



## Use of Online Space Questionnaire

Feedback from learners early in an online language learning course or activity is useful because the suggestions can often be implemented right away. Gaining feedback about what is working well in the online space and what needs improvement will help you to make any adjustments in the space, and it will help you to focus your support efforts. The resulting improved space will provide learners with better accessibility to language learning and hopefully less unforeseen barriers through the duration of the course or activity.

Learners often need prompts to identify some of the struggles they are experiencing, as many will assume that frustrations related to language skill and frustrations related to technical skill go hand-in-hand. This may not be the case, and you should reinforce this concept with your learners. A survey, or even an informal discussion, can provide the prompt needed to open up a dialog with your learners about the differences between language skill problems and technical problems.

The next pages of this document includes a ready-made questionnaire. A version of the questionnaire is included both as open-ended questions for high level language learners, and as close-ended questions for beginner level language learners. Use the questionnaire that best suits the skill level of your learners, or adapt the questions to target the skill levels of your learners. Use the questionnaire to gain feedback about how your learners have experienced the online space early on in a language learning course or activity. You may want to use the questions in an online survey tool like [Google Forms](#).

**“A survey, or even an informal discussion, can provide the prompt needed to open up a dialog with your learners about the differences between language skill problems and technical problems.”**



# Use of Online Space Questionnaire

Please take a few minutes to answer the following questions about your online experience so far in this course. Use the space provided, or answer in a separate Word document. After you have finished, submit your responses to your facilitator.

1. What has been useful, so far, in this course?
2. What has not been useful, so far, in this course?
3. Describe your access to the course. How often do you access the online space? When do you access the online space? How long do you usually spend in the online space?
4. How many times have you accessed the course support material? What for?
5. Have you experienced any confusion or frustration in this course or while in the online space? If so, what was the problem and how did you solve it?
6. What changes would you make to this course or to the online space?



# Use of Online Space Questionnaire

Please take a few minutes to answer the following questions about your online experience so far in this course. After you have finished, submit your responses to your facilitator.

1. Have the course tutorials been useful?  
 Yes  
 No
  
2. Was the introduction activity useful?  
 Yes  
 No
  
3. Was the course introduction conference useful?  
 Yes  
 No
  
4. Have you accessed the support material for the course?  
 Yes  
 No
  
5. How often do you access the online space?  
 Less than once a week  
 Once a week  
 2-3 times a week  
 4 or more times a week
  
6. When do you usually access the online space?  
 Weekday mornings  
 Weekday afternoons  
 Weekday evenings  
 Weekends  
 Both weekdays and weekends
  
7. How long do you usually spend in the online space?  
 A few minutes  
 About 30 minutes  
 About an hour  
 More than an hour  
 More than 2 hours



8. Have you experienced any confusion or frustration while in the online space?

- Yes
- No

9. If the above answer is yes, how did you solve the problem?

- I contacted the instructor.
- I contacted tech support.
- I contacted another student.
- I read a support document.
- I googled it.
- I just worked my way through it.
- I didn't solve the problem.

10. What changes would you make to this course or to the online space?

