A survey of all Ferris State University students who had been enrolled in at least one online course during the Fall 2010 semester was launched on January 12, 2011 and remained open through January 28, 2011. A total of 2,675 students were emailed an invitation to complete the survey; 320 email messages bounced as undeliverable. A reminder email was sent seven days after the opening of the survey. In total 353 students responded; taking into account students in multiple online classes, information about 561 online “seats” was collected.

Comments are presented exactly as submitted by the student.

Indicate your college?

Q1

<table>
<thead>
<tr>
<th>College</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied Health Sciences</td>
<td>291 (51.9%)</td>
</tr>
<tr>
<td>Arts and Sciences</td>
<td>23 (4.1%)</td>
</tr>
<tr>
<td>Business</td>
<td>140 (25.0%)</td>
</tr>
<tr>
<td>Education and Human Services</td>
<td>55 (9.8%)</td>
</tr>
<tr>
<td>Engineering Technology</td>
<td>30 (5.3%)</td>
</tr>
<tr>
<td>Optometry</td>
<td>1 (0.2%)</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>Professional and Technological Studies</td>
<td>6 (1.1%)</td>
</tr>
<tr>
<td>University College</td>
<td>15 (2.7%)</td>
</tr>
</tbody>
</table>

Select the prefix for your first fully online course.

Q2

<table>
<thead>
<tr>
<th>Course Prefix</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLAW</td>
<td>4 (0.7%)</td>
</tr>
<tr>
<td>BUSN</td>
<td>4 (0.7%)</td>
</tr>
<tr>
<td>ECTE</td>
<td>11 (2.0%)</td>
</tr>
<tr>
<td>HUMN</td>
<td>7 (1.2%)</td>
</tr>
<tr>
<td>MGMT</td>
<td>5 (0.9%)</td>
</tr>
<tr>
<td>PHIL</td>
<td>4 (0.7%)</td>
</tr>
<tr>
<td>CAHS</td>
<td>11 (2.0%)</td>
</tr>
<tr>
<td>EDUC</td>
<td>11 (2.0%)</td>
</tr>
<tr>
<td>HVAC</td>
<td>32 (5.7%)</td>
</tr>
<tr>
<td>MMBA</td>
<td>4 (0.7%)</td>
</tr>
<tr>
<td>RADI</td>
<td>4 (0.7%)</td>
</tr>
<tr>
<td>CCHS</td>
<td>59 (10.5%)</td>
</tr>
<tr>
<td>ENGL</td>
<td>7 (1.2%)</td>
</tr>
<tr>
<td>INTB</td>
<td>19 (3.4%)</td>
</tr>
<tr>
<td>MRIS</td>
<td>11 (2.0%)</td>
</tr>
<tr>
<td>RELG</td>
<td>4 (0.7%)</td>
</tr>
<tr>
<td>COAS</td>
<td>8 (1.4%)</td>
</tr>
<tr>
<td>FMAN</td>
<td>9 (1.6%)</td>
</tr>
<tr>
<td>ISIN</td>
<td>8 (1.4%)</td>
</tr>
<tr>
<td>NUCM</td>
<td>8 (1.4%)</td>
</tr>
<tr>
<td>RESP</td>
<td>4 (0.7%)</td>
</tr>
<tr>
<td>COMM</td>
<td>12 (2.1%)</td>
</tr>
<tr>
<td>GEOG</td>
<td>10 (1.8%)</td>
</tr>
<tr>
<td>ISYS</td>
<td>110 (19.6%)</td>
</tr>
<tr>
<td>NURS</td>
<td>3 (0.5%)</td>
</tr>
<tr>
<td>SONO</td>
<td>8 (1.4%)</td>
</tr>
<tr>
<td>CRIM</td>
<td>15 (2.7%)</td>
</tr>
<tr>
<td>HCSA</td>
<td>6 (1.1%)</td>
</tr>
<tr>
<td>LITR</td>
<td>1 (0.2%)</td>
</tr>
<tr>
<td>OPTM</td>
<td>8 (1.4%)</td>
</tr>
<tr>
<td>STQM</td>
<td>4 (0.7%)</td>
</tr>
<tr>
<td>DHYG</td>
<td>3 (0.5%)</td>
</tr>
<tr>
<td>HIST</td>
<td>14 (2.5%)</td>
</tr>
<tr>
<td>MATH</td>
<td>0 (0.0%)</td>
</tr>
<tr>
<td>PHAR</td>
<td>8 (1.4%)</td>
</tr>
</tbody>
</table>

Please indicate your level of agreement with each of the following statements.

Q3

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Somewhat disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The syllabus accurately described the course.</td>
<td>328 (58.5%)</td>
<td>184 (32.8%)</td>
<td>32 (5.7%)</td>
<td>6 (1.1%)</td>
</tr>
<tr>
<td>The course and assignment expectations were clear.</td>
<td>289 (51.5%)</td>
<td>172 (30.7%)</td>
<td>53 (9.4%)</td>
<td>23 (4.1%)</td>
</tr>
<tr>
<td>This course was well organized and easy to navigate.</td>
<td>291 (51.9%)</td>
<td>187 (33.3%)</td>
<td>48 (8.6%)</td>
<td>27 (4.8%)</td>
</tr>
<tr>
<td>The instructor for this course was effective.</td>
<td>294 (52.4%)</td>
<td>148 (26.4%)</td>
<td>48 (8.6%)</td>
<td>54 (9.6%)</td>
</tr>
<tr>
<td>The instructor for this course was timely in his/her responses.</td>
<td>302 (53.8%)</td>
<td>147 (26.2%)</td>
<td>56 (10.0%)</td>
<td>47 (8.4%)</td>
</tr>
<tr>
<td>The instructor's feedback promoted learning.</td>
<td>276 (49.2%)</td>
<td>166 (29.6%)</td>
<td>51 (9.1%)</td>
<td>53 (9.4%)</td>
</tr>
<tr>
<td>In my opinion, I would have learned more if the course had been face-to-face.</td>
<td>133 (23.7%)</td>
<td>128 (22.8%)</td>
<td>134 (23.9%)</td>
<td>155 (27.6%)</td>
</tr>
<tr>
<td>I would recommend this <strong>course</strong> to others who have a need to complete this course?</td>
<td>273 (48.7%)</td>
<td>198 (35.3%)</td>
<td>35 (6.2%)</td>
<td>44 (7.8%)</td>
</tr>
<tr>
<td>I would recommend this <strong>instructor</strong> to others.</td>
<td>289 (51.5%)</td>
<td>146 (26.0%)</td>
<td>45 (8.0%)</td>
<td>68 (12.1%)</td>
</tr>
</tbody>
</table>
Do you have any comments to add about any of the above items?

Q4

- Because interaction with the instructor was not face to face, it could be difficult to interpret the tone of some of his comments. Overall, however, communication was easy to understand.
- Information was incorrect in the syllabus making the assignments very difficult at times.
- I really enjoy my online classes. However, some instructors that teach them are not specific enough in answering student questions. Any student enrolled in an online class has to put a lot of effort and time into it. A student can read a book and not understand the answer, so they ask the teacher who’s answer is to keep looking at a specific page in the text book. That is not a good answer. That is why we have an instructor. The instructor needs to explain the answer when the student tries, but does not understand. Students at this level want to feel happy. Students want to write good papers, and text books are not always written clearly.
- The instructor gave NO feedback on completed work and NO response to emails.
- I thought the online experience was effective. Having two different classes, I felt one was much more explanatory than the other. I had no trouble following the assignments and expectations of one, but the other was a little more vague. It would have been better if that instructor included some examples of what they expected in some assignments and specific due dates such as Friday, January 14th by noon instead of due Sunday. I never knew if she meant the beginning of the week or the end.
- Grading our assignments took weeks so we had no feedback of our work. When I asked a question of the instructor was told to google it. Always got vague answers when asking a question.
- X is the least effective on-line instructor I have encountered thus far. She clearly expected more than the syllabus.
stated, and her on-line presence was basically extinct except for in instances of negative feedback. In other words, she was very critical and gave little to no suggestions for improvement. Her reply to my requests for help were delayed and not helpful at all. I seriously re-considered my enrollment in Ferris after having to drop this class. This instructor is the worst.

- grades were not returned at all, or were not prompt. Difficult to know if I was doing okay or not. Not much feedback from instructor at all.
- The class was a mess. There wasn't an instructor for the first two weeks of class.....and we still got charged full tuition!
- It was a one credit class, so it was easy.
- All nursing instructors seem to have pure motives, understand life happens and are very engaged. The nursing department is an excellent example of higher education.
- It has only been a week, I'm really not sure of these answers. A little soon to tell. Would like a neutral category.
- I believe the instructor put the course on auto-pilot. Questions and concerns were slow in being addressed. Grading was slow. Syllabus confusing.
- I was very dissatisfied with the NURS instructor. She was very accusatory and when asked for clarification, she would reply Refer to your sylabbus. Not impressed at all.
- very pleased with this instructor
- NURS 495 by Mary Alkire was very organized. I appreciated her feedback and efforts at keeping the lines of communication open.
- Teacher was very quick to respond to any questions or comments I had. I have recommended this course to several other people going into health fields. Site was very organized and easy to navigate.
- The instructor was very passionate about the subject. All of the assignments were easy to understand and grades were given back in a timely fashion.
- My information relates to NURS318 Advanced Health Assessment with X, I do not recommend this class online, what the teacher requires is extremely difficult to do unless you have a doctor that is willing to work with you on the assessment techniques, plus you are required to video a full assessment with the patient being nude to show different assessment skills and I was very uncomfortable putting this on video plus the person I did it on would not allow some of the assessment skills to be put on video like the breast exam. I ended up failing the class because I also had problems finding a place that converted the video to a DVD that the teacher required and by the time I located the place and they had it finished the teacher said it was too late. This class was a very bad experience and I do not recommend it to anyone online. Plus I don't think the video part should be allowed.
- NURS 325 was disorganized in the first 3 weeks as the prof. was unavailable for much of the time. The rest of the class went fine.
- He asked us to send in our homework via mail if we could not scan it to his email. However, Making a Final exam 16 questions in chronological order, you cannot go back, and worth 150 points is a little ridiculous!!!!! I was not happy with my first experience of my online class.
- The instructor, Michelle was the best and I would highly recommend any class taught by her.
- FerrisConnect is an organized method for the online classes. It is quite easy to use.
- Susan Morris is a fair instructor who allows students to complete assignments in a timely manner at their own pace. I really enjoyed this subject.
- Mary Alkire is the most prompt, well organized instructor I had during my degree course at FSU. I feel so blessed to have had the opportunity to meet and take part in her classes. She is definitely an ASSET TO FSU!
- Instructor was good, but very hard concepts to explain online, therefore I would not recommend taking this course online
- My instructor was prompt with grades the first half of the class, but was not so prompt in the second half of the class.
- Regarding timely responses, this was mostly a problem for getting grades back to us in a timely manner. Often we would have submitted a few weeks worth of forum postings and when finally graded we would lose points on multiple postings that we would have fixed sooner if they had been graded more promptly. Same with a few assignments.
- This instructor was to review our work in draft formation before a final draft was submitted for a letter grade. This instructor failed to provide guidance and constructive criticism that would have enhanced overall learning and then passed out low grades due to the fact that the work was not what I was looking for. This instructor further demanded that everything was to be submitted EXACTLY as he instructed or else the student would receive a zero or a very low grade, even though the instructions for submission were not clear. The instructor himself made repeated mistakes with his own requests. I am an adult student and a professional in my own career and I am appalled at this instructors teaching methods and unreasonable demands. When I brought this to the attention of my advisor the answer was everyone has their own teaching methods While I agree with her on this point I feel that the above instructor only taught his students how to bully and be unreasonable. I have never complained about an instructor until now and before this class held a 4.0 GPA. I am also receiving the Academic Excellence Scholarship from Ferris. Further it saddens me to see that advisors are not willing to at the very minimum investigate such a complaint nor instruct the student in further methods of action.
• Re: the course assignments were clear... it was the first time this educator taught the class and some of the expectations of the students was not quite clear in the syllabus or introduction. However, she would answer questions or let you know if you did things incorrectly.
• Received very little to no feedback. Felt there was a lot more I could have learned from this.
• this was the smoothest online class I have ever had. This is a great online instructor!
• Dr. Mary was an excellent professor. She was timely, professional, and an excellent dedicated educator.
• The instructor did not grad any of our assignments until the last couple weeks of class. When we received the grades all our assignments but one had already been handed in, so if you did not follow her style on the first one there one not chance to change and accomodate her style as it was too late.
• I liked the setup of this course. The instructor was very prompt with correspondence.
• It was difficult to understand fully what the professor wanted in each assignment - English classes really need face-to-face interaction in order for this communication to take place effectively.
• The professor disappeared and became unavailable partway through the semester. Nobody had any idea where she was, not even the department she worked for.
• Online courses are a wonderful alternative for students who are employed full time.
• This instructor, K. Harris, was very easy to work with and promoted those who were uncomfortable with writing to put themselves out there and to continue trying. I greatly appreciated the atmosphere she presented and would recommend her to others.
• The instructor was terrible. Was not very helpful when I asked questions, and never gave the same answer twice. Very hard to follow and not clear on his expectations.
• This was my first online class, and I was a bit overwhelmed.
• Linguistics 301 cannot be taught online.
• For anyone who has a hard time navigating the whole blackboard system, it is impossible for them to succeed without some type of general instruction on how it works. I failed my first time taking a class because I didn't understand the difference between posting and submitting.
• I got very worst professor in my life who was X. She is so mean and discouraging and disappointing students by giving wrong information. She did not provide us any material to learn and did not provide any reminder facility that all the professors are using now.
• In this particular course, I thought that the content and assignments were relevant and applicable. The instructor's feedback improved over the course of the semester, however, there were times when it took a very long time to get a response. The feedback on assignments was minimal--this instructor did not comment on the actual assignment document (embedded comments), but instead on a separate sheet that was generic. I thought that I could have learned more had this instructor given specific feedback within the document assignment.
• I felt that this course was an extreme waste of my money. I am frustrated that this instructor (X) basically wrote a syllabus and a class calendar of assignments and then his job was done. He did not make a single comment on assignments or exams. He did not make any effort to clarify instruction when questions were asked of him or explanation of a grade when asked. All in all I would never recommend this instructor to anyone, it was very disappointing. I have had numerous online classes and have had positive and somewhat negative experiences, but nothing like this. In my mind, online learning is defined as....self motivated not self taught and that is exactly what this class was, self taught. I hope the business department does something worthwhile with my $1,000.
• I enjoyed the class very much.
• Instructor had no involvement or input in discussions or any part of the class. If I wanted to just respond to classmates posts I would have either taken the class traditionally or not taken at all. The instructors lack of involvement was a waste of my tuition!
• No feedback from instructor, It was difficult to get instruction regarding subject material.
• The group/team work aspect of an online class is very difficult. There is no face to face time with group members and it is very difficult to get them to play an active role. Because of my difficulty with this part of the class I am hesitant to choose FSU to complete my Master's Degree. The idea of team work is very different at the college level than it is in a work environment.
• The instructor didn’t communicate a whole lot. It seemed more like we were given a program that taught us and the instructor simply sent it to us and recorded our grades.
• Group work was given at week five and the class was an eight week course. There was no mention of this group work in the syllabus or on ferris connect. The instructor sometimes took a considerable amount of time to grade and return class work.
• I am in an online class right now and appreciate what my Fall online class was all about. The class was reasonable and did not expect absurd amounts of work just because we never met face to face. I am in a class right now that expects 6 three page papers, a 7-10 page paper, and a 10-12 page paper along with thorough, weekly discussions and a project at the end of the class. And this is a 7 week course. I very much appreciated the setup of ISIN 330.
• I found the feedback ambiguous and the discussion board poorly managed.
• I have taken about 6 courses online and this was the first one where the professor called each of the students to make sure that they were doing ok with everything. It challenged me to use what I was learning and I finished the
Great professor, really engaged in students' learning and helping out whenever possible.

The class had a lot of good learning materials involved such as Dale Carnegie and a good overview of past business principles.

Course too learning intensive. Due to the nature of the course. Teams needed to meet face to face in order to be more effective.

The only issue I had was the project that was due. The instructions seemed very vague for project 1 but when you got it back you knew what was expected for project 2 and it was easier.

This class should never be taught online needs the face to face of a classroom

Find another professor to teach this class.

I have had Heaphy multiple times and each class she has been great.

The instructor for this class was piloting a new text book, which we found several errors in. It is my understanding that they are considering having statistics as a pre-req. for MGMT 370. I agree with this. Having not taken a math class in 17 years I was lost in the beginning. Working with a tutor was very helpful.

All good.

With zero options of receiving instructor feedback on submitted assignments, the quips provided per assignment were not comprehensive, and the ability to learn from mistakes made was nearly nonexistent.

Bev Demarr was a great online teacher....Very organized and loved to talk with students

More online courses should be offered by Ferris State University

This English 311 online class was a waste of my time and money. The teacher disappeared for 2 weeks in the middle of the semester and did not respond to email or voice mail. I was shocked that for the price of this class and what we got was 0 learning. No feedback after she dropped the ball except eventually we were sent an email indicating the teacher had family demands from her. She gave us one more project and again we never heard from her again till our final grade. I have never had an experience like this before. Looking at the web site rate my professor indicated this instructor got bad reviews for a few years. This tells me that this instructor has been an ongoing problem and that our experience was not a one time problem. I am surprised Ferris State University would let this happen.

It was a great benefit that the instructor had each student focus on his or her field of interest when researching and completing course work.

Very frustrated with the instructor - he was arrogant & did not clearly answer anyone's questions in the discussion board. The book was the absolute worst thing I have ever seen. It was a compilation of other books that the instructor put together. Chapters were not in order, no glossary, no index (very confusing). There was a definite disconnect between the assignments, the book, and the instructor.

This was a great class, much better than I expected, and turned out to be my favorite of the semester. I really had to think about things differently than I was used to and many of the student comments and discussions were very interesting. The instructor's feedback was also helpful and encouraging. It was obvious that she read everything and didn't just check off that we had contributed the required number of posts.

Very good instructor would take other classes of hers

I would never take another class that this instructor taught even if it meant that I would not complete my degree. The discussion were to be our opinion but this instructor gutted it.

I enjoy the online classes, but the instructor for CRIM 411, X, left this experience lacking. I was given a C grade when I had a 98% on the final paper, plus I did all assignments and posted to other classmate's postings. At the END of the semester he said that I did not post enough, and he was not going to give me any credit for our last weekly assignment, I wrote him asking why? Mr. X stated, at the last week, remember, when it was too late to improve what he thought was lacking, that I did not post enough during the semester, so therefore I did not meet his expectations for the course, (after he told me that he said that he would give me credit anyway, making it seem even more unfounded for the final C that I was given)! When all semester he never had any feedback to any of my posts'. The few times he did have remarks it was to the entire class, and those were very positive. As far as I know he did not even read any of mine. Nor did he have available for us the page where we could view how we were doing as far as time spent in class and how many posts etc. I feel I deserved at least a B grade. He was hardly an instructor, I felt zero guidance during this course. Last year I took this course as a class at the GR campus with Mr. X, but after the second class I dropped, because the format was that each student chose a chapter to teach to the class; I have had too many classes like that. Mr. X said that since it was a 400 level class that we could teach ourselves. Well, I do not pay hundreds of dollars to be taught by my fellow students. I thought the online format would be better, even though it was Mr. X again. WRONG!! It was like he was not there! I think that I will forward this to the Dean. I have had Mr. X in the past at GRCC, 2005, and really liked him, plus I learned. Totally different now! Very disappointed with him, it seems like he is taking a lot for granted! X Senior CRIM

Course was well put together

I learned nothing while taking this class. It basically consisted of writing papers and submitting them to the professor. It was a big waste of time and money, but apparently it is required so I needed to take it. The professor was terrible. I rarely encountered communication with the professor where there was not at least one grammatical or spelling error, which in my opinion was very unprofessional and led me to believe that the professor didn't care
at all about the course.

- The Instructor is completely ineffective. Any student taking this course must be prepared to do it alone. I was appalled at the negative feedback he gave to some of the students.

- I took English 301 online because I am a student from the Mott Community College campus and it was not offered as an in class class. The instructor would tell us things like I would do this if we were in an actual classroom which did not help because we were an online class. Me and several of my other classmates had a hard time with this class and it should be offered as an onsite class not just online the content is very hard for an online class.

- I don't like the fact that the only way you can take this class is on-line. I think Ferris is sacrificing a quality learning experience for the sake of convenience :(

- I don't think it is a good idea to assign a paper that you have to do with a partner solely online. I did not get anything out of this class. I would have learned more if this was a face to face class.

- This class is only offered once every two years. I think this class should be offered more than that. The work was extremely easy, but the teacher was not prompt with her response.

- Geog 100 is a great class, offer more sections

- Instructor was uninvolved and course materials and expectations were poorly communicated.

- Learning face-to-face. Sometimes this is the best resource but this instructor was accommodating enough that it works.

- I could not understand anything she said. She was not helpful at all. In fact she told me I wasn't doing that good and should drop the class! So I did, seems like she could have been more helpful. There were many problems with the program showing the videos. I felt like this was a huge waste of money, time and I want it back.

- Great class. I am still amazed on the amount of information and all the great things I learned.

- Teacher did not grade any assignments after the first three. The teacher disappeared for three weeks during the class without posting assignments or answering emails. The English Department was no help even though each member of the class took turns calling to find out what was going on.

- Taking classes online option is easy and convenient but sometimes the in class, face to face interaction is helpful.

- I thought the professor did an amazing job. Scott Topping was clear and precise in his instruction. I benefitted greatly by taking his class and actually enjoyed writing for once!

- Since the course has a lot of homework from the beginning, it was very helpful to have the computer exercises and proof of computer connection available asap at the start of the course.

- THE INSTRUCTOR HAD ME WASTE MONEY ON A BOOK WE DID NOT EVEN OPEN AND THE VALUE OF IT AT THE BOOK STORE IS 0 DOLLARS. WAS VERY DISAPPOINTED AND SOME IN GRADES TOOK TO LONG TO BE POSTED.

- Beverly Demarr is by far the absolute best professor at Ferris State University.

- The instructor was the worst teacher I ever had. I received an A in the class but he was very unorganized and took at least a week to respond to emails and that is if he even responded in the first place. I still have emails that haven't been responded to.

- Well organized and structured course.

- I felt this course was taught ineffectively. It was very self lead with no feedback from the instructor. I understand online courses are to a degree self lead but not to the extreme this course was.

- This was a great instructor who cares about her students and wants them to learn.

- Leadership - The class was well organized. The teacher did a wonderful job of staying in touch and supporting the students throughout the entire semester.

- Great class. Learned lots.

- The instructor was enthusiastic online about learning. That is a difficult task to take on. I really feel this professor needs to review his material because he frequently had typo errors and wrong dates (from previous semester) for his material.

- Professor Griffin was a great instructor. He challenged the students thoughts, presented other possibilities, and made us think outside of the box. This was my very first pols class so I was nervous about not having background, but I was able to understand everything, and my questions were answered promptly.

- CCHS 315 Epidemiology and Statistics with X. It appeared that this may have been this instructor's first time teaching through Ferris' online environment, because he continually had problem after problem with technical issues on Blackboard. This, in and of itself produced a lot of confusion to the students. In addition, it appeared as though English was X's second language, and added some additional confusion about what he was trying to communicate. It was, in all, a tremendously frustrating experience due to the instructor. The material was challenging, but the class would have been much better with a different instructor.

- I felt as though the instructor in this course was preoccupied with her own schooling. When we did meet face to face, I would say half of the time was learning and the other half was unstructured, repetitive what do we want to learn today? The layout was hard for me to follow, you would have to go to multiple areas to get one assignment done, it was confusing. I just felt that I learned by myself and with classmates, not a ton of teacher help. If you asked a question, you get a question in response. Overall I was not totally satisfied.

- Several in-depth assignments for this course instructor gave examples and explained to students what he was looking for in assignments. It was difficult to determine at times the length of material he was looking for but he
always gave feedback. If he was delayed in anyway with grading he always kept us informed.

- M. Alkire was very interactive throughout the course - summarizing sections and giving feedback regarding discussion posts throughout the course.
- Well planned class and assignments. Expectations were clear.
- Ford was very informative, organized and approachable.
- X was a failure in every degree. I have written to Dr. Grant Snider and followed up extensively with my advisor Katie Laier. The system is working and my grade was reviewed too soon to tell.
- This NURS instructor was very helpful and I felt went above and beyond to help clarify any questions. She was totally opposite from my other NURS instructor.
- I have taken several online classes and enjoy them. I had to drop this class because the online class was so disorganized. HCSA 300
- I am concerned with X’s ability to keep an online course organized in a fashion to aid in learning. This class was disorganized and provided very little feedback. I received feedback on my first discussion board entry and did not receive any other feedback regarding my entries. I also turned in my portfolio on Nov. 15 and did not receive my pass/fail grade until 10:30pm Dec. 17th. This was literally hours before I left for graduation commencements. I also found my grades in various sites. Some were listed in personal e-mails, others in the grades portion, and some I never even seen. My nursing synthesis grade was never posted. I seen my final grade listed on MyFSU, but my grade book was half empty. I understand X is a great instructor in the face-to-face setting, but am concerned she was responsible for my NURS 450-Capstone class.
- NURS 324 was a good class to start the BSN program with and the prof. was very helpful.
- the instructor was terrible. did not get back to students in a timely manner, expectations were not clear. i could go on and on.
- The instructor was disorganized and did have some computer issues
- Katherine Harris is an amazing professor! She not only gives you feed back but actually teaches you something. She is wonderful!
- This class was run very well.
- This was a great course I learned a great deal and the instructor was professional and very helpful.
- With the writing assignments, I might have done the 325 class alone, just to learn the writing style instead of conjunction with the other. It was a bit confusing not having the writing paper done and back while going on to the next assignment already.
- My winter NURS course 2010 was not comparable in structure, instruction, organization, timeliness in response to my Fall 2010 course. The instructor was in no way comparable to Dr. Mary!
- No comments.
- I really enjoyed this class and the instructor (Fagerman). The instructor explained all assignments in detail and clearly indicated expectations. The instructor provided many opportunities to give and receive peer feedback. The instructor's feedback on assignments was specific and helpful.
- This class was accessible and the instructors expectations were realistic
- Classes at the 400 level are more advanced and should have at least some face to face since there is so much more that is expected.
- The instructor was very helpful and made the course easy to understand.
- Instructor constantly provided relevant and timely feedback.
- Project Management was a great class and I learned so much in this class.
- Instructor feedback was minimal and not very helpful. Some of the discussion assignments felt like busywork and the feedback from the tests was unclear. I had no idea what parts of the test I did well on and what I didn't - all I got back was a number grade. Other instructors I have had sent the test back with comments regarding things I may have missed or could have answered better and what was done well, but this was not the case with this class. I am taking classes to learn, not just to get a grade. I didn’t feel that I learned as much as I could have if I could see my test results and learn from my mistakes.
- Instructor was very knowledgable and helpful. Made the experience feel as if it was occurring in a classroom.
- Outstanding instructor.
- Course was confusing, grading was confusing. Felt like I was kind of thrown to the wolves.
- The Instructor is not a nice person, and has already insulted other students' intelligence via email.
- Face-to-face. Again depends on subject material. I was able to complete this course with an A, but with great effort. A bit of extra effort/stress could have been reduced with a talk with the instructor, but I was able to cope. It was challenging and rewarding experience. This instructor was effective but the broken English was difficult to discern on the lectures, could be a turitity recording issue. I started online classes here in the Summer 2010 semester and I am just now finding out about the resource center and the writing lab. This info should have been more prominent in the course or otherwise, it could have been very useful ad reduced my stress level considerably. I do plan on using this in the future now that I know it is here.
- APPS is not listed in the selection above..
• the class was a joke, i mean it was easy grade, but i learned NOTHING.
• X attacked my spiritual beliefs, which are by the way, based on the Holy Bible. Of course, whoever reads this may not understand, but the Holy Bible, the Holy Spirit inspired Word of God is the only true Bible worth reading. Jesus said, No one comes to the Father, but by me. Anyway, X was extremely negative and verbal in her attacks, and made several accusations in email form so the entire class could read them. I printed each and every one out and saved them because I fully intend to show all of this material to the dean.
• I believe it was hard for the instructor to be timely as this course was shoved into an accelerated mixed-media course, which it needs to be a full-term course.
• The instructor did not offer any feedback. Online discussion post were required but the instructor never commented on the post. It was difficult to know if I was understanding what I was reading correctly.
• Information regarding the severe issues with this course have been forwarded to the department head. This instructor did not allow students to see their tests after they had been completed. This created an environment where the student was not able to learn from their mistakes.
• Katherine for Engl 321 really engaged the students in her online classroom. Frequent announcements, feedback and participating within the online enviroment. Katherine is one of the best online instructors i’ve had yet. (I've had almost all online classes with the exception of 3)
• I had this same instructor for another class at the same time. She is really great, but I think she is spread too thin with the amount of students/classes she is teaching. More faculty would have helped her do a better job.
• Great course, great instuctor!!
• Changing the book.
• Instructor refused to do classes through Ferrisconnect. We had to do it through My courses on the Academic tab. Very confusing. I did not like it that way..not very friendly. Instructor encourage us to post pics..yet when I did, she refused to do it. No reason given. As a newcomer to Eastern Religion, I felt not welcomed. I thought this class was interesting but the instructor’s expectation was not what I expected. In addition, I would definitly NOT recommend this class to any friends.
• The expectation of 5 to 6 chapters to read every week was unrealistic considering I had 3 other classes. I felt this was just too much for one class. Between all four classes I literally had to read 13 chapters every week. This class also had what was called weekly quizzes, which were more like exams (40 to 50) questions which included fill in the blank and essays. In all the classes I have taken this is the only one where quizzes were like exams. Another thing that I didn't like was that we did weekly discussions however we were put in small groups where we could only see a couple posts. I think we could have learned so much more if we were able to read other posts. That was a bit disappointing.
• The book for this course was a conglomerate of other materials hodgepodged together. There was no glossary or index and the book was not layed out in any conceivably organized fashion. It had two sets of page numbers on each page and the Chapters within the Table of contents were not in order. Nothing within this text book facilitated learning or reviewing the concepts as pointed out in the syllabus.
• This was a very good class and managed to succeed in getting students to work in teams on line. It is possible that the team aspect might have been easier in person, but the actual people involved probably are more of a factor in successful teamwork. The book was good and covered the topics in a clear and practical manner. I also liked that it was designed specifically for this course, covered only what the course covered and was less expensive than many of my other textbooks.
• One of the best classes I have had. Dr. Manley is an expert in this area.
• Like I already said, Beverly Demarr is by far the best professor ever to work at Ferris State University. You should be very proud to have someone like her as an employee.
• Excellent class.
• I learned alot from the course and the instructor was wonderful!
• Best online class I have ever taken.
• Again...Beverly Demarr is terrific.
• The instructor was informative helpful and very responsive. great Job!!

What was the best thing about this class?

Q5
• I was able to take an English class from home. I am fairly proficient at writing papers and such, and did not want to take up hours of my time in a class being instructed about how to do something that I could easily learn on my own.
• Flexibility. I could work at my own pace and around the rest of my class and work schedule.
• The instructors
• it was online and you could do work when it best suited your schedule.
• Instructors
• I love online learning. It is alot of work, but I learn so much. It is the perfect arrangement for those of us working shift work or full time.
• I liked how I could work ahead.
• There weren’t many good things to begin with.
Dr. Mary is not only prompt and attentive with getting feedback to students, but also wise and profession. Her manner of stimulating critical thinking and problem solving by the individual students is excellent. She is a great instructor, especially in the on-line environment. Many previous instructors in my on-line classes were adequate, but something about this lady sets her apart from the rest.

It was online.
The book is excellent. The text is well written and easy to follow, but a tremendous amount of information for one semester.

supportive classmates

Online,
The discussion questions, which allowed me to learn a certain topic well.

I enjoyed the assignment finding a need and filling it. I felt this assignment was easy for myself because that is my natural instinct. I do not feel many people have this feeling when seeing a need to fill it and the assignment can give a lot of self confidence for many students.

because this class was on line I was able to complete this required class. work and other problems would not have allowed me to attended a face to face class.
The instructor was friendly, quick in response to questions, and genuinely cared about students. She was supportive.

Being forced out of my comfort zone, ie: made to write about something foreign to me!

Interaction among students and the projects were interesting and I learned much from them.
instructor was very involved and helpful
excellent intructor/very clear!
Explained above.
There is nothing that comes to mind.
That I can continue to work as a dental hygienist and take online classes to complete my degree.

I enjoyed learning about the different safety issues in healthcare

The various views of healthcare topics and how management affects them. The classmates whom I have had these conversations with. I am currently looking forward to being in class with them this semester.

I could work on my time. I work alot, have children and a busy lifestyle, working when I could from a distant location worked well for me.

Being able to work on your own time

online
allowed me to complete at my pace and no exam for finals

?the content of the class?

Everything
I love online learning. It allows me to work and have a life and decide for myself when I can 'do' class.

Flexibility in completing the fieldwork practicum

After we got an instructor, he was great!

It is nice to be able to take the assessments at your own convenient time.

Everything expected of us was outlined in the syllabus.

Flexible enough to apply the learning to my work. The assignments are not just pretend. The work is applied to my job. It has enhanced my understanding and effectiveness.

Online!
The instructor was clear on expectations and assignments.

I don't know yet.

Convenience of an on-line course. Saving time and money by not having to be on campus. The staff at the alumni office that administred exams were very accomodating and professional.

organization was good
Feedback and organization
I liked the course material and the variety of information we learned. Not only did we learn location and names of countries, we also learned information on climate, religion, and other cultural facts.

The tests were open for a week so if we were busy with assignments or tired from internship it gave us more time.

the course was organized well
The instructor was organized and the class was set-up well.
The instructor is very supportive for her students.
The class was very convenient.
The Q/A section where students could ask each other questions if assignments weren't understood.

online setting
I was able to work at my own pace.
That is was online
I could do it on my own time.
you still learned a lot, just at your own pace
NOTHING WAS THE BEST OR GOOD ABOUT THIS CLASS

discussion board
Her pearls of wisdom and creative assignments.
I enjoyed learning about the different safety issues in healthcare.
I like online learning
It was challenging, and opened many current topics in healthcare for debate.
That I could do the reading and homework around my schedule. I was able to go back to school because of this factor.
being online
The teacher for the online class also taught the lab I was in so I had access for questions
the instructor facilitated great group interaction
it was online
The content of study.
It was very organized and the instructor was very prompt and helpful
I could do things on my own time.
Having time to finish what I needed to get done.
I passed
The assigned reading that made me think.
The instructor really did have a positive attitude about questions related to the course.
There was not one good thing about this class.
on-line format
I could do it on my own time at my own pace.
Hands on
Flexibility
Meeting other's on-line. Projects were challenging, but after the first one, we really got a system.
The timeline was well laid out. Expectations were very clear and you could work at your own pace with deadlines in place to keep you on track.
My professor and the project.
It being online.
the simplicity
I liked the flexibility it gave when doing work.
It was convenient for my schedule and the material was fairly easy to complete.
I didn't have to sit face-to-face in a class that I didn't necessarily have time for with the rest of my course load.
I was able to do it on my time
The instructor was very specific about the course content and course objectives. He also provided opportunities for discussion and extra credit, which helped to off-set the test scores.
I made me take a hard look at myself and realize what I need to do to change my current position.
Professor Harris approachability made asking questions easy, and writing less stressful.
It was nice to be able to take this class fully online.
The instructor was very helpful and easy to contact.
The topic
Reading about different cultures and the way they treat women.
Subject is good but needs to choose good professor do not make any mistake to go with X.
MMBA 710 was an exciting course that progressed well and concluded with a meaningful project.
I like being able to do the work when I have time.
The interaction between students through the use of course projects and assignments.
The best thing about this class was the assignments and interactions with the other students. We were given the opportunity to critique and receive feedback from fellow students. I felt that this provided valuable learning opportunities.
The class discussions with other students were interesting and the only form of learning we had.
Organization.
The discussions are always some of the most valuable parts of online classes. The assignments promoted individual learning.
I thought Dr. Lisa did a good job with initiating discussions.
It was on-line and I could access it on my own schedule.
It assisted me in remembering some information that I had forgotten.
The text book was great. It had easy to read examples and statistics that help me understand the material
Not overbearing and ridiculous like some fully online classes. Just because they are fully online does not mean that you should be doing twice as much work as you normally would.
Completion
• There are deadlines but always seems to be enough time to fit it all in.
• The way that the assignments were relevant to what I am using in the real world.
• Plenty of time to complete assignments
• variety of projects to enhance learning experience
• Clear, concise, and easy to complete.
• Timely feedback from instructor
• Working online was helpful. There was a lot of material to cover at first but was easier as the class continued.
• No busy work
• Organized
• The easy of it being online and having that flexibility is priceless
• I like how things were graded promptly and it was a fairly easy class to understand.
• Materials were relevant and timely
• It was online
• The flexibility to complete assignments when it fit into my schedule in the course of the week.
• Insightful introduction to business metrics should be useful once I re-enter the workforce.
• Instructor was great
• All assignment were due the same day of the week. The schedule was laid out at the beginning of the class. It was easy to keep track of items required for each week.
• I enjoyed the face to face as well as having it be online
• Everything was very well spelled out
• how interactive it was
• I got to use real life experience for my papers. Very helpful!
• The availability of the course online.
• The book had alot of good information that I wanted to learn thankfully.
• Learning objectives for each project were clear and understandable and obtainable.
• The best things about this class are 1. It satisfied my acct/finc/stat elective requirement & 2. It was offered on-line, which most acct/finc/stat courses are not.
• being online and only 8 weeks
• The materiel covered was well thought out and was fairly comprehensive. It was interesting and thought provoking as well and the discussion topics required thoughtful analysis that brought a lot of good discussions among all of the students. I always looked forward to what was coming next.
• Some of the text books were very useful and I would keep for future reference.
• The instructor was clearly knowledgable and passionate about the subject.
• Being online
• organization and expectation was spelled out nicely
• The course was very well laid out in Ferris Connect and easy to navigate.
• fully on line and discussions of books
• When the semester was finally over.
• The on line format/choice.
• The interaction between classmates
• That is was online
• I really enjoyed the instructors commitment to the content and to her students.
• It was easy and I would recommend it to others only for the fact that it would be an easy A.
• discussion boards.
• I enjoined the feedback form the instructor. His feedback made me have more understanding about the assignment.
• online courses are fit my work and personal life
• On line made it easier to learn.
• the class content applied directly to my field
• phone interview about assignment helped
• The flexibility
• I liked the fact that I could complete the work on my own time, and the professor was very flexible with due dates. I felt like I learned more in this English class than I did in previous direct instruction courses.
• discussion board and online
• Online
• I liked the fact that it was online, but I wish there wasn't so much busy work.
• The teacher was really good. Still prefer in class classes, but I had no choice because I am an off campus student.
• The syllabus made it easy to complete assignments on time and ahead of time.
• that it is on-line
• online with fast feedback
• It was fairly easy.
• Finished at my leisure. I could listen to the lectures multiple times until I understood them. The instructor was very accommodating.
• Withdrawing
• the practical application of the technical information presented
• The class was direct and to the point. You learned alot for a 2 credit course
• Flexibility in schedule.
• Online when you wanted to get to it
• When I turned in my final assignment and realized I would never need to interact with the Ferris English department again
• The online flexibility, and the explanations in the lectures
• I could do classwork and take exams when it was convenient for me.
• The unique assignments. I enjoyed working on each assignment. It was really nice to get away from the usual.
• Self paced
• The support of the Professor. Online, the student is out there, all by themselves. The professor's encouragement and timely comments encouraged me, as a student, to keep on going. His comments also verified that I was doing the work in the correct way, before I got too far into the course.
• The text selected for this course was excellent. It was updated within the last 2 years and the ideas presented in it were relevant to my daily activities. Dr. Bolling is an excellent instructor. It was also a benefit not to have the requirement to study of the outdated Malcolm Baldrige National Quality Award or the principles of the balanced scorecard. I have asked my contemporaries and can find no one who uses these tools.
• THE BEST THING WAS IT WAS NOT A MIDTERM OR FINAL
• The professor sincerely cares about the students and desires all to succeed.
• nothing
• The flexibility of doing the assignments at my own pace. There was a schedule for the assignments, but the instructor was more than willing to work with me when I was unable to meet the scheduled due date.
• i could do the work when i wanted.
• Very organized, instructor was always available.
• The positive timely feedback from the instructor
• I didn't have to sit through another English course that I did not want to take.
• Instructor
• Learning on the different religions.
• This instructor gave ample feedback on every single assignment submitted. Her feedback showed she cares and took the time to read assignments. I have never had another instructor of an online class give so much time to her/his online students. In past experiences instructors skim, at best, student assignments.
• The support and input from the instructor was the best part.
• support from peers and instructor
• Instructor input
• Dr. Jamieson was very clear about what she was looking for and was honest and fair with her grading.
• The enthusiasm the professor had displayed in the class.
• The instructor. I believe that having this class would of been more exciting to have live. Only for the fact of face to face debate over issues. I do not believe my knowledge would of been greater.
• I like the online learning environment, and the flexible scheduling of work that it provides. I would still like this class with a different instructor. I felt like X genuinely was trying to help and do his best, however, he was not ready/experienced enough for this class.
• In NURS 324, I can't really give a best thing. In NURS 325 I did learn a ton about APA.
• I liked the course learning more about medical ethics. I think with a few changes here and there it will be an even better course for students.
• English and writing papers was very effective for and online course. Leaning how to better write doesn't require face-to-face instruction.
• I enjoyed learning about the history of healthcare
• online
• clear cut expectations
• Everything
• Instructor made it easy to ask questions and was very good about being available and answering questions in a timely manner.
• The teacher organized chats to discuss any questions we may have had about projects or homework.
• Exposure to different cultures
• The instructor was clear on the expectations and assignments of the class.
• The material is interesting and presented in an easy to understand manner.
• I did not enjoy this class. My peers were the best thing about this class.
• very organized and easy to succeed in this course
I liked learning to write letters.

Discussion each week made it feel like a real class; the prof. also participated in our discussions.

when it ended

that I passed it

The instructor was amazing!! I loved him, he seemed like he really cared about us and wanted us to do well!

Structure, Organization, Examples, Everything you need to understand the course.

online learning

That I was able to do it around my own schedule.

The teacher for the online class also taught the lab I was in so I had access for questions

it was online

The instructor graded things in a timely manner.

Hands on

The reading

MMBA 720 included worthwhile discussions but the discussion platform within FerrisConnect is cumbersome for the type of discussions that took place.

The material content covered along with the student interaction between each other.

The best thing about this class was the project that was built upon week by week. I liked how this was broken apart and completed a little bit at a time. I also liked the quick responses from the professor when I had questions.

It was a very well rounded course that took a holistic view of accounting and budgeting.

Interesting subject matter. Fair testing and comprehensive workload without unnecessary busy work.

How well assignments were described and the ease of getting help from the instructor.

I got a job after taking the class. Its only part-time but it a job nonetheless.

GREAT instructor. Professor Alspach was great about making the most of an online class.

Online

He made us work for our grade, without making it too hard.

Instructor was quick to respond to any questions. She was very encouraging with her comments. Was able to negotiate extra credit

Discussion among peers.

Instructor was great and very helpful

Operations Management: The audio powerpoint lectures were the most informative. The professor brought in real world business experiences that I appreciated and brought the concepts to life.

online and great format

When it was over, I really felt as though I had learned a lot.

The instructor.

when it ended

That it is available online for off-campus students.

The ability to review lectures multiple times.

Self-Paced

this was the worst class i have ever taken....APPS 401...

Having it finally end.

I learned the most effective way to build a resume. I will carry this skill with me for a lifetime.

Instructor was interesting with real-life experiences.

Nothing it was the worst class I have ever taken and I would not have signed up for any further online classes if this had been my first online class. The best thing about this class was it ended!

The clarity of the assignment outline.

M. Tesendorf was an excellent and fair instructor.

Katherine gave us her personal phone number. It used to be professors would give this years ago when I had taken classes and it's a rare for them to do anymore. The reason for this is as a Lansing Campus student I frequently only do homework/study 1-2 designated days a week. Well it's never during business hours and certainly never during office hours. So when I have a quick questions when I'm in the middle of an assignement and need immediate assistance if possible I was always able to reach her. Katherine always returned phone calls promptly.

That I was able to do it fully on-line.

While I *hate* group projects, everyone in my group really pulled together and pulled their weight, which was not easy with so many of us having jobs and having to meet online. I felt like we really connected. The nursing theory was also interesting.

In spite of the 'bad' book, I learned quite a bit and can use the information in the family business.

Material.

It was short. I appreciated the international look at business management communications.

structure

Instructor feedback was very good. She was involved in all the discussion topics and responses and her comments
often helped to get us going in the right direction if we were getting of course.

• There are quite a few excellent items about this class. Dr. Manley truly understands the quality aspect, and its lacking in education. Principles of Scientific Management are void in education. This class describes quality processes and attributes.

• Beverly Demarr is a phenomenal professor. She knows the material, and she presents it in a positive manner, conducive to learning. She is extremely empathetic, understanding, cares about all students and their success, and is just an all around wonderful person.

• The text and instructor.

• Course content was concise and relevant. Assignments were extremely interesting. Instructor was very timely and actually possessed a sense of humor...very fun class!

• Beverly Demarr makes learning not only something one desires, but also fun.

What most needs improvement?

Q6

• Nothing. I had no problems with the class or the way it was set up.

• the classes were never on blackboard when the semester was supposed to start. it was always at least a few days, if not a week or more.

• FSU blackboard sucks!

• Instructor involvement, see above.

• The grading needs to be given so the student can learn.

• The instructor needs to be more active in the class and care whether students pass or not. She needs to be more open with what is going on and what is more expected with each assignment rather than just giving assignments with no interaction.

• More instructors like this in the on-line environment. Her timeliness is a great quality as in this environment, there is no face-to-face interaction. Acknowledgment of a students 'issue', whatever it may be is so important. Many other instructors enforced a strict '48' hour response time--this does not always work for the anxious student who only needs a nudge in the right direction.

• I think it was a real rip off when Ferris started charging us extra because we have an online class, when you know the school is saving money since we do not even use a class room!! When the whole program is online there should NOT be an extra charge for online! If I had known the extra charge was going to happen mid stream I would have never went to Ferris.

• A new instructor.

• Several things: The class needs to be split into two semesters. The tests need to be proctored on-site, or more time needs to be given due to the critical thinking required per question. Video-taped lectures would be of an exceptional benefit.

• Instructor responsiveness and input

• There should be specific topics covered and tested on.

• I feel sometimes X's expectations and was she has communicated are not always in alignment with each other. This also could be due to the depth of the course and it's difficult to communicate these expectations in an online format. I think this class should be offered face to face. If not maybe additional tegrity online lectures or videos.

• I support FSU finding a different program for plagiarism scan, safeassign was a headache all year. I fully understand the reason for the program, but surely there has to be another possible replacement that does the same thing!

• nothing-very good class.

• My own discipline is the only thing I see that I need to improve on, the class to me was perfect.

• The layout of the class and how it is taught.

• More timely and constructive feedback and participation within the discussion boards

• To be given the final paper to be written earlier. It put alot of pressure on me when I recieved it especially dealing with my work schedule.

• Instructors

• The instructor seemed unable to appreciate how to make an online class effective.

• the instructors online teaching technique

• Detailed lectures or outlines of information we can't receive from being face to Face

• this prof needed to give more feedback during the course. She started out strong, but then fell off. I did not understand the portfolio that we had to put together. Seemed like a lot of busy work to compile papers that we had already grades on. It is not a portfolio that I would give to an employer. Not sure of the point.

• A few more discussions

• Program organization

• Would be nice to have more access to the pronunciation of words.

• How to get out of groups that have people not willing to do the work. I had one group that was simply awful and suffered the semester with it. There was an opportunity to right my grade through individual effort and I did so. Thanks for the flexibility.

• Some exam questions were unclear in their wording. The instructor informed me that the exams were made ahead
of time, and did not necessarily reflect certain emphasis on certain topics that the instructor emphasized, since the exams were not necessarily written by the professor that I had.

- Nothing that I can think of.
- Instructor needs to make weekly work available sooner. All members of class are working professionals with limited time and need to work on material while managing careers. We don't have time for her to post the assignments. Several of us have mentioned this so hopefully this will change. The text is the worst I have ever read. Authors belabor every point!
- Re-write the syllabus for clarity. The professor should set time aside daily for on-line interaction with students. The professor should work on a system to receive tests for grading in a timely fashion. Perhaps he can narrow the field of testing sites.
- The final paper was a bit confusing to understand exactly what the professor wanted. And there was also the choice of two papers, but you didn't have a choice in papers if this was your first course taken by the professor. Once you read through the directions, it was fairly straightforward.
- Some of the notes (lectures) could be improved.
- This class should only be at the campus and not online. You need to be able to practice the skills with the professor watching to make sure you are doing it correctly.
- Clear communication
- Clarity of assignments and what the prof. wants out of students. The prof. did give multiple tries to get a paper right, but it would be better to get her ill-defined instructions right and done the first time.
- The teacher needs to check their email more carefully, to ensure the students get all their accounted points
- Instructions
- Organization, learning modules, structure, the professor
- I think everything was good
- Instructor needs to communicate better with students. She assumed that her material was clear however when asked for clarification we were referred back to the information given, instead of answering the question asked
- Whiteboard
- Nothing I can think of at this time. I had a really great experience.
- More explanation
- Need more available resources, I felt like my professor did not want students to email her.
- The communication with the instructor.
- 20 questions in 20 minutes was not fair.
- I might have had an easier time understanding some of the ideas, if they offered the epidemiological exercises earlier in the course. The required text didn't give very clear explanations of some of the statistical terms and ideas. I found myself googling a lot
- The grading seemed pretty easy to get an A. I was not expecting it to be so easy, but then again maybe I am just that smart.
- There needs to be better content than just reading because it doesn't meet the needs of all types of learners. Many instructors that teach online courses at other universities will record a lecture given during a face-to-face course and then post it as a presentation for the online students to access (such as using Adobe Connect, which I know Ferris has). This would have been immensely helpful so that we would have had a better idea of her expectations on exams.
- This course needs a new instructor.
- The office hour for technical support needs to be extended.
- Instruction. Some weeks were spent simply introducing ourselves or reading a PowerPoint. At times I forgot I had the class because there was so little work involved.
- Nothing I have absolutely no complaints about this class!
- I was disappointed at the lack of effort I felt was put into the class.
- This course and professor were 10 out of 10 for on-line learning! It was a fantastic ending course to complete my BSN!
- Her communication, would go days without responding to questions that I had.
- Some of the things in the grading tab were disorganized, but that was minor.
- Communication. The instructor was not clear in many different issues about what it was they were looking for.
- Ferris Connect needs to be improved for efficiency and ease of navigation.
- The online aspects of the course were fine. This was one of the worse professors I have ever taken a course from.
- It would have helped to have groups set up.
- It needs to be moved off line and into a classroom
- Everything means not even single idea was proper.
- Not having issues with Ferris connect so exams were up on time to take when they were scheduled for.
- The instructor's ability to relate to the students so learning can take place.
- In this particular class, I think that instructor feedback/response time was the primary area for improvement.
- This course needs a new instructor.
• Network issues at the least.
• An initial face-to-face meeting tends to improve the overall online course experience.
• Class needs an instructor who is involved in the class. Not just there to collect his paycheck
• Instructor accountability to teach.
• The team aspect of the class.
• If software is to be used to instruct, please make that clear and don't call the person who monitors it an instructor.
• Mandatory campus visit to Big Rapids was not necessary. I am an out of state student and it was very expensive and time consuming to come to campus for 2 days.
• Nothing. This class was set up perfectly.
• I suggest audio files of in class lectures.
• Understanding MyFSU and blackboard guidelines for essay/paper topics
• possibly a new way of scheduling the conference calls
• Working with Capsim. This online system was very complicated to work with at first. There should be more prep time involved before there are assignments given.
• More instructor/student interaction
• The instructor needs to be on his game. It took DAYS for any of us to get any kind of response from him. Also wouldn't give feedback from homework.
• Don't try a new textbook with an online class.
• fine tune the computer part
• Clear, concise instructor feedback and/or graded assignments so the students have the chance to see how and where they erred.
• use of the website by the instructor, for grading purposes
• Have a least weekly over the internet so I would have a better idea on the assignments and more feedback.
• Timely feedback
• More courses offered online by Ferris State University and more mixed delivery courses.
• New Instructor
• Nothing needed improvement
• I can't imagine how this class could have been better.
• The assignments were difficult to understand. Group work was not well organized. Grading was performed timely so that corrections could be made before another assignment was do.
• navigating the online system was a bit clunky.
• professor didn't really help with questions, he just sent us to other websites to find the answers
• I think, I would have learned more and understood the material better if was given face to face or half online.
• The discussion board for homework
• How this instructor graded. The last project was to write 4 things that we learned over the course. The grading scale was worth 40 points. I wrote about 4 things that I learned(I didnt' learn anything, I just picked 4 things from the book)my friend only wrote 3 things and she got 40/40 and I got 35 out of 40. Not a fair teacher.
• The instructor!
• Emails/questions need to be answered quicker.
• Ferries connect discussion board feature. There should be an auto save option so composition is not lost if there is a hiccup wither the connection.
• The professor.
• His response to emails.
• Several examples in the notes gave incorrect answers. Responses to emails were very slow or never occurred at all. Test questions were generally far more difficult than the quizzes or practice problems.
• Needs to be offered at the campus not just online.
• communication
• Instructor assignments and just changing the system of the class
• Nothing needed improvement.
• This class should have more face to face
• Nothing that I can think of.
• Clarification on assignments as to what is expected. Not a lot of direction.
• get rid of live text. put all assignments in one locale.
• Overall organization and participation of the instructor.
• Compatibility with more than IE8. Not all of us like/use Microsoft, you know. Easier access to TAC online chat throughout the semester, A great many of us have jobs and are not online during the day when TAC online help is in the office.
• Everything
• The course schedule could be presented more clearly.
Better feedback on essay assignments. I would like to know what I did right or wrong. We only received grades for each area required.

The teacher of this class needs to show some respect for her students and at the very least answer emails or post information if she is having problems. How are students going to learn if assignments are not corrected. Rate my teacher.com was completely accurate with this teacher she should not be allowed to teach at this level. Students pay to much money to have a teacher who is absolutely no help. I have never given a teacher a bad review like this before because I have family members who are profs and teachers and I respect the profession.

Tegrity crashes my browser frequently

I got confused at the midterm (it could have been me, because I was tired). I read the instructions and started the online research, but had to go through a lot of material before I happened to find the exact responses that were necessary. This searching was not wasted time, it improved my understanding of the material. But I spent all day on the midterm. Everything else in the course was very direct. The professor had links or keywords and they linked directly to the items.

This course was close to perfect for me.

THE MOST IMPROVEMENT I WOULD SAY IS JUST HAVING MY GRADES POSTED WITHIN A WEEK OF COMPLETING MY ASSIGNMENTS.

Ferris Connect

A new professor would be nice for future students!

Nothing. This was wonderful.

Would have liked a little more interactive work with the chapters to help retain information for tests.

The timeliness of returning assignments.

FSU Blackboard sucks

The entire way the instructor designed the class. Ferris Connect was not used, there was no interaction with the instructor in discussions. Discussions were not designed and were to be random postings by the students. No survey was offered by this instructor either. Wondered if this was due to knowing she would not receive high marks?

Nothing. This was a great class and amazing instructor!

I can honestly say it felt as though there weren't really any areas that needed significant improvement.

Grade book not kept up. Delay to get grades on some assignments.

Grammar, typos, and attention to dates in formatting online class.

I would recommend getting a new edition book!

If there is an instructor who is new to the system, there should be an experienced instructor monitoring the class and ready to help. While X seemed to really try to fix the problems he was having with Blackboard, he was woefully unprepared to run the class on his own. If he is teaching another online course, PLEASE have someone mentor/monitor his class(es) to assure the class is being run effectively!

Layout organization, answering questions, more structured learning in the face to face time.

I have sent a long laundry list to Mr, Grant Snider. This is not a problem going away until swiftly and strongly addressed with X.

Nothing that I can think of.

Posting of lectures sooner for the working professional to allow us to manage our time more efficiently.

Organization Timely responses and Feedback

EVERYTHING

No improvement here! She know's what she is doing

more explanation

It would have been helpful to have some visual guidance for some of the assignments. It was hard to convey the assignment requirements for some things through the current online format.

Ferris Connect

Discussion board.

The instructor's ability to relate with the students in a way to promote learning.

The work load was extremely high. I found it very difficult to keep up and my quality of life went down a great deal while taking this course.

She assigns so many assignments it takes her a long time to grade them, so our grades were not up to date.

Hardly any weekly feedback was given. Compared to my other class this was night and day. In my other class the professor joined in group discussions daily, but this class was all students.

I thought the discussion format was useless, primarily because I had real world experience and I was talking to kids with ideas about how things work. I kept looking for discussion intervention from the professor but there was no feedback.

More teacher involvement and constructive feedback. In most cases I never had the feeling that there were clear reasons why I received the score that I did.

The structure of this class was too generic. It needed to be more specific.

Instructor's communication of theories to students, better course materials, clear instructions for assignments

The instructor. They need someone better.
• Additional compatibility with other browsers. Better announcement of the resource center (tutoring) and writing center.
• not much room for improvement
• I received my final grade which was a B... I asked for my grades on my assignment to see why I received a B and have not seen them yet. The instructor had zero communication with the class. Furthermore me and one fellow student lead the discussions and help lead the class to completion. Very upset, and almost made me leave this program....I am not the only one that feels this way. Almost every student that takes any one of his classes...
• the prof did not do anything, they need a new teacher or the prof needs to learn how to work.
• HUMN240 needs to be taught by someone who is not twisted in their thinking. I very much resent being told I must watch vampire, alien, or any other crap movies. I especially am 100% against Harry Potter. Those films are nothing but pure witchcraft and deal with the occult.
• Do not offer as an accelerated mixed media course!
• The class needs to be taught by an instructor who is willing to offer feedback whether it is positive or negative. Eastern Religion is difficult to grasp and there are many interpretations about what is correct and what is not correct. I would have liked feedback on the required discussions from the instructor. I felt like I paid to teach myself.
• The instructor.
• I was very pleased with this class experience and I don't feel there are any room for improvements at this time.
• Nothing I can think of at this time.
• Again, it would have been much more interesting to learn about nursing theory by having more than just reading assignments. Having the instructor record a face to face lecture and posting it for the online students would have made this much more interesting, and I probably would retain the material better. Use your Adobe Connect! We're all paying for it!
• Instructor needs to get on Ferrisconnect like all the other instructor's or stop teaching!
• There was no feed back from the professor until the last two weeks of class. By that time I already had all the class work completed and turned in.
• Safe Assign component for submission of papers is very slow. Assignments had to be completed well before the due date to ensure that the criteria for submission to this site and a returned grade could be met prior to submitting to the instructor.
• Get rid of the lousy, no good, professors, and replace them with someone like Beverly Demarr.
• I didn't feel there was anything that needed significant improvement.
• I took the online certificate program in part because I thought I could apply it to a bachelors degree, which I thought I could obtain online. Ferris should offer an online option for bachelors degrees and I was very disappointed to find out that wasn't the case and now have to give my tuition dollars to another school.
• Ferris Connect sucks...big time! It messes up often.

Did you contact the Technical Assistance Center (TAC) during this semester?
Q37 74 (100.0%) Yes
0 (0.0%) No

I was able to get the technical help I needed when I needed it.
Q38 39 (52.7%) Strongly agree
22 (29.7%) Agree
9 (12.2%) Somewhat disagree
3 (4.1%) Disagree

How would you rate TAC's service overall?
Q39 42 (56.8%) Excellent
20 (27.0%) Good
9 (12.2%) Fair
1 (1.4%) Poor

Recognizing that not everything can be addressed at once, what one improvement do you believe needs to happen to enhance Ferris' online offerings and/or support?
Q40
• Ferris should offer more courses sections online for classes that could just as easily be completed at home than sitting in a classroom. This is great for students with children who might not always have the most flexible schedules, of which I am one.
• I don't have any suggestions at this time.
• Encourage faculty members to be more organized so there would be less confusion among students.
• The maintenance of the FSU network was done at the WORST times! Do it on a Saturday morning or something, but not on Thursday nights: people have exams on Friday!
• more organized web site. The blackboard being a pop up isn’t user friendly
• Re-evaluate what course could be offered online and what are better done face to face.
• organization of the resp department so we can access our classes when the semester starts.
• Online counselors need to know what they are talking about and setting up in classes. I currently am discouraged in my online degree completion program only to NOW be finding out not everything is really online. I may not be able to complete and since I am in final classes, I have lost a tremendous amount of time and money. I am so disappointed.
• It would be nice if people on campus were sometimes put at the top of the list. There is not always room in our schedule (or there is a scheduling conflict) for in person classes. We need to be heard too.
• Not having an on-line fee. It is dumb to have one because I know it is more cost effective for the University to have on-line courses than face-to-face.
• Blackboard needs an overhaul! No tool bars, only a little box to type in so you have to cut and paste everything, inability to edit if needed, no spell check, I could go on and on!
• I would like to see more available online sections for certain courses. Other than that, I have absolutely no complaints.
• Clearer instructor direction and answers to student questions.
• Enforcing all instructors who teach online classes to offer surveys to the students.
• The instructors to have the ability to relate and convey the necessary information to the student effectively and efficiently.
• It worked good
• Ferris is supposed to be a technological school but it still uses old and outdated Java technology with Tegrity. Tegrity is a huge pain in the @$$. I have one half of MATH 126 that I can view and one half that I cannot view. I have uninstalled and reinstalled Java so many times it makes me sick to think about it. I have other programs that I run that depend upon the latest versions of Java and TAC always says to go back to V16.1.3 or something like that when the latest Java version is V23... I have done experiments with Java and Tegrity works with the latest version. The problem that I have with the math class that I took is not solved by the older version of Java that TAC continually falls back on as their reason for problems with Tegrity. In this respect TAC does not know what they are talking about.
• As this was my first online class, I am not sure what might be needed.
• So far I have not had any issues with Ferris’ online offerings.
• The only thing I can think of is to skip the additional login to the library. That is a minor issue, but an annoyance each time I re-login.
• Prompt response to students, and not necessarily answering emails--instructors deserve personal time and scheduled hours of availability. Some instructors in the past waited weeks after an assignment to provide feedback, because they were ‘busy’. May consider setting a ‘response time’ for assignments--that way the student could anticipate a follow up by a particular time--this would reduce anxiety for many.
• Remove the extra charge for online classes when the whole program is online!!
• Ferris connect needs to be more user friendly
• NOTHING THE ONLINE CLASSES OVERALL ARE GREAT.
• Better communication between professors and students, either through email or other ways.
• Can not really say at this time. I would only say about the network issues.
• Down times need to be later at night. They need to start after 2am. Some of us do our homework late at night, and it is inconvenient to have the system down at 10pm.
• Promote initial face-to-face contact when possible.
• Just have better teachers who really care about people learning and what to teach and not to teach to boost ego.
• Instructors need to be monitored better with their follow-through and expectations. If they are not able to compare what is being done with other instructors, the students are at a deficit when facing such drastically different expectations, especially when instructors do not provide adequate feedback.
• This class needs an instructor who actually cared for it to succeed. I got nothing out of this class!
• Hire the sharpest and best technical support staff. Not all instructors are pro active in giving instruction and making them selves available for instructions, hold instructors accountable to be giving a lot more than they do.
• Just work on tweaking the error messages and fix it so Ferris Connect doesn’t just decide to shut off in the middle of important assignments, and especially not during timed exams.
• Timely instructor feedback for all classes.
• I have taken several online courses with Ferris and the teachers make the biggest difference. The best online courses have been the ones whose teachers were involved the most. Carol Rewers should give instructions to others on preparation, courtesy, and involvement. The teacher I had for this course should find another profession.
• nothing. it is convenient
I kept getting kicked out of MyFSU, sometimes at critical times (like in the middle of the final exam). I followed the instructions provided and cleared my browser and it continued to occur. I then called the Tech Center and was told I needed to close out of MyFSU when I get into Ferris Connect. How was I supposed to know that?!? Very frustrating!

• more cultural enrichment class offerings
• I thought that the class was very technologically user friendly.
• More classes to choose from!
• Ferris Connect seemed to be offline a few times when I needed it. I understand that maintenance is necessary, but it was inconvenient at times.
• Make more available
• Classes need to be organized in such a way that it is very easy to see where to retrieve assignments, where to post them, and how to contact the professor. It would also be very beneficial if the courses were designed for those working full time. If there were some courses that the work load could be spread over a period longer than 7 weeks it may be better for those that have very busy schedules.
• I feel that video learning and tegrity could be used more. I have only had 1 professor use tegrity but I found it to be helpful to listen to a lecture or to view a learning video to assist in other learning methods.
• Requiring professors to at least open the class on FC two weeks prior to start. Although I did not have this problem this semester. Last semester there was a book mix up and late change. I had to scramble to get an English book. If the professors allowed students to view the required books before start that would be great. Every teacher is different and The bookstore can be wrong!
• Instructors need to treat the online classes more like they treat their on campus classes. Too many instructors have taken the attitude that their role is simply to upload course content at their leisure and then sign off. It leaves the students in a position of being disconnected and learning a little too independently. Instructors should be making better and fuller use of the online resources such as the discussion board and the chat room. Overall, more attention needs to be paid to the online class participants.
• Work on ferris connect should be done between the hours of 2am and 6am. Most assignments are do around mid-night and by taken service down at 10pm on any day is truely unacceptable.

• Extended hours.
• more online classes
• As I stated, answers need to given in a timely manner.
• Newer instructors need an experienced instructor to monitor the class/mentor the new instructor.
• Not having to be put on a wait list to get into an online class
• Organized blackboard layouts, with clear due dates and a clear way to get ahold of the instructor.
• Discussion board auto save should be instigated ASAP.
• Change updates on the FSU sight to times when students are less likely to be online; many assignments aren't due until midnight, but updates shut the system down at 10:00 pm.
• remove the extra charge for on-line classes
• I did not have any problems at all with having this class online. It was actually very easy to navigate online. My only issue was with the professor.
• I feel that everything is being handled well with the online courses
• More consistancy between the course material and the online tests and quizzes.
• More follow through on projects that are supposed to be congruent throughout the RN to BSN program - specifically the Portfolio. Sections need to be assigned during the course that corresponds to each section of the Portfolio so that students can complete them during the related class and get feedback - then finalize it in the final course
• The most difficult aspect is the times online support is offered. Recalling back to the beginning of the fall 2010 semester I remember online support being available with extended hours. Later in the semester the online support hours seemed to get relegated to normal business hours. Care to take a guess where I am at during normal business hours? That's right, WORK! Most days I do not get access to a phone or the internet until after 6PM. Which leaves me hanging....... Otherwise, EVERYONE that I reached was extremely knowledgeable and EXTREMELY helpful, and seemed genuinely interested in solving the problem at hand. Great job!
• Things need to be checked out throughly before (at least two weeks) before the semester starts. I know in my case I'm on the southwest side of the country. When I was having technical difficulties I had to do it during my working hours ( to my employers frown). I tried during off hours and was not able to get in contact with personnel who could assist me correctly. There is a 2-3hr time difference depending on daylight savings time. With the problems I had I was refered to someone who was in the office at Ferris during a regular 9-5 time period. I know it was a frustrating time for all.
• I think its a good system
• Understanding that online courses don't have to be overbearing! Just because we never meet face to face does not mean that the course has to be incredibly time consuming. Maybe I do not understand online courses, but I was under the impression that they were good to take when you have an outside schedule that is very busy and for
ease of access to information.

- I was impressed at how quickly my technical problem was solved. The Tech stated that my problem would have to be taken care of the following day and it was taken care of very early so that I could promptly move forward.
- instructor involvement
- The powerpoints are not geared toward online learning. There needs to be more explanation. Perhaps offering lecture videos to help the students understand.
- more online courses and sections offered. many of us are older learners and not able to move to a campus environment therefore online is our only option for degree completion
- It seems well run, I can’t imagine what you can do about an ineffective teacher. Maybe monitor her interchanges a bit more?
- Just teaching off campus students to use MyFSU and blackboard. My brother attended FSU and could show me things but other than that I was on my own!
- More streamlined approach at online learning by ALL instructors. for example, one instructor refused to use Ferris Connect as learning page. This was confusing, and definitely not as user-friendly as those who do use Ferris Connect
- More classes need to be offered online!
- Provide more classes online if there is no more classes available on campus
- I have not had any major problems with the online courses. They are well supported, I think.
- A 24hr TAC support personnel isn’t definitely should not be an option rather a need.
- Easier usage of Ferris connect.
- It would be nice if the maintenance of the site didn’t begin at 10PM. Many online students work all day and need the site open at that time. Midnight would be better.
- nothing very pleased
- Have classes up and running when classes start. You can’t hold students responsible for information if it is not given yet.
- Revamp the video lectures with a leaner, more reliable system. Java based web pages look pretty, but are buggu and slow. I would be satisfied with simple HTML links.
- no change
- Some of the classes are available only online yet they still are open to off campus students first, which I feel puts students who attend the main campus at a disadvantage.
- Offer the ability to complete degrees not just certificates online.
- Do maintenance at times when students won't need to access Ferris Connect, such as at midnight or later.
- The system is working for me.
- nothing noted
- Strive to minimize problems with Ferris Connect. Possibly separate Ferris Connect from Blackboard.
- Making sure the programs work before the class starts and if they don’t then give refunds to those who have to retake the course like me.
- Previous professors have always posted all modules up front to allow for working professionals to work at a pace that their careers allow. This is the first time and it is both professors that post material one week at a time. This does not allow for very good time management on my part.
- See survey responses.
- nothing at this time
- I would like to see more classes offered.
- no suggestions at this time
- Offer more course selections for online study. Screen students to make sure online courses are right for them. I believe a student must be highly self motivated in order to successfully complete a course. Do away with the EXCESS per credit hour fee assessed for online courses. We pay enough already for online courses... we do not need to pay an additional $30 - $40 for a class online.
- Additional courses.
- Offer more fully online courses
- Organization of NURS 450 by X
- The only inconvenience that I have had was occasionally trying to access course and finding the after midnight updates made the course unavailable.
- Have additional training for the pros on the best way to organize their Ferris Connect Class. Some instructions Ferris Connect is easy to understand and find the information and view results and other instructors either do not know how to fully use Ferris Connect or are to busy with class room teaching to keep up with the online classes.
- Some of the instructors (not this one) do not give you any attention. They basically put the class on auto-pilot and you are supposed to navigate through it yourself. I have found that LCC offers a lot more attention from their instructors even though it is an online course and I am pretty disappointed with the lack of attention you get through the online courses at Ferris. I hope as I take more online courses here it will not be like that. An individual pays more for the convenience of an online class and in my opinion gets less out of it.
When enrolling in my online class, I was transferred probably 15 times to different people to get the help I needed. It was a somewhat stressful process so if there is any way to decrease some of the confusion in that process that would help future students in enrolling in online classes. However, I would like to comment that everyone I spoke to was kind and understanding.

- Don't charge the extra online learning fee.
- Online offerings need to be appropriate for online, instructors need to modify their materials and lecturing for online
- Most online classes require approval from CPTS and waiting lists. It is hard to know once on a waiting list whether or not you are able to register for the class. I would have wanted to be gotten back to in a more timely matter and also to be notified if the class was full.
- I don't agree with Ferris charging extra for online classes. We are doing the class from home, not taking up a classroom and yes the instructor has to put the assignments and tests online but it isn't any different than if the instructor would have to grade them in person. We shouldn't be charged more just because it's online.
- Cheaper prices for the courses online
- tech support people that know what they are doing
- Have teachers/staff find books that have all the information needed for students all in one book...for online classes it is confusing when you have to switch from one book section to another and then also use other materials such as discs, articles, ect. it gets to be too much.
- The technical support should be 24 hours a day.
- Need to make sure that the online courses can actually be completed online and it does not require practicing and learning assessment techniques that you really need the professor to watch to make sure you are doing them correctly and you have a thorough understanding. If a student has a problem with an online course where the student is struggling because it is a course that they need in person help from their instructor like advanced assessment skills that they have never done before and they are not sure if they are doing them correctly and the professor will not make time at the campus to work with the student on a day that the student can make it there also because of how many hours they have to drive and their working schedule. This professor only allowed one afternoon during the week for students to come and I could not make it for how many hours I had to drive, plus I had to work that day.
- I often found it took longer than it should when I clicked on something. I have a cable modem, and I was shocked at how slowly everything took.
- All assignments should be put on Ferris Connect with point totals and updated as they are graded. I have had professors complain and also say they will take points off if we ask for our grades. This will also help us for mid-terms. However I know that the majority of what I say in this wont even be taken in consideration because it seems to be completely negative. I'm just sick of the school asking what they can do improve and not listening to the students.
- Professors instructions were somewhat confusing and expectations were confusing. Spent much time figuring out what was expected of us
- Instruction on-line being prepared before going on line
- I think Ferris needs to have a lot more classes available to take online. Especially any writing classes.
- I would suggest more online offerings for Facilities Management
- Nothing, I liked it
- A good contact phone number for immediate support- I had tried 3-4 numbers before I found a good, working number to ask a simple question about payment.
- some mixed delivery classes need to run the entire semester.
- It was great, no added comments needed!
- Maybe some online virtual machines to do some of the technical aspects of the course work?
- Nothing
- It would be nice if there were more classes offered online. I work full time and have a family and am trying to obtain a degree at the same time. Most of the classes I need are only offered in the classroom during the day.
- Get rid of them, go back to face to face learning/teaching
- Disabilities Services should work in conjunction with the respective departmental counseling. Shannon Yost is great, but she should work alongside Disabilities Services, or someone of Shannon's stature.
- Nothing I can think of right now
- I think everything is great. I have had 4 internet classes now and they have all been successful and easy to use.
- they are available to help over the phone but at the same time they need to be willing to fix the problems that they have caused. some of the software is having problems and they have done nothing to improve or fix the problem. i am still calling almost every month for the same problem.
- better communicaion and clearly stated expectations need to be mapped out by the instructors.
- Offer more classes online.
- I think that it is ridiculous that we are paying MORE per credit hour to take an online version of a class, which means MORE convenience for professors and students , LESS commuting, and NO in-classroom time taken up. I
think it should be the same if not LESS to take online classes versus in-person classes

- Monitor the online professors more. I had one amazing online class and the other was nothing but a disorganized professor without any structure to a class that I have never taken before. Never again will I take that professor.
- The chat room
- I think video chat would be a wonderful tool for group oriented class assignments.
- uploading course material on time so that we can start working on school work when the semester begins.
- easier access to online classes, registration and looking online
- MORE SUPPORT!
- I wish they would have offered more of the classes online to help accommodate the student that works full-time and is raising a family trying to get their education.
- Offering more online classes would greatly benefit off campus students as well as those who have a rigid schedule.
- I think Ferris does an awesome job with their online classes. It would be nice to see and hear the instructor, any chance of that happening would enhance the learning experience.
- more supplemental notes may be helpful
- nothing I am enjoying the new online class I am in ENG 324
- Have the professor more involved. It’s not my idea of learning to read other students thoughts when they have little experience.
- have more online class for other subjects
- Instructors need to make sure all of their information is clear and not hidden somewhere.
- The grading of assignments should be done in a more timely fashion.
- Making more general education classes available online or perhaps increasing the number of students per class.
- I cannot think of anything
- Nothing. I think everything about it is great.
- update the Ferris Connect Blackboard system
- I don't have any comments on anything else at this time.
- Does the maintenance need to occur so often?
- Weekly one-on-one over the internet conference calls so all assignments are clearly explained.
- more online courses
- So far, I have had positive experiences with Ferris' online courses.
- server is down too much at night
- Since beginning my degree path I have seen great progress toward the ease of use with the online classes. I would suggest that the system down times and revamps not be conducted on during weekdays unless it is after Midnight and will be completed before 6 am. I had problems on different occasions when the platform went down on Thurs night at 10p or so especially when we had assignments chats etc due during these times. I work fulltime days and I needed to complete my work in the evening hours so it would be helpful to adjust downtimes.
- I fell like online courses are a waste of time no one really learns anything they just do what they need to do to get the grade and pass.
- I think we should meet with our teacher once, before we start. Meeting them in person would help to know where they are coming from.
- To not have to be put on a waiting list to enroll for an online. It would be much easier to just be able to register for online classes when you're registering for your other classes.
- more class offerings
- I dont like the in class email that email can only be accessed through that class only it would be GREAT if it could be accessed through the regular Ferris email at least.
- Not have a monthly down time for 8 hours. I know it probably needs to be done, but it does get in the way with working on the coarse.
- Make sure ALL instructors utilize Ferrisconnect for online classes.
- I only have one issue and that is with only one instructor. The instructor for my class APPS 401 did not respond, communicate, or post all of our assignment grades for this class. Also, APPS is not listed as one of the options to select in G8...
- Having more learning content than just reading and writing. Hearing an instructor lecture and seeing what they would show in a face to face class would be immensely helpful. I work at MSU in tech support and many instructors who teach face to face will record their lectures and make them available using Adobe Connect for the online students. For one of my Ferris classes, this was done for a session with the research librarian. We were strongly encouraged to attend an online session with her, but for those that couldn't make it, a recording of one of those sessions was made available. Please have your instructors do this for the course content as well. It would make a huge difference in the quality of our learning experiences. Thanks.
- More online offerings; the availability during registration to be wait-listed on courses where priority is given to CPTS students.
- Ferris administration needs to discontinue the use of X as an instructor.
- The instructors should try and stick with the same format. Like using the learning modules as outline, using the
As a non-traditional student, I think discussions are targeted at aiding traditional, inexperienced students. For me, discussions were an okay platform for reporting study findings but entirely ineffective at broadening my understanding of any Business Concept. Therefore, I view discussions as an enormous waste of time and would prefer to watch a lecture or some other media instead.

- TAC's hours are greatly reduced on weekends and at night when most on-line (and mainly adult learners) are working on classwork. TAC is not available if there are problems. This is a problem when trying to upload an assignment or taking an exam and the site is not working correctly. When I could reach TAC they were very helpful.
- TAC is a great service and respond very quickly. Thanks!

There is a technology gap. Ferris' computer offerings are the best, however, the computer system is very fragile on the student's end. For example, during my final on-line exam, the computer I was using at Macomb County Community College, in their Learning Center, jammed. It froze. Nobody knew what to do at Macomb (I asked the proctor, I asked the librarian). So I turned off the computer and ran to the other side of Macomb's campus. When I was allowed to log onto a computer in the Student Employment area, I started my final over again, and was able to complete the entire final in 17 minutes. The receiving-end computers need to be better. This is not Ferris State University's fault. The web has not kept up with our demands for it. Somehow these gaps need to be taken into account when grading an online course; i.e., make things more flexible. I had to turn in assignments in advance, just so that I would not be late when the computer systems (at Macomb College, at work--Detroit Water & Sewerage Dept.) would go down. These computer systems were experiencing outages several times during this course. At one point I even went to a public library to log on.

- get rid of live text and the infamous ferris dis-connect. Allow students to be logged on for longer periods of time without being booted off.
- Nothing, just keep up with the latest technologies as they are available. For all the overall degree in BS HVACR, I think all required classes need to be available online. There are some that are not and are hard to find locally. Overall, this is a very good experience and Ferris does a great job.
- Maybe more classes?
- More people want to take online classes than are available. More class should be offered.
- Online offerings in general are great and work very well with my work schedule and family.
- less time for maintenance or just push the time to later at night
- I would like the email icon on MyFSU page to indicate whether there is new mail rather than having to open it to check.
- More interaction with the instructor. I.E. if we are reading a lecture or chapter, can we talk about what we didn't understand? We have to self-teach for more money than an on-campus class, and I don't learn anything. Seems like a scam.
- Clearer path to each section in the course
- I am not sure
- More contact with the professor, whether it be through email or another means. I just felt there was definitely not as much time or effort put into the online classes and we pay the same amount of money for them. The online classes that I experience where very heavily weighted by tests, there was almost no homework. I had done all my required reading, and felt my grades never reflected what I thought I deserved.

- Of the 5 courses needed to complete my BSN on-line, only one stood out as being truly effective in learning. Because the instructor, Dr. Mary, was SO organized and professional AND TIMELY in assignment grading, it made the other courses frustrating at best. Ferris needs on-line instructors that are going to get assignments graded prior to the next assignment due date. Also instructors that are going to be organized and consistent throughout the course. My recommendation is to have Dr. Mary offer an in-service to all Nursing on-line instructors regarding timeliness of grading papers and assignments, organization, and professionalism. All of these things allow the learning to occur.

- TAC could be available more at late night hours. Online students are online past 9am
- Tutorial on the different areas within Ferris Connect. There are so many options for posting information, submitting assignments and obtaining grades and comments. It can be difficult to navigate because each professor does it differently.

- Less MBNQA and BSC and more courses with finance related information.
- There should be an easy way (maybe there is, but I missed it) to forward all class communications to another / external email address so that you don't miss communications.
- More online sections
- Online classes offered are wonderful. I am just disgusted at the fact they charge more for an online class than one on campus. I pay almost$1,000 to never step foot in one of you facilities yet I have to pay $10 extra for server upgrades. It may be small change to the board of trustees, but to those of us trying to support a family and go to school, an extra $10 a credit hour adds up. As far as the service of the online classes, It is wonderful, but I think my original $1000 would have more than covered it.
• Make more classes available online. Not everyone at Ferris is the traditional on Campus student, therefore non traditional students would benefit.
• Do not prefer to give online class to such kind of professor who are wasting students time and money. DO NOT TAKE RELIGION CLASS WITH PROFESSOR X.