Q6 Where you admitted to UWG within the last 12 months?
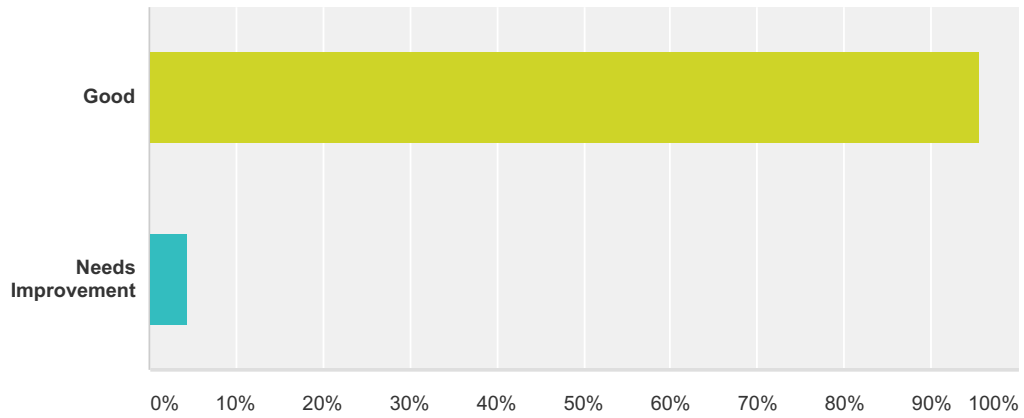
Answered: 107   Skipped: 10
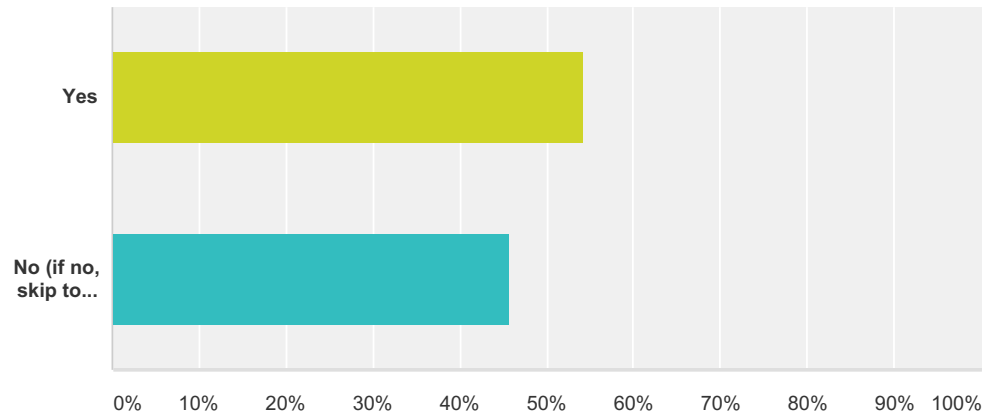
Answer Choices	Responses	
Yes	**54.21%**	58
No (if no, skip to Question # 3)	**45.79%**	49
Total		**107**

Q7 Please rate the admissions process at UWG.

Answered: 70   Skipped: 47

Answer Choices	Responses	
Good	**95.71%**	67
Needs Improvement	**4.29%**	3
Total		**70**

| #	*If needs improvement, ask "How can the admissions process be improved?"	Date
1	2008- bad Good now	4/16/2015 4:46 PM
2	explaining that as distance she wouldn't have to go orientation	4/16/2015 4:43 PM
3	very attentitive	4/16/2015 1:40 PM
4	Admissions here was really good and everyone was so helpful	4/16/2015 10:37 AM
5	easier than past experiences with other schools	4/15/2015 12:12 PM
6	10	4/14/2015 2:27 PM
7	Easy process was simple	4/14/2015 12:07 PM
8	Pleased with the process, everything was fast.	4/14/2015 11:23 AM
9	Having one person as a contact. Never got an email that the acceptance letter I should get and that made the process slow down quite a bit.	4/13/2015 3:53 PM

Q8 Did your participate in a UWG Orientation session?

Answered: 98   Skipped: 19
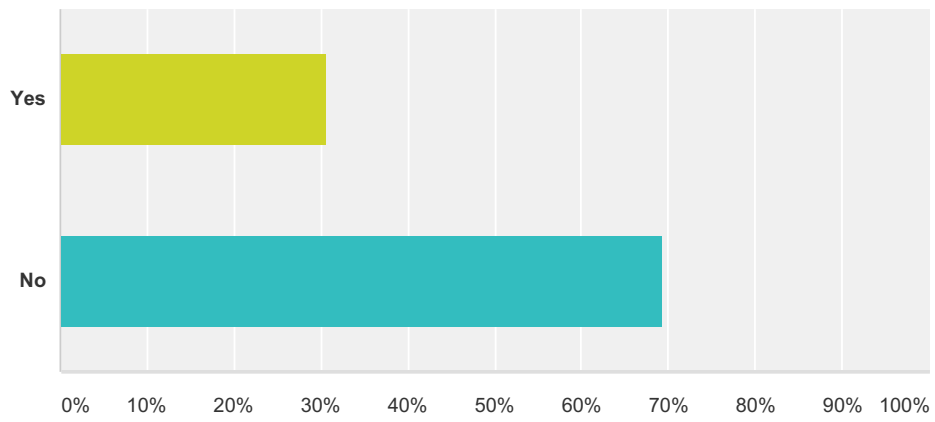
Answer Choices	Responses	
Yes	**30.61%**	30
No	**69.39%**	68
Total		**98**

Q9 Were you aware advisement is available for online students?

Answered: 107   Skipped: 10
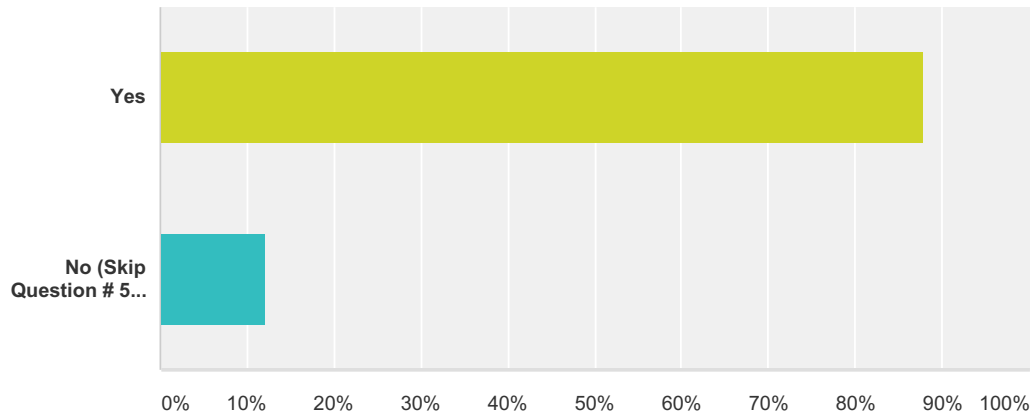
Answer Choices	Responses	
Yes	**87.85%**	94
No (Skip Question # 5 & 6)	**12.15%**	13
Total		**107**

Q10 In your most recent advisement, how did you receive advisement services?

Answered: 90   Skipped: 27
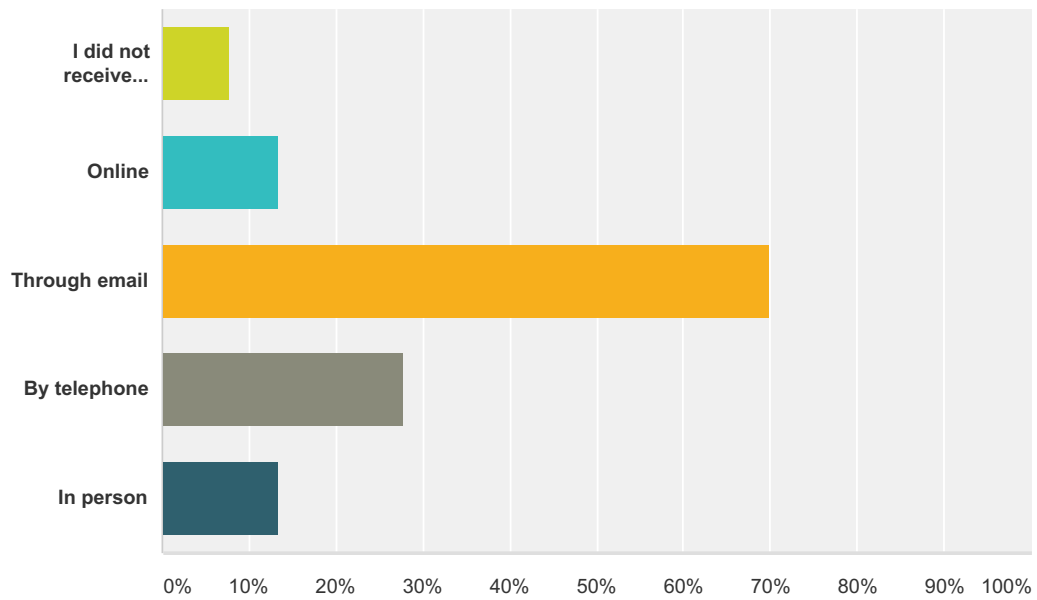
Answer Choices	Responses	
I did not receive advisement (Skip Question 6)	**7.78%**	7
Online	**13.33%**	12
Through email	**70.00%**	63
By telephone	**27.78%**	25
In person	**13.33%**	12
Total Respondents: 90		

#	Other (please specify)	Date
1	didnt work in person	4/16/2015 1:40 PM
2	email mostly	4/15/2015 12:33 PM
3	Through the department in person	4/14/2015 4:42 PM
4	hasn't been able to get ahold of advisor	4/14/2015 2:41 PM
5	advisor looked at credits and printed out suggestions for students to take for next semester	4/14/2015 1:26 PM
6	timely manner	4/14/2015 12:59 PM
7	Advised in Newnan Campus	4/14/2015 11:59 AM

# Q11 Please rate the advisement you received.

Answered: 84   Skipped: 33
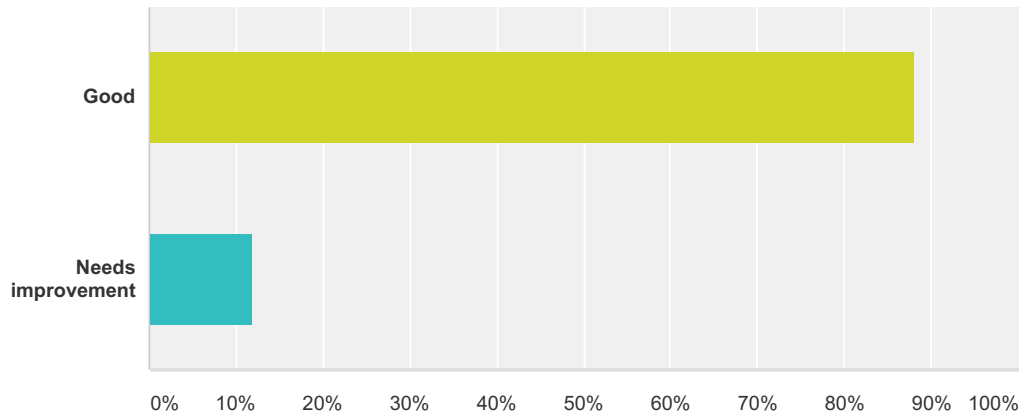
Answer Choices	Responses	
Good	**88.10%**	74
Needs improvement	**11.90%**	10
Total		**84**

#	*If needs improvement, ask "How can advisement services be improved?"	Date
1	Too much re-directing... poor correspondence in terms of reaching the Fin Aid office	4/17/2015 10:53 AM
2	advisor never answered emails	4/16/2015 3:58 PM
3	just kind of busy and haven't heard back	4/16/2015 3:20 PM
4	good. did have issues between semesters getting in touch with people bc it was hectic period. sent emails and recieved no reponses several times but in the end was able to receive assitance.	4/16/2015 1:40 PM
5	enjoyed it better was not online advisement	4/16/2015 12:03 PM
6	need clarity on where students need to be advised	4/15/2015 4:10 PM
7	liked online, not in person	4/15/2015 2:53 PM
8	excellent	4/15/2015 12:33 PM
9	trying to switch advisors--playing phone tag with advisor	4/15/2015 12:15 PM
10	they have improved over the semester	4/15/2015 12:12 PM
11	could use a little improvement: more communication between students and advisors	4/15/2015 12:00 PM
12	face to face felt very lost	4/15/2015 10:09 AM
13	they don't inform ahead of time.	4/14/2015 4:42 PM
14	Has gotten better over the years, her adviser comes to her now rather than the caller having to seek them out.	4/14/2015 12:59 PM
15	Fine, no complaints	4/14/2015 12:07 PM
16	I was the one that had to reach out for information about registration.	4/14/2015 11:11 AM
17	It took me a while to actually get in touch with my adviser.	4/13/2015 3:53 PM

Q12 Please rate the registration process you experienced.

Answered: 106   Skipped: 11
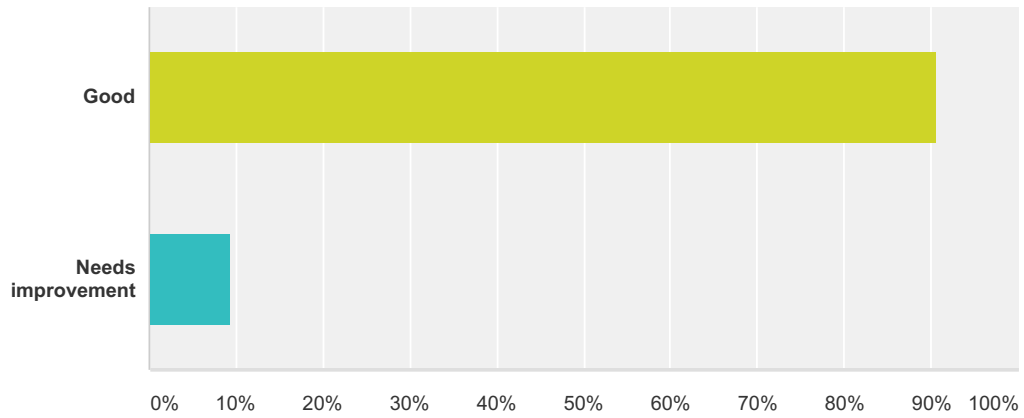
Answer Choices	Responses	
Good	**90.57%**	96
Needs improvement	**9.43%**	10
Total		**106**

#	*If needs improvement, ask "How can the registration process be improved?"	Date
1	Easy	4/17/2015 11:57 AM
2	gets a little confusing	4/17/2015 10:41 AM
3	Finding graduate level classes are hard	4/16/2015 3:51 PM
4	easy	4/16/2015 1:09 PM
5	Advisor was not very helpful	4/16/2015 12:52 PM
6	A little confusing	4/16/2015 11:33 AM
7	Super Easy	4/16/2015 10:37 AM
8	Scale 1-10: 7	4/16/2015 10:23 AM
9	needed to redo all paperwork, need efficiency with paperwork. Computer system has messed up and would not accept paperwork	4/15/2015 4:10 PM
10	easier than past experiences at other schools	4/15/2015 12:12 PM
11	new experience loved a webinar (question and answers) or training	4/15/2015 10:09 AM
12	holds placed on registration and a long laundry list for those specific classes	4/14/2015 4:42 PM
13	Irritating not being able to see the courses far enough ahead of time, but schedule builder is good.	4/14/2015 4:28 PM
14	Graduation was pending	4/14/2015 3:10 PM
15	can only register on certain days, as a top student has no choice in when to register	4/14/2015 2:04 PM
16	Simple	4/14/2015 12:07 PM
17	Little bit of complications	4/14/2015 11:59 AM

18	Orientation was organized and helpful	4/14/2015 11:41 AM
19	easy	4/14/2015 10:09 AM

Q13 Please rate the fee payment process you experienced.

Answered: 104   Skipped: 13
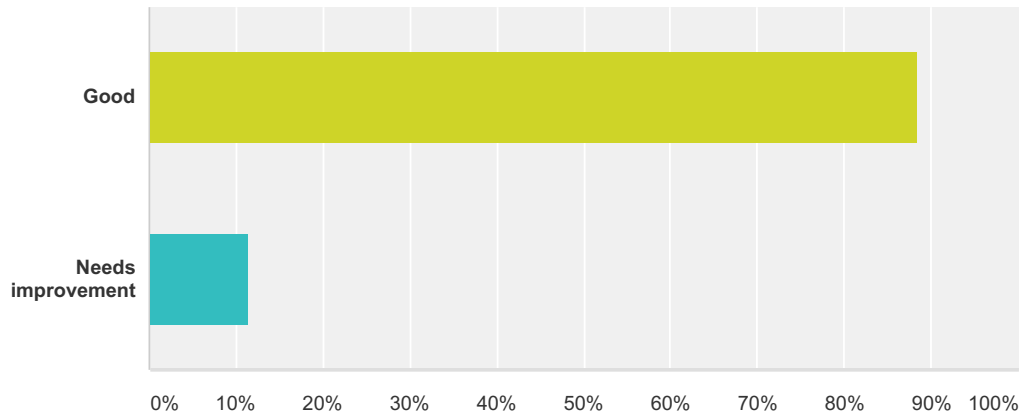
Answer Choices		Responses	
Good		**88.46%**	92
Needs improvement		**11.54%**	12
Total			**104**

#	*If needs improvement, ask "How can the fee payment process be improved?"	Date
1	Could be better if the classes were included	4/17/2015 11:57 AM
2	receipt wasn't very detailed, if it included the classes taken on it, it would be much better	4/17/2015 11:52 AM
3	slow communication process..especially with fin aid	4/17/2015 10:53 AM
4	wish there was a bill in the mail instead of online payment	4/16/2015 2:50 PM
5	Tried to pay using credit card, kept rejecting payment--took probably 3 weeks to get resolved. would not accept credit card. couldn't speak with a representative to get payment.	4/16/2015 2:20 PM
6	no issues	4/16/2015 1:40 PM
7	very easy.	4/16/2015 1:09 PM
8	Faculty, so she receives TAP	4/16/2015 12:23 PM
9	Financial Aid was easy to navigate	4/16/2015 10:37 AM
10	difficult to navigate at first	4/15/2015 3:33 PM
11	Charged on campus fees when she was online	4/15/2015 2:53 PM
12	confusing as to when financial aid is coming in	4/15/2015 10:09 AM
13	How much of the loan is used and summer semester loan	4/14/2015 4:28 PM
14	Not satisfied with the upcharge for credit card usage.	4/14/2015 4:17 PM
15	Not satisfied with the upcharge for credit card usage.	4/14/2015 4:16 PM
16	more direct steps and time consuming	4/14/2015 3:44 PM
17	pays in person	4/14/2015 2:41 PM

18	a little unclear, doesn't always communincate effectively	4/14/2015 2:04 PM
19	TAP participant	4/14/2015 12:53 PM
20	Very easy	4/14/2015 12:07 PM
21	Not great, but good	4/14/2015 11:59 AM
22	Finanaical aid office helped	4/14/2015 11:41 AM
23	Easy	4/14/2015 10:09 AM

Q14 Were you aware tutoring services are available for online students?

Answered: 107   Skipped: 10
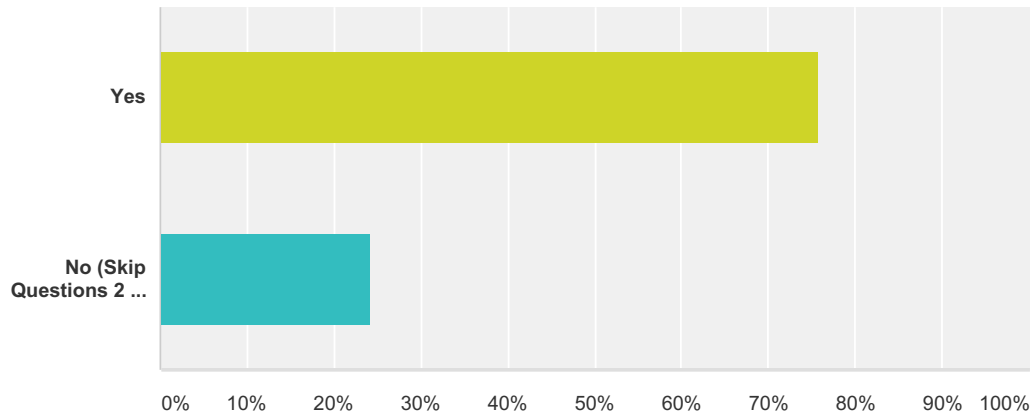
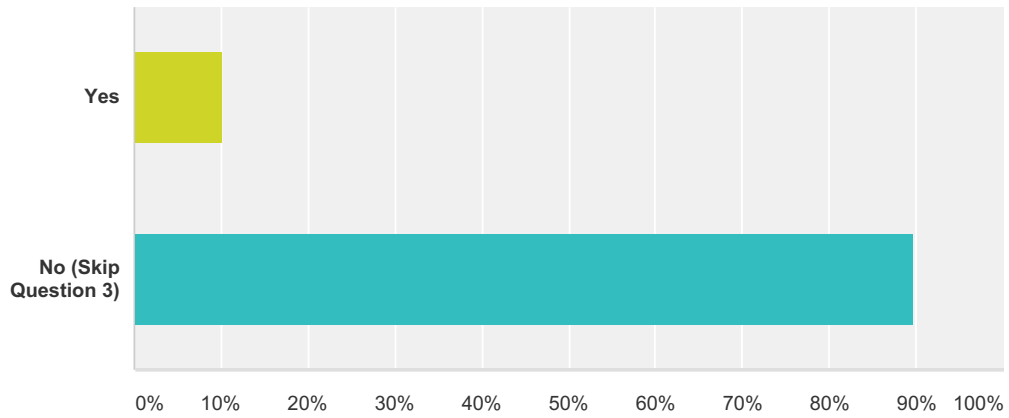| Answer Choices	Responses	
Yes	**75.70%**	81
No (Skip Questions 2 & 3)	**24.30%**	26
Total		**107**

#	If no, refer to Online Student Guide	Date
	There are no responses.	

Q15 Did you utilize any of the available tutoring services?

Answered: 79   Skipped: 38

Answer Choices	Responses	
Yes	**10.13%**	8
No (Skip Question 3)	**89.87%**	71
Total		**79**

#	*If yes, ask "Which service(s) did you utilize?"	Date
1	BlackBoard IM and got assistance	4/17/2015 11:57 AM
2	Black board IM and asked for help	4/17/2015 11:53 AM
3	computer science	4/15/2015 4:44 PM
4	tutoring services specific for UWG CS majors CS office hours CSX grad student help desk	4/14/2015 2:05 PM
5	smarthinking	4/14/2015 1:52 PM
6	online writing lab	4/13/2015 4:56 PM

Q16 (Mark 3 yes) Please rate the tutoring you received as an online student.

Answered: 7   Skipped: 110
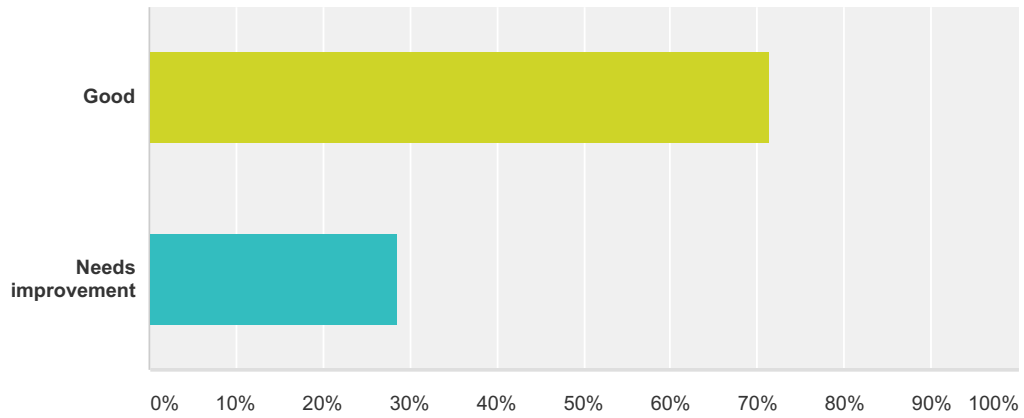
Answer Choices	Responses	
Good	**71.43%**	5
Needs improvement	**28.57%**	2
Total		7

#	*If needs improvement, ask "How can tutoring be improved?"	Date
1	They had undergraduate students helping graduate students	4/17/2015 11:57 AM
2	they had undergraduate students helping graduates so the information received could have been better.	4/17/2015 11:53 AM
3	not quite as helpful as visual tutoring but very knowledgeable	4/14/2015 2:05 PM

Q17 Were you aware health, counseling and accessibility services were available for online students?

Answered: 106   Skipped: 11
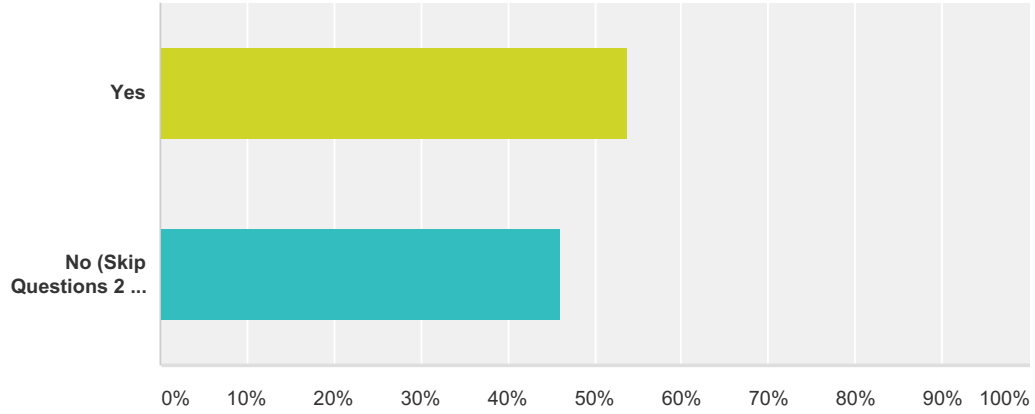
Answer Choices	Responses	
Yes	**53.77%**	57
No (Skip Questions 2 & 3)	**46.23%**	49
Total		**106**

Q18 Have you every utilized any of these services?

Answered: 57   Skipped: 60
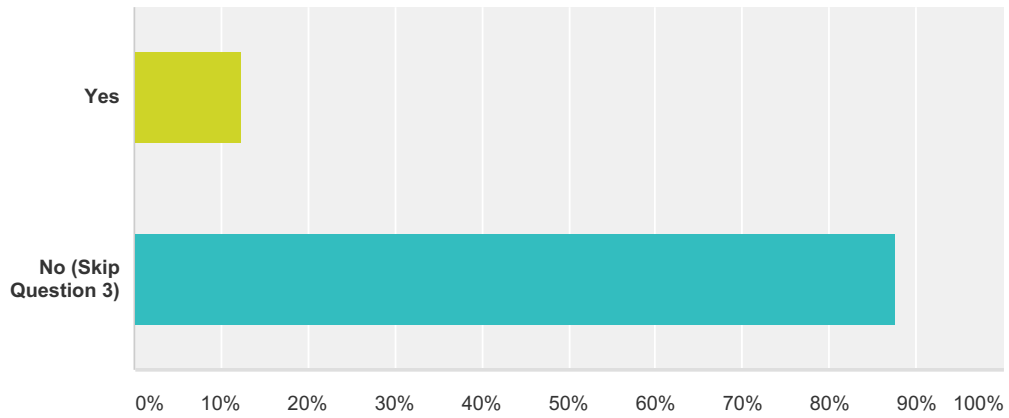
Answer Choices	Responses	
Yes	12.28%	7
No (Skip Question 3)	87.72%	50
Total		57

#	*If yes, ask "Would you mind sharing which service(s) you utilized??"	Date
1	accessibility services	4/16/2015 3:04 PM
2	Clinic, medical center	4/16/2015 11:33 AM
3	health	4/15/2015 4:11 PM
4	Health Services, clinic	4/15/2015 12:13 PM
5	health center.	4/14/2015 4:43 PM

Q19 Please rate the services you utilized.

Answered: 8   Skipped: 109
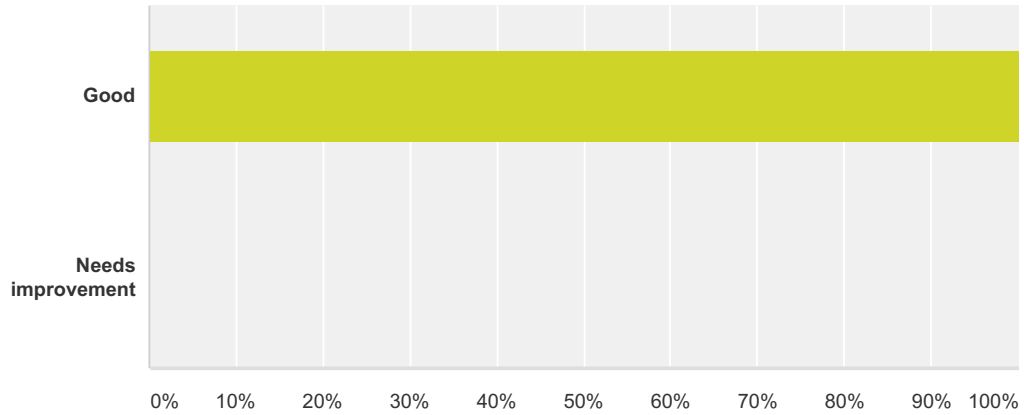
Answer Choices	Responses	
Good	**100.00%**	8
Needs improvement	**0.00%**	0
Total		**8**

#	*If needs improvement, ask "How could these services be improved?"	Date
1	They handled situation	4/16/2015 11:33 AM

Q20 Did you utilize any library resources, either by visiting a library or using online library resources?

Answered: 107   Skipped: 10
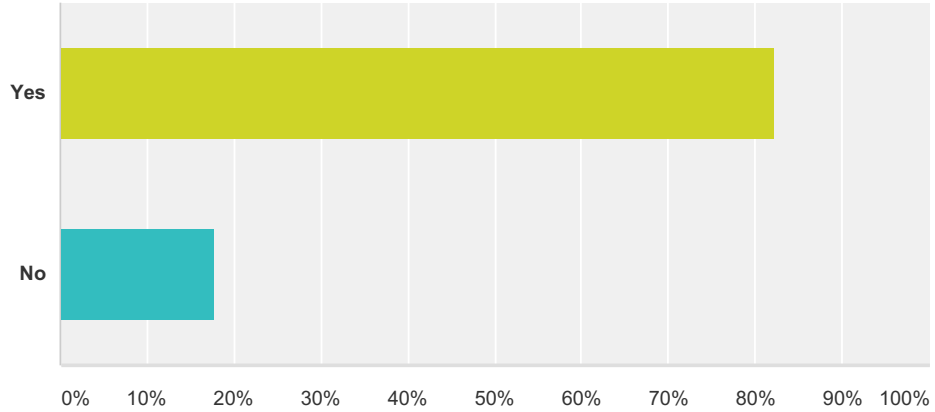
Answer Choices	Responses	
Yes	**82.24%**	88
No	**17.76%**	19
Total		107

| #	*If yes, ask "Which method did you use?"	Date
1	Galileo	4/17/2015 12:47 PM
2	galileo	4/17/2015 12:06 PM
3	Galileo	4/17/2015 11:58 AM
4	online resources: galileo and the library's articles	4/17/2015 11:50 AM
5	online resources	4/17/2015 11:23 AM
6	on campus library	4/17/2015 11:06 AM
7	Galelio	4/17/2015 10:50 AM
8	galileo for article research	4/17/2015 10:42 AM
9	online.	4/17/2015 8:59 AM
10	databases and physical library	4/16/2015 4:47 PM
11	galileo	4/16/2015 4:44 PM
12	Galileo	4/16/2015 4:44 PM
13	Galileo	4/16/2015 4:34 PM
14	Databases	4/16/2015 4:30 PM
15	Galileo and other databases	4/16/2015 4:11 PM
16	On-site computer and labs for proctoring	4/16/2015 4:04 PM
17	Galileo	4/16/2015 3:53 PM

18	Galileo	4/16/2015 3:53 PM
19	Galileo	4/16/2015 3:40 PM
20	galileo, ebrery	4/16/2015 3:19 PM
21	Galileo and eds databases	4/16/2015 3:15 PM
22	galieo, GIL and interlibrary loan	4/16/2015 3:05 PM
23	galileo	4/16/2015 2:55 PM
24	online resources ie galielo	4/16/2015 2:51 PM
25	galileo, eric documents	4/16/2015 2:33 PM
26	online, requested assistance	4/16/2015 2:23 PM
27	in web design class for discussion post with scholarly works for research post by using galileo.	4/16/2015 1:41 PM
28	galileo	4/16/2015 1:27 PM
29	online each week	4/16/2015 1:09 PM
30	Galileo	4/16/2015 12:40 PM
31	Galileo	4/16/2015 12:24 PM
32	Galileo	4/16/2015 12:09 PM
33	Use online resources VERY often.	4/16/2015 12:08 PM
34	watched videos off Galileo	4/16/2015 12:03 PM
35	Galileo	4/16/2015 12:00 PM
36	Galileo for projects. Had a few password issues.	4/16/2015 11:47 AM
37	Galileo, and checked laptops from library	4/16/2015 11:33 AM
38	Galileo	4/16/2015 10:38 AM
39	Galileo and psychinfo databases	4/15/2015 4:45 PM
40	Online	4/15/2015 4:33 PM
41	in library and databases	4/15/2015 4:13 PM
42	Online	4/15/2015 3:54 PM
43	other school's databases	4/15/2015 3:36 PM
44	Galileo and other databases	4/15/2015 2:55 PM
45	Both	4/15/2015 2:10 PM
46	used gallileo, ebsco host and interlibrary	4/15/2015 1:20 PM
47	Both. I live close enough to visit the library on campus.	4/15/2015 1:03 PM
48	use online resources	4/15/2015 1:01 PM
49	online	4/15/2015 12:33 PM
50	galileo	4/15/2015 12:17 PM
51	Visting library	4/15/2015 12:13 PM
52	online resource: galileo and interlibrary loan	4/15/2015 12:01 PM
53	Online and Galileo	4/15/2015 11:55 AM
54	Galileo	4/15/2015 11:22 AM
55	Galileo	4/15/2015 11:06 AM

56	Galileo	4/15/2015 10:54 AM
57	Galileo	4/15/2015 9:54 AM
58	Galileo and library	4/14/2015 4:43 PM
59	galileo	4/14/2015 4:29 PM
60	Galileo	4/14/2015 4:18 PM
61	Galileo and other databases	4/14/2015 4:12 PM
62	Gallileo and Ingram Library	4/14/2015 3:51 PM
63	Galileo and other databases	4/14/2015 3:47 PM
64	Galileo, library on campus	4/14/2015 3:35 PM
65	Galileo, and ebrary	4/14/2015 3:31 PM
66	Galileo and other databases	4/14/2015 3:11 PM
67	online services	4/14/2015 3:04 PM
68	galilleo	4/14/2015 2:57 PM
69	gallileo	4/14/2015 2:45 PM
70	on campus library	4/14/2015 2:42 PM
71	gallileo	4/14/2015 2:27 PM
72	Gallileo	4/14/2015 1:52 PM
73	online library, galileo	4/14/2015 1:27 PM
74	Galieo	4/14/2015 12:59 PM
75	Galileo	4/14/2015 12:27 PM
76	Online galieo	4/14/2015 12:07 PM
77	Galileo library resource.	4/14/2015 11:41 AM
78	The online databases	4/14/2015 11:11 AM
79	Galileo and other databases	4/13/2015 4:57 PM
80	Online	4/13/2015 4:54 PM
81	The school library website, Galileo, Ebsoc	4/13/2015 3:55 PM
82	online library, Galileo	4/13/2015 3:50 PM
83	Online through Galileo.	4/13/2015 1:36 PM

Q21 Please rate the availability of library services for online students.

Answered: 93   Skipped: 24
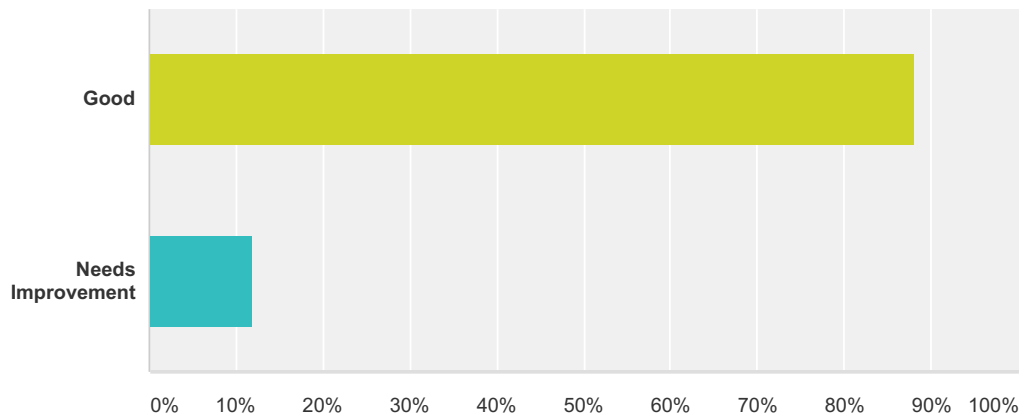
Answer Choices	Responses	
Good	**88.17%**	82
Needs Improvement	**11.83%**	11
Total		93

#	*If needs improvement, ask "How can library services be improved?"	Date
1	navigation	4/16/2015 3:53 PM
2	Password was confusing	4/16/2015 3:40 PM
3	says ou can rent some of the journals, but they are hard to get a hold of	4/16/2015 2:33 PM
4	Satisfied	4/16/2015 12:00 PM
5	Some subjects she couldn't find.	4/16/2015 10:38 AM
6	databases are messing up and not allowing articles to be used, navigation was frustrating	4/15/2015 4:13 PM
7	navigation and understanding help with Galileo	4/15/2015 3:36 PM
8	Did not use the services.	4/15/2015 2:07 PM
9	helpful, the chat session	4/15/2015 12:33 PM
10	Not very direct	4/14/2015 3:47 PM
11	sometimes hard to navigate	4/14/2015 2:57 PM
12	couldn't access articles for a class bc not offered w./ uwg	4/14/2015 1:27 PM
13	very accessible	4/14/2015 12:07 PM
14	Great experiences at Carrollton Campus. Not as many resources in Newnan Campus	4/14/2015 11:59 AM
15	When the caller encountered an issue, they called Library and got issue resolved that day.	4/14/2015 11:41 AM
16	availability of online nursing journals	4/13/2015 4:57 PM

Q22 Have you utilized any other student services offered to online students? ... Such as Financial Aid, UWG Book Store, Military & Veterans services, Career Counceling, Exams & Testing Parking etc?

Answered: 106   Skipped: 11
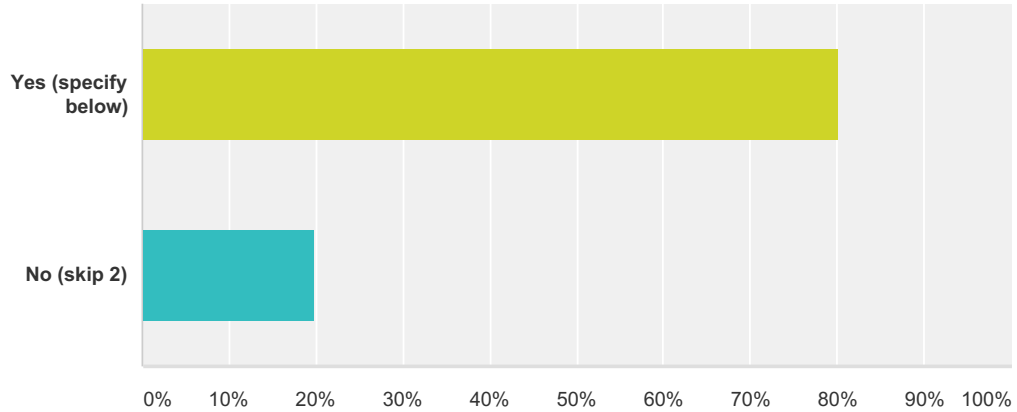
Answer Choices		Responses	
Yes (specify below)		**80.19%**	85
No (skip 2)		**19.81%**	21
Total			**106**

| #	Specficy which one(s):	Date
1	Financial Aid UWG Book Store	4/17/2015 12:48 PM
2	financial aid and the bookstore	4/17/2015 12:06 PM
3	Financial Aid	4/17/2015 11:59 AM
4	Financial Aid	4/17/2015 11:58 AM
5	Finanical Aid	4/17/2015 11:50 AM
6	financial aid	4/17/2015 11:50 AM
7	UWG Book Store	4/17/2015 11:25 AM
8	bookstore and financial aid	4/17/2015 11:06 AM
9	Finanical Aid	4/17/2015 10:50 AM
10	finacial aid	4/16/2015 4:45 PM
11	Bookstore and Financial Aid	4/16/2015 4:45 PM
12	bookstore, financial aid	4/16/2015 4:39 PM
13	Financial Aid, UWG Book Store	4/16/2015 4:31 PM
14	Financial Aid, UWG Book Store	4/16/2015 4:12 PM
15	Financial Aid, Bookstore	4/16/2015 4:05 PM

16	the bookstore online	4/16/2015 3:59 PM
17	Bookstore	4/16/2015 3:54 PM
18	Financial Aid, UWG Book Store	4/16/2015 3:53 PM
19	Financial Aid, UWG Book Store	4/16/2015 3:40 PM
20	bookstore for comparing prices	4/16/2015 3:22 PM
21	financial aid	4/16/2015 3:19 PM
22	Financial Aid	4/16/2015 3:15 PM
23	financial aid, Career services	4/16/2015 2:55 PM
24	bookstore	4/16/2015 2:52 PM
25	financial aid	4/16/2015 2:34 PM
26	financial aid and the bookstore	4/16/2015 2:25 PM
27	bookstore.	4/16/2015 1:41 PM
28	Financial Aid, UWG Bookstore	4/16/2015 12:54 PM
29	Financial Aid	4/16/2015 12:40 PM
30	Financial Aid	4/16/2015 12:08 PM
31	Bookstore, Financial Aid	4/16/2015 12:03 PM
32	Bookstore, Financial Aid	4/16/2015 12:00 PM
33	Financial Aid and the UWG Bookstore	4/16/2015 11:48 AM
34	All	4/16/2015 11:33 AM
35	Bookstore, Financial Aid	4/16/2015 10:39 AM
36	Bookstore, Financial Aid	4/16/2015 10:07 AM
37	Financial Aid, UWG Book Store, Career Counceling	4/15/2015 4:46 PM
38	Financial Aid, UWG Book Store, computer lab	4/15/2015 4:14 PM
39	Financial Aid	4/15/2015 3:54 PM
40	Financial Aid	4/15/2015 3:37 PM
41	Financial aid, bookstore, and parking	4/15/2015 3:14 PM
42	Financial Aid, UWG Book Store	4/15/2015 2:55 PM
43	Financial Aid	4/15/2015 2:44 PM
44	Book store	4/15/2015 2:10 PM
45	Bookstore	4/15/2015 2:07 PM
46	bookstore, financial aid	4/15/2015 1:42 PM
47	boosktore	4/15/2015 1:20 PM
48	Testing center	4/15/2015 1:03 PM
49	financial aid	4/15/2015 1:02 PM
50	Financial aid, bookstore, smart thinking	4/15/2015 12:33 PM
51	financial aid	4/15/2015 12:18 PM
52	Bookstore, Financial Aid	4/15/2015 12:13 PM
53	bookstore and financial aid	4/15/2015 12:01 PM

54	Financial Aid	4/15/2015 11:22 AM
55	UWG Book Store	4/15/2015 11:08 AM
56	Financial Aid	4/15/2015 11:06 AM
57	Financial Aid	4/15/2015 10:54 AM
58	UWG Book Store	4/15/2015 10:29 AM
59	UWG Book Store	4/15/2015 9:54 AM
60	financial aid, bookstore	4/14/2015 4:44 PM
61	Financial Aid, bookstore	4/14/2015 4:30 PM
62	Bookstore	4/14/2015 4:20 PM
63	Financial Aid, UWG Book Store	4/14/2015 4:13 PM
64	financial aid	4/14/2015 3:51 PM
65	UWG Book Store	4/14/2015 3:48 PM
66	bookstore and financial aid	4/14/2015 3:35 PM
67	Financial Aid	4/14/2015 3:31 PM
68	UWG Book Store	4/14/2015 3:12 PM
69	finacial aid, bookstore	4/14/2015 2:57 PM
70	financial aid	4/14/2015 2:45 PM
71	bookstore	4/14/2015 2:28 PM
72	financial aid	4/14/2015 2:07 PM
73	bookstore	4/14/2015 1:53 PM
74	financial aid	4/14/2015 1:28 PM
75	Financial Aid	4/14/2015 1:23 PM
76	Bookstore	4/14/2015 12:54 PM
77	Financial Aid	4/14/2015 12:27 PM
78	Financial Aid, bookstore	4/14/2015 12:07 PM
79	Financial Aid	4/14/2015 11:41 AM
80	Book store for tk20 and financial aid	4/14/2015 11:11 AM
81	bookstore and financial aid	4/14/2015 10:09 AM
82	Financial Aid	4/13/2015 4:58 PM
83	Financial Aid, bookstore	4/13/2015 3:56 PM
84	Financial Aid, did not like the bookstore process and hours at all	4/13/2015 3:52 PM
85	Parking, book store, athletics	4/13/2015 1:36 PM

Q23 Please rate your experience with the student service(s) as you received.

Answered: 85   Skipped: 32
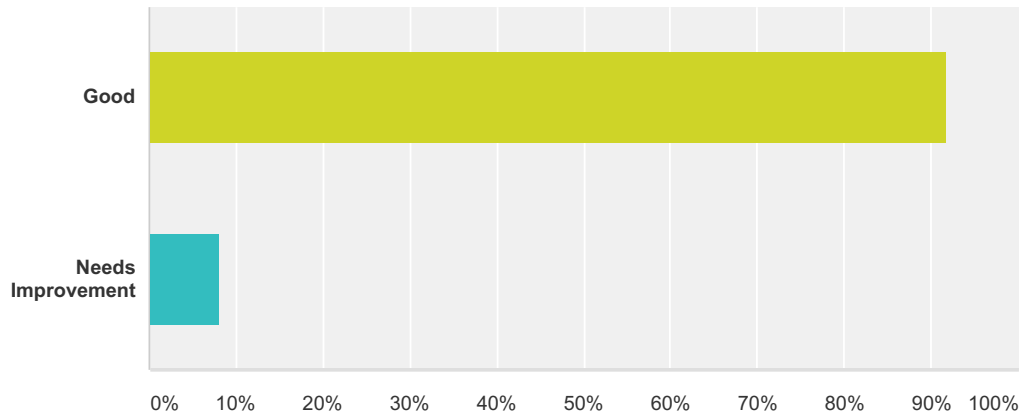
Answer Choices	Responses	
Good	**91.76%**	78
Needs Improvement	**8.24%**	7
Total		**85**

#	*If needs improvement, ask "How can that service be improved?"	Date
1	Tried to reach out to Career Services so they could review her resume but they told her she would have to physically come to campus for that...which was frustrating since she's fully online	4/17/2015 10:57 AM
2	Financial aid needs improvement. Student was unable to find viable form of financial aid and was forced to pay out of pocket	4/16/2015 4:45 PM
3	would like to see the bookstore speed up the availability of materials	4/16/2015 2:25 PM
4	long line. very helpful. organized.	4/16/2015 1:41 PM
5	FA: good Bookstore: Pricey	4/16/2015 12:54 PM
6	Carrolton is bad, Newnan is good	4/15/2015 4:14 PM
7	more ebooks	4/15/2015 2:55 PM
8	issues resolved well	4/15/2015 12:13 PM
9	bookstore is to expensive.	4/14/2015 4:44 PM
10	couldn't see the books ahead of time	4/14/2015 4:30 PM
11	Didn't have any problems	4/14/2015 12:27 PM
12	Was an easy process	4/14/2015 12:07 PM
13	Helpful and easy via email or phone	4/14/2015 11:41 AM
14	Super easy	4/14/2015 10:09 AM
15	bookstore needs improvement because of hours	4/13/2015 3:52 PM

Q24 How did you receive instruction on how to use CourseDen? More than one answer may apply.

Answered: 107   Skipped: 10
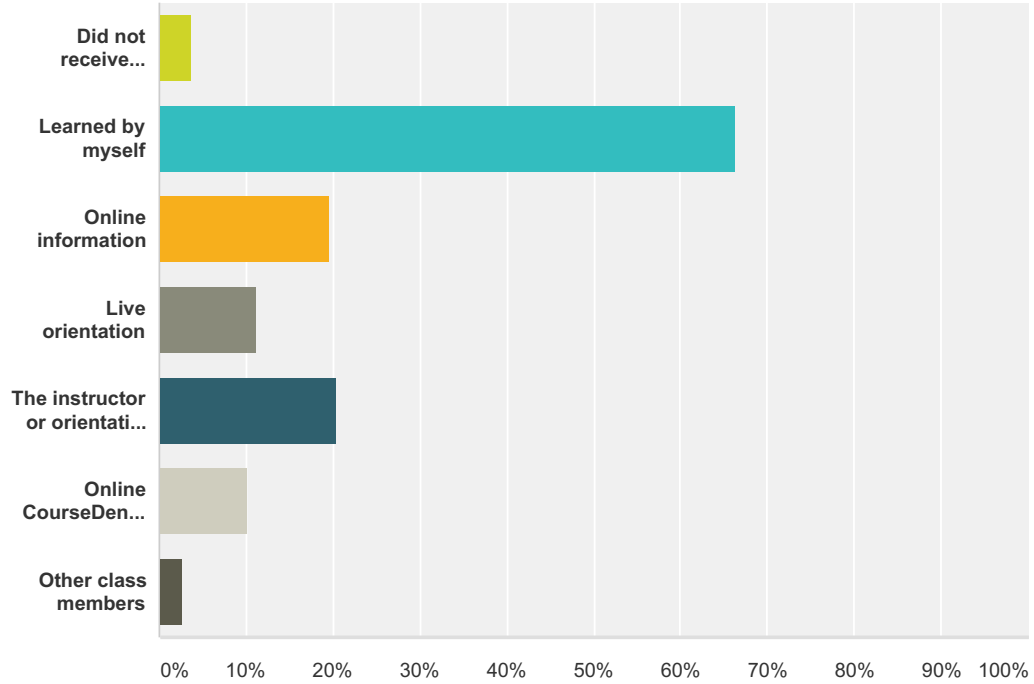
Answer Choices	Responses	
Did not receive instruction	**3.74%**	4
Learned by myself	**66.36%**	71
Online information	**19.63%**	21
Live orientation	**11.21%**	12
The instructor or orientation module inside your course	**20.56%**	22
Online CourseDen training course	**10.28%**	11
Other class members	**2.80%**	3
Total Respondents: 107		

Q25 Did those instructions provide you with enough information to effectively use CourseDen by the second week of your course?

Answered: 106   Skipped: 11
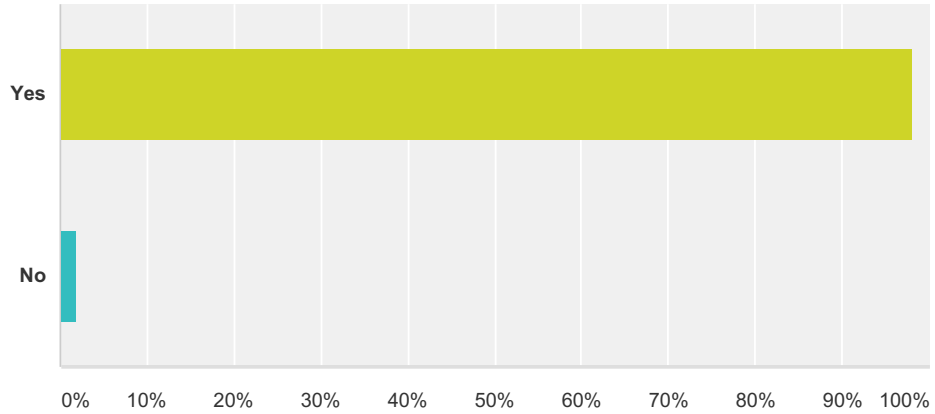
Answer Choices	Responses	
Yes	**98.11%**	104
No	**1.89%**	2
Total		106

#	*If no, please explain.	Date
1	took a while to get comfortable navigating the interface, esp with professors using courseden different. hard to know where one module begins and ends	4/16/2015 2:26 PM
2	Was never shown the difficult things of CourseDen	4/16/2015 10:25 AM
3	The organization of where everything too me a while to figure out. I came from a school that used blackboard so I needed to adjust.	4/13/2015 4:56 PM

Q26 If you had problems accessing a course or using CourseDen How did you seek help? More than one may apply.

Answered: 105   Skipped: 12
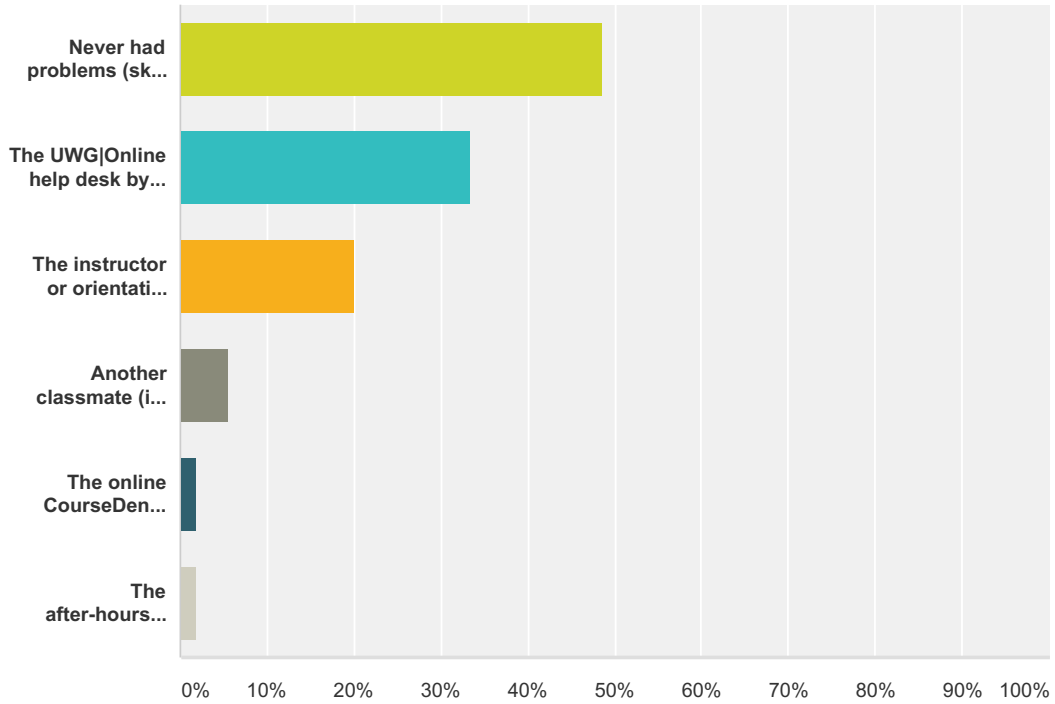
Answer Choices	Responses	
Never had problems (skip 2 and 3)	**48.57%**	51
The UWG|Online help desk by either email, phone or live chat	**33.33%**	35
The instructor or orientation module inside your course	**20.00%**	21
Another classmate (if only answer, skip question 3)	**5.71%**	6
The online CourseDen training course	**1.90%**	2
The after-hours help desk	**1.90%**	2
Total Respondents: 105		

#	Other (please specify)	Date
1	email	4/16/2015 4:00 PM
2	School of nursing has a specific person to help out.	4/16/2015 12:26 PM
3	called about password reset	4/16/2015 12:03 PM
4	online videos	4/15/2015 12:19 PM
5	called ITS	4/15/2015 12:13 PM
6	dept admins and others w/in CS dept	4/14/2015 2:07 PM

| 7 | During week of finals, she hard time finding the final exam number and accessing the exam. | 4/14/2015 11:41 AM |
| 8 | Module videos | 4/14/2015 11:30 AM |

Q27 Was _____ (answer above) successful in solving your issues?

Answered: 58 Skipped: 59
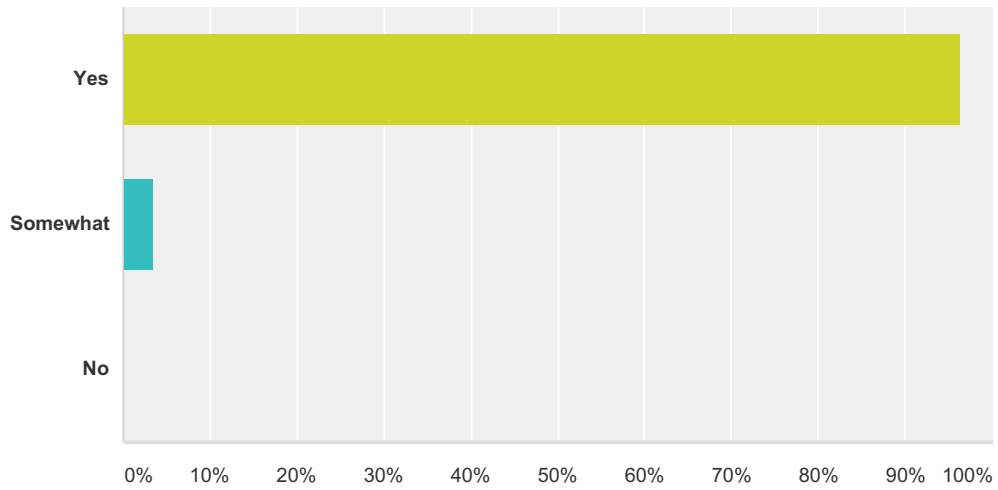
Answer Choices	Responses	
Yes	**96.55%**	56
Somewhat	**3.45%**	2
No	**0.00%**	0
Total		**58**

#	If somewhat or no, ask "How was _____ not successful in solving your CourseDen issues?"	Date
1	Not successful information or guidance	4/14/2015 3:13 PM

Q28 Overall, did you received prompt and courteous support?

Answered: 51   Skipped: 66
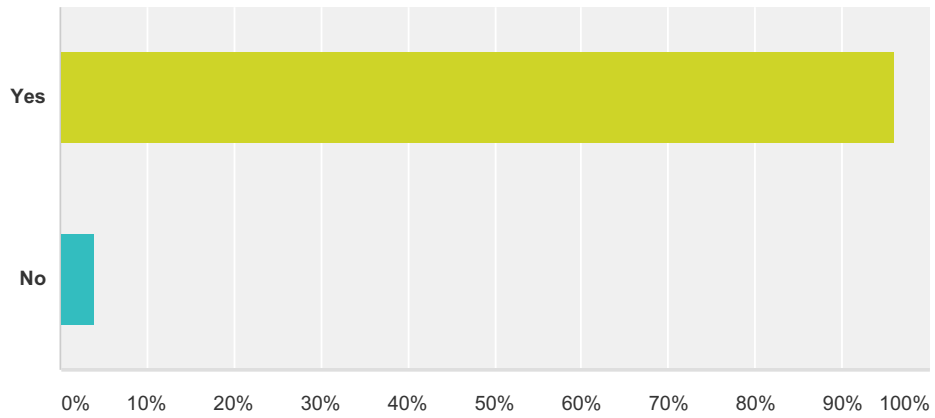
Answer Choices	Responses	
Yes	**96.08%**	49
No	**3.92%**	2
Total		**51**

#	*If no, please explain what could have been improved.	Date
1	na	4/16/2015 2:27 PM
2	Was difficult for student to access what he needed to access. As well as to set up meetings	4/16/2015 10:26 AM
3	na	4/15/2015 12:19 PM
4	ITS was rude and condescending	4/14/2015 3:51 PM

Q29 Have you ever taken a traditional campus course?

Answered: 107   Skipped: 10
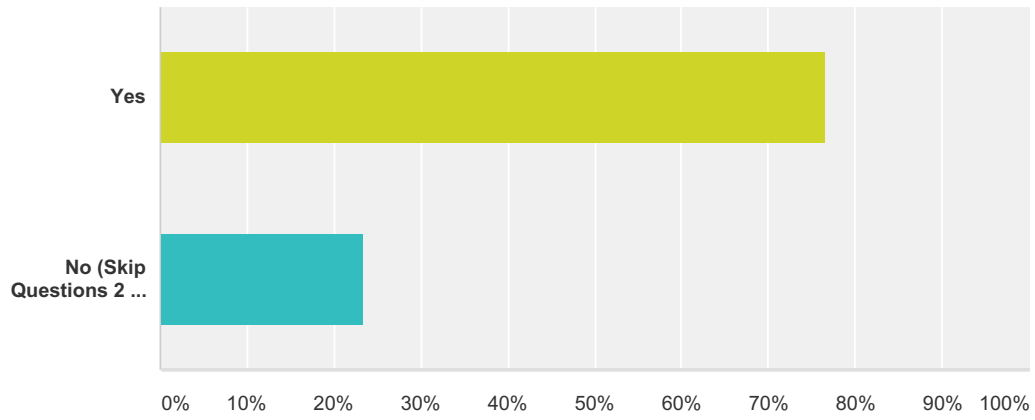
Answer Choices		Responses	
Yes		**76.64%**	82
No (Skip Questions 2 & 3)		**23.36%**	25
Total			**107**

Q30 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?

Answered: 82   Skipped: 35

Answer Choices	Responses	
About the same	**50.00%**	41
More	**32.93%**	27
Less	**17.07%**	14
Total		82

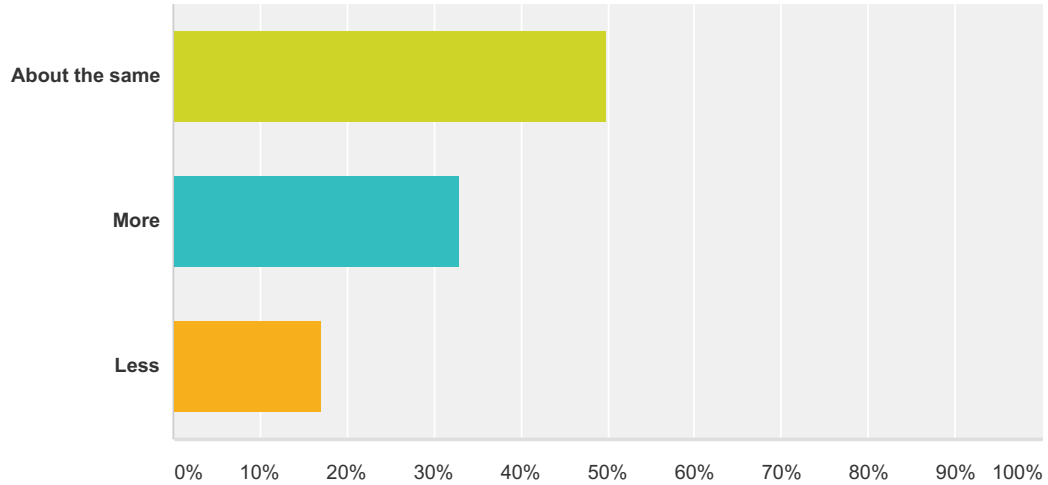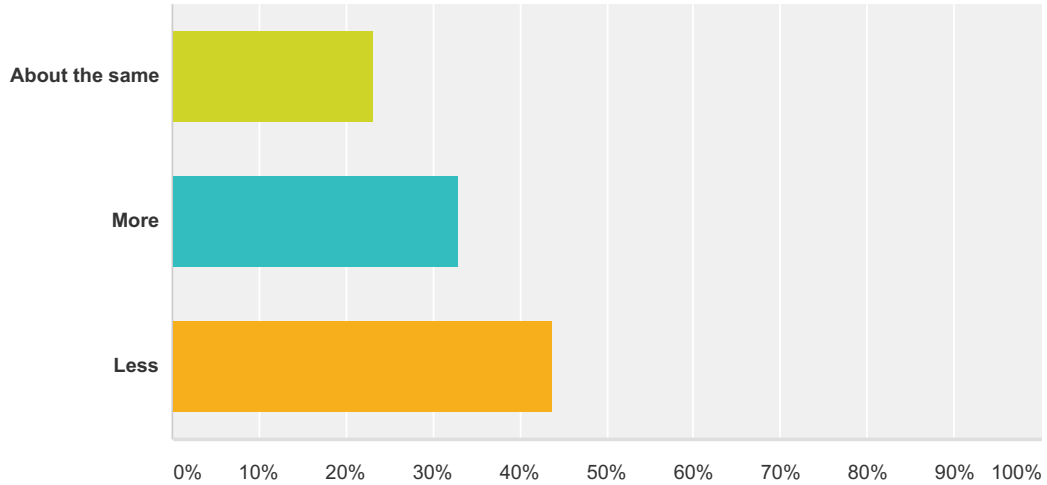| #	Can you explain your answer?	Date
1	working harder to get everything needed	4/17/2015 12:09 PM
2	You have to email and wait for questions to be answered instead of raising your hand	4/17/2015 12:01 PM
3	depends on the student and the motivation	4/17/2015 11:55 AM
4	depends on the level of rigor	4/17/2015 11:26 AM
5	wasn't able to ask questions in class but not too much less	4/17/2015 11:09 AM
6	more accountable	4/16/2015 4:51 PM
7	Student felt more driven	4/16/2015 4:37 PM
8	depends on the class, teach yourself	4/16/2015 4:34 PM
9	online- more teaching yourself class- together learning	4/16/2015 4:16 PM
10	Student have to be more driven	4/16/2015 4:08 PM
11	you teach yourself	4/16/2015 3:56 PM
12	Online courses are easier and not as intense	4/16/2015 3:43 PM
13	the workload is difference	4/16/2015 3:24 PM

14	get a chance to be one-on-one with instructor and self independent	4/16/2015 3:18 PM
15	learned a lot BUT there's more learning and willing to ask questions in face to face classes	4/16/2015 2:55 PM
16	you have to teach yourself the material and that helps with learning materials and that it requires working much harder than trad courses	4/16/2015 2:30 PM
17	requires alot of discipline.	4/16/2015 1:42 PM
18	Harder because you have to self-teach yourself	4/16/2015 12:11 PM
19	Course called for more attention	4/16/2015 11:51 AM
20	expect for the reading and material intake	4/16/2015 11:33 AM
21	less work and less stressful	4/15/2015 4:48 PM
22	The knowledge was the same for me.	4/15/2015 4:36 PM
23	science- more on campus everything else- more because of schedule and focus	4/15/2015 4:17 PM
24	Same material different way of learning it.	4/15/2015 3:54 PM
25	have to be engaged and want to learn	4/15/2015 3:43 PM
26	It was the same amount of reading and assignments.	4/15/2015 3:14 PM
27	teach yourself and teachers force you to learn	4/15/2015 3:00 PM
28	It was a different type of learning but I still learned about the same.	4/15/2015 2:44 PM
29	The content itself was the same, just the communication with the instructor is different.	4/15/2015 2:10 PM
30	Student was more driven because the course was online	4/15/2015 2:09 PM
31	had to a lot more independently than in trad course	4/15/2015 1:22 PM
32	the online doesn't have to spend the time in class, able to work at own pace	4/15/2015 1:04 PM
33	I have guidance, but I can also go back and look at the powerpoints and I never feel like I have missed anything.	4/15/2015 1:03 PM
34	The information is direct and you don't get distracted by other students, yo get to use the information when you're most ready to use it.	4/15/2015 12:33 PM
35	depends on the professor and how the information is presented	4/15/2015 12:22 PM
36	Depends on the teacher, they give more resources along with personal knowledge, more material, less time constraint on information , have more information than can go through but rather have more than none	4/15/2015 12:13 PM
37	more in depth, not just general course information	4/15/2015 12:04 PM
38	Depends on the course, open note tests decreased learning	4/15/2015 11:55 AM
39	More responsible and rigourous	4/15/2015 11:23 AM
40	You actually need to read and take in information	4/15/2015 11:06 AM
41	Driven to be a more active student	4/14/2015 4:21 PM
42	the interaction was more encouraged	4/14/2015 3:53 PM
43	technology made it easier	4/14/2015 3:35 PM
44	the difference is in subject matter	4/14/2015 3:16 PM
45	Learned on my own, and self-paced	4/14/2015 3:15 PM
46	really likes the face to face classes but online professors have been very available	4/14/2015 2:45 PM
47	depends on the course and instructors	4/14/2015 2:10 PM
48	because in the classroom you can ask teachers questions face to face	4/14/2015 1:55 PM
49	works in law enforcement, some overlap w/ work experience	4/14/2015 1:31 PM

50	self-teaching	4/14/2015 12:59 PM
51	Focus on lessons no in-class discussions, could be at own pace without having to wait in class for everyone to be in the same spot.	4/14/2015 12:27 PM
52	More difficult than traditional, likes being in classroom more but the learning about the same or more	4/14/2015 12:07 PM
53	Online you adjust to your own learning	4/14/2015 11:59 AM
54	You have to really do the readings and understand the material. The instructors have something to do with how much you learn, usually depending on the course layout.	4/14/2015 11:41 AM
55	It was more busy work with smaller assignments that were there to just collect grades than to teach anything.	4/14/2015 11:12 AM
56	There was enough diversity in the learning for me to retain just as much.	4/13/2015 5:02 PM
57	less contact and instruction	4/13/2015 5:01 PM
58	On the online course the professor posts information, you find an article and post your analysis. I don't believe I learned as much from my professor as I did in my tradition course. The work seems like more quantity that quality.	4/13/2015 4:02 PM
59	The contact you have with the professor is less, so I picked up less.	4/13/2015 1:36 PM

Q31 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?

Answered: 82   Skipped: 35

Answer Choices	Responses	
About the same	23.17%	19
More	32.93%	27
Less	43.90%	36
Total		82

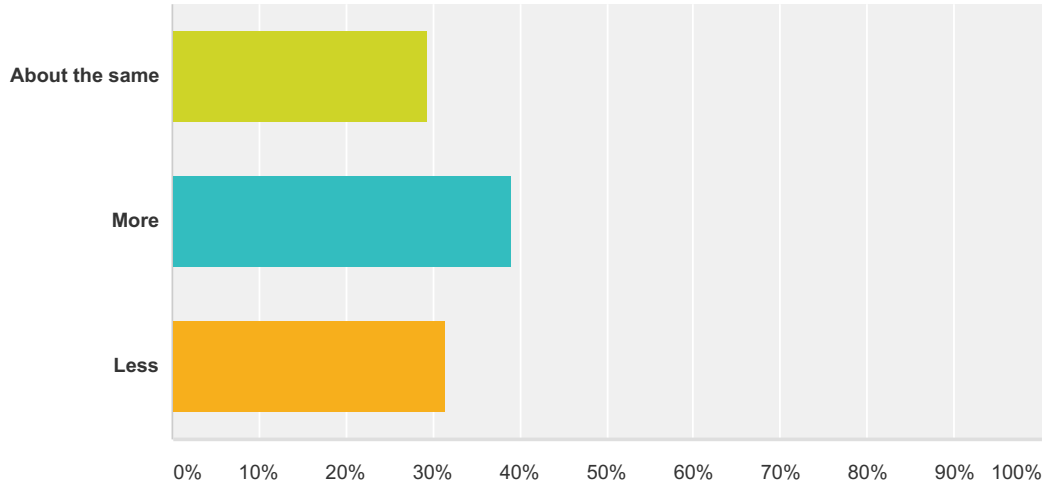| #	Can you elaborate on your answer?	Date
1	only contact them if they are needed	4/17/2015 12:09 PM
2	depends on the class--and the involvement of the professor themselves	4/17/2015 11:55 AM
3	depends on the course	4/17/2015 11:26 AM
4	emailing about assignments or going up to office hours on campus	4/17/2015 11:09 AM
5	was able to reach through email or phone	4/17/2015 10:44 AM
6	required to interact	4/16/2015 4:51 PM
7	Student very talkative	4/16/2015 4:37 PM
8	Depends on the class, same support	4/16/2015 4:34 PM
9	never see the instructor, disconnected with instructor on a personal level, but available	4/16/2015 4:16 PM
10	The discussion board spurred more conversations than lectures in normal classes.	4/16/2015 4:08 PM
11	because you do not see them or real communication	4/16/2015 3:56 PM
12	contact instructor if you do not understand something	4/16/2015 3:43 PM
13	very little	4/16/2015 3:24 PM

14	online everyday and email is available more often than seeing the instructor twice a week	4/16/2015 3:18 PM
15	only emailed once or twice	4/16/2015 2:55 PM
16	either email or through course den	4/16/2015 2:30 PM
17	prompt emails from professor and do whatever needed.	4/16/2015 1:42 PM
18	Depends on the instructor. Less communication	4/16/2015 12:56 PM
19	Not as much	4/16/2015 12:11 PM
20	unless required	4/16/2015 12:03 PM
21	Only spoke through email two or three days or Blackboard every two weeks.	4/16/2015 11:51 AM
22	3 to 4 times a class	4/16/2015 11:33 AM
23	Only if she needs to, she contact us instructor	4/16/2015 10:10 AM
24	did not see the professor on an interaction level	4/15/2015 4:48 PM
25	I could contact them at any time but I usually don't need to.	4/15/2015 4:36 PM
26	depends on the instuctor	4/15/2015 4:17 PM
27	Through Google Hangouts and Goto Meeting	4/15/2015 3:54 PM
28	you have to engage with the instructor and want to learn	4/15/2015 3:43 PM
29	I had correspondence with them throught email which was about the same as in my regular classes.	4/15/2015 3:14 PM
30	quick responses to emails	4/15/2015 3:00 PM
31	No face to face to ask questions.	4/15/2015 2:44 PM
32	Less because I didn't see them every week.	4/15/2015 2:10 PM
33	More because the student wanted to create a rapport with the instructor	4/15/2015 2:09 PM
34	personal choice instead of being unavailable	4/15/2015 1:22 PM
35	contacted them when needed, usually when needed	4/15/2015 1:04 PM
36	He is accessible through email but other than that he does not interact with us as much.	4/15/2015 1:03 PM
37	more so than ever with tradtional clas	4/15/2015 12:33 PM
38	sometimes its easier to talk to the professor over phone or email than in person	4/15/2015 12:22 PM
39	got out the same a face to face	4/15/2015 12:04 PM
40	They were prompt and helped	4/15/2015 11:55 AM
41	You contact them more	4/15/2015 11:06 AM
42	Only communicated through email.	4/14/2015 4:21 PM
43	forced to talk to the instructor	4/14/2015 3:53 PM
44	maybe twice a month	4/14/2015 3:53 PM
45	emails a lot, skyped, phone calls	4/14/2015 3:38 PM
46	chat sessions and very available	4/14/2015 3:35 PM
47	Online meetings plus emailing back and forth	4/14/2015 3:16 PM
48	more comfortable to talk to instructors	4/14/2015 3:15 PM
49	because no office hours	4/14/2015 2:45 PM
50	one professor is fine and another may not have been very engaged	4/14/2015 2:10 PM
51	took forever for prof to email back	4/14/2015 1:55 PM

52	not very much unless nneded assistance	4/14/2015 1:31 PM
53	Less interaction but when you need them they're there and prompt with responses.	4/14/2015 12:59 PM
54	Most students don't speak with professors that often in traditional courses so communication with professors is even more so with online courses,	4/14/2015 12:07 PM
55	More communication online	4/14/2015 11:59 AM
56	It can be explained by contacting your instructor. She received same day responses to questions.	4/14/2015 11:41 AM
57	They were less responsive than in a traditional course.	4/14/2015 11:12 AM
58	One of my professors was very prompt in answering emails and My other professor gave us his cell phone number.	4/13/2015 5:02 PM
59	readily available	4/13/2015 5:01 PM
60	They just posted the work and I just did it.	4/13/2015 4:02 PM
61	Everything was just turn in the assignments when the date was up.	4/13/2015 1:36 PM

Q32 Compared to a traditional course, how much did you interact your classmates? Was it about the same, more, or less than in a traditional course?

Answered: 92   Skipped: 25

Answer Choices	Responses	
About the same	**29.35%**	27
More	**39.13%**	36
Less	**31.52%**	29
Total		92

| #	Please elaborate on your answer.	Date
1	interacts about once a week	4/17/2015 12:09 PM
2	With all discussions, more online	4/17/2015 12:01 PM
3	BlackBoard IM to interact with classmates	4/17/2015 11:58 AM
4	created online communities to interact with other students	4/17/2015 11:55 AM
5	usually black board	4/17/2015 11:49 AM
6	depends on the course--some have group projects and would text and call other students	4/17/2015 11:26 AM
7	did more group projects as well	4/17/2015 11:09 AM
8	discussion posts	4/17/2015 10:50 AM
9	we do discussions and responses but still less than normal	4/17/2015 10:44 AM
10	required to discuss and clarify	4/16/2015 4:51 PM
11	Online discussions promoted communication	4/16/2015 4:37 PM
12	working on projects, discussions	4/16/2015 4:34 PM
13	required through discussion posts and projects	4/16/2015 4:16 PM

14	The discussion board spurred more conversations than lectures in normal classes.	4/16/2015 4:08 PM
15	discussions	4/16/2015 3:56 PM
16	group projects, discussions, had to meet in person	4/16/2015 3:43 PM
17	everything is group work	4/16/2015 3:24 PM
18	group projects and contact through email	4/16/2015 3:18 PM
19	a lot of group projects that involve contacting	4/16/2015 2:55 PM
20	the interactions are different--would not have interactions after trad course is dismissed	4/16/2015 2:30 PM
21	Specific activities that students must interact	4/16/2015 12:27 PM
22	Did communicate through email	4/16/2015 12:11 PM
23	discussion boards	4/16/2015 12:03 PM
24	Given to the way theyre set up, about the same	4/16/2015 12:02 PM
25	Collaborative assignements and discussion boards promoted more interaction	4/16/2015 11:51 AM
26	expect for mandatory interaction, discussion posts	4/16/2015 11:33 AM
27	There were assignments that facilitated communication, but not very often	4/16/2015 10:40 AM
28	Never interacted with other students	4/16/2015 10:26 AM
29	All of the activities that are assigned make you speak a lot with the other students	4/16/2015 10:10 AM
30	not at all	4/15/2015 4:48 PM
31	No need to so far.	4/15/2015 4:36 PM
32	only in discussion and on Newnan campus	4/15/2015 4:17 PM
33	I have made a group of friends in my cohort.	4/15/2015 3:54 PM
34	because you have to support each other and learn from each other's projects and take on the material	4/15/2015 3:43 PM
35	With the online classes I interacted with them in the discussion board.	4/15/2015 3:14 PM
36	discussions and participation	4/15/2015 3:00 PM
37	A lot of discussion posts and group assignments.	4/15/2015 2:44 PM
38	Because of the discussion boards	4/15/2015 2:10 PM
39	emailed each other with questions	4/15/2015 1:04 PM
40	I'll form study groups and the group projects force us to collaborate.	4/15/2015 1:03 PM
41	so far away, only spoke with them when needed	4/15/2015 12:22 PM
42	4 times a week compared once or twice a week in class	4/15/2015 12:13 PM
43	Still did group projects, etc but not the same as sitting next to someone in a classroom	4/15/2015 12:04 PM
44	Just with discussions	4/15/2015 11:55 AM
45	Primarily with projects	4/15/2015 11:23 AM
46	discussions and projects, smoothly	4/15/2015 11:06 AM
47	through cohort	4/14/2015 4:46 PM
48	Communicated through webinars, CourseDen and SMS for a group project	4/14/2015 4:21 PM
49	discussions and group projects	4/14/2015 3:53 PM
50	no interaction unless there's a group project	4/14/2015 3:53 PM
51	discussion posts, listening to others ideas, working on group projects	4/14/2015 3:38 PM

52	webinars and email	4/14/2015 3:35 PM
53	there are group projects but not as often as in the classroom	4/14/2015 3:16 PM
54	discussions	4/14/2015 3:15 PM
55	discussion posts, interacts at least 4-5 times a week	4/14/2015 2:45 PM
56	the only classmate interaction is in discussions and maybe a bbim questions	4/14/2015 2:10 PM
57	emailed each other and built more classroom community	4/14/2015 1:55 PM
58	discission posts	4/14/2015 1:31 PM
59	With discussion posts and projects	4/14/2015 12:59 PM
60	There is more discussion among the students	4/14/2015 12:54 PM
61	Discussions posts are the most interaction	4/14/2015 12:07 PM
62	Typically you don't interact much, usually the students are trying to discussion posts done.	4/14/2015 11:41 AM
63	More than average	4/14/2015 11:30 AM
64	Because of the discussion post requirement.	4/14/2015 11:12 AM
65	Every night they were all online interacting with each other.	4/14/2015 10:09 AM
66	The discussions post we had to do and one of my classmates is a colleague of mine	4/13/2015 5:02 PM
67	not in the room with them	4/13/2015 5:01 PM
68	Because of the discussion posts, I was forced to interact with them more.	4/13/2015 4:02 PM
69	just did activities	4/13/2015 3:55 PM
70	Through projects and group assignments, it was more.	4/13/2015 1:36 PM

Q33 Are you an adult learner or veteran? (can be both)

Answered: 106   Skipped: 11
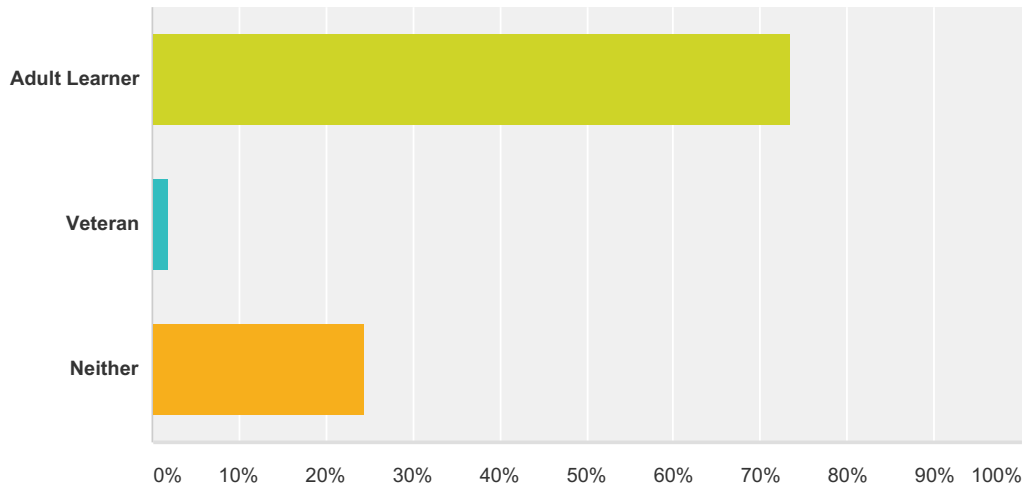
Answer Choices	Responses	
Adult Learner	**73.58%**	78
Veteran	**1.89%**	2
Neither	**24.53%**	26
Total Respondents: 106		

#	If yes to eaither, ask the next 2 questions.	Date
	There are no responses.	

Q34 What additional services or programs would help you better succeed as an adult learner or veteran?

Answered: 78   Skipped: 39

#	Responses	Date
1	in general, assignment due later in the day.	4/17/2015 12:51 PM
2	nothing	4/17/2015 12:09 PM
3	Nothing	4/17/2015 12:02 PM
4	doesn't think of anything	4/17/2015 11:57 AM
5	really think that UWG needs better standardized approach to online instruction and professor-student communication also no policy in terms of grade turnaround and feedback	4/17/2015 11:29 AM
6	combining banweb and courseden together as some emails may go unnoticed or miss emails	4/17/2015 11:11 AM
7	More interactive learning online... something other than discussion boards...short video from instructor..something "out of the box"...MORE USE OF BBC SESSIONS	4/17/2015 11:05 AM
8	can't think of any	4/17/2015 10:45 AM
9	No	4/16/2015 4:52 PM
10	N/A	4/16/2015 4:48 PM
11	n/a	4/16/2015 4:47 PM
12	None	4/16/2015 4:36 PM
13	No	4/16/2015 4:18 PM
14	not sure	4/16/2015 4:01 PM
15	None	4/16/2015 3:57 PM
16	N/A Likes when instructors make themselves available at least once a week.	4/16/2015 3:57 PM
17	more computer classes for older adults	4/16/2015 3:19 PM
18	can't think of any	4/16/2015 3:07 PM
19	none	4/16/2015 2:57 PM
20	no	4/16/2015 2:32 PM
21	testing late night proctored exams.	4/16/2015 1:42 PM
22	na	4/16/2015 1:30 PM
23	Cannot think of any	4/16/2015 12:43 PM
24	Nothing. We are very supported by the school and by the nursing program.	4/16/2015 12:29 PM
25	Program that helps in finding jobs.	4/16/2015 12:13 PM
26	N/A	4/16/2015 12:11 PM
27	None	4/16/2015 12:03 PM
28	Curious about the doctoral program.	4/16/2015 11:53 AM
29	idk	4/16/2015 11:33 AM
30	Nothing. Provided all resources I needed	4/16/2015 10:42 AM

31	Nothing.	4/16/2015 10:12 AM
32	No.	4/15/2015 4:40 PM
33	None	4/15/2015 4:19 PM
34	No.	4/15/2015 3:54 PM
35	a little help with navigation and instruction	4/15/2015 3:47 PM
36	None that i can think of.	4/15/2015 3:14 PM
37	Online video sessions where we can talk with the instructor live.	4/15/2015 2:44 PM
38	Better support when you are in a crisis. I had to a hardship withdrawal and it was a disappointing process.	4/15/2015 2:10 PM
39	courses for using the live chat (BBIM) and other blackboard program	4/15/2015 1:24 PM
40	don't think there are any other ones	4/15/2015 1:06 PM
41	I am content right now.	4/15/2015 1:03 PM
42	Smooth transition overall, guidelines are specific	4/15/2015 12:33 PM
43	depends on relationship with profs and advisors	4/15/2015 12:24 PM
44	can't think of anything	4/15/2015 12:05 PM
45	Nothing	4/15/2015 11:23 AM
46	accessing online classes faster	4/15/2015 11:11 AM
47	more online master programs	4/15/2015 10:31 AM
48	on campus orientation live webinar	4/15/2015 10:13 AM
49	none	4/15/2015 9:56 AM
50	the speech language department needs improvement, lacking in communication	4/14/2015 4:51 PM
51	n/a	4/14/2015 4:32 PM
52	N/A	4/14/2015 4:21 PM
53	None	4/14/2015 4:15 PM
54	more flexibility with proctored exams--available on weekends	4/14/2015 3:55 PM
55	None	4/14/2015 3:54 PM
56	can't think of anything	4/14/2015 3:39 PM
57	None	4/14/2015 3:36 PM
58	none	4/14/2015 3:17 PM
59	na	4/14/2015 2:59 PM
60	career fairs	4/14/2015 2:48 PM
61	making a little easier to take necessary classes--easier to lift holds	4/14/2015 2:47 PM
62	hard to say--the trick is time management CS dept could post more than a week's work at a time clearly defined exam dates	4/14/2015 2:12 PM
63	none	4/14/2015 1:57 PM
64	improvement of reapplication admissions wasn't able to get enough information had to do everything himself	4/14/2015 1:33 PM
65	Nothing she can think of.	4/14/2015 1:23 PM
66	More training for online courses, if not tech savvy	4/14/2015 12:59 PM
67	None he can think of	4/14/2015 12:54 PM

68	doesn't need any	4/14/2015 12:27 PM
69	Criminology is doing a portfolio class (a trial run) so students can figure out learning outcomes for classes and how to meet learning outcome requirements. The caller thinks this would be a good addition to adult learner education, it is allowing him graduate a year earlier.	4/14/2015 12:07 PM
70	To go to the campus first and take on-campus courses and then take online classes afterward. Don't jump right into online courses, ease into them.	4/14/2015 11:41 AM
71	Not sure	4/14/2015 11:30 AM
72	If all the professor would utilize the module checklist.	4/14/2015 11:12 AM
73	none she could think of	4/14/2015 10:09 AM
74	Can't think of any.	4/13/2015 5:03 PM
75	none	4/13/2015 5:01 PM
76	Having all of the services listed in physical form would be nice. I did not know of the tutoring services and if I would have gotten a letter listing what is available. Also if the instructors would all use the same services. I did not know that smartthinking was even an option.	4/13/2015 4:10 PM
77	better bookstore for accessibility	4/13/2015 3:57 PM
78	More tutoring.	4/13/2015 1:36 PM

Q35 What do you enjoy the most and the least about being an adult learner?

Answered: 78   Skipped: 39

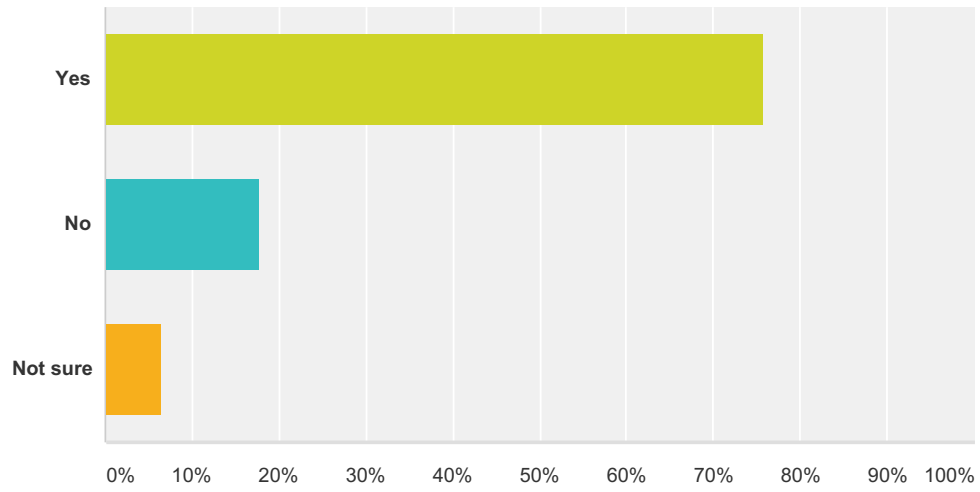| #	Responses	Date
1	most: flexibility least: don't know	4/17/2015 12:51 PM
2	the most: actually know what they're doing the least: doing more than just enough to get by	4/17/2015 12:09 PM
3	No difference. Everything is good	4/17/2015 12:02 PM
4	the most: the opportunity to participate and keep learning the least: very difficult to juggle responsibility of classes and life	4/17/2015 11:57 AM
5	the most: program flexibility the least: classes that don't have an upfront syllabus so wasn;t able to plan around assignments	4/17/2015 11:29 AM
6	the most: learning more things and getting more knowledge the least: trying to juggle school and work	4/17/2015 11:11 AM
7	most - the convenience/access least - minimal interaction... need a variety in the type of interaction	4/17/2015 11:05 AM
8	the most: the online component is more flexible the least: can't think of any	4/17/2015 10:45 AM
9	exactly what I was looking for. Nothing I liked least or most.	4/17/2015 8:59 AM
10	Most- flexibility Least- forced to collaborate	4/16/2015 4:52 PM
11	As a mature student, Courtney is more driven.	4/16/2015 4:48 PM
12	I can do it on my own time, don't have to take time of my home life to drive	4/16/2015 4:47 PM
13	Most- better work ethic and accountability Least- feeling as connected	4/16/2015 4:36 PM
14	Most- having previous experience Least- receptiveness	4/16/2015 4:18 PM
15	the most: can still go to school, all online the least: trying to stay on track	4/16/2015 4:01 PM
16	Most- appreciate education better Least- none	4/16/2015 3:57 PM
17	Flexibility was great! Some classes had different due dates on CourseDen than stated in the syllabus	4/16/2015 3:57 PM
18	Most- the convenience Least- the due dates of assignments	4/16/2015 3:19 PM
19	the most: can do on own time the least: more work than other classes	4/16/2015 3:07 PM
20	the least: no instant feedback the most: all the assignments are up front, can go at own pace	4/16/2015 2:57 PM
21	the most would be the depth of learning and the pacing the least: the amount of hours put in and the confusing with course den	4/16/2015 2:32 PM
22	most- show kids importance of school. least- hour drive, distance.	4/16/2015 1:42 PM
23	I appreciate the courses more, take it more serious	4/16/2015 1:30 PM
24	Most: Being able to pace my own learning Least: nothing	4/16/2015 12:43 PM
25	Not sure. Everything is learning	4/16/2015 12:29 PM
26	Most:Convenience Least:hard to stick in brain	4/16/2015 12:13 PM
27	Flexibility was wonderful! Did miss one to one interaction at times with professors.	4/16/2015 12:11 PM
28	Most: Flexible hours to complete classwork Least: Busy work through discussion board	4/16/2015 12:03 PM
29	Enjoys the amount of material that can be covered in the time available.	4/16/2015 11:53 AM
30	Least: staying up until 2am to meet a deadline Most: you can check grades throughout course	4/16/2015 11:33 AM

31	Most:Practice that I have. Program is also interesting and enjoyable Least: Integrating classes into busy schedule	4/16/2015 10:42 AM
32	Most: Students are able to log in at their convenience Least:Depends on the course, the instructor may have a rubric that is really hard to understand with a lot of busy work	4/16/2015 10:12 AM
33	I'm just here for career advancement. I don't really like school.	4/15/2015 4:40 PM
34	Most- convenience and less stressful Least- hard to contact professors and changing due dates, computer problems	4/15/2015 4:19 PM
35	Most: I like learning Least: I would like the of talking to somebody face to face more often would be nice.	4/15/2015 3:54 PM
36	most- convenience and flexibility of schedule least- if you do not understand something, teachers do not always respond very well	4/15/2015 3:47 PM
37	Most: I have the flexibility around my work schedule. Least: None really.	4/15/2015 3:14 PM
38	Most: You can work at your own pace. Least: Not as much time	4/15/2015 2:44 PM
39	Most: The ability to learn more information in my field. Least: Time management	4/15/2015 2:10 PM
40	the most: being able to work at own pace the least: felt like some material was redundant	4/15/2015 1:24 PM
41	the most: accessing course on own time the least: a particular teacher	4/15/2015 1:06 PM
42	Most: I can offer knowledge to younger students through the discussion board Least: When I get into a class with a lot of freshman that are only taking the class because they have to.	4/15/2015 1:03 PM
43	Most: ask questions whenever needed and get information when most need Least" nothing	4/15/2015 12:33 PM
44	the fact that she is going to school online as a n older person is more beneficial than sitting in class every day	4/15/2015 12:24 PM
45	the least: no interaction with classmates the most: being able to do assignments and work at own pace	4/15/2015 12:05 PM
46	The toughest thing is balancing work, home, and school	4/15/2015 11:23 AM
47	most: learning and challenges least: time	4/15/2015 11:11 AM
48	most: learning at own pace least: none	4/15/2015 9:56 AM
49	least enjoyable is being poor	4/14/2015 4:51 PM
50	n/a	4/14/2015 4:32 PM
51	Progressing at her own pace was great, but was not a fan of "busy work"	4/14/2015 4:21 PM
52	Most- balancing work and school was easy	4/14/2015 4:15 PM
53	the most: actually finishing the degree the least: has to work full time	4/14/2015 3:55 PM
54	group projects- least freedom of schedule- most	4/14/2015 3:54 PM
55	the most: being able to work at own pace in online course the least: can't get off track	4/14/2015 3:39 PM
56	work and school	4/14/2015 3:36 PM
57	the most: more experience the least: having to deal with family on top of school and work	4/14/2015 3:17 PM
58	least, less interaction	4/14/2015 2:59 PM
59	more focused as an adult learner, the workload	4/14/2015 2:48 PM
60	the most: can work from home or on weekends, or whenever the least: no one on one and classtime interaction	4/14/2015 2:47 PM
61	great bc really motivated to get stuff done--get to focus on what you want instead of a general lib arts course least: not as exploratory as undergad courses	4/14/2015 2:12 PM
62	take and classes and work and balabce	4/14/2015 2:10 PM
63	learning new material	4/14/2015 1:57 PM
64	the most: the mindset of UWG is changing as far as being flexible with working students the least: the variety of courses offered online--a lot of really good summer classes not offered in the fall, unable to take those bc of financial aid	4/14/2015 1:33 PM

65	Most: appreciation for education Least: time restrictions	4/14/2015 1:23 PM
66	Most: Flexibility Most& Least: always feel like you're doing things	4/14/2015 12:59 PM
67	Most: A chance to communicate better with classmates. Least: Have to be very disciplined	4/14/2015 12:54 PM
68	just being able to work at own pace	4/14/2015 12:27 PM
69	Most: flexibility with job and family	4/14/2015 12:07 PM
70	Enjoyed online best for schedule, nothing stood out as bad or too difficult.	4/14/2015 11:41 AM
71	Most: Being online Least: A lot of coursework	4/14/2015 11:30 AM
72	Most: The opportunity to learn new things in my field while I am working. Least: Time management	4/14/2015 11:12 AM
73	most- flexibility and works for schedule. least- alot of reading. Reading takes up family time.	4/14/2015 10:09 AM
74	Most: I do enjoy the studies Least: the amount of work involved.	4/13/2015 5:03 PM
75	less- lack of time	4/13/2015 5:01 PM
76	Most: Bring my own experience to what I am learning Least: The lack of communication from the professors and the lack of clarity when they do post information.	4/13/2015 4:10 PM
77	most- accessibility of programs	4/13/2015 3:57 PM
78	The more dues you have to pay: least I pick up on things more: most	4/13/2015 1:36 PM

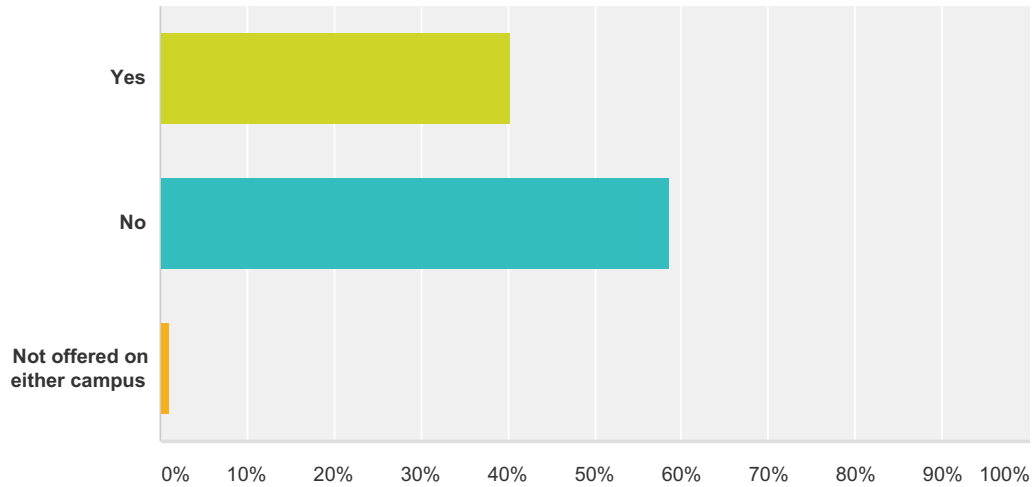## Q36 Do you think there are enough online courses offered at UWG?

Answered: 107   Skipped: 10

Answer Choices	Responses	
Yes	**75.70%**	81
No	**17.76%**	19
Not sure	**6.54%**	7
Total		**107**

Q37 If your recent online course(s) were not offered online, would you have driven to our Carrollton or Newnan campus to take the course?

Answered: 104 Skipped: 13

Answer Choices	Responses	
Yes	**40.38%**	42
No	**58.65%**	61
Not offered on either campus	**0.96%**	1
Total		**104**

#	Other (please specify)	Date
1	lives in CA	4/16/2015 2:34 PM
2	To the Carrollton Campus yes	4/16/2015 12:59 PM
3	Would've found another college	4/16/2015 12:05 PM
4	if you mandatory class that you needed, she enjoys online	4/16/2015 12:03 PM
5	IF the times were convienet	4/16/2015 11:55 AM
6	has done so in the past	4/16/2015 11:33 AM
7	Lives in another state	4/16/2015 10:48 AM
8	Very far for her	4/16/2015 10:14 AM
9	Busy and really far away	4/15/2015 11:23 AM
10	busy schedule	4/15/2015 11:07 AM
11	work full time	4/14/2015 3:41 PM
12	lives in Woodstock	4/14/2015 2:15 PM
13	for graduation only, if necessary, otherwise no	4/14/2015 12:27 PM

14	schedule would have been tough to work around	4/14/2015 12:07 PM
15	Maybe	4/13/2015 5:06 PM
16	too far for distance	4/13/2015 3:59 PM

Q38 What reason(s) led you to take an online class? (more than one answer may apply)

Answered: 107   Skipped: 10
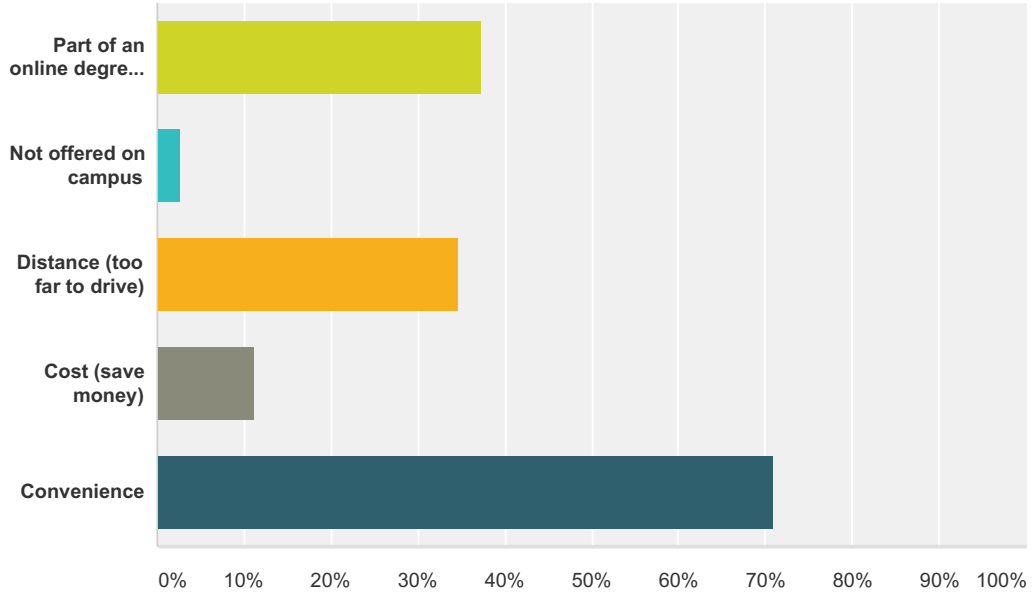
Answer Choices	Responses	
Part of an online degree program	**37.38%**	40
Not offered on campus	**2.80%**	3
Distance (too far to drive)	**34.58%**	37
Cost (save money)	**11.21%**	12
Convenience	**71.03%**	76
Total Respondents: 107		

#	Other (please specify)	Date
1	Works full time	4/17/2015 11:59 AM
2	Works during the day	4/17/2015 11:49 AM
3	Works full time so flexibility is key	4/17/2015 10:50 AM
4	works in Dalton GA and is flexible with family	4/17/2015 10:50 AM
5	family	4/17/2015 8:59 AM
6	Accessibility	4/16/2015 5:00 PM
7	offered during the spring and not summer	4/16/2015 4:02 PM
8	working full time	4/16/2015 3:25 PM
9	work full time	4/16/2015 2:43 PM
10	importance of furthering education.	4/16/2015 1:42 PM

11	Family	4/16/2015 12:15 PM
12	Balancing home, school, work	4/16/2015 12:03 PM
13	Program that I was seeking wasn't offered in my state. Read reviews about UWG and the help that was provided was amazing and helpful.	4/16/2015 10:48 AM
14	Only class he could take	4/16/2015 10:31 AM
15	parent and wife, works full time	4/15/2015 1:25 PM
16	didn't have to drive anywhere	4/15/2015 1:08 PM
17	Busy balancing home, school and family	4/15/2015 12:33 PM
18	being a parent and working	4/15/2015 12:27 PM
19	Productive over the summer	4/15/2015 12:13 PM
20	being parent as well	4/15/2015 12:08 PM
21	Courses were not offered on-campus	4/15/2015 11:55 AM
22	don't have to live on-campus, and she teaches close to her home	4/15/2015 11:07 AM
23	Time	4/14/2015 4:34 PM
24	full time job and family	4/14/2015 3:19 PM
25	kids	4/14/2015 2:51 PM
26	working full time	4/14/2015 1:44 PM
27	Disability student	4/14/2015 11:59 AM
28	Has a family, flexibility	4/14/2015 11:43 AM
29	flexibility	4/14/2015 10:10 AM

Q39 If offered virtually, would you participate in student life, student government or student association opportunities? (examples: honors, clubs etc.)

Answered: 107   Skipped: 10
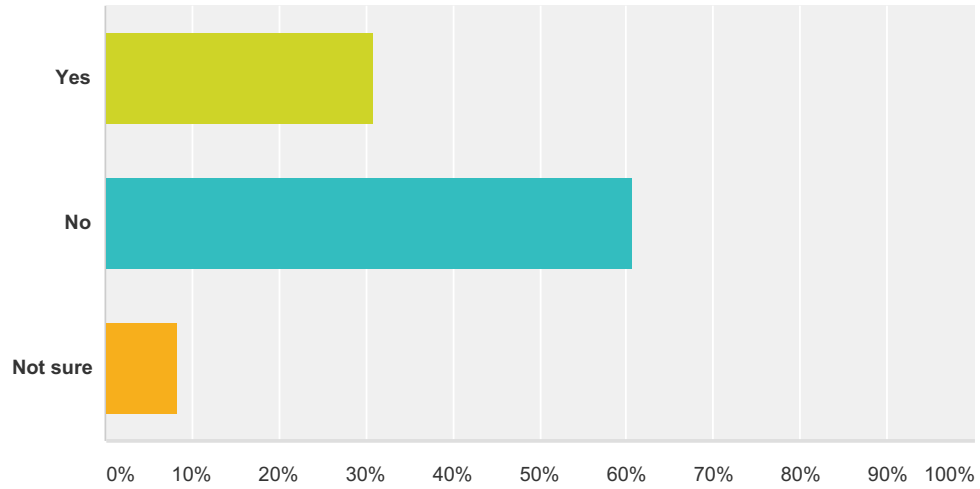
Answer Choices	Responses	
Yes	**30.84%**	33
No	**60.75%**	65
Not sure	**8.41%**	9
Total		107

Spring Phone Surveys 2015

Q40 What challenges have you faced as an online student?

Answered: 107   Skipped: 10

#	Responses	Date
1	time management coursework set around Georgia standard instead of other states standard	4/17/2015 12:55 PM
2	none	4/17/2015 12:11 PM
3	Takes a while to get a response back from instructor.	4/17/2015 12:05 PM
4	time management	4/17/2015 12:02 PM
5	Getting in contact with hard to reach professors	4/17/2015 11:59 AM
6	Getting ahold of professors, it has been difficult by email and phone.	4/17/2015 11:49 AM
7	again the lack of consistent instruction and feedback, etc	4/17/2015 11:32 AM
8	time managment	4/17/2015 11:29 AM
9	trying to get in the swing of checking everyday for assignments and making sure things get done on time	4/17/2015 11:13 AM
10	things becoming too routine and son't require much thinking or interaction...all we do is discussion boards and papers	4/17/2015 11:09 AM
11	Keeping up with the work is the hardest	4/17/2015 10:50 AM
12	turnaround on papers submitted to the GRA	4/17/2015 10:50 AM
13	None, everything was great!	4/17/2015 8:59 AM
14	Technology was sometimes a hindrance. Getting help through a screen can be difficult.	4/16/2015 5:00 PM
15	None	4/16/2015 4:56 PM
16	if the instructor is not good at interaction it makes the class hard.	4/16/2015 4:53 PM
17	N/A	4/16/2015 4:40 PM
18	n/a	4/16/2015 4:39 PM
19	making sure that you can express yourself due to the disconnect on a personal level	4/16/2015 4:38 PM
20	most professors are understanding that students have obligations, but frustrating when they do not	4/16/2015 4:22 PM
21	Certain professors seem to talk down to students at times. Superiority complex with some instructors	4/16/2015 4:11 PM
22	getting used to not having support from students, left on your own	4/16/2015 4:04 PM
23	advisement	4/16/2015 4:02 PM
24	Procrastination	4/16/2015 3:59 PM
25	group projects that force you to meet in person	4/16/2015 3:46 PM
26	n/a	4/16/2015 3:30 PM
27	when she had media it was class content. other than that no	4/16/2015 3:25 PM
28	time management	4/16/2015 3:22 PM
29	N/A	4/16/2015 3:13 PM
30	none	4/16/2015 3:08 PM
31	all the assignments are available in a calendar that you would be able to print off	4/16/2015 2:59 PM
32	comprehension, can take it on my own pace.	4/16/2015 2:43 PM

33	trying to navigate through everything	4/16/2015 2:34 PM
34	trying to fund time to study. working full time.	4/16/2015 1:42 PM
35	no	4/16/2015 1:33 PM
36	not really. work load pretty big.	4/16/2015 1:10 PM
37	Teachers not grading the coursework on time.	4/16/2015 12:59 PM
38	None. Maybe financial hardships	4/16/2015 12:44 PM
39	Not 100% a technological person. Other than that, fairly easy.	4/16/2015 12:31 PM
40	Harder to get help. Teachers did not have office hours	4/16/2015 12:15 PM
41	N/A	4/16/2015 12:13 PM
42	Discipline of having to do the work	4/16/2015 12:05 PM
43	Time management, teaching yourself	4/16/2015 12:03 PM
44	N/A	4/16/2015 11:55 AM
45	keeping up with the schedule	4/16/2015 11:33 AM
46	Time management. Not knowing when assignments are due.	4/16/2015 10:48 AM
47	None	4/16/2015 10:31 AM
48	She's a visual learner. Being an online student she cannot see someone explain it to her. She has to learn by herself	4/16/2015 10:14 AM
49	None	4/15/2015 4:51 PM
50	None.	4/15/2015 4:40 PM
51	computer problems and contacting professors	4/15/2015 4:22 PM
52	I wasn't a tech savvy when I first started so it took a little while to get to speed.	4/15/2015 3:54 PM
53	not having good contact with instructors- little problems can be a big deal if instructors cannot be reached	4/15/2015 3:50 PM
54	None really.	4/15/2015 3:14 PM
55	keeping up with due dates and schedule conflicts	4/15/2015 3:02 PM
56	Understanding exactly what you need to do on projects sometimes.	4/15/2015 2:44 PM
57	Being required to come to campus for certain projects.	4/15/2015 2:13 PM
58	The EdD program really pushes for a cohort to stay together and not for the needs of the students. My mother and grandmother passed away this year and the hardship withdrawal process was awful and it is seriously making me consider applying to another school.	4/15/2015 2:10 PM
59	na	4/15/2015 1:43 PM
60	doesn't feel like she faced any challenges	4/15/2015 1:25 PM
61	none really	4/15/2015 1:08 PM
62	Nothing really other than the tests are very hard.	4/15/2015 1:04 PM
63	An adult getting used and comfortable with being coming back to school and study again	4/15/2015 12:33 PM
64	courses not offered frequently enough and couldnt' get in touch with advisors	4/15/2015 12:27 PM
65	Technical aspects, computer issues, internet access	4/15/2015 12:13 PM
66	none	4/15/2015 12:08 PM
67	Checking CourseDen everyday	4/15/2015 11:55 AM
68	You have to have internal drive, and helpful to have structure	4/15/2015 11:23 AM

69	daily live and time	4/15/2015 11:13 AM
70	Time management	4/15/2015 11:07 AM
71	logging on remembering due date	4/15/2015 10:58 AM
72	people think online is easy but its not	4/15/2015 10:34 AM
73	time management	4/15/2015 10:17 AM
74	adapting to new technology	4/15/2015 9:58 AM
75	its a little tougher, you have take more responsibility but not more difficult.	4/14/2015 4:52 PM
76	N/a	4/14/2015 4:34 PM
77	N/A	4/14/2015 4:21 PM
78	None	4/14/2015 4:16 PM
79	each professor changes their due dates often	4/14/2015 3:58 PM
80	motivation to spend time on school work	4/14/2015 3:57 PM
81	time management, staying on track with work	4/14/2015 3:41 PM
82	figuring out the system and assignments	4/14/2015 3:38 PM
83	sometimes it feels like she's the only one taking the class	4/14/2015 3:19 PM
84	None	4/14/2015 3:18 PM
85	na	4/14/2015 3:02 PM
86	no	4/14/2015 2:51 PM
87	course den closing down for maintenance	4/14/2015 2:49 PM
88	na	4/14/2015 2:31 PM
89	prof makes or breaks your class-if not engaged, class time is wasted, and vice versa time management skills	4/14/2015 2:15 PM
90	engagement as an undergrad student	4/14/2015 2:13 PM
91	communication with professor	4/14/2015 1:58 PM
92	the amount of work is more involved	4/14/2015 1:44 PM
93	The lack of communication with professor, in certain classes, unclear instructors	4/14/2015 1:23 PM
94	First semester, managing time and more self-teaching than expected	4/14/2015 12:59 PM
95	No challenges. Just have to be very disciplined	4/14/2015 12:55 PM
96	The professor who said work at your own pace, need some more weekly assignment.	4/14/2015 12:27 PM
97	Didn't face any real challenges, thinks there is a stigma toward online classes that it's less than in-class learning quality and that people assume that there is an issue with equality of online degrees versus traditional degrees	4/14/2015 12:07 PM
98	Sometimes websites can have technical issues, CourseDen being down for maintenance, browser problems.	4/14/2015 11:59 AM
99	Just one bad class with a professor with a course that was too openly laid out with no weekly assignment and everything was due by the last day with no guidelines.	4/14/2015 11:43 AM
100	None	4/14/2015 11:30 AM
101	Check question 6	4/14/2015 11:12 AM
102	getting back into habit.	4/14/2015 10:10 AM
103	Just time management.	4/13/2015 5:06 PM
104	time management	4/13/2015 5:03 PM

105	Just the communication online not being the best from my professors. And lack of feedback from my assignments	4/13/2015 4:16 PM
106	ITS maintenance	4/13/2015 3:59 PM
107	None so far.	4/13/2015 1:37 PM

Q41 Are there any other ways online courses, programs, and services for UWG online students could be improved?

Answered: 106   Skipped: 11

#	Responses	Date
1	none	4/17/2015 12:55 PM
2	not really	4/17/2015 12:11 PM
3	If teachers had expectations set for themselves in regards to the response time for emails, things would go better. A lot of the times students wait for responses and cannot turn in the assignment and get a bad grade because of how long it takes for the instructor to answer.	4/17/2015 12:05 PM
4	there's always room for improvement but not really in the grand scheme of things	4/17/2015 12:02 PM
5	Everything was pretty good but could always use more attentive and available professors	4/17/2015 11:59 AM
6	More attentive professors that are easier to get ahold of.	4/17/2015 11:49 AM
7	a one on one professor-student outreach program, to personalize the learning experience	4/17/2015 11:32 AM
8	No	4/17/2015 11:29 AM
9	none can think of	4/17/2015 11:13 AM
10	More interaction! Better accessibility to make it mobile-friendly	4/17/2015 11:09 AM
11	Everything is good, you just need to keep up with work and you'll be fine	4/17/2015 10:50 AM
12	no	4/17/2015 10:50 AM
13	None.	4/17/2015 8:59 AM
14	More examples of what's required for assignments is better.	4/16/2015 5:00 PM
15	more interaction for students and not just reading papers, more discussions about topics	4/16/2015 4:56 PM
16	N/A	4/16/2015 4:53 PM
17	N/A	4/16/2015 4:40 PM
18	more 100 percent online course	4/16/2015 4:39 PM
19	No	4/16/2015 4:38 PM
20	more personal touches to profiles and communication	4/16/2015 4:22 PM
21	N/A	4/16/2015 4:11 PM
22	No	4/16/2015 4:04 PM
23	offering more classes	4/16/2015 4:02 PM
24	N/A	4/16/2015 3:59 PM
25	No	4/16/2015 3:46 PM
26	n/a	4/16/2015 3:30 PM
27	no	4/16/2015 3:25 PM
28	flexibility for assignments and not changing due dates	4/16/2015 3:22 PM
29	n/a	4/16/2015 3:13 PM
30	no	4/16/2015 3:08 PM

31	no	4/16/2015 2:59 PM
32	N/A	4/16/2015 2:43 PM
33	more uniformity in professors courses	4/16/2015 2:34 PM
34	not really. very well structured. Testing for online students.	4/16/2015 1:42 PM
35	n/a	4/16/2015 1:33 PM
36	no. pretty good experience	4/16/2015 1:10 PM
37	Putting more history classes through CourseDen.	4/16/2015 12:59 PM
38	None.	4/16/2015 12:44 PM
39	None.	4/16/2015 12:31 PM
40	None	4/16/2015 12:15 PM
41	N/A	4/16/2015 12:13 PM
42	None	4/16/2015 12:05 PM
43	Pretty good	4/16/2015 12:03 PM
44	N/A	4/16/2015 11:55 AM
45	nothing she can think of	4/16/2015 11:33 AM
46	Everything is good. Teachers are really good. CourseDen is easy to understand.	4/16/2015 10:48 AM
47	Online programs are really good	4/16/2015 10:31 AM
48	None	4/16/2015 10:14 AM
49	No	4/15/2015 4:51 PM
50	Not really	4/15/2015 4:40 PM
51	the CourseDen email is not good at all	4/15/2015 4:22 PM
52	No not really.	4/15/2015 3:54 PM
53	More spanish courses	4/15/2015 3:50 PM
54	No not really	4/15/2015 3:14 PM
55	No	4/15/2015 3:02 PM
56	None that I can think of.	4/15/2015 2:44 PM
57	Satisfied with current status.	4/15/2015 2:13 PM
58	None that I can think of.	4/15/2015 2:10 PM
59	na	4/15/2015 1:43 PM
60	no	4/15/2015 1:25 PM
61	no	4/15/2015 1:08 PM
62	No not really.	4/15/2015 1:04 PM
63	Good balance of courses	4/15/2015 12:33 PM
64	no	4/15/2015 12:27 PM
65	She likes it the way it is, if they offer more classes it would be better.	4/15/2015 12:13 PM
66	maybe not removing access to previous courses	4/15/2015 12:08 PM
67	A more face-to-face approach, more proctored exams so less cheating and aid on quizzes and exams	4/15/2015 11:55 AM
68	Happy with everything	4/15/2015 11:23 AM

69	none just more online programs	4/15/2015 11:13 AM
70	Easy	4/15/2015 11:07 AM
71	none	4/15/2015 10:58 AM
72	no can't recall	4/15/2015 10:34 AM
73	none	4/15/2015 10:17 AM
74	everything is good	4/15/2015 9:58 AM
75	Some of faculty are not nice and don't good people skills, Dr. Parrish is very rude.	4/14/2015 4:52 PM
76	N/a	4/14/2015 4:34 PM
77	Not satisfied with CourseDen. Limitations on posting content. Sometimes had to check a personal site as well as CD.	4/14/2015 4:21 PM
78	No	4/14/2015 4:16 PM
79	No	4/14/2015 3:58 PM
80	offer more from a degree standpoint	4/14/2015 3:57 PM
81	no can't think of anything	4/14/2015 3:41 PM
82	No	4/14/2015 3:38 PM
83	no	4/14/2015 3:19 PM
84	video chat support	4/14/2015 3:18 PM
85	na	4/14/2015 3:02 PM
86	a more standard set times for online classes versus every professor making it themselves	4/14/2015 2:51 PM
87	move maintenance to saturdays, otherwise no	4/14/2015 2:49 PM
88	good	4/14/2015 2:31 PM
89	publish ALL course materials and defined materials at the beginning of the semester	4/14/2015 2:15 PM
90	no, no improvements	4/14/2015 1:58 PM
91	maybe more majors offered online, both for undergrad and grad programs, better variety of online classes that aren't semester specific.	4/14/2015 1:44 PM
92	As long as UWG listens to student feedback, about professors way of instructing, it should get better.	4/14/2015 1:23 PM
93	not really, pretty good	4/14/2015 12:59 PM
94	Everything seems great	4/14/2015 12:55 PM
95	Everything was good and sufficient, it's an easy process. She recommended it to a lot of people to further their education in library media.	4/14/2015 12:27 PM
96	no issues or compliants	4/14/2015 12:07 PM
97	Continue to do what you have been doing. Just try to improve everyday.	4/14/2015 11:59 AM
98	Doesn't like to take online classes in summer, the classes feel rushed and too compressed.	4/14/2015 11:43 AM
99	No, everything is good.	4/14/2015 11:30 AM
100	Professor development for the instructors teaching online course, ,Consistency in the online tools used by each professor (for example the module checklist) and Timely grading of assignments by instructors.	4/14/2015 11:12 AM
101	no.	4/14/2015 10:10 AM
102	None that I can think of.	4/13/2015 5:06 PM
103	more nursing journals in the library	4/13/2015 5:03 PM

104	The layout of the course page is very busy so it can be hard to find the information that you need on there sometimes.	4/13/2015 4:16 PM
105	no	4/13/2015 3:59 PM
106	It is just fine the way it.	4/13/2015 1:37 PM