

**Spring 2005 POLARIS Student Self Service Usability Survey
Preliminary Report of Results**

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Spring 2005 POLARIS Student Self Service Usability Survey

Background, Methodology and Organization of Report

The POLARIS Student Self Service Usability Survey was administered in Summer 2002, Fall 2002, Spring 2003, Spring 2004, and Spring 2005. This online survey is designed to measure the usability of the system from the student's perspective. Results of the survey are used by the UCF Registrar to customize the system, prepare resource material to enhance user experience and inform system upgrades. The survey contents have been revised at each administration to respond to changes in business processes and delivery modes. The Spring 2005 survey was also designed to assess navigation in the UCF portal where the registration self-service function now resides and to assess perceptions about the newly introduced three term multiple registration option.

The survey instrument was designed by OEAS in cooperation with the Office of the Registrar. It can be found at the following link:

http://oeas.ucf.edu/survey_polaris_usability_05.htm

An email invitation was sent to approximately 27,732 students who registered for classes in Spring 2005 for Summer 2005, Fall 2005 and Spring 2006. The email from the UCF Registrar explained the purpose and benefits of the survey, asked for cooperation, assured the confidentiality of results, and contained a link to the online survey. The survey was administered from April 18, 2005 to May 2, 2005. Completed surveys were received from 2,303 students representing a response rate of 12% of the population.

A comparison of the survey sample characteristics to the population of Spring 2005 enrolled students is given. Frequency tables are shown for each question.

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Results

Comparison of Spring 2004 Enrolled Students (Population) to Survey Sample

A comparison of the characteristics of the respondents of the Spring 2005 POLARIS Student Self Service Usability Survey and the UCF population of Spring 2005 enrolled students is given in Table 1. The sample is fairly representative of the population with respect to gender, classification and college.

Table 1: Comparison of Spring 2005 Enrolled Students to 2005 POLARIS Student Self Service Usability Survey Sample

	University		Sample	
Male	17,979	43.89%	730	31.8%
Female	22,980	56.22%	1,569	68.2%

	University		Sample	
Freshman	5,494	13.48%	365	15.8%
Sophomore	5,944	14.59%	519	22.5%
Junior	8,818	21.64%	739	32.1%
Senior	13,523	33.20%	411	17.8%
Post Baccalaureate			35	1.5%
Graduate (Masters)	4,356	10.69%	189	8.2%
Graduate (Doctoral)	1,392	3.42%	20	0.9%
Other (non-degree)	1,203	2.95%	25	1.1%

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Table 1: Comparison of Spring 2005 Enrolled Students to 2005 POLARIS Student Self Service Usability Survey Sample (Continued)

	University		Sample	
Burnett College of Biomedical Sciences	1,179	2.89%	40	1.7%
College of Arts & Sciences	12,131	29.70%	824	35.8%
College of Business Administration	8,015	19.62%	403	17.5%
College of Education	4,710	11.53%	280	12.2%
College of Engineering & Computer Science	5,250	12.85%	265	11.5%
College of Health & Public Affairs	5,975	14.63%	338	14.7%
College of Optics and Photonics	115	0.28%	0	0.0%
Rosen College of Hospitality Management	1,353	3.31%	93	4.0%
I have not declared a major	2,121	5.19%	57	2.5%

Frequency and Percent Tables

Q1

		Count	Column %
Q1. What is your gender?	Male	730	31.8%
	Female	1,569	68.2%
	Total	2,299	100.0%

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Q2

		Count	Column %
Q2. What is the college in which you are enrolled?	Burnett College of Biomedical Sciences	40	1.7%
	College of Arts & Sciences	824	35.8%
	College of Business Administration	403	17.5%
	College of Education	280	12.2%
	College of Engineering & Computer Science	265	11.5%
	College of Health & Public Affairs	338	14.7%
	College of Optics and Photonics	0	0.0%
	Rosen College of Hospitality Management	93	4.0%
	I have not declared a major	57	2.5%
Total	2,300	100.0%	

Q3

		Count	Column %
Q3. What is your student classification?	Freshman	365	15.8%
	Sophomore	519	22.5%
	Junior	739	32.1%
	Senior	411	17.8%
	Post Baccalaureate	35	1.5%
	Graduate Student (Masters Degree)	189	8.2%
	Graduate Student (Doctoral Degree)	20	0.9%
	Other	25	1.1%
	Total	2,303	100.0%

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Q4-Q9

		Count	Column %
Q4. I was able to easily obtain my PID prior to logging onto http://my.ucf.edu.	Never	13	0.6%
	Some of the time	64	2.8%
	Subtotal Never & Some of the time	77	3.4%
	Most of the time	384	16.7%
	Always	1,748	76.1%
	Subtotal Most & Always	2,132	92.8%
	Don't Know	89	3.9%
	Total	2,298	100.0%
Q5. I easily logged onto http://my.ucf.edu.	Never	23	1.0%
	Some of the time	276	12.1%
	Subtotal Never & Some of the time	299	13.1%
	Most of the time	736	32.3%
	Always	1,241	54.5%
	Subtotal Most & Always	1,977	86.8%
Q6. In general, how would you rate the overall quality of the service you received from http://my.ucf.edu.	Don't Know	1	0.0%
	Total	2,277	100.0%
	Never	207	9.5%
	Some of the time	557	25.5%
	Subtotal Never & Some of the time	764	35.0%
	Most of the time	907	41.6%
	Always	446	20.4%
	Subtotal Most & Always	1,353	62.0%
Don't Know	65	3.0%	
Total	2,182	100.0%	

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		Count	Column %
Q7. Information is well organized on the page.	Never	248	11.0%
	Some of the time	619	27.4%
	Subtotal Never & Some of the time	867	38.4%
	Most of the time	887	39.3%
	Always	494	21.9%
	Subtotal Most & Always	1,381	61.1%
	Don't Know	11	0.5%
Q8. I can easily navigate to another page to get the information I need.	Total	2,259	100.0%
	Never	387	16.9%
	Some of the time	872	38.2%
	Subtotal Never & Some of the time	1,259	55.1%
	Most of the time	659	28.8%
	Always	350	15.3%
	Subtotal Most & Always	1,009	44.2%
Q9. The main menu and drop down menus clearly display the options I need to complete registration and related activities.	Don't Know	17	0.7%
	Total	2,285	100.0%
	Never	188	8.2%
	Some of the time	586	25.7%
	Subtotal Never & Some of the time	774	33.9%
	Most of the time	911	39.9%
	Always	566	24.8%
Subtotal Most & Always	1,477	64.7%	
	Don't Know	31	1.4%
	Total	2,282	100.0%

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Q10-Q15

		Count	Column %
Q10. I was able to easily use View Schedule of Classes to create my schedule.	Never	187	8.2%
	Some of the time	523	22.9%
	Subtotal Never & Some of the time	710	31.0%
	Most of the time	849	37.1%
	Always	701	30.6%
	Subtotal Most & Always	1,550	67.7%
	Don't Know	28	1.2%
Q11. The terminology, acronyms and codes are easy to recognize and understand.	Total	2,288	100.0%
	Never	243	10.6%
	Some of the time	560	24.5%
	Subtotal Never & Some of the time	803	35.1%
	Most of the time	928	40.5%
	Always	531	23.2%
	Subtotal Most & Always	1,459	63.7%
Q12. . I can easily correct errors.	Don't Know	28	1.2%
	Total	2,290	100.0%
	Never	295	12.9%
	Some of the time	605	26.5%
	Subtotal Never & Some of the time	900	39.5%
	Most of the time	849	37.2%
	Always	452	19.8%
Subtotal Most & Always	1,301	57.0%	
	Don't Know	80	3.5%
	Total	2,281	100.0%

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		Count	Column %
Q13. I can access all the information needed to register for classes.	Never	255	11.2%
	Some of the time	682	30.0%
	Subtotal Never & Some of the time	937	41.2%
	Most of the time	819	36.0%
	Always	487	21.4%
	Subtotal Most & Always	1,306	57.5%
	Don't Know	30	1.3%
	Total	2,273	100.0%
Q14. The response time to gain initial access to the system is acceptable.	Never	203	8.9%
	Some of the time	526	23.1%
	Subtotal Never & Some of the time	729	32.0%
	Most of the time	973	42.7%
	Always	553	24.2%
	Subtotal Most & Always	1,526	66.9%
	Don't Know	26	1.1%
Total	2,281	100.0%	
Q15. The response time when moving from one page to another is acceptable.	Never	204	9.0%
	Some of the time	521	22.9%
	Subtotal Never & Some of the time	725	31.9%
	Most of the time	1,021	44.9%
	Always	511	22.5%
	Subtotal Most & Always	1,532	67.3%
	Don't Know	18	0.8%
Total	2,275	100.0%	

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Q16

		Count	Column %
Q16. In general, how would you rate the overall quality of the service you received from the POLARIS Student Self Service Registration?	Poor	262	11.5%
	Fair	401	17.6%
	Subtotal Poor & Fair	663	29.1%
	Good	661	29.1%
	Very Good	658	28.9%
	Excellent	293	12.9%
	Subtotal Very Good and Good	1,612	70.9%
	Total	2,275	100.0%

Q17

		Count	Column %
Q17. Please rate the Online Schedule Web Guide on its ability to provide adequate instructions for you to complete registration.	Poor	91	4.1%
	Fair	223	9.9%
	Subtotal Poor and Fair	314	14.0%
	Good	560	24.9%
	Very Good	479	21.3%
	Excellent	187	8.3%
	Subtotal Good , Very Good & Excellent	1,226	54.6%
	Don't Know/Didn't use	705	31.4%
Total	2,245	100.0%	

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Q18

		Count	Column %
Q18. Have you currently enrolled for the following term(s): (SELECT ALL THAT APPLY)	Enrolled for Summer 2005	1,627	71.0%
	Enrolled for Fall 2005	2,134	93.2%
	Enrolled for Spring 2006	1,720	75.1%
	Total	2,290	100.0%

Q19

		Count	Column %
Q19. What advance schedule and planning did you do before you logged into POLARIS Student Self Service at (or after) your assigned appointment time? (SELECT ALL THAT APPLY)	Signed on to POLARIS Student Self Service before my appointment time to check the class schedule	2,001	89.4%
	Read the online Schedule Web Guide	325	14.5%
	Used the Registration Checklist in the Online Schedule Web Guide	190	8.5%
	Made some other written list of preferred and alternate classes and sections	1,856	82.9%
	Checked for a registration hold on the POLARIS Student Self Service page	1,081	48.3%
	Plan for Multiple Term Registration (Summer 2005, Fall 2005, Spring 2006)	1,723	77.0%
	Met with my advisor	1,251	55.9%
	Met with other faculty	377	16.8%
	Total	2,239	393.3%

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Q20a-Q20c

		Count	Column %
Q20a. Multiple Term Registration is not required.	True	1,783	79.5%
	False	460	20.5%
	Total	2,243	100.0%
Q20b. Multiple Term Registration does not effect when tuition payments are due.	True	1,964	88.1%
	False	265	11.9%
	Total	2,229	100.0%
Q20c. Multiple Term Registration encourages sequential course registration.	True	1,872	83.6%
	False	368	16.4%
	Total	2,240	100.0%

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Q21-Q22

		Count	Column %
Q21. Multiple Term Registration improved my ability to plan for upcoming semesters.	Didn't use	86	3.8%
	Strongly disagree	796	35.0%
	Disagree	303	13.3%
	Somewhat agree/Somewhat disagree	433	19.0%
	Agree	300	13.2%
	Strongly agree	348	15.3%
	Don't know	8	0.4%
	Total	2,274	100.0%
Q22. Multiple Term Registration provides more time for me to make adjustments to my Spring 2005 registration, if needed.	Didn't use	0	0.0%
	Strongly disagree	679	30.9%
	Disagree	322	14.7%
	Somewhat agree/Somewhat disagree	444	20.2%
	Agree	363	16.5%
	Strongly agree	339	15.4%
	Don't know	49	2.2%
	Total	2,196	100.0%

Q23

		Count	Column %
Q23. Were you able to complete registration online without going to a UCF office to resolve an issue? (SELECT ALL THAT APPLY)	Completed registration without going to a UCF office	1,152	56.1%
	Went to my College's student support office or faculty	767	37.3%
	Went to another UCF office	336	16.4%
	Total	2,055	110.0%

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Q24

		Count	Column %
Q24 Did you go to your College's office or another office because of a hold?	Yes	222	15.3%
	No	1,228	84.7%
	Total	1,450	100.0%
Q25 Did you go to your College's office or faculty because of a prerequisite or co-requisite requirement?	Yes	714	50.2%
	No	707	49.8%
	Total	1,421	100.0%

Q26

		Count	Column %
Q26 Was the course prerequisite or co-requisite overridden?	Yes	464	55.8%
	No	368	44.2%
	Total	832	100.0%

Q27

		Count	Column %
Q27. What type of internet dial-up did you use to register with POLARIS Student Self Service?	LAN at UCF (Computer lab)	372	16.6%
	LAN other location	569	25.4%
	DSL connection	269	12.0%
	Cable modem	746	33.3%
	Telephone modem	150	6.7%
	Other	71	3.2%
	Don't Know	66	2.9%
	Total	2,243	100.0%

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Q28

		Count	Column %
Q28. What time did you usually register for classes using POLARIS Student Self Services Registration? (SELECT ALL THAT APPLY)	6 AM - 9 AM	235	10.4%
	9 AM - 12 PM	697	30.8%
	12 PM - 3 PM	943	41.7%
	3 PM - 6 PM	914	40.4%
	6 PM - 9 PM	604	26.7%
	9 PM - 12 AM	396	17.5%
	12 AM - 3 AM	203	9.0%
	3 AM - 6 AM	67	3.0%
	Total	2,263	100.0%