
NSSE 2021 Topical Module Report

Experiences with Online Learning

Montclair State University

This module, new for the 2021 administration, was developed in collaboration with Quality Matters, a leader in online instruction. Based in part on Standards for the Quality Matters Higher Education Rubric (6th Ed.), the item set measures instructional aspects that experts consider to be ideal for online courses. The set also assesses how students engage in both online and hybrid courses, their degree of comfort with online learning and experience of support, and ideas about how the learning experience can be improved.

This page intentionally left blank.

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
1. During the current school year, to what extent have your <i>entirely or partly online</i> courses provided the following?										
a. Clearly stated learning objectives or goals	EOL01a	0	Not at all	8	1	96	1	2.8	3.0 ***	-0.22
		1	Very little	41	6	540	5			
		2	Some	209	30	2,576	22			
		3	Quite a bit	276	40	4,959	41			
		4	Very much	160	23	3,610	31			
	Total	694	100	11,781	100					
b. Clear guidance about how to get started in the course	EOL01b	0	Not at all	8	1	132	1	2.8	2.9	-0.07
		1	Very little	39	6	788	7			
		2	Some	208	30	2,986	25			
		3	Quite a bit	270	40	4,570	38			
		4	Very much	165	24	3,266	28			
	Total	690	100	11,742	100					
c. A clearly stated grading policy	EOL01c	0	Not at all	6	1	69	1	3.0	3.1 ***	-0.15
		1	Very little	25	4	409	4			
		2	Some	153	22	2,026	17			
		3	Quite a bit	276	40	4,557	38			
		4	Very much	234	33	4,705	40			
	Total	694	100	11,766	100					
d. Course information and activities that are easy to locate	EOL01d	0	Not at all	6	1	127	1	2.8	2.9 *	-0.10
		1	Very little	42	6	608	5			
		2	Some	203	29	2,872	25			
		3	Quite a bit	253	37	4,504	38			
		4	Very much	189	27	3,650	31			
	Total	693	100	11,761	100					
e. Sufficient instructions for using technology	EOL01e	0	Not at all	8	1	174	2	2.7	2.8 **	-0.11
		1	Very little	55	8	846	7			
		2	Some	215	31	3,006	26			
		3	Quite a bit	251	37	4,393	37			
		4	Very much	162	23	3,344	29			
	Total	691	100	11,763	100					
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOL01f	0	Not at all	7	1	176	2	2.7	2.8 *	-0.08
		1	Very little	68	9	993	8			
		2	Some	189	27	3,078	26			
		3	Quite a bit	269	39	4,233	36			
		4	Very much	159	23	3,277	29			
	Total	692	100	11,757	100					
g. Clear expectations for your interactions with other students	EOL01g	0	Not at all	22	3	376	3	2.6	2.7 *	-0.08
		1	Very little	80	11	1,391	12			
		2	Some	208	30	3,097	26			
		3	Quite a bit	235	34	3,768	32			
		4	Very much	147	21	3,121	27			
	Total	692	100	11,753	100					

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOL01h	0	Not at all	10	2	107	1	2.8	3.1 ***	-0.25 ▽
		1	Very little	40	6	472	4			
		2	Some	170	25	2,123	19			
		3	Quite a bit	287	42	4,706	39			
		4	Very much	185	26	4,347	37			
	Total	692	100	11,755	100					
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOL01i	0	Not at all	7	1	84	1	2.9	3.1 ***	-0.17 ▽
		1	Very little	33	5	447	4			
		2	Some	170	25	2,278	20			
		3	Quite a bit	279	41	4,749	40			
		4	Very much	200	28	4,196	36			
	Total	689	100	11,754	100					
2. During the current school year, about how many of your <i>entirely or partly online</i> courses included the following?										
a. Live sessions including the instructor and students	EOL02a	1	None	14	2	348	3	3.1	3.0 **	.11 △
		2	Some	121	17	2,615	22			
		3	Most	336	49	5,277	44			
		4	All	219	32	3,516	31			
			Total	690	100	11,756	100			
b. Pre-recorded presentations by the instructor	EOL02b	1	None	111	16	1,449	14	2.2	2.3 ***	-0.16 ▽
		2	Some	396	57	6,132	52			
		3	Most	132	19	2,852	23			
		4	All	51	8	1,309	11			
			Total	690	100	11,742	100			
c. Presentations or talks by experts in the field (live or recorded)	EOL02c	1	None	177	25	3,109	26	2.1	2.1	.06
		2	Some	318	47	5,887	49			
		3	Most	136	20	1,814	16			
		4	All	57	8	923	8			
			Total	688	100	11,733	100			
d. Group projects or presentations	EOL02d	1	None	76	12	2,397	21	2.3	2.1 ***	.25 △
		2	Some	378	54	6,391	54			
		3	Most	175	25	2,140	18			
		4	All	60	9	808	7			
			Total	689	100	11,736	100			
e. Interaction among students in small groups or breakout rooms	EOL02e	1	None	11	2	1,060	10	2.8	2.5 ***	.36 ▲
		2	Some	263	38	5,321	46			
		3	Most	286	42	3,869	31			
		4	All	129	18	1,489	12			
			Total	689	100	11,739	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

NSSE 2021 Experiences with Online Learning

Frequencies and Statistical Comparisons Montclair State University

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
f. Frequent quizzes or short assignments to check your understanding	EOL02f	1	None	17	2	256	2	2.8	2.9 **	-.11
		2	Some	215	32	3,227	28			
		3	Most	319	46	5,471	46			
		4	All	135	19	2,797	24			
			Total	686	100	11,751	100			
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOL02g	1	None	14	2	129	1	3.0	3.1 ***	-.19
		2	Some	170	25	2,277	20			
		3	Most	324	48	5,491	47			
		4	All	181	25	3,847	32			
			Total	689	100	11,744	100			
h. Opportunities for personalized feedback, support, and guidance from the instructor	EOL02h	1	None	17	2	502	4	2.8	2.8	.04
		2	Some	222	32	4,209	36			
		3	Most	305	45	4,332	37			
		4	All	142	20	2,695	23			
			Total	686	100	11,738	100			
i. Opportunities to apply your learning to a real-world problem or issue	EOL02i	1	None	55	8	876	8	2.5	2.6 *	-.08
		2	Some	320	46	5,089	43			
		3	Most	214	31	3,824	33			
		4	All	99	14	1,943	17			
			Total	688	100	11,732	100			
3. During the current school year, how comfortable have you been doing the following in your <i>entirely or partly online</i> courses?										
a. Participating in online discussion boards, forums, or other discussion tools	EOL03a	1	Not at all comfortable	22	3	357	3	4.6	4.5	.05
		2		24	3	654	6			
		3		80	12	1,396	12			
		4		171	25	2,602	22			
		5		152	22	3,081	26			
		6	Very comfortable	237	34	3,522	30			
		—	Not applicable	2	0	127	1			
			Total	688	100	11,739	100			
b. Participating in live course discussions	EOL03b	1	Not at all comfortable	41	6	540	5	4.2	4.2	-.02
		2		46	7	1,063	9			
		3		113	16	1,903	16			
		4		196	28	2,900	24			
		5		148	22	2,578	22			
		6	Very comfortable	137	20	2,498	22			
		—	Not applicable	6	1	243	2			
	Total	687	100	11,725	100					
c. Taking proctored online exams	EOL03c	1	Not at all comfortable	56	8	1,089	10	4.0	4.0	-.01
		2		53	8	1,044	9			
		3		108	15	1,534	13			
		4		150	22	2,369	20			
		5		157	23	2,330	19			
		6	Very comfortable	117	17	2,637	22			
		—	Not applicable	46	7	713	6			
			Total	687	100	11,716	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

NSSE 2021 Experiences with Online Learning

Frequencies and Statistical Comparisons Montclair State University

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
d. Interacting with other students in the course	EOL03d	1	Not at all comfortable	22	3	446	4	4.3	4.2 *	.09
		2		47	7	1,080	9			
		3		93	13	2,015	17			
		4		192	28	3,063	26			
		5		205	31	2,644	22			
		6	Very comfortable	127	19	2,367	21			
		—	Not applicable	3	0	109	1			
Total				689	100	11,724	100			
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOL03e	1	Not at all comfortable	16	2	349	3	4.5	4.4 *	.08
		2		36	5	894	7			
		3		88	12	1,853	15			
		4		192	28	2,920	25			
		5		191	28	2,896	25			
		6	Very comfortable	159	23	2,711	24			
		—	Not applicable	5	1	90	1			
Total				687	100	11,713	100			
f. Using learning support services (tutoring services, writing center, etc.)	EOL03f	1	Not at all comfortable	52	8	887	8	3.8	3.8	-.03
		2		77	11	1,536	12			
		3		125	18	2,119	18			
		4		161	23	2,392	20			
		5		120	18	1,795	15			
		6	Very comfortable	85	13	2,013	18			
		—	Not applicable	67	10	975	9			
Total				687	100	11,717	100			
g. Seeking feedback and guidance from your instructor	EOL03g	1	Not at all comfortable	23	3	457	4	4.4	4.3 *	.08
		2		38	5	1,009	8			
		3		95	14	1,865	15			
		4		177	26	2,841	24			
		5		183	27	2,678	23			
		6	Very comfortable	164	24	2,730	24			
		—	Not applicable	9	1	143	1			
Total				689	100	11,723	100			
4. To improve the online course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOL04a	1	Not at all important	23	3	789	7	2.9	2.8 *	.09
		2	Somewhat important	186	28	3,436	30			
		3	Important	303	44	4,274	36			
		4	Very important	174	25	3,212	27			
		Total				686	100			
b. Increase interactions with instructors	EOL04b	1	Not at all important	9	1	259	2	3.1	3.1	.01
		2	Somewhat important	114	17	2,160	19			
		3	Important	348	51	5,189	44			
		4	Very important	213	31	4,098	34			
		Total				684	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

NSSE 2021 Experiences with Online Learning

Frequencies and Statistical Comparisons Montclair State University

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
c. Improve responsiveness of instructors	EOL04c	1	Not at all important	8	1	340	3	3.2	3.1 **	.13 △
		2	Somewhat important	94	15	2,139	18			
		3	Important	296	43	4,801	41			
		4	Very important	286	41	4,410	38			
		Total		684	100	11,690	100			
d. Improve online tools for student collaboration	EOL04d	1	Not at all important	18	3	415	4	3.1	3.0	.03
		2	Somewhat important	126	19	2,597	22			
		3	Important	321	46	4,823	41			
		4	Very important	219	32	3,863	34			
		Total		684	100	11,698	100			
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOL04e	1	Not at all important	24	4	675	6	2.9	2.9	.07
		2	Somewhat important	184	27	3,495	29			
		3	Important	296	43	4,480	39			
		4	Very important	181	26	3,018	26			
		Total		685	100	11,668	100			

5. Please describe one way online learning at your institution could be improved and one thing that should not be changed.

This final question asked students to respond in an open text box. Comments were recorded for 454 first-year students and 307 seniors. Responses are provided in your NSSE21 Student Comments Report and in a separate SPSS data file.

These open-ended responses appear exactly as respondents entered them and may not be suitable for distribution without prior review.

6. Considering your experience taking partly or entirely online courses during the current school year, to what extent do you agree or disagree with the following statements?

a. Internet service (availability, speed, reliability, etc.) where you live has been sufficient to participate in the course.	EOL06a	1	Strongly disagree	18	2	250	2	3.1	3.2	-.07
		2	Disagree	73	11	1,181	10			
		3	Agree	401	59	6,528	56			
		4	Strongly agree	187	28	3,617	32			
		Total		679	100	11,576	100			
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software where you live have been sufficient to participate in the course.	EOL06b	1	Strongly disagree	7	1	99	1	3.3	3.3 *	-.08 ▽
		2	Disagree	29	4	625	5			
		3	Agree	407	60	6,183	53			
		4	Strongly agree	237	34	4,698	41			
		Total		680	100	11,605	100			
c. Study spaces where you live have been sufficient for your needs.	EOL06c	1	Strongly disagree	17	2	319	3	3.1	3.1	-.07
		2	Disagree	98	14	1,519	13			
		3	Agree	403	59	6,387	55			
		4	Strongly agree	162	24	3,381	29			
		Total		680	100	11,606	100			
d. Technology support has been available.	EOL06d	1	Strongly disagree	8	1	222	2	3.1	3.1	.01
		2	Disagree	71	10	1,513	13			
		3	Agree	451	67	6,976	59			
		4	Strongly agree	148	22	2,885	26			
		Total		678	100	11,596	100			

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. The online course platform has been user-friendly (available when needed, easy to access and navigate, etc.).	EOL06e	1	Strongly disagree	2	0	192	2	3.2	3.2 *	.07 △
		2	Disagree	37	6	967	9			
		3	Agree	455	67	7,197	61			
		4	Strongly agree	179	26	3,247	28			
		Total		673	100	11,603	100			
7. Which of the following best describes how your entirely or partly online courses have typically been delivered?										
	EOL07	—	Synchronous (live class meetings at scheduled times)	276	41	4,084	36			
		—	Asynchronous (participation not at scheduled times)	25	4	894	8			
		—	A mixture of synchronous and asynchronous	379	55	6,632	55			
		Total		680	100	11,610	100			
		8. How would you evaluate your online learning experience during the current school year?								
	EOL08	1	Poor	30	5	730	7	2.8	2.8	-.01
		2	Fair	203	30	3,213	27			
		3	Good	325	48	5,403	45			
		4	Excellent	122	18	2,279	20			
		Total		680	100	11,625	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
1. During the current school year, to what extent have your <i>entirely or partly online</i> courses provided the following?										
a. Clearly stated learning objectives or goals	EOL01a	0	Not at all	5	1	75	1	2.9	3.1 ***	-0.18
		1	Very little	25	6	461	4			
		2	Some	99	20	2,350	19			
		3	Quite a bit	205	46	4,892	39			
		4	Very much	126	27	4,829	37			
		Total		460	100	12,607	100			
b. Clear guidance about how to get started in the course	EOL01b	0	Not at all	8	2	100	1	2.9	3.0 **	-0.14
		1	Very little	28	6	640	5			
		2	Some	107	22	2,595	21			
		3	Quite a bit	194	43	4,805	38			
		4	Very much	123	27	4,427	35			
		Total		460	100	12,567	100			
c. A clearly stated grading policy	EOL01c	0	Not at all	6	1	79	1	3.1	3.2 **	-0.13
		1	Very little	17	4	355	3			
		2	Some	69	14	1,795	14			
		3	Quite a bit	191	42	4,616	37			
		4	Very much	178	38	5,755	45			
		Total		461	100	12,600	100			
d. Course information and activities that are easy to locate	EOL01d	0	Not at all	6	1	109	1	2.9	3.0 ***	-0.16
		1	Very little	24	5	504	4			
		2	Some	118	25	2,568	21			
		3	Quite a bit	181	41	4,773	38			
		4	Very much	130	28	4,639	36			
		Total		459	100	12,593	100			
e. Sufficient instructions for using technology	EOL01e	0	Not at all	11	2	149	1	2.8	2.9 ***	-0.17
		1	Very little	35	7	775	7			
		2	Some	126	26	2,722	22			
		3	Quite a bit	173	39	4,571	36			
		4	Very much	115	25	4,377	34			
		Total		460	100	12,594	100			
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOL01f	0	Not at all	11	3	181	2	2.8	2.9 **	-0.14
		1	Very little	31	6	899	7			
		2	Some	128	27	2,816	23			
		3	Quite a bit	176	39	4,464	35			
		4	Very much	113	25	4,228	33			
		Total		459	100	12,588	100			
g. Clear expectations for your interactions with other students	EOL01g	0	Not at all	11	2	265	2	2.7	2.9 *	-0.11
		1	Very little	43	9	1,055	9			
		2	Some	115	25	2,850	23			
		3	Quite a bit	173	39	4,239	34			
		4	Very much	111	25	4,165	32			
		Total		453	100	12,574	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

NSSE 2021 Experiences with Online Learning

Frequencies and Statistical Comparisons

Montclair State University

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOL01h	0	Not at all	8	2	122	1	3.0	3.1 **	-0.13 ▽
		1	Very little	22	5	477	4			
		2	Some	85	18	2,171	18			
		3	Quite a bit	197	43	4,798	38			
		4	Very much	146	32	5,009	39			
Total				458	100	12,577	100			
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOL01i	0	Not at all	8	2	98	1	3.0	3.1	-0.09
		1	Very little	17	3	467	4			
		2	Some	87	19	2,156	18			
		3	Quite a bit	192	43	4,832	38			
		4	Very much	154	33	5,018	39			
Total				458	100	12,571	100			
2. During the current school year, about how many of your <i>entirely or partly online</i> courses included the following?										
a. Live sessions including the instructor and students	EOL02a	1	None	8	2	709	6	3.2	3.0 ***	.27 △
		2	Some	69	15	2,862	23			
		3	Most	199	44	4,688	37			
		4	All	181	40	4,320	33			
		Total				457	100			
b. Pre-recorded presentations by the instructor	EOL02b	1	None	112	26	2,261	18	2.1	2.3 ***	-0.22 ▽
		2	Some	229	49	6,119	49			
		3	Most	79	17	2,656	22			
		4	All	38	9	1,527	12			
		Total				458	100			
c. Presentations or talks by experts in the field (live or recorded)	EOL02c	1	None	108	24	3,513	29	2.2	2.0 *	.11 △
		2	Some	217	46	6,039	47			
		3	Most	89	20	1,836	15			
		4	All	44	10	1,175	9			
		Total				458	100			
d. Group projects or presentations	EOL02d	1	None	34	8	1,683	14	2.6	2.4 ***	.29 △
		2	Some	183	39	5,979	47			
		3	Most	157	35	3,334	27			
		4	All	85	18	1,561	12			
		Total				459	100			
e. Interaction among students in small groups or breakout rooms	EOL02e	1	None	31	7	1,746	15	2.7	2.4 ***	.35 ▲
		2	Some	152	33	5,329	43			
		3	Most	185	41	3,602	28			
		4	All	89	19	1,881	14			
		Total				457	100			
f. Frequent quizzes or short assignments to check your understanding	EOL02f	1	None	18	4	645	5	2.8	2.8	.07
		2	Some	140	30	4,149	33			
		3	Most	195	43	4,868	39			
		4	All	106	23	2,901	23			
		Total				459	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

NSSE 2021 Experiences with Online Learning

Frequencies and Statistical Comparisons

Montclair State University

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOL02g	1	None	7	2	188	2	3.1	3.1	-.03
		2	Some	91	20	2,455	20			
		3	Most	205	45	5,335	42			
		4	All	154	33	4,572	35			
		Total		457	100	12,550	100			
h. Opportunities for personalized feedback, support, and guidance from the instructor	EOL02h	1	None	27	6	505	5	2.8	2.9	-.03
		2	Some	140	31	3,930	32			
		3	Most	167	37	4,464	35			
		4	All	124	26	3,651	28			
		Total		458	100	12,550	100			
i. Opportunities to apply your learning to a real-world problem or issue	EOL02i	1	None	37	8	746	7	2.8	2.8	-.01
		2	Some	149	32	4,291	35			
		3	Most	162	36	4,410	35			
		4	All	109	24	3,097	24			
		Total		457	100	12,544	100			
3. During the current school year, how comfortable have you been doing the following in your <i>entirely or partly online</i> courses?										
a. Participating in online discussion boards, forums, or other discussion tools	EOL03a	1	Not at all comfortable	9	2	333	3	4.9	4.8	.06
		2		12	2	543	4			
		3		34	8	1,063	9			
		4		84	19	2,103	17			
		5		107	24	2,836	22			
		6	Very comfortable	205	43	5,405	43			
		—	Not applicable	6	1	265	2			
Total		457	100	12,548	100					
b. Participating in live course discussions	EOL03b	1	Not at all comfortable	15	3	489	4	4.6	4.5	.05
		2		26	5	804	6			
		3		53	12	1,452	12			
		4		101	23	2,495	20			
		5		94	21	2,671	21			
		6	Very comfortable	162	35	4,071	32			
		—	Not applicable	6	1	552	5			
Total		457	100	12,534	100					
c. Taking proctored online exams	EOL03c	1	Not at all comfortable	46	11	1,204	11	4.0	4.1	-.08
		2		38	8	978	8			
		3		51	11	1,217	10			
		4		98	21	1,951	15			
		5		79	18	2,189	17			
		6	Very comfortable	96	21	3,327	26			
		—	Not applicable	50	10	1,670	13			
Total		458	100	12,536	100					

NSSE 2021 Experiences with Online Learning

Frequencies and Statistical Comparisons Montclair State University

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
d. Interacting with other students in the course	EOL03d	1	Not at all comfortable	9	2	323	3	4.6	4.6	.00
		2		29	6	780	6			
		3		54	12	1,532	12			
		4		96	20	2,609	21			
		5		121	26	2,940	24			
		6	Very comfortable	146	32	4,167	33			
		—	Not applicable	2	0	179	2			
Total				457	100	12,530	100			
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOL03e	1	Not at all comfortable	11	3	276	2	4.6	4.7	-.05
		2		27	6	664	5			
		3		43	10	1,336	10			
		4		110	24	2,541	20			
		5		103	23	3,105	24			
		6	Very comfortable	159	34	4,512	36			
		—	Not applicable	5	1	100	1			
Total				458	100	12,534	100			
f. Using learning support services (tutoring services, writing center, etc.)	EOL03f	1	Not at all comfortable	40	9	893	8	3.9	4.0	-.06
		2		41	9	1,355	11			
		3		66	14	1,615	12			
		4		87	19	2,001	16			
		5		70	16	1,655	13			
		6	Very comfortable	74	17	2,675	21			
		—	Not applicable	77	16	2,333	20			
Total				455	100	12,527	100			
g. Seeking feedback and guidance from your instructor	EOL03g	1	Not at all comfortable	11	3	400	4	4.5	4.6	-.03
		2		35	8	776	6			
		3		53	11	1,422	11			
		4		85	19	2,501	20			
		5		121	27	2,935	23			
		6	Very comfortable	144	31	4,282	34			
		—	Not applicable	9	2	215	2			
Total				458	100	12,531	100			
4. To improve the <i>online</i> course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOL04a	1	Not at all important	33	8	1,496	13	2.8	2.7 **	.13
		2	Somewhat important	142	31	4,049	32			
		3	Important	171	37	4,172	33			
		4	Very important	109	24	2,793	23			
		Total				455	100			
b. Increase interactions with instructors	EOL04b	1	Not at all important	10	2	486	4	3.1	3.0 *	.11
		2	Somewhat important	84	18	2,656	21			
		3	Important	192	42	5,216	41			
		4	Very important	169	37	4,145	34			
		Total				455	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

NSSE 2021 Experiences with Online Learning

Frequencies and Statistical Comparisons Montclair State University

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
c. Improve responsiveness of instructors	EOL04c	1	Not at all important	4	1	526	4	3.3	3.1 ***	.26
		2	Somewhat important	54	13	2,414	19			
		3	Important	170	37	4,721	37			
		4	Very important	228	49	4,842	40			
		Total		456	100	12,503	100			
d. Improve online tools for student collaboration	EOL04d	1	Not at all important	11	3	752	6	3.2	3.0 ***	.22
		2	Somewhat important	74	16	2,811	22			
		3	Important	177	39	4,703	37			
		4	Very important	193	42	4,238	35			
		Total		455	100	12,504	100			
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOL04e	1	Not at all important	23	5	1,056	9	3.0	2.8 ***	.19
		2	Somewhat important	100	22	3,824	29			
		3	Important	194	43	4,376	35			
		4	Very important	139	30	3,234	27			
		Total		456	100	12,490	100			

5. Please describe one way *online learning* at your institution could be improved and one thing that should not be changed.

This final question asked students to respond in an open text box. Comments were recorded for 454 first-year students and 307 seniors. Responses are provided in your NSSE21 Student Comments Report and in a separate SPSS data file.

These open-ended responses appear exactly as respondents entered them and may not be suitable for distribution without prior review.

6. Considering your experience taking *partly or entirely online* courses during the current school year, to what extent do you agree or disagree with the following statements?

a. Internet service (availability, speed, reliability, etc.) where you live has been sufficient to participate in the course.	EOL06a	1	Strongly disagree	12	3	327	3	3.2	3.2	.00
		2	Disagree	47	10	1,420	11			
		3	Agree	245	55	6,454	52			
		4	Strongly agree	145	33	4,175	34			
		Total		449	100	12,376	100			
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software where you live have been sufficient to participate in the course.	EOL06b	1	Strongly disagree	7	1	149	1	3.3	3.3	.01
		2	Disagree	24	5	845	7			
		3	Agree	243	54	6,441	52			
		4	Strongly agree	175	40	4,979	40			
		Total		449	100	12,414	100			
c. Study spaces where you live have been sufficient for your needs.	EOL06c	1	Strongly disagree	25	5	568	5	2.9	3.0 **	-.14
		2	Disagree	96	21	2,158	17			
		3	Agree	234	52	6,179	49			
		4	Strongly agree	95	22	3,530	29			
		Total		450	100	12,435	100			
d. Technology support has been available.	EOL06d	1	Strongly disagree	11	3	342	3	3.1	3.0	.02
		2	Disagree	58	13	1,930	15			
		3	Agree	277	61	7,060	57			
		4	Strongly agree	104	23	3,075	25			
		Total		450	100	12,407	100			

NSSE 2021 Experiences with Online Learning

Frequencies and Statistical Comparisons Montclair State University

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				Montclair State		Online Learning		Montclair State	Online Learning	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. The online course platform has been user-friendly (available when needed, easy to access and navigate, etc.).	EOL06e	1	Strongly disagree	9	2	223	2	3.2	3.2	.03
		2	Disagree	24	5	965	8			
		3	Agree	287	64	7,528	60			
		4	Strongly agree	130	29	3,702	30			
			Total	450	100	12,418	100			
7. Which of the following best describes how your entirely or partly online courses have typically been delivered?										
	EOL07	—	Synchronous (live class meetings at scheduled times)	197	44	4,619	36			
		—	Asynchronous (participation not at scheduled times)	23	6	1,584	14			
		—	A mixture of synchronous and asynchronous	233	50	6,218	50			
			Total	453	100	12,421	100			
8. How would you evaluate your online learning experience during the current school year?										
	EOL08	1	Poor	35	8	797	7	2.7	2.8 **	-.14
		2	Fair	133	29	3,057	25			
		3	Good	209	46	5,411	42			
		4	Excellent	77	18	3,183	25			
			Total	454	100	12,448	100			

*p<.05, **p<.01, ***p<.001 (2-tailed); Refer to the endnotes page for the key to triangle symbols.

First-Year Students

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
		Montclair State	Online Learning	Montclair State	Online Learning	Montclair State	Online Learning			
EOL01a	685	2.77	2.97	.035	.008	0.90	0.90	764	.000	-.22
EOL01b	680	2.79	2.85	.035	.009	0.91	0.95	12,431	.095	-.07
EOL01c	685	3.01	3.14	.034	.008	0.88	0.87	12,460	.000	-.15
EOL01d	684	2.83	2.92	.035	.009	0.93	0.93	12,457	.015	-.10
EOL01e	682	2.74	2.84	.036	.009	0.93	0.98	12,453	.007	-.11
EOL01f	682	2.73	2.81	.037	.009	0.96	0.99	12,443	.039	-.08
EOL01g	682	2.59	2.68	.040	.010	1.04	1.09	12,439	.041	-.08
EOL01h	682	2.85	3.07	.036	.008	0.93	0.90	12,443	.000	-.25
EOL01i	678	2.91	3.06	.035	.008	0.90	0.88	12,437	.000	-.17
EOL02a	679	3.11	3.02	.029	.008	0.74	0.82	12,439	.007	.11
EOL02b	679	2.18	2.32	.030	.008	0.79	0.85	771	.000	-.16
EOL02c	677	2.12	2.06	.034	.008	0.88	0.87	12,419	.120	.06
EOL02d	678	2.31	2.11	.030	.008	0.79	0.81	763	.000	.25
EOL02e	678	2.76	2.46	.029	.008	0.76	0.84	776	.000	.36
EOL02f	675	2.82	2.90	.029	.007	0.76	0.78	12,434	.005	-.11
EOL02g	678	2.95	3.10	.029	.007	0.77	0.75	12,429	.000	-.19
EOL02h	675	2.83	2.79	.030	.008	0.77	0.84	769	.223	.04
EOL02i	677	2.51	2.58	.032	.008	0.83	0.85	12,404	.040	-.08
EOL03a	675	4.61	4.54	.051	.013	1.33	1.35	12,290	.199	.05
EOL03b	670	4.17	4.19	.054	.013	1.40	1.43	12,117	.602	-.02
EOL03c	631	4.03	4.04	.060	.016	1.50	1.62	717	.892	-.01
EOL03d	675	4.32	4.19	.049	.013	1.28	1.39	770	.014	.09
EOL03e	671	4.46	4.35	.048	.013	1.25	1.35	763	.038	.08
EOL03f	611	3.78	3.84	.060	.015	1.47	1.56	691	.389	-.03
EOL03g	670	4.41	4.30	.051	.013	1.31	1.40	760	.038	.08
EOL04a	675	2.91	2.83	.031	.008	0.80	0.91	777	.013	.09
EOL04b	673	3.11	3.10	.028	.007	0.72	0.79	767	.823	.01
EOL04c	673	3.24	3.14	.029	.008	0.74	0.82	12,360	.001	.13
EOL04d	673	3.07	3.04	.030	.008	0.78	0.84	763	.387	.03
EOL04e	674	2.91	2.85	.032	.008	0.83	0.88	763	.067	.07
EOL06a	669	3.12	3.17	.027	.006	0.69	0.69	12,246	.083	-.07
EOL06b	669	3.28	3.33	.023	.006	0.59	0.62	756	.028	-.08
EOL06c	669	3.05	3.10	.027	.007	0.69	0.73	756	.057	-.07
EOL06d	667	3.09	3.08	.023	.006	0.60	0.68	767	.754	.01
EOL06e	662	3.20	3.15	.021	.006	0.54	0.65	772	.038	.07
EOL08	669	2.79	2.80	.030	.008	0.78	0.84	759	.773	-.01

Seniors

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
		Montclair State	Online Learning	Montclair State	Online Learning	Montclair State	Online Learning			
EOL01a	463	2.92	3.08	.042	.009	0.90	0.88	10,520	.000	-.18
EOL01b	463	2.87	3.00	.044	.009	0.94	0.93	10,487	.003	-.14
EOL01c	464	3.12	3.23	.041	.008	0.89	0.85	10,514	.006	-.13
EOL01d	461	2.88	3.03	.043	.009	0.92	0.92	10,504	.001	-.16
EOL01e	463	2.78	2.94	.046	.010	0.99	0.97	10,510	.000	-.17
EOL01f	461	2.77	2.91	.045	.010	0.98	0.99	10,505	.004	-.14
EOL01g	453	2.74	2.85	.047	.010	1.01	1.04	10,485	.024	-.11
EOL01h	460	2.98	3.10	.044	.009	0.93	0.91	10,495	.007	-.13
EOL01i	460	3.02	3.10	.043	.009	0.92	0.90	10,490	.052	-.09
EOL02a	459	3.22	2.98	.035	.009	0.75	0.90	522	.000	.27
EOL02b	460	2.09	2.28	.041	.009	0.87	0.89	504	.000	-.22
EOL02c	460	2.15	2.05	.042	.009	0.89	0.90	10,483	.017	.11
EOL02d	461	2.63	2.38	.041	.009	0.87	0.87	10,475	.000	.29
EOL02e	458	2.73	2.41	.039	.009	0.85	0.91	507	.000	.35
EOL02f	461	2.85	2.79	.038	.009	0.81	0.85	508	.152	.07
EOL02g	460	3.09	3.11	.036	.008	0.77	0.79	10,470	.528	-.03
EOL02h	460	2.84	2.87	.041	.009	0.89	0.88	10,472	.483	-.03
EOL02i	459	2.75	2.76	.042	.009	0.91	0.89	10,462	.886	-.01
EOL03a	453	4.91	4.83	.059	.014	1.25	1.35	502	.174	.06
EOL03b	453	4.59	4.51	.065	.015	1.38	1.45	9,974	.257	.05
EOL03c	413	3.99	4.13	.081	.018	1.64	1.72	457	.099	-.08
EOL03d	458	4.59	4.58	.063	.014	1.34	1.37	10,293	.976	.00
EOL03e	456	4.62	4.69	.063	.013	1.34	1.33	10,359	.272	-.05
EOL03f	383	3.88	3.98	.081	.019	1.58	1.66	8,386	.281	-.06
EOL03g	453	4.54	4.58	.065	.014	1.39	1.41	10,244	.554	-.03
EOL04a	458	2.78	2.66	.042	.010	0.90	0.96	507	.005	.13
EOL04b	456	3.13	3.05	.037	.008	0.80	0.84	10,422	.027	.11
EOL04c	459	3.35	3.13	.035	.009	0.74	0.86	516	.000	.26
EOL04d	458	3.21	3.01	.038	.009	0.81	0.90	10,419	.000	.22
EOL04e	459	2.98	2.81	.040	.009	0.85	0.93	510	.000	.19
EOL06a	452	3.18	3.18	.033	.007	0.70	0.73	10,311	.932	.00
EOL06b	450	3.31	3.31	.030	.007	0.64	0.66	10,350	.828	.01
EOL06c	452	2.90	3.02	.037	.008	0.79	0.81	10,364	.003	-.14
EOL06d	452	3.05	3.04	.032	.007	0.68	0.72	10,340	.658	.02
EOL06e	453	3.19	3.17	.029	.007	0.62	0.66	10,357	.552	.03
EOL08	457	2.73	2.85	.039	.009	0.84	0.88	10,381	.005	-.14

See the endnotes on the last page of this report.

Endnotes

- a. Column percentages are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Percentages may not sum to 100 due to rounding. Counts are unweighted; column percentages cannot be replicated from counts. Comparison group details are in the *Selected Comparison Groups* report, linked in the Data & Reports table on the Institution Interface.
- b. All statistics are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Unless otherwise noted, statistical comparisons are two-tailed independent t -tests. Items with categorical response sets are left blank.
- c. These are the values used to calculate means. For the majority of items, these values match the codes in the data file and codebook.
- d. Effect size for independent t -tests uses Cohen's d ; z -tests use Cohen's h .
- e. Statistics are weighted by institution-reported sex and enrollment status (and institution size for comparison groups). Categorical items are not listed.
- f. The 95% confidence interval for the population mean is equal to the sample mean plus or minus 1.96 times the standard error of the mean.
- g. A measure of the amount individual scores deviate from the mean of all the scores in the distribution.
- h. Degrees of freedom used to compute the t -tests. Values differ from N s due to weighting and whether equal variances were assumed.
- i. Statistical comparisons are two-tailed independent t -tests or z -tests. Statistical significance represents the probability that the difference between your students' mean and that of the students in the comparison group is due to chance.
- j. Statistical comparison uses z -test to compare the proportion who responded (depending on the item) "Done or in progress" or "Yes" with all who responded otherwise.
- k. Mean represents the proportion who responded (depending on the item) "Done or in progress" or "Yes."

Key to symbols:

- ▲ **Your students' average** was significantly higher ($p < .05$) with an effect size at least .3 in magnitude.
- △ **Your students' average** was significantly higher ($p < .05$) with an effect size less than .3 in magnitude.
- ▽ **Your students' average** was significantly lower ($p < .05$) with an effect size less than .3 in magnitude.
- ▼ **Your students' average** was significantly lower ($p < .05$) with an effect size at least .3 in magnitude.

Note: It is important to interpret the direction of differences relative to item wording and your institutional context.