

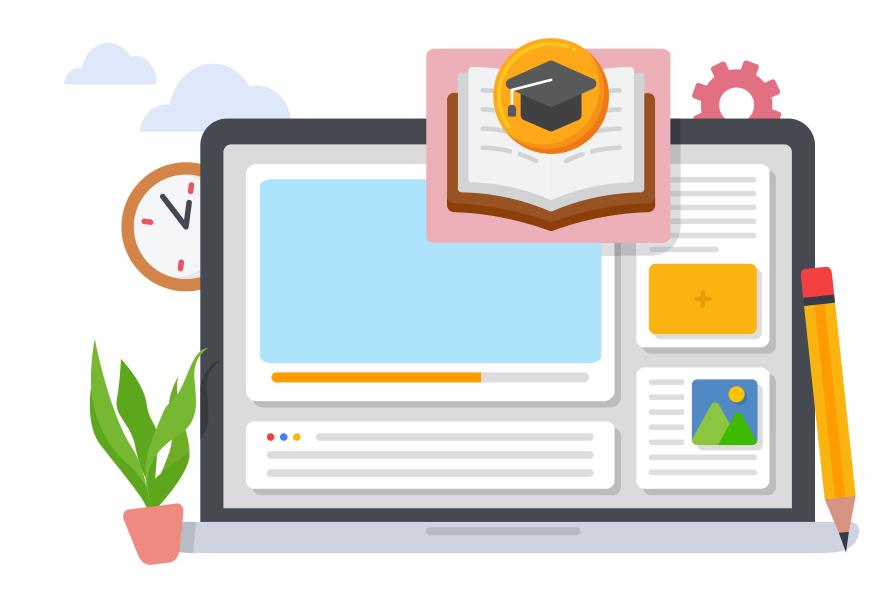
Study Objectives



Measure student awareness and usage of UCW services



Explore student perspectives and satisfaction with services



Identify students' successes and challenges with online/guided study learning

Survey Topics



Service & Contact Awareness



Open Feedback

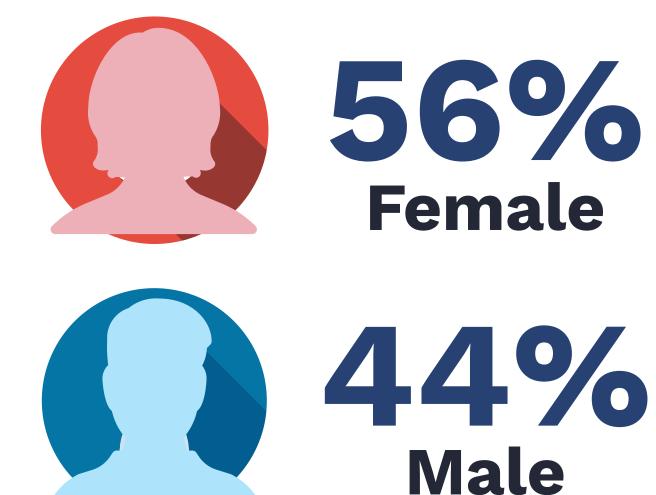




Participation











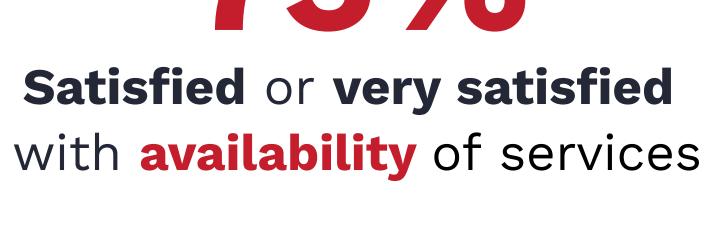
First Generation

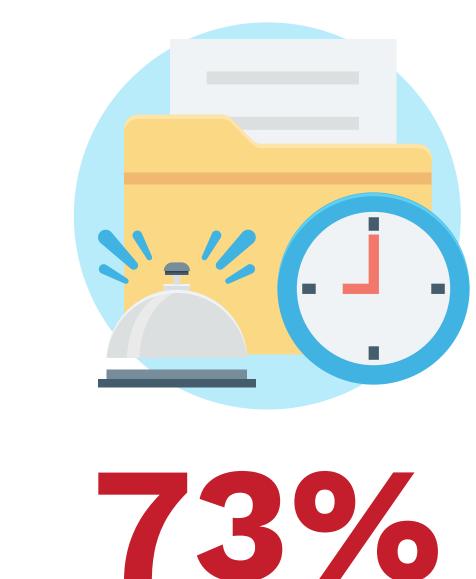
Awareness and Satisfaction









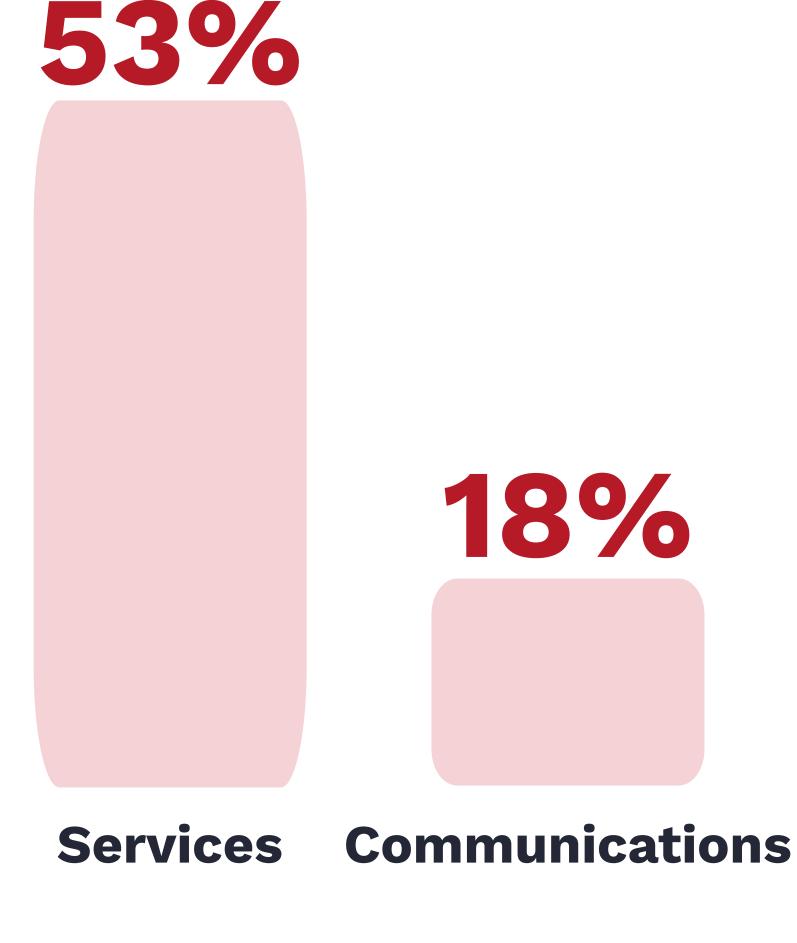


Satisfied or very satisfied with **timeliness** of services



Open Feedback

What is one thing UCW could do to improve your experience?



18%

12% General

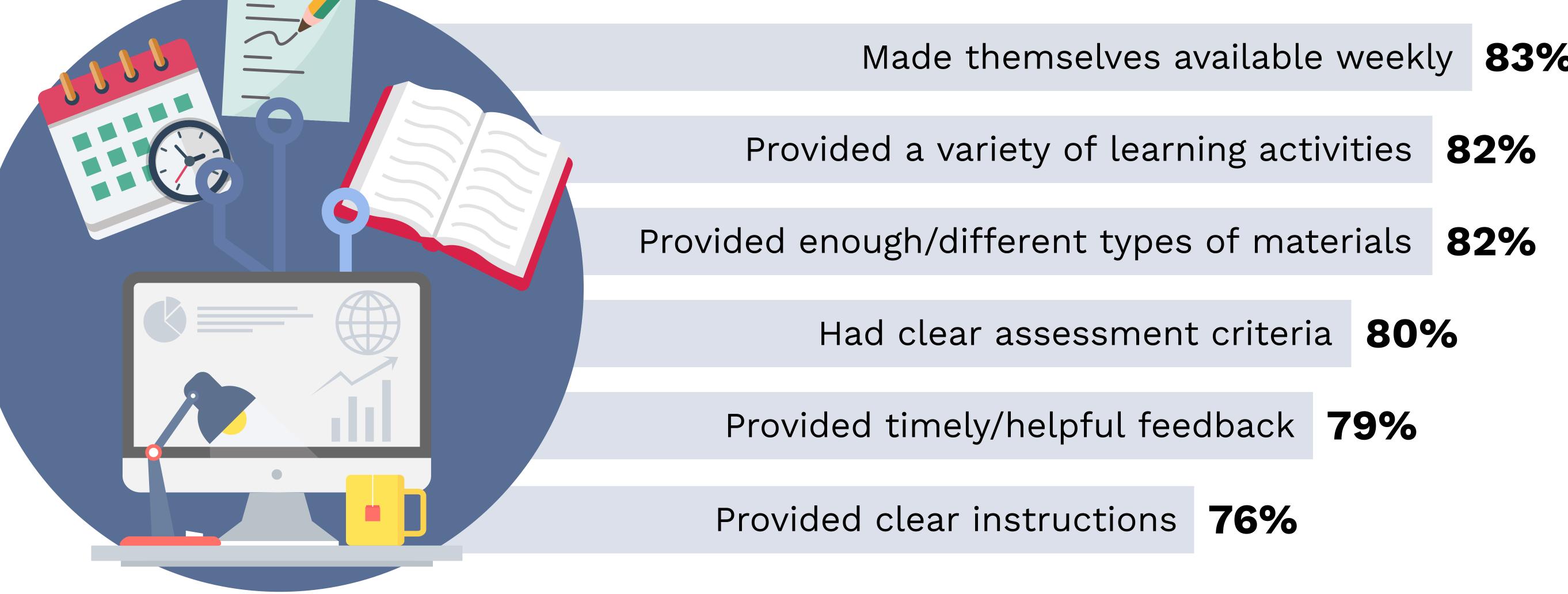
Resources

Campus

Instructor Support

to support their online learning:

Students who are satisfied or very satisfied with their instructors' activities



Office of Institutional Accountability

University Canada West

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