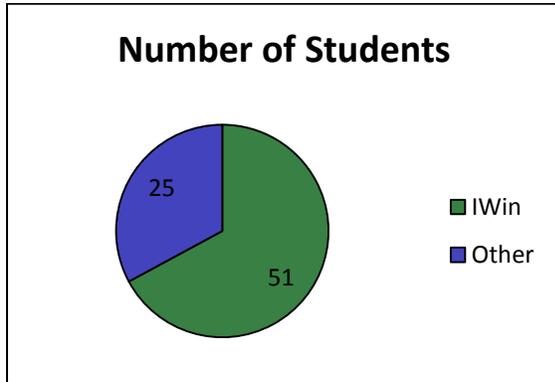
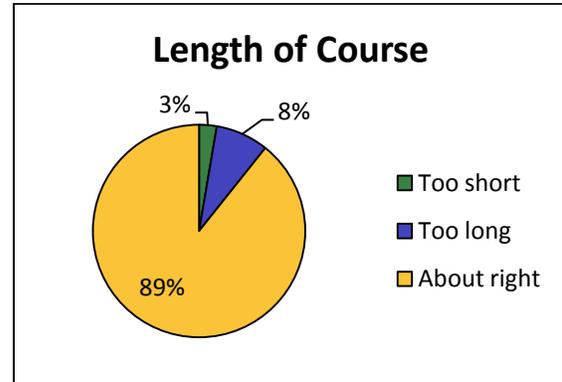


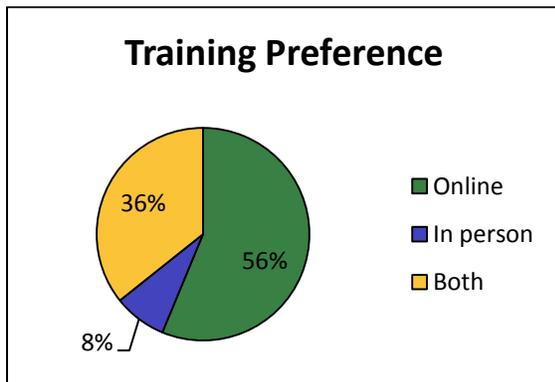
Irving University Online Survey Results FY 2012-13, Quarter 2



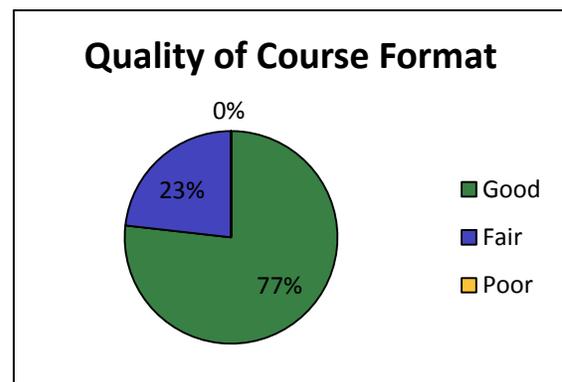
Results: In total, 76 students submitted evaluations for online courses this quarter. 2 out of 3 of these students were evaluating IWin courses. Irving’s Microsoft training courses are not reflected in these results. The survey link has not been added to these courses yet.



Results: Most students believed that courses used an appropriate amount of time to cover the material.



Results: A majority of students continue to indicate a preference for online courses, with 92% of respondents choosing a preference for online courses or both online and live courses.



Results: Overall, students rate the course format well, with 3 out of 4 students rating it as “good” and 0 students rating it as “poor.”

Overall Results & Key Trends:

Irving University online courses continue to be rated highly in all categories, with questions showing only slight variance from last quarter into this quarter. Additionally, 95% of respondents said that they learned at least one thing from the courses that they plan on using. A number of improvements, which are detailed on the next page, have been made during this quarter to improve customer satisfaction. Many of these improvements were put in place to address specific comments or concerns; however, there are certain issues that have no clear solution at this time.

Suggestions for Improvement & Key Changes

<p>Suggestion: PowerPoint slides look blurry in videos.</p>	<p>Improvement: Currently, videos are scaled down to reduce file size and buffer times. This could be fixed by selecting a higher resolution when encoding the videos, but doing this would increase load times dramatically.</p>
<p>Suggestion: Volume on courses is low, even with speakers turned up.</p>	<p>Improvement: Audio volume can be increased slightly when encoding videos, but sound quality suffers greatly.</p>
<p>Suggestion: Problems playing courses or receiving credit from home.</p>	<p>Improvement: People taking courses at locations other than city hall continue to have problems. There is no clear solution at this point.</p>
<p>Suggestion: IWin class has mismatched videos.</p>	<p>Improvement: One of the classes had been created with two videos from the right class and one from another class. The correct video was added to the course and the course was re-uploaded.</p>
<p>Suggestion: "Next" buttons after questions are causing courses to freeze. <i>Note: This suggestion came from IT.</i></p>	<p>Improvement: None of the buttons on question slides except "Submit" and "Clear" are needed to complete the course, so excess buttons were removed from every online course. This was also changed in the creation template to avoid this problem in the future.</p>
<p>Suggestion: Irving University survey does not have all class names available.</p>	<p>Improvement: A new survey was created to reflect the expanded catalog and the survey link in each course was updated. To avoid having to remake the survey in the future, the survey now includes a write-in for unlisted courses.</p>
<p>Suggestion: N/A (<i>improvement was not a result of any suggestion</i>)</p>	<p>Improvement: To enable users to click a link to get the course handouts instead of looking for them on the S drive, a Google Drive account for the city was created and all handouts were uploaded to this Drive folder. Appropriate links were added to the beginning of every course.</p>

Suggestions for future courses

- Mental health and the family