UAOnline Student Feedback Report

Prepared for:

University of Alaska Statewide

Student Services & Enrollment Management

December 2014

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Overview of UAOnline

For over 15 years UAOnline has been an essential tool for the University of Alaska community. This annual report aims to cast light upon the services available on UAOnline that need improvement, while also highlighting the success and enhancement of services. It is because of the feedback from students that UAOnline is constantly being improved upon.

Every effort is made to continuously improve the quality of services available through UAOnline. The student feedback survey is available to all UAOnline users. Through the survey, users are able to assess different parts of the site and the services. UAOnline has been greatly enhanced by the suggestions and evaluations of its users. User feedback is reviewed every day by University of Alaska staff and then forwarded to the appropriate campus department. Action is then taken by the campus department and the users' questions/concerns are managed in an acceptable and timely manner.

According to one UAOnline user, "Having the option to use UAOnline to register for classes, make payments, and check degree requirement status has been awesome. The wide range of services offered through the site allow me to get things done all in one spot without going off on a rabbit trail trying to find information. I greatly appreciate having UAOnline as a resource." (Juneau campus student)

Within the past year, the UAOnline student feedback survey received over 1,600 responses. This report is a collection of the statistical data from the surveys, as well as feedback from the users.

Statistical Information from Survey Questions

Location of Feedback Responses

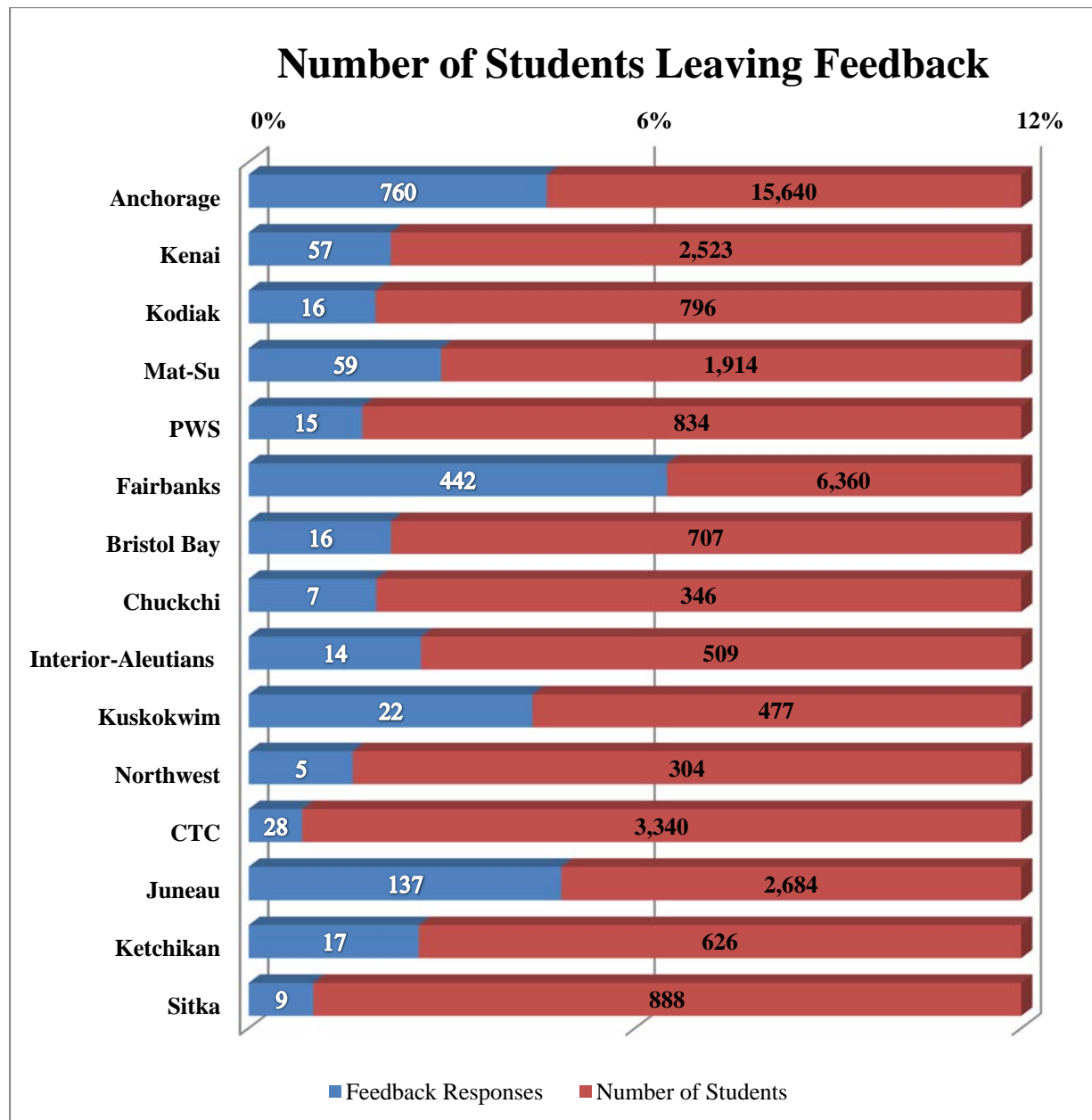Last year 1,627 users completed the student survey. The graph below shows the distribution of the users who responded across different UA campuses: 47% from Anchorage, 27% from Fairbanks and 8% from Juneau; UAA community campuses responses increased by 0.8%, UAF community campuses increased by 0.1% and UAS community campuses decreased by 0.9%. The overall number of responses this year is down 12.6% from last year, including a decrease in the number of responses from rural campuses by 0.3% of the total responses.

Survey Responses Recived

- Kuskokwim, 22, 1%
- Northwest, 5, 0%
- PWS, 15, 1%
- Kodiak, 16, 1%
- Mat-su, 59, 4%
- Sitka, 9, 1%
- Ketchikan, 17, 1%
- Kenai Peninsula, 57, 3%
- Interior-Aleutians, 14, 1%
- Juneau, 137, 8%
- Anchorage, 760, 47%
- Fairbanks, 442, 27%
- CTC, 28, 2%
- Chukchi, 7, 0%
- Center for Distance Education, 38, 2%
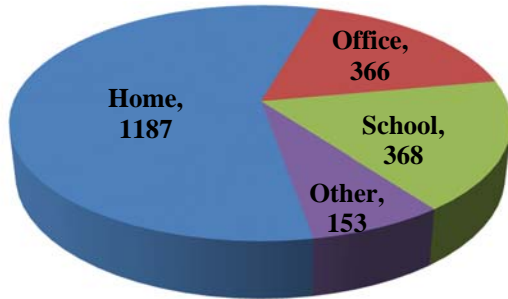- Bristol Bay, 16, 1%
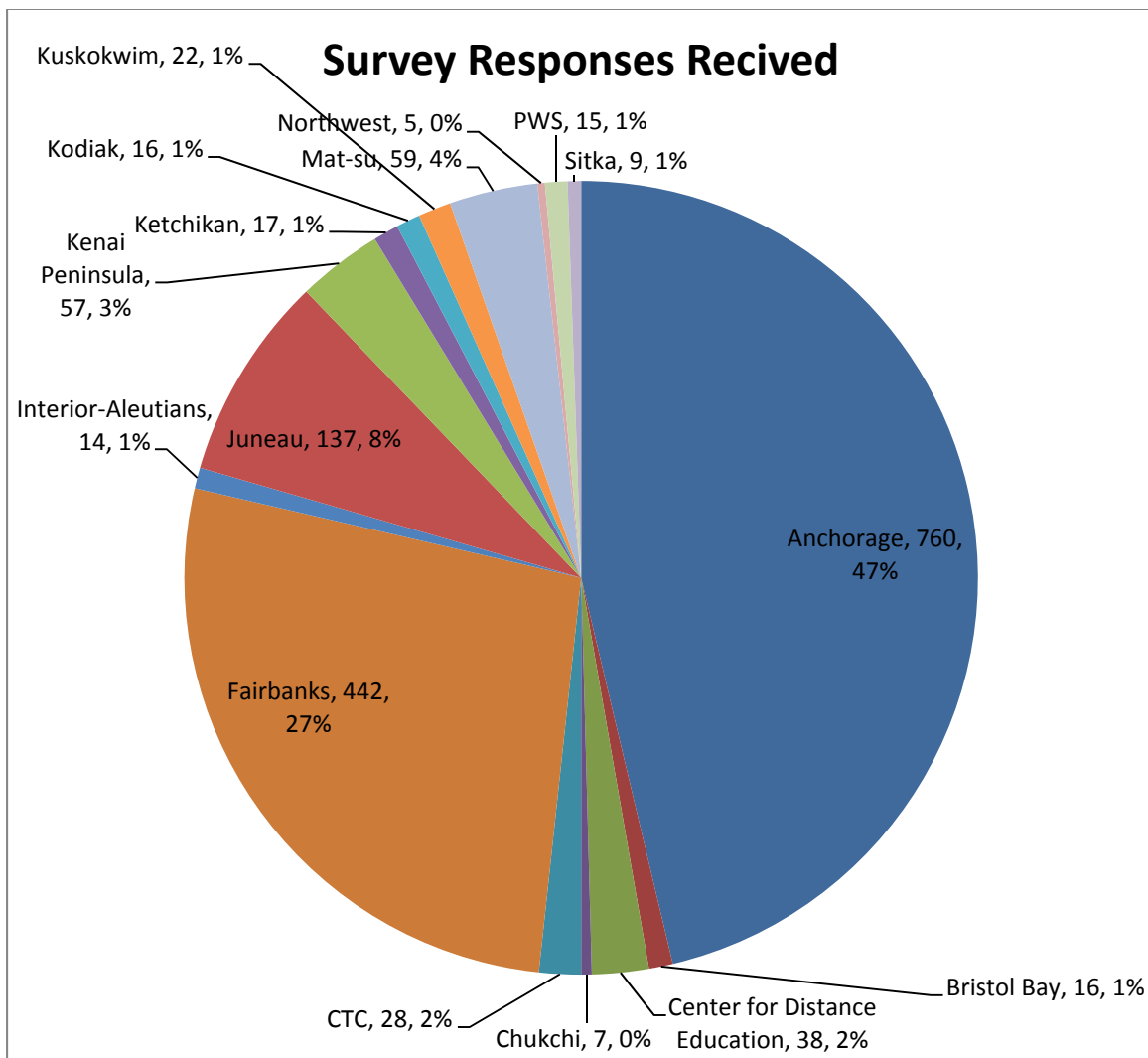
Percentage of Students Leaving Feedback by Campus Enrollment

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 0.2-6.9%. Approximately 4.8% of Anchorage students, 6.9% of Fairbanks students and 5.1% of Juneau students chose to leave feedback.

Number of Students Leaving Feedback

Campus	Feedback Responses	Number of Students
Anchorage	760	15,640
Kenai	57	2,523
Kodiak	16	796
Mat-Su	59	1,914
PWS	15	834
Fairbanks	442	6,360
Bristol Bay	16	707
Chuckchi	7	346
Interior-Aleutians	14	509
Kuskokwim	22	477
Northwest	5	304
CTC	28	3,340
Juneau	137	2,684
Ketchikan	17	626
Sitka	9	888

Scale: 0% — 6% — 12%

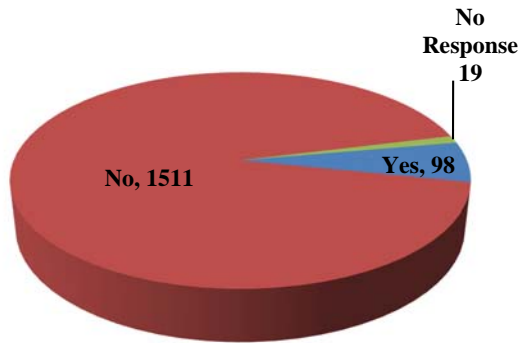Legend: ■ Feedback Responses ■ Number of Students

Point of Access

Point of Access

Most students (57%) preferred to access the service from home, with 18% of respondents using UAOnline from their office. 18% indicated they accessed the service from school, and 7% said they accessed UAOnline from somewhere other than the listed places.
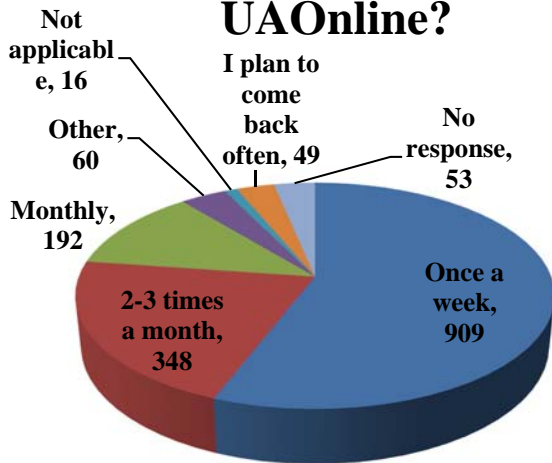
Is This Your First Visit?

First Visits

When asked if this was the user's first visit to UAOnline or if they had visited the site before, an overwhelming 92.9% indicated that they were repeat visitors, however, it is a decrease of 0.2% from last year. Only 6% of respondents said that they had not previously used UAOnline.

How Often do You Use UAOnline?

Frequency of Visits

When asked how often students use UAOnline, 55.9% said they access the service once a week, a decrease of 2% from last year. Less than half of respondents (21.4%) indicated they accessed it 2-3 times a month. 11.8% indicated they used it once a month, 3% stated they plan to use the service more often, 1% said N/A and 3.2% gave no response.

Type of Connection

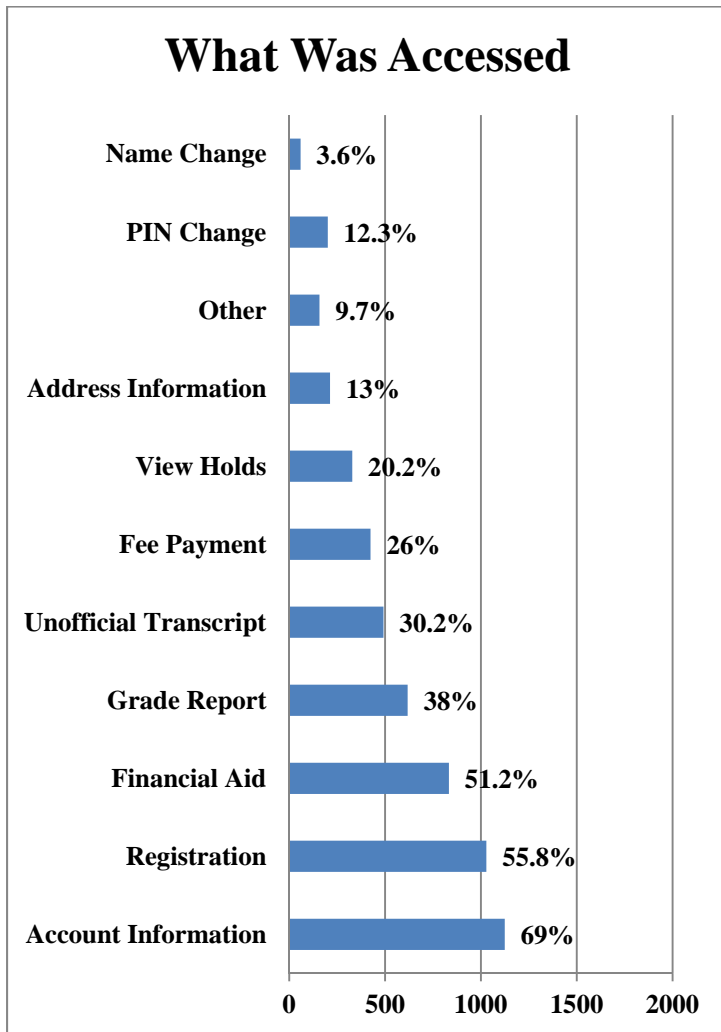**No response, 34**

UA connection, 519
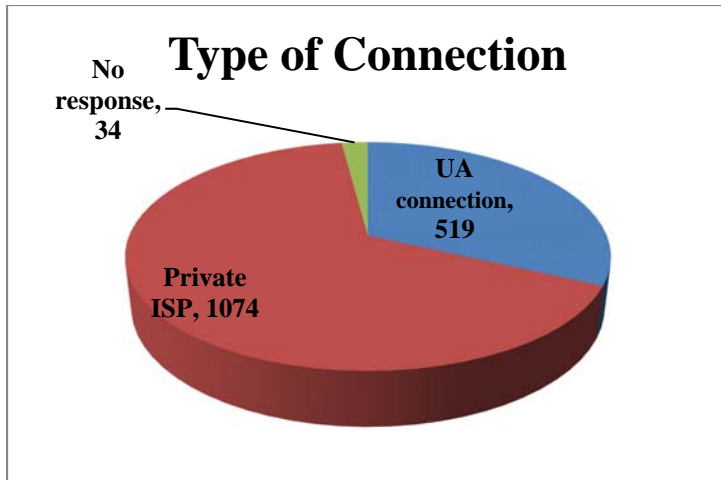
Private ISP, 1074

Type of Connection

When asked what type of connection was used to access UAOnline, the majority (66%) stated that they accessed the service through a private ISP, while 31.9% of respondents said they used a UA connection and 2.1% declined to respond.

What Was Accessed

Category	Percentage
Name Change	3.6%
PIN Change	12.3%
Other	9.7%
Address Information	13%
View Holds	20.2%
Fee Payment	26%
Unofficial Transcript	30.2%
Grade Report	38%
Financial Aid	51.2%
Registration	55.8%
Account Information	69%

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. Grades
5. Unofficial Transcript

These results have not changed in popularity from the past few years. Account Information is the most accessed part of the website at 69%. This is followed by Registration with 55.8% and checking Financial Aid at 51.2%.
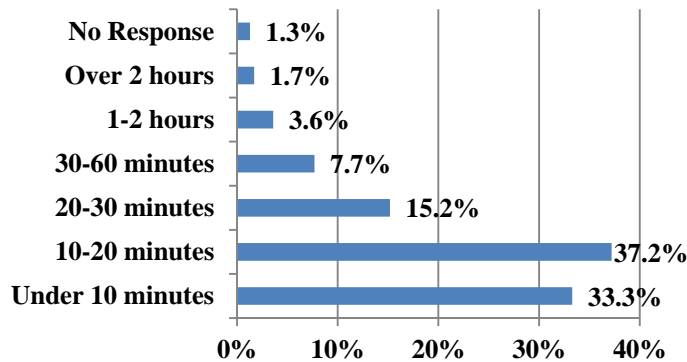
Did You Find What You Were Looking For?

No, 110

No Response or N/A, 79

Yes, 1438
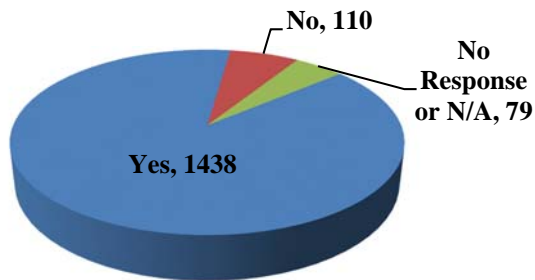
Finding What They Were Looking For

When asked whether or not they had found what they were looking for on UAOnline, the vast majority replied that they had (88%). Only 7% said they did not find what they wanted and 5% did not respond or stated N/A.

Amount of Time Spent

No Response	1.3%
Over 2 hours	1.7%
1-2 hours	3.6%
30-60 minutes	7.7%
20-30 minutes	15.2%
10-20 minutes	37.2%
Under 10 minutes	33.3%

0%   10%   20%   30%   40%

Amount of Time Spent

When asked how long users spent on UAOnline, most (37.2%) stated they spent 20 minutes or less. 33.3% spent less than 10 minutes; 15.2% took 20-30 minutes. 7.7% said it took more than 30 minutes and 3.6% said it took more than an hour 1.3% of students declined to respond.

Preferred Way of Doing Business

No Response, 23

In Person, 479

Phone, 162

Internet/ Email, 1027
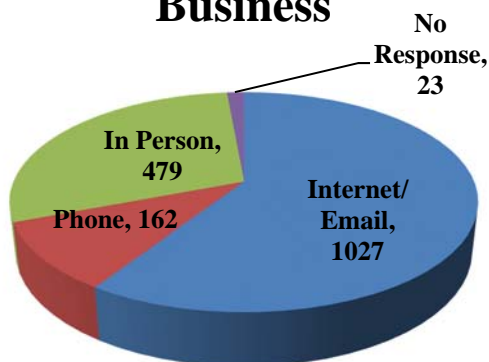
Preferred Way of Doing Business

When asked how students preferred to do business with the University, over half (59.2%) preferred doing it online. A large number (29.4%) preferred to do business in person. 10% preferred over the phone, while 1.4% did not respond.

How Students Rate UAOnline

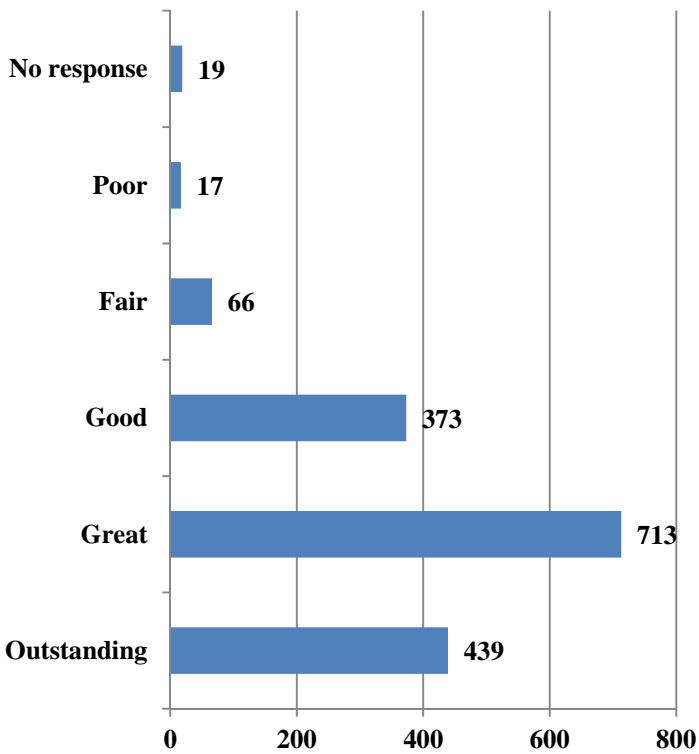| Rating	Count
No response	19
Poor	17
Fair	66
Good	373
Great	713
Outstanding	439

Rating the Service

When asked to rate UAOnline, 27% said the site was 'outstanding', 43.8% stated it was 'great', and 23% replied that it was 'good'. Comparable to past years, an overwhelming 93.7% rated UAOnline positively which is down 1.3% from last year. 4% rated the site as 'fair', and 1% rated the site as 'poor'.

Wanted Contact

No Response, 28
Yes, 163
No, 1436
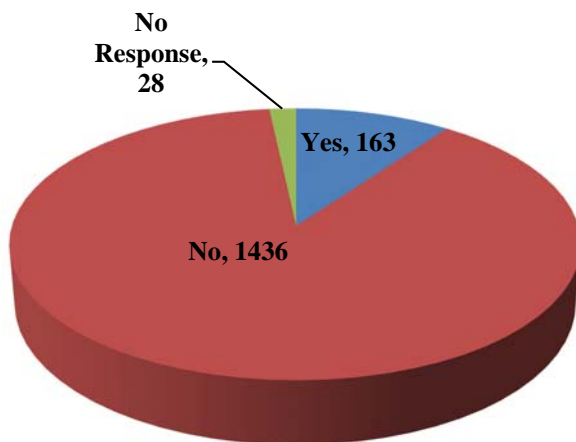
Students Wanting Contact

When asked if students would like contact from the University regarding their feedback responses, the majority (88.3%) responded that they did not want contact. 10% did want contact, while 1.7% chose not to respond.

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)*Status of position on waitlist
*Student reviews of professors
More online classes--specifically in the subject of history
Transfer students' status of credits
Better course descriptions
Ability to email and import class schedule to iCalender or Google calendar
E-mail notification when you have been added from the waitlist to a class
One page, printable version of class schedule

Financial Aid
(2)*More in-depth information about scholarships (dates, amounts, etc.)
*Ability to return loans
More detailed explanation on how to decline a student loan

Earning a Degree
(5)*Ability to change majors/minors/degree seeking status online
*Advisor contact information
More information about online degrees
Graduation application status

Fee Payment
*More detailed explanation of charges
*List of who to contact to clear individual account holds
*Ability to remove holds online
FAQ with questions and answers i.e.: "How long does it take to clear a hold?"
View late fee refund status
Payment option for paying rent separately
Clarity between afford.com and UAOnline
Add the payment deadline to the student account page

Other Services
(3)* Housing and meal plan information (including roommate info.)
*Campus paycard (Wolfcard, etc.) account information
*Copy of acceptance letter
*Status of various appeals/petitions/applications
*Class standing
*Test results (Accuplacer, ACT, SAT)
*Direct access between UAOnline, Blackboard, and email
*Ability to charge books to your university account
*Application statuses
Housing status
Page for important UA contact information that the student can edit
More descriptive help options
Library services link
Online books--instead of having to buy a physical copy
Ability to veterans to apply for VA funding through UAonline
Book exchange--place to post books for trade

Services Requested that are Present on UAOnline or MAU Websites
(4) *Class schedules
*List of required books/materials for classes- booklist generator
*Links to university email pages (webmail) or email access on UAOnline
*Degree requirements/Ability to audit progress
*Direct blackboard access
*More specific course search
*Ability to deposit money onto paycards online
*Checklists (new students, graduation, financial aid, registration, etc.)
*More information about errors in registration
*Ability to create future semester schedules
*Staff directory
*Live chat (general & IT help)
*Search Bar
*Ability to return loans
*Waitlist status
*Other payment options (check, etc.)
*Online forms
*Scholarship lists (including scholarships not related to UA)
*FAQs (Financial aid, registration, etc.)
*Course descriptions
*Important deadlines
*Change personal email addresses, name (i.e. students' personal information)
*Clarity/easy access for paying online
*Financial aid disbursement dates

* Ability to send transcripts to other universities online

*Paying and viewing parking tickets online

Checklist of classes still needed for degree & approved elective courses

Graduation application

Ability to search for writing/oral classes separately

List of available courses

Ability to print unofficial transcripts

Ability to view grades

Emergency text service--if there is an emergency on campus, you can receive a text

Have professors post grades/standing throughout semester

Budget Forecast

Sorority/Fraternity links

Free Transcripts

Contact information for classmates

Parking/Shuttle information

Ability to see credit hours per/week

List of classes required for degree

Finding UA email address, username and password

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?

- It is very easy to use with clear instruction. Anything that isn't understood can be easily learned by contacting the admin office. They are always very helpful, both on the phone and in person. **(Mat-Su)**

- It takes a while to find what you are looking for. I feel like I have to click several links to get where I want to go. (**Center for Distance Education**)

- Easy Peasy. (**Chuckchi**)

- I like using UAOnline because it connects with all the UA colleges. The process for me isn't that easy to use because I am new to the website and hard for me to find the things I am looking for, but the instructions were clear. (**Fairbanks**)

- My experience so far using this site has been a pleasant one. I haven't had any trouble finding my way around or retrieving information that is offered. This kind of worry/stress free time spent online can make a huge difference in which direction my time after goes. Thanks, you are appreciated**. (Interior Aleutians**)

- At first it can be confusing but when advisors show you how it works, it's easy to pick up on. (**Kuskokwim**)

- UA Online is very helpful. The process was easy to use. Instructions are pretty clear. (**Northwest**)

- I feel that the site is good in the fact that it has all of the information that I need, but I rarely have any desire to come to UAonline. I find it harder to navigate than I need, outdated in its coding, and honestly I just don't find it appealing. It really is a good site and useful when it comes to getting my information. It could just use a touch up. (**Prince William Sound**)

- UAOnline is beneficial. Process is easy to understand. The instructions are clear. (**Bristol Bay**)

- I like using UA Online. The process is very easy to use and the instructions are clear. I wish that with some of the financial aid information that there was a little more information provided regarding my status and what's required. I also would like it if UAOnline provided Hyperlinks in order to email the correct person based on the information that you are trying to get or at least a referring phone number where I can call to get more information. And time I have questions I have to go the UAA website and look for the phone number of a person to talk to and usually I don't know who or what I need and I get directed around and put on hold forever. If UAOnline provided contact information if you have further questions it would be most helpful. (**Anchorage**)

- Having the option to use UAOnline to register for classes, make payments, and check degree requirement status has been awesome. The wide range of services offered through the site allow me to get things done all in one spot without going off on a rabbit trail trying to find information. I greatly appreciate having UAOnline as a resource. (**Juneau)**

- I am 52. When I attended college after High School we did not have this type of instant access to all of this information. It is great! The process is easy to use for those of us that grew up without computers. Instructions are clear as they can be. (**Kenai Peninsula College**)

- I love it, I've been a student for many years and your website is easy to use with clear instructions. I really like degree works as it is nice to see progress of degree completion and the 'what if' option. (**Interior-Aleutians)**

Summary

The success and support of UAOnline continues to remain strong. UAOnline is continuously being improved thanks to the feedback of students and staff. It is the portal for incoming and current students, as well as for staff and faculty. Over half of UAOnline users assessed the site once a week and 93.7% of users rated UAOnline positively with over half preferring to go through UAOnline for University business. The majority of users spent 20 minutes or less on UAOnline, with 88% finding what they were looking for. This goes to show how much of a key component UAOnline is to the success of University of Alaska students. However certain parts of UAOnline should be looked at for improvement, notably in the areas of students' requests for features.

Appendices: A-C

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)

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)

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!

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

Total Responses
1627

Where are the Responses From?			
	Campus	**Total responses**	**% of Responses**
UAA	**Anchorage Campus**	760	46.7%
	Kenai Peninsula College	57	3.5%
	Kodiak College	16	0.9%
	Mat-Su College	59	3.6%
	PWS College	15	0.8%
UAF	**Fairbanks Campus**	442	27.2%
	Center for Distance Education	38	2.3%
	Bristol Bay Campus	16	0.9%
	Chuckchi Campus	7	0.3%
	Interior-Aleutians Campus	14	0.8%
	Kuskokwim Campus	22	1.3%
	Northwest Campus	5	0.2%
	Community & Technical College	28	1.7%
UAS	**Juneau Campus**	137	8.4%
	Ketchikan Campus	17	0.9%
	Sitka Campus	9	0.5%

*Where did you Access UAOnline From?			
Home	**Office**	**School**	**Other**
1187	366	368	153
57.2%	17.6%	17.7%	7.4%

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

Is this your first visit to UAOnline?		
	Responses	**% of Responses**
Yes	98	6%
No	1511	92.8%
No response	20	1.2%

How Often have you Visited our Site?		
	Responses	**%of Responses**
Once a Week	909	55.9%
2-3 times a month	348	21.4%
Monthly	192	11.8%
Other	60	3.7%
Not Applicable	16	1%
I plan to come back	49	3%
No response	53	3.2 %

How did you Connect to UAOnline?		
UA connection	519	31%
Private ISP	1074	66%
No Response	34	2%

*What did you Access?					
Registration	**Grade Report**	**Unofficial Transcript**	**Account Information**	**Address Information**	**View Holds**
911	618	492	1124	213	329
56%	38%	30.2%	69.1%	13.1%	20.2%
Pin Change	**Name Change**	**Financial Aid**	**Fee Payment**	**Other**	
201	59	833	424	158	
12.3%	3.6%	51.2%	26.1%	9.7%	

*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	1439	88.4%
No	111	6.8%
No Response or N/A	79	4.8%

How much time did you spend?		
	Responses	**% of Responses**
Under 10 minutes	542	33.3%
10-20 minutes	607	37.3%
20-30 minutes	247	15.2%
30-60 minutes	126	7.7%
1-2 hours	58	3.6%
Over 2 hours	28	1.7%
No response	20	1.2%

How do you prefer to do business with the University?		
	Response	**% of Responses**
Internet/Email	963	59.1%
Telephone	162	9.9%
In Person	479	29.4%
No Response	26	1.6%

How would you rate our site?		
	Responses	**% of Responses**
Outstanding	439	27%
Great	713	44%
Good	373	23%
Fair	66	4%
Poor	17	1%
No Response	21	1%

Would you like us to contact you regarding your feedback?		
	Responses	**% of Responses**
Yes	163	10%
No	1436	88.3%
No Response	27	1.7%

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
1428	1	198	1627
88%	<1%	12%	100%

Name			
**Non-Duplicate Names	No Response	Duplicate Names	Total Overall Replies
1397	1	229	1627
85.9%	<1%	14%	100%

ID Number			
**Non-Duplicate ID Numbers	No Response	Duplicate ID Numbers	Total Overall Replies
1398	0	229	1627
86%	0%	14%	100%