



**BALL STATE**  
ONLINE

# 2023 Online Student Satisfaction Survey

November 28, 2023

## Summary

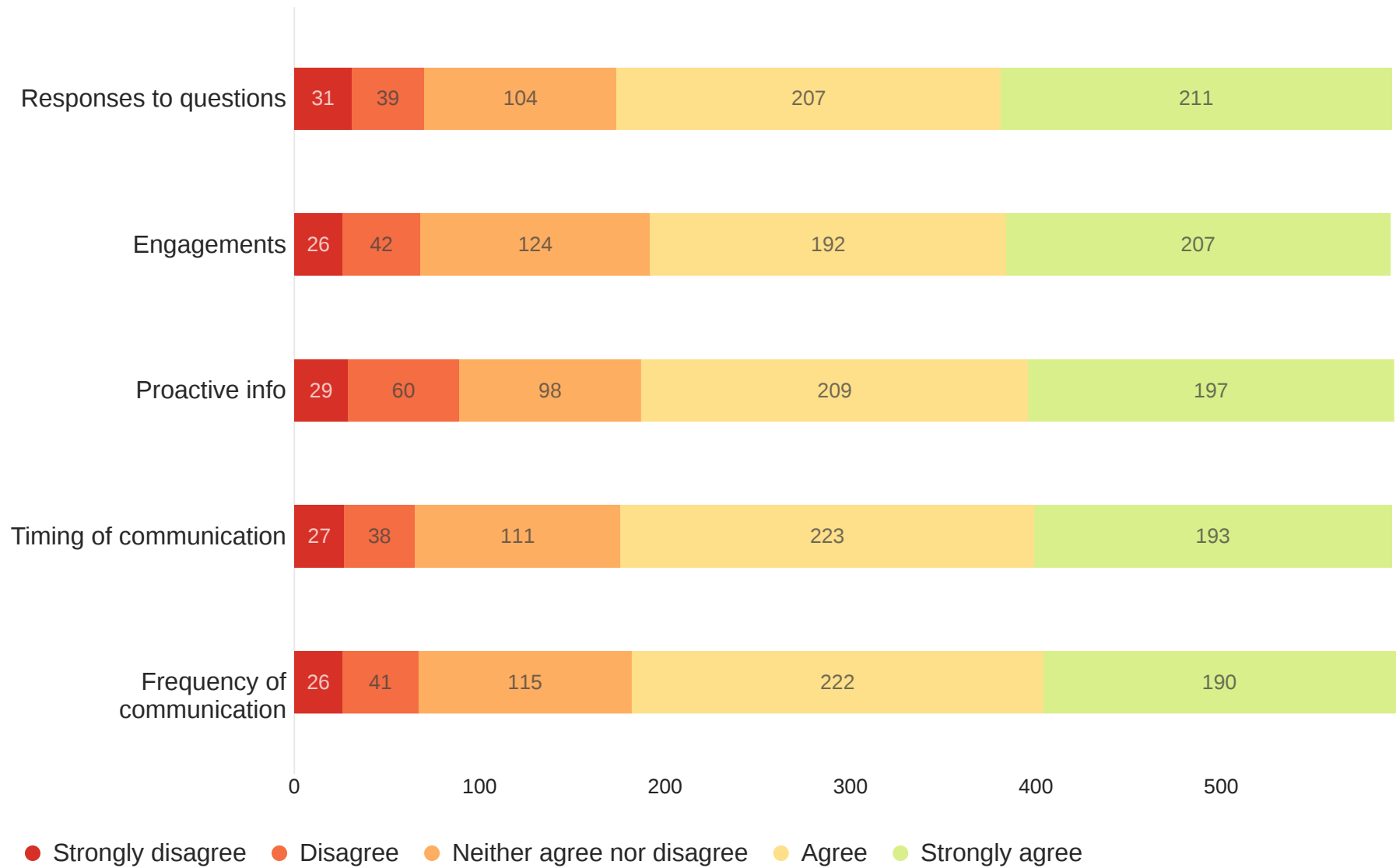
Ball State's student satisfaction survey was distributed during the Fall 2023 semester. Of the anonymous responses, 623 students self-identified as "100% online student enrolled in an online program." This report is a summary of those student responses.

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:

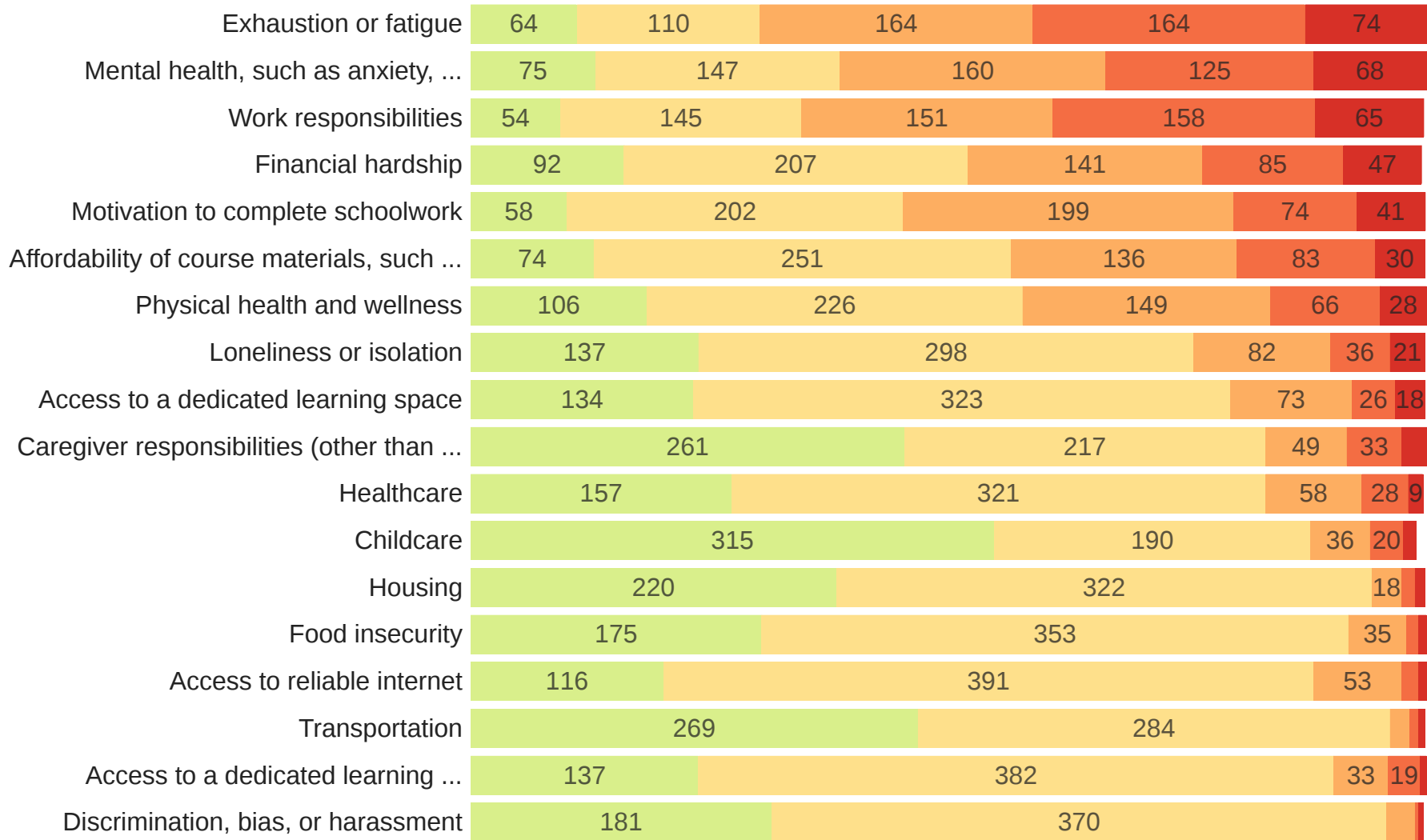
- 83% of online students are working full-time (30+ hours a week), while 45% are working more than 40 hours a week.
- Online students "strongly prefer" online asynchronous courses over other modalities.
- 72% of online students "agree" or "strongly agree" that the amount of coursework is appropriate.
- 70% 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, and mental health.

Rate how much you agree with the following statements about your student success specialist. "I am satisfied with..."



# During Fall 2023, which of the following has challenged you as a student at Ball State?

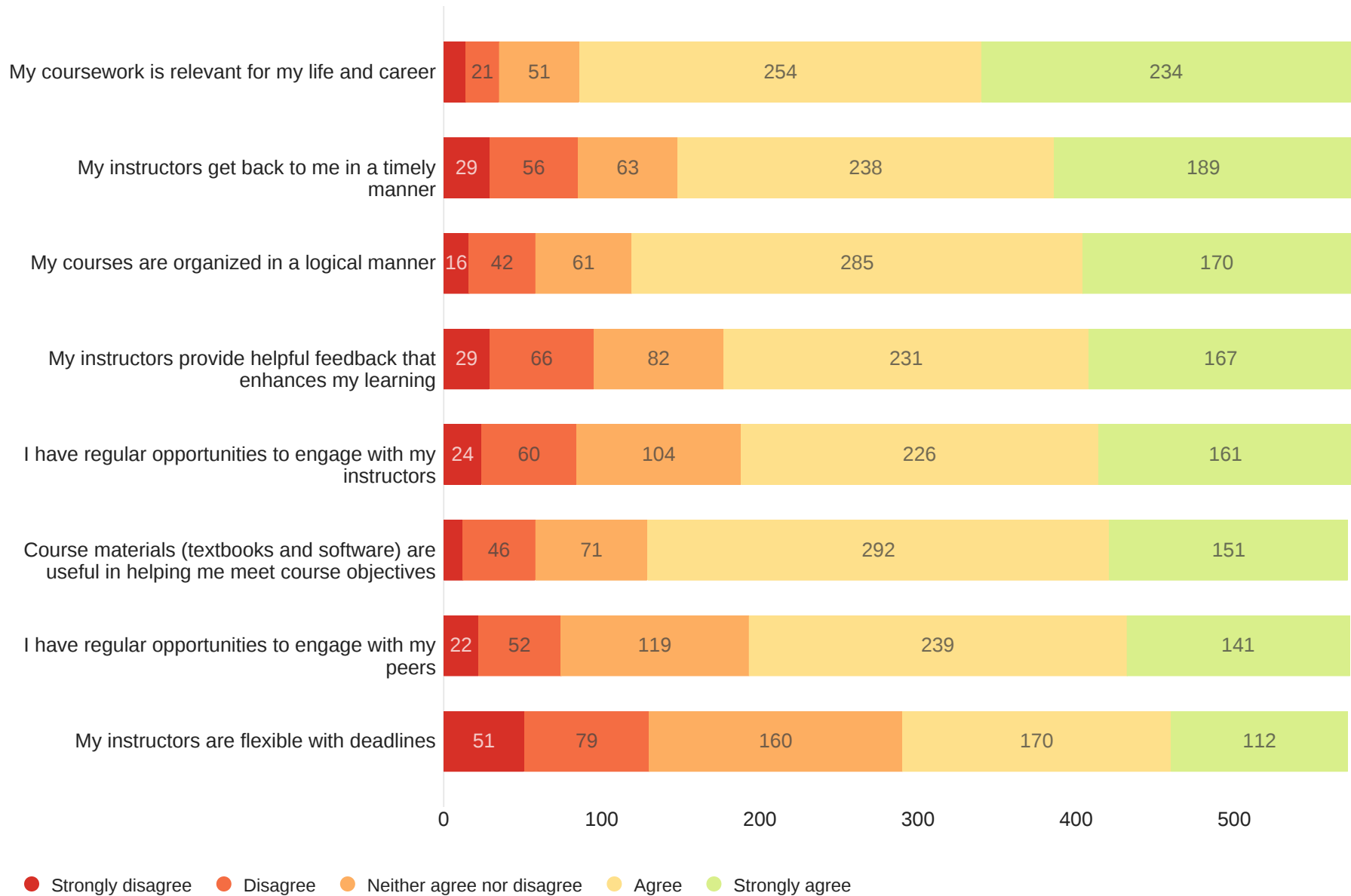
577 Responses



● Does not apply  
 ● No difficulties  
 ● Minor difficulties  
 ● Moderate difficulties  
 ● Serious difficulties

Rate how much you agree with the following statements:

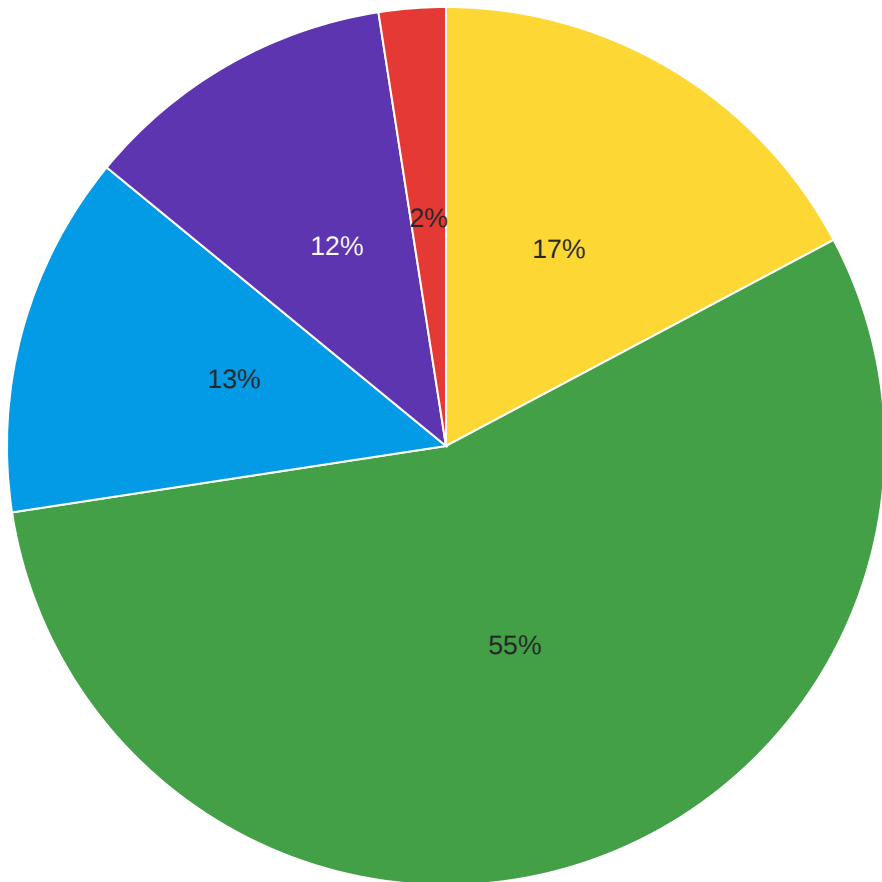
575 Responses



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

569 Responses

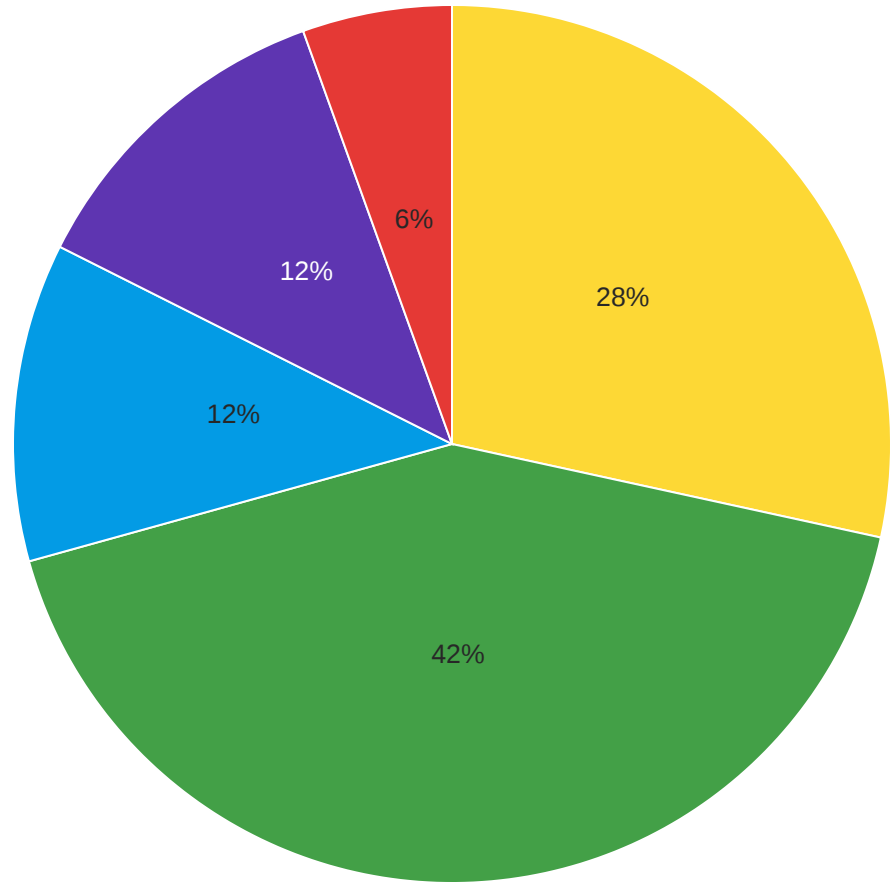
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



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

563 Responses

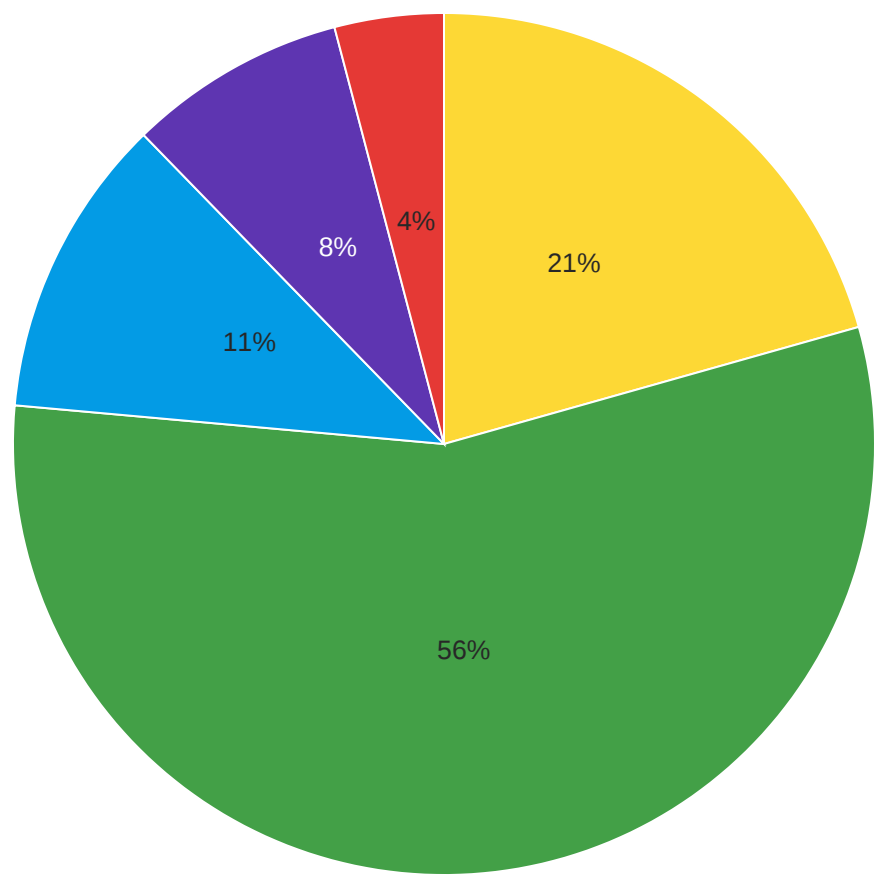
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



### How many credit hours were you enrolled in for Fall 2023?

611 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 Fall 2023?

613 Responses

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

