Appendix 2 – Responses to the online survey

(Adapted from the Community of Inquiry Instrument and the Online Learning/Distance Education Questionnaire)

Learner Dimension								
LEARNER ATTITUDE TOWARD COMPUTERS								
	7-point Likert Scale							
QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q1.I believe that working with computers is very difficult	2 (22.2%)	7 (77.8)	-	-	-	-	-	9 (100.0%)
Q2.I believe that working with computers is very complicated								9 (100.0%)
Q3.I believe that working with computers requires technical ability	-	2 (22.2%)	2 (22.2%)	2 (22.2%)	3 (33.3%)	-	-	9 (100.0%)
Q4.I believe that working with computers makes me feel a great amount of psychological stress	5 (55.6%)	2 (22.2%)	1 (11.1%)	1 (11.1%)	-	-	-	9 (100.0%)
Q5.I believe that working with computers can be done only if one knows a programming language such as Basic	5 (55.6%)	3 (33.3%)	1 (11.1%)	-	-	-	-	9 (100.0%)

QUESTION	1	2	3	4	5	6	7	Total
Q6.I believe that working with computers is only advisable for people with a lot of patience	4 (44.4%)	2 (22.2%)	1 (11.1%)	1 (11.1%)	1 (11.1%)	-	-	9 (100.0%)
Q7.I believe that working with computers makes a person more productive at his/her job	-	-	-	5 (55.6%)	3 (33.3%)	1 (11.1%)	-	9 (100.0%)
Q8.I believe that working with computers is for young people only	7 (77.8%)	2 (22.2%)	-	-	-	-	-	9 (100.0%)

LEARNER COMPUTER ANXIETY								

	7-point Likert Scale							
QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q9.Working with a computer would make me very nervous	6 (66.7%)	2 (22.2%)	-	1 (11.1%)	-	-	-	9 (100.0%)
Q10.I get a sinking feeling when I think of trying to use a computer	6 (66.7%)	2 (22.2%)	1 (11.1%)	-	-	-	-	9 (100.0%)
Q11.Computers make me feel uncomfortable	6 (66.7%)	2 (22.2%)	1 (11.1%)	-	-	-	-	9 (100.0%)
Q12.Computers make me feel uneasy and confused	6 (66.7%)	3 (33.3%)	-	-	-	-	-	9 (100.0%)

LEARNER INTERNET SELF-EFFICACY				

	3-point Likert Scale			
QUESTION	Not at all confident 0	Moderately confident 0.5	Totally confident 1	Total
Q13.I feel confident starting the internet program (course)	-	-	9 (100.0%)	9 (100.0%)

Q14.I feel confident connecting to the internet homepage that I want	-	-	9 (100.0%)	9 (100.0%)
Q15.I feel confident finishing the internet program during connection	-	-	9 (100.0%)	9 (100.0%)
Q16.I feel confident downloading necessary materials from the Internet	-	-	9 (100.0%)	9 (100.0%)
Q17.I feel confident linking to desired screens by clicking	-	-	9 (100.0%)	9 (100.0%)
Q18.I feel confident going to previous pages by using "back" function	-	-	9 (100.0%)	9 (100.0%)
Q19.I feel confident going to next pages by using "forward" function	-	-	9 (100.0%)	9 (100.0%)
Q20.I feel confident scrolling around the monitor screen	-	-	9 (100.0%)	9 (100.0%)
Q21.I feel confident using Internet search engines such as yahoo, google, etc.			9 (100.0%)	9 (100.0%)
Q22.I feel confident locating necessary information on the Internet for a specific topic			9 (100.0%)	9 (100.0%)
Q23.I feel confident selecting the right search terms for Internet search		8 (88.9%)	1 (11.1%)	9 (100.0%)
Q24.I feel confident printing materials from the Internet			9 (100.0%)	9 (100.0%)

Q25. I feel confident finishing the Internet program (course)		-		9 (100.0%)	9 (100.0%)

Instructor Dimension

INSTRUCTOR RESPONSE TIMELINES

QUESTION	7-point Likert Scale							Total
	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	
Q26.I received comments on assignments or examinations for this course in a timely manner	1 (11.1%)	1 (11.1%)	-	3 (33.3%)	2 (22.2%)	2 (22.2%)	-	9 (100.0%)

INSTRUCTOR ATTITUDE TOWARD THE TECHNOLOGY

Q27.Compared to traditional classrooms, I think my instructor considers this web-base learning useful (using technologies such as MyCourses and Zoom)	-	3 (33.3%)	-	-	3 (33.3%)	3 (33.3%)	-	9 (100.0%)

Course Dimension

E-LEARNING COURSE FLEXIBILITY

QUESTION	7-point Likert Scale							Total
	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	
Q28.Taking this class via the Internet allowed me to arrange my work for the class more effectively	-	1 (11.1%)	1 (11.1%)	4 (44.4%)	-	2 (22.2%)	1 (11.1%)	9 (100.0%)
Q29.The advantages of taking this class via the Internet outweighed any disadvantages				4 (44.4%)		-	-	9 (100.0%)
Q30.Taking this class via the Internet allowed me to spend more time on non-related activities		1 (11.1%)	1 (11.1%)	4 (44.4%)	2 (22.2%)	1 (11.1%)	-	9 (100.0%)

QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q31.There were no serious disadvantages to taking this class via the Internet								9 (100.0%)
Q32.Taking this class via the Internet allowed me to arrange my work schedule more effectively		1 (11.1%)	1 (11.1%)	3 (33.3%)	2 (22.2%)	1 (11.1%)	1 (11.1%)	9 (100.0%)
Q33.Taking this class via the Internet allowed me to take a class I would otherwise have to miss	1 (11.1%)	-	1 (11.1%)	3 (33.3%)	-	1 (11.1%)	3 (33.3%)	9 (100.0%)

E-LEARNING COURSE QUALITY

	7-point Likert Scale							
QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q34.Conducting the course vis the Internet improved the quality of the course compared to other courses	-	2 (22.2%)	1 (11.1%)	3 (33.3%)	1 (11.1%)	1 (11.1%)	-	8/9 (88.9%)
Q35.The quality of the course compared favorably to my other courses	-	-	-	2 (22.2%)	-	4 (44.4%)	1 (11.1%)	7/9 (77.9%)
Q36.I feel the quality of the course I took was largely unaffected by conducting it via the Internet	1 (11.1%)	1 (11.1%)	-	3 (33.3%)	2 (22.2%)	1 (11.1%)	-	8/9 (88.9%)

Technology Dimension

TECHNOLOGY QUALITY

	7-point Likert Scale							
QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q37.I feel the information technologies used in e-learning are very easy to use	-	-	-	2 (22.2%)	4 (44.4%)	1 (11.1%)	2 (22.2%)	9 (100.0%)

QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q38.I feel the information technologies used in e-learning have many useful functions	-	-	-	3 (33.3%)	1 (11.1%)	3 (33.3%)	2 (22.2%)	9 (100.0%)
Q39.I feel the information technologies used in e-learning have good flexibility	-	1 (11.1%)	-	2 (22.2%)	2 (22.2%)	3 (33.3%)	1 (11.1%)	9 (100.0%)
Q40. I feel the information technologies used in e-learning are easy to obtain	-	-	-	4 (44.4%)	2 (22.2%)	1 (11.1%)	2 (22.2%)	9 (100.0%)

INTERNET QUALITY

	7-point Likert Scale							
QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q41.I feel satisfied with the speed of the Internet	-	-	-	1 (11.1%)	3 (33.3%)	2 (22.2%)	3 (33.3%)	9 (100.0%)
Q42.I feel the communication quality of the Internet is not good	1 (11.1%)	4 (44.4%)	1 (11.1%)	2 (22.2%)	-	1 (11.1%)	-	9 (100.0%)
Q43.I feel it is easy to go on-line	-	-	-	1 (11.1%)	1 (11.1%)	3 (33.3%	4 (44.4%)	9 (100.0%)

Design Dimension

PERCEIVED USEFULNESS

	7-point Likert Scale							
QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q44.I feel that using a web-based learning system enhances my effectiveness in the program	-	2 (22.2%)	-	2 (22.2%)	-	3 (33.3%)	2 (22.2%)	9 (100.0%)

QUESTION								Total
Q45.I feel that using a web-based learning system improves my performance in the program	-	2 (22.2%)	-	3 (33.3%)	1 (11.1%)	3 (33.3%)	-	9 (100.0%)
Q46.I find that the web-based learning system useful in the program	-	-	-	2 (22.2%)	-	3 (33.3%)	3 (33.3%)	8/9 (88.9%)
Q47.Using a web-based learning system in the program enhances my productivity	-	-	1 (11.1%)	3 (33.3%)	2 (22.2%)	2 (22.2%)	1 (11.1%	9 (100.0%)

PERCEIVED EASE OF USE								

	7-point Likert Scale							
QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q48.It is easy for me to become skillful at using web-based learning systems	-	-	-	1 (11.1%)	5 (55.6%)	1 (11.1%)	2 (22.2%)	9 (100.0%)
Q49.Learning to operate web-based learning systems is easy for me	-	-	-	1 (11.1%)	4 (44.4%)	2 (22.2%)	2 (22.2%)	9 (100.0%)
Q50.I would find it easy to get a web-based learning system to do what I want it to do	-	-	-	2 (22.2%)	4 (44.4%)	1 (11.1%)	2 (22.2%)	9 (100.0%)
Q51.I find web-based learning systems easy to use	-	-	-	-	5 (55.6%)	2 (22.2%)	2 (22.2%)	9 (100.0%)

Environmental Dimension								
DIVERSITY IN ASSESSMENT								

	7-point Likert Scale							
QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total

QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q52.This e-learning course offered a variety of ways of assessing my learning (quizzes, written work, oral presentations, etc.)	-	-	1 (11.1%)	1 (11.1%)	1 (11.1%)	3 (33.3%)	3 (33.3%)	9 (100.0%)

LEARNER PERCEIVED INTERACTION WITH OTHERS

QUESTION	7-point Likert Scale							
	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q53.Student-to-student interaction was more difficult than in other courses	1 (11.1%)	-	1 (11.1%)	2 (22.2%)	1 (11.1%)	2 (22.2%)	2 (22.2%)	9 (100.0%)
Q54.Class discussions were more difficult to participate in than other courses	1 (11.1%)	1 (11.1%)	1 (11.1%)	1 (11.1%)	2 (22.2%)	2 (22.2%)	1 (11.1%)	9 (100.0%)
Q55.I learned more from my fellow students in this class than in other courses	-	1 (12.5%)	1 (12.5%)	6 (75%)	-	-	-	9 (100.0%)
Q56.The instructor frequently attempted to elicit student interaction	-	-	-	-	1 (11.1%)	5 (55.6%)	3 (33.3%)	9 (100.0%)
Q57.Interacting with other students and the instructor using a web-based learning system became more natural as the course progressed	1 (11.1%)	1 (11.1%)	-	1 (11.1%)	2 (22.2%)	3 (33.3%)	1 (11.1%)	9 (100.0%)
Q58.I felt that the quality of class discussions was high throughout the course	-	-	-	3 (33.3%)	2 (22.2%)	4 (44.4%)	-	9 (100.0%)
Q59.It was easy to follow class discussions	-	1 (11.1%)	-	2 (22.2%)	2 (22.2%)	3 (33.3%)	1 (11.1%)	9 (100.0%)
Q60.Classroom dynamics were not much different than in other courses						-	-	9 (100.0%)

QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q61.Once we became familiar with the web-based learning system, it had very little impact on the class	-	2 (22.2%)	1 (11.1%)	1 (11.1%)	3 (33.3%)	2 (22.2%)	-	9 (100.0%)

Perceived e-Learner Satisfaction

	7-point Likert Scale							
QUESTION	Strongly Disagree 1	2	3	4	5	6	Strongly Agree 7	Total
Q62.I am satisfied with my decision to take this course via the Internet	-	-	-	5 (55.5%)	-	2 (22.2%)	1 (11.1%)	8/9 (88.9%)
Q63.If I had an opportunity to take another course via the Internet, I would gladly do so	-	-	-	4 (44.4%)	1 (11.1%)	2 (22.2%)	1 (11.1%)	8/9 (88.9%)
Q64.My choice to take this course via the Internet was a wise one	-	-	-	6 (66.7%)	-	1 (11.1%)	1 (11.1%)	8/9 (88.9%)
Q65.I was very satisfied with the course	-	-	1 (11.1%)	1 (11.1%)	-	3 (33.3%)	3 (33.3%)	8/9 (88.9%)
Q66.I feel that this course served my needs well	-	-	1 (11.1%)	1 (11.1%)	-	3 (33.3%)	3 (33.3%)	8/9 (88.9%)
Q67.I will take as many courses via the Internet as I can	-	-	-	3 (42%)	2 (28.6%)			5/9 (77.8%)
Q68.I was disappointed with the way this course worked out	1 (11.1%)	4 (44.4%)	1 (11.1%)	1 (11.1%)	1 (11.1%)	-	-	8/9 (88.9%)
Q69.If I had it to do over, I would not take this course via the Internet	1 (11.1%)	2 (22.2%)	1 (11.1%)	4 (44.4%)	-	-	-	8/9 (88.9%)

Q70.Conducting the course vis the Internet made it more difficult than other courses I have taken	1 (11.1%)	1 (11.1%)	1 (11.1%)	2 (22.2%)	3 (33.3%)	-	-	8/9 (88.9%)