

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

[The Phone Survey](#)

Telephone Survey Results

1. Did you receive advisement

N = 100	%
a. I did not receive advisement	17.0
b. Online	10.0
c. Through email	15.8
c. By telephone	4.0
d. In person	60.0
e. Self-advised	4.0
f. Other	3.0

2. Please rate the advisement you received as a distance student?

N = 92	%
a. Good	79.3
b. Needs improvement	9.8
c. I did not receive advisement	10.9

3. *If answered "I did not receive advisement": Were you aware advisement is available for all students, including online students?

N=33	%
a. Yes	81.8
b. No	18.2

4. Have you utilized admissions services offered by UWG to its online students?

N=99	%
a. Yes	45.5
b. No	54.5

5. Have you utilized tutoring services offered by UWG to its online students?

N=97	%
a. Yes	20.6
b. No	79.4

6. Have you utilized counseling services offered by UWG to its online students?

N=100	%
a. Yes	14.0
b. No	86.0

7. Have you utilized any other student services offered by UWG to its online students?

N=100	%
a. Yes	22.0
b. No	78.0

8. Please rate the student services as you received as a distance student.

N=86	%
a. Good	80.2
b. Needs Improvement	2.3
c. Do Not Remember	17.4

9. Did you utilize any library resources as a distance student, either by visiting a library or using library electronic resources?

N=100	%
a. Yes	74.0
b. No	25.0
c. Unsure	1.0

10. How satisfied are you with the availability of library services at West Georgia for distance students?

N=100	%
a. very satisfied	60.0
b. Somewhat satisfied	20.0
c. Not satisfied	4.0
d. Does not apply	16.0

11. Please rate the registration process as you experienced it as a distance student.

N=98	%
a. Good	82.7
b. Needs improvement	13.3
c. Don't Remember	4.1

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

N=99	%
a. Did not receive technical orientation	10.1

b. Through learning by myself	49.5
a. Through online information	8.1
b. Through a live orientation	17.2
c. Through the instructor	17.2
d. Through the CourseDen student printed handbook	8.1
e. Through other class members	8.1

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

N=86	%
a. Yes	89.5
b. No	10.5

14. If you had problems accessing the course or utilizing CourseDen in any way, which of the following did you utilize for help. More than one may apply.

N=92	%
a. Never had problems	59.8
b. The University's Distance Learning helpline by either email or phone	19.6
c. The instructor	18.5
d. Another classmate	8.7
e. Online instructions	2.2
f. The after-hours helpline (the 1-866-588-5293)	2.2

15. How successful was _____ (answer above) in solving your CourseDen issues? (Skip if answer to 14 is 'a')

N=66	%
a. Very successful	81.8
b. Somewhat successful	13.6
c. Not successful at all	4.5

b. How successful was _____ in solving your WebCT problems? (Skip if answer to 8 is 'f')

N=5	%
a. very successful	60.0
b. somewhat successful	40.0
c. not successful at all	0

c. How successful was _____ in solving your WebCT problems? (Skip if answer to 8 is 'f')

N=4	%
a. very successful	75.0
b. somewhat successful	0.0
c. not successful at all	25.0

16. Overall, do you feel that you received prompt and courteous student support from West Georgia as a distance learner?

N=96	%
a. Yes	85.4
b. No	2.1
c. Does not apply	12.5

17. Compared to traditional courses, how much do you think you learned in West Georgia's distance courses?

N=99	%
a. About the same in each type of course	66.7
b. I learn more in a distance course	14.1
c. I learn less in a distance course	19.2

18. How would you compare the level of interaction between yourself and your instructor and your peers in your distance course? Was it about the same, greater, or less than in a traditional course?

N=100	%
a. About the same	32.0
b. Greater	20.0
c. Less	48.0

19. Do you think that there are enough distance courses offered at West Georgia?

N=100	%
a. Yes	53.0
b. No	32.0
c. Uncertain	15.0

20. If the distance course you last took were not offered via distance media, would you have driven to campus to take the course in the traditional manner?

N=100	%
a. Probably yes	48.0
b. Probably no	18.0
c. Definitely yes	23.0
d. Definitely no	11.0

Open-Ended Questions for Distance Student Telephone Survey

May 2012

How could advisement have been improved? (Asked only when students said that advisement services needed improvement)

- IT was confusing bc the advisor would not tell her what to take: Dr ***.
- indirect and confusing.
- more involvement.
- My advisor told me to take a course not offered in the Fall.
- Had questions; took a long time to respond; got offended because she called her professor instead of Dr.; ***
- Very disorganized. Very helpful when t.
- understood what was saying. person did not communicate.

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

- getting the right person on the phone could be better.
- multiple courses running at same time not available after teaching hours, scheduling holds inconvenient all education block one CRN number.
- very slow, banweb crowded.
- took a long to register on banweb
- Does not like that you have to see an adviser every semester now.
- Banweb was slow.
- registered you for a class that you did not need.
- It is always way too many students crowding the registration.
- server bogs down.
- tuition went up. people she talked to were not helpful.

In what ways were the orientations not helpful in learning to effectively utilize CourseDen? (Asked only when students answered no)

- Did not have an orientation.
- She had to teach herself.
- Student did need them.
- Student did not attend any of the orientations.
- On the first day of orientation, student guides showed me how to log in, but the instruction didn't go any further than that.

In what ways were _____ not successful when solving your CourseDen problems? (Asked only when students said "not successful at all")

- They were competent.

How could student services be improved to distance students? (asked when students said no to question)

- General directory information was up to par.

Explain why you learned more, less, or about the same in online classes compared to traditional courses.

- because instructor was very involved.
- She is not a fan of online but she was forced to because they were only offered online.

- Can't really explain, but I feel I learned more. I guess because I had to do it all on my own.
- She does not like online courses but had to because it was only offered online.
- less focused.
- I have more time to read than other courses.
- the class you taught yourself.
- because the material was just reading and repeat, quizzes were easy.
- Easier than other courses; less time required.
- Don't have as much motivation to get stuff.
- Learned about computers though the student was all ready proficient.
- Learned more because she didn't have to miss class when she had a flare up and couldn't travel.
- might be a little less.
- Online classes are convenient; some teachers give "busy work" instead of trying to really teach.
- Depends, some classes are more assignment based.
- She's learned the same amount.
- Since the pace is different, study habits change.
- In a traditional session there are a lot of people. The online pace was better and instructor paid more attention.
- She feels tha she learned a lot less. She likes coming to campus better.

Explain why you interacted with other people more, less, or about the same in online classes compared to traditional courses.

- Never heard from instructor .. only teaching assistants.
- aLOT.
- There was no forced/passive interaction. Sometimes teachers don't always use discussions etc.
- Same with teacher.
- It took on average about 3 days for the respond to emails.
- She enjoys face to face interaction with her peers etc.
- The teacher was lacking in communication with the students.
- Depends on the professor.
- because of weekly discussions.
- Never contacted professor.
- Very attentive.
- Interaction was not necessary.
- Professor is very available; promptly responds.
- Less than a tradition course because everything is online.
- Group chats and discussion boards; however, some teachers are not flexible with chat times.
- Because it was online, I just interacted less with everyone.
- Did not need as much interaction since everything is online.
- There is no interaction.
- Communication was essential means for passing the class.
- discussions.
- group assignments.
- Better due to involvement in discussions.
- Only on campus three times a week and thus she did not see her classmates.

Can you think of any other ways in which our distance courses, programs, and services for distance students could be improved at UWG?

- doesn't like the fact that you have to use Mozilla. more upper level courses online.
- She doesn't like the way it shuts down on Friday nights.
- not in this experience. went really well. Instructor was phenomenal.
- Give busy work bc they forget that you other courses to do.
- Faster response time on financial aid.
- more classes maybe more entire programs.

- Not enough courses at other campuses .. more at Newnan Should not pay both fees for half online classes, you shouldn't have to pay extra when you have to come to campus.
- better professors
- A way to meet with teacher more often.
- provide more orientations with CourseDen prior to start of semester.
- Make the HTML enabler easier for use.
- Look at other courses that aren't offered online, and move them to newnan atleast.
- No, Great experience.
- Just by adding more courses for more convenience.
- When I started there was no training, but I think that has been fixed now. Also it would be great if all professors would respond to emails within 24 hours. My experience was mostly fine other than that.
- Professors make videos that are only accessible through wikispaces... so if they could burn those on a disc that would be helpful for once the class is not wiki anymore.
- Provide a little more interaction between all parties involved. Student understands how hard that could be considering the classes are online.
- Online professors need to provide feedback quicker.
- Wishes that we offered more and later evening classes for people that work during the day.
- Wishes that all of her emails would come to one email address that she could specify instead of her school email.
- Have video clips put up instead of just book.
- I think that the Course Bulletin should be released a lot sooner in the semester. Not a week before registration. It would help a lot during advisement.
- Works well for her because she has accessibility issues. Only issue is her spotty internet connections. Might want to offer more higher level online classes.
- Directions to off-campus locations. I had to go to the Newnan campus for something and I had no idea how to get there. I figured it out but it would have been nice to have some directions.
- Could be mixed in more with traditional. For example a class where I could come on campus once a week or so.
- Not really, more courses would always be a great thing.
- instructor tends to be not very helpful. doesn't reply to emails.
- The layout of CourseDen. Seems a little overwhelming with all the extra tools etc. Student is not fond of the grade book either.
- Registrar would not let drop even though there was a hardship situation.
- internet needs to be fixed.
- think they are great. offer more programs via online. this would open up a greater student body.
- Student thinks that we should have more distance courses because she travels a lot. She has not had any problems so far.
- no. Distance Learning is awesome! The staff is so helpful!

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