Q6 Were you admitted to UWG within the last 12 months?

Answered: 104   Skipped: 0
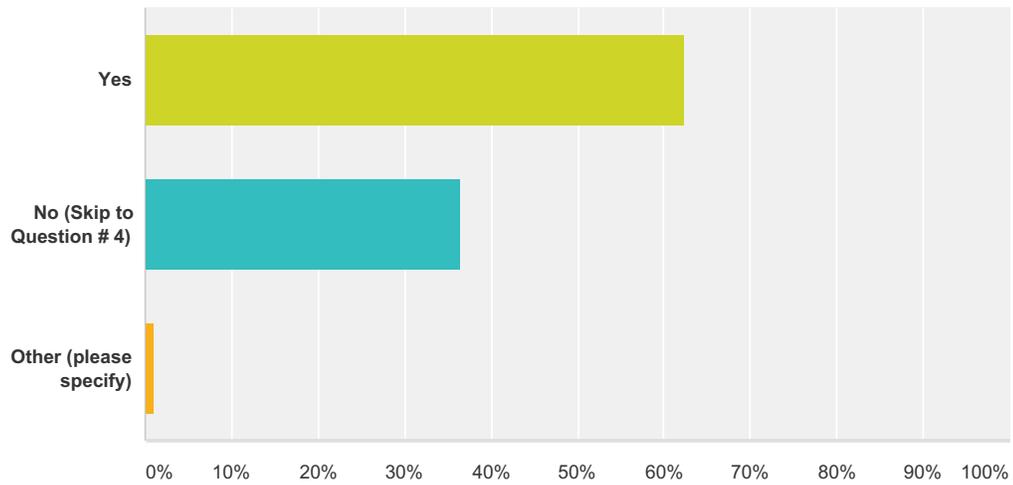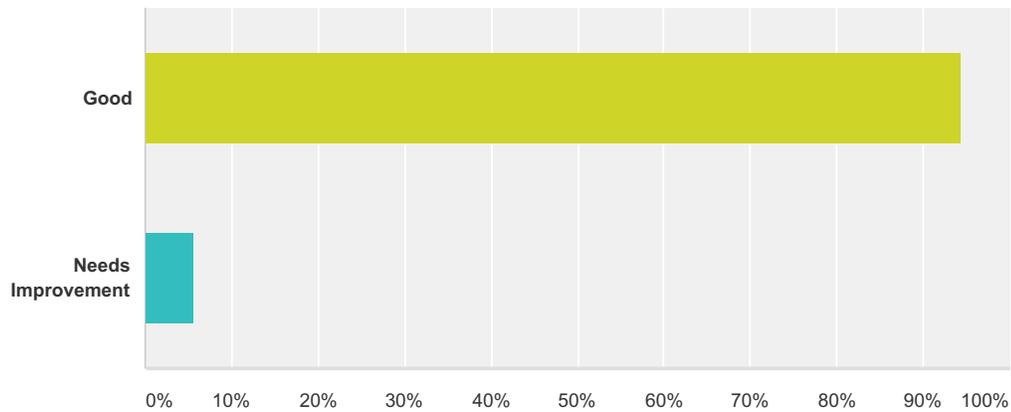

Answer Choices	Responses	
Yes	**62.50%**	65
No (Skip to Question # 4)	**36.54%**	38
Other (please specify)	**0.96%**	1
Total		**104**

#	Other (please specify)	Date
1	Readmitted for certificate within last 12 months. Has also done her undergraduate degree and master's degree here.	5/1/2017 7:15 AM

## Q7 Please rate the admissions process at UWG.

Answered: 70   Skipped: 34

Answer Choices	Responses	
Good	**94.29%**	66
Needs Improvement	**5.71%**	4
Total		**70**

#	*If needs improvement, ask "How can the admissions process be improved?"	Date
1	easy	5/5/2017 7:04 AM
2	easy	4/28/2017 8:39 AM
3	fast easy	4/28/2017 8:34 AM
4	easy	4/21/2017 7:37 AM
5	very easy within a week over summer	4/20/2017 7:37 AM
6	easy	4/20/2017 6:44 AM
7	short and sweet	4/19/2017 8:56 AM
8	simpl	4/19/2017 8:34 AM
9	Format of online application and admission process needs more organization	4/19/2017 3:23 AM
10	Step by step process is needed. No answers from anyone. Two hours on hold without any answers. When she first applied, she wasn't given enough information to register in time. Didn't know that she had an advisor.	4/18/2017 8:19 AM
11	Quickly received decision. No complaints.	4/18/2017 8:08 AM
12	Easy	4/18/2017 7:59 AM
13	For online students- needs to have online orientation for fully online students	4/17/2017 8:53 AM
14	8/10 - Info had been lost in prior degree registration, but the issue was recitified	4/17/2017 3:40 AM

Q8 Did you participate in a UWG Orientation session?

Answered: 70　　Skipped: 34
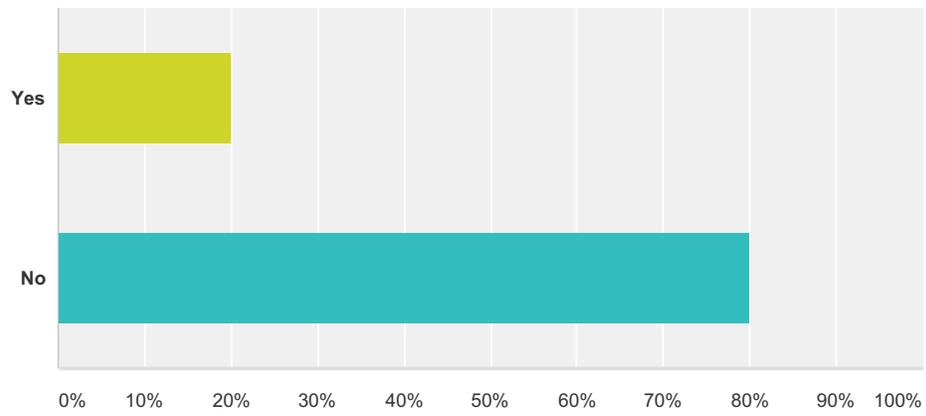
Answer Choices	Responses	
Yes	**20.00%**	14
No	**80.00%**	56
Total		**70**

Q9 Were you aware advisement is available for online students?

Answered: 103   Skipped: 1
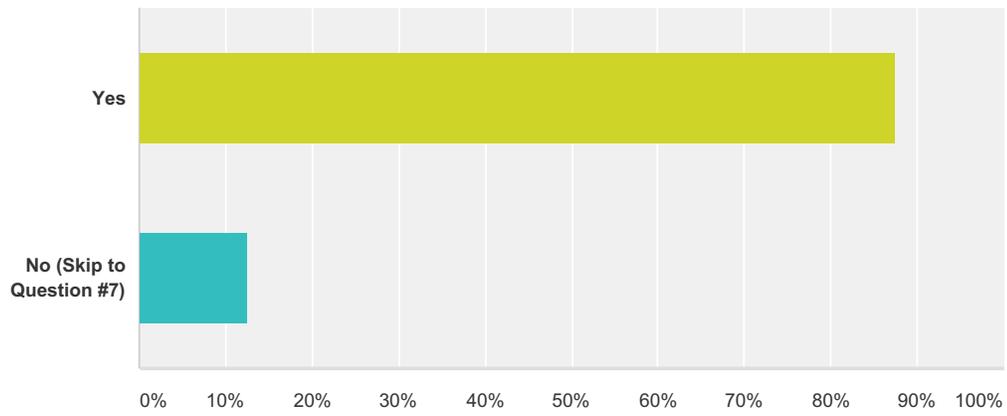
Answer Choices	Responses	
Yes	**87.38%**	90
No (Skip to Question #7)	**12.62%**	13
Total		**103**

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

Answered: 91   Skipped: 13
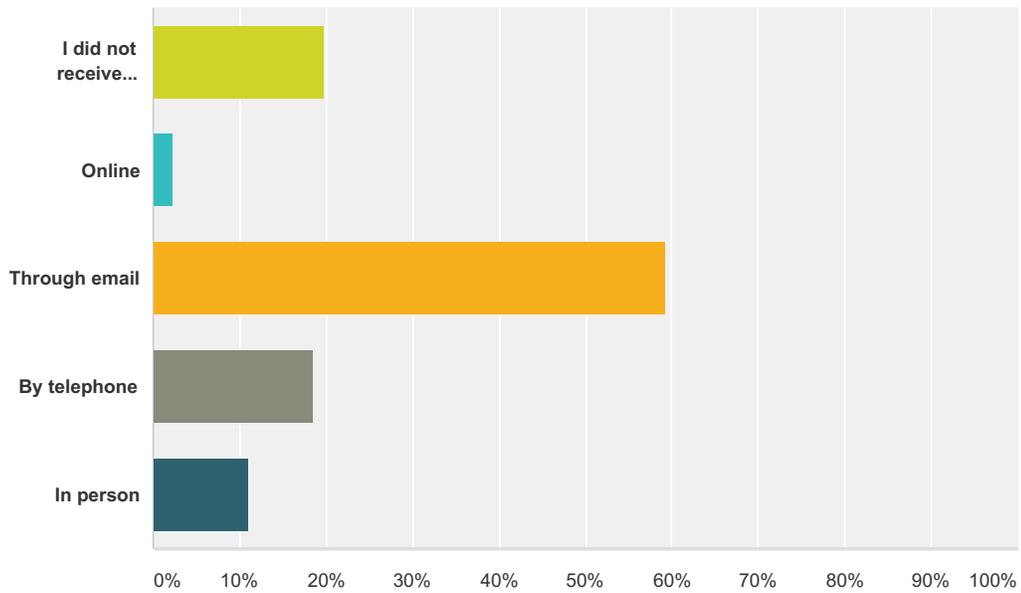
Answer Choices	Responses	
I did not receive advisement (Skip to Question #7)	**19.78%**	18
Online	**2.20%**	2
Through email	**59.34%**	54
By telephone	**18.68%**	17
In person	**10.99%**	10
Total Respondents: 91		

#	Other (please specify)	Date
1	hadn't requested any advisement appointment	5/5/2017 6:47 AM
2	chair	4/21/2017 6:22 AM
3	google doc	4/20/2017 7:37 AM
4	google doc	4/20/2017 7:07 AM

Q11 **Please rate the advisement you received.**

Answered: 77   Skipped: 27
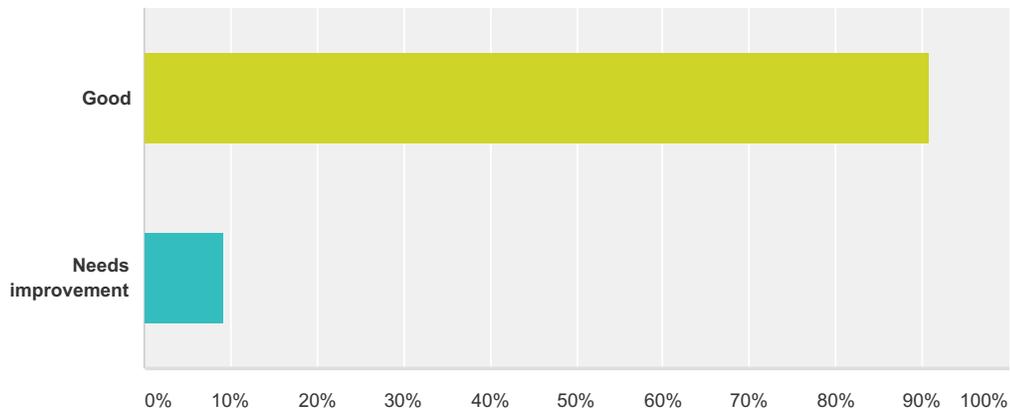
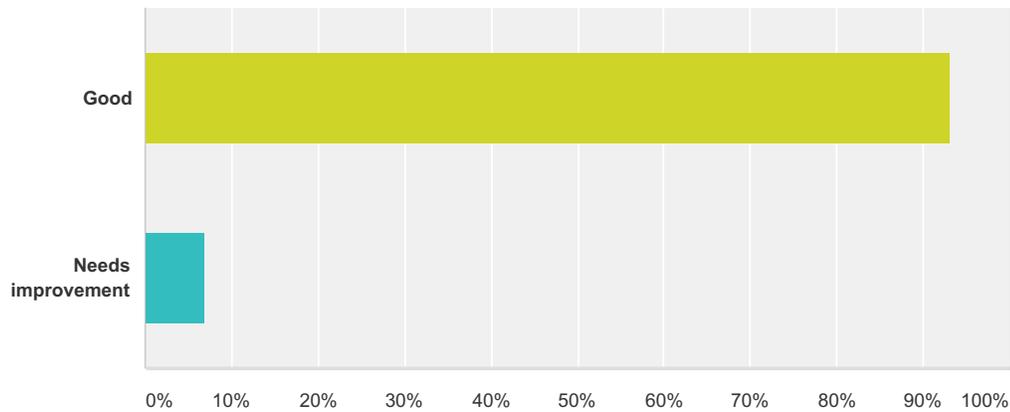| Answer Choices	Responses	
Good	**90.91%**	70
Needs improvement	**9.09%**	7
Total		**77**

#	*If needs improvement, ask "How can advisement services be improved?"	Date
1	got information about which classes to take	5/5/2017 8:03 AM
2	recommended classes, gave an outline to stay on track with degree.	5/5/2017 7:04 AM
3	thorough. went through studdies and different options	4/28/2017 8:39 AM
4	No problems.	4/24/2017 3:39 AM
5	wonderful. Dr. Drake has made it simple and fast.	4/21/2017 7:37 AM
6	Adores the advising method through the google doc and to be able to easily adjust anything necessary	4/20/2017 7:37 AM
7	Wasn't sure who to contact in the beginning, not clear who she needed to speak with.	4/20/2017 3:18 AM
8	very well made sure on track	4/19/2017 8:34 AM
9	Didn't like that advisor recommended a minor which extended her stay at west georgia.	4/19/2017 3:06 AM
10	Go either way, has had multiple different advisors	4/19/2017 2:42 AM
11	didn't know she had an advisor at all	4/18/2017 8:19 AM
12	Advisor wasn't very helpful. "Go out there and good luck. Here are some classes you eventually need to take."	4/18/2017 8:08 AM
13	had to contact the department this semester for a response	4/18/2017 2:31 AM
14	Slow response time, needs better guidance in terms of knowing school's policy	4/17/2017 7:34 AM

Q12 Please rate the registration process you experienced.

Answered: 101   Skipped: 3

Answer Choices	Responses	
Good	93.07%	94
Needs improvement	6.93%	7
Total		101

#	*If needs improvement, ask "How can the registration process be improved?"	Date
1	simple	5/8/2017 7:25 AM
2	Difficulty locating CRN. Easier if you could select from a list of classes.	5/2/2017 3:35 AM
3	es	4/28/2017 8:34 AM
4	Hard to register as a tap student?	4/24/2017 2:23 AM
5	Banweb is confusing. more information is needed	4/20/2017 8:04 AM
6	tap student so way late registration date, overrides are easy though.	4/20/2017 7:37 AM
7	smooth searching to find neccesary numbers on degree outline is diffrent then registration number	4/20/2017 7:07 AM
8	ask for a few overrides	4/19/2017 8:56 AM
9	easily to do overrides	4/19/2017 8:34 AM
10	Confusing, easier way to look up classes	4/19/2017 3:23 AM
11	More sets for classes and issues registering for those classes	4/19/2017 2:42 AM
12	Frustrating with lack of open seats for certain classes.	4/18/2017 8:08 AM
13	Would love if she were a returning UWG student that it would be expedited by having ability to release transcripts previous attending to necessary department.	4/18/2017 7:59 AM
14	No one contacts you back, or will take long to respond	4/17/2017 8:53 AM
15	easy	4/17/2017 4:39 AM
16	8/10 - better confirmation for receiving documents	4/17/2017 3:40 AM
17	More information needs to be available to assist students with the process.	4/17/2017 3:22 AM

Q13 Please rate the fee payment process you experienced.
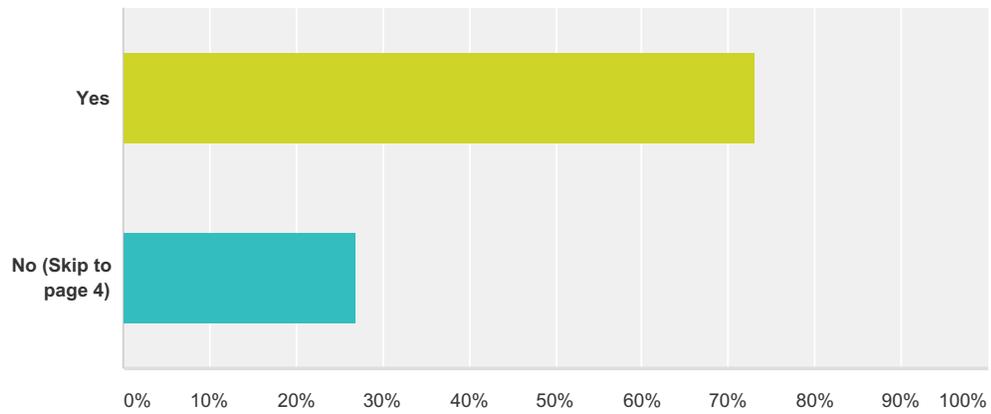
Answered: 98   Skipped: 6
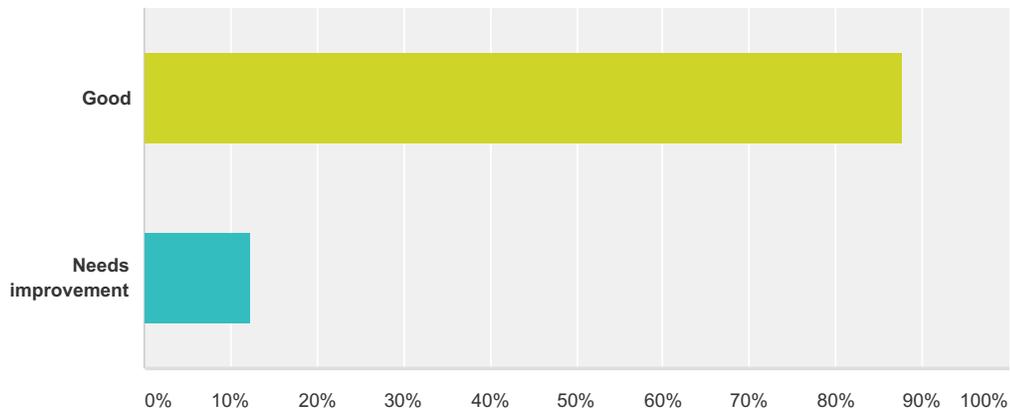
Answer Choices		Responses	
Good		**87.76%**	86
Needs improvement		**12.24%**	12
Total			**98**

#	*If needs improvement, ask "How can the fee payment process be improved?"	Date
1	easy	5/8/2017 7:25 AM
2	TAP Program	5/8/2017 3:43 AM
3	simple takes a few clicks	5/5/2017 7:04 AM
4	extra fee when paying online with credit card. shouldn't be that way as an online student. It's a little concern	5/5/2017 6:11 AM
5	Can be complicated with online and the different tuitions	5/1/2017 4:01 AM
6	working with fin aid, so simple.	4/28/2017 8:39 AM
7	Wasn't aware of fee for using credit card payment	4/28/2017 5:49 AM
8	Hope was on record, but she didn't actually have any left, had to pay balance later.	4/26/2017 7:23 AM
9	Not difficult, but with spring, bills were difficult to see because of pending student loans.	4/26/2017 6:56 AM
10	Difficult with being online since they want you to come in to sign papers and she works so it is not easy to have to come to campus for financial aid and any other enrollment process.	4/24/2017 6:58 AM
11	Sending financial reminders not being in all caps. Definitive date instead of different dates (allow for better planning).	4/24/2017 2:54 AM
12	N/A	4/24/2017 2:23 AM
13	fin aid easy.	4/21/2017 7:37 AM
14	tap agreement dont pay themselves. However the services that assist tap with the payment has been great and helped her understand the whole process	4/20/2017 7:37 AM
15	through myuwg portal. confusing how apply for loan you apply for fall which automatically applied for spring	4/20/2017 7:07 AM
16	very good. payment plan is amazing!!	4/19/2017 8:34 AM
17	Only concern is unknown payment process fee	4/19/2017 4:25 AM

18	Confusion, ended up paying for this semester instead of next semester. Should not even allow you to do that if system is already paid for	4/19/2017 2:16 AM
19	was hit with a late fee even though she paid on time	4/18/2017 8:19 AM
20	Convenience fees on credit cards are annoying.	4/18/2017 8:08 AM
21	Could be less of a process	4/18/2017 3:02 AM
22	Paid online, didn't process Did not go through, tried to call and explain and no one cared so she had to pay late fee	4/17/2017 7:50 AM
23	Recently tried to make payment via banweb, met with several challenges. Takes too many clicks and tabs to get to service, not able to make payment. Had to call, registrar walked her through Complicated	4/17/2017 7:34 AM
24	Process is not clear.	4/17/2017 3:22 AM

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

Answered: 104   Skipped: 0

Answer Choices	Responses	
Yes	**73.08%**	76
No (Skip to page 4)	**26.92%**	28
Total		**104**

#	If no, refer to Online Student Guide	Date
1	Online aware of CourseDen	4/18/2017 2:32 AM

Q15 Did you utilize any of the available tutoring services?

Answered: 77　　Skipped: 27
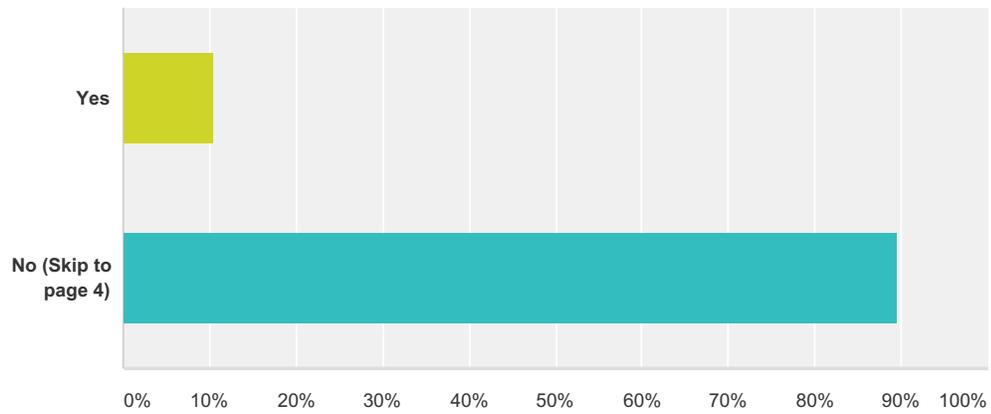
Answer Choices	Responses	
Yes	**10.39%**	8
No (Skip to page 4)	**89.61%**	69
Total		**77**

#	*If yes, ask "Which service(s) did you utilize?"	Date
1	in person	5/8/2017 3:43 AM
2	writing Center	5/5/2017 6:11 AM
3	chat service, tutor ex	5/2/2017 3:36 AM
4	Atomic Learning	4/28/2017 5:50 AM
5	Blackboard	4/26/2017 4:37 AM
6	ucc	4/24/2017 7:01 AM
7	Online tutorials, clicked through myUWG	4/17/2017 8:21 AM

Q16 Please rate the tutoring you received as an online student.

Answered: 8   Skipped: 96
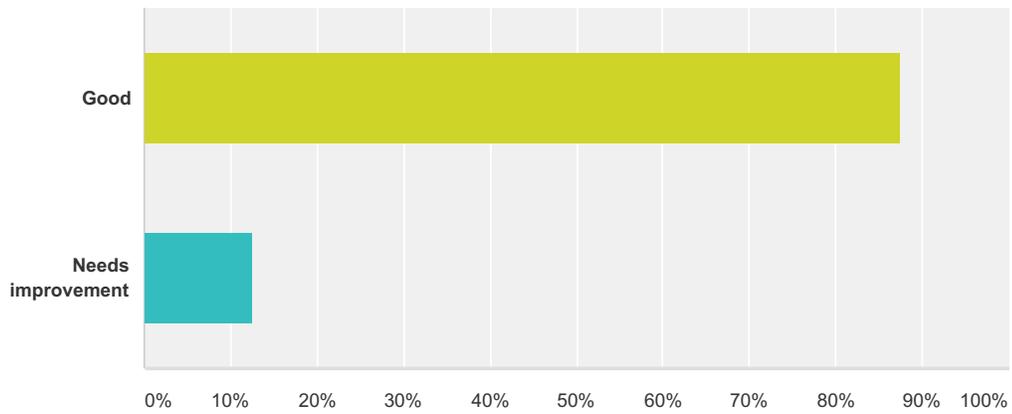
Answer Choices	Responses	
Good	**87.50%**	7
Needs improvement	**12.50%**	1
Total		8

#	*If needs improvement, ask "How can tutoring be improved?"	Date
1	troublesome first time there was one person in charge of reviewing all the class' work. took long time. they now have more agents so its better	5/5/2017 6:11 AM
2	Instructor was able to help, but the tutor did not help much	5/2/2017 3:36 AM
3	There is a delay/lag time.	4/17/2017 3:34 AM

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

Answered: 104   Skipped: 0
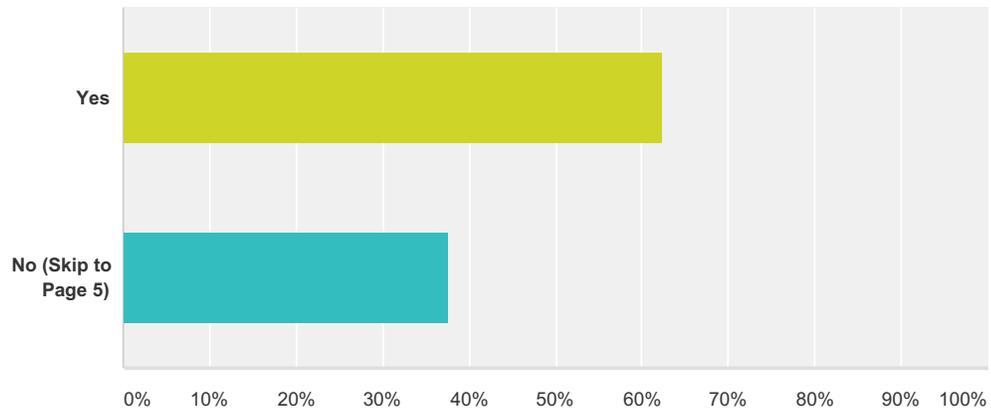
Answer Choices		Responses	
Yes		**62.50%**	65
No (Skip to Page 5)		**37.50%**	39
Total			**104**

Q18 Have you every utilized any of these services?

Answered: 67   Skipped: 37
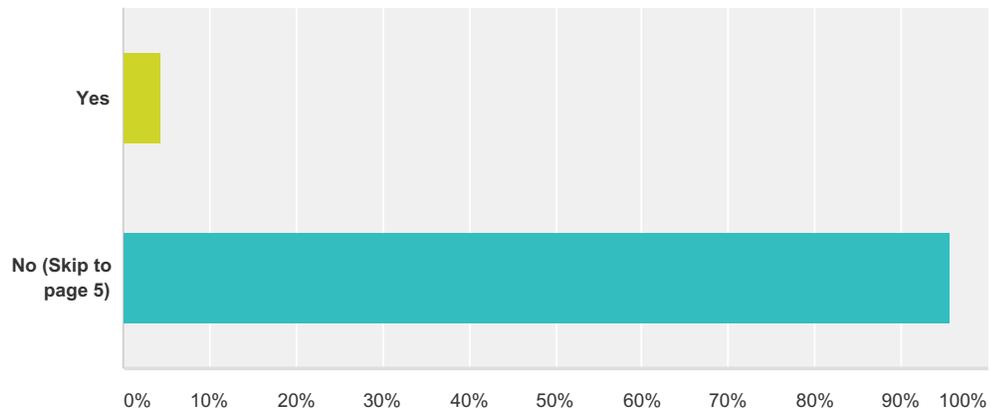
Answer Choices		Responses	
Yes		**4.48%**	3
No (Skip to page 5)		**95.52%**	64
Total			**67**

#	*If yes, ask "Would you mind sharing which service(s) you utilized??"	Date
1	counseling in person	5/3/2017 6:52 AM
2	clinic	4/21/2017 7:38 AM
3	Was told they were not offered	4/20/2017 2:32 AM
4	health	4/3/2017 2:22 AM

Q19 Please rate the services you utilized.

Answered: 3   Skipped: 101
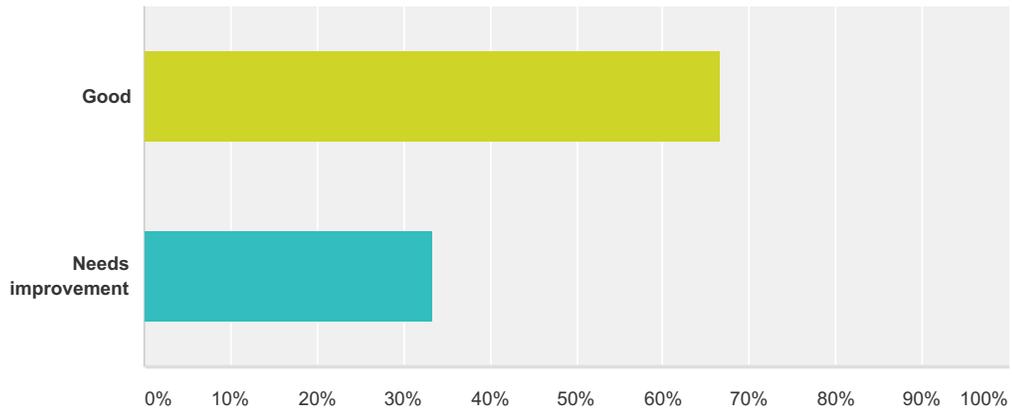
Answer Choices	Responses	
Good	**66.67%**	2
Needs improvement	**33.33%**	1
Total		**3**

#	*If needs improvement, ask "How could these services be improved?"	Date
1	decrease wait time/ increase staff. allow walk-ins again	4/3/2017 2:22 AM

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

Answered: 104   Skipped: 0
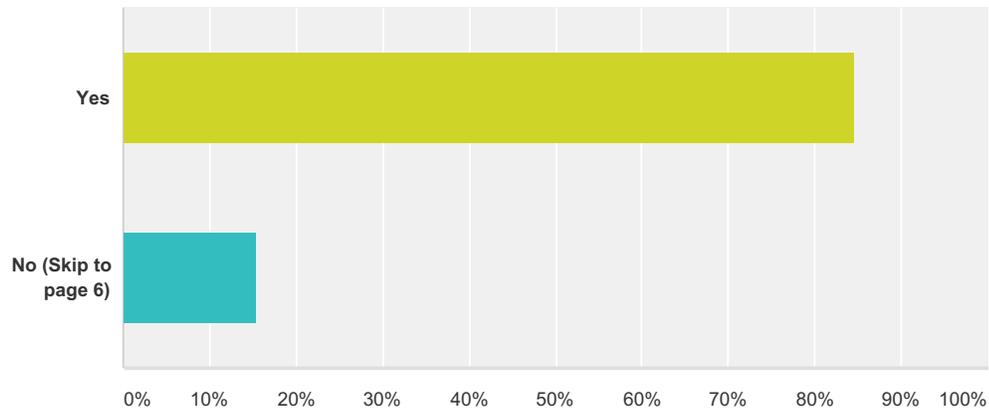
Answer Choices	Responses	
Yes	**84.62%**	88
No (Skip to page 6)	**15.38%**	16
Total		**104**

#	*If yes, ask "Which method did you use?"	Date
1	online	5/5/2017 8:03 AM
2	online	5/5/2017 7:05 AM
3	online	5/5/2017 6:11 AM
4	In person and online	5/3/2017 4:40 AM
5	Galileo	5/2/2017 8:53 AM
6	Galileo	5/2/2017 8:41 AM
7	Galileo	5/2/2017 8:28 AM
8	Galileo, in person	5/2/2017 8:12 AM
9	Online - Galileo	5/2/2017 7:05 AM
10	Go to library.	5/1/2017 7:19 AM
11	Visited library	5/1/2017 4:02 AM
12	Online	5/1/2017 3:44 AM
13	online	4/28/2017 8:40 AM
14	online	4/28/2017 8:34 AM
15	Galileo	4/28/2017 8:26 AM
16	Online- Galileo	4/28/2017 7:39 AM
17	Online- Galileo	4/28/2017 6:57 AM
18	Online	4/28/2017 6:28 AM

19	Online	4/28/2017 6:07 AM
20	Galileo	4/28/2017 5:51 AM
21	Galileo	4/26/2017 7:24 AM
22	Galileo, Reference logs	4/26/2017 6:57 AM
23	Online	4/26/2017 5:08 AM
24	Online	4/26/2017 4:23 AM
25	Library	4/26/2017 2:41 AM
26	Galileo, articles	4/25/2017 8:31 AM
27	Galileo	4/25/2017 8:20 AM
28	Galileo	4/25/2017 4:36 AM
29	went to campus	4/24/2017 7:01 AM
30	Galileo	4/24/2017 6:58 AM
31	ingrim online website - checking out book online	4/24/2017 4:16 AM
32	Galileo	4/24/2017 3:40 AM
33	galileo	4/21/2017 7:38 AM
34	Online	4/21/2017 7:35 AM
35	Online	4/21/2017 6:53 AM
36	Online	4/21/2017 6:25 AM
37	Galileo	4/21/2017 6:22 AM
38	Online	4/21/2017 5:01 AM
39	Online	4/21/2017 4:23 AM
40	Galileo	4/21/2017 2:23 AM
41	Galileo	4/21/2017 12:35 AM
42	Galileo	4/20/2017 8:05 AM
43	gallileo	4/20/2017 7:37 AM
44	Galileo Online	4/20/2017 3:45 AM
45	Galileo	4/20/2017 3:43 AM
46	Online	4/20/2017 3:19 AM
47	Galileo online, and inter-library	4/20/2017 2:33 AM
48	galileo	4/19/2017 8:56 AM
49	online	4/19/2017 8:34 AM
50	Galileo	4/19/2017 7:33 AM
51	Online	4/19/2017 4:38 AM
52	Online	4/19/2017 4:26 AM
53	Online and called	4/19/2017 4:12 AM
54	Online	4/19/2017 3:57 AM
55	Online	4/19/2017 3:43 AM
56	Online	4/19/2017 3:24 AM
57	Online	4/19/2017 3:09 AM
58	Both	4/19/2017 2:51 AM
59	Online	4/19/2017 2:31 AM

60	Online	4/19/2017 2:16 AM
61	Galileo	4/18/2017 8:37 AM
62	databases	4/18/2017 8:20 AM
63	Galileo web system for citing research	4/18/2017 8:09 AM
64	Galileo	4/18/2017 7:59 AM
65	Both	4/18/2017 3:03 AM
66	Online, Books shipped	4/18/2017 2:32 AM
67	Online, Galileo	4/17/2017 8:54 AM
68	Online	4/17/2017 8:22 AM
69	Online	4/17/2017 7:51 AM
70	Online	4/17/2017 7:35 AM
71	Online	4/17/2017 7:02 AM
72	Online, Galileo	4/17/2017 4:52 AM
73	Online	4/17/2017 4:34 AM
74	The online databases	4/17/2017 4:19 AM
75	Online with Galileo	4/17/2017 3:40 AM
76	online	4/17/2017 3:17 AM
77	library	4/3/2017 2:22 AM

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

Answered: 90 Skipped: 14
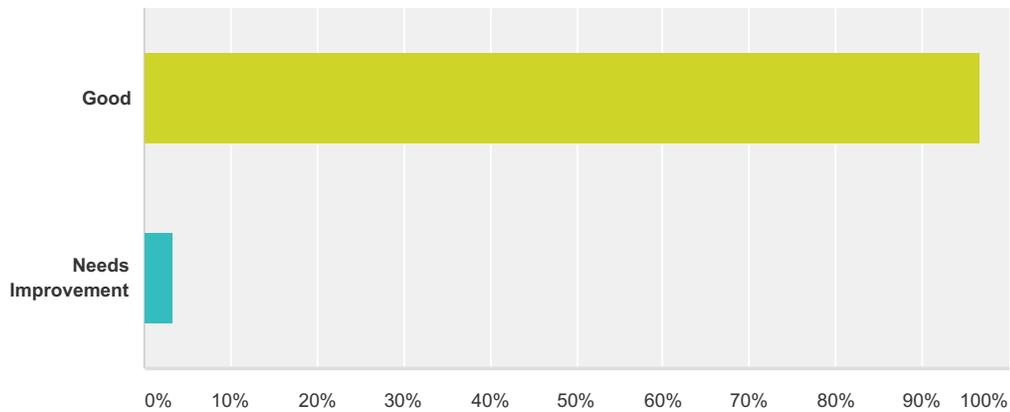
Answer Choices	Responses	
Good	**96.67%**	87
Needs Improvement	**3.33%**	3
Total		**90**

#	*If needs improvement, ask "How can library services be improved?"	Date
1	search function could be better	5/3/2017 6:52 AM
2	easy access from main webpage	4/28/2017 8:40 AM
3	enjoyed it	4/28/2017 8:34 AM
4	Very easy to use	4/26/2017 6:57 AM
5	Some magazines took too long to receive.	4/24/2017 4:16 AM
6	Online services need to have better instructions or more available instructions.	4/24/2017 2:56 AM
7	Goes down, log in issues, difficult to access	4/21/2017 12:35 AM
8	great, experenced user	4/20/2017 7:37 AM
9	logging in can be strange. extra steps there. be nice if it connect to courseden to be one login process	4/20/2017 7:07 AM
10	great help right away	4/20/2017 6:45 AM
11	found what was needed	4/19/2017 8:56 AM
12	helpful	4/19/2017 8:34 AM
13	User error issues sometimes, difficult search function	4/19/2017 7:33 AM
14	Not had an ID in years and had to find random student for them to print	4/19/2017 2:51 AM
15	Easy process	4/18/2017 2:32 AM
16	Exellent help	4/17/2017 3:35 AM

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: 99   Skipped: 5
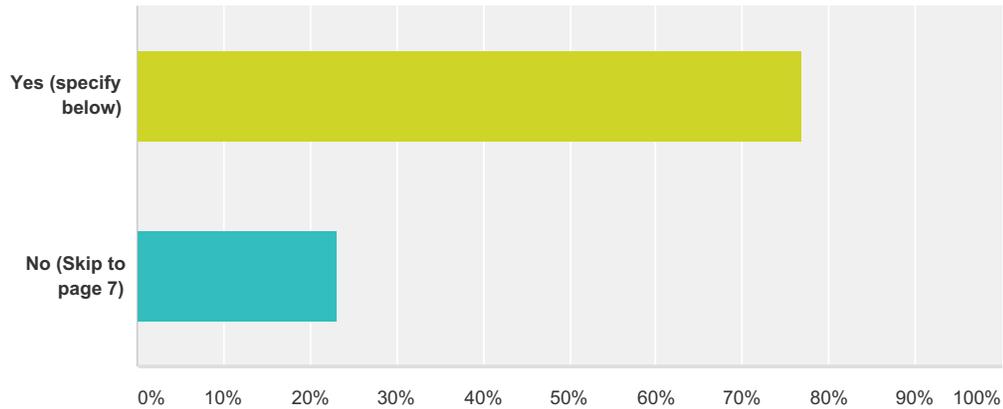
Answer Choices	Responses	
Yes (specify below)	**76.77%**	76
No (Skip to page 7)	**23.23%**	23
Total		**99**

#	Specficy which one(s):	Date
1	fin aid	5/8/2017 7:26 AM
2	writing center no like Book store fine	5/8/2017 3:44 AM
3	financial aid	5/5/2017 8:03 AM
4	fin aid	5/5/2017 7:06 AM
5	fin aid	5/5/2017 6:47 AM
6	book store mailing ticket for graduation was a bummer she had to pay for that after the graduation fee	5/5/2017 6:11 AM
7	book center	5/3/2017 6:53 AM
8	Parking, bookstore, and financial aid	5/3/2017 4:40 AM
9	UWG Book Store	5/2/2017 8:54 AM
10	Financial aid, bookstore	5/2/2017 8:41 AM
11	finacial aid, bookstore	5/2/2017 8:29 AM
12	bookstore	5/2/2017 8:13 AM
13	Exams and Testing, Financial Aid, Bookstore.	5/2/2017 7:05 AM
14	Bookstore	5/1/2017 7:20 AM
15	Testing and bookstore	5/1/2017 4:02 AM
16	fin aid /bookstore	4/28/2017 8:34 AM

17	Financial aid and bookstore	4/28/2017 6:28 AM
18	Bookstore	4/28/2017 6:08 AM
19	Bookstore	4/28/2017 5:52 AM
20	Bookstore	4/26/2017 7:24 AM
21	Financial Aid	4/26/2017 6:58 AM
22	Financial Aid Bookstore	4/26/2017 5:08 AM
23	Financial aid and Blackboard	4/26/2017 4:48 AM
24	Financial aid and career counceling	4/26/2017 4:38 AM
25	Bookstore	4/26/2017 4:23 AM
26	Financial aid and Blackboard	4/26/2017 3:42 AM
27	Fincial aid	4/25/2017 8:32 AM
28	Financial aid, bookstore for looking up textbooks	4/25/2017 4:36 AM
29	financial aid	4/24/2017 7:01 AM
30	Book store and career counseling.	4/24/2017 6:58 AM
31	Financial Aid - good experience.	4/24/2017 4:17 AM
32	Financial aid	4/24/2017 3:41 AM
33	Financial aid &Health services	4/24/2017 2:56 AM
34	Bookstore	4/24/2017 2:24 AM
35	fin aid	4/21/2017 7:38 AM
36	Bookstore and Military and Veterans	4/21/2017 6:54 AM
37	Financial aid	4/21/2017 6:25 AM
38	Financial aid	4/21/2017 5:25 AM
39	Bookstore	4/21/2017 5:01 AM
40	Financial aid and Bookstore	4/21/2017 4:23 AM
41	Testing, Parking, bookstore, financial aid	4/21/2017 2:24 AM
42	Bookstore	4/21/2017 12:35 AM
43	Financial Aid	4/20/2017 8:08 AM
44	UWG Book Store, financial aid, bursars office	4/20/2017 7:48 AM
45	Career Counseling, Financial Aid	4/20/2017 7:35 AM
46	financial aid	4/20/2017 7:07 AM
47	Financial Aid	4/20/2017 3:45 AM
48	Financial Aid, UWG Book Store	4/20/2017 3:44 AM
49	Bookstore	4/20/2017 3:19 AM
50	Bookstore	4/20/2017 2:33 AM
51	financial aid	4/19/2017 8:56 AM
52	fincial aid. bookstore. lybrary	4/19/2017 8:34 AM
53	Finacial Aid	4/19/2017 7:34 AM
54	Financial aid	4/19/2017 4:39 AM
55	Financial aid and bookstore	4/19/2017 4:26 AM
56	Bookstore	4/19/2017 3:58 AM
57	Financial Aid	4/19/2017 3:43 AM

58	Financial aid	4/19/2017 3:30 AM
59	Parking- as staff	4/19/2017 3:09 AM
60	Financial Aid Bookstore Bursar	4/19/2017 3:07 AM
61	Financial Aid Bookstore	4/19/2017 2:52 AM
62	Financial Aid Everything online	4/19/2017 2:31 AM
63	Software available through ITS.	4/18/2017 8:10 AM
64	Bookstore	4/18/2017 6:35 AM
65	Financial aid, ITS, Bookstore	4/18/2017 4:36 AM
66	Financial Aid and Bookstore	4/18/2017 3:03 AM
67	Financial Aid	4/18/2017 2:33 AM
68	Bookstore	4/18/2017 2:32 AM
69	Bookstore, financial aid	4/17/2017 8:55 AM
70	Book Store online in purchasing tk20	4/17/2017 8:22 AM
71	Financial Aid	4/17/2017 7:52 AM
72	Financial Aid	4/17/2017 7:35 AM
73	Financial Aid	4/17/2017 7:03 AM
74	Financial aid	4/17/2017 4:52 AM
75	Bookstore and financial aid	4/17/2017 4:34 AM
76	bookstore, parking, and financial aid	4/17/2017 3:40 AM
77	Bookstore	4/17/2017 3:35 AM
78	Bookstore	4/17/2017 3:22 AM
79	bookstore and parking	4/3/2017 2:23 AM
80	parking, testing, and financial aid	3/31/2017 6:47 AM

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

Answered: 79   Skipped: 25
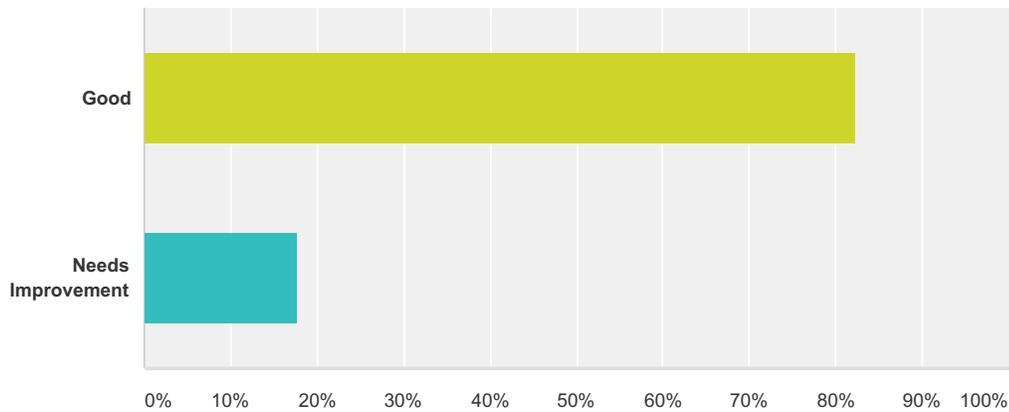
Answer Choices	Responses	
Good	**82.28%**	65
Needs Improvement	**17.72%**	14
Total		79

#	*If needs improvement, ask "How can that service be improved?"	Date
1	Being new student who was out of school so long When she came back she didnt know how to write in the New formats. The people didnt know what was she was doing and made her feel out of place and wrong	5/8/2017 3:44 AM
2	very helpful	5/5/2017 8:03 AM
3	frustrating.could help if they provided more information upfront. explain why documents was change. late fee was wrong because of error on their end. More transparency would be great.	5/5/2017 6:47 AM
4	They didn't have her books when she ordered	5/2/2017 8:54 AM
5	They changed the set up to author instead of by course	5/2/2017 8:13 AM
6	all answers to questions within/less 24 hours. books were ready when they said they would be.	4/28/2017 8:34 AM
7	Professor assigned book that was extremely hard to find, and was not available in Bookstore.	4/28/2017 5:52 AM
8	Easy to find links	4/26/2017 6:58 AM
9	Only issue with bookstore was financial aid.	4/24/2017 6:58 AM
10	Cannot take classes this summer because there is not enough financial aid left. No email this semester to follow up.	4/24/2017 3:41 AM
11	Fee payment portion needs more clarity. lost records multiple times to release holds on records. Inconvenient and time consuming.	4/24/2017 2:56 AM
12	easy	4/21/2017 7:38 AM
13	Had trouble getting through on the phone, had to drive up from over an hour away	4/21/2017 5:25 AM
14	Issues with available at the beginning of the semester and then they say that she owe money later in the semester.	4/21/2017 2:24 AM
15	Financial aid- notification of the process that is required for her. Information is not consistently organized so that students do not have to hunt for the info. Refunds should be sooner, not a month later. Award is information should be easy to find. No one answers the phone	4/20/2017 8:08 AM
16	smooth	4/20/2017 7:07 AM

17	Bought a used book and several chapters were missing, would not let her exchange it.	4/20/2017 2:33 AM
18	answered all questions	4/19/2017 8:56 AM
19	Very long wait times	4/19/2017 4:39 AM
20	Not good, too many outlets. Always had a hard time getting financial aid, since going for undergrad.	4/19/2017 3:30 AM
21	Antivirus doesn't work on windows 10, but no big deal.	4/18/2017 8:10 AM
22	Bookstore needs improvement, transferring financial aid for books needs more explanation. Could not buy certain things	4/17/2017 8:55 AM
23	Good but mentioned confusion of courseden email and gmail, makes it difficult	4/17/2017 7:52 AM
24	decent, parking could be improved. Improved by widening parking spots	3/31/2017 6:47 AM

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

Answered: 103   Skipped: 1
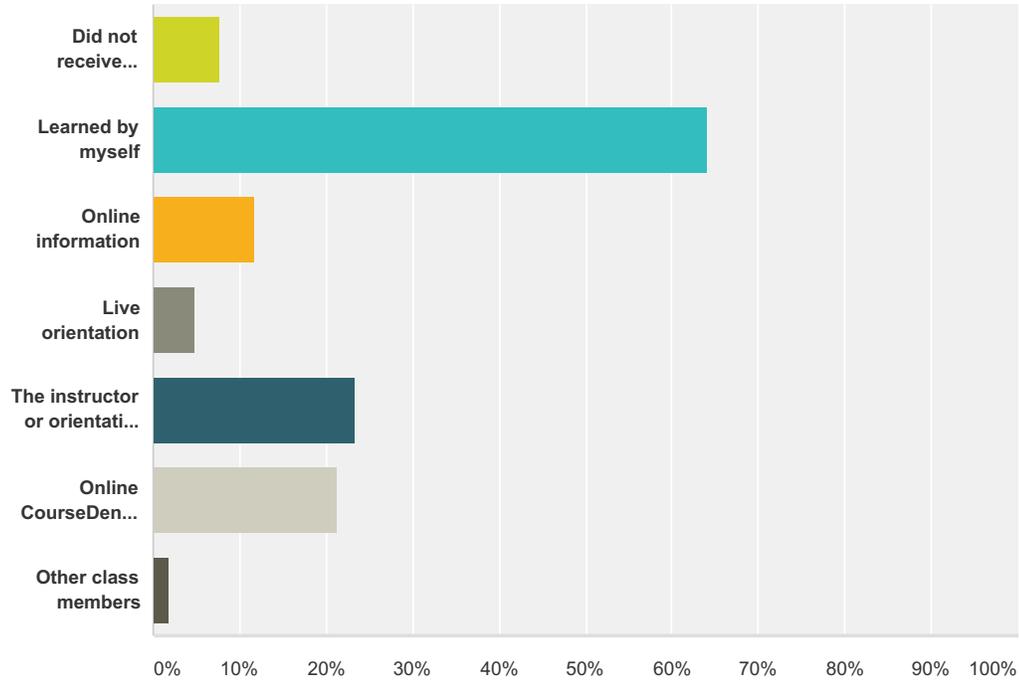
Answer Choices	Responses	
Did not receive instruction	**7.77%**	8
Learned by myself	**64.08%**	66
Online information	**11.65%**	12
Live orientation	**4.85%**	5
The instructor or orientation module inside your course	**23.30%**	24
Online CourseDen training course	**21.36%**	22
Other class members	**1.94%**	2
Total Respondents: 103		

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

Answered: 94   Skipped: 10
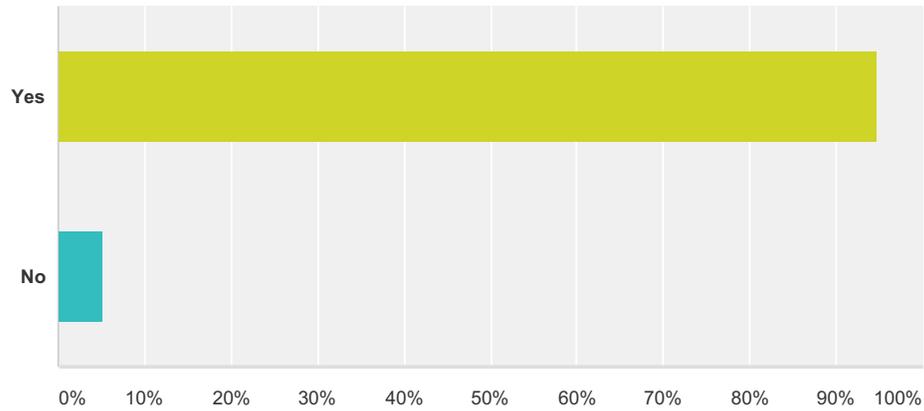
Answer Choices	Responses	
Yes	**94.68%**	89
No	**5.32%**	5
Total		**94**

#	*If no, please explain.	Date
1	Distance Education employee	5/5/2017 6:47 AM
2	Most of it was fine	5/2/2017 8:54 AM
3	easy to use	4/21/2017 6:22 AM
4	Using Moodle	4/20/2017 7:35 AM
5	Helped, but not fully	4/20/2017 3:20 AM
6	Took until 4th or 5th week, a lot of searching around	4/18/2017 3:04 AM
7	Needed more time to learn how to upload and post within CourseDen	4/17/2017 7:53 AM
8	Initially struggled, but self taught.	4/17/2017 3:36 AM

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

Answered: 102   Skipped: 2
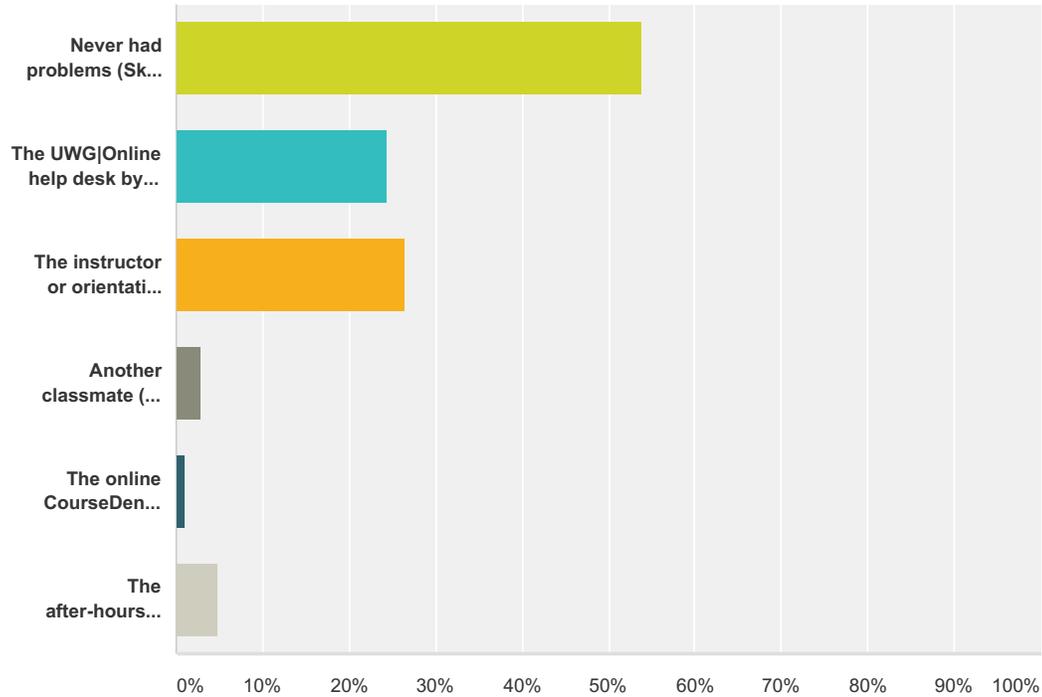
Answer Choices	Responses	
Never had problems (Skip to page 9)	**53.92%**	55
The UWG|Online help desk by either email, phone or live chat	**24.51%**	25
The instructor or orientation module inside your course (Skip question #3)	**26.47%**	27
Another classmate (If only answer, Skip to page 9)	**2.94%**	3
The online CourseDen training course (Skip question #3)	**0.98%**	1
The after-hours help desk	**4.90%**	5
Total Respondents: 102		

#	Other (please specify)	Date
1	Never really had any problems	5/8/2017 3:44 AM
2	password change to go through banweb	5/5/2017 7:07 AM
3	never had problems since he was in the loop as a employee with distance education	5/5/2017 6:47 AM
4	Instructor would have had same issue	5/5/2017 6:11 AM
5	professor never really had a problem	5/3/2017 6:53 AM
6	Sent attaches through email	5/2/2017 8:55 AM
7	IT help desk	4/28/2017 8:35 AM

8	The courses being open after the semester ended is not necessary.	4/26/2017 6:59 AM
9	24 for help	4/21/2017 6:22 AM
10	She has seen the widget haven't used it before but that would be here preferred methods	4/20/2017 7:37 AM
11	advisor	4/19/2017 8:57 AM
12	Friend in FDC	4/19/2017 3:11 AM
13	Asked her son who also attends UWG	4/17/2017 3:17 AM

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

Answered: 45   Skipped: 59
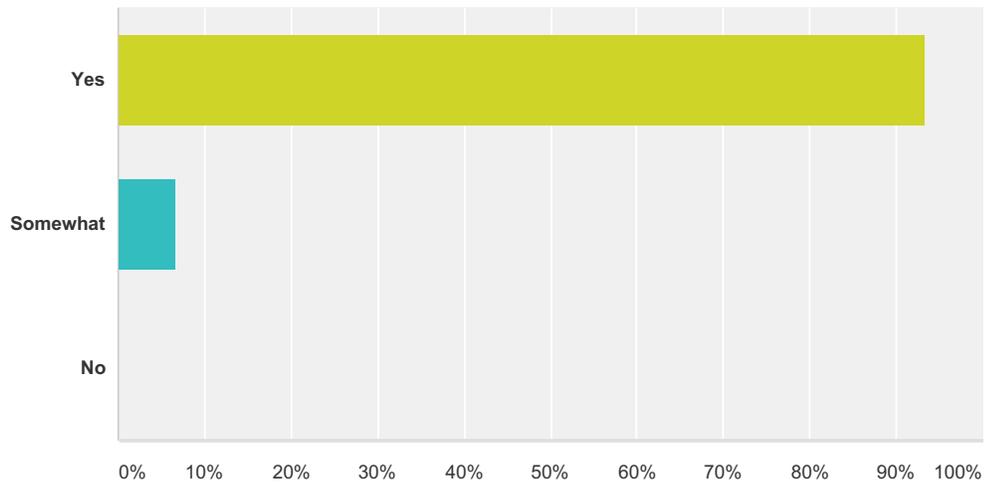
Answer Choices	Responses	
Yes	**93.33%**	42
Somewhat	**6.67%**	3
No	**0.00%**	0
Total		**45**

#	If somewhat or no, ask "How was _____ not successful in solving your CourseDen issues?"	Date
1	ITS departments would fix issue so they would wait a bit but would eventually progress.	5/5/2017 6:11 AM
2	Very responsive and assisted her through the phone, and remote access	4/18/2017 2:34 AM
3	Know more about courseden	4/17/2017 8:56 AM

Q28 Overall, did you receive prompt and courteous support?

Answered: 44   Skipped: 60
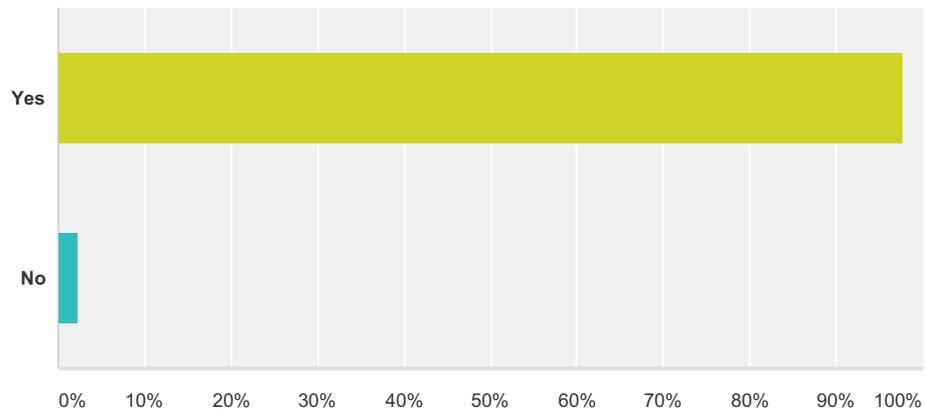
Answer Choices	Responses	
Yes	**97.73%**	43
No	**2.27%**	1
Total		**44**

#	*If no, please explain what could have been improved.	Date
1	It could have been faster.	3/31/2017 6:48 AM

Q29 Have you ever taken a traditional course on campus?

Answered: 102   Skipped: 2
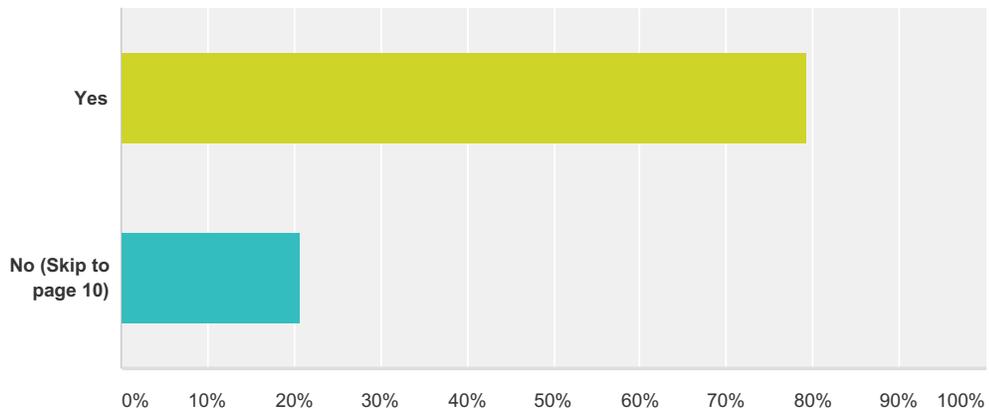
Answer Choices	Responses	
Yes	**79.41%**	81
No (Skip to page 10)	**20.59%**	21
Total		**102**

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: 83   Skipped: 21
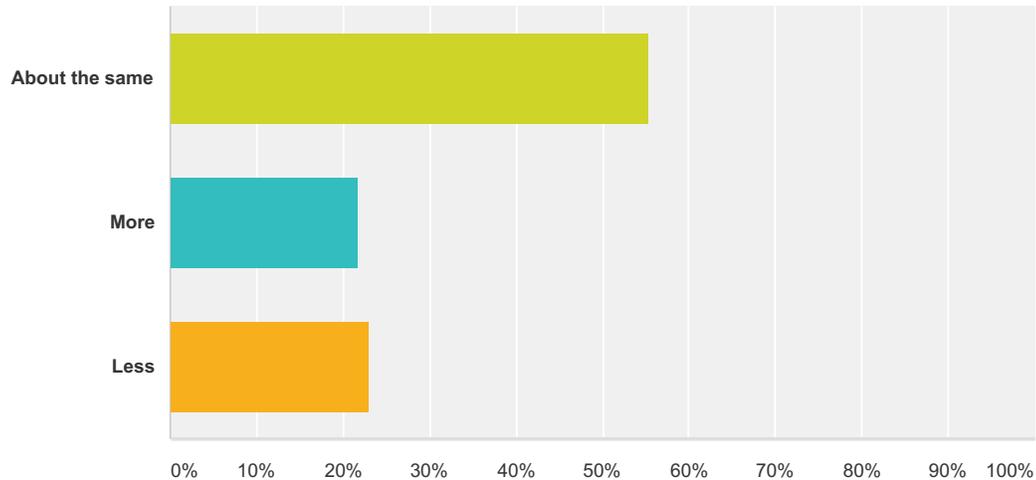
Answer Choices	Responses	
About the same	**55.42%**	46
More	**21.69%**	18
Less	**22.89%**	19
Total		83

#	Can you explain your answer?	Date
1	spread work out and be able to do it at convenience	5/5/2017 7:07 AM
2	cover material is good. but discussions was lack	5/5/2017 6:47 AM
3	more at her pace easy.	5/5/2017 6:12 AM
4	depend on course	5/3/2017 6:53 AM
5	Not much difference in the information learned	5/3/2017 4:41 AM
6	A lot of self-dependence and the material is gone over like in traditional course	5/1/2017 4:04 AM
7	more independent	4/28/2017 8:35 AM
8	Being able to log-on when have time, move at own pace	4/28/2017 7:40 AM
9	A lot harder though, you don't have the professor in person to motivate	4/28/2017 6:30 AM
10	Learns more on campus, online you teach yourself	4/26/2017 5:10 AM
11	More to do with the nature of what she was learning. Also depends on the professor	4/26/2017 4:48 AM
12	A lot more information packed in	4/26/2017 4:40 AM
13	More to do with the nature of what she was learning. Also depends on the professor	4/26/2017 3:43 AM
14	more reading	4/25/2017 8:23 AM
15	Different methods of learning	4/25/2017 4:37 AM

16	Nothing can beat being in the classroom. Feels like online you are required to do so much more paperwork type stuff and retains less due to weekly discussions and everything online and racing to get through all work.	4/24/2017 6:58 AM
17	Learned on own.	4/24/2017 4:20 AM
18	More work in online	4/21/2017 6:56 AM
19	Teaching self	4/21/2017 6:27 AM
20	More teaching myself, but still about the same	4/21/2017 5:48 AM
21	More challenging	4/21/2017 5:25 AM
22	Learn better in a classroom setting	4/21/2017 4:26 AM
23	Better suited to her schedule as an adult learner. Huge difference than sitting in a class, much better	4/20/2017 8:15 AM
24	she just focuses on what she likes to do, sometimes she misses the lecture aspect	4/20/2017 7:50 AM
25	different methods of learning, more responsibility	4/20/2017 7:37 AM
26	Learned a lot in undergraduate courses and is learning a lot in her graduate courses.	4/20/2017 6:45 AM
27	you apply it yourself in your own learning style	4/20/2017 3:47 AM
28	Online courses are more difficult	4/20/2017 2:35 AM
29	Extra to do in the career path. Not much to learn in this path. Pre-requisite.	4/19/2017 7:37 AM
30	Same if not more. Personal preference	4/19/2017 4:43 AM
31	Doing a lot of work	4/19/2017 4:00 AM
32	With traditional course, easier to sit and listen and learns better that way	4/19/2017 3:45 AM
33	When you're there in front of a professor you can ask and get a better understanding	4/19/2017 3:09 AM
34	Depends on the class	4/19/2017 2:54 AM
35	engaging helped her learn more on campus	4/18/2017 8:23 AM
36	responsibility on students to read the articles.	4/18/2017 8:13 AM
37	Thinks there is a missing element in an online course that you do not get from a traditional course. Face to face - there is a clear message of expectations and more material is covered vs when in an online environment. Feels like the online environment creates an atmosphere that is more flexible for workers. Just have to kind of have to weigh your costs more.	4/18/2017 7:59 AM
38	different implementation	4/18/2017 7:46 AM
39	hard to gauge, better to have the instructor explain things	4/18/2017 4:38 AM
40	More traditional based learner	4/18/2017 3:06 AM
41	Have to be more independent online, because of the nature of the degree, learning more in current part of program	4/18/2017 2:36 AM
42	its up to her to hold herself accountable	4/18/2017 2:35 AM
43	Has hands-on experience more with current online courses	4/17/2017 7:55 AM
44	Far more convenient, online courses force you to go deeper into the subjects	4/17/2017 7:05 AM
45	self-taught, independent	4/17/2017 4:52 AM
46	we went face to face platform. able to ask questions through platform periodically throughout semester. provided ALOT more material so she feels online allowed her to learn more	4/17/2017 4:39 AM
47	More independent in online courses though	4/17/2017 4:34 AM
48	not a good online learner	4/3/2017 2:26 AM
49	a lot more reading and participation than in experienced face to face	3/31/2017 6:50 AM

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?
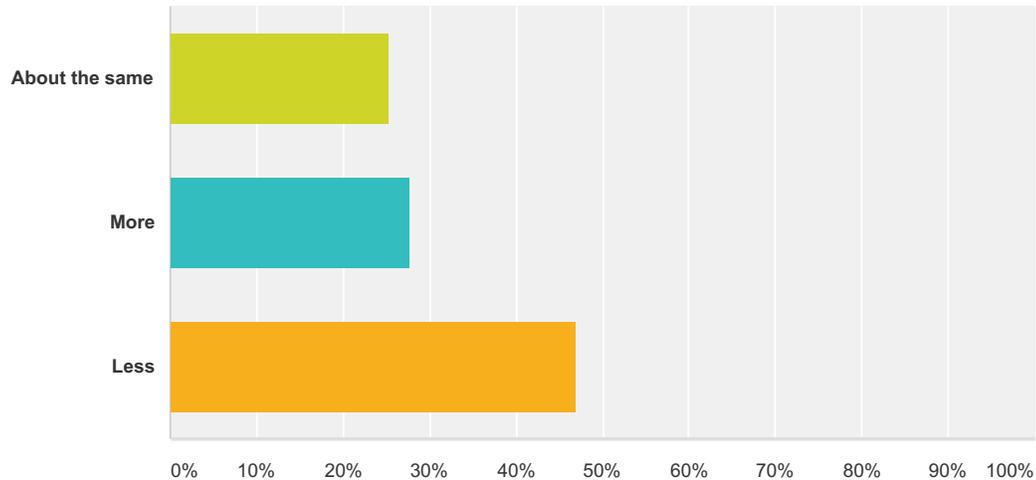
Answered: 83   Skipped: 21

Answer Choices	Responses	
About the same	**25.30%**	21
More	**27.71%**	23
Less	**46.99%**	39
Total		83

#	Can you elaborate on your answer?	Date
1	Emails them.	5/5/2017 7:07 AM
2	frequently face to face. once a week.	5/5/2017 6:47 AM
3	at less once a week she contact Professors.	5/5/2017 6:12 AM
4	face-to-face setting	5/3/2017 4:41 AM
5	contact through email and similar	5/1/2017 4:04 AM
6	Lots of email and contact through UltraBoard	5/1/2017 3:44 AM
7	more than traditional. weekly contact with instructors	4/28/2017 8:35 AM
8	Just do it yourself basically, only communicate with a problem	4/28/2017 6:30 AM
9	Not having the face-to-face setting	4/28/2017 6:10 AM
10	emails professor more	4/26/2017 5:10 AM
11	Can talk in person, quicker than email	4/26/2017 4:48 AM
12	Have to reach out for instruction	4/26/2017 4:40 AM
13	Can talk in person, quicker than email	4/26/2017 3:43 AM
14	Have had any issues that would require contact	4/26/2017 2:43 AM
15	wasn't needed to be contacted	4/25/2017 8:33 AM

16	emailing back and forth with instructor frequently when there are quesitons	4/25/2017 8:23 AM
17	Different ways of communication	4/25/2017 4:37 AM
18	Because you communicate more. Just depends on instructor. Some give you more individual feedback.	4/24/2017 6:58 AM
19	Not really sure.	4/24/2017 4:20 AM
20	Depends on class, have needed to reach out	4/21/2017 7:37 AM
21	Depends on instructor, can be more or less depending	4/21/2017 6:56 AM
22	More accessible through email	4/21/2017 6:27 AM
23	available could reach. available	4/21/2017 6:22 AM
24	Not having face-to-face, only contacted with questions	4/21/2017 5:48 AM
25	Not having the face-to-face setting	4/21/2017 5:25 AM
26	More with others, through emailing. Less with some, no contact	4/21/2017 4:26 AM
27	More opportunities to call if you have trouble	4/20/2017 8:15 AM
28	different avenues, email versus talking in person	4/20/2017 7:50 AM
29	still gets help within online classes	4/20/2017 7:37 AM
30	online he only communicates when needs answers to a question.	4/20/2017 7:07 AM
31	face to face see everyday. online have to email for clarifications and questions.	4/20/2017 6:45 AM
32	Only if you have problems	4/20/2017 3:47 AM
33	a little more when you see teacher everyday	4/19/2017 8:57 AM
34	just as much or more	4/19/2017 8:34 AM
35	Each professor is different. Overall pleased.	4/19/2017 7:37 AM
36	Don't have face-to-face, only email	4/19/2017 4:43 AM
37	Meets once a month virtually, can call and is available in person	4/19/2017 4:00 AM
38	Didn't have face-to-face setting	4/19/2017 3:12 AM
39	Instructions are online so you have to contact instructor more	4/19/2017 2:54 AM
40	Don't have the face-to-face interaction, only interact through contact	4/19/2017 2:45 AM
41	you only reached out when you needed help	4/18/2017 8:23 AM
42	Communication is easy, weekly updates.	4/18/2017 8:13 AM
43	Feels like she received more feedback because of its written form.	4/18/2017 7:59 AM
44	unless you have issues or questions	4/18/2017 7:46 AM
45	less because you don't contact them unless you have problems with the material	4/18/2017 4:38 AM
46	35% Contact	4/18/2017 3:06 AM
47	Depends on the professor, sometimes they are more active and other times are not -Instructors stay on top of you more than traditional classes	4/18/2017 2:36 AM
48	depends on the instructor, if she doesn't have questions, she doesn't ask	4/18/2017 2:35 AM
49	Contact was only through emails	4/17/2017 4:52 AM
50	periodically ask questions throughout the course	4/17/2017 4:39 AM
51	Don't have the face-to-face contact with a professor, only communicate if questions	4/17/2017 4:34 AM
52	only contact with issues	3/31/2017 6:50 AM

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?
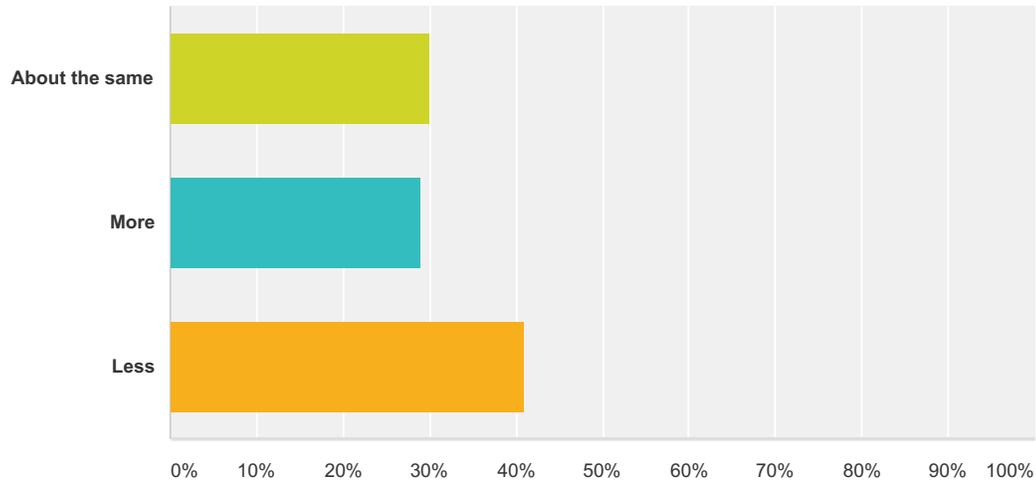
Answered: 83   Skipped: 21

Answer Choices	Responses	
About the same	**30.12%**	25
More	**28.92%**	24
Less	**40.96%**	34
Total		**83**

#	Please elaborate on your answer.	Date
1	group discussion, email, chat	5/5/2017 7:07 AM
2	Absolutely no contact	5/5/2017 6:47 AM
3	small groups and discussions made for more interaction	5/5/2017 6:12 AM
4	Class room discussion	5/3/2017 4:41 AM
5	Don't have traditional setting	5/1/2017 4:04 AM
6	Group work	5/1/2017 3:44 AM
7	discussion groups enforce contact with other students	4/28/2017 8:35 AM
8	Only with group projects	4/28/2017 6:30 AM
9	Group projects	4/28/2017 6:10 AM
10	Discussion boards	4/26/2017 5:10 AM
11	Only spoke through discussion boards	4/26/2017 4:48 AM
12	Don't have face to face	4/26/2017 4:40 AM
13	Only spoke through discussion boards	4/26/2017 3:43 AM
14	Discussions and group work	4/26/2017 2:43 AM
15	as neeeded	4/25/2017 8:33 AM

16	required discussion boards	4/25/2017 8:23 AM
17	Different ways of communication	4/25/2017 4:37 AM
18	Speaking to them through discussion posts.	4/24/2017 6:58 AM
19	Based on course requirements.	4/24/2017 4:20 AM
20	different ways of communicating but same	4/21/2017 7:38 AM
21	Discussions and group projects	4/21/2017 7:37 AM
22	All have required collaboration	4/21/2017 6:56 AM
23	No reason to, unless group assignments	4/21/2017 6:27 AM
24	traditinal talk face to face. discussions and groups you talk. depends on course and how its set ups	4/21/2017 6:22 AM
25	Haven't interacted with any in some courses	4/21/2017 5:48 AM
26	Online discussions and projects	4/21/2017 5:25 AM
27	Not having the classroom setting	4/21/2017 4:26 AM
28	facebook page to stay connected is amazing	4/20/2017 8:15 AM
29	only through discussions	4/20/2017 7:50 AM
30	online discussions keep you involved	4/20/2017 7:37 AM
31	just discussions.	4/20/2017 7:07 AM
32	discussions a lot	4/20/2017 6:45 AM
33	Group projects for online classes compare to participation and talking in class	4/20/2017 3:47 AM
34	more because of discussions	4/19/2017 8:57 AM
35	same or more. more communication through dicussions	4/19/2017 8:34 AM
36	Don't have face-to-face	4/19/2017 4:43 AM
37	When you're on campus in a specific study you get to know the people since you see them over again. Some have pictures posted and some do not	4/19/2017 4:00 AM
38	Lot of group work	4/19/2017 3:12 AM
39	Only on discussions	4/19/2017 3:09 AM
40	Contacted classmates first if they did not understand material	4/19/2017 2:54 AM
41	Not seeing in traditional setting, only interact in discussions	4/19/2017 2:45 AM
42	A lot of board discussions	4/19/2017 2:33 AM
43	only with group projects	4/18/2017 8:23 AM
44	Discussion boards and hangouts enable easier communication. Conversations are easier.	4/18/2017 8:13 AM
45	Depends on course and how course is framed.	4/18/2017 7:59 AM
46	unless you have group projects	4/18/2017 7:46 AM
47	less unless you have group projects	4/18/2017 4:38 AM
48	Group projects	4/18/2017 3:06 AM
49	more group projects in online classes	4/18/2017 2:35 AM
50	Discussions every week	4/17/2017 8:57 AM
51	Really only deal with classmates during projects	4/17/2017 7:55 AM
52	through email, discussions	4/17/2017 4:52 AM
53	for syllabus questions, just the required class connection	4/17/2017 4:39 AM
54	Not seeing face-to-face, only encounter in group work	4/17/2017 4:34 AM
55	Have to interact with classmates in discussions, etc.	4/17/2017 4:20 AM

| 56 | discussions in traditional and online | 3/31/2017 6:50 AM |

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

Answered: 104   Skipped: 0
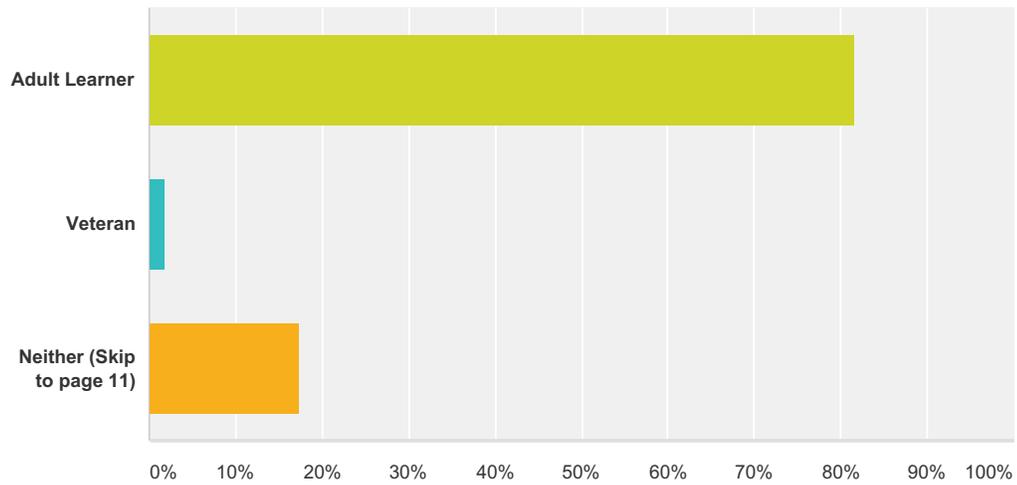
Answer Choices	Responses	
Adult Learner	**81.73%**	85
Veteran	**1.92%**	2
Neither (Skip to page 11)	**17.31%**	18
Total Respondents: 104		

#	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: 84   Skipped: 20

#	Responses	Date
1	none	5/8/2017 7:26 AM
2	not sure	5/8/2017 3:44 AM
3	not any	5/5/2017 7:07 AM
4	would have been helpful to have all assignments up on day one to work at own paces. a few assignments had to send to writing center and that makes it hard for date management. So if its required their should be more wiggle room on dates.	5/5/2017 6:12 AM
5	nothing comes to mind	5/3/2017 6:53 AM
6	No	5/2/2017 8:56 AM
7	N/A	5/2/2017 8:15 AM
8	Does not think there are anything else.	5/2/2017 7:05 AM
9	N/A	5/2/2017 3:38 AM
10	Nothing really.	5/1/2017 7:20 AM
11	No	5/1/2017 3:44 AM
12	none	4/28/2017 8:42 AM
13	not sure of any	4/28/2017 8:35 AM
14	N/A	4/28/2017 8:28 AM
15	Can't think of any	4/28/2017 7:00 AM
16	More information on the services they have access to	4/28/2017 6:31 AM
17	No	4/28/2017 6:11 AM
18	Can't think of any right now	4/28/2017 5:55 AM
19	N/A	4/26/2017 7:25 AM
20	N/A	4/26/2017 7:01 AM
21	None	4/26/2017 5:11 AM
22	No	4/26/2017 4:42 AM
23	No	4/26/2017 4:25 AM
24	N/A	4/25/2017 8:24 AM
25	N/A	4/25/2017 4:37 AM
26	nothing	4/24/2017 7:01 AM
27	Succeed more if the school offices were open a little longer by phone or a little more accessible online like financial aid.	4/24/2017 6:58 AM
28	Nothing at the moment.	4/24/2017 4:21 AM
29	N/A	4/24/2017 3:42 AM
30	More career services detailed to adult learners (not towards younger populations).	4/24/2017 2:59 AM
31	N/A	4/24/2017 2:26 AM
32	No	4/21/2017 7:38 AM

33	nothing	4/21/2017 7:38 AM
34	Can't think of any	4/21/2017 6:58 AM
35	Can't think of any	4/21/2017 6:28 AM
36	none. everything needed was available.	4/21/2017 6:22 AM
37	No	4/21/2017 5:25 AM
38	Can't think of any	4/21/2017 5:03 AM
39	Can't think of any	4/21/2017 4:26 AM
40	N/A	4/21/2017 2:25 AM
41	Technology Services: how to use google docs	4/21/2017 12:35 AM
42	Professors for online courses: no clue how to teach and organize the course materials within the course. Making resources available to students does not happen very well	4/20/2017 8:15 AM
43	No	4/20/2017 7:51 AM
44	more online prgrams. dont really need support	4/20/2017 7:38 AM
45	No	4/20/2017 7:37 AM
46	nice to have courseden email on cell phone or intergrated with gmail. quicker feedback answer to questions	4/20/2017 7:07 AM
47	not sure	4/20/2017 6:45 AM
48	NA	4/20/2017 4:26 AM
49	No	4/20/2017 3:48 AM
50	NA	4/20/2017 3:21 AM
51	NA	4/20/2017 2:38 AM
52	non at moment	4/19/2017 8:57 AM
53	Don't feel the classes are formatted the same. Each class is formatted differently. Previous degree from another school required the same "cookie cutter" template.	4/19/2017 7:38 AM
54	Can't think or any, has a good set up	4/19/2017 4:44 AM
55	Can't think of any	4/19/2017 4:31 AM
56	If they had more interactive online, online orientation. How to navigate the school if you need to.	4/19/2017 4:16 AM
57	None	4/19/2017 4:01 AM
58	None, everything has been fine	4/19/2017 3:46 AM
59	No, but because of their faculty connection	4/19/2017 3:13 AM
60	NA	4/19/2017 3:10 AM
61	None	4/19/2017 2:55 AM
62	Better variety of online classes, better communication with department heads.	4/19/2017 2:47 AM
63	NA	4/19/2017 2:34 AM
64	None	4/19/2017 2:18 AM
65	N/A	4/18/2017 8:39 AM
66	No	4/18/2017 8:24 AM
67	N/A	4/18/2017 8:14 AM
68	N/A	4/18/2017 7:59 AM
69	Checklists in CourseDen are the best thing ever	4/18/2017 7:50 AM
70	N/A	4/18/2017 6:35 AM
71	No	4/18/2017 4:39 AM

72	NA	4/18/2017 3:07 AM
73	program is good for adult learners, never had a professor not work with us	4/18/2017 2:36 AM
74	Child-care	4/17/2017 8:57 AM
75	-Technology training- how to used online collaboration -Current course has struggle with getting group members to participate promptly and being engaged	4/17/2017 8:26 AM
76	-More financial aid opportunities, came back as add-on non-traditional. -Does not get same opportunities as students taking full programs -Would be nice to have mixers for networking and a way to meet classmates	4/17/2017 7:57 AM
77	None	4/17/2017 7:37 AM
78	None	4/17/2017 7:05 AM
79	not sure	4/17/2017 4:40 AM
80	None	4/17/2017 4:34 AM
81	None	4/17/2017 3:40 AM
82	N/A	4/17/2017 3:38 AM
83	N/A	4/17/2017 3:23 AM
84	Online orientation, or reintroduction course to college for adults	4/17/2017 3:18 AM

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

Answered: 72   Skipped: 32

#	Responses	Date
1	flexibility most less none	5/8/2017 7:26 AM
2	Less- school in general most- instructors have been wonderful and helpful	5/8/2017 3:44 AM
3	most- coming back to graduate able to maagement time better. the flexible online better study methods more responsible less-nothing.	5/5/2017 7:07 AM
4	most- active participant. One instructor refereed to all the students as colleagues. respect. and ability to choose on what she wanted to focus on more and less within course. less- not sure of something she is at end of program and is looking back. Overall it was good.	5/5/2017 6:12 AM
5	Most- better perspective to understand the bigger pic less- juggle school and work	5/3/2017 6:53 AM
6	Most- flexibility Least- professors made things difficult, didn't hear back well	5/2/2017 8:56 AM
7	Most - fact that she can do it online and it works well with schedule and having children Least - Nothing.	5/2/2017 7:05 AM
8	Most - not sure. Least - not sure either.	5/1/2017 7:20 AM
9	Most- more freedom to go at own pace, more flexibility Least- none	5/1/2017 3:44 AM
10	most- accessibilty/convent with job less- instruction tutorials are elemenrty	4/28/2017 8:42 AM
11	most- prior experience lest- responsibilities that come with work and school	4/28/2017 8:35 AM
12	Most- can't think of any Least- tougher to manage a schedule with work and class	4/28/2017 7:00 AM
13	Most- freedom and time to work at you own pace Least- a lot of working by yourself online	4/28/2017 6:31 AM
14	Not really sure	4/28/2017 6:11 AM
15	Most- enjoy ability to learn more Least- working full time along with going to school	4/28/2017 5:55 AM
16	No complaints	4/26/2017 5:11 AM
17	Most- freedom to take online courses Least- juggling assignments with adult responsibilities	4/26/2017 4:42 AM
18	Most- work in own time frame Least- no face to face setting	4/26/2017 4:25 AM
19	Most- flexibility with life schedule Least- remembering to do assignments	4/25/2017 4:37 AM
20	nothing	4/24/2017 7:01 AM
21	Most- enjoyed the amount of courses offered online and major being offered almost entirely at online and ability to complete bachelor's while at home with kids. Least- amount of weekly "busy" work and feels it can be a little bit redundant.	4/24/2017 6:58 AM
22	Most- going at own pace. Least - all of the required online discussions.	4/24/2017 4:21 AM
23	Being an adult learner (good and bad)	4/24/2017 2:59 AM
24	Most- freedom of the program Least- none	4/21/2017 7:38 AM
25	hate working in groups. Loves courses projected out work ahead	4/21/2017 7:38 AM
26	No complaints, no differences from enrollment before entering military	4/21/2017 6:58 AM
27	Most- continuing education Least- time consumed	4/21/2017 6:28 AM
28	good- respect comes with being an adult. least time management.	4/21/2017 6:22 AM
29	No difference compared to before	4/21/2017 5:25 AM
30	Most- convenience Least- couldn't obtain a physical student ID	4/21/2017 5:03 AM

31	Most- can't think of anything Least- having to do it now, instead of sooner	4/21/2017 4:26 AM
32	Going back to school on own time	4/21/2017 12:35 AM
33	No	4/20/2017 8:15 AM
34	Most- work at her own pace Least- self accountability	4/20/2017 7:51 AM
35	happy to be able to work and do school. anachronistic style in course	4/20/2017 7:38 AM
36	No comment	4/20/2017 7:37 AM
37	lifelong learner try to improve oneself and cerreer	4/20/2017 7:07 AM
38	most- online work on pace less- a lot going on. haveing to juggle work with school and a newborn	4/20/2017 6:45 AM
39	Least- Figuring out technology, odd interface for emails, difficult to use	4/20/2017 4:26 AM
40	Most- Convenience, having time for family Least- No	4/20/2017 3:48 AM
41	Most- Enjoyed online aspect, so you could do work on your own time Least- Time management, being busy	4/20/2017 3:21 AM
42	Most- a lot to contribute towards classmates to younger classmates as well Least- work/life balance, some instructors are not understanding of this Traditional students are given more leeway rather than online learners Bias, various types of adult learners	4/20/2017 2:38 AM
43	career already going but still able to further oneself	4/19/2017 8:57 AM
44	Most- enjoy classes more as older, different experience Least- extra responsibility	4/19/2017 4:44 AM
45	Like the flexibility of online and structure.	4/19/2017 4:31 AM
46	Most- Enjoys the class-time and self-paced Least- Not enough interaction with instructor	4/19/2017 4:16 AM
47	Least- Having to juggle work and school	4/19/2017 4:01 AM
48	most- Learning, learning new things least- Program is only offered online, preferred to be face-to-face	4/19/2017 3:46 AM
49	Most- more flexibility with online Least- Adult learning center needs more establishment	4/19/2017 3:13 AM
50	Least- Still has to work full-time, managing work-load, mid-week deadlines and varying deadlines	4/19/2017 3:10 AM
51	Most- Working on own time Least- Working on own time so they procrastinate	4/19/2017 2:55 AM
52	Most- work at own pace. Least- the independence and self-reliance	4/19/2017 2:47 AM
53	NA	4/19/2017 2:34 AM
54	Most- Self-paced, online Least- Also a negative since you don't get face-to-face time with professor	4/19/2017 2:18 AM
55	Most- convenience of online classes Least- answers are not quick	4/18/2017 8:24 AM
56	Better able to manage time. Learn on my own time.	4/18/2017 8:14 AM
57	Most- personally for her in online environment is able to connect with colleagues in her district and acquire new strategies and improve own practice. Least- Balancing act between home, work, and online environment. Not reflection on online environment. In traditional knows she has dedicated time and with online environment has to make the time.	4/18/2017 7:59 AM
58	Most- much more experience and how things apply to his life with his classes, further education Least- going in and out of motivation due to work schedule	4/18/2017 7:50 AM
59	Most- furthering education, convenient Least- busy schedules	4/18/2017 4:39 AM
60	Most- Expanding knowledge base Least- Didn't grow up in technology era, difficult to use but helpful to learn	4/18/2017 3:07 AM
61	Most- i'm more serious now as an adult Least- juggling everything that you have to do as an adult	4/18/2017 2:36 AM
62	Most- Advanced education Least- Paying	4/17/2017 8:57 AM
63	Most- Enjoy growth and experience of expanding knowledge base and skills Least- Wished had started younger, or appreciated it when they were younger	4/17/2017 8:26 AM
64	Least- understanding that they have full time job and families	4/17/2017 7:57 AM
65	Online aspect is convenient, to maintain job and family while advancing career.	4/17/2017 7:37 AM
66	Convenience, enjoy staying current	4/17/2017 7:05 AM
67	most- working at own pace least- less time then when she was an undergrad.	4/17/2017 4:40 AM

68	Most- flexibility Least- doing group work	4/17/2017 4:34 AM
69	Most- self-paced Least- miss the face-to-face interaction	4/17/2017 3:40 AM
70	Convenience.	4/17/2017 3:38 AM
71	Always enjoyed the professors' positive attitude and support.	4/17/2017 3:23 AM
72	Least- getting back into student mindset Most- learning new things	4/17/2017 3:18 AM

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

Answered: 104   Skipped: 0
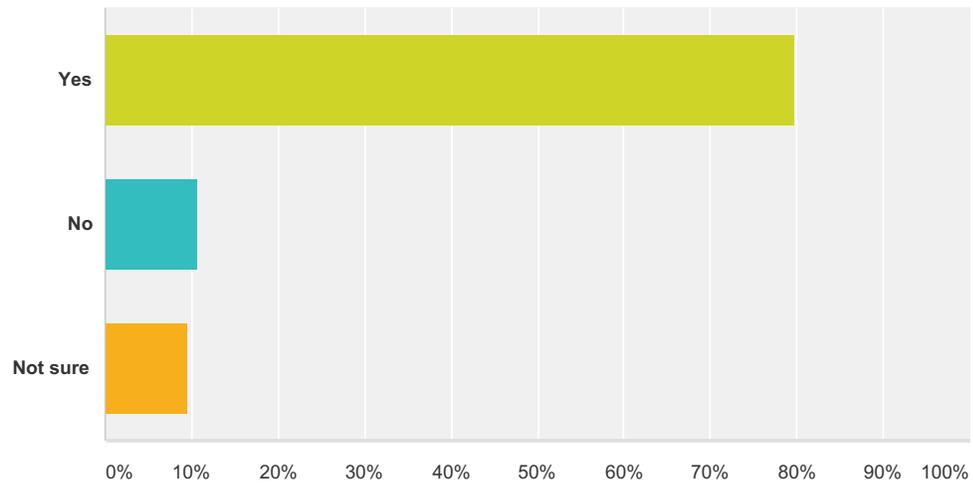
Answer Choices	Responses	
Yes	**79.81%**	83
No	**10.58%**	11
Not sure	**9.62%**	10
Total		**104**

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: 103   Skipped: 1
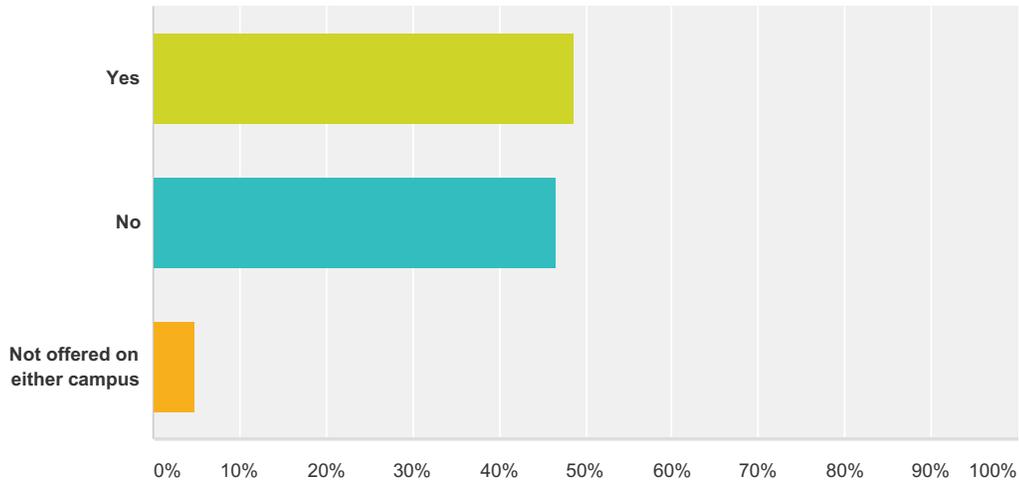
Answer Choices		Responses	
Yes		**48.54%**	50
No		**46.60%**	48
Not offered on either campus		**4.85%**	5
Total			**103**

#	Other (please specify)	Date
1	distance. far away	5/5/2017 7:08 AM
2	Newnan.	4/26/2017 7:26 AM
3	Likes newnan campus	4/26/2017 5:12 AM
4	Would've checked other online institutions first	4/26/2017 4:46 AM
5	Is currently two hours away.	4/24/2017 6:59 AM
6	If necessary, but not optimal	4/24/2017 3:43 AM
7	depends on how far and how many times for the trip. if a lot and drive 2 hours then no	4/21/2017 6:22 AM
8	wanted to but couldn't pull with work and distance	4/20/2017 7:38 AM
9	if had to but would try reasearch before accept program as to attempt fully online. as he doesnt have time to make travel	4/20/2017 7:07 AM
10	As a mom of two and has husband and travels often, it would not be doable without an online environment.	4/18/2017 7:59 AM
11	Carrollton	4/18/2017 4:41 AM
12	Not convenient with work and family life schedule, campus in metro Atlanta she may attend	4/18/2017 2:39 AM
13	Would, if could compact schedule to two day week	4/17/2017 8:28 AM
14	Out of state	4/17/2017 7:06 AM

| 15 | Only if there was no other way | 4/17/2017 3:18 AM |

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

Answered: 104   Skipped: 0
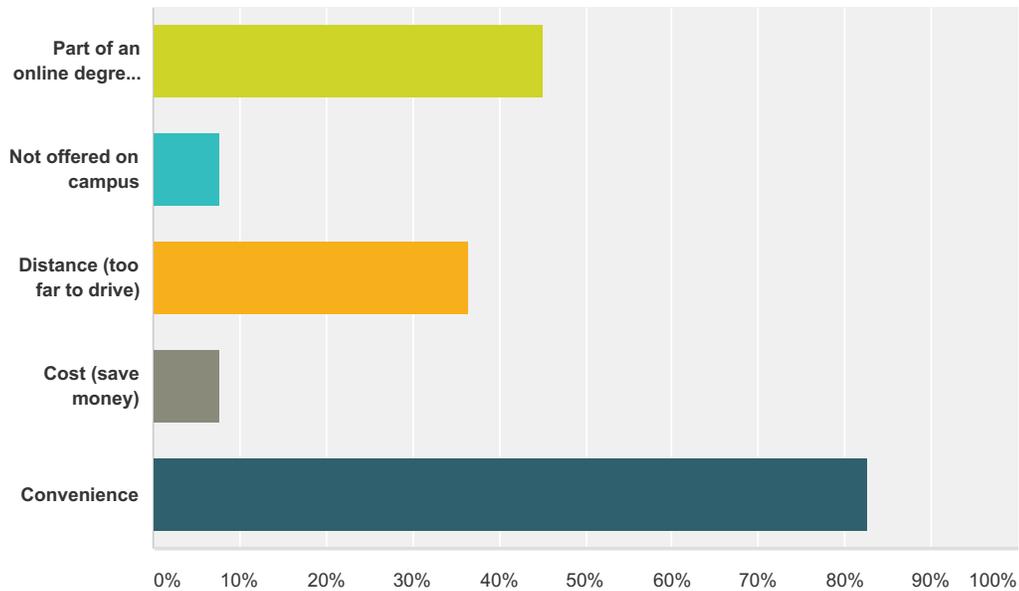
Answer Choices	Responses	
Part of an online degree program	**45.19%**	47
Not offered on campus	**7.69%**	8
Distance (too far to drive)	**36.54%**	38
Cost (save money)	**7.69%**	8
Convenience	**82.69%**	86
Total Respondents: 104		

#	Other (please specify)	Date
1	wanted to move to California. Started the semester in Ga and is now in Cali.	5/3/2017 6:53 AM
2	Has a kid.	5/1/2017 7:21 AM
3	flexibility	4/28/2017 8:35 AM
4	Family responsibilities	4/26/2017 7:26 AM
5	Full time job and 2 kids	4/24/2017 3:00 AM
6	wanted online courses as to help time management with life and school	4/21/2017 6:22 AM
7	love online learning	4/20/2017 7:38 AM
8	She works and had a baby	4/20/2017 6:45 AM
9	full time job and family need flexibilty	4/19/2017 8:57 AM
10	work. distance inconvenience hour and half drive. wanted masters	4/19/2017 8:34 AM
11	Full time teacher, lives 2+ hours away	4/18/2017 8:16 AM

12	Only courses available for her major	4/18/2017 4:41 AM
13	work full-time, with children	4/18/2017 2:39 AM
14	don't have time with work	4/17/2017 4:40 AM

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

Answered: 104   Skipped: 0
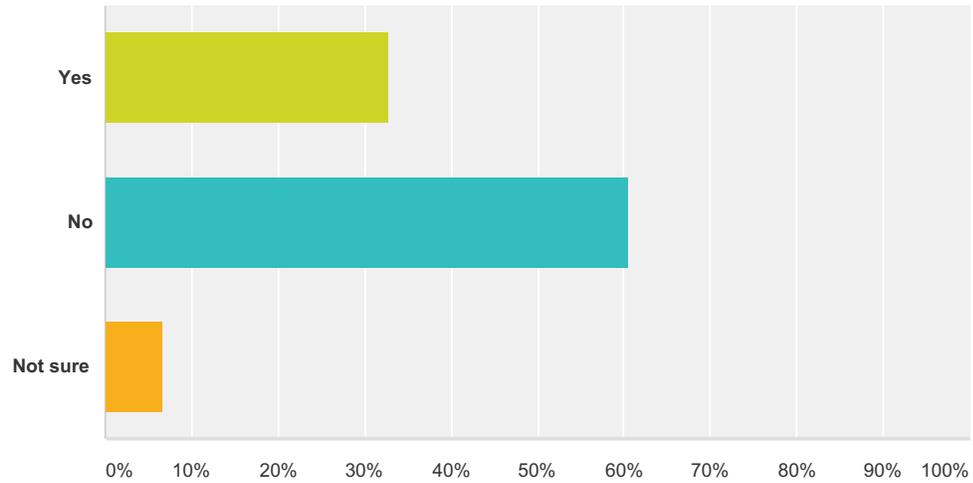
Answer Choices	Responses	
Yes	**32.69%**	34
No	**60.58%**	63
Not sure	**6.73%**	7
Total		**104**

Q40 What challenges have you faced as an online student?

Answered: 88   Skipped: 16

#	Responses	Date
1	learning online as it's difficult and new because its solely based online	5/8/2017 7:26 AM
2	Learning how to do school again.	5/8/2017 3:44 AM
3	time management	5/5/2017 8:03 AM
4	when internet goes out.	5/5/2017 7:08 AM
5	in class the interactions with peers	5/5/2017 6:47 AM
6	time managment	5/3/2017 6:53 AM
7	Needing to remember due dates, not procrastinating	5/3/2017 4:41 AM
8	professors response time	5/2/2017 8:57 AM
9	None.	5/2/2017 7:05 AM
10	Cannot think of any.	5/1/2017 7:21 AM
11	Forgetting to check deadlines	5/1/2017 4:06 AM
12	Self-relience	5/1/2017 3:44 AM
13	reaching out to professors can be difficult to get answers	4/28/2017 8:44 AM
14	not procrastinating	4/28/2017 8:35 AM
15	Not having face-to-face. instant communication with peers or professors	4/28/2017 7:42 AM
16	Missing deadlines, personal irresponsibility	4/28/2017 7:03 AM
17	A lot of work, a lot of self-reliance	4/28/2017 6:33 AM
18	None	4/28/2017 6:12 AM
19	Have had problems submitting through DropBox before	4/28/2017 5:59 AM
20	None	4/26/2017 5:12 AM
21	Not having face-to-face contact with the professor. Professor's not using up to date material	4/26/2017 4:48 AM
22	More difficult to understand online instructions, can't ask for clarification	4/26/2017 4:46 AM
23	Group work, dislike the most. Difficult coordinating with people	4/26/2017 4:27 AM
24	Not having face-to-face contact with the professor. Professor's not using up to date material	4/26/2017 3:43 AM
25	Time management	4/26/2017 2:45 AM
26	None	4/25/2017 4:38 AM
27	working a lot	4/24/2017 7:01 AM
28	Financial Office interactions with all of the documents that she has had to come to campus for.	4/24/2017 6:59 AM
29	Time management.	4/24/2017 4:23 AM
30	Space in online classes	4/21/2017 7:39 AM
31	working in groups .. student lives a far distance from eachother so it makes it harder. time management for weekly access. would rather work at own pace to access everything and submit things	4/21/2017 7:38 AM
32	Time management	4/21/2017 7:00 AM
33	Time management	4/21/2017 6:29 AM
34	time management. loose track of time. need balance.	4/21/2017 6:22 AM

35	Teaching yourself, self-relient	4/21/2017 5:50 AM
36	Not having the in-class setting and discussions	4/21/2017 5:25 AM
37	Time management	4/21/2017 5:06 AM
38	Just her style of learning, having to sit down, the independence	4/21/2017 4:28 AM
39	scheduled maintenance can be difficult to navigate	4/20/2017 8:20 AM
40	self accountability	4/20/2017 7:53 AM
41	personal accountability	4/20/2017 7:39 AM
42	none	4/20/2017 7:38 AM
43	procrastination	4/20/2017 7:07 AM
44	not many	4/20/2017 6:45 AM
45	Same technological issues	4/20/2017 4:27 AM
46	Staying on top of things can be difficult, personal accountability	4/20/2017 3:50 AM
47	Difficult navigating, or figuring a lot out on your own	4/20/2017 3:47 AM
48	Technical difficulties, taking awhile to navigate courseden and where to find assignments	4/20/2017 3:23 AM
49	Communication, time management	4/20/2017 2:40 AM
50	misinterpretation with a few topics when working through emails, discussions/ online comunication	4/19/2017 8:57 AM
51	very good experience. all teachers are timely and understanding. way easier then expected	4/19/2017 8:34 AM
52	Working mom. Balancing life.	4/19/2017 7:39 AM
53	Can't think of any	4/19/2017 4:47 AM
54	None	4/19/2017 4:31 AM
55	Not knowing how to access materials, not having online orientation	4/19/2017 4:18 AM
56	None	4/19/2017 4:02 AM
57	Staying focused, staying with a routine, more self-directed	4/19/2017 3:47 AM
58	None	4/19/2017 3:30 AM
59	Staying on track and discipline for online course	4/19/2017 3:14 AM
60	Managing due dates	4/19/2017 3:12 AM
61	Communication with teachers	4/19/2017 2:56 AM
62	Not much other issues with trying to get into full online classes needed for minor.	4/19/2017 2:49 AM
63	Sometimes instructor doesn't communicate enough, can't go seek office hours on campus	4/19/2017 2:36 AM
64	None	4/19/2017 2:19 AM
65	getting information needed to start the process. NEED a checklist for admission and applying, not easy to understand, hidden paperwork, name change form was weird to her because it was changed before for her accounts	4/18/2017 8:28 AM
66	Making sure to keep track of due dates.	4/18/2017 8:16 AM
67	Balancing act with making sure it all gets done and working technology.	4/18/2017 7:59 AM
68	lack of motivation	4/18/2017 7:53 AM
69	N/A	4/18/2017 6:35 AM
70	No	4/18/2017 4:41 AM
71	Not many, more time	4/18/2017 3:09 AM
72	In the beginning, getting used to technology and interacting on CourseDen. Making sure all devices are working, virtual meetings. Navigating from traditional to online.	4/18/2017 2:39 AM
73	Juggling life in general	4/18/2017 2:39 AM

74	Maintenance Updates, done during un-used hours	4/17/2017 9:00 AM
75	Groupmark	4/17/2017 8:28 AM
76	Time management, overload	4/17/2017 7:58 AM
77	Hard to form relationship with classmates	4/17/2017 7:38 AM
78	None	4/17/2017 7:06 AM
79	Biggest is reading the textbooks, self-teaching, self-reliant.	4/17/2017 4:52 AM
80	not being able to be answered immediately	4/17/2017 4:40 AM
81	Time constraints	4/17/2017 4:34 AM
82	Time management	4/17/2017 4:20 AM
83	None	4/17/2017 3:40 AM
84	N/A	4/17/2017 3:39 AM
85	Not her learning style.	4/17/2017 3:23 AM
86	Not understanding exactly what the professor wants, and having an unwillingness to ask	4/17/2017 3:18 AM
87	time management	4/3/2017 2:28 AM
88	time management	3/31/2017 6:51 AM

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

Answered: 90   Skipped: 14

#	Responses	Date
1	no	5/8/2017 7:26 AM
2	things are fine	5/8/2017 3:44 AM
3	not really	5/5/2017 8:03 AM
4	N/A	5/5/2017 7:08 AM
5	not that are able to be changed through distance or administ. Classmates and discussion tools doesnt cut it. could be dismissive. or not conversation-able. Technology doesn't make that type of connection yet.	5/5/2017 6:47 AM
6	more things as offered to normal campus students should be offered to that online students as well. such as free/discounted football tickets or etc. Increase faculty so students weren't in huge groups	5/5/2017 6:12 AM
7	no	5/3/2017 6:53 AM
8	A more sufficient app, be better for on the go	5/3/2017 4:41 AM
9	No	5/2/2017 8:57 AM
10	Does not think so. For those who are not used to it need to be more stressed to get it done.	5/2/2017 7:05 AM
11	No.	5/1/2017 7:21 AM
12	No	5/1/2017 4:06 AM
13	More online instruction for programs, TK20	5/1/2017 3:44 AM
14	her program has a few instructors that arnt firmilar to CD so sometimes its a struggles	4/28/2017 8:44 AM
15	no	4/28/2017 8:35 AM
16	No	4/28/2017 7:42 AM
17	Incorporating more video/online lectures rather than just readings	4/28/2017 7:03 AM
18	Can't think of any	4/28/2017 6:33 AM
19	Can't think of any	4/28/2017 6:12 AM
20	Better contact about updates to programs, such as CourseDen	4/28/2017 5:59 AM
21	Honors courses aren't offered online. Must convert courses.	4/26/2017 7:26 AM
22	CourseDen email: The reading window is too small.	4/26/2017 7:02 AM
23	No	4/26/2017 5:12 AM
24	No	4/26/2017 4:48 AM
25	Improved resources and in class material	4/26/2017 4:46 AM
26	No	4/26/2017 4:27 AM
27	No	4/26/2017 3:43 AM
28	More test availability, doesn't work well for working students	4/26/2017 2:45 AM
29	N/A	4/25/2017 8:34 AM
30	Not at this time	4/25/2017 4:38 AM
31	more spots in classes to ease registration	4/24/2017 7:01 AM
32	Possibly having someone working longer than 5 in other departments.	4/24/2017 6:59 AM

33	Nothing at the time.	4/24/2017 4:23 AM
34	No	4/21/2017 7:39 AM
35	not sure	4/21/2017 7:38 AM
36	Professors giving more timely feedback, more considerate of online student's busy lives.	4/21/2017 7:00 AM
37	Can't think of any	4/21/2017 6:29 AM
38	no	4/21/2017 6:22 AM
39	Can't think of any	4/21/2017 5:50 AM
40	No	4/21/2017 5:25 AM
41	No	4/21/2017 5:06 AM
42	Video lectures, rather than powerpoints	4/21/2017 4:28 AM
43	More in class-components broadcasted instead of requiring on-campus portion.	4/21/2017 2:27 AM
44	more instruction and guidance for the instructors to teach an online class.	4/20/2017 8:20 AM
45	Instructor did not communicate very well	4/20/2017 7:53 AM
46	No	4/20/2017 7:39 AM
47	more programs. wish her other program was offered here as masters "curriculum instruction. or really more teaching online offerings. since most teacher are busy with teaching or family.	4/20/2017 7:38 AM
48	no	4/20/2017 7:07 AM
49	not at the moment	4/20/2017 6:45 AM
50	NA	4/20/2017 4:27 AM
51	No	4/20/2017 3:50 AM
52	Video tutorial instead of steps	4/20/2017 3:47 AM
53	Consistency within courses	4/20/2017 3:23 AM
54	someway to prohibit students from emailing classmates in other courses about non-class related info such as rooms for rent and more. Wishes email system was more compatible with smartphones.	4/20/2017 2:40 AM
55	not atm	4/19/2017 8:57 AM
56	offer two classes at least and offer student campus life. make sure there is enough seats for a degree required course.	4/19/2017 8:34 AM
57	More consistency across all courses within courseden	4/19/2017 7:39 AM
58	Can't think of any	4/19/2017 4:47 AM
59	No	4/19/2017 4:31 AM
60	No	4/19/2017 4:02 AM
61	No, has been happy with current services	4/19/2017 3:47 AM
62	Financial aid and applications could be improved for online	4/19/2017 3:30 AM
63	Can't think of any	4/19/2017 3:14 AM
64	Better communication from instructors and having grades entered earlier	4/19/2017 3:12 AM
65	No	4/19/2017 2:56 AM
66	No, other than previously mentioned issues.	4/19/2017 2:49 AM
67	Prompter communication	4/19/2017 2:36 AM
68	NA	4/19/2017 2:19 AM
69	having more clarity with steps to take, not just saying "its online, go find it"	4/18/2017 8:28 AM
70	N/A	4/18/2017 8:16 AM
71	Likes the organizational style currently. Professors interaction quality is great but no suggestions.	4/18/2017 7:59 AM

72	When you go to CourseDen, alot of different way to submit assignments, link it to the checklists to show completion.	4/18/2017 7:53 AM
73	No	4/18/2017 4:41 AM
74	No	4/18/2017 3:09 AM
75	Not sure, not from her perspective no	4/18/2017 2:39 AM
76	not really, some courses are more flexible	4/18/2017 2:39 AM
77	Meeting first class in person- rest online to go over requirements and expectations, as well as projects	4/17/2017 9:00 AM
78	Platforms need to be simpler, myuwg and courseden, all separate locations	4/17/2017 7:58 AM
79	Pretty efficient	4/17/2017 7:38 AM
80	Doesn't have suggestions	4/17/2017 7:06 AM
81	Better online orientation and getting to now the professor and course type program	4/17/2017 4:52 AM
82	not that aware	4/17/2017 4:40 AM
83	Can't think of any	4/17/2017 4:34 AM
84	No	4/17/2017 4:20 AM
85	Better confirmation of books for courses	4/17/2017 3:40 AM
86	N/A	4/17/2017 3:39 AM
87	Have Radio students to make audio for the textbooks.	4/17/2017 3:23 AM
88	No	4/17/2017 3:18 AM
89	extended help desk hours	4/3/2017 2:28 AM
90	no	3/31/2017 6:51 AM

Q42 Why did you choose UWG?

Answered: 102   Skipped: 2

#	Responses	Date
1	lives close by	5/8/2017 7:26 AM
2	I work here it was conv ungerad here	5/8/2017 3:44 AM
3	got bach. degree here	5/5/2017 8:03 AM
4	Only University with her program and ability to do dual enrollment	5/5/2017 7:10 AM
5	faculty. certain people he wanted to work with	5/5/2017 6:47 AM
6	had online master program she wanted and it was affordable.	5/5/2017 6:12 AM
7	lived in area, wide variety of programs to choose from	5/3/2017 6:53 AM
8	Was an undergrad here, really like professors and dean. It's very nice here. High quality of education	5/3/2017 4:41 AM
9	online program	5/2/2017 8:58 AM
10	Degree program available	5/2/2017 8:44 AM
11	lived here and good reputation	5/2/2017 8:31 AM
12	previous degree	5/2/2017 8:17 AM
13	Offered degree online and well accredited school with good reputation.	5/2/2017 7:05 AM
14	previous student	5/2/2017 3:41 AM
15	Because it is close and convenient. It is where she received her undergrad and got her masters. Best fit her.	5/1/2017 7:21 AM
16	Cost and hope scholarship, knew people who went here	5/1/2017 4:08 AM
17	Had program of interest, local	5/1/2017 3:44 AM
18	bachlor degree earlier. loved campus experience. respectable name for degree	4/28/2017 8:47 AM
19	great undergrad experience	4/28/2017 8:35 AM
20	Masters and specialist from here	4/28/2017 8:30 AM
21	Got undergrad from hear	4/28/2017 7:43 AM
22	From Carrollton, cost effective	4/28/2017 7:04 AM
23	Did undergrad here, liked it a lot	4/28/2017 6:36 AM
24	Had desired program	4/28/2017 6:13 AM
25	Gone here before, best program for schedule. Convenience	4/28/2017 6:01 AM
26	Offered Criminology Online	4/26/2017 7:29 AM
27	big sister is here, she took an undergrad here.	4/26/2017 7:05 AM
28	Location and price	4/26/2017 5:16 AM
29	Undergrad, familiar with program and school	4/26/2017 4:48 AM
30	Familiarity and price, went for undergrad	4/26/2017 4:46 AM
31	Good experience with masters, like the professor	4/26/2017 4:28 AM
32	Undergrad, familiar with program and school	4/26/2017 3:44 AM
33	Study abroad program, close to home	4/26/2017 2:46 AM
34	Live in Carrollton, completed undergraduate here	4/25/2017 8:36 AM
35	took undergraduate program here	4/25/2017 8:27 AM

36	Degree was offered here	4/25/2017 4:38 AM
37	they gave him a chance	4/24/2017 7:02 AM
38	Enjoyed it. First college she went to. Wanted to get degree from here and also chose to go back because of the crim degree offered almost all online. Mainly because of crim being online.	4/24/2017 6:59 AM
39	Did undergrad here and it was a good school. Like convenience of 100% online masters degree.	4/24/2017 4:25 AM
40	friends went here. great experiences	4/24/2017 3:47 AM
41	Distance, family	4/24/2017 3:12 AM
42	work here	4/24/2017 2:28 AM
43	Undergrad, really enjoyed it and wanted to come back	4/21/2017 7:41 AM
44	lives in Carrollton. location location	4/21/2017 7:38 AM
45	Great school, attended since undergraduate degree	4/21/2017 7:02 AM
46	Alumni from undergrad	4/21/2017 6:31 AM
47	returning nursing student .caring of successful students	4/21/2017 6:23 AM
48	Enjoyed when did undergrad here, enjoy campus life.	4/21/2017 5:51 AM
49	Husband graduated from here, lots of family has gone here as well	4/21/2017 5:25 AM
50	Online program fit what was needed to complete degree, convenient, and cost	4/21/2017 5:06 AM
51	Closest, came to Carrollton campus originally. School has good reputation.	4/21/2017 4:30 AM
52	Undergraduate degree	4/21/2017 2:29 AM
53	Completed Masters here	4/21/2017 12:35 AM
54	Attended as an add on for masters and specialist	4/20/2017 8:24 AM
55	close to home, cheaper	4/20/2017 7:55 AM
56	took his undergrad there, where he lives	4/20/2017 7:41 AM
57	work with University system and uwg had great representation and accreditation	4/20/2017 7:38 AM
58	undergrad here. firmiliar	4/20/2017 7:07 AM
59	enjoyed undergrad.	4/20/2017 6:45 AM
60	Sorority, works there, free for student	4/20/2017 4:29 AM
61	Best fit for his life situation, reputable program	4/20/2017 3:52 AM
62	Good reputation and had program desired. Easy to get in	4/20/2017 3:49 AM
63	Previous student, live close to school	4/20/2017 3:25 AM
64	Works west, wanted to go school here. Undergrad is from here.	4/20/2017 2:42 AM
65	had masters here. had expired GRI she was still able get graduate	4/19/2017 8:57 AM
66	when she did bachelor she had a good experience. affordable!	4/19/2017 8:34 AM
67	Sister went here and enjoyed the campus	4/19/2017 7:43 AM
68	Program of interest	4/19/2017 4:57 AM
69	Attended before, tuition rates	4/19/2017 4:33 AM
70	To advance their teaching career	4/19/2017 4:31 AM
71	Alma Mater	4/19/2017 4:04 AM
72	Availability of program	4/19/2017 3:48 AM
73	Had program of study	4/19/2017 3:30 AM
74	Works at UWG	4/19/2017 3:16 AM
75	Just chose one but ended up enjoying it a lot and wish they started earlier	4/19/2017 3:14 AM

76	Went there for bachelors and really liked it	4/19/2017 2:57 AM
77	Started here back in 2001	4/19/2017 2:50 AM
78	Already attended for another program, liked environment	4/19/2017 2:37 AM
79	Previous program with uwg, liked the program	4/19/2017 2:21 AM
80	All degrees from here. (4 degrees)	4/18/2017 8:42 AM
81	past programs and close to home	4/18/2017 8:30 AM
82	Cost, Well-recognized school	4/18/2017 8:21 AM
83	UWG Education program has great reputation. When looking at offering at other school decided that UWG was definitely the best way to go. We have the current scores offering along with the online environment and the cost benefits.	4/18/2017 7:59 AM
84	when to undergrad	4/18/2017 7:55 AM
85	undergrad degree from here	4/18/2017 6:35 AM
86	Tradition, where she got her undergrad	4/18/2017 4:43 AM
87	Good school, good business program, wife graduated from there	4/18/2017 3:10 AM
88	Excellent experience when receiving masters, moved back to area. Convenient. Requirements to get in were reasonable. Cheaper.	4/18/2017 2:42 AM
89	went as undergrad, had her program	4/18/2017 2:41 AM
90	Is an Alumni	4/17/2017 9:02 AM
91	Graduated from here, most gracious of the colleges	4/17/2017 8:30 AM
92	Alumni, had programs needed	4/17/2017 8:00 AM
93	Name, recognition, reputation, program offering	4/17/2017 7:41 AM
94	Masters received from there	4/17/2017 7:08 AM
95	Close to home, so if needed for in-campus course. Got graduate from UWG	4/17/2017 4:52 AM
96	took undergrad here and had the courses online needed	4/17/2017 4:40 AM
97	Two previous degrees from UWG	4/17/2017 4:34 AM
98	Also got specialist degree from here	4/17/2017 4:20 AM
99	Degree offered here, completed undergrad here	4/17/2017 3:44 AM
100	Received undergrad and masters here previously	4/17/2017 3:40 AM
101	Former student, readmitted. Loved the community	4/17/2017 3:23 AM
102	Works here, got undergrad here	4/17/2017 3:18 AM

Q43 How did you hear about UWG|Online?

#	Responses	Date
1	through uwg website	5/8/2017 7:26 AM
2	Other students	5/8/2017 3:44 AM
3	learned about it when she attended UWG before.	5/5/2017 8:03 AM
4	research major it pop up	5/5/2017 7:10 AM
5	from a former Grad assistance who worked in distance	5/5/2017 6:47 AM
6	peers, posters, web search	5/5/2017 6:12 AM
7	word of mouth and looking at class registration	5/3/2017 6:53 AM
8	From the UWG website	5/3/2017 4:41 AM
9	program was online	5/2/2017 8:58 AM
10	part of the program	5/2/2017 8:44 AM
11	part of the program	5/2/2017 8:31 AM
12	part of a program	5/2/2017 8:17 AM
13	Initially thought she was going to have to atend campus. At orientation was informed she could do degree fully online.	5/2/2017 7:05 AM
14	Part of the program	5/2/2017 3:41 AM
15	Does not remember.	5/1/2017 7:21 AM
16	Friend	5/1/2017 4:08 AM
17	Through work	5/1/2017 3:44 AM
18	through work. coworker were online.	4/28/2017 8:47 AM
19	coworker	4/28/2017 8:35 AM
20	Through the masters program	4/28/2017 8:30 AM
21	Through brochures	4/28/2017 7:43 AM
22	Registering for classes, saw they were offered online	4/28/2017 7:04 AM
23	The website	4/28/2017 6:36 AM
24	Through a friend	4/28/2017 6:13 AM
25	Online research	4/28/2017 6:01 AM
26	Degree program	4/26/2017 7:29 AM
27	Sister, Part of the program	4/26/2017 7:05 AM
28	Scrolling for a program and found UWG had online and survey courses	4/26/2017 5:16 AM
29	Undergrad, being a student	4/26/2017 4:48 AM
30	Google, internet research	4/26/2017 4:46 AM
31	Prior masters, the Media website	4/26/2017 4:28 AM
32	Undergrad, being a student	4/26/2017 3:44 AM
33	Professor	4/26/2017 2:46 AM
34	Part of the program	4/25/2017 8:36 AM
35	Part of a program	4/25/2017 8:27 AM

36	Online degree	4/25/2017 4:38 AM
37	through website	4/24/2017 7:02 AM
38	Went to website and was looking around and looked at courses offered.	4/24/2017 6:59 AM
39	While doing undergrad.	4/24/2017 4:25 AM
40	Part of the program	4/24/2017 3:47 AM
41	Through the political science program	4/24/2017 3:12 AM
42	research on website	4/24/2017 2:28 AM
43	Online research	4/21/2017 7:41 AM
44	began masters it was partially online	4/21/2017 7:38 AM
45	Information from college fairs	4/21/2017 7:02 AM
46	Researched online	4/21/2017 6:31 AM
47	been in school 9 years noticed it went online with programs tranfer from f2f to online	4/21/2017 6:23 AM
48	Previous student, research showed it met with course interests	4/21/2017 5:51 AM
49	Husband	4/21/2017 5:25 AM
50	Online research	4/21/2017 5:06 AM
51	From being an on campus student	4/21/2017 4:30 AM
52	part of the program	4/21/2017 2:29 AM
53	Part of Degree program	4/21/2017 12:35 AM
54	Was a former student here at UWG	4/20/2017 8:24 AM
55	UWG website	4/20/2017 7:55 AM
56	Through a friend	4/20/2017 7:41 AM
57	did own research on university system webpage that lists distance programs and found her program offered at uwg	4/20/2017 7:38 AM
58	wife did online course before	4/20/2017 7:07 AM
59	from a friend who had recently taken program online	4/20/2017 6:45 AM
60	Friends that work at UWG online	4/20/2017 4:29 AM
61	Online program	4/20/2017 3:52 AM
62	Searched for degree on google and it popped up	4/20/2017 3:49 AM
63	Through the main website	4/20/2017 3:25 AM
64	Local, heard about it through undergrad	4/20/2017 2:42 AM
65	reasearching for specialist	4/19/2017 8:57 AM
66	had seen online for bachelor degree. more common for online now then was back then	4/19/2017 8:34 AM
67	Part of degree program	4/19/2017 7:43 AM
68	Through own research	4/19/2017 4:57 AM
69	Didn't have online courses before, looking online	4/19/2017 4:33 AM
70	Heard from a colleague	4/19/2017 4:31 AM
71	Familiar with it from doing masters, cert, and bachelors at uwg. Familiar with school	4/19/2017 4:04 AM
72	From a friend	4/19/2017 3:48 AM
73	Knew from being undergrad	4/19/2017 3:30 AM
74	Works at UWG	4/19/2017 3:16 AM
75	Google	4/19/2017 3:14 AM
76	Took online courses during bachelors	4/19/2017 2:57 AM

77	Saw ad for online program he desired	4/19/2017 2:50 AM
78	Former Student	4/19/2017 2:37 AM
79	Through previous program	4/19/2017 2:21 AM
80	part of the program	4/18/2017 8:42 AM
81	program is offered fully online	4/18/2017 8:30 AM
82	Through the program, Colleagues that attended here, family completed degrees here	4/18/2017 8:21 AM
83	New from being a former student.	4/18/2017 7:59 AM
84	program is offered online	4/18/2017 7:55 AM
85	through the program	4/18/2017 6:35 AM
86	that's how her degree is offered	4/18/2017 4:43 AM
87	From going through traditional classes	4/18/2017 3:10 AM
88	Through application process	4/18/2017 2:42 AM
89	google search for masters	4/18/2017 2:41 AM
90	Is an Alumni	4/17/2017 9:02 AM
91	Exploring online and looked what programs were offered	4/17/2017 8:30 AM
92	Alumni	4/17/2017 8:00 AM
93	Friend gave postcard to her	4/17/2017 7:41 AM
94	From attending previously	4/17/2017 7:08 AM
95	Word of mouth	4/17/2017 4:52 AM
96	went to website	4/17/2017 4:40 AM
97	Going to website	4/17/2017 4:34 AM
98	Internet search	4/17/2017 4:20 AM
99	Part of the program,	4/17/2017 3:44 AM
100	Website	4/17/2017 3:40 AM
101	Program offered only online	4/17/2017 3:23 AM
102	working here	4/17/2017 3:18 AM

Q44 Are there any additional comments you would like to share about your experience with the admissions process?

Answered: 97   Skipped: 7

#	Responses	Date
1	no	5/8/2017 7:26 AM
2	no	5/8/2017 3:44 AM
3	no	5/5/2017 8:03 AM
4	no	5/5/2017 7:10 AM
5	no	5/5/2017 6:47 AM
6	no	5/5/2017 6:12 AM
7	no	5/3/2017 6:53 AM
8	No	5/3/2017 4:41 AM
9	No	5/2/2017 8:58 AM
10	None.	5/2/2017 7:05 AM
11	None	5/1/2017 7:21 AM
12	No	5/1/2017 4:08 AM
13	No	5/1/2017 3:44 AM
14	no, the process was well explained with lots checklist	4/28/2017 8:47 AM
15	no	4/28/2017 8:35 AM
16	N/A	4/28/2017 8:30 AM
17	No	4/28/2017 7:43 AM
18	No	4/28/2017 7:04 AM
19	No	4/28/2017 6:36 AM
20	No	4/28/2017 6:13 AM
21	No, really enjoy UWG	4/28/2017 6:01 AM
22	N/A	4/26/2017 7:29 AM
23	N/A	4/26/2017 7:05 AM
24	Exceptional	4/26/2017 5:16 AM
25	No	4/26/2017 4:48 AM
26	No	4/26/2017 4:46 AM
27	No. Very easy process	4/26/2017 4:28 AM
28	No	4/26/2017 3:44 AM
29	No	4/26/2017 2:46 AM
30	easy, straight forward	4/25/2017 8:36 AM
31	N/A	4/25/2017 8:27 AM
32	No	4/25/2017 4:38 AM
33	online	4/24/2017 7:02 AM

34	N/a	4/24/2017 6:59 AM
35	N/a	4/24/2017 4:25 AM
36	N/A	4/24/2017 3:47 AM
37	N/A: counselor was very helpful, but advisement needs improvement.	4/24/2017 3:12 AM
38	N/A	4/24/2017 2:28 AM
39	No	4/21/2017 7:41 AM
40	grad admissions lady was amazing and helpful. Tonia Richie super helpful and welcoming!	4/21/2017 7:38 AM
41	No, process was very smooth and easy	4/21/2017 7:02 AM
42	No	4/21/2017 6:31 AM
43	no	4/21/2017 6:23 AM
44	No	4/21/2017 5:51 AM
45	No	4/21/2017 5:25 AM
46	No	4/21/2017 5:06 AM
47	No, very pleased with the process and everyone is very helpful	4/21/2017 4:30 AM
48	N/A	4/21/2017 2:29 AM
49	N/A	4/21/2017 12:35 AM
50	No	4/20/2017 8:24 AM
51	No	4/20/2017 7:55 AM
52	No	4/20/2017 7:41 AM
53	really pleased. really quickly and services were great	4/20/2017 7:38 AM
54	satisfied	4/20/2017 7:07 AM
55	no	4/20/2017 6:45 AM
56	Quick and painless	4/20/2017 4:29 AM
57	No	4/20/2017 3:52 AM
58	NA	4/20/2017 3:49 AM
59	No	4/20/2017 3:25 AM
60	none	4/19/2017 8:57 AM
61	quick easy. main difference is being able to get in contact. more availability/ not on hold for long	4/19/2017 8:34 AM
62	N/A	4/19/2017 7:43 AM
63	No	4/19/2017 4:57 AM
64	No	4/19/2017 4:33 AM
65	No	4/19/2017 4:31 AM
66	No	4/19/2017 4:04 AM
67	No	4/19/2017 3:48 AM
68	No	4/19/2017 3:30 AM
69	No	4/19/2017 3:16 AM
70	No, pretty prompt and responsive, try to help you	4/19/2017 3:14 AM
71	No	4/19/2017 2:57 AM
72	No	4/19/2017 2:50 AM
73	Stellar, great	4/19/2017 2:37 AM
74	No	4/19/2017 2:21 AM

75	Easy. Worked with him.	4/18/2017 8:42 AM
76	Just fix it	4/18/2017 8:30 AM
77	Easy admissions process.	4/18/2017 8:21 AM
78	N/A	4/18/2017 7:59 AM
79	No	4/18/2017 7:55 AM
80	N/A	4/18/2017 6:35 AM
81	No	4/18/2017 4:43 AM
82	NA	4/18/2017 3:10 AM
83	No, went really well. Haven't had every professor but professors really care and want you to be successful.	4/18/2017 2:42 AM
84	She took time off, re-admission process was from the beginning. It was tedious.	4/18/2017 2:41 AM
85	No	4/17/2017 9:02 AM
86	Appreciated the support received, and the prompt responses from departments within 24 hours.	4/17/2017 8:30 AM
87	No	4/17/2017 8:00 AM
88	No	4/17/2017 7:41 AM
89	NA	4/17/2017 7:08 AM
90	No	4/17/2017 4:52 AM
91	all	4/17/2017 4:40 AM
92	No	4/17/2017 4:34 AM
93	No	4/17/2017 4:20 AM
94	N/A	4/17/2017 3:44 AM
95	No	4/17/2017 3:40 AM
96	N/A	4/17/2017 3:23 AM
97	no	4/17/2017 3:18 AM

Q45 Was there one thing that stuck out to you about your experience with UWG|Online? This can be good or bad.

Answered: 102   Skipped: 2

#	Responses	Date
1	communication great with instructor	5/8/2017 7:26 AM
2	not realy easy	5/8/2017 3:44 AM
3	Instructors are aware students have other stuff going on, so they are more understanding and helpful	5/5/2017 8:03 AM
4	learned how to do more online.Such as how to use her resources or communication over the computer	5/5/2017 7:10 AM
5	nothing stuck out	5/5/2017 6:47 AM
6	nothing it was overall an satisfying experience	5/5/2017 6:12 AM
7	easy to access and convenient for people with a job	5/3/2017 6:53 AM
8	No	5/3/2017 4:41 AM
9	No	5/2/2017 8:58 AM
10	Nervous with online classes, but it was straightforward and easy to use	5/2/2017 8:44 AM
11	positive esperience	5/2/2017 8:31 AM
12	isolated unless class is set up for discussions	5/2/2017 8:17 AM
13	Taken courses online and seems that professors, where they will get back to her quickly.	5/2/2017 7:05 AM
14	difficult to get information. teach yourself. minimal instruction.	5/2/2017 3:41 AM
15	No really.	5/1/2017 7:21 AM
16	No	5/1/2017 4:08 AM
17	No complaints, typical experience	5/1/2017 3:44 AM
18	honestly, Ms. Embry Ice she is fabulous. Answered all questions	4/28/2017 8:47 AM
19	no	4/28/2017 8:35 AM
20	N/A	4/28/2017 8:30 AM
21	No	4/28/2017 7:43 AM
22	Not really	4/28/2017 7:04 AM
23	Professors always very helpful	4/28/2017 6:36 AM
24	No	4/28/2017 6:13 AM
25	No	4/28/2017 6:01 AM
26	N/A	4/26/2017 7:29 AM
27	N/A, web designer is very intuitive.	4/26/2017 7:05 AM
28	No	4/26/2017 5:16 AM
29	No	4/26/2017 4:48 AM
30	Very positive experiences, get lot of information for a good cost	4/26/2017 4:46 AM
31	No. Very easy and convenient	4/26/2017 4:28 AM
32	No	4/26/2017 3:44 AM
33	No	4/26/2017 2:46 AM

34	One professor that is hard to get in contact with. (one particular professor, but the rest were good)	4/25/2017 8:36 AM
35	excellent professors with this degree program.	4/25/2017 8:27 AM
36	No	4/25/2017 4:38 AM
37	no	4/24/2017 7:02 AM
38	Third university attending courses online. UWG is simplest to use and pretty straight forward. Very user freindly.	4/24/2017 6:59 AM
39	With it being 100% online, they still found a way to make it very personal which is a plus.	4/24/2017 4:25 AM
40	Psych class: Instructor doesn't release grades (end of the semester and wants to know if she is on track).	4/24/2017 3:47 AM
41	Not enough upper level political science classes available. Makes finishing the degree difficult.	4/24/2017 3:12 AM
42	Teachers are very hands-on and posted frequently.	4/24/2017 2:28 AM
43	Convenient, amazing professors	4/21/2017 7:41 AM
44	do not like groups. one professor syllabus when students had questions she would just say refer back to syllabus	4/21/2017 7:38 AM
45	Willingness of professors and their commitment to seeing them succeed	4/21/2017 7:02 AM
46	No, been very good overall.	4/21/2017 6:31 AM
47	has resources needed to be sucessful	4/21/2017 6:23 AM
48	Convenience is nice, can continue education at own pace	4/21/2017 5:51 AM
49	More interaction with professor	4/21/2017 5:25 AM
50	No	4/21/2017 5:06 AM
51	No	4/21/2017 4:30 AM
52	N/A	4/21/2017 2:29 AM
53	Very helpful when needed	4/21/2017 12:35 AM
54	convenience makes all the difference	4/20/2017 8:24 AM
55	Ease of access to the website	4/20/2017 7:55 AM
56	No	4/20/2017 7:41 AM
57	all great. good. together straight forward services and not stressfull	4/20/2017 7:38 AM
58	no	4/20/2017 7:07 AM
59	really good had a baby and was able to get help from instructors.	4/20/2017 6:45 AM
60	Good experience	4/20/2017 4:29 AM
61	No	4/20/2017 3:52 AM
62	Really likes the professors, they are understanding and work well with students	4/20/2017 3:49 AM
63	NA	4/20/2017 3:25 AM
64	NA	4/20/2017 2:42 AM
65	very easy so far getting accepted classes course map	4/19/2017 8:57 AM
66	very good- medical issue last summer and had to write finals. Teachers were extra understanding and worked with her very well.	4/19/2017 8:34 AM
67	Good: online programs are extremely convienent as a working mom. Bad: not as uniform	4/19/2017 7:43 AM
68	No, been a very good experience so far	4/19/2017 4:57 AM
69	No	4/19/2017 4:33 AM
70	No	4/19/2017 4:31 AM
71	To be able to be more familiar with instructors	4/19/2017 4:04 AM
72	Nothing in particular.	4/19/2017 3:48 AM
73	Bad with financial aid	4/19/2017 3:30 AM

74	Can't think of anything	4/19/2017 3:16 AM
75	Really like that there's a big options of online courses	4/19/2017 3:14 AM
76	No	4/19/2017 2:57 AM
77	Everything else has been fine other than previous issues.	4/19/2017 2:50 AM
78	Overall good, minor set-backs	4/19/2017 2:37 AM
79	NA	4/19/2017 2:21 AM
80	N/A	4/18/2017 8:42 AM
81	No	4/18/2017 8:30 AM
82	Awesome. Impressed with the offerings and the courses/professors	4/18/2017 8:21 AM
83	Appreciates being a working mother who's husband travels and the sheer convenience that it offers while not compromising the integrity of her program.	4/18/2017 7:59 AM
84	Campus life was ok, much better now	4/18/2017 7:55 AM
85	N/A	4/18/2017 6:35 AM
86	No	4/18/2017 4:43 AM
87	Needs more clarification on dates and deadlines	4/18/2017 3:10 AM
88	Personal, attention, online or face-to-face is wonderful.	4/18/2017 2:42 AM
89	Flexibility is nice	4/18/2017 2:41 AM
90	Maintenance issues, time issues with submitting	4/17/2017 9:02 AM
91	Impressed with quality and push to put in quality effort	4/17/2017 8:30 AM
92	No	4/17/2017 8:00 AM
93	Very efficient, use of CoursDen, fits working adult lifestyle	4/17/2017 7:41 AM
94	Professors seemed to be very attentive	4/17/2017 7:08 AM
95	Getting to meet with professors and classmates in online meetings	4/17/2017 4:52 AM
96	no.	4/17/2017 4:40 AM
97	Some professors don't respond quickly	4/17/2017 4:34 AM
98	Really good experience	4/17/2017 4:20 AM
99	Everyone seems genuinely concerned and helpful.	4/17/2017 3:44 AM
100	Liked having the same professors again, better idea of expectations.	4/17/2017 3:40 AM
101	Wish the the textbooks were online and had audio available	4/17/2017 3:23 AM
102	no, been as expected	4/17/2017 3:18 AM

Q46 Have you ever contacted or used the UWG|Online Help Desk? (If not skip question 6)

Answered: 98   Skipped: 6

#	Responses	Date
1	no	5/8/2017 7:26 AM
2	yes	5/8/2017 3:44 AM
3	no	5/5/2017 8:03 AM
4	no	5/5/2017 7:10 AM
5	yes	5/5/2017 6:47 AM
6	yes	5/5/2017 6:12 AM
7	one time, maybe, a long time ago.	5/3/2017 6:53 AM
8	No	5/3/2017 4:41 AM
9	No	5/2/2017 8:58 AM
10	no.	5/2/2017 8:44 AM
11	No	5/2/2017 8:31 AM
12	Once.	5/2/2017 8:17 AM
13	Yes	5/2/2017 7:05 AM
14	Yes.	5/2/2017 3:41 AM
15	Yes.	5/1/2017 7:21 AM
16	No	5/1/2017 4:08 AM
17	No	5/1/2017 3:44 AM
18	no	4/28/2017 8:35 AM
19	No.	4/28/2017 8:30 AM
20	No	4/28/2017 7:43 AM
21	No	4/28/2017 7:04 AM
22	No	4/28/2017 6:36 AM
23	No	4/28/2017 6:13 AM
24	Maybe	4/28/2017 6:01 AM
25	Yes. Smarthinking, Start date for the course	4/26/2017 7:29 AM
26	Yes. Name change.	4/26/2017 7:05 AM
27	Yes	4/26/2017 5:16 AM
28	No	4/26/2017 4:48 AM
29	Yes	4/26/2017 4:46 AM
30	No	4/26/2017 4:28 AM
31	No	4/26/2017 3:44 AM
32	No	4/26/2017 2:46 AM
33	No	4/25/2017 8:36 AM

34	No	4/25/2017 8:27 AM
35	No	4/25/2017 4:38 AM
36	yes	4/24/2017 7:02 AM
37	Yes.	4/24/2017 6:59 AM
38	N/a	4/24/2017 4:25 AM
39	No	4/24/2017 3:47 AM
40	No	4/24/2017 3:12 AM
41	N/A	4/24/2017 2:28 AM
42	No	4/21/2017 7:41 AM
43	no	4/21/2017 7:38 AM
44	No	4/21/2017 7:02 AM
45	No	4/21/2017 6:31 AM
46	No	4/21/2017 5:51 AM
47	No	4/21/2017 5:25 AM
48	Can't remeber	4/21/2017 5:06 AM
49	No	4/21/2017 4:30 AM
50	Once.	4/21/2017 2:29 AM
51	Yes	4/21/2017 12:35 AM
52	No	4/20/2017 8:24 AM
53	No	4/20/2017 7:55 AM
54	No	4/20/2017 7:41 AM
55	no	4/20/2017 7:38 AM
56	yes	4/20/2017 7:07 AM
57	No	4/20/2017 4:29 AM
58	No	4/20/2017 3:52 AM
59	Yes	4/20/2017 3:49 AM
60	No	4/20/2017 3:25 AM
61	Yes	4/20/2017 2:42 AM
62	no	4/19/2017 8:57 AM
63	yes	4/19/2017 8:34 AM
64	Yes	4/19/2017 7:43 AM
65	Can't remember	4/19/2017 4:57 AM
66	Yes	4/19/2017 4:33 AM
67	No	4/19/2017 4:31 AM
68	Yes	4/19/2017 4:04 AM
69	No	4/19/2017 3:48 AM
70	Yes	4/19/2017 3:30 AM
71	No	4/19/2017 3:16 AM
72	Yes	4/19/2017 3:14 AM
73	Yes	4/19/2017 2:57 AM
74	No	4/19/2017 2:50 AM

75	Yes	4/19/2017 2:37 AM
76	No	4/19/2017 2:21 AM
77	No	4/18/2017 8:42 AM
78	No	4/18/2017 8:30 AM
79	Has not.	4/18/2017 7:59 AM
80	Yes	4/18/2017 7:55 AM
81	N/A	4/18/2017 6:35 AM
82	Yes	4/18/2017 4:43 AM
83	No	4/18/2017 3:10 AM
84	Yes	4/18/2017 2:42 AM
85	Yes	4/18/2017 2:41 AM
86	Yes	4/17/2017 9:02 AM
87	Yes	4/17/2017 8:30 AM
88	Yes	4/17/2017 8:00 AM
89	Yes	4/17/2017 7:41 AM
90	In the beginning	4/17/2017 7:08 AM
91	Yes	4/17/2017 4:52 AM
92	simple help	4/17/2017 4:40 AM
93	No	4/17/2017 4:34 AM
94	No	4/17/2017 4:20 AM
95	Yes	4/17/2017 3:44 AM
96	Yes, issue with CourseDen	4/17/2017 3:40 AM
97	No	4/17/2017 3:23 AM
98	no	4/17/2017 3:18 AM

Q47 If so, may you tell us about your experience?

Answered: 43   Skipped: 61

#	Responses	Date
1	cant remember issue but they helped in mins	5/8/2017 3:44 AM
2	use to work at Uwg Online help desk. The service was extremely good.	5/5/2017 6:47 AM
3	satisfied. walked her through her issue	5/5/2017 6:12 AM
4	fixed issue right away as it was a tiny issue within a class	5/3/2017 6:53 AM
5	No	5/2/2017 8:58 AM
6	CourseDen was down. Helped resolve the issue.	5/2/2017 8:17 AM
7	Really helpful. They stay on phone until problem is resolved. Never gotten off the phone with thelm where problem has not been resolved.	5/2/2017 7:05 AM
8	Good. Very helpful.	5/2/2017 3:41 AM
9	It was very good.	5/1/2017 7:21 AM
10	Needed assitance logging back into CourseDen after previous summer semester	4/28/2017 6:01 AM
11	Very helpful and professional. Answered questions thoroughly.	4/26/2017 7:29 AM
12	Very helpful, timely, and polite.	4/26/2017 7:05 AM
13	Password Reset, helpful in solving issue	4/26/2017 5:16 AM
14	Very good, got everything resolved	4/26/2017 4:46 AM
15	easy. smooth, prompt	4/24/2017 7:02 AM
16	Very helpful and courteous to the point, quick response, resolved problem, very quickly, and very helpful.	4/24/2017 6:59 AM
17	Test wasn't appearing. Quickly resolved.	4/21/2017 2:29 AM
18	Very courteous support. Went above and beyond to help.	4/21/2017 12:35 AM
19	prompt, curtious	4/20/2017 7:07 AM
20	In the beginning it was confusing, once guided, it went well	4/20/2017 3:49 AM
21	Good experience	4/20/2017 2:42 AM
22	was simple questions they were very prompt and helpful	4/19/2017 8:34 AM
23	Unhappy with being told to wait.Ticket # 63250. She wasn't able to view content due to date restrictions set by the professor.	4/19/2017 7:43 AM
24	Helpful	4/19/2017 4:33 AM
25	Good	4/19/2017 4:04 AM
26	Good	4/19/2017 3:30 AM
27	Good	4/19/2017 3:14 AM
28	Good	4/19/2017 2:57 AM
29	Helpful, stellar	4/19/2017 2:37 AM
30	N/A	4/18/2017 7:59 AM
31	Very good	4/18/2017 7:55 AM
32	Very helpful	4/18/2017 4:43 AM
33	Great	4/18/2017 2:42 AM

34	Cannot remember	4/18/2017 2:41 AM
35	Assistance with uploading word document. Good and helpful	4/17/2017 9:02 AM
36	For tk20 information and password. Helped reset password and were helpful	4/17/2017 8:30 AM
37	Password Reset, good experience and they were helpful	4/17/2017 8:00 AM
38	Responded promptly within 24 hours, was able to troubleshoot, good experience.	4/17/2017 7:41 AM
39	Good experience	4/17/2017 7:08 AM
40	Password reset.	4/17/2017 4:52 AM
41	navigating through galileo/ basic account information	4/17/2017 4:40 AM
42	Site-wide issues, handled with care. Positive attitude toward UWG Online	4/17/2017 3:44 AM
43	Problem was resolved	4/17/2017 3:40 AM