
NSSE 2023 Topical Module Report

Experiences with Online Learning

University of New Hampshire at Manchester

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

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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First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	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	15	1	3.7	3.2	.54
		1	Very little	0	0	64	4			
		2	Some	0	0	289	16			
		3	Quite a bit	1	33	638	35			
		4	Very much	2	67	808	45			
		Total		3	100	1,814	100			
b. Clear guidance about how to get started in the course	EOLstart	0	Not at all	0	0	20	1	3.7	3.1	.56
		1	Very little	0	0	86	5			
		2	Some	0	0	311	17			
		3	Quite a bit	1	33	587	33			
		4	Very much	2	67	801	44			
		Total		3	100	1,805	100			
c. A clearly stated grading policy	EOLgrading	0	Not at all	0	0	19	1	3.7	3.3	.43
		1	Very little	0	0	64	4			
		2	Some	0	0	233	13			
		3	Quite a bit	1	33	558	31			
		4	Very much	2	67	935	52			
		Total		3	100	1,809	100			
d. Course information and activities that are easy to locate	EOLinfo	0	Not at all	0	0	17	1	4.0	3.2 ***	.87
		1	Very little	0	0	65	4			
		2	Some	0	0	293	16			
		3	Quite a bit	0	0	578	32			
		4	Very much	3	100	855	47			
		Total		3	100	1,808	100			
e. Sufficient instructions for using course-related technology	EOLtech	0	Not at all	0	0	21	1	4.0	3.1 ***	.92
		1	Very little	0	0	78	4			
		2	Some	0	0	327	18			
		3	Quite a bit	0	0	580	32			
		4	Very much	3	100	797	44			
		Total		3	100	1,803	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	29	2	3.7	3.0	.62
		1	Very little	0	0	114	6			
		2	Some	0	0	349	19			
		3	Quite a bit	1	33	561	31			
		4	Very much	2	67	750	42			
		Total		3	100	1,803	100			
g. Clear expectations for your interactions with other students	EOLexpect	0	Not at all	0	0	55	3	3.0	3.0	-.01
		1	Very little	0	0	112	6			
		2	Some	1	33	332	18			
		3	Quite a bit	1	33	560	31			
		4	Very much	1	33	743	41			
		Total		3	100	1,802	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	3.7	3.2	.48
		1	Very little	0	0	51	3			
		2	Some	0	0	261	14			
		3	Quite a bit	1	33	620	34			
		4	Very much	2	67	857	47			
		Total		3	100	1,805	100			

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

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean	
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOLmaterials	0	Not at all	0	0	14	1	4.0	3.3 ***	.85
		1	Very little	0	0	46	3			
		2	Some	0	0	273	15			
		3	Quite a bit	0	0	580	32			
		4	Very much	3	100	893	49			
		Total		3	100	1,806	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	1	33	390	22	3.0	2.6	.38
		2	Some	0	0	522	29			
		3	Most	0	0	364	20			
		4	All	2	67	527	29			
		Total		3	100	1,803	100			
b. Pre-recorded presentations by the instructor	EOLrecorded	1	None	1	33	255	14	2.3	2.6	-.30
		2	Some	1	33	620	34			
		3	Most	0	0	451	25			
		4	All	1	33	478	26			
		Total		3	100	1,804	100			
c. Presentations or talks by experts in the field (live or recorded)	EOLpresent	1	None	2	67	489	27	1.3	2.2	-.89
		2	Some	1	33	678	38			
		3	Most	0	0	328	18			
		4	All	0	0	305	17			
		Total		3	100	1,800	100			
d. Group projects or presentations	EOLgroup	1	None	2	67	684	38	1.3	2.0	-.65
		2	Some	1	33	710	39			
		3	Most	0	0	214	12			
		4	All	0	0	198	11			
		Total		3	100	1,806	100			
e. Interaction among students in small groups or breakout rooms	EOLbreakout	1	None	2	67	599	33	1.7	2.1	-.42
		2	Some	0	0	687	38			
		3	Most	1	33	269	15			
		4	All	0	0	252	14			
		Total		3	100	1,807	100			
f. Frequent quizzes or short assignments to check your understanding	EOLquiz	1	None	0	0	60	3	3.0	3.1	-.09
		2	Some	1	33	412	23			
		3	Most	1	33	664	37			
		4	All	1	33	668	37			
		Total		3	100	1,804	100			
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOLcoursework	1	None	0	0	38	2	3.3	3.2	.17
		2	Some	0	0	330	18			
		3	Most	2	67	671	37			
		4	All	1	33	767	42			
		Total		3	100	1,806	100			
h. Instructional materials (text, video, images, assignments, etc.) that represent diverse perspectives and people	EOLdiverse	1	None	0	0	89	5	3.0	3.1	-.07
		2	Some	1	33	401	22			
		3	Most	1	33	625	35			
		4	All	1	33	689	38			
		Total		3	100	1,804	100			

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

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean	
i. Opportunities for personalized feedback, support, and guidance from the instructor	EOLfeedback	1	None	0	0	83	5	3.7	3.0	.71
		2	Some	0	0	466	26			
		3	Most	1	33	574	32			
		4	All	2	67	681	38			
		Total		3	100	1,804	100			
j. Opportunities to apply your learning to a real-world problem or issue	EOLapply	1	None	0	0	124	7	2.7	2.9	-.21
		2	Some	2	67	554	31			
		3	Most	0	0	561	31			
		4	All	1	33	563	31			
		Total		3	100	1,802	100			
k. Statements related to protection of your privacy and data	EOLprivacy	1	None	1	33	261	15	2.3	2.7	-.38
		2	Some	0	0	519	29			
		3	Most	2	67	442	25			
		4	All	0	0	575	32			
		Total		3	100	1,797	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	2	4.3	5.0	-.49
		2		0	0	55	3			
		3		0	0	140	8			
		4		2	67	282	16			
		5		1	33	401	22			
		6	Very comfortable	0	0	830	46			
		—	Not applicable	0	0	49	3			
Total		3	100	1,800	100					
b. Participating in live course discussions	EOLlivedisc	1	Not at all comfortable	0	0	110	6	4.0	4.4	-.23
		2		0	0	121	7			
		3		1	33	215	12			
		4		0	0	302	17			
		5		1	33	262	15			
		6	Very comfortable	0	0	542	30			
		—	Not applicable	1	33	244	14			
Total		3	100	1,796	100					
c. Taking proctored online exams	EOLexams	1	Not at all comfortable	0	0	94	5	4.3	4.6	-.21
		2		0	0	59	3			
		3		1	33	160	9			
		4		1	33	265	15			
		5		0	0	346	19			
		6	Very comfortable	1	33	593	33			
		—	Not applicable	0	0	281	16			
Total		3	100	1,798	100					
d. Interacting with other students in the course	EOLinteract	1	Not at all comfortable	0	0	57	3	4.5	4.5	-.03
		2		0	0	126	7			
		3		0	0	209	12			
		4		1	33	356	20			
		5		1	33	361	20			
		6	Very comfortable	0	0	604	34			
		—	Not applicable	1	33	87	5			
Total		3	100	1,800	100					

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

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOLinstructor	1	Not at all comfortable	0	0	38	2	5.0	4.8	.18
		2		0	0	93	5			
		3		0	0	178	10			
		4		1	33	323	18			
		5		1	33	417	23			
		6	Very comfortable	1	33	691	38			
		—	Not applicable	0	0	55	3			
Total		3	100	1,795	100					
f. Using learning support services (tutoring services, writing center, etc.)	EOLsupport	1	Not at all comfortable	0	0	79	4	4.5	4.4	.09
		2		0	0	144	8			
		3		1	33	228	13			
		4		0	0	321	18			
		5		0	0	284	16			
		6	Very comfortable	1	33	516	29			
		—	Not applicable	1	33	223	12			
Total		3	100	1,795	100					
g. Seeking feedback and guidance from your instructor	EOLseekfdbk	1	Not at all comfortable	0	0	55	3	5.3	4.7	.43
		2		0	0	78	4			
		3		0	0	182	10			
		4		1	33	324	18			
		5		0	0	398	22			
		6	Very comfortable	2	67	697	39			
		—	Not applicable	0	0	61	3			
Total		3	100	1,795	100					
4. To improve the online course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOLimpstud	1	Not at all important	2	67	300	17	1.3	2.5 *	-1.20
		2	Somewhat important	1	33	616	34			
		3	Important	0	0	527	29			
		4	Very important	0	0	349	19			
		Total		3	100	1,792	100			
b. Increase interactions with instructors	EOLimpinst	1	Not at all important	0	0	93	5	2.7	3.0	-.34
		2	Somewhat important	2	67	435	24			
		3	Important	0	0	712	40			
		4	Very important	1	33	555	31			
		Total		3	100	1,795	100			
c. Improve responsiveness of instructors	EOLimpresp	1	Not at all important	0	0	81	5	3.3	3.1	.32
		2	Somewhat important	0	0	384	21			
		3	Important	2	67	684	38			
		4	Very important	1	33	644	36			
		Total		3	100	1,793	100			
d. Improve online tools for student collaboration	EOLimptools	1	Not at all important	0	0	143	8	2.7	2.9	-.27
		2	Somewhat important	1	33	417	23			
		3	Important	2	67	672	37			
		4	Very important	0	0	561	31			
		Total		3	100	1,793	100			

First-Year Students

				Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
Item wording or description	Variable name	Values ^c	Response options	Count	%	Count	%	Mean	Mean	
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOLimpsupp	1	Not at all important	0	0	141	8	2.3	2.9	-.56
		2	Somewhat important	2	67	495	28			
		3	Important	1	33	642	36			
		4	Very important	0	0	515	29			
		Total		3	100	1,793	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	47	3	3.7	3.3	.47
		2	Disagree	0	0	131	7			
		3	Agree	1	33	806	45			
		4	Strongly agree	2	67	806	45			
		Total		3	100	1,790	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	26	1	4.0	3.4 ***	.93
		2	Disagree	0	0	94	5			
		3	Agree	0	0	823	46			
		4	Strongly agree	3	100	844	47			
		Total		3	100	1,787	100			
c. Study spaces that you have access to have been sufficient for your needs.	EOLspace	1	Strongly disagree	0	0	27	2	4.0	3.3 ***	1.05
		2	Disagree	0	0	113	6			
		3	Agree	0	0	926	52			
		4	Strongly agree	3	100	722	40			
		Total		3	100	1,788	100			
d. Technology support has been helpful.	EOLtechsupp	1	Strongly disagree	0	0	40	2	3.3	3.2	.16
		2	Disagree	0	0	135	8			
		3	Agree	2	67	992	55			
		4	Strongly agree	1	33	622	35			
		Total		3	100	1,789	100			
e. The online course platform or learning management system (LMS) has been user-friendly.	EOLplatform	1	Strongly disagree	0	0	36	2	3.3	3.2	.13
		2	Disagree	0	0	114	6			
		3	Agree	2	67	1,010	56			
		4	Strongly agree	1	33	630	35			
		Total		3	100	1,790	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)	1	33	478	27			
			Asynchronous (online — participation not at scheduled times)	1	33	705	40			
			A mixture of synchronous and asynchronous	0	0	460	26			
			Hybrid (face-to-face class — meetings at scheduled times and online instruction)	1	33	134	8			
			Total	3	100	1,777	100			

First-Year Students

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b			
				UNH at Manchester		2023 institutions		UNH at Manchester		2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean		
7. Overall, how would you evaluate your online learning experience during the current school year?											
	EOLoverall	1	Poor	0	0	58	3	3.3	3.2	.11	
		2	Fair	0	0	250	14				
		3	Good	2	67	662	37				
		4	Excellent	1	33	804	45				
			Total	3	100	1,774	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 "NSSE23 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 "NSSE23 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.

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean	
1. During the current school year, to what extent have your <i>entirely or partly online</i> courses provided the following?										
a. Clearly stated learning objectives or goals	EOLgoals	0	Not at all	0	0	33	1	3.3	3.2	.11
		1	Very little	1	8	162	3			
		2	Some	1	8	753	15			
		3	Quite a bit	4	31	1,720	35			
		4	Very much	7	54	2,227	45			
		Total		13	100	4,895	100			
b. Clear guidance about how to get started in the course	EOLstart	0	Not at all	0	0	35	1	3.1	3.2	-.04
		1	Very little	1	7	186	4			
		2	Some	2	14	809	17			
		3	Quite a bit	5	36	1,690	35			
		4	Very much	6	43	2,165	44			
		Total		14	100	4,885	100			
c. A clearly stated grading policy	EOLgrading	0	Not at all	0	0	32	1	3.3	3.3	-.06
		1	Very little	1	7	118	2			
		2	Some	1	7	583	12			
		3	Quite a bit	5	36	1,615	33			
		4	Very much	7	50	2,551	52			
		Total		14	100	4,899	100			
d. Course information and activities that are easy to locate	EOLinfo	0	Not at all	0	0	44	1	3.1	3.2	-.06
		1	Very little	0	0	139	3			
		2	Some	2	14	845	17			
		3	Quite a bit	8	57	1,661	34			
		4	Very much	4	29	2,208	45			
		Total		14	100	4,897	100			
e. Sufficient instructions for using course-related technology	EOLtech	0	Not at all	0	0	45	1	3.3	3.1	.16
		1	Very little	0	0	225	5			
		2	Some	2	14	848	17			
		3	Quite a bit	6	43	1,684	34			
		4	Very much	6	43	2,093	43			
		Total		14	100	4,895	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	75	2	3.1	3.1	.00
		1	Very little	1	7	262	5			
		2	Some	2	14	925	19			
		3	Quite a bit	6	43	1,585	32			
		4	Very much	5	36	2,041	42			
		Total		14	100	4,888	100			
g. Clear expectations for your interactions with other students	EOLexpect	0	Not at all	0	0	100	2	3.1	3.0	.09
		1	Very little	0	0	290	6			
		2	Some	3	21	920	19			
		3	Quite a bit	6	43	1,547	32			
		4	Very much	5	36	2,031	42			
		Total		14	100	4,888	100			
h. Assessments (quizzes, projects, assignments, exams, etc.) that help you achieve course learning objectives or goals	EOLassess	0	Not at all	0	0	44	1	3.4	3.2	.14
		1	Very little	1	7	143	3			
		2	Some	1	7	735	15			
		3	Quite a bit	4	29	1,653	34			
		4	Very much	8	57	2,316	47			
		Total		14	100	4,891	100			

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean	
i. Instructional materials (readings, videos, etc.) that help you achieve course learning objectives or goals	EOLmaterials	0	Not at all	0	0	45	1	3.4	3.2	.24
		1	Very little	0	0	149	3			
		2	Some	2	14	749	15			
		3	Quite a bit	4	29	1,685	34			
		4	Very much	8	57	2,263	46			
		Total		14	100	4,891	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	2	14	853	17	2.6	2.6	.05
		2	Some	2	14	1,557	32			
		3	Most	9	64	1,194	24			
		4	All	1	7	1,279	26			
		Total		14	100	4,883	100			
b. Pre-recorded presentations by the instructor	EOLrecorded	1	None	1	7	700	14	2.4	2.5	-.10
		2	Some	8	57	1,902	39			
		3	Most	3	21	1,287	26			
		4	All	2	14	993	20			
		Total		14	100	4,882	100			
c. Presentations or talks by experts in the field (live or recorded)	EOLpresent	1	None	3	21	1,181	24	2.1	2.2	-.07
		2	Some	8	57	2,145	44			
		3	Most	1	7	906	19			
		4	All	2	14	646	13			
		Total		14	100	4,878	100			
d. Group projects or presentations	EOLgroup	1	None	6	43	1,005	21	2.1	2.3	-.21
		2	Some	3	21	2,209	45			
		3	Most	3	21	1,017	21			
		4	All	2	14	652	13			
		Total		14	100	4,883	100			
e. Interaction among students in small groups or breakout rooms	EOLbreakout	1	None	1	7	1,104	23	3.1	2.3 **	.81
		2	Some	2	14	2,001	41			
		3	Most	6	43	1,062	22			
		4	All	5	36	708	15			
		Total		14	100	4,875	100			
f. Frequent quizzes or short assignments to check your understanding	EOLquiz	1	None	1	7	260	5	2.8	2.9	-.16
		2	Some	5	36	1,321	27			
		3	Most	4	29	1,817	37			
		4	All	4	29	1,476	30			
		Total		14	100	4,874	100			
g. Coursework that challenges you to enhance your knowledge, skills, and abilities	EOLcoursework	1	None	0	0	93	2	3.2	3.2	.05
		2	Some	1	7	887	18			
		3	Most	9	64	1,964	40			
		4	All	4	29	1,931	40			
		Total		14	100	4,875	100			
h. Instructional materials (text, video, images, assignments, etc.) that represent diverse perspectives and people	EOLdiverse	1	None	0	0	245	5	3.4	3.0	.41
		2	Some	3	21	1,171	24			
		3	Most	3	21	1,823	37			
		4	All	8	57	1,628	33			
		Total		14	100	4,867	100			

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

NSSE 2023 Experiences with Online Learning

Frequencies and Statistical Comparisons

University of New Hampshire at Manchester

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean	
i. Opportunities to apply your learning to a real-world problem or issue	EOLfeedback	1	None	0	0	215	4	3.1	3.0	.09
		2	Some	4	29	1,304	27			
		3	Most	5	36	1,666	34			
		4	All	5	36	1,682	35			
		Total		14	100	4,867	100			
j. Opportunities for personalized feedback, support, and guidance from the instructor	EOLapply	1	None	0	0	262	5	2.7	2.9	-.21
		2	Some	6	43	1,423	29			
		3	Most	6	43	1,720	35			
		4	All	2	14	1,465	30			
		Total		14	100	4,870	100			
k. Statements related to protection of your privacy and data	EOLprivacy	1	None	2	14	711	15	2.6	2.8	-.11
		2	Some	4	29	1,307	27			
		3	Most	5	36	1,280	26			
		4	All	3	21	1,559	32			
		Total		14	100	4,857	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	1	7	96	2	5.2	5.2	.05
		2		0	0	106	2			
		3		0	0	285	6			
		4		2	14	585	12			
		5		1	7	1,026	21			
		6	Very comfortable	9	64	2,680	55			
		—	Not applicable	1	7	92	2			
Total		14	100	4,870	100					
b. Participating in live course discussions	EOLlivedisc	1	Not at all comfortable	0	0	187	4	5.3	4.7	.43
		2		0	0	244	5			
		3		1	7	453	9			
		4		3	21	809	17			
		5		1	7	861	18			
		6	Very comfortable	9	64	1,735	36			
		—	Not applicable	0	0	575	12			
Total		14	100	4,864	100					
c. Taking proctored online exams	EOLexams	1	Not at all comfortable	0	0	345	7	5.2	4.5	.45
		2		1	7	255	5			
		3		1	7	353	7			
		4		1	7	647	13			
		5		1	7	769	16			
		6	Very comfortable	9	64	1,516	31			
		—	Not applicable	1	7	984	20			
Total		14	100	4,869	100					
d. Interacting with other students in the course	EOLinteract	1	Not at all comfortable	0	0	113	2	5.4	4.9	.38
		2		0	0	177	4			
		3		2	14	444	9			
		4		1	7	842	17			
		5		1	7	1,061	22			
		6	Very comfortable	10	71	2,070	43			
		—	Not applicable	0	0	154	3			
Total		14	100	4,861	100					

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

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Interacting with your instructor to discuss course topics, ideas, or concepts	EOLinstructor	1	Not at all comfortable	0	0	93	2	5.4	4.9	.35
		2		0	0	174	4			
		3		2	14	407	8			
		4		0	0	826	17			
		5		3	21	1,130	23			
		6	Very comfortable	9	64	2,135	44			
		—	Not applicable	0	0	95	2			
	Total			14	100	4,860	100			
f. Using learning support services (tutoring services, writing center, etc.)	EOLsupport	1	Not at all comfortable	0	0	266	5	4.7	4.3	.24
		2		2	14	383	8			
		3		0	0	510	10			
		4		2	14	714	15			
		5		2	14	670	14			
		6	Very comfortable	5	36	1,375	28			
		—	Not applicable	3	21	947	19			
	Total			14	100	4,865	100			
g. Seeking feedback and guidance from your instructor	EOLseekfdbk	1	Not at all comfortable	0	0	122	3	5.3	4.8	.33
		2		0	0	211	4			
		3		1	7	422	9			
		4		3	21	818	17			
		5		1	7	1,113	23			
		6	Very comfortable	9	64	2,053	42			
		—	Not applicable	0	0	121	2			
	Total			14	100	4,860	100			
4. To improve the online course-taking experience, how important is it that your institution do the following?										
a. Increase interactions between students	EOLimpstud	1	Not at all important	3	21	763	16	2.5	2.5	-.03
		2	Somewhat important	4	29	1,672	34			
		3	Important	4	29	1,491	31			
		4	Very important	3	21	927	19			
			Total			14	100			
b. Increase interactions with instructors	EOLimpinst	1	Not at all important	1	7	214	4	2.9	3.0	-.09
		2	Somewhat important	5	36	1,128	23			
		3	Important	2	14	1,918	40			
		4	Very important	6	43	1,590	33			
	Total			14	100	4,850	100			
c. Improve responsiveness of instructors	EOLimpresp	1	Not at all important	0	0	188	4	3.4	3.1	.25
		2	Somewhat important	3	21	885	18			
		3	Important	3	21	1,810	37			
		4	Very important	8	57	1,971	41			
	Total			14	100	4,854	100			
d. Improve online tools for student collaboration	EOLimptools	1	Not at all important	1	7	352	7	2.7	2.9	-.25
		2	Somewhat important	5	36	1,119	23			
		3	Important	5	36	1,802	37			
		4	Very important	3	21	1,573	32			
	Total			14	100	4,846	100			

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean	
e. Provide more online learning support services (tutoring services, writing center, etc.)	EOLimpsupp	1	Not at all important	2	14	405	8	2.6	2.8	-.29
		2	Somewhat important	5	36	1,337	28			
		3	Important	4	29	1,745	36			
		4	Very important	3	21	1,356	28			
		Total	14	100	4,843	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	83	2	3.5	3.4	.20
		2	Disagree	0	0	323	7			
		3	Agree	7	50	2,181	45			
		4	Strongly agree	7	50	2,261	47			
		Total	14	100	4,848	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	46	1	3.4	3.4	-.10
		2	Disagree	2	14	230	5			
		3	Agree	5	36	2,225	46			
		4	Strongly agree	7	50	2,349	48			
		Total	14	100	4,850	100				
c. Study spaces that you have access to have been sufficient for your needs.	EOLspace	1	Strongly disagree	0	0	86	2	3.2	3.3	-.11
		2	Disagree	2	14	391	8			
		3	Agree	7	50	2,394	49			
		4	Strongly agree	5	36	1,967	41			
		Total	14	100	4,838	100				
d. Technology support has been helpful.	EOLtechsupp	1	Strongly disagree	0	0	109	2	3.0	3.2	-.28
		2	Disagree	3	21	431	9			
		3	Agree	8	57	2,725	56			
		4	Strongly agree	3	21	1,575	33			
		Total	14	100	4,840	100				
e. The online course platform or learning management system (LMS) has been user-friendly.	EOLplatform	1	Strongly disagree	0	0	83	2	3.1	3.2	-.15
		2	Disagree	1	7	328	7			
		3	Agree	10	71	2,760	57			
		4	Strongly agree	3	21	1,670	34			
		Total	14	100	4,841	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	21	1,074	22					
	Asynchronous (online — participation not at scheduled times)	2	14	1,738	36					
	A mixture of synchronous and asynchronous	8	57	1,633	34					
	Hybrid (face-to-face class — meetings at scheduled times and online instruction)	1	7.14	387	8.01					
	Total	14	100	4,832	100					

Seniors

Item wording or description	Variable name	Values ^c	Response options	Frequency Distributions ^a				Statistical Comparisons ^b		
				UNH at Manchester		2023 institutions		UNH at Manchester	2023 institutions	Effect size ^d
				Count	%	Count	%	Mean	Mean	
7. Overall, how would you evaluate your online learning experience during the current school year?										
	EOLoverall	1	Poor	0	0	149	3	3.1	3.2	-.09
		2	Fair	3	21	688	14			
		3	Good	6	43	1,941	40			
		4	Excellent	5	36	2,041	42			
			Total	14	100	4,819	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 "NSSE23 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 "NSSE23 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	2023 institutions	UNH at Manchester	2023 institutions	UNH at Manchester			
EOLgoals	3	3.67	3.19	.333	.021	0.58	0.89	1,815	.352	.54
EOLstart	3	3.67	3.14	.333	.022	0.58	0.94	1,806	.336	.56
EOLgrading	3	3.67	3.29	.333	.021	0.58	0.89	1,810	.461	.43
EOLinfo	3	4.00	3.21	.000	.021	0.00	0.91	1,807	.000	.87
EOLtech	3	4.00	3.14	.000	.022	0.00	0.94	1,802	.000	.92
EOLrespond	3	3.67	3.05	.333	.024	0.58	1.00	1,804	.285	.62
EOLexpect	3	3.00	3.01	.577	.025	1.00	1.06	1,803	.984	-.01
EOLassess	3	3.67	3.25	.333	.020	0.58	0.87	1,806	.402	.48
EOLmaterials	3	4.00	3.27	.000	.020	0.00	0.86	1,805	.000	.85
EOLlive	3	3.00	2.57	1.000	.026	1.73	1.12	1,804	.508	.38
EOLrecorded	3	2.33	2.64	.882	.024	1.53	1.02	1,805	.605	-.30
EOLpresent	3	1.33	2.25	.333	.024	0.58	1.03	1,801	.125	-.89
EOLgroup	3	1.33	1.96	.333	.023	0.58	0.97	1,807	.263	-.65
EOLbreakout	3	1.67	2.10	.667	.024	1.15	1.01	1,808	.464	-.42
EOLquiz	3	3.00	3.08	.577	.020	1.00	0.85	1,805	.878	-.09
EOLcoursework	3	3.33	3.20	.333	.019	0.58	0.81	1,807	.775	.17
EOLdiverse	3	3.00	3.06	.577	.021	1.00	0.89	1,805	.906	-.07
EOLfeedback	3	3.67	3.03	.333	.021	0.58	0.91	1,805	.222	.71
EOLapply	3	2.67	2.87	.667	.022	1.15	0.94	1,803	.711	-.21
EOLprivacy	3	2.33	2.74	.667	.025	1.15	1.06	1,798	.506	-.38
EOLboards	3	4.33	4.96	.333	.031	0.58	1.28	1,752	.395	-.49
EOLlivedisc	2	4.00	4.36	1.000	.040	1.41	1.59	1,552	.749	-.23
EOLexams	3	4.33	4.64	.882	.038	1.53	1.48	1,518	.720	-.21
EOLinteract	2	4.50	4.55	.500	.034	0.71	1.43	1,713	.963	-.03
EOLinstructor	3	5.00	4.76	.577	.032	1.00	1.33	1,741	.754	.18
EOLsupport	2	4.50	4.36	1.500	.039	2.12	1.53	1,572	.896	.09
EOLseekfdbk	3	5.33	4.74	.667	.033	1.15	1.36	1,735	.454	.43
EOLimpstud	3	1.33	2.52	.333	.023	0.58	0.99	1,793	.038	-1.20
EOLimpinst	3	2.67	2.96	.667	.021	1.15	0.87	1,796	.556	-.34
EOLimpresp	3	3.33	3.05	.333	.020	0.58	0.87	1,794	.578	.32
EOLimptools	3	2.67	2.92	.333	.022	0.58	0.93	1,794	.635	-.27
EOLimpsupp	3	2.33	2.85	.333	.022	0.58	0.93	1,794	.330	-.56
EOLinternet	3	3.67	3.32	.333	.017	0.58	0.72	1,791	.413	.47
EOLhardware	3	4.00	3.39	.000	.016	0.00	0.66	1,786	.000	.93
EOLspace	3	4.00	3.31	.000	.016	0.00	0.66	1,787	.000	1.05
EOLtechsupp	3	3.33	3.23	.333	.016	0.58	0.68	1,790	.787	.16
EOLplatform	3	3.33	3.25	.333	.016	0.58	0.66	1,791	.823	.13
EOLoverall	3	3.33	3.25	.333	.019	0.58	0.82	1,775	.854	.11

Seniors

Variable name	N	Mean		Standard error ^f		Standard deviation ^g		DF ^h	Sig. ⁱ	Effect size ^d
		UNH at Manchester	2023 institutions	UNH at Manchester	2023 institutions	UNH at Manchester	2023 institutions			
EOLgoals	13	3.31	3.21	.263	.012	0.95	0.87	4,906	.700	.11
EOLstart	14	3.14	3.18	.254	.013	0.95	0.89	4,897	.876	-.04
EOLgrading	14	3.29	3.33	.244	.012	0.91	0.83	4,911	.828	-.06
EOLinfo	14	3.14	3.19	.177	.013	0.66	0.88	4,909	.827	-.06
EOLtech	14	3.29	3.13	.194	.013	0.73	0.92	4,907	.541	.16
EOLrespond	14	3.07	3.08	.245	.014	0.92	0.98	4,900	.989	.00
EOLexpect	14	3.14	3.05	.206	.014	0.77	1.01	4,900	.724	.09
EOLassess	14	3.36	3.24	.248	.013	0.93	0.87	4,903	.610	.14
EOLmaterials	14	3.43	3.22	.202	.013	0.76	0.88	4,903	.377	.24
EOLlive	14	2.64	2.59	.225	.015	0.84	1.06	13	.831	.05
EOLrecorded	14	2.43	2.53	.228	.014	0.85	0.97	4,894	.705	-.10
EOLpresent	14	2.14	2.21	.254	.014	0.95	0.96	4,890	.798	-.07
EOLgroup	14	2.07	2.27	.305	.013	1.14	0.94	4,895	.429	-.21
EOLbreakout	14	3.07	2.28	.245	.014	0.92	0.97	4,887	.002	.81
EOLquiz	14	2.79	2.93	.261	.013	0.97	0.88	4,886	.556	-.16
EOLcoursework	14	3.21	3.18	.155	.011	0.58	0.79	4,887	.856	.05
EOLdiverse	14	3.36	2.99	.225	.013	0.84	0.88	4,879	.123	.41
EOLfeedback	14	3.07	2.99	.221	.013	0.83	0.89	4,879	.730	.09
EOLapply	14	2.71	2.90	.194	.013	0.73	0.89	4,882	.435	-.21
EOLprivacy	14	2.64	2.76	.269	.015	1.01	1.06	4,869	.681	-.11
EOLboards	13	5.23	5.17	.411	.017	1.48	1.19	4,789	.859	.05
EOLlivedisc	14	5.29	4.66	.286	.022	1.07	1.45	4,301	.107	.43
EOLexams	13	5.23	4.49	.378	.026	1.36	1.63	3,896	.103	.45
EOLinteract	14	5.36	4.86	.308	.019	1.15	1.30	4,719	.157	.38
EOLinstructor	14	5.36	4.92	.289	.018	1.08	1.26	4,777	.192	.35
EOLsupport	11	4.73	4.34	.469	.026	1.56	1.61	3,927	.430	.24
EOLseekfdbk	14	5.29	4.85	.286	.019	1.07	1.32	4,751	.214	.33
EOLimpstud	14	2.50	2.53	.292	.014	1.09	0.97	4,865	.902	-.03
EOLimpinst	14	2.93	3.01	.286	.012	1.07	0.86	4,862	.733	-.09
EOLimpresp	14	3.36	3.15	.225	.012	0.84	0.85	4,866	.354	.25
EOLimptools	14	2.71	2.95	.244	.013	0.91	0.92	4,858	.341	-.25
EOLimpsupp	14	2.57	2.84	.272	.013	1.02	0.93	4,855	.287	-.29
EOLinternet	14	3.50	3.37	.139	.010	0.52	0.68	4,860	.462	.20
EOLhardware	14	3.36	3.42	.199	.009	0.74	0.63	4,862	.718	-.10
EOLspace	14	3.21	3.29	.187	.010	0.70	0.69	4,850	.680	-.11
EOLtechsupp	14	3.00	3.19	.182	.010	0.68	0.68	4,852	.296	-.28
EOLplatform	14	3.14	3.24	.143	.009	0.53	0.65	4,853	.565	-.15
EOLoverall	14	3.14	3.22	.206	.012	0.77	0.80	4,831	.723	-.09

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.