

Audix Notes

The document presents the unedited corresponding results to survey and structured interview questions.

Survey

1. What is your experience with the IIT Student portal?(Open Ended Response)
2. On a scale from 1-5, how easy is it to access your grade?(1 being extremely easy, while 5 being extremely difficult)
3. Have you ever found a link that is outdated or does not work? (Yes or No)
4. How often do you use your Student Portal? Estimate times per week(0-7)
5. Are there any improvements you would make to the Student Portal? (Open Ended Response)
6. On a scale from 1-5, how satisfied are you with the UI of the Student Portal?(1 being extremely dissatisfied, 5 being extremely satisfied)

Results:

On a scale from 1-5, how easy is it to access your grade?

10 responses

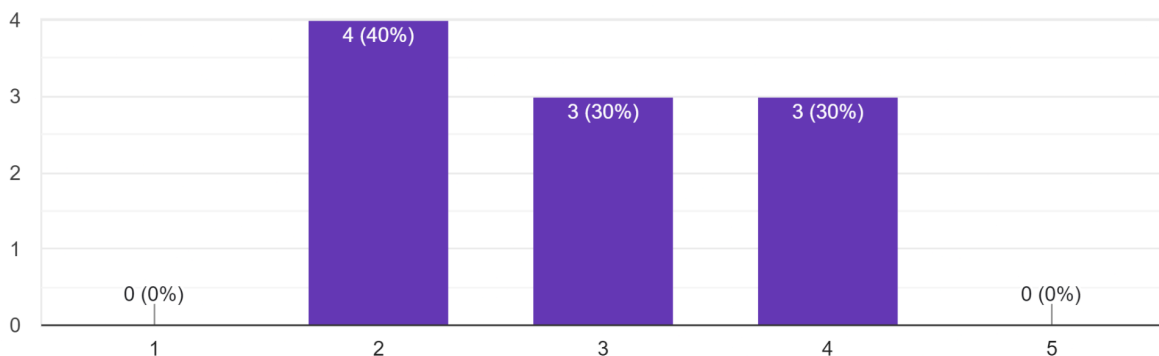


Chart 1: Bar graph on grade access

Have you ever found a link that is outdated or does not work?

10 responses

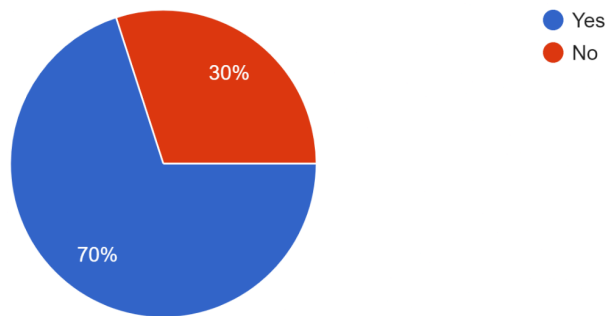


Chart 2: Pie chart on link access

How often do you use your Student Portal? (estimate times per week)

10 responses

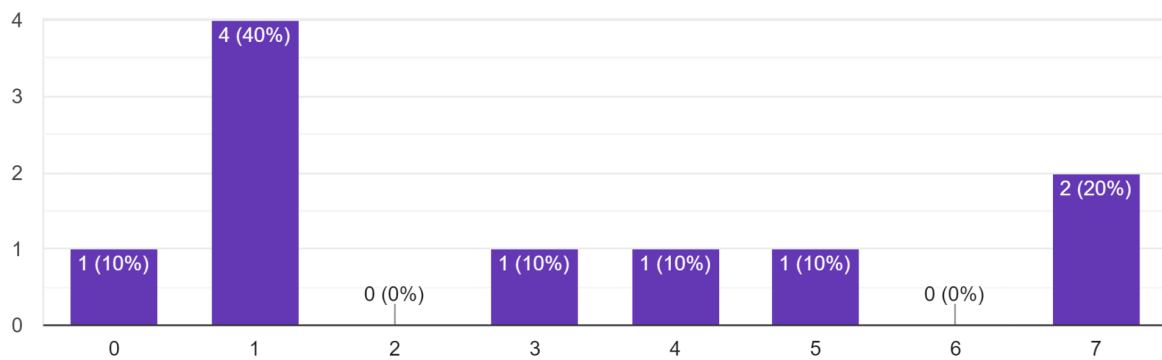


Chart 3: Bar chart on daily use

On a scale from 1-5, how satisfied are you with the UI of the Student Portal?

10 responses

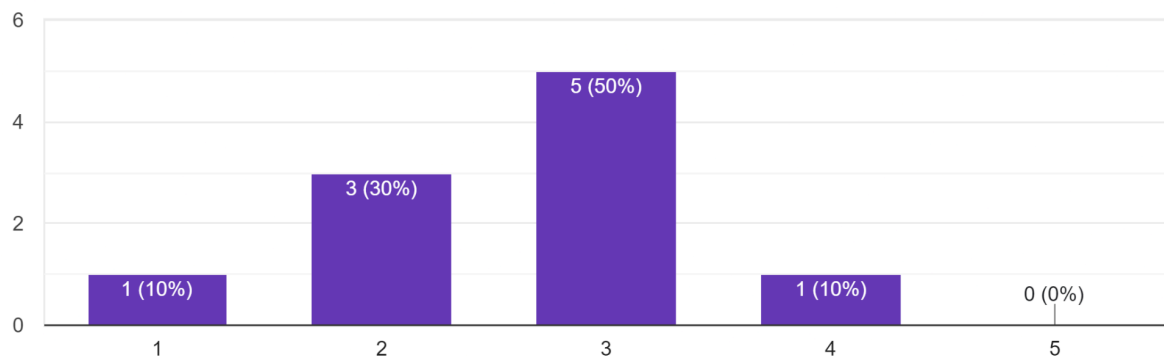


Chart 4: Bar chart about satisfaction

Structured Interviews

Questions Asked in the Structured Interview:

- 1) Find information about your graduation status
- 2) Find information about Student Government Association
- 3) Find information about upcoming events at school
- 4) Find out how to update your contact information
- 5) Find information about study abroad
- 6) Find information about graduate school
- 7) Check student news
- 8) Find out when tutoring session are at the ARC
- 9) How was this experience, were you comfortable finding information?
- 10) What would you suggest to change?

Participant Name: Eileen's bf

Difficulty: 1- easy, 5-hard

- 11) Find information about your graduation status
 - a) 2, not bad, but you had to click on two links
- 12) Find information about Student Government Association
 - a) 5, because it's broken, realize there's a 2022 housing contract. He clicked on the link and the link sent to residence life
- 13) Find information about upcoming events at school
 - a) 5, he gave up
- 14) Find out how to update your contact information
 - a) 1, pretty easy
- 15) Find information about study abroad
 - a) 4, the website did not work
- 16) Find information about graduate school
 - a) 1, pretty straight forward
- 17) Check student news
 - a) 1, pretty accessible
- 18) Find out when tutoring session are at the ARC
 - a) 5, it's a little link when it should be in the section of tutoring not the student resources
- 19) How was this experience, were you comfortable finding information?
 - a) It was annoying finding some information
- 20) What would you suggest to change?
 - a) Fix broken links
 - b) Make sure links are properly placed in im the right box
 - c) Less links to click to find the right website

Participant Name: Ammarah Hussaini

- 21) Find information about your graduation status
Student went to degree works and was able to find her graduation status
- 22) Find information about Student Government Association
Student looked through the whole homepage first, then went through the whole academics page, then finally went to student life and found it right at the top.
- 23) Find information about upcoming events at school
Student was very confused and could not find information of upcoming student events. When I revealed it was the calendar they said that they never checked that calendar before.
- 24) Find out how to update your contact information
Student went to banner self services as they recalled always needing to update contact information when there. Student did not know of contact information clickable link on the homepage under the student profile.
- 25) Find information about study abroad
Student first clicked on "student life", when they could not find it they went to academics and found it. But the link did not work.
- 26) Find information about graduate school
Student went to academics but had to scroll down to find the information on applying to graduate school
- 27) Check student news
Student was confused and said she had never seen student news before but was able to find it looking at student life right at the top.
- 28) Find out when tutoring session are at the ARC
Student was able to find the section about the ARC quickly under the academics tab but had to read through a bunch of outdated(fall 2021) information
- 29) How was this experience, were you comfortable finding information?
Student was comfortable yet struggled.
- 30) What would you suggest to change?

Fix the links that don't work.

Participant Name: Ny Nyugen

- 31) Find information about your graduation status
Student was able to find her graduation status.

32) Find information about Student Government Association

When trying to look up information regarding Student Organization, the links didn't work. Thus, she was not able to find information.

33) Find information about upcoming events at school

Student could not find the information.

34) Find out how to update your contact information

The student was able to update her information.

35) Find information about study abroad

When clicking on the icons, the link didn't work. Student was redirected to a page that stated "The site can't be reached".

36) Find information about graduate school

Student was able to find information about graduate school.

37) Check student news

Student could not find information regarding Student News.

38) Find out when tutoring session are at the ARC

Student was able to find "Tutoring at the Arc" section.

39) How was this experience, were you comfortable finding information?

The student was comfortable, yet she expressed that the process was not as straightforward as she thought it would be. The information was not easily accessible, so she struggled.

40) What would you suggest to change?

Student indicated that they would like to change the labeling of sections. They found it difficult to navigate through the requested sites because they had to navigate through many sections and menus.