
NSSE 2024 Topical Module Report

Experiences with Online Learning

University of New Hampshire at Manchester

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

Comparison group details are in the online Selected Comparison Groups report, linked in the Data & Reports table on the Institution Interface. A PDF copy is also saved in your report download folder.

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NSSE 2024 Experiences with Online Learning

Frequencies and Statistical Comparisons

University of New Hampshire at Manchester

First-Year Students

				Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2024 participants		UNH at Manchester	2024 participants	Effect size ^d
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	
1. During the current school year, to what extent have your <i>entirely or partly online</i> courses provided the following?										
a. Clearly stated learning objectives or goals	EOLgoals	0	Not at all	0	0	17	1	0.0	3.2	.00
		1	Very little	0	0	53	3			
		2	Some	0	0	287	17			
		3	Quite a bit	0	0	648	37			
		4	Very much	0	0	729	42			
		Total		0	0	1,734	100			
b. Clear guidance about how to get started in the course	EOLstart	0	Not at all	0	0	17	1	0.0	3.1	.00
		1	Very little	0	0	82	5			
		2	Some	0	0	313	18			
		3	Quite a bit	0	0	594	34			
		4	Very much	0	0	724	42			
		Total		0	0	1,730	100			
c. A clearly stated grading policy	EOLgrading	0	Not at all	0	0	18	1	0.0	3.3	.00
		1	Very little	0	0	48	3			
		2	Some	0	0	225	13			
		3	Quite a bit	0	0	585	34			
		4	Very much	0	0	852	49			
		Total		0	0	1,728	100			
d. Course information and activities that are easy to locate	EOLinfo	0	Not at all	0	0	18	1	0.0	3.2	.00
		1	Very little	0	0	56	3			
		2	Some	0	0	296	17			
		3	Quite a bit	0	0	587	34			
		4	Very much	0	0	769	45			
		Total		0	0	1,726	100			
e. Sufficient instructions for using course-related technology	EOLtech	0	Not at all	0	0	16	1	0.0	3.1	.00
		1	Very little	0	0	76	4			
		2	Some	0	0	297	17			
		3	Quite a bit	0	0	626	36			
		4	Very much	0	0	713	41			
		Total		0	0	1,728	100			
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOLrespond	0	Not at all	0	0	21	1	0.0	3.1	.00
		1	Very little	0	0	79	5			
		2	Some	0	0	321	19			
		3	Quite a bit	0	0	595	34			
		4	Very much	0	0	711	41			
		Total		0	0	1,727	100			
g. Clear expectations for your interactions with other students	EOLexpect	0	Not at all	0	0	31	2	0.0	3.1	.00
		1	Very little	0	0	86	5			
		2	Some	0	0	318	18			
		3	Quite a bit	0	0	570	33			
		4	Very much	0	0	721	42			
		Total		0	0	1,726	100			
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOLassess	0	Not at all	0	0	16	1	0.0	3.2	.00
		1	Very little	0	0	53	3			
		2	Some	0	0	244	14			
		3	Quite a bit	0	0	594	35			
		4	Very much	0	0	813	47			
		Total		0	0	1,720	100			

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

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First-Year Students

				Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2024 participants		UNH at Manchester	2024 participants	
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOLmaterials	0	Not at all	0	0	15	1	0.0	3.3	.00
		1	Very little	0	0	48	3			
		2	Some	0	0	241	14			
		3	Quite a bit	0	0	602	35			
		4	Very much	0	0	822	48			
		Total	0	0	1,728	100				
2. During the current school year, about how many of your <i>entirely or partly online</i> courses included the following?										
a. Live sessions including the instructor and students	EOLlive	1	None	0	0	667	39	0.0	2.1	.00
		2	Some	0	0	526	31			
		3	Most	0	0	277	16			
		4	All	0	0	251	15			
		Total	0	0	1,721	100				
b. Pre-recorded presentations by the instructor	EOLrecorded	1	None	0	0	282	16	0.0	2.5	.00
		2	Some	0	0	681	40			
		3	Most	0	0	446	26			
		4	All	0	0	313	18			
		Total	0	0	1,722	100				
c. Presentations or talks by experts in the field (live or recorded)	EOLpresent	1	None	0	0	397	23	0.0	2.3	.00
		2	Some	0	0	669	39			
		3	Most	0	0	378	22			
		4	All	0	0	278	16			
		Total	0	0	1,722	100				
d. Group projects or presentations	EOLgroup	1	None	0	0	698	41	0.0	2.0	.00
		2	Some	0	0	579	34			
		3	Most	0	0	261	15			
		4	All	0	0	183	11			
		Total	0	0	1,721	100				
e. Interaction among students in small groups or breakout rooms	EOLbreakout	1	None	0	0	723	42	0.0	2.0	.00
		2	Some	0	0	496	29			
		3	Most	0	0	282	16			
		4	All	0	0	219	13			
		Total	0	0	1,720	100				
f. Frequent quizzes or short assignments to check your understanding	EOLquiz	1	None	0	0	77	4	0.0	3.1	.00
		2	Some	0	0	373	22			
		3	Most	0	0	649	38			
		4	All	0	0	626	36			
		Total	0	0	1,725	100				
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOLcoursework	1	None	0	0	34	2	0.0	3.2	.00
		2	Some	0	0	315	18			
		3	Most	0	0	679	40			
		4	All	0	0	689	40			
		Total	0	0	1,717	100				
h. Instructional materials (text, video, images, assignments, etc.) that represent diverse perspectives and people	EOLdiverse	1	None	0	0	71	4	0.0	3.1	.00
		2	Some	0	0	371	22			
		3	Most	0	0	623	36			
		4	All	0	0	657	38			
		Total	0	0	1,722	100				

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				Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2024 participants		UNH at Manchester		2024 participants
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
i. Opportunities for personalized feedback, support, and guidance from the instructor	EOLfeedback	1	None	0	0	74	4	0.0	3.0	.00
		2	Some	0	0	429	25			
		3	Most	0	0	600	35			
		4	All	0	0	617	36			
		Total	0	0	1,720	100				
j. Opportunities to apply your learning to a real-world problem or issue	EOLapply	1	None	0	0	121	7	0.0	2.9	.00
		2	Some	0	0	514	30			
		3	Most	0	0	580	34			
		4	All	0	0	505	29			
		Total	0	0	1,720	100				
k. Statements related to protection of your privacy and data	EOLprivacy	1	None	0	0	202	12	0.0	2.8	.00
		2	Some	0	0	459	27			
		3	Most	0	0	473	28			
		4	All	0	0	580	34			
		Total	0	0	1,714	100				
3. During the current school year, how comfortable have you been doing the following in your <i>entirely or partly online</i> courses?										
a. Participating in online discussion boards, forums, or other discussion tools	EOLboards	1	Not at all comfortable	0	0	43	3	0.0	5.0	.00
		2		0	0	54	3			
		3		0	0	116	7			
		4		0	0	266	15			
		5		0	0	410	24			
		6	Very comfortable	0	0	804	47			
		—	Not applicable	0	0	27	2			
		Total	0	0	1,720	100				
b. Participating in live course discussions	EOLlivedisc	1	Not at all comfortable	0	0	121	7	0.0	4.1	.00
		2		0	0	128	7			
		3		0	0	209	12			
		4		0	0	288	17			
		5		0	0	260	15			
		6	Very comfortable	0	0	349	20			
		—	Not applicable	0	0	359	21			
		Total	0	0	1,714	100				
c. Taking proctored online exams	EOLexams	1	Not at all comfortable	0	0	74	4	0.0	4.6	.00
		2		0	0	78	5			
		3		0	0	145	8			
		4		0	0	280	16			
		5		0	0	367	21			
		6	Very comfortable	0	0	534	31			
		—	Not applicable	0	0	236	14			
		Total	0	0	1,714	100				
d. Interacting with other students in the course	EOLinteract	1	Not at all comfortable	0	0	65	4	0.0	4.5	.00
		2		0	0	103	6			
		3		0	0	190	11			
		4		0	0	379	22			
		5		0	0	349	20			
		6	Very comfortable	0	0	563	33			
		—	Not applicable	0	0	65	4			
		Total	0	0	1,714	100				

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Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOLinstructor	1	Not at all comfortable	0	0	47	3	0.0	4.7	.00
		2		0	0	74	4			
		3		0	0	181	11			
		4		0	0	345	20			
		5		0	0	405	24			
		6	Very comfortable	0	0	609	35			
		—	Not applicable	0	0	55	3			
		Total		0	0	1,716	100			
f. Using learning support services (tutoring services, writing center, etc.)	EOLsupport	1	Not at all comfortable	0	0	92	5	0.0	4.3	.00
		2		0	0	128	7			
		3		0	0	201	12			
		4		0	0	320	19			
		5		0	0	277	16			
		6	Very comfortable	0	0	489	29			
		—	Not applicable	0	0	205	12			
		Total		0	0	1,712	100			
g. Seeking feedback and guidance from your instructor	EOLseekfdbk	1	Not at all comfortable	0	0	51	3	0.0	4.7	.00
		2		0	0	91	5			
		3		0	0	179	10			
		4		0	0	310	18			
		5		0	0	398	23			
		6	Very comfortable	0	0	640	37			
		—	Not applicable	0	0	46	3			
		Total		0	0	1,715	100			
4. To improve the <i>online</i> course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOLimpstud	1	Not at all important	0	0	252	15	0.0	2.5	.00
		2	Somewhat important	0	0	612	36			
		3	Important	0	0	534	31			
		4	Very important	0	0	314	18			
		Total		0	0	1,712	100			
b. Increase interactions with instructors	EOLimpinst	1	Not at all important	0	0	76	4	0.0	3.0	.00
		2	Somewhat important	0	0	423	25			
		3	Important	0	0	694	41			
		4	Very important	0	0	519	30			
		Total		0	0	1,712	100			
c. Improve responsiveness of instructors	EOLimpresp	1	Not at all important	0	0	65	4	0.0	3.1	.00
		2	Somewhat important	0	0	323	19			
		3	Important	0	0	695	41			
		4	Very important	0	0	630	37			
		Total		0	0	1,713	100			
d. Improve online tools for student collaboration	EOLimptools	1	Not at all important	0	0	94	5	0.0	2.9	.00
		2	Somewhat important	0	0	437	26			
		3	Important	0	0	659	38			
		4	Very important	0	0	523	31			
		Total		0	0	1,713	100			

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				UNH at Manchester		2024 participants		UNH at Manchester		2024 participants
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOLimpsupp	1	Not at all important	0	0	115	7	0.0	2.9	.00
		2	Somewhat important	0	0	429	25			
		3	Important	0	0	657	38			
		4	Very important	0	0	512	30			
		Total	0	0	1,713	100				
5. Considering your experience taking <i>entirely or partly online</i> courses during the current school year, to what extent do you agree or disagree with the following statements?										
a. Internet service (availability, speed, reliability, etc.) where you live has been sufficient to participate in the course.	EOLinternet	1	Strongly disagree	0	0	24	1	0.0	3.3	.00
		2	Disagree	0	0	131	8			
		3	Agree	0	0	788	46			
		4	Strongly agree	0	0	769	45			
		Total	0	0	1,712	100				
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software that you have access to have been sufficient to participate in the course.	EOLhardware	1	Strongly disagree	0	0	27	2	0.0	3.4	.00
		2	Disagree	0	0	94	5			
		3	Agree	0	0	800	47			
		4	Strongly agree	0	0	791	46			
		Total	0	0	1,712	100				
c. Study spaces that you have access to have been sufficient for your needs.	EOLspace	1	Strongly disagree	0	0	26	2	0.0	3.3	.00
		2	Disagree	0	0	129	8			
		3	Agree	0	0	844	49			
		4	Strongly agree	0	0	716	42			
		Total	0	0	1,715	100				
d. Technology support has been helpful.	EOLtechsupp	1	Strongly disagree	0	0	41	2	0.0	3.2	.00
		2	Disagree	0	0	121	7			
		3	Agree	0	0	959	56			
		4	Strongly agree	0	0	586	34			
		Total	0	0	1,707	100				
e. The online course platform or learning management system (LMS) has been user-friendly.	EOLplatform	1	Strongly disagree	0	0	31	2	0.0	3.3	.00
		2	Disagree	0	0	120	7			
		3	Agree	0	0	911	53			
		4	Strongly agree	0	0	653	38			
		Total	0	0	1,715	100				
6. Which of the following best describes how your <i>entirely or partly online</i> courses have typically been scheduled?										
EOLschedule		Synchronous (live class meetings online at scheduled times)		0	0	137	8			
		Asynchronous (online participation not at scheduled times)		0	0	1,056	62			
		A mixture of synchronous and asynchronous		0	0	308	18			
		Hybrid (face-to-face class meetings at scheduled times and online instruction)		0	0	189	11			
		Total		0	0	1,690	100			

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Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
7. Overall, how would you evaluate your online learning experience during the current school year?										
	EOLoverall	1	Poor	0	0	35	2	0.0	3.3	.00
		2	Fair	0	0	210	12			
		3	Good	0	0	705	41			
		4	Excellent	0	0	756	44			
		Total		0	0	1,706	100			

8. Please describe one thing about *online learning* at your institution that could be improved. (5,000 character limit)

This question asked students to respond in an open text box. Responses are provided in your "NSSE Student Comments" report and in a separate SPSS data file.

9. Please describe one thing about *online learning* at your institution that should not be changed. (5,000 character limit)

This question asked students to respond in an open text box. Responses are provided in your "NSSE Student Comments" report and in a separate SPSS data file.

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

NSSE 2024 Experiences with Online Learning

Frequencies and Statistical Comparisons

University of New Hampshire at Manchester

Seniors

				Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2024 participants		UNH at Manchester	2024 participants	Effect size ^d
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	
1. During the current school year, to what extent have your <i>entirely or partly online</i> courses provided the following?										
a. Clearly stated learning objectives or goals	EOLgoals	0	Not at all	2	29	20	1	2.1	3.2	-1.34
		1	Very little	0	0	65	2			
		2	Some	1	14	482	15			
		3	Quite a bit	3	43	1,197	37			
		4	Very much	1	14	1,466	45			
		Total		7	100	3,230	100			
b. Clear guidance about how to get started in the course	EOLstart	0	Not at all	2	29	17	1	2.6	3.2	-.77
		1	Very little	0	0	83	3			
		2	Some	0	0	504	16			
		3	Quite a bit	2	29	1,187	37			
		4	Very much	3	43	1,432	44			
		Total		7	100	3,223	100			
c. A clearly stated grading policy	EOLgrading	0	Not at all	2	29	17	1	2.4	3.3	-1.15
		1	Very little	0	0	57	2			
		2	Some	0	0	379	12			
		3	Quite a bit	3	43	1,107	34			
		4	Very much	2	29	1,665	52			
		Total		7	100	3,225	100			
d. Course information and activities that are easy to locate	EOLinfo	0	Not at all	2	29	22	1	2.6	3.2	-.75
		1	Very little	0	0	66	2			
		2	Some	1	14	546	17			
		3	Quite a bit	0	0	1,171	36			
		4	Very much	4	57	1,418	44			
		Total		7	100	3,223	100			
e. Sufficient instructions for using course-related technology	EOLtech	0	Not at all	2	29	29	1	2.3	3.2	-1.01
		1	Very little	0	0	92	3			
		2	Some	1	14	541	17			
		3	Quite a bit	2	29	1,232	38			
		4	Very much	2	29	1,327	41			
		Total		7	100	3,221	100			
f. Clarity about when instructors would respond to you (answers to your questions, feedback about coursework, etc.)	EOLrespond	0	Not at all	2	29	30	1	2.4	3.1	-.73
		1	Very little	0	0	136	4			
		2	Some	1	14	627	19			
		3	Quite a bit	1	14	1,091	34			
		4	Very much	3	43	1,337	42			
		Total		7	100	3,221	100			
g. Clear expectations for your interactions with other students	EOLexpect	0	Not at all	2	29	46	1	2.4	3.2	-.80
		1	Very little	0	0	109	3			
		2	Some	1	14	531	16			
		3	Quite a bit	1	14	1,129	35			
		4	Very much	3	43	1,410	44			
		Total		7	100	3,225	100			
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOLassess	0	Not at all	2	29	29	1	2.6	3.3	-.81
		1	Very little	0	0	73	2			
		2	Some	0	0	437	14			
		3	Quite a bit	2	29	1,188	37			
		4	Very much	3	43	1,487	46			
		Total		7	100	3,214	100			

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

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Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOLmaterials	0	Not at all	2	29	29	1	2.7	3.2	-.63
		1	Very little	0	0	67	2			
		2	Some	0	0	471	15			
		3	Quite a bit	1	14	1,163	36			
		4	Very much	4	57	1,488	46			
		Total	7	100	3,218	100				
2. During the current school year, about how many of your <i>entirely or partly online</i> courses included the following?										
a. Live sessions including the instructor and students	EOLlive	1	None	3	43	910	28	1.9	2.2	-.31
		2	Some	2	29	1,247	39			
		3	Most	2	29	676	21			
		4	All	0	0	374	12			
		Total	7	100	3,207	100				
b. Pre-recorded presentations by the instructor	EOLrecorded	1	None	3	43	334	10	1.6	2.6 ** ▼	-1.13
		2	Some	4	57	1,225	38			
		3	Most	0	0	1,078	34			
		4	All	0	0	577	18			
		Total	7	100	3,214	100				
c. Presentations or talks by experts in the field (live or recorded)	EOLpresent	1	None	3	43	610	19	1.7	2.3	-.63
		2	Some	3	43	1,462	46			
		3	Most	1	14	767	24			
		4	All	0	0	369	12			
		Total	7	100	3,208	100				
d. Group projects or presentations	EOLgroup	1	None	2	29	625	19	2.1	2.3	-.15
		2	Some	3	43	1,435	45			
		3	Most	1	14	776	24			
		4	All	1	14	374	12			
		Total	7	100	3,210	100				
e. Interaction among students in small groups or breakout rooms	EOLbreakout	1	None	3	43	777	24	1.9	2.3	-.42
		2	Some	3	43	1,237	39			
		3	Most	0	0	752	23			
		4	All	1	14	443	14			
		Total	7	100	3,209	100				
f. Frequent quizzes or short assignments to check your understanding	EOLquiz	1	None	1	14	97	3	3.0	3.1	-.11
		2	Some	1	14	629	20			
		3	Most	2	29	1,358	42			
		4	All	3	43	1,121	35			
		Total	7	100	3,205	100				
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOLcoursework	1	None	1	14	63	2	3.0	3.2	-.22
		2	Some	2	29	549	17			
		3	Most	0	0	1,384	43			
		4	All	4	57	1,214	38			
		Total	7	100	3,210	100				
h. Instructional materials (text, video, images, assignments, etc.) that represent diverse perspectives and people	EOLdiverse	1	None	1	14	103	3	3.1	3.0	.11
		2	Some	1	14	749	23			
		3	Most	1	14	1,243	39			
		4	All	4	57	1,107	35			
		Total	7	100	3,202	100				

NSSE 2024 Experiences with Online Learning

Frequencies and Statistical Comparisons

University of New Hampshire at Manchester

Seniors

				Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2024 participants		UNH at Manchester		2024 participants
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
i. Opportunities to apply your learning to a real-world problem or issue	EOLfeedback	1	None	1	14	119	4	2.9	3.0	-.15
		2	Some	1	14	848	26			
		3	Most	3	43	1,199	37			
		4	All	2	29	1,039	32			
		Total	7	100	3,205	100				
j. Opportunities for personalized feedback, support, and guidance from the instructor	EOLapply	1	None	1	14	161	5	2.7	2.9	-.19
		2	Some	3	43	941	29			
		3	Most	0	0	1,214	38			
		4	All	3	43	884	28			
		Total	7	100	3,200	100				
k. Statements related to protection of your privacy and data	EOLprivacy	1	None	2	29	393	12	2.6	2.8	-.26
		2	Some	2	29	802	25			
		3	Most	0	0	941	29			
		4	All	3	43	1,061	33			
		Total	7	100	3,197	100				
3. During the current school year, how comfortable have you been doing the following in your <i>entirely</i> or <i>partly</i> online courses?										
a. Participating in online discussion boards, forums, or other discussion tools	EOLboards	1	Not at all comfortable	0	0	48	2	5.8	5.2 *	.52
		2		0	0	66	2			
		3		0	0	161	5			
		4		0	0	373	12			
		5		1	14	655	20			
		6	Very comfortable	5	71	1,855	58			
		—	Not applicable	1	14	40	1			
		Total	7	100	3,198	100				
b. Participating in live course discussions	EOLlivedisc	1	Not at all comfortable	0	0	113	4	5.3	4.6	.47
		2		0	0	154	5			
		3		1	14	288	9			
		4		0	0	563	18			
		5		0	0	561	18			
		6	Very comfortable	3	43	950	30			
		—	Not applicable	3	43	568	18			
		Total	7	100	3,197	100				
c. Taking proctored online exams	EOLexams	1	Not at all comfortable	0	0	271	8	5.0	4.4	.35
		2		0	0	196	6			
		3		1	14	257	8			
		4		0	0	453	14			
		5		1	14	539	17			
		6	Very comfortable	2	29	1,020	32			
		—	Not applicable	3	43	456	14			
		Total	7	100	3,192	100				
d. Interacting with other students in the course	EOLinteract	1	Not at all comfortable	0	0	59	2	5.7	4.9	.64
		2		0	0	108	3			
		3		0	0	280	9			
		4		1	14	631	20			
		5		0	0	715	22			
		6	Very comfortable	5	71	1,323	41			
		—	Not applicable	1	14	74	2			
		Total	7	100	3,190	100				

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

NSSE 2024 Experiences with Online Learning

Frequencies and Statistical Comparisons

University of New Hampshire at Manchester

Seniors

				Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2024 participants		UNH at Manchester		2024 participants
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOLinstructor	1	Not at all comfortable	0	0	56	2	5.7	4.9	.61
		2		0	0	101	3			
		3		0	0	252	8			
		4		0	0	583	18			
		5		2	29	774	24			
		6	Very comfortable	4	57	1,365	43			
		—	Not applicable	1	14	58	2			
			Total	7	100	3,189	100			
f. Using learning support services (tutoring services, writing center, etc.)	EOLsupport	1	Not at all comfortable	0	0	166	5	5.2	4.3	.55
		2		1	14	237	7			
		3		0	0	361	11			
		4		0	0	525	16			
		5		0	0	462	14			
		6	Very comfortable	4	57	878	28			
		—	Not applicable	2	29	562	18			
			Total	7	100	3,191	100			
g. Seeking feedback and guidance from your instructor	EOLseekfdbk	1	Not at all comfortable	0	0	77	2	5.7	4.8 *	.64
		2		0	0	135	4			
		3		0	0	276	9			
		4		0	0	585	18			
		5		2	29	732	23			
		6	Very comfortable	4	57	1,319	41			
		—	Not applicable	1	14	67	2			
			Total	7	100	3,191	100			
4. To improve the <i>online</i> course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOLimpstud	1	Not at all important	1	14	511	16	2.6	2.5	.06
		2	Somewhat important	3	43	1,104	35			
		3	Important	1	14	996	31			
		4	Very important	2	29	571	18			
			Total	7	100	3,182	100			
b. Increase interactions with instructors	EOLimpinst	1	Not at all important	1	14	145	5	3.0	3.0	.00
		2	Somewhat important	1	14	709	22			
		3	Important	2	29	1,320	41			
		4	Very important	3	43	1,012	32			
			Total	7	100	3,186	100			
c. Improve responsiveness of instructors	EOLimpresp	1	Not at all important	1	14	117	4	3.1	3.2	-.03
		2	Somewhat important	0	0	548	17			
		3	Important	3	43	1,196	38			
		4	Very important	3	43	1,323	42			
	Total	7	100	3,184	100					
d. Improve online tools for student collaboration	EOLimptools	1	Not at all important	1	14	222	7	2.9	2.9	-.10
		2	Somewhat important	2	29	741	23			
		3	Important	1	14	1,210	38			
		4	Very important	3	43	1,013	32			
			Total	7	100	3,186	100			

NSSE 2024 Experiences with Online Learning

Frequencies and Statistical Comparisons

University of New Hampshire at Manchester

Seniors

				Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2024 participants		UNH at Manchester		2024 participants
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOLimpsupp	1	Not at all important	1	14	245	8	2.9	2.9	.00
		2	Somewhat important	2	29	865	27			
		3	Important	1	14	1,185	37			
		4	Very important	3	43	890	28			
		Total	7	100	3,185	100				
5. Considering your experience taking <i>entirely or partly online</i> courses during the current school year, to what extent do you agree or disagree with the following statements?										
a. Internet service (availability, speed, reliability, etc.) where you live has been sufficient to participate in the course.	EOLinternet	1	Strongly disagree	1	14	34	1	3.6	3.4	.23
		2	Disagree	0	0	157	5			
		3	Agree	0	0	1,411	44			
		4	Strongly agree	6	86	1,572	50			
		Total	7	100	3,174	100				
b. The hardware (computer, tablet, mobile phone, printer, etc.) and software that you have access to have been sufficient to participate in the course.	EOLhardware	1	Strongly disagree	1	14	23	1	3.4	3.5	-.05
		2	Disagree	0	0	125	4			
		3	Agree	1	14	1,409	44			
		4	Strongly agree	5	71	1,626	51			
		Total	7	100	3,183	100				
c. Study spaces that you have access to have been sufficient for your needs.	EOLspace	1	Strongly disagree	1	14	49	2	3.6	3.3	.37
		2	Disagree	0	0	229	7			
		3	Agree	0	0	1,559	49			
		4	Strongly agree	6	86	1,339	42			
		Total	7	100	3,176	100				
d. Technology support has been helpful.	EOLtechsupp	1	Strongly disagree	1	14	48	2	3.3	3.2	.09
		2	Disagree	0	0	259	8			
		3	Agree	2	29	1,801	57			
		4	Strongly agree	4	57	1,064	34			
		Total	7	100	3,172	100				
e. The online course platform or learning management system (LMS) has been user-friendly.	EOLplatform	1	Strongly disagree	1	14	42	1	3.6	3.3	.44
		2	Disagree	0	0	187	6			
		3	Agree	0	0	1,748	55			
		4	Strongly agree	6	86	1,205	38			
		Total	7	100	3,182	100				
6. Which of the following best describes how your <i>entirely or partly online</i> courses have typically been scheduled?										
EOLschedule		Synchronous (live class meetings online at scheduled times)		3	43	196	6			
		Asynchronous (online participation not at scheduled times)		1	14	1,784	56			
		A mixture of synchronous and asynchronous		2	29	890	28			
		Hybrid (face-to-face class meetings at scheduled times and online instruction)		1	14	290	9			
		Total		7	100	3,160	100			

NSSE 2024 Experiences with Online Learning

Frequencies and Statistical Comparisons

University of New Hampshire at Manchester

Seniors

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				UNH at Manchester		2024 participants		UNH at Manchester		2024 participants
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	Effect size ^d
7. Overall, how would you evaluate your online learning experience during the current school year?										
	EOLoverall	1	Poor	0	0	62	2	3.6	3.3	.40
		2	Fair	1	14	365	12			
		3	Good	1	14	1,370	43			
		4	Excellent	5	71	1,371	43			
		Total		7	100	3,168	100			

8. Please describe one thing about *online learning* at your institution that could be improved. (5,000 character limit)

This question asked students to respond in an open text box. Responses are provided in your "NSSE Student Comments" report and in a separate SPSS data file.

9. Please describe one thing about *online learning* at your institution that should not be changed. (5,000 character limit)

This question asked students to respond in an open text box. Responses are provided in your "NSSE Student Comments" report and in a separate SPSS data file.

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

First-Year Students

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
	UNH at Manchester	UNH at Manchester	2024 participants	UNH at Manchester	2024 participants	UNH at Manchester	2024 participants	Comparisons with: 2024 participants		
EOLgoals	0	0.00	3.16	.000	.021	.00	.88	0	.000	.00
EOLstart	0	0.00	3.11	.000	.022	.00	.93	0	.000	.00
EOLgrading	0	0.00	3.28	.000	.021	.00	.87	0	.000	.00
EOLinfo	0	0.00	3.18	.000	.022	.00	.90	0	.000	.00
EOLtech	0	0.00	3.13	.000	.022	.00	.91	0	.000	.00
EOLrespond	0	0.00	3.10	.000	.023	.00	.94	0	.000	.00
EOLexpect	0	0.00	3.08	.000	.024	.00	.98	0	.000	.00
EOLassess	0	0.00	3.24	.000	.021	.00	.87	0	.000	.00
EOLmaterials	0	0.00	3.25	.000	.021	.00	.86	0	.000	.00
EOLlive	0	0.00	2.07	.000	.026	.00	1.06	0	.000	.00
EOLrecorded	0	0.00	2.46	.000	.023	.00	.97	0	.000	.00
EOLpresent	0	0.00	2.31	.000	.024	.00	1.00	0	.000	.00
EOLgroup	0	0.00	1.96	.000	.024	.00	.99	0	.000	.00
EOLbreakout	0	0.00	2.00	.000	.025	.00	1.05	0	.000	.00
EOLquiz	0	0.00	3.06	.000	.021	.00	.87	0	.000	.00
EOLcoursework	0	0.00	3.18	.000	.019	.00	.80	0	.000	.00
EOLdiverse	0	0.00	3.08	.000	.021	.00	.87	0	.000	.00
EOLfeedback	0	0.00	3.02	.000	.021	.00	.88	0	.000	.00
EOLapply	0	0.00	2.85	.000	.022	.00	.92	0	.000	.00
EOLprivacy	0	0.00	2.83	.000	.025	.00	1.03	0	.000	.00
EOLboards	0	0.00	4.98	.000	.031	.00	1.26	0	.000	.00
EOLlivedisc	0	0.00	4.10	.000	.043	.00	1.60	0	.000	.00
EOLexams	0	0.00	4.62	.000	.037	.00	1.44	0	.000	.00
EOLinteract	0	0.00	4.54	.000	.035	.00	1.42	0	.000	.00
EOLinstructor	0	0.00	4.69	.000	.033	.00	1.33	0	.000	.00
EOLsupport	0	0.00	4.35	.000	.040	.00	1.54	0	.000	.00
EOLseekfdbk	0	0.00	4.70	.000	.034	.00	1.37	0	.000	.00
EOLimpstud	0	0.00	2.53	.000	.023	.00	.95	0	.000	.00
EOLimpinst	0	0.00	2.97	.000	.021	.00	.85	0	.000	.00
EOLimpresp	0	0.00	3.10	.000	.020	.00	.84	0	.000	.00
EOLimptools	0	0.00	2.94	.000	.021	.00	.88	0	.000	.00
EOLimpsupp	0	0.00	2.91	.000	.022	.00	.90	0	.000	.00
EOLinternet	0	0.00	3.34	.000	.016	.00	.68	0	.000	.00
EOLhardware	0	0.00	3.38	.000	.016	.00	.66	0	.000	.00
EOLspace	0	0.00	3.31	.000	.016	.00	.68	0	.000	.00
EOLtechsupp	0	0.00	3.22	.000	.016	.00	.68	0	.000	.00
EOLplatform	0	0.00	3.27	.000	.016	.00	.67	0	.000	.00
EOLoverall	0	0.00	3.28	.000	.018	.00	.76	0	.000	.00

Seniors

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
	UNH at Manchester	UNH at Manchester	2024 participants	UNH at Manchester	2024 participants	UNH at Manchester	2024 participants	Comparisons with: 2024 participants		
EOLgoals	7	2.14	3.25	.595	.014	1.57	.82	6	.113	-1.34
EOLstart	7	2.57	3.22	.685	.015	1.81	.84	6	.380	-.77
EOLgrading	7	2.43	3.35	.649	.014	1.72	.79	6	.207	-1.15
EOLinfo	7	2.57	3.21	.719	.015	1.90	.84	6	.409	-.75
EOLtech	7	2.29	3.16	.644	.015	1.70	.87	6	.224	-1.01
EOLrespond	7	2.43	3.11	.685	.016	1.81	.92	6	.360	-.73
EOLexpect	7	2.43	3.16	.685	.016	1.81	.92	6	.326	-.80
EOLassess	7	2.57	3.25	.685	.015	1.81	.84	6	.358	-.81
EOLmaterials	7	2.71	3.25	.714	.015	1.89	.84	6	.484	-.63
EOLlive	7	1.86	2.16	.340	.017	.90	.97	3,212	.408	-.31
EOLrecorded	7	1.57	2.59	.202	.016	.53	.90	3,219	.003	-1.13
EOLpresent	7	1.71	2.28	.286	.016	.76	.90	3,213	.098	-.63
EOLgroup	7	2.14	2.28	.404	.016	1.07	.91	3,215	.690	-.15
EOLbreakout	7	1.86	2.27	.404	.017	1.07	.98	3,214	.267	-.42
EOLquiz	7	3.00	3.09	.436	.014	1.15	.81	3,210	.762	-.11
EOLcoursework	7	3.00	3.17	.488	.014	1.29	.77	6	.743	-.22
EOLdiverse	7	3.14	3.05	.459	.015	1.21	.84	3,207	.764	.11
EOLfeedback	7	2.86	2.99	.404	.015	1.07	.86	3,210	.693	-.15
EOLapply	7	2.71	2.88	.474	.015	1.25	.87	6	.736	-.19
EOLprivacy	7	2.57	2.84	.528	.018	1.40	1.02	3,202	.496	-.26
EOLboards	6	5.83	5.24	.167	.020	.41	1.13	5	.016	.52
EOLlivedisc	4	5.25	4.58	.750	.028	1.50	1.43	2,631	.351	.47
EOLexams	4	5.00	4.41	.707	.032	1.41	1.67	2,738	.479	.35
EOLinteract	6	5.67	4.86	.333	.023	.82	1.26	3,120	.118	.64
EOLinstructor	6	5.67	4.92	.211	.022	.52	1.23	3,135	.138	.61
EOLsupport	5	5.20	4.34	.800	.031	1.79	1.57	2,632	.220	.55
EOLseekfdbk	6	5.67	4.83	.211	.023	.52	1.31	5	.010	.64
EOLimpstud	7	2.57	2.51	.429	.017	1.13	.96	3,187	.869	.06
EOLimpinst	7	3.00	3.00	.436	.015	1.15	.85	3,191	.990	.00
EOLimpresp	7	3.14	3.17	.404	.015	1.07	.84	3,189	.932	-.03
EOLimptools	7	2.86	2.95	.459	.016	1.21	.91	3,191	.796	-.10
EOLimpsupp	7	2.86	2.85	.459	.016	1.21	.92	3,190	.993	.00
EOLinternet	7	3.57	3.42	.429	.011	1.13	.64	3,179	.544	.23
EOLhardware	7	3.43	3.46	.429	.011	1.13	.61	6	.949	-.05
EOLspace	7	3.57	3.32	.429	.012	1.13	.67	3,181	.322	.37
EOLtechsupp	7	3.29	3.22	.421	.012	1.11	.65	6	.887	.09
EOLplatform	7	3.57	3.29	.429	.011	1.13	.64	3,187	.249	.44
EOLoverall	7	3.57	3.28	.297	.013	.79	.74	3,173	.296	.40

Endnotes

- a. Due to nonstandard sampling or response issues, all counts and percentages are unweighted. Percentages may not sum to 100 due to rounding.
- b. Due to nonstandard sampling or response issues, all statistics are unweighted. Unless otherwise noted, statistical comparisons are two-tailed independent t-tests. Items with categorical response sets are left blank.
- c. These are the values used to calculate means. For the majority of items, these values match the codes in the data file and codebook.
- d. Effect size for independent t-tests uses Cohen's d; z-tests use Cohen's h.
- e. Due to nonstandard sampling or response issues, all statistics are unweighted. Categorical items are not listed.
- f. The 95% confidence interval for the population mean is equal to the sample mean plus or minus 1.96 times the standard error of the mean.
- g. A measure of the amount individual scores deviate from the mean of all the scores in the distribution.
- h. Degrees of freedom used to compute the t-tests. Values differ from Ns due to whether equal variances were assumed.
- i. Statistical comparisons are two-tailed independent t-tests or z-tests. Statistical significance represents the probability that the difference between your students' mean and that of the students in the comparison group is due to chance.
- j. Statistical comparison uses z-test to compare the proportion who responded (depending on the item) "Done or in progress" or "Yes" with all who responded otherwise.
- k. Mean represents the proportion who responded (depending on the item) "Done or in progress" or "Yes."

Key to symbols:

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

Note: It is important to interpret the direction of differences relative to item wording and your institutional context. You may not see all of these symbols in your report.