FY16 Annual Survey Satisfaction & Engagement Summary

Total Respondents: 763

Satisfaction

- 75% felt needs/concerns were heard and understood
- 72% felt information/options were explained in a respectful manner
- 71% felt their issue was resolved in a timely manner or they were given clear instructions on how to proceed
- 71% felt our staff was knowledgeable about resources available to undergraduate students

Use of Services/Technology

- 40% of respondents utilized Bruinlink for information
  - 81% satisfied with information in BLN
- 22% utilized the PFP website
  - 81% satisfied with information on website
- 18% utilized the PFP Facebook page
  - 78% satisfied with information on FB page
- 73% prefer email over all other forms of communication regarding information/services available at the university
FY16 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)
- Signing up to volunteer for events is difficult
- Enjoy the facebook posts/articles
  - Requests for more parent-to-parent interaction/support opportunities
- Requesting very specific information for housing move out (i.e. where/how to park, procedures, need more people power)
- Spread the word wider about your office/resources

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

- Football ticket advertising for BFW needs to be clearer (re: purchasing?)
- Feedback regarding emailing or calling and not getting a response back
- Helpful that PFP will research problems for parents/families and get back with concrete answers
- Provide more details regarding housing move-in/out
- PFP team always friendly/helpful/respectful/resourceful
- More resources for out-of-state/international/far away families
  - Most items in emails/newsletters were for on-campus events-engagement/etc.

Q28. What is your preferred method of communication with regard to receiving information about UCLA programs and services?

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


- Password reset issues
- Difficult to navigate/understand*
  - Website could be more intuitive
- Payment process via BruinBill is difficult to navigate
- Did not even know this option existed

*denotes a significant number of open-ended responses regarding this topic/issue
Q34. 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).

- Better/faster communication with parents in the case of an emergency*
- 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
- Enjoy the Bruinlink
- More embrace of out-of-state students and families (UCLA as a whole)
  - More regional events
- More resources for non-English speaking families
- More advanced notice for events to be able to plan/volunteer
- Fewer requests for donations in communications/at orientation/in first year
- Lots of interest in BFW
  - Consider updating the website sooner with save-the-date information
- More information regarding/access to student mental health services
- Generally positive/encouraging feedback!

Q35. 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
- Options for on-campus summer storage (housing)
- 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*
- Housing improvements*
  - Earlier and better communication regarding housing information (esp. move-in/out)
  - Website
  - Move-in/out procedures (and parking costs)
- 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: 89.65%
- Transfer: 10.35%

Q6: Resources Used

- Parent Facebook: 29.02%
- Parent Newsletter: 65.34%
- PRP Website: 36.18%
- Parent Guide/Handbook: 12.52%
- Other: 19.39%

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

- Very dissatisfied: 2.9%
- Dissatisfied: 1.45%
- Unsure: 16.91%
- Satisfied: 43%
- Very Satisfied: 35.75%
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

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

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

Q20: Most Frequently Discussed with Student During the Academic Year
Q21: Where search for information typically begins

- PFP Website: 17.65%
- UCLA Website: 63.82%
- With Student: 54.85%
- With other Admin. Staff/Office: 3.82%

Q28: Preference for receiving information

- Email: 96.74%
- Social Media: 17.63%
- Direct Mail: 15.56%
- Other: 1.78%

Q29: Used Third-Party Access

- Yes: 80.74%
- No: 19.26%
Q30: Information and Instructions for how to obtain Third-Party Access is accessible and Understandable

- Strongly Disagree: 3.7%
- Disagree: 10.22%
- Agree: 53.04%
- Strongly Agree: 19.56%
- N/A: 13.48%