Crafton Hills College Website Feedback Survey Results

Spring 2013

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Introduction

This report illustrates the results of a survey examining the effectiveness of the Crafton Hills College (CHC) website completed by 116 members of the college community (82 students and 34 employees) during the Spring 2013 semester.

Summary of Results

Sample

82 students responded to the survey

34 employees responded to the survey
- 50% were faculty
- 29% were classified staff
- 21% were managers

Frequency by which respondents visit the Crafton website

55% of the student respondents visited once-a-day or more
82% of the employee respondents visited once-a-day or more
63% of all respondents visited once-a-day or more

Frequency by which respondents found what they were looking for on the website

93% of students always, usually or often find what they were looking for
91% of employees always, usually or often find what they were looking for
92% of all respondents always, usually or often find what they were looking for

Respondents level of agreement to the website's ease of use

82% of students agreed or strongly agreed that the website was easy to use
79% of employees agreed or strongly agreed that the website is easy to use
81% of all respondents agreed or strongly agreed that the website is easy to use

Reason(s) why respondents visit the Crafton website

Top 5 for students...

48% for Information on the Home Page
47% for Student Services Information
44% for Calendar Information (Events Calendar)
42% for the Academic Calendar
35% for Academic Program Information

Top 5 for Crafton employees...

50% for Student Services Information
41% for Information on the Home Page & Academic Program Information
29% for Calendar Information (Events Calendar) & the Academic Calendar

Top 5 for all respondents...

48% for Student Services Information
46% for Information on the Home Page
40% for Calendar Information (Events Calendar)
38% for the Academic Calendar
37% for Academic Program Information

Methodology

Two separate online surveys with identical questions for respondents were developed in Spring 2013, one for students and one for employees. The only difference between the surveys was that the employee survey asked Crafton employees to identify whether they were classified staff, faculty or a manager. Figure 1 and Tables 1-5A illustrate the results of the survey. The survey consisted of multiple-choice questions where respondents were asked how often they use the website, how easy it is to find what they are looking for, their level of agreement with the website's ease of use, and the reason behind most of their website visits. In addition, respondents were also asked to provide open-ended feedback about the website.

Findings

The data tables below are disaggregated by CHC students and employees. The results illustrate that the majority of employee respondents were faculty (50%). Employee respondents were also more likely to visit the website at least once-a-day or more (82%) in comparison to students (55%). A high percentage (92%) of all of the respondents indicated that they always, usually or often found what they were looking for on the website. Similarly, 79% to 82% of the respondents in general agreed or strongly agreed that the website was easy to use.

The following illustrates the top three reasons why respondents visit the Crafton website:

Students…

- 48% for information on the home page
- 47% for student services information
- 44% for the calendar information (events calendar)

Employees…

- 50% for student services information
- 41% for both the information on the home page and academic program information

All respondents…

- 48% for student services information
- 46% for information on the home page
- 40% for calendar information (events calendar)

Respondents also provided comments and suggestions about the website. Comments were ordered into several categories. The categories were identified by the researcher and a limitation is that reviewers of the open-ended comments might identify different categories and/or categorize the comments differently. In the open-ended comments section, student respondents indicated that when they visit the college website, they are most often looking for information on blackboard and webadvisor. Employees indicated that they are most often looking for academic information. Students and employees expressed that the best thing about the CHC website was its accessibility. In addition, both groups of respondents indicated that they had the most trouble when they were trying to find academic information and would like to see the website include more announcements in general.

Figure 1 illustrates the results of the employee respondents' primary function at Crafton. The figure does not include student respondents. Fifty percent of the respondents were faculty, 29% were classified staff and 21% were managers.

Figure 1: Employee primary function
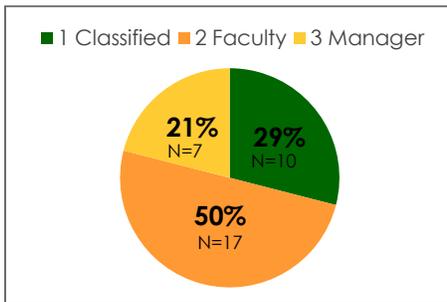
Tables 1-4 illustrate the results of the responses from all survey participants. The tables are disaggregated by Crafton students and employees. Fifty-five percent of students and 82% employees visit the Crafton website at least once-a-day or more. Overall, 63% of all respondents visit the website once-a-day or more. In addition, 93% of students and 91% of employees always, usually or often find what they are looking for on the website. In general, 92% of all respondents always, usually or often find what they are looking for. Eighty-two percent of students and 79% of employees agree or strongly agree that the website is easy to use; while 81% of all respondents agree or strongly agree that the website is easy to use. Moreover, 48% of students visit the website for information on the home page, 50% of employees for student services information, and in general, 48% of all respondents visit the website for student services information.

Table 1: Frequency by which respondents visit the Crafton website.

Frequency	Students			Employees			Total		
	#	N	%	#	N	%	#	N	%
Once a day	21	82	**25.6**	5	34	**14.7**	26	116	**22.4**
More than once a day	24	82	**29.3**	23	34	**67.6**	47	116	**40.5**
Once a week	17	82	**20.7**	3	34	**8.8**	20	116	**17.2**
Several times a month	10	82	**12.2**	3	34	**8.8**	13	116	**11.2**
Occasionally	10	82	**12.2**	0	34	**-**	10	116	**8.6**
Never	0	82	**-**	0	34	**-**	0	116	**-**

Table 2: Frequency by which respondents found what they were looking for on the Crafton website.

Frequency	Students			Employees			Total		
	#	N	%	#	N	%	#	N	%
I am just visiting rather than looking for anything specific	1	82	**1.2**	1	33	**3.0**	2	115	**1.7**
Always	26	82	**31.7**	2	33	**6.1**	28	115	**24.3**
Usually	40	82	**48.8**	23	33	**69.7**	63	115	**54.8**
Often	10	82	**12.2**	5	33	**15.2**	15	115	**13.0**
Rarely	4	82	**4.9**	2	33	**6.1**	6	115	**5.2**
Never	1	82	**1.2**	0	33	**-**	1	115	**0.9**
I do not use the CHC Website	0	82	**-**	0	33	**-**	0	115	**-**

Note: There is a response missing on this table.

Table 3: Respondents level of agreement to the website's ease of use.

Level of Agreement	Students			Employees			Total		
	#	N	%	#	N	%	#	N	%
Strongly Agree	21	82	**25.6**	1	33	**3.0**	22	115	**19.1**
Agree	46	82	**56.1**	25	33	**75.8**	71	115	**61.7**
Disagree	14	82	**17.1**	4	33	**12.1**	18	115	**15.7**
Strongly Disagree	1	82	**1.2**	3	33	**9.1**	4	115	**3.5**

Note: There is a response missing on this table.

Table 4: Reason(s) why respondents visit the Crafton website.

Statement	Students			Employees			Total		
	#	N	%	#	N	%	#	N	%
Information on the home page	39	81	**48.1**	14	34	**41.2**	53	115	**46.1**
CHC Calendar Information (Events Calendar)	36	81	**44.4**	10	34	**29.4**	46	115	**40.0**
CHC Academic Program Information	28	81	**34.6**	14	34	**41.2**	42	115	**36.5**
CHC Student Services Information	38	81	**46.9**	17	34	**50.0**	55	115	**47.8**
CHC Demographics	3	81	**3.7**	1	34	**2.9**	4	115	**3.5**
CHC Messages and Publications from the President	8	81	**9.9**	1	34	**2.9**	9	115	**7.8**
CHC Academic Calendar	34	81	**42.0**	10	34	**29.4**	44	115	**38.3**
Other	16	81	**19.8**	11	34	**32.4**	27	115	**23.5**

Note: There is a response missing on this table.

Table 5 and 5A illustrates the categorized comments and suggestions provided by Crafton student and employee respondents about the website. Student and employee responses were categorized by the researcher. A limitation to the process of categorizing open-ended responses is that others might choose different categories.

Table 5: Categorized student responses to the open-ended questions.

Students
Q1. When I visit the CHC website, I am most often looking for the following item(s) not listed above…

Blackboard & webadvisor (n=18)

- Blackboard
- Blackboard; webadvisor
- Blackboard and my student e-mail. I'm also looking for teachers' information such as e-mail addresses and names and ages.
- Blackboard and student email
- Blackboard classes my grades
- Blackboard for assignments and phone numbers to certain places on campus
- Blackboard log-in, web advisor log-in
- Blackboard, webadvisor, club information
- Blackboard, cancelled classes, school email, webadvisor
- Financial aid; Blackboard; G-mail
- I mostly use the CHC website to access Blackboard. Occasionally I use webadvisor and search for dates from the academic calendar.
- I sometimes visit the site to use links for blackboard and webadvisor when I am not at my home

PC. I usually check my email account, for important messages that I need to know then I go to blackboard to see what the instructor has posted and accessing the library website can be a little confusing plus checking out what class that Crafton Hills is offering is a big search issue because there are two catalogs on for the current semester and one for different majors that are offered here. Another note when I log out of my email account it does not go back to the Crafton Hills College web site.

- Logins for blackboard and webadvisor
- Posting on Blackboard and research via the library
- Teacher email, financial aid, webadvisor, black board login, office hours.
- To access blackboard
- Webadvisor, blackboard, or information regarding next semester and what classes are being offered.
- The link to the student email, the link to Blackboard, and the link to webadvisor.

Financial Aid (n=3)

- Financial aid disbursement information
- Financial aid
- Financial aid information. There should be a place for students to find important financial aid disbursement date.

News & updates (n=3)

- Cancelled classes, which I haven't been seeing for my classes this year & I had a few cancelled classes. It would have been so nice not to have to take the bus on campus for a cancelled class!
- To see if a teacher canceled class or I need to access web advisor
- News about the classes I'm taking.

Schedules (n=2)

- Schedule of classes. Should be a huge button right there.
- Veteran Services, Dates & Deadlines and eSchedule

Contact Information (n=1)

- Phone numbers to certain offices, information about things going on campus.

Q2. The best thing(s) about the CHC website is/are…

Accessibility (n=24)

- Easy access
- Easy to navigate
- Easy to navigate
- Easy to use
- Easy to use
- Easy navigation
- Accessibility
- Access to blackboard
- How easy it is to find everything
- How easy it is to navigate through the website
- It is fairly easy to navigate.
- It is easy enough to navigate.

- It's fairly easy to use once you get the hang of it
- It's friendly to use and I like how you can type department in the URL to go straight to the page you need
- It's simple
- Simple
- The best things about the CHC website is that it's easy to navigate
- The website is easy to use
- Things are easy to find
- The menu system that makes finding things easy
- That it gets updated, and is usually pretty easy to navigate. Even if I can't find something I can search in the little search box thing and find what I need.
- It loads faster than the counseling office responds to emails
- I found the login in to be a pain to many requirements to set up a password, makes it hard to remember your password
- Wish all the professors would use only one place to send students messages on absents or paperwork needed for class, etc. I hate looking through the message center, blackboard and g-mail. Or have them enter the note once and have it post to all three.

Links (n=8)
- The website has the links I am usually looking for
- The quick links
- The link to blackboard
- Links to blackboard and webadvisor
- Having links to blackboard and the student email
- Easy to find my links
- The link to EBSCO database so I can get free academic journals
- The log-ins like for the student email, and Blackboard are conveniently located right on the home page. The website is clearly labeled for current and perspective students making things easier to find.

News & updates (n=4)
- Twitter Feed
- The twitter feed with notifications
- The twitter feed
- It gives you information on the school and keeps you updated with events and important dates

Q3. I have the most trouble with the CHC website when I am trying to find…

Academic Information (n=12)
- Catalogs for the next semester
- I have trouble finding schedules of updated classes for upcoming semesters.
- Classes to register for
- Register for classes
- Course Schedule
- Class schedule
- Classes

- Classes for the next semester and previous course, check my email, and blackboard and see if class has been canceled or other activities that are going on at Crafton.
- Online classes and short term classes. There should be separate links for online/short term classes in the eSchedule page.
- The current class schedule.
- Specific info on the Summer sessions
- What textbooks I need for certain classes

No suggestions (n=11)
- I can't think of any problems I have had
- I don't have trouble
- I don't have trouble finding anything on the CHC website.
- I have not had any trouble so far
- I haven't had any problems finding what I look for
- I've never had trouble
- No real trouble so far
- Never had too much trouble
- None
- Nothing
- Nothing really

Accessibility (n=7)
- My password for web advisor. Instructions to retrieve (not really available) and/or resetting password are confusing regarding which user name to use.
- Issues with computer...access to blackboard
- Webadvisor
- In some cases you are sent to things like webadvisor and blackboard without any direction as to where to look when you get there
- Certain academic links in the drop down menus. The links all look too similar and though I know what I'm looking for, it still takes me some time to find the link I wanted.
- To login, also you have to click to many icons to get to the login it is a waste of time
- Search tools

Important Dates (n=4)
- A calendar with all the dates of things happening this semester.
- Certain deadlines and holidays.
- Class Registration Dates
- Up to date calendar

Student information/services (n=4)
- Links to different CHC Services
- Student life clubs that are actually active
- School events information such as events from the theater department
- Pricing for certain student services that require additional fees

Other (n=4)
- Pretty much everything. Your website is very confusing. But...especially with trying to find

teachers' information, or more information about certain classes.

- General information about something specific.
- I have trouble finding class locations given the building information
- Looking for something

Financial Aid (n=3)

- Financial aid disbursement information
- Financial aid information
- Financial aid forms information and documents

Library/bookstore (n=3)

- The bookstore hours
- The library
- The library's books.

Contact Information (n=3)

- Phone numbers
- Phone numbers and instructor emails
- Teacher contact information is not always very complete

AB 540 Information (n=1)

- AB 540 information (bill allowing undocumented students who meet certain requirements to pay in-state tuition instead of out-of-state tuition)

Q4. I would like to see the CHC website include the following information that I do not think is currently posted or that I have not been able to find…

Announcements/Events/Activities (n=6)

- Events from organizations like the student senate and theater department.
- Club sign ups.
- I have seen posters around school that were not on the website so maybe make sure everything is on there.
- Local community events, apartment rentals, restaurants and map of the area (both Yucaipa, Crafton Hills and Mentone)
- Student's events and club activities
- What's going on newsletter

No suggestions (n=5)

- Can't think of anything
- I think it is well updated with important information.
- None
- Nothing to say about it right now

Nothing; it's all good

Important dates (n=4)

- Dates for the summer semester
- Classes that are canceled that are visible or upcoming classes
- A better calendar on the front page
- Keep things up to date

Financial Aid (n=4)

- The distribution dates for financial aid
- I wish FA would post their holiday hours. They are frequently open when the school is closed but I

am always unsure of their hours

- Financial aid disbursement
- Pell grant information would be great. We shouldn't have to guess when and how much we are to receive. The financial aid makes an adjustment but it doesn't notify us of the change. It would be such a blessing when we are counting on the money to help pay for books, fees, etc.

Twitter/Facebook (n=3)

- With your twitter feed on the main page, I would think that anything you all wanted to post can be done through the feed.
- Twitter and Facebook feeds
- I do not like how they mix the tweets with teachers canceling classes because that first pops up then a teacher canceling so sometimes I am not aware it was canceled because when I go to the website I see other info than that

Campus Map (n=2)

- I would like to see a more detailed map linked more visibly to the home page.
- Map access to the campus must be printable for students to access.

Instructor Information (n=2)

- More information about teachers, and what classes are available for each semester. That way I don't sign up for something that isn't even available - which HAS happened to me before.
- Specific teachers schedules. Like if I want to see my chemistry teacher on a Wednesday but I'm not sure if they're there that day, it'd be nice to know

Simplicity (n=2)

- Just keep it simple! Sheesh! Between the webadvisor mess (& I still find it a royal pain) & you all frequently messing w/stuff that worked! I hate having to go to the site at all!
- Navigating through some of the menus can be tedious.

Students Services (n=2)

- Pricing for certain student services that require additional fees
- Information on how to acquire a student I.D. I have looked but was unable to find anything detailed.

AB 540 Information (n=1)

- AB 540 information and undocumented student support. Scholarships available to undocumented students and minorities. Theater and club events

Academic Catalogs (n=1)

- Course catalog

Job Resources (n=1)

- Links to unemployment or job resources

Facility Information (n=1)

- I would like to access the times for each of the facilities more easily (possibly have the times posted or linked on the homepage).

Weather (n=1)

- I would be nice to have information about weather conditions at the college.

Q5. I have visited websites at other colleges (anywhere in the country) and would suggest that you look at the following school sites for design features. Feel free to include the link or just the school name, and to tell us what you like about that site specifically if possible…

California Community Colleges (n=5)

- http://www.chabotcollege.edu/

  http://www.collegeofsanmateo.edu/

  http://www.cuyamaca.edu

  The layout for accessing any of the menus is simple and to the point.
- Palomar College has a nice one. It has more links for other services in the community.
- San Bernardino Valley College.
- www.sbvc.edu

  San Bernardino valley college has an easy to use website and is very informative
- SBVC has a Facebook page that is posted on almost daily by the admin Craig. It is really effective in announcing things to students and communication issues. I have found out so much about things offered at SBVC that I didn't even know existed, like the STAR program, scholarships, and events around campus. Without that page I wouldn't very little about SBVC. It has also enabled students to make connections with others from their classes. I think Crafton should have a Facebook page. I know there is one for the transfer center, and I see the postings for that... but not all of us have Twitter accounts (I don't) and I don't plan on making one just to see posts from a college. I don't know how to use Twitter.

Private Colleges/Universities (n=5)

- http://www.harvard.edu/(Mobile/Tablet View)
- http://www.mit.edu/
- Loma Linda University
- http://www.redlands.edu/

  The website is very clean. The menus are easy to navigate with very little clutter. They also have places you can look at the outstanding graduates they have produced. They also showcase teachers with outstanding accomplishments. For example they have a professor who worked on the mars rover. We have several very accomplished instructors. Putting them out there for all to see when they are choosing where they want to go would help attract students driven to succeed and grow.
- http://berkeleycollege.edu/home.htm

California State Universities (n=2)

- Compared to schools like CSUSB and Cal Poly Pomona (the school sites I have previously visited) and I feel like they all resemble each other in a great way.
- www.csusb.edu distribution dates for every quarter

University of California (n=2)

- UCR: http://www.ucr.edu/

  There is no drop down menus with information overload. You can click on a link and find what you want.
- Major Universities like UCR and UC Davis have local community info.

Comments (n=2)

- Links to job webs sites, for example ones that are for alumni of college

- Maybe a little less bunched up.

Out-of-State Colleges (n=1)

- Carl Albert State College

Q6. Please feel free to provide additional comments and suggestions regarding the CHC website or the websites you visited on behalf of this survey…

Uncategorized comments (n=15)

- CHC website should be easily viewable on Mobile Phones and Tablet. Possibly App for smartphones, since everyone has one and use constantly every minute in a day.
- Don't lose the updates about cancelled classes. It saves so much time and gas money to know as soon as possible whether or not a class will be cancelled.
- Have a better map picture because it's really hard to read
- Honestly, the CHC website is far more easier to navigate through
- I am not a huge fan of the background of the site. We are supposed to be a college; the background is something I would expect to find on a daycare or childcare website.
- I do feel that the background art (cartoonish fluffy clouds and rolling hills) is a little too childish for me. This is a college and not day care. It should like a little more collegiate.
- I like the website, but it would be nice if there could be a permanent link to the current class schedule on the homepage instead of going through the menu system.
- I wish when I was registering for classes I could have the option to look through the classes that are still open and not have to go through everything to find open classes
- It is very pretty.
- It would also be nice if the school posted on such and such date the new school schedule will be up online like a month or a week before the schedule is posted so we do not have to make so many visit to see if the schedule is posted
- Just keep it very basic and simple and dump webadvisor and quit screwing w/blackboard.
  Need to show the professional field of Majors, and work places that hires them. Where do people go with a Crafton Hills College degree? What Companies do these people work for show the outcome of their hard earned education goal? Stop the childish high school gimmicks and focus on the outcome and success.
- Need to update office hour times for Financial Aid, etc. Every time I go there they turn me away for opening a file.
- The CHC website is pretty good. The webadvisor site, however, needs a lot of help. I would suggest you release a survey for the webadvisor website.
- The website feels cluttered. I spend more time digging through the many menus than actually reading what I am looking for often. As I said in number 8 the site could use some tidying up.
- The website needs a more eye catching look.

Table 5A: Categorized employee responses to the open-ended questions.

Employees

Q1. When I visit the CHC website, I am most often looking for the following item(s) not listed above…

Academic Information (n=6)
- Dates and Deadlines and priority registration dates
- Final Exam Schedule Important Dates
- Summer Session information; link to class e-schedule (NOT pdf version of class schedule)
- Schedule
- Academic Calendar and Final Exam Schedule; both are usually out of date! Email--no problems there
- My own personal pages for my classes

Work orders (n=4)
- Maintenance/other service request
- Maintenance request
- Maintenance work orders
- Submit work orders

Contact Information (n=4)
- Contact information
- Employee directory
- Department names and location
- Senate meetings and lists of managers/ Deans for the different areas

Planning & professional development (n=4)
- Committee links for Curricunet
- Web based planning tool for Program review
- Faculty information about planning
- Professional Development information

Blackboard & webadvisor (n=3)
- Blackboard, webadvisor, the old campus central area
- Webadvisor
- Webadvisor (class rosters grading sheets, etc.)

Department information (n=2)
- The current Fire Academy website is difficult for potential students to find. In addition, I am having difficulties adding new information to the website. I am currently working with [Name] and [Name] on making the Fire Academy website more user friendly.
- Info. on the annual security report/police information

Q2. The best thing(s) about the CHC website is/are…

Accessibility (n=6)
- Fairly easy navigation
- Frequently updated; quick access
- That is easy to navigate through
- It is somewhat easier to navigate than Valley's and other college websites. However, well, guess the however will come later

- Its portal qualities
- The fact that it is a website and I can access it from any location, rather than carting around paper.

Links (n=3)

- Log-ins drop-down menu
- Quick links and logins would like to see a link to Curricunet and the program review web tool added to logins for faculty
- The log-ins menu

Appearance (n=3)

- Constantly changing pictures of students at various campus locations
- It's a very nice looking site and has a fresh look. The web developer is nice to work with
- The design is really pretty and professional, and the top toolbar is helpful most of the time

News & updates (n=1)

- Twitter and current updates

Other (n=1)

- If you compare CHC's website to other Community Colleges websites, CHC website is not user friendly.

Q3. I have the most trouble with the CHC website when I am trying to find…

Academic Information (n=7)

- Again, final exam schedule
- Final exam schedule
- The Finals schedule
- Registration information; I know it's under admissions, but trying to find the Priority Dates and the schedule of classes without logging into webadvisor is a scavenger hunt every single time.
- Registration information
- Current - AND important - announcement of the next session or semester.
- Information from administrative areas...for example the Spring final exam schedule was still not up as of last week

Specific Items (n=5)

- Specific items or documents
- DSPS information, department information, SLO access and information
- Specific departmental information
- Information regarding the Fire Academy
- Specific reports (from the President, from a particular meetings, etc.); I have to be imaginative as I do not always know where to go.

Contact Information (n=3)

- Specific people, departments
- Quick contact info. to different departments and student services
- I have the most trouble getting the employee directory to open up and download. Of course, the only time I use this feature is when a student is standing in front of me requesting this information. Can we place this information on the website in a way that can easily be accessed without having to wait for the information to open up?

Updates (n=2)

- Updates to committees and other meetings

What is happening on campus

Accessibility (n=2)

- Also, there is no direct link to the class e-schedule. There has not been a direct link to the e-schedule for a long time

- Cannot think of any right now but I have had difficulty with something in the past such as the web planning tool. I think since I have used the website regularly. I have learned where to find most things I need, however, when I first was using it I had difficulty finding many links.

Important Dates (n=2)

- Calendars; it seems that certain departments have their own calendars.

- Academic calendar info

Facilities reservations (n=1)

- Room reservations online; don't go to student senate for club meetings, etc.

Q4. I would like to see the CHC website include the following information that I do not think is currently posted or that I have not been able to find...

Announcements (n=3)

- Security report in the drop down for Prospective students could be more prominent/ direct link on the home page to the police web site for the following reasons: for timely warnings to the campus and other info would be good along with info on how to update your info for mass notification messages to students.

- Some sort of announcement of the fact that we ARE going to have summer session. Students have been waiting to know about this and it would have been - would BE - great to have had a big announcement on the home page. Please also include direct links to each semester's E-SCHEDULE. The PDF copy of the schedule is NOT helpful to students

- Like to see more profiles of academic departments and letters from deans and vice presidents.

Centralized calendar (n=2)

- Clear calendar of events, theatre shows, music shows, etc.

- I would like to see one cohesive calendar so I can view ALL campus events on a certain day, even club meetings, etc. This would make trying to reserve rooms easier as well.

Media use (n=2)

- More real time feeds/items; instagram, MyEDU

- Facebook helps

Accessibility (n=1)

- Some offices have online docs and others do not. It would be good if we could set a standard for the college.

Employee directory (n=1)

- Crafton specific employee directory

No suggestions (n=1)

- None; pretty comprehensive

Q5. I have visited websites at other colleges (anywhere in the country) and would suggest that you look at the following school sites for design features. Feel free to include the link or just the school name, and to tell us what you like about that site specifically if possible...

Comments (n=2)

- Admissions and registration information is easier to locate.
- Right now I can't think of anything, except for adding a DIRECT link to the e-schedule, so students - and visitors - don't have to click here, then click here, then click here to get to the actual (and more accurate) e-schedule, and a very visible announcement that CHC WILL have summer session.

California State Universities (n=1)

- www.csusb.edu

University of California (n=1)

- UCLA

Q6. Please feel free to provide additional comments and suggestions regarding the CHC website or the websites you visited on behalf of this survey...

Uncategorized comments (n=4)

- In case I wasn't clear enough, I would have liked - and would still like - to have had a nice announcement that CHC IS having summer session AND I would also like to have a DIRECT link to the each semester's e-schedule.
- Most college sites have a more professional look to them and I would like to see that reflected on our site. Less background and a larger space for the information.
- There are far too many systems that one has to log into at Crafton! It is very frustrating to have separate log-ins for email, web advisor, SLOs, Blackboard, campus central. Absolutely ridiculous and too time consuming. This web site and the associated log-in sites used by Crafton are NOT user friendly. Furthermore, the help desk is SELDOM helpful in resolving log-in issues (case in point: once I was told I had to physically come down to the district office to reset my password!). The website is unsophisticated.
- Unfortunately, the CHC site is focused on enrollment instead of engagement.