

# Survey Results



A Virtual Campus of The Community & Technical Colleges

Registration Staff Survey Responses  
Raw Data from the Surveys



Fall, 2003

## Registration Staff Survey Responses

What have you found is the best way to get information on WAOL processes? (check all that apply)

Response	Response Count	Percentage
WAOL Web Site	17	60.71 %
Campus distance learning coordinators	13	46.43 %
Call the WAOL instruction office	12	42.86 %
<b>Totals</b>	<b>28</b>	

Do you get the information you need from WAOL in a timely manner?

Response	Response Count	Percentage
Yes	24	88.89 %
<b>Totals</b>	<b>27</b>	

What information is still missing from the WAOL web site?

Response	Response Count	Percentage
Not sure at this time.	1	3.70 %
<b>Totals</b>	<b>27</b>	

How helpful is the WAOL instruction office?

Response	Response Count	Percentage
Very helpful	18	66.67 %
Somewhat helpful	4	14.81 %
No Opinion	2	7.41 %
<b>Totals</b>	<b>27</b>	

Suggestions for improvement

Response
If a process could be developed to cross reference item numbers between WAOL and the College item number to give an indicator on the SMS IS1002 screen as to whether the class is closed or open.
I am always amazed at how quickly we get assistance from the office. Connie, Brooke and Barbara are wonderful. Thank you.

**What is the best way for WAOL to communicate with you? (Please rank order 1 through 5, with 1 being the best way and 5 being the least effective way)**

Category	Response	Response Count	Percentage
Email	1	16	59.26 %
	2	6	22.22 %
	3	1	3.70 %
In person (such as at council meetings or on-campus workshops)	2	2	7.41 %
	3	1	3.70 %
	4	2	7.41 %
	5	18	66.67 %
Listserv	1	5	18.52 %
	2	11	40.74 %
	3	3	11.11 %
	4	4	14.81 %
	5	1	3.70 %
Telephone	1	4	14.81 %
	2	4	14.81 %
	3	9	33.33 %
	4	6	22.22 %
	5	1	3.70 %
Web Site	1	2	7.41 %
	2	2	7.41 %
	3	8	29.63 %
	4	10	37.04 %
	5	2	7.41 %
	<b>Totals</b>	<b>27</b>	

**Please rate the quality of your communication with the WAOL instruction office in Spokane**

Category	Response	Response Count	Percentage
accurate	always high quality	16	59.26 %
	frequently high quality	6	22.22 %
	no opinion	1	3.70 %
helpful	always high quality	20	74.07 %
	frequently high quality	3	11.11 %

timely response	always high quality	16	59.26 %
	frequently high quality	7	25.93 %
	<b>Totals</b>	<b>27</b>	

**If WAOL accommodated flexible start/stop dates, which approach would your college use? (Select all that apply)**

Response	Response Count	Percentage
None of the above	11	40.74 %
Continuous enrollment	8	29.63 %
Open entry, open exit	6	22.22 %
Longer quarters on either end	5	18.52 %
Short courses	1	3.70 %
<b>Totals</b>	<b>27</b>	

**Are there support services for distance learning students that WAOL can develop or help your college develop? (Please select all that apply)**

Response	Response Count	Percentage
Online orientation	19	70.37 %
Online tutoring	17	62.96 %
Academic advising	13	48.15 %
Library services	8	29.63 %
Career counseling	7	25.93 %
Financial aid	6	22.22 %
Transfer Degrees	1	3.70 %
Admissions and Registration	1	3.70 %
<b>Totals</b>	<b>27</b>	

**To what extent do you agree with the following about WAOL?**

Category	Response	Response Count	Percentage
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Improves the student experience	Strongly agree	3	11.11 %
	Agree	15	55.56 %
	No opinion	5	18.52 %
	Disagree	1	3.70 %
Provides quality support	Strongly agree	5	18.52 %
	Agree	13	48.15 %
	No opinion	5	18.52 %
	Disagree	1	3.70 %
Raises the institution's image with the community	Strongly agree	3	11.11 %
	Agree	15	55.56 %
	No opinion	6	22.22 %
Saves my office staff time	Strongly agree	2	7.41 %
	No opinion	3	11.11 %
	Disagree	17	62.96 %
	Strongly Disagree	2	7.41 %
Saves the institution money	Strongly agree	1	3.70 %
	Agree	4	14.81 %
	No opinion	12	44.44 %
	Disagree	6	22.22 %
	<b>Totals</b>	<b>27</b>	

**What else can WAOL do to better serve the registration staff at your campus? (Please be as specific as possible)**

Response
Having the capability for advisers to know whether classes are filled or not.
Give the staff orientations regarding processes and being able to tell students what to expect.
I still feel there is something missing in the upload process. We need to be able to make corrections in the course listings but sometimes it doesn't happen as quickly as it should. I am not a tech person so I'm sure exactly what needs to happens.
Send out quarterly dates as soon as they have been established, which hopefully would be 2-3 quarters in advance, or on a yearly basis: i.e., Registration begins, classrooms open, quarter ends, etc. We have had to call & request these dates each quarter.
Continue to improve the grading system for faculty. We have problems with late grade posting.
We need to be able to drop a student out of a waol class during the quarter and put the student back in without having to call Spokane. There are various reasons why we must do this but the most common

reason is to reimburse the student for tuition that he has paid.

Let know the main contact person(s) when there might be a problem to solve or to ask questions about a certain situation that might come up that only that person can resolve.

Give us a log-on to play with so we can understand exactly what the student is talking about. There are a couple of us that help students but more could if they could go in and play a bit.

Let us know when a class is going to be canceled as soon as possible so we don't have students registering for classes that won't be offered. It also makes it hard for our bookstore to know whether to order books for a class or not.

Better links to support for students - most of "complaints" I hear from students has to do with they don't know how to get a hold of someone or where to go.

Distance learning is wonderful, but it's important to have local employee support at each of the colleges or perhaps create satellite offices...

Things are working fine at this time on my end of the registration.