

**Distance students were surveyed randomly by telephone during April - May 2012. Results from these focus groups will be used to improve the DE courses at UWG.**

**[The Phone Survey](#)**

**Telephone Survey Results**

**1. Please rate the admissions process at UWG.**

N = 109	%
a. Good	89.0
b. Needs Improvement	11.0

**2. How did you receive advisement services offered to online students?**

N = 108	%
a. Online	16.7
b. Through email	23.1
c. By telephone	9.3
d. In person	63.9
e. Did not receive advisement (Skip # 3)	15.7

**3. Please rate the advisement you received as an online student.**

N=91	%
a. Good	85.7
b. Needs Improvement	14.3

**4. Were you aware advisement is available for all students, including online students?**

N=105	%
a. Yes	95.2
b. No	4.8

**5. Please rate the registration process you experienced as an online student?**

N=107	%
a. Good	73.8
b. Needs Improvement	26.2

**6. Please rate the fee payment process you experienced as an online student?**

N=110	%
a. Good	87.3
b. Needs Improvement	12.7

**7. Have you received tutoring services offered to online students?**

N=110	%
a. Yes	12.7
b. No (Skip #8)	87.3

**8. Please rate the tutoring you received as an online student.**

N=15	%
a. Good	73.3
b. Needs Improvement	26.7

**9. Were you aware tutoring is available for all students, including online students?**

N=110	%
a. Yes	74.5
b. No	25.5

**10. Have you received counseling services offered to online students?**

N=110	%
a. Yes	12.7
b. No (Skip #11)	87.3

**11. Please rate the counseling you received as an online student.**

N=14	%
a. Good	78.6
b. Needs improvement	21.4

**12. Were you aware counseling is available for all students, including online students?**

N=110	%
a. Yes	70
b. No	30

**13. Did you use any library resources as an online student, either by visiting a library or using online library resources?**

N=109	%
a. Yes	84.4
b. No	15.6

**14. Please rate the availability of library services for online students.**

N=101	%
a. Good	90.1
b. Needs Improvement	9.9

**15. Have you utilized any other student services offered to online students?**

N=105	%
a. Yes	49.5
b. No	50.5

**16. Please rate the student services as you received as an online student.**

N=61	%
a. Good	93.4
b. Needs Improvement	6.6

**17. How did you receive a technical orientation to CourseDen? More than one answer may apply.**

N=108	%
a. CourseDen Training Course	31.5
b. Live Oritnetaion	11.1
c. Instructor or orientation module inside your course	25
d. Other class members	2.8
e. Did not receive technical orientation	45.4

**18. Did these orientations provide you with enough information to effectively use CourseDen by the second week of your course?**

N=91	%
a. Yes	76.9
b. No	23.1

**19. If you had problems accessing a course or using CourseDen in any way, which of the following did you go to for help? More than one may apply.**

N=109	%
a. The UWG Online helpline via email or phone	22
b. CourseDen Training Course	3.7
c. Instructor or orientation module inside the course	22.9
d. Another classmate	19.3
e. After-hours helpline: 1-855-722-0423	1.8

**20. Was \_\_\_\_\_ (answer above) successful in solving your CourseDen issues?**

N=100	%
a. Yes	82.8
b. Somewhat	10.3
c. No	6.9

**21. Overall, did you received prompt and courteous student support as an online student?**

N=100	%
a. Yes	89.8
b. No	10.2

**22. Compared to a traditional course, how much do you think you learned in an online course? Was it about the same, more, or less than in a traditional course?**

N=109	%
a. About the same	<b>50.5</b>
b. More	17.4
c. Less	32.1

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

N=109	%
a. About the same	22.9
b. More	22.9
<b>c. Less</b>	<b>54.1</b>

**24. Do you think there are enough online courses offered at UWG?**

N=100	%
<b>a. Yes</b>	<b>57.8</b>
b. No	23.9
c. Not sure	18.3

**25. If the online course you last took was not offered online, would you have driven to campus to take the course?**

N=108	%
a. Yes	75

b. No	25
c. Not offered	0

**26. For what reasons did you take an online class? Multiple responses may apply.**

N=108	%
a. Part pf an online degree program	11.1
b. Not offered on campus	23.1
c. Distance (too far to drive)	24.1
d. Cost (save money)	4.6
Convenience	76.9

**Open-Ended Questions for Distance Student Telephone Survey**

**May 2013**

**How can admissions be improved?** (Asked only when students said that advisement services needed improvement)

- Transfer isn't easy
- easier to access. make things more visible
- Would like paperwork to be verified in a more efficient manner.
- more qualified gpa
- Athlete, and someone else had to enroll her, and she was not able to get the class she needed.
- They seem very unorganized and like to send out information at the last minute, at least to grad students.
- For the graduate program it would nice if the did not change the procedure to apply right in the middle of when I was applying.
- Faster service, better quality,
- Simple and easy to use
- past application can be edited openly
- Very lengthy, too much forwarding calls.
- Keeping up with paper work. And following up with students let them know what paper work needs to be submitted
- Locating information on the website. The design of the website was too congested to find the information I needed.
- Staff doesnt communicate well and call center number does not work well and if you have a specific question you have been working with you cant get a hold of them.

**How can advisement be improved?** (Asked only when students said that advisement process needed improvement)

- Sit down and need to look at the classes previously taken.
- Adviser would only call when I was doing something wrong and never called just to talk or check up
- I wish I could have met in person instead of over the phone. I felt at a disadvantage.
- Excellent
- Wanted more contact from advisor. Scheduling and such.
- Adviser was not helpful with athletic forms.
- History Dept needs improvement, they do not seem specialized.
- Deadlines and outline for steps to be taken for certification of graduate program should be outlined better and readily available for students
- Easier to contact them
- Prefer to not need advisement each time

- I misunderstood over email. I'm a transfer student and I just didn't understand all of the information in the email. But in person it was great.
- The time I had for advisement was too short, and I wish that I could have spent more time with my advisor.
- Student did all the work. More advisor interaction.
- Hard to make an appointment
- no one answered phone for appointments
- Advisers in the biology dept are no good and are no help. Was on my own.

**How can registration be improved?** (Asked only when students said that registration process needed improvement)

- Awful. Banweb shuts down and major service issues.
- When everyone is trying to get in at once lags terribly. Bigger server
- Too many people registering at once, server issues
- The system freezes up a lot.
- bigger servers freezes and crashes
- Doesn't think the server was really able to handle crowd.
- more user friendly
- Make it easier to view classes, link it to Wolf Watch.
- Bugs in the system caused me to be enrolled in two classes when I had unenrolled from the other a while back.
- bigger class
- hard to get on banweb
- Would like to receive emails for when registration begins.
- Not enough criminology classes in person, too many online. Not a good mixture.
- The website gets so full with everyone trying to register at once that it freezes and you cannot log in
- All the classes I wanted
- shouldn't need advisement
- more offered
- Very lengthy process, and kept locking up.
- The whole system shuts down at midnight when everyone is trying to register.
- Old system was better
- It could be more convenient and easier to use.
- Every class I needed was taken.
- Registering by social numbers is not effective
- Too many people logging in at once so computer won't let you in
- Not easy to find classes
- Problems with financial information held me up.
- Compared to Duke, my previous university, the registration system is cumbersome and tough to use. There all I had to do was put in my school email address and all of the classes I could take showed up and I just had to select them

**How can fee payment be improved?** (Asked only when students said fee payment process needed improvement)

- Didn't like the service charge for using a credit card to pay for classes. More options for paying.
- Charged for an eCore class when she wasn't even taking an eCore class. Distance courses and eCore need to be more divisible.
- When mixing traditional and online courses, the overall costs rise. Wasn't happy about that part.
- Refund process took two and a half months to remedy
- Doesn't like the wait time on reimbursement of refunds.
- more than 2 ways of paying
- Offer more payment options.
- shouldn't charge to use credit card
- Not fair for online classes to be an extra tuition rate.
- taking off fines and fee just for taking online classes
- Credit card fees

- Fee with credit card payment.
- Make a payment have to drive to campus to make it or get charged. Can't do it on the phone. Have to drive 1.5 hours
- The fee assessment should be on the same page that you would pay your fees.

**How can tutoring be improved?** (asked when students said tutoring for online students needed improvement)

- Used the Writing Lab and thought they could have been more helpful with small errors.
- answers were not accurate, not familiar

**How can library services be improved for online students?**

- Navigating Galileo is difficult and not user friendly
- Requesting access tasks to long for articles. Expand resources for nursing majors
- It was difficult to find the Galileo password and when I was in the library, I could not connect to the wifi.
- Easier way to get Galileo password.
- not easy to access from home
- more explanation
- awesome!
- 1-10 maybe an 8
- hard to find an article she could open
- Online resources can be complicated sometimes
- Needs to broaden access to medical journals.
- Pretty good services. I went in person and I was impressed with their hours, until late late.
- access needs to be easier

**Have you utilized any other student services offered to online students?** (asked to specify if answered 'yes')

- Bursar, SITS
- SITS and Financial Aid
- Financial Aid, Testing, Disability Services, Tutoring
- Financial Aid
- SITS-Computer Repair, Bursar-Billing problems
- SITS
- Financial Aid
- Financial Aid, Career Guidance
- SITS and Disability Services
- Financial Aid
- SITS
- Financial Aid
- Financial Aid
- SITS, Career Services
- Health Office
- Career Services
- all
- Financial Aid and Career Service
- SITS
- Financial Aid
- Financial Aid
- Financial Aid
- Financial Aid
- financial aid
- SITS
- Career Guidance, Financial Aid

Financial Aid, Career Services, SITS

- Financial Aid
- Career Guidance
- online chat help
- Career Guidance
- career guidance, disability service
- Financial Aid, Tutoring
- Financial Aid
- Financial Aid
- SITS
- Financial Aid
- Financial Aid and the Bursar's office.
- Career Services, Financial Aid
- Uwg helpdesk
- Financial Aid, Bursar, ITS
- Financial Aid
- financial aid
- Financial Aid
- Career services not responding
- SITS
- Financial Aid

**How can student services be improved for online students?**

- Hard to get a straight forward answer from Financial Aid office. Give the run around.
- SITS personnel were rude.

**If your technical orientation to CourseDen did not provide you with enough information to effectively be used by the second week of your course, please explain why.**

- Didn't receive any.
- Didn't use any but it is user friendly
- Didn't use any.
- Too long
- Trial and error since he didn't use any help. Got used to the new system.
- A lot of getting used to
- It took a little longer than two weeks to figure the system out.
- It just took me lot long to find thing in the new system and the way old CourseDen notified you of new happenings in your class was much more effective to me.
- Just getting use to the new system.
- confusing where things were
- really had trouble navigating
- more helpful tips
- Says the system is simple. It only looks complicated.
- didn't attend
- The new notifications don't link directly to the content like the old CourseDen's notifications did. So took a little time to find where the new stuff actually was.
- Vaguely described. Word of mouth and asking for help. None of my professors offered help.
- Want to have access to the new system before classes start.

**If you had problems accessing a course or using CourseDen in any way, which of the following did you go to for help? More than one may apply. Was \_\_\_\_\_ (answer above) successful in solving your CourseDen issues? (asked to explain detail if answered 'no' or 'somewhat')**



The teacher extended the time I had available

- The other classmate was not effective, but the teacher and the helpline were.
- it was difficult to navigate
- Some people couldn't call in or the teacher couldn't help to the point class had to be canceled.

**Overall, did you received prompt and courteous student support as an online student? If 'no' please explain.**

- Half the time she doesn't get replies from professors.
- SITS personnel don't seem understanding and often rude unhelpful.
- Not enough hours that they are available.

**Compared to a traditional course, how much do you think you learned in an online course? Was it about the same, more, or less than in a traditional course? Please explain.**

- Do the assignments to the point where she's passing (A and Bs), but learned absolutely nothing.
- Being able to ask your professor right after class where online you cant. Have to email and wait for a response.
- Teaching yourself but also have your instructor as a backbone. Have to keep up with it.
- Lacking the the hands on approach of the classroom environment.
- Learned things but,could have easily looked up most of the materials and content on his own.
- Teaching yourself
- I learn better sitting in a classroom.
- It was great to learn and immediately apply the research.
- You need to little effort forward.
- Did not take online courses.
- It depends on the professor and their available to navigate through CourseDen.
- Noticed between semesters that she still had to prioritize her time.
- The Psychology class could bring more stuff to the table.
- Really enjoys the classroom discussion of a face to face class. Tends to forget when things are due when in an online environment.
- I do better in a traditional classroom
- more ways to learn
- With the online courses I usually do the minimum to get by. So I don't study the material as much.
- I get a lot out of peer interaction. And the courses that I took did not have much in the way of that.
- It is what you put into it. It is more self taught, but if you read and follow the information you can learn just as much as you would in class.
- It was just simply read the book and answer the questions that I had.
- Every subject that I have taken online I feel I have learned what I needed to know.
- Less because since you don't have to go to school and can procrastinate doing work and can pretty much do open book work the entire time.
- And you are more than likely just hunting for the answer instead of taking in the information.
- With the new system, it is more difficult to figure out if I had an assignment and when they are due. And I also don't seek out help from my professors as much when I take an online course.
- There was more work but she thinks it balances out that way.
- you can learn at own pace but courses were too easy. too easy to pretend you understand
- more challenging to learn on own
- she would rather be in a class
- Have to be involved. Especially with the discussion board.
- When online you can be more direct when gathering information for classes.
- I'm probably better at a teacher instructing a class. I nothing really sticks with you in an online class.
- With online it was more reading based, but it was the same material.
- I just read the chapter like an in person professor would tell me to do.
- I just got the material.
- It felt the same. We did a lot of webinars so I saw the professor all the time.
- You just read the PowerPoints instead of going to a lecture.

- I learned better by seeing it in-person and having it explained to me that I did in an online course.
- Since it has resources that you can go back to, it makes studying more accessible even though you are learning on your own.
- It was the same material, just learned it a different way.
- Not as easy to get information
- A lot more in-depth reading
- It's more structured and I picked up the information better.
- Had to do more of the research myself instead of getting it summarized by the professor.
- I had access to lots of discussion boards and get feedback in real time from professor and classmates
- Was able to pick on on the material and I had the book.
- I just like that I can go at my own pace

**Compared to a traditional course, how much did you interact your instructor and classmates? Was it about the same, more, or less than in a traditional course? Please explain.**

- Didn't have any contact with the instructor at all.
- Some courses made you interact more, some less
- Has friends in the class and they work together, and during discussions they post to each other without interacting with anyone else.
- Discussions and meetings
- Through the discussion board, I was required to reply to other students weekly.
- Didn't have many questions that didn't involve an assignment. Spoke occasionally with my classmates.
- The way I did work, I just did not interact with them very much.
- Made use of the discussion board.
- Classmates seemed more comfortable from behind the computer.
- Did not take online courses.
- Certain classes were less. In her Computers and her Society Class it is you have this assignment, this quiz, and nothing else.
- Hardly interacted with the instructors neither online or face-to-face. Discussion board took place of interacting with fellow classmates or instructor.
- Don't interact with classmates and only refers to the instructor for a question.
- I just feel interacting better in a traditional because my writing skills aren't the best.
- constant discussions and access to peers or professor
- The required discussions pushed me to talk with my classmates and I spoke with my professor probably as my as a regular course.
- When all of you assignments are posted in advance with full instruction there isn't much reason to interact with everyone.
- Lack of in-person contact.
- Other than the discussion assignments I did not talk to the other students or professor much.
- More with classmates and less with instructor. I had to respond to so many discussion posts that it was pretty much required to talk more.
- Didn't have to speak with the instructor so he didn't.
- You converse with the professor or other students as fast. You are just less like to talk to others in an online course.
- In an online course I don't get to know the students and the instructors. So I don't feel comfortable asking online. In a traditional you get to see how each person is and see how reliable they are with the questions they might have.
- Feels like independent study and thus no face to face time.
- more one on one
- discussions
- weekly discussions
- no communication
- Discussion boards required group work which requires interacting with other classmates.
- Only talked with instructor if some issue or error occurred,

- We do meet with our instructor a lot, and they are must more readily available.
- More self-taught. So I just read the book and didn't really interact with the other.
- You are not seeing the person face to face and we would only talk to each other when we had a problem.
- It was not not in a classroom so you don;t see them everyday. But we did communicate through the disscussion board.
- I was in webinars all the time and blackboard works just like a classroom.
- Use of the announcements and are encouraged to give feedback.
- Not required
- Less opportunity to talk to people.
- I just did not have much of a reason to interact.
- At home not face to face
- a little less about the same
- Dont get to see the people face to face and get the connection.
- You had to interact with students in the discussions but since you didn't have to answer back, it was not as much as traditional.
- More because of discussions posts, but I thought it was unnecessary.
- It was more with my instructor, because of the required discussions, but less witt my classmates.
- Weekly questions to answer and she would reply to those.
- No real feedback from instructor on submitted assignments

### **Responses for "Other" to the question "For what reasons did you take an online class?"**

- Because she's taking 18 hours
- Good at teaching myself and laid back
- Part of her program.
- Computer Saavy
- Scheduling. Wanted to come home at a reasonable hour.
- Time
- Mandatory
- Feels that traditional courses are more realistic.
- Just for more credit hours
- Not offered on Rome campus school
- Children and a job
- work sched
- WOrk Sched

### **Finally, are there any other ways online courses, programs, and services for UWG students could be improved?**

- More technical orientations regarding how to use an online course.
- Don't think so, everything was great as far as online courses. However, online students shouldn't have to pay for fees such as the gym, bus, and health center since they'll never be used if you never go to campus.
- nope
- The criteria is too advance for an online class compared to a traditional class. Banweb is horrible to register for a class as it keeps having problems, Biology Advisers are horrible in general.
- Virtual online classes are helpful (corporate finance)
- No that I can think of.
- No it works out fine for me.
- Wouldn't advise shifting from LMS to the other in the middle of the year.
- more conferences with online class
- not that shge can think of
- Professors need to be skilled with CourseDen, and in a completely online course, need to give detailed instructions and keep in contact with students.
- More courses should be available to online students.
- No, the new CourseDen has improved.

- Can't think of any.
- Not for him, but has noticed some people having a terrible time figuring stuff out.
- Instead of being completely online, I wish my class could have met maybe 3 times a semester.
- Not at this time.
- nope :)
- I think that they are doing a good job.
- Great job right now. Just keep it up.
- Everything has been fine for me. The only people I know that had issues were the people that were used to the old CourseDen.
- Not sure, haven't thought about it.
- Don't know.
- The ways that the frames have been programed in the new CourseDen is terrible. The email frames in particular are bad. The discussion board layout is more complicated and hard to use.
- Online password reset didn't work all the time.
- if professors were required to have chat room hours
- go back to old server. more videos and recorded lecture. less discussions. LOVED webinars and wimba
- courseden widgets are too busy
- Wish there is more communication about what's going on, what is available for you, and more online classes.
- When logging into CourseDen, there should be a list of all assignments from every class due for the week.
- Etuition rate should be the same if a student is taking both traditional and online classes.
- no everything is fine
- None just the fee
- Add more online biology classes.
- happy with services
- courses shouldn't be offered only once a year.
- Instructors should not have things due when CourseDen is down. And they should all be instructed on how to use CourseDen properly.
- "There are still a few more technical issues that need to be fixed in CourseDen."
- yes by allowing more time for assignment and quizzes
- No, I think it's pretty sufficient.
- No not really. The new CourseDen a whole lot better.
- If all online courses required that we meet with our professor's at least once.
- Less reading for students with online courses.
- Virtual meetings should be mandatory.
- Interaction of students and teachers.
- I wish there were a lot more courses offered online because I work full time and go to school full time so it's hard to find time. Mobile website isn't helpful and lacking information. No grades, etc.
- Professors that don't respond to emails are a serious problem. And poor instructions on some assignments.
- No, I think they are pretty good as is.
- Improve the synchronous online classroom. It is very buggy and the video quality is poor.
- Not having to deal with Immunization form, and having a parking pass when coming to campus.
- Main issue is lack of response with services.
- I do prefer the old system more because I could see my notifications from a class right from the home page. With D2L, I have to click into a course and go to grade or assignments to see if anything new was posted.

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