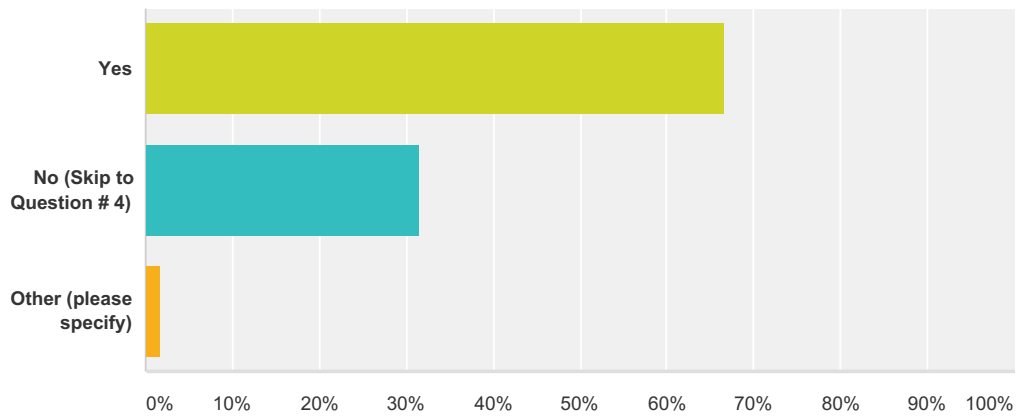


Q6 Were you admitted to UWG within the last 12 months?

Answered: 117 Skipped: 5

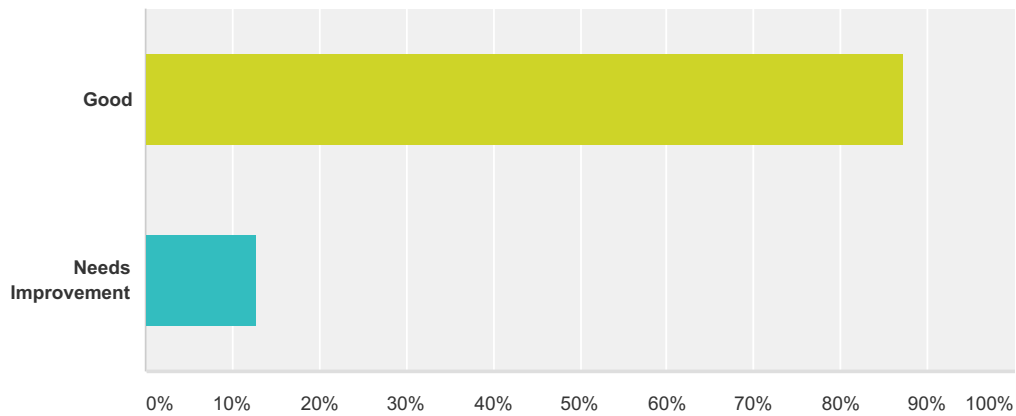


Answer Choices	Responses
Yes	66.67% 78
No (Skip to Question # 4)	31.62% 37
Other (please specify)	1.71% 2
Total	117

#	Other (please specify)	Date
1	2nd	4/14/2016 11:04 AM
2	She said I guess she is in the graduate pogram in 2014	4/12/2016 4:11 PM

Q7 Please rate the admissions process at UWG.

Answered: 78 Skipped: 44

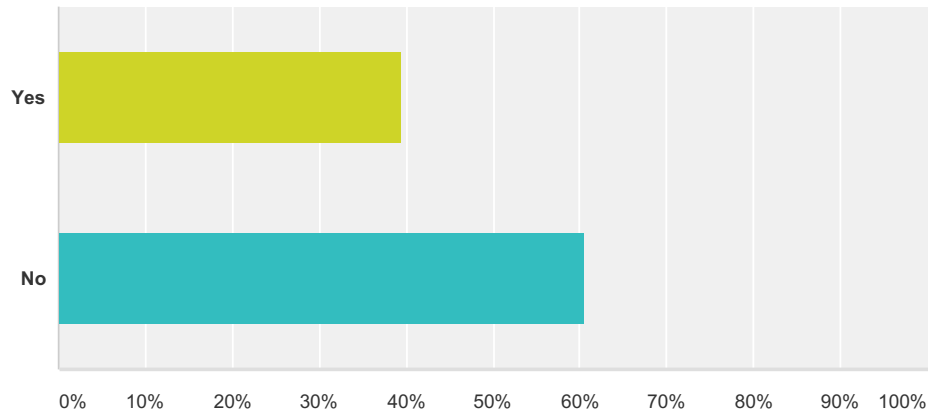


Answer Choices	Responses	Count
Good	87.18%	68
Needs Improvement	12.82%	10
Total		78

#	*If needs improvement, ask "How can the admissions process be improved?"	Date
1	What documents need confusion but seemed simple	4/15/2016 4:55 PM
2	submitting the application went wrong had to call a few times,	4/14/2016 4:23 PM
3	so easy!! wonderful transcripts was electronic and wonderful	4/14/2016 3:31 PM
4	no one calls to let anyone know what they are missing	4/13/2016 4:34 PM
5	a couple of confusing things	4/13/2016 3:36 PM
6	just ok. long time since school and forgot the steps. it would have been nice to have more instruction and steps to follow. or someone to help	4/13/2016 3:11 PM
7	confusing GS 62 preadmission student. no one knew what that was so they were nice but it was ping pong for informat	4/13/2016 11:14 AM
8	Needs improvement: Rough - she was told she could be admitted last July when it came down to it it didn't work. There were some difficulties. She was readmitted in November rush.	4/13/2016 9:20 AM
9	interesting. gap was submit paperwork had to keep resending in	4/12/2016 5:20 PM
10	easy conven	4/12/2016 4:19 PM
11	The part in which she needs to provide information to the health services was not very good.	4/12/2016 1:31 PM
12	could be better	4/11/2016 4:22 PM
13	confusion with immunization form and emails	4/11/2016 3:46 PM
14	dont remeber	4/4/2016 3:58 PM

Q8 Did you participate in a UWG Orientation session?

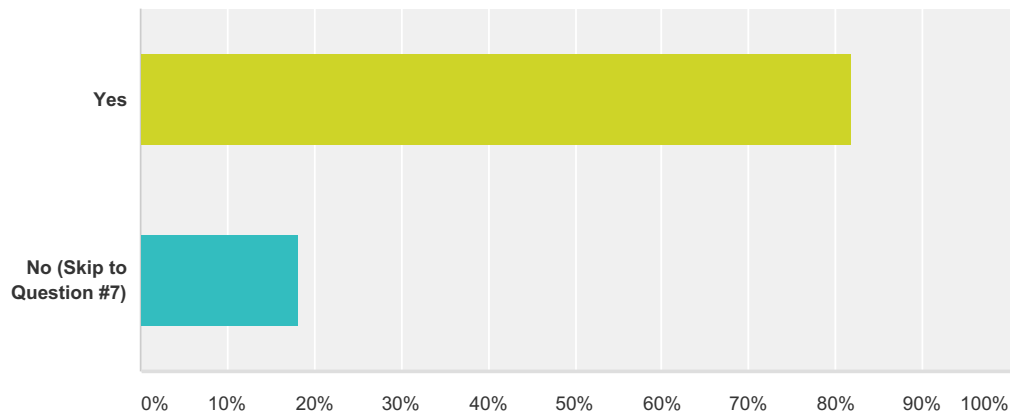
Answered: 86 Skipped: 36



Answer Choices	Responses	
Yes	39.53%	34
No	60.47%	52
Total		86

Q9 Were you aware advisement is available for online students?

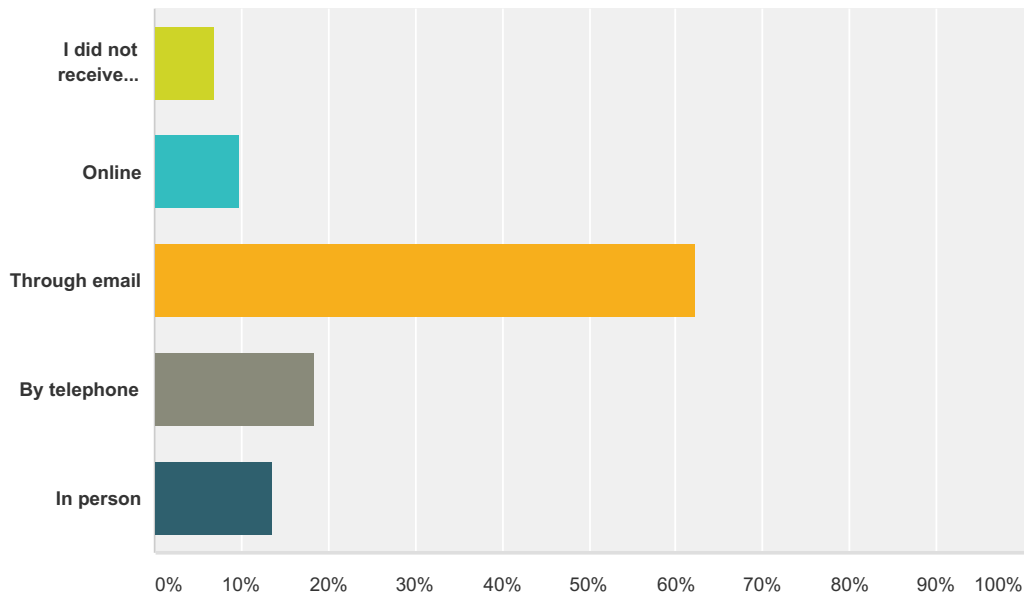
Answered: 116 Skipped: 6



Answer Choices	Responses	
Yes	81.90%	95
No (Skip to Question #7)	18.10%	21
Total		116

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

Answered: 103 Skipped: 19

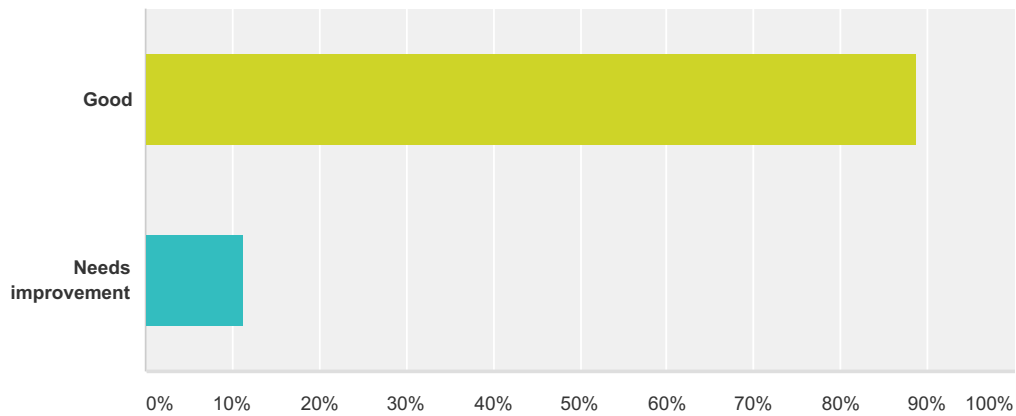


Answer Choices	Responses
I did not receive advisement (Skip to Question #7)	6.80% 7
Online	9.71% 10
Through email	62.14% 64
By telephone	18.45% 19
In person	13.59% 14
Total Respondents: 103	

#	Other (please specify)	Date
1	one time. not really sure of the process and advisor doesnt reach out to her she feels extermly disconnected from the univeristy, she doesnt know of the resources provided	4/15/2016 4:55 PM
2	letter	4/13/2016 2:49 PM
3	not reached out to	4/12/2016 4:19 PM
4	add	4/7/2016 4:50 PM

Q11 Please rate the advisement you received.

Answered: 97 Skipped: 25

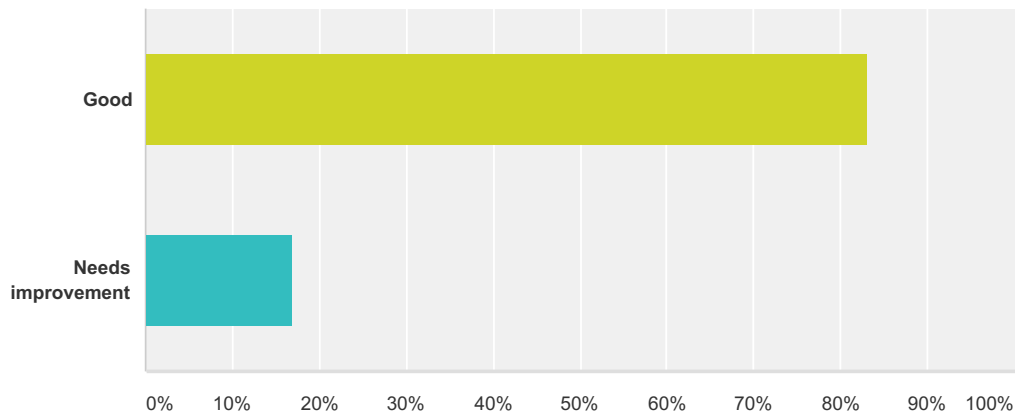


Answer Choices	Responses	
Good	88.66%	86
Needs improvement	11.34%	11
Total		97

#	*If needs improvement, ask "How can advisement services be improved?"	Date
1	little disconnected	4/15/2016 4:55 PM
2	one professor was good but took leave and then was a while before had a new advisor	4/15/2016 4:26 PM
3	My first advisement was good, had appointment via phone. after that advisor changed 3 times and was unaware and needed guidance, contacted advisors but it took 4 emails before getting a response. schedule a time to talk and she said take what ever is on your list, biggest struggle.	4/14/2016 3:59 PM
4	Mrs. Huett is Wonderfu!	4/14/2016 3:31 PM
5	confused about the process for taking for classes	4/14/2016 12:49 PM
6	They did not tell her who her adviser was	4/13/2016 4:29 PM
7	The transcript said she needed a class that I did not need and the advisor was not helpful on what needed to be done.	4/13/2016 4:06 PM
8	one was horrible and had to change	4/13/2016 3:11 PM
9	deadlines should be communicated well	4/13/2016 2:32 PM
10	It was great.	4/13/2016 9:20 AM
11	excelent	4/12/2016 4:51 PM
12	Don't	4/12/2016 2:45 PM
13	more advisers	4/8/2016 9:11 AM
14	add	4/7/2016 4:50 PM
15	Only one advisor, not enough variety of availability	4/7/2016 4:38 PM
16	Advisors reaching out.	4/6/2016 11:51 AM

Q12 Please rate the registration process you experienced.

Answered: 113 Skipped: 9



Answer Choices	Responses	Count
Good	83.19%	94
Needs improvement	16.81%	19
Total		113

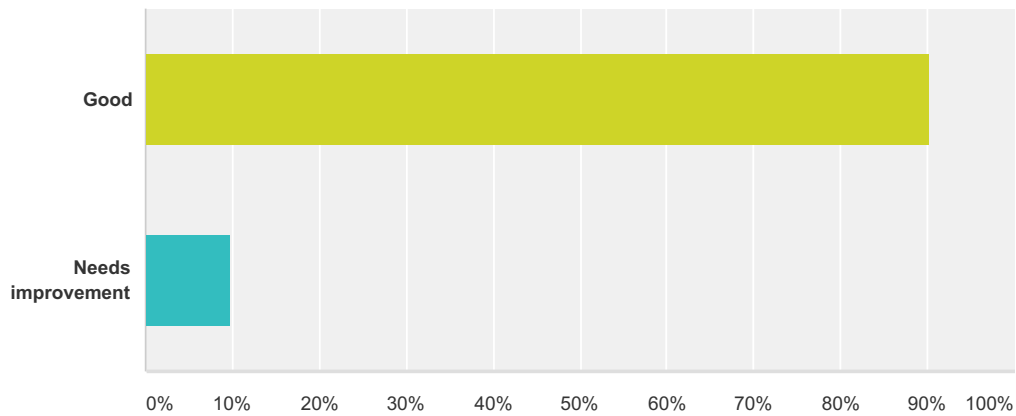
#	*If needs improvement, ask "How can the registration process be improved?"	Date
1	fight for same classes and then got classes didnt want	4/15/2016 4:55 PM
2	advisor at the beginning outlined. some filled up before could get in and the new advisor couldnt help immediatly	4/15/2016 4:26 PM
3	easy	4/14/2016 4:23 PM
4	I needed a prereq every time, had to always email the advisor and instructor	4/14/2016 3:59 PM
5	easy. great good to end. responses are great	4/14/2016 3:31 PM
6	easy added a lot to website that is way easier then back when she first went	4/14/2016 3:07 PM
7	confused about the process for taking for classes	4/14/2016 12:49 PM
8	easy.	4/14/2016 10:40 AM
9	The date that she was supposed to register kept getting pushed back. By the time she was able to register, some of the classes were already gone.	4/13/2016 4:18 PM
10	More communication in to your accounts when first admitted	4/13/2016 4:03 PM
11	schedules is not released in advance.	4/13/2016 3:36 PM
12	response took days, so classes filled up quickly	4/13/2016 2:49 PM
13	bounced around confus	4/13/2016 11:14 AM
14	self explanatory - bc she has been in -	4/13/2016 9:20 AM
15	self explanatory - bc she has been a student and has used multiple other LMS.	4/13/2016 9:20 AM
16	She got the run around	4/12/2016 4:49 PM
17	conven simple. once firmilar its easy	4/12/2016 4:19 PM
18	adviser sends what i need	4/12/2016 4:11 PM
19	deadlines need to be more clear and available, by the time that she registered, the classes were full	4/12/2016 2:25 PM

Spring Phone Survey 2016

20	The first was bad because of the financial aid process because of late enrollment	4/12/2016 12:55 PM
21	Can be confusing at times, difficult to figure out the site	4/12/2016 12:46 PM
22	fine got to register earlr	4/12/2016 9:52 AM
23	trouble because didnt have all the credentials because was not in the system	4/11/2016 4:32 PM
24	website is confusing two websites	4/11/2016 4:22 PM
25	just okay, very long.	4/11/2016 2:53 PM
26	nontraditional was difficult. Vacation for campus	4/11/2016 2:16 PM
27	hard at the beginning.	4/11/2016 12:56 PM
28	be faster	4/8/2016 9:11 AM
29	Make the registration process easier	4/8/2016 8:43 AM
30	Earlier date	4/6/2016 11:51 AM

Q13 Please rate the fee payment process you experienced.

Answered: 113 Skipped: 9



Answer Choices	Responses	
Good	90.27%	102
Needs improvement	9.73%	11
Total		113

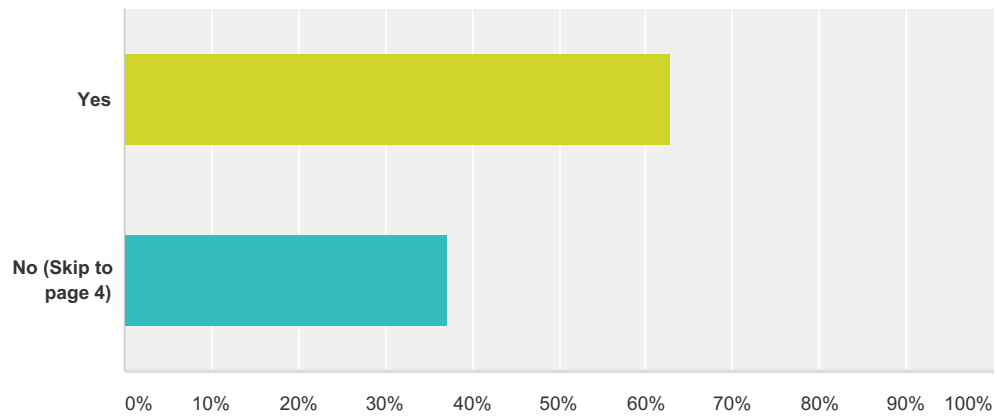
#	*If needs improvement, ask "How can the fee payment process be improved?"	Date
1	It can be confusing at the beginning.	4/18/2016 11:42 AM
2	dont understand why there is a fee for using a debit card and also i think you just use credit card or certain kind to accept and she doesnt have that kind	4/14/2016 4:59 PM
3	dont have much to competitive but is good.	4/14/2016 3:31 PM
4	best thing has ever done	4/14/2016 3:07 PM
5	need to be notified that Gmail emails were used	4/14/2016 2:33 PM
6	fine. easy navigation	4/14/2016 10:40 AM
7	free tuition student	4/13/2016 11:14 AM
8	Other than the fact that she feels hounded with the constant emails about paying.	4/13/2016 9:20 AM
9	better first time then second. hard to know which link to use	4/12/2016 5:20 PM
10	easy	4/12/2016 4:51 PM
11	good simpl easy check online	4/12/2016 4:19 PM
12	no negative comments	4/12/2016 4:11 PM
13	do not split up the payments, no option to pay in full	4/12/2016 3:02 PM
14	Banweb- tricky to find what you are looking for (user riend)	4/12/2016 11:51 AM
15	needs improvement not alot of help. - can't	4/12/2016 9:52 AM
16	Difficult for graduate student because they can not apply for a lot of loans - offer a payment plan	4/11/2016 4:51 PM
17	Time	4/11/2016 3:25 PM
18	But Finacial Aid was hard, everyone gave her a different answer.	4/11/2016 12:58 PM
19	lower fees	4/8/2016 9:11 AM

Spring Phone Survey 2016

20	Need improvement overall	4/8/2016 8:57 AM
21	Online paying is confusing, directions aren't clear on Banweb	4/7/2016 4:38 PM
22	Difficult to get payments through and not updated	4/7/2016 4:08 PM

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

Answered: 116 Skipped: 6

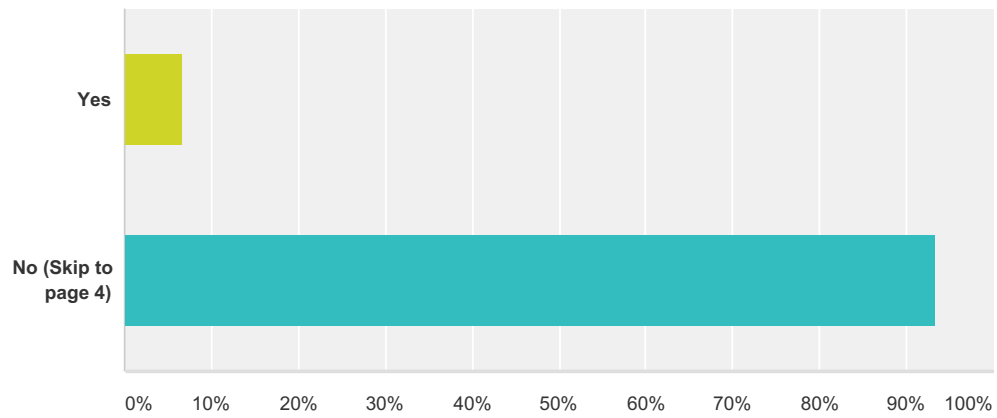


Answer Choices	Responses
Yes	62.93% 73
No (Skip to page 4)	37.07% 43
Total	116

#	If no, refer to Online Student Guide	Date
1	didn't want	4/12/2016 4:11 PM

Q15 Did you utilize any of the available tutoring services?

Answered: 75 Skipped: 47

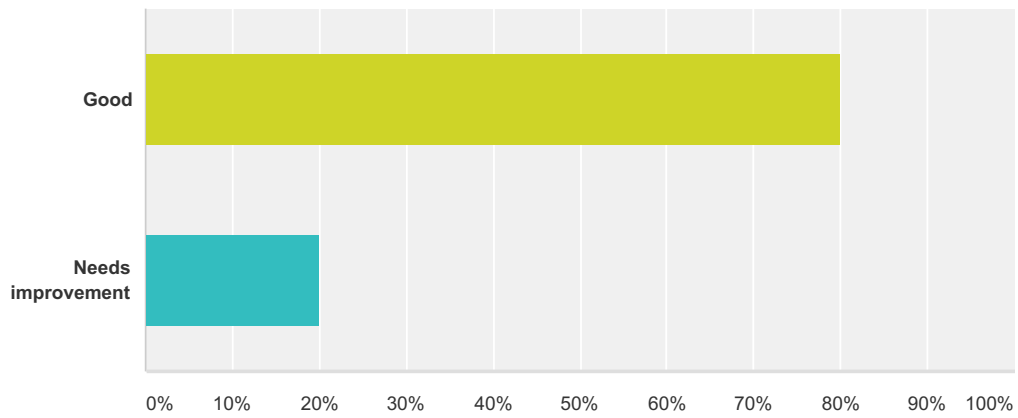


Answer Choices	Responses
Yes	6.67% 5
No (Skip to page 4)	93.33% 70
Total	75

#	*If yes, ask "Which service(s) did you utilize?"	Date
1	Writing center	4/13/2016 2:27 PM
2	smarthinking for essays but would like more tutoring service options	4/13/2016 11:14 AM
3	Writing Lab Online	4/12/2016 3:54 PM
4	Writing Lab	4/11/2016 4:52 PM

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

Answered: 5 Skipped: 117

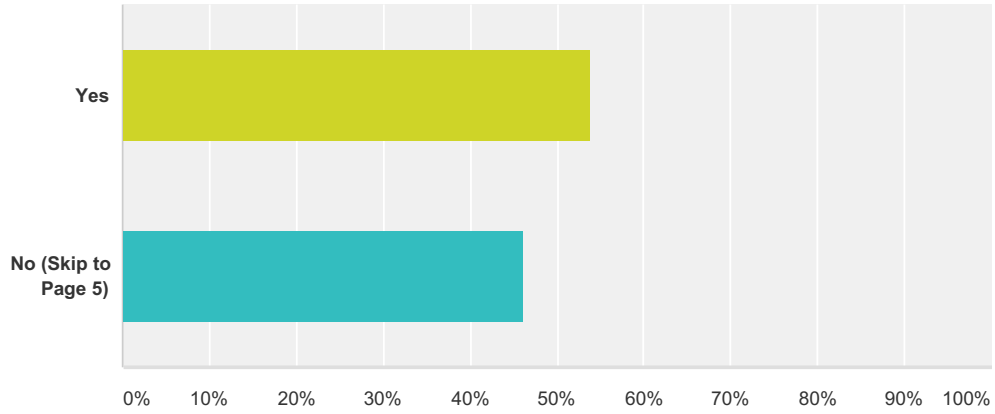


Answer Choices	Responses
Good	80.00% 4
Needs improvement	20.00% 1
Total	5

#	*If needs improvement, ask "How can tutoring be improved?"	Date
1	average a lot of tech gliches on weekend. emails dont reply	4/13/2016 11:14 AM

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

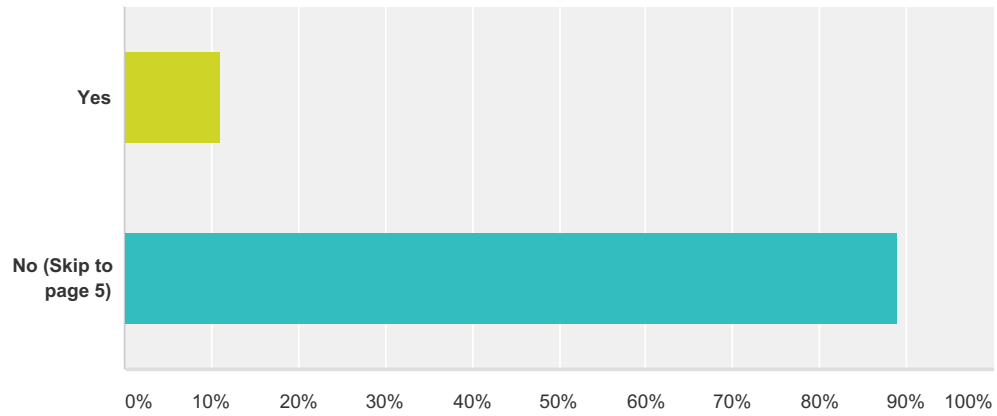
Answered: 115 Skipped: 7



Answer Choices	Responses	
Yes	53.91%	62
No (Skip to Page 5)	46.09%	53
Total		115

Q18 Have you every utilized any of these services?

Answered: 63 Skipped: 59

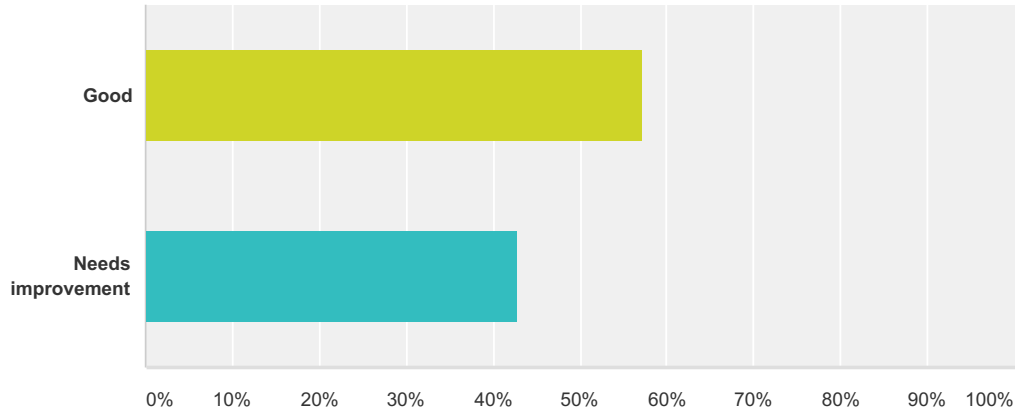


Answer Choices	Responses
Yes	11.11% 7
No (Skip to page 5)	88.89% 56
Total	63

#	*If yes, ask "Would you mind sharing which service(s) you utilized??"	Date
1	accessibility. not sure if they would be able to assist her	4/15/2016 4:57 PM
2	Health Services	4/8/2016 9:12 AM
3	health service	4/8/2016 8:58 AM

Q19 Please rate the services you utilized.

Answered: 7 Skipped: 115

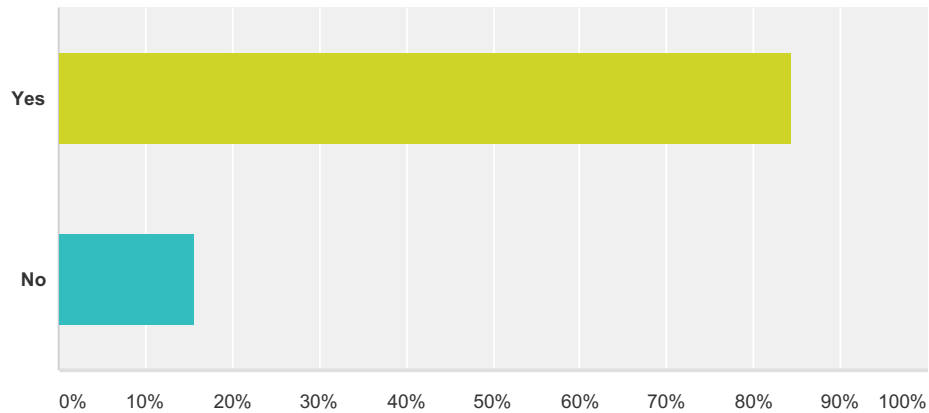


Answer Choices	Responses
Good	57.14% 4
Needs improvement	42.86% 3
Total	7

#	*If needs improvement, ask "How could these services be improved?"	Date
1	They are good but what she needs help with she doesnt know if they could help her with it.	4/15/2016 4:57 PM
2	Birth Control should be free	4/8/2016 9:12 AM
3	wait time	4/8/2016 8:58 AM

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

Answered: 115 Skipped: 7



Answer Choices	Responses
Yes	84.35% 97
No	15.65% 18
Total	115

#	*If yes, ask "Which method did you use?"	Date
1	online library resources	4/18/2016 1:07 PM
2	Online	4/18/2016 11:42 AM
3	Galileo	4/15/2016 4:26 PM
4	galileo	4/15/2016 3:59 PM
5	galileo	4/15/2016 8:38 AM
6	online	4/14/2016 4:59 PM
7	online library resources	4/14/2016 4:41 PM
8	online library resources	4/14/2016 4:16 PM
9	galileo	4/14/2016 3:59 PM
10	online library resources	4/14/2016 3:54 PM
11	online library resources	4/14/2016 3:41 PM
12	online-resources	4/14/2016 3:31 PM
13	online	4/14/2016 3:07 PM
14	online library resources	4/14/2016 2:34 PM
15	online library resources	4/14/2016 1:58 PM
16	online library resources	4/14/2016 12:50 PM
17	Gal	4/14/2016 11:04 AM
18	Galileo	4/14/2016 10:41 AM

Spring Phone Survey 2016

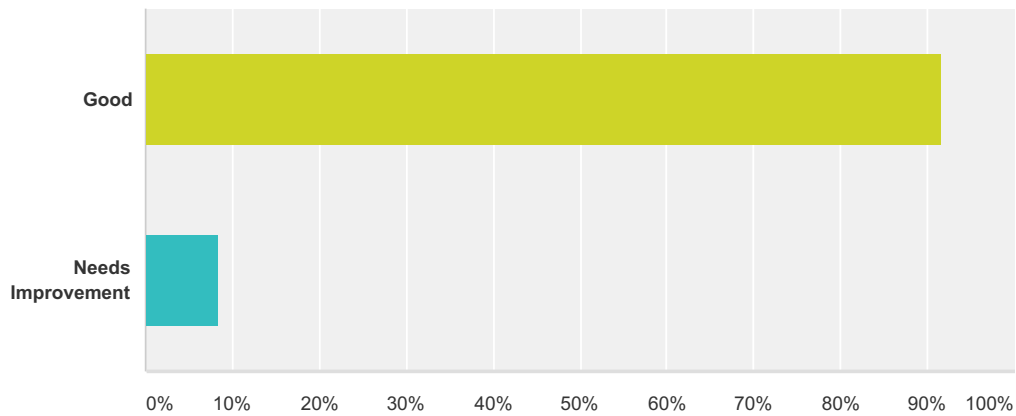
19	Online library	4/14/2016 10:28 AM
20	Galileo	4/14/2016 10:19 AM
21	Galileo	4/13/2016 4:42 PM
22	Online	4/13/2016 4:42 PM
23	Used online library resources	4/13/2016 4:32 PM
24	online library resources, galileo	4/13/2016 4:30 PM
25	Galileo for articles	4/13/2016 4:04 PM
26	online library resources- Galileo for articles	4/13/2016 3:44 PM
27	in person	4/13/2016 2:51 PM
28	Both, but mostly online	4/13/2016 2:45 PM
29	Online library resources	4/13/2016 2:28 PM
30	online	4/13/2016 12:02 PM
31	galileo	4/13/2016 11:21 AM
32	galelieo googel scholar	4/13/2016 9:22 AM
33	galileo and elibrary	4/12/2016 5:20 PM
34	Gelileo	4/12/2016 5:05 PM
35	online library resources, for articles	4/12/2016 4:54 PM
36	online	4/12/2016 4:51 PM
37	Galileo	4/12/2016 4:49 PM
38	online library resources	4/12/2016 4:41 PM
39	Galileo	4/12/2016 4:21 PM
40	galileo	4/12/2016 4:20 PM
41	online	4/12/2016 4:11 PM
42	online library resources, online journals	4/12/2016 4:08 PM
43	visiting a library or using online library resources	4/12/2016 3:54 PM
44	Online	4/12/2016 2:46 PM
45	online library resources	4/12/2016 2:26 PM
46	online library resources, Galileo for research	4/12/2016 1:43 PM
47	online library resources, Library webpage	4/12/2016 1:25 PM
48	Online	4/12/2016 12:47 PM
49	Galileo	4/12/2016 11:54 AM
50	Online	4/12/2016 11:21 AM
51	galileo	4/12/2016 9:53 AM
52	Online	4/11/2016 4:53 PM
53	online	4/11/2016 3:29 PM
54	Go there; check out articles	4/11/2016 3:01 PM
55	galileo, databases	4/11/2016 2:58 PM
56	Online	4/11/2016 2:52 PM
57	Online	4/11/2016 2:30 PM
58	Galileo	4/11/2016 2:18 PM
59	use library as a place to study; use online	4/11/2016 2:14 PM

Spring Phone Survey 2016

60	galileo, databases	4/11/2016 2:13 PM
61	galileo, courseDen	4/11/2016 12:57 PM
62	Galileo	4/8/2016 9:13 AM
63	onl	4/7/2016 4:50 PM
64	Both, more so online for classes. Galileo is confusing, no in person assistance.	4/7/2016 4:40 PM
65	galilo	4/7/2016 4:09 PM
66	galileo	4/6/2016 11:52 AM

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

Answered: 96 Skipped: 26

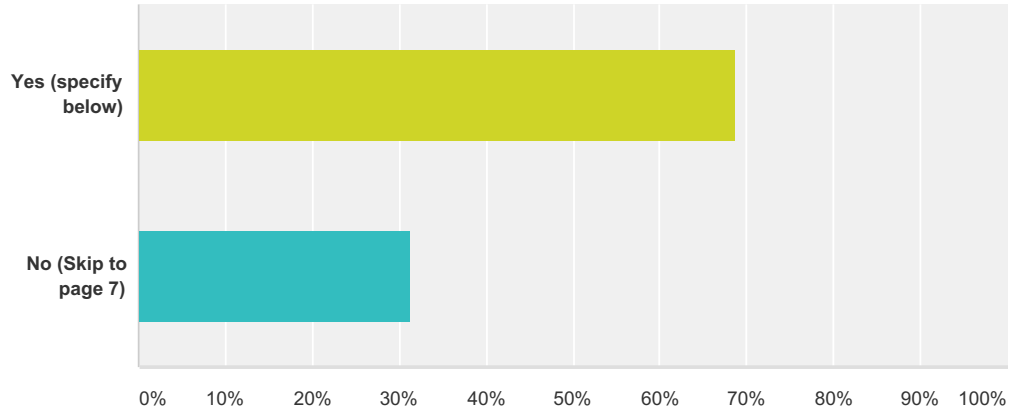


Answer Choices	Responses	
Good	91.67%	88
Needs Improvement	8.33%	8
Total		96

#	*If needs improvement, ask "How can library services be improved?"	Date
1	medium - alot of times it was down	4/15/2016 8:38 AM
2	no problems getting into and finind databasess. some articles they didnt have.	4/14/2016 4:59 PM
3	need more depth to School Improvement journals	4/14/2016 4:16 PM
4	great very respons	4/14/2016 10:41 AM
5	conflicting info abt password	4/13/2016 4:07 PM
6	parking pass for online students to use the library without being ticketed	4/13/2016 2:51 PM
7	more resources than needed (good thing)	4/13/2016 12:44 PM
8	accessing is easy ther is link on page unfortunatly limited number of online resouces. online resources need more	4/13/2016 11:21 AM
9	online at mercy of all available sites	4/13/2016 9:22 AM
10	At mercy of all available sites (google, galileo, etc)	4/13/2016 9:22 AM
11	excelent	4/12/2016 4:51 PM
12	she dont know if used westga or her school. but it was easy	4/12/2016 4:20 PM
13	8. some articles couldn't be received	4/12/2016 4:11 PM
14	Sometimes the online service does not work, login is difficult	4/12/2016 12:56 PM
15	its fine	4/12/2016 9:53 AM
16	good	4/7/2016 4:50 PM
17	no in person assistance	4/7/2016 4:40 PM
18	More articles for crimonolgy	4/7/2016 4:09 PM

Q22 Have you utilized any other student services offered to online students? ... Such as Financial Aid, UWG Book Store, Military & Veterans services, Career Counseling, Exams & Testing Parking etc?

Answered: 112 Skipped: 10



Answer Choices	Responses
Yes (specify below)	68.75% 77
No (Skip to page 7)	31.25% 35
Total	112

#	Specficy which one(s):	Date
1	Financial Aid, UWG Book Store	4/18/2016 1:08 PM
2	Financial Aid and Book Store Online	4/18/2016 11:42 AM
3	needed knowledge of services and resouces that wouldve helped her.	4/15/2016 4:59 PM
4	book- fin aid at least once a semester	4/15/2016 4:26 PM
5	bookstore been to.	4/15/2016 3:59 PM
6	fin aid and book	4/14/2016 4:59 PM
7	Financial Aid	4/14/2016 4:41 PM
8	fin aid book for book needed	4/14/2016 4:25 PM
9	UWG Book Store, Financial Aid	4/14/2016 3:42 PM
10	fin aid	4/14/2016 3:31 PM
11	fin aid- good	4/14/2016 3:07 PM
12	UWG Book Store, Parking	4/14/2016 3:01 PM
13	Financial Aid	4/14/2016 12:51 PM
14	Financial Aid	4/14/2016 12:04 PM
15	carrerr services. fin aid but not spoken to	4/14/2016 10:41 AM
16	FA, and Bookstore	4/14/2016 10:29 AM

Spring Phone Survey 2016

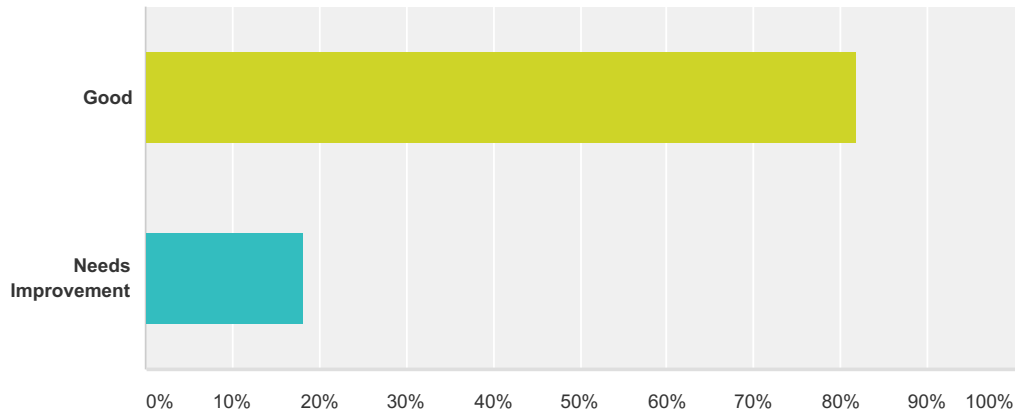
17	Financial Aid and bookstore	4/13/2016 4:35 PM
18	Bookstore	4/13/2016 4:33 PM
19	Financial Aid and Bookstore	4/13/2016 4:33 PM
20	Financial Aid, UWG Book Store	4/13/2016 4:30 PM
21	Financial Aid, UWG Book Store	4/13/2016 4:25 PM
22	Parking	4/13/2016 4:19 PM
23	book store and financial aid	4/13/2016 4:07 PM
24	financial aid	4/13/2016 3:36 PM
25	financial aid	4/13/2016 3:21 PM
26	bookstore and financial aid	4/13/2016 3:12 PM
27	Financial aid	4/13/2016 2:28 PM
28	financial aid and book store	4/13/2016 12:02 PM
29	bookstore	4/13/2016 9:23 AM
30	Bookstore	4/13/2016 9:23 AM
31	book-good hours are hard to get in touch with full schedule but once in hours was helpful	4/12/2016 5:20 PM
32	financial aid	4/12/2016 5:05 PM
33	Financial Aid	4/12/2016 4:55 PM
34	book- fin aid	4/12/2016 4:51 PM
35	Financial Aid	4/12/2016 4:25 PM
36	Financial aid	4/12/2016 4:22 PM
37	fin aid and book store looked up what book needed	4/12/2016 4:20 PM
38	fin aid and book	4/12/2016 4:12 PM
39	UWG Book Store	4/12/2016 4:09 PM
40	UWG Book Store, Library	4/12/2016 3:55 PM
41	bookstore	4/12/2016 3:43 PM
42	Financial Aid, UWG Book Store	4/12/2016 3:18 PM
43	financial aid	4/12/2016 3:13 PM
44	Financial aid	4/12/2016 2:46 PM
45	UWG Book Store	4/12/2016 2:26 PM
46	UWG Book Store	4/12/2016 1:25 PM
47	Buying books online	4/12/2016 1:09 PM
48	UWG Book Store	4/12/2016 12:57 PM
49	Financial Aid (but did not use it)	4/12/2016 12:56 PM
50	financial aid	4/12/2016 11:35 AM
51	Book Store	4/12/2016 11:21 AM
52	Financial Aid, Bookstore	4/12/2016 11:13 AM
53	Financial Aid	4/12/2016 11:08 AM
54	book store and fina adi exams and testing	4/12/2016 9:54 AM
55	bookstore	4/12/2016 8:21 AM
56	financial aid	4/11/2016 4:45 PM
57	bookstore	4/11/2016 4:23 PM

Spring Phone Survey 2016

58	Financial Aid	4/11/2016 4:10 PM
59	bookstore and financial aid	4/11/2016 3:30 PM
60	Had made an ID made, easy to find	4/11/2016 3:01 PM
61	bookstore, financial aid	4/11/2016 2:58 PM
62	Book Store	4/11/2016 2:52 PM
63	bookstore	4/11/2016 2:34 PM
64	Financial Aid	4/11/2016 2:31 PM
65	bookstore, Financial aid	4/11/2016 2:18 PM
66	bookstore	4/11/2016 2:16 PM
67	Financial Aid; Book Store	4/11/2016 2:14 PM
68	bookstore, financial aid	4/11/2016 2:13 PM
69	Book Store online	4/11/2016 1:35 PM
70	bookstore, financial aid	4/11/2016 1:00 PM
71	Financial Aid, Parking Book Store	4/8/2016 9:14 AM
72	bookstore, financial,	4/8/2016 9:00 AM
73	Financial aid and Bookstore	4/8/2016 8:46 AM
74	Financial Aid, UWG Book Store	4/7/2016 4:41 PM
75	financial aid (banweb) & bookstore	4/7/2016 4:10 PM
76	career services	4/6/2016 11:52 AM
77	Financial aid	4/4/2016 4:01 PM

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

Answered: 77 Skipped: 45



Answer Choices	Responses	
Good	81.82%	63
Needs Improvement	18.18%	14
Total		77

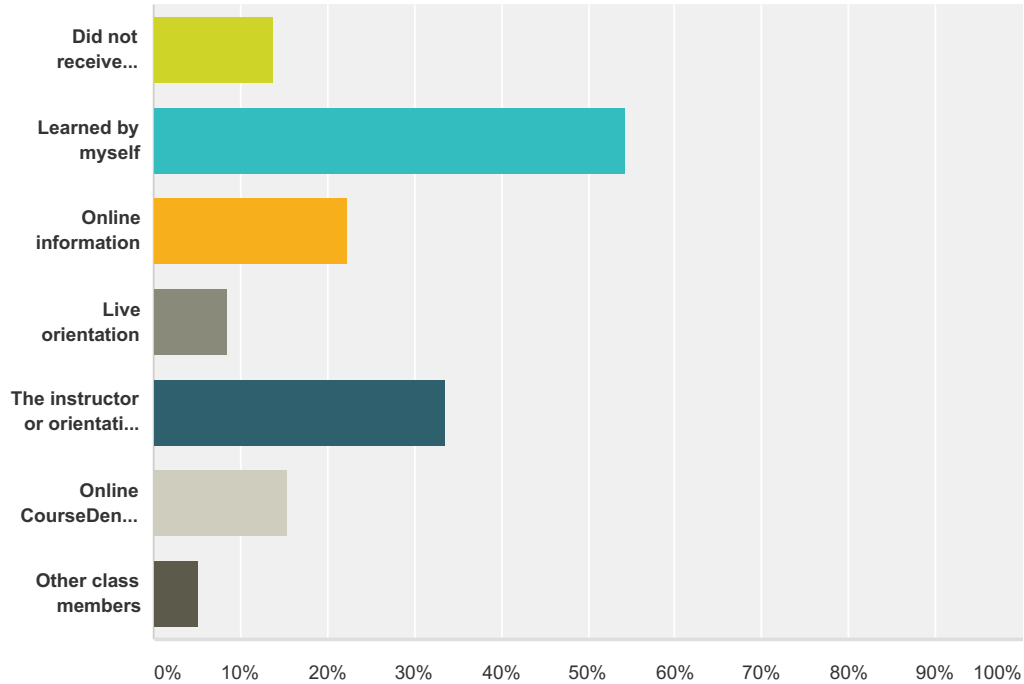
#	*If needs improvement, ask "How can that service be improved?"	Date
1	Financial Aid could be confusing, but the Book Store is good.	4/18/2016 11:42 AM
2	fin aid and book good	4/15/2016 4:26 PM
3	easy overall	4/14/2016 4:25 PM
4	higher one is fine but prefer direct	4/14/2016 3:31 PM
5	Parking is hard	4/14/2016 3:01 PM
6	very responsive	4/14/2016 10:41 AM
7	just okay	4/13/2016 4:35 PM
8	Financial Aid was good. Bookstore never received responses for her emails.	4/13/2016 4:33 PM
9	It's mediocre	4/13/2016 4:19 PM
10	fne but did not buy from them -	4/13/2016 9:23 AM
11	It was good even though she did not buy from them.	4/13/2016 9:23 AM
12	fine	4/12/2016 4:20 PM
13	no negative comments online so they dont have any comments	4/12/2016 4:12 PM
14	Financial Aid- good UWG Book Store- book was not available and he did not receive information on the book's arrival	4/12/2016 3:18 PM
15	Bookstore to the rescue, was not informed of it	4/12/2016 12:57 PM
16	okay - financial aid.	4/12/2016 9:54 AM
17	In Between- could not get a direct answer, long periods of waiting for answer	4/11/2016 4:10 PM
18	It doesn't order enough copies for program, has to order.	4/11/2016 2:52 PM
19	Do not give out tickets	4/8/2016 9:14 AM

Spring Phone Survey 2016

20	too expense, fin. aid slow	4/8/2016 9:00 AM
21	Bookstore didn't allow her to return the used books. Let people return used	4/8/2016 8:46 AM
22	Tedious (diffucult to get a straight answer	4/7/2016 4:10 PM
23	More parking on the other side of campus.	4/6/2016 11:13 AM

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

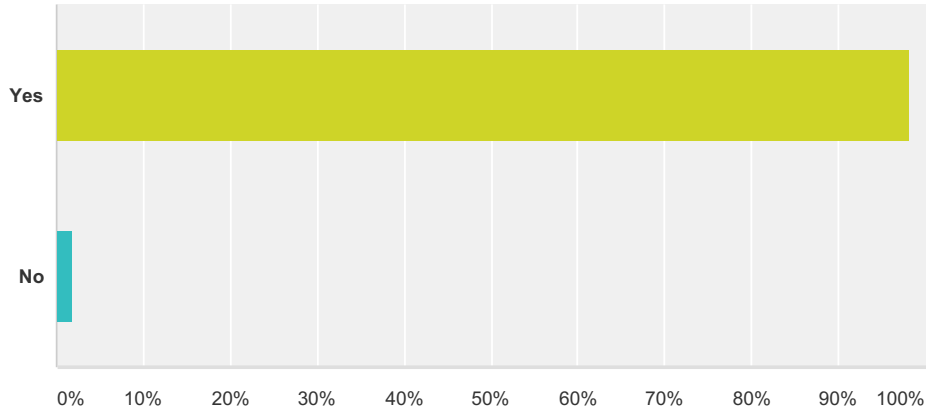
Answered: 116 Skipped: 6



Answer Choices	Responses
Did not receive instruction	13.79% 16
Learned by myself	54.31% 63
Online information	22.41% 26
Live orientation	8.62% 10
The instructor or orientation module inside your course	33.62% 39
Online CourseDen training course	15.52% 18
Other class members	5.17% 6
Total Respondents: 116	

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

Answered: 107 Skipped: 15

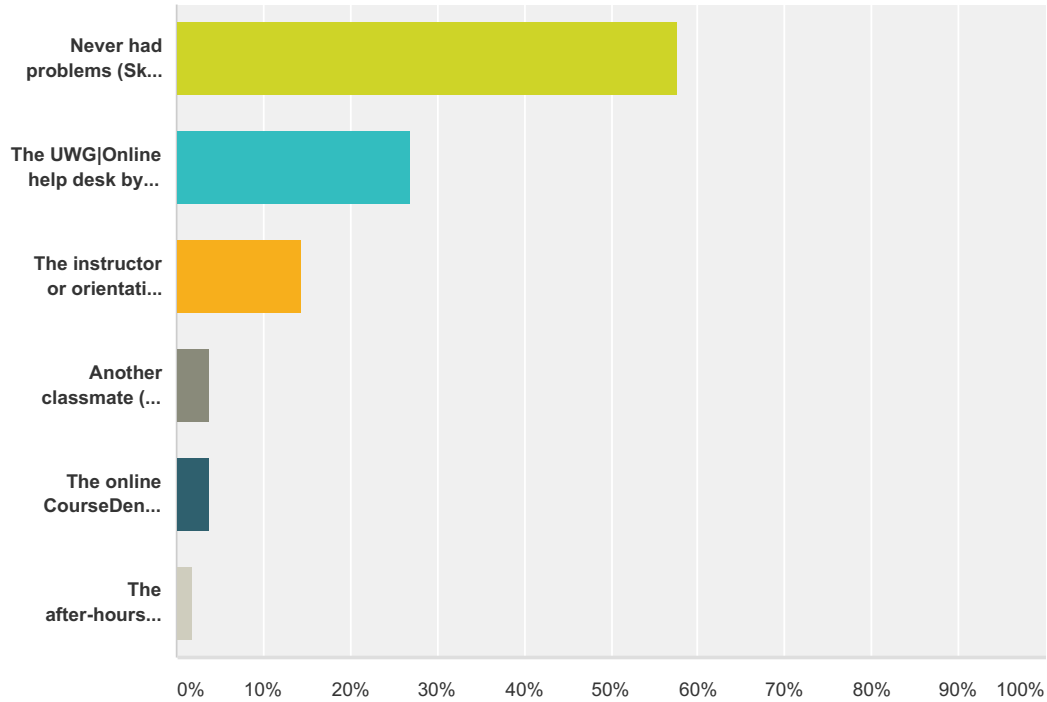


Answer Choices	Responses
Yes	98.13% 105
No	1.87% 2
Total	107

#	*If no, please explain.	Date
1	for classes but recently found out how to check grades	4/14/2016 4:25 PM
2	boot camp in the nursing program	4/13/2016 12:45 PM
3	2 yr student online was able to easily know what the system was like	4/13/2016 11:21 AM
4	linked videos from instructor and they emailed her	4/12/2016 4:51 PM
5	No official instruction on how to use courseden, so she was no	4/12/2016 2:46 PM
6	two days to be able to login font was weird when they sent her the password CourseDen was too overwhelming no help "just explore" taught herself have never done online and was very scared to ask for help because she felt like she didnt have support most of her time was spent on learning courseden struggle to much	4/11/2016 3:33 PM

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

Answered: 104 Skipped: 18



Answer Choices	Responses
Never had problems (Skip to page 9)	57.69% 60
The UWG Online help desk by either email, phone or live chat	26.92% 28
The instructor or orientation module inside your course (Skip question #3)	14.42% 15
Another classmate (If only answer, Skip to page 9)	3.85% 4
The online CourseDen training course (Skip question #3)	3.85% 4
The after-hours help desk	1.92% 2
Total Respondents: 104	

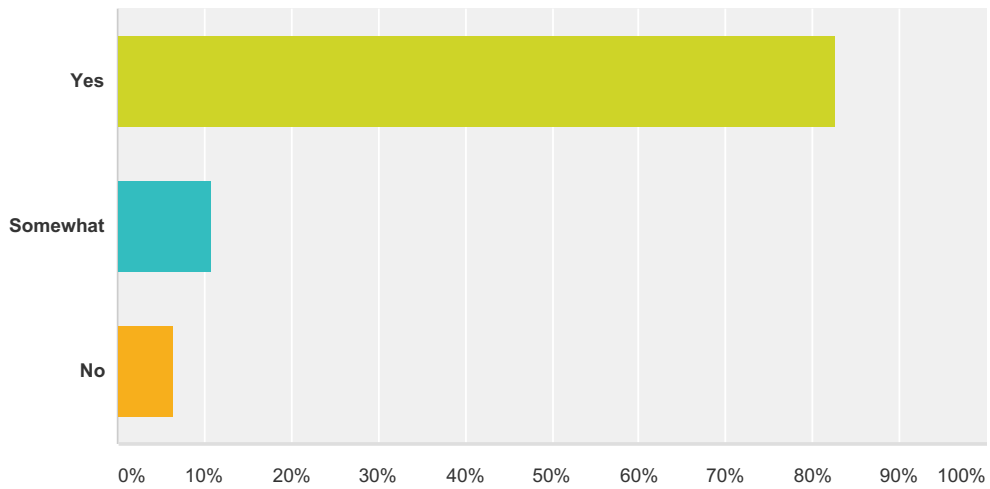
#	Other (please specify)	Date
1	Instructors would delay response, she would already have huge amounts of point deducted by time she would get the answers.	4/15/2016 5:00 PM
2	veiwng things spoke to professor and the helpdesk calling for her instructor	4/14/2016 4:59 PM
3	ITS	4/14/2016 4:26 PM
4	adviser	4/13/2016 3:13 PM
5	CourseDen was down, problems after an update, but both were resolved	4/13/2016 12:46 PM
6	using issues. on where the professor put things and she would figure it out herself	4/13/2016 11:21 AM
7	very helpful	4/12/2016 5:20 PM

Spring Phone Survey 2016

8	playing around find it byself if couldnt figure it out	4/12/2016 4:20 PM
9	she used the help desk long ago was fine	4/12/2016 4:12 PM
10	figured it out herself	4/12/2016 12:58 PM
11	adviser	4/12/2016 11:35 AM
12	quizzes -	4/12/2016 9:55 AM
13	Self fixed.	4/11/2016 4:11 PM
14	none	4/11/2016 3:52 PM
15	Never reached out because everything was so confusing suggestion: tutorial on courseden when you first log in	4/11/2016 3:34 PM
16	Contacted Instructor	4/8/2016 9:15 AM

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

Answered: 46 Skipped: 76

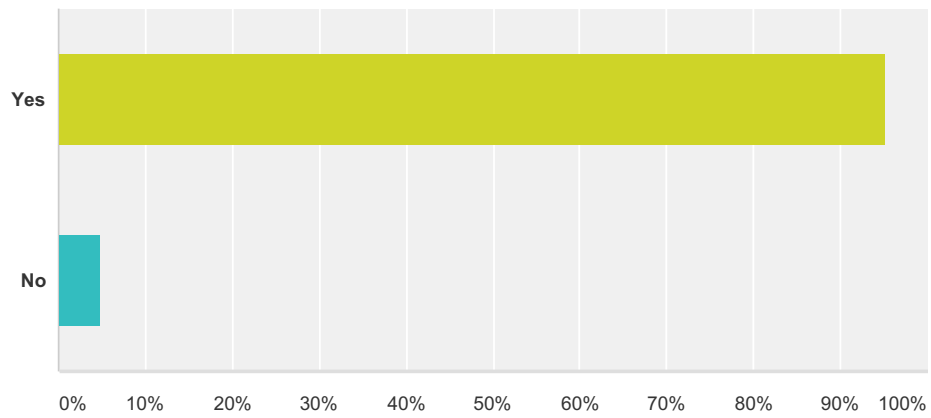


Answer Choices	Responses
Yes	82.61% 38
Somewhat	10.87% 5
No	6.52% 3
Total	46

#	If somewhat or no, ask "How was _____ not successful in solving your CourseDen issues?"	Date
1	after second try social wrong	4/14/2016 4:26 PM
2	Not responding in enough time. old links	4/13/2016 4:45 PM
3	One time she could not submit the assignment because CourseDen crashed so she received a 0 for the assignment and the instructor did not help	4/13/2016 4:21 PM
4	2 no because they had to contact instructor cause the tool wasnt upported	4/12/2016 5:20 PM

Q28 Overall, did you receive prompt and courteous support?

Answered: 42 Skipped: 80

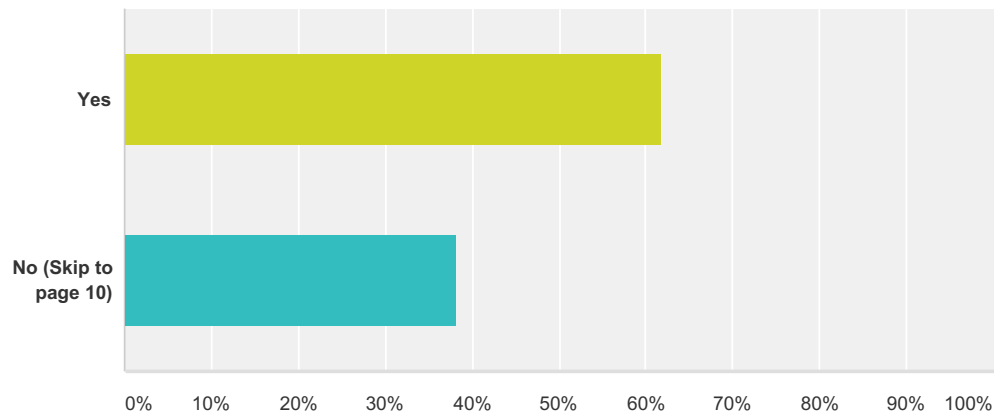


Answer Choices	Responses
Yes	95.24% 40
No	4.76% 2
Total	42

#	*If no, please explain what could have been improved.	Date
	There are no responses.	

Q29 Have you ever taken a traditional course on campus?

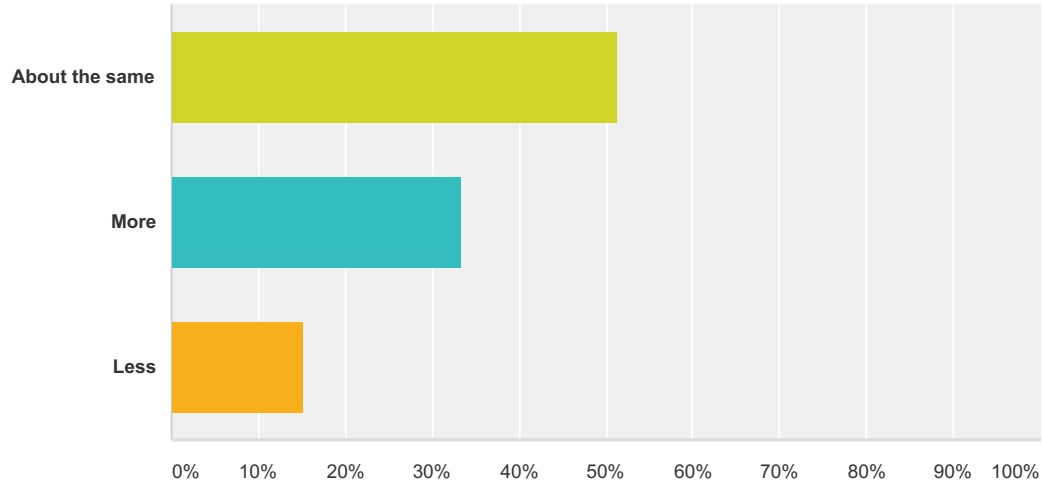
Answered: 115 Skipped: 7



Answer Choices	Responses	
Yes	61.74%	71
No (Skip to page 10)	38.26%	44
Total		115

Q30 Compared to a traditional course, how much do you think you learned in an online course? Was it about the same, more, or less than in a traditional course?

Answered: 72 Skipped: 50



Answer Choices	Responses	
About the same	51.39%	37
More	33.33%	24
Less	15.28%	11
Total		72

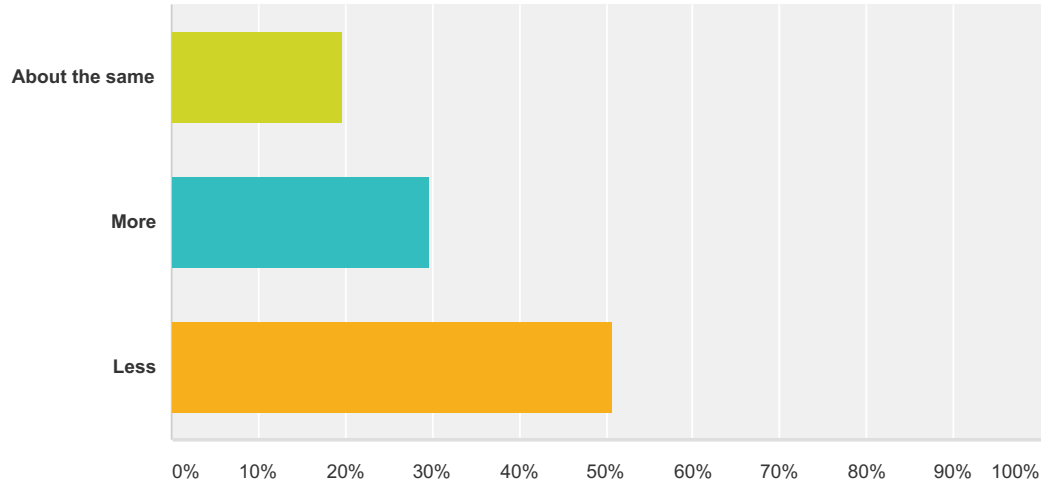
#	Can you explain your answer?	Date
1	got more out of it on campus	4/18/2016 1:10 PM
2	She kept getting behind because of due dates and then she stressed and would shut down	4/15/2016 5:03 PM
3	no difference	4/15/2016 4:26 PM
4	more focused, assignments you do your own learning, independent researcher.	4/15/2016 3:59 PM
5	prefer face - to - face instruction	4/15/2016 8:38 AM
6	Just different based on the course or the instructor	4/14/2016 4:44 PM
7	content expectations are more	4/14/2016 4:19 PM
8	online is more dependent on your learn. miss out on in depth conversations	4/14/2016 3:59 PM
9	different	4/14/2016 3:57 PM
10	more clear in on campus courses, the communication can be not good	4/14/2016 3:46 PM
11	motivated learner, but prefers face-to-face	4/14/2016 3:04 PM
12	different, flexibility	4/14/2016 12:53 PM
13	if not more, most people think online is easy and pinline is actually more work.	4/14/2016 11:04 AM
14	comparable self direction online instead of on campus	4/14/2016 10:41 AM
15	It varies depending on the course. Some about the same and some is less.	4/14/2016 10:31 AM

Spring Phone Survey 2016

16	more because you have more interaction	4/13/2016 4:47 PM
17	Graduate level	4/13/2016 4:35 PM
18	she can go at her own pace	4/13/2016 4:32 PM
19	Different process, but same learning. Self-motivated	4/13/2016 3:49 PM
20	You miss the face to face interactions.	4/13/2016 3:41 PM
21	learn how to take test and pass em. dont keep knowledge	4/13/2016 11:25 AM
22	alot information	4/12/2016 5:20 PM
23	courses are designed to encourage communication	4/12/2016 4:57 PM
24	different because you are going to class, you have to hold yourself accountable	4/12/2016 4:45 PM
25	self-motivated to teach herself	4/12/2016 4:29 PM
26	not at west but learns better through in person but having time and convenience . online formate is helpful and easy not ideal for learning type.	4/12/2016 4:20 PM
27	with online it is more it is direct. more discussion with peers. depends on topic of course.	4/12/2016 4:13 PM
28	better independent student	4/12/2016 4:11 PM
29	exposed to more information online	4/12/2016 3:59 PM
30	You're not in a classroom enaging	4/12/2016 3:16 PM
31	not seeing someone in person, learn more by yourself	4/12/2016 3:05 PM
32	Depends on the class due to the engagement of the professors. If the professors are engaged, then she learns more	4/12/2016 2:32 PM
33	have to be more driven to teach yourself	4/12/2016 1:46 PM
34	because you have to be independent	4/12/2016 1:28 PM
35	online- still have to do all the work	4/12/2016 12:59 PM
36	She could not remember because it had been a long time since she had taken a traditional course.	4/12/2016 11:30 AM
37	Different way of receiving	4/12/2016 11:10 AM
38	able to focus on stuff that you wanted to learn did not need filelr info	4/12/2016 9:57 AM
39	More self-instruction	4/12/2016 8:21 AM
40	Allowed to move at own pace.	4/11/2016 4:57 PM
41	Learned more because it is in my career choice and I am more focused	4/11/2016 4:14 PM
42	The amount of material, more time consuming online,more difficult to learn because it is all on self	4/11/2016 3:56 PM
43	Graduate studies is more interesting; wanted to learn	4/11/2016 3:01 PM
44	The same amount of material is offered.	4/11/2016 2:38 PM
45	Depends on what it is; more responsible for learning the material	4/11/2016 1:39 PM
46	They both provided assignments and material.	4/11/2016 1:10 PM
47	more work. less learning.	4/11/2016 1:04 PM
48	Pick and Choose what to learn, more in depth	4/8/2016 9:17 AM
49	no human interactive. better details than traditional	4/8/2016 9:02 AM
50	It was about the same	4/8/2016 8:50 AM
51	More direct learning, pick and choose what you learned	4/7/2016 4:43 PM

Q31 Compared to a traditional course, how much did you interact your instructor? Was it about the same, more, or less than in a traditional course?

Answered: 71 Skipped: 51



Answer Choices	Responses
About the same	19.72% 14
More	29.58% 21
Less	50.70% 36
Total	71

#	Can you elaborate on your answer?	Date
1	direct communication vs whole class	4/18/2016 1:10 PM
2	She soe not like how impersonal the experience was. she is a teacher herself and states that she needed someone to reach out. Advisor instructor,	4/15/2016 5:03 PM
3	send out message or video once a week for acknowldge and email	4/15/2016 4:26 PM
4	available but not hands on approach	4/15/2016 3:59 PM
5	Far- less- they spit out Power Points and instructions and no feedback or comments (not all but majority) - emails took 72 hrs to answer.	4/15/2016 8:38 AM
6	significantly less, complain they arnt accessible	4/14/2016 4:59 PM
7	just when you need answers to questions	4/14/2016 4:44 PM
8	only contact if you have questions or clarification	4/14/2016 4:19 PM
9	don't normally reach out but they are very accessible	4/14/2016 3:59 PM
10	just a need based	4/14/2016 3:57 PM
11	depends on the course	4/14/2016 3:46 PM
12	always available by virtual and emails	4/14/2016 3:08 PM
13	just contact when she has questions, but depends on the course	4/14/2016 3:04 PM

Spring Phone Survey 2016

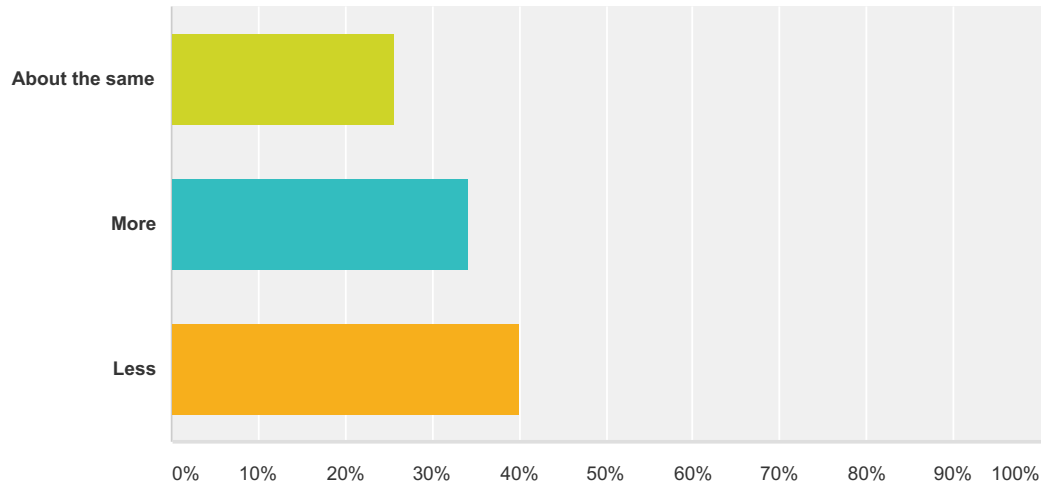
14	you only contact them when you have questions because of time constraints	4/14/2016 12:53 PM
15	minimule	4/14/2016 11:04 AM
16	depends on the instructor. overall they have been responsive and getting in contacted with their students for oppertunities. never felt like a professor was unreachable in doctoral program so her advocities is higher	4/14/2016 10:41 AM
17	For some courses, some you have more interaction, others you have less.	4/14/2016 10:31 AM
18	mostly through emails	4/14/2016 10:21 AM
19	They have got to meeting like office hours. Online gives you faster feedback	4/13/2016 4:47 PM
20	She comments on discussions and gives feedback on assignment, but there's not constant communication	4/13/2016 4:44 PM
21	I don't see them	4/13/2016 4:35 PM
22	they are accessible and over explain things in order to make it clear	4/13/2016 4:32 PM
23	Cannot see the instructor face to face every day	4/13/2016 4:22 PM
24	When online I asked questions versus competing with other students.	4/13/2016 4:09 PM
25	anytime of day if she has questions, the instructors answer	4/13/2016 3:49 PM
26	You dint see the instructor every day and some instructors did not give feed back	4/13/2016 3:41 PM
27	Face to face you interact with your instructor more.	4/13/2016 2:31 PM
28	1 class no interaction, only one has been somewhat involved	4/13/2016 11:25 AM
29	alot of intereaction	4/12/2016 5:20 PM
30	just different	4/12/2016 4:57 PM
31	only reach out when you have questions	4/12/2016 4:45 PM
32	not face-to-face, but are available for help	4/12/2016 4:29 PM
33	ed clases is more discussion relationship with past instrctors. not so much in online. not saying they havent been accessable	4/12/2016 4:20 PM
34	depends on instructor. some do more.	4/12/2016 4:13 PM
35	only contacted when you had questions	4/12/2016 4:11 PM
36	I contact them and they are able to help	4/12/2016 3:59 PM
37	It's self guided	4/12/2016 3:16 PM
38	email is the only communication when she has questions	4/12/2016 3:05 PM
39	because you are just left to do the course on your own, answers to questions are not as fast as in class, personal relationships with instructors is not there	4/12/2016 2:32 PM
40	instructors respond quickly through email	4/12/2016 1:46 PM
41	meetings online is the same as in class	4/12/2016 1:28 PM
42	online is less due to email only when you have issues	4/12/2016 12:59 PM
43	You communicate a lot through emails and discussion assignments.	4/12/2016 11:30 AM
44	less - only reach out when you have probelm wvery	4/12/2016 9:57 AM
45	sufficient, but more self-taught	4/12/2016 8:21 AM
46	Discussion Board and unanimity - freedom of speech	4/11/2016 4:57 PM
47	Instructors push you to communicate with them	4/11/2016 4:14 PM
48	More relation online because you are communicating through email or other online resources versus a participant	4/11/2016 3:56 PM
49	Chats, discussions, email	4/11/2016 3:01 PM
50	message board; conducts interactive session	4/11/2016 2:38 PM
51	depends on the instructor	4/11/2016 2:15 PM
52	Only interact when you have an issue or do not understand something	4/11/2016 1:39 PM

Spring Phone Survey 2016

53	Due to constant communication within emails.	4/11/2016 1:10 PM
54	talking to teachers after class instead of through email	4/11/2016 1:04 PM
55	NEver saw them face to face	4/8/2016 9:17 AM
56	no human interactive	4/8/2016 9:02 AM
57	The student spoke face to face with the instructor	4/8/2016 8:50 AM
58	They reach out to you through videos and emails, more direct communication	4/7/2016 4:43 PM
59	Less face to face time.	4/6/2016 11:14 AM

Q32 Compared to a traditional course, how much did you interact your classmates? Was it about the same, more, or less than in a traditional course?

Answered: 70 Skipped: 52



Answer Choices	Responses
About the same	25.71% 18
More	34.29% 24
Less	40.00% 28
Total	70

#	Please elaborate on your answer.	Date
1	discussions online replace in class discussions	4/18/2016 1:10 PM
2	Hard to get materials from classmates, they are people we dont even know.	4/15/2016 5:03 PM
3	face to face shy, have to particpate online	4/15/2016 4:26 PM
4	relie on eachother for study groups Cohert. encourage to work together as one	4/15/2016 3:59 PM
5	50% less a few discussions a few would contact outside of discussions but less	4/14/2016 4:59 PM
6	varies on the course, depends on group projects	4/14/2016 4:44 PM
7	they have a facebook cohort group that they talk to each other	4/14/2016 4:19 PM
8	1 class where you have a bunch of reacting, no relationships built	4/14/2016 3:59 PM
9	just for discussions and group projects	4/14/2016 3:57 PM
10	discussions provide communication on an academic level only, not social	4/14/2016 3:46 PM
11	discussion Q/A talk if couldn't connect to teacher.	4/14/2016 3:08 PM
12	only what is required in discussions, likes to initiate conversations	4/14/2016 3:04 PM
13	discussions and group projects	4/14/2016 12:53 PM
14	minimule	4/14/2016 11:04 AM
15	depends on class. over all constructed where students interacted and some didnt do group work.	4/14/2016 10:41 AM

Spring Phone Survey 2016

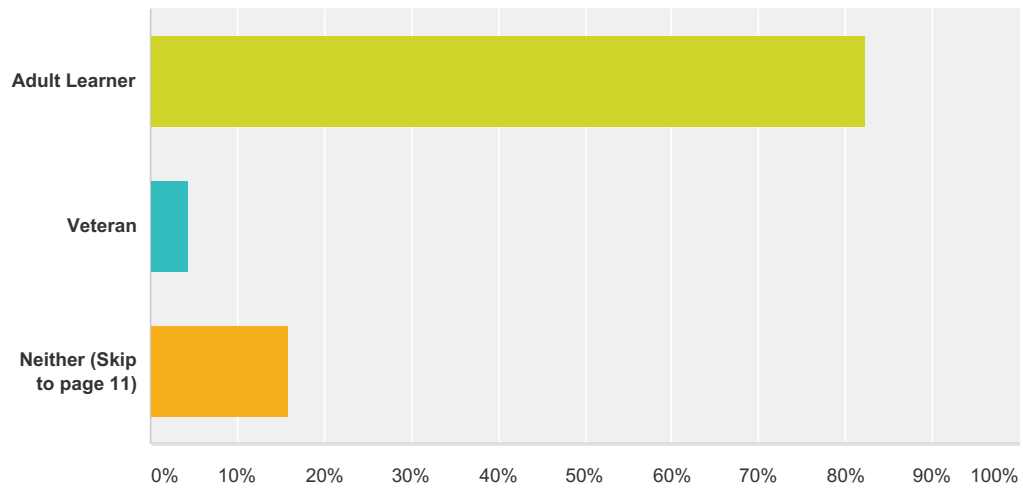
16	Depending on the requirements for the course	4/14/2016 10:31 AM
17	interactions	4/13/2016 4:47 PM
18	Based on the group projects	4/13/2016 4:44 PM
19	Dont talk to them much unless it is a project.	4/13/2016 4:35 PM
20	just different, discussions	4/13/2016 4:32 PM
21	Since she does not have to see them in a face to face class setting	4/13/2016 4:22 PM
22	Discussion post	4/13/2016 4:09 PM
23	Just different, still have group projects	4/13/2016 3:49 PM
24	Same as above. The instructions have to make the effort to get students involved and some just don't	4/13/2016 3:41 PM
25	Online you have to do class discussions. In a face to face class you may not have to talk.	4/13/2016 2:31 PM
26	emailing, texting, discussion boards	4/13/2016 12:48 PM
27	none	4/13/2016 11:25 AM
28	more then expected in the cohort.	4/12/2016 5:20 PM
29	courses are designed to encourage communication	4/12/2016 4:57 PM
30	no personal connections	4/12/2016 4:45 PM
31	it depends on the course, in a cohort you communicate very much because of group work	4/12/2016 4:29 PM
32	ed cohort same 20 girls 2 whole years they had closer relationships. people online has been nice and available	4/12/2016 4:20 PM
33	interact through discussion more and more. sit n class you don't necessarily have to participate	4/12/2016 4:13 PM
34	discussion posts and emails	4/12/2016 4:11 PM
35	I talk to them through discussions whereas in a classroom you just sit there	4/12/2016 3:59 PM
36	If no group project then no interaction	4/12/2016 3:16 PM
37	not seeing them in person or asked to communicate	4/12/2016 3:05 PM
38	you have many groups projects online	4/12/2016 2:32 PM
39	discussions keep you engaged with the classmates	4/12/2016 1:46 PM
40	different, discussions take the place of talking in class, very geared toward content, more focused toward content in the class	4/12/2016 1:28 PM
41	online you are not in person	4/12/2016 12:59 PM
42	Since you are not able to see your classmates face to face, she did not think that she interacted much with them online.	4/12/2016 11:30 AM
43	Group work, discussion posts	4/12/2016 11:10 AM
44	Less - talk to each other because they have to not something they want to do.	4/12/2016 9:57 AM
45	More responsive in online setting and more comfortable.	4/11/2016 4:57 PM
46	Group discussions	4/11/2016 4:14 PM
47	More disussions	4/11/2016 3:56 PM
48	Help one another in both settings	4/11/2016 2:38 PM
49	Study together	4/11/2016 1:39 PM
50	Due to discussion posts.	4/11/2016 1:10 PM
51	discussions are required	4/11/2016 1:04 PM
52	Few class and all knew each other, more interaction due to discussion and prijects	4/8/2016 9:17 AM
53	posting to discussions	4/8/2016 9:02 AM
54	They were mean	4/8/2016 8:50 AM

Spring Phone Survey 2016

55	You are not in groups as much in online courses	4/7/2016 4:43 PM
56	Required discussions	4/6/2016 11:14 AM

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

Answered: 113 Skipped: 9



Answer Choices	Responses
Adult Learner	82.30% 93
Veteran	4.42% 5
Neither (Skip to page 11)	15.93% 18
Total Respondents: 113	

#	If yes to eaither, ask the next 2 questions.	Date
	There are no responses.	

Q34 What additional services or programs would help you better succeed as an adult learner or veteran?

Answered: 89 Skipped: 33

#	Responses	Date
1	No	4/18/2016 1:10 PM
2	Everything is there that she needs so far.	4/18/2016 11:42 AM
3	Personal connection needed. (to me it seems a reach out first instead of herself.) Like all ways of comunication and introduction should be oreinted in the beginning	4/15/2016 5:06 PM
4	no	4/15/2016 4:26 PM
5	no	4/15/2016 3:59 PM
6	None	4/15/2016 8:38 AM
7	cant think of anything	4/14/2016 4:59 PM
8	No	4/14/2016 4:46 PM
9	No	4/14/2016 4:20 PM
10	No	4/14/2016 3:58 PM
11	No	4/14/2016 3:47 PM
12	advisor is great, thank you, they keep us on track!	4/14/2016 3:31 PM
13	easy. everything needed i can find already	4/14/2016 3:08 PM
14	No	4/14/2016 3:06 PM
15	No	4/14/2016 2:36 PM
16	None	4/14/2016 12:54 PM
17	He's good	4/14/2016 12:05 PM
18	maybe grants other program assitory to help first responders and law enforcement people.	4/14/2016 11:05 AM
19	dont really know of any on my mind. been fortunate with very few barriers.	4/14/2016 10:41 AM
20	N/A	4/14/2016 10:32 AM
21	No	4/14/2016 10:21 AM
22	None. Time	4/13/2016 4:48 PM
23	Can't think of anything	4/13/2016 4:45 PM
24	nothing	4/13/2016 4:37 PM
25	None	4/13/2016 4:36 PM
26	Nothing really. Everything has been good.	4/13/2016 4:36 PM
27	having more classes available online in case they fill up	4/13/2016 4:34 PM
28	The help desk is awesome so nothing	4/13/2016 4:27 PM
29	None	4/13/2016 4:10 PM
30	APA style, just remembering	4/13/2016 4:09 PM
31	No	4/13/2016 4:06 PM
32	No	4/13/2016 3:50 PM
33	None	4/13/2016 3:43 PM

Spring Phone Survey 2016

34	it would be more helpful for courses to be more paced. such as project spaced	4/13/2016 3:15 PM
35	Parking passes for online students, face-to-face/more personal (skype?)	4/13/2016 3:00 PM
36	Not in need	4/13/2016 2:47 PM
37	none	4/13/2016 2:36 PM
38	It's efficient how it already is	4/13/2016 2:31 PM
39	nothing we are easy and never even any problem	4/13/2016 2:25 PM
40	None	4/13/2016 12:50 PM
41	No	4/13/2016 12:04 PM
42	no, didnt think she really fell under adult learner	4/13/2016 11:26 AM
43	Was not sure.	4/13/2016 9:24 AM
44	no	4/12/2016 5:20 PM
45	none	4/12/2016 5:05 PM
46	No	4/12/2016 4:59 PM
47	not sure if there is any, suggest trying to figure out organization. advise balance time	4/12/2016 4:51 PM
48	none	4/12/2016 4:49 PM
49	None	4/12/2016 4:47 PM
50	No	4/12/2016 4:30 PM
51	don't know	4/12/2016 4:23 PM
52	been great claassified but young enough to be tech savy	4/12/2016 4:21 PM
53	right now, no issues so dunno how to answer	4/12/2016 4:14 PM
54	None	4/12/2016 4:11 PM
55	No	4/12/2016 4:01 PM
56	none	4/12/2016 3:43 PM
57	No	4/12/2016 3:20 PM
58	Orientation for all the process (on campus)	4/12/2016 3:17 PM
59	No	4/12/2016 3:06 PM
60	More explanation of the program, courseden,ect (orientation online)	4/12/2016 2:46 PM
61	there is not as much engagement with instructors as far as the learning is concerned, there is a lack of instructor's knowledge input in the course	4/12/2016 2:36 PM
62	Nothing comes to mind	4/12/2016 1:47 PM
63	teachers will put youtube tutorials in their course for visual instructions	4/12/2016 1:30 PM
64	An app would be helpful to check the CourseDen email	4/12/2016 1:02 PM
65	More information in order to learn how to be an online student when first admitted.	4/12/2016 12:59 PM
66	Prefer more expectations in specific courses.	4/12/2016 12:53 PM
67	She wished UWG did not require taking two classes at the same time to receive Financial Aid.	4/12/2016 11:30 AM
68	Everything he has ever needed has always been available.	4/12/2016 11:17 AM
69	no	4/12/2016 8:21 AM
70	None.	4/11/2016 4:58 PM
71	no	4/11/2016 4:47 PM
72	learning the platform of courseden	4/11/2016 4:35 PM
73	n/a	4/11/2016 4:25 PM

Spring Phone Survey 2016

74	Different tutorials in the beginning. Financial Aid- better effort	4/11/2016 4:16 PM
75	None	4/11/2016 3:57 PM
76	none	4/11/2016 3:52 PM
77	tutorials and better placement of them because she could not find them anywhere until after she had figured it out	4/11/2016 3:36 PM
78	None	4/11/2016 3:29 PM
79	no.	4/11/2016 2:58 PM
80	Not sure.	4/11/2016 2:55 PM
81	Nothing else	4/11/2016 2:38 PM
82	Early reminder about scholarships	4/11/2016 2:34 PM
83	Nothing; everything is easy	4/11/2016 2:21 PM
84	None	4/11/2016 2:19 PM
85	no	4/11/2016 2:13 PM
86	Nothing	4/11/2016 1:40 PM
87	She is fine with everything she has gotten thus far.	4/11/2016 1:10 PM
88	less busy work. more learning.	4/11/2016 1:05 PM
89	More military classes	4/8/2016 9:18 AM

Spring Phone Survey 2016

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

Answered: 89 Skipped: 33

#	Responses	Date
1	No comment	4/18/2016 1:10 PM
2	She enjoys being able to work at her own pace. She wishes she would have done it earlier.	4/18/2016 11:42 AM
3	enjoy- my feild and learning least- deadlines and non communication/ personal connection	4/15/2016 5:06 PM
4	most work at own schedule and least juggling life and school AND LOANS	4/15/2016 4:26 PM
5	most-get to learn on own time, convenience least- dont really have one	4/15/2016 3:59 PM
6	Flexibility is what I enjoy the most	4/15/2016 3:04 PM
7	Doesn't know - nothing really - enjoys being able to be more in control of her learning.	4/15/2016 8:38 AM
8	most-life expereince helps get through least- the comittment is more since you have kids and life	4/14/2016 4:59 PM
9	Most- more focused on academic, not social interactions Least- instructors do not build a relationship with you as a student, more introduction sessions	4/14/2016 4:46 PM
10	Most- motivation to complete courses Least- balancing life	4/14/2016 4:20 PM
11	Most- already have the foundation of knowledge Least- None	4/14/2016 3:58 PM
12	Most- convenience of online Least- course load is heavier in regards to life balance	4/14/2016 3:47 PM
13	most- online stability can do it whenever, convenience least- as General a lot to do life stuff and take on school just general UWG is wonderful!	4/14/2016 3:31 PM
14	most-having communication with peers and teacher, learning a lot least- fit everything in time management	4/14/2016 3:08 PM
15	Most- her area of expertise, no extra information, flexibility Least- balance is difficult	4/14/2016 3:06 PM
16	Most- flexibility Least- forget that we have life responsibilities	4/14/2016 2:36 PM
17	Most- flexibility of time Least- so little time with life balance	4/14/2016 12:54 PM
18	ease in which i have own pace with own schedule.	4/14/2016 11:05 AM
19	I know why I am doing this i am more focused and also flip side its harder to juggle life and school, time management.	4/14/2016 10:41 AM
20	Most: She likes continuing education and learning new things Least: It's difficult to balance school and full time jobs. Not all professors seem to understand that	4/14/2016 10:32 AM
21	More focused	4/13/2016 4:48 PM
22	Most: Different experiences when you're taking things more seriously. Least: Juggling family, school, and work	4/13/2016 4:45 PM
23	most: the online format, pace, and professors with videos and recorded session least: lot of work at once, very overwhelming	4/13/2016 4:37 PM
24	Work	4/13/2016 4:36 PM
25	Most: flexibility Least: Getting responses back from professors	4/13/2016 4:36 PM
26	Most- flexibility with other life demands Least- more classes available	4/13/2016 4:34 PM
27	most: focused least: no interaction, discussion boards	4/13/2016 4:27 PM
28	The most I was alot more focused. The least would be time management.	4/13/2016 4:10 PM
29	most: more beneficial, applies more least: one more task in life	4/13/2016 4:09 PM
30	Most- flexibility Least- other life demands	4/13/2016 4:06 PM
31	Most- flexibility with schedule, more independence least- none	4/13/2016 3:50 PM
32	The most is that with life experiences you can connect. The least is trying to balance life with busy schedules	4/13/2016 3:43 PM

Spring Phone Survey 2016

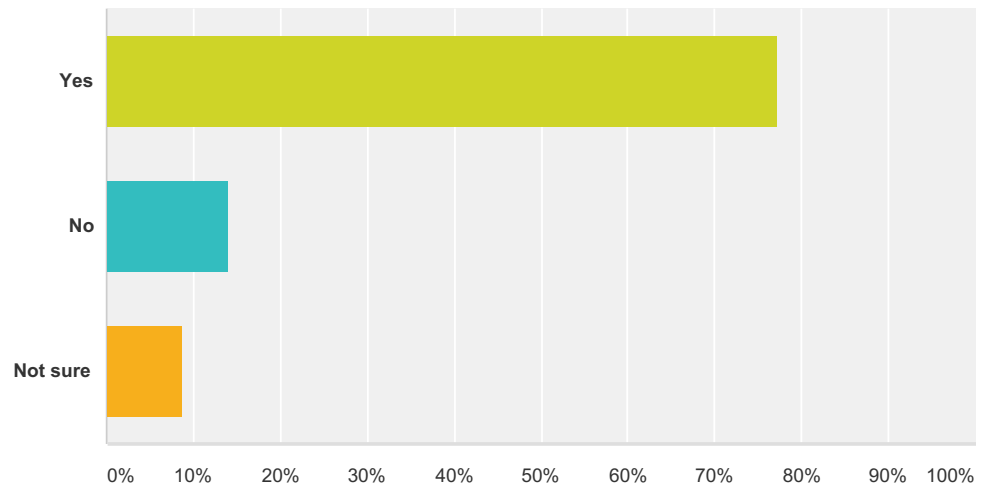
33	most: flexible least: time	4/13/2016 3:15 PM
34	most: able to do it in her own time least: more contact with the professor	4/13/2016 3:00 PM
35	Most: enjoys online learning Least: Time management, trying to do job and be a student	4/13/2016 2:47 PM
36	most: Dr. D. Alba's classes (distance learning), second life least: another professor for meeting & managing technology (online, mandatory)	4/13/2016 2:36 PM
37	I'm not sure	4/13/2016 2:31 PM
38	favorite: own pace least: wait on instructor	4/13/2016 2:25 PM
39	Most: caring, understanding faculty, staff, and students Least: making time for courses with a full time job	4/13/2016 12:50 PM
40	career advance Busy is the least	4/13/2016 12:04 PM
41	doesnt make a difference	4/13/2016 11:26 AM
42	most- structure of courses and freedom of courses - in program for k-12 teachers afforded courses to evolve at their level (higher education).	4/13/2016 9:24 AM
43	most-certification is yay least- managing time	4/12/2016 5:20 PM
44	The online program is great.	4/12/2016 5:05 PM
45	Most- online format helps him keeps balance Least- difficult to balance life	4/12/2016 4:59 PM
46	most. online can work whenever least- learning. (over achiever she is) doing what is required without being over achieving	4/12/2016 4:51 PM
47	She likes flexibility of online classes.	4/12/2016 4:49 PM
48	most- learning about her content area least- trying to balance work and school	4/12/2016 4:47 PM
49	most- flexibility even though you have deadlines least- face-to-face interaction is absent	4/12/2016 4:30 PM
50	conveience of online	4/12/2016 4:23 PM
51	alot more responsibility, morgages full life scedule.	4/12/2016 4:21 PM
52	most .diffirent more focused least. the time work and family	4/12/2016 4:14 PM
53	just a degree, nothing special	4/12/2016 4:11 PM
54	Most- apply the knowledge Least- the computer projects were difficult to learn quickly	4/12/2016 4:01 PM
55	I appreciate it more than undergrad	4/12/2016 3:43 PM
56	Most- flexibility with other aspects of his life Least- proctored exams were difficult	4/12/2016 3:20 PM
57	Love being able to learn at your own pace	4/12/2016 3:17 PM
58	Most- being more independent Least- time manangement	4/12/2016 3:06 PM
59	The program is easy to complete (while working fulltime).	4/12/2016 2:46 PM
60	most- flexibility of being an online student least- lack of instructor's investment in the student's success	4/12/2016 2:36 PM
61	most- flexibility with work	4/12/2016 1:47 PM
62	most- like interacting with instructors on the same professional level least- busy work	4/12/2016 1:30 PM
63	most- all online least- an immediate problem due to the fact that the availability of instructors	4/12/2016 1:02 PM
64	Most: Flexibility to do things on her own time. Least: Lack of interaction	4/12/2016 12:59 PM
65	The most is being able to work at her own pace. There is not a thing that she does like.	4/12/2016 12:53 PM
66	She enjoyed how she was able to work at her own pace. The only think she did not like was having to keep up with two classes at the same time.	4/12/2016 11:30 AM
67	Most: Process is simple. You can work at your own pace. Least: Not having face to face interaction	4/12/2016 11:17 AM
68	The most move at your own pace The least is not being able to have that face to face interaction	4/12/2016 11:11 AM
69	most: applying learning into daily life, work when convenient least: making time for homework	4/12/2016 8:21 AM
70	Love - I am able to stay current on the trends in education and up to date.	4/11/2016 4:58 PM

Spring Phone Survey 2016

71	most: continuing educ least: time	4/11/2016 4:47 PM
72	most: work at own pace least: to be taught by someone	4/11/2016 4:35 PM
73	favorite: much better student least: didnt do it earlier	4/11/2016 4:25 PM
74	I don't have to drive all the way to carrollton to get a degree	4/11/2016 4:16 PM
75	Most- Flexible hours the least is trying to juggle all your responsibilities in life	4/11/2016 3:57 PM
76	enjoy that she cares more least balancing gets harder	4/11/2016 3:52 PM
77	most and least: online is great but least is it is all online and support is online connection with professor	4/11/2016 3:36 PM
78	Nothing	4/11/2016 3:29 PM
79	Most: convenience, advanced degree and career (salary) Least: balancing school and life	4/11/2016 2:58 PM
80	The most can do it on own time The least dont like group work	4/11/2016 2:55 PM
81	Enjoys the flexibility. Now that she is older her study habits are better. She wishes they had hybrid classes.	4/11/2016 2:38 PM
82	Most: convenience Least: no campus experience (freebies, flyers)	4/11/2016 2:34 PM
83	The least is group projects; no time to meet. The best is it works around her schedule.	4/11/2016 2:21 PM
84	Most: convenience Least: balancing courseload and work	4/11/2016 2:19 PM
85	Least: work load on top of workload Most : convienince	4/11/2016 2:15 PM
86	Most: convienince	4/11/2016 2:13 PM
87	The least would be there is not as much adult programs or clubs. The most would be the freedom and take classes more serious; better understanding.	4/11/2016 1:40 PM
88	The freedom of being able to work at your own pace.	4/11/2016 1:10 PM
89	online classes fit schedule better	4/11/2016 1:05 PM

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

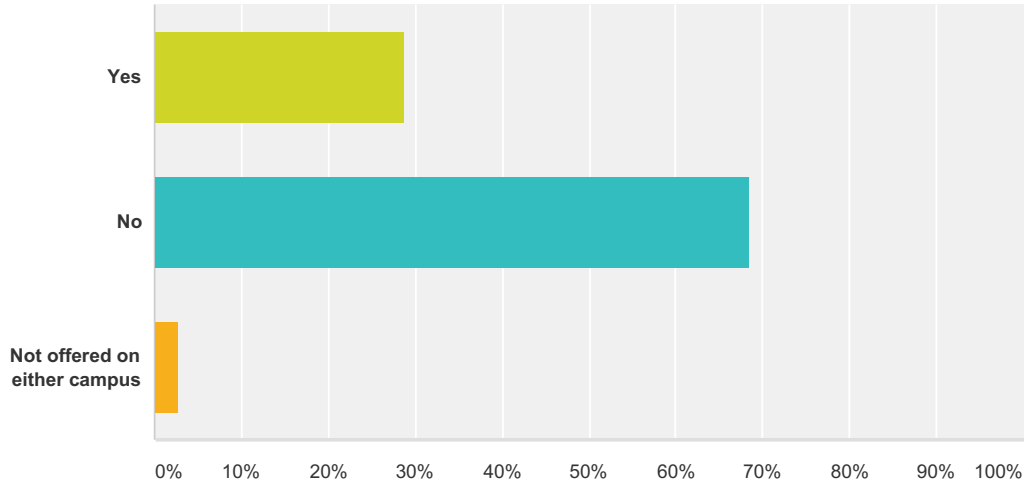
Answered: 114 Skipped: 8



Answer Choices	Responses	
Yes	77.19%	88
No	14.04%	16
Not sure	8.77%	10
Total		114

Q37 If your recent online course(s) were not offered online, would you have driven to our Carrollton or Newnan campus to take the course?

Answered: 111 Skipped: 11

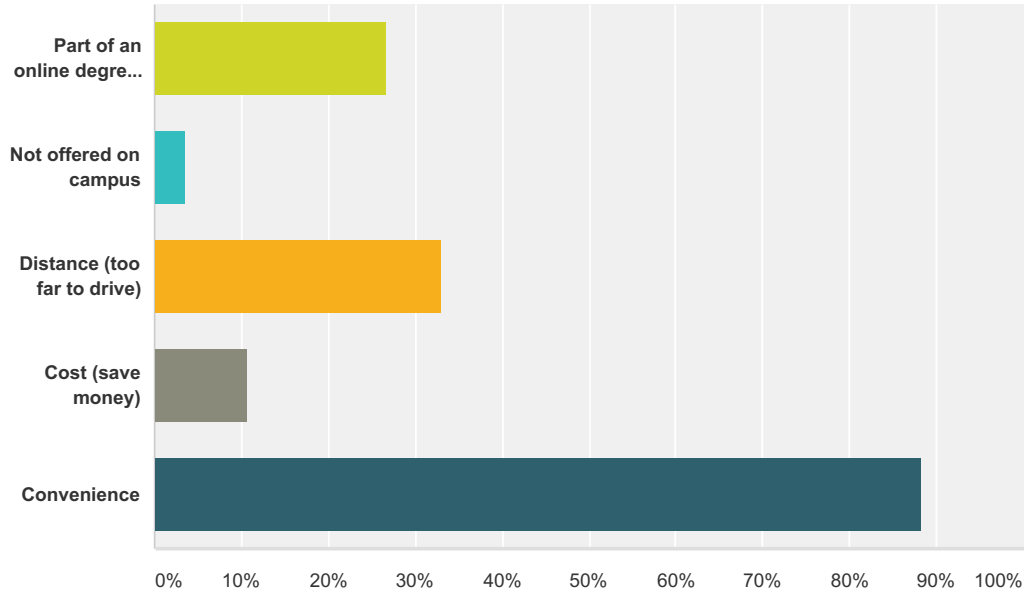


Answer Choices	Responses	
Yes	28.83%	32
No	68.47%	76
Not offered on either campus	2.70%	3
Total		111

#	Other (please specify)	Date
1	wouldnt have choice yes if work schedule worked	4/15/2016 4:26 PM
2	tried to find a transient closer to home she is 2 hours away,	4/14/2016 4:59 PM
3	I like online so no on campus	4/14/2016 3:32 PM
4	if had to yes	4/14/2016 3:08 PM
5	south georgia	4/14/2016 11:05 AM
6	Not sure	4/13/2016 3:53 PM
7	only in the evenings (work during the days)	4/13/2016 3:00 PM
8	in atlanta not gonna drive	4/13/2016 11:26 AM
9	not convenient	4/12/2016 5:20 PM
10	middle ga not gonna drive	4/12/2016 4:51 PM
11	live in lurenceville to far	4/12/2016 4:21 PM
12	newnan, not neccessarily cause tight scedule	4/12/2016 4:15 PM
13	She said she would probably have waited until it became available online.	4/11/2016 1:10 PM

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

Answered: 112 Skipped: 10



Answer Choices	Responses	
Part of an online degree program	26.79%	30
Not offered on campus	3.57%	4
Distance (too far to drive)	33.04%	37
Cost (save money)	10.71%	12
Convenience	88.39%	99
Total Respondents: 112		

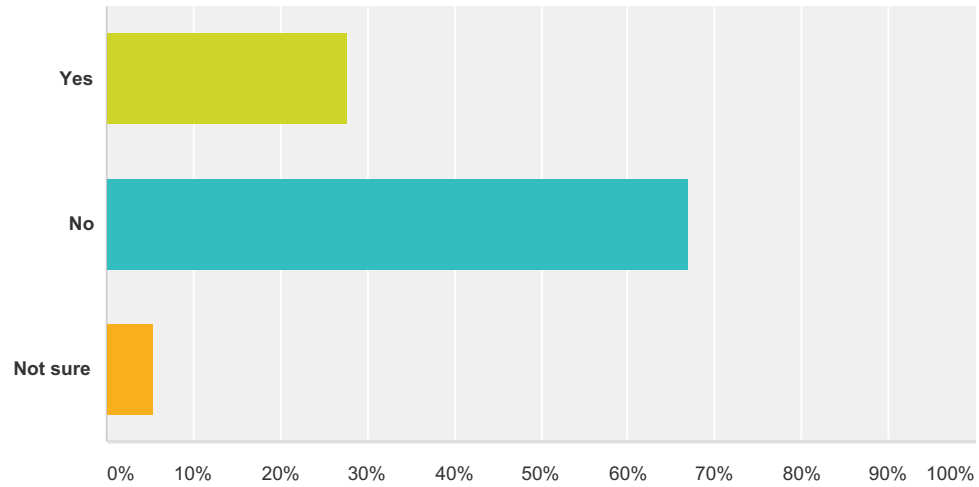
#	Other (please specify)	Date
1	works as a teacher it is nice to be able to do it on own time	4/15/2016 5:10 PM
2	It was all that was offered for her prpgram (not just us other universities too) - 1 1/2 drive	4/15/2016 8:38 AM
3	ease of program	4/14/2016 4:59 PM
4	further education out of classroom	4/14/2016 3:32 PM
5	45 min drive	4/14/2016 10:41 AM
6	Personal issues	4/13/2016 4:24 PM
7	The program was structured to be online	4/13/2016 3:44 PM
8	do what wanted with family and achieve my life stlye	4/12/2016 4:51 PM
9	very busy life.	4/12/2016 4:21 PM
10	children	4/12/2016 4:15 PM
11	flexibility with work schedule	4/12/2016 4:03 PM

Spring Phone Survey 2016

12	Time	4/12/2016 3:08 PM
13	balance of work	4/12/2016 2:40 PM
14	work, time management	4/12/2016 1:48 PM
15	Time management	4/12/2016 1:33 PM
16	time	4/12/2016 1:05 PM
17	cheaper mre conveniuent	4/12/2016 9:59 AM
18	Flexibility	4/11/2016 5:00 PM
19	Got Master's online just continued with online.	4/11/2016 4:18 PM
20	She enjoyed the freedom and the availability to work on her classes whenever she got the chance to.	4/11/2016 1:10 PM
21	Schedule	4/7/2016 4:45 PM

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

Answered: 112 Skipped: 10



Answer Choices	Responses
Yes	27.68% 31
No	66.96% 75
Not sure	5.36% 6
Total	112

Spring Phone Survey 2016

Q40 What challenges have you faced as an online student?

Answered: 107 Skipped: 15

#	Responses	Date
1	No	4/18/2016 1:11 PM
2	None	4/18/2016 11:42 AM
3	Being connected to my instructors and getting assignments finished by due dates	4/15/2016 5:10 PM
4	Colaborating is hard to hold participation between group, DEADLINES IN GENERAL WESTGA DEADLINE REMINDERS	4/15/2016 4:26 PM
5	none	4/15/2016 3:59 PM
6	Time management with family and full time job.	4/15/2016 8:38 AM
7	trying to contact professors, timly feedback is hard or informational	4/14/2016 4:59 PM
8	No	4/14/2016 4:50 PM
9	time management, more material	4/14/2016 4:28 PM
10	changing password was difficult	4/14/2016 4:22 PM
11	interaction with group members that do not put as much effort in as you	4/14/2016 4:01 PM
12	Balancing time and doing the assignments.	4/14/2016 3:59 PM
13	life balancing with the heavy workload	4/14/2016 3:48 PM
14	keeping up, you have to be disaplined, check everything and deadlines	4/14/2016 3:32 PM
15	time management, financial aid communication to her and her paying for it herself. finding scholarships easier.	4/14/2016 3:08 PM
16	None	4/14/2016 3:08 PM
17	balancing life responsibilities, meeting with group members	4/14/2016 2:37 PM
18	keeping yourself aware of the deadlines	4/14/2016 12:56 PM
19	Getting quality feedback from certain peers	4/14/2016 12:07 PM
20	Manageing assignments and due date with work schedule	4/14/2016 11:05 AM
21	time management. programatic challenges.	4/14/2016 10:41 AM
22	She feels like there's more writing and reading in online courses, since there's almost no interaction.	4/14/2016 10:35 AM
23	Time management and feeling alone.	4/13/2016 4:50 PM
24	Work load is more	4/13/2016 4:46 PM
25	nothing	4/13/2016 4:38 PM
26	availability of seats in classes	4/13/2016 4:37 PM
27	A lot of reading materials.	4/13/2016 4:37 PM
28	At first, learning to use CourseDen	4/13/2016 4:37 PM
29	none	4/13/2016 4:28 PM
30	Keeping up with due dates	4/13/2016 4:24 PM
31	None	4/13/2016 4:12 PM
32	in general, just writing the styles. and learning the tk20	4/13/2016 4:11 PM
33	Time management	4/13/2016 4:08 PM
34	Time management with life demands	4/13/2016 3:53 PM

Spring Phone Survey 2016

35	Clarification for questions	4/13/2016 3:44 PM
36	no troubles	4/13/2016 3:39 PM
37	nothing	4/13/2016 3:24 PM
38	pace learning	4/13/2016 3:16 PM
39	Time management	4/13/2016 2:48 PM
40	balancing time with work and home life	4/13/2016 2:37 PM
41	Some content I would understand better in person	4/13/2016 2:32 PM
42	contact with instructor	4/13/2016 2:28 PM
43	academic	4/13/2016 12:05 PM
44	the volume of work is obscurced and one class the structure is observed one class we approach finals and midterm and had a full chapter due right as exams due at the same day. most only open a unit after one is close . but online students has life and need to do all when need. oceanography was completely self pace but others it is spoon feed.	4/13/2016 11:26 AM
45	Not at all	4/13/2016 9:24 AM
46	Has not faced any at all	4/13/2016 9:24 AM
47	time management, clearification of track in course and program,	4/12/2016 5:20 PM
48	Distance is an issue	4/12/2016 5:05 PM
49	No	4/12/2016 5:01 PM
50	time managment and one time couldnt access lybrary cause password issue recieved help instantly. assistance was over helpful and amazing	4/12/2016 4:51 PM
51	Distance	4/12/2016 4:49 PM
52	instructors responding in a timely fashion, no ability to talk face-to-face	4/12/2016 4:48 PM
53	hard to do to group work	4/12/2016 4:32 PM
54	none	4/12/2016 4:24 PM
55	adjust learning style for myself. time management	4/12/2016 4:21 PM
56	time management.	4/12/2016 4:15 PM
57	None	4/12/2016 4:13 PM
58	getting started and fearing the online approach of classes	4/12/2016 4:03 PM
59	Time managements	4/12/2016 3:43 PM
60	keeping track of due dates and balancing work life	4/12/2016 3:22 PM
61	nope	4/12/2016 3:19 PM
62	Not being able to know the professor on a personal basis, need to know expectations	4/12/2016 3:08 PM
63	Less classmate/instruction interaction	4/12/2016 2:46 PM
64	getting grades back in time, availability of instructors	4/12/2016 2:40 PM
65	adapt to accountability to yourself to complete assignments	4/12/2016 1:48 PM
66	Having group projects	4/12/2016 1:35 PM
67	very beginning, navigating the system and finding information to log into the system	4/12/2016 1:33 PM
68	none	4/12/2016 1:09 PM
69	the maintenance schedule messes her up, more updated info on the times they occur	4/12/2016 1:05 PM
70	Nothing	4/12/2016 1:00 PM
71	None.	4/12/2016 12:55 PM
72	Time management, certain professors only use westga.edu email and some use only courseden.	4/12/2016 12:00 PM
73	at the beginning it is confusing how to use courseden and enroll in classes because two websites	4/12/2016 11:35 AM

Spring Phone Survey 2016

74	Time management	4/12/2016 11:30 AM
75	Not being able to answer questions in person.	4/12/2016 11:19 AM
76	None so far	4/12/2016 11:12 AM
77	not a alot make	4/12/2016 9:59 AM
78	Making time for courses, disciplined	4/12/2016 8:21 AM
79	Hardware- when the network goes down or personal computer has glitches.	4/11/2016 5:00 PM
80	just managing time	4/11/2016 4:48 PM
81	platform for courseden	4/11/2016 4:37 PM
82	just finding courseden	4/11/2016 4:26 PM
83	Nothing really.	4/11/2016 4:18 PM
84	Matching schedules with work.	4/11/2016 3:59 PM
85	balancing the work. group work.	4/11/2016 3:52 PM
86	learning how to use everything effectively	4/11/2016 3:39 PM
87	None	4/11/2016 3:30 PM
88	balancing life and work	4/11/2016 2:58 PM
89	response from professor	4/11/2016 2:57 PM
90	Being able to access materials; time management	4/11/2016 2:56 PM
91	Personal time management	4/11/2016 2:38 PM
92	No campus experience	4/11/2016 2:34 PM
93	The drive in order to get tickets for graduation. Wishes they could be mailed.	4/11/2016 2:21 PM
94	course load with work	4/11/2016 2:15 PM
95	balancing courseload with work	4/11/2016 2:15 PM
96	Did not face any challenges	4/11/2016 1:50 PM
97	Not getting quick respond time from some of the teachers	4/11/2016 1:45 PM
98	Sometimes it is hard to understand exactly what they want from you and the communication can be confusing at times.	4/11/2016 1:10 PM
99	more busy work than work to help learn. Scheduling work and school.	4/11/2016 1:07 PM
100	Manage my own ttime	4/8/2016 9:20 AM
101	being accountable for yourself	4/8/2016 9:05 AM
102	I can not see my instructor face to face	4/8/2016 8:51 AM
103	Time management, instructors are not telling you what to do	4/7/2016 4:45 PM
104	Technical,	4/7/2016 4:15 PM
105	time management	4/6/2016 11:56 AM
106	organization	4/6/2016 11:22 AM
107	Time management.	4/6/2016 11:15 AM

Spring Phone Survey 2016

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

Answered: 106 Skipped: 16

#	Responses	Date
1	No	4/18/2016 1:11 PM
2	No	4/18/2016 11:42 AM
3	Make it personal by contacting and checking up, providing resources and help sooner and make them knowledgable	4/15/2016 5:10 PM
4	DEAD LINE REMINDER	4/15/2016 4:26 PM
5	not that can think of	4/15/2016 3:59 PM
6	Virtual lectures - beneficial - very helpful- "go to meetings". Had meeting where she had to attend an online lecture and found it very helpful specially for those who miss face-to-face meetings.	4/15/2016 8:38 AM
7	just the professors being committed more and timely	4/14/2016 4:59 PM
8	in person on campus to meet people in online courses	4/14/2016 4:50 PM
9	not that can think of	4/14/2016 4:28 PM
10	No	4/14/2016 4:22 PM
11	No	4/14/2016 4:01 PM
12	no everything is good, more skype like chats with professor and class. more personable, but it is good	4/14/2016 3:59 PM
13	No	4/14/2016 3:48 PM
14	nope	4/14/2016 3:32 PM
15	no, as long as information is easily accessabe	4/14/2016 3:08 PM
16	college of education- do more face to face meetings within online courses (50-99%)	4/14/2016 3:08 PM
17	No	4/14/2016 2:37 PM
18	No	4/14/2016 12:56 PM
19	Not at this time	4/14/2016 12:07 PM
20	not on top of head	4/14/2016 11:05 AM
21	more upper degree programs	4/14/2016 10:41 AM
22	She would like for some instructors to be more interactive. Maybe some professors do videos for every module. Bring that traditional element into online course	4/14/2016 10:35 AM
23	None.	4/13/2016 4:50 PM
24	Not that she can think of	4/13/2016 4:46 PM
25	no	4/13/2016 4:38 PM
26	availability of seats in classes to be increased	4/13/2016 4:37 PM
27	No	4/13/2016 4:37 PM
28	Not really. Everything is good	4/13/2016 4:37 PM
29	no	4/13/2016 4:28 PM
30	Not really	4/13/2016 4:24 PM
31	More major available	4/13/2016 4:12 PM
32	no	4/13/2016 4:11 PM

Spring Phone Survey 2016

33	syllabus to be available for information and scheduleing	4/13/2016 4:08 PM
34	No	4/13/2016 3:53 PM
35	None	4/13/2016 3:44 PM
36	not having to take the alcohol course training and assessment	4/13/2016 3:39 PM
37	no	4/13/2016 3:24 PM
38	no, i think overall it is good	4/13/2016 3:16 PM
39	Not really, has had a good experience	4/13/2016 2:48 PM
40	None	4/13/2016 2:37 PM
41	Can't think of anything	4/13/2016 2:32 PM
42	no	4/13/2016 2:28 PM
43	None	4/13/2016 12:50 PM
44	no	4/13/2016 12:05 PM
45	standerization of page format is a biggy. all classes should have same structure. more self paced activity.	4/13/2016 11:26 AM
46	None	4/13/2016 9:24 AM
47	None	4/13/2016 9:24 AM
48	not that can think of, not easy to minipulate as a teacher to go through learning platform. one professor used d2l other goes to his website. struggle as a teacher to get point to students	4/12/2016 5:20 PM
49	no	4/12/2016 5:05 PM
50	No	4/12/2016 5:01 PM
51	not that they know of	4/12/2016 4:51 PM
52	ni	4/12/2016 4:49 PM
53	No	4/12/2016 4:48 PM
54	No	4/12/2016 4:32 PM
55	no	4/12/2016 4:24 PM
56	think it is great best can do online for her	4/12/2016 4:21 PM
57	none that know of atm	4/12/2016 4:15 PM
58	No	4/12/2016 4:13 PM
59	No	4/12/2016 4:03 PM
60	no	4/12/2016 3:43 PM
61	No	4/12/2016 3:22 PM
62	no	4/12/2016 3:19 PM
63	No	4/12/2016 3:08 PM
64	Expectation for online courses vary for instructors with courseden (need to be more consistent).	4/12/2016 2:46 PM
65	more quizzes that are given in class as a part of her program	4/12/2016 2:40 PM
66	None at this time	4/12/2016 1:48 PM
67	She likes CourseDen, there's nothing	4/12/2016 1:35 PM
68	finding information to log into the system, more communication with new students	4/12/2016 1:33 PM
69	no	4/12/2016 1:09 PM
70	No	4/12/2016 1:05 PM
71	None	4/12/2016 1:00 PM
72	None.	4/12/2016 12:55 PM

Spring Phone Survey 2016

73	No	4/12/2016 12:00 PM
74	no	4/12/2016 11:35 AM
75	No	4/12/2016 11:30 AM
76	I don't think so. Everything has been simple	4/12/2016 11:19 AM
77	Not that she can think of	4/12/2016 11:12 AM
78	not this time	4/12/2016 9:59 AM
79	No.	4/12/2016 8:21 AM
80	None	4/11/2016 5:00 PM
81	no	4/11/2016 4:48 PM
82	nothing	4/11/2016 4:37 PM
83	sync westga with courseden	4/11/2016 4:26 PM
84	No	4/11/2016 4:18 PM
85	None	4/11/2016 3:59 PM
86	meet through webinar	4/11/2016 3:52 PM
87	reaching out to students	4/11/2016 3:39 PM
88	No	4/11/2016 3:30 PM
89	no	4/11/2016 2:58 PM
90	i think it is the best right now	4/11/2016 2:57 PM
91	Do not care for CourseDen; not user friendly.	4/11/2016 2:56 PM
92	Great program	4/11/2016 2:38 PM
93	more english classes instead of eCore	4/11/2016 2:34 PM
94	No; enjoyed all classes	4/11/2016 2:21 PM
95	no	4/11/2016 2:15 PM
96	None that she can think of	4/11/2016 1:45 PM
97	Thought it was fine the way it is.	4/11/2016 1:10 PM
98	Good accessibility to resources	4/11/2016 1:07 PM
99	No	4/8/2016 9:20 AM
100	no	4/8/2016 9:05 AM
101	No	4/8/2016 8:51 AM
102	no	4/7/2016 4:48 PM
103	No	4/7/2016 4:45 PM
104	n/A	4/6/2016 11:56 AM
105	no	4/6/2016 11:22 AM
106	I dont think so	4/6/2016 11:15 AM

Spring Phone Survey 2016

Q42 Why did you choose UWG?

Answered: 104 Skipped: 18

#	Responses	Date
1	prior student	4/18/2016 1:13 PM
2	UWG offered her particular program. Also, if she needed to attend a class on campus, then the Newnan campus is close to her.	4/18/2016 11:44 AM
3	from bach cause it was close to area, didnt want to live on campus cause had childe, teaching had best teaching program, price	4/15/2016 4:26 PM
4	well respected school for education, majors, doctorate,	4/15/2016 3:59 PM
5	great undergrad experience	4/15/2016 3:07 PM
6	Received masters from here, our application process was easy, and program cost and time	4/15/2016 8:38 AM
7	for bach and 2 universities offered the speech, went back for masters because it was nice	4/14/2016 4:59 PM
8	prior student	4/14/2016 4:53 PM
9	crim department	4/14/2016 4:31 PM
10	offered the program online	4/14/2016 4:24 PM
11	prior student, not to far away	4/14/2016 4:03 PM
12	familiar as undergrad, well known around, degree would mean something. good rep. online program is 100 online	4/14/2016 3:59 PM
13	she is a prior student	4/14/2016 3:50 PM
14	better to get information, so comfortable and specialist is great to find her	4/14/2016 3:32 PM
15	the reputation of the professors and the department	4/14/2016 3:10 PM
16	price range, great experience with her Bach. found out they had the program and she was just drawn to UWG	4/14/2016 3:08 PM
17	been there previously, online program was offered	4/14/2016 2:39 PM
18	fully online program, heard about through alumni	4/14/2016 12:58 PM
19	A close friend suggested it	4/14/2016 12:11 PM
20	use to live in carrollton went to UWG in early 2000	4/14/2016 11:05 AM
21	Convenience of distance, personal connection husband and her worked here, and EDD was here	4/14/2016 10:41 AM
22	She received her undergrad from here and she liked her experience	4/14/2016 10:37 AM
23	Complete online program and previous programs	4/14/2016 10:24 AM
24	Went there for teaching certification.	4/13/2016 4:52 PM
25	She has already received other degrees from here. She likes the fact that the program is online	4/13/2016 4:48 PM
26	closer than other institutions	4/13/2016 4:39 PM
27	Had the program online	4/13/2016 4:39 PM
28	Heard about it from other colleagues	4/13/2016 4:39 PM
29	liked the course and the quickness	4/13/2016 4:39 PM
30	seeing past courses through Moodle, everything is laid out for me	4/13/2016 4:30 PM
31	Not sure	4/13/2016 4:25 PM
32	I used to live in carrollton and had the major available online	4/13/2016 4:14 PM
33	program	4/13/2016 4:12 PM
34	Affordability, had his degree	4/13/2016 4:10 PM

Spring Phone Survey 2016

35	close and cheap	4/13/2016 3:55 PM
36	Master's form here	4/13/2016 3:46 PM
37	the certificate and program was offered	4/13/2016 3:41 PM
38	they had the program	4/13/2016 3:24 PM
39	i liked the education program (online)	4/13/2016 3:17 PM
40	alumni	4/13/2016 3:00 PM
41	She works here so its convenient	4/13/2016 2:50 PM
42	cost and flexibility, education department	4/13/2016 2:40 PM
43	Availability of program and online option	4/13/2016 2:34 PM
44	program	4/13/2016 2:28 PM
45	bachelors and masters through UWG, degree program	4/13/2016 12:59 PM
46	masters scores were sent, had to; wouldnt transfer	4/13/2016 12:06 PM
47	actually tranfered because she understood this school produced eCore system. figured if they do eCore then they have act together for online classes however not accurate	4/13/2016 11:26 AM
48	Program and price	4/13/2016 9:26 AM
49	Porgram and PRice	4/13/2016 9:15 AM
50	online cert that was needed	4/12/2016 5:20 PM
51	the program is great	4/12/2016 5:05 PM
52	read master on line	4/12/2016 4:51 PM
53	friend recommended	4/12/2016 4:50 PM
54	Good program	4/12/2016 4:49 PM
55	her husband told her how great it is	4/12/2016 4:37 PM
56	online	4/12/2016 4:25 PM
57	new program and online and finac affordable	4/12/2016 4:21 PM
58	did certi on teach here liked school and professor went on for graduate and master good school professors are good and knowledge can use the knowledge	4/12/2016 4:15 PM
59	online program was offered	4/12/2016 4:14 PM
60	Southern school, very approachable for her	4/12/2016 4:06 PM
61	the program	4/12/2016 3:44 PM
62	offered his degree online	4/12/2016 3:24 PM
63	Love the campus, offered the degree	4/12/2016 3:20 PM
64	recommended by friend, online	4/12/2016 3:10 PM
65	Flexibility of program, well established school, ect	4/12/2016 2:46 PM
66	had the online program she needed	4/12/2016 2:45 PM
67	had the online program for cheap	4/12/2016 1:51 PM
68	online degree program is recommended highly	4/12/2016 1:38 PM
69	Because the program she needed was all online	4/12/2016 1:38 PM
70	Convience	4/12/2016 1:09 PM
71	because it has her online program	4/12/2016 1:08 PM
72	Online program offered, and it was close to my house just in case	4/12/2016 1:02 PM
73	UWG offers her degree and she lives locally.	4/12/2016 12:58 PM

Spring Phone Survey 2016

74	Close to home	4/12/2016 12:04 PM
75	offered degree	4/12/2016 11:35 AM
76	Where she received her undergrad.	4/12/2016 11:30 AM
77	Heard really good things about the programs	4/12/2016 11:20 AM
78	Attended for undergraduate, pleasant experience	4/12/2016 11:14 AM
79	Work close by (top program), previous bachelors	4/12/2016 8:21 AM
80	Got master's there, cost, flexibility, additional certification, online courses	4/11/2016 5:04 PM
81	because program	4/11/2016 4:49 PM
82	program	4/11/2016 4:39 PM
83	program	4/11/2016 4:28 PM
84	Cheap, In-state, Matched Accreditation	4/11/2016 4:20 PM
85	Better partner school with my program	4/11/2016 4:02 PM
86	the degree needed	4/11/2016 3:52 PM
87	just because we offered the program	4/11/2016 3:39 PM
88	Where she got her Bachelors	4/11/2016 3:00 PM
89	offered the program	4/11/2016 2:58 PM
90	program offered	4/11/2016 2:58 PM
91	Felt like through all of degrees, she was prepared	4/11/2016 2:38 PM
92	no entrance exams	4/11/2016 2:34 PM
93	took part in a undergraduate program, lives close to campus	4/11/2016 2:22 PM
94	In her program, one of the best programs offered in the state.	4/11/2016 2:21 PM
95	close to home	4/11/2016 2:15 PM
96	Close to home	4/11/2016 2:15 PM
97	took bachelors program here	4/11/2016 1:50 PM
98	Lives in Carrollton, convenience	4/11/2016 1:45 PM
99	bachelors from here and distance to campus	4/11/2016 1:13 PM
100	All of her degrees were from UWG.	4/11/2016 1:11 PM
101	financial aid reasons	4/8/2016 9:06 AM
102	Cheap	4/8/2016 8:53 AM
103	You live close	4/7/2016 4:47 PM
104	cheap but good program	4/7/2016 4:17 PM

Spring Phone Survey 2016

Q43 How did you hear about UWG|Online?

Answered: 103 Skipped: 19

#	Responses	Date
1	Prior student knowledge	4/18/2016 1:13 PM
2	Her sister is in a Masters program here and she told her to look into UWG Online.	4/18/2016 11:44 AM
3	went in for masters cause friend did it	4/15/2016 4:26 PM
4	EDS program already	4/15/2016 3:59 PM
5	co-workers	4/15/2016 3:07 PM
6	Previously attended UWG and former students	4/15/2016 8:38 AM
7	bach experience	4/14/2016 4:59 PM
8	prior student knowledge	4/14/2016 4:53 PM
9	searching, then studing the school	4/14/2016 4:31 PM
10	through her prior experience and knowledge	4/14/2016 4:24 PM
11	visiting the school	4/14/2016 4:03 PM
12	googling master programs and friends who previously done hybrid programs	4/14/2016 3:59 PM
13	researching various schools	4/14/2016 3:50 PM
14	google search	4/14/2016 3:32 PM
15	found that the courses were offered online	4/14/2016 3:10 PM
16	sister has been doing online	4/14/2016 3:08 PM
17	through research online	4/14/2016 2:39 PM
18	media specialists	4/14/2016 12:58 PM
19	Through former student	4/14/2016 12:11 PM
20	through website	4/14/2016 11:05 AM
21	known about it for a long	4/14/2016 10:41 AM
22	She had other colleagues that had received their degrees from here online	4/14/2016 10:37 AM
23	through bachelors	4/14/2016 10:24 AM
24	online	4/13/2016 4:52 PM
25	She has previously been enrolled in programs at UWG	4/13/2016 4:48 PM
26	just needed to take online courses	4/13/2016 4:39 PM
27	Word of mouth, internet	4/13/2016 4:39 PM
28	She searched for programs online	4/13/2016 4:39 PM
29	searching	4/13/2016 4:39 PM
30	USA News and World ranking	4/13/2016 4:30 PM
31	Not sure	4/13/2016 4:25 PM
32	email	4/13/2016 4:14 PM
33	googled it	4/13/2016 4:12 PM
34	Locating his degree program offering	4/13/2016 4:10 PM
35	her online program options	4/13/2016 3:55 PM

Spring Phone Survey 2016

36	Contacted advisor	4/13/2016 3:46 PM
37	googled it	4/13/2016 3:41 PM
38	looked into it	4/13/2016 3:24 PM
39	adviser came and spoke to teachers at school	4/13/2016 3:17 PM
40	research, educational program	4/13/2016 3:00 PM
41	She works for the school	4/13/2016 2:50 PM
42	through PFC website	4/13/2016 2:40 PM
43	Received masters from here so she already knew about it	4/13/2016 2:34 PM
44	data base, Georgia on my line	4/13/2016 2:28 PM
45	previous degree	4/13/2016 12:59 PM
46	others teachers	4/13/2016 12:06 PM
47	online search for schools in the University System of Georgia	4/13/2016 11:26 AM
48	Searches	4/13/2016 9:26 AM
49	searches	4/13/2016 9:15 AM
50	had websearch. talked to others in media department	4/12/2016 5:20 PM
51	advisor told him	4/12/2016 5:05 PM
52	friend recieved masters. told about process. did last min and did fast and correct	4/12/2016 4:51 PM
53	friend recommended	4/12/2016 4:50 PM
54	internet	4/12/2016 4:49 PM
55	husband and friend both took the course	4/12/2016 4:37 PM
56	online	4/12/2016 4:25 PM
57	coworker doing specialist	4/12/2016 4:21 PM
58	online looking and saw if UWG had one	4/12/2016 4:15 PM
59	through her school system	4/12/2016 4:14 PM
60	Fellow co-workers	4/12/2016 4:06 PM
61	googling online grad schools	4/12/2016 3:44 PM
62	through his wife who is a student here	4/12/2016 3:24 PM
63	from around campus (word of mouth)	4/12/2016 3:20 PM
64	friend in the course	4/12/2016 3:10 PM
65	A group came on to her workplace to give an info sessions	4/12/2016 2:46 PM
66	GeorgiaOnMyLine	4/12/2016 2:45 PM
67	research and her department of education near where she lives	4/12/2016 1:51 PM
68	alumni from degree program	4/12/2016 1:38 PM
69	Someone else had already taken the course	4/12/2016 1:38 PM
70	Friends	4/12/2016 1:09 PM
71	Google	4/12/2016 1:08 PM
72	Through former student	4/12/2016 1:02 PM
73	A friend introduced it to her.	4/12/2016 12:58 PM
74	From a friend	4/12/2016 12:04 PM
75	looked up	4/12/2016 11:35 AM
76	Found it online when searching for graduate programs.	4/12/2016 11:30 AM

Spring Phone Survey 2016

77	His roommate from his previous school told him about it	4/12/2016 11:20 AM
78	From	4/12/2016 11:14 AM
79	through the media program	4/12/2016 8:21 AM
80	Online	4/11/2016 5:04 PM
81	exploring and a friend	4/11/2016 4:49 PM
82	a friend	4/11/2016 4:39 PM
83	program	4/11/2016 4:28 PM
84	Spouse	4/11/2016 4:20 PM
85	Colleagues	4/11/2016 4:02 PM
86	googled it	4/11/2016 3:52 PM
87	kind of heard of UWG Online	4/11/2016 3:39 PM
88	Live in the area	4/11/2016 3:00 PM
89	degree path, searching for schools	4/11/2016 2:58 PM
90	through ga pse website	4/11/2016 2:58 PM
91	Being a former student	4/11/2016 2:38 PM
92	through online research	4/11/2016 2:34 PM
93	through a previous bachelor's program	4/11/2016 2:22 PM
94	Internet	4/11/2016 2:21 PM
95	Undergraduate program referral	4/11/2016 2:15 PM
96	through program	4/11/2016 1:50 PM
97	Being on campus	4/11/2016 1:45 PM
98	through bachelors program	4/11/2016 1:13 PM
99	She was researching what was next in her path and came across the online courses offered.	4/11/2016 1:11 PM
100	common knowledge	4/8/2016 9:06 AM
101	Twitter	4/8/2016 8:53 AM
102	Through friends who took online courses	4/7/2016 4:47 PM
103	from online courses	4/7/2016 4:17 PM

Spring Phone Survey 2016

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

Answered: 103 Skipped: 19

#	Responses	Date
1	No	4/18/2016 1:13 PM
2	No	4/18/2016 11:44 AM
3	no	4/15/2016 4:26 PM
4	no	4/15/2016 3:59 PM
5	Quick and east, effective.	4/15/2016 3:07 PM
6	No	4/15/2016 8:38 AM
7	rocky start sent in info, still needed information, not good communication no delay but frustration of redoing and resending.	4/14/2016 4:59 PM
8	No	4/14/2016 4:53 PM
9	no	4/14/2016 4:31 PM
10	No	4/14/2016 4:24 PM
11	No	4/14/2016 4:03 PM
12	no	4/14/2016 3:59 PM
13	No	4/14/2016 3:50 PM
14	just seamless and nice, very responsive	4/14/2016 3:32 PM
15	No	4/14/2016 3:10 PM
16	no	4/14/2016 3:08 PM
17	No	4/14/2016 2:39 PM
18	No	4/14/2016 12:58 PM
19	No. They were very helpful	4/14/2016 12:11 PM
20	no	4/14/2016 11:05 AM
21	it would've been helpful to have a checklist sent out. more direct.	4/14/2016 10:41 AM
22	n/a	4/14/2016 10:37 AM
23	No	4/14/2016 10:24 AM
24	No	4/13/2016 4:52 PM
25	No	4/13/2016 4:48 PM
26	really tough, she felt left behind when being admitted, shuffled around	4/13/2016 4:39 PM
27	No	4/13/2016 4:39 PM
28	Not really	4/13/2016 4:39 PM
29	no	4/13/2016 4:39 PM
30	starting different times	4/13/2016 4:30 PM
31	No	4/13/2016 4:25 PM
32	No	4/13/2016 4:14 PM
33	no	4/13/2016 4:12 PM

Spring Phone Survey 2016

34	No	4/13/2016 4:10 PM
35	No, it was easy	4/13/2016 3:55 PM
36	no	4/13/2016 3:46 PM
37	no	4/13/2016 3:41 PM
38	no	4/13/2016 3:24 PM
39	no	4/13/2016 3:17 PM
40	easy. no problems	4/13/2016 3:00 PM
41	No. She had a good experience	4/13/2016 2:50 PM
42	N/A: easy	4/13/2016 2:40 PM
43	No	4/13/2016 2:34 PM
44	no	4/13/2016 2:28 PM
45	Enjoyed the phone interview for admission to program admission	4/13/2016 12:59 PM
46	no	4/13/2016 12:06 PM
47	more training to know more information to assist	4/13/2016 11:26 AM
48	None really.	4/13/2016 9:26 AM
49	no	4/12/2016 5:20 PM
50	no	4/12/2016 5:05 PM
51	swift handled correctly and wonderfully last minuete	4/12/2016 4:51 PM
52	No	4/12/2016 4:50 PM
53	no	4/12/2016 4:49 PM
54	No	4/12/2016 4:37 PM
55	none	4/12/2016 4:25 PM
56	no	4/12/2016 4:21 PM
57	no	4/12/2016 4:15 PM
58	No	4/12/2016 4:14 PM
59	It is the best	4/12/2016 4:06 PM
60	no	4/12/2016 3:44 PM
61	No	4/12/2016 3:24 PM
62	no	4/12/2016 3:20 PM
63	No	4/12/2016 3:10 PM
64	no	4/12/2016 2:46 PM
65	No	4/12/2016 2:45 PM
66	No	4/12/2016 1:51 PM
67	everyone was helpful with phone calls and answers	4/12/2016 1:38 PM
68	None	4/12/2016 1:38 PM
69	no	4/12/2016 1:09 PM
70	check the applications earlier to in order to get registration handled	4/12/2016 1:08 PM
71	Everything was good	4/12/2016 1:02 PM
72	No.	4/12/2016 12:58 PM
73	Friendly helpdesk	4/12/2016 12:04 PM
74	no	4/12/2016 11:35 AM

Spring Phone Survey 2016

75	No	4/12/2016 11:30 AM
76	The process was excellent	4/12/2016 11:20 AM
77	No	4/12/2016 11:14 AM
78	No	4/12/2016 8:21 AM
79	Easy- love to see more flexibility in payment for graduate students	4/11/2016 5:04 PM
80	no	4/11/2016 4:49 PM
81	be more helpful when someone does not know about the process	4/11/2016 4:39 PM
82	no	4/11/2016 4:28 PM
83	No	4/11/2016 4:20 PM
84	No	4/11/2016 4:02 PM
85	no	4/11/2016 3:52 PM
86	fine and great to her	4/11/2016 3:39 PM
87	Pretty smooth	4/11/2016 3:00 PM
88	great process. flowed through easily. representatives were extremely helpful.	4/11/2016 2:58 PM
89	no	4/11/2016 2:58 PM
90	No	4/11/2016 2:38 PM
91	everyone is patient	4/11/2016 2:34 PM
92	none	4/11/2016 2:22 PM
93	No	4/11/2016 2:21 PM
94	no	4/11/2016 2:15 PM
95	N/A	4/11/2016 1:50 PM
96	No	4/11/2016 1:45 PM
97	admissions was good	4/11/2016 1:13 PM
98	No; everything went well.	4/11/2016 1:11 PM
99	no	4/8/2016 9:06 AM
100	no	4/8/2016 8:53 AM
101	no	4/7/2016 4:48 PM
102	No	4/7/2016 4:47 PM
103	np	4/7/2016 4:17 PM

Spring Phone Survey 2016

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

Answered: 102 Skipped: 20

#	Responses	Date
1	No	4/18/2016 1:13 PM
2	Everyone is prompt when answering questions; communication and explanations is good.	4/18/2016 11:44 AM
3	good- feel like professors are great Bad is deadline. Need more comunication with advisors	4/15/2016 4:26 PM
4	nothing	4/15/2016 3:59 PM
5	The ease of acquiring a degree	4/15/2016 3:07 PM
6	No	4/15/2016 8:38 AM
7	the program very disorganized, answers from one professor that was diffrent from another professor, and no one never knew the right correct answers.	4/14/2016 4:59 PM
8	No	4/14/2016 4:53 PM
9	applying part all the criteria there was a gliche that stated she was out state instead of a instate.	4/14/2016 4:31 PM
10	Instructors provide quality instructions, but grading can be slow	4/14/2016 4:24 PM
11	more clear and concise with portfolios	4/14/2016 4:03 PM
12	Advising issue, its harder since we are distant and unattached feel, like they haven't really looked at my records.	4/14/2016 3:59 PM
13	No	4/14/2016 3:50 PM
14	no just simple and good	4/14/2016 3:32 PM
15	it is very easy to stay organized if the professor is organized	4/14/2016 3:10 PM
16	good ethusasm from the teachers	4/14/2016 3:08 PM
17	No	4/14/2016 2:39 PM
18	good- professors are great about layout and availability	4/14/2016 12:58 PM
19	Advisement was really good	4/14/2016 12:11 PM
20	no	4/14/2016 11:05 AM
21	since of conection is nice even though she is online it was a nice supurise.	4/14/2016 10:41 AM
22	She had a very difficult course one semester and she had an insane amount of work for the entire semester. It was a significant increase compared to all courses she has ever taken.	4/14/2016 10:37 AM
23	Very helpful	4/14/2016 10:24 AM
24	The process was easy and clear	4/13/2016 4:52 PM
25	No, but she's concerned that too many classes are going to be offered online and that's not a great thing to do for newer students	4/13/2016 4:48 PM
26	the professors are good about contact	4/13/2016 4:39 PM
27	No	4/13/2016 4:39 PM
28	She thinks it has been perfect	4/13/2016 4:39 PM
29	all good and the professors are very professional	4/13/2016 4:39 PM
30	teachers are awesome	4/13/2016 4:30 PM
31	Less stress	4/13/2016 4:25 PM
32	I liked that some professors made the class interesting.	4/13/2016 4:14 PM

Spring Phone Survey 2016

33	not really	4/13/2016 4:12 PM
34	Bad- half semester courses did not know about them when he registered	4/13/2016 4:10 PM
35	Good- how fast the professors respond to her questions	4/13/2016 3:55 PM
36	no	4/13/2016 3:46 PM
37	cool that you can work and get a degree in a year.	4/13/2016 3:41 PM
38	i have enjoyed it so far. awesome	4/13/2016 3:24 PM
39	great overall	4/13/2016 3:17 PM
40	Nothing bad sticks out	4/13/2016 2:50 PM
41	Dr. Alba was good. The other instructor needs to teach face to face	4/13/2016 2:40 PM
42	Can't think of anything	4/13/2016 2:34 PM
43	no just very easy	4/13/2016 2:28 PM
44	Very good, courteous service	4/13/2016 12:59 PM
45	very organized	4/13/2016 12:06 PM
46	no, neutral, not geared for online students all email and stuff is not tailored. 90% questions are mostly for on campus.	4/13/2016 11:26 AM
47	very good experience - enjoying it and has told that to others.	4/13/2016 9:26 AM
48	very good experience - enjoying it and has told that to others.	4/13/2016 9:15 AM
49	good- questions about missions and there was a directional live support. compared to master program. the support that is live support	4/12/2016 5:20 PM
50	convenience	4/12/2016 5:05 PM
51	great experience appreciate the classes	4/12/2016 4:51 PM
52	Dr. McCord is very good	4/12/2016 4:50 PM
53	nothing	4/12/2016 4:49 PM
54	June Berry was good, website page was not good as a prospective student	4/12/2016 4:37 PM
55	none	4/12/2016 4:25 PM
56	nothing out of ord ben good how prof response clear quick	4/12/2016 4:21 PM
57	not really. has been nice and easy and convenient	4/12/2016 4:15 PM
58	Have not had issues	4/12/2016 4:14 PM
59	very approachable	4/12/2016 4:06 PM
60	no	4/12/2016 3:44 PM
61	Like the flexibility	4/12/2016 3:24 PM
62	no	4/12/2016 3:20 PM
63	Multicultural class was very good	4/12/2016 3:10 PM
64	Very helpful overall	4/12/2016 2:46 PM
65	disappointed with the transferable credits, no interaction with the instructors in order to learn	4/12/2016 2:45 PM
66	My advisor is very good	4/12/2016 1:51 PM
67	the instructors are trained in teaching online courses	4/12/2016 1:38 PM
68	None	4/12/2016 1:38 PM
69	Amazing advisors	4/12/2016 1:09 PM
70	No, it was good	4/12/2016 1:08 PM
71	Nothing in specific	4/12/2016 1:02 PM
72	Immediate response with UWG Online Help Desk.	4/12/2016 12:58 PM

Spring Phone Survey 2016

73	The program is better compared to other schools	4/12/2016 12:04 PM
74	adviser is awesome	4/12/2016 11:35 AM
75	She did not like how you have to keep two courses in order to obtain Financial Aid	4/12/2016 11:30 AM
76	Ease of use and availability of staff to help when needed (good)	4/12/2016 11:20 AM
77	No	4/12/2016 11:14 AM
78	Support has been very helpful.	4/12/2016 8:21 AM
79	Professors are excellent.	4/11/2016 5:04 PM
80	pretty easy to follow	4/11/2016 4:49 PM
81	no	4/11/2016 4:39 PM
82	IT was helpful	4/11/2016 4:28 PM
83	Easy	4/11/2016 4:20 PM
84	Easy registration	4/11/2016 4:02 PM
85	no, because she has had online classes before she didnt think the orientation helped her	4/11/2016 3:52 PM
86	recommends for adults learners to take one class instead of two until you learn the program and online process	4/11/2016 3:39 PM
87	No	4/11/2016 3:00 PM
88	Very good experience. Very professional.	4/11/2016 2:58 PM
89	quick, appreciated it	4/11/2016 2:58 PM
90	No	4/11/2016 2:38 PM
91	everyone is helpful	4/11/2016 2:34 PM
92	Always helpful if assistance is requested	4/11/2016 2:22 PM
93	The professors have been encouraging; make online students feel just as important.	4/11/2016 2:21 PM
94	no	4/11/2016 2:15 PM
95	N/A	4/11/2016 1:50 PM
96	All the different courses	4/11/2016 1:45 PM
97	time stamped assignments disappear after submissions (cannot review submissions)	4/11/2016 1:13 PM
98	Teachers are always organized. They go above and beyond other teachers she has had in the past.	4/11/2016 1:11 PM
99	no	4/8/2016 9:06 AM
100	no	4/8/2016 8:53 AM
101	goog	4/7/2016 4:48 PM
102	No	4/7/2016 4:47 PM

Spring Phone Survey 2016

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

Answered: 99 Skipped: 23

#	Responses	Date
1	No	4/18/2016 1:13 PM
2	No	4/18/2016 11:44 AM
3	1	4/15/2016 4:26 PM
4	no	4/15/2016 3:59 PM
5	yes	4/15/2016 3:07 PM
6	Once	4/15/2016 8:38 AM
7	yes	4/14/2016 4:59 PM
8	No	4/14/2016 4:53 PM
9	no	4/14/2016 4:31 PM
10	Yes, password	4/14/2016 4:24 PM
11	Yes, password reset and project submission	4/14/2016 4:03 PM
12	No	4/14/2016 3:50 PM
13	one time about password	4/14/2016 3:32 PM
14	No	4/14/2016 3:10 PM
15	no	4/14/2016 3:08 PM
16	Yes, previous student so she could not remember her login info	4/14/2016 2:39 PM
17	No	4/14/2016 12:58 PM
18	Yes, for set up of password	4/14/2016 12:11 PM
19	no	4/14/2016 11:05 AM
20	Yes	4/14/2016 10:41 AM
21	no	4/14/2016 10:37 AM
22	Yes	4/14/2016 10:24 AM
23	NO	4/13/2016 4:52 PM
24	No	4/13/2016 4:48 PM
25	her password	4/13/2016 4:39 PM
26	No	4/13/2016 4:39 PM
27	Yes	4/13/2016 4:39 PM
28	yes	4/13/2016 4:39 PM
29	yes	4/13/2016 4:30 PM
30	No	4/13/2016 4:25 PM
31	no	4/13/2016 4:14 PM
32	no	4/13/2016 4:12 PM
33	Yes, for passwords	4/13/2016 4:10 PM

Spring Phone Survey 2016

34	No	4/13/2016 3:55 PM
35	yes	4/13/2016 3:41 PM
36	no	4/13/2016 3:24 PM
37	no	4/13/2016 3:17 PM
38	no	4/13/2016 3:00 PM
39	Yes, as an instructor	4/13/2016 2:50 PM
40	yes	4/13/2016 2:40 PM
41	Yes	4/13/2016 2:34 PM
42	yes	4/13/2016 2:28 PM
43	yes	4/13/2016 12:59 PM
44	no	4/13/2016 12:06 PM
45	no but i know they are there.	4/13/2016 11:26 AM
46	Yes	4/13/2016 9:26 AM
47	No.	4/13/2016 9:15 AM
48	yes	4/12/2016 5:20 PM
49	no	4/12/2016 5:05 PM
50	yes	4/12/2016 4:51 PM
51	No	4/12/2016 4:50 PM
52	no	4/12/2016 4:49 PM
53	Yeah	4/12/2016 4:37 PM
54	yes	4/12/2016 4:25 PM
55	yes	4/12/2016 4:21 PM
56	No	4/12/2016 4:14 PM
57	Yes	4/12/2016 4:06 PM
58	no	4/12/2016 3:44 PM
59	Yes	4/12/2016 3:24 PM
60	no	4/12/2016 3:20 PM
61	Yes, for passwords	4/12/2016 3:10 PM
62	yes	4/12/2016 2:46 PM
63	Yes	4/12/2016 2:45 PM
64	No	4/12/2016 1:51 PM
65	Yeah	4/12/2016 1:38 PM
66	No	4/12/2016 1:38 PM
67	no	4/12/2016 1:09 PM
68	Yes, when she applied in order to check the status	4/12/2016 1:08 PM
69	Yes, when she first came to UWG	4/12/2016 1:02 PM
70	Yes	4/12/2016 12:58 PM
71	yes	4/12/2016 12:04 PM
72	no	4/12/2016 11:35 AM
73	No	4/12/2016 11:30 AM
74	Yes	4/12/2016 11:14 AM

Spring Phone Survey 2016

75	Yes	4/12/2016 8:21 AM
76	Yes	4/11/2016 5:04 PM
77	yes	4/11/2016 4:49 PM
78	yes	4/11/2016 4:39 PM
79	no	4/11/2016 4:28 PM
80	No	4/11/2016 4:20 PM
81	Yes	4/11/2016 4:02 PM
82	yes	4/11/2016 3:52 PM
83	no	4/11/2016 3:39 PM
84	No	4/11/2016 3:00 PM
85	once	4/11/2016 2:58 PM
86	yes	4/11/2016 2:58 PM
87	No	4/11/2016 2:38 PM
88	yes	4/11/2016 2:34 PM
89	once	4/11/2016 2:22 PM
90	No	4/11/2016 2:21 PM
91	yes	4/11/2016 2:15 PM
92	No	4/11/2016 1:50 PM
93	Yes	4/11/2016 1:45 PM
94	Many times	4/11/2016 1:13 PM
95	No; never found a reason to.	4/11/2016 1:11 PM
96	no	4/8/2016 9:06 AM
97	yes	4/8/2016 8:53 AM
98	no	4/7/2016 4:48 PM
99	No	4/7/2016 4:47 PM

Spring Phone Survey 2016

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

Answered: 53 Skipped: 69

#	Responses	Date
1	good resourceful, prompt	4/15/2016 4:26 PM
2	Great, fast, they helped me figure out hoe to access Microsoft office	4/15/2016 3:07 PM
3	Fine - answered promptly - got problem fixed.	4/15/2016 8:38 AM
4	was nice and prompt	4/14/2016 4:59 PM
5	It was negative	4/14/2016 4:24 PM
6	Good	4/14/2016 4:03 PM
7	promptly and nice	4/14/2016 3:32 PM
8	Good	4/14/2016 2:39 PM
9	They took care of me	4/14/2016 12:11 PM
10	Very prompt and curtious	4/14/2016 10:41 AM
11	Easily fixed the programs	4/14/2016 10:24 AM
12	Good	4/13/2016 4:39 PM
13	It was good. Very quick and helpful	4/13/2016 4:39 PM
14	good	4/13/2016 4:39 PM
15	quick, but didnt know where to send me	4/13/2016 4:30 PM
16	Good	4/13/2016 4:10 PM
17	great	4/13/2016 3:41 PM
18	Always very helpful	4/13/2016 2:50 PM
19	efficient, curteous	4/13/2016 2:40 PM
20	It was good.	4/13/2016 2:34 PM
21	helped fast	4/13/2016 2:28 PM
22	Fast, service, solved the problem quickly	4/13/2016 12:59 PM
23	Great.	4/13/2016 9:26 AM
24	was great	4/12/2016 5:20 PM
25	very acomendating and helpful	4/12/2016 4:51 PM
26	It is good	4/12/2016 4:37 PM
27	Resolved issue	4/12/2016 4:25 PM
28	great	4/12/2016 4:21 PM
29	The best	4/12/2016 4:06 PM
30	They helped and was knowledgeable	4/12/2016 3:24 PM
31	Good	4/12/2016 3:10 PM
32	They were very helpful	4/12/2016 2:46 PM
33	They were always able to help	4/12/2016 2:45 PM
34	They were helpful and not impatient	4/12/2016 1:38 PM

Spring Phone Survey 2016

35	Yeah, they did help me	4/12/2016 1:08 PM
36	It was great	4/12/2016 1:02 PM
37	It was great, immediate response and everyone was nice and helpful.	4/12/2016 12:58 PM
38	Quick friendly service told to contact professor.	4/12/2016 12:04 PM
39	Good	4/12/2016 11:14 AM
40	Wasn't able to see something do to instructor restrictions. UWG Online helped resolve the issue.	4/12/2016 8:21 AM
41	Computer Glitch, good experience, helpful	4/11/2016 5:04 PM
42	emailed them and responded with instructions	4/11/2016 4:49 PM
43	good	4/11/2016 4:39 PM
44	Helped quickly with Coursden login.	4/11/2016 4:02 PM
45	fine and helpful	4/11/2016 3:52 PM
46	very helpful	4/11/2016 2:58 PM
47	great	4/11/2016 2:58 PM
48	very helpful	4/11/2016 2:34 PM
49	very helpful in giving additional information about CourseDen	4/11/2016 2:22 PM
50	access to courseDen	4/11/2016 2:15 PM
51	Most cases were able to resolve the issue	4/11/2016 1:45 PM
52	Above and beyond what was expected.	4/11/2016 1:13 PM
53	I received great assistance with accessing a quiz in progress	4/8/2016 8:53 AM