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Athabasca University  
**Students' Union**

## **AU Service and Response Times Survey**

**Circulated December 2015**

**Public Report**

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Communications and Member Services Coordinator  
January 7, 2016

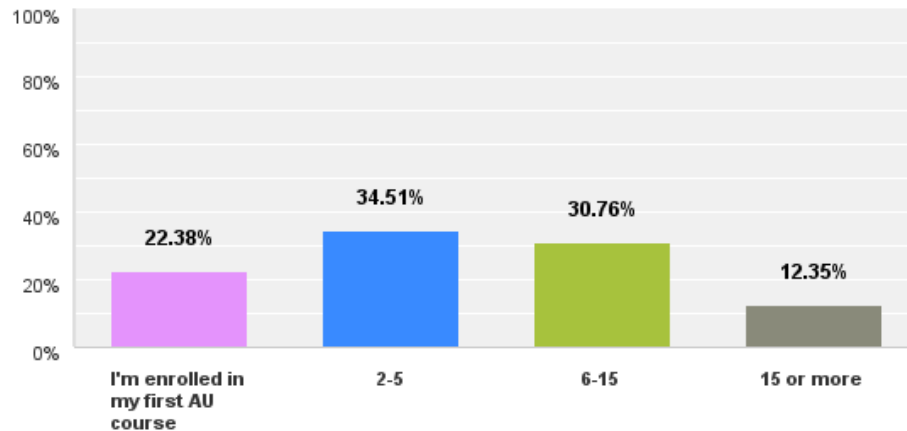
# AU Services and Response Times Survey Results – December 2015

In December 2015, AUSU circulated a survey on AU Services and Response times. The survey was sent to the AUSU membership through our monthly newsletter on December 4, as well as two special edition newsletters sent out December 8 and December 14, 2015. We also asked students on the AU Facebook Forum to check their email for the survey.

The survey received 909 responses, which are summarized below.

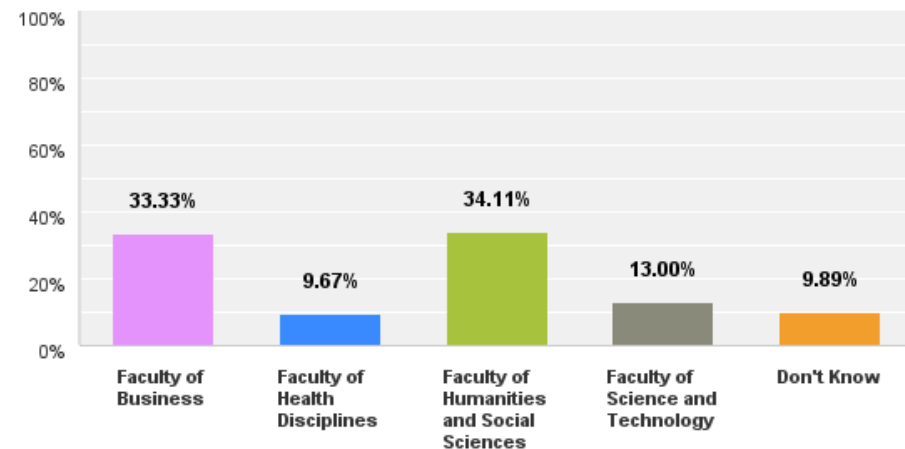
## Q1 Including courses in which you are currently enrolled, how many courses have you taken at AU?

Answered: 907 Skipped: 2



## Q2 Thinking only of the courses taken at AU in the last 6 months, which faculty has offered the majority of the courses in which you were enrolled?

Answered: 900 Skipped: 9



At this point in the survey, students were directed to different questions for either tutors or the Student Support Center, depending on their answers to question 2.

**TUTOR**

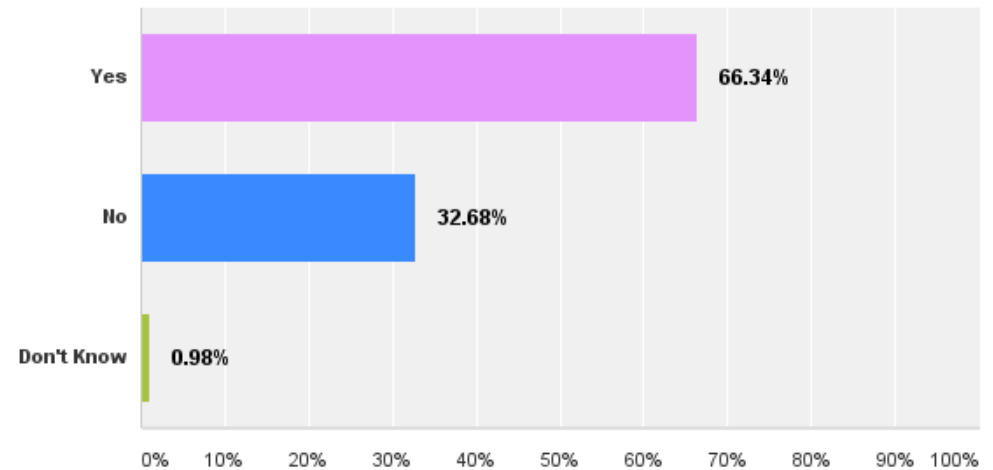
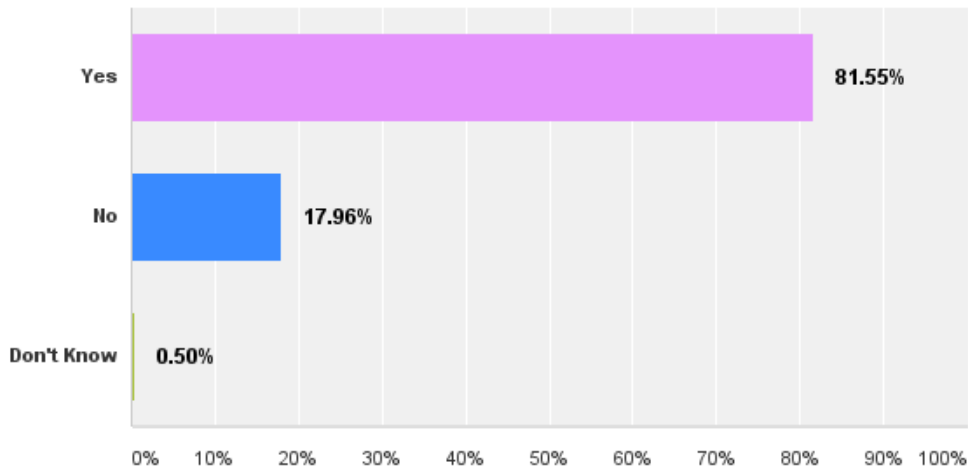
**STUDENT SUPPORT CENTER**

**Q3 In the last 6 months, have you contacted a Tutor for assistance via telephone or email?**

**Q12 In the last 6 months, have you contacted the Student Support Centre for assistance via telephone or email?**

Answered: 401 Skipped: 508

Answered: 410 Skipped: 499

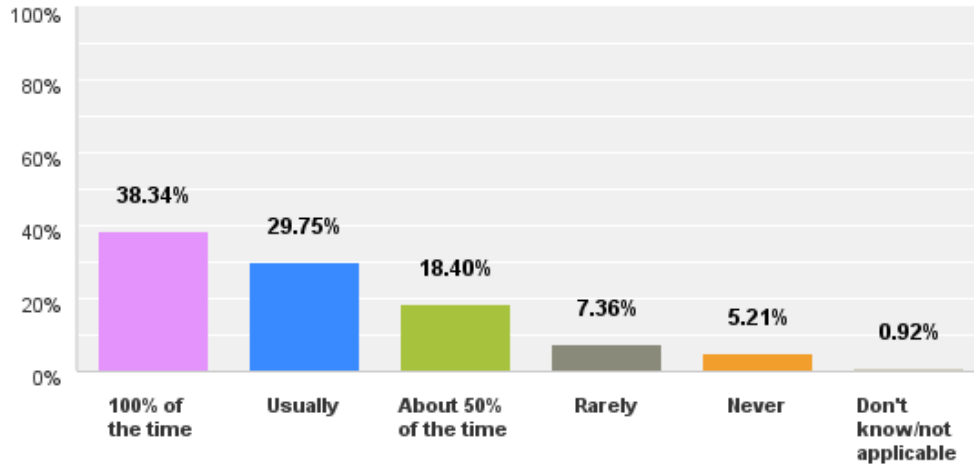


**TUTOR**

**STUDENT SUPPORT CENTER**

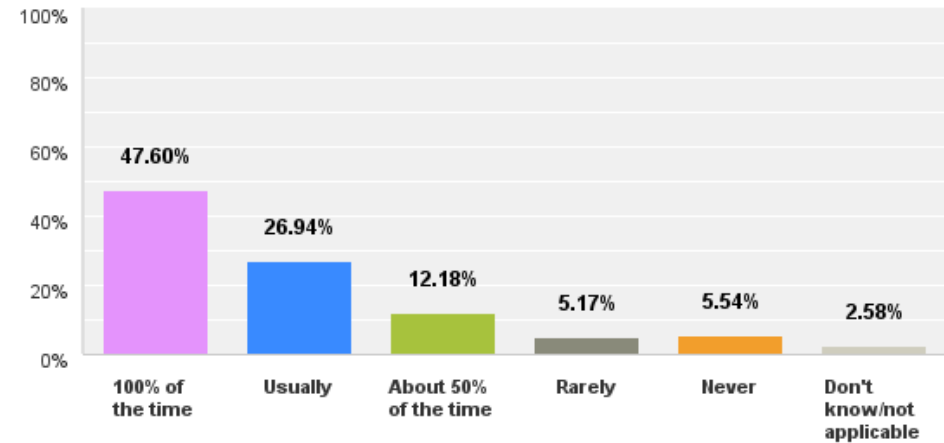
**Q4 When you contacted your Tutor via email or voicemail within the last 6 months, how often did you receive a response within 2 business days?**

Answered: 326 Skipped: 583



**Q13 When you contacted the Student Support Centre via email or to leave a message for an Academic Expert within the last 6 months, how often did you receive a response within 2 business days?**

Answered: 271 Skipped: 638

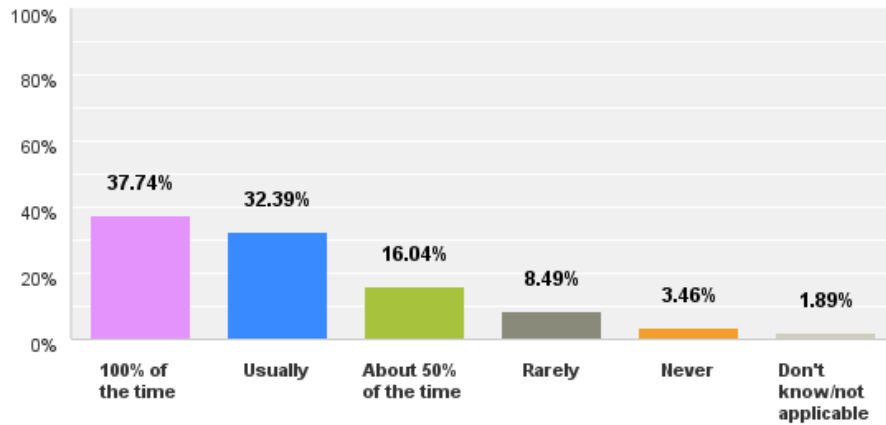


**TUTOR**

**STUDENT SUPPORT CENTER**

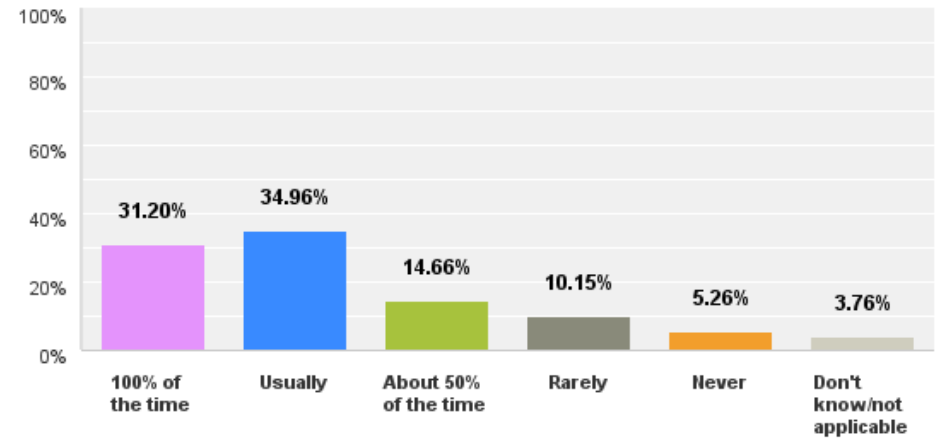
**Q5 How often was the response you received detailed enough for you to proceed without asking a further question?**

Answered: 318 Skipped: 591



**Q14 How often was the response you received detailed enough for you to proceed without asking a further question?**

Answered: 266 Skipped: 643

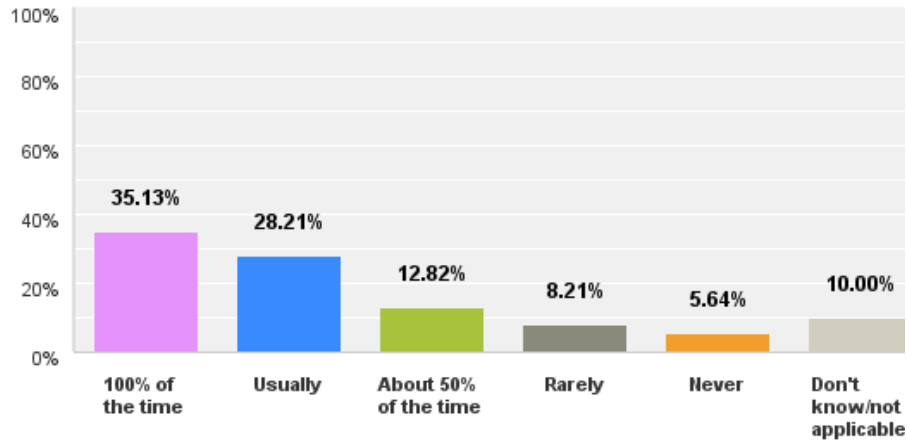


**TUTOR**

**STUDENT SUPPORT CENTER**

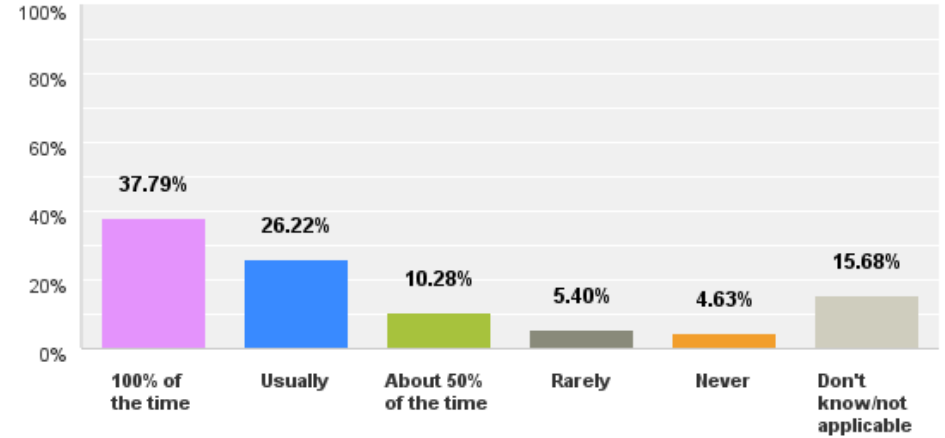
**Q6 When you submitted an electronic assignment for marking within the last 6 months, how often did you receive your mark within 7-8 business days?**

Answered: 390 Skipped: 519



**Q15 In the last 6 months when you submitted an electronic assignment for marking, how often did you receive your mark within 7-8 business days?**

Answered: 389 Skipped: 520

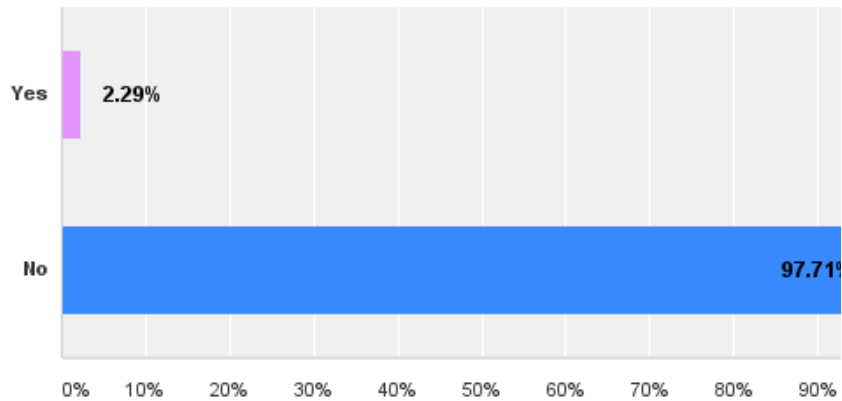


**TUTOR**

**STUDENT SUPPORT CENTER**

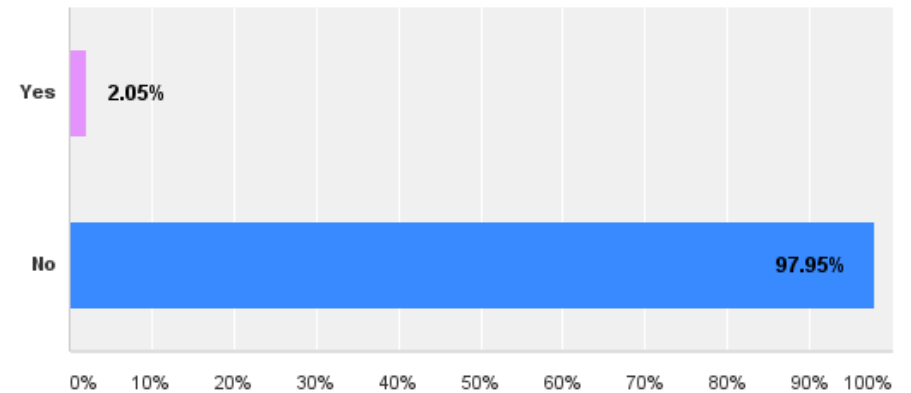
**Q7 Did you submit any assignments that were mailed by post within the last 6 months?**

Answered: 393 Skipped: 516



**Q16 Did you submit any assignments that were mailed by post within the last 6 months?**

Answered: 391 Skipped: 518

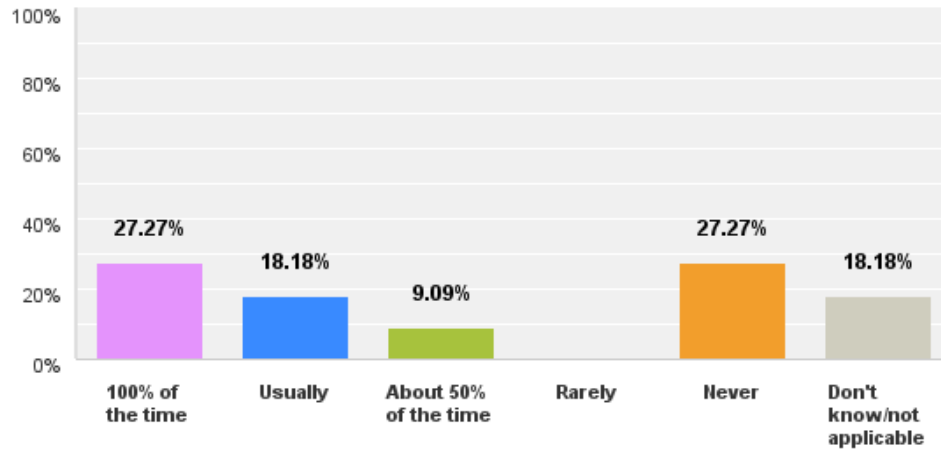


**TUTOR**

**STUDENT SUPPORT CENTER**

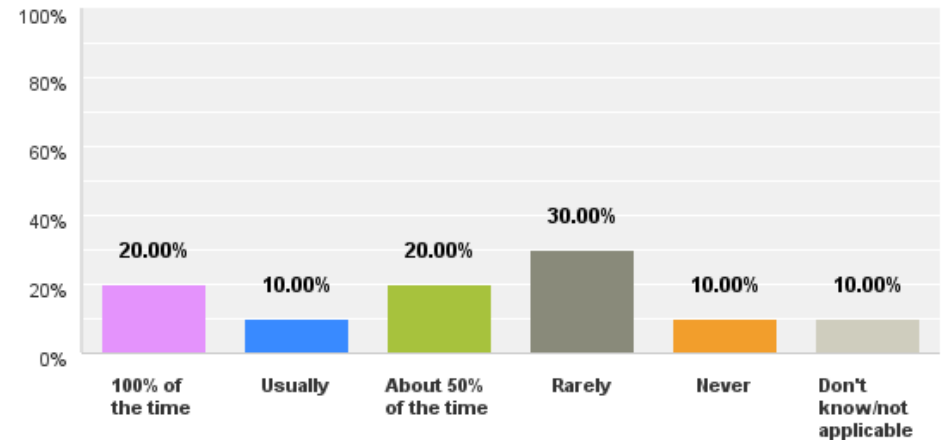
**Q8 When you submitted an assignment by post for marking, how often did you receive your mark within 5 business days of the marker receiving the assignment?**

Answered: 11 Skipped: 898



**Q17 When you submitted an assignment by post for marking, how often did you receive your mark within 5 business days of the marker receiving the assignment?**

Answered: 10 Skipped: 899



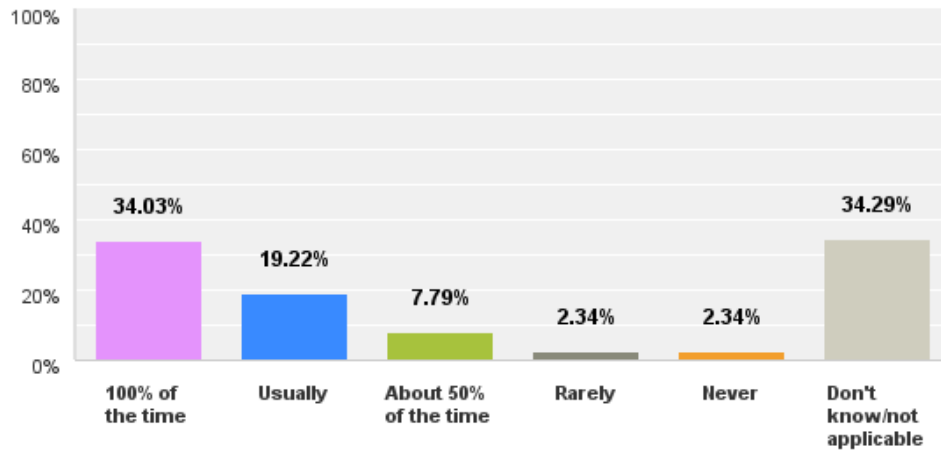


**TUTOR**

**STUDENT SUPPORT CENTER**

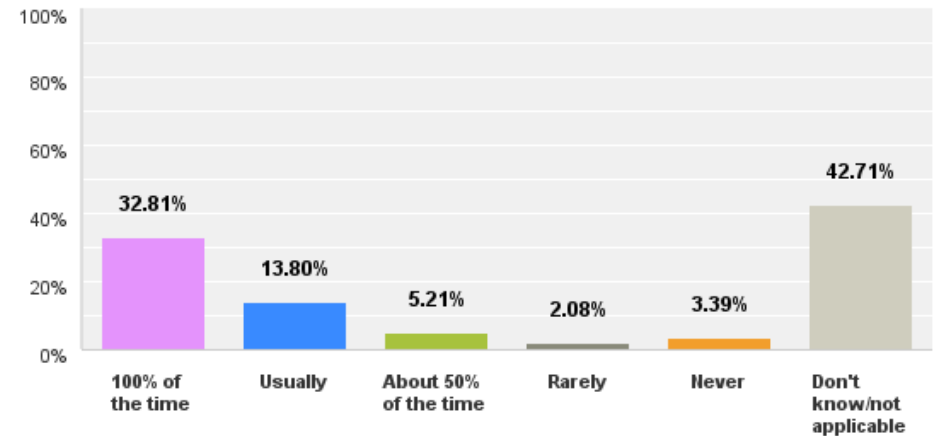
**Q9 When you wrote an online exam, how often on did you receive your mark within 7-10 business days?**

Answered: 385 Skipped: 524



**Q18 When you wrote an online exam in the last 6 months , how often did you receive your mark within 7-10 business days?**

Answered: 384 Skipped: 525

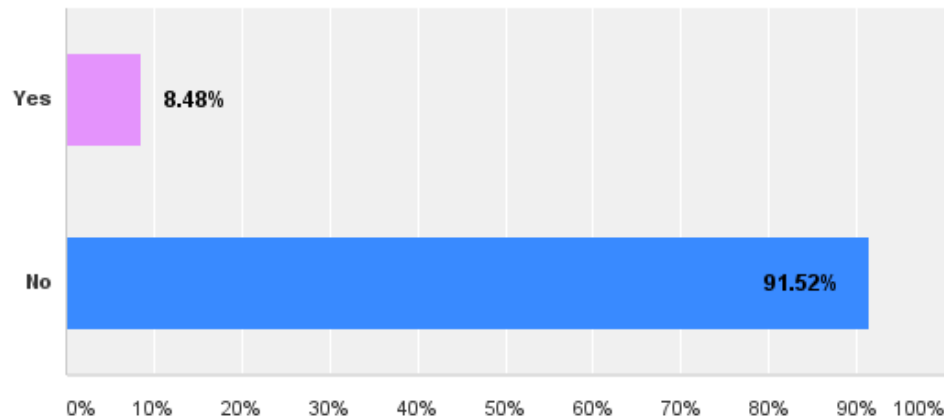


**TUTOR**

**STUDENT SUPPORT CENTER**

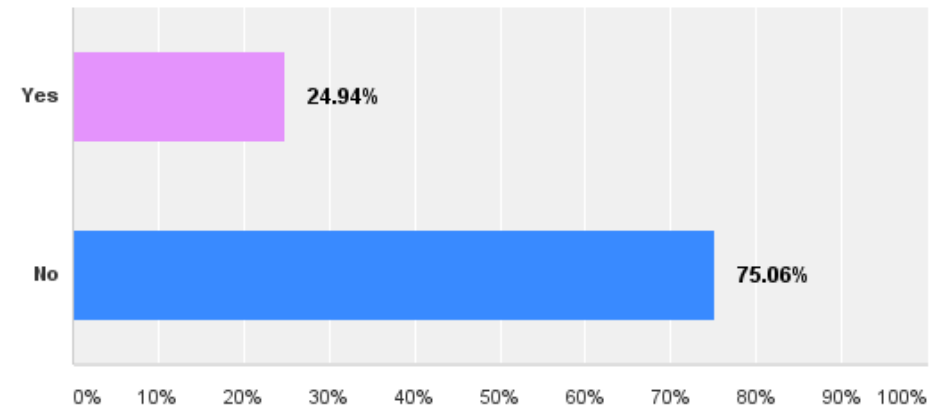
**Q10 Did you write any exams that were mailed by post within the last 6 months?**

Answered: 389 Skipped: 520



**Q19 Did you write any exams that were mailed by post?**

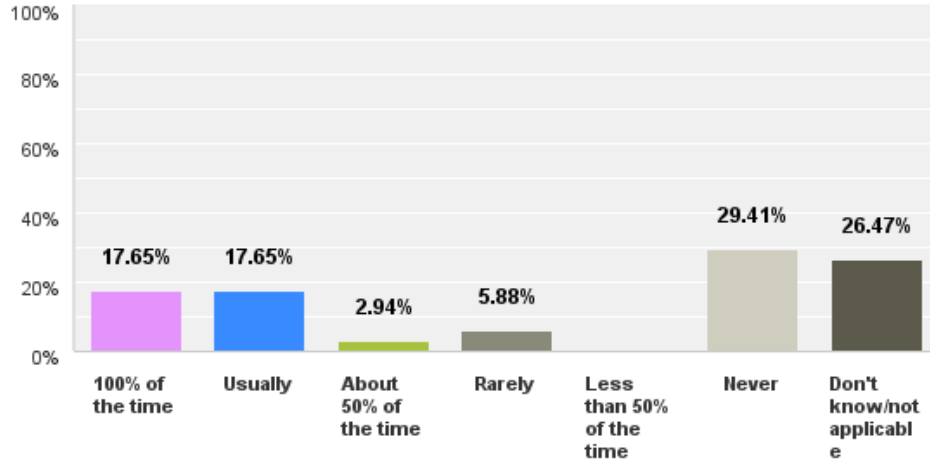
Answered: 389 Skipped: 520



**TUTOR**

**Q11 When you wrote an exam that was submitted by post, how often did you receive your mark within 5 business days of the marker receiving the exam?**

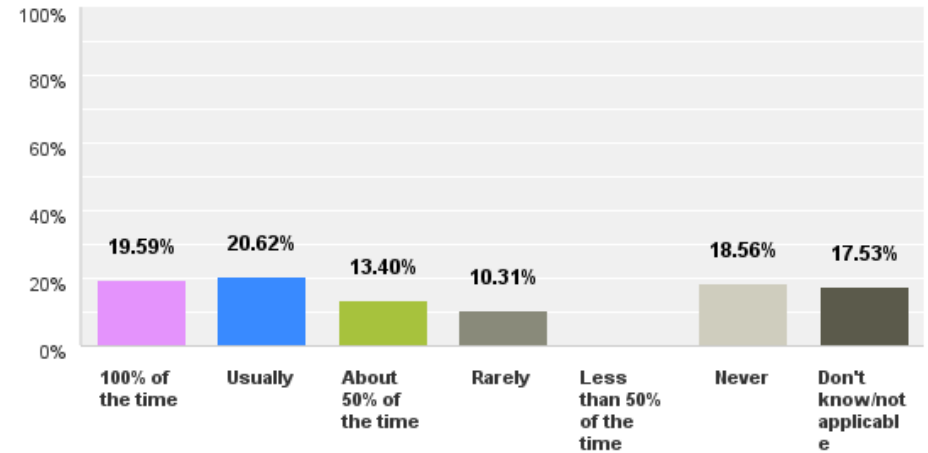
Answered: 34 Skipped: 875



**STUDENT SUPPORT CENTER**

**Q20 When you wrote an exam that was submitted by post, how often did you receive your mark within 5 business days of the marker receiving the exam?**

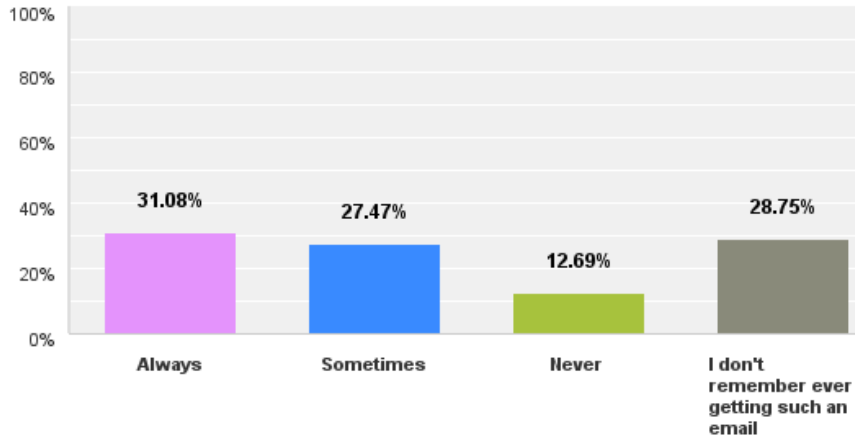
Answered: 97 Skipped: 812



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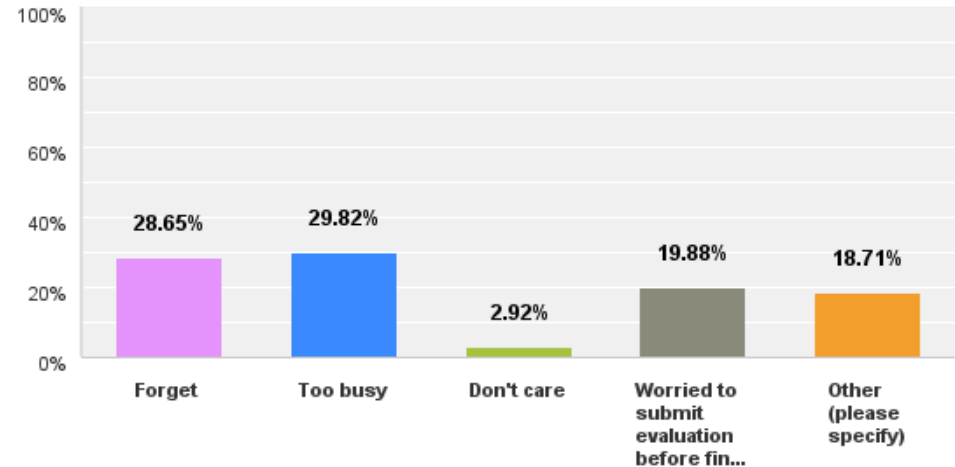
**Q21 Near the start of each course, you should receive an email from Dr. Cindy Ives, Interim VP Academic at AU. The email is a request to complete a course evaluation. How often do you complete the evaluation?**

Answered: 859 Skipped: 50



**Q22 If you get the email but don't always complete the evaluation, why is that?**

Answered: 342 Skipped: 567

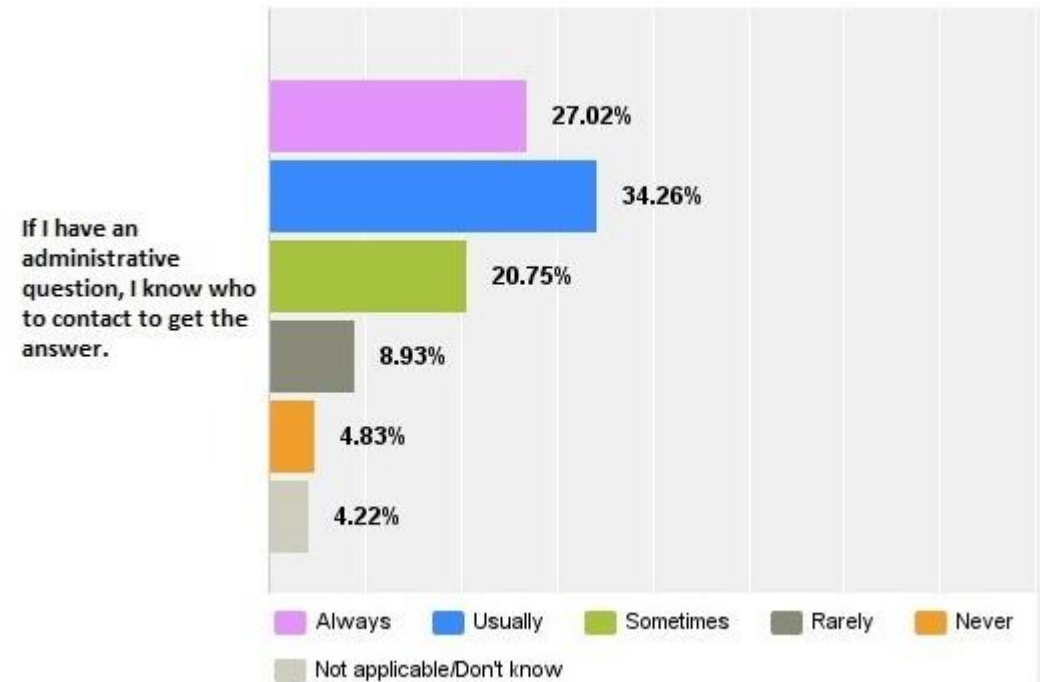
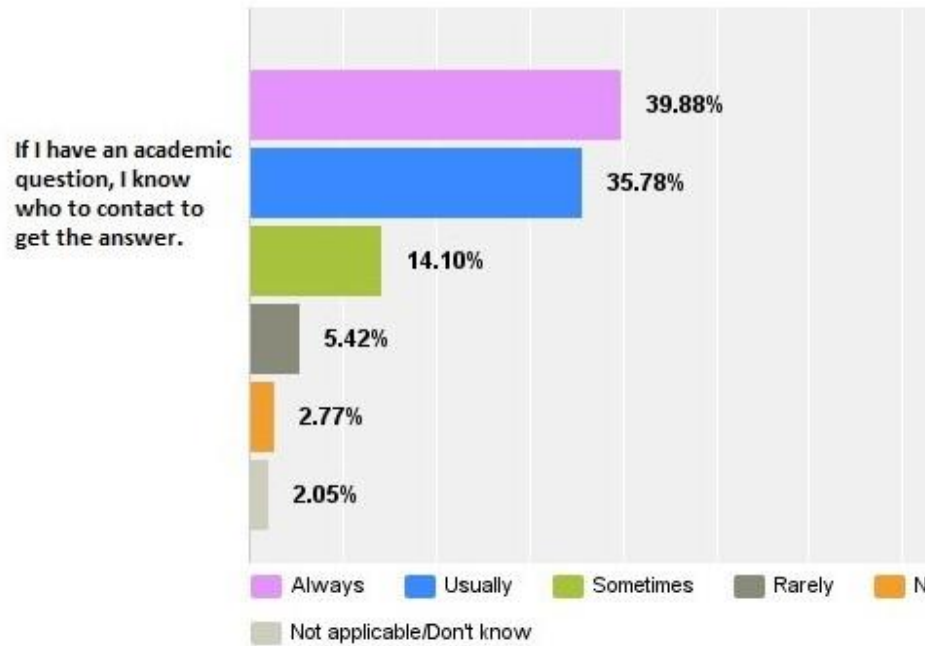


## "Other" Responses (total: 64):

Survey sent too early in the course	15
Feedback does not make a difference	14
Worried it would affect grade	5
Not enough time / Forgot	6
Link does not work	5
Too frustrated	5
Don't have any feedback to give	6
First course	3
Survey questions not relevant	2
Very satisfied	1
Too Many	1
Late start	1

## Q23 Please describe your experience as a student at Athabasca University so far.

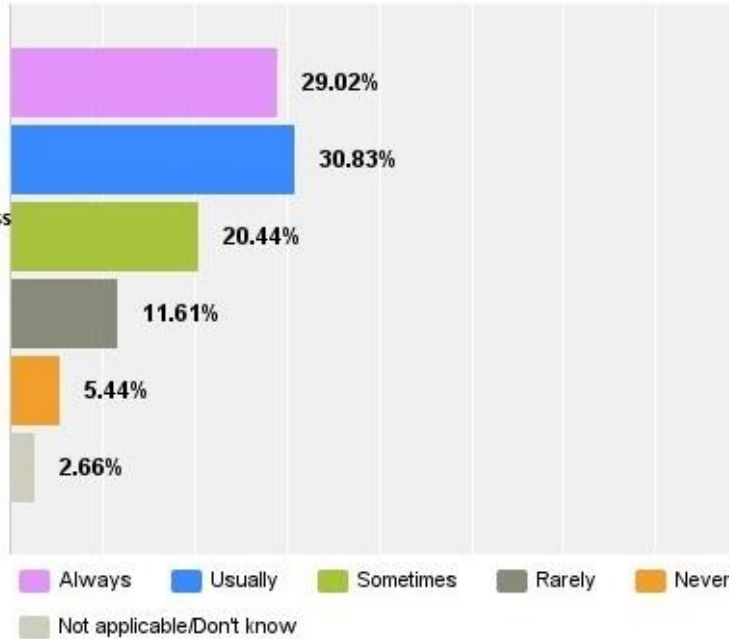
Answered: 832 Skipped: 77



## Q23 Please describe your experience as a student at Athabasca University so far.

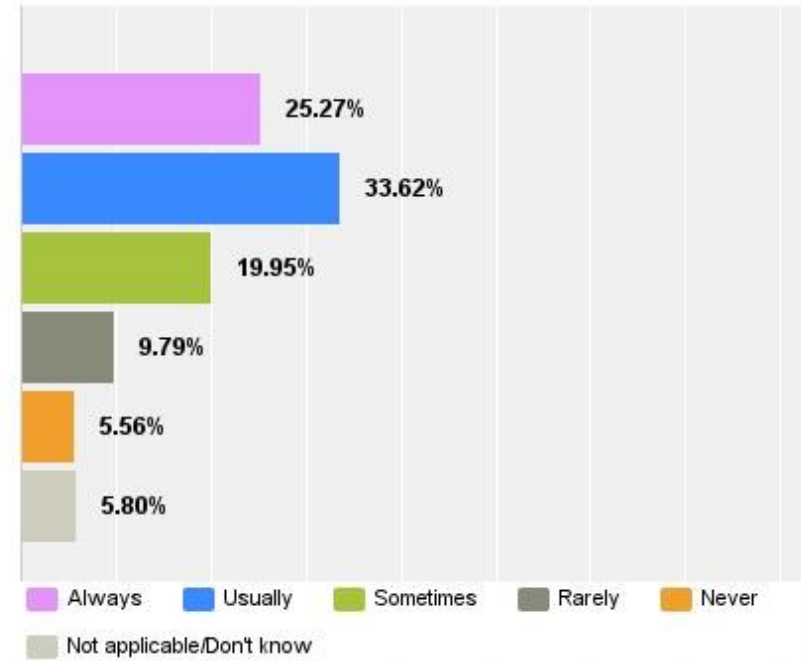
Answered: 832 Skipped: 77

Even though AU is an online University, I feel that I have access to my course coordinator / professor.



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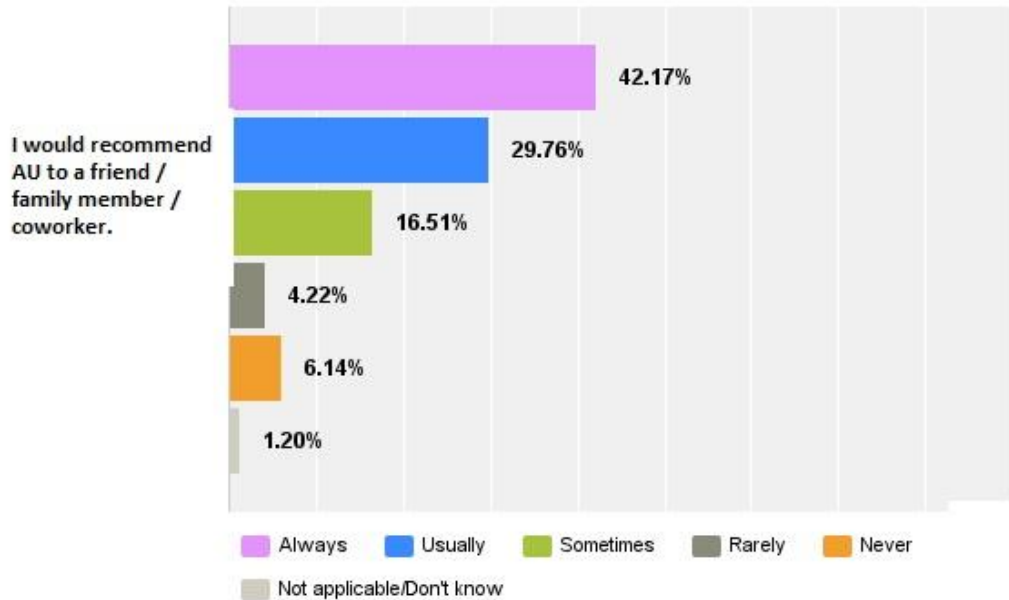
Overall, I get the impression that AU is listening to the needs of students



**Q23 Please describe your experience as a student at Athabasca University so far.**

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Answered: 832 Skipped: 77



**Q24: Optional: If you would like to provide the name of your course/courses taken in the last 6 months, please do so here:**

Answers are not statistically relevant. Also, 9 responses were just comments so they were incorporated into Q25.

## Q25 Questions? Comments?

### Summary (273 Answers):

We have listed below a summary of the individual comments made by students. Please note, some student made comments about more than one issue, so their response may be included in the numbers below more than once. Individual comments were not included to ensure confidentiality.

<b>Positive Comments</b>	<b>51</b>
<b>Mixed Reviews</b>	<b>29</b>
Negative Comments	183

Waiting too long for marks or course feedback	52	Cannot find answers to questions or who to ask	5
Don't answer questions or give student the runaround	48	Exams are incorrect or inconsistent with material	5
Poor service or rude staff	29	Lack of Support	5
No longer want to attend AU or would not recommend it	25	Not enough transfer credit for AU courses	4
Decline in service from AU	18	Not enough time to complete course	4
Need paper textbooks or course materials	17	Courses use outdated material	3
Courses have bad marking scheme or are poorly run	17	Exams have to be booked too far in advance	2
Need more contact or motivation from tutors	12	PLAR too restrictive / complicated	2
Nursing disorganized / not enough placements	11	More grouped study courses	2
Too many fees for books or course materials	9	Grouped study disorganized	1
Course evaluations not received or received too early	8	Lack of support for disabilities	1
Need better website /online system	8	Need practice exams	1
Courses need better content than just text books	8	More courses	1
Cannot reach tutor due to limited business hours	8	Less written exams	1
Too expensive or too many overall fees	5	Need more advisors	1