



eCore[®] Student Services Questionnaire

In order for us to improve the services offered to eCore[®] students, we need to know about your experiences. Please complete and submit the following questionnaire, rating six services for students who are learning online.

Library

1. How often did you use GALILEO this term?

- Never used
- One time.
- Once every two to four weeks.
- Once a week.
- Every day.

2. Please state your opinion of GALILEO and other library services.

Strongly Agree Agree No Opinion Disagree Strongly Disagree

I found it easy to use GALILEO.

Using GALILEO databases saved me time.

GALILEO met my information needs.

I received the print resources I needed in time.

Bookstore

3. Please state your opinion of the Bookstore Services.

Strongly Agree Agree No Opinion Disagree Strongly Disagree

I located my textbooks easily on the website.

My required textbooks were available during the first week of class.

If a textbook was not available during the first week of class, I received correct information as to when the textbook would be available.

I received an accurate refund for books I did not need.

4. After ordering, I received in-stock books

- within a few days,
- within week,
- within two weeks,
- within three or more weeks.

Advising

5. How did you communicate with your advisor?

- E-mail
- Phone
- In person
- Did not communicate with advisor

6. Which of the following topics did you discuss with an academic advisor this term?

- Registration procedures (including add, drop, and withdrawal).
- Program of study or choice of major.
- Evaluation of transfer credits.
- Tutoring or academic assistance.
- Career plans.
- Financial aid issues.
- Personal concerns or problems.
- Degree requirements for graduation.
- None of above.

7. Overall, how satisfied were you with the academic advising you received?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- No Opinion
- Not Applicable

Additional comments on your advising experience.

On-Line Registration

8. Please state your opinion of the registration process.

Strongly Agree Agree No Opinion Disagree Strongly Disagree Does Not Apply

Registration was open long enough.

The course schedule was easy to find.

Course descriptions were easily understandable.

Course descriptions were accurate.

Instructions for registering on-line were understandable.

I was able to register quickly with little trouble.

I received the courses for which I registered.

I received a confirmation of my registration.

If I had questions, the ALT staff were courteous and helpful.

I received an accurate Statement of Fees.

Paying my tuition and fees was convenient.

MyWebCT account was activated by the first day of class.

MyWebCT account accurately reflected my registered courses.

I was able to easily drop and add courses.

9. Overall, how satisfied were you with registration process?

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

No Opinion

Not Applicable

Test Proctoring

10. Please rate the following based on your experiences with a proctored test:

Strongly Agree Agree No Opinion Disagree Strongly Disagree

Any information I requested from the ALT eCore® Testing Coordinator was handled in an understandable and timely manner.

Instructions for locating an appropriate test site were clear and easily obtained.

My ability to complete the exam was not hindered by the test center environment or procedures.

At the test site, the testing instructions were clear and understandable.

WebCT Helpdesk

11. Did you require technical help with WebCT at any time during this semester?

Yes [[Goto question 12](#)]

No [[Goto question 18](#)]

12. If "Yes", who did you contact for help?

WebCT telephone support desk (1-877-855-3238).

WebCT email support (support@webct.com).

My affiliate institution's technical helpdesk.

Another institution's technical helpdesk.

Other.

13. If you selected WebCT telephone support desk, how would you grade the service you received?

A

B

C

D

F

Did not use

14. How would you grade the response time for the WebCT telephone support desk?

A

B

C

D

F

Did not use

15. If you selected WebCT email support, how would you grade the service?

A

B

C

D

F

Did not use

16. If you selected WebCT email support, how would you grade the response time?

A

B

C

D

F

Did not use

17. If you selected another technical support option,

Yes No

did you first contact the WebCT helpdesk?

did you have a technical issue not related to WebCT?

did you receive the assistance necessary to resolve your technical problems?

did you know about the WebCT helpdesk?

Additional comments on your technical issues and the helpdesk.

18. Please feel free to make any additional comments about the services available for eCore® classes.