2017 Carleton Satisfaction Survey for Students

cuLearn

	cuLearn	
	% Using Service	Number of Users
	86.8%	606

Mean of Responses

	cuLearn		
	N	Avg.	Std. Dev.
My overall experience using cuLearn	588	8.3	1.7
Ease of use	591	8.3	1.7
Ease of obtaining posted learning materials	591	8.4	1.7
Ease of uploading assignments	572	8.4	1.8
Ease of taking online quizzes	478	8.3	1.9
Usefulness of communication and collaboration features like mail, forums, etc.	545	7.7	2.2
Reliability of cuLearn	587	7.9	2.0
Ease of finding help	445	7.4	2.3
Ease of using the ITS Service Desk to obtain the help I need	263	7.6	2.4
cuLearn's contribution to my overall learning experience	576	8.1	1.8
Effective use of cuLearn by my instructor(s)	584	7.8	2.1

Percentage of Responses

	cuLearn		
	Low	Med.	High
My overall experience using cuLearn	3.0%	22.9%	74.1%
Ease of use	3.8%	23.8%	72.4%
Ease of obtaining posted learning materials	3.2%	20.6%	76.2%
Ease of uploading assignments	4.3%	19.6%	76.1%
Ease of taking online quizzes	5.0%	22.7%	72.3%
Usefulness of communication and collaboration features like mail, forums, etc.	10.8%	30.2%	59.0%
Reliability of cuLearn	7.6%	27.1%	65.3%
Ease of finding help	11.9%	32.8%	55.3%
Ease of using the ITS Service Desk to obtain the help I need	12.3%	28.6%	59.1%
cuLearn's contribution to my overall learning experience	4.7%	25.9%	69.4%
Effective use of cuLearn by my instructor(s)	8.6%	27.4%	63.9%

Source: 2017 Carleton Satisfaction Survey for Students

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.

Id: 974745

2017 Carleton Satisfaction Survey for Students

cuLearn

	cuLearn			
	Student Level			
	First Year		All Other Students	
	% Using Service	Number of Users	% Using Service	Number of Users
	91.8%	234	85.2%	449

Mean of Responses

	cuLearn					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience using cuLearn	231	8.4	1.6	433	8.2	1.7
Ease of use	231	8.4	1.7	436	8.2	1.8
Ease of obtaining posted learning materials	230	8.5	1.7	437	8.4	1.7
Ease of uploading assignments	225	8.4	1.9	421	8.4	1.7
Ease of taking online quizzes	198	8.2	1.9	346	8.3	1.8
Usefulness of communication and collaboration features like mail, forums, etc.	208	7.7	2.1	406	7.7	2.2
Reliability of cuLearn	229	8.2	1.9	434	7.7	2.1
Ease of finding help	188	7.5	2.1	319	7.3	2.4
Ease of using the ITS Service Desk to obtain the help I need	116	7.6	2.3	185	7.5	2.5
cuLearn's contribution to my overall learning experience	225	8.3	1.8	425	8.1	1.8
Effective use of cuLearn by my instructor(s)	228	8.3	1.7	431	7.6	2.1

Percentage of Responses

	cuLearn					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience using cuLearn	3.0%	19.9%	77.1%	3.0%	24.0%	73.0%
Ease of use	4.3%	21.6%	74.0%	3.7%	24.5%	71.8%
Ease of obtaining posted learning materials	3.9%	18.7%	77.4%	3.0%	21.3%	75.7%
Ease of uploading assignments	6.2%	18.7%	75.1%	3.6%	20.0%	76.5%
Ease of taking online quizzes	5.1%	21.7%	73.2%	4.9%	23.1%	72.0%
Usefulness of communication and collaboration features like mail, forums, etc.	9.1%	35.1%	55.8%	11.3%	28.6%	60.1%
Reliability of cuLearn	6.1%	21.0%	72.9%	8.1%	29.3%	62.7%
Ease of finding help	9.6%	35.6%	54.8%	12.9%	31.7%	55.5%
Ease of using the ITS Service Desk to obtain the help I need	12.1%	28.4%	59.5%	12.4%	28.6%	58.9%
cuLearn's contribution to my overall learning experience	5.3%	22.7%	72.0%	4.5%	27.1%	68.5%
Effective use of cuLearn by my instructor(s)	3.5%	22.4%	74.1%	10.4%	29.2%	60.3%

Source: 2017 Carleton Satisfaction Survey for Students

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.