

Students' Perceptions of Oakton's Web Services

Each fall Oakton conducts a survey of currently enrolled students. In Fall 2006, 1,473 students in randomly selected classes completed the questionnaire. Survey responses were statistically weighted in order to obtain results that are representative of the student population at Oakton; i.e., to ensure that students enrolled in multiple classes did not dominate results.

The Fall 2006 study included a question asking students whether they had used a variety of Oakton Web Services and, if so, how they rated their ease of use on a 5-point scale, where 1 = Very Difficult to Use and 5 = Very Easy to Use. Here is what we learned.

Oakton Web Service	Percent That Used Service	Of Users, Percent Saying Easy to Use (ratings of 4 & 5)	Mean Rating by Users
View my class schedule	90%	74%	4.14
Register for classes	88%	75%	4.13
View grades	74%	75%	4.13
View schedule of classes	90%	73%	4.12
View academic transcript	73%	71%	4.05
View announcements	69%	69%	4.01
Pay my tuition and fees	74%	69%	3.99
View financial records	68%	68%	3.96
Update mailing address	65%	65%	3.86
Update E-mail address	66%	63%	3.83

These data suggest students are using Oakton's Web Services for a variety of purposes and are finding them generally easy to use. Over time we can expect the percent using these services to climb, and we will be monitoring satisfaction.