UCCS Institutional Website Project

Website Survey Sample Responses

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www.uccs.edu/advancement/website

Summary

In May, 2012, a small team comprised of members from UCCS University Advancement, IT Web Services and Institutional Research sent a survey about the UCCS website to faculty, staff, students, and some prospective students. There were 823 total respondents, primarily current students (82%). Among the responses to various questions were a few clear patterns. Below is a list of sample responses, prioritized by volume of feedback and corresponding to the "Ten Recommendations" document.

1. User Experience (UX)

"The learning curve for efficient navigation is very long, even for experience web users"

"The overall layout feels unnatural and isn't easy to navigate"

"The site is not user friendly at all. I use to attend FSCJ and their site was MUCH more organized and user friendly."

"The website is often very circular, leading back to the same place even when you click on a different link."

"Too many "clicks" to get to the information I want."

"Disorganized"

"Encountering bad organization, having unpredictable experiences, finding bad writing, not thoughtfully put together pages, most pages seem amateurish."

"I don't really like the organization of the website or the overall layout. It seems cluttered."

"impossibly useless website. One can NEVER find anything."

"Information tabs are poorly organized"

"Isn't a website supposed to make information easily accessible? If I could rate the site as 0 (epic fail) I would have."

"I work with prospective students and I have had many many calls from parents who have spent hours trying to find something on the website only to have to call to get an answer. Easier flow and more prominent tabs leading to most used things like the Tuition Estimator."

"Organize the site in a way that makes sense, be consistent from one page to the next, better quality graphics, be more thoughtful and professional."

↳ **Simplify**

"Way too many links! It's overwhelming to look at. Try combining some the links...streamline."

"busy clustered"

"Information is overtaking simplicity and ease of use. Simplify the splash screen of the main site."

"pages that are too filled so that the view of it is jumbled and confusing"

"Too many links from the main page- it needs to be simplified…"

"On the Current Student webpage, the list of Academics, Finances, Services etc look awkward and take up a lot of space. If you could make them appear below the title when scrolled over, it would look less chaotic. It's good to know that these links exist, but it is too overwhelming."

"more accessible, update links, less busy- more straight forward"

"it would be great if the general uccs.edu/students was cleaner and better organized. There are about thirty links in the same small type at the bottom of the page that are irritating to sort through."

↳ **Convenience**

"Most frequently used links should be easier to access"

"Update pages! Get rid of the links that take you to an error page! Make useful links bigger and easier to find, like the links for blackboard, my portal, and the library."

"Maybe put quick links closer to the top? (Access to college homepages made easier)"

"from on campus computers go directly to current students page, have quicker

link to the databases, make important resources like the calender easier to find."

"Make a direct link to Blackboard available on the main UCCS webpage."

"Make the quick links menu easier to see! Make it bolder!!"

"Put frequently-accessed information up front: much of it is buried deeply."

"Sites off of the main sight like "my uccs portal" should have bigger links to them and should be more towards the top of the page."

"Make useful links bigger and easier to find, like the links for blackboard, my portal, and the library."

↳ **Consistency**

"It seems that every department has their own way of posting information. Standardize. I should be able to go to any major and get a page that looks like all the others. When I click on a button to tell me about the courses offered, the lay out should look like every other major. Full course information should always be available with a click when I look at any course information anywhere. / / By the way, thanks for doing this, the website needs it BADLY!"

"make "look and feel" for each dept webpage more similar"

"Be consistent"

"Carry through the front page look and feel through the first few clicks/down to college level. College sites should have similar look and feel. Going between the college sites makes you feel like you're at six different universities!"

"Differing looks/ lack of branding consistency in department sites"

"I think it would look better if all of the sites from the main site had a similar layout."

"I'm happy with how things have progressed. :) Especially after branding standards kicked in- pages started to look more unified without being monotone. Keep up the good work."

"Lack of consistent architecture from department to department "

"There is no unified stylesheet. Tables, typefaces, navigation, headings, etc. should be unified into a coherent identity. Even if not mandatory, providing a nice-looking base style would go a long way."

"I would make everything more standardized so that upon going to a new page I would be able to find information based on where it was on a previous page."

"Update all the faculty/academic department pages to be more professional, accessible, and consistent with the rest of the UCCS website."

"Create uniform design for each college."

2. Quality Control

"There are major compliance violations with inaccurate information, especially regarding academic programs and extended studies."

"dead links and outdated pages are prevalent"

"I have found that UCCS does not update their web pages frequently enough, even pages that are crucially important to students because the info on said pages can have financial consequences for students (i.e. customers)"

"Pages which are duplicated with outdated information on one version, such as the writing portfolio site"

"School of public affairs pages are incredibly out-dated."

"Updating has not been smooth leading to LOTS of broken links and outdated information being linked instead of the correct information."

"Make it mandatory that if a department/college, etc. has a web page, it must be kept updated. There is so much outdated material that it is hard for students to get the correct information - staff has trouble sometimes, also."

"Come up with way to get people to keep things updated. It's embarrassing to go to a site and see names of people who are deceased or who left the university years ago. It makes me question everything on the site when I see glaring errors like that. / 4. sites should have a way to let folks know when there's a problem -- a contact us type thing with a commitment that someone will actually respond!"

"Get rid of old information. People leave and their web pages still show up. Major purging needs to be done."

3. Blackboard, Portal, Webmail, Registration

"The portal is very problematic. Forced automatic-logouts are a HUGE hinderance to

productivity. Also, field-entry could be made more user-frendly--when entering data in a textbox, for example, the page needs to think before the user can do anything. That could easily be improved."

"Don't let it time you out so quickly. Let us return to the previous pages we were looking at!"

"Faculty portal class roster area is terribly inconvenient to navigate"

"Student Portal takes you in circles"

"Find a different way to organize the student portal section."

"Instead of pages with directions of how to get to something, i would like a direct link. On some parts of the site, you cannot click "back" it kicks you off and you have to start over. i mostly have trouble with this in Student Portal and searching departments for hours, etc. "

"More clearly defining where I can start registration, and how the process work. I would like to easily find the class descriptions from within the registration page so I can find what I am looking for without having to print out the paper version to make sure I am registering for the class I want / / Would like to have an ability to see how much i was charged for tuition even when its paid for by student loans. I can find a bill for my personal payment for summer class but not a statement of charges that get paid for with my loans. Just the amount of my loan disbursement."

"The main portal page is my biggest frustration. Even if you click on an initial link, you must click it again to get where you want to navigate to. It's very time consuming."

"The only complaint I really have is about the student portal. You get to the student area in the portal, then click something specific (i.e. scholarship application) and it takes you to the next page, which is the same regardless of what you click on on the first page, so you have to scroll down the page to click on what you are looking for, and a lot of times you still have to search for it (mostly in the financial aid area). I know how to work it now, but for new users it can get annoying."

"Make My Portal like the web site more simple and easy to find things. As of right now it is confusing to use. Fix blackboard for good it should run smoothly all year with no issues."

"My issues are really with blackboard. I wish there was a way to be notified when someone has posted in response to one of your postings. As it is, you have to constantly check back and try to remember everyone you have posted to to see if they responded back to you. Very tedious and somewhat impossible if you are in a large class with frequent online postings."

"Blackboard is a total piece of shit but you probably know that already."

"I would make all classes available more easy to find and easy to read and understand (when, where, who), more complete professor info (like emails), the pie chart in Portal is confusing and never correct, so I'm not sure why it's still there, […] signing up for classes is also unnecessarily convoluted, I have not been allowed to sign up more than once after I received an email telling me that I could, I still have classes on Blackboard from last semester, and I was told that the teacher had left it up, but it was a teacher that never used nor understood Blackboard, so it's likely she doesn't know it's still there, Portal is also arranged poorly as far as what classes have been taken and what classes need to be taken, the bar graphs and pie charts do not match up, and the "email an advisor" link has redirected me to a blank page that says it cannot load, every time I've used it, so I don't know if the advisor has received my email until and unless they get back to me. […] Portal is messy and confusing and complicated and incorrect, and simple things often don't work. I would be much less frustrated if more things worked like they are supposed to. "

"portal has a horrible layout. You have to go to links that have nothing to do with what you are looking for in order to see a link to what you need. Numerous differently labeled links go to the same page. There are plenty of useless links or inappropriately placed links cluttering up the site. This needs to be more streamlined: fewer menu pages, and have links to specifically what you are looking for. Hard to explain briefly what needs to be changed but basically this is the worst thought out layout I have ever seen on a website in my life, and we can do much better."

↳ Single Sign-on

"why two separate logins for blackboard and other admin functions like registration?"

"Having to go back to the beginning when I have to log in to blackboard, webmail and UCCS Portal gets frustrating. Right now I dread having to log in to all those screens!"

"Having to log in multiple times to switch between e-mail, blackboard and student services."

"having to log in to each page (mail, blackboard…)"

"Having to log into email and blackboard separately"

"I hate that I have to remember several passwords and logins for different elements of the site. One universal login is not that much to ask. And tons of different sections have completely different interfaces and layouts. The site is terrible."

"Single The login for blackboard, webmail, and my.uccs are all linked it is annoying to have to retype each one when I go from one site to the other."

"Make UCCS portal page. The portal page should be the primary page when opening any computer located on the UCCS network. Once logged onto the UCCS system, you should be able to go to other portal pages, not having to log off one and log on another (such as webmail vs blackboard ... they have the same userid and password!)."

"Log in only once not log into every place repeatedly, i.e. student portal, Sean's Place and Blackboard."

"Change it so a student does not have to leave and reenter the system when going between Blackboard, Mail or Student Portal (or any other function)."

"Combine blackboard, student portals, and web mail"

"Figure out a way to sign on to the website through which you only have to sign in once and can access Blackboard, myUCCS portal etc. and simplify"

↳ **Webmail**

"After logging out of email it goes to the login page for webmail. Why would I want to go back in once I have exited?"

"email loop after signing out"

"I cannot access my webmail without a vpn, but I can access blackboard without one"

"Link to horrible, complicated email"

"our e-mail system is very dated"

"webmail- omg I hate webmail. I wish I didn't have to use it."

"Do not like the communigate. It's not user friendly or designed with the student in mind. I cannot see communication I've sent. Also, there is not a visible "compose" prompt for outgoing communication. "

"Even though websites do have problems from time to time webmail seems to have a lot of them. Sometimes it doesn't work during the day for a couple of hours. Very annoying. "

"Webmail is horrendous"

"Webmail is too outdated and slow."

↳ **Registering for Courses**

"the entire enroll procedure is not at all user friendly"

"The registration side is the worst I have encountered."

"When I registered for summer classes I felt that there was a lot of repetition of screens that I had to go through just to search for a class. When I tried to search for a particular subject it would make me choose the campus, semester and something else every time when I had just entered all that information for the last class i searched."

"The course catalog is not always easy to read or to search through"

"Very cumbersome for registering classes."

"Registration search function doesn't currently hold info, its a small thing but having to put in school, campus and semester along with what you're searching for every time is SUPER annoying, so make that retain info per login. Also the class summaries in search/ registration are confusing and lack links to teacher bios or class descriptions, they should have that. "

4. Search

"Search engine is never helpful"

"search function does not retrieve accurately. I searched for 'major' and scrolled through 6 pages and never found the Student Success Advising link to majors or any link showing what majors we offered"

"Searches yield archived/ outdated pages."

"searching hardly ever gets me to the place I am looking for."

"REMOVE old links that no longer work but show up in search."

"The search function is the WORST"

"the search function seriously sucks."

"the search feature is frustrating in the fact that you have to click on certain headings/categories in order to get the result wanted. It'd be much easier if all the results for the searched word came up at one time rather than separated into categories."

"The search engine is also frustrating, often not coming up with results, or relevant ones. For example, I've searched how to find a professor's e-mail address a few times and never have much luck."

"What is great is when the search finds something you were looking for, but then it's not great when the link is broken and the file isn't there anymore. Or when you find a sweet class... that was offered in 2006."

"The search function needs to come up with information that is not outdated or come with a link that is no longer active. "

"Overall, things are often hard to find and when I search for them I get no results"

"The search doesn't work...if you do get a search you usually receive 2007 information...embarrassing."

5. Visual Design

"To be brutally honest, the UCCS website sucks. The templates used look juvenile and unprofessional. The sad thing is, this is the first thing most people see when looking into UCCS. Every one of our competitors (PPCU, CC, CSU-Pueblo) is out preforming us, which makes UCCS look behind the times. A perfect example is the event calendar. It is so poorly designed and maintained that I can barely use it."

"I don't like the way it looks- it needs a professional appearance"

"It looks like I have traveled back to 1998, which was a terrible year. "

"The overall design, does not look professional for a 4 year institution"

"It probably could be a little more visually creative."

"Bad graphic design"

"everything is always misaligned and hard to read"

"It should look more prestigious, like other university websites"

"Various fonts make me crazy- uniformity might make it easier to "read""

"has an old fashioned feel to it"

"redesign the front page so that it's not so busy: so long as everyone thinks they have a chance of getting their information on the front page, they will continue to try to do so. The result is a congested design that looks amateurish. The front page should have strong graphic elements. Ours does not."

"Make it look more prestigious to reflect an academic institution"

6. Calendar

"Calendar often doesn't have major events on it, or info about those events when present"

"I have to check 3 different calendars to find information about different events there is no consolidated calendar"

"campus events more prominent, thorough, and up to date"

"Have a calendar with all UCCS event information, not just a select few events."

"Better Calendar entries with websites and places attached."

"Finding out what is going on and when all in one calendar."

"make important resources like the calendar easier to find."

" Make the calendar more dynamic, and easier to understand."

"Include as much as possible about the activities that happen on campus. So many things are illl-attended, and I think part of the reason is lack of access to the pertinent information. I require students to attend an event on campus, and they find it very difficult to get that information."

"calendar is old and looks cluttered, find a better way to disseminate student activities and events"

'Make the events calendar a more featured part of the website and keep it up to date with accurate info."

"Upgrade old areas, like the school calendar. "

7. Contact Information

"Not being able to find phone numbers or addresses easily."

"particularly the list of staff. I find that there are a lot of teachers I have that are not listed in the faculty directory."

"I've searched how to find a professor's e-mail address a few times and never have much luck."

"I don't know how I could make it better, but make the search function better. When I type something in, I almost always get, "No results." But when I go looking for the piece of information, 34 pages later I have found it. Especially with teachers. If I need an e-mail address or contact information and I type in the teacher's name, (who I know works at UCCS), I get "No results." Very frustrating."

"maybe put a professor/staff directory link on the home page too."

"I would require that all departments have contact information for faculty listed. I would have minimum standards for each dept page such as accurate contact information and a standardized template."

"i would create a "master" list of all professors so that e-mails, office hours, and offices are easier to find. "

"current number and emails for staff and facility members"

"I would definitely improve the campus directory. I find is EXTREMELY difficult to find individuals names, positions, phone numbers and emails. This should be easy to fine!"

"I've taken a few classes from teachers who only teach one class or aren't full teachers. Please, please include their contact information in the UCCS database. "

"Include a quick link for a faculty directory"

"Please have staff and faculty members make sure they tell you updated information: new phones numbers, e-mail addresses, and name changes (Marital names, e.t.c)."

8. Academic Info and Department Pages

"Clearer organization levels--especially with finding information about different degrees/ options. Putting all of that together (there seems to be 2 ways to areas with this information)"

"Make it easier to navigate and to find info about programs...such as course requirements for certain degrees."

"Make it easier to find academic requirements"

"Make academic (classes) links more available, especially model degree links and such related links."

"Make links leading to course information, academic information, and other resources more prominent."

"Smooth visual appeal of department web pages (some look like they were done by a high school HTML student)"

"Have a section that will give you quick links to each department/school. "

"Add links to department websites on the main page that are easily accessible instead of burried several pages deep within the website."

"A comprehensive directory of each department that is easy to find."

"redo the set up for the different departments when tring to find info about that department"

"Come up with a way to make sure departments update their pages."

"Departments need to do a better job with spelling and grammar on their department's web pages. It's embarrassing to have poor grammar and misspelled words on a university website."

9. Mobile Compatibility

"I would make it's compatibility with mobile devices better, and change the lookout, set up of it a little bit, make it look more modern and sleek instead of a 1990's, 2000's feel."

"Make all aspects of website mobile-ready accessible"

"Make it easier to navigate on an iPhone"

"an app or better mobile website it's kinds tough to manuever. "

"I would make the most popular pages more accessible through mobile devices."

"post the bus schedule and add a mobile site that directs you to the phone numbers

posted."

"When using mobile devices, some pages cannot be accessed & it takes too long to load. It would be better if those things would improve."

10. More Help w/ Department Websites

"We should have more than one web designer, and IT shouldn't be involved. Make sure links work and are up to date. Don't have departments be in charge of their page unless they have someone who understands web design, or else you'll get POS sites that are more difficult to use. "

"We need someone to help colleges and departments keep web sites up to date and consistent with the campus standards."

"Supply web campus-funded web designers for departments and units. we cannot maintain our own web pages because our staff person is overstretched already and we don't have the skill set."

"Part of the problem with things being outdated on the website is that it is so difficult to make changes. The staff in departments can make only minimal changes and usually this takes a fair amount of time. This discourages regular maintenance or improvements to a given website."

Other IT Issues

Issues with passwords expiring, sessions timing out, and other IT issues.
"I don't like that the site doesn't prompt you when your password expires; merely leaves you wondering why you can't acess. I figured it out relatively quickly but it severly impacted one of my classmates and one of my students."

"Portal logs you out when I am in the middle of enrolling or applying for scholarships. Extend timeout please."

"When my password expired, I had no idea. The site did not inform me that my password was going to expire nor that it had expired."

"it is annoying that we can't log into webmail when using the UCCS Visitor wi-fi because it says it is 'not safe.'"

"The you must change your password with out prompt why?"

"No prompt for expired password"

"More proactive password changing procedure with pre-expired warning, expired warning, and a link on the log in page that leads to password assistance."

Issues with the URL
"You must GOOGLE UCCS to get to the main site - when I go to uccs.edu it never loads right ---I have tried this on multiple computers."

"must type www or page won't load"

"SHOULD NOT USE TILDES ~"

"URLs are case sensitive"

"you have to type in the www. "

"Please fix having to type "www" before the URL. That is very annoying for users trying to access the website. "

"the website takes too long to load for me, especially when I type "uccs.edu" into the address bar. If I Google search the site it loads much faster. "