

**Spring 2006 POLARIS Student Self Service Usability Survey
Report of Results**

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Spring 2006 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, Spring 2005, and Spring 2006. 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 and Spring 2006 surveys were 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://survey.ucf.edu/polaris_usability.htm

An email invitation was sent to approximately 37,715 students who registered for classes in Spring 2006 for Summer 2006, Fall 2006 and Spring 2007. The email and follow-up emails 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 19, 2006 to May 10, 2006. Completed surveys were received from 1,646 students representing a response rate of 4% of the population.

A comparison of the survey sample characteristics to the population of Spring 2006 enrolled students is given. Frequency tables are shown for each question.

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Results

Comparison of Spring 2006 Enrolled Students (Population) to Survey Sample

A comparison of the characteristics of the respondents of the Spring 2006 POLARIS Student Self Service Usability Survey and the UCF population of Spring 2006 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 2006 Enrolled Students to 2006 POLARIS Student Self Service Usability Survey Sample

	University		Sample	
Male	19,111	44.2%	508	30.9%
Female	24,128	55.8%	1,138	69.1%

	University		Sample	
Freshman	5,787	13.3%	223	13.6%
Sophomore	5,808	13.4%	285	17.4%
Junior	9,826	22.7%	513	31.2%
Senior	14,710	34.0%	355	21.6%
Post Baccalaureate	353	0.9%	37	2.3%
Graduate (Masters)	4,229	9.8%	168	10.2%
Graduate (Doctoral)	1,464	3.4%	34	2.1%
Other (non- degree)	1062	2.5%	27	1.6%

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Table 1: Comparison of Spring 2006 Enrolled Students to 2006 POLARIS Student Self Service Usability Survey Sample (Continued)

	University		Sample	
Burnett College of Biomedical Sciences	1,361	3.2%	31	1.9%
College of Arts & Sciences	13,136	30.5%	59	3.6%
College of Business Administration	8,473	19.7%	292	17.8%
College of Education	4,943	11.5%	287	17.5%
College of Engineering & Computer Science	5,224	12.1%	207	12.6%
College of Health & Public Affairs	6,373	14.8%	177	10.8%
College of Optics and Photonics	120	0.3%	223	13.6%
I have not declared a major	1,878	4.4%	237	14.4%
Rosen College of Hospitality Management	1,604	3.7%	49	3.0%
Undergraduate Studies			82	5.0%
Total	43,112	100.0%	1,644	100.0%

Frequency and Percent Tables

Q1

		Count	Column %
Q1. What is your gender?	Male	508	30.9%
	Female	1,138	69.1%
	Total	1,646	100.0%

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Q2

		Count	Column %
Q2. What is the college in which you are enrolled?	Burnett College of Biomedical Sciences	31	1.9%
	College of Arts & Humanities	57	3.5%
	College of Business Administration	292	17.8%
	College of Education	287	17.5%
	College of Engineering & Computer Science	207	12.6%
	College of Health & Public Affairs	177	10.8%
	College of Optics and Photonics	223	13.6%
	College of Sciences	2	0.1%
	I have not declared a major	237	14.4%
	Rosen College of Hospitality Management	49	3.0%
	Undergraduate Studies	82	5.0%
	Total	1,644	100.0%

Q3

		Count	Column %
Q3. What is your student classification?	Freshman	223	13.6%
	Sophomore	285	17.4%
	Junior	513	31.2%
	Senior	355	21.6%
	Post Baccalaureate	37	2.3%
	Graduate Student (Masters Degree)	168	10.2%
	Graduate Student (Doctoral Degree)	34	2.1%
	Other	27	1.6%
	Total	1,642	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 .	Always	1,175	71.4%
	Most of the time	348	21.2%
	Subtotal - Always & Most of the time	1,523	92.6%
	Some of the time	66	4.0%
	Never	13	0.8%
	Subtotal - Never & Some of the time	79	4.8%
	Don't Know	43	2.6%
	Total	1,645	100.0%

		Count	Column %
Q5. I easily logged onto http://my.ucf.edu .	Always	729	44.8%
	Most of the time	640	39.3%
	Subtotal - Always & Most of the time	1,369	84.1%
	Some of the time	234	14.4%
	Never	24	1.5%
	Subtotal - Never & Some of the time	258	15.8%
	Don't Know	1	0.1%
	Total	1,628	100.0%

		Count	Column %
Q6. In general, how would you rate the overall quality of the service you received from http://my.ucf.edu .	Always	428	27.4%
	Most of the time	690	44.2%
	Subtotal - Always & Most of the time	1,118	71.6%
	Some of the time	302	19.3%
	Never	96	6.1%
	Subtotal - Never & Some of the time	398	25.5%
	Don't Know	45	2.9%
	Total	1,561	100.0%

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		Count	Column %
Q7. Information is well organized on the page.	Always	539	33.0%
	Most of the time	705	43.2%
	Subtotal - Always & Most of the time	1,244	76.3%
	Some of the time	301	18.5%
	Never	79	4.8%
	Subtotal - Never & Some of the time	380	23.3%
	Don't Know	7	0.4%
	Total	1,631	100.0%

		Count	Column %
Q8. I can easily navigate to another page to get the information I need.	Always	397	24.2%
	Most of the time	551	33.6%
	Subtotal - Always & Most of the time	948	57.9%
	Some of the time	507	31.0%
	Never	168	10.3%
	Subtotal - Never & Some of the time	675	41.2%
	Don't Know	15	0.9%
	Total	1,638	100.0%

		Count	Column %
Q9. The main menu and drop down menus clearly display the options I need to complete registration and related activities.	Always	574	35.1%
	Most of the time	650	39.7%
	Subtotal - Always & Most of the time	1,224	74.8%
	Some of the time	316	19.3%
	Never	77	4.7%
	Subtotal - Never & Some of the time	393	24.0%
	Don't Know	20	1.2%
	Total	1,637	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.	Always	709	43.3%
	Most of the time	546	33.4%
	Subtotal - Always & Most of the time	1,255	76.7%
	Some of the time	279	17.0%
	Never	90	5.5%
	Subtotal - Never & Some of the time	369	22.5%
	Don't Know	13	0.8%
	Total	1,637	100.0%

		Count	Column %
Q11. The terminology, acronyms and codes are easy to recognize and understand.	Always	541	33.1%
	Most of the time	639	39.1%
	Subtotal - Always & Most of the time	1,180	72.1%
	Some of the time	330	20.2%
	Never	112	6.8%
	Subtotal - Never & Some of the time	442	27.0%
	Don't Know	14	0.9%
	Total	1,636	100.0%

		Count	Column %
Q12. . . I can easily correct errors.	Always	461	28.2%
	Most of the time	620	37.9%
	Subtotal - Always & Most of the time	1,081	66.1%
	Some of the time	380	23.2%
	Never	131	8.0%
	Subtotal - Never & Some of the time	511	31.2%
	Don't Know	44	2.7%
	Total	1,636	100.0%

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		Count	Column %
Q13. I can access all the information needed to register for classes.	Always	531	32.4%
	Most of the time	565	34.5%
	Subtotal - Always & Most of the time	1,096	66.9%
	Some of the time	398	24.3%
	Never	130	7.9%
	Subtotal - Never & Some of the time	528	32.2%
	Don't Know	15	0.9%
	Total	1,639	100.0%

		Count	Column %
Q14. The response time to gain initial access to the system is acceptable.	Always	457	27.9%
	Most of the time	692	42.3%
	Subtotal - Always & Most of the time	1,149	70.2%
	Some of the time	325	19.9%
	Never	144	8.8%
	Subtotal - Never & Some of the time	469	28.6%
	Don't Know	19	1.2%
	Total	1,637	100.0%

		Count	Column %
Q15. The response time when moving from one page to another is acceptable.	Always	437	26.6%
	Most of the time	700	42.7%
	Subtotal - Always & Most of the time	1,137	69.3%
	Some of the time	373	22.7%
	Never	121	7.4%
	Subtotal - Never & Some of the time	494	30.1%
	Don't Know	9	0.5%
	Total	1,640	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?	Excellent	306	18.7%
	Very Good	597	36.5%
	Good	405	24.7%
	Subtotal - Excellent, Very Good & Good	1,308	79.9%
	Fair	210	12.8%
	Poor	119	7.3%
	Subtotal - Fair & Poor	329	20.1%
	Total	1,637	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.	Excellent	186	11.6%
	Very Good	384	23.9%
	Good	354	22.0%
	Subtotal - Excellent, Very Good & Good	924	57.5%
	Fair	123	7.7%
	Poor	46	2.9%
	Subtotal - Poor & Fair	169	10.5%
	Don't Know/Didn't use	513	31.9%
Total	1,606	100.0%	

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Q18

		Count	Column %
Q 18. I have currently enrolled for the following term(s):	Enrolled for Summer 2006	1,223	75.1%
	Enrolled for Fall 2006	1,418	87.0%
	Enrolled for Spring 2007	1,103	67.7%

Q19

		Count	Column %
Q 19. What advance schedule and class planning did you do before you logged into POLARIS Student Self Service at (or after) your assigned appointment time?	Signed on to POLARIS Student Self Service before my appointment time to check the class schedule	1,419	87.0%
	Read the online Schedule Web Guide	202	12.4%
	Used the Registration Checklist in the Online Schedule Web Guide	117	7.2%
	Made some other written list of preferred and alternate classes and sections	1,257	77.1%
	Checked for a registration hold on the POLARIS Student Self Service page	852	52.2%
	Plan for Multiple Term Registration (Summer 2006, Fall 2006, Spring 2007)	1,215	74.5%
	Met with my advisor	826	50.6%
	Met with other faculty	265	16.2%
	Other	95	5.8%
None	26	1.6%	

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Q20a-Q20c

		Count	Column %
Q 20a. Multiple Term Registration is not required.	True	1,318	83.3%
	False	265	16.7%
	Total	1,583	100.0%

		Count	Column %
Q 20b. Multiple Term Registration does not effect when tuition payments are due.	True	1,402	88.6%
	False	181	11.4%
	Total	1,583	100.0%

		Count	Column %
Q 20c. Multiple Term Registration encourages sequential course registration.	True	1,431	89.7%
	False	165	10.3%
	Total	1,596	100.0%

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Q21-Q22

		Count	Column %
Q21. Multiple Term Registration improved my ability to plan for upcoming semesters.	Strongly agree	548	34.0%
	Agree	319	19.8%
	Somewhat agree/Somewhat disagree	270	16.7%
	Subtotal - Strongly Agree, Agree & Neutral	1,137	70.5%
	Disagree	130	8.1%
	Strongly disagree	248	15.4%
	Subtotal - Strongly Disagree & Disagree	378	23.4%
	Don't Know	11	0.7%
	Didn't use	86	5.3%
	Total	1,612	100.0%

		Count	Column %
Q22. Multiple Term Registration provides more time for me to make adjustments to my Spring 2007 registration, if needed.	Strongly agree	556	35.9%
	Agree	370	23.9%
	Somewhat agree/Somewhat disagree	225	14.5%
	Subtotal - Strongly Agree, Agree & Neutral	1,151	74.3%
	Disagree	144	9.3%
	Strongly disagree	221	14.3%
	Subtotal - Strongly Disagree & Disagree	365	23.6%
	Don't Know	33	2.1%
	Didn't use	0	0.0%
	Total	1,549	100.0%

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Q23

		Count	Column %
Q 23. Where you able to complete registration online without going to a UCF office to resolve an issue?	Completed registration without going to a UCF office	935	58.9%
	Went to my College	477	30.0%
	Went to another UCF office	206	13.0%
	Other	148	9.3%

Q24

		Count	Column %
Q24 Did you go to your College's office or another office because of a hold?	Yes	165	17.1%
	No	802	82.9%
	Total	967	100.0%

Q25

		Count	Column %
Q25 Did you go to your College's office or faculty because of a prerequisite or co-requisite requirement?	Yes	439	47.2%
	No	491	52.8%
	Total	930	100.0%

Q26

		Count	Column %
Q26 Was the course prerequisite or co-requisite overridden?	Yes	291	60.5%
	No	190	39.5%
	Total	481	100.0%

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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)	217	13.6%
	LAN at some other location	396	24.9%
	DSL connection such as BellSouth or Verizon	221	13.9%
	Cable Modem such as Bright House's Road Runner service	592	37.2%
	Telephone Modem or "Dial-up" such as America Online	61	3.8%
	Other	59	3.7%
	Don't know	46	2.9%
	Total	1,592	100.0%

Q28

		Count	Column %
Q 28 About what times did you usually register for classes using POLARIS Student Self Service Registration?	6 AM - 9 AM	186	11.6%
	6 PM - 9 PM	466	29.0%
	9 AM - 12 PM	555	34.5%
	9 PM - 12 AM	327	20.3%
	12 PM - 3 PM	683	42.5%
	12 AM - 3 AM	155	9.6%
	3 PM - 6 PM	634	39.5%
	3 AM - 6 AM	45	2.8%

Q30

		Count	Column %
Q30. Are there any parts of the POLARIS Student Self Service Registration that you found confusing?	Yes	389	28.5%
	No	978	71.5%
	Total	1,367	100.0%