

## Web Assessment Analysis of Open-Ended Questions

### What did you like most about the Evergreen website?

The following is an analysis of responses to the question “What did you like most about the Evergreen website?” All survey respondents (prospective students, current students, faculty, staff, etc.) were asked this question. Many respondents had more than one comment; each comment was counted separately under the applicable category.

*What do you like most about the Evergreen website?*

*(Percentages add up to more than 100%, as many respondents had multiple comments.)*

Type of comment	# of Respondents with at least one comment of this type	% of Responses
Usability of Website	62	29%
Appearance	60	28%
Particular pages	59	28%
Information, Facts, and Statistics on website	41	19%
Other comments	17	5%
Reflects Institutional Identity	5	2%

### Usability of Website

A total of 62 respondents commented on one or more aspect of usability. The following table shows themes among responses.

Aspect of Usability	# of Respondents mentioned	Reasons Liked
Ease of Navigation	27	Easy to find information; information and links logically organized; same information available in different places; can navigate from pages that list links under broad categories.
Consistency/Templates	12	Liked consistency of web pages/templates; liked consistent simplicity of web pages.
Search	11	Several respondents mentioned “google search” or “search bar.” One respondent wished that it searched more than just bluff server. One mentioned general ease in finding what searching for.
Menus	5	Menus are creative; ability to scroll over and pop-up new links; logically and often alphabetically organized; liked new drop-down menu; easy to read; liked that no longer irritating fly-out menus.
Predictability	3	Know where things are; website is familiar; getting to know where things are.
Alphabetical order	2	Links on menus and site indexes alphabetically organized.
Links	2	A lot of links available (almost too many); lack of superfluous links.
Up-to-date information	2	Information is reliable; current information.

Aspect of Usability	# of Respondents mentioned	Reasons Liked
Accessible	1	General comment that accessible.
Contact info	1	Good contact information.
Ease of use when traveling	1	General comment that easy to use while traveling.
Wiki	1	Potential for wiki on website.

### Appearance of the Website

Sixty respondents (28% of the 214 people who responded to this question) mentioned the appearance of the website. Of these, 29 mentioned photos specifically. Other respondents commented that they like the colors used in the design of the website, or described the website design and layout as "clean," "artistic," "inviting," "beautiful," "pretty," and "appealing."

### Particular Pages

Fifty-nine respondents (28% of the people who responded to this question) said that they liked particular pages. The table below shows the pages that were mentioned.

Page	# of Respondents mentioned	Reasons Liked
Homepage	10	Liked news from homepage; homepage isn't overwhelming/simplicity/clean design; requires no scrolling; liked links from homepage; liked information on it; aesthetically pleasing; splash page keeps getting better.
Catalog/Class Listings	8	Liked detailed class listings; liked structure of the listings and catalog.
Gateway/Registration On-line	6	Ability to register on-line and access personal information (with 1 comment that Gateway could be easier to navigate).
Library	6	User-friendly; easy to navigate; liked search engines; information available on-line; liked library homepage.
Site indexes (see also student resources below)	6	Liked site index and pages that act as site indexes; liked undergraduate and graduate studies index page; liked directories; liked faculty/staff resources.
Faculty Pages/Information	5	Liked faculty directory; appreciated faculty directory and faculty interviews, liked how can find very old pictures of faculty; ease in contacting faculty.
News and Events	5	Liked news from homepage (with 1 comment to update more frequently)
Program Pages	4	Liked access to academic program pages and activities in the programs.
Web Crossing	3	Useful in terms of student work, although a little cumbersome
Admissions	2	Liked lots of alphabetical links; liked but thought tuition information should be more accessible.

Page	# of Respondents mentioned	Reasons Liked
Pick Your Program/Majors information	2	One comment regarding the pick your program feature and another regarding information about majors at Evergreen.
Student Resources	2	Liked student resources page; information about student services.
Student web pages	2	Provided good feel for what it is like at the college.
Virtual Tour	2	General comments that liked the virtual tour; was "ingenious."
Alumni page	1	Liked alumni magazine on-line.
CAL lab page	1	General mention.
College policies	1	Liked access to college policies on-line.
Housing	1	Liked how can look around at dorm pictures.
Inside Evergreen	1	General comment
Webmail	1	General comment

### Information, Facts and Statistics

Forty-one respondents (19% of the people who responded to this question) liked the availability of information, facts, and statistics on the website. Thirty-nine respondents had general comments about how informative the website is and how they were able to find a variety of information about Evergreen. Three respondents commented that they liked information for prospective students and information about current Evergreen students and alumni.

### Website Reflects Institutional Identity

Five respondents commented that the website reflects Evergreen very well. One respondent wrote, "...it represents the school and the people I go to school with and connect with." Another respondent wrote, "it shows the unique style and rich culture of Evergreen." Yet another respondent commented that family can view the website and see what is going on at Evergreen.

### Other comments

Ten respondents said that they didn't like anything about the site. Two respondents said that they liked everything about the site. Two respondents were unsure about what they liked best. One respondent wrote, "at least it works." Another thought that the website had improved and what better than what had before. Yet another wrote that the website is "easy to critique."

## What did you like least about the Evergreen website?

The following is an analysis of responses to the question “What did you like least about the Evergreen website?” All respondents (prospective students, current students, faculty, staff, etc.) were asked this question. Many respondents had more than one comment; each comment was counted separately under the applicable category.

*What do you like least about the Evergreen website?*

*(Percentages add up to more than 100%, as many respondents had multiple comments.)*

Type of comment	# of Respondents with at least one comment of this type	% of Responses
Usability of Website	142	61%
Particular pages	75	32%
Appearance	50	22%
Information, Facts, and Statistics on website	12	5%
Other comments	12	5%
Reflection of Institutional Identity	7	3%

### Usability

A total of 142 respondents had issues with one or more aspects of the usability of the website. Some respondents mentioned more than one aspect of usability.

Aspect of Usability	# of Respondents Commented	Reasons Disliked
Ease of navigation	104	Navigation difficult; difficult to find what looking for; have to use search bar to find pages; navigation not intuitive or multi-pathway intelligent; should be easier to get to commonly used pages; dislike using huge pages of links for navigation; navigation to any academic part of website takes at least 4 clicks; website too oriented to prospective students and not enough ease of navigation for current students and other everyday users; not clear where to go for: graduate requirements, registration, dual degrees, graduation requirements, financial aid for summer, how summer work-study works, campus life, contracts, ; lack of structure; need student portal; too much circular navigation - end up at previous page; navigation themes unclear or too vague; need coherent directory for entire institution; information fragmented; navigation assumes already have inherent information about how Evergreen works; website is a maze or labyrinth; hard to find administration information.
Timeliness of information	16	General need to update and remove out-dated content; athletic sites out-of-date; News and Events needs to be more up-to-date; phone directory out-of-date/incomplete; calendars need to be updated; pages are not maintained; lack of consistency in dates posted on the website (e.g. housing); need more help to update forms and processes; out-of-date links to faculty
Search	13	Poor search functionality; search engine brings up out-of-date websites; rarely brings up direct hits (e.g. could not find Enrollment DTF information); brings up long list of

Aspect of Usability	# of Respondents Commented	Reasons Disliked
		junk; search function does not seem to adhere to particular function.
Links	8	Some links are dead-ends or don't work; broken links; some links are confusing; three comments that dislike how some links open up into a new window.
Consistency	4	Needs more unity across departments; presentation not consistent; secondary pages don't look like primary pages; needs more continuity between different sections.
Menus	4	Need better navigation menus; quick links listed preferable to dropdown; took away interactive menus; menus don't make sense - too much jargon.
Load time	3	Load times high; website slow.
Text	3	Too many typos; too text heavy.
On-line payment	2	No method for on-line payment.
Accessibility	1	Dislike the site's accessibility
Alphabetical listings	1	Alphabetical listings of information rather than listings prioritized toward the most important information prospective and current students require
ASP, the windows server, the javascript	1	Comment that disliked.
Contact info	1	Cannot find "e-mail me more info" easily.
Databases	1	Not enough database implementation
Resnet	1	Resnet is not well supported by the college.
Wiki	1	No wiki

### Particular Pages

Seventy-five respondents (32% of people who responded to this question) mentioned that they dislike aspects of at least one particular web page. Some of these respondents mentioned more than one page. The homepage was mentioned most often.

Page	# of Respondents Commented	Reasons Disliked
Homepage	37	Several comments that dislike white space around homepage; homepage should be centered; homepage is too small; generally dislike homepage; liked homepage better with flyout menus, submenus, or drop down menus; commonly used sites are not linked from the homepage (e.g. webmail, gateway, library catalog, class listings registration and records, academic advising, financial aid, bookstore, academic research information, program information, faculty directory, alumni, employment); news and events says "apply for fall" when time to apply has passed; font on webpage is too small; navigation from homepage is confusing; needs a makeover; messy looking; categories on home page are confusing and tend to bury information; too cluttered; too busy; doesn't reach out to audiences; little useful content on homepage; wood tint background of the news and events is distracting.
Catalog/Class Listings	8	Too complicated to get to class listings; need more up-to-date catalog info; need more information from class listing

Page	# of Respondents Commented	Reasons Disliked
		such as how credits are distributed; course number, description, room number should be combined; should have class website links from catalog; Finding class listings from Gateway is a nightmare; lack of detailed information about programs; can't find summer school curriculum.
Calendar	7	Academic calendar at <a href="http://www.evergreen.edu/campuscalendar/ata glance0506.htm">http://www.evergreen.edu/campuscalendar/ata glance0506.htm</a> is unreliable; doesn't list all events and does not list location or location is unclear; useless on the weekends; events are last minute entries; Academic Calendar should be under <a href="http://www.evergreen.edu/calendar">www.evergreen.edu/calendar</a> not <a href="http://www.evergreen.edu/campuscalendar/ata glance0506.htm">www.evergreen.edu/campuscalendar/ata glance0506.htm</a> ; website does not have information about important dates or events easily accessible
Faculty Pages/Information	6	Program pages should be linked from faculty pages or front anywhere mentioned in the website; E-mails from faculty directory site don't show e-mail address of sender; Faculty directory doesn't have links to faculty websites; Faculty pages are inconsistent, cartoonish, or links to them are broken; Don't like 3 column layout of faculty directory.
Gateway/On-line Registration	5	"Gateway is hell during registration"; Gateways posted hours of 8-6, not enough hours; Seems like should be able to create future class schedules and save them before enrolling; link to Gateway not explained - had to be explained by Academic Advising; Finding class listings from Gateway is a nightmare.
Site index pages	4	Dislike pages of links from homepage; dislike huge pages of links; too many options on Undergraduate and Graduate studies; dislike site map.
Virtual Tour	3	Needs to be updated; downloading virtual tour took forever; virtual tour was "a little vague."
Housing	2	Little content on site or contacts on it; no summer applications posted
Pick Your Program/Majors	2	Felt that Pick Your Program doesn't give results looking for; too hard to find information about majors
Program Pages	2	Program pages difficult to find; Program pages should be linked from faculty pages or front anywhere mentioned in the website.
Admissions	2	Difficult to find information on page; admissions requirements confusing.
Athletic Sites	1	Not up-to-date
Bookstore	1	General comment that dislike webpage
Campus Directions	1	Lack of directions to campus on campus directions page.
Enrollment Services	1	Comment that dislike <a href="http://www.evergreen.edu/subsites/enrollmentservices.htm">http://www.evergreen.edu/subsites/enrollmentservices.htm</a>
Financial Aid	1	One general comment that dislike
Graduate programs	1	Difficult to find information about graduate programs, especially MES;
Health and Counseling	1	Should be more interactive with helpful topics and

Page	# of Respondents Commented	Reasons Disliked
Center		information
Inside Evergreen	1	Badly out-of-date
Parking Services	1	Lack of parking services information.
Tribal Reservation-based Program	1	Tribal Reservation based Program page out-of-date

### Appearance

Fifty respondents (22% of the 232 people who responded to this question) said that they disliked the appearance of the website.

Aspect of Appearance	# of Respondents Commented	Reasons Disliked
Too Boring/Ugly	20	General appearance of the website is too boring; not stylish; ugly; not a lot of pizzazz to templates; not special; bland; not creative graphically; not artistic; too plain.
Photos	15	More pictures; some pictures on site everyday - too boring; one respondent did not like picture of student on Pick Your Program page; comments that dislike picture of students in lab coats on home page; faculty photos are out-of-date; more pictures of natural beauty of campus; more pictures of campus activities.
Font size	9	Font size is too small (all but one comment); One comment that font is too large and unattractive
Layout/Graphic Style/Appearance	6	General comments that dislike layout/graphic style/appearance; One comment that too "busy."
Colors	3	Don't like colors; colors too drab; colors make information hard to see.
Flash	1	No use of flash technology.

### Missing Information, Facts, and Statistics

Twelve respondents commented on a lack of information, facts, and/or statistics.

Type of Missing Information	# of Respondents Commented	More detail
General lack of information	6	Lack of in-depth information; not enough information;
Tuition/Other College Statistics	2	Had trouble find cost of tuition and other college statistics.
Alumni information	1	Lack of alumni information and old photos of the college
Directory of Students	1	No directory to find fellow students on the website
Employment information	1	More up-to-date employment information; formatting issues with job postings; need more help with HR postings
Geographic Information	1	Need more topographical maps, position, location

### Institutional Identity

Seven respondents had comments that fit within the category of “institutional identity.”

Aspect of Institutional Identity	# of Respondents Commented	Reasons Disliked
College Philosophy	3	One respondent wrote that the website “doesn't reflect the college's mission at all and the ‘home’ page does not make it immediately clear how different Evergreen is from other schools. Missing is the one perfect soundbite about interdisciplinary learning, missing is a photo of students (mix of ages, races, fashion styles), missing is that sense of distinctiveness” Another respondent wrote that they liked the posted mission statements and the college’s purpose least. Another wrote that there should be more “upfront” about Evergreen’s unique philosophy.
Student Life/Culture/ Events	2	More about the cultural life of the college; more about student life so that can feel “connected” with the college.
Distinctiveness of Evergreen	1	Not enough about the benefits of going to Evergreen.
Marketing	1	Dislike that the website is about marketing the college.

### Other Comments

One respondent wrote that there needs to be more student involvement and should be geared more towards students. Five respondents indicated that the website is great as is and that they like everything about it. Three respondents indicated that they dislike everything about the website. Two respondents weren’t sure what they like the least about the website. One respondent wrote that the website “doesn't seem like it's reaching its potential.”

## Difficult or Impossible to Find

Respondents were asked if there was anything difficult or impossible to find on the website. All respondents (prospective students, current students, faculty, staff, etc.) were asked this question. They were also asked whether they were eventually able to find it; however, only a few indicated whether they were able to find the information that they were looking for. A total of 201 people responded to this question. Fifty-one respondents (25% of those who responded to the question) indicated that there was nothing that was difficult or impossible to find. A total of 20 respondents (10% of those who responded) indicated that there was information that was difficult or impossible to find, but did not indicate the type of information.

Type of Information Impossible to Find	# of Respondents Commented	More detail
Nothing	51	Nothing was difficult or impossible to find.
Catalog/Class Listings	24	Class schedules hard to read; Spring quarter schedule [of classes]; Evening and Weekend classes; Dislike that class schedule is on a long list; Catalog; summer class information; dislike class schedules, class descriptions, and CRNs being in different places; want to be able to search for classes that are upper-division/involve advanced work; full description of the Exploring the Middle East summer program; up-to-date information about where classes meeting; no alpha list of programs; description of core studies as they relate to rest of curriculum.
Unspecified	20	Something was difficult or impossible to find, but it was unspecified in response.
Faculty Information	16	General faculty information; faculty e-mail addresses; faculty mail stops; many faculty not listed in faculty directory (e.g. staff who teach); information about Evening and Weekend Studies faculty; information about retired faculty; could not find information about faculty publications and quality of faculty web pages is mixed; finding information about faculty interested in sponsoring contracts.
Calendar of Events/Academic Dates	15	Calendar difficult to navigate and many empty categories; date for registration for summer classes; events on campus; calendar of academic dates and holidays; hours of offices; dates such as when to move out of housing, when to sign up for classes, when to send in money; next years' calendar dates - should be put up sooner; correct dates for New Student Advising Workshops; date of next Academic Advising Fair.
College policies and procedures	13	core values e.g., the five foci; policies and procedures; a set of policies and procedures; business forms; would be helpful to have intranet for faculty and staff; college is starting to post forms that need to be on website; payroll pay date; Info for faculty about evaluation protocol, i.e. to who do students submit what, to whom do faculty submit their evals and student self-evals, etc.; enrollment growth proposals; internship and independent contract forms; difficult to find information to give to internship field supervisor.
Staff and student directories and site directories	11	Difficult to find staff contact information; phone numbers and e-mail addresses of staff, faculty, and students; Don Chalmer's phone number and Emily Lardner's phone; up-to-

Type of Information Impossible to Find	# of Respondents Commented	More detail
		date information on support staff and Evening and Weekend faculty and staff; site map often unrelated to what is there; phone numbers for various departments; mail addresses verses office locations; information about where to go for what.
Program Pages	9	Can't find program pages; should be direct access to class websites; course syllabi.
Graduation requirements	6	Dual-major requirements; how many credits need to graduate;
Admissions information	5	Couldn't find place to request information; required high school classes; required GPAs or SAT scores.
Library	5	Can't easily access library from main page; library website not user friendly; media loan.
Registration and Records	5	Difficult to find information; current Registrar: registration information is complicated; information about auditing classes; information about how to get transcripts.
Tuition and Financial Aid information	5	Tuition cost; tuition price for summer; cost of attendance; information about finding promissory notes; scholarship information
Bookstore	4	If type "bookstore" into the search engine the Evergreen bookstore is not shown; bookstore page has trouble loading; bookstore information.
Computer Center	3	Difficult to find computer center page
Dining information	3	Could not find food services page; Market hours; dining room meal schedule.
E-mail	3	Difficult to find webmail and e-mail configuration information.
Enrollment and other facts about Evergreen	3	Basic statistics like school size; statistical data on student enrollment; data on class enrollment by class (number of folks enrolled, not who they were; report about Evergreen's reputation.
Gateway	3	Difficult to find CRNs on Gateway; Difficult to find out when classes meet from Gateway; Difficult to find Gateway site.
News and Events, Features about Evergreen	3	Information about how "really cool" Evergreen is and photo journalism pieces that track programs; information about projects going on at Evergreen; not much information about current affairs at Evergreen or press releases.
Virtual Tour	3	Difficult for prospective students and others to find.
Career Counseling and Academic Advising for Career Options	2	Could not find career counseling information; information about structuring education for "post-Bachelor's Degree life."
Center for Community-Based Learning and Action	2	Could not find website
Geographic information	2	Directions to campus; campus map.
Master in Environmental Studies Program	2	Difficult to find and needs to be updated.
Parking	2	Motor pool and parking information.

Type of Information Impossible to Find	# of Respondents Commented	More detail
Photos	2	Can't find photos in general; Can't find photos about campus life or what it is like to be in a program; Can't find panoramic photos.
Board of Trustees	1	Could not find information about student trustee
College Relations	1	General comment that difficult to find College Relations.
Facilities	1	Scheduling information for Seminar II
Housing information	1	Some housing information difficult to find
Organic Farm	1	Information about and photos of Organic Farm.
Password info	1	Should be a forgot your password link.
Photo center	1	Difficult to find website
S&A webpages	1	Could not find S&A web pages.
Student Health Insurance	1	Information about student health insurance
Tacoma Program	1	Information about tuition and bookstore specific to Tacoma Program.
Web Crossing	1	Always takes searching to find.
Wiki	1	Can't find wiki.

#### Other Comments

There was one comment that faculty/staff resources page is a big help. There was another comment that because of the respondents "low level of technological expertise" that they tend to find information via telephone instead of internet.

## Change One Thing

Respondents were asked if they could change one thing about the website, what that one thing would be. All respondents (prospective students, current students, faculty, staff, etc.) were asked this question. A total of 213 respondents responded to this question.<sup>1</sup>

Most important item to change	Number of Respondents mentioned
Improve navigation generally	46
Change homepage	38
Improve appearance of website	35
Better reflect Evergreen's distinctiveness and give sense of activities and campus life	14
Change nothing, it's all good	10
Search function	8
Separating information by audience/having portals	8
Unsure	6
More timely updates	5
Bring back fly-out menus	4
Better directories/contact info	3
Change everything	3
Improve campus calendar	3
Web payment	3
Better site maps	2
Consistency/standards compliant	2
Currently too text heavy	2
Gateway	2
On-line Catalog and Class Schedules	2
Reduce load time	2
Directions to campus	1
Faculty pages - improve	1
Fewer separate windows opening	1
Fewer typos	1
Housing information updated	1
Improve form downloading	1
Improve information generally	1
Incorporate wiki	1
Info about self-evaluations	1
Make tuition and other costs easier to find	1
On-line classes	1
Run on Linux	1
This survey is too long	1
Virtual Tour - eliminate and use photos instead	1

<sup>1</sup> Total in table does not add up to 213; one comment was sarcastic remark re: photos on webpage.

## Unique Spirit and Personality

Current students, staff, and faculty were asked, "How could the Evergreen website be changed to reflect the unique spirit and personality of the college?" Visitors, prospective students, and others were not asked this question. Some respondents offered more than one comment.

How to Reflect Unique Spirit and Personality	# of Respondents Commented	More detail
Photos/Video	27	Change photos; add more vibrant photos of student life/work at Evergreen; change photos on homepage more often; more picture of Puget Sound/lush environment; more photos taken by students; more funky pictures rather than of trees and water.
Appearance/Graphic Design	18	Get work of visual artists and have campus vote on using for website; more "funky styling"; earthier style; clean design; use flash animation; more visually appealing; add sound; design should be modernized; make it zany.
Already reflects unique spirit; don't change	14	Does good job now; don't make changes to reflect unique spirit that will interfere with functionality; don't bother; does a good job already; the problems of the website reflect the institution.
Distinctiveness of Evergreen Academically/Mission	13	Show the "real Evergreen"; "Evergreen is different and it would take a long time for a perspective student to know that. For them I would suggest a pedagogy virtual tour made from flash or java to help prospective learn about at least the basics: interdisciplinary learning, evaluations, and cooperative vs. competitive learning. This is much more important than a physical tour. Current students need something else. Current students need to be active participating in content and navigation development with the goal of creating a student portal." Where's the geoduck and sincerity of faculty and students; "promoting the creative aspects and potential of Evergreen for the truly motivated student..." "...needs to reflect our core values- community, collaboration, teaching and learning, student engagement, learning communities, sustainability, interdisciplinarity..." Show mission statement and strengths. Foci should be "front and center." Put information about contracts and program upfront.
Evergreen campus life/events	12	Faculty and student profiles; show and incorporate in website faculty and student artwork; build open forums into design of website; more event listings; add "community-feel to website" and allow people to comment on-line; feature unique activities such as the organic farm.
Don't Know	9	Don't know; no suggestions.
Ease of Navigation	6	Most important to improve ease of navigation; more streamlined website; more cutting edge in terms of navigation trends.
Homepage	6	Splash page - "...Do you think you can change the world?" the words fade away and then up floats the words "so do we" and then some great pictures of students working in the forest for example with a few lines about the research project they are working on and maybe a powerful quote from a well known environmentalist, a student teacher in a classroom..." Animation on homepage; split up homepage according to

How to Reflect Unique Spirit and Personality	# of Respondents Commented	More detail
		student interests; compare to what other colleges do with their webpage (e.g. MIT).
Color	5	More color contrast; white backgrounds are boring.
Student involvement	5	Get students involved in the design; allow students to change home page.
Student blogs; wiki; polls	4	Add student blogs and RSS feed; "implement a wikipedia-based system for the community to write about the college and, well, itself"; create student polls that reflect opinions of students.
Planning unit websites	3	Planning units should have websites'
Content by Audience	2	Have specific navigation tools with titles like: "Returning Students", "Prospective Students", "Alumni", "Parents", "Faculty/Staff", "Current Students." Create more links that are relevant to current students, and not just business items.
Cooper Point Journal	1	CPJ should have on-line edition.
Less marketing	1	"Make it less of a marketing tool and more of a communications vehicle. Allow for more individuality in the sub-pages (as long as there are cues to indicate that it is still part of the TESC site."
Search	1	Better search results
Student webpage	1	Easier access to student web pages.
Tacoma Program	1	More information about Tacoma program

## Excerpts from Other Suggestions

The survey included a place for faculty, staff, and current students to add additional suggestions. The list was reviewed to see if there were any comments that were not reflected already in the analysis above. Responses such as "no comment" or "no" have also been removed.

The following are excerpts from other suggestions that were not reflected in the analysis above:

Other suggestions
Yes. I don't understand why Registration and Financial Aid information is not in the Undergraduate/Graduate Studies tab. Information for potential students should be separate from information for returning students. The two major links, "Admissions, Financial Aid, etc." and "Undergraduate/Graduate" studies are too full and jumbled. When I was investigating transferring to Evergreen I almost decided against it because the website is such a mess. The UW has an excellent, student friendly website if you're looking for examples.
two- more things should be more accessible from more places. this could mean a more functional search engine or an updated "quick links" that's accessible from EVERY PAGE. also, design layout is really important from a user standpoint, especially when there's a lot of information on a page, like in "faculty and staff resources" and "undergraduate and graduate studies".
The javascript (I assume it's javascript) submenu on the home page when you hover on Admissions etc. and Undergrad/Grad Studies doesn't work in Firefox. Also, perhaps a specific page/portal for current students as a jumping-off point for everything that only concerns us. I never know whether to click on "student services and resources" or "admission, financial aid etc." for things like advising, for example. Student e-mail, information about writing evaluations, meal plan information; those are three things off the top of my head that current students would be looking for but that are no easy to find on the website. Also, Student Activities needs a stronger presence. I know as a prospective student to various schools I always tried to find out about clubs and organizations, and rarely was there very much information, and rarely if ever was it current. I know it would be hard to keep this info up to date, but even a text list of activities each group was involved in each quarter would be better than nothing, and if groups provided photos from events that could be posted that would be excellent. Except for the groups/events that go out of the way to build their own sites (like Synergy) it's almost impossible to find anything about club/organization events that have taken place.
Overall, it needs someone experienced with writing clean HTML to go through and give the code a once over. For example, it needs to pass W3C validation, Bobby accessibility validation, etc.
Nah. Keep up the good work. TESC is my 3rd college, and the best web site yet. Thanks.
Make the forms fillable PDFs and get rid of the Word documents!
I don't care for the roll overs on the front page being vertical. if there was a horizontal header with drop downs that would make more sense.
First THANKS for doing this. I would change the homepage layout and design. Simplify and make some key headings LARGER CALENDAR for example Eliminate some headings on homepage Many seem to fall under the "Student Resources and Services" category. Maybe 5 or six headings on the homepage: Admissions etc, Academics, News and Events (no sub categories on homepage), Alumni, Student Resources, Faculty Resources, Employment The photos seem so sterile. Evergreen has sooooo much character, that is not reflected on the homepage.
Integrate the student surveys into discussions with faculty so that they know the work you are doing to market the campus.
This is not a suggestion for improvement, but rather a comment on this survey.... In the first questions, it asks how much time I use the internet per week, and how often I visit the Evergreen web page. But it doesn't define whether you want to know "in my role at the college' or "overall". I listed overall - I spend a lot of time on the internet, and I access the website daily to get at my email, since I only work half-time but want to be accessible to students, faculty and other staff. I don't think these questions are clear, and you may get some inconsistent responses there...
How about an evergreen students and alumni creating change in the world. Pictures, sound, and brief

### Other suggestions

"story" to engage the reader about how they created change and who it impacted. When a student clicks on student services there should be the page should have engaging photos and be very interactive and smooth. The student groups are reflective of what students are doing at TESC who are they powerful in creating change. If other colleges are beginning to teach in an evergreen style how can we show that we are a leader in the style and approach and are still cutting edge.

1. Separate content and design elements; 2. Write friendlier code - not everyone runs IE on a Windoze box; 3. There are different users - the web site shouldn't cater to just one group to the exclusion of others (i.e. prospective students need to see some things, current students need other things); 4. Sometimes the best 'advertisements' are simply statements: having a current-student friendly website sends the message that Evergreen is a student-oriented institution interested in promoting learning and fostering education as opposed to the current page that screams 'Hey, come here! We're different!'