Continuing Education Programs and Services Usage Survey

Questions marked with an asterisk (*) are mandatory.

Please answer the following questions about CU-Boulder's Continuing Education programs and services. This survey takes about 5 minutes to complete.

1. *Before starting the survey, please enter your 4-digit questionnaire ID (QID) number that you received in the e-mail announcement.

2. Please indicate, on average, how often you use each of the following CU-Boulder computer/IT services during the academic year.

   | 1   | 2   | 3   | 4   |
---|-----|-----|-----|-----|
| Daily | Weekly | Monthly | Never |
CU Campus computer labs | 1 | 2 | 3 | 4 |
CU e-mail account for personal correspondence | 1 | 2 | 3 | 4 |
CU e-mail account to reach CU faculty, students, departments | 1 | 2 | 3 | 4 |
Personal e-mail account to reach CU faculty, students, departments | 1 | 2 | 3 | 4 |
CU as my internet provider (ISP) | 1 | 2 | 3 | 4 |
A non-CU Internet provider (such as AOL, MSN, etc.) | 1 | 2 | 3 | 4 |
Computer kiosks on campus | 1 | 2 | 3 | 4 |
CU's PLUS system (to register, etc.) | 1 | 2 | 3 | 4 |

3. How did you learn about Continuing Education programs at CU (i.e. Boulder Evening, Independent Learning, ACCESS, CAETE (formerly CATECS))? Please mark all that apply.

- Advertisement
- Bus Sign
- CU Academic Advisor

http://zoomerang.com/recipient/survey.zgi?p=JSKH97XEAGDG&store=1

9/16/2004
4 If you used the Continuing Education web site, what information did you use or request? Please mark all that apply.

If you did not use this web site, please skip to question 5.

- General information about a program (such as Boulder Evening, Independent Learning, etc.)
- Course information
- Registration information
- Scholarship information
- Requested a catalog
- Other, please specify below:

5 If you took an ACCESS class (main campus, daytime class for nondegree students) -- How important were the following reasons in your decision to take an ACCESS class?

If you did not take an ACCESS class, please skip to question 7.

<table>
<thead>
<tr>
<th>Reason</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>I wanted to take a class with a specific instructor.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>I was preparing to apply to CU.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>I was preparing to apply to another school.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>I wanted to pursue a personal interest.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>I wanted to enhance my career.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

6 If your decision to attend an ACCESS class was based on any other reason(s), please describe below.
7 If you took an Independent Learning (correspondence or online) class -- How important were the following reasons in your decision to take an Independent Learning class?

If you did **not** take an Independent Learning class, please skip to question 9.

1. I couldn't get into the on-campus class I wanted.
2. I didn't want to have to come to campus.
3. I wanted to have a flexible schedule.
4. I prefer an online environment to a classroom environment.
5. I needed to complete a graduation requirement.
6. It was the best way to take a course and still manage my other responsibilities.
7. I needed the course to transfer to another institution.

8 If your decision to take an Independent Learning class was based on any **other reason(s)**, please describe below.

9 If you took a CAETE (formerly CATECS) class -- How important were the following aspects of CAETE courses in your decision to take a CAETE class?

If you did **not** take a CAETE class, please skip to question 11.

1. Distance education (take a class at a distance rather than on-campus)
2. Convenience (the convenience and flexibility offered by distance education)
Customer service (individualized attention)

1 2 3 4

The University's reputation (CU-Boulder's College of Engineering and Applied Science)

1 2 3 4

Degree (the opportunity to earn a graduate degree)

1 2 3 4

Price (the price is competitive)

1 2 3 4

If your decision to attend a CAETE class was based on any other reason(s), please describe below.

Please rate the quality of the following services you have used and courses you've taken in Continuing Education. (Mark N/A for "not applicable" if you never had experience with a particular service.)

1 Poor 2 Good 3 Very Good 4 Excellent N/A

Advising

1 2 3 4

Registration

1 2 3 4

Billing

1 2 3 4

Web site

1 2 3 4

Printed material (catalog)

1 2 3 4

Course content

1 2 3 4

Instructor

1 2 3 4

Overall experience

1 2 3 4

Were there any other aspects of Continuing Education with which you were particularly satisfied or dissatisfied? If so, please describe below.
What suggestions do you have for improving Continuing Education?

THANKS FOR YOUR HELP! When you've completed the survey, click on the SUBMIT arrow below to submit your responses.

Anne K. Heinz, Dean, Continuing Education

If you have technical questions or problems submitting the survey, please contact Cathy Kerry.