

# **UAOnline Student Feedback Report**



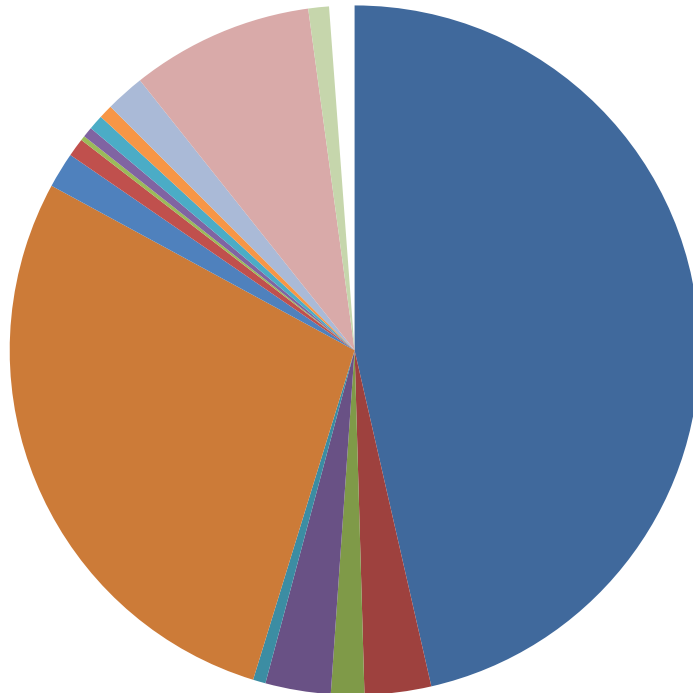
## **I. Overview of UAOnline**

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

## II. Statistical Information from Survey Questions

### Location of Feedback Responses

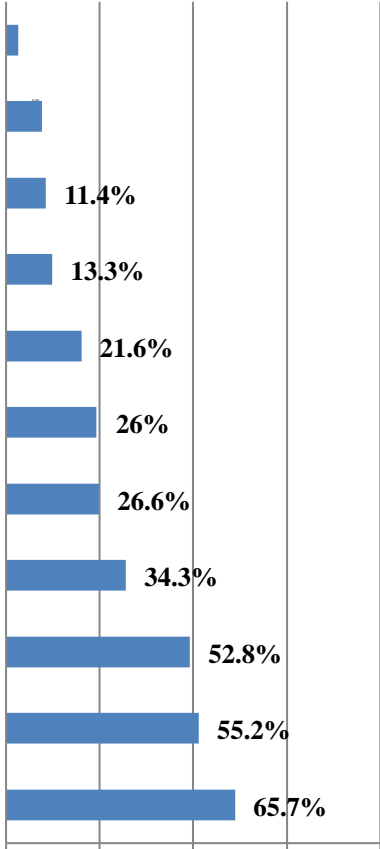
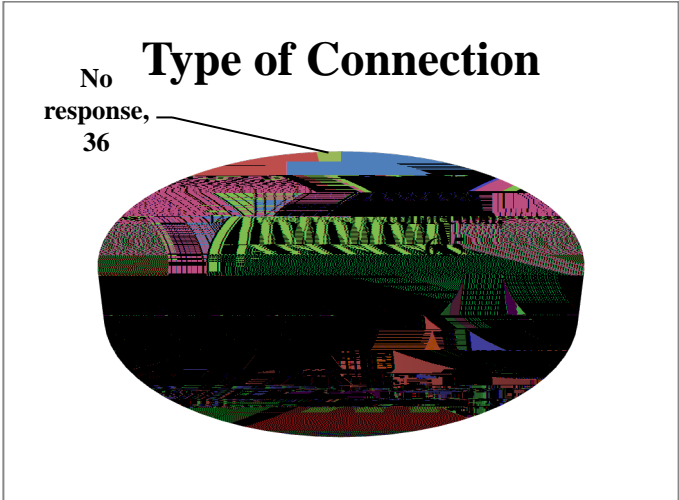
Last year 1,861 users completed the student survey. The graph below shows the distribution of the users who responded across different UA campuses: 46.4% from Anchorage, 28.2% from Fairbanks and 8.5% from Juneau; Along with 8.4% from UAA community campuses, 6.3% from UAF community campuses and 2.2% from 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.

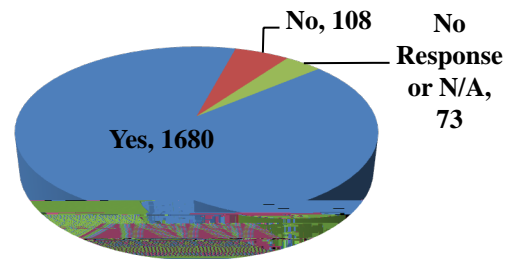




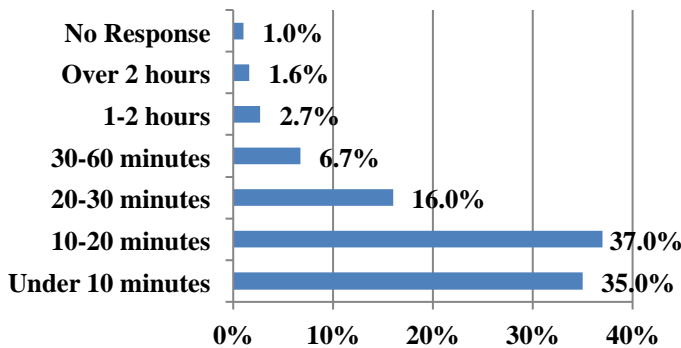
### Finding What They Were Looking For

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**



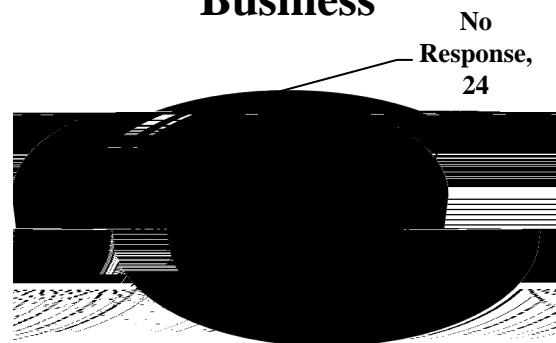
### Amount of Time Spent

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

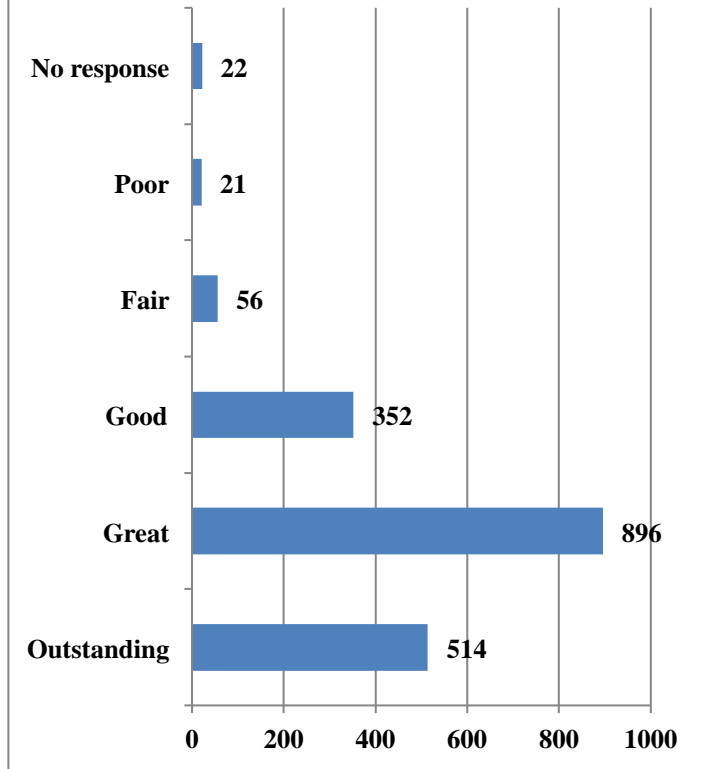
When asked how students preferred to do business with the University, over half (55.2%) preferred doing it online. A large number (32%) preferred to do business in person. 11.5% preferred over the phone, while 1.3% did not respond.

### **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',

## Wanted Contact

No  
Response, 19

Yes, 192

No, 1650

### **III.**



## 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 ul.y w a10

## **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**

## 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?**

-

- 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



# UAOnline Feedback Data Report

<b>Total Responses</b> 1861
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Where are the Responses From?			
	Campus	Total responses	% of Responses



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## 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.

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