UAOnline Student Feedback Report

Prepared for:

University of Alaska Statewide

Student Services & Enrollment Management

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I. Overview of UAOnline

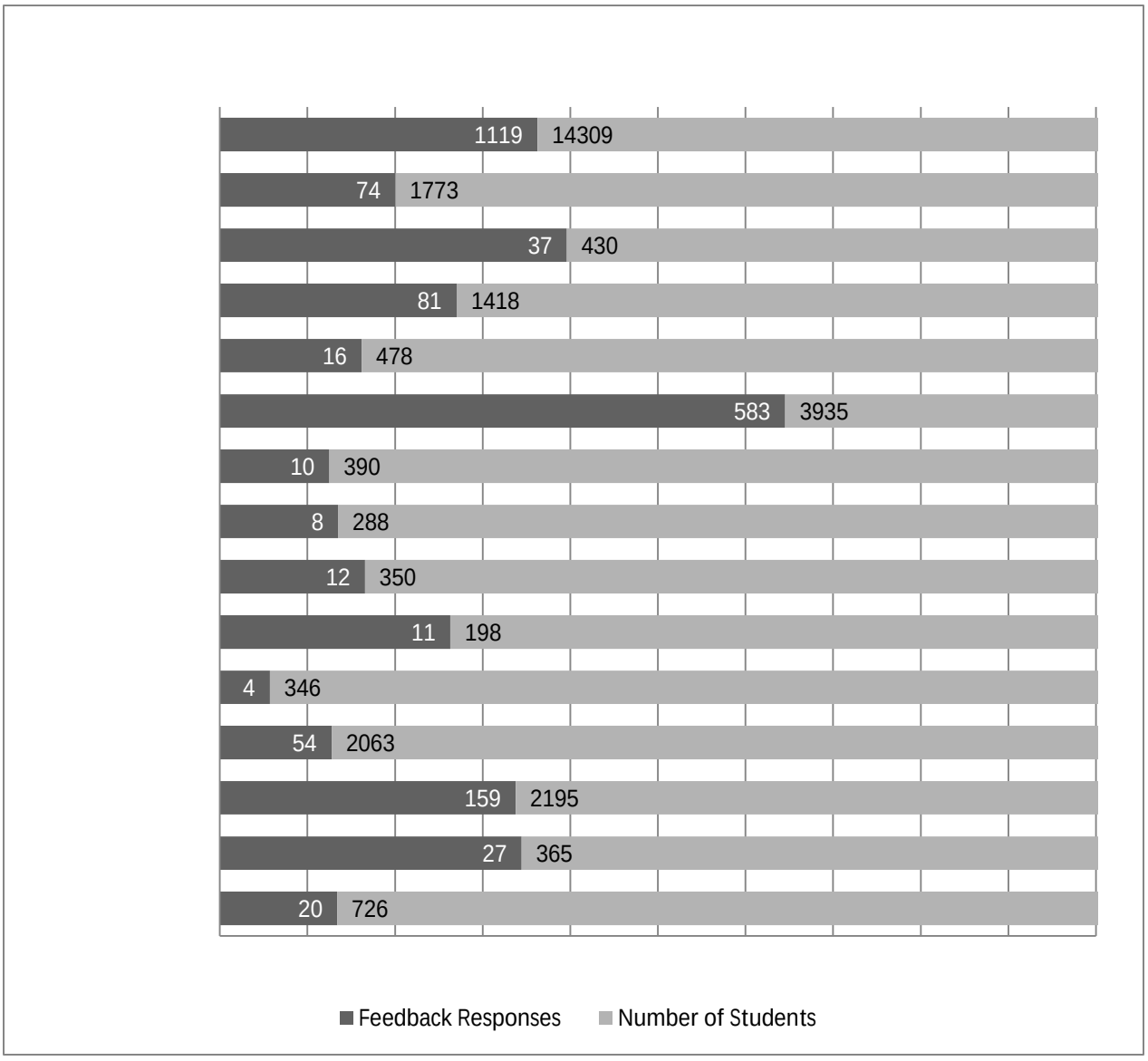
UAOnline is the tool most widely used by members of the University of Alaska community for over ten years, having been continually upgraded and reworked in large part due to user feedback. Approval of the service has remained mostly positive, with this annual report serving to highlight the praises, complaints, and suggestions received about the service.

In the process of making every effort to improve the quality of service on UAOnline, a student feedback survey was created and is available for all users. The survey gives students the option to rate various aspects of the site and its services, and to leave questions, comm sit

II. Statistical Information from Survey Questions

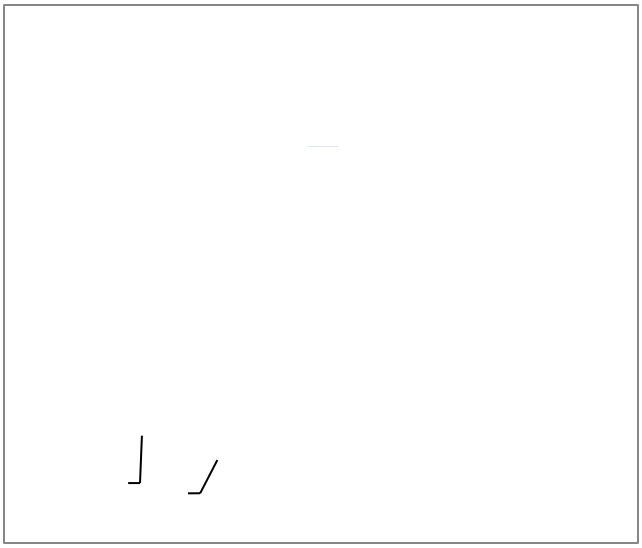
Percentage of Students Leaving Feedback by Campus Enrollment

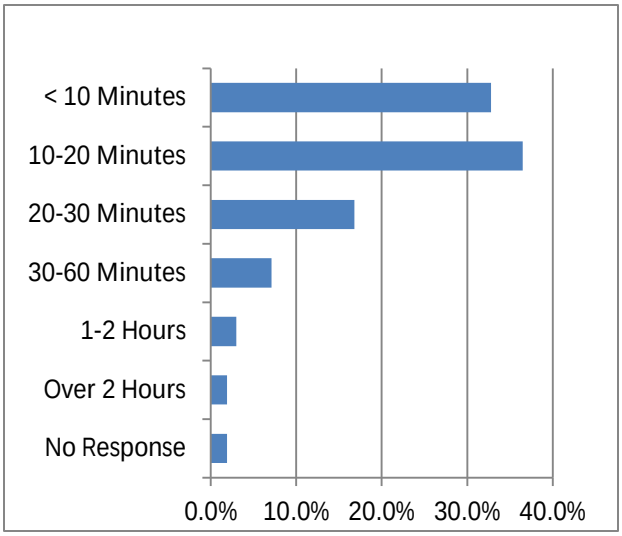
The graph below represents the percentage of students at each physical campus that left feedback. The percentage of UAOnline feedback received from each campus varies from 1-13%. Approximately 7% of Anchorage students, 13% of Fairbanks students, and 7% of Juneau students chose to leave feedback. The average number of students throughout the UA system leaving feedback was approximately 1 in 15, or about 6.5%.



Finding What They Were Looking For

When asked whether or not they found what they had been looking for on UAOnline, the overwhelming majority responded that they had (89.3%), and only 6.5% of respondents said they had been unable to find what they wanted. 4.2% of respondents either didn't respond or stated N/A.



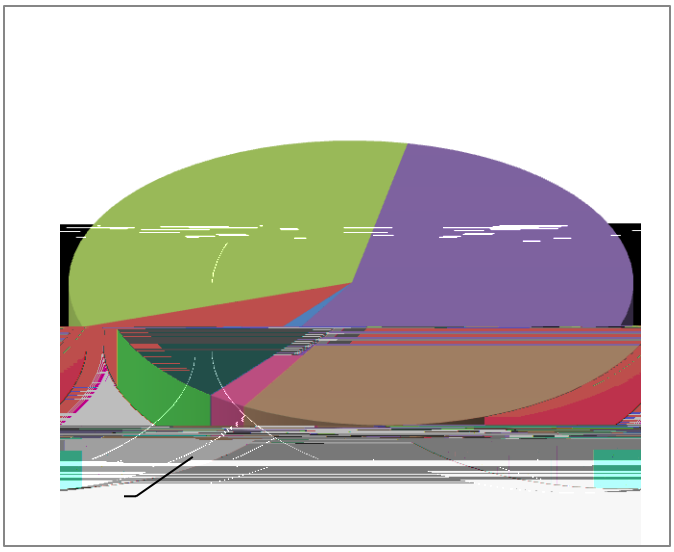


Amount of Time Spent

When asked how long users spent on UAOnline, over two-thirds stated they spent 20 minutes or less on the service. 32.8% took less than 10 minutes; 36.5% took 10-20 minutes; 16.8% took 20-30 minutes. 12% of respondents said it took them more than 30 minutes, and only 4.9% took over an hour. Approximately 2% of students declined to respond.

Preferred Way of Doing Business

When asked how students preferred to do business with the University, over half of the respondents (55.2%) stated that they preferred doing so online. A significant number (33.2%) prefer to take care of their business in person, while 9.3% said they preferred to do so by phone. 2.3% of survey takers didn't respond.



Rating the Service

When asked to rate UAOnline overall, 25.7% stated the site was ‘outstanding’, 44.7% indicated ‘great’, and 23.2% graded the site ‘good’. Similar to previous years, an overwhelming 93.6% of survey participants gave UAOnline positive ratings

III. Student Requests

The survey contains open-ended questions, inviting comments about UAOnline. One question asked if there are any services that students would like to see added to the site. A highlight of the most frequent feedback received is listed below, grouped by category. The top five most requested features are noted in parentheses by rank. Responses marked with an asterisk (*) are requests that are the same as requests from surveys from previous years.

Classes and Registration

(1)*List of required books/materials for classes

*More detailed explanation of holds

*Links to class/teacher/syllabi information

Ability to search for only classes that have met prerequisites for registration

Printable class schedule

Professor contact information

Financial Aid

*Financial aid disbursement dates

*More in-depth information about scholarships (dates, etc.)

College Savings Plan information

Direct deposit setup

Links to external financial aid websites

Ability to unaccept loans

Online forms

Earning a Degree

*Ability to change majors/minors/degree seeking status online

Advisor contact information

Virtual advisor

Recommended plan of study

Detailed grade reports

Fee Payment

*Ability to add parking permits w/o 3rd party website

*Ability to set up payment plans w/o 3rd party website

*More detailed explanation of charges

*List of who to contact to clear individual account holds

University Forms

*Ability to submit forms via website rather than having to go turn them in (i.e. graduation applications, petitions, dorm sign ups, etc.)

Tuition waivers

Other Services

(2)*The ability to change personal email addresses

(4)*Housing and meal plan information

*Live help chat (general & IT help)

*Site search functionality on UAOnline

*Checklists (new students, graduation, financial aid, registration, etc.)

*Campus maps w/class locations

*Campus paycard (Wolfcard, etc.) account information

*More detailed calendar functionality

*Improved course/site searching

*Status of various appeals/petitions

*Better overall site layout/navigation

Online testing

Ability to change main campus of attendance

Campus activities/announcements

Veteran/military services (GI bill, VA info, etc.)

Class standing

Feedback about classes/professors

Tutorials

Status/needed items for admission

Status/needed items for financial aid

Status of transcript orders

Status of online book orders

Test results (Accuplacer, ACT, SAT)

Notification when grades are posted

Services requested that are already present on UAOnline or on MAU websites

(3)*Links to university email pages (webmail) or email access on UAOnline

(5)*Degree requirements / Ability to audit progress

*Blackboard access

*Residency information/forms

*Class schedules

*Staff directory

Unofficial transcripts

Waitlist status

Official transcript ordering

Electronic transcript ordering

Fee payment deadlines

Online book ordering

Final exam schedule

Student jobs

Catalogs

FAQs (financial aid, registration, etc.)

FAFSA link

Proof of enrollment

Add/drop forms

Course descriptions

Ability to update PIN

Tax information

Important deadlines

Health insurance enrollment information

Alaska Performance Scholarship information

UA Scholars information

Major comparisons

V. Summary

Consistent with previous years, approval of UAOnline remains high. Continuing additions and modifications to

Appendices
A-C

Appendix A Example of UAOnline Survey

Your Name
(text entry)

UA ID
(numerical entry)

E-mail
(text entry)

Campus
(drop down menu)

Where did you access UAOnline from?
Home
Office
School
Other

How did you connect to UAOnline?
UA connection
Private Internet Service Provider

Is this your first visit to UAOnline?
Yes
No

If this is your first visit, what is the purpose of this visit?
(text entry)

Have you used the new UAOnline Class Schedule Search?
Yes
No

If yes, please give us your feedback and suggestions.
(text entry)

If this is not your first visit, how often have you visited our site?
Once a week or more
2-3 times a month
Monthly
Other (Please explain in "comments" section)

What did you access?

Account Information
Address Information
Changing Your PIN
Fee Payment
Financial Aid Information
Grade Report
Name Change Information
Registration
Social Security Number Change Information
Unofficial Transcript
Viewing Holds
Other (Please explain in "comments" section)

Did you successfully access what you were looking for?

Yes
No
N/A

Was there a service that you had hoped to find here that was not offered?

(text entry)

Approximately how much total time did you spend accessing the information you wanted?

Under 10 minutes
10-20 minutes
20-30 minutes
30-60 minutes

Appendix B UAOnline Feedback Data Report

Total Responses
2249

Where are the Responses From?			
	Campus	Total Responses	% of Responses
UAA	Anchorage Campus	1119	49.8%
	Kenai Peninsula College	74	3.3%
	Kodiak College	37	1.6%
	Mat-Su College	81	3.6%
	PWS College	16	<1%
UAF	Fairbanks Campus	583	25.9%
	Center for Distance Education	34	1.5%
	Bristol Bay Campus	10	<1%
	Chukchi Campus	8	<1%
	Interior-Aleutians Campus	12	<1%
	Kuskokwim Campus	11	<1%

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*** Will not add to 100%; respondents were able to click on multiple choices.**

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How did you connect to UAOnline?		
	Responses	% of Responses
UA Connection	629	28.0%
Private ISP	1575	70.0%
No Response	45	2.0%

*What did you Access?					
Registration	Grade Report	Unofficial Transcript	Account Information	Address Information	View Holds
1266	784	639	1596	340	435
56.3%	34.9%	28.4%	71.0%	15.1%	19.3%

PIN Change	Name Change	Financial Aid	Fee Payment	Other
274	59	1217	576	162
12.2%	2.6%	54.1%	25.6%	7.2%

*** Will not add to 100%; respondents were able to click on multiple choices.**

Did you successfully access what you were looking for?		
	Responses	% of Responses
Yes	[redacted]	89.3%

How much time did you spend?		
	Responses	% of Responses
Under 10 minutes	737	32.8%
10-20 minutes	822	36.5%
20-30 minutes	377	16.8%
30-60 minutes	161	7.1%
1-2 hours	68	3.0%
Over 2 hours	42	1.9%
No Response	42	1.9%