

Survey on students' perception of support and course satisfaction

Lee, S. J., Srinivasan, S., Trail, T., Lewis, D., & Lopez, S. (2011). Examining the relationship among student perception of support, course satisfaction, and learning outcomes in online learning. *The Internet and Higher Education*, 14(3), 158-163.

25 Items and 1 open Questions

4 Dimensions

Instructional Support

1. The course goals/objectives were clearly outlined.
2. I knew what I was expected to accomplish each week.
3. The instructor provided clear instructions for assignments and quizzes.
4. The course provided resources relevant to this course.
5. The feedback on the assignments was helpful.
6. I felt that I could ask any questions regarding the course materials to the instructor.
7. There were appropriate ways of communicating with the instructor.
8. I felt that the instructor was easily accessible.
9. The instructor encouraged students to be successful in this course.
10. The instructor responded to students' questions in a timely manner.

Peer Support

11. I enjoyed the group discussions.
12. There were many opportunities to interact with peers.
13. I was hesitant to ask for help from other students.
14. I felt that I was respected by other students.
15. Students in this course were willing to provide help to other students.

Technical Support

16. I had many technical issues in this course.
17. Asking for technical help was difficult for me.
18. I knew where to ask for help when I had any technical issues.
19. Technical support responded to my issues in a timely manner.
20. I felt that I could get technical support when I needed.

Course Satisfaction

21. This course increased my interests in the subject.
22. I felt I achieved the objectives in this course.
23. I liked the course format (online).
24. I felt comfortable in this course.
25. I would recommend this course to others.

5-point Likert scale (from 1-strongly disagree to 5-strongly agree)

Instructional Support: Cronbachs α : 0.957

Peer Support: Cronbachs α : 0.669

Technical Support: Cronbachs α : 0.761

Course Satisfaction: Cronbachs α : 0.939

Open-ended Question 26. How could this course support your learning better?