

How the Student Utilizes eCore Services

Students complete the Student Services Survey annually, and FY 2016 is the seventh survey cycle. This survey captures the student 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 2015 Student Services Survey. There were 743 responses, which is more than twice as many as the previous year.

Advisement	91.95% of respondents that utilized advisement services reported that it was good or excellent.
Registration	Over 95% of respondents felt that registering for eCore classes was convenient.
eCore Introductory Quiz	94.55% of respondents that took the introductory quiz found that it was helpful.
eCore Connection Tutorial	Over 98% of respondents that interacted with the eConnection (designed to familiarize students with the eCore environment) found that it was helpful.
GALILEO Library Services	More than 97% of respondents were satisfied with the availability of GALILEO library services.
eCore Textbooks	Almost two-thirds (64.36%) of respondents did not have to purchase a textbook, as the textbook was available as an open resource in their course. Of those that reported purchasing a textbook, about 75% were obtained online.
eCore Proctored Exams	Around 95% of respondents agreed that instructions for sign-up and locating testing sites were clear and easy to obtain.
eCore Technical Assistance	98.34% of respondents felt that they could rely on the eCore Helpdesk when needed.
eCore Outreach	Almost 83% of respondents acknowledged receiving eCore reminders and success tips from eCore Administration.
eCore Courses	Flexibility was the most reported factor in respondents' decision to take an eCore class. 87% indicated that they would take another eCore course.