

# UOnline Student Feedback Report

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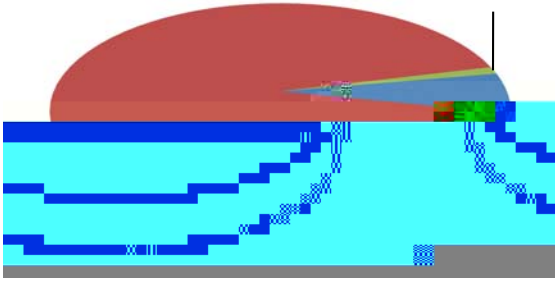
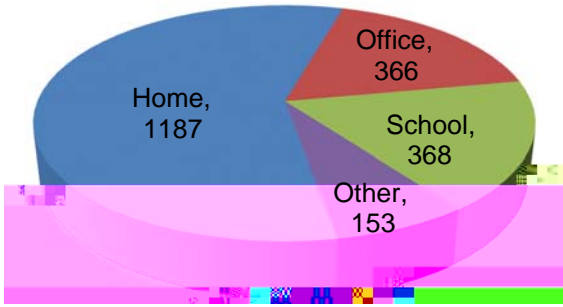
## Overview of UAOnline

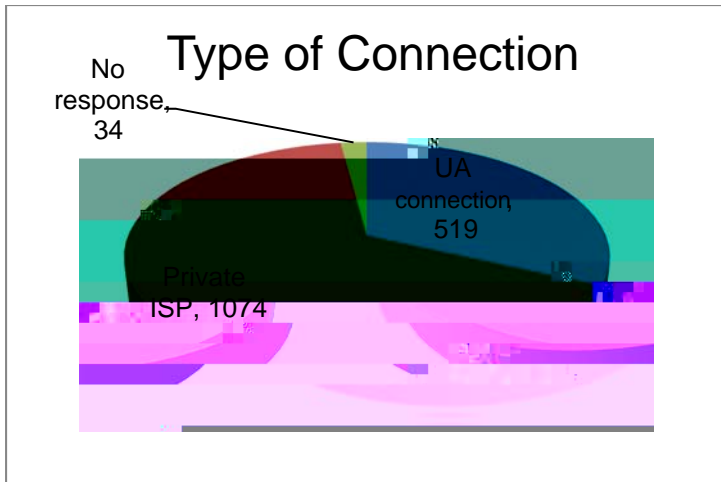
For over 15 years UAOnline has been an essential part of the University of Alaska

**Statistical Information from Survey Questions**

Percentage of Students Leaving Feedback by Campus

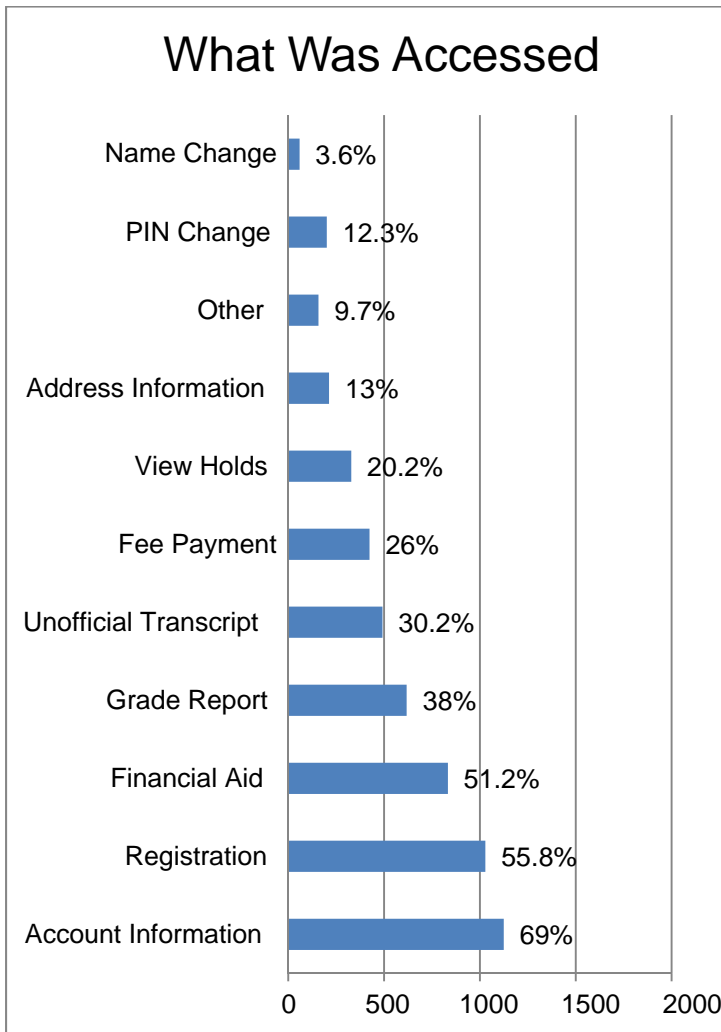
# Point of Access





### 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.

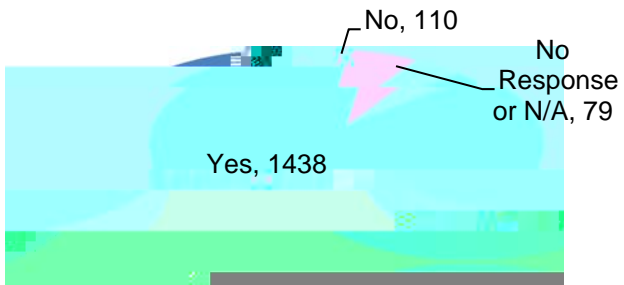


### What Was Accessed

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

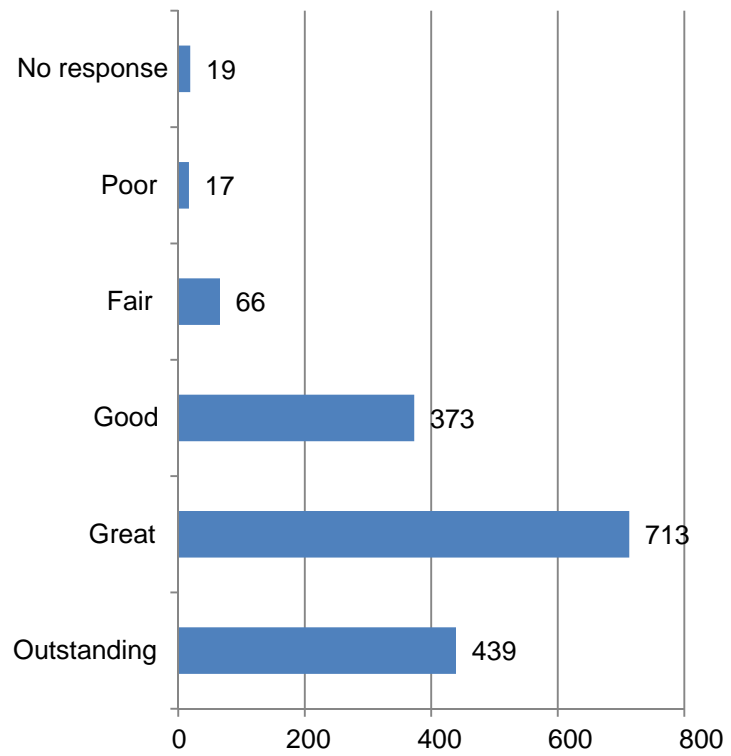
1. Account Information
2. Registration
3. Financial Aid
4. Grades
5. Unofficial Transcript

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%.





## How Students Rate UAOnline



## 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 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 applications/petitions/applications

\*Class standing

\*Test results (Accuplacer, ACT, SAT)

\*Direct access between UAOnline, Blackboard, and email

\*Ability to charge books to your university account

\* 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?

- x It is very easy to use with clear instructions. 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)
- x 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)
- x Easy Peasy. (Chuckchi)
- x 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 site and hard for me to find the things I am looking for, but the instructions were clear. (Fairbanks)
- x 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)
- x At first it can be confusing but when advisors show you how it works, it's easy to pick up on. (Kuskokwim)
- x UA Online is very helpful. The process was easy to use. Instructions are pretty clear. (Northwest)
- x 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 just don't find it appealing. It really is a good site and useful when it comes to getting information. It could just use a touch up. (Prince William Sound)
- x UAOnline is beneficial. Process is easy to understand. The instructions are clear. (Bristol Bay)

x

## Summary

The success and support of UAOnline continues to remain strong. UAOnline is continuously being improved thanks to the feedback of students and staff. UAOnline is the portal for incoming and current students, as well as faculty and staff. 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 for improvement, notably in the areas of students' requests for features.

## **Appendices: A C**



# Appendix

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

## Appendix B

## UAOnline Feedback Data Report

Total Responses 1627
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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
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		



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