FY17 Annual Survey Satisfaction & Engagement Summary

Total Respondents: 928

Satisfaction

- 81% felt needs/concerns were heard and understood
- 80% felt information/options were explained in a respectful manner
- 75% felt their issue was resolved in a timely manner or they were given clear instructions on how to proceed
- 77% felt our staff was knowledgeable about resources available to undergraduate students

Use of Services/Technology

- 32% of respondents utilized Bruinlink for information
  - 85% satisfied with information in BLN
- 21% utilized the PFP website
  - 83% satisfied with information on website
- 21% utilized PFP social media channels
  - 74% satisfied with information on FB page
  - 25% satisfied with information on Twitter account
  - 29% satisfied with information on Instagram account
- 20% prefer email over all other forms of communication regarding information/services available at the university
- 8% of respondents participated in Bruin Family Insights
  - 78% satisfied with information on BFI
FY18 Annual Survey Open Ended Response Themes

Q14. Please share any comments and/or feedback regarding the resources you utilized:

- More communication to families about campus emergencies
- Multiple requests for more parent-to-parent interaction/support opportunities
- Complaints about not receiving enough details on payment due dates, grants, loans, etc.
  - Complaints about the UCLA websites being difficult to navigate and concentrated with too much information
  - Also complaints that important basic information (i.e. BruinBill due dates, housing assignment information, major requirements/change processes) is hard to find
- Lots of positive feedback to the content we put on social media platforms
- Lots of positive feedback about the topics discussed via Bruin Family Insight videos

Q20. Please share any comments and/or feedback regarding the services you received:

- Appeared to have miscommunication between the different people the parent spoke with
- Not detailed enough responses to questions
- PFP team always friendly/helpful/respectful/resourceful


- Very confusing to navigate*
  - 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

Q40. 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 & explain how to gain regular access to these resources*
  - Not making connections between some of our resources and our office (i.e. Bruinlink)
- Make available more concise information about emergencies, how to contact different campus departments, finances
- More consistent communication
  - Some felt that phone calls were routinely not answered
- Create events/meetings for parents to get together to discuss things
  - This includes a parent discussion page where parents can directly talk to one another
- More information for parents of second, third, and fourth year students
- More updates during emergencies
- Many respondents made comments about offices and services other than ours

*denotes a significant number of open-ended responses regarding this topic/issue
Generally positive/encouraging feedback!

Q41. 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*
- Make information readily accessible and easy to navigate (especially UCLA website)*
- More sessions of high-demand courses
- 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
  - Less students per room
- 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

Q6: Resources Used

- Parent social media channels
- Parent Bruinlink (newsletter)
- Parent website
- Parent Handbook
- Bruin Family Insights
- N/A
Q9: Level of Satisfaction with Information Received from Parent & Family Instagram

Q10: Level of Satisfaction with Information Received from Parent & Family Newsletter (Bruinlink)
Q16: The individuals I worked with took the time to understand my needs/concerns

Q17: The individuals I worked with explained options and information in a respectful manner
Q18: The individuals I worked with resolved my question/issue in a timely manner or provided me with clear instructions regarding next...

Q19: The individuals I worked with were knowledgeable about resources for parents and families of UCLA undergraduate students
Q21: How did you become aware of the Office of Parent & Family Programs?

Q22: Greatest concerns regarding student
Q23: Topics discussed most frequently with student

- Academics: 25
- Career planning: 5
- Finances: 10
- Healthy living and healthly: 10
- Internship opportunities: 5
- Living on campus: 15
- Personal relationships: 5
- Safety: 10
- Time management skills: 5

Q26: Where do you begin search when looking for information on UCLA programs and services?

- Parent & Family Programs website: 10
- University website: 50
- With student: 30
- With other administrative staff/office: 0
Q33: Preferred method of receiving information about UCLA programs and services

- Email: 80%
- Social media: 20%
- Other: 0%

Q34: Used Third-Party Access

- Yes: 90%
- No: 10%
Q35: Information and Instructions for how to obtain Third-Party Access is accessible and Understandable