

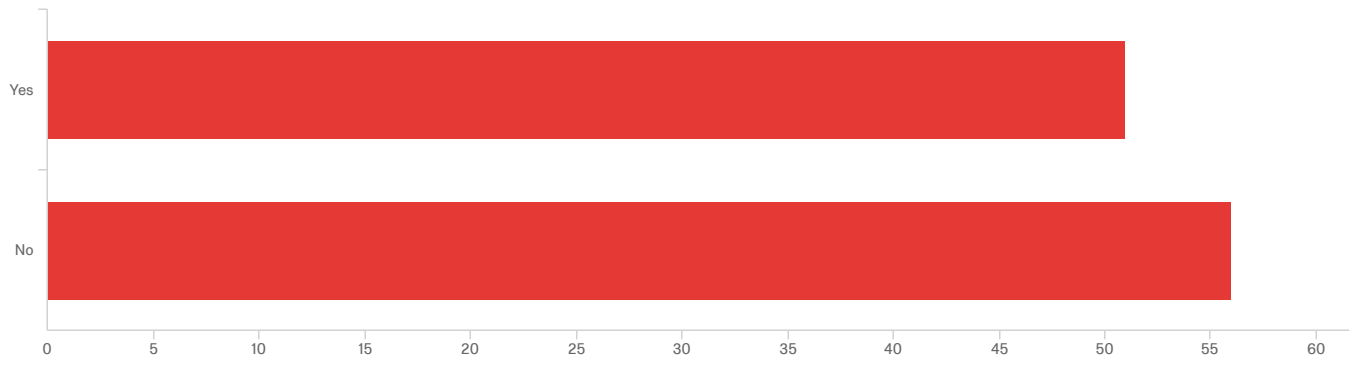
# 2018 Spring Survey .01

*Spring Phone Survey 2018*

June 11, 2018 1:36 PM MDT

2018 Spring Phone Survey

## Q7 - Were you admitted to UWG within the last 12 months?

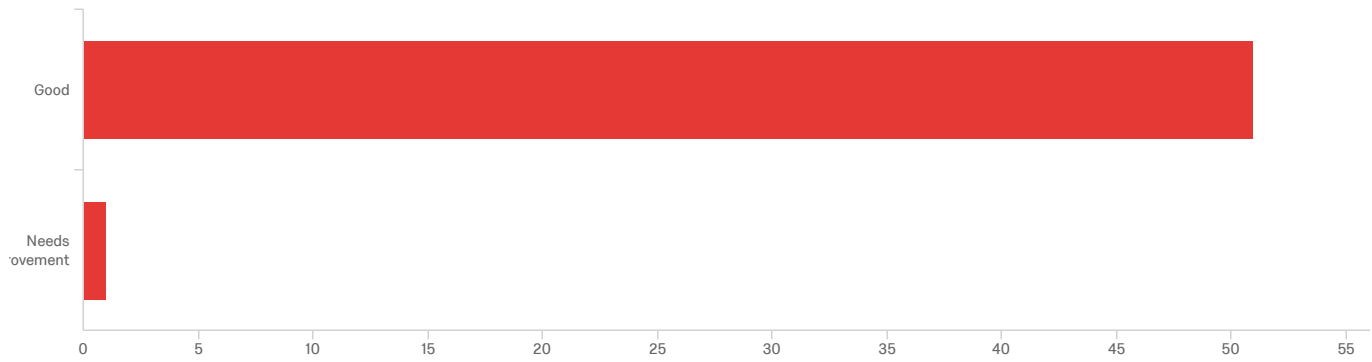


#	Field	Choice	Count
1	Yes	47.66%	51
2	No	52.34%	56

Showing Rows: 1 - 3 Of 3

107

## Q8 - Please rate the admissions process at UWG.



#	Field	Choice Count
1	Good	98.08% 51
2	Needs Improvement	1.92% 1

52

Showing Rows: 1 - 3 Of 3

## Q11 - How can the admissions process be improved?

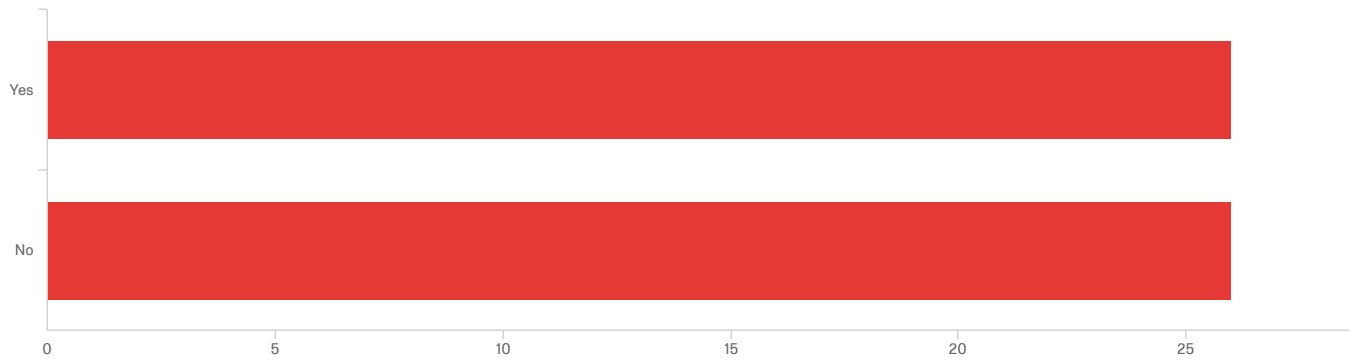
How can the admissions process be improved?

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The orientation process for readmitted students could be changed.

Showing Records: 1 - 1 Of 1

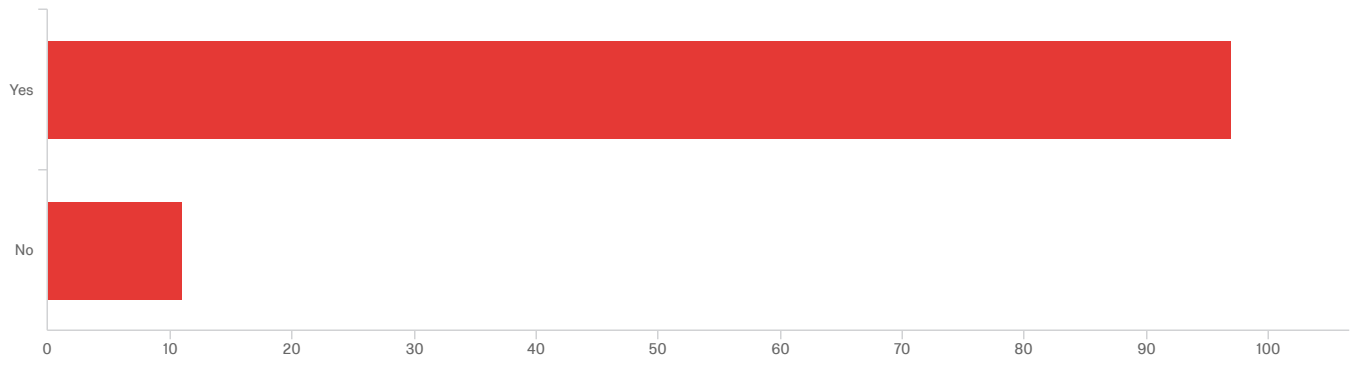
## Q9 - Did you participate in a UWG Orientation session?



#	Field	Choice	Count
1	Yes	50.00%	26
2	No	50.00%	26
			52

Showing Rows: 1 - 3 Of 3

## Q10 - Were you aware advisement is available for online students?

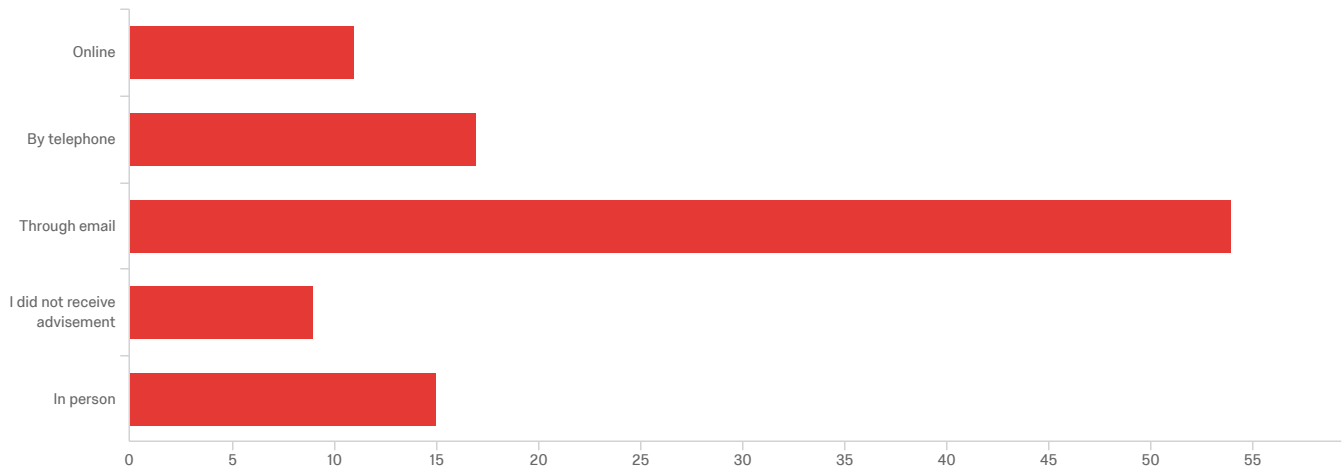


#	Field	Choice	Count
1	Yes	89.81%	97
2	No	10.19%	11

Showing Rows: 1 - 3 Of 3

108

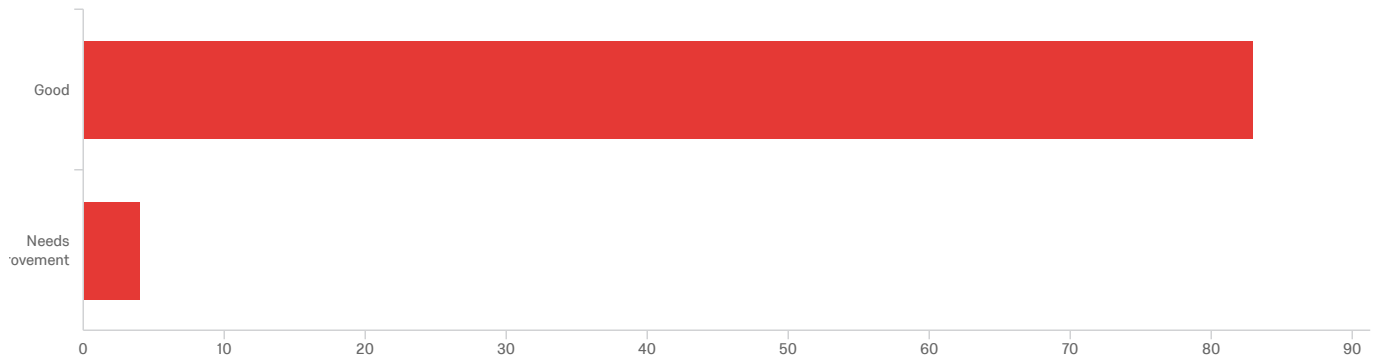
# Q11 - In your most recent advisement, how did you receive advisement services?



#	Field	Choice Count
1	Online	10.38% 11
2	By telephone	16.04% 17
3	Through email	50.94% 54
4	I did not receive advisement	8.49% 9
5	In person	14.15% 15

Showing Rows: 1 - 6 Of 6

### Q13 - Please rate the advisement you received.



#	Field	Choice Count
1	Good	95.40% 83
2	Needs Improvement	4.60% 4

87

Showing Rows: 1 - 3 Of 3



## Q14 - How can advisement services be improved?

How can advisement services be improved?

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Student states that the rescheduling process could be improved.

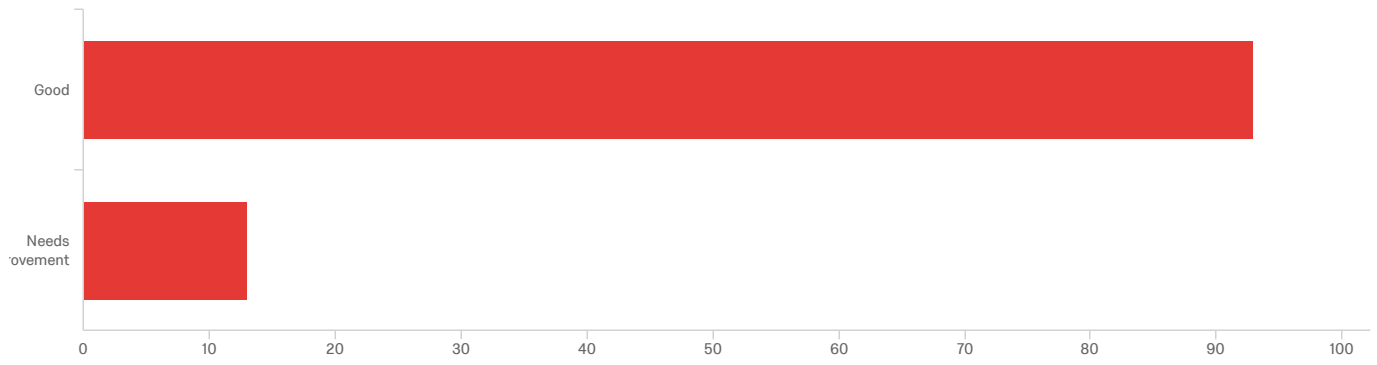
Recent advisor wasn't able to tell her the difference between different math courses. Advisor also could not tell her the pros and cons of taking the different courses.

Student stated that it would be beneficial to have better communication between student and Advisor when there any updates or changes that affect them

Student stated that Wolf Watch could be improved.

Showing Records: 1 - 4 Of 4

Q15 - Please rate the registration process you experienced.



#	Field	Choice Count
1	Good	87.74% 93
2	Needs Improvement	12.26% 13

Showing Rows: 1 - 3 Of 3

106

## Q16 - How can the registration process be improved?

How can the registration process be improved?

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Registration process informed the student that they needed prerequisite they had already taken.

Student states that their courses needed aren't available online. What courses are available fill up way too quickly, and they have to register at midnight.

Registration questions can be confusing.

The process has increased in difficulty. It is difficult to find courses in schedule of classes.

There could be more sessions for online students within a class.

Having more classes available to online students would be beneficial.

The registration process could be more straightforward.

The registration process was confusing and the student had to reach out to their advisor for help.

The registration steps were not clear, and the student wishes that there would not be any TBA professors.

The process is good for everyone besides full time workers.

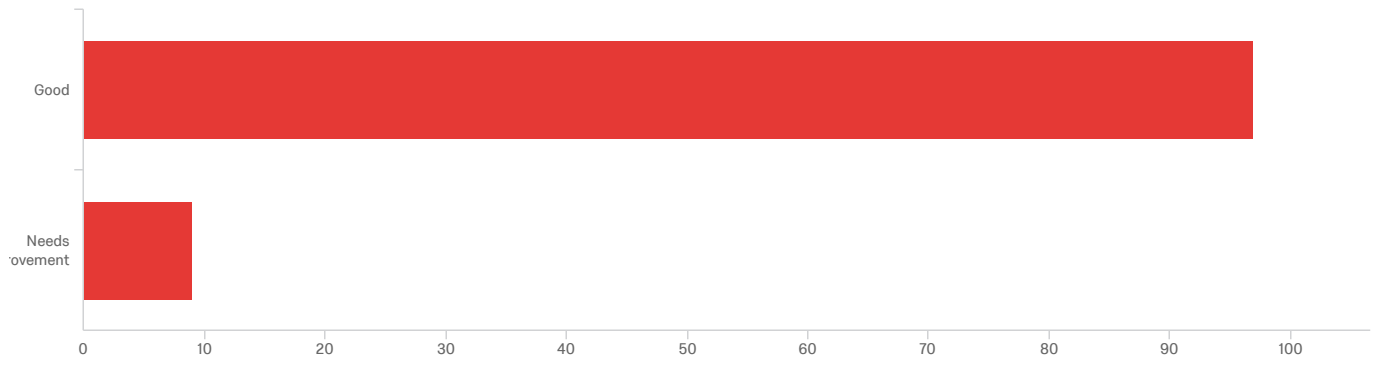
Classes are always full, which requires students to get an override. There could be better information on registration dates and the Scoop should be more user friendly.

Student would like an online tutorial on how to register.

It would be beneficial if the Business School can offer more courses.

Showing Records: 1 - 13 Of 13

# Q17 - Please rate the fee payment process you experienced.

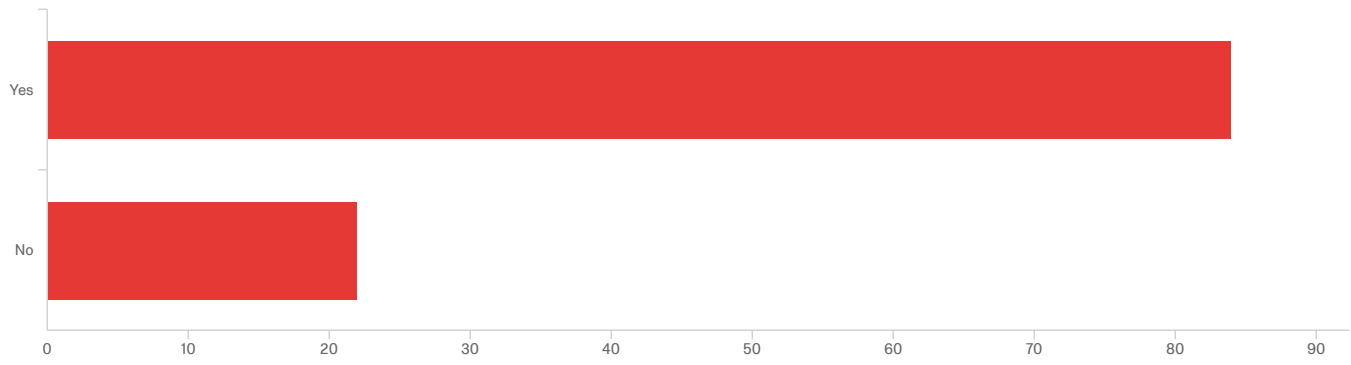


#	Field	Choice Count
1	Good	91.51% 97
2	Needs Improvement	8.49% 9

Showing Rows: 1 - 3 Of 3

106

## Q20 - Were you aware tutoring services are available for online students?

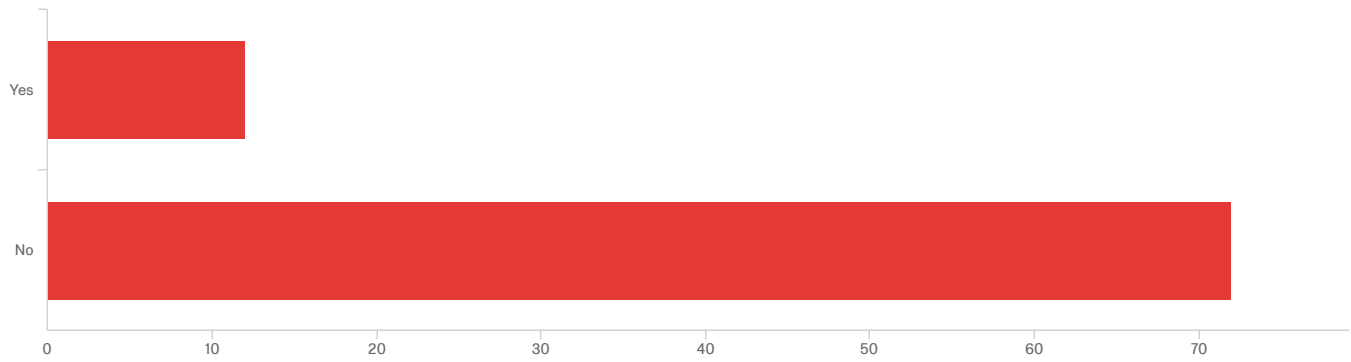


#	Field	Choice	Count
1	Yes	79.25%	84
2	No	20.75%	22

106

Showing Rows: 1 - 3 Of 3

## Q21 - Did you utilize any of the available tutoring services?

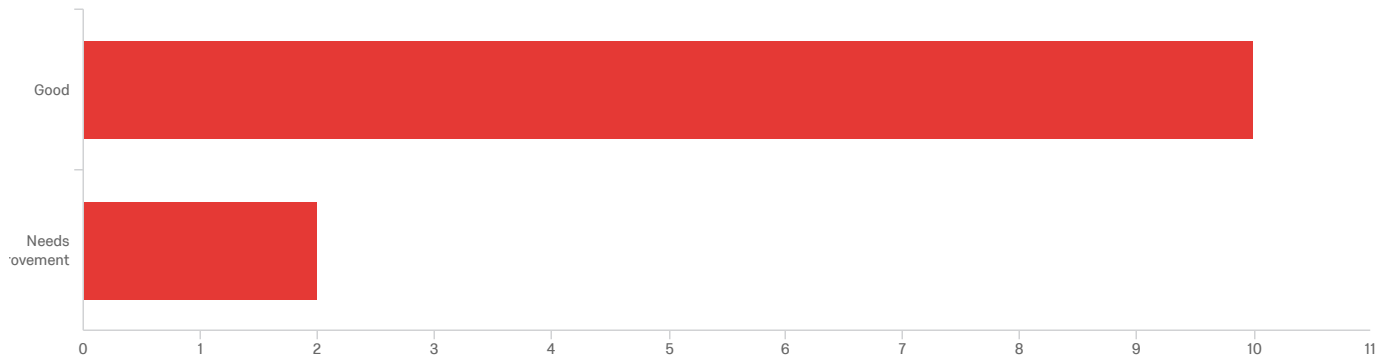


#	Field	Choice	Count
1	Yes	14.29%	12
2	No	85.71%	72

84

Showing Rows: 1 - 3 Of 3

Q22 - Please rate the tutoring you received as an online student.



#	Field	Choice Count
1	Good	83.33% 10
2	Needs Improvement	16.67% 2

12

Showing Rows: 1 - 3 Of 3

## Q23 - How can tutoring be improved?

How can tutoring be improved?

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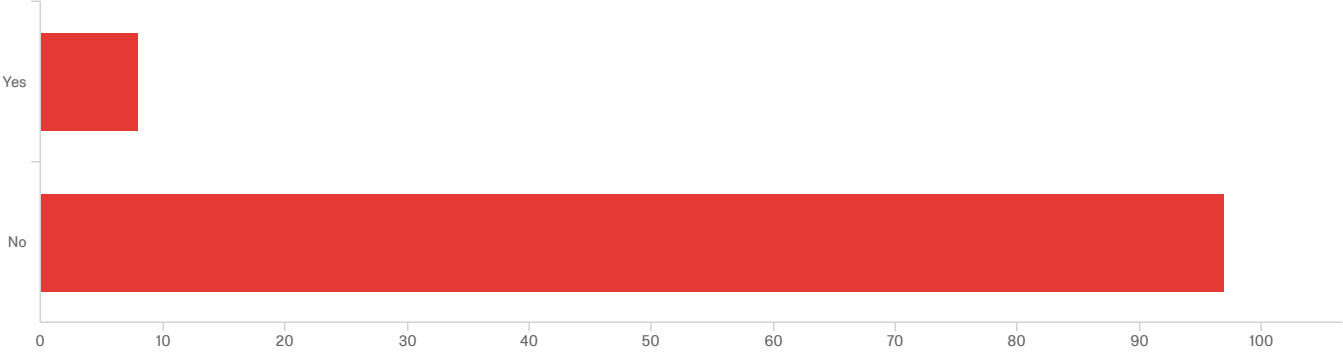
If the Writing Center was more familiar with APA format that would be helpful.

Feedback on submitted papers is sometimes superficial. Student would like more in depth feedback.

Showing Records: 1 - 2 Of 2



Q24 - Did you utilize any counseling and accessibility services that are available for online students?



#	Field	Choice Count
1	Yes	7.62% 8
2	No	92.38% 97

105

Showing Rows: 1 - 3 Of 3

## Q25 - Which service(s) have you utilized?

Which service(s) have you utilized?

Student stated they had used "Both counseling and accessibility services."

Student has used the Writing Center. The counseling center helped the student through a loss in the family.

Student has used the Career Counseling services.

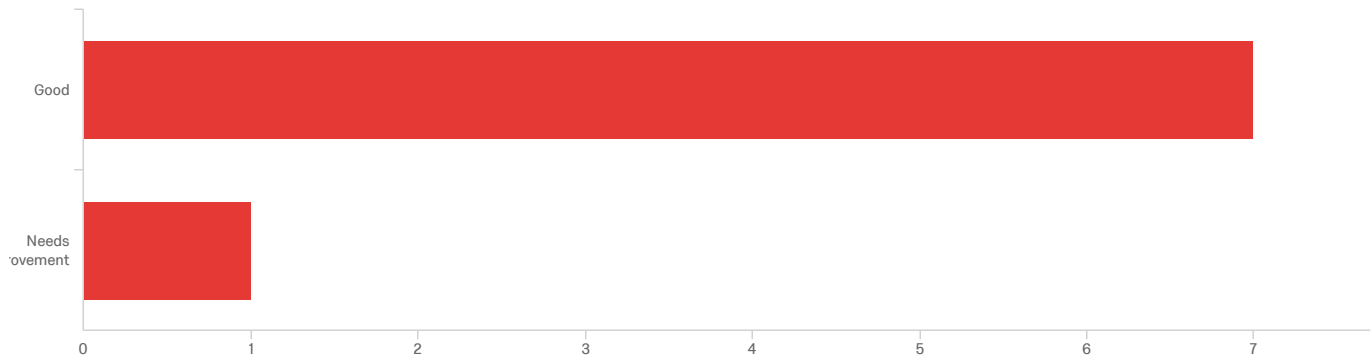
Student has used Counseling Services.

Student has used Counseling services.

Student has used Accessibility services.

Showing Records: 1 - 6 Of 6

## Q27 - Please rate the services you utilized.



#	Field	Choice Count
1	Good	87.50% 7
2	Needs Improvement	12.50% 1

8

Showing Rows: 1 - 3 Of 3

## Q28 - How can these services be improved?

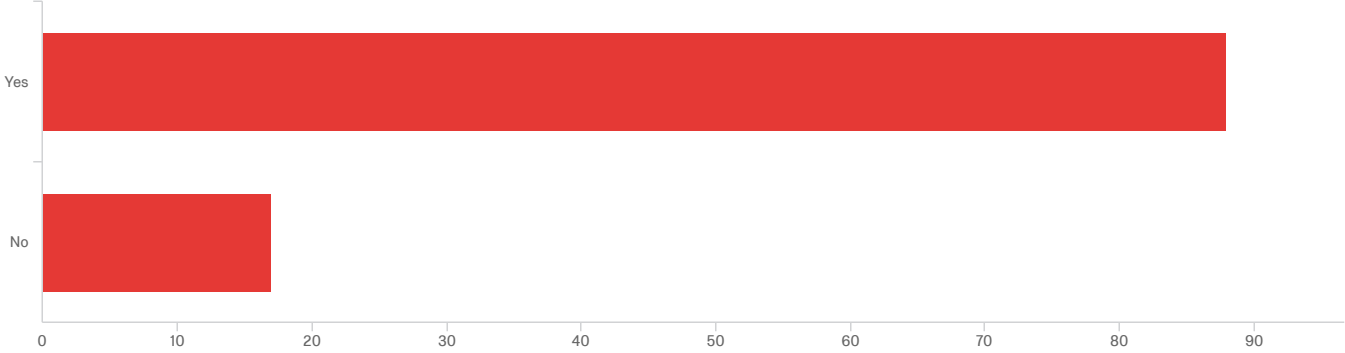
How can these services be improved?

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Services could be improved by doing a better job of informing online students of available resources.

Showing Records: 1 - 1 Of 1

Q29 - Did you utilize any library resources, either by visiting a library or using online library resources?

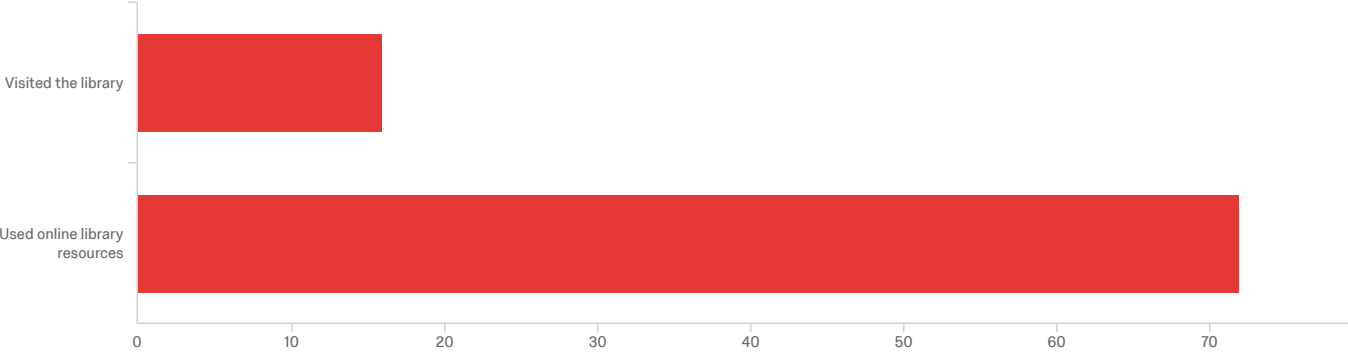


#	Field	Choice Count
1	Yes	83.81% 88
2	No	16.19% 17

105

Showing Rows: 1 - 3 Of 3

# Q31 - Which method did you use?

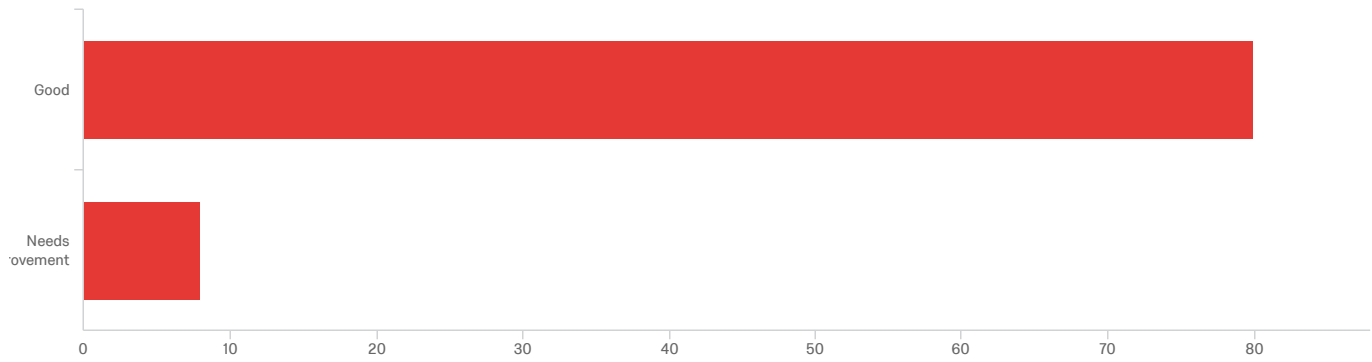


#	Field	Choice Count
1	Visited the library	18.18% 16
2	Used online library resources	81.82% 72

88

Showing Rows: 1 - 3 Of 3

Q32 - Please rate the availability of library services for online students.



#	Field	Choice Count
1	Good	90.91% 80
2	Needs Improvement	9.09% 8

88

Showing Rows: 1 - 3 Of 3

## Q33 - How can the library services be improved?

How can the library services be improved?

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More in person employees could improve library services.

Student wishes the online library services were more visible within the CourseDen homepage.

Student states that the online library resources could be more user friendly

Student states that they sometimes have issues getting needed materials.

Student states that PDF documents will not load on Galileo.

Student stated that "It could be improved by making the website more user friendly".

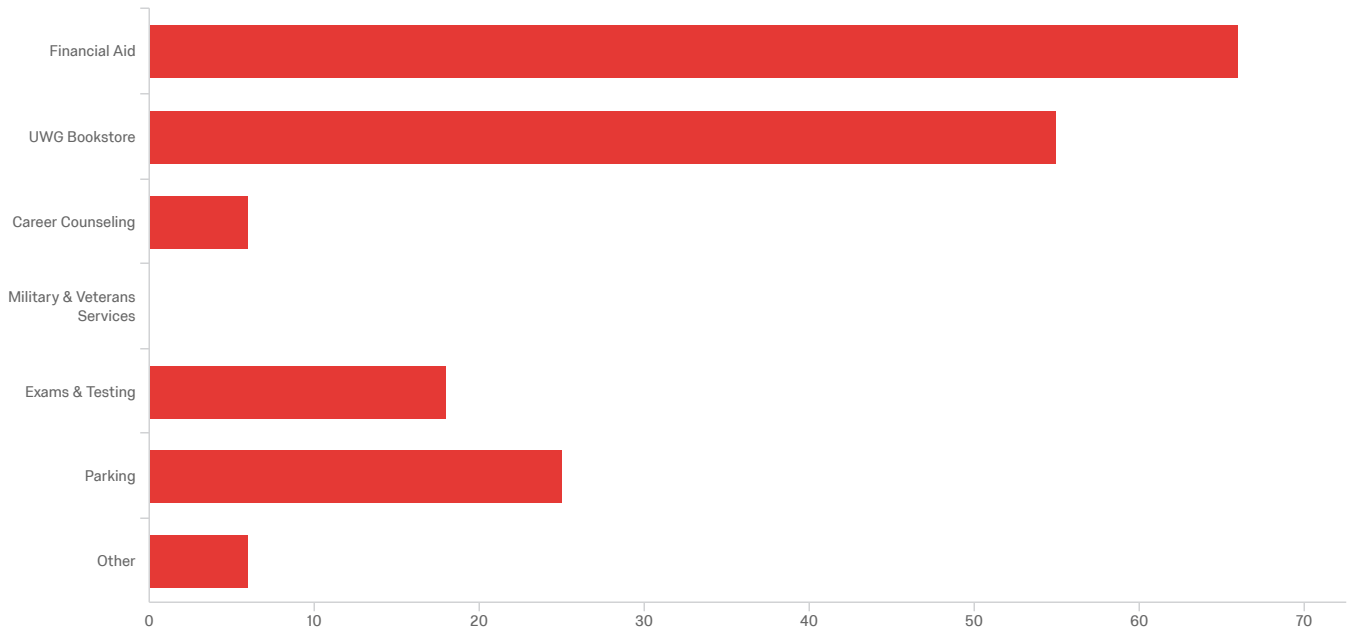
Student stated that there were glitches in the system.

There could be easier access to online resources. The process can be confusing for students.

Showing Records: 1 - 8 Of 8



Q34 - Which of the following other student services offered to online students have you utilized?



#	Field	Choice Count
1	Financial Aid	37.50% 66
2	UWG Bookstore	31.25% 55
3	Career Counseling	3.41% 6
4	Military & Veterans Services	0.00% 0
5	Exams & Testing	10.23% 18
6	Parking	14.20% 25
7	Other	3.41% 6

176

Showing Rows: 1 - 8 Of 8

## Q35 - What other services have you utilized?

What other services have you utilized?

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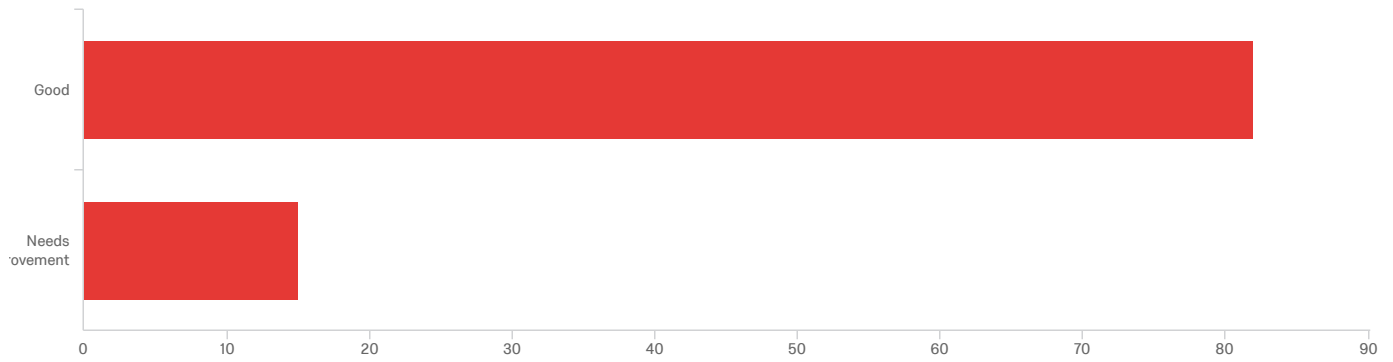
Student has used technical support, Health services, and the gym.

Student has used Tutoring Services for Computer Science Department.

Student has used the UWG Bookstore and the Library.

Showing Records: 1 - 3 Of 3

Q36 - Please rate your experience with the student service(s) you received.



#	Field	Choice Count
1	Good	84.54% 82
2	Needs Improvement	15.46% 15

Showing Rows: 1 - 3 Of 3

## Q37 - Which service needs improvement and how can it be improved?

Which service needs improvement and how can it be improved?

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Financial aid is not up to par.

The Bookstore is way too expensive.

Student received false information from financial aid.

Parking could be improved by increasing the number of spaces.

The bookstore could advertise the return dates for books more.

Parking could be improved if there were more available spots.

Student has used Counseling services.

Financial aid needs improvement because updates are made in the last minute, and when payments are made notifications are late. Parking services also needs improvements because the number of available parking spots are decreasing. New constructions has led to a reduction in student parking.

Parking needs better availability and locations.

Student stated that "Financial Aid response to students could be better".

Student stated that it is not organized and needs to be more straightforward.

Student states that Financial aid could be improved. More information on when refunds will be received, especially if they will be received later than expected.

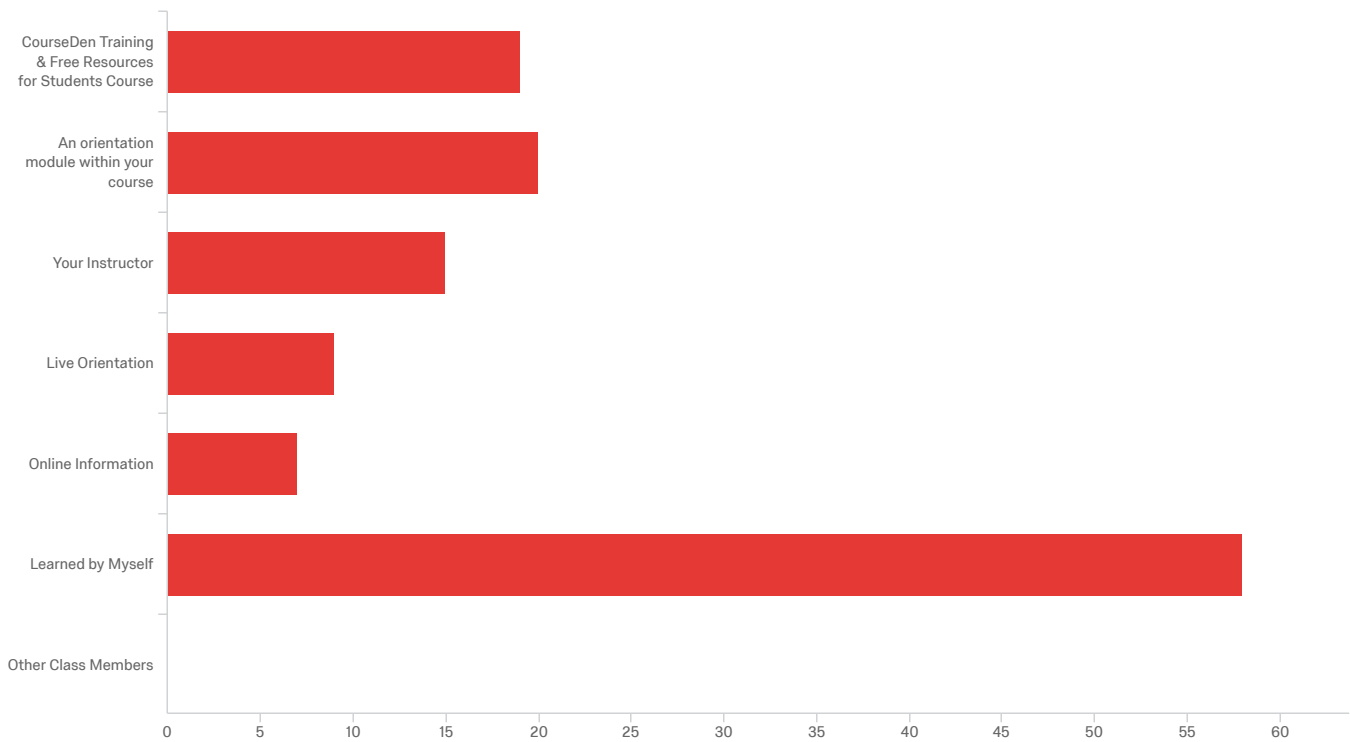
Student stated that the bookstore needs improvement.

Bookstore could be improved because they do not have the correct books, and books are not listed for online classes.

The Bookstore is expensive.

Financial aid process could be improved. Student replied that paperwork was lost, and that workers seemed unaware of how to resolve the issue.

## Q38 - How did you receive instruction on how to use CourseDen?

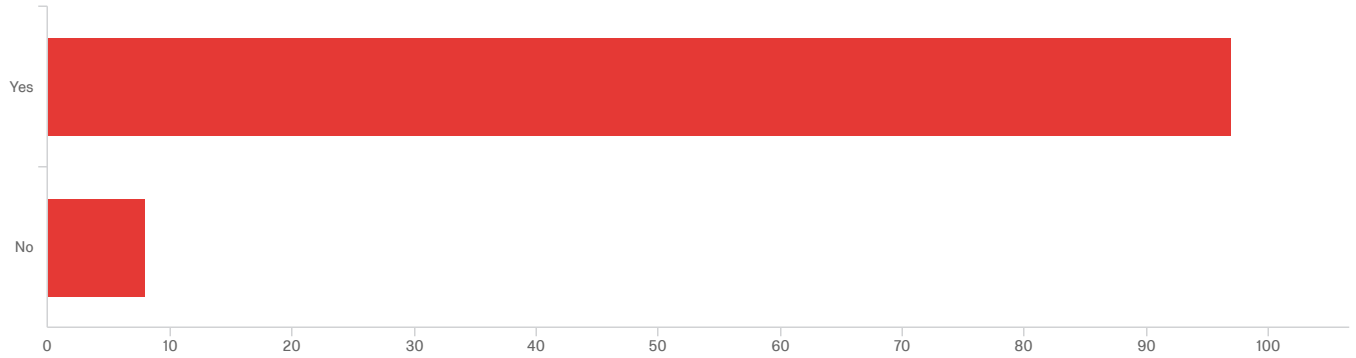


#	Field	Choice Count
1	CourseDen Training & Free Resources for Students Course	14.84% 19
2	An orientation module within your course	15.63% 20
3	Your Instructor	11.72% 15
4	Live Orientation	7.03% 9
5	Online Information	5.47% 7
6	Learned by Myself	45.31% 58
7	Other Class Members	0.00% 0

128

Showing Rows: 1 - 8 Of 8

Q39 - Did those instructions or resources provide you with enough information to effectively use CourseDen by the second week of your course?

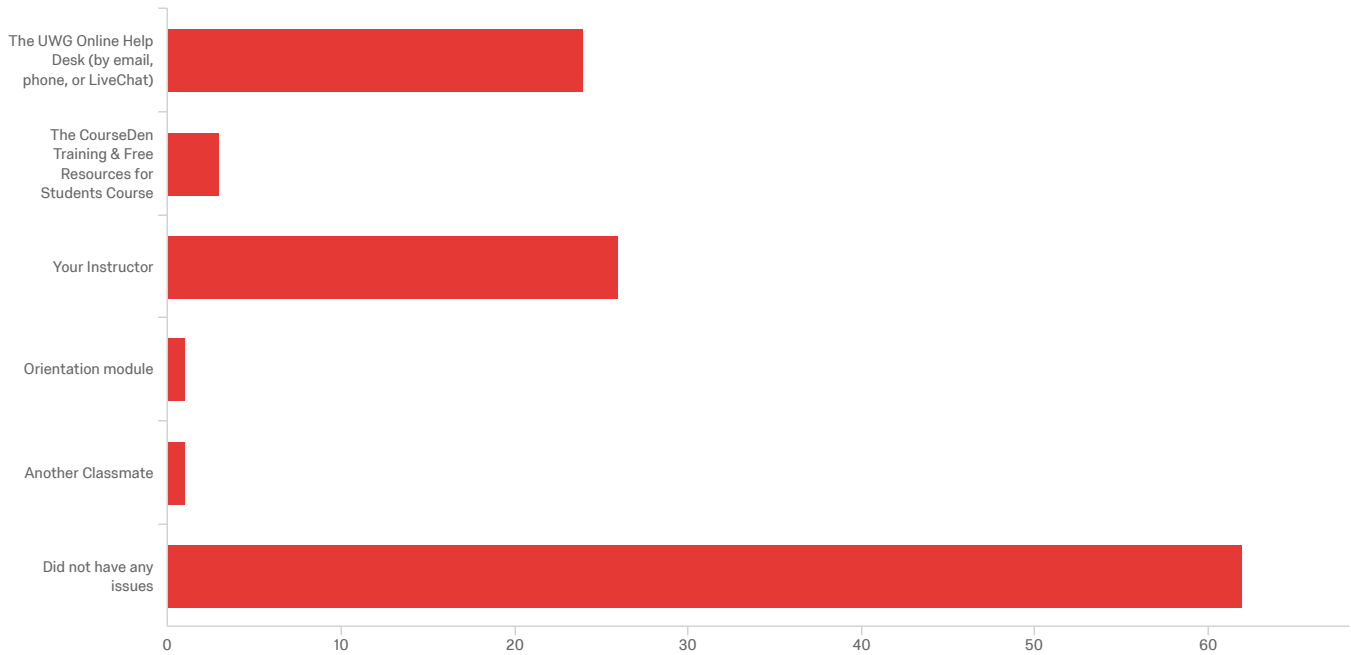


#	Field	Choice Count
1	Yes	92.38% 97
2	No	7.62% 8

105

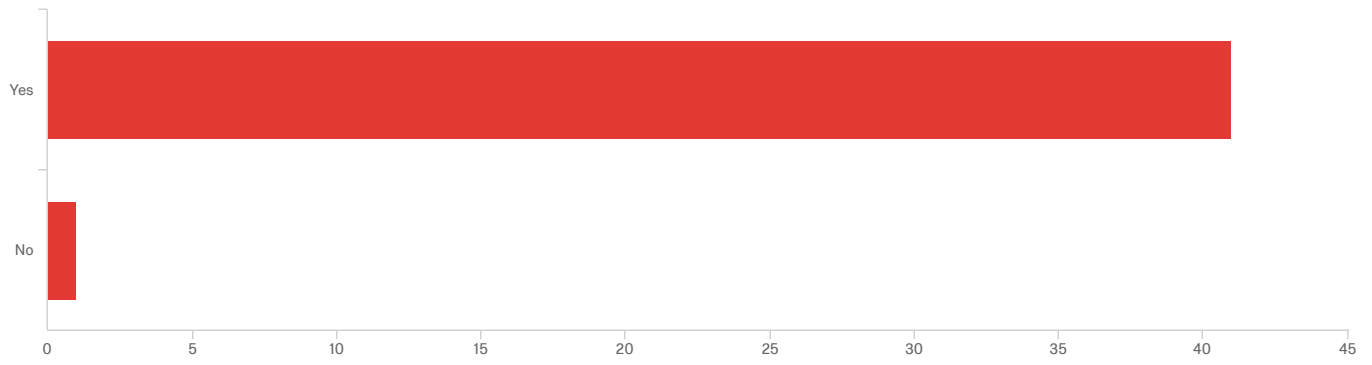
Showing Rows: 1 - 3 Of 3

Q40 - If you had any issues accessing a course or using CourseDen, how did you seek help?



#	Field	Choice Count
1	The UWG Online Help Desk (by email, phone, or LiveChat)	20.51% 24
2	The CourseDen Training & Free Resources for Students Course	2.56% 3
3	Your Instructor	22.22% 26
4	Orientation module	0.85% 1
5	Another Classmate	0.85% 1
6	Did not have any issues	52.99% 62

## Q41 - With this assistance, were you able to resolve your issue?



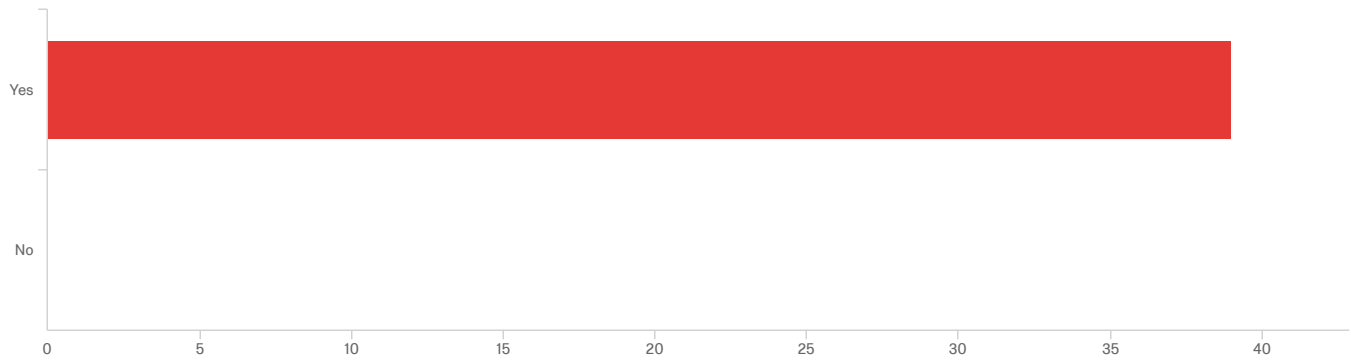
#	Field	Choice	Count
1	Yes	97.62%	41
2	No	2.38%	1

42

Showing Rows: 1 - 3 Of 3



## Q42 - Overall, did you receive prompt and courteous support?

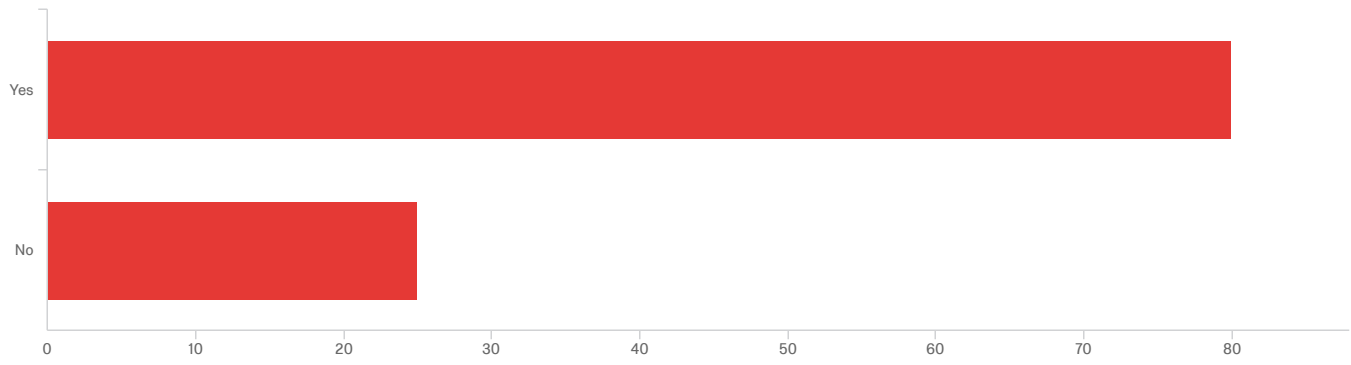


#	Field	Choice Count
1	Yes	100.00% 39
2	No	0.00% 0

39

Showing Rows: 1 - 3 Of 3

## Q44 - Have you ever taken a traditional course on campus?

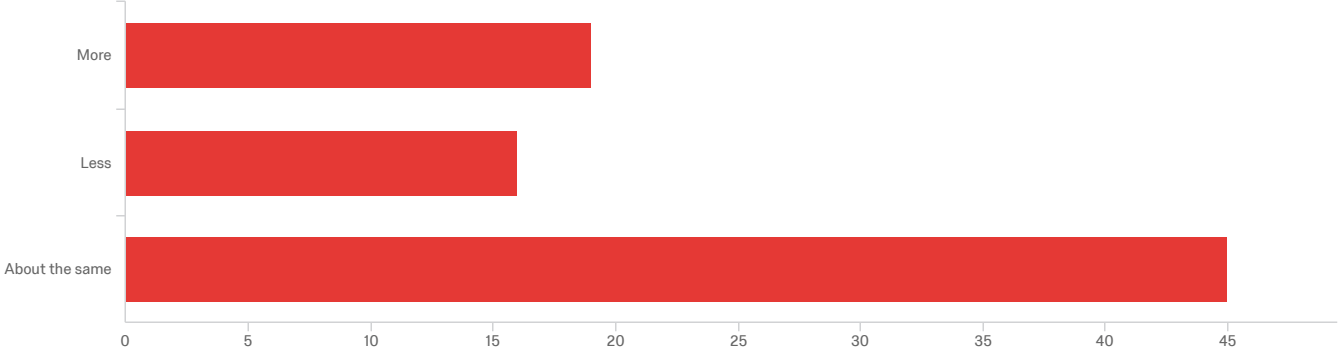


#	Field	Choice	Count
1	Yes	76.19%	80
2	No	23.81%	25

Showing Rows: 1 - 3 Of 3

105

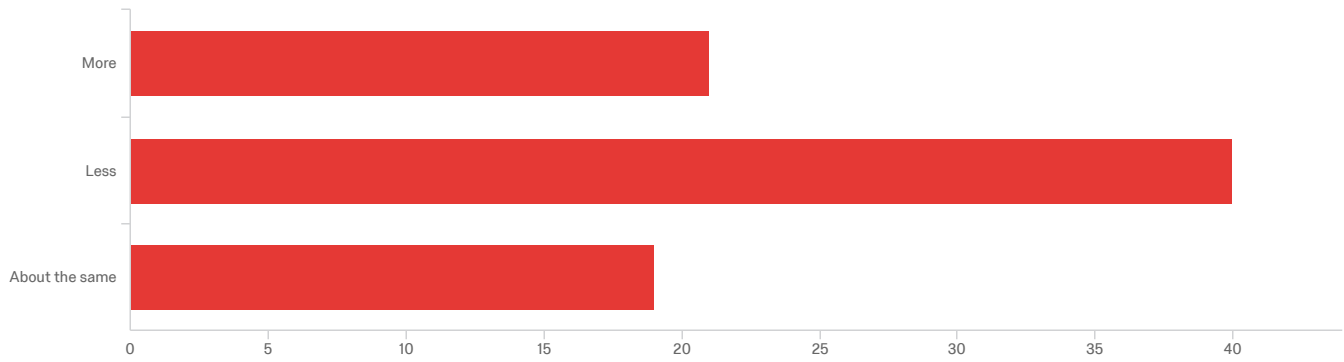
Q45 - Compared to a traditional course, how much do you think you learned in an online course?



#	Field	Choice Count
1	More	23.75% 19
2	Less	20.00% 16
3	About the same	56.25% 45
		80

Showing Rows: 1 - 4 Of 4

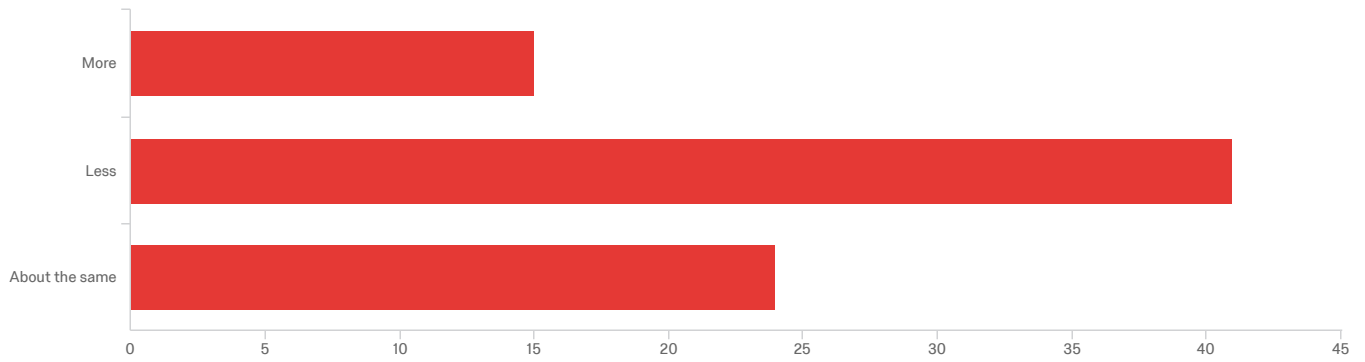
## Q46 - Compared to a traditional course, how much did you interact with your instructor?



#	Field	Choice Count
1	More	26.25% 21
2	Less	50.00% 40
3	About the same	23.75% 19
		80

Showing Rows: 1 - 4 Of 4

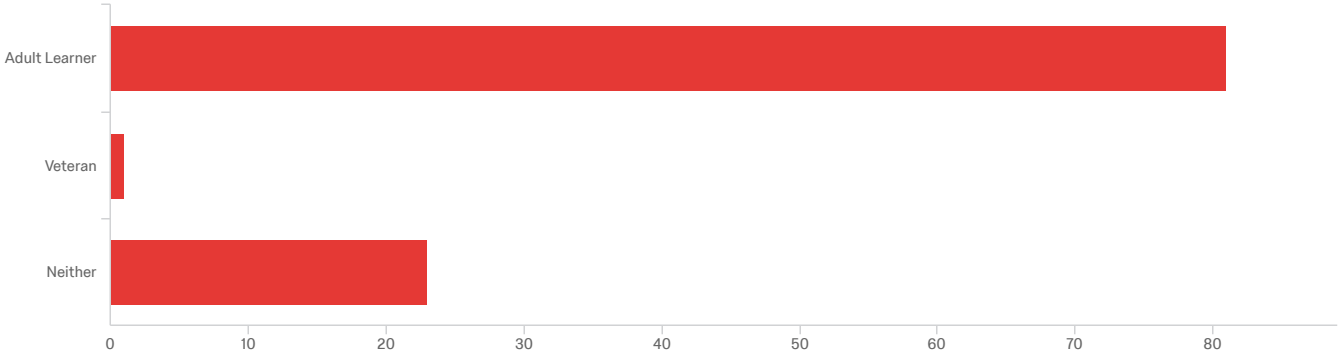
# Q47 - Compared to a traditional course, how much did you interact with your classmates?



#	Field	Choice Count
1	More	18.75% 15
2	Less	51.25% 41
3	About the same	30.00% 24
		80

Showing Rows: 1 - 4 Of 4

# Q48 - Are you an adult learner or veteran?

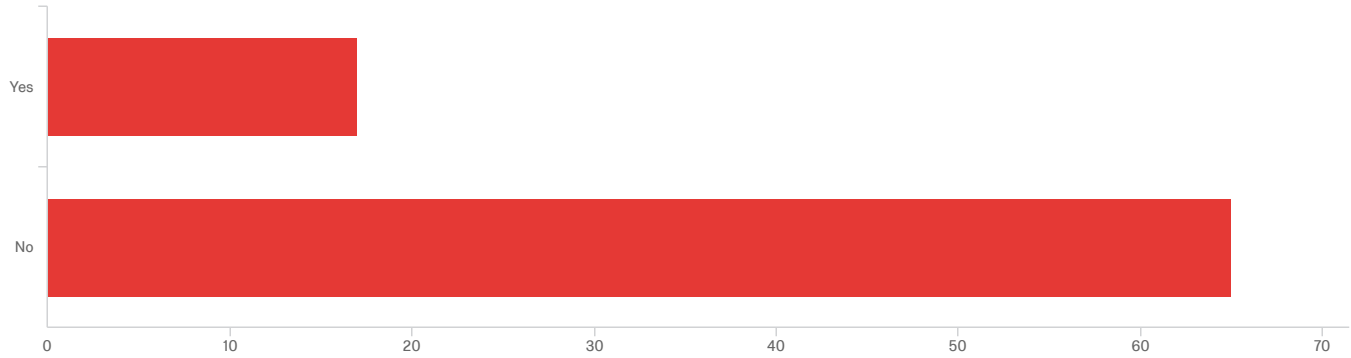


#	Field	Choice Count
1	Adult Learner	77.14% 81
2	Veteran	0.95% 1
3	Neither	21.90% 23

105

Showing Rows: 1 - 4 Of 4

Q49 - Are there any additional programs or services that would help you succeed as an adult learner or veteran?



#	Field	Choice Count
1	Yes	20.73% 17
2	No	79.27% 65
		82

Showing Rows: 1 - 3 Of 3

## Q50 - What services would help you to better succeed?

What services would help you to better succeed?

Student states that if grades are scored by numbers and not letters it would be more beneficial.

It would be helpful if there was a dedicated counselor for seniors that can help with career counseling.

It would be helpful to have an organization for first generation college students.

It would be helpful to have better outreach from advisement.

It would be helpful to have more online courses in upper level finance and accounting.

Adding more support for online students at the Newnan campus would be helpful.

Student stated "Professors could be more helpful in explaining content".

Having more upper level online courses would be helpful.

If APA expectations were more standardized it would be beneficial to everyone.

Student stated they would like better training modules.

Student stated more career fairs would be beneficial. Not just entry level positions.

It would be helpful if more orientations and assistance were offered for returning adults. It would be help if this was offered online as well.

Student states that it would be helpful if there was an exemption of the TK20 fee.

It would be helpful if the reading tool was fixed.

If the services were less costly it would be beneficial.

If more online courses were offered that would be helpful.



## Q51 - What do you enjoy most and least about being an adult learner or veteran?

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

I most enjoy the flexibility of online classes. I least enjoy when we have to do group projects because everyone has a different schedule so it's hard to find time to work together.

I most enjoy the relationships developed with professors as an adult and being able to apply real world knowledge to a degree I have a profession in.

I can't think of anything I like most and least at this moment.

I most enjoy that there is less pressure and I least enjoy the struggle of having to juggling life as an adult learner.

What I find most enjoyable that I have more interest and respect for the knowledge and learning. I least enjoy still being in school and I am ready to be done.

I most enjoy the convenience of being an adult learner. There is nothing I least enjoy.

I most enjoy that I am bettering myself and the convenience of being an adult learner. I don't have anything I least enjoy.

I enjoy how my communication skills have improved in regards to speaking with my instructor.

I most enjoy being able to earn more degrees while working.

I most enjoy that it's on my terms and the flexibility. I least enjoy when the maintenance schedule interferes.

I least enjoy the difficulty that comes with interacting with others in the course.

I'm unsure of what I enjoy most and least.

I most enjoy the freedom that online classes offer for those who live far from campus.

I most enjoy that the online program is easy and accessible to use. I wish there was more alert systems to remind students about upcoming work.

I most enjoy the flexibility. There is nothing I least enjoy.

I can't think of anything I most and least enjoy.

I enjoy the flexibility since I have a job.

I least enjoy the difficulty of time management. I most enjoy the benefits of having a degree.

Student enjoys the perspective the learning environment gives him. With his 20 years of experience its interesting for him to interact and learn from others.

Student wished he had finished his degree earlier.

Student does not enjoy the lack of organizations that only supports adult learners. Student enjoys the understanding that instructors have towards those who have families.

Student most enjoys being able to continue getting their education.

Student most enjoys the flexibility online classes offer.

Student enjoys the education she is receiving.

Student enjoys the courses that are available to him.

Student does not enjoy the time she has spent in school but enjoys that she is on track to graduate soon.

I least enjoyed trying to balance work and school.

I most enjoy that I'm able to make money since I'm working and I least enjoy having to work at the same time because it takes away from my courses.

There isn't anything I enjoy most or least.

Student enjoys the amount of engagement between professors and students. They wish that the other campuses had as many opportunities as the Carrollton campus.

I enjoy that I get to keep learning.

I most enjoy the flexibility of being an adult learner. I least enjoy trying to balance school and work.

I most enjoy being able to work at my own pace. I least enjoy when the professor does not communicate well.

I can't think of anything I enjoy most or least.

I enjoy the convenience of being able to work while attending school.

I can't think of anything I enjoy most or least.

I enjoy the availability of online courses as a student working full time.

I can't think of anything I enjoy most or least.

I most enjoy not having to physically go to class.

I enjoy the flexibility but I least enjoy having to carve out time for my classes.

I most enjoy the convenience as an adult learner with online classes since I have work and more responsibility, I'm a lot more mature as an adult so take it more seriously. I least enjoy having to balance my responsibilities.

I can't think of anything I enjoy most and least.

I can't think of anything I enjoy most and least.

I most enjoy the ability to continue my education while balancing life. I least enjoy the difficulty with balancing work, family, and education.

I enjoy the freedom online classes offer.

I can't think of anything I enjoy most and least.

I most enjoy the flexibility online courses offer

I can't think of anything I enjoy most and least.

I most enjoy that I get to work while earning a degree. I least enjoy the time constraints.

I enjoy that I have better time management skills.

I enjoy the convenience of being an adult learner. I don't enjoy having to factor in my work, family life, etc. It's been a difficult transition to higher education.

I most enjoy that I have the flexibility to further myself to change career. I least enjoy that some professors don't understand the busy life of adult learners and have too rigid of due dates.

I enjoy that I'm more focused as an adult, I least enjoy how hard it is to juggle class with life.

As an adult, I least enjoy all the reading necessary for courses.

I enjoy taking online classes as an adult. I don't enjoy that some professors talk to students as children, they should be more professional.

I can't think of anything I enjoy most and least about being an adult learner.

I most enjoy the flexibility.

I enjoy being an adult learner because I'm getting to learn more. I least enjoy group work.

I can't think of anything I enjoy most and least about being an adult learner.

I most enjoy the convenience of online classes. I least enjoy the balancing of life and school work.

I don't enjoy taking only specific classes without personal choice.

I enjoy the easy access to education from UWG Online from my home.

I most enjoy that I am attaining my goals, and I least enjoy juggling responsibilities.

I can't think of anything I enjoy most and least about being an adult learner

I least enjoy interactions with students who are younger than majority because they provide no insight that helps me in my education.

I least enjoy when professors give us "busywork".

I least enjoyed getting used to balancing work and school work.

I least enjoy the organization of CourseDen

I most enjoy gaining educator and leadership skills and I least enjoy overbearing heavy course loads

I enjoy the flexibility of things being on my own time

I least enjoy making time for class while working full time.

I enjoy that it fits in with my schedule, I least enjoy group projects.

I enjoy that I take things a lot more seriously as an adult. There isn't anything I least enjoy.

I most enjoy that assignments are setup for success. I least enjoy the lack of face-to-face interactions.

I enjoy that I communicate more with professors.

I enjoy that there's more independence.

I enjoy that I take it a lot more seriously as an adult. There's not anything I least enjoy.

I enjoy that I get to work on my own time.

I was challenged by the learning curve since it's been so long since the last time the I had taken a class.

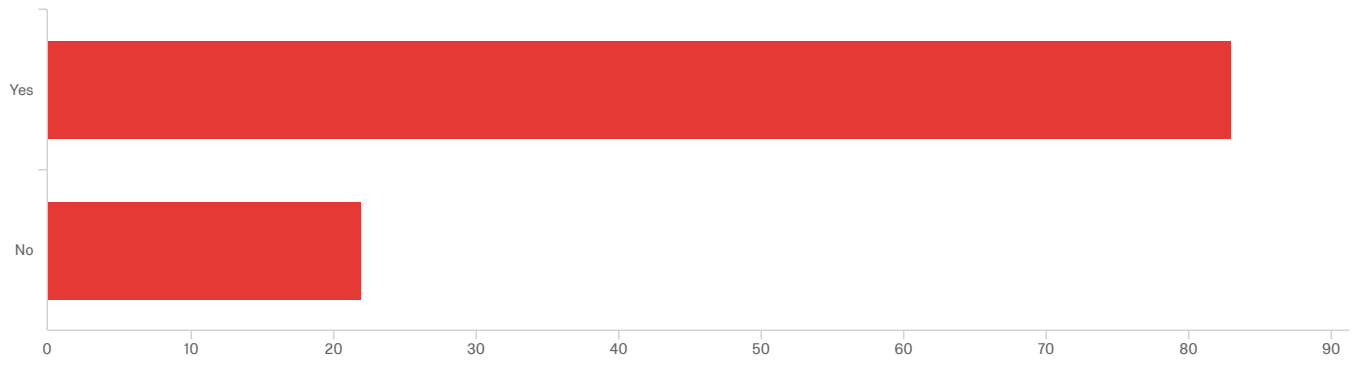
I struggle with the lack of face-to-face interactions with the instructor.

I most enjoy that I have the opportunity to expand my learning. I least enjoy the amount of information that was assumed to be known by the students.

I did not enjoy the extra 'busy work' involved within an online course.

I least enjoy that I don't have as much time for my courses.

## Q52 - Do you think there are enough online courses offered at UWG?

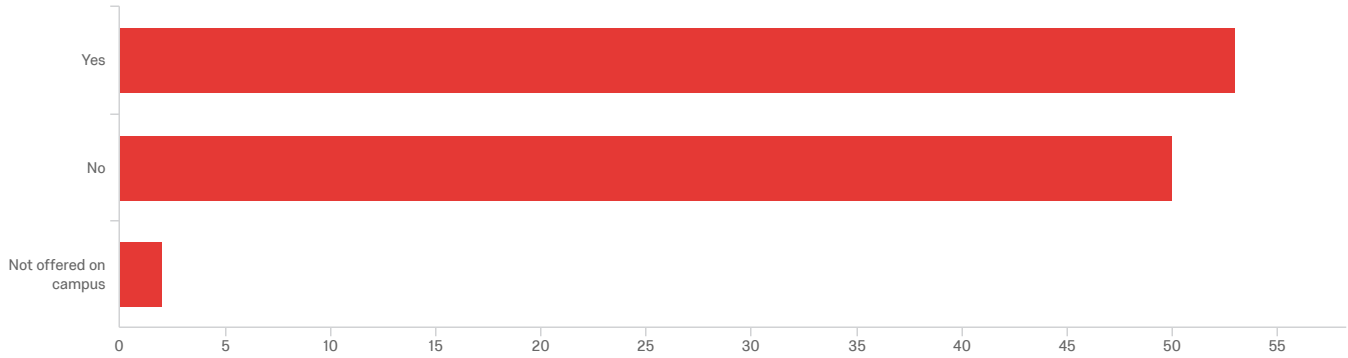


#	Field	Choice Count
1	Yes	79.05% 83
2	No	20.95% 22

105

Showing Rows: 1 - 3 Of 3

Q53 - If your recent course(s) were not offered online, would you have driven to our Carrollton or Newnan campus to take the course?

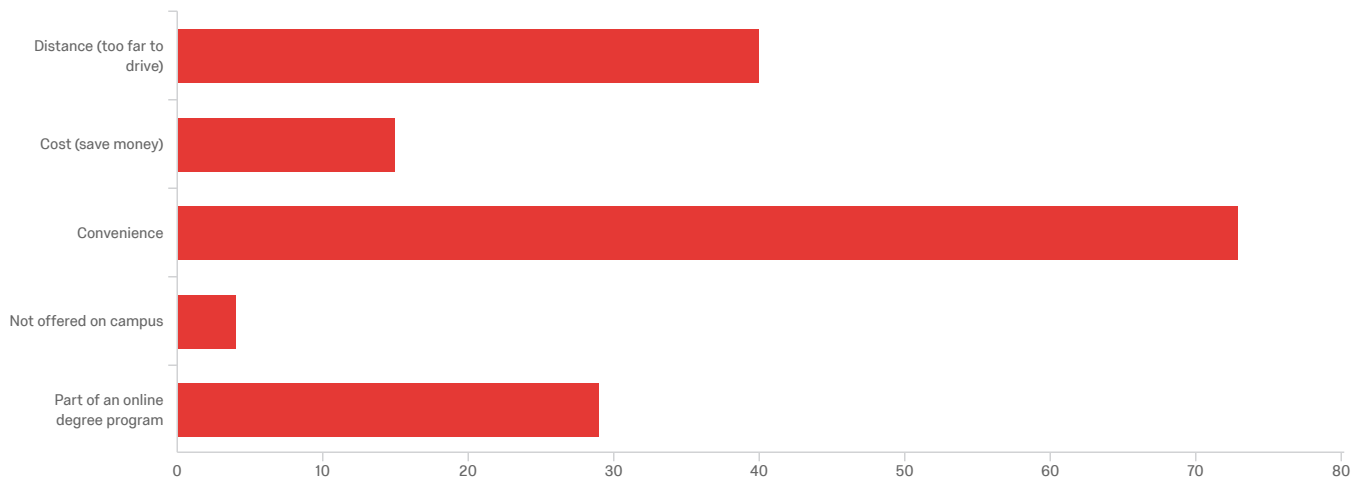


#	Field	Choice Count
1	Yes	50.48% 53
2	No	47.62% 50
3	Not offered on campus	1.90% 2

105

Showing Rows: 1 - 4 Of 4

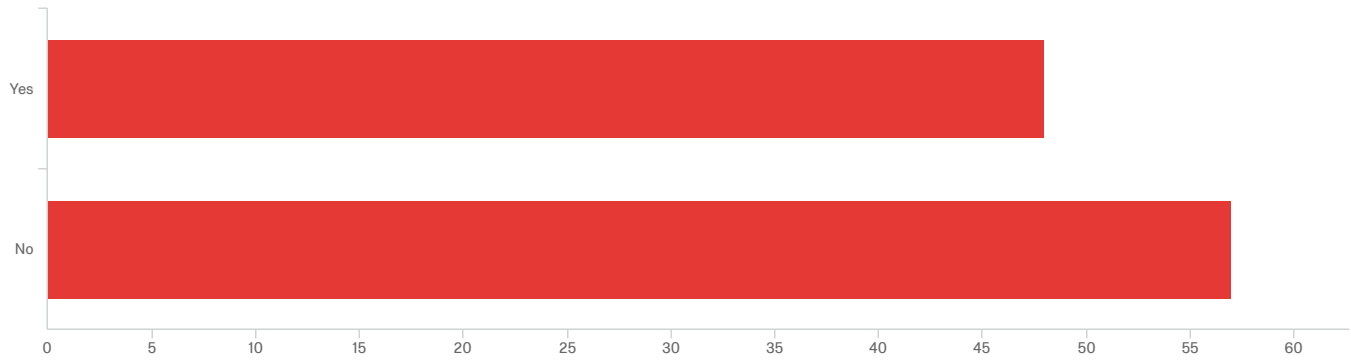
## Q54 - What reason(s) led you to take an online class?



#	Field	Choice Count
1	Distance (too far to drive)	24.84% 40
2	Cost (save money)	9.32% 15
3	Convenience	45.34% 73
4	Not offered on campus	2.48% 4
5	Part of an online degree program	18.01% 29
		161

Showing Rows: 1 - 6 Of 6

Q55 - If offered virtually, would you participate in student life, student government, or student association opportunities (honors, clubs, ect.)?



#	Field	Choice Count
1	Yes	45.71% 48
2	No	54.29% 57

105

Showing Rows: 1 - 3 Of 3



## Q56 - What challenges have you faced as an online student?

What challenges have you faced as an online student?

I have not faced any challenges.

I struggle balancing family life with my online classes.

I miss out on the writing center and other campus resources as well as opportunities for extra credit.

I have not experienced any challenges.

I struggle with juggling life and find it harder to grasp information.

There are too strict of due dates and online courses fill up quickly as there are not enough offered.

I struggle with time management.

I have not experienced any challenges.

I struggle with time management.

I struggle with time management.

I had difficulties using CourseDen when I first started online courses.

I have not experienced any challenges.

I have experienced computer issues that can sometimes interfere with class work.

I have not experienced any challenges.

I have not experienced any challenges.

I struggle with being busy at work and the course load.

I have not experienced any challenges.

I have not experienced any challenges.

I had difficulties where when I had an issue I would have to wait to receive a response compared to if she was in a face to face course.

I sometimes experience computer issues that can hinder the online experience.

The time limit's imposed on certain tests can sometimes be too short.

I struggle staying on top of assignments and balancing work and life.

I struggle with time management.

I have not experienced any challenges.

I struggled with time management.

I struggled with the challenge of teaching myself.

I have not experienced any challenges.

I feel that I would learn more in person.

I have not experienced any challenges.

I had difficulties with time management.

I did not face any challenges.

I struggle with time management.

Student found it difficult due to the lack of training for navigating through CourseDen.

I have to wait longer to finish things that could be resolved more quickly in a face-to-face meeting.

I struggle with the lack of personal interaction.

I have not experienced any challenges.

I have not experienced any challenges.

I found it difficult to manage my time.

I find pacing myself through the classes has been somewhat challenging.

I found it difficult to manage my time.

Some of the courses I need are not offered online.

I was most challenged by the amount of work in an online class. It seems to be an unreasonable amount of work for someone who works full time.

I have not experienced any challenges.

I struggle with time management.

I have not experienced any challenges.

I have not experienced any challenges.

I have not experienced any challenges.

I struggle with time management.

I find that scheduling work and class is sometimes hard. I also have problems with the frequency that CourseDen is down for maintenance.

I struggle when courses have hard professors with a poorly spaced outline of the class.

I have not experienced any challenges.

I sometimes struggle with time management.

I'm not always able to participate in events on campus. I feel like I'm not a part of the school.

I struggle with working night shift and balancing classes.

I struggle with time management.

I find it difficult to manage my school assignments with work.

I struggle keeping track of due dates for assignments.

I have not experienced any challenges.

There are not enough summer classes offered online.

I have not experienced any challenges

I struggle with time management.

I experience difficulty in delay between instructors responding. The online classes fill up too quickly due to time when allowed to register.

I had trouble understanding assignments combined with difficulty contacting the instructor.

I have experienced a few technical difficulties, but nothing major.

I feel the biggest issues have been communication problems with professors via technology.

I feel like it's sometimes hard to schedule enough time to complete classes, but I've had no major issues.

I struggled with a few minor computer glitches.

I have trouble with online projects.

I have not experienced any challenges.

I struggle with time management.

I have not experienced any challenges.

I have not experienced any challenges.

I have not experienced any challenges.

I struggle with group work in upper level courses.

I struggle balancing day to day family life and career with school.

I struggle with time management as some professors don't understand the busy life of adult learners.

I struggle with juggling life and class.

I have not experienced any challenges.

I don't enjoy when professors talk down to students.

I have not experienced any challenges

I have not experienced any challenges.

I have not experienced any challenges.

Sometimes I feel like there are too many options of professors.

I have difficulty getting into classes as freshmen-junior. They fill up way too quickly.

I have trouble attempting to balance life and school, as well as working on group projects online.

I have not experienced any challenges.

I found it difficult to complete assignments on time.

I faced difficulties contacting the library department for guidance.

I have not experienced any challenges.

I struggle with the lack of interaction with my instructor.

I struggle with time management and balancing work/life

I have not experienced any challenges.

I have not experienced any challenges.

I have not experienced any challenges. Professors are always helpful.

I struggle with time management and heavy course loads.

I struggled with the general transition from face-to-face to the online environment.

I struggle with not always having the needed technology for online classes, as well as finding time for course work.

I struggle with group work.

I have not experienced any challenges.

I have not experienced any challenges

I struggle as I have an auditory learning style.

I have difficulties when instructors don't update the syllabus.

I struggle with time management.

It would be better if the professors gave a better introduction and explanation of the course at the beginning of the semester to easier understand the course content.

I have not experienced any challenges.

I have not experienced any challenges.

It is challenging to balance life while being a graduate student.

I struggle with the lack of face-to-face interaction with professors, it's harder to build a relationship.

I struggle with the amount of work assigned for people with full time jobs and families.

I have not experienced any challenges.

I struggle with the availability of online courses.

I struggle balancing work and school.

## Q57 - Are there other ways online courses, programs, and services for UWG online students could be improved?

Are there other ways online courses, programs, and services for UWG online...

Student has no suggestions.

Student has no suggestions.

Some professors can be confusing and need more online training

More information about the availability of resources could be sent out.

Student has no suggestions.

Courses allowed to work at own pace is much more beneficial as working students, allowed to work ahead.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Improve/use professors class chat function.

Students could be made more aware of the maintenance schedule.

It would be helpful to be able to meet the professor face to face at some point.

Student has no suggestions.

Student has no suggestions.

No.

Student wishes students could Live Chat professors for questions during certain parts of the week.

Student has no suggestions.

Get rid of TK20.

Student has no suggestions.

Tutoring services could be advertised more.

Student has no suggestions.

Finding a proctoring site could be easier.

Student feels as if all online classes should meet at least on some occasions.

More higher level psychology courses could be offered.

Student has no suggestions.

Student did not offer any recommendations.

Student has no suggestions.

Instructors for fully online courses should be well equipped with CourseDen tools.

Having an online student center to interact with other students without being in the same class could be beneficial.

More interaction with peers would be beneficial.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Having alerts sent to students about CourseDen maintenance.

No suggestions.

Student has no suggestions.

There could be more coordination between professors to not have assignments due on same day. Also the student would like more feedback from professors.

More online upper level courses.

Student has no suggestions.

More virtual engagement and participation for online students.

Student would like to see a Curriculum Instruction and Professional Development online course offered. The online library resources offered are limited and the student finds it difficult to gain access to resources offered by the library.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student stated that more classes could be offered online.

Having more upper level courses offered online would be beneficial.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student does not have suggestions.

No.

It would be helpful if you could change your email and CourseDen username.

Easier access to email in CourseDen would be helpful. A sandbox for students to better understand CourseDen would also be beneficial.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Caller stated that it would be nice if there was a CourseDen app.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.



Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Better contact with students about course availability

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

More options of professors would be beneficial.

Student has no suggestions.

Student has no suggestions.

Student has issues with individual instructors.

Student has no suggestions.

Student has no suggestions.

Professors organize their CourseDen classes differently. Caller would like a more similar experience between courses.

Student has no suggestions.

Valuing all assignments, and not adding 'busy work' to fill out a course.

Caller replied that UWG could offer more video's of textbooks.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

It would be helpful to have online books, condensed courses, and shorter semester

Professors should do synchronous sessions online. Would make things easier if you could find more out about the course earlier on in the semester.

It would be helpful to have more videos and not as much reading.

Instructors not updating syllabus can be problematic. Instructors could be more available.

It would be beneficial if students could work through course at their own pace.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

More availability from instructors.

Student has no suggestions.

Student has no suggestions.

Student has no suggestions.

Showing Records: 1 - 102 Of 102

## Q58 - Why did you choose UWG?

Why did you choose UWG?

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I chose UWG for the cost.

I chose UWG for their program offerings.

I chose UWG for its location.

I chose UWG for their online programs.

I chose UWG because they have highly rated degree programs.

I chose UWG because they offered courses that aligned with my interests.

I chose UWG for their program offerings.

I chose UWG because there is multiple campus locations.

I chose UWG for the cost.

I chose UWG because the distance and convenience to campus was a good fit for me.

I choose UWG because of how close I am to the university.

I chose UWG because the campus is close to the my home, and I like the environment.

I chose UWG for its location.

I chose UWG because I had previously attained my degree from here.

I chose UWG for its location and their good reviews as a top 10 school of Georgia.

I chose UWG for the flexibility that UWG offered.

I chose UWG due to cost and location of the campus.

I choose UWG because it is close to home.

I chose UWG because I enjoy the university.

UWG was convenient and affordable for the student.

They've enjoyed the campus and the surrounding area, as well as the people around UWG.

Student received masters from UWG, and they liked the professors in the program.

I chose UWG because of the cost.

Student chose UWG because of the program offerings.

Student chose UWG because of Cost and Online Offerings.

Student chose UWG due to location.

Student previously completed degree from UWG.

Student chose UWG due to location.

Student chose UWG because of their Doctoral program offerings.

Student chose UWG because of the location.

UWG was one of the students top choices.

Student chose UWG for Location and Convenience.

Student chose UWG for location, and attended Douglasville campus. After starting, always enjoyed people and interactions and smaller community.

Student was an undergraduate at UWG

Student chose UWG for the location.

Student chose UWG for the program that was offered.

This was the student's second choice.

Student chose UWG because of the Psychology program.

Student choose UWG because offers Sociology fully online.

The student had heard good things about the program.

Student was given a list of colleges for certification to choose from, and student was an alumni of UWG.

Student chose UWG for the Baseball team.

Student chose UWG for the convenience and online program offered.

Student chose UWG for a mixture of cost and convenience.

Student choose UWG because she was a former student.

Cost and flexibility were major factors in choosing UWG.

Student chose UWG for the education department.

UWG was convenient and had desired program.

The student originally chose UWG for distance, but stayed for the people and community.

A family member is an alumni of UWG.

Student lives nearby.

Student thought that this school was a good fit.

Student found the cost of UWG in her price range.

Student was reenrolled in UWG.

Caller is an alumni of the program.

UWG offered online courses for her program.

Caller had all the prerequisites required for the program.

Student chose UWG for the flexibility, education rep, price, and admissions.

Smaller campus size so she didn't feel like just a number. Wanted more individual focus from instructors.

Student enjoyed the campus in her undergraduate years.

Caller is an alumni of UWG.

Caller is an alumni of UWG.

UWG is close to callers home.

Caller chose UWG based on recommendations from colleagues.

Student is a former student of UWG.

They are a former student of UWG

Student can't remember why they chose UWG.

Student chose UWG for undergrad and program.

Student chose UWG as they had the best outline in program with time to complete.

Student chose UWG for the cost and location.

Clinical Nurse tract, I saw where online programs was top in the nation and I was attracted to that. I don't live too far away so it is sill convenient if I have to drive.

Student chose UWG for program and cost.

Student chose UWG for program and undergrad comfort.

Program availability and reputation.

Student is a Carrollton native.

Local and former student of UWG.

Previous student of UWG.

Student finds UWG is reasonably priced and has taken it in the past

Nearest university for student to attend.

Caller is an alumni.

UWG offered the desired degree.

Student found UWG's price was reasonable.

Student graduated here with her bachelor's degree.

UWG offered the certification caller desired and was close by.

She went to UWG for undergrad.

Caller lives and works close to the Carrollton campus.

Caller is an alumni of the university.

Student heard about the program from friend and found that UWG was affordable.

Student was an undergrad at UWG

Student was referred to this school.

Caller works for UWG and the program was offered here.

Student has gotten previous degrees from UWG.

Previous student

Student is an alumni, and lives Douglasville.

Student is an alumni, and the program offered is good.

Previous student of UWG

Previous student of UWG.

Student is an alumni.

Student was an alumni of UWG, and UWG offered the masters program they were looking for.

This is their home town.

Student had taken classes here previously and program had been recommended to them.

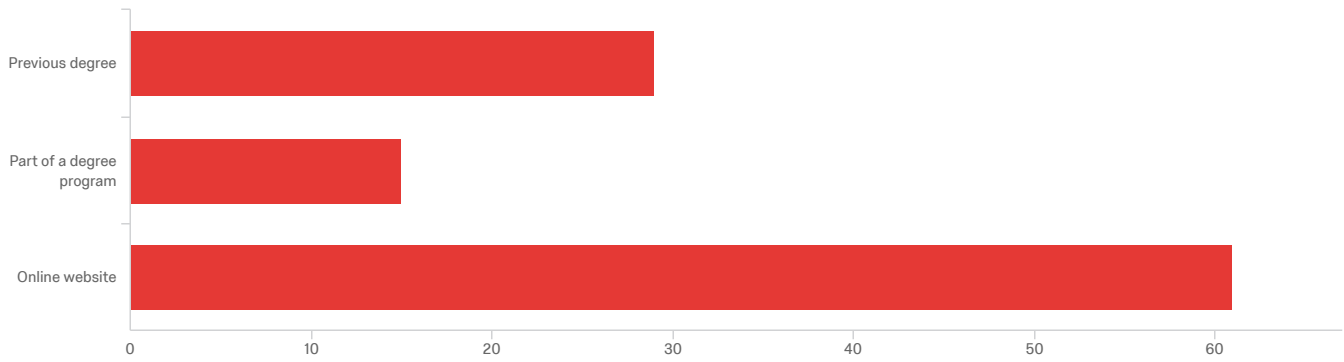
Student was an alumni who lives nearby.

Thought the location was going to be convenient.

Completed an undergraduate degree.

Showing Records: 1 - 104 Of 104

## Q59 - How did you hear about UWG Online?



#	Field	Choice Count
1	Previous degree	27.62% 29
2	Part of a degree program	14.29% 15
3	Online website	58.10% 61

105

Showing Rows: 1 - 4 Of 4



## Q60 - Was there anything good or bad that sticks out to you about your experience with UWG Online?

Was there anything good or bad that sticks out to you about your experience...

Student had nothing that stuck out to them.

Student likes LMS.

Student has enjoyed the leniency of the professors but wishes they were sometimes more straightforward.

Nothing bad. Everything has been very easy and have never had an issue.

Student had nothing that stuck out to them.

Student had nothing that stuck out to them.

The Professor are good.

Really great experience with the majority of instructors, as the are always very helpful.

Student has had a positive experience with the staff.

Student had nothing that stuck out to them.

Feels instructors should be a little more hands on.

Student had nothing that stuck out to them.

Student is sometimes frustrated by the GoView site and prefers the CourseDen site.

Student had nothing that stuck out to them.

The maintenance schedule has sometimes been an issue.

The UWG Online seems outdated.

Student said that Courseden is easy to use, and has had an overall good experience.

Nothing sticks out for the student.

Student had nothing that stuck out to them.

Overall the experience has been good.

Student had nothing that stuck out to them.

Time management has been an issue.

Student had nothing that stuck out to them.

The instructors are welcoming.

Student has sometimes had difficulty with the professor.

Student had nothing that stuck out to them.

Everything was overall good.

Student had nothing that stuck out to them.

Nothing sticks out for the student.

Student had no troubles.

Student had nothing that stuck out to them.

Student had nothing that stuck out to them.

Student always enjoyed the people. It would be nice for programs to be expanded for online.

Student enjoys the flexibility and the overall program, and feels there is good equality of education

Student has enjoyed being able to go at own pace

Student had nothing that stuck out to them.

Student has a good experience with UWG Online.

Student wishes that there were more sessions for classes.

Mid semester courses are difficult because the student does not feel that she is retaining information for the long run in her career.

Student had nothing that stuck out to them.

Student had nothing that stuck out to them.

Everything needed for the course has been readily available, and there are many great resources for students.

Students overall experience has been good.

Everything was good for the student.

Overall UWG Online was a great experience. They wish UWG offered a masters program for their area of study.

Student had nothing that stuck out to them.

Student had excellent professors.

Student loves the freedom that online classes offer.

Student had nothing that stuck out to them.

Not enough parking close to classes (handicapped)

Student had nothing that stuck out to them.

Student enjoys the online courses, and especially the simplicity if CourseDen.

Student had an overall enjoyable experience.

Overall they have had a good experience.

Nothing sticks out for the student.

Caller stated that the instructors for the online classes were great and always readily available.

Student had nothing that stuck out to them.

Student felt a bias for being a women of color.

Nothing sticks out for the student.

Caller stated that faculty and technology assistance with UWG Online are great.

Student had nothing that stuck out to them.

Student had nothing that stuck out to them.

Student had nothing that stuck out to them.

Student enjoyed the online courses.

Student has sometimes had bad experiences with professors.

Student had nothing that stuck out to them.

UWG Online is very user friendly.

Student had nothing that stuck out to them.

Miscommunication sometimes hurts the experience.

Good experience over all, tech friendly.

Student had nothing that stuck out to them.

Student had nothing that stuck out to them.

It's been a wonderful program and everyone is helpful as can be. UWG is an excellent institution.

Student had nothing that stuck out to them.

Student had nothing that stuck out to them.

Student had nothing that stuck out to them.

The lack of flexibility can be frustrating.

Student had nothing that stuck out to them.

Caller experienced no bad experiences.

Student had nothing that stuck out to them.

Student enjoyed the simplicity of UWG Online.

Enjoyed the nursing faculty and her classmates.

Student had nothing that stuck out to them.

Student has nothing bad to comment.

Mostly positive experience overall.

Student has enjoyed the professors.

Student had nothing that stuck out to them.

Courses were convenient and easy.

Online instructor availability was good.

All positive experiences.

Student had nothing that stuck out to them.

Student had all good experiences.

Advisor does not return phone calls.

Students are offered a lot of resources.

Lag time in correspondence from professors can be an issue.

Student had nothing that stuck out to them.

Availability of certain classes for certain semesters can be improved.

Professors are knowledgeable and go above and beyond to help students.

Online courses have lack of consistency when it comes to expectations.

Instructions within online course are not always clear enough or detailed.

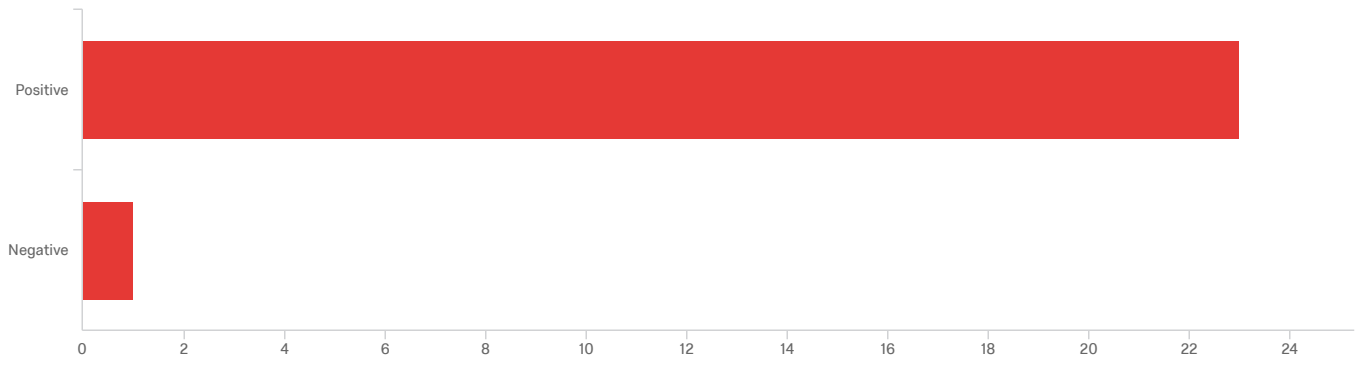
Student had nothing that stuck out to them.

The availability of classes could be improved.

Student had nothing that stuck out to them.

Showing Records: 1 - 103 Of 103

# Q61 - How was your experience with the Online Help Desk?



#	Field	Choice Count
1	Positive	95.83% 23
2	Negative	4.17% 1

Showing Rows: 1 - 3 Of 3

## Q62 - How could we have improved our service?

How could we have improved our service?

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Student states that we could not resolve their password trouble.

Showing Records: 1 - 1 Of 1

**End of Report**