

Description of the questionnaire



- 38 items related to WWW-based SSS, for each item the students' ratings of its importance as well as of their satisfaction with it were asked for
- 1 item related to usage of electronic SSS at FeU
- 1 item related to overall satisfaction with SSS
- 7 items related to socio-demographic data

 **85 answers per student asked for**

Main item groups:



- 10 items: information on courses available on the web
- 4 items: valid electronic delivery of documents
- 9 items: SSS offered during a course
- 5 items: SSS offered by library
- 3 items: valid electronic delivery of certifications
- 3 items: different help systems
- 4 items: non WWW-based SSS

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SSS questionnaire: description of sample

How to enter sample?

registered email address and at least 1 LVU (learning space virtual university) contact during last year



How many in population?

approximately 5700, but about 200 email addresses even syntactically corrupt, unknown number of drop-outs etc.

How many answers?

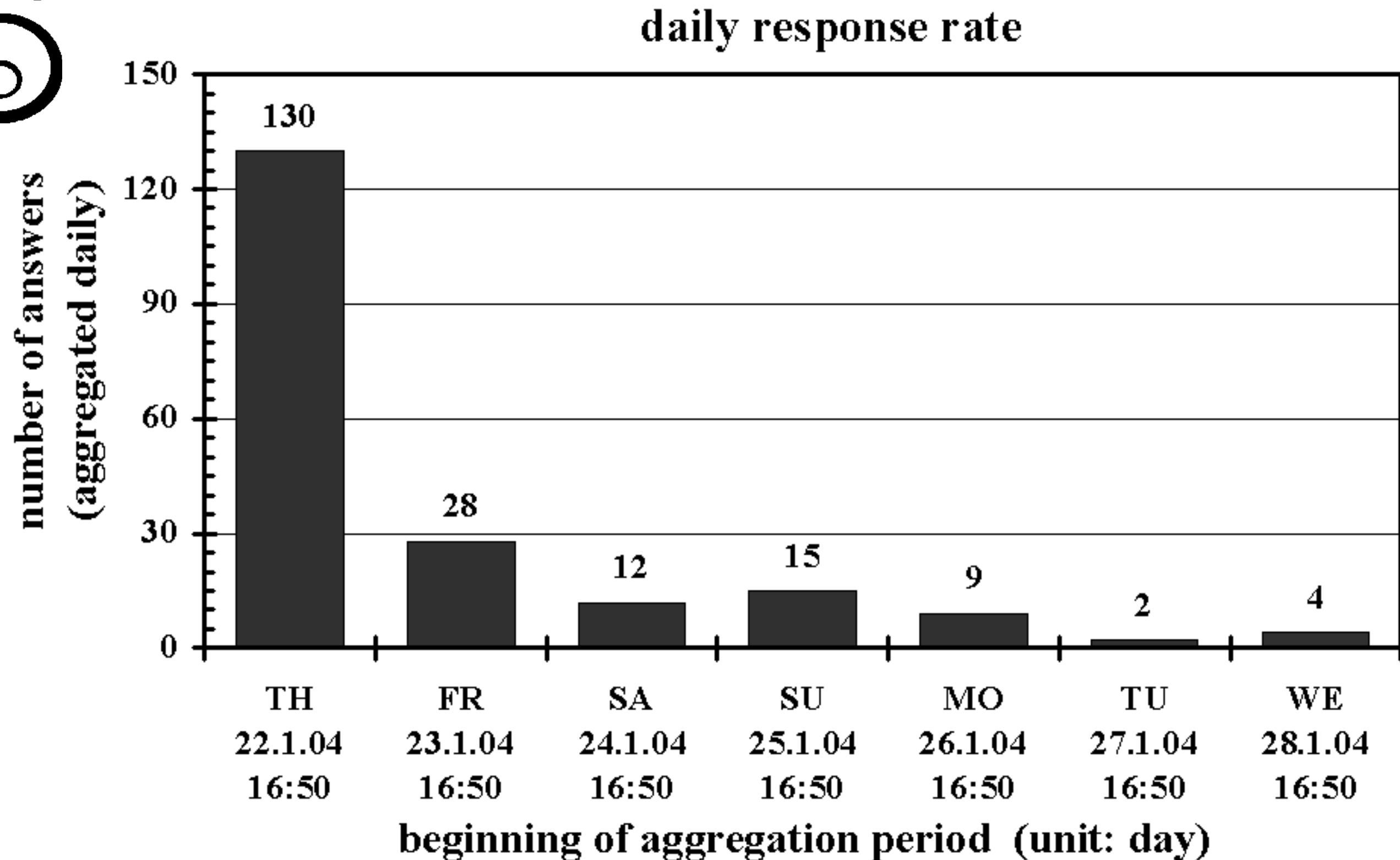
200 within 7 days,

130 from that within first 24 hours (16:50 – 16:49),

84 from that within first 7 hours (16:50 – 23:49)

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Response rate: values aggregated daily

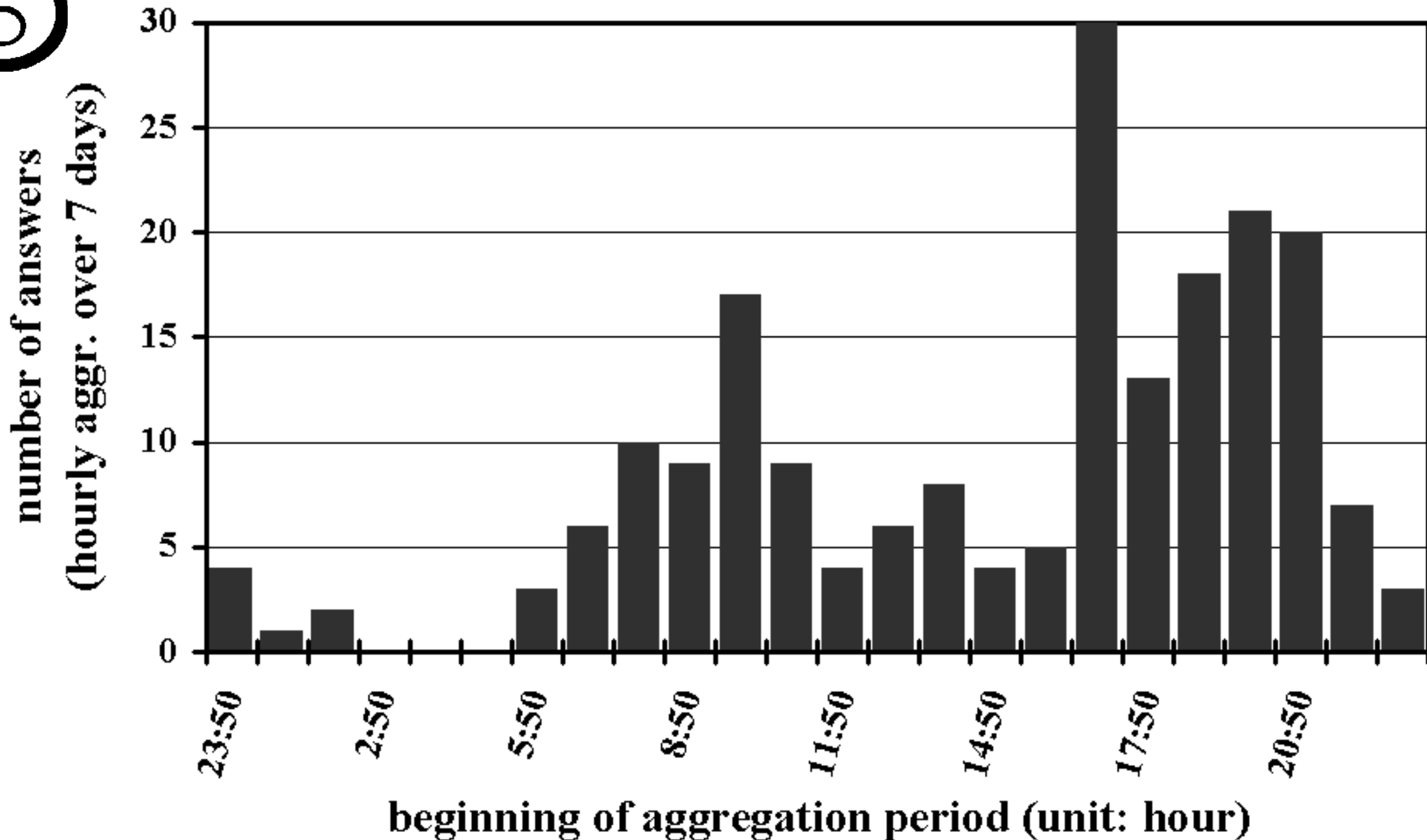


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Response rate: aggregated hourly, 7 days



hourly response rate (aggr. 7 days)

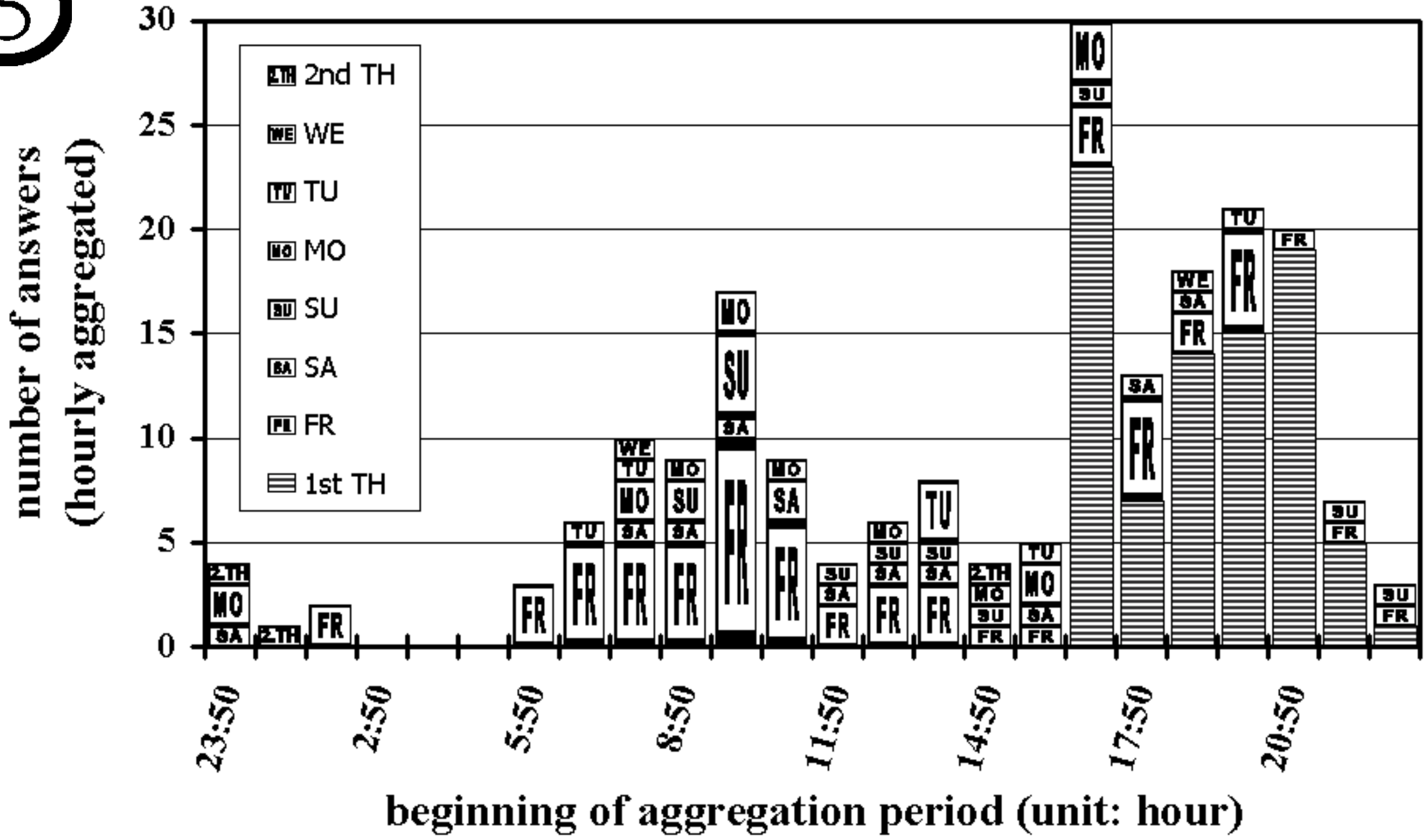


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Response rate: aggr. hourly, stacked 7 days



hourly response rate (stacked 7 days)



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SSS survey: is sample representative?

Representative sample? For what??



Answer very difficult; definitely not representative for whole population of students due to largely different proportions of subjects, sex, study duration etc.

Perhaps representative for LVU users among students? May be, we don't know; no official and publicly available data exist.

Conclusion: generalisation of results is at least difficult, perhaps even impossible.

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SSS survey: wanted answers

Do we have to improve on SSS and if so, which are the SSSs to be improved?



Answer very difficult; basic assumption is that a certain level of satisfaction is required in order not to lose actual or potential students to other institutions.

1st difficulty: how to measure dissatisfaction? Number of (most) dissatisfied students, average level of dissatisfaction, proportion of (most) dissatisfied students etc.??

Attempted solution: use rankings derived from different approaches, try to identify common 'leading' items.

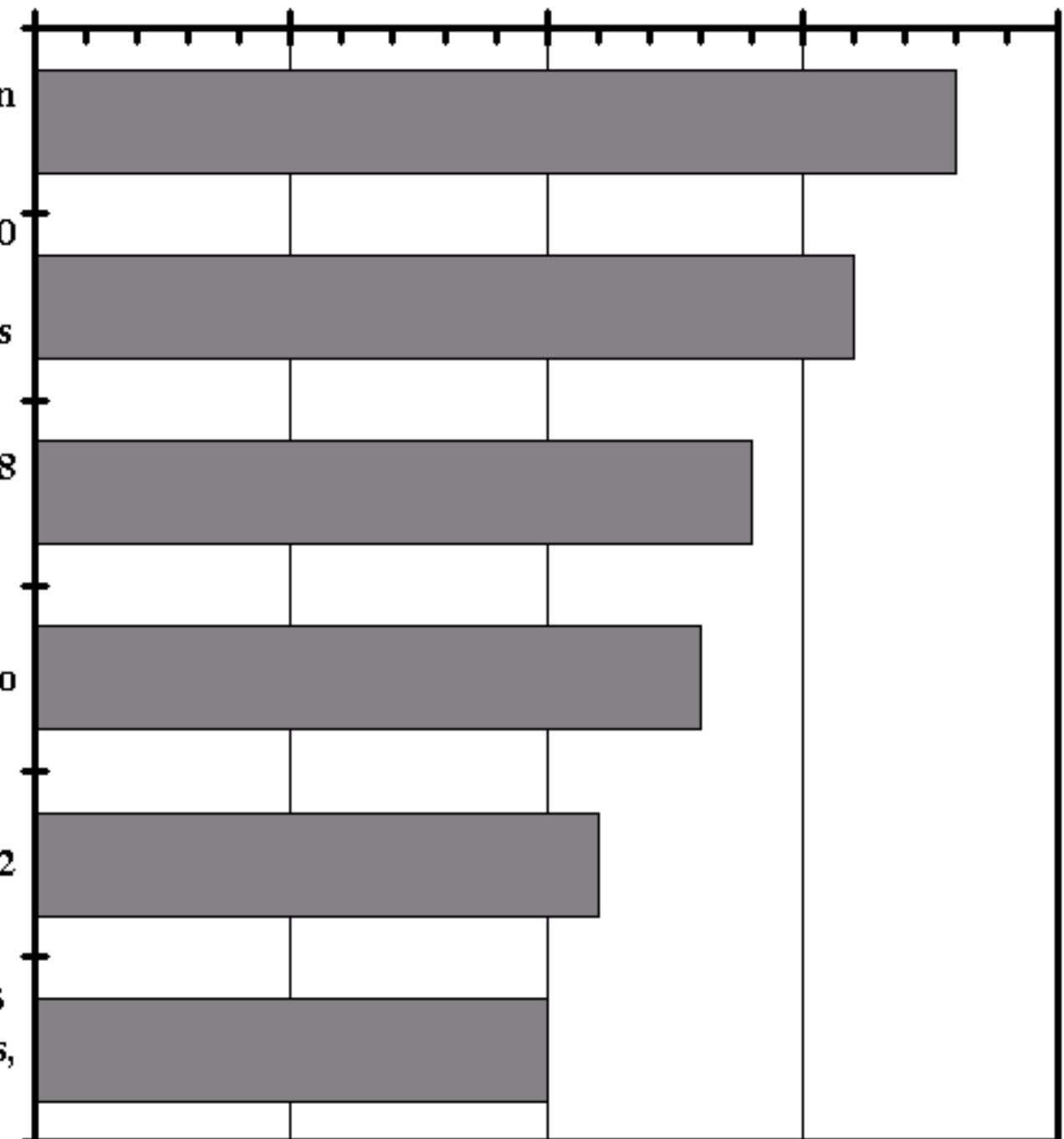


**item ranking:
dissatisfaction = -2**

number of most dissatisfied students

0 5 10 15 20

- F14 WWW-info on required weekly working hours (on average)
- F18 WWW-info on individual advice on choice of courses; F20 WWW-info on costs of courses (only FeU, not ISP); F24 internet-based valid delivery of official documents (references etc.)
- F40 internet-based group work with other students; F38 detailedness of internet-based correction of exercises
- F44 internet-based contact to tutor/mentor; F77 personal contact to tutor/mentor (in study centres, e.g.); F62 WWW-info on present state of (inter-)national recognition of degree
- F08 WWW-info on required knowledge; F42 internet-based valid confirmation of evidence of academic achievements; F02 WWW-info on course content
- F30 wide range of content of on-line study materials; F73 personal group work with other students (in study centres, e.g.)



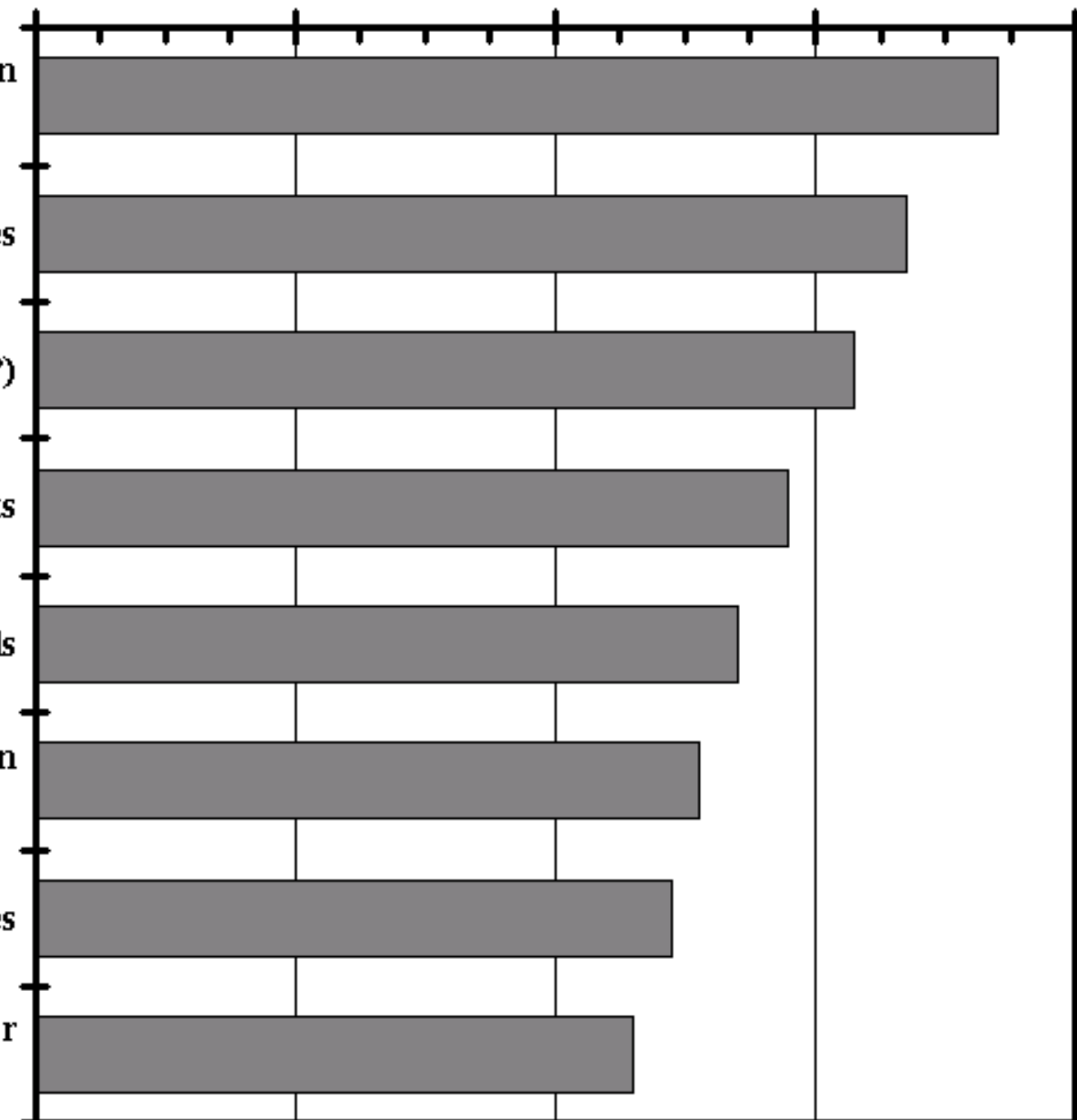


**item ranking:
dissatisfaction = -2,-1**

number of all dissatisfied students

0 20 40 60 80

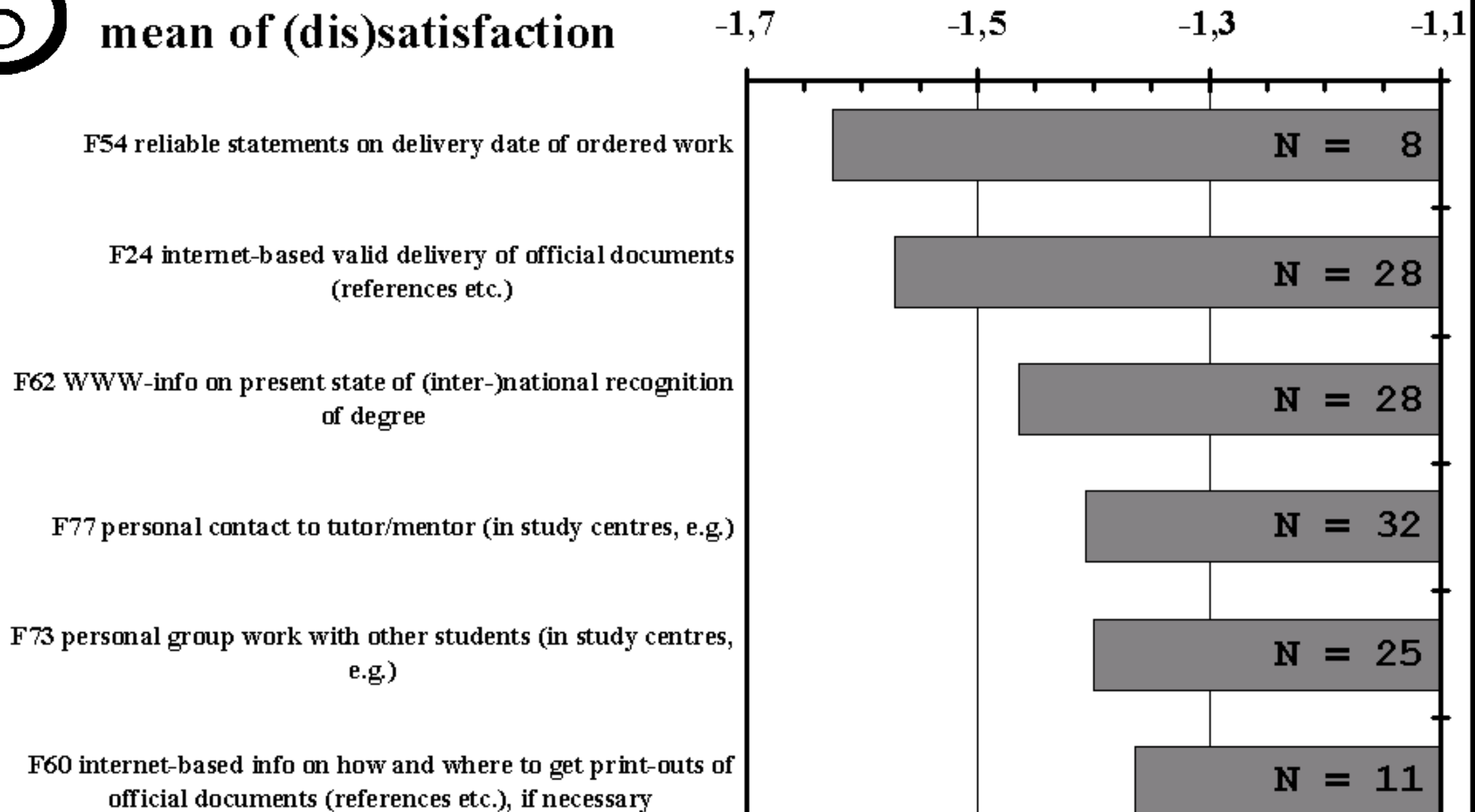
- F14 WWW-info on required weekly working hours (on average)
- F18 WWW-info on individual advice on choice of courses
- F20 WWW-info on costs of courses (only FeU, not ISP)
- F40 internet-based group work with other students
- F30 wide range of content of on-line study materials
- F08 WWW-info on required knowledge; F04 WWW-info on position of course in syllabus
- F38 detailedness of internet-based correction of exercises
- F44 internet-based contact to tutor/mentor; F32 WWW-offer to download material for off-line studying





item ranking: mean of (dis)satisfaction

mean level of (dis)satisfaction



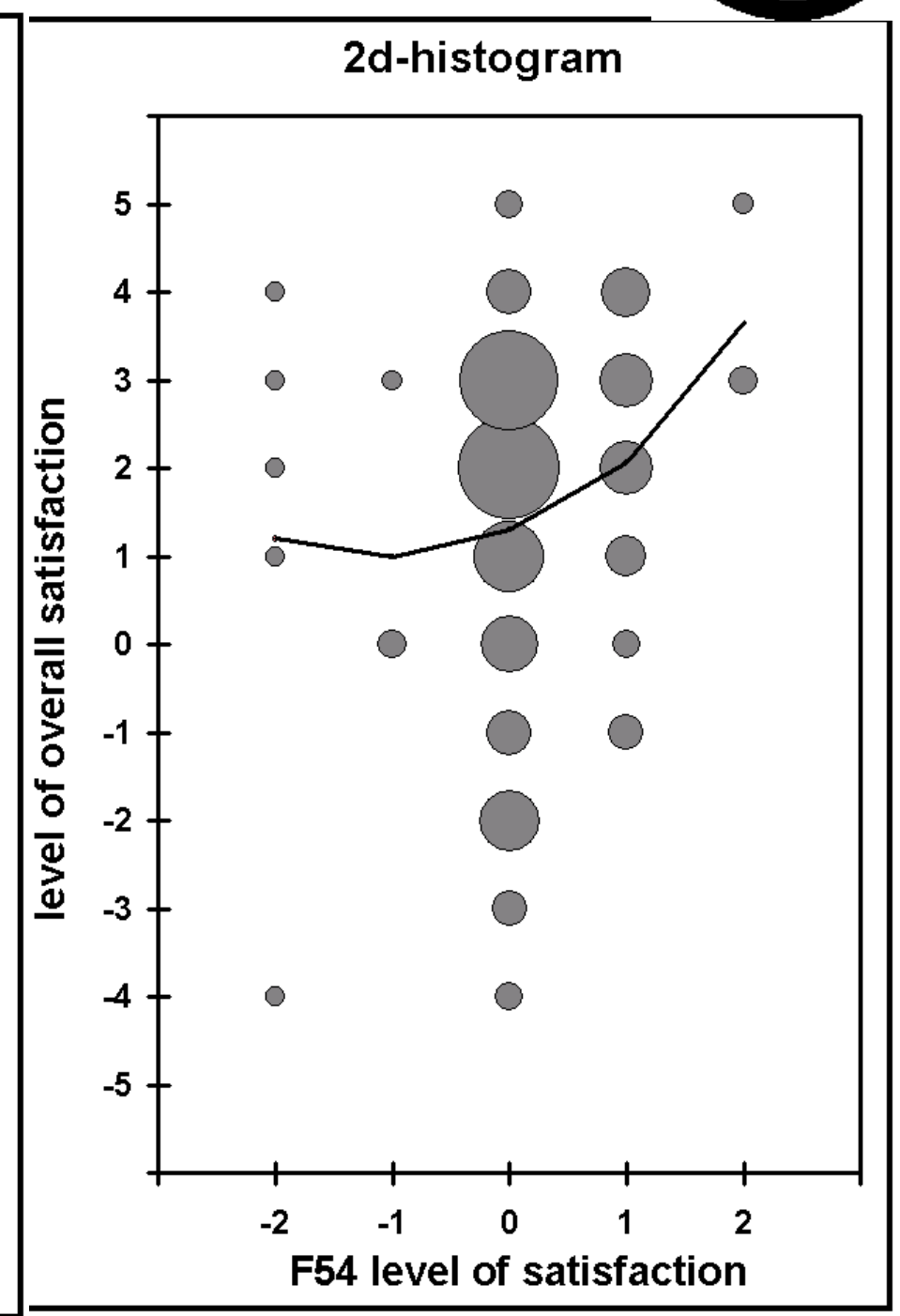
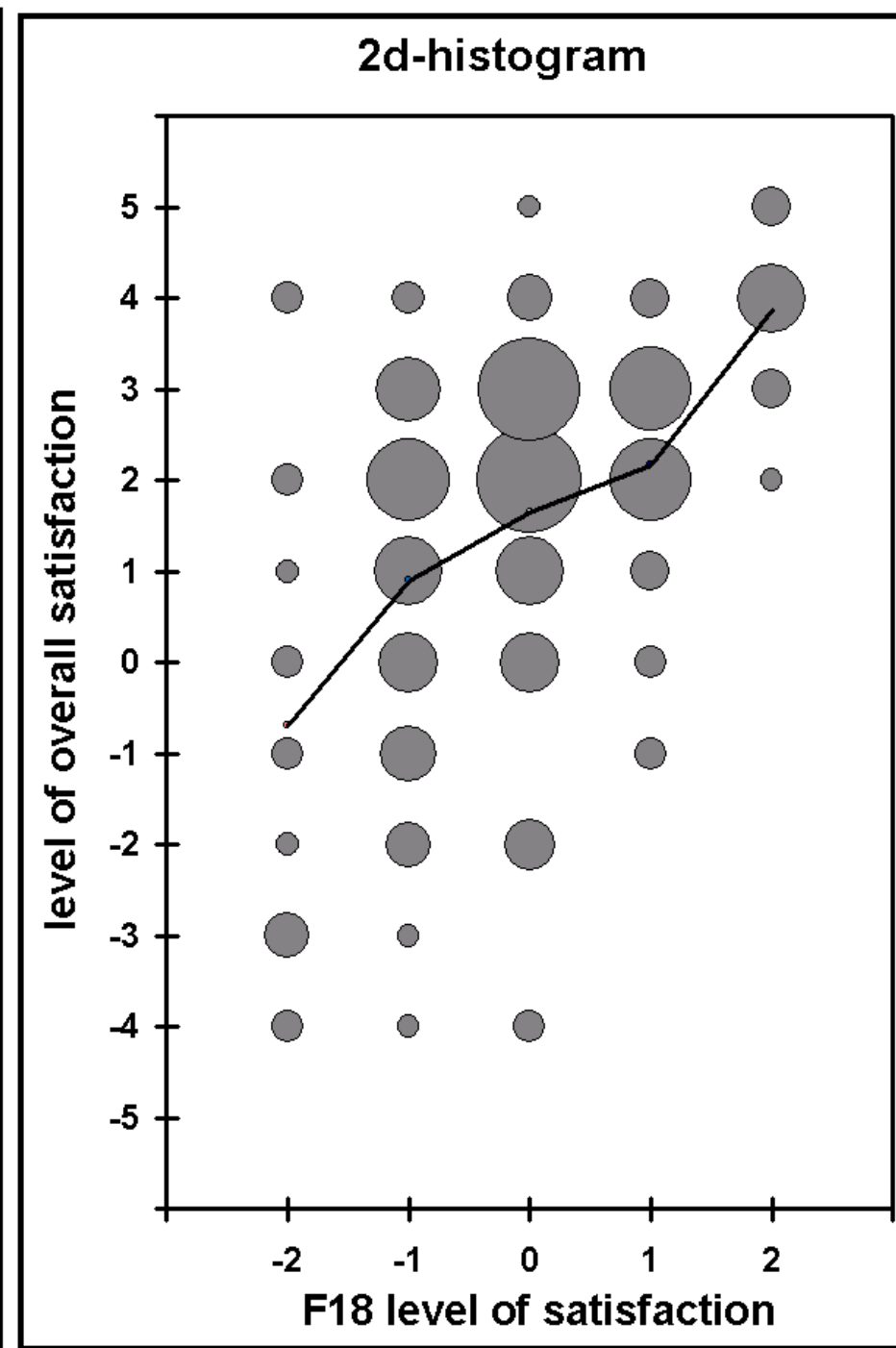
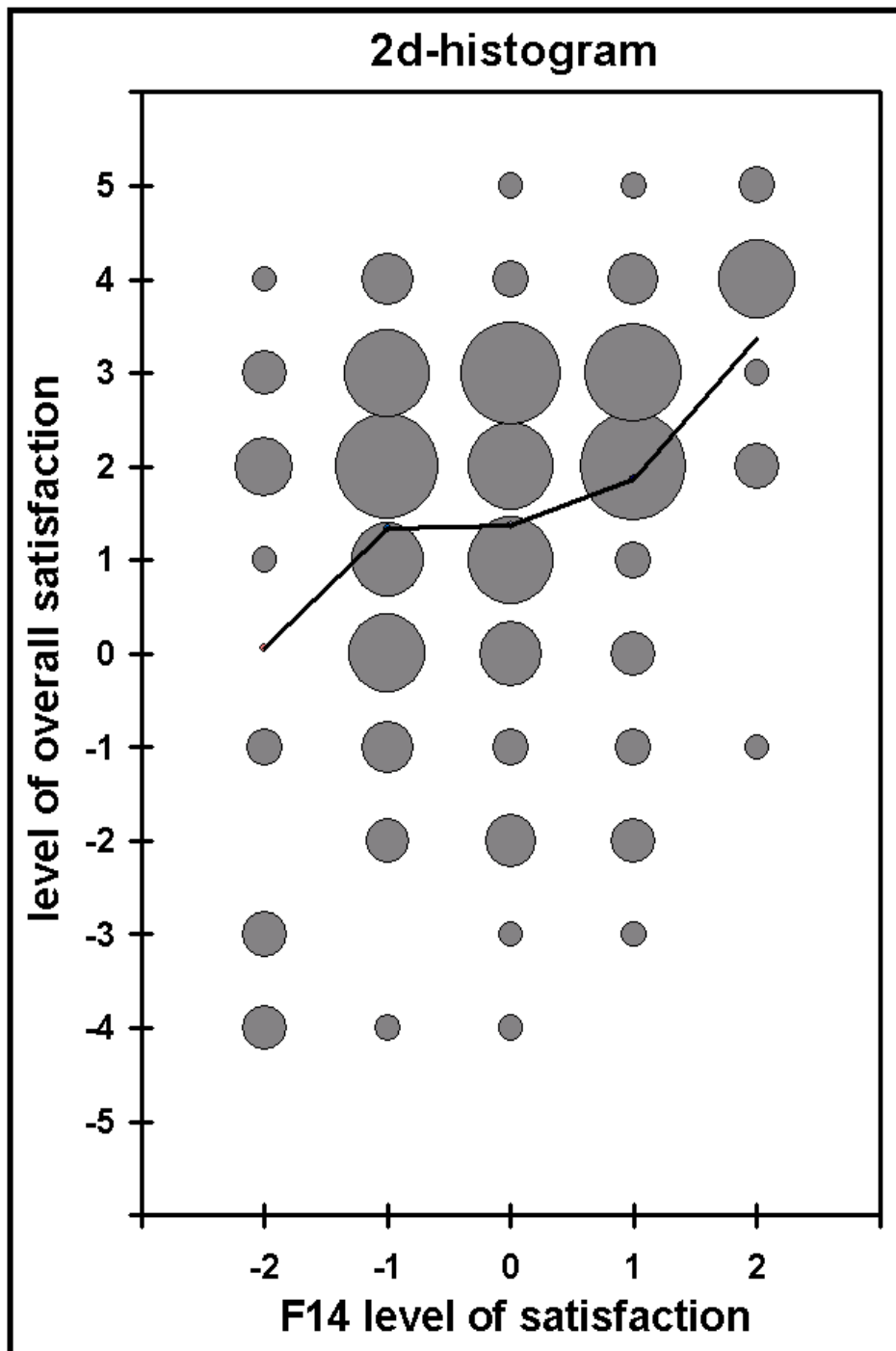
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SSS questionnaire: from dissatisfaction to action

How to chose item? Different rankings sometimes lead to totally different orders of items. Attempted solution: build combined ranking by some kind of weighting average of the item ranks, most probably including students' ratings of item importance.



But how to tell whether level of satisfaction with item or overall level of satisfaction will increase? Attempted solution: use (more or less sophisticated) regression techniques. Be aware of non-linear effects. Look at 2d-distributions.



Main findings:



- undefined response proportion 200 of x
- sample not representative with respect to subject etc.
- identification of **items to improve on** fairly easy:
info on required working hours,
info on individual advice on choice of courses,
info on FeU-costs,
internet-based group work
- forecast of improvement outcome as difficult as you like