

## 2006 POLARIS Student Self Service Usability Survey Follow-On Analysis Report

### Q19 by Q17

		Q17. Please rate the O					
		Poor		Fair		Subtotal Poor and Fair	
		Count	Row %	Count	Row %	Count	Row %
Signed on to POLARIS Student Self Service before my appointment time to check the class schedule	Yes	39	2.8%	107	7.7%	146	10.5%
Read the online Schedule Web Guide	Yes	15	7.5%	29	14.6%	44	22.1%
Used the Registration Checklist in the Online Schedule Web Guide	Yes	11	9.5%	15	12.9%	26	22.4%
Made some other written list of preferred and alternate classes and sections	Yes	28	2.3%	91	7.4%	119	9.7%
Checked for a registration hold on the POLARIS Student Self Service page	Yes	24	2.9%	62	7.4%	86	10.3%
Plan for Multiple Term Registration (Summer 2006, Fall 2006, Spring 2007)	Yes	26	2.2%	79	6.6%	105	8.8%
Met with my advisor	Yes	22	2.7%	57	7.0%	79	9.7%
Met with other faculty	Yes	11	4.2%	27	10.4%	38	14.6%

### Q19 by Q17 (Excluding Don't Know or Didn't Use Online Schedule Web Guide)

		Q17. Please rate the O					
		Poor		Fair		Subtotal Poor and Fair	
		Count	Row %	Count	Row %	Count	Row %
Signed on to POLARIS Student Self Service before my appointment time to check the class schedule	Yes	39	4.1%	107	11.3%	146	15.4%
Read the online Schedule Web Guide	Yes	15	7.7%	29	14.9%	44	22.6%
Used the Registration Checklist in the Online Schedule Web Guide	Yes	11	10.1%	15	13.8%	26	23.9%
Made some other written list of preferred and alternate classes and sections	Yes	28	3.3%	91	10.9%	119	14.2%
Checked for a registration hold on the POLARIS Student Self Service page	Yes	24	4.1%	62	10.7%	86	14.8%

Plan for Multiple Term Registration (Summer 2006, Fall 2006, Spring 2007)	Yes	26	3.2%	79	9.9%	105	13.1%
Met with my advisor	Yes	22	4.0%	57	10.3%	79	14.2%
Met with other faculty	Yes	11	6.3%	27	15.4%	38	21.7%

### Q19 by Q16

		Q16. In general, how would you rate the following?					
		Poor		Fair		Subtotal Poor and Fair	
		Count	Row %	Count	Row %	Count	Row %
Signed on to POLARIS Student Self Service before my appointment time to check the class schedule	Yes	96	6.8%	176	12.5%	272	19.3%
Read the online Schedule Web Guide	Yes	18	9.0%	35	17.4%	53	26.4%
Used the Registration Checklist in the Online Schedule Web Guide	Yes	11	9.4%	20	17.1%	31	26.5%
Made some other written list of preferred and alternate classes and sections	Yes	83	6.6%	143	11.4%	226	18.1%
Checked for a registration hold on the POLARIS Student Self Service page	Yes	61	7.2%	91	10.7%	152	17.9%
Plan for Multiple Term Registration (Summer 2006, Fall 2006, Spring 2007)	Yes	71	5.9%	133	11.0%	204	16.9%
Met with my advisor	Yes	54	6.6%	97	11.8%	151	18.4%
Met with other faculty	Yes	26	9.8%	41	15.5%	67	25.4%

### Q19 by Q16 (Excluding Don't Know or Didn't Use Online Schedule Web Guide)

		Q16. In general, how would you rate the following?					
		Poor		Fair		Subtotal Poor and Fair	
		Count	Row %	Count	Row %	Count	Row %
Signed on to POLARIS Student Self Service before my appointment time to check the class schedule	Yes	96	6.8%	176	12.5%	272	19.3%
Read the online Schedule Web Guide	Yes	18	9.0%	35	17.4%	53	26.4%
Used the Registration Checklist in the Online Schedule Web Guide	Yes	11	9.4%	20	17.1%	31	26.5%

Made some other written list of preferred and alternate classes and sections	Yes	83	6.6%	143	11.4%	226	18.1%
Checked for a registration hold on the POLARIS Student Self Service page	Yes	61	7.2%	91	10.7%	152	17.9%
Plan for Multiple Term Registration (Summer 2006, Fall 2006, Spring 2007)	Yes	71	5.9%	133	11.0%	204	16.9%
Met with my advisor	Yes	54	6.6%	97	11.8%	151	18.4%
Met with other faculty	Yes	26	9.8%	41	15.5%	67	25.4%

### Q23 by Q16

		Q16. In general					
		Poor		Fair		Subtotal Poor and Fair	
		Count	Row %	Count	Row %	Count	Row %
Completed registration without going to a UCF office	Yes	38	4.1%	101	10.9%	139	15.0%
Went to my College	Yes	50	10.5%	75	15.8%	125	26.3%
Went to another UCF office	Yes	28	13.6%	26	12.6%	54	26.2%

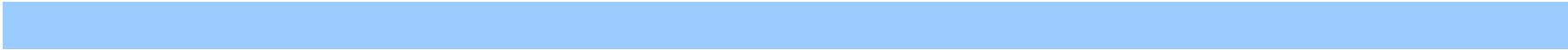
### Q25 by Q2

			Q2				
			Burnett College of Biomedical Sciences	College of Arts & Humanities	College of Business Administration	College of Education	College of Engineering & Computer Science
Q25 Did you go to your College's office or faculty because of a prerequisite or corequisite requirement?	Yes	Count	6	24	67	106	45
		Row %	1.4%	5.5%	15.3%	24.3%	10.3%
	No	Count	12	14	88	76	61
		Row %	2.5%	2.9%	18.0%	15.5%	12.5%
	Total	Count	18	38	155	182	106
	Row %	1.9%	4.1%	16.7%	19.7%	11.4%	

### Q26 by Q2

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			Burnett College of Biomedical Sciences	College of Arts & Humanities	College of Business Administration	College of Education	College of Engineering & Computer Science
Q26 Was the course prerequisite or corequisite overridden?	Yes	Count	1	21	46	55	25
		Row %	0.3%	7.3%	15.9%	19.0%	8.7%
	No	Count	6	4	27	60	21
		Row %	3.2%	2.1%	14.2%	31.6%	11.1%
	Total	Count	7	25	73	115	46
		Row %	1.5%	5.2%	15.2%	24.0%	9.6%



ease rate the Online Schedule Web Guide on its ability to provide adequate instructions for you to complete registration.

Good		Very Good		Excellent		Excellent		Don't Know
Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
299	21.4%	338	24.2%	165	11.8%	802	57.5%	447
61	30.7%	58	29.1%	32	16.1%	151	75.9%	4
24	20.7%	37	31.9%	22	19.0%	83	71.6%	7
271	22.0%	310	25.2%	136	11.0%	717	58.2%	395
185	22.1%	208	24.8%	102	12.2%	495	59.0%	258
260	21.8%	296	24.9%	140	11.8%	696	58.4%	390
182	22.3%	195	23.9%	100	12.3%	477	58.5%	260
53	20.4%	61	23.5%	23	8.8%	137	52.7%	85

online Schedule Web Guide on its ability to provide adequate instructions for you to complete registration.

Good		Very Good		Excellent		Excellent		To
Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
299	31.5%	338	35.7%	165	17.4%	802	84.6%	948
61	31.3%	58	29.7%	32	16.4%	151	77.4%	195
24	22.0%	37	33.9%	22	20.2%	83	76.1%	109
271	32.4%	310	37.1%	136	16.3%	717	85.8%	836
185	31.8%	208	35.8%	102	17.6%	495	85.2%	581

260	32.5%	296	37.0%	140	17.5%	696	86.9%	801
182	32.7%	195	35.1%	100	18.0%	477	85.8%	556
53	30.3%	61	34.9%	23	13.1%	137	78.3%	175

Overall, how would you rate the overall quality of the service you received from the POLARIS Student Self Service Registration?

Good		Very Good		Excellent		Excellent		Don't Know
Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
355	25.2%	515	36.5%	268	19.0%	1,138	80.7%	0
55	27.4%	54	26.9%	39	19.4%	148	73.6%	0
23	19.7%	36	30.8%	27	23.1%	86	73.5%	0
332	26.6%	475	38.0%	216	17.3%	1,023	81.9%	0
214	25.3%	306	36.1%	175	20.7%	695	82.1%	0
328	27.2%	447	37.0%	229	19.0%	1,004	83.1%	0
217	26.4%	307	37.3%	147	17.9%	671	81.6%	0
69	26.1%	92	34.8%	36	13.6%	197	74.6%	0

Overall, how would you rate the overall quality of the service you received from the POLARIS Student Self Service Registration?

Good		Very Good		Excellent		Excellent		To
Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
355	25.2%	515	36.5%	268	19.0%	1,138	80.7%	1,410
55	27.4%	54	26.9%	39	19.4%	148	73.6%	201
23	19.7%	36	30.8%	27	23.1%	86	73.5%	117

332	26.6%	475	38.0%	216	17.3%	1,023	81.9%	1,249
214	25.3%	306	36.1%	175	20.7%	695	82.1%	847
328	27.2%	447	37.0%	229	19.0%	1,004	83.1%	1,208
217	26.4%	307	37.3%	147	17.9%	671	81.6%	822
69	26.1%	92	34.8%	36	13.6%	197	74.6%	264

Overall, how would you rate the overall quality of the service you received from the POLARIS Student Self Service Registration?

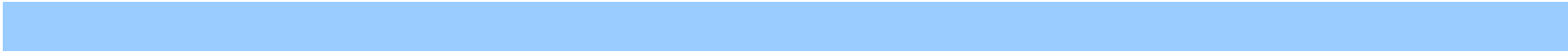
Good		Very Good		Excellent		Excellent		Don't Know
Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count
203	21.9%	369	39.8%	216	23.3%	788	85.0%	0
141	29.6%	150	31.5%	60	12.6%	351	73.7%	0
59	28.6%	64	31.1%	29	14.1%	152	73.8%	0

Q2. What is the college in which you are enrolled?

College of Health & Public Affairs	College of Optics and Photonics	College of Sciences	I have not declared a major	Rosen College of Hospitality Management	Undergraduate Studies (liberal Arts, Liberal Studies, Social)	Total
63	34	0	63	9	20	437
14.4%	7.8%	0.0%	14.4%	2.1%	4.6%	100.0%
58	70	1	73	13	23	489
11.9%	14.3%	0.2%	14.9%	2.7%	4.7%	100.0%
121	104	1	136	22	43	926
13.1%	11.2%	0.1%	14.7%	2.4%	4.6%	100.0%

Q2. What is the college in which you are enrolled?

College of Health & Public Affairs	College of Optics and Photonics	College of Sciences	I have not declared a major	Rosen College of Hospitality Management	Undergraduate Studies (liberal Arts, Liberal Studies, Social	Total
53	20	0	49	7	12	289
18.3%	6.9%	0.0%	17.0%	2.4%	4.2%	100.0%
19	21	0	21	1	10	190
10.0%	11.1%	0.0%	11.1%	0.5%	5.3%	100.0%
72	41	0	70	8	22	479
15.0%	8.6%	0.0%	14.6%	1.7%	4.6%	100.0%



//Didn't use	Total	
	Count	Row %
32.0%	1,395	100.0%
2.0%	199	100.0%
6.0%	116	100.0%
32.1%	1,231	100.0%
30.8%	839	100.0%
32.7%	1,191	100.0%
31.9%	816	100.0%
32.7%	260	100.0%

Row %
100.0%
100.0%
100.0%
100.0%
100.0%

100.0%
100.0%
100.0%

//Didn't use	Total	
Row %	Count	Row %
0.0%	1,410	100.0%
0.0%	201	100.0%
0.0%	117	100.0%
0.0%	1,249	100.0%
0.0%	847	100.0%
0.0%	1,208	100.0%
0.0%	822	100.0%
0.0%	264	100.0%

Row %
100.0%
100.0%
100.0%

100.0%
100.0%
100.0%
100.0%
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//Didn't use	Total	
Row %	Count	Row %
0.0%	927	100.0%
0.0%	476	100.0%
0.0%	206	100.0%

