

How the Student Utilizes eCore Services

Students complete the Student Services Survey annually, and FY 2015 is the sixth 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 table below represents findings from the Fall 2014 Student Services Survey (361 responses):

Advisement	79.1% reported Good and Excellent advisement; 14.2% of respondents chose "Did not apply".
Registration	More than 95% of students reported that registration for eCore courses is convenient.
eCore Introduction Quiz	88.4% took the eCore Introduction quiz, and 82.3% of these reported that this was helpful.
"eCore Connection" Tutorial/Orientation	More than half of surveyed students interacted with the eCore Connection, designed to familiarize students with the eCore environment.
Tutoring Services	More than 86% of students reported that they had access to tutoring services as an eCore student, and 49.9% agreed that Smarthinking tutoring services were very helpful (46.3% "did not know").
GALILEO Library Services	Of the respondents, 75.6% agreed that online library resources are provided to adequately complete course projects and assignments.
eCore Textbooks	More than half of students did not purchase a textbook, as the textbook was available as an open resource in their course. Of the students who did purchase a textbook, most chose to order online, with only 13.5% obtaining eCore textbooks from their on campus bookstore.
eCore Proctored Exams	More than 97% of students agreed that instructions for sign-up and locating testing sites were clear and easy to obtain.
eCore Technical Assistance	30.6% of students utilized the eCore Helpdesk or D2L Helpdesk for technical assistance, while 55.1% never had technical problems.
eCore Outreach	More than 85% of students reported receiving eCore reminders and success tips from eCore Administration.
eCore Courses	Of the respondents, over 93% felt that their eCore experience was equivalent to what they expected or better than they expected.