

# Student Web Site Survey Results Oct 2008

Survey live: 10/8/2008-10/29/2008 (original survey <https://www.bridgew.edu/survey/web/>)

## Survey Results : 160 Respondents

### General Information

- 1. Gender:**
  - 80% (129) Female
  - 20% (31) Male
  
- 2. Employment Status:**
  - 60% (95) Full-Time
  - 40% (61) Part-Time
  
- 3. Student Classification:**
  - 93% (148) Undergraduate Student
  - 7% (10) Graduate Student
  
- 4. Class Year:**
  - 32% (51) Senior
  - 26% (42) Junior
  - 18% (30) Sophomore
  - 18% (28) Freshman
  - 6% (9) Graduate Student
  
- 5. Age Group:**
  - 43% (69) 21-24
  - 42% (68) 17-20
  - 6% (9) 29-39
  - 4% (7) 40+
  - 4% (6) 25-28
  
- 6. Major (check all that apply):**
  - 9% (21) Psychology
  - 9% (20) Elementary Education
  - 6% (14) Criminal Justice
  - 6% (14) History
  - 6% (13) English
  - 5% (12) Management
  - 5% (12) Special Education
  - 5% (11) Communication Arts & Sciences

4% (10) Sociology  
 3% (7) Accounting & Finance  
 3% (7) Early Childhood Education  
 2% (6) Geography  
 2% (6) Social Work  
 2% (6) Master of Arts (M.A.)  
 2% (6) Master of Education (M. Ed.)  
 2% (5) Art  
 2% (5) Political Science  
 1% (4) Aviation Science  
 1% (4) Physical Education  
 1% (4) Theater  
 1% (3) Anthropology  
 1% (3) Biology  
 1% (3) Chemistry  
 1% (3) Mathematics  
 1% (3) Music  
 <1% (2) Computer Science  
 <1% (2) Earth Sciences  
 <1% (2) Master of Science (M.S.)  
 <1% (1) Dance Education  
 <1% (1) Economics  
 <1% (1) Health Education  
 <1% (1) Physics  
 <1% (1) Spanish  
 <1% (1) Master of Arts in Teaching (M.A.T.)  
 <1% (1) Master of Science in Management (M.S.M.)  
 <1% (1) Master of Social Work (M.S.W.)  
 Graduate-Level:  
 0% (0)

**7. I use the web site:**

80% (126) More than once per day  
 16% (26) About once per day  
 4% (7) Weekly  
 0% (0) Monthly or less

**8. I most often use the web site for (excluding e-mail, Banner, and Blackboard - check up to three):**

23% (133) InfoBear/Registration for Classes/Degree Audit  
 15% (87) Class Cancellations  
 12% (71) Campus News & Events  
 12% (71) Library/Webster/Databases  
 10% (58) Student Employment (fill out time sheets, check jobs)

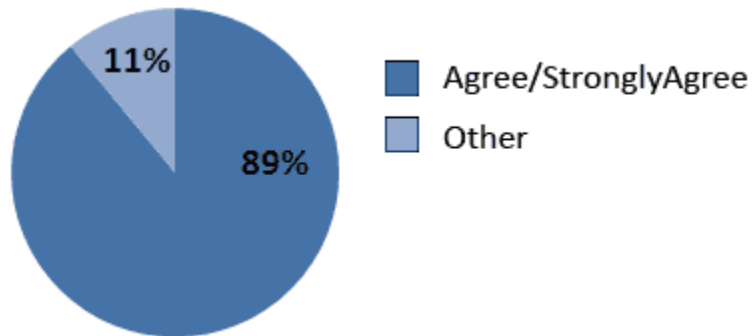
- 5% (31) Campus Directory
- 5% (30) Dining Hall Menus
- 5% (29) Departmental Web Sites
- 4% (25) Downloading Forms
- 2% (17) Weather
- 1% (9) Technical Support
- 1% (9) Athletics (scores, rosters, game schedules)

**Comments:**

- e-mail (8 instances)
- Blackboard & Email
- Blackboard and Moodle
- Moodle!!
- for work related purposes

*The following are questions pertaining to specific components of the BSC Web Site*

**9. It is easy to navigate the BSC web site.**



- 59% (95) Agree
- 30% (49) Strongly Agree
- 8% (14) Disagree
- <1% (1) No Opinion
- <1% (1) Strongly Disagree

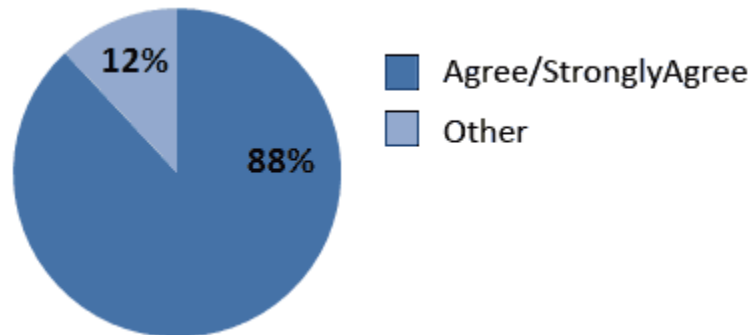
**Comments:**

- I wish there was a link to all the offices on campus. Also the "most requested" was very helpful and easy to find and now it is not.
- The change was a little confusing at first, but very easy to get used to.
- Some parts of the site are hard to find, and I end up typing what I'm looking for into the search box.
- When your navigating from the library home page there is no obvious way to get back to the home page. I didn't know you could just simply click the BSC logo to get back to the home page till I asked someone

- I DO NOT like the set up of the new website. I liked the way all departments/topics, etc. were all set up alphabetically, now I have to do a search every time I'm looking for a certain department.
- i cant find the blackboard link in the current student part of the website i have to do a search in the find box to find the link
- It would be nice if information about campus events, class cancellations, and other day-to-day information was all grouped together on a single page.
- I'd prefer the way it use to be. with the links all on the side.
- It is sometimes difficult to use the web site's search engine. For instance, a search for the word "cafeteria" results in a word document of cafeteria guidelines for a high school. "Food" produces better results. Another important search word, "degree audit", simply leads the searcher to infobear, which, encountered out of context, can be a very confusing tool. (Why is there a crystal ball above student information, by the way? It's cute, but I feel like there could be something more professional that is not clip art.) I would suggest making degree audits, admissions (for confused high school kids and families), and email the most accessible things on the web site. It is good that you can scroll over quicklinks and get a description of blackboard, etc. before clicking.
- I can never find faculty homepages. The only way I know how to find the directory is through the search. Also, the off campus housing listings are basically hidden deep within the website.
- I thought that I would be able to send email to recipients via clicking on their link. but that just ends with a dead end on my computer with a message that says it could not find verizon. I have gone to the workshop that configured for webmail. I thought that they would work seamlessly together. It is time consuming to move back and forth from the BSC web, to the webmail site.
- I think that the Bridgewater State College website is great it is easy to navigate around and you can find all the areas that you are looking for all from one great site. I mainly use it for my email and Blackboard accounts, which has helped me out more than I can imagine. I think the website with its new format is fine and i don't think that it needs to be changed.
- Link to "Career service" should be created right on the homepage because it probably can only be found by typing in the "search".
- site map link should be on home page
- Please make a link on the front page to the Course Schedules, though, or at least to the Registrar's Office... that would be a big help!
- The obvious things like webmail, blackboard, major/minor departments are easy to find. The minor things are very hard to track down. Like - how to find internships???? Where is that!
- I love the new site design.
- Most of it- infobear is absolutely awful but it's always been that way, and the updates to the library database are challenging to adjust to.
- some difficulty with searches, maybe need a better search provider.
- sometimes it can get confusing

- I think that the Financial Aid section should be branched off one of the top buttons (About BSC, Academics, Admissions, etc).
- I've seen other college's websites and this is definately by far the easiest to nagvigate
- Now that I have gotten used to the new website, it is fairly easy to navigate. But for someone who has never used it, it can be a little difficult to navigate.
- It took me a few minutes when it first started to realize you had to go under quicklinks to get to webmail because it used to be right on the homepage.
- I think the new site is much better than the older one.
- I think it is easy to navigate if you know what you are looking for, but if you don't then it is very hard and confusing.
- It was hard to get used to at first, but is much easier now.

**10. The content on the BSC web site is relevant and up to date.**



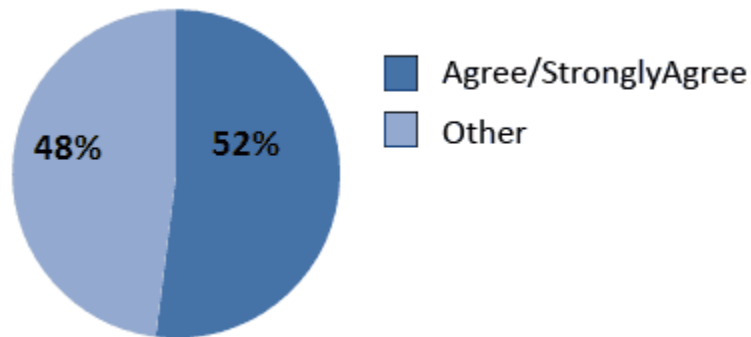
60% (97) Agree  
 28% (45) Strongly Agree  
 9% (15) Disagree  
 1% (2) No Opinion  
 <1% (1) Strongly Disagree

**Comments:**

- I think offices need to communicate what is going on with the website team so that the events page can include all of the events that are open to campus.
- A lot of the scholarship information that I am VERY interested in, is outdated back to 2007.
- The Student Announcements section keeps a great record of upcoming and ongoing events. The main page of the site has relevant highlights ranging from registration periods to sports.
- While most of it is, there are a lot of areas that have not been updated in years. Examples include club pages and pages about minors and majors. The information on these pages is totally irrelevant because the requirements and meeting times are not the same now.
- sometimes the job postings are old
- I love the current temp and link to the weather tower info.
- Most of the news and past event coverage should be updated more frequently.

- some office pages are not up to date
- The content on The Bridgewater State College website is great, it provides up to date information from everything that is going on campus, and it is a useful tool to use to get involved.
- I often encounter problems when I try to get through a link, and it will tell me "unable to find the page". For example, I clicked on "Full Story" link under the IACBE under the accounting department website, there will be no page to be found. Hope you guys will fix these problems because it creates lots of inconvenience.
- Some of the club websites are out of date.
- Pretty much; parts of the site that are run mostly or entirely for/by students (clubs, calendars of student event weeks, etc) are consistently out-of-date but that's expected.
- some yes and, some no
- Some of the departmental websites aren't up to date. It would also be helpful to have the Study Abroad programs for Summer up on the International website even if there isn't much information yet.
- Sometimes there are things that are out of date, or things that are past due.
- Especially with athletics it is up within an hour to two hours after a game and the weather is always accurate.

**11. My academic department/major web site is useful.**



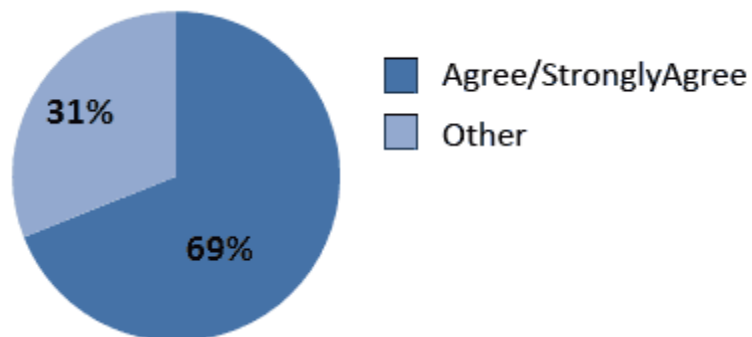
38% (61) Agree  
 35% (56) No Opinion  
 14% (22) Strongly Agree  
 11% (17) Disagree  
 2% (3) Strongly Disagree

**Comments:**

- The BSC flight training facility is completely new. No information is stated on the website about this. No information about the new airplanes or the facility in New Bedford, MA.

- I am in the old program, not the newer one where students need to take seminars. It would be helpful if students who are using the old requirement program could look at their major web site and find their information too.
- It is complicated to find this information unless it is searched for. There should be a link directly to academic requirements, and then all of the majors and minors should be listed with updated information. Using PDF files to see requirements is very annoying; this information should be available as a web page.
- The department/major website is useful for my particular major, because it gives me all that in depth information on that major. It gives me the information for that particular major such as forums and speakers and many more. It gives me a chance to look at my major a little more and to learn more about it. That way i can better work towards my major throughout my four years here at Bridgewater State College.
- See comment in question2 above
- i get what i need department wise from my advisor. i don't need the department page so i couldn't fairly judge if it would be useful to others seeking info
- It would be great if the Performance Studies handbook/other handbooks were online... that's a lot of paper! (Music Department)
- Some of their information is outdated and therefore misleading.
- I don't use it.
- haven't checked that out
- i havent really needed to use it yet
- I don't really use it that often.
- I have never used it.
- I think they are helpful but I don't think they are as detailed as they should be.

**12. The search engine on the web site provides meaningful results.**

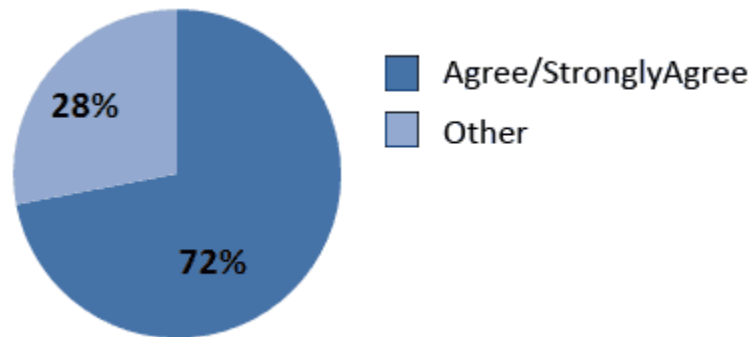


51% (81) Agree  
 19% (28) Strongly Agree  
 15.5% (25) No Opinion  
 13% (21) Disagree  
 2.5% (4) Strongly Disagree

## Comments:

- If you misspell something, no search results come up, which can be frustrating.
- I have only used it a few times with mixed results. The reason I indicated "no opinion" is it could be my search terms that were flawed, not the engine.
- Usually the first two to three hits are exactly what I'm looking for. The rest after that is usually junk. Some of the links are very old and outdated. Any way you could purge older things, like forms from 2006?
- While it locates pages with the term searched for, the most obvious result is not listed first. Searches for teachers and majors turn up many meaningless results.
- imperfect keywords produce outdated/obscure results
- sometimes the search results are not the results of what i am looking for and its hard to find what i need
- Have never used it.
- I think that anything that students need to search for in Regards to BSC is helpful through the search engine, if you put in anything that you are look for and cannot find try the search engine because it will come up on it. I found the search engine for this Bridgewater State College website to be very helpful to me on something i cannot find it just pops up and i find the information that i am looking for.
- don't use
- I don't use it.
- it almost always totally off
- I typically look for things via the Search bar but I rarely find what I am looking for. I think that the Departmental Honors Programs need to be more accessible.
- Mostly, but it would be much more frustrating if I didn't already kind of know where almost everything was, I think.
- see prior comment
- This is one of the best college search website. You get relevant results and the search is easy to locate at the top of the page.
- Most of the time I can always find what I'm looking for.
- needs to be more clear cut sometimes is difficult to figure out which link is the correct one
- Usually when I search it only comes up with the words not in the order I asked and little results come out from it.
- I think it is extremely hard to search for things on the website. I always have a lot of problems searching for things and it consumes a lot of my time.
- It shows a lot of old information that is irrelevant and it is hard to sift through what's old and what's new.
- I've used the search engine many times and have always found what I was looking for right away.

13. The online campus directory (phone/e-mail lookup) is a useful tool.

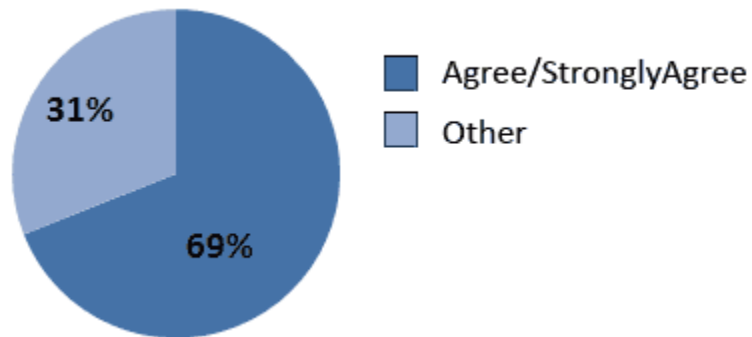


41% (65) Agree  
31% (49) Strongly Agree  
24% (39) No Opinion  
3% (5) Disagree  
1% (2) Strongly Disagree

**Comments:**

- It is sometimes difficult to find the right info I'm looking for, but it is usually easy to find.
- Sometimes I have found the wrong number for an office though, and then I was redirected by the person on the phone.
- Fast, efficient, and connects me to exactly who I want to speak to.
- You are not able to look up professors information. When you type in the name it says that nobody was found.
- This is very useful, I have to say. It works very well.
- i wish the list of teachers wouldn't just connect you to microsoft outlook to email them...if you just put a list teacher and email address would be easier
- please see earlier comment
- I think that the campus directory is very helpful but i do not use it that frequently.
- It's useful, but without the exact spelling of someone's name, it's nearly impossible to find them. Also, I've had a hard time finding the e-mail addresses for part time faculty.
- I've never used this.
- I don't use it.
- the only way I have been able to access that is through my email and, that could use improvement.
- Don't use it
- Easy to locate and use.
- I can always find what I need.
- I don't use it.
- I use this all the time!!
- I've never used it.

14. The "Current Students" web page is useful to me.

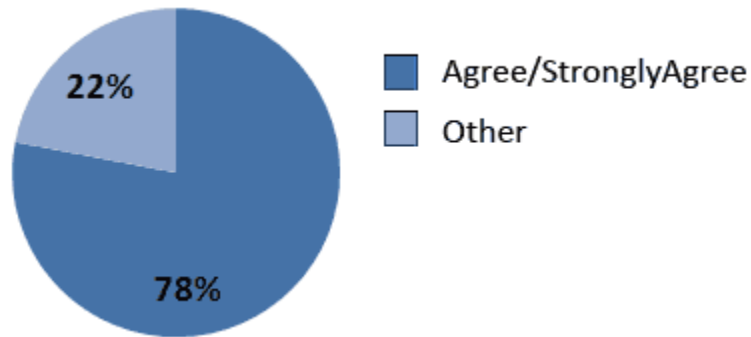


44% (70) Agree  
27% (44) No Opinion  
25% (40) Strongly Agree  
4% (6) Disagree

**Comments:**

- The majority of the links students look for are on this page, so it is easily accessible.
- I visit this most often, other than e-mail, infobear, and blackboard.
- however its missing its link to blackboard or at least it wasn't
- It could be better organized. While I can find everything, that is only because I have used the site so often. What is viewed most? Class cancellations and current events. So, those should be the first links, and very obvious.
- I just went to it for the first time. I wish I'd noticed it when I was a freshman--seems very helpful.
- Don't tend to use it.
- This page is very useful to me because it tells everything that is going on campus that has to do with all registered students of BSC. I have used this particular part of the website to my advantage sometimes.
- Honestly, I never went there until taking this survey. Now that I've seen it, I am very happy with its usefulness. I wish I'd gone there before now. But if you won't put "course schedules" on the front page, it would be great to at least put it here, without having to go to the Registrar's Office website to do it!
- I don't use it.
- I never use it.
- its good
- I don't use it.
- Only place I can locate the class cancellations site
- I never use it.
- I've never used it.

15. The Student Announcements tool (daily e-mail & web-based digest of news) is useful to me.



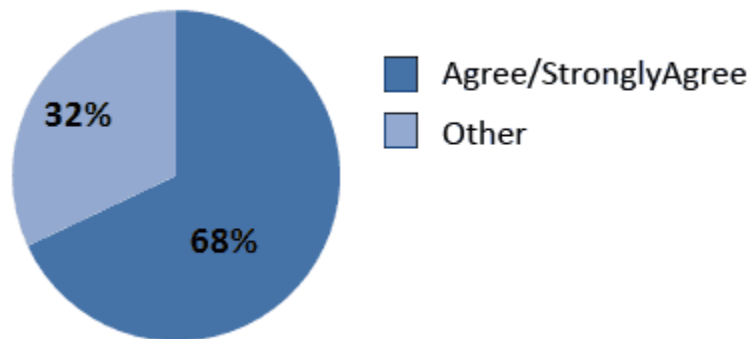
44% (70) Agree  
34% (55) Strongly Agree  
10% (16) Disagree  
9% (15) No Opinion  
3% (4) Strongly Disagree

**Comments:**

- Sometimes there are things I don't care for, but every once in a while I find something that interests me that I wouldn't have known without the e-mail. What about current events?? There are always announcements for clubs, sports, and upcoming events... But what about BSC news, or news in general - almost like a newspaper. Wouldn't need to include ALL news, but there are some important events happening at this time that students attending college should know about.
- I don't like receiving student announcements in my email, just a waste of space, I think it should be optional. If I'm interested in something, I'll find it on the website, otherwise, there's no need to email with announcements unless there is an emergency.
- Could be much better. It would be great if instead of opening a new page for each story, one could click a story and it expands directly on the same page.
- better than allreg
- i like getting the digest all in one rather than separate emails.
- there should be different emails. one pertaining to extra curricular activities and on pertaining to mandatory college things
- For me I have to leave BSC site to get to email site and vice versa
- I wish you could "unsubscribe" to this...it's painfully annoying to receive it every day. I am a graduate student and don't have much use to know what is happening around campus, since I'm really only there for classes and to use the library.
- It is useful to me because i can keep track of everything that is going on that i need to know about and also i check it very frequently so it is a very helpful tool to use.
- good job!
- It would be good to somehow flag the vital announcements, to set them apart from the day-to-day ones. Example: I almost missed the announcement about the graduation application deadline, because it got lost in the shuffle of student club promos, etc.

- Sometimes the announcements are posted after the date of the event.
- I actually do look at it and read it, but I think I am one of the few who do, and the new format of student announcement emails is much easier to ignore than it used to be.
- only sometimes, I tried to set one up and it was rejected. I could not find any instructions on how to amend it or do it correctly,
- Students should be encouraged more often to put up announcements for things like bake sales.
- I use the e-mail version, hardly ever the web-based digest of news
- I like to receive the e-mails, but sometimes there are meetings the same day I receive the e-mail. I need more notice.
- I would be more effective if the email was sent earlier in the day. Half the time I don't get to check my email until the majority of the programs have already finished.
- I love this, it is so helpful, without student announcements I would know nothing that went on on campus.
- Some days I don't get it and I get it at random times during the times. It's useful so I think it should be consistent either every day and/or delivered at the same time daily.
- I love knowing what's going on at the BSC campus!
- The student announcements doesn't come to until halfway through the day - it would be more beneficial if we as students received it earlier in the day.
- Things should be posted before the day they're going to occur, especially if it's before noon.
- I like it because I know what's going on around campus without having to look it up.

**16. The revised web site is an improvement over the previous site.**

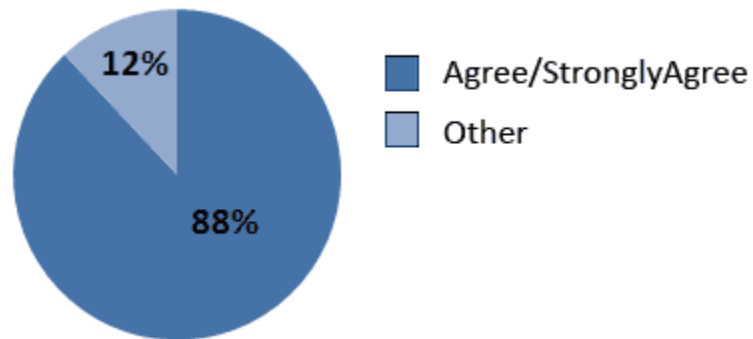


39% (62) Agree  
 29% (47) Strongly Agree  
 26% (42) No Opinion  
 5% (7) Disagree  
 >1% (1) Strongly Disagree

**Comments:**

- The design is more appealing, and it's easier to navigate.
- I like the set-up much better, it's user-friendly and appealing to the eye. Compared to other college websites, ours is interesting and unique.
- Obviously, the new website looks much better, and it is nice to see new pictures on the main page. The new linking system and "Quick Links" are awesome, but I think class cancellations should be added to quick links. Also, not every page of the site has been "upgraded": some look like they did before, and that is a bad thing.
- it looks really good. nice work!
- The only major improvement is with the appearance, and even that still looks a bit humdrum to me, compared to other schools' websites. I think having an impressive site might do much to leave an favorable impression of the school to prospective students visiting/navigating the site. An example of a great site is BU's at [www.bu.edu](http://www.bu.edu).
- it is nicer but they need to change the pictures at the top of the sight more often so it doesn't get old fast
- its certainly better looking, but it was hard to get used to.
- I have no opinion because i do not know what the previous website is like, because i am a first semester freshman.
- I think that the photography is boring. For people that don't go to BSC, they might wonder why there are random pictures of one or two students right on the homepage. I think the pictures should show scenic images from the campus so that we can all have something nicer to look at, and it will also give other people a better impression of our school. Our campus is beautiful and we should show it off.
- the old one was easier to navigate
- I actually think that the previous website was easier to navigate. And for some reason, the pictures on the front page seem just too big... I'd rather leave more room for useful information.
- The last one sucked
- It's prettier and at least as functional.
- Quicklinks was hard to get used to now I love it
- i never saw the old one
- Never used the previous website as I am a new student.
- I loved the old website. It was easier to navigate. But the new website is more modern and up to date.
- I don't really notice a difference, except the opening page layout.
- The only thing I miss is the option to save your password for e-mail. It was much easier being able to save it so you didn't have to log in every time.

**17. Overall, I am satisfied with the existing web site.**



70% (111) Agree  
18% (30) Strongly Agree  
6% (10) Disagree  
5% (8) No Opinion  
<1% (1) Strongly Disagree

**Comments:**

- Coming from Purdue University, I would say the website isn't as up to date as theirs.
- I am satisfied when it is compared to the previous site, but there are many areas that could still be improved.
- I would just get rid of "embracing diversity" as a caption for the picture of a super-tall black kid, a nerdy-looking white guy, and a girl of ambiguous-looking ethnicity. It's a little bit forced. Try "embracing sidewalks."
- where is the "strongly agree" option?
- I am very satisfied with this existing website that we have currently today because i do not know what we would do without it.
- It's ok, but other colleges have much better websites
- Clearer and more detailed explanation of how to register is needed. Navigating the BSC website can be confusing. More written explanation would be useful, as well as pictures showing the screen images as options, and how to respond.
- Seems about as good as you can expect a web site to be- there will always be bugs.
- please save that for your finals
- Good job :)

**18. What else would you like to see available on the BSC web site?**

- I can't think of any additional material or information that I need at this point. Nice work on the redesign!
- I think that links that are not up to date/updated on a regular basis should be deleted.

- More information on things to do on campus especially for commuter students.
- Different pictures than the ones that are on there now.
- As of right now, I'm not sure.
- Maybe links to free news of the area, like stories from the Boston Globe. Also, clubs and organizations really need to be noted on the site; I want to know what is going on. Sometimes current events come onto the announcements page after the event already happened...now that is useless.
- maybe on the homepage there could be a direct link to the class cancellation list.
- I'd like to see DMF's page made a little more thorough.  
<http://www.bridgew.edu/President/> Also, I'd like it if when I type in "bridge" in the search engine I could get the school's literary arts journal first and the description of the student trip where there was a bridge second.
- Headlining news pertaining to academic achievements.
- Nothing- I think it has all of the necessary info readily available and rather easy to locate
- I would like to see more events/issues affecting commuter students and older students who may not otherwise feel included in campus activities.
- I would like to work seamlessly between BSC site and webmail site. I don't know how (if it is available)to browse with the email site. Must relog in everytime I move from webmail to BSC
- A campus map including parking areas. The virtual one and the other map of the campus isn't as helpful.
- An organizer for each individual person other than their email and blackboard that they can put their chronological appointments and anything else that they are required to attend.
- 'Skip to content' option on the main page is somewhat useless. There's no reason for it if you can see everything on the page already.
- more pictures
- longer lasting passwords. I use the site almost always at home and frequently changing passwords is un needed
- Again, a link to the Course Schedules, or at least to the Registrar's Office from the front page!
- Wireless printing instructions and trouble shooting advice.
- I think it's fine- I wish we could still access SPSS through Citrix, though. The ability to upload SPSS to my home computer has proven much simpler and more appealing in theory than in practice (particularly the latest version of SPSS).
- career assessments. An online chat room and maybe a tutor system. Cheers!
- I think the bookstore should have a direct link, and everything in the bookstore should be allowed to be ordered online. Also, I would like to see the BSC website incorporate every campus event, including what is occurring in the residence halls.
- It would be nice to have the class cancellations site under the quick links like it used to be.
- More advertisement about the IN network.
- A "Thing to do" page that tells what things are around town to do, including in Boston.

- I would like to have webmail on the homepage, and be able to save my username and password so that I didn't have to log on every time when I am on my own laptop.
- Less photos with often insulting insinuations made by the captions on the main page. Also not using pictures of students & faculty that are at least 5 years old.
- I would like to see a photo album of the pictures taken for the website... also more student life ones, with pictures of students through the day to day activities
- I think overall it is pretty easy to navigate.
- I would like easier access to the administration departments and IT.
- Web cam feed for students thinking about coming to BSC. It would help show of the campus more. They can be in just some of the really busy.
- I would like to see different pictures and on the events list include all the events whether they relate to athletics, diversity groups, etc and not just the academic events.
- Community Announcements (like Student Announcements) of things that are going on in the Bridgewater/Boston area... link to the Community Outreach Program
- An option for "undeclared major" on this survey!!
- I don't know.
- n/a
- easier and clearer format of the course catalogue.

# Faculty/Staff Web Site Survey Results

## Survey Results: 34 Respondents

### General Information

- 1. Gender:**
  - 70% (24) Female
  - 29% (10) Male
  
- 2. Employment Status:**
  - 91% (31) Full-Time
  - 8% (3) Part-Time
  
- 3. Job Classification:**
  - 55% (19) Professional/Administrative Staff
  - 26% (9) Faculty/Librarian
  - 17% (6) Classified Staff
  
- 4. Length of employment at BSC:**
  - 38% (13) 3-7 years
  - 26% (9) 8-15 years
  - 20% (7) 1-2 years
  - 11% (4) 16+ years
  - 2% (1) Less than 1 year
  
- 5. Department:**
  - Academic Affairs
  - Biology
  - Chemistry
  - CESO
  - Criminal Justice
  - CJ/Soc
  - Communication Studies
  - Counseling
  - English
  - Foreign Language
  - Financial Aid
  - Fiscal Affairs
  - Human Resources
  - Institutional Research
  - IT
  - IT, TSN

- Library Services
- Library
- Mathematics and Computer Science
- OGSP
- Payroll
- Parking Services and Connect Card
- Political Science
- Registrar's
- Residence Life and Housing
- Social Work
- Student Involvement and Leadership
- Student Affairs

**6. I use the web site:**

- 91% (31) More than once per day
- 8% (3) About once per day
- 0% (0) Weekly
- 0% (0) Monthly

**7. I most often use the web site for (excluding e-mail, Banner, and Blackboard - check up to three):**

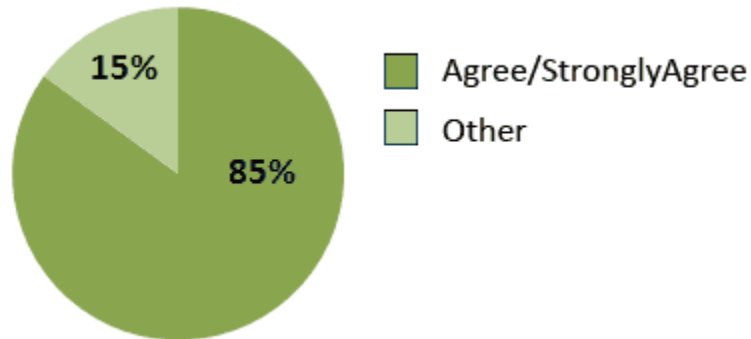
- 26% (29) Campus Directory
- 14% (16) Campus Announcements
- 13% (15) Downloading Forms
- 10% (12) Campus News & Events
- 10% (12) Departmental Web Sites
- 8% (9) Library/Webster/Databases
- 6% (7) Human Resources
- 4% (5) Technical Support
- 4% (5) Student Employment
- 0% (0) Athletics (scores, rosters, game schedules)
- 0% (0) Bpod

**Other:**

- policies and procedures
- Admin Depts and Academic Depts
- Web for Faculty, Infobear
- Starting point for online demos in class.
- site map
- Specific information from various BSC departments
- copy center, registrar
- administrative information

*The following are questions pertaining to specific components of the BSC Web Site*

**5. It is easy to navigate the BSC web site.**



47% (16) Agree  
38% (13) Strongly Agree  
12% (4) Disagree  
3% (1) Strongly Disagree

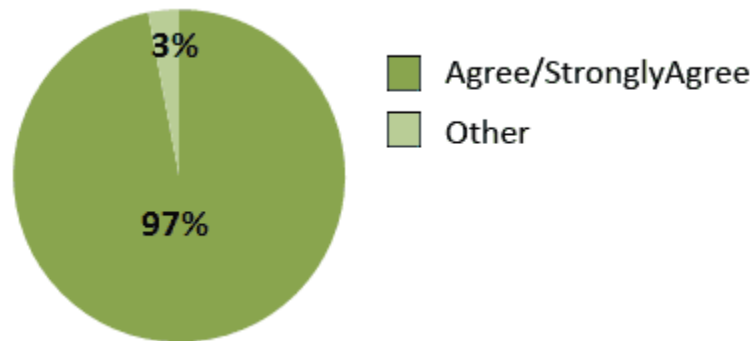
**Comments:**

- Greatly improved interface.
- I find that information that used to be easily available on the old website is now buried a little deeper. I never use the page for faculty/staff that has a lot of information that I used to access.
- VERY user friendly.
- Need better location/visibility for a central list of departments and their web sites.
- It's very easy to get around and to always know where you are on the site
- do find somethings a little "less user friendly" for example, i find myself using the search bar more often.
- Why not combine the Directory and Search tools? Could the different content areas (Faculty/Students/etc.) have pullout menus for frequently used services (InfoBear, WebForFaculty)? Is there a link to faculty home pages anywhere?
- I didn't find the website easy to navigate before the redesign either. Forms I need or sites I need to see seem to often be buried in a chain of links that may or may not be intuitive to follow.
- For the most part, there is an improvement in this area. Looking for course information or specific information about credits required to complete a degree program etc., seems to require searching through the college cat.
- I like the drop down menus along the top.
- You need a much easier way to start at the BSC home page and find (1) the list of all departments, and (2) the email address of the helpdesk.
- If the goal of the web redesign was to make it more intuitive this site entirely fails. I have no idea how things are categorized and I still have to just search for key

terms every time I need to find something. I had a hard time finding the site for my office for a good long while! It's infuriating

- The only time I have a hard time is when students ask me questions related to registration. The registrar's site does not feature information that the students need at particular points of time in the semester -- the information always seems to be buried.
- The 'Skip to content' seems to be in the way of the Search bar.
- I have found the new layout easier to navigate and less jumbled.
- Much better than it was before. Now that we have the Google search, I mainly use that to find what I need then try and navigate the site directly.
- The biggest problem I have is locating official documents, and especially "forms." A site that acts as a repository for all BSC forms might be helpful (or not!).

#### 6. The content on the BSC web site is relevant and up to date.

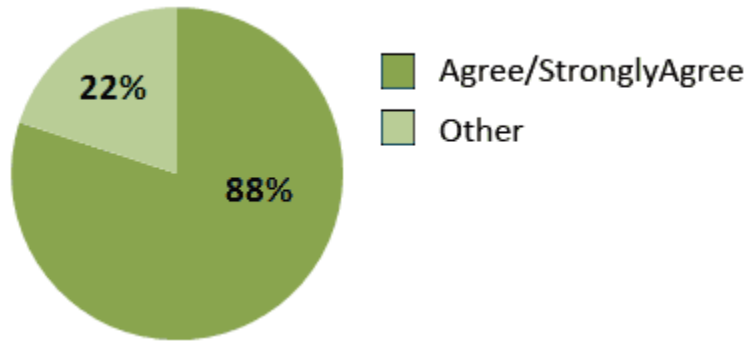


57% (19) Agree  
40% (13) Strongly Agree  
3% (1) No Opinion

#### Comments:

- The college pages maintained by web team are fine but several department websites have outdated information which is frustrating
- Over the past year or so it seems I haven't seen any sites that were outdated (I used to).
- There was an old connect card email address recently (within last few weeks)
- I guess it's fine--not for every department though, certainly. But, I say again, what does it matter if something is up to date IF YOU CAN'T FIND IT
- It really depends on the section as to how updated it is.
- Some departments (including mine!) have out of date information. Not much you can do about that....maybe automatic reminders sent to the web administrators saying that, "your web site xxxxxx, has not been updated in the past 6 months."

**7. The information I need for my job is relevant and up to date.**

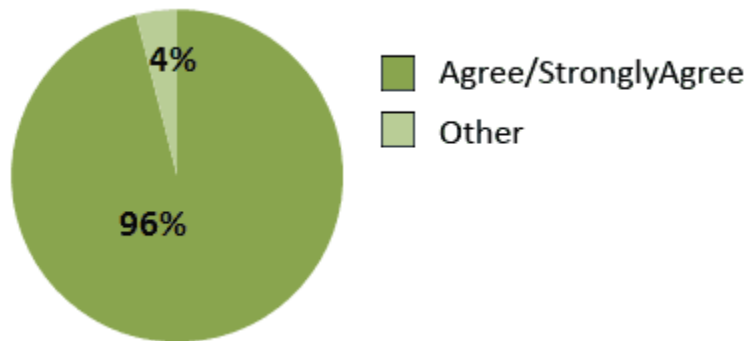


47% (16) Agree  
41% (14) Strongly Agree  
9% (3) No Opinion  
3% (1) Disagree

**Comments:**

- The Math Department web site is a disgrace. I shouldn't complain -- I'm the content provider!
- Sometimes.
- Again, if you can find it.
- Some forms that I use are not online at all, but I think that it's up to the department to be sure they are there. Maybe a general reminder or suggestion that forms can be put online would be helpful to all departments.

**8. The search engine on the web site provides meaningful results.**



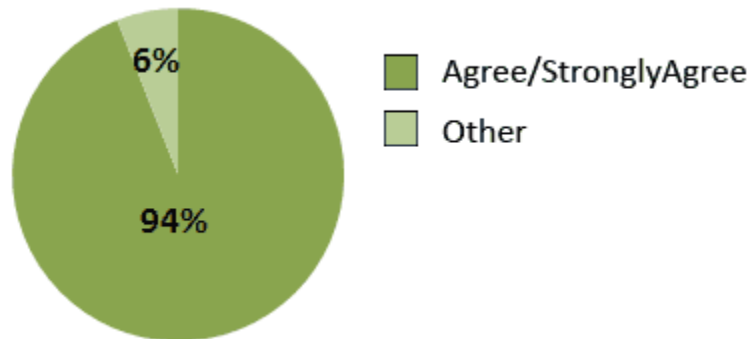
72% (24) Agree  
24% (8) Strongly Agree  
4% (1) Strongly Disagree

**Comments:**

- The search engine should have an advanced function allowing for the exclusion of certain types of documents, and dates.

- I've never had a problem
- misses a lot of items; does not put most recent at top
- The library wiki appears ahead of the BSC main wiki. Searching for people rarely turns up their personal web sites or contact info.
- Sometimes.
- I like the keyword matches.
- generally unhelpful because there are some many irrevelant hits, but I admit I haven't tried boolean search criteria. So there may be no problem.
- Sometimes it comes back with some weird results, but if you scroll down enough you find what you were looking for--or if you click on a page that is sort of what you want and then click around some more you'll find it.
- Usually the results are meaningful, but not always.
- Sometimes when I search for forms and I get an old copy of the form presented in the search list instead of the most up to date one.
- As good as can be expected. I've had good success with it.

**9. The online campus directory (phone/e-mail lookup) is a useful tool.**



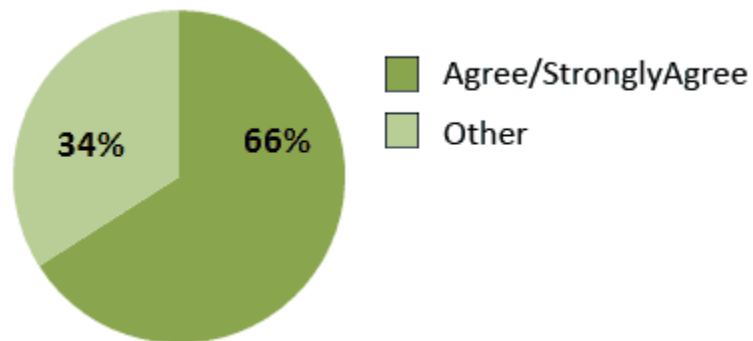
68% (23) Strongly Agree  
 26% (9) Agree  
 6% (2) No Opinion

**Comments:**

- I really think that we should STOP printing a paper directory - it's not sustainable
- I would love it if the photo above could be shortened so that I didn't have to scroll down to see the last portion of the directory. This small adjustment would be great.
- I use this constantly.
- This is my favorite feature on the web site. One enhancement request - make links to departments go to that department's web site.
- My objection to the campus directory is that the VLs are not included. We are always told how valuable we are but we are never included in any directories. To me this is discrimination.

- I miss being able to use the directory to find the Departments by just typing in the department name.
- I use the directly at least 4 times a day. My only frustration is that sometimes the contact information is not updated in a timely manner. For example, although my department attempted to add me in, it took an entire year.
- Agree but needs to be updated more frequently when people stitles change.
- No need for paper directories!

**10. The "Faculty & Staff" web page is useful to me.**



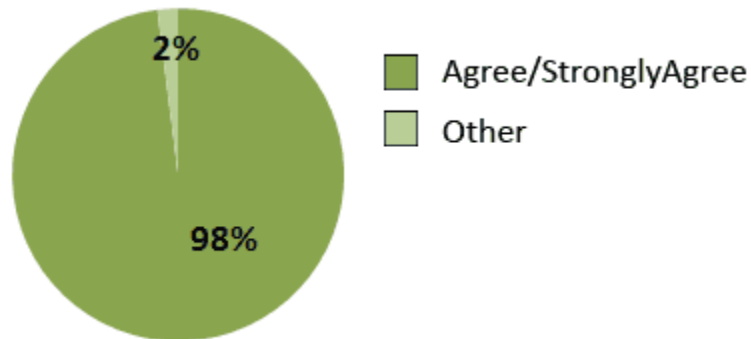
36% (12) Agree  
 30% (10) Strongly Agree  
 25% (8) No Opinion  
 6% (2) Disagree  
 3% (1) Strongly Disagree

**Comments:**

- I don't really use it, I start at the main page
- Honestly, this is my portal to WebForFaculty. I don't use it for anything else.
- Some pages need updating and it would be preferable if more faculty took advantage of the opportunity to have a web page.
- I don't really use it. I do like the faculty profiles though.
- I've never found anything I was looking for there. It seems more like a publicity site for BSC than a useful reference for faculty.
- I only use web for faculty on that page. I'm not a full time faculty member any longer, but still teach.
- at times, difficult to locate specific items relating to faculty webpages. It would be useful to have Faculty Web Pages/Sites in the left sidebar of the Faculty and Staff webpage. Also, some faculty webpages need to be updated or completed.
- One feature I miss is the link to the copy center from the faculty/staff page. Now, there's no easy way to get to the copy center, to download documents to be printed. I have to use the search function. This would be my largest complaint about the new website design.

- See my above comments about VLs not being included in any directories on campus.
- Don't use.
- As a department chair, this is the page I visit most often.

**11. The Campus Announcements tool (daily e-mail & web-based digest of news) is useful to me.**

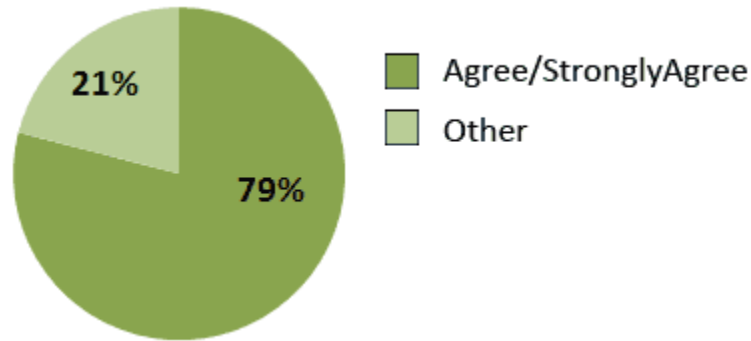


50% (17) Strongly Agree  
 48% (16) Agree  
 2% (1) No Opinion

**Comments:**

- I find a lot of useful and important information on the Campus Announcements.
- I only read the announcements through email.
- It's nice to know about these things, but I don't often have opportunity to take part due to my work with students/scheduling.
- Much better than the dozen emails we used to receive.
- It's useful to me, but I read them. Most people don't seem to. Also, the student announcement system is useless and accomplishes nothing in the arena of getting in touch with students.
- I like that all of the announcements come together in one email. It also makes it easier to review what you've missed when you've been out.
- I heavily rely on campus announcements
- I always give a quick check to the dailiy email announcements. There is too much redundancy, so guidelines about using Campus Announcements efficiently would be helpful.

**12. The revised web site is an improvement over the previous site.**

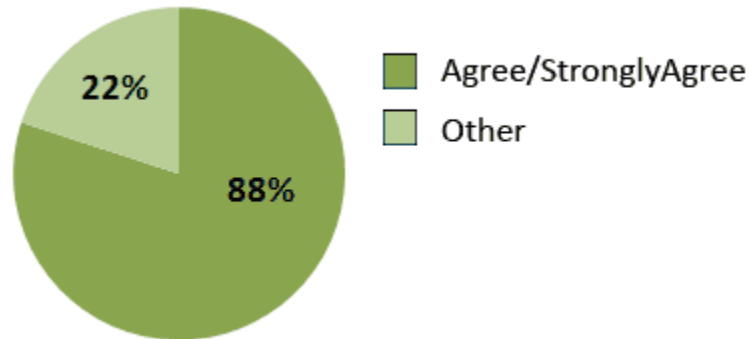


44% (15) Strongly Agree  
35% (12) Agree  
17% (5) No Opinion  
2% (1) Disagree  
2% (1) Strongly Disagree

**Comments:**

- It looks a lot nicer, but I think there is room for improvement.
- Absolutely, VERY professional
- It's hard to get used to finding links in new places. I don't care much about the look of the site. On the occasions when the red background and text load perceptibly faster than the white background, it looks really bad.
- I'm still getting used to the different locations of everything.
- Overall, much better looking.
- I've always encountered difficulty finding things unless I could quickly get to the administrative departments list.
- It might have prettier pictures, but it is not sleeker and it is most definitely not more user friendly. At all.
- The overall look of the site is more professional and the changing photos of the campus and BSC community makes the site feel more personable.
- I'd like to see the Site Map in a more visible place.
- Easier to find information. I do not like the large images as they push important information down below the bottom of my screen. I could scroll, but I tend to glance and move on.

**13. Overall, I am satisfied with the existing web site.**



47% (16) Agree  
41% (14) Strongly Agree  
6% (2) No Opinion  
6% (2) Strongly Disagree

**Comments:**

- Feedback from student users indicate a smaller photo graphic would enable viewing Campus and Community news columns without having to scroll down.
- Could always be better, but there is so much information. I would really like to see a stronger focus on student opportunities on the home page.

**14. What else would you like to see available on the BSC web site?**

- A link to the Involvement Network on quick links.
- Can't think of anything.
- More forms that I need to do my job
- There should be a BSC Home on every page not just about BSC Under Quick Links - it would be great to have Web for Faculty here as between degree audits & student employment I go there many times
- Nothing at this time. If feel our web team does an excellent job!!! It is easy to find anything you need.
- An easy way for students to find my personal web site (and their syllabi).
- I would be useful to have a link to a faculty member's homepage (if they have one) available through their listing in the directory.
- photos of employees in the campus directory (with the option to opt out - or viewable only from on-campus viewers.)
- A common calendar of events for the entire college. It feels like you've got to look in a million places to find out about what is going on everywhere and just when you think you've figured everything out you realize that, no, there's other stuff just in some other calendar.

- Add "Events Calendar" (which is under Quicklinks) to the tabs listing across the top of the main webpage, so it follows the tab for "Directory"
- As I mentioned above -- a quicklink to the copy center.
- Inclusion of VLs on all sites.
- Better Photographs on the main page. Many are out of focus or have poor lighting.