

UAOnline Student Feedback Report

Prepared for:

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Written by: Samantha Stanbrough

TABLE OF CONTENTS

I.	Overview of UAOnline.....	3
II.	Statistical Information from Survey Questions.....	4
	Location of Feedback Responses.....	4
	Percentage of Students Leaving Feedback by Campus Enrollment.....	5
	Point of Access.....	6
	First Visits.....	6
	Frequency of Visits.....	6
	Type of Connection.....	7
	What Was Accessed.....	7
	Finding What They Were Looking For.....	8
	Amount of Time Spent.....	8
	Preferred Way of Doing Business.....	8
	Rating the Service.....	9
	Students Wanting Contact.....	9
III.	Student Requests.....	10
IV.	Student Comments.....	12
V.	Summary.....	13
	Appendices A-C.....	14
	Appendix A Example of UAOnline Survey.....	15
	Appendix B UAOnline Feedback Data Report.....	17
	Appendix C Total Number of Unique Responses.....	20

I. Overview of UAOnline

UAOnline has been used by members of the University of Alaska community for over ten years; it is continually upgraded and revised due in large part to the user feedback. Experience with the service has remained generally positive, with this annual report highlighting the praises, complaints and suggestions received.

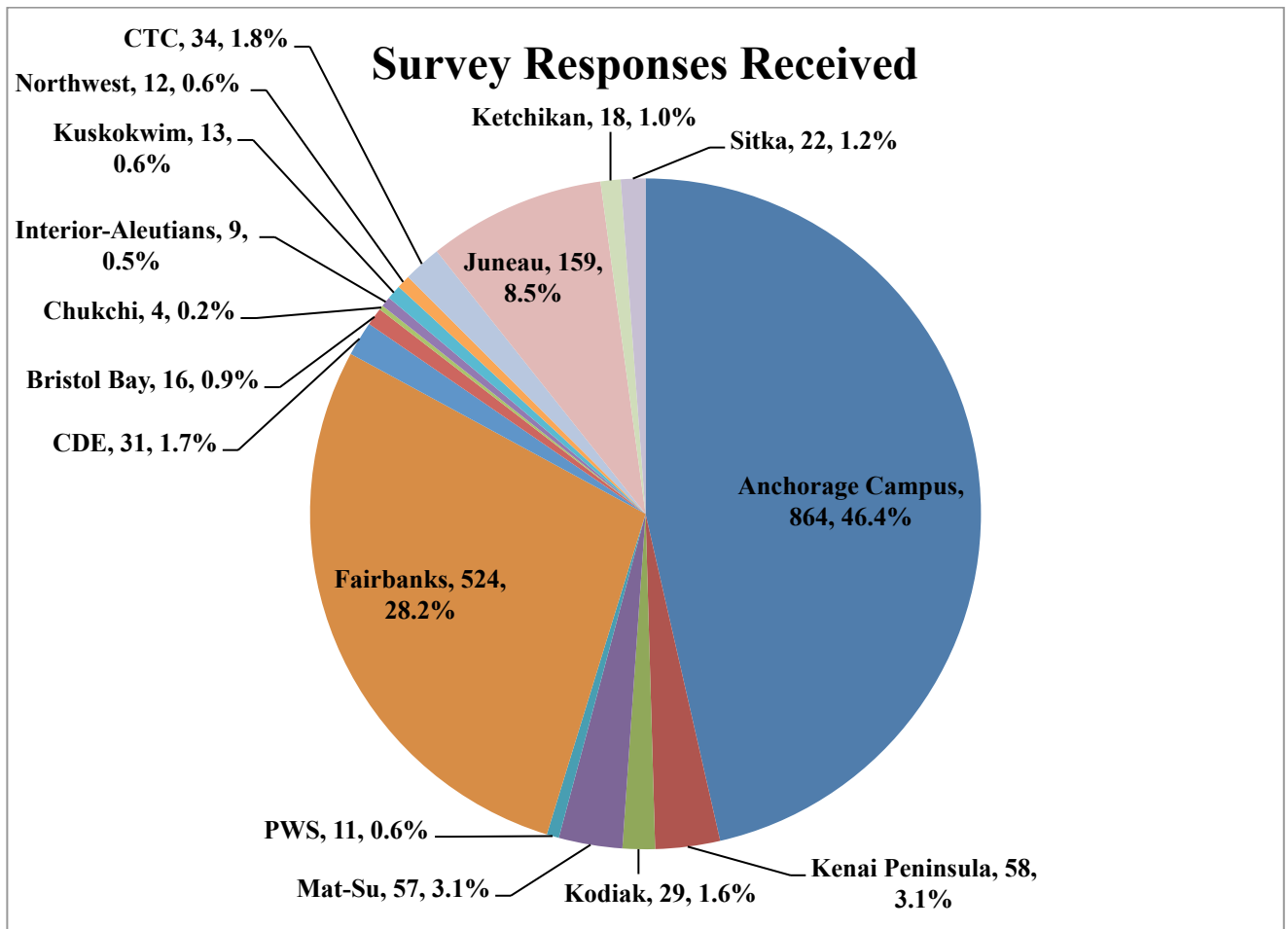
In the process of ensuring every effort is made to improve the quality of service on UAOnline, a student feedback survey was created and is available for all users. The survey gives users the option to rate various aspects of the site and its services, to leave questions, comments and suggestions on ways the site can be improved. The feedback is checked daily by University staff and forwarded to the appropriate campus department if action is needed to further support the users.

Within the past year, the UAOnline student feedback survey received over 1,800 responses. This report is a collection of the statistical data from the surveys, as well as comments and concerns from students.

II. Statistical Information from Survey Questions

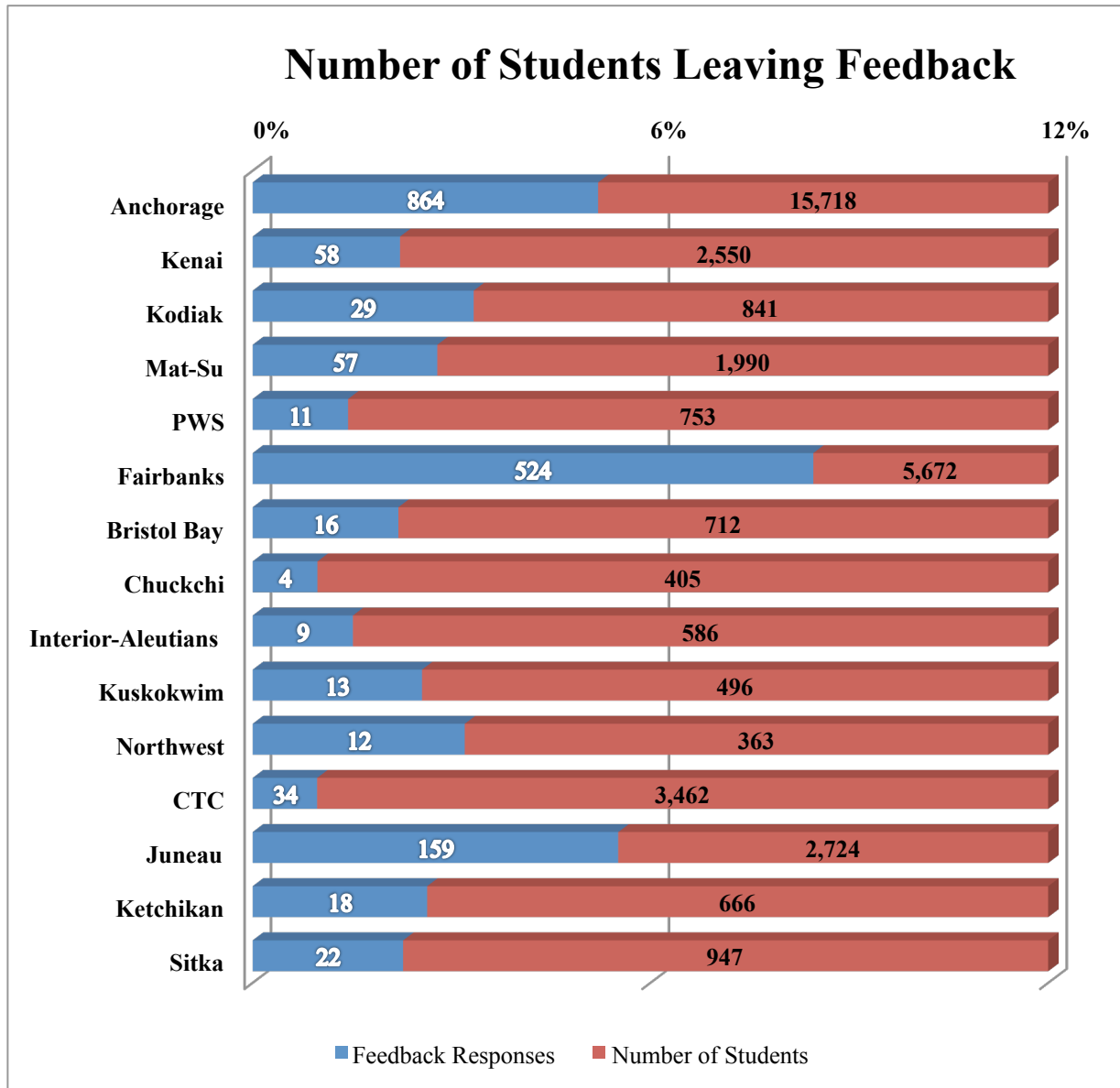
Location of Feedback Responses

Last year 1,861 users completed the student survey. The graph below shows the distribution of the users who responded across different UA campuses: 46.4% from Anchorage, 28.2% from Fairbanks and 8.5% from Juneau; Along with 8.4% from UAA community campuses, 6.3% from UAF community campuses and 2.2% from UAS community campuses. The overall number of responses this year is down 10.6% from last year, including a decrease in the number of responses from rural campuses by 0.7% of the total responses.

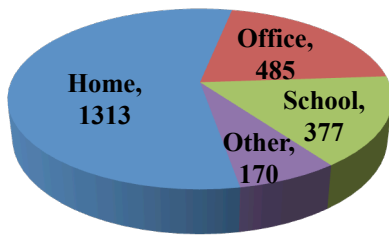


Percentage of Students Leaving Feedback by Campus Enrollment

The graph below represents the percentage of students at each campus that left feedback. The percentage of UAOnline feedback received from each campus population varies from 0.2-9.2%. Approximately 5.5% Anchorage students, 9.2% of Fairbanks students and 5.8% of Juneau students chose to leave feedback.



Point of Access



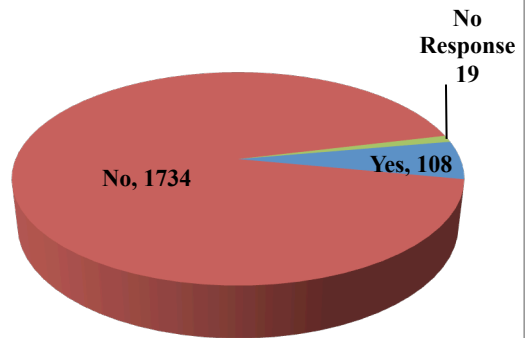
Point of Access

Most students (70.5%) preferred to access the service from home, with 26% of respondents using UAOnline from their office. 20.2% indicated they accessed the service from school, and 9.1% said they accessed UAOnline from somewhere other than the listed places.

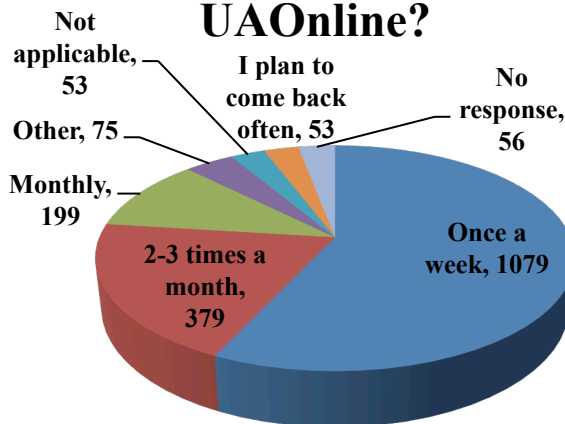
First Visits

When asked if this was the user's first visit to UAOnline or if they had visited the site before, an overpowering 93.1% indicated that they were repeat visitors, however it is a decrease of 0.5% from last year. Only 5.8% of respondents said that they had not previously used UAOnline.

Is This Your First Visit?



How Often do You Use UAOnline?

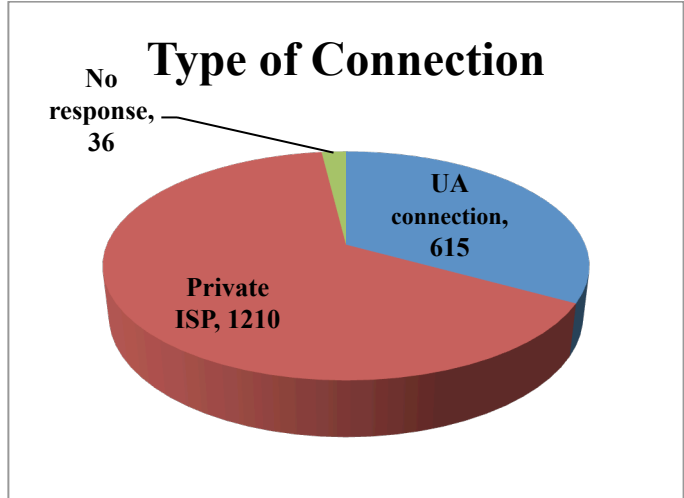


Frequency of Visits

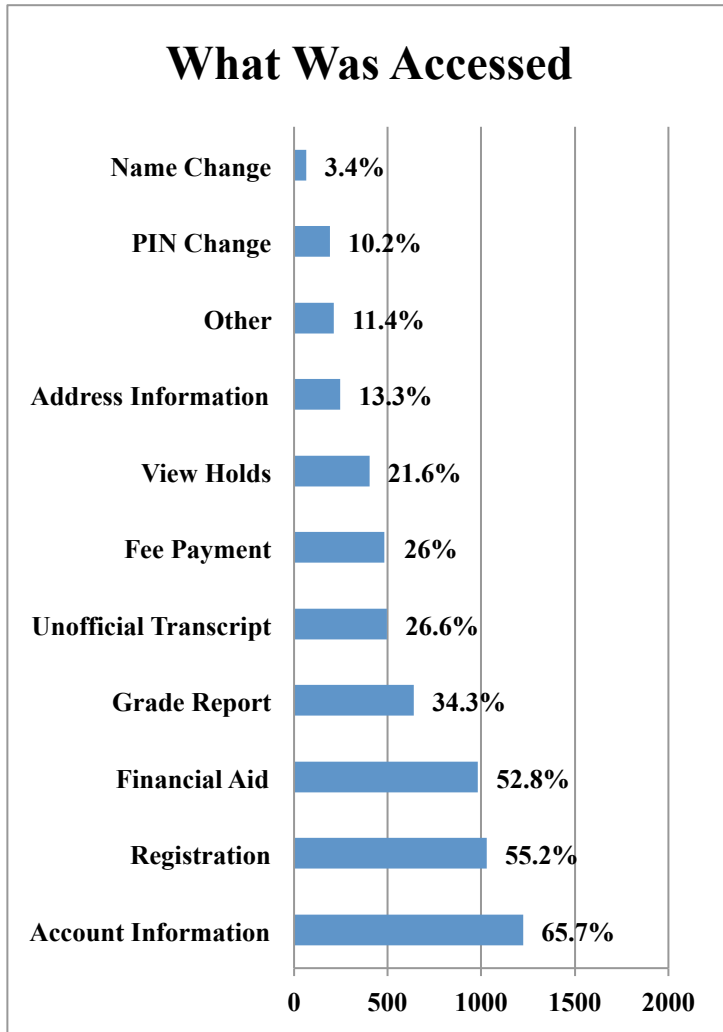
When asked how often students use UAOnline, 57.9% said they access the service once a week, an increase of 2.1% from last year. Less than half of respondents (20.4%) indicated they accessed it 2-3 times a month. 10.7% indicated they used it once a month, 2.8% stated they plan to use the service more often, 1.1% said N/A and 3.1% gave no response.

Type of Connection

When asked what type of connection was used to access UAOnline, the majority (65%) stated that they accessed the service through a private ISP, while 33% of respondents said they used a UA connection and 2% declined to respond



What Was Accessed



What Was Accessed

Throughout the survey period, the reported top five most frequently visited areas of the site were:

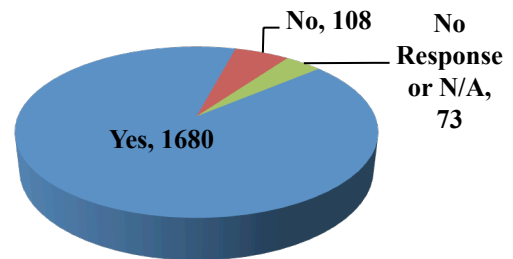
1. Account Information
2. Registration
3. Financial Aid
4. Grade Report
5. Unofficial Transcript

These results have not changed in popularity from the previous years. Account Information is the most accessed part of the website at 65.7%. This is followed by Registration with 55.2% and 52.8% checking Financial Aid.

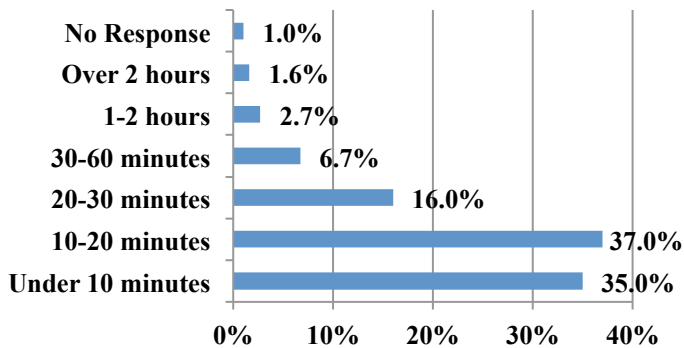
Finding What They Were Looking For

When asked whether or not they had found what they were looking for on UAOnline, the vast majority replied that they had (90.2%). Only 5.8% said they did not find what they wanted and 4% did not respond or stated N/A.

Did You Find What You Were Looking For?



Amount of Time Spent



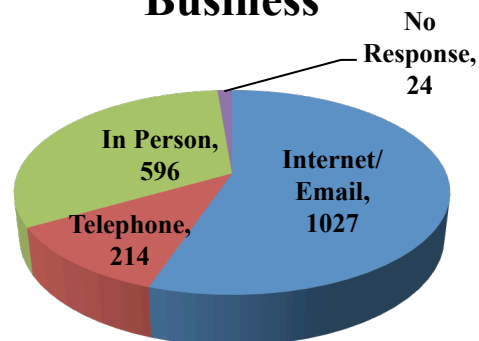
Amount of Time Spent

When asked how long users spent on UAOnline, most (37%) stated they spent 20 minutes or less. 35% spent less than 10 minutes; 16% took 20-30 minutes. 6.7% said it took more than 30 minutes and 2.7% said it took more than an hour. 1% of students declined to respond.

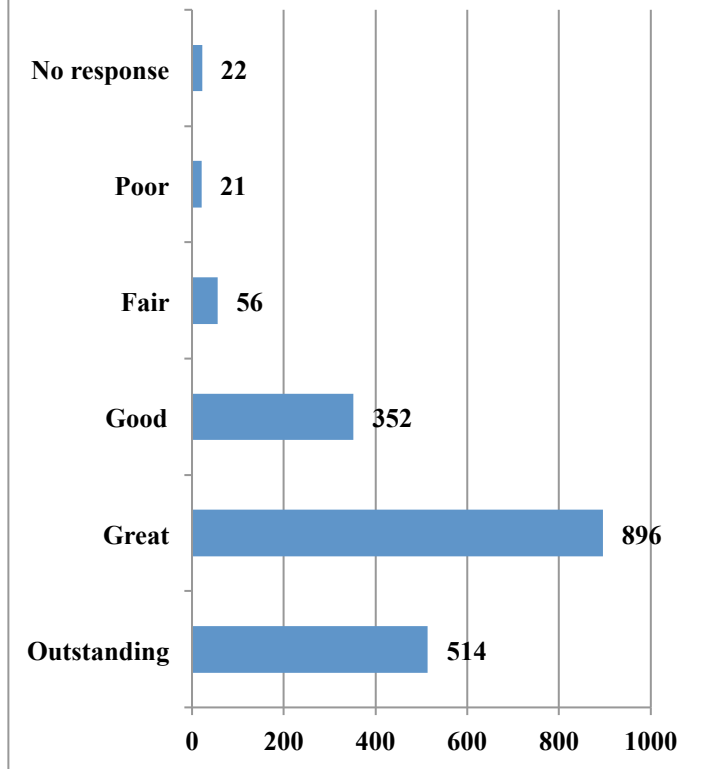
Preferred Way of Doing Business

When asked how students preferred to do business with the University, over half (55.2%) preferred doing it online. A large number (32%) preferred to do business in person. 11.5% preferred over the phone, while 1.3% did not respond.

Preferred Way of Doing Business



How Students Rate UAOnline



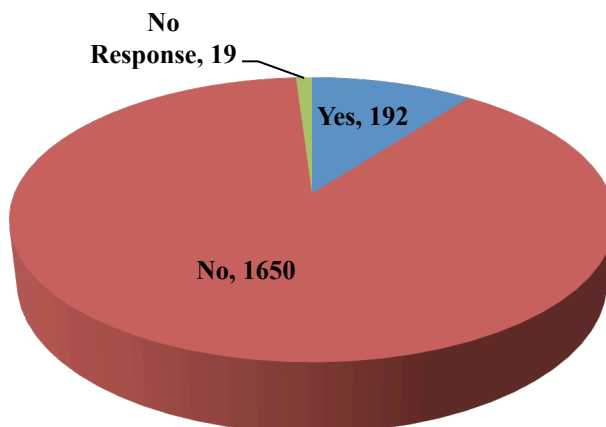
Rating the Service

When asked to rate UAOnline, 28% said the site was 'outstanding', 48% stated it was 'great', and 19% replied that it was 'good'. Comparable to past years, an overwhelming 95% rated UAOnline positively which is up .8% from last year. 3% rated the site as 'fair', and 1% rated the site as 'poor'.

Students Wanting Contact

When asked if students would like contact from the University regarding their feedback responses, the majority (89%) responded that they did not want contact. 10% did want contact, while 1% chose not to respond.

Wanted Contact



III. Student Requests

The survey contains open-ended questions, inviting comments about UAOnline. One question posed was whether or not there are any services that students would like to see added to the site. A highlight of the most frequent feedback received is listed below, grouped by category. The top five most requested features are noted in parentheses by rank. Responses marked with an asterisk (*) are requests that are the same as requests from previous years.

Classes and Registration

- (1)*List of required books/materials for classes
- *Status of position on waitlist
- *Student reviews of professors
- *More specific course search
- *More information about errors in registration
- Application to override prerequisites
- Ability to create future semester schedules
- Ability to edit after registered

Financial Aid

- (2)*More in-depth information about scholarships (dates, amounts, etc.)
- *Financial aid disbursement dates
- *Ability to return loans
- *Online forms
- Scholarship lists (including scholarships not related to UA)

Earning a Degree

- (5)*Ability to change majors/minors/degree seeking status online
- *Advisor contact information
- More information about online degrees

Fee Payment

- *More detailed explanation of charges
- *Ability to add parking permits w/o 3rd party website
- *Ability to set up payment plans w/o 3rd party website
- *List of who to contact to clear individual account holds
- *Ability to charge books to your university account
- Ability to remove holds online
- Paying parking tickets online
- Other payment options (paypal, check, etc.)

Other Services

- (3)* Housing and meal plan information (including roommate info.)
- *Campus paycard (Wolfcard, etc.) account information
- *Campus map with class locations

- *Checklists (new students, graduation, financial aid, registration, etc.)
- *Live chat (general & IT help)
- *The ability to change personal email addresses
- *Status of various appeals/petitions/applications
- *Veteran/military services (GI bill, VA info, Scholarships, etc.)
- *Class standing
- *Test results (Accuplacer, ACT, SAT)
- *Direct access between UAOnline, Blackboard, and email
- Copy of acceptance letter
- Ability to deposit money onto paycards online
- Health records/Needed health records
- Refund application
- Orientation sign up
- Roommate placement
- List of printable documentation
- Parking/Shuttle information
- Buddy/Mentor system
- Graduation application status
- Smartphone app
- Search Bar
- Letter of academic standing
- Online Accuplacer tests
- Application statuses
- Ability to rate academic counselor
- More information about receiving money from UA
- Ability to make an appointment with a counselor or financial aid representative
- Work study status
- Ability to send transcripts to other universities online

Services Requested that are Present on UAOnline or MAU Websites

- (4) *Class schedules
- *Links to university email pages (webmail) or email access on UAOnline
- *Degree requirements/Ability to audit progress
- *Direct blackboard access
- *Staff directory
- *Waitlist status
- *FAQs (Financial aid, registration, etc.)
- *Course descriptions
- *Important deadlines
- Name change
- List of bookstores

IV. Student Comments

The survey has open-ended questions where students are able to reply freely. The following section lists those questions, as well as several of the student responses to each. Responses are followed by the originating campus in parentheses.

How did you like using UAOnline? Was the process easy to use? Instructions clear?

- I find the UAA site to be very user friendly. I am always able to access the information I need in a timely manner; without difficulty. (**Anchorage**)
- Time sheet - I am also a staff member as well as a student. I think UA Online is so great! Everything you need to know at a touch of the mouse. I just started recently, and I am very happy with how it is organized and updated. The only thing I can think of to make it better would be more color and "Modern" layout. (**Bristol Bay**)
- Use of the UAOnline was fairly easy to navigate through. Instructions are not so clear in all of the course descriptions as far as requirements. Maybe move the requirements to the top of the page or add a link. But I think that there were a few course descriptions that the requirements were on the top of the page while others were on the bottom. It was a little frustrating. Maybe more so because I am doing all of this last second and confused. (**Center for Distance Education**)
- I access UAOnline when I take classes or teach classes. I am always able to access any information that I need. (**Chuckchi**)
- I think UAOnline is very user friendly. I use UAOnline daily for time sheets and searching for classes. I do miss the paper catalogs showing all the different classes offered by the university. The catalogs made it easier to see all of the different classes UAF offers that I would have never thought about taking. I noticed that the CTC classes still have a catalog and I still enjoy browsing through those. Thank you. (**Fairbanks**)
- UAOnline was very helpful to me. Sometimes i forget my pin number and i have to call in at the UAF but they are so helpful that it's not very hard to change just answer a few security questions and its fix. (**Interior Aleutians**)
- The listings of courses are long, confusing, and difficult to navigate. Perhaps if you were to break it down into groups such as by campuses or distance delivered, or even by types of classes. (**Kuskokwim**)
- I think my first time; I should have gone to the campus to have someone guide me through the site. I will do that tomorrow, as my class starts Wednesday. (**Northwest**)
- I like to be able to view my account on UAOnline; it is very easy to use and very helpful. Thank you. (**Prince William Sound**)
- At first it took me a while to get used to UAOnline. I can easily navigate and find what I'm looking for, such as financial aid and grades and registering for classes. (**Anchorage**)
- I am a transfer student from both a community college and Pennsylvania State University. I must say your site is far superior in both ease of use and accessibility. Common problems that I have had at both prior schools are not an issue with UAF's website. In fact, it is superb to find such an extensive website and not even have a single problem or even a suggestion for a change. Whoever was involved in the set-up process of this website should receive a well-deserved pat on the back. (**Fairbanks**)

V. Summary

Unwavering from prior years, the approval of UAOnline remains high. Additions and modifications to the service have eased access and functionality. Because this is the primary online services for University students, it is important that those standards are preserved.

Appendices

A-C

Appendix A

Example of UAOnline Survey

Your Name

- (text entry)

UA ID

- (numerical entry)

E-mail

- (text entry)

Campus

- (drop down menu)

Where did you access UAOnline from?

- Home
- Office
- School
- Other

How did you connect to UAOnline?

- UA connection
- Private Internet Service Provider

Is this your first visit to UAOnline?

- Yes
- No

If this is your first visit, what is the purpose of this visit?

- (text entry)

If this is not your first visit, how often have you visited our site?

- Once a week or more
- 2-3 times a month
- Monthly
- Other (Please explain in "comments" section)
- Not applicable
- This is my first visit but I PLAN to come back often!

What did you access?

- Account Information
- Address information
- Changing your PIN

- Fee Payment
- Financial Aid Information
- Grade Report
- Name change information
- Registration
- Social Security Number change information
- Unofficial Transcript
- Viewing Holds
- Other (Please explain in "comments" section)

Did you successfully access what you were looking for?

- Yes
- No
- N/A

Was there a service that you had hoped to find here that was not offered?

- (text entry)

Approximately how much total time did you spend accessing the information you wanted?

- Under 10 minutes
- 10-20 minutes
- 20-30 minutes
- 30-60 minutes
- 1-2 hours
- Over 2 hours

How do you prefer to do business with the University?

- In person
- Telephone
- Internet / Email

How would you rate our site?

- Outstanding
- Great
- Good
- Fair
- Poor

How did you like using UAOnline? Was the process easy to use? Instructions clear?

- (text entry)

Do you have questions or concerns that require us to contact you directly?

- No
- Yes

Appendix B

UAOnline Feedback Data Report

Total Responses 1861

Where are the Responses From?			
	Campus	Total responses	% of Responses
UAA	Anchorage Campus	864	46.5%
	Kenai Peninsula College	58	3.1%
	Kodiak College	29	1.5%
	Mat-Su College	57	3.0%
	PWS College	11	0.6%
UAF	Fairbanks Campus	524	28.2%
	Center for Distance Education	31	1.7%
	Bristol Bay Campus	16	0.9%
	Chuckchi Campus	4	0.2%
	Interior-Aleutians Campus	9	0.5%
	Kuskokwim Campus	13	0.7%
	Northwest Campus	12	0.6%
	Community & Technical College	34	1.8%
UAS	Juneau Campus	159	8.5%
	Ketchikan Campus	18	1.0%
	Sitka Campus	22	1.2%

*Where did you Access UAOnline From?			
Home	Office	School	Other
1313	485	377	170
70.5%	26%	20.2%	9.1%

***Will not add to 100%; respondents were able to click on multiple choices.**

Is this your first visit to UAOnline?		
	Responses	% of Responses
Yes	108	5.8%
No	1734	93.1%
No response	19	1.1%

How Often have you Visited our Site?		
	Responses	%of Responses
Once a Week	1079	57.9%
2-3 times a month	379	20.4%
Monthly	199	10.7%
Other	75	4.0%
Not Applicable	20	1.1%
I plan to come back	53	2.8%
No response	56	3.1%

How did you Connect to UAOnline?		
UA connection	615	33%
Private ISP	1210	65%
No Response	36	2%

*What did you Access?					
Registration	Grade Report	Unofficial Transcript	Account Information	Address Information	View Holds
1028	639	495	1223	247	402
55.2%	34.3%	26.6%	65.7%	13.3%	21.6%
Pin Change	Name Change	Financial Aid	Fee Payment	Other	
190	64	982	484	213	
10.2%	3.4%	52.8%	26%	11.4%	

***Will not add to 100%; respondents were able to click on multiple choices.**

Did you successfully access what you were looking for?		
	Responses	% of Responses
Yes	1680	90.2%
No	108	5.8%
No Response or N/A	73	4%

How much time did you spend?		
	Responses	% of Responses
Under 10 minutes	650	35%
10-20 minutes	689	37%
20-30 minutes	298	16%
30-60 minutes	123	6.7%
1-2 hours	51	2.7%
Over 2 hours	31	1.6%
No Response	19	1%

Appendix C

Total Number of Unique Responses

The purpose of this section is to get an accurate count of how many different students replied to the survey.

**Non-Duplicate means that all matching or duplicate names, ID numbers, or email addresses have been removed.

Email Address			
**Non-Duplicate Addresses	No Response	Duplicate Addresses	Total Overall Replies
1589	3	269	1861
85.4%	<1%	14.5%	100%