

POLARIS USABILITY SURVEY
Spring 2003 Results

In general, how would you rate the overall quality of the service you received from the online registration system?

	Frequency	Valid Percent
Poor	103	5.6
Fair	226	12.3
Good	479	26.0
Very Good	655	35.6
Excellent	378	20.5
Total	1841	100.0
Missing	153	
Total	1994	

Information is well organized on the screen.

	Frequency	Valid Percent
Don't Know	1	.1
Never	33	1.7
Some of the time	291	14.7
Most of the time	1088	54.9
Always	570	28.7
Total	1983	100.0
Missing	11	
Total	1994	

I can easily navigate to another screen to get the information I need.

	Frequency	Valid Percent
Don't Know	3	.2
Never	72	3.6
Some of the time	482	24.3
Most of the time	920	46.4
Always	504	25.4
Total	1981	100.0
Missing	13	
Total	1994	

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The main menu and drop down menus clearly display the options I need to complete registration and related activities.

	Frequency	Valid Percent
Don't Know	9	.5
Never	47	2.4
Some of the time	335	17.0
Most of the time	762	38.7
Always	814	41.4
Total	1967	100.0
Missing	27	
Total	1994	

The 'Class Schedule Search' is easy to use.

	Frequency	Valid Percent
Don't Know	16	.8
Never	135	6.8
Some of the time	451	22.8
Most of the time	741	37.5
Always	634	32.1
Total	1977	100.0
Missing	17	
Total	1994	

The terminology, acronyms and codes are easy to recognize and understand.

	Frequency	Valid Percent
Don't Know	8	.4
Never	66	3.3
Some of the time	370	18.7
Most of the time	889	45.0
Always	641	32.5
Total	1974	100.0
Missing	20	
Total	1994	

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I can easily correct errors.

	Frequency	Valid Percent
Don't Know	172	8.7
Never	97	4.9
Some of the time	398	20.2
Most of the time	786	39.9
Always	515	26.2
Total	1968	100.0
Missing	26	
Total	1994	

I can access all the information I need to register for classes or do a related function.

	Frequency	Valid Percent
Don't Know	10	.5
Never	58	2.9
Some of the time	423	21.5
Most of the time	876	44.4
Always	604	30.6
Total	1971	100.0
Missing	23	
Total	1994	

The on-line HELP option was useful in completing my tasks.

	Frequency	Valid Percent
Don't Know	1355	69.0
Never	167	8.5
Some of the time	171	8.7
Most of the time	170	8.7
Always	102	5.2
Total	1965	100.0
Missing	29	
Total	1994	

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The response time to gain initial access to the system is acceptable.

	Frequency	Valid Percent
Don't Know	29	1.5
Never	87	4.4
Some of the time	417	21.1
Most of the time	940	47.5
Always	505	25.5
Total	1978	100.0
Missing	16	
Total	1994	

The response time when moving from one screen to another is acceptable.

	Frequency	Valid Percent
Don't Know	8	.4
Never	61	3.1
Some of the time	379	19.1
Most of the time	1044	52.7
Always	488	24.6
Total	1980	100.0
Missing	14	
Total	1994	

Please rate the UCF 'SCHEDULE WEB GUIDE' written publication on its ability to provide adequate instructions for you to complete registration.

	Frequency	Valid Percent
Don't Know/Didn't Use	811	41.4
Poor	50	2.6
Fair	128	6.5
Good	328	16.8
Very Good	437	22.3
Excellent	203	10.4
Total	1957	100.0
Missing	37	
Total	1994	

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**Signed on to POLARIS before my
appointment time to check the class schedule**

	Frequency	Percent
1	58	2.9
Missing	1936	97.1
Total	1994	100.0

Note: 1 =yes and this question had a multiple response format so respondents could record more than one category. Therefore, the percents will not add up to 100%.

Read the UCF SCHEDULE WEB GUIDE

	Frequency	Percent
1	258	12.9
Missing	1736	87.1
Total	1994	100.0

**Completed the Registration Worksheet
in the UCF SCHEDULE WEB GUIDE**

	Frequency	Percent
1	904	45.3
Missing	1090	54.7
Total	1994	100.0

**Made some other written list of preferred
and alternate classes and sections**

	Frequency	Percent
1	793	39.8
Missing	1201	60.2
Total	1994	100.0

**Checked for a registration hold on
the POLARIS Welcome screen**

	Frequency	Percent
1	1337	67.1
Missing	657	32.9
Total	1994	100.0

Met with my advisor

	Frequency	Percent
1	128	6.4
Missing	1866	93.6
Total	1994	100.0

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Met with other faculty

	Frequency	Percent
1	422	21.2
Missing	1572	78.8
Total	1994	100.0

None

	Frequency	Percent
1	1667	83.6
Missing	327	16.4
Total	1994	100.0

Other

	Frequency	Percent
1	140	7.0
Missing	1854	93.0
Total	1994	100.0

Completed registration without going to a UCF office

	Frequency	Percent
1	1235	61.9
Missing	759	38.1
Total	1994	100.0

Note: 1 =yes and this question had a multiple response format so respondents could record more than one category. Therefore, the percents will not add up to 100%.

Went to my College's student support office or faculty

	Frequency	Percent
1	489	24.5
Missing	1505	75.5
Total	1994	100.0

Went to another UCF office

	Frequency	Percent
1	213	10.7
Missing	1781	89.3
Total	1994	100.0

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Other

	Frequency	Percent
1	152	7.6
Missing	1842	92.4
Total	1994	100.0

Did you go to your College's office or another office because of a hold?

	Frequency	Valid Percent
No	772	76.5
Yes	237	23.5
Total	1009	100.0
Missing	985	
Total	1994	

Did you go to your College's office or faculty because of a prerequisite or corequisite requirement?

	Frequency	Valid Percent
No	566	57.9
Yes	411	42.1
Total	977	100.0
Missing	1017	
Total	1994	

Was the course prerequisite or corequisite overridden?

	Frequency	Valid Percent
No	128	26.8
Yes	349	73.2
Total	477	100.0
Missing	1517	
Total	1994	

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What type of internet dial-up did you use to register with POLARIS?

	Frequency	Valid Percent
Don't Know	57	2.9
Telephone Modem	421	21.5
Cable such as Time	515	26.3
DSL	188	9.6
LAN at some other place	429	21.9
LAN at UCF (Computer	286	14.6
Other	64	3.3
Total	1960	100.0
Missing	34	
Total	1994	

6 AM - 9 AM

	Frequency	Percent
1	258	12.9
Missing	1736	87.1
Total	1994	100.0

Note: 1 =yes and this question had a multiple response format so respondents could record more than one category. Therefore, the percents will not add up to 100%.

12 PM - 3 PM

	Frequency	Percent
1	813	40.8
Missing	1181	59.2
Total	1994	100.0

3 PM - 6 PM

	Frequency	Percent
1	817	41.0
Missing	1177	59.0
Total	1994	100.0

6 PM - 9 PM

	Frequency	Percent
1	817	41.0
Missing	1177	59.0
Total	1994	100.0

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9 PM - 12 AM

	Frequency	Percent
1	581	29.1
Missing	1413	70.9
Total	1994	100.0

12 AM - 3 AM

	Frequency	Percent
1	256	12.8
Missing	1738	87.2
Total	1994	100.0

3 AM - 6 AM

	Frequency	Percent
1	90	4.5
Missing	1904	95.5
Total	1994	100.0

What is the college or school in which you are enrolled?

	Frequency	Valid Percent
I have not declared a major	93	4.7
College of Arts & Sciences	625	31.7
College of Business Administration	384	19.5
College of Engineering & Computer Science	300	15.2
College of Education	245	12.4
College of Health & Public Affairs	286	14.5
Rosen School of Hospitality Management	36	1.8
School of Optics	4	.2
Total	1973	100.0
Missing	21	
Total	1994	

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What is your student classification?

	Frequency	Valid Percent
Freshman	1136	57.5
Sophomore	566	28.6
Junior	77	3.9
Senior	117	5.9
Post Baccalaureate	3	.2
Graduate Student (Masters Degree)	53	2.7
Graduate Student (Doctoral Degree)	19	1.0
Other	6	.3
Total	1977	100.0
Missing	17	
Total	1994	

What is your gender?

	Frequency	Valid Percent
Male	645	33.1
Female	1306	66.9
Total	1951	100.0
Missing	43	
Total	1994	