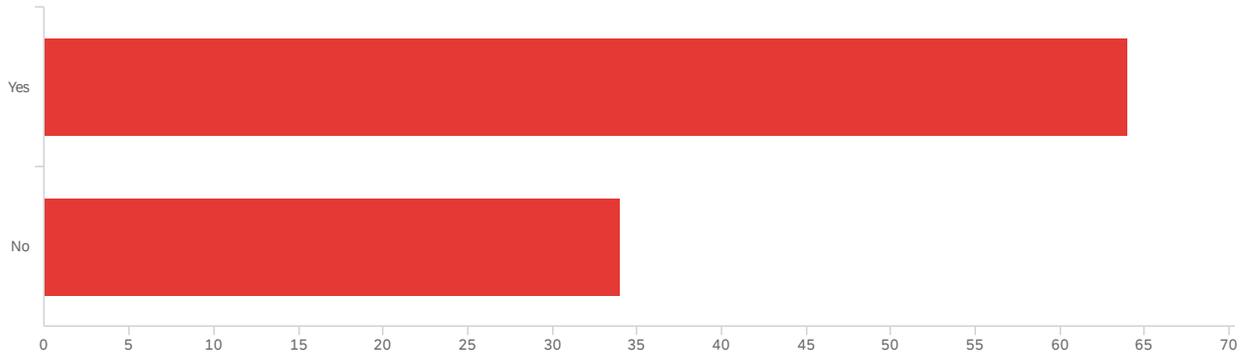


2023 Spring Survey

Spring Phone Survey 2023

April 9, 2024 11:52 AM MDT

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



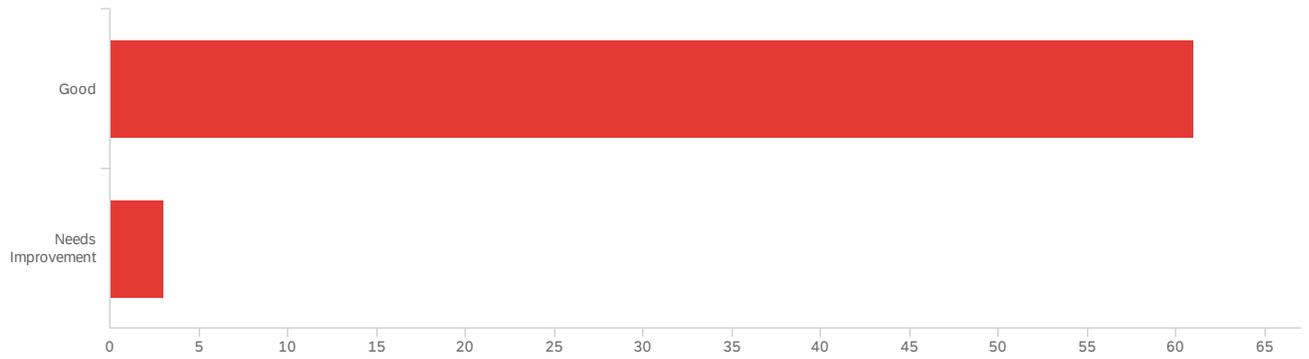
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Were you admitted to UWG within the last 12 months?	1.00	2.00	1.35	0.48	0.23	98

#	Field	Choice Count
1	Yes	65.31% 64
2	No	34.69% 34

98

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	1.05	0.21	0.04	64

#	Field	Choice Count
1	Good	95.31% 61
2	Needs Improvement	4.69% 3

64

Showing rows 1 - 3 of 3

Q11 - How can the admissions process be improved?

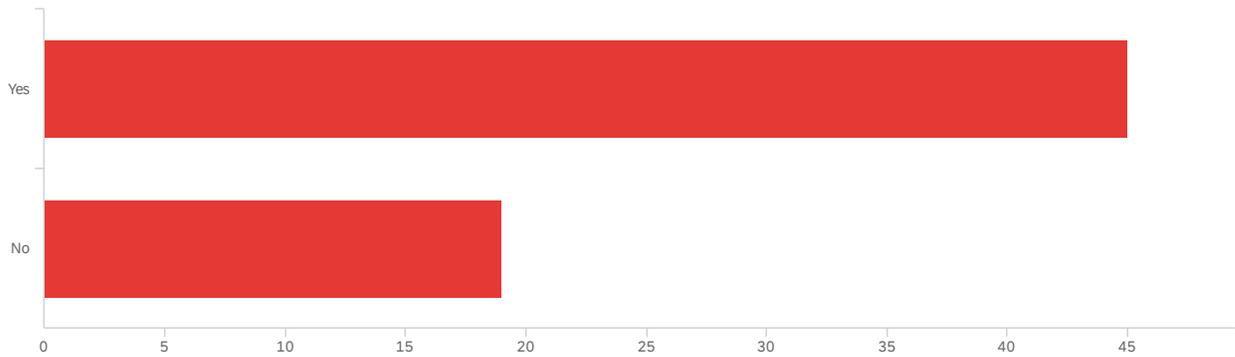
How can the admissions process be improved?

Student states they do not know what to say they have had issues transferring over and they did not seem to care with the issue she had or listen to her.

Student feels like she was not well informed, was told to contact her advisor and never received an email back

The student stated that it takes too long to get email responses from UWG.

Q9 - Did you participate in a UWG Orientation session?



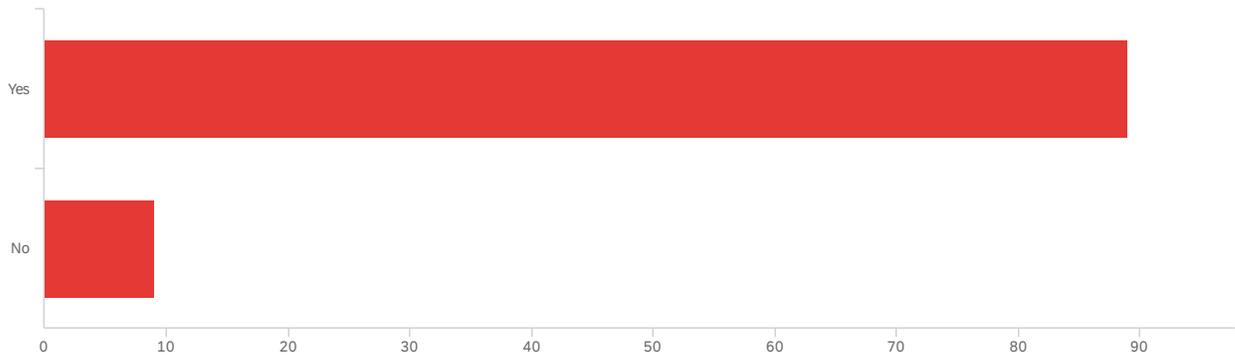
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did you participate in a UWG Orientation session?	1.00	2.00	1.30	0.46	0.21	64

#	Field	Choice Count
1	Yes	70.31% 45
2	No	29.69% 19

64

Showing rows 1 - 3 of 3

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



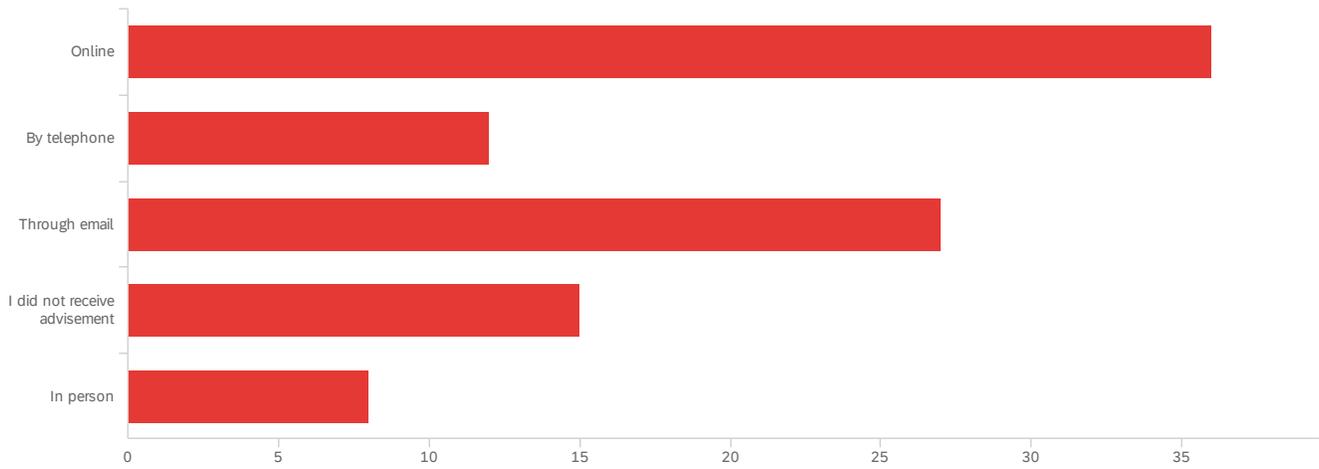
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Were you aware advisement is available for online students?	1.00	2.00	1.09	0.29	0.08	98

#	Field	Choice Count
1	Yes	90.82% 89
2	No	9.18% 9

98

Showing rows 1 - 3 of 3

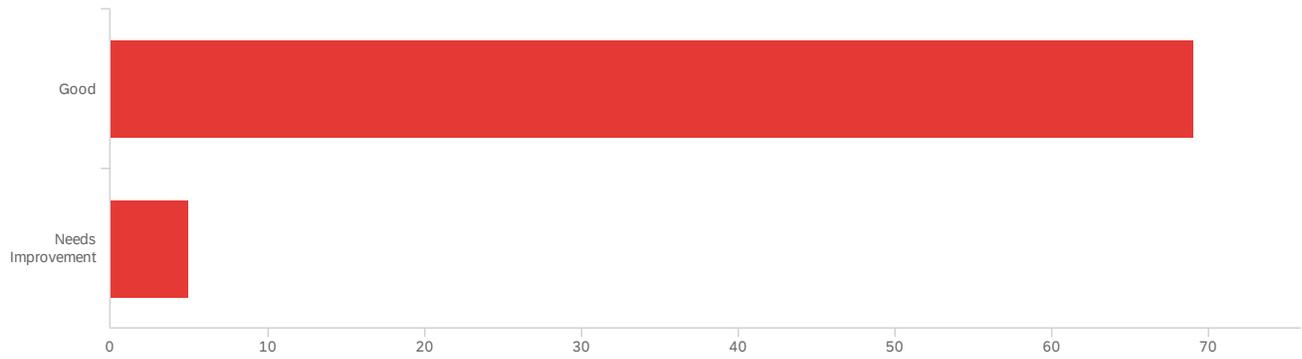
Q11 - In your most recent advisement, how did you receive advisement services?



#	Field	Choice Count
1	Online	36.73% 36
2	By telephone	12.24% 12
3	Through email	27.55% 27
4	I did not receive advisement	15.31% 15
5	In person	8.16% 8
		98

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	1.07	0.25	0.06	74

#	Field	Choice Count
1	Good	93.24% 69
2	Needs Improvement	6.76% 5

74

Showing rows 1 - 3 of 3

Q14 - How can advisement services be improved?

How can advisement services be improved?

Student states it was kind of confusing with advisors switching.

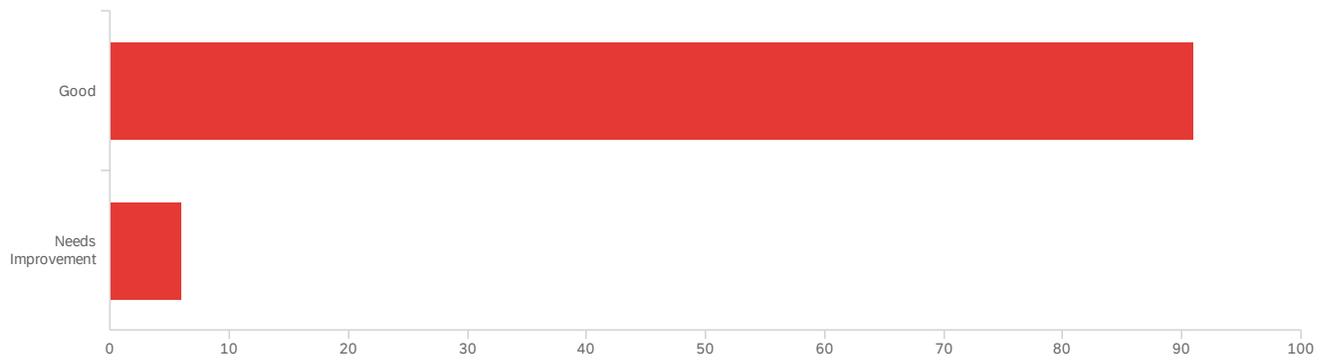
Advisor needs better assistance

Student stated it was hard to get in touch with advisor

The student said the advisor did not have a solution and did not help the student resolve the issue. The student had to do it on their own.

Student says need improvement on the resources provided

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	1.06	0.24	0.06	97

#	Field	Choice Count
1	Good	93.81% 91
2	Needs Improvement	6.19% 6

97

Showing rows 1 - 3 of 3

Q16 - How can the registration process be improved?

How can the registration process be improved?

Student states some issues with registering for a class.

Student states the system has changed but the old one still works and the process is very confusing

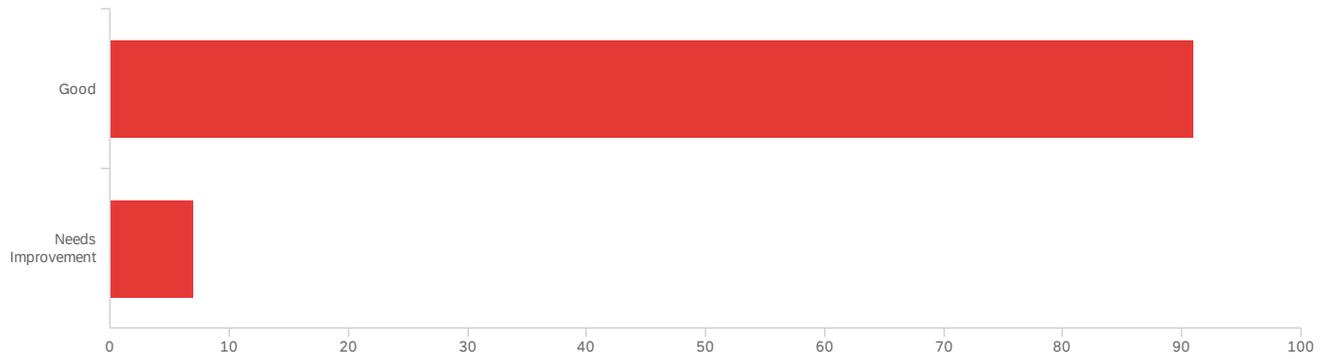
The student stated that the Banweb process is very outdated and not intuitive. Banweb should be integrated within WolfWatch, so the students can register from the WolfWatch page, looking at the list of classes they have to take.

Sometimes there will be no more open seats in the classes I need to take.

Lack of guidance on what classes take

Advisor didn't make the registration process easy for the student due to lack of guidance.

Q17 - Please rate the fee payment process you experienced.



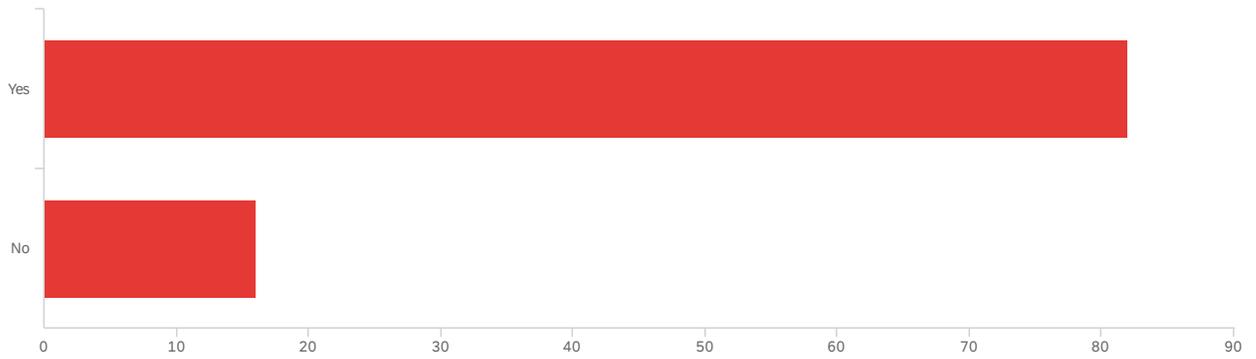
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate the fee payment process you experienced.	1.00	2.00	1.07	0.26	0.07	98

#	Field	Choice Count
1	Good	92.86% 91
2	Needs Improvement	7.14% 7

98

Showing rows 1 - 3 of 3

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



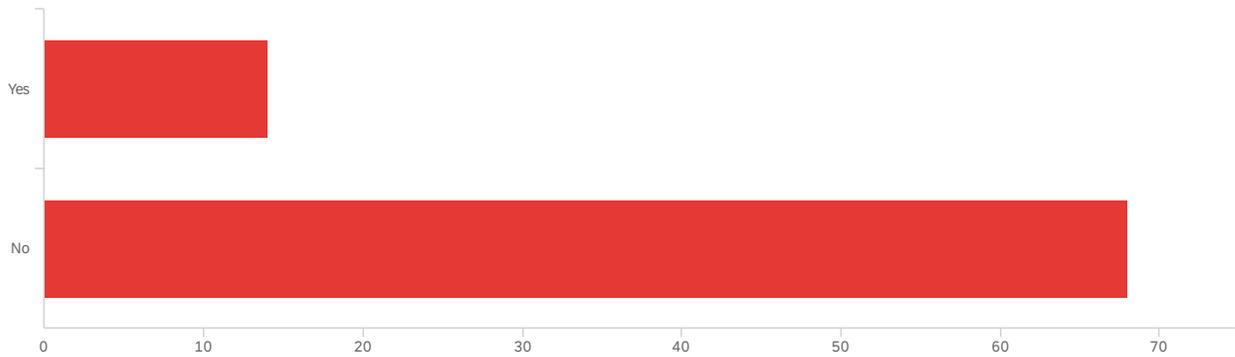
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Were you aware tutoring services are available for online students?	1.00	2.00	1.16	0.37	0.14	98

#	Field	Choice Count
1	Yes	83.67% 82
2	No	16.33% 16

98

Showing rows 1 - 3 of 3

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



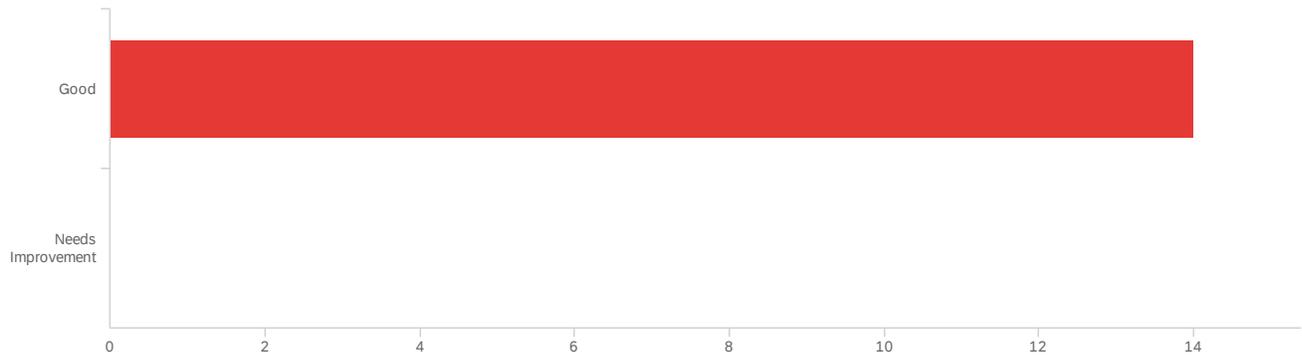
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did you utilize any of the available tutoring services?	1.00	2.00	1.83	0.38	0.14	82

#	Field	Choice Count
1	Yes	17.07% 14
2	No	82.93% 68

82

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	1.00	1.00	0.00	0.00	14

#	Field	Choice Count
1	Good	100.00% 14
2	Needs Improvement	0.00% 0

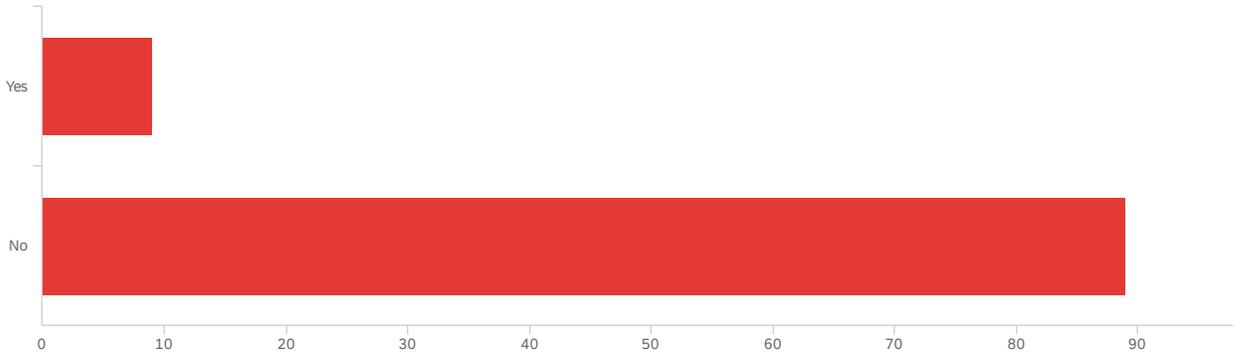
14

Showing rows 1 - 3 of 3

Q23 - How can tutoring be improved?

How can tutoring be improved?

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	1.91	0.29	0.08	98

#	Field	Choice Count
1	Yes	9.18% 9
2	No	90.82% 89

98

Showing rows 1 - 3 of 3

Q25 - Which service(s) have you utilized?

Which service(s) have you utilized?

Counseling Services

Student states using the accessibility services.

Student stated that she sometimes uses captions for videos

writing center

Student Accommodations

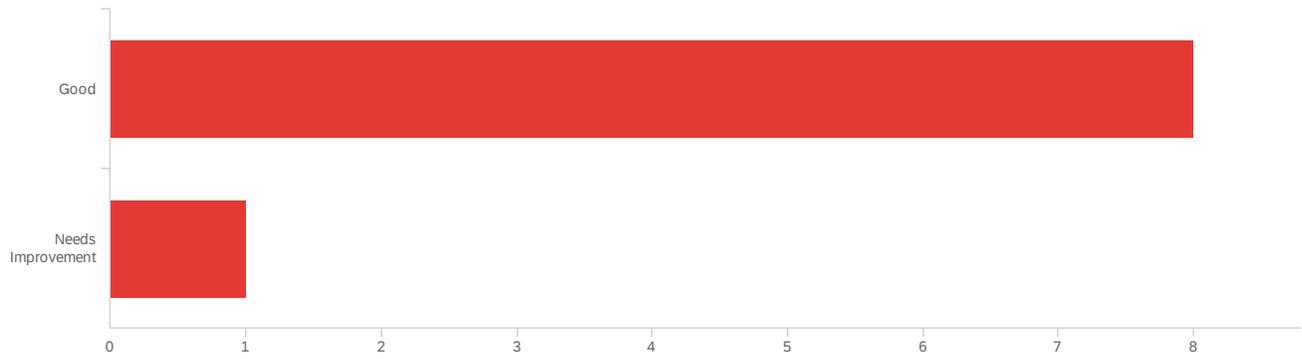
Counseling

Does not remember service

counseling

Writing Center

Q27 - Please rate the services you utilized.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Please rate the services you utilized.	1.00	2.00	1.11	0.31	0.10	9

#	Field	Choice Count
1	Good	88.89% 8
2	Needs Improvement	11.11% 1

9

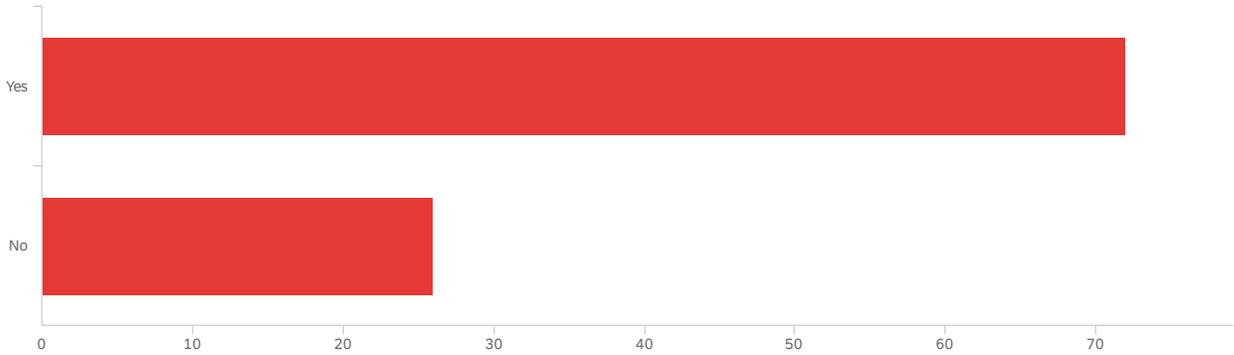
Showing rows 1 - 3 of 3

Q28 - How can these services be improved?

How can these services be improved?

N/A

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



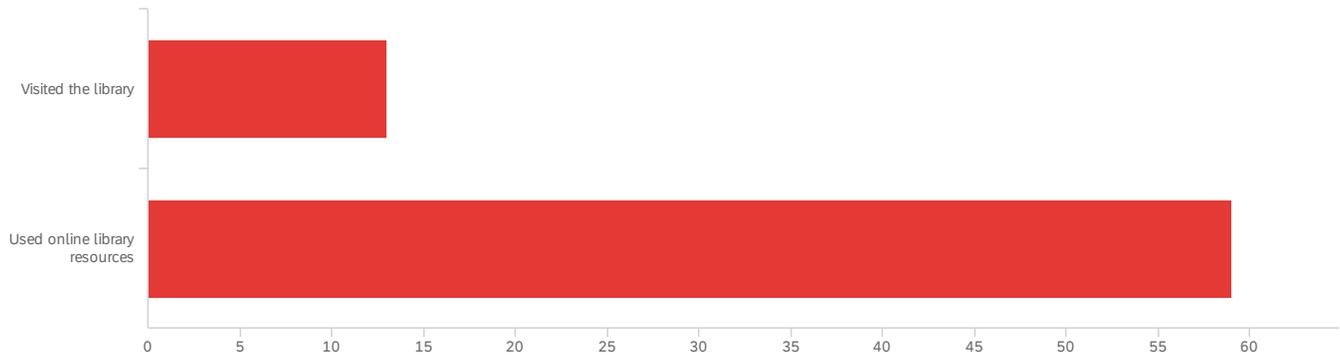
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did you utilize any library resources, either by visiting a library or using online library resources?	1.00	2.00	1.27	0.44	0.19	98

#	Field	Choice Count
1	Yes	73.47% 72
2	No	26.53% 26

98

Showing rows 1 - 3 of 3

Q31 - Which method did you use?



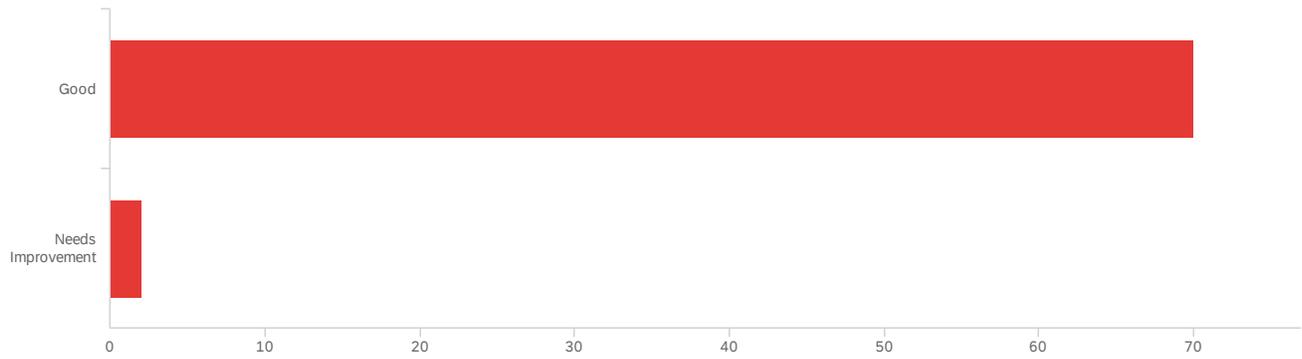
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Which method did you use?	1.00	2.00	1.82	0.38	0.15	72

#	Field	Choice Count
1	Visited the library	18.06% 13
2	Used online library resources	81.94% 59

72

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	1.03	0.16	0.03	72

#	Field	Choice Count
1	Good	97.22% 70
2	Needs Improvement	2.78% 2

72

Showing rows 1 - 3 of 3

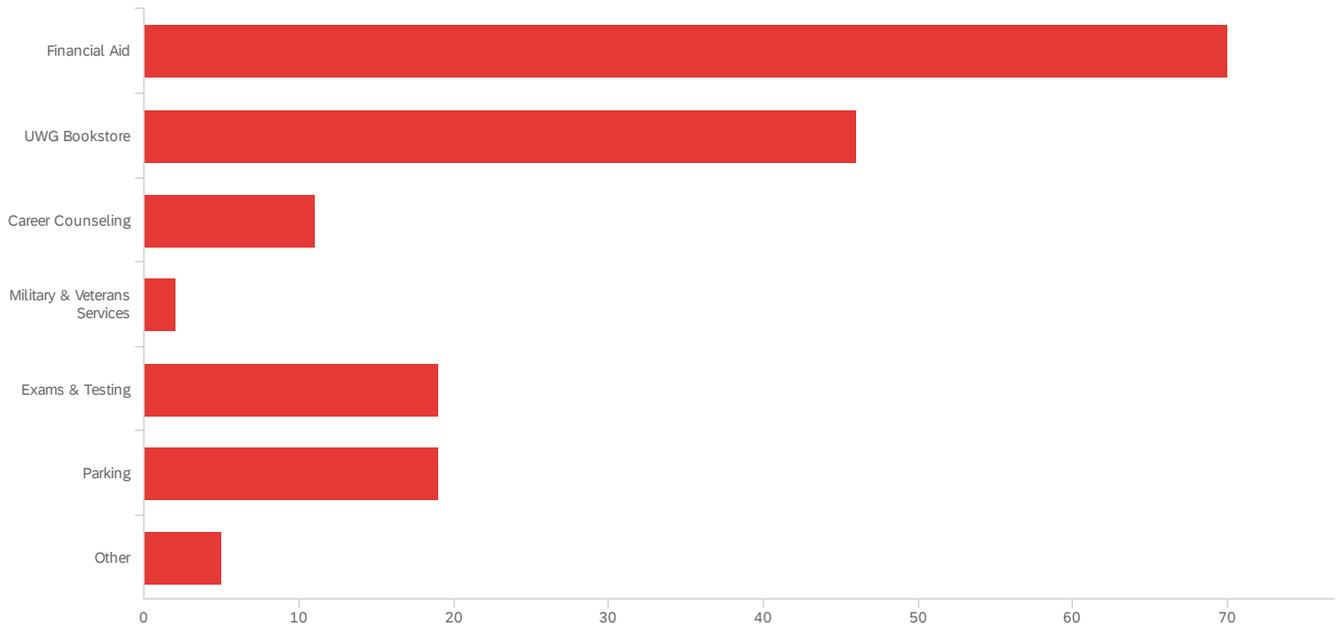
Q33 - How can the library services be improved?

How can the library services be improved?

Never received refund for book

Could be difficult navigate the online library without having prior knowledge

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



#	Field	Choice Count
1	Financial Aid	40.70% 70
2	UWG Bookstore	26.74% 46
3	Career Counseling	6.40% 11
4	Military & Veterans Services	1.16% 2
5	Exams & Testing	11.05% 19
6	Parking	11.05% 19
7	Other	2.91% 5
		172

Showing rows 1 - 8 of 8

Q35 - What other services have you utilized?

What other services have you utilized?

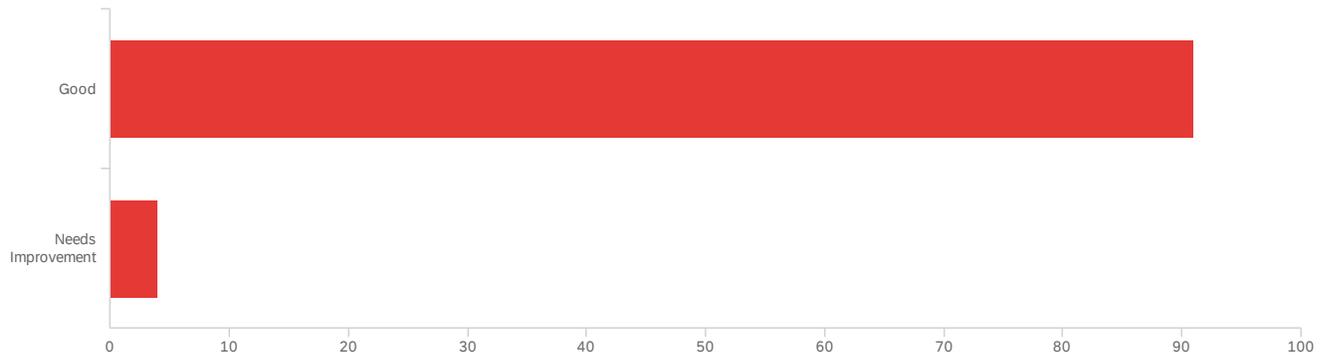
resume assistance service

non

N/A

none

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	1.04	0.20	0.04	95

#	Field	Choice Count
1	Good	95.79% 91
2	Needs Improvement	4.21% 4

95

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?

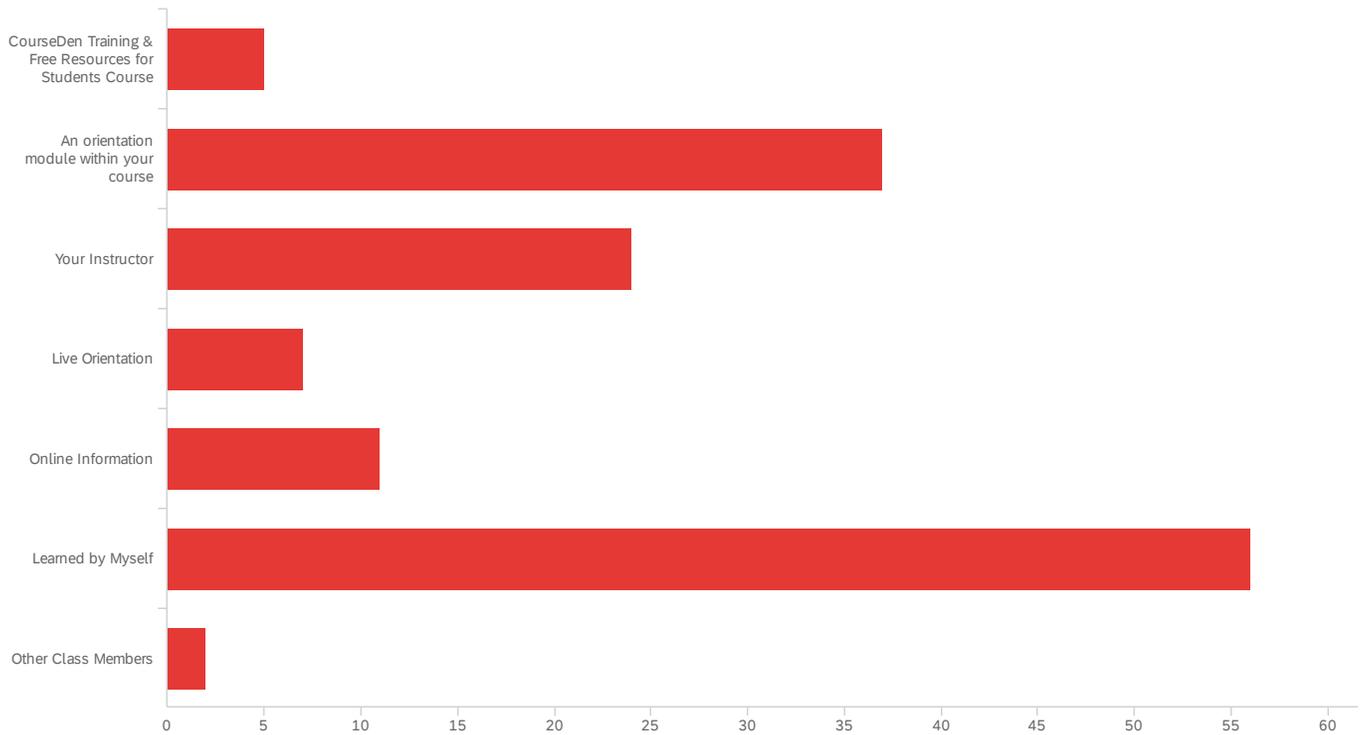
Student says Financial Aid does respond promptly but, is vague with answers

Student states Financial aid and the process getting your money back is a bit long and the lack of information the department asks for questions students require.

Issue with fees

Student said they need better communication with their advisor.

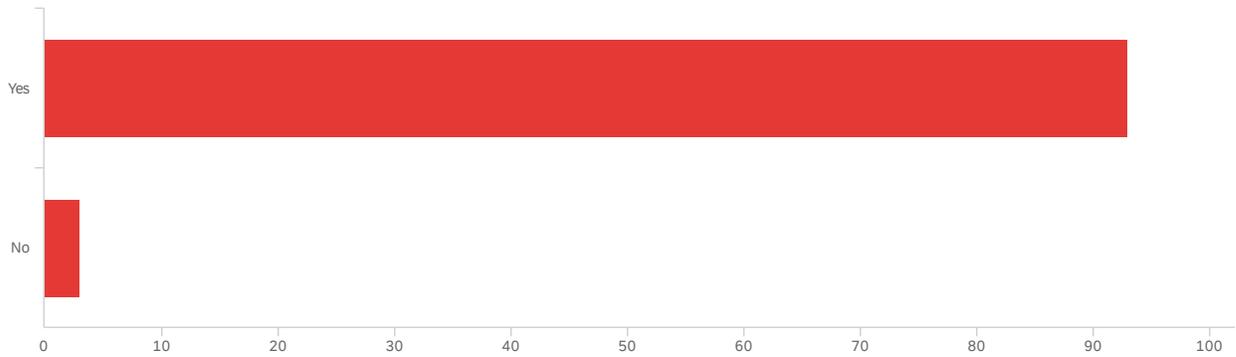
Q38 - How did you receive instruction on how to use CourseDen?



#	Field	Choice Count
1	CourseDen Training & Free Resources for Students Course	3.52% 5
2	An orientation module within your course	26.06% 37
3	Your Instructor	16.90% 24
4	Live Orientation	4.93% 7
5	Online Information	7.75% 11
6	Learned by Myself	39.44% 56
7	Other Class Members	1.41% 2
		142

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?



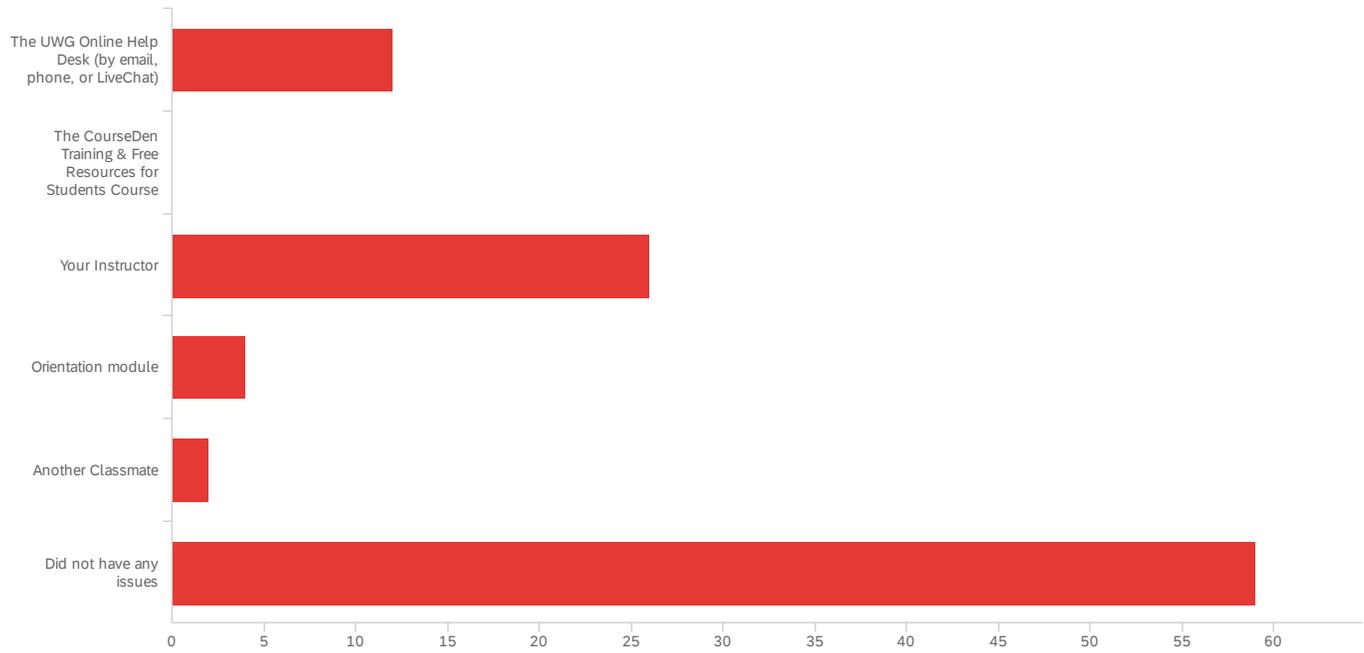
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did those instructions or resources provide you with enough information to effectively use CourseDen by the second week of your course?	1.00	2.00	1.03	0.17	0.03	96

#	Field	Choice Count
1	Yes	96.88% 93
2	No	3.13% 3

96

Showing rows 1 - 3 of 3

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

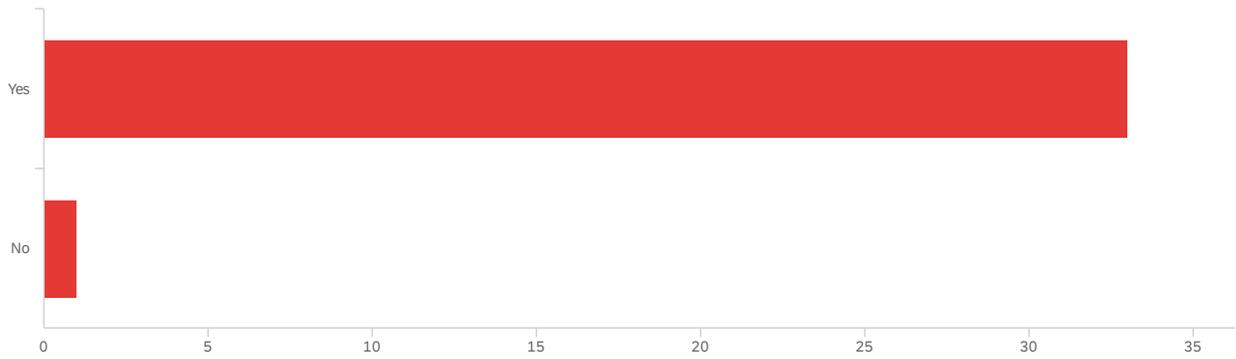


#	Field	Choice Count
1	The UWG Online Help Desk (by email, phone, or LiveChat)	11.65% 12
2	The CourseDen Training & Free Resources for Students Course	0.00% 0
3	Your Instructor	25.24% 26
4	Orientation module	3.88% 4
5	Another Classmate	1.94% 2
6	Did not have any issues	57.28% 59

103

Showing rows 1 - 7 of 7

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



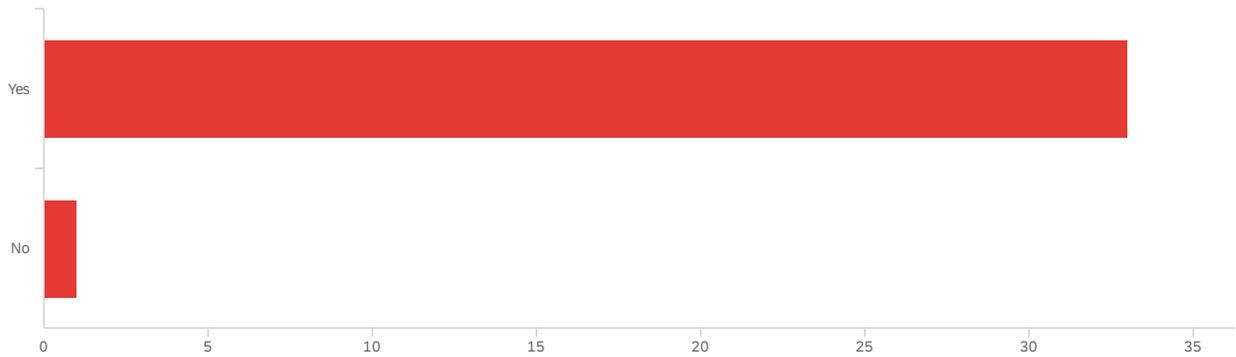
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	With this assistance, were you able to resolve your issue?	1.00	2.00	1.03	0.17	0.03	34

#	Field	Choice	Count
1	Yes	97.06%	33
2	No	2.94%	1

34

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	2.00	1.03	0.17	0.03	34

#	Field	Choice	Count
1	Yes	97.06%	33
2	No	2.94%	1

34

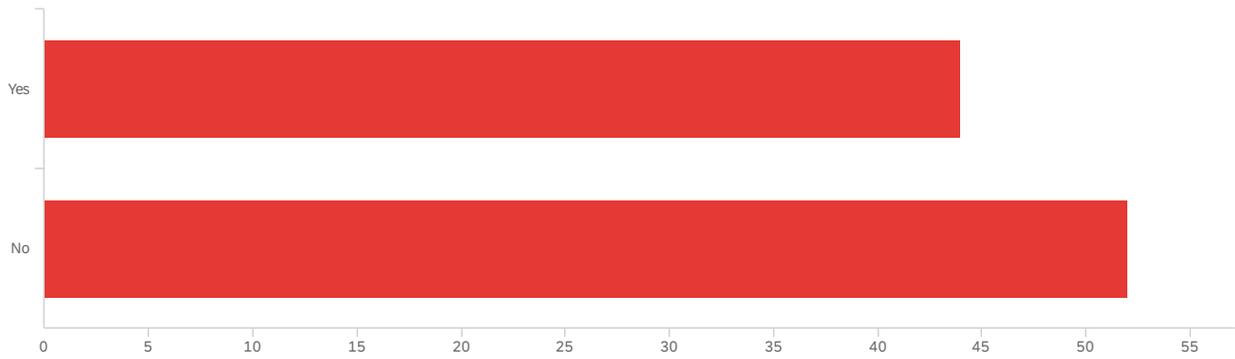
Showing rows 1 - 3 of 3

Q43 - Please explain.

Please explain.

Unorganized module, difficulty finding course materials.

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



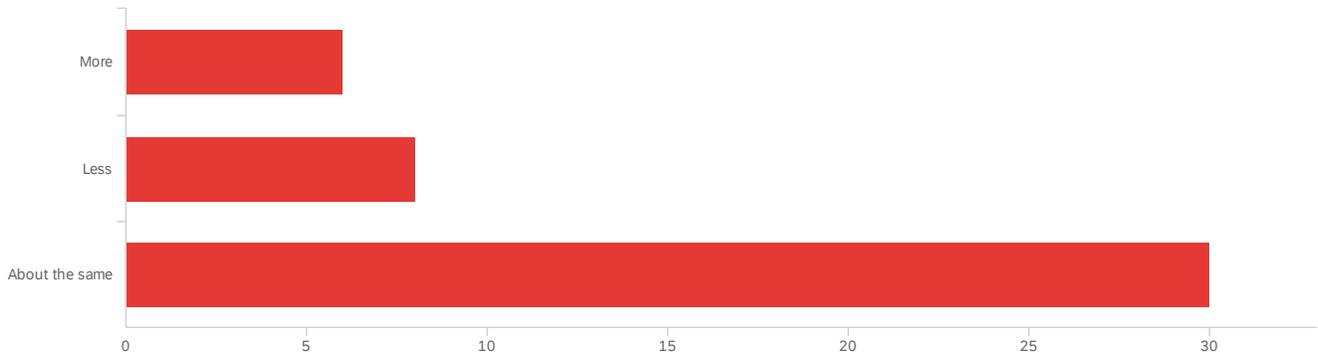
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you ever taken a traditional course on campus?	1.00	2.00	1.54	0.50	0.25	96

#	Field	Choice Count
1	Yes	45.83% 44
2	No	54.17% 52

96

Showing rows 1 - 3 of 3

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

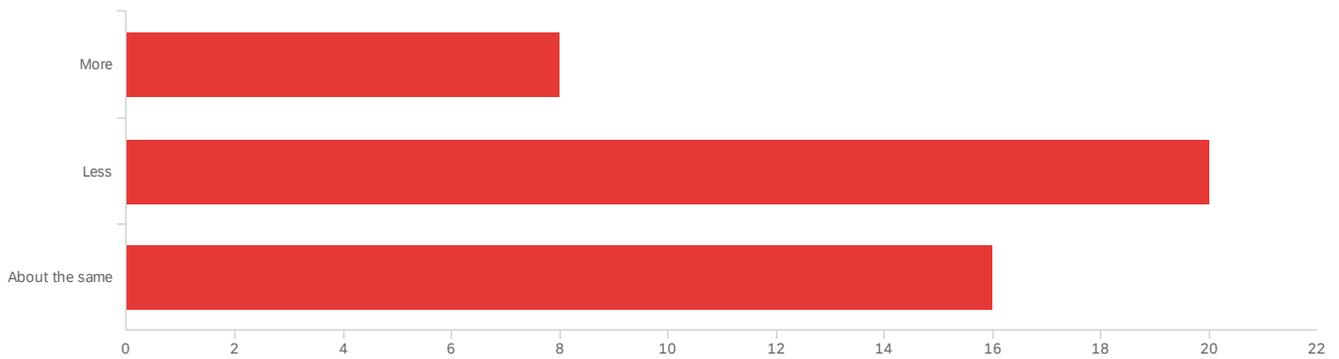


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Compared to a traditional course, how much do you think you learned in an online course?	1.00	3.00	2.55	0.72	0.52	44

#	Field	Choice Count
1	More	13.64% 6
2	Less	18.18% 8
3	About the same	68.18% 30
		44

Showing rows 1 - 4 of 4

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

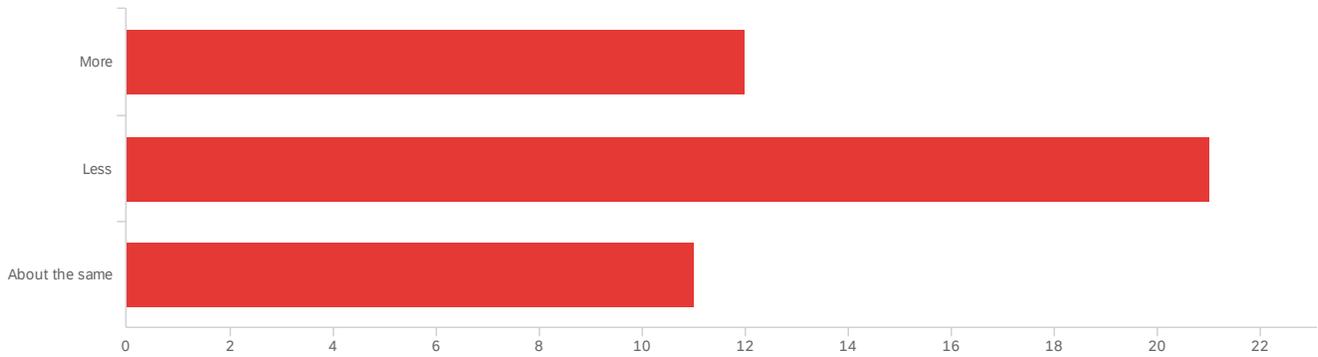


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Compared to a traditional course, how much did you interact with your instructor?	1.00	3.00	2.18	0.72	0.51	44

#	Field	Choice Count
1	More	18.18% 8
2	Less	45.45% 20
3	About the same	36.36% 16
		44

Showing rows 1 - 4 of 4

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

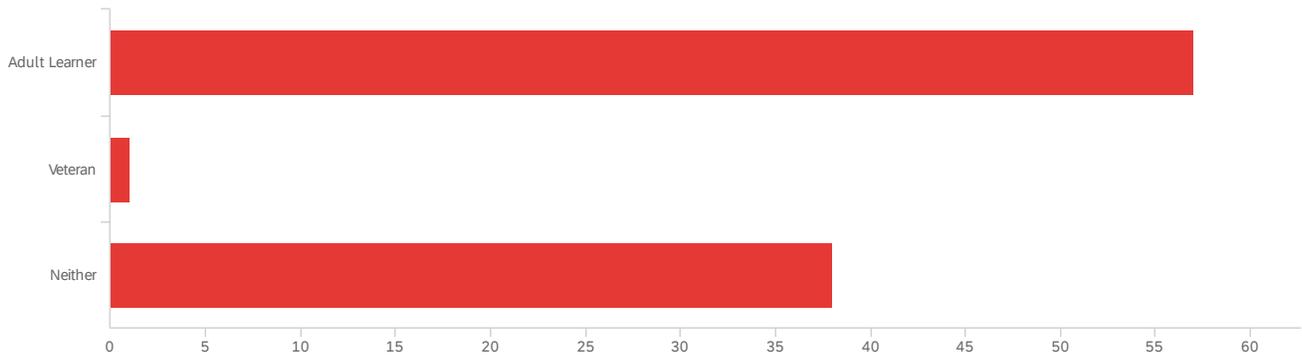


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Compared to a traditional course, how much did you interact with your classmates?	1.00	3.00	1.98	0.72	0.52	44

#	Field	Choice Count
1	More	27.27% 12
2	Less	47.73% 21
3	About the same	25.00% 11
		44

Showing rows 1 - 4 of 4

Q48 - Are you an adult learner or veteran?

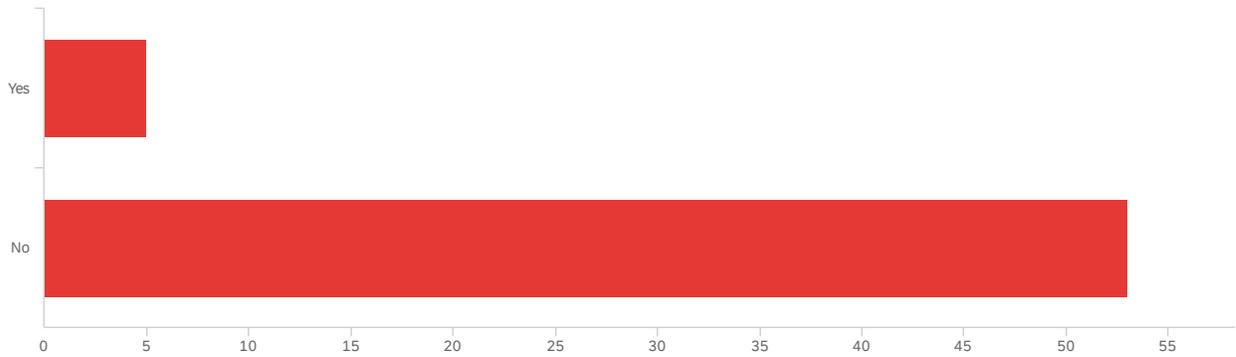


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you an adult learner or veteran?	1.00	3.00	1.80	0.97	0.95	96

#	Field	Choice Count
1	Adult Learner	59.38% 57
2	Veteran	1.04% 1
3	Neither	39.58% 38
		96

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	1.91	0.28	0.08	58

#	Field	Choice Count
1	Yes	8.62% 5
2	No	91.38% 53

58

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 utilizing the library.

More social work programs

More availability of online courses

Student said instruction on how to do things within online class.

Student said a club that will help with his main degree.

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?

N/A

Student states they enjoy least is the fact that they waited to long to get her education and the most is the flexibility within classes.

Student states they like the independence of online classes. Student stated what they disliked is there is not very many flexable times.

Student states he enjoys adding to his education.

N/A

The student stated that what they enjoyed the most was learning new things and least was having to keep up with the other adult things and school.

Student stated the convenience of online courses

N/A

N/A

Student enjoys learning more about her career field

Student enjoys the flexibility of being an adult learner

N/A

Student loves the flexibility of the course

Student enjoys the flexibility of being an adult learner

Student says she's not familiar with the technology however, she likes being around like minded people who are also apart of her program!

Student enjoys learning as much as possible in his field

Student enjoys the flexibility and being around peers in similar circumstances.

Student's biggest hurdle is the heavy load of coursework given that she

Student enjoys the flexibility and learning material!

Student says she works over 40 hours and her professors assign materials during the week when the weekends are the only time for her to complete her coursework. Student enjoys learning the material!

Student enjoys the level of learning as a graduate student apart of a new cohort. Student also likes how interactive and hands on her professors are!

Student says she enjoys the experience however, the schedule can be hectic.

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

Student enjoys the flexibility of being an adult learner!

Student states they have more experience.

Student states they enjoy most that they are in a stage in life where they are interested in learning and least having a job and children to work with on top of class.

Convenient

The student said the flexibility to complete school work.

Online very convenient

Student enjoys the ability to go back and earn a degree!

Student enjoys learning!

The student stated that learning the use of CourseDen was a challenge at first

Only struggle that student has faced is it being fully online.

The student stated that it is hard balancing being a parent and school. However, they also stated they are less distracted by things now that they are an adult learner since they don't party or do things they used to when they were younger.

Student enjoys moving at her own pace with her assignments.

Gives you a new outlook on learning

Different perspectives that it brings to course material!

N/A

Feel respected by Professors

The student stated that the flexibility of time is what they liked the most.

The student stated they enjoy the freedom, the campus, and the library.

The least is to have to balance school and work life. The best is the convenience.

Student states they enjoy the opportunity because of online classes. The least: is the lack of time.

Student states the most: he enjoys the flexibility. The least: lack of communication with professors online.

The least: not having enough time to study. The most: it is really convenient.

Asynchronous schedules because she is a full time teacher. Love weekly videos from Professor!

Being able to take an online course

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

The convenience of being online and being understanding of work schedule

Being able to apply what you have learned to real life circumstances

Student states the continual learning and finishing of education.

The student stated that the least is having a lot of busy work and balancing it with life.

The student stated gaining new knowledge.

The student stated having the freedom of online classes.

The student stated they enjoy the flexibility of the course load. They did not enjoy the disconnection they felt from their instructor or classmates.

Does not know how to answer.

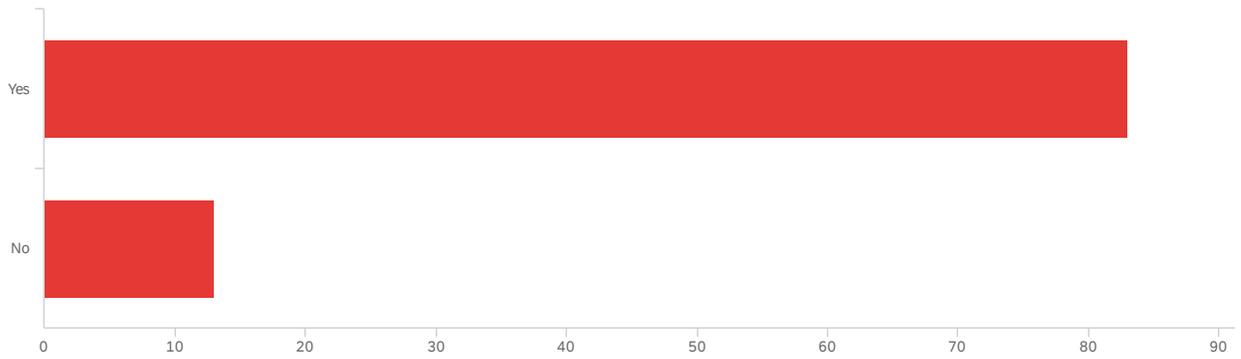
Student states they enjoy the most the opportunity to get more education and the less being less technology inclined as her classmates.

Student states they can not think of anything other than they enjoy the online program.

Student states they enjoy finishing their degree they feel like the course is not structured for an adult learner.

Student states all the responsibilities big and small.

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



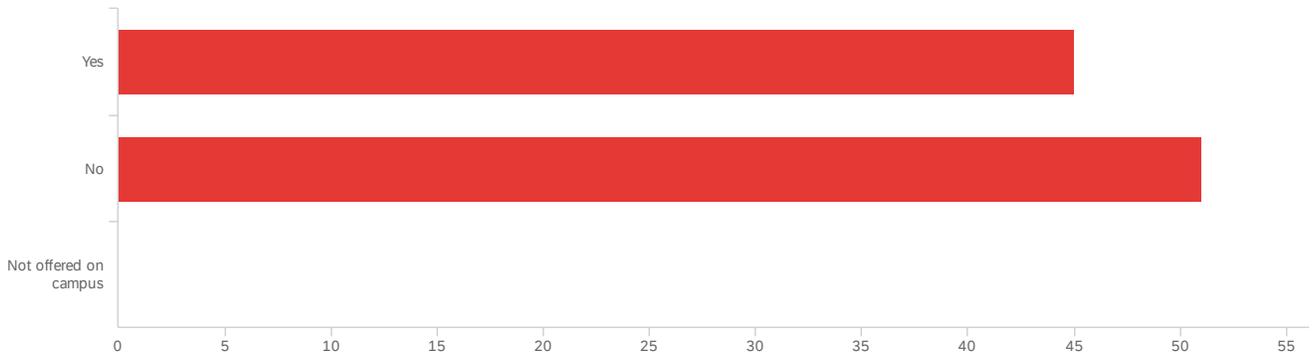
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you think there are enough online courses offered at UWG?	1.00	2.00	1.14	0.34	0.12	96

#	Field	Choice Count
1	Yes	86.46% 83
2	No	13.54% 13

96

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?

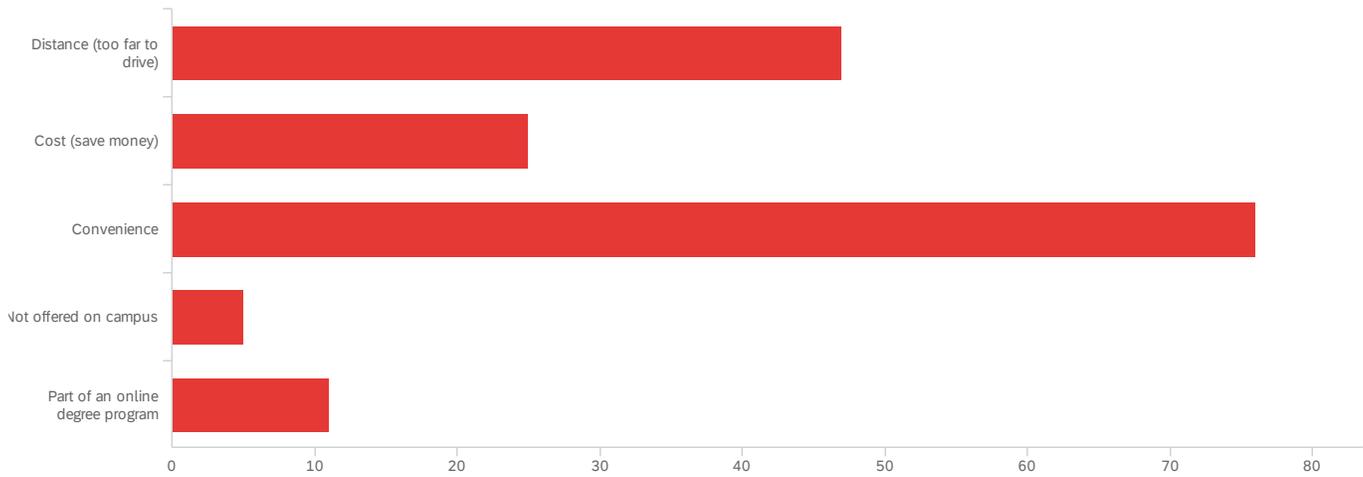


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	If your recent course(s) were not offered online, would you have driven to our Carrollton or Newnan campus to take the course?	1.00	2.00	1.53	0.50	0.25	96

#	Field	Choice Count
1	Yes	46.88% 45
2	No	53.13% 51
3	Not offered on campus	0.00% 0
		96

Showing rows 1 - 4 of 4

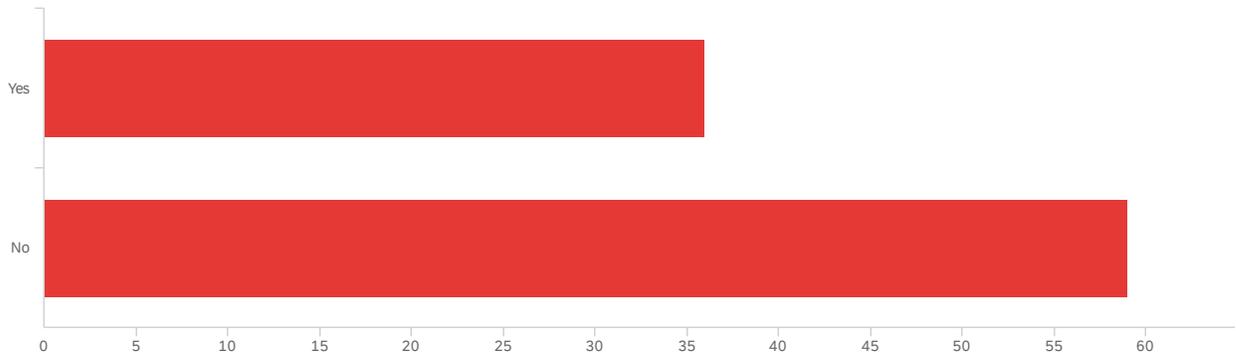
Q54 - What reason(s) led you to take an online class?



#	Field	Choice Count
1	Distance (too far to drive)	28.66% 47
2	Cost (save money)	15.24% 25
3	Convenience	46.34% 76
4	Not offered on campus	3.05% 5
5	Part of an online degree program	6.71% 11
		164

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	1.62	0.49	0.24	95

#	Field	Choice Count
1	Yes	37.89% 36
2	No	62.11% 59

95

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?

Student claims that sometimes the professor aren't always engaged

N/A

The student stated that their biggest challenges were connectivity issues with their network.

Student states just having the time to do all the assignment we they are supposed to be done.

Student states they have not faced any.

Student states he has not faced any.

Student states they haven't faced many other than motivation.

N/A

The student stated time management.

Student stated that they could not think of any at this time

None

Interaction

N/A

N/A

None

N/A

N/A

N/A

N/A

N/A

N/A

N/A

What challenges have you faced as an online student?

Student hasn't experienced any other challenges other than her professors assigning coursework during the week!

Student experienced a glitch with her CourseDen email.

Student felt overwhelmed and anxious at the beginning of the course!

Student experienced issues with registering for classes on Banweb because she was unfamiliar with the set up

Student states lack of clubs and lack of interaction with students.

N/A

Student states mainly just staying on top of deadlines.

Student states that sometimes it hard with assignments because of schedules on assignment and getting in touch with instructors.

N/A

Student states none really except the delay in response from professors that prevents work being done.

Some courses you teach yourself.

Student stated that she could not think of anything at the moment, overall just a good experience.

Student said the advisor has been a big issue, first semester here and very hard to get in touch with. she lives in PA so communication is important

The student stated that they believe to not learn as much online as they would in person.

N/A

Student's concentrated courses aren't offered online.

N/A

The student stated that they did not face any challenges.

N/A

Student stated there seems to be more reading involved in online courses and learning the use of CourseDen was a challenge at first.

Student says material is harder to comprehend

No

Nothing

N/A

What challenges have you faced as an online student?

The student stated time management.

The student stated that the biggest challenge is balancing a full time job with school work.

The student stated that getting all the work done is the biggest challenge.

The student stated that one the challenges is not having as many spots available in some classes, and if you miss it, you have to wait until next semester and sometime until next year.

The student stated that UWG is very focused on what each professor wants, and this can make college life very confusing. Many departments will not have a template on how instructor should be building their courses and setting up the calendar.

The student stated the lack of connection with other students in the same program.

Professors not uploading course materials as a PDF file and difficulty working in groups

Technical Issues, delayed responses

N/A

N/A

In the beginning, the courses were due during the same time!

The student stated that that time management is one of the biggest challenges.

The student stated that sometimes there will be a lack of communication between instructor and students.

Student stated they have struggles keeping track with assignments.

One of the biggest challenges is that most online students do not have the online classes as a priority.

Whenever I travel for work, I will not have much time for school work.

Student states that the overall responsibilities they have.

Student states they have challenges focusing.

Student states the lack of communication for certain courses.

Keeping up with all the work.

Difficult understanding the expectations of Professors

None.

Navigating CourseDen can be difficult with certain Professors

What challenges have you faced as an online student?

It is hard to keep up with the course work.

N/A

N/A

Student states just making sure he gets all his work done on time.

Delay in responses from professors.

Difficulty navigating course materials, not familiar with CourseDen

None

Student stated they have challenges with time management

N/A

Student states that having to plan your own schedule and manage is a challenge.

I do think there are any.

Student states they have faced none.

None that i can think of right now

The student stated none.

The student stated none.

Sometimes it takes a lot of communication with the instructor.

The student stated balancing time life and school is hard.

The student stated keeping up with course work and connecting with other students.

The student stated keeping track of assignments.

No immediate feedback from instructors.

Student states they had problems with time management .

Student states the connectivity with classmates are challenging.

Student states they have a class that the instructor has not accounted for the course being online and runs the class like it is an in person class.

Student states that he has faced difficulties with communication with instructor and classmates.

What challenges have you faced as an online student?

Student states that they have haven't face much other than lack of availability with professors.

Student has faced the challenges of being a forgotten group meaning they have to figure everything out themselves with not much help.

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...

N/A

N/A

The student stated that they do not have any suggestions for improvement.

The student states no not that they can think of.

The student states no.

The student states no.

The student states if possible make midterms and finals online like proctored.

N/A

The student stated more synchronous or zoom sessions with instructors.

The student stated that they could not think of anything in particular at this time

N/A

The student stated that they would like the discussion posts to be removed as a feature

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

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

N/A

The student would like the option for online students to have face to face interaction with their professors maybe every other week.

N/A

N/A

N/A

The student states classes should be more at your own pace. There should be more interaction with online classmates.

N/A

The student states no.

The student states they do not know.

N/A

The student states they can not think of anything at this time.

The student stated the professors need to be more active

The student stated that she could not think of a way for things to be easier than they already are.

The student stated that they suggest the instructors should have more assignments other than only quizzes. Also, professors should communicate better with the students, and also cited an example of an instructor interacting with the class only one time the whole semester.

N/A

N/A

N/A

The student stated that they have had a great experience and have no suggestions.

N/A

Student stated none that they could think of.

N/A

No

No

N/A

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

The student stated it works pretty well. No improvements needed.

The student stated that they do not have anything to suggest.

The student stated that they do not have any suggestions.

The student stated that there should be more online MATH classes.

The student stated they have no suggestions.

The student stated no.

N/A

The student stated that everything at UWG has been really good.

The student stated that they do not think there is a way of improvement.

Student states they do not think so.

The student stated offering more fully online classes, specially upper level classes.

The student stated no, they enjoy their classes and their instructors are good and the course is very well laid out.

Student states they do not think so.

Student states no.

Student states more notes in the courses and combine the lectures and notes together for courses.

The student stated that a little more clarity in certain spots, there are too many ways to submit assignments.

N/A

Offering more language courses other than french, german and spanish.

The student stated CourseDen should be more user friendly

The student stated I do not think so.

N/A

N/A

Student states they are good.

N/A

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

N/A

The student stated that they loved everything about UWG Online.

Student states the syllabus or materials need to be released before the class starts.

N/A

Student states nothing that they can think of.

Having more virtual meetings would be great.

Student stated none that they can think of.

I wish my student email was connected to coursesden

The student stated none.

The student stated none.

I do not think so.

The student stated none

The student stated none they can think of right now

The student stated none.

No suggestion.

Student states they do not think so.

Student says not that he knows of.

Student stats they can not think of any.

Student states more resources to help with assignment and peer teaching.

Student states that maybe sponsoring community pages for alumni and programs to network better.

Student thinks everything is good when professors care, but when a professor does not care it is harder.

Q58 - Why did you choose UWG?

Why did you choose UWG?

Student chose to take UWG online courses because of convenience and the program is only offered online!

Online Programs

The student stated that they choose UWG because it has a good History program.

Student states they spoke to a client of hers and they convinced her.

Student states they chose it because their brother went to the school.

Student states it was less expensive and it has more classes offered online.

Student states it seemed like it had more courses online for her degree.

Distance

The student stated the program offered met their needs and they also needed a program that was online.

Student stated that it was cost effective and program came highly recommended

Brick and Mortar School

Local

Student loved that we offered her desired program!

Student chose UWG because she completed her master's degree here

It fit my needs

Student chose UWG because he liked that we offered his desired program!

Student was referred to UWG and loved the program that she was interested in! She also had other family members who have been through the same program and she stated "it just made sense"!

Student chose UWG because she loves the professors and their passion for the material! Her children have also take courses at UWG and they have loved it as well!

Student always wanted to go to UWG!

Student chose UWG because her desired program was offered and she liked the atmosphere!

Student's mom has gotten her doctoral degree from UWG which inspired her to do the same!

Why did you choose UWG?

Student chose UWG because she is an alumni pursuing her masters degree

Student chose UWG because of its location and offered her desired program!

Student says she loved UWG as she is an alumni! This new program was exactly what she needed as it aligned with her dreams in Mass Comm.

Student researched her desired program at UWG and was inclined that this was the best choice for her!

Student loves the campus!

Student states they came to UWG because of the more family orientated and comfortable.

Student chose UWG because of recommendations from co workers

Student states it has a good online program.

Student states it was one of three colleges that offered her degree fully online and price wise it was cheaper.

Second choice

Student states it was close to come and it has been convent to stay.

Online is convenient and cheap

Student stated that she heard that the media program at UWG was very good through a friend and has had a great experience

Student stated at the time, location, and now lives in Atlanta. She heard that UWG has a great Criminology program and she decided to take online courses.

Student stated that she read UWG had a very good Criminology program that was offered online.

The student stated that they chose UWG because it is close to their house.

Student chose UWG because online Criminology courses!

Student chose UWG because of convenience!

Student chose UWG because of welcoming environment and cost!

The student stated that they choose UWG because the school have a mass communication program.

Student loved the program that is associated with her major!

Student stated that UWG had the programs that she needed, and they came highly recommended

Student wanted to stay closer to home and she already knew students that attended UWG

Distance

Why did you choose UWG?

Convenient

Student chose UWG because she felt more comfortable here given that she knows other students that attend UWG.

The student stated that UWG offers the program they needed and it was online.

The student stated that they chose UWG for the convenience and being a well known school.

The student stated that it was convenient and UWG has the program they were looking for.

The student stated that because his family have all graduated from UWG, so it made sense to keep that going.

The student stated that they chose UWG because it is in their home town and UWG has a good business school.

The student stated UWG had the program they wanted online.

Student was very interested in the Media Specialist Program!

Convenience

Heard good recommendations!

Convenient and cost effective

Cost effective and convenient

The student stated that UWG was the only school offering the program I needed.

The student stated that UWG had the program she was looking for, and the cost was one of the best in the state of Georgia.

Student states they choose it because of their grandpa, they liked the programs, and the campus is beautiful.

I wanted to go to a more traditional school, instead a fully online school.

I had a friend who went there and referred it to me

Student states their dad went there and they live close and have a lot of friends that go there.

Student states they choose it because it was closer to her house.

Student states choose UWG because it is close and heard great things.

UWG has the program I was looking for and it is not a very long program.

Cost effective and love the campus and its student population!

I have always wanted to go to UWG.

School Library certification was offered. Nice transition given that she is an alumni

Why did you choose UWG?

It is relatively close if I had to go to campus, but I like the convenience of online classes.

Convenience

Was interested Media Specialist program

Student states he choose it because it is close to home.

Lives in Douglasville so it's a lot easier to commute.

Was interested in the Media Specialist certification program

Student stated that they toured the campus, and loved the atmosphere and convenience of online classes

Student states because we have the program they wanted.

The student stated because it is close to home

The student stated they chose UWG because they really like how the campus is and they like feeling at home in Carrolton.

The student states it was for the College of Education.

The student stated it seemed like a good school.

The student stated cost and they have received a previous degree.

The student stated they have received three degrees at UWG and they have enjoyed each one.

The student stated convenience.

The student stated they live near the campus. They also compared this school to others and decided this is the best choice for their program.

The student stated they like the campus.

The student stated the graduate student positions.

My wife is a student at UWG and seemed to be a good experience.

Student states it is local to her work.

Student says the program is good and the ability to be online.

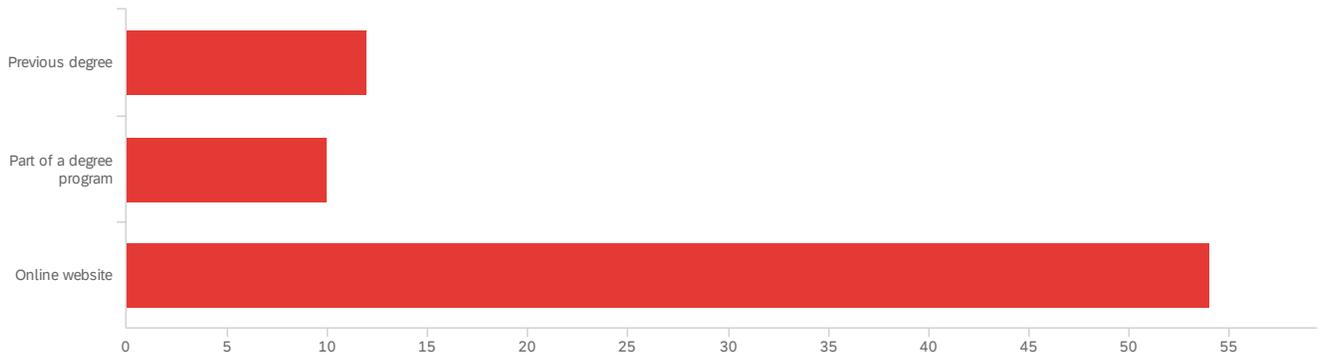
Student stays they did not want to transfer again

Student states they chose it for money reasons.

Student stated for the program.

The student choose UWG because friends recommended it.

Q59 - How did you hear about UWG Online?



#	Field	Choice Count
1	Previous degree	15.79% 12
2	Part of a degree program	13.16% 10
3	Online website	71.05% 54
		76

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...

N/A

N/A

The student stated that having good online classes is the best part about UWG.

Student states the good thing is that she keeps in touch with her professor but bad is that some professors did not challenge her enough.

Student states good the pace is easy to go along with; bad when it came to communication it is a struggle.

Student states no not at all.

Student states no everything has been how they expected it to be.

N/A

The student stated none.

Student stated supportive professors

N/A

can access anywhere/ Helpful if all instructors used courseDen the same way

N/A

N/A

none

N/A

N/A

N/A

N/A

Student just likes the culture of the school overall!

N/A

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

N/A

N/A

Student admires the passion her instructors have about the material being taught!

N/A

N/A

Student states online class has its perks but they do not like the GoView platform.

N/A

Student stated the program is great.

Student states just the mandatory advising meet and the bookstore.

N/A

Student states more so goo with the convenience with the flexibility

N/A

Student stated that she loves the online courses and that she has nothing bad that she could say about the experience. Shes enjoyed her time in her Online classes and any questions that she has are always replied back to quickly.

Student stated that the online platform was easy to use and she has been enjoying the convenience

Student stressed the advisor process has been difficult to deal with, since she lives out of state. But overall is enjoying UWG

The student state that the only thing would be the lack of communication between instructor and students.

N/A

N/A

N/A

The student stated that that the experience has been good.

N/A

Student had a great experience with UWG Online in general.

N/A

No

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

No

N/A

The student stated none.

The student stated that the professor are great and they have no complaints.

The student stated that there is nothing that sticks out for them.

The student stated that other than the issue with enrolling for classes and the lack of some MATH classes online, everything else is really good.

The student stated that there their previous responses respond to this question.

The student stated the good is the staff is very communicative in the program. The bad is they are teaching themselves from a chapter posted by the professor. There is no real instruction happening.

N/A

N/A

N/A

The student stated that the instructors are the best about UWG online, and they learned a lot from the classes.

The student state that the professors are extremely engaged with the students and try to have a great response time and feedback to the students.

Student states no.

Nothing bad that sticks out. It has been a good experience overall.

No, it has been great.

Student states no.

Student states no.

Student states the good things would be the professors that cared about certain situations outside of school and lenient and the lecture are interactive as well and give good examples and the discussion post are well and the professors communicate well with students.

No bad experiences. It is an easy testing process and easy to get in. I also love the fact that I can make installment payments.

N/A

It is very easy to navigate.

N/A

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

It has been good so far.

N/A

N/A

Student states nothing stuck out.

N/A

Loved the program!

Nothing bad all

Student states some of the professors are not as accessible.

Student states there are certain professors that do not care about the class or the kids.

Meets my need and I can fit in my work schedule It is great!

Student states no.

No

The student stated it has all been really good.

The student stated none.

Not really.

The student stated none.

The student stated nothing they can think of at this time

The student stated none.

No.

Student states that it was better than she thought it would be.

Student said nothing stuck out to them.

Student stated the one class they have that does not account it is an online class

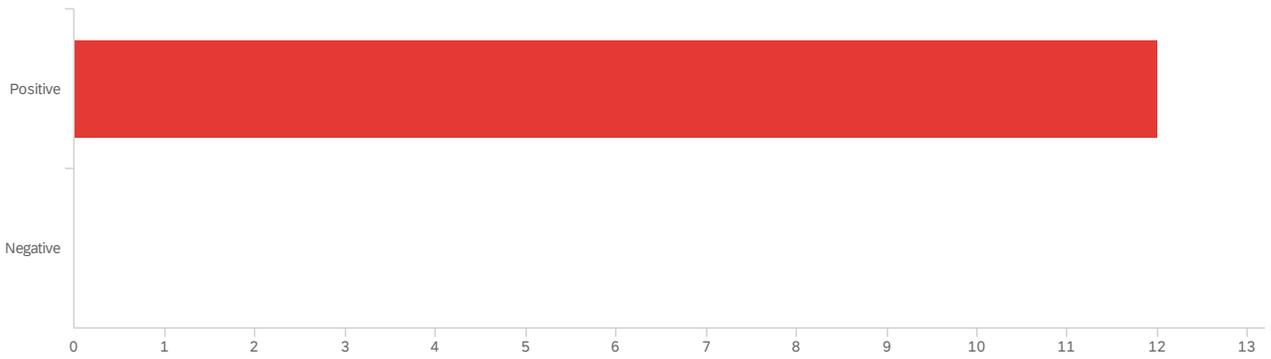
Student said its pretty easy to navigate.

Student states nothing so far.

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

Student did not think anything stuck out to them in particular.

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	1.00	1.00	0.00	0.00	12

#	Field	Choice Count
1	Positive	100.00% 12
2	Negative	0.00% 0

12

Showing rows 1 - 3 of 3

Q62 - How could we have improved our service?

How could we have improved our service?

End of Report