

**Fire Science Program**

**Student Satisfaction Survey**

Please take a few minutes and complete this important survey. It is the mission of FSU and the FSU Fire Science program to continually work toward improving our services to you. Your responses will be analyzed in aggregate so your name is not necessary. We do ask that you only respond to this survey once. The survey can be completed electronically and emailed to Dr. Woodall, the Fire Science Program Director at: [jwoodall@uncfsu.edu](mailto:jwoodall@uncfsu.edu) and or printed out and mailed to Dr. Woodall at:

PO Box 3611

Matthews, NC 28106

Thanks. The results will be posted on the Fire Program website: [www.uncfsu.edu](http://www.uncfsu.edu) after a reasonable time for response has been provided.

**Section One: Student Information**

Age: \_\_\_\_\_ Career \_\_\_\_\_ Volunteer \_\_\_\_\_

Agency: \_\_\_\_\_ Concentration: \_\_\_\_\_ Management \_\_\_\_\_ Investigations \_\_\_\_\_

Semester First Enrolled: \_\_\_\_\_

Graduate: Yes No Continuing Student: Yes No Currently Enrolled: Yes No

Plan on returning: Yes No

If not a graduate or currently enrolled, please share your reason(s) for leaving the program (Check all that apply):

\_\_\_\_\_ Professional Reasons

\_\_\_\_\_ Personal Reasons

\_\_\_\_\_ Poor Student Services (Check all the following that apply to Poor Student Services):

\_\_\_\_\_ Admissions

\_\_\_\_\_ Registrar's Office

\_\_\_\_\_ Advisement from my assigned advisor

\_\_\_\_\_ Business Office (i.e. fee payment, account information, inaccurate billing)

\_\_\_\_\_ Was not planning on completing a degree, just needed a few classes

\_\_\_\_\_ Did not like the curriculum

\_\_\_\_\_ Did not like the professors

Please respond to the Statements using the following choices:

1. Strongly Disagree ( - - )
2. Disagree ( - )
3. Average Service (Neutral)
4. Agree ( + )
5. Strongly Agree ( ++ )

## Section Two: Student Services

### Section Two-A: Admissions

a) The FSU Admissions staff was helpful during my application process.

1      2      3      4      5

b) My phone calls were always answered quickly.

1      2      3      4      5

c) My emails always received a reply in a reasonable amount of time (same day-24 hours).

1      2      3      4      5

d) The online application was easy to understand and utilize during my application process.

1      2      3      4      5

e) I would have preferred to pay my application fee online, rather than waiting for a bill.

1      2      3      4      5

f) My questions and concerns were efficiently and sufficiently addressed with very few phone-transfers or emails directing me to another party.

1      2      3      4      5

g) My admissions approval was handled expeditiously and written correspondence was received in a reasonable period of time (up to 1 week).

1      2      3      4      5

h) I would like to see a trained and dedicated Admissions staff member assigned to serving online students.

1      2      3      4      5

Comments Welcome: Please give examples when possible

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**Section Two-B: Registrar**

a) I have found the FSU Registrar's staff to be helpful when answering my questions.

1      2      3      4      5      no interaction to date

b) My phone calls were always answered and or returned quickly (same day to 24 hours).

1      2      3      4      5      no interaction to date

c) My emails always received a reply in a reasonable amount of time (same day to 24 hours).

1      2      3      4      5      no interaction to date

d) My transcripts were properly handled and never lost.

1      2      3      4      5

e) My questions and concerns were efficiently and sufficiently addressed with very few phone-transfers or emails directing me to another party.

1      2      3      4      5      no interaction to date

f) My transfer credit was entered as identifiable credits in a reasonable period of time (e.g. from GSTU to ENG 220).

1      2      3      4      5

g) My semester grades were posted in a reasonable amount of time after each semester.

1      2      3      4      5

h) I would like to have a registrar staff member trained and dedicated to serving online students.

1      2      3      4      5

**Comments Welcome: Please give examples when possible**

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**Section Two-C: Business Office**

a) I have found the FSU Business Office staff to be helpful when answering my questions.

1      2      3      4      5      no interaction to date

b) My phone calls were always answered quickly.

1      2      3      4      5      no interaction to date

c) My emails always received a reply in a reasonable amount of time (same day to 24 hours).

1      2      3      4      5      no interaction to date

d) My student account has been accurate and updated.

1      2      3      4      5

e) My questions and concerns were efficiently and sufficiently addressed with very few phone-transfers or emails directing me to another party.

1      2      3      4      5      no interaction to date

f) I would like to have a Business Office staff member assigned and trained in serving online students.

1      2      3      4      5      no opinion

**Comments Welcome: Please give examples when possible**

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**Section Two-C: Banner**

a) Utilizing Banner has not presented any problems for me personally.

1      2      3      4      5

b) My Banner Transcript was/is consistently updated to reflect my credits earned/transferred status.

1      2      3      4      5

c) Banner registration did not present a problem for me personally.

1      2      3      4      5

Comments Welcome: Please give examples when possible

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**Section Two-D: Blackboard**

a) The Blackboard Learning platform has been user friendly and has addressed my needs and expectations as an online learner.

1      2      3      4      5

b) The 24-7 Blackboard Helpline was always available.

1      2      3      4      5

c) The 24-7 Blackboard Helpline always answered my questions.

1      2      3      4      5

Comments Welcome: Please give examples when possible

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**Section Two-E: FSU Bookstore**

a) The FSU Bookstore has been helpful and efficient during my experience at FSU.

1      2      3      4      5

**b) My required text books have been ordered and mailed efficiently.**

1      2      3      4      5

**c) I would prefer to purchase my textbooks at other available online sources.**

1      2      3      4      5

**d) The 'Textbook Rental Program' should be discontinued for online students.**

1      2      3      4      5

**e) I should not have to pay a book rental fee if my text book(s) are below \$50.00 each.**

1      2      3      4      5

**f) The textbook rental fee makes it difficult to impossible for me to be reimbursed from my employer.**

1      2      3      4      5

**Comments Welcome: Please give examples when possible**

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### **Section Three: Academics**

#### **Section Three-A: Program Director**

**a) I have found the Fire Science Program Director to be helpful and attentive to my particular needs.**

1      2      3      4      5

**b) My phone calls were always answered and or returned quickly.**

1      2      3      4      5

**c) My emails were always received a reply in a reasonable amount of time (same day-24 hours).**

1      2      3      4      5

**d) My questions were answered with very few referrals to other divisions of the University.**

1      2      3      4      5

**Comments Welcome: Please give examples when possible**

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**Section Three- B: Advising**

**a) I would have preferred to have an approved and concrete degree plan/transcript evaluation prior to enrolling in the FSU Fire Science Program.**

**1      2      3      4      5**

**b) My degree plan was completed and sent to me in a reasonable amount of time.**

**1      2      3      4      5**

**c) My advisor is available and easy to get in touch with via phone and email.**

**1      2      3      4      5**

**d) The Fire Science Degree requirements are straightforward and easy to understand.**

**1      2      3      4      5**

**Comments Welcome: Please give examples when possible**

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**Section Three-D: Transferability**

**a) I was pleased with the number of transfer credits that I was able to transfer to FSU.**

**1      2      3      4      5**

**b) My community college was helpful in explaining the difference between an AA and AAS program of study, as it pertained to the transferability of college credits toward a bachelor's degree.**

**1      2      3      4      5**

**Comments Welcome: Please give examples when possible**

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**Section Three-E: Faculty**

**a) I have found the FSU Fire Science faculty to be professionally qualified.**

**1      2      3      4      5**

**b) I have found the FSU Fire Science faculty to be efficient and effective as online teachers.**

**1      2      3      4      5**

**c) Fire Science faculty are attentive to their courses and make themselves available to students.**

**1      2      3      4      5**

**d) The grading of assignments and exams has been fair and equitable.**

**1      2      3      4      5**

**e) Faculty consistently return emails and phone calls when I present a question/concern.**

**1      2      3      4      5**

**f) The Discussions Boards are an important and valuable part of my online courses.**

**1      2      3      4      5**

**g) My professors are consistently active in course Discussion Boards.**

**1      2      3      4      5**

**Comments Welcome: Please give examples when possible**

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**Section Three-F: Curriculum**

**a) Online Fire Science courses are well organized and expectations are clear and concise.**

**1      2      3      4      5**

**b) The consistency of the Blackboard courses has made my experience efficient and enjoyable.**

**1      2      3      4      5**

**c) I have found the courses and course work to be pertinent to my fire service current and future duties.**

**1      2      3      4      5**

**d) I have found the courses in the FSU Fire Science program to be well-prepared, well-thought out, and professionally developed.**

**1      2      3      4      5**

**Section Three-G: [www.uncfssu.edu/fire](http://www.uncfssu.edu/fire) website**

**a) The Fire Science program web-site has been a valuable source of information.**

**1      2      3      4      5**

**b) The Fire Science program web-site could be improved.**

**1      2      3      4      5**

**c) I go to the Fire Science program web-site regularly for updates and answers to questions.**

**1      2      3      4      5**

Comments: Tell us how we can improve [www.uncfsu.edu/fire](http://www.uncfsu.edu/fire):

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**Section Three-H: [www.uncfsu.edu](http://www.uncfsu.edu) website**

a) I have found the main FSU website to be easy to utilize and comprehensive in nature.

1      2      3      4      5

b) I go to the FSU website to answer my questions before I call FSU for assistance.

1      2      3      4      5

c) Important information about setting up email accounts, declaring a major, the bookstore and access to those supervising my department and program is easily accessible.

1      2      3      4      5

**Section Four: Policies and Procedures**

**Section Four-A: Official High School Transcript Requirement**

a) The requirement for the submission of an Official High School Transcript for students with 60 or more transferrable credit hours should be dropped.

1      2      3      4      5

b) I found the Dual Enrollment feature very helpful in working toward my degree at FSU.

1      2      3      4      5

c) I attempted to use Dual Enrollment but had no success in getting cooperation at the community college or at FSU.

1      2      3      4      5

d) The cost of tuition for the online Fire Science program is very reasonable.

1      2      3      4      5

e) I would be willing to pay more in tuition if the Fire Science program could receive some much needed assistance.

1      2      3      4      5

**Final Questions:**

a) I will recommend the FSU Online Fire Science Program to my friends and colleagues.

1      2      3      4      5

b) I have recommended the FSU Online Fire Science Program to my friends and colleagues.

1      2      3      4      5

b) I will not recommend the FSU Online Fire Science Program to my friends and colleagues for the following reasons:

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**END OF SURVEY. Thank You!**

Email to: [jwoodall@uncfsu.edu](mailto:jwoodall@uncfsu.edu)

Mail to: PO Box 3611

Matthews, NC 28106

Please email with questions/concerns regarding this survey.

Final Comments Welcome: Please give examples when possible

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