



WESTERN
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Website Mini-Report

Center for Innovation in Teaching and Research

Spring 2008

Introduction

During the Spring 2008 semester, faculty from both Macomb and the Quad Cities were asked to complete a survey for the Center for Innovation in Teaching and Research. Not only was this survey designed to provide direction in programming for the upcoming academic year, it also allowed respondents to provide valuable information on how the CITER website was being utilized. The following report focuses on the website information gathered during the survey.

Understanding how faculty utilize the CITER website will allow the site to continue to evolve and become a more valuable resource for faculty. This is the first year feedback was requested about the website which shows CITER's commitment to continued improvement.

Survey Method

The survey was constructed with the assistance of the CITER Advisory Board and Dr. Robert Intrieri from the Department of Psychology. The survey instrument included seven questions dealing with the CITER web presence. Six questions asked for quantitative information and the remaining question asked for website enhancement recommendations. The website evaluation questions are provided in Appendix 1.

Sample

The survey sample was limited to individuals contracted to teach in the spring semester of 2008. The Office of Planning, Budget, and Institutional Research compiled the faculty list in collaboration with the Registrar's Office. Seven hundred and seventy-five faculty members were identified across both Western Illinois University campuses. Individuals from the list were emailed invitations to respond to a survey assessing potential faculty development needs for the 2008-2009 school year. Respondents were sent three additional reminders over a two week period. As an incentive to participate, respondents were provided with an option to participate in a random drawing for two iPod mp3 players. A total of 272 faculty responded to the entire survey instrument and were considered valid responses. However, the number of responses on individual questions varied.

Quantitative Data Concerning the CITER Website

The first quantitative item asked if the individual had ever accessed the CITER website: 64.7% (176 of 272) answered they had accessed the website previously. Of those visitors, 48.9% (133) visit less than five times each semester; 10.3% (28) respondents visit 5-25 times per semester and 1.5% (4) visit in excess of 26 times per semester.

Using a 5-point Likert scale (Very Poor, Poor, Average, Good, Excellent), respondents were asked to rate the websites ease of use, content, organization and ability to find information. The results are presented in Table 1.

Table 1
Quantitative Question Results

		Frequency	Percentage
Ease of Use	Very Poor	0	0
	Poor	1	.4
	Average	58	21.3
	Good	89	32.7
	Excellent	22	8.1
	Missing	102	37.5
Content	Very Poor	0	0
	Poor	1	.4
	Average	52	19.1
	Good	90	33.1
	Excellent	25	9.2
	Missing	168	61.8
Organization	Very Poor	0	0
	Poor	2	.7
	Average	55	20.2
	Good	88	32.4
	Excellent	24	8.8
	Missing	103	37.9
Ability to Find Information	Very Poor	1	.4
	Poor	2	.7
	Average	58	21.3
	Good	86	31.6
	Excellent	21	7.7
	Missing	104	38.2

Qualitative Questions

The survey asked what enhancements would be recommended to the website. 23 responses were gathered:

Access to the CITR web site in accessing the website was a smart idea. On the other hand searching for the "Innovations in Teaching Forum" Innovations in Teaching Forum" is listed to be held from 8:30 a.m. - 1:00 p.m., at the University Union, Heritage Room. It also advise to check for such by March 26. Am I to assume that it is tentative, and will/may be scheduled?
Can't think of any.
Have the personal information after the list of programs that one selects to register for
Have tutorials and help information available on the website.
I don't remember any details.
I just looked at website, have contacted staff to ask questions.
I really can't remember exactly what it was like, but I remember saying to myself "Oh. This is

nice!"
I think it is fine....
Less "glitz" and showmanship, (on home page)... can't do anything until it loads)
Let's Keep Mandeep Singh as Director of CITR
Let us know what workshops are NOT macintosh specific in the description so we don't accidentally waste our time and yours. Some of the software you teach is not Mac compatible and should be advertised as such up front. Not a criticism of the offerings, just the description. I was so disappointed to get to the Respondus workshop and find out it was a total waste of time for me as a Mac user. Post handouts from workshops on-line somewhere.
Links to similar sites at other institutions (for comparison/study purposes)
Love it. Think it is the best one on campus.
More Dynamic
no suggestions
none
None
None. Average today means a high standard as most websites are easy to use, therefore they are average.
Recently, couldn't find the Innovative Teaching Workshop registration...
seems to be workomg
Specify the day of the week, not just the date in your listing of events.
Staff -- or at least a link to staff -- should be listed on the first page.
The opening graphic is too memory intensive

Discussion

Responses to the survey suggest the variety of respondents use the website 5-25 times each semester and find it Average to Excellent in ease of use. Content and Organization were also Average to Excellent. Results show the majority of users have no difficulty finding necessary information on the website.

Website Enhancements

The survey results are useful in gaining insight on how the website is perceived by the audience it was designed for. Many of the comments involve making simple changes and will or have already been implemented. For example, a "Site Map" link was created allowing items to be more readily found. Further, an additional "Staff Listing" link has been located in the footer area of each web page for those seeking ready access to this information.

Future enhancements to the website will include tutorial information and updates to the registration system. Additional links to other resources created by CITR will be made available through the web presence as well.

Appendix I

Website Evaluation Survey Questions.

Please help us evaluate our web presence.

Q65	Have you ever accessed the Center for Innovation in Teaching and Research website?			
	Yes	No		
	<input type="checkbox"/>	<input type="checkbox"/>		
Q66	If yes, how often have you accessed the website?	<5 times each semester	5-25 times a semester	>26 times a semester
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q67	Rate the Center for Innovation in Teaching and Research Website on the following:	Excellent	Good	Average	Poor	Very poor
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ease of use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to find information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q68	What enhancements would you recommend to our website?