WVU Online

Feedback Summary	Count
Collaborate/Duplication/Efficiency	7
Improve Student Experience	3
Marketing and Customer Service	19
Poor or No Service	3
Reduce Services	0
Do Not Cut	2
Positive Feedback	24
Total Comments	58

Highlights:
- Lack of clarity around what tasks of online education belong to WVU Online, schools and colleges, or other ASUs (e.g., TLC)
- Frustration that WVU Online doesn't market online programs
- Concern that WVU Online staff are difficult to reach or do not provide timely responses