FY17 Annual Survey Satisfaction & Engagement Summary

Total Respondents: 871

Satisfaction

- 73% felt needs/concerns were heard and understood
- 77% felt information/options were explained in a respectful manner
- 68% felt their issue was resolved in a timely manner or they were given clear instructions on how to proceed
- 74% felt our staff was knowledgeable about resources available to undergraduate students

Use of Services/Technology

- 35% of respondents utilized Bruinlink for information
  - 84% satisfied with information in BLN
- 26% utilized the PFP website
  - 84% satisfied with information on website
- 18% utilized the PFP Facebook page
  - 80% satisfied with information on FB page
- 72% prefer email over all other forms of communication regarding information/services available at the university
FY17 Annual Survey Open Ended Response Themes

Q11. Please share any comments and/or feedback regarding the resources you utilized:

- More communication during campus emergencies (mostly referring to 2016 campus shooting)*
  - Bruin Alert for parents (now in existence)
- Enjoy the facebook posts/articles
  - Multiple requests for more parent-to-parent interaction/support opportunities
  - Multiple mentions of the Cal Poly Facebook page and how they allow parents to ask and answer questions
- Requesting very specific information on basic things (tuition, housing)
  - Multiple complaints about the UCLA website having too much information and being difficult to navigate
  - Also complaints that important basic information (i.e. BruinBill due dates, housing assignment information, major requirements/change processes) is unavailable
- Spread the word wider about your office/resources
- More resources for out-of-state students
- Centralized resource page with alphabetized links to various programs and information
- Enjoyed Coffee Socials
- Post important dates and deadlines earlier
- Housing for seniors (not being able to get on-campus housing)

Q17. Please share any comments and/or feedback regarding the services you received:

- Feedback regarding emailing or calling and not getting a response back
- Provide more details regarding housing move-in/out, summer programs, financial aid
- PFP team always friendly/helpful/respectful/resourcful
- More resources for out-of-state/international/far away families
  - Most items in emails/newsletters were for on-campus events engagement/etc.

Q30. What is your preferred method of communication with regard to receiving information about UCLA programs and services?

- 3 people suggested text messaging as an option
- 4 suggested phone calls


- Difficult to navigate/understand*
  - Website could be more intuitive
- Did not even know this option existed
  - Would like more specific instructions on this in an email or during orientation

*denotes a significant number of open-ended responses regarding this topic/issue
Q36. Please tell us how we can improve the support and/or services offered by the Office of Parent & Family Programs (i.e. Parent Helpline email/phone assistance, Bruinlink newsletter, parents.ucla.edu, UCLA Parents social media).

- Highlight more of the resources available through PFP
  - Not making connections between some of our resources and our office (i.e. Bruinlink)
- More frequent communication
  - Emails are “sporadic”
- Enjoy the Bruinlink
- More embrace of out-of-state students and families (UCLA as a whole)
  - More regional events, more dedicated information
- FAQ section for financial aid services, medical services, etc.
- More advanced notice for events to be able to plan/volunteer
- Not sure what our office does exactly
- More information regarding/access to student mental health services
- Generally positive/encouraging feedback!
- More interaction between parents on the group instead of “superficial” community, open a closed group like UT-Austin or Cal Poly

Q37. Please tell us how UCLA can improve the support and/or services offered by its departments on campus (i.e. Student Accounts, Financial Aid, Housing, Academic advising, etc.).

- Improvement regarding financial support services/financial aid*
- More sessions of high-demand courses
- Simplify/update UCLA website
- More information about and financial/resource support for mental health programs*
- More support/communication with OOS students/ families*
- Better academic advising/course registration support for students*
- Better career services*
  - Internship and job opportunities
- Housing improvements*
  - Earlier and better communication regarding housing information (esp. move-in/out)
  - Website
  - Move-in/out procedures (and parking costs)
  - Help with problematic roommates
- Campus safety procedures/communications need to improve
- Parking easier/more accessible/more affordable

*denotes a significant number of open-ended responses regarding this topic/issue
Q1: Best Describes Student at time of Enrollment

- Freshman: 90.59%
- Transfer: 9.41%

Q6: Resources Used

- Parent Facebook: 28.18%
- Parent Newsletter: 55.09%
- PFP Website: 40.88%
- Parent Guide/Handbook: 14.09%
- Other: 21.26%

Q7: Level of Satisfaction with Information Received from Parent Facebook Page

- Very dissatisfied: 4.63%
- Dissatisfied: 3.24%
- Unsure: 12.04%
- Satisfied: 47.22%
- Very Satisfied: 32.87%
Q8: Level of Satisfaction with Information Received from Parent Newsletter

Q9: Level of Satisfaction with Information Received from PFP Website

Q10: Level of Satisfaction with Information Received from Parent Guide/Handbook
Q12: Services Used to Contact PFP

- Email: 22.21%
- Helpline/Phone: 15.19%
- Facebook: 5.84%
- N/A: 65.32%

Q13: The individual(s) I worked with took the time to understand my needs and concerns

- Strongly Dissagree: 6.45%
- Disagree: 4.44%
- Agree: 30.24%
- Strongly Agree: 42.75%
- N/A: 16.13%

Q14: The Individual(s) I worked with Explained Options and Information in a Respectful Manner

- Strongly Dissagree: 6.05%
- Disagree: 2.02%
- Agree: 32.26%
- Strongly Agree: 44.76%
- N/A: 14.92%
Q15: The Individual(s) I worked with
Resolved my question/issue in a timely manner or provided me with clear instructions regarding next steps to resolve my issue

Q16: The Individual(s) I worked with were knowledgeable about resources for parents of UCLA undergrad students

Q18: How did you become aware of PFP
Q19: Greatest Concerns Regarding Student

- Academics: 48.5%
- Finances: 32.92%
- Career Planning: 33.06%
- Healthy Living/Choices: 20.9%
- Internship Opportunity: 30.74%
- Living On Campus: 12.7%
- Personal Relationships: 11.89%
- Safety: 25.14%
- Time Management Skills: 19.81%

Q20: Most Frequently Discussed with Student During the Academic Year

- Academics: 68.58%
- Finances: 27.19%
- Career Planning: 18.31%
- Healthy Living/Choices: 31.28%
- Internship Opportunity: 20.9%
- Living On Campus: 26.5%
- Personal Relationships: 13.52%
- Safety: 18.44%
- Time Management Skills: 21.31%
Q21: How Often Do You Communicate With Your Student

- 2-3 times per day: 10.93%
- One time per day: 18.72%
- 2-3 times per week: 37.16%
- Weekly: 23.63%
- 2-3 times per month: 8.33%
- 1 time or less per month: 1.23%

Q30: Preference for receiving information

- Email: 95.44%
- Social Media: 16.18%
- Direct Mail: 20.47%
- Other: 1.24%

Q31: Used Third-Party Access

- Yes: 83.26%
- No: 16.74%
Q32: Information and Instructions for how to obtain Third-Party Access is accessible and Understandable

- Strongly Disagree: 3.73%
- Disagree: 9.27%
- Agree: 56.02%
- Strongly Agree: 18.81%
- N/A: 12.17%