

2020 Spring Survey Report

Spring Phone Survey 2020

October 1, 2020 10:13 AM MDT

Q3 - Major

Major

Instruct. Tech, Media & Design

Cert Ed Leadership Tier One

Teacher Education

Media non-degree

Cert ed leadership

Teacher Education

Elementary Education

Education Leadership

History

Criminology

Teacher education

Criminology

Elementary education

Instruct tech, media design

Elementary Education

Teacher Education

Cert Ed Leadership Tier One

Reading Instruction

Teacher Education

Instruct. Tech, Media & Design

Major

Elementary Education

Elementary Education

Prof Counseling & Supervision

Instruct. Tech, Media & Design

Criminology

Elementary Education

Elementary Education

Prof Counseling & Supervision

Cert Ed Leadership Tier One

Nursing (MSN)

Elementary Education

Instruct. Tech, Media & Design

On-Line Teach Endorsement COE

Prof Counseling & Supervision

Reading Instruction

Teacher Education

Instruct Tech, Media & Design

Nursing (MSN)

Instruct Tech, Media & Design

Elementary Education

School Improvement

Cert Ed Leadership Tier One

Elementary Education

Secondary Education & Teaching

Major

Special Education

Instruct. Tech, Media & Design

Special Education

special education

Elementary Education

Secondary Education & Teaching

instruct media design

Instruct. Tech, Media & Design

teacher education

elementary education

Public administration

Cert ed leadership

Elementary

cert ed leadership

Teacher Education

Public Administration

School Improvement

Cert Ed Leadership Tier One

Special Education

Applied Computer Science

Sociology

Instruct. Tech, Media & Design

Finance

Secondary Education Teaching

Major

Media non-degree

Instruct. Tech, Media & Design

Prof Counseling & Supervision

Sociology

special education

Higher education admin

Public Administration

Media design

Cert Ed Leadership Tier One

Elementary Education

Media non-degree

Special Education

Elementary Education

School Improvement

ed leadership

Elementary Education

Elementary Education

Reading Instruction

Public Administration

Criminology

Criminology

Cert. Ed. Leadership Tier One

Media non-degree

Media non-degree

Major

Elementary Education

Business Administration

Management

Nursing

Instruct. Tech, Media & Design

Instruct. Tech, Media & Design

Elementary Education

Criminology

Applied Computer Science

Media (Non-degree)

Teacher Education

Business Administration MGT

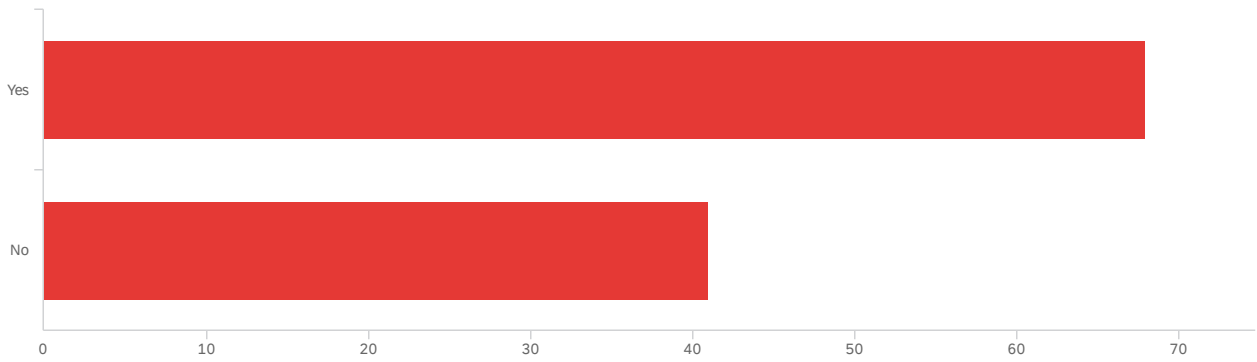
Instruct. Tech, Media & Design

Reading Instruction

Media

nuesing

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



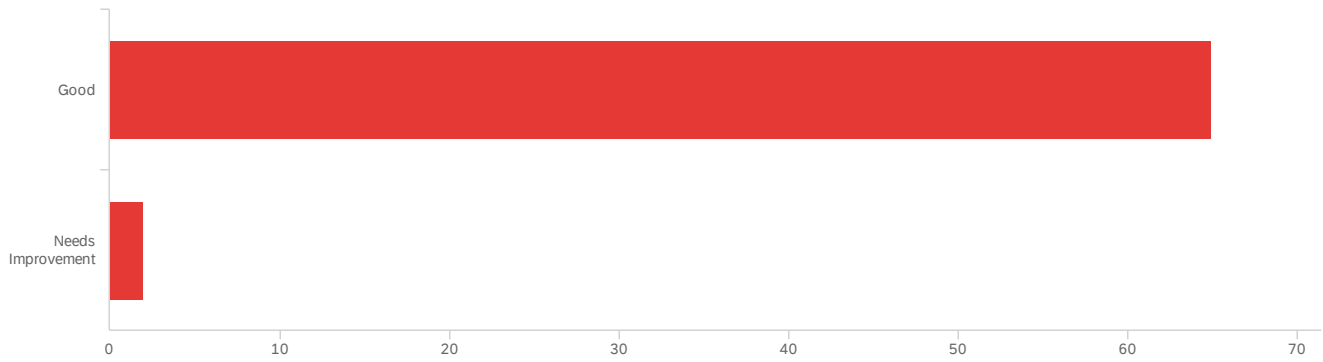
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Were you admitted to UWG within the last 12 months? | 1.00 | 2.00 | 1.38 | 0.48 | 0.23 | 109 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 62.39% 68 |
| 2 | No | 37.61% 41 |

109

Showing rows 1 - 3 of 3

Q8 - Please rate the admissions process.



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|-------------------------------------|---------|---------|------|---------------|----------|-------|
| 1 | Please rate the admissions process. | 1.00 | 2.00 | 1.03 | 0.17 | 0.03 | 67 |

| # | Field | Choice Count |
|---|-------------------|--------------|
| 1 | Good | 97.01% 65 |
| 2 | Needs Improvement | 2.99% 2 |

67

Showing rows 1 - 3 of 3

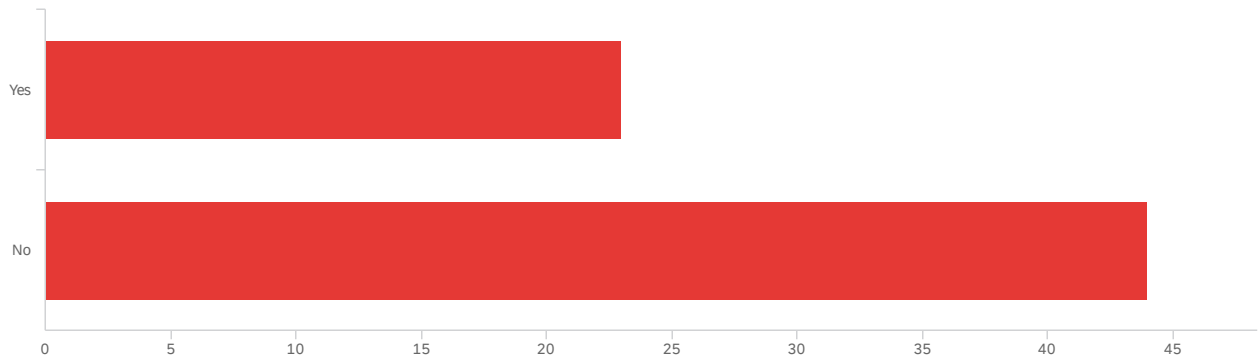
Q11 - How can the admissions process be improved?

How can the admissions process be improved?

I do not think that former students should have to pay the application fee again.

As a past student they did not have my records, and I had to re-apply and pay the fee again.

Q9 - Did you participate in a UWG Orientation session?



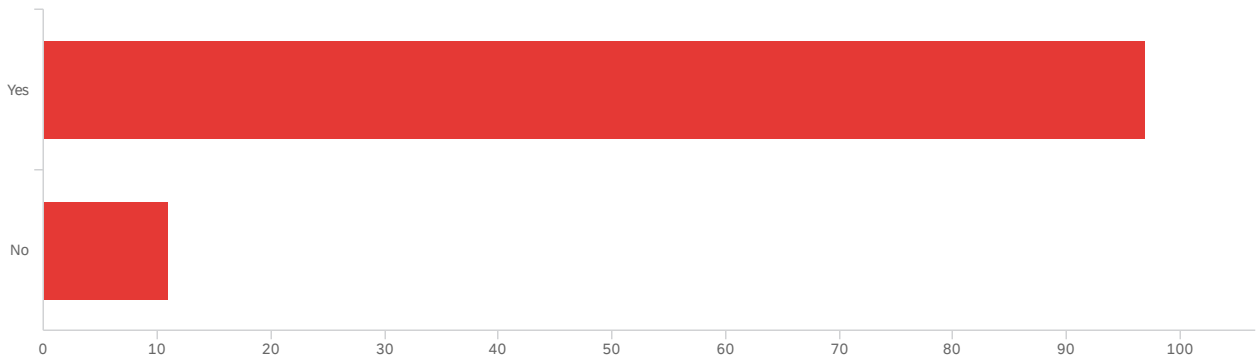
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Did you participate in a UWG Orientation session? | 1.00 | 2.00 | 1.66 | 0.47 | 0.23 | 67 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 34.33% 23 |
| 2 | No | 65.67% 44 |

67

Showing rows 1 - 3 of 3

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



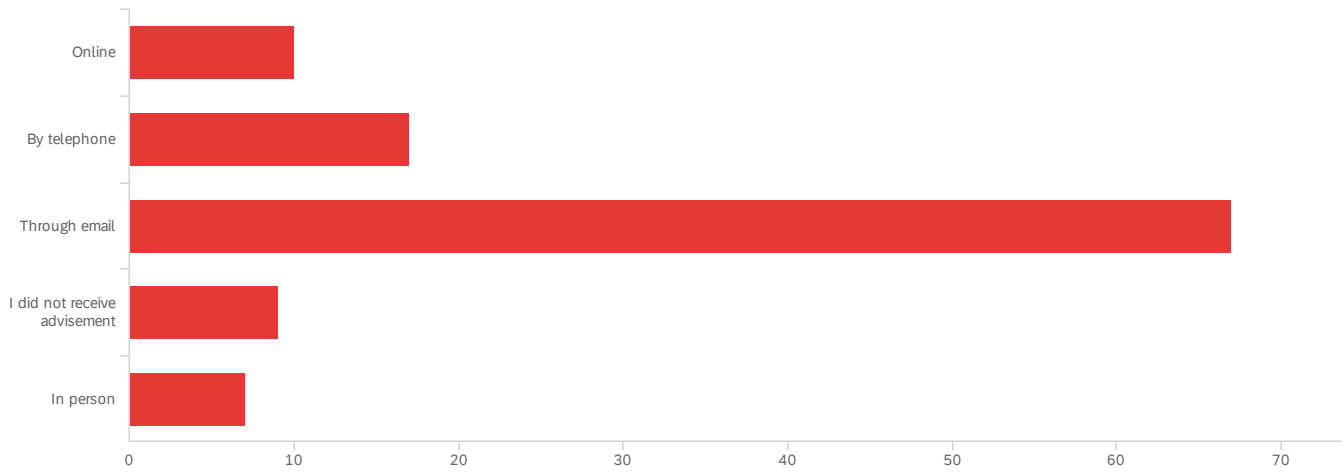
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Were you aware advisement is available for online students? | 1.00 | 2.00 | 1.10 | 0.30 | 0.09 | 108 |

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

108

Showing rows 1 - 3 of 3

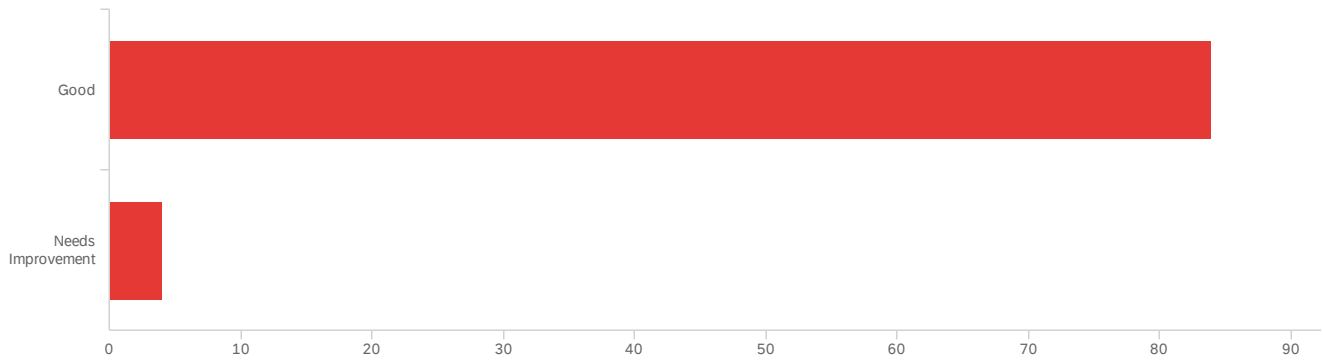
Q11 - In your most recent advisement, how did you receive advisement services?



| # | Field | Choice Count |
|---|------------------------------|--------------|
| 1 | Online | 9.09% 10 |
| 2 | By telephone | 15.45% 17 |
| 3 | Through email | 60.91% 67 |
| 4 | I did not receive advisement | 8.18% 9 |
| 5 | In person | 6.36% 7 |
| | | 110 |

Showing rows 1 - 6 of 6

Q13 - Please rate the advisement you received.



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Please rate the advisement you received. | 1.00 | 2.00 | 1.05 | 0.21 | 0.04 | 88 |

| # | Field | Choice Count |
|---|-------------------|--------------|
| 1 | Good | 95.45% 84 |
| 2 | Needs Improvement | 4.55% 4 |

88

Showing rows 1 - 3 of 3

Q14 - How can advisement services be improved?

How can advisement services be improved?

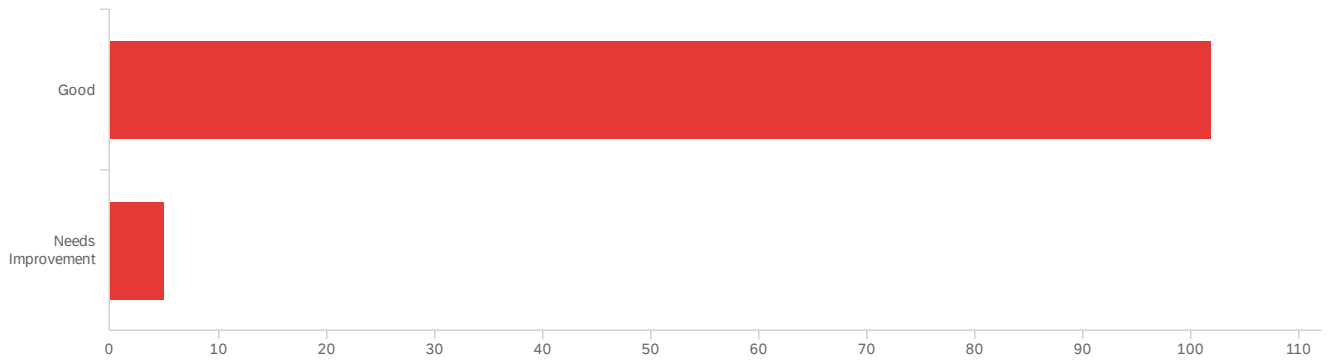
Implement FaceTime or Video-chat for online students.

Distance students need more information. The advisor didn't advise me and that ended up adding another semester to my time.

Advisors could be more welcoming and helpful instead of expecting students to know everything before receiving advisement.

The advisors could be more accurate with the information they put out.

Q15 - Please rate the registration process you experienced.



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Please rate the registration process you experienced. | 1.00 | 2.00 | 1.05 | 0.21 | 0.04 | 107 |

| # | Field | Choice Count |
|---|-------------------|--------------|
| 1 | Good | 95.33% 102 |
| 2 | Needs Improvement | 4.67% 5 |

107

Showing rows 1 - 3 of 3

Q16 - How can the registration process be improved?

How can the registration process be improved?

The course plans need to be correctly laid out.

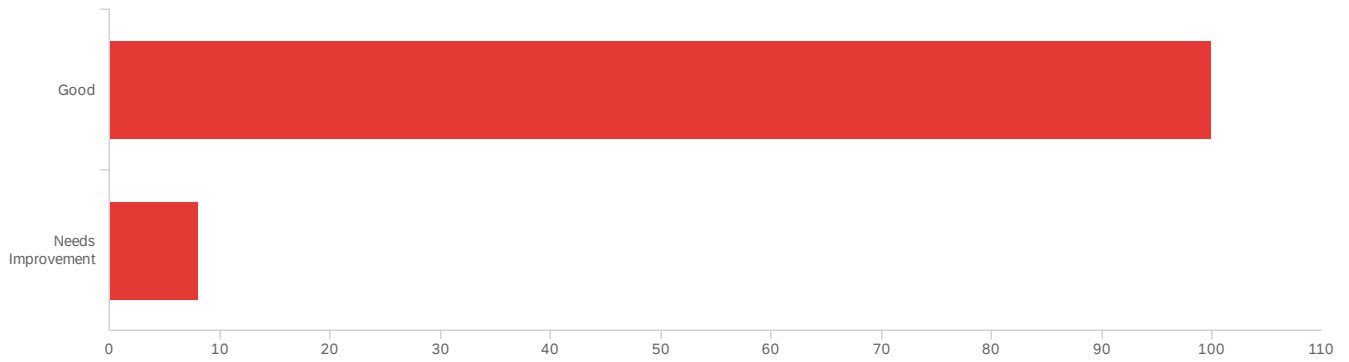
I did my masters at Walden and had an advisor that called every semester. Then she called again to make sure I was registered. I registered 2 years ago, got a list of classes and was basically told "good luck" I have to go back to my e-mail from 2 years ago to look at the classes that I need to take. She does not respond, and when she does its ugly. I'm leaving West Georgia because of this.

They need to know my old classes, and keep up with the VA status. Some one should have told me to fill out a new form.

You should be able to look at wolf watch and look at required classes ,and be able to choose more classes.

I feel that the school loses a lot of paperwork.

Q17 - Please rate the fee payment process you experienced.



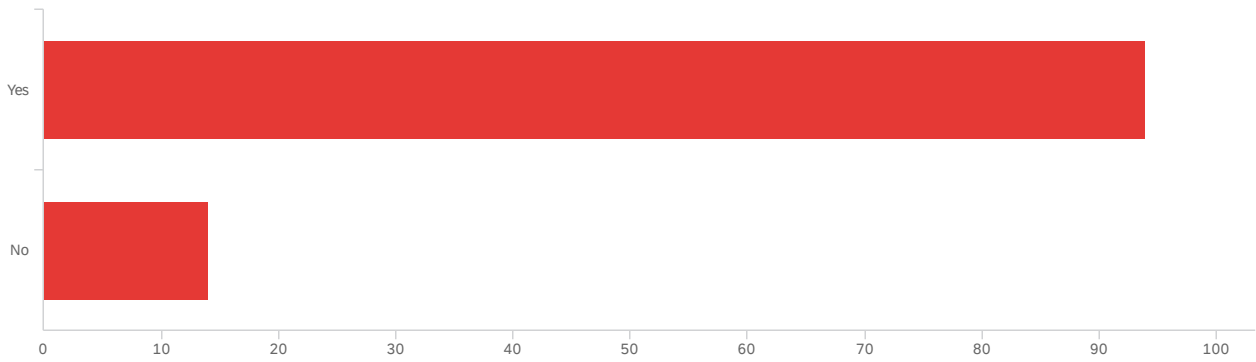
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Please rate the fee payment process you experienced. | 1.00 | 2.00 | 1.07 | 0.26 | 0.07 | 108 |

| # | Field | Choice Count |
|---|-------------------|--------------|
| 1 | Good | 92.59% 100 |
| 2 | Needs Improvement | 7.41% 8 |

108

Showing rows 1 - 3 of 3

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



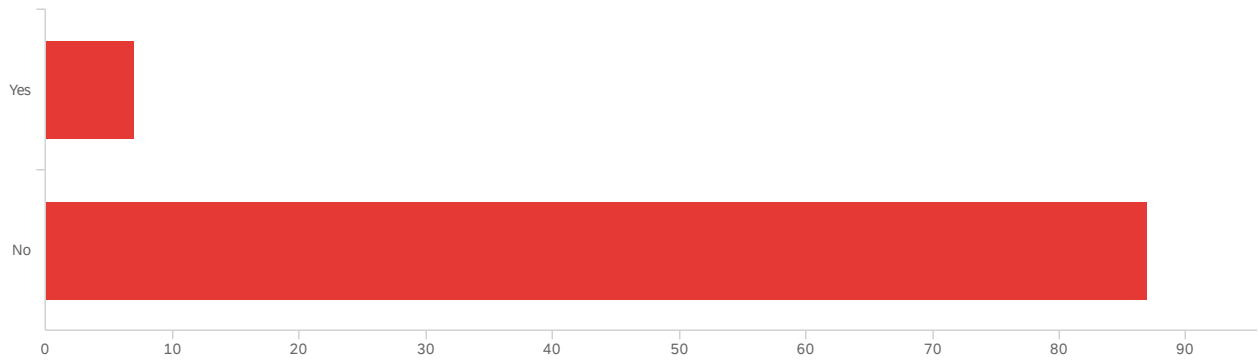
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Were you aware tutoring services are available for online students? | 1.00 | 2.00 | 1.13 | 0.34 | 0.11 | 108 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 87.04% 94 |
| 2 | No | 12.96% 14 |

108

Showing rows 1 - 3 of 3

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



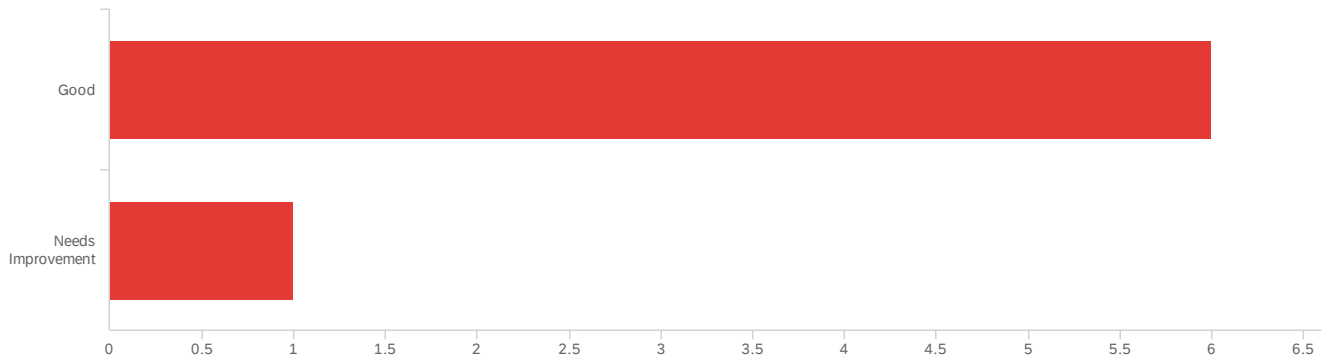
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Did you utilize any of the available tutoring services? | 1.00 | 2.00 | 1.93 | 0.26 | 0.07 | 94 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 7.45% 7 |
| 2 | No | 92.55% 87 |

94

Showing rows 1 - 3 of 3

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



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Please rate the tutoring you received as an online student. | 1.00 | 2.00 | 1.14 | 0.35 | 0.12 | 7 |

| # | Field | Choice Count |
|---|-------------------|--------------|
| 1 | Good | 85.71% 6 |
| 2 | Needs Improvement | 14.29% 1 |

7

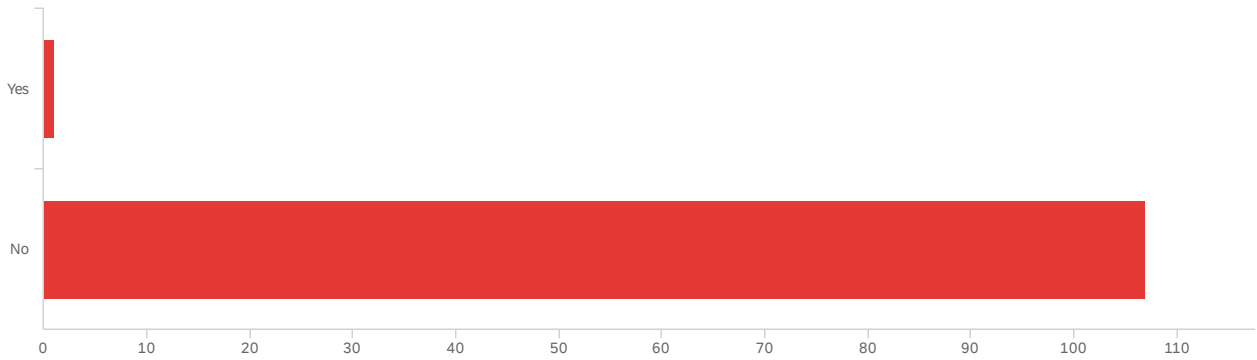
Showing rows 1 - 3 of 3

Q23 - How can tutoring be improved?

How can tutoring be improved?

The writing center should be more detailed instead of just grammar.

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



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Did you utilize any counseling and accessibility services that are available for online students? | 1.00 | 2.00 | 1.99 | 0.10 | 0.01 | 108 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 0.93% 1 |
| 2 | No | 99.07% 107 |

108

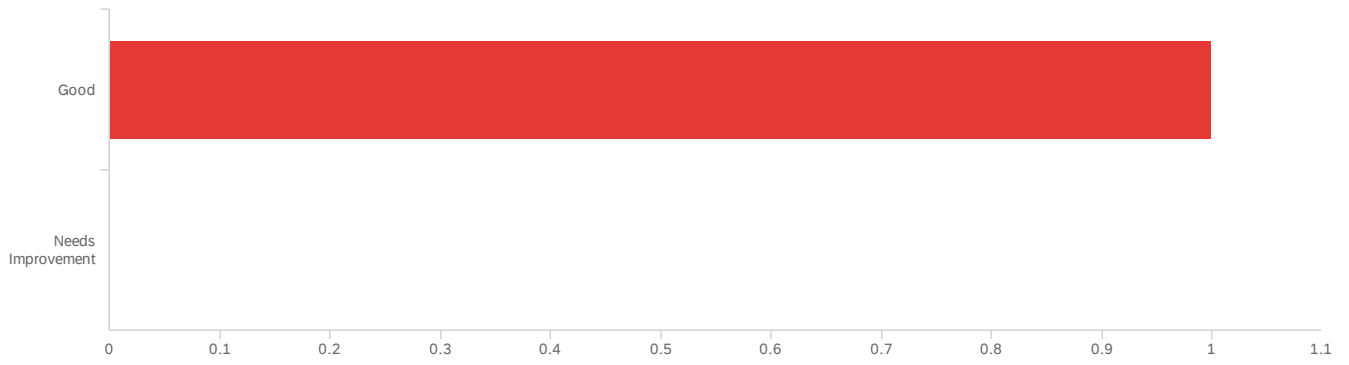
Showing rows 1 - 3 of 3

Q25 - Which service(s) have you utilized?

Which service(s) have you utilized?

This student has used Veteran's Services.

Q27 - Please rate the services you utilized.



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Please rate the services you utilized. | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 | 1 |

| # | Field | Choice Count |
|---|-------------------|--------------|
| 1 | Good | 100.00% 1 |
| 2 | Needs Improvement | 0.00% 0 |

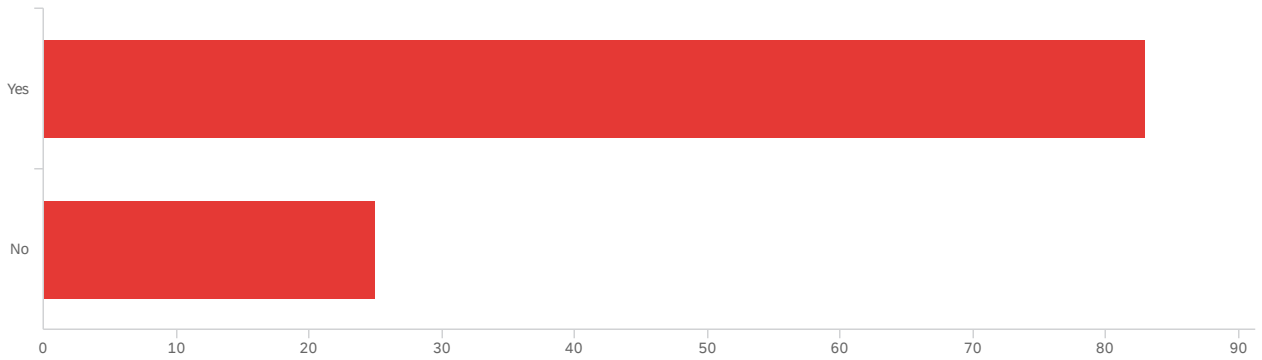
1

Showing rows 1 - 3 of 3

Q28 - How can these services be improved?

How can these services be improved?

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



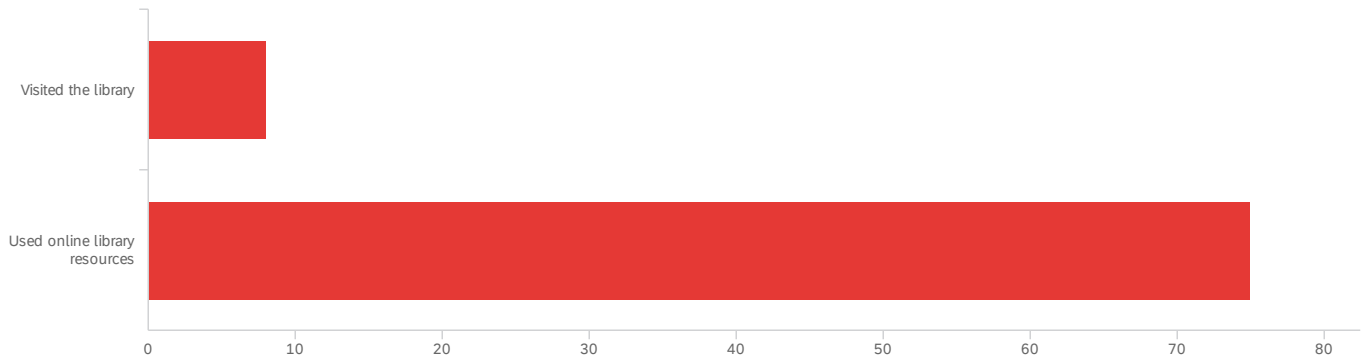
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Did you utilize any library resources, either by visiting a library or using online library resources? | 1.00 | 2.00 | 1.23 | 0.42 | 0.18 | 108 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 76.85% 83 |
| 2 | No | 23.15% 25 |

108

Showing rows 1 - 3 of 3

Q31 - Which method did you use?



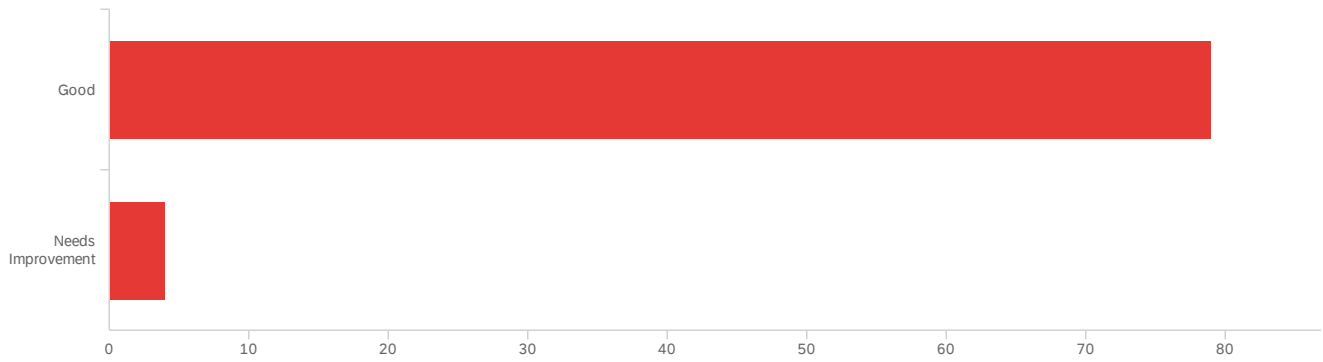
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---------------------------|---------|---------|------|---------------|----------|-------|
| 1 | Which method did you use? | 1.00 | 2.00 | 1.90 | 0.30 | 0.09 | 83 |

| # | Field | Choice Count |
|---|-------------------------------|--------------|
| 1 | Visited the library | 9.64% 8 |
| 2 | Used online library resources | 90.36% 75 |

83

Showing rows 1 - 3 of 3

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



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Please rate the availability of library services for online students. | 1.00 | 2.00 | 1.05 | 0.21 | 0.05 | 83 |

| # | Field | Choice Count |
|---|-------------------|--------------|
| 1 | Good | 95.18% 79 |
| 2 | Needs Improvement | 4.82% 4 |

83

Showing rows 1 - 3 of 3

Q33 - How can the library services be improved?

How can the library services be improved?

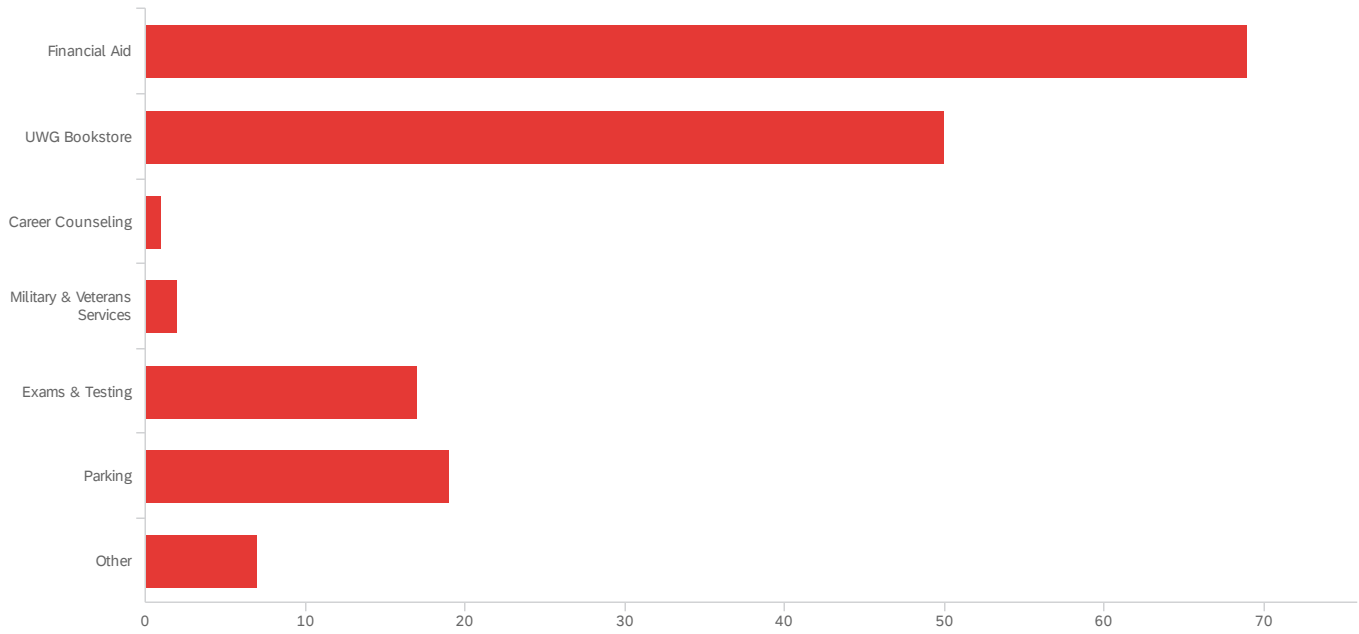
The way the search engine is set up could be improved.

Offer more useful resources for students.

Better parking is needed.

I think it could be improved. I was often getting logged out and having to sign back in.

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



| # | Field | Choice Count |
|---|------------------------------|--------------|
| 1 | Financial Aid | 41.82% 69 |
| 2 | UWG Bookstore | 30.30% 50 |
| 3 | Career Counseling | 0.61% 1 |
| 4 | Military & Veterans Services | 1.21% 2 |
| 5 | Exams & Testing | 10.30% 17 |
| 6 | Parking | 11.52% 19 |
| 7 | Other | 4.24% 7 |
| | | 165 |

Showing rows 1 - 8 of 8

Q35 - What other services have you utilized?

What other services have you utilized?

The Writing Center

This student has used Tk20.

This student has used TK20.

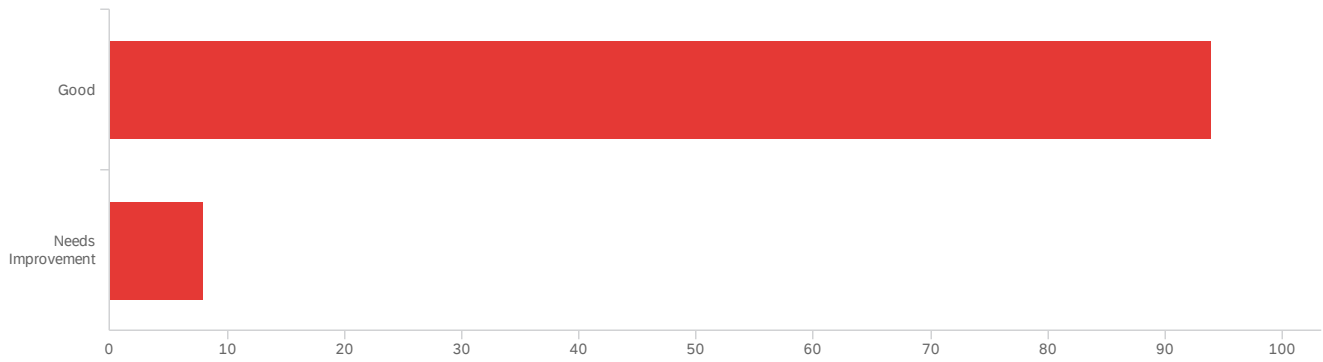
This student has used the Office of Diversity.

Health center

This student has used the Tuition Assistance Program (TAP).

This student has utilized the adult center.

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



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Please rate your experience with the student service(s) you received. | 1.00 | 2.00 | 1.08 | 0.27 | 0.07 | 102 |

| # | Field | Choice Count |
|---|-------------------|--------------|
| 1 | Good | 92.16% 94 |
| 2 | Needs Improvement | 7.84% 8 |

102

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?

The allocated time for exams and testing should be increased.

On Financial Aids end, something got messed up and all my classes got dropped 2 weeks in. I had to call, and I got transferred around 3 times on a Friday. On Monday, they got it straightened out and I contacted my professors to let them know.

The listed amount in registration was more than what I was told by around \$40. There should be a correct total for all my whole semester. Where I could pay whole or partial amount.

I did not get a lot of feedback on my financial aid forms.

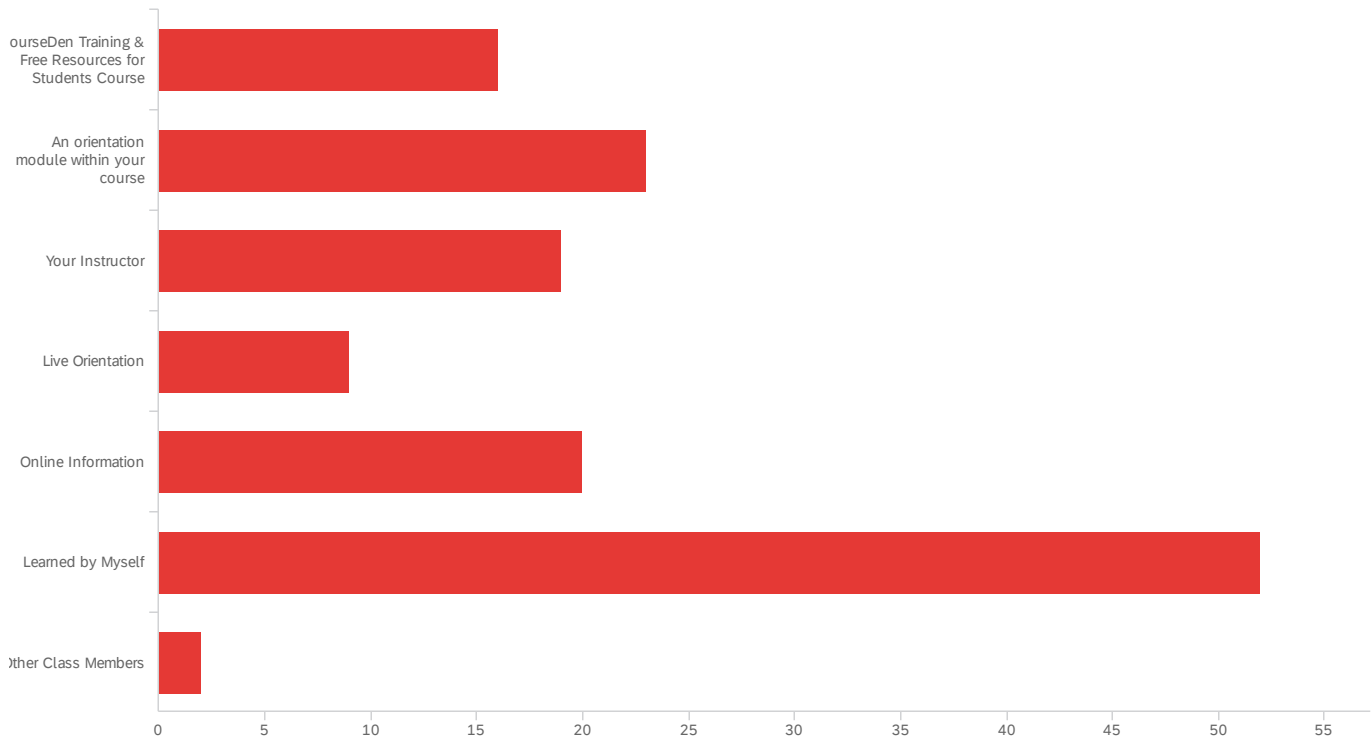
Financial Aid's customer service can be improved.

Parking- Need to be able to park somewhere without pass.

I think the Office of Diversity needs to be improved with how it looks at racial backgrounds, instead of demographic and learning ability.

Parking needs improvement.

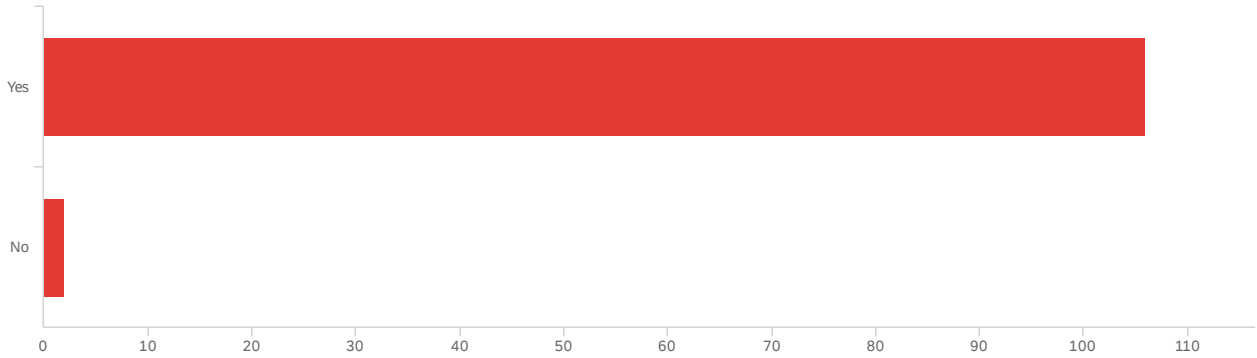
Q38 - How did you receive instruction on how to use CourseDen?



| # | Field | Choice Count |
|---|---|--------------|
| 1 | CourseDen Training & Free Resources for Students Course | 11.35% 16 |
| 2 | An orientation module within your course | 16.31% 23 |
| 3 | Your Instructor | 13.48% 19 |
| 4 | Live Orientation | 6.38% 9 |
| 5 | Online Information | 14.18% 20 |
| 6 | Learned by Myself | 36.88% 52 |
| 7 | Other Class Members | 1.42% 2 |
| | | 141 |

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 | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Did those instructions or resources provide you with enough information to effectively use CourseDen by the second week of your course? | 1.00 | 2.00 | 1.02 | 0.13 | 0.02 | 108 |

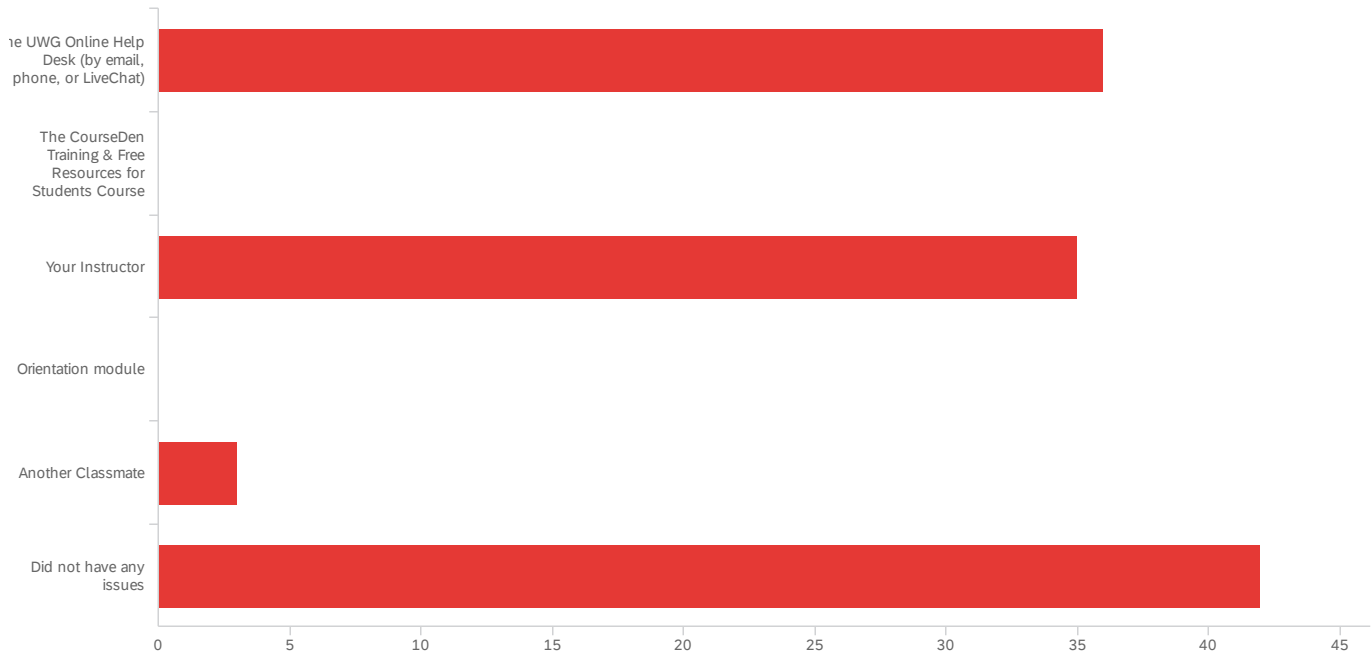
| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 98.15% 106 |
| 2 | No | 1.85% 2 |

108

Showing rows 1 - 3 of 3

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

help?

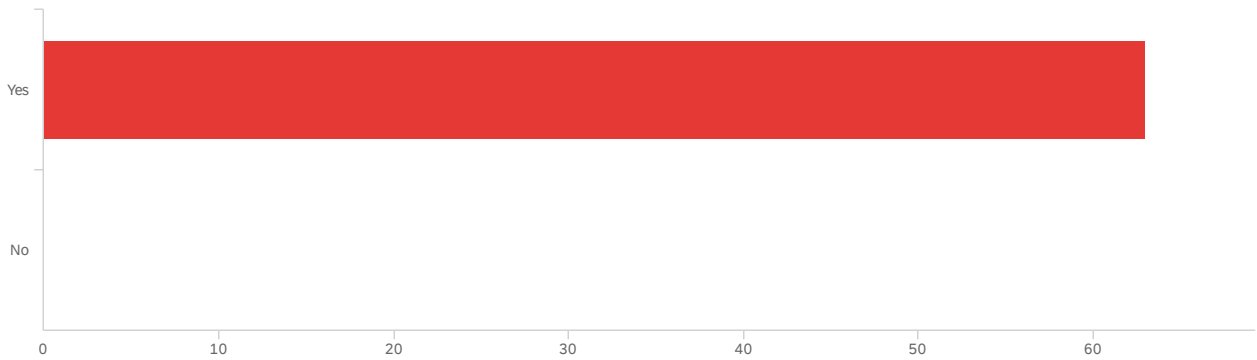


| # | Field | Choice Count |
|---|---|--------------|
| 1 | The UWG Online Help Desk (by email, phone, or LiveChat) | 31.03% 36 |
| 2 | The CourseDen Training & Free Resources for Students Course | 0.00% 0 |
| 3 | Your Instructor | 30.17% 35 |
| 4 | Orientation module | 0.00% 0 |
| 5 | Another Classmate | 2.59% 3 |
| 6 | Did not have any issues | 36.21% 42 |

116

Showing rows 1 - 7 of 7

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



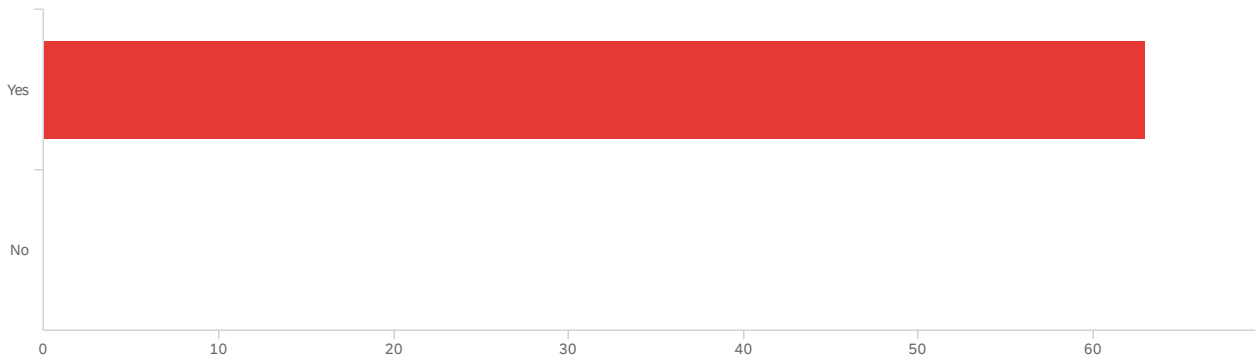
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | With this assistance, were you able to resolve your issue? | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 | 63 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 100.00% 63 |
| 2 | No | 0.00% 0 |

63

Showing rows 1 - 3 of 3

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



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Overall, did you receive prompt and courteous support? | 1.00 | 1.00 | 1.00 | 0.00 | 0.00 | 63 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 100.00% 63 |
| 2 | No | 0.00% 0 |

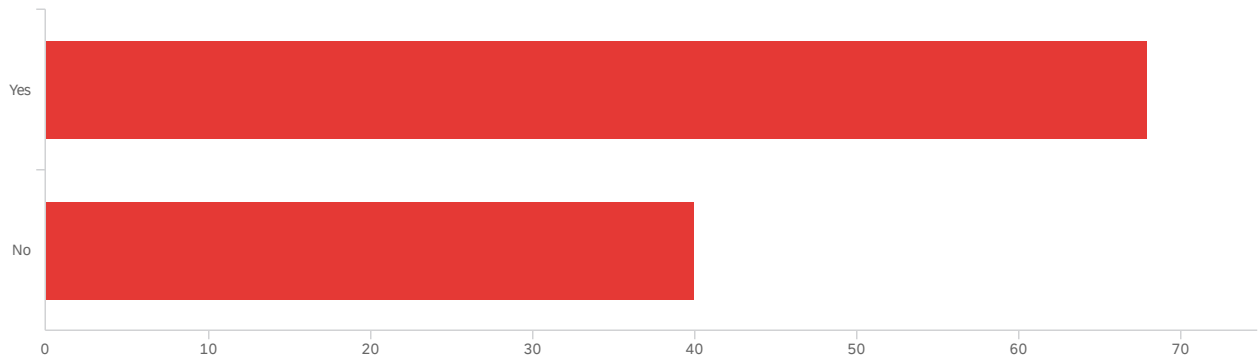
63

Showing rows 1 - 3 of 3

Q43 - Please explain.

Please explain.

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



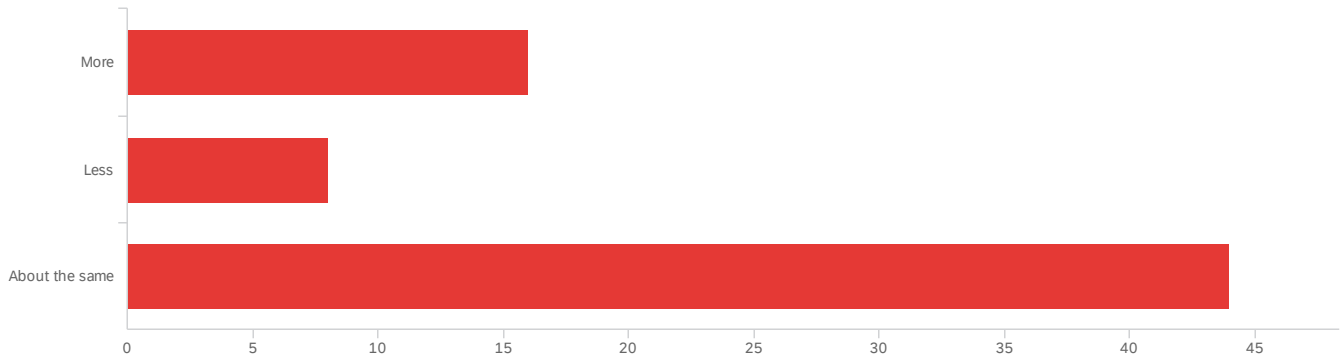
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Have you ever taken a traditional course on campus? | 1.00 | 2.00 | 1.37 | 0.48 | 0.23 | 108 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 62.96% 68 |
| 2 | No | 37.04% 40 |

108

Showing rows 1 - 3 of 3

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

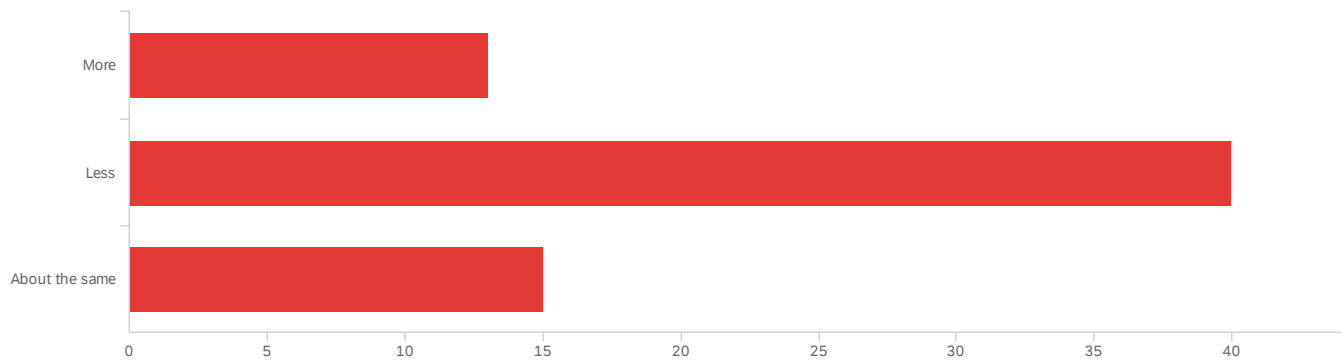


| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Compared to a traditional course, how much do you think you learned in an online course? | 1.00 | 3.00 | 2.41 | 0.84 | 0.71 | 68 |

| # | Field | Choice Count |
|---|----------------|--------------|
| 1 | More | 23.53% 16 |
| 2 | Less | 11.76% 8 |
| 3 | About the same | 64.71% 44 |
| | | 68 |

Showing rows 1 - 4 of 4

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

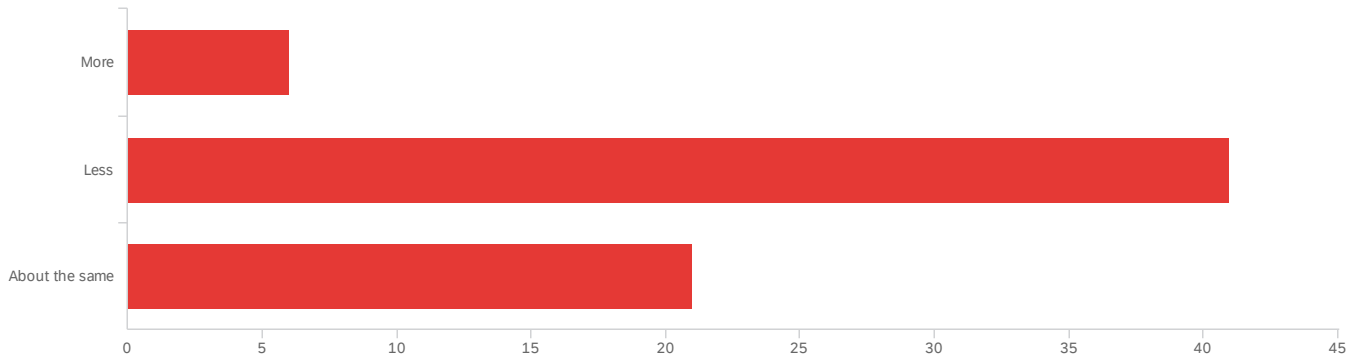


| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Compared to a traditional course, how much did you interact with your instructor? | 1.00 | 3.00 | 2.03 | 0.64 | 0.41 | 68 |

| # | Field | Choice Count |
|---|----------------|--------------|
| 1 | More | 19.12% 13 |
| 2 | Less | 58.82% 40 |
| 3 | About the same | 22.06% 15 |
| | | 68 |

Showing rows 1 - 4 of 4

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

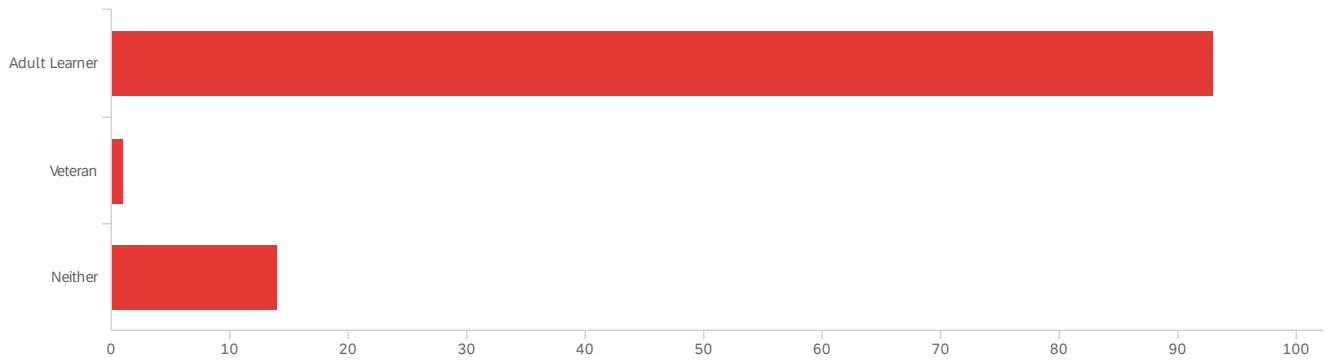


| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Compared to a traditional course, how much did you interact with your classmates? | 1.00 | 3.00 | 2.22 | 0.59 | 0.35 | 68 |

| # | Field | Choice Count |
|---|----------------|--------------|
| 1 | More | 8.82% 6 |
| 2 | Less | 60.29% 41 |
| 3 | About the same | 30.88% 21 |
| | | 68 |

Showing rows 1 - 4 of 4

Q48 - Are you an adult learner or veteran?

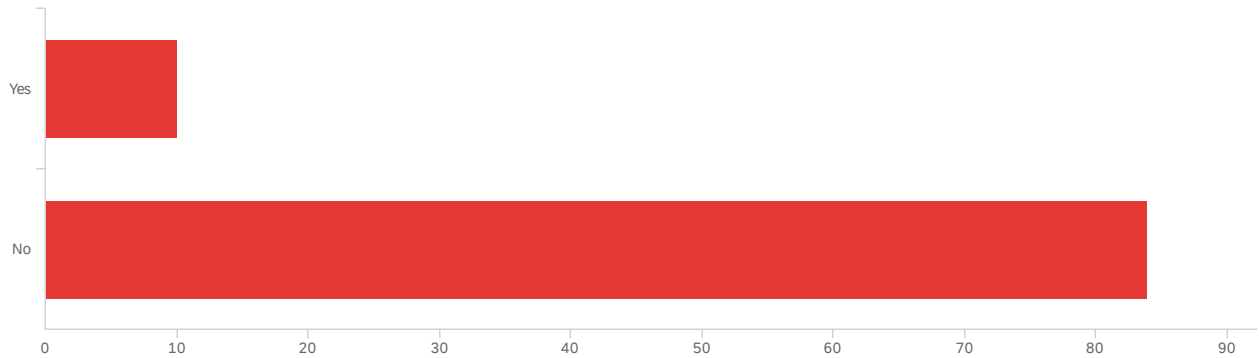


| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--------------------------------------|---------|---------|------|---------------|----------|-------|
| 1 | Are you an adult learner or veteran? | 1.00 | 3.00 | 1.27 | 0.68 | 0.46 | 108 |

| # | Field | Choice Count |
|---|---------------|--------------|
| 1 | Adult Learner | 86.11% 93 |
| 2 | Veteran | 0.93% 1 |
| 3 | Neither | 12.96% 14 |
| | | 108 |

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 | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Are there any additional programs or services that would help you succeed as an adult learner or veteran? | 1.00 | 2.00 | 1.89 | 0.31 | 0.10 | 94 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 10.64% 10 |
| 2 | No | 89.36% 84 |

94

Showing rows 1 - 3 of 3

Q50 - What services would help you to better succeed?

What services would help you to better succeed?

There should be a program for students returning to school after a long time and there should be a software training course.

Something that helps aid communication between students and professors with virtual and/or face-to-face events.

Career services

A research class would be helpful.

More stuff offered online.

TK20 instuction is needed.

Fix the registration.

Having the Writing Center offered online.

Would like there to be more interdepartmental improvements.

I would like more instructions on how to navigate through CourseDen.

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?

The student enjoys the flexibility of online classes, and enjoys having to wait for a response from professors instead of asking them directly.

The student enjoys being able to work at their own pace, and enjoys having the lack of personal instruction and not having to really pay attention.

The student enjoys the ability to create a flexible schedule and not have to drive a far distance to participate in face-to-face.

The student most enjoys the convenience.

The student had difficulty doing group work, meeting with other adults on their schedules.

She most enjoyed the availability to do things online.

No comment

The student most enjoyed the flexibility.

The student least enjoyed that most of her classmates are younger than her.

She most enjoyed the flexible schedule. She least enjoyed the time management.

She enjoyed the quickness of the whole program. She got her masters degree in a year, and specialist in 5 semesters.

The student most enjoyed being able to work from home.

The student enjoyed feeling accomplished and setting an example for their children. It does become difficult to balance life and school work.

His online classes allows flexibility. However having less interaction with classmates is a con.

The student enjoys how professional her peers are and how the courses are easy to manage because of the extended due date.

The student enjoys the flexibility and being able to self-pace themselves.

The student enjoys being able to pursue their third degree while working full time. He dislikes the label "adult learner" and feel as if it is degrading.

The student most enjoys being able to interact with different types of people.

The student enjoys being able to set their own schedule and work full time. However, not being able to participate in on campus activities is a drawback.

The student most enjoys adopting a level of maturity and utilizing time better. She least enjoys the feeling of being rushed.

She most enjoys the convenience of being an adult learner and least enjoys not having peer interaction.

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

The student enjoys already being accustomed to college and having time management skills, but least enjoys having to balance a full time job, family, and school.

The student enjoys being able to manage time and work a full time job is convenient.

The student feel as if having children and working a full time job is a challenge.

N/A

N/A

She enjoys being able to be maintain a flexible schedule.

She most enjoys adopting a level of maturity while being an adult learner.

The student most enjoys how classes are tailored around working professionals and there is a longer time frame to complete work.

None

The student enjoys the ability to move at their desired pace.

The student enjoys the flexibility of online classes, and they least enjoy balancing family and school.

She enjoys having the freedom of time is great.

She enjoys the freedom of online classes, but least enjoys having to balance work and school.

She enjoys being able to learn more useful job skills, and they least enjoy balancing life and school.

She enjoys being able to be independent, but least enjoys having to manage life and school.

The student believes the flexibility is great.

N/A

The student enjoys the flexibility of the online option, and they least enjoy the extra responsibility.

She enjoys being able to understand the courses because of their age, but least enjoys balancing school, work, and family.

She enjoys being able to do work on their own time and the good professors, but least enjoys discussion posts.

She enjoys being to work at her own pace.

She enjoys being able to do things at their own pace but least enjoys juggling school and family.

N/A

He enjoys that online classes are convenient.

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

N/A

The student enjoys knowing that she's in control of her education. She took it more seriously now than she has before.

She enjoys being able to work full time.

N/A

N/A

She enjoys being able to balance work and everyday life.

The student feel as though online is a special challenge.

N/A

The student enjoys being able to learn new things.

Being an adult learner is it flexible and rewarding.

There are no negatives.

She least enjoys dealing with the additional responsibilities of being an adult learner. However the online work has helped make scheduling easier.

Student would recommend extending the availability for courses offered at night or weekend classes should be implemented

She enjoys being able to still have the opportunity to receive her education and to experience new opportunities. It does become a hassle keeping up with assignments while maintaining everyday life and work.

N/A

N/A

She enjoys the convenience but dislikes not having personal contact with instructors.

She enjoys the freedom to complete assignments at her own pace.

She enjoys having the courses offered online.

The student likes the online courses but dislikes missing out on classroom interaction.

My registration process could have been better. However, I have attended three different colleges online and I can say UWG is home to the best professors who provide great feedback, helpful instructions and are overall good.

N/A

She enjoys being able to utilize practical experience that she learned from her online class to the real world.

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

She most enjoys the flexibility of online classes, but least enjoys time management.

She enjoys the flexibility of online courses.

She most enjoys the availability of online courses, but least enjoys dealing with time management for the course.

The student most enjoys that everything is available online, but least enjoys the given time available for assignments.

N/A

N/A

She was not given an update about her VA status, nor did anyone inform her that she needed to re-apply.

He enjoys the accessibility of being an online student but least enjoys the lack of interaction.

N/A

She enjoys being able to receive her education while working and parenting it is truly amazing but sometimes finds the responsibility of all three being overwhelming and stressful.

She most enjoys learning new content, and but least enjoys having to divide her time between college and family life.

N/A

She most enjoys working at her own pace.

He least enjoys having to participate in a bureaucracy to get things done.

No comment

She enjoys the flexibility and being able to change jobs if desired without interrupting studies.

N/A

She does not enjoy going back to school and having to re-adjust.

The student loves that It is flexible but dislikes that not all courses are offered every semester.

The student most enjoy being able to take classes online.

N/A

She enjoys most that she has more life experience to pull from and is able to get a different perspective from students at the typical college age. She least enjoys having to juggle life and schoolwork.

She enjoys learning but misses the traditional classroom setting.

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

She most enjoys the flexibility of the classes but least enjoys doing the discussion posts and having to respond to other students.

N/A

She likes the flexibility with some classes on scheduling.

She has acquired a lot of confidence and maturity over the years which has resulted into the growth of intelligence but dislikes having to prioritize work over education.

N/A

He least enjoys juggling school responsibilities with everything else.

She enjoys having the freedom of completing her studies whenever desired.

N/A

She enjoys having more life experience to pull from as an adult learner but does not enjoy how most classes are tailored towards younger students.

N/A

N/A

She likes that she do not have to travel to campus, and can complete studies in the comfort of her own home. She does not like that there isn't a reminder for assignments due.

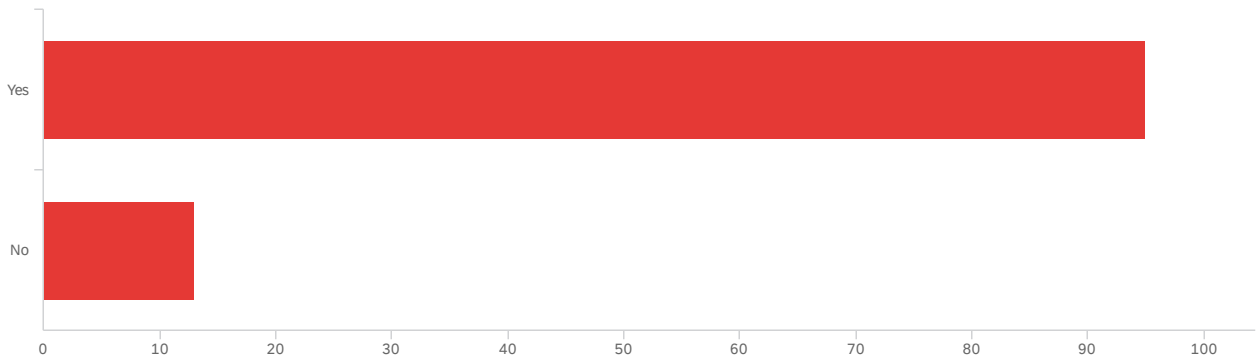
She enjoys that she does not have to attend face to face courses.

N/A

The student least enjoys the challenges that come with online courses.

N/A

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



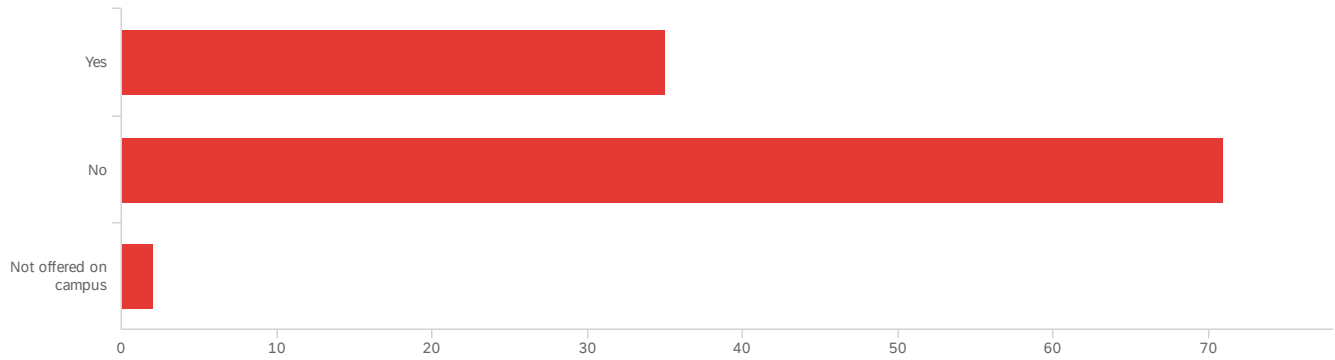
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Do you think there are enough online courses offered at UWG? | 1.00 | 2.00 | 1.12 | 0.33 | 0.11 | 108 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 87.96% 95 |
| 2 | No | 12.04% 13 |

108

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?

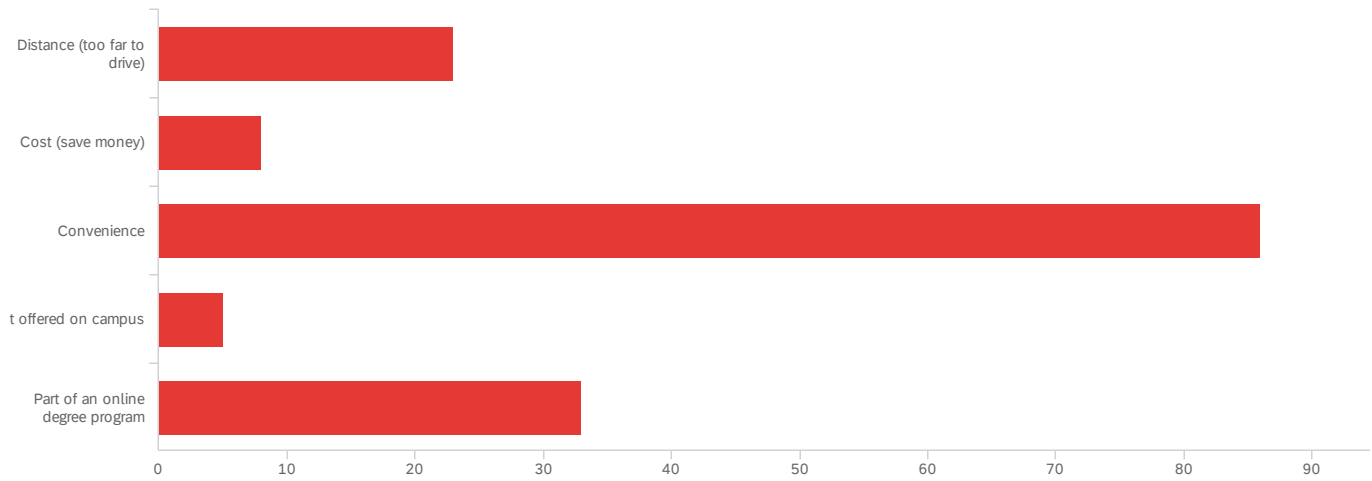


| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | If your recent course(s) were not offered online, would you have driven to our Carrollton or Newnan campus to take the course? | 1.00 | 3.00 | 1.69 | 0.50 | 0.25 | 108 |

| # | Field | Choice | Count |
|---|-----------------------|--------|-------|
| 1 | Yes | 32.41% | 35 |
| 2 | No | 65.74% | 71 |
| 3 | Not offered on campus | 1.85% | 2 |
| | | | 108 |

Showing rows 1 - 4 of 4

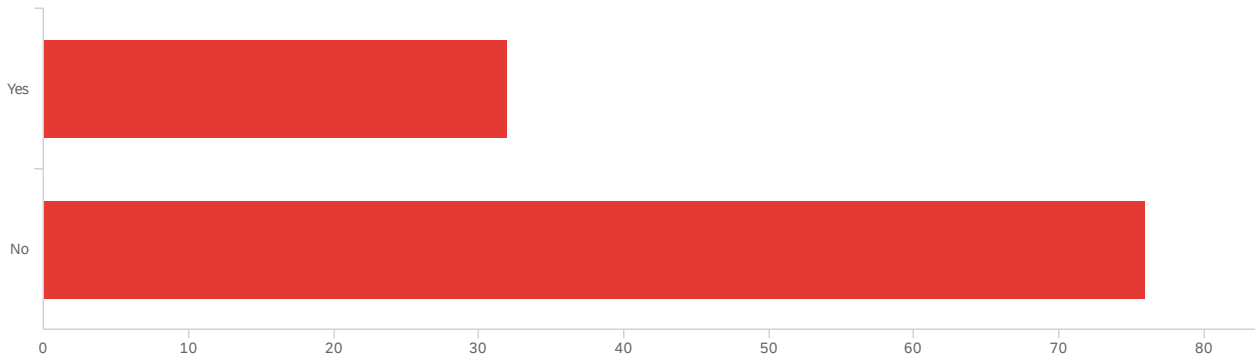
Q54 - What reason(s) led you to take an online class?



| # | Field | Choice Count |
|---|----------------------------------|--------------|
| 1 | Distance (too far to drive) | 14.84% 23 |
| 2 | Cost (save money) | 5.16% 8 |
| 3 | Convenience | 55.48% 86 |
| 4 | Not offered on campus | 3.23% 5 |
| 5 | Part of an online degree program | 21.29% 33 |
| | | 155 |

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 | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | If offered virtually, would you participate in student life, student government, or student association opportunities (honors, clubs, ect.)? | 1.00 | 2.00 | 1.70 | 0.46 | 0.21 | 108 |

| # | Field | Choice Count |
|---|-------|--------------|
| 1 | Yes | 29.63% 32 |
| 2 | No | 70.37% 76 |

108

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.

Online coursework can be a lot tougher, and it is difficult to receive feedback from instructors.

None

Having group meetings on others schedules.

Problems with CourseDen.

None

D2L is not a good learning management system from my perspective as a course taker and creator.

Internet Issues

None

Time management and pacing.

Time management

Communication is not always clear, and grading is not always quick.

Time mangement.

None

None

None

Professors response time is frustrating.

None

Balancing life and school work can be a challenge.

Understanding what professors are expecting out of students is a challenge.

None

None

What challenges have you faced as an online student?

None

None

None

None

None

Being a mother and working full time while trying to stay on top of studies.

Needed extra help with course, and having to wait for professors to reach out is a challenge.

She faced challenges with procrastination.

Technical difficulties and inflexible professors

I faced challenges with time management.

She faced challenges with not receiving enough information about registration, advisement, etc.

Time management and balancing an active life.

None

She faced challenges with time management due to COVID-19.

None

None

None

None

None

None

She faced challenges with internet issues.

None

She faced challenges with the resources that are not offered online and the lack of face-to-face communication.

None

What challenges have you faced as an online student?

None

He has struggled with uploading assignments as it can be difficult.

She faced challenges with getting used to the online format.

N/A

N/A

She dislikes not having direct access to professors

She has struggled with self pacing and not waiting until the last minute.

She dislikes the lack of clear expectations.

It can be a struggle balancing it all.

Online collaboration and communication isn't as easy.

Time management is a huge struggle as an online student.

Time management can be a challenge at times.

Experienced issues with CourseDen in the past.

The largest challenge is going through classes without face to face contact, especially with courses in subjects I have no background in.

Online courses require more self discipline.

Instructors are not always educated in the course that they are teaching, and it becomes very frustrating,

None

None

None

None

None

Registration was a challenge for me.

The student has not faced any challenges.

N/A

What challenges have you faced as an online student?

N/A

N/A

He has not faced any challenges.

She finds it a struggle juggling mom life, work, studies and everyday life is a challenge.

She faced challenges with time management and organization.

None

None

A challenge for her is response time for professors.

She has not faced any challenges.

He think that traditional classes are superior due to the interaction between students and instructors.

She thinks communication with instructors can be difficult.

N/A

She has not faced any challenges as an online student.

She finds it difficult to set time aside to complete assignments.

N/A

She has not faced any challenges.

She had difficulty hearing back from professor quickly and CourseDen being down.

She thought that having the proper technology for the courses was a challenge.

Getting comfortable with online process was aa challenge.

None

It is hard to take summer courses because not all of the same courses are offered in each sections. Having to enroll into several fast-paced courses in one session becomes stressful.

None

N/A

N/A

What challenges have you faced as an online student?

He had a hard time learning how to use the different operating systems.

N/A

N/A

None

N/A

N/A

He had difficulty keeping track of assignments.

Navigating CourseDen in the beginning was tricky for me.

She had challenges relearning material as someone who had not been to school in a long time.

The student experienced trouble with completing assignments on time.

The student believes professors do not respond fast enough.

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...

No

No

Adding more courses and sections would be beneficial.

No

No

No

Collaborate Ultra is excellent and needs to be used more.

No

No

I would like to see more consistency in the syllabus and the calendar.

Lab courses should have online meetings.

Dr. Sloan (lifespan) had the best course setup, great communication, great grading, and online videos. She should teach how to instruct online classes.

no

Instructors should be more detailed with instructions.

No

None

Weekly zoom session for questions providing real time response.

No

Offer more course sections.

None.

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

No

None

No

No

No

I want there to be more interaction with professors and students.

None

None

None

NO

None

No

I think that courses should be more interactive.

None

None

No

None

No

No

No

None

No

No

No

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

I think that all courses should show the grade average.

There should be tutorials for how to use things like Banweb, etc.

No

I think that some professors should be more open with the students and interact more.

Classes should be set up similarly so that content is easier to find.

None

None

None

I'd like professors to be more available for online help with the subject, such as through Google Meet.

I'd like for more courses to be offered online.

None

No

Tk20 need more instruction.

In light of the pandemic, adding face to face meetings

No

Maybe professors could give assignments back faster.

No

Registration could be improved.

I think that online students should have more time to complete assignments.

No

No

No

None

No

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

No

UWG Online should open up more course sections.

I'd like for UWG to expand registration and class size.

No

This student thinks that fee payment should be adjusted for students who only take one traditional class.

No

N/A

No

No

No

More links and visual content.

No

No

No

The offered summer session courses can be maximized.

I would like to see more classes that allow you to work at your own pace.

N/A

No

N/A

N/A

No

No

The new platform is amazing.

n/a

Q58 - Why did you choose UWG?

Why did you choose UWG?

He chose UWG because he was familiar with the school and West Georgia offered the degree program he wanted.

She chose UWG because she had attended it previously and West Georgia offers the program she wanted to take.

She chose UWG because it seemed like a great school and offered her desired program.

UWG Online offered the program she wanted.

They have the program I wanted, I knew people in the program, and I had heard good reviews.

UWG is close to my home.

It is a great school, and she went here for her Undergraduate Degree.

The cost was reasonable.

They had the program she wanted.

It is close to her home.

She has friends from here and the cost was good. Also, they had the program that she wanted.

UWG offered the degree she wanted and it was affordable.

She found UWG a lot cheaper than Piedmont.

N/A

She completed her Bachelor's degree at UWG.

She find UWG convenient and UWG offered everything she needed.

She chose UWG because she had previously attended this school and was familiar with the area.

Highly recommended by a friend, easy application process and seemed like a good fit.

Great Education program and offers Masters program online which is convenient.

She chose UWG because it was affordable, there were good recommendations, and West Georgia offers the online program options she wanted.

She received her Undergraduate degree at UWG and wanted to pursue a Masters's degree at UWG as well.

The length of degree program was ideal and he received two previous degrees including Masters at UWG.

Why did you choose UWG?

He chose UWG because it has the programs he was interested in.

For my experience, UWG was one of the few schools that offered my desired degree program.

It's the first school I've found that offers a combination of what I wanted.

She chose UWG because West Georgia offers the program she was seeking.

She chose UWG because she previously attended West Georgia.

She chose UWG because it was an easy transition to her doctorate because she completed her other degrees here, and lives close to campus.

UWG offers the exact degree program.

It is convenient and close to home.

UWG is close to home.

I chose UWG because I attended the school prior to their current degree and I love everything about West Georgia.

Outstanding professors, great curriculum, excellent reputation and affordable.

She chose UWG because she completed her Master's here. She also enjoyed the atmosphere, class size, professors, and price.

She chose UWG because she completed her undergrad degree here.

She heard great things about UWG's Masters program and the preparation of student portfolios.

She completed Undergraduate at UWG, enjoyed the program and decided to continue West.

She chose UWG because she completed her Bachelor's degree here.

UWG offered my desired Master's Degree program and at a great price.

She chose UWG because she had friends who recommended it, and really liked the online option.

She chose UWG because she received her Bachelor's Degree here and had a great experience.

She chose UWG because of the cost.

She knows several people who have received their degree at UWG, and it's very cost friendly and convenient.

She chose UWG because she lives in the area.

She chose UWG chose because she completed her Bachelor's Degree here and UWG is located in her area.

She chose UWG because she got her Bachelor's Degree here and lives in Carrollton.

Why did you choose UWG?

She chose UWG because of the school's reputation, offered courses, online options and required tests for Master's degree. UWG is also cost-efficient.

She moved to the area, UWG prices are good, and an online special education degree program was offered.

She chose UWG because she went here as an Undergrad. and also liked West Georgia's cost.

He chose UWG because he's from Carrollton, and loves UWG.

He believes the cost is great.

She chose UWG because she lives close and UWG had the degree program she wanted. UWG also offers good pricing,

UWG had the certification program that I needed and one of my co-workers recommended the school.

She was recommended by a friend and saw great reviews.

It had the degree she wanted and offered an online only option.

UWG holds a good rapport with the Carrollton community, she's never heard anything negative about UWG. The application process was straight forward.

UWG has good pricing for their courses and offered the endorsements that she needed.

She knew some people that had gone there and heard great things.

UWG offered what I needed.

She had completed two other degree programs at UWG and loved it, and decided to keep going.

Received undergraduate and masters degree from UWG and wanted to stay consistent. UWG is also close to home.

She completed her Undergraduate program at UWG was very satisfied and wanted to continue with the graduate program.

UWG offers the program she wanted and work at UWG.

She believes UWG is a more convenient option for her.

I completed my Undergraduate program at UWG and wanted to continue my studies there.

She knew a lot of people that attended UWG

She has always wanted to go to UWG.

She is a former UWG student.

UWG had the degree program that she was seeking.

The program was online and close to her home.

Why did you choose UWG?

She went West because of the cost and it is under the USG system which was a priority for her.

She lives nearby.

She was familiar with the faculty for my program. It seemed like a great fit, was affordable, she liked the learn as you go approach, and the flexibility to create her own schedule.

She chose UWG because of the location.

Her sister attended UWG.

She chose UWG because of the cost and online course options.

She chose UWG for the cost and availability of online courses.

They have a good teaching program

They offer a really good online education program.

He chose UWG because he is a former student.

She formerly attended a technical college and was not able to receive her desired Bachelors's degree. However, UWG offers the degree program.

He chose UWG because he completed his undergrad and masters degree here. He also liked that the EdD was offered online.

Her program was completely online.

She loved the variety of programs offered.

She completed her Bachelor's at UWG and liked it, so he jumped on in for another degree.

She chose UWG because of the Reading Endorsement program.

He chose UWG because West Georgia was the best local school at the time in which he enrolled.

His family recommended UWG to him.

Choosing UWG seemed logical and convenient for her.

She attended UWG in the past and received a specialist degree. The teachers are very welcoming and helpful, making the UWG Online program enjoyable.

A friend recommended UWG.

She chose UWG because of the flexibility and one of the few colleges that offer her major.

She chose UWG because she heard about the school's good reputation.

Why did you choose UWG?

She felt as if UWG was home during the campus tour and like she knew everybody.

She is from Carrollton, and decided to attend UWG.

She is aware of the good reputation of the program desired offered by UWG.

She attended UWG in the past, and was looking for an online degree program for her Teaching Certificate and found the perfect one at West Georgia.

She started UWG as a traditional student, re-enrolled as a non-traditional.

She had received her Undergrad and Masters degree at UWG.

She was already employed at the institution, she always enjoys the uplifting environment and the class sizes are comfortable.

N/A

It's where he received his Undergraduate Degree, and loved that they offered an esteemed program.

She received her Undergraduate Degree through UWG and wanted to continue to further her education through the institution.

N/A

She attended UWG in the 90s, and wanted to come back.

N/A

N/A

She completed her Undergrad program at UWG and wanted to complete her Master's program at UWG as well.

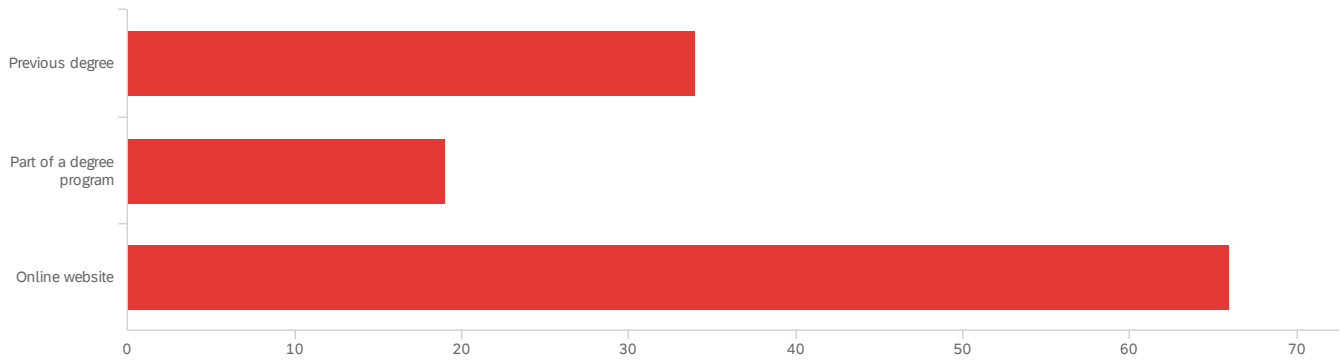
She attended UWG because of their low cost.

She completed her Undergraduate degree at UWG, and also wanted to join a friend who also attended.

She chose UWG to continue her education.

It is close to their home.

Q59 - How did you hear about UWG Online?



| # | Field | Choice Count |
|---|--------------------------|--------------|
| 1 | Previous degree | 28.57% 34 |
| 2 | Part of a degree program | 15.97% 19 |
| 3 | Online website | 55.46% 66 |
| | | 119 |

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...

He enjoyed how nice the professors are and how easy it is to use CourseDen.

She likes how available the professors are.

The professors work hard to keep students motivated.

No

No

No

Collaborate is a good tool, and the professors were well versed. She would like to see some cohesiveness in the department and consistency from course to course.

No

No

The classes are good, and aligns with my current job.

No

Some professors were unclear and not present.

Thomas Arrington is an amazing professor and advisor. Although all her instructors were great, he stood out to her the most. The workload was fine.

Overall the school is better than when she completed her undergraduate year. Everything runs a lot smoother.

She likes how flexible the professors are.

None

None

She likes how helpful the professors are and how the courses are not overwhelming.

None

From his experience, overall UWG Online has been good.

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

No

She feels as if UWG Online makes everything easy and delivers course material in an understanding format.

She enjoys all aspects.

She likes how dedicated the professors are and the small class size.

No

She likes how she does not have to come to campus and she is able to do work at her own pace.

She feels as if some of the course content is outdated.

None

None

None

She finds that UWG Online professors are very resourceful, however few can be inflexible.

No

She thinks that the teaching and education courses offered do a good job of applying to many different types of teachers instead of just regular education teachers.

She likes how professors are willing to reach out, they are very accessible and provide great support.

She loves how the professors are always reachable and provides rubrics.

She likes how easy the registration process is.

CourseDen is very easy to use and offers everything needed to be a successful online student.

No

No

No

None

She loved the easy registration process.

She likes how easy it is to get tech support.

No

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

She thinks that UWG Online has high caliber professors.

Instructors are very responsive, Dr. Trina Wood stood out as an excellent instructor

She thinks that the professors respond in a timely fashion and that they are available most of the time.

No

Professors were all good. Dr. Ozmere is a pleasure to have.

She thinks that the amount she learned from online courses was good and it stuck out to me. She thought that the online summer course was hectic and they were given too much work.

UWG Online was easier than her traditional classes. She was self-motivated to succeed.

Some teachers don't seem very invested in online classes.

The professors are very willing to go the extra mile. Professor Robert Voelkel went above and beyond.

There was a policy change about the number of classes you were allowed to take, 3 in fall 4 in summer but that changed and nobody told her. Which added another semester.

She would say UWG Online is efficient.

Bethany Schmelzer was an absolute delight, and always responsive.

The instructors are amazing.

None

Excellent and helpful professors, everything is convenient.

Overall it's been a pretty good experience.

Many issues with financial aid regarding aid.

None

The structure is nice because they are structured the same.

The knowledge of instructors is excellent.

UWG Online has great instructors.

No

No.

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

The registration process could be improved.

Library resources and help services provided were great. They would stay with her on the phone for 30 minutes using databases. Very accessible.

No

N/A

No

No

It's a good school, with good instructors, but that VA thing mentioned earlier was an issue.

No

None

He likes how rigorous the program is and it is well spread out.

The student has not experienced anything bad about UWG Online. Everything has been pretty good.

She loved the professors and content.

He felt that there were bad interactions within the class and syncing with others was an issue. He felt that the flexibility of online was good.

It feels really easy to understand the material. Online courses feel easier to work with.

N/A

UWG Online does a great job providing you with everything you need in order to be a successful student.

No

No

Everything she has experienced with the school has been good.

She likes that it is convenient, but dislikes not being able to see a few professors because some don't have office hours.

She had great professors.

Everyone is supportive.

There are great professors with UWG Online who respond quickly to emails. She does not like how there are not as many reminders for assignments as there are in traditional courses.

She would like more courses offered for Summer sessions.

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

No.

N/A

He enjoyed learning from extremely knowledgeable people.

N/A

No.

UWG Online is very convenient and gives you the ability to travel while staying on track with school. The online courses also help with saving money.

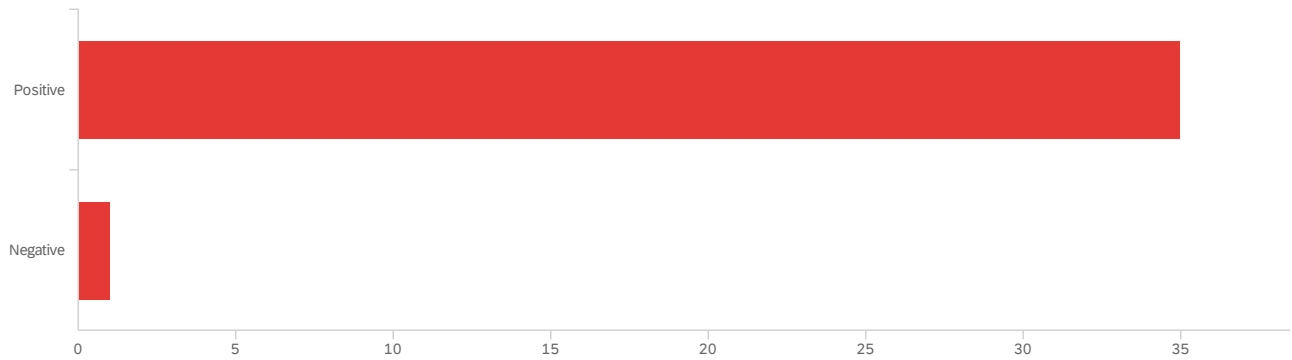
No.

No

Nothing sticks out.

No

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



| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | How was your experience with the Online Help Desk? | 1.00 | 2.00 | 1.03 | 0.16 | 0.03 | 36 |

| # | Field | Choice Count |
|---|----------|--------------|
| 1 | Positive | 97.22% 35 |
| 2 | Negative | 2.78% 1 |

36

Showing rows 1 - 3 of 3

Q62 - How could we have improved our service?

How could we have improved our service?

Increase their response time.

End of Report