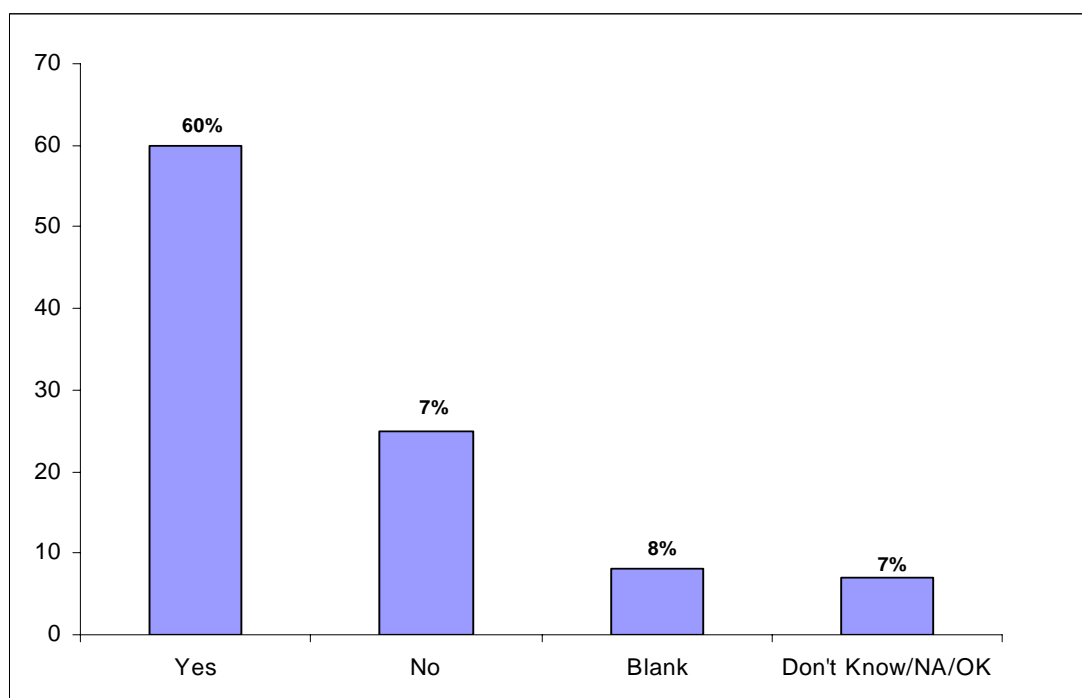


Functionality/Quality of Policy Library

Q11. Do you find moving around the Policy Library easy/do you find it user-friendly?

Yes	60%
No	25%
Blank	8%
Don't Know/NA	7%



Comment

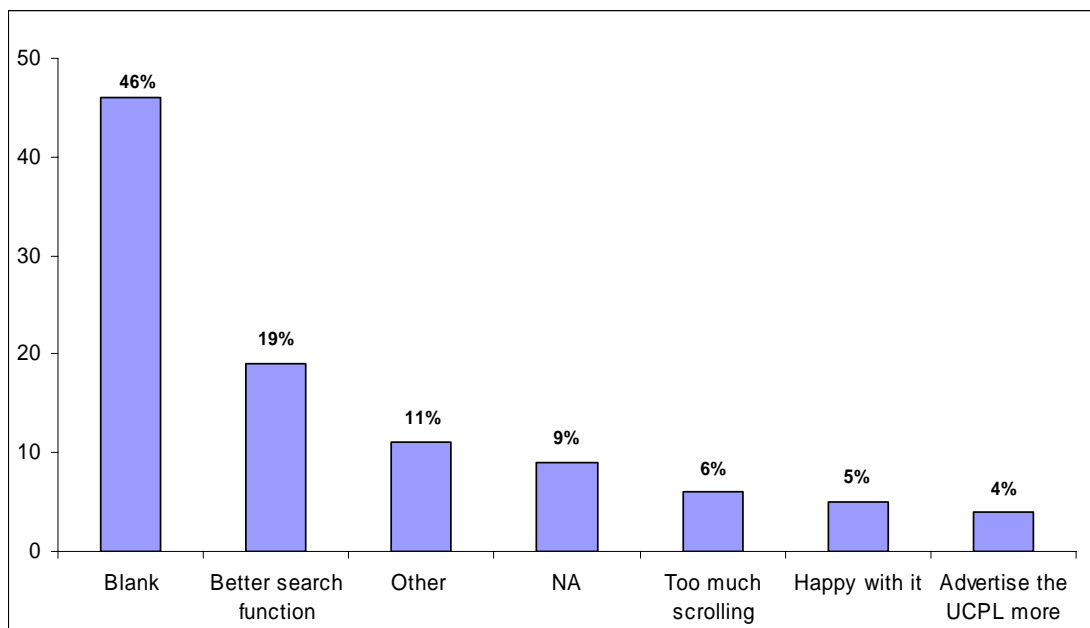
One in four respondents are indicating their frustration in moving around the Policy Library. We will address this issue as a priority in discussions with ICTS and the Web Team in order to create a more user-friendly environment for users.

Comments from Respondents

- Links sometimes don't work
- Indexes to contents might help
- Sensible, simple layout
- Search function under headings
- Knowing what the University has a policy on should be in the new staff induction kit
- It needs hyperlinks within documents, quicklinks to the most used documents and a good full-text search engine.
- Knowing where something will live is a challenge

Q12. What specifically could be done to enhance the Policy Library website usability, i.e. how can we provide better access to the things you are looking for?

Blank	46%
Better search function	19%
Other	11%
NA	9%
Too much scrolling	6%
Happy with it	5%
Advertise PL more	4%

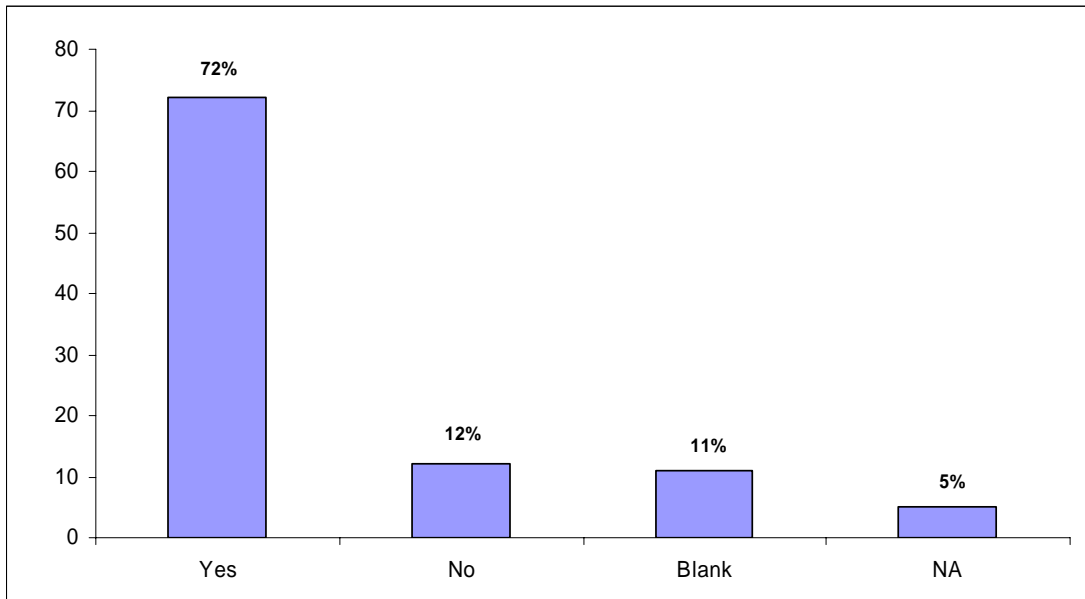


Comment

Of the 157 respondents, almost 50% said that nothing could be done to enhance the website usability, although it was clear from the majority of respondents who did give an example, that a better search facility was far and away the most common issue. As mentioned above, imbedding a new and improved key word search will go a long way to alleviating this frustration.

Q13. Do you find electronic copies of items on the Policy Library easy to search/navigate around?

Yes	72%
No	12%
Blank	11%
NA	5%

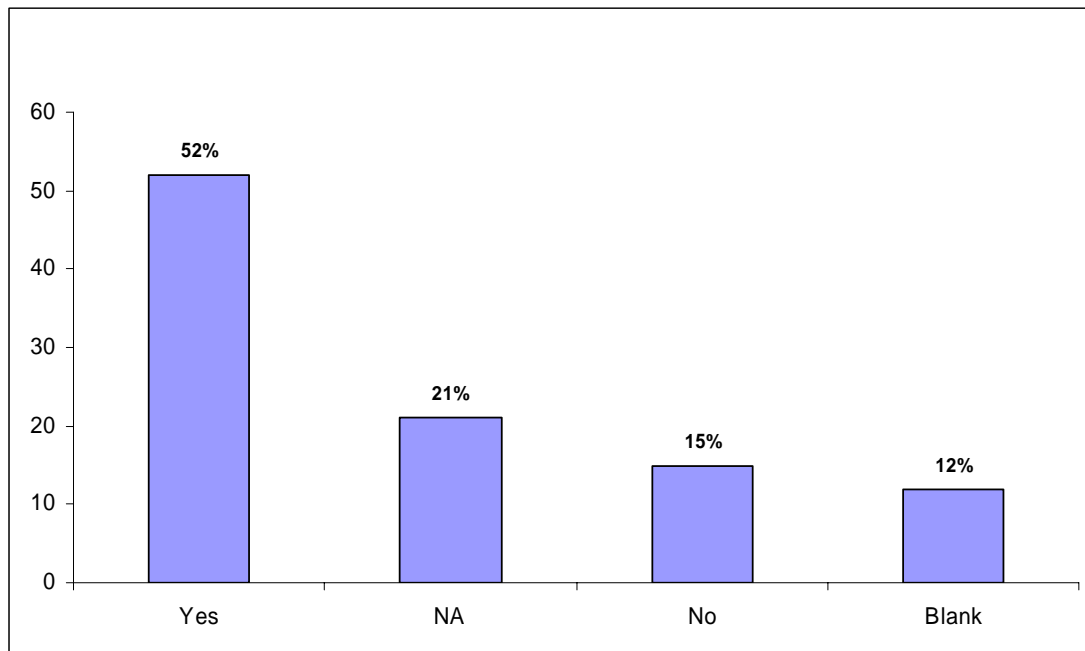


Comment

We only had one comment concerning the word option being editable. While it is true you can edit any word document you find on the web in general, any changes you make to policy library documents in this format do not affect the original.

Q14. Do you find the 'About' links on the left hand sidebar helpful and easy to use?

Yes	52%
NA	21%
No	15%
Blank	12%

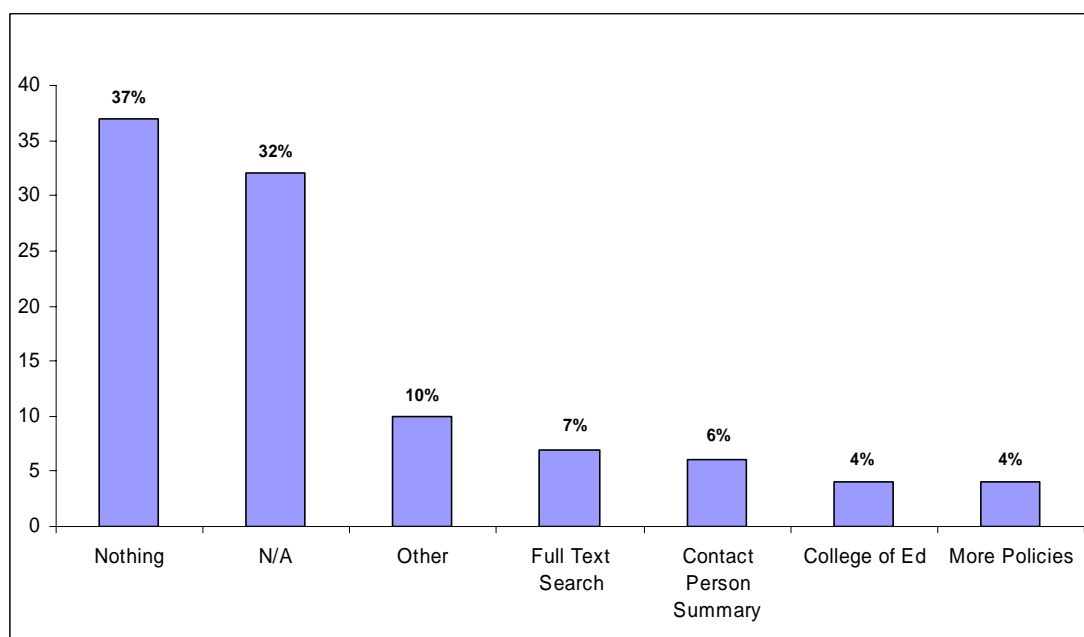


Comment

We had no general comments about this question.

Q15. What is not on the site that you would expect to see on the site?

Nothing	37%
NA	32%
Other	10%
Full Text Search	7%
Contact Person Summary	6%
More Policies	4%
College of Ed	4%



Comment

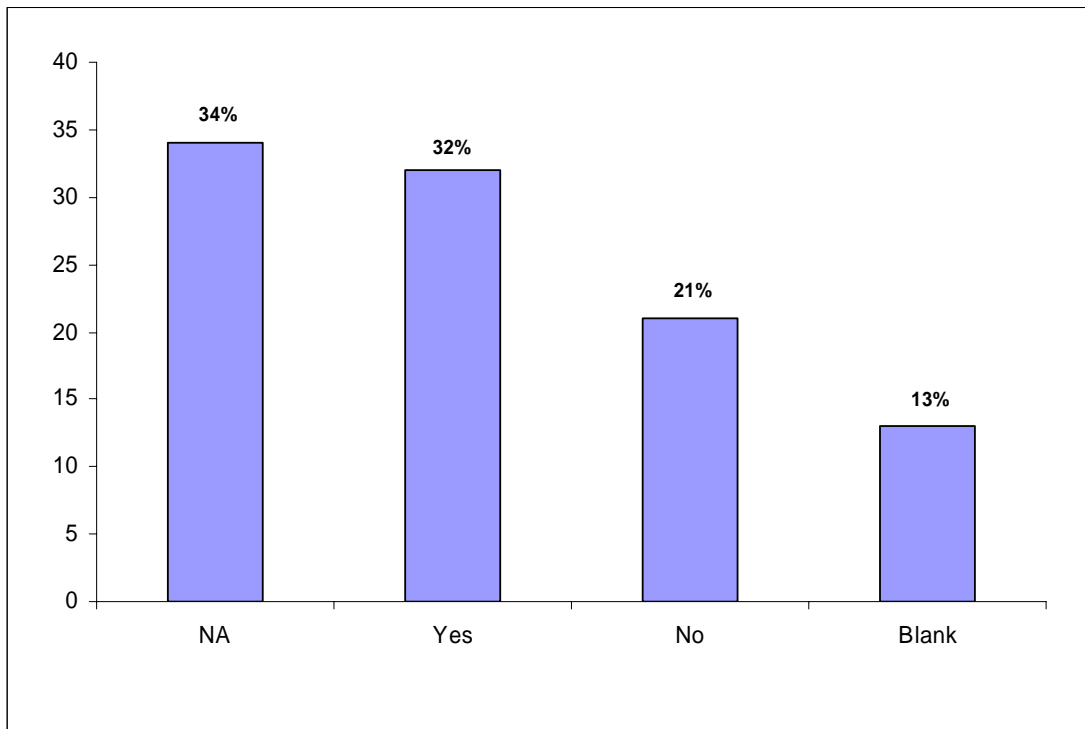
The survey asked respondents to comment on what they would expect to see on the Policy Library site that wasn't there already. Nearly 70% replied with a combination of "Nothing" and "Not Applicable". Of the respondents that did indicate a suggestion, 7% said they would like to see a 'full text search' and 6% indicated that would like to see more contact details. In addressing the 7%, the new search engine will make accessing policies more effective. To comment on the 6% who indicated more contact details would be desirable, while the contact title is on the policy itself and not the specific name, there is an extension number listed on the policy. One of the main reasons for not having the individual name is that changes in positions by individuals do not affect the policy.

Comments from Respondents

- List of "I want to find out more information on..." links to collections of policies
- I did find Travel policy under T but expected also under academic or research policies. Also some are only under "benefits" and not clear to me why the policy on VDU Eyetest remuneration "policy" is not a policy but benefit that can be found under "benefits" in Staff handbook
- CoEd references e.g. teaching practices
- Clarity as to which policies are housed here and which on departmental websites
- An A-Z list of keywords/titles of policies, like http://www.canterbury.ac.nz/help/a_z.shtml

Q16. Have you found the ‘Frequently Asked Questions’ helpful?

NA	34%
Yes	32%
No	21%
Blank	13%

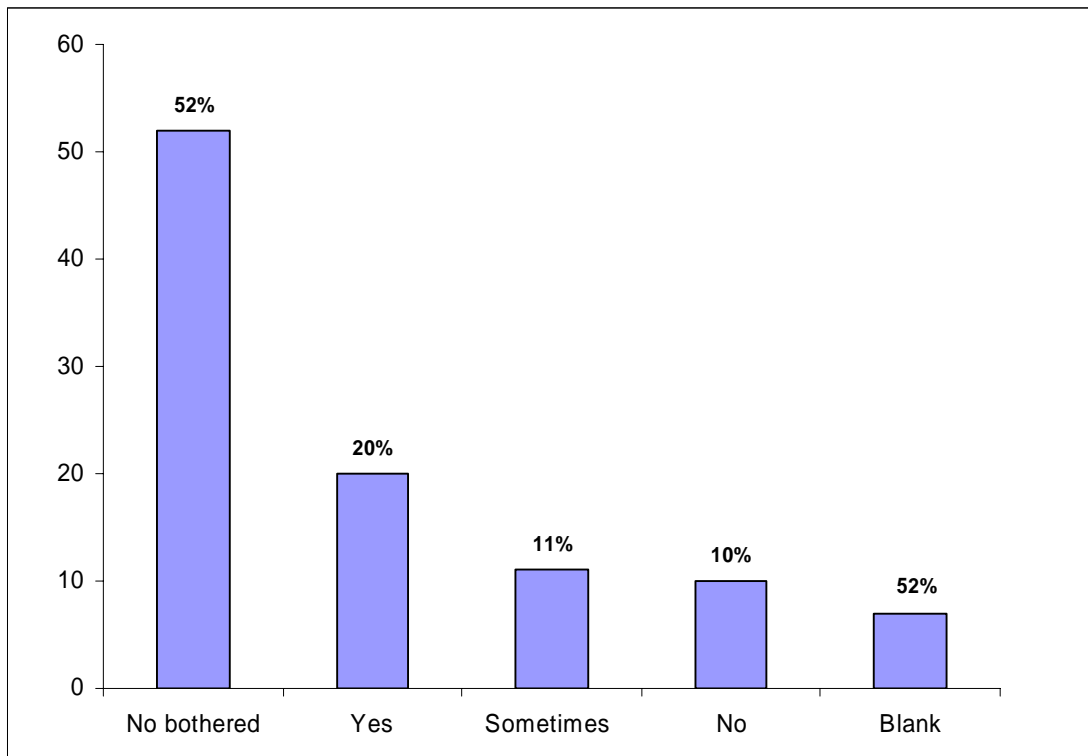


Comment

Only 30% of respondents answered ‘Yes’ to the helpfulness of the Frequently Asked Questions. The recommendation from this data will be to revise the FAQ’s.

Q17. Would you use an HTML option if this was provided for accessing policies?

Not bothered	52%
Yes	20%
Sometimes	11%
No	10%
Blank	7%



Comment

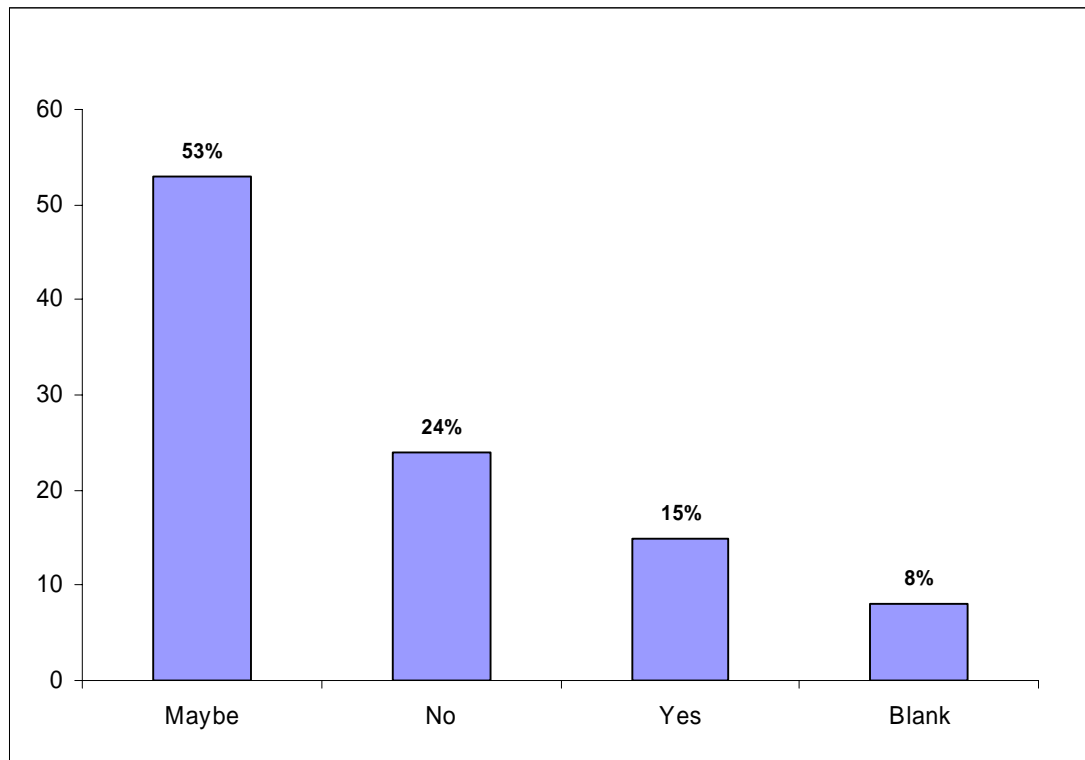
Over 80% of respondents were happy with word/pdf options for accessing policies with 10% preferring html. In the future, an html option will be discussed for the policy library.

Q17b. Is it your preference to access all documents on the UC web platform via HTML?

No	60%
Yes	25%
Blank	15%

Q18. Would you use a 'Help' facility in the Policy Library?

Maybe	53%
No	24%
Yes	15%
Blank	8%



Comment

Over half of respondents said they would use a Help facility. The recommendation from this data will be to discuss options with ICTS and work on the possibility of an Ask Live option, or perhaps utilising Microsoft Live Messenger for quick time answers to queries.

Q19. Give an example of something that you might require Help with?

Comment

Of the 15% that answered Yes they would use a Help facility, these were the replies: Academic integrity, Academic Policy, Accreditation, Field Trip Policies, Key Word Search, Postgraduates, Searching, Topic Search, Travel Policies