

2005 POLARIS Student Self Service Usability Survey

Follow-On Analysis

Q19 by Q17

		Q17. Please rate the Online Schedule Web Guide on its ability to provide adequate instructions for you to complete registration.																	
		Poor		Fair		Subtotal Negative		Good		Very Good		Excellent		Subtotal Positive		Don't Know/ Didn't use		Total	
		Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Signed on to POLARIS Student Self Service before my appointment time to check the class schedule	Yes	71	3.6%	191	9.7%	262	13.4%	490	25.0%	418	21.3%	159	8.1%	1,067	54.5%	630	32.2%	1,959	100.0%
Read the online Schedule Web Guide	Yes	25	7.8%	64	20.0%	89	27.8%	100	31.3%	79	24.7%	44	13.8%	223	69.7%	8	2.5%	320	100.0%
Used the Registration Checklist in the Online Schedule Web Guide	Yes	13	7.0%	38	20.4%	51	27.4%	53	28.5%	49	26.3%	19	10.2%	121	65.1%	14	7.5%	186	100.0%
Made some other written list of preferred and alternate classes and sections	Yes	67	3.7%	177	9.7%	244	13.4%	445	24.5%	397	21.8%	144	7.9%	986	54.2%	590	32.4%	1,820	100.0%
Checked for a registration hold on the POLARIS Student Self Service page	Yes	38	3.6%	109	10.3%	147	13.9%	263	24.8%	226	21.3%	95	9.0%	584	55.1%	328	31.0%	1,059	100.0%
Plan for Multiple Term Registration (Summer 2005, Fall 2005, Spring 2006)	Yes	57	3.4%	159	9.4%	216	12.8%	405	23.9%	370	21.9%	144	8.5%	919	54.3%	557	32.9%	1,692	100.0%
Met with my advisor	Yes	50	4.1%	126	10.3%	176	14.3%	309	25.2%	270	22.0%	110	9.0%	689	56.2%	362	29.5%	1,227	100.0%
Met with other faculty	Yes	10	2.7%	45	12.3%	55	15.0%	93	25.3%	72	19.6%	25	6.8%	190	51.8%	122	33.2%	367	100.0%

Q19 by Q16

		Q16. In general, how would you rate the overall quality of the service you received from the POLARIS Student Self Service Registration?																
		Poor		Fair		Subtotal Negative		Good		Very Good		Excellent		Subtotal Positive		Total		
		Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	
Signed on to POLARIS Student Self Service before my appointment time to check the class schedule	Yes	212	10.7%	345	17.5%	557	28.2%	582	29.4%	587	29.7%	251	12.7%	1,420	71.8%	1,977	100.0%	
Read the online Schedule Web Guide	Yes	51	15.9%	64	19.9%	115	35.8%	81	25.2%	82	25.5%	43	13.4%	206	64.2%	321	100.0%	
Used the Registration Checklist in the Online Schedule Web Guide	Yes	31	16.6%	33	17.6%	64	34.2%	57	30.5%	43	23.0%	23	12.3%	123	65.8%	187	100.0%	
Made some other written list of preferred and alternate classes and sections	Yes	205	11.2%	322	17.5%	527	28.7%	548	29.8%	527	28.7%	234	12.7%	1,309	71.3%	1,836	100.0%	
Checked for a registration hold on the POLARIS Student Self Service page	Yes	114	10.7%	179	16.7%	293	27.4%	321	30.0%	313	29.3%	142	13.3%	776	72.6%	1,069	100.0%	
Plan for Multiple Term Registration (Summer 2005, Fall 2005, Spring 2006)	Yes	178	10.5%	291	17.1%	469	27.5%	501	29.4%	504	29.6%	229	13.4%	1,234	72.5%	1,703	100.0%	
Met with my advisor	Yes	130	10.5%	209	16.9%	339	27.4%	374	30.2%	371	29.9%	155	12.5%	900	72.6%	1,239	100.0%	
Met with other faculty	Yes	47	12.6%	75	20.1%	122	32.6%	107	28.6%	111	29.7%	34	9.1%	252	67.4%	374	100.0%	

Q23 by Q16

		Q16. In general, how would you rate the overall quality of the service you received from the POLARIS Student Self Service Registration?															
		Poor		Fair		Subtotal Negative		Good		Very Good		Excellent		Subtotal Positive		Total	
		Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Completed registration without going to a UCF office	Yes	98	8.6%	181	15.9%	279	24.5%	322	28.3%	349	30.7%	187	16.4%	858	75.5%	1,137	100.0%
Went to my College's student support office or faculty	Yes	109	14.3%	153	20.1%	262	34.5%	225	29.6%	205	27.0%	68	8.9%	498	65.5%	760	100.0%
Went to another UCF office	Yes	44	13.1%	73	21.8%	117	34.9%	107	31.9%	82	24.5%	29	8.7%	218	65.1%	335	100.0%

Q25 by Q2

		Q2. What is the college in which you are enrolled?																	
		Burnett College of Biomedical Sciences		College of Arts & Sciences		College of Business Administration		College of Education		College of Engineering & Computer Science		College of Health & Public Affairs		College of Optics and Photonics		Rosen College of Hospitality Management		I have not declared a major	
		Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Q25 Did you go to your College's office or faculty because of a prerequisite or corequisite requirement?	Yes	11	1.5%	209	29.4%	201	28.2%	61	8.6%	102	14.3%	95	13.3%	0	0.0%	20	2.8%	13	1.8%
	No	11	1.6%	280	39.8%	87	12.4%	116	16.5%	63	9.0%	111	15.8%	0	0.0%	20	2.8%	15	2.1%
	Total	22	1.6%	489	34.6%	288	20.4%	177	12.5%	165	11.7%	206	14.6%	0	0.0%	40	2.8%	28	2.0%

Q26 by Q2

		Q2. What is the college in which you are enrolled?																	
		Burnett College of Biomedical Sciences		College of Arts & Sciences		College of Business Administration		College of Education		College of Engineering & Computer Science		College of Health & Public Affairs		College of Optics and Photonics		Rosen College of Hospitality Management		I have not declared a major	
		Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Q26 Was the course prerequisite or corequisite overridden?	Yes	3	0.6%	129	27.9%	135	29.2%	37	8.0%	85	18.4%	56	12.1%	0	0.0%	16	3.5%	2	0.4%
	No	8	2.2%	128	34.9%	83	22.6%	38	10.4%	37	10.1%	55	15.0%	0	0.0%	6	1.6%	12	3.3%
	Total	11	1.3%	257	31.0%	218	26.3%	75	9.0%	122	14.7%	111	13.4%	0	0.0%	22	2.7%	14	1.7%

























