

Distance students were surveyed randomly by telephone during April - May 2014. Results from these focus groups will be used to improve the DE courses at UWG.

## [The Phone Survey](#)

### Telephone Survey Results

#### 1. Please rate the admissions process at UWG.

N = 65	%
a. Good	84.6
b. Needs Improvement	15.4

#### 2. Were you aware advisement is available for online students?

N = 101	%
a. Yes	86.1
b. No	13.9

#### 3. In your most recent advisement, how did you receive advisement services? More than one may apply.

N=92	%
a. I did not receive advisement	7.6
b. Online	5.4
c. Through email	51.1
d. By telephone	28.3
e. In person	29.4

#### 4. Please rate the advisement you received.

N=83	%
a. Good	96.4
b. Needs Improvement	3.6

#### 5. Please rate the registration process you experienced.

N=103	%
a. Good	94.2
b. Needs Improvement	5.8

#### 6. Please rate the fee payment process you experienced.

N=104	%
a. Good	94.2
b. Needs Improvement	5.8

#### 7. Were you aware tutoring services are available for online students?

N=103	%
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a. Yes	66.0
b. No (Skip #8)	34.0

**8. Did you utilize any of the available tutoring services?**

N=68	%
a. Yes	10.3
b. No	89.7

**9. Please rate the tutoring you received as an online student.**

N=7	%
a. Good	85.7
b. Needs Improvement	14.3

**10. Were you aware health, counseling and accessibility services were available for online students?**

N=103	%
a. Yes	51.5
b. No	48.5

**11. Have you ever utilized any of these services? (In reference to Question 10)**

N=52	%
a. Yes	5.8
b. No (Skip #11)	94.2

**12. Please rate the services you utilized.**

N=3	%
a. Good	100.0
b. Needs improvement	0.0

**13. Did you use any library resources, either by visiting a library or using online library resources?**

N=104	%
a. Yes	63.5
b. No	36.5

**14. Please rate the availability of library services for online students.**

N=76	%
a. Good	92.1
b. Needs Improvement	7.9

**15. Have you utilized any other student services offered to online students?**

N=103	%
a. Yes	68.9
b. No	31.1

**16. Please rate your experience with the student service(s) that you received.**

N=71	%
a. Good	93.0
b. Needs Improvement	7.0

**17. How did you receive instruction on how to use CourseDen? More than one may apply.**

N=104	%
a. Did not receive instruction	1.0
b. Learned by myself	50.0
c. Online information	15.4
d. Live Orientation	9.6
e. The instructor or orientation module inside your course	26.0
f. Online CourseDen training course	16.4
g. Other class members	3.9

**18. Did those instructions provide you with enough information to effectively use CourseDen by the second week of your course?**

N=102	%
a. Yes	98.0
b. No	2.0

**19. If you had problems accessing a course or using CourseDen how did you seek help? More than one may apply.**

N=104	%
a. Never had problems	62.5
b. The UWG Online Help Desk by either email, phone or live chat	22.1
c. The instructor or orientation module inside the course	13.5
d. Another classmate	2.9
e. The online CourseDen training course	1.9

f. The after-hours Help Desk	0.0
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**20. Was \_\_\_\_\_ (answer above) successful in solving your issues?**

N=38	%
a. Yes	92.1
b. Somewhat	7.9
c. No	0.0

**21. Overall, did you receive prompt and courteous support?**

N=37	%
a. Yes	97.3
b. No	2.7

**22. Have you ever taken a traditional campus course?**

N=104	%
a. Yes	54.8
b. No	45.2

**23. Compared to a traditional course, how much do you think you learned in an online course? Was it about the same, more, or less than in a traditional course?**

N=56	%
a. About the same	55.4
b. More	23.2
c. Less	21.4

**24. Compared to a traditional course, how much did you interact your instructor? Was it about the same, more, or less than in a traditional course?**

N=57	%
a. About the same	28.1
b. More	26.3
c. Less	45.6

**25. Compared to a traditional course, how much did you interact with your classmates? Was it about the same, more, or less than in a traditional course?**

N=59	%
a. About the same	23.7
b. More	32.2
c. Less	44.1

**26. Are you an adult learner or veteran? More than one may apply.**

N=104	%
a. Adult Learner	77.9

b. Veteran	8.7
c. Neither	16.4

**27. Do you think there are enough online courses offered at UWG?**

N=102	%
a. Yes	68.6
b. No	24.5
c. Not sure	6.9

**28. If your recent online course(s) were not offered online, would you have driven to our Carrollton or Newnan campus to take the course?**

N=102	%
a. Yes	43.1
b. No	55.9
c. Not offered on either campus	1.0

**29. What reason(s) led you to take an online class? More than one may apply.**

N=100	%
a. Part of an online degree program	22.0
b. Not offered on campus	2.0
c. Distance (too far to drive)	26.0
d. Cost (save money)	9.0
e. Convenience	79.0

**30. If offered virtually, would you participate in student life, student government or student association opportunities? (examples: honors, clubs etc.)**

N=101	%
a. Yes	33.7
b. No	61.4
c. Not sure	5.0

**Open-Ended Questions for Distance Student Telephone Survey**

**April - May 2014**

**How can admissions be improved?** (Asked only when students said the advisement services needed improvement)

- More communication with the interested applicants
- changing programs. information transfer failure
- better paperwork
- The admissions department lost my transcripts and that made it tougher than it needed to be
- Unclear who advisor would be for his program. More straight forward
- need quicker result
- It was a little confusing. I was out of school for 20 years and a transient student. The process was not easy
- smooth

- lost information

**How can advisement services be improved?** (Asked only when students said the advisement process needed improvement)

- didn't really get advised
- Getting a hold of an advisor took longer than it should have
- Dr. Bradford was awesome!
- The adviser just did not really seem to care. But we do have a very rigid course schedule to go by and they just ask if you are ready to take the next few classes.
- 10/10
- 9/10

**How can the registration process be improved?** (Asked only when students said the registration process needed improvement)

- simple
- wasn't organized
- an integrated calendar
- only problem was when I changed my degree the classes were full
- cumbersome
- not user friendly
- easy
- planned better
- hard to find or navigate
- have to find everything by themselves, no confirmation email. Need updated emails about holds
- some classes not offered in fall
- hard to figure out

**How can the fee payment process be improved?** (Asked only when students said the fee payment process needed improvement)

- they don't accept credit card
- Easier than other schools
- I have to pay on campus because I have had issues with the online payment system in the past
- The process was easy, but the selection of payment services, (not accepting visa) could be improved
- Classes had been dropped without a review of my SAP
- A little confusion where to find the break down bill
- the credit card method charges a lot of fees
- Concerned because had to pay extra fees for just 5 class meetings due to a partial online

**Which service(s) did you utilize?** (Asked only when students said they did utilize the tutoring services)

- Smarthinking
- disabilities center
- eCore online tutoring
- Math tutoring
- Graduate Help Desk

**How can tutoring be improved?** (Asked only when students said the tutoring services needed improvement)

- categorization was awful. didn't work well. defined what she was looking for instead of helping her
- Scott was great!

**Would you mind sharing which service(s) you utilized?** (Asked only when students said they received either health, counseling or accessibility services)

- Accessibility Services
- Health Services

**Which method did you used?** (Asked only when students said they utilized library resources)

- Database
- Galileo
- Smarthinking
- Used library computers
- Rental services (video camera) in College of Education
- Used the library as a place to study

**How can library services be improved?** (Asked only when students said the library services needed improvement)

- kind of confusing; sometimes access problems; didn't know that they would send documents
- 24 hours service isn't very valuable to UWG students. Should be local
- Too many passwords changed
- Clearer instructions on how to use items
- Hard to use and navigate
- Galileo!
- Super convenient
- Some of the resources were harder to get because I live far away
- Required to use library services
- Hard to access; I got frustrated, maybe an online tutorial on CourseDen where the password is

**Please specify which other services you utilized.** (Asked only when students said they utilized other additional services)

- Financial Aid
- UWG Bookstore
- Career Counseling
- Dining Services
- Banweb
- Financial Aid, best process I've had period.
- Military and Veteran services
- Parking
- Exam and Testing
- UWG Bookstore Online

**How can these other services be improved?** (Asked only when students said the other services needed improvement)

- get more selection
- hard to navigate; just used Amazon
- communication between the employees about how much aid I was getting
- Bookstore time management
- Military and veteran service not known
- books cheaper on Amazon

**Please explain.** (Asked only when students said the CourseDen instructions and orientations did not provide them with enough information to effectively use CourseDen within the second week of classes)

- Needed live guidance
- The overview was complicated and needed more tinkering. By the third week it was easy

**How was \_\_\_\_\_ not successful in solving your CourseDen issues?** (Asked only when students said the CourseDen help they received was not or only somewhat successful in resolving their issue)

- It was elevated to Blackboard Collaborate

**Please explain what could have been improved.** (Asked only when students said they did not receive prompt and courteous support)

- The instructor didn't really explain enough

**Can you explain your answer?** (Corresponds with Question 23)

- It's like the professor doesn't exist. Weren't really helpful
- More information
- You actually had to read the chapter and participate for in the online discussions in order to make the grade, where in traditional courses I just studied for the tests
- I'm on my own time frame so I can make sure that I have caught all of the material
- It depended on the class really
- The learning is better in a traditional course, more face to fact help
- time convenient
- It was the same type of information and the teachers were very thorough
- It was same material just delivered through a different method
- One class had no interaction at all and I just did the work and passed. But I could not tell you what I was supposed to learn in that class. But my other class was great with many chat sessions and the works
- I was getting the same amount of information, just a different way of learning it
- Going at my own pace helped me a lot
- The interaction with the instructor is less and I believe that I get more out of a face-to-face meeting
- I still had a book and was able to read through everything I was supposed to
- It was a self taught. It was a different experience, but I learned the same amount
- Online was the same instruction, just more self teaching
- We had more responsibility than in a normal classroom
- teacher was not available
- If there was more interaction between the instructor and myself. It can be hard to get some of your issues heard over email
- Depends on the course. eCore I feel like I learned more because there is more additional material
- the class had lecture you can watch

**Can you explain your answer?** (Corresponds to Question 24)

- less interaction
- Emailed students frequently
- Direct feedback given
- I emailed questions and they answered every discussion question I had
- Virtual classroom sessions, phone calls and emails
- Responded to my emails quickly
- Instructor did not offer as much help
- Same amount of help offered
- We communicated a lot through emails and discussions
- The course layout was well
- Depends on the instructor
- We had online meetings
- You get more one on one time online but less in general class time. So it evens out
- It was mostly self-taught
- Issues with sending emails

**Can you explain your answer?** (Corresponds to Question 25)

- discussed with a wider variety of students because of the discussion board
- didn't interact much with them
- We are required to give feedback to our peers and we even had our feedback graded at certain points
- It all depended on the course, In some courses we had group projects, in other it was completely independent
- Only interacted through discussion boards
- I am a very social person and I did not like online very much because there was no interaction in



- that one class
- A lot of group work in my online course

**What additional services or programs would help you better succeed as an adult learner or veteran?**

(Asked only when students said they were either an adult learner or a veteran)

- None
- More class options outside of major
- Not sure
- Reminder course on scholarly writing (MLA & APA)
- More capstone services
- Video clips showing how to use certain websites
- On-campus daycare
- More feedback from the instructor and interaction between instructor and students
- Age specific classes
- More clarity on instructions for applying and enrolling
- More tutorials
- Tutoring

**What do you enjoy the most and the least about being an adult learner?** (Asked only when students said they were either an adult learner or a veteran)

- The Most:
  - time management
  - availability
  - flexibility
  - online experience
  - self-paced
  - class interaction
  - assignments were posted well in advance
  - the hybrid option
- The Least:
  - Depending on the class, the student may need more hands-on assistance
  - time management
  - Hard to communicate with younger students whose perspectives are different
  - Given more work to compensate for not being in class
  - Not enough communication
  - The technology can be troubling and confusing
  - conflicting obligations
  - Early deadlines

**What challenges have you faced as an online student?**

- Being able to communicate with the instructor in a timely manner
- Lack of synchronicity and face-to-face interaction with instructors and students
- Keeping up with assignments
- Group Projects
- Accessing assignments
- When system servers stop working (i.e CourseDen)
- Using Microsoft Office tools
- Stream lining websites
- Not enough summer online courses available
- Time management

**Are there any other ways online courses, programs, and services for UWG online students could be improved?**

- More interaction with instructors and students
- Everything is great!
- Not sure

Nothing

- Speedier communication
- Better website structure
- More of a variety for assignments (rather than just papers and discussions)
- Career services (help students outside of the Carrollton area locate jobs)
- Offer more online courses
- Decrease costs
- Opportunities for face-to-face conference with the instructor
- Make an easier advisement process
- Better admissions and registration processes
- Have more books offered online
- More virtual lectures (like Wimba Classrooms)

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