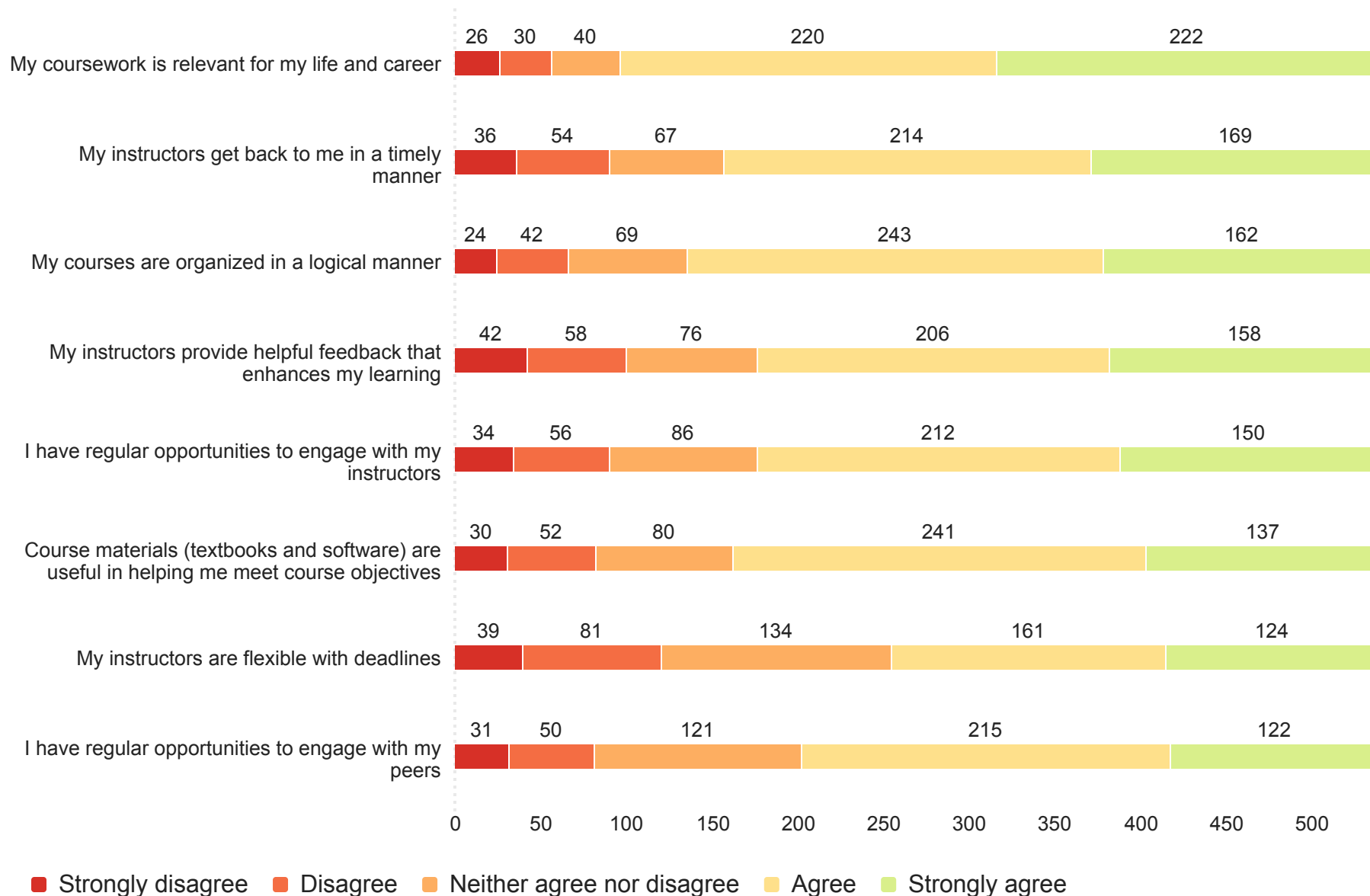
## During Spring 2025, which of the following has challenged you as a student...

545 Responses



## Rate how much you agree with the following statements:

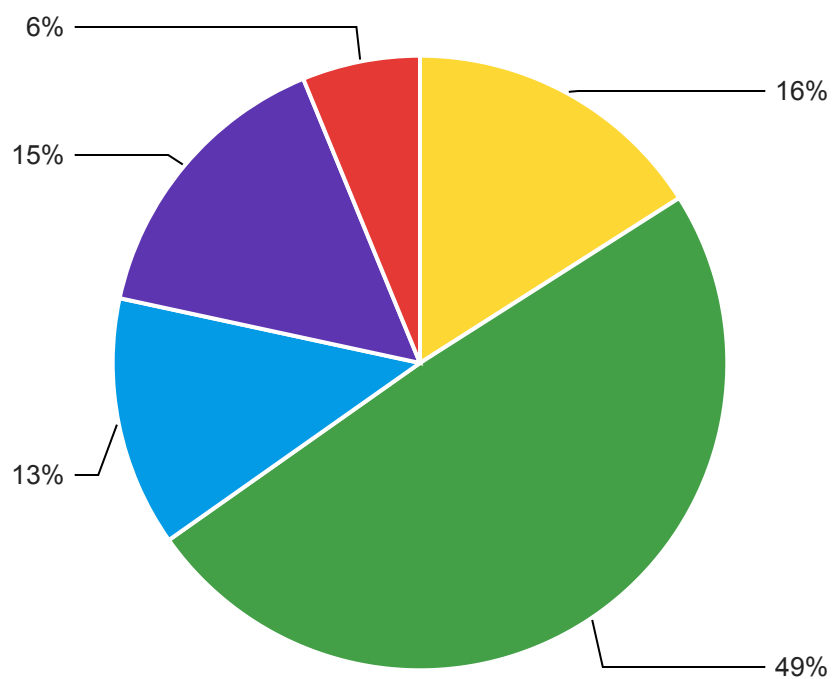
540 Responses



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

532 Responses

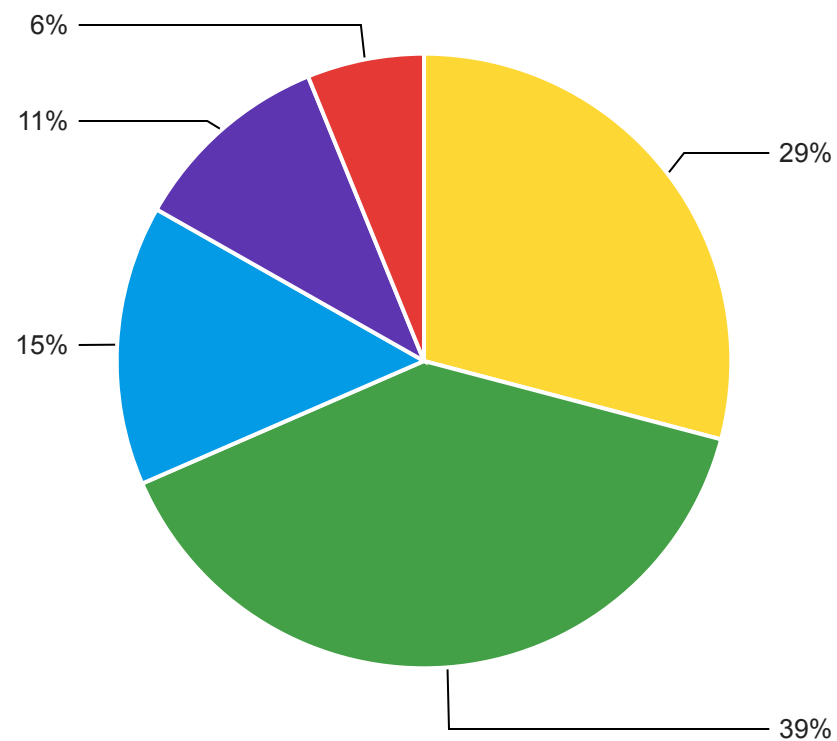
Strongly agree Agree Neither agree nor disagree  
Disagree Strongly disagree



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

536 Responses

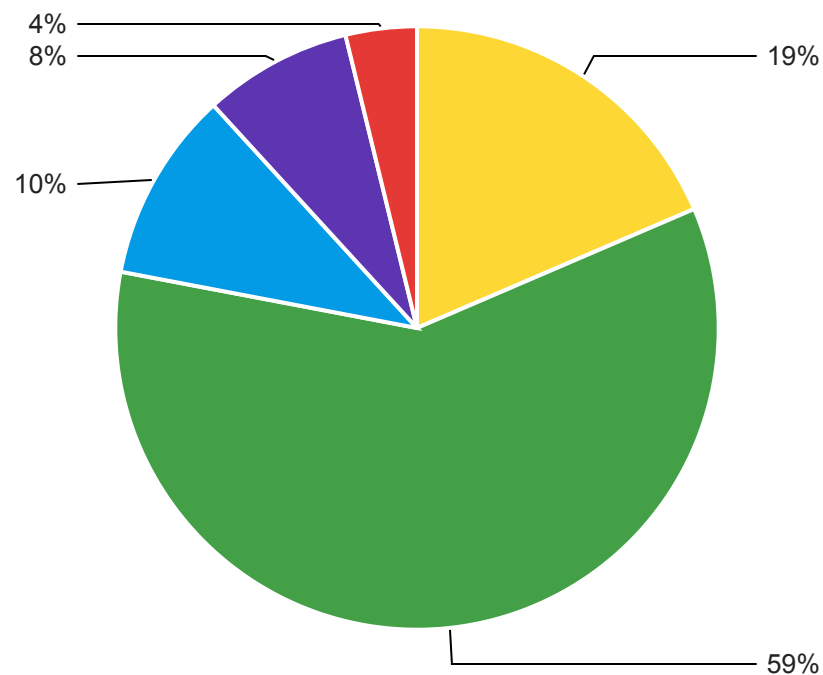
Strongly agree Agree Neither agree nor disagree  
Disagree Strongly disagree



## How many credit hours were you enrolled in for Spring 2025?

577 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 Spring 2025?

576 Responses

31 - 40   1 - 10   11 - 20   21 - 30   I was not employed  
More than 40

