Students’ Feedback in Online Classes: What Do They Want?

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Abstract
In order to promote a student-centered approach in courses, twice during the semester (midpoint and end-of-semester), student input is gathered through anonymous surveys. Analysis of the results of these surveys provided important information about students’ level of satisfaction and their expectations. Students were found to be more invested in the course knowing that they have some input into its operation, and gratified to be able to give input and see their suggestions implemented. Surveys given also served as a self-check for the instructor, and resulted in adjustments in online courses as needed. This was a longitudinal study of students’ viewpoints that started in fall 2007, and the analyzed data belong to over 1000 students enrolled in online Calculus I and II classes at Perimeter College.

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