

ONLINE FEEDBACK FROM IPL RE ENROLMENT, FEBRUARY 2007

How usable did you find the pages?

VERY	FAIRLY	AVERAGE	NOT VERY GOOD
18	4	2	1

How clear were the instructions?

VERY	FAIRLY	AVERAGE	NOT VERY GOOD
21	3	0	1

Did the pages work as you expected them to?

YES	22
NO	3 <ul style="list-style-type: none"> <li>• I had to come into college to enrol, did not work at home.</li> <li>• Not sure if I was confirmed on the first few pages, page with ticks shows the details have been recorded.</li> <li>• When I first logged on there was no clear guidance and you could not reenrol.</li> </ul>

Did you experience any technical problems?

YES	3 <ul style="list-style-type: none"> <li>• There was no option to reenrol when first logged on.</li> <li>• I didn't realise I had to confirm my address which meant it would not let me enrol until I had confirmed them.</li> </ul>
NO	23

How long did it take you to complete the process?

1-5 MINS	5-10 MINS	10-15 MINS	15-20 MINS
22	2	0	1

Was sufficient help available?

YES	6
NO	1
NOT NEEDED	18

**Do you trust the pages to update your details successfully?**

YES	18
NO	
N/A	8

**How would you prefer to submit your details?**

ONLINE	PAPER FORM	PHONE	OTHER
22	2	1	0

**What else would you like to see online?**

- I would like to receive my grades from assignments and exams online throughout the year not just at the end of the year.

**Any further comments?**

- Pretty good, great for students with dyslexia, instructions are minimal and direct.
- When I had problems logging on the help line was very helpful and quick to reply!
- I am unhappy with the excel document with all the end of year grades on for the whole of the group. It is obvious that they appear in alphabetical order and doesn't take much for everyone to work out who received what grades.