How the Student Utilizes eCore Services

Students complete the Student Services survey annually, and FY 2014 is the fifth survey cycle. This survey captures the student's feedback for experiences in student services so that eCore can assess utilization of services and areas of improvement. The response rate has improved from FY 2013 10.4% (221 responses) to FY 2014 14.1% (342 responses) based on unduplicated headcount for the fall terms.

The compiled survey findings for FY 2014 can be found at: http://tinyurl.com/ng7ogtj

The table below represents findings from the Fall 2013 Student Services Survey:

Advisement	76.8% reported Good and Excellent advisement; 15.2% of respondents chose "Did not apply".
eCore Introduction Quiz	88.2% took the eCore Introduction quiz, and 84.9% of these reported that this was helpful.
"eCore Connection" Tutorial/Orientation	61.6% interacted with eCore Connection, designed to familiarize students with the eCore environment.
Tutoring Services	Over 85% of students reported that they had access to tutoring services as an eCore student, and 41% agreed that Smarthinking tutoring services were very helpful (54.6% "did not know").
GALILEO Library Services	Of the respondents, 66.9% are satisfied with online library service, but 32.5% do not utilize the service.
eCore Textbooks	Almost 70% of students obtained their eCore textbooks online (including ordering from MBS Direct Bookstore). 14% of students did not require a textbook, as the textbook was available in their course without purchase.
eCore Proctored Exams	Over 96% of students agreed that instructions for sign-up and locating testing sites were clear and easy to obtain.
eCore Technical Assistance	63.9% of students utilized the eCore Helpdesk, D2L Helpdesk, or their instructor for technical assistance.
eCore Outreach	Over 80% of students reported receiving eCore reminders and success tips from eCore Administration.
eCore Courses	Of the respondents, over 90% felt that their eCore experience was equivalent to what they expected or better than they expected.