

University of Colorado at  
**BOULDER**

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

- 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

- CU Academic Department
- CU Admissions
- Continuing Education Catalog
- Continuing Education Web Site
- Another Student
- Other, *please specify below:*

**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.

	1 Not Important/ Not Applicable	2 Somewhat Important	3 Very Important	4 Extremely Important
I wanted to take a class with a specific instructor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was preparing to apply to CU.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was preparing to apply to another school.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I wanted to pursue a personal interest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I wanted to enhance my career.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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 Not Important/ Not Applicable	2 Somewhat Important	3 Very Important	4 Extremely Important
I couldn't get into the on-campus class I wanted.	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>
I didn't want to have to come to campus.	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>
I wanted to have a flexible schedule.	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>
I prefer an online environment to a classroom environment.	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>
I needed to complete a graduation requirement.	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>
It was the best way to take a course and still manage my other responsibilities.	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>
I needed the course to transfer to another institution.	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>

- 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 Not Important/ Not Applicable	2 Somewhat Important	3 Very Important	4 Extremely Important
Distance education (take a class at a distance rather than on-campus)	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>
Convenience (the convenience and flexibility offered by distance education)	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>

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

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

- 11** 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	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="checkbox"/>
Registration	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="checkbox"/>
Billing	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="checkbox"/>
Web site	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="checkbox"/>
Printed material (catalog)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="checkbox"/>
Course content	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="checkbox"/>
Instructor	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="checkbox"/>
Overall experience	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="checkbox"/>

- 12** Were there any **other** aspects of Continuing Education with which you were particularly satisfied or dissatisfied? If so, please describe below.

**13**

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](#).

