

# Miramar College Faculty Website Survey

## Fall 2019

### Contents

<b>OVERVIEW</b> .....	2
<b>RESPONDENT CHARACTERISTICS</b> .....	3
Q1. Are you part-time or full-time faculty? (n=87).....	3
Q2. What discipline(s) are you in? (n=76).....	3
Q3. What are your Faculty Roles on Campus? Select all that are appropriate. (n=72) .....	4
<b>USAGE</b> .....	5
Q4. How often do you visit or utilize the Miramar College website? (n=72) .....	5
Q5. Do you follow Miramar College social media? (n=72) .....	5
Q7. How do you typically access the College website? Select all that apply. (n=72) .....	6
Q8. When visiting Miramar College website, what information are you typically seeking? Select all that apply. (n=72) .	7
Q9. Do you have your own website on www.sdmiramar.edu? (n=76) .....	8
<b>SATISFACTION</b> .....	9
Q12. Does your Department have a website? (n=88) .....	9
Q14. Is the information on the directory accurate - e.g., phone numbers, office, contact email? (n=72) .....	11
Q15. How would you rate “ease of use” of our College website? (n=72) .....	12
Q16. What are some possibly discouraging aspects of the current college website? Select all that apply. (n=65) .....	13
Q17. What are the most positive aspects of our college website? Select all that apply. (n=36) .....	14
<b>FEEDBACK</b> .....	15
Q18. Which of the following do you believe would be the most effective way to maintain our college website? (n=72) .....	15
Q19. Would you like regular changes or updates to be made to your department, discipline, committee or other web page on the College website? (n=71).....	16
Q21. What kind of information would you like to be provided on the college website? Select all that apply. (n=63) ...	18
Q22. How useful would you find ‘drop down menus’ on this website? (n=71) .....	19
Q23. What changes, additional features, or improvements would you suggest for our college website? (n=26) .....	19

## OVERVIEW

- 88 responses were collected from Miramar College faculty online via SurveyMonkey between 10/1/2019 and 10/18/2019.
- Respondents were roughly split between full-time and part-time faculty. 86% of respondents reported that they were classroom faculty, and the Biology was the most-frequently reported discipline (22%).
- About half of respondents reported that they utilized the Miramar College website once a day or more. 21% of respondents said they visited the website once a week or less. 97% of respondents said that they typically accessed the website on their laptop or desktop computer.
- About 75% of respondents said they typically use the website to access the class schedule, and about 75% said they use it for faculty web services.
- 86% of respondents said they did not have their own website on the college's domain. About half of respondents said their department had a website. Of those, 35% said that the information on the department's website was accurate.
- Less than 20% of respondents said they felt that the website was "easy" or "very easy" to use. 61% said it was "difficult" or "very difficult" to use.
- Over 60% of respondents said they believed direct access to webmaster on college home page would be the most effective way to maintain the college website.
- 83% of respondents said they would like regular changes made to their department, discipline, committee or other web page on the College website. 40% of respondents selected "I do not want to do these changes, that's not my job".

## RESPONDENT CHARACTERISTICS

### Q1. Are you part-time or full-time faculty? (n=87)

Full-time faculty: 54%

Part-time faculty: 46%

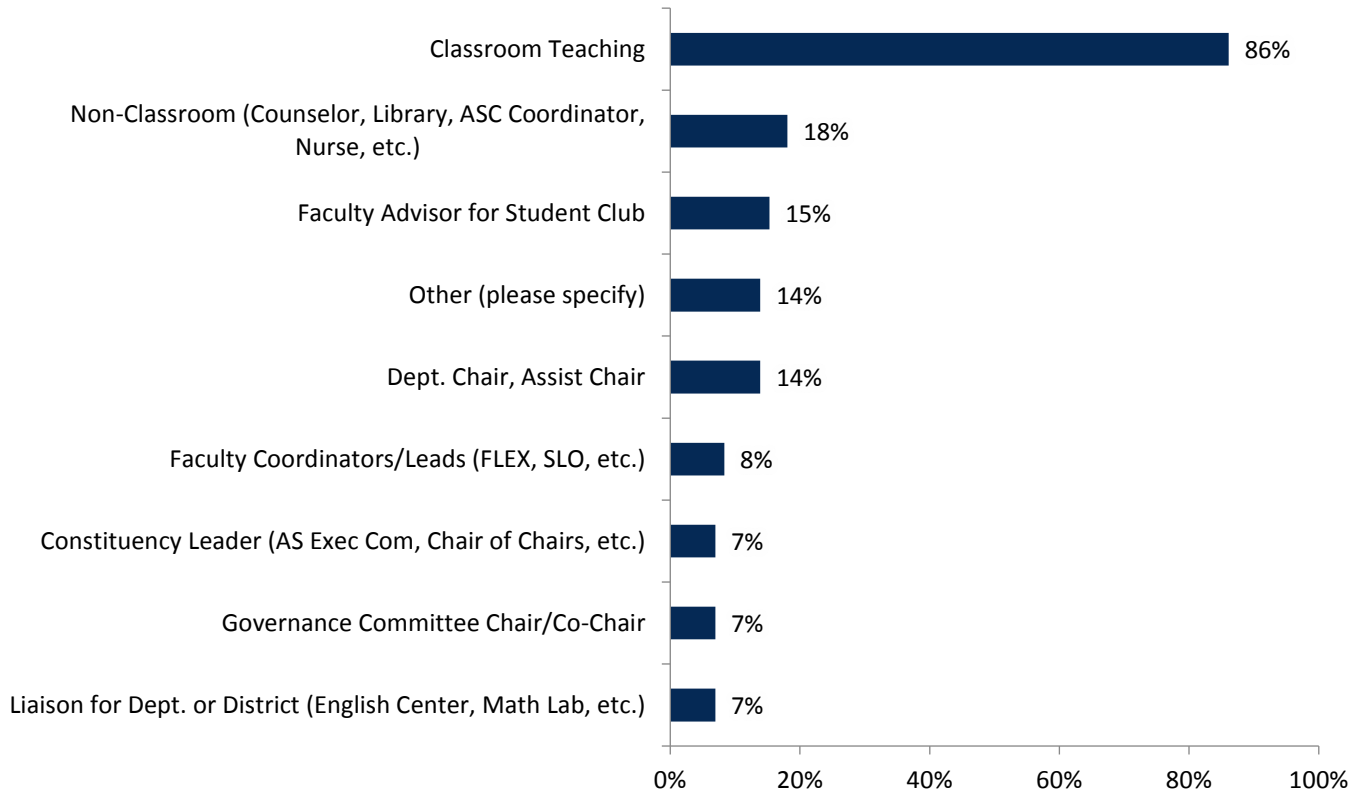
### Q2. What discipline(s) are you in? (n=76)

Discipline	%	Count
Biology	22.4%	17
Mathematics	10.5%	8
Chemistry	7.9%	6
Communication Studies	5.3%	4
DSPS	3.9%	3
English	3.9%	3
Personal Growth	3.9%	3
Art-Fine Arts	2.6%	2
Automotive Technology	2.6%	2
Business	2.6%	2
Education	2.6%	2
English Language Acquisition	2.6%	2
Exercise Science	2.6%	2
Fire Protection Technology	2.6%	2
History	2.6%	2
Administration of Justice	1.3%	1
Anthropology	1.3%	1
Aviation Maintenance	1.3%	1
Child Development	1.3%	1
Computer Business Technology	1.3%	1
Diesel Technology	1.3%	1
Filipino Studies	1.3%	1
Humanities	1.3%	1
Legal Assistant	1.3%	1
Music	1.3%	1
Nutrition	1.3%	1
Philosophy	1.3%	1
Physical Sciences	1.3%	1
Political Science	1.3%	1
Psychology	1.3%	1
Sociology	1.3%	1
<b>Total</b>	<b>100.0%</b>	<b>76</b>

#### Comments:

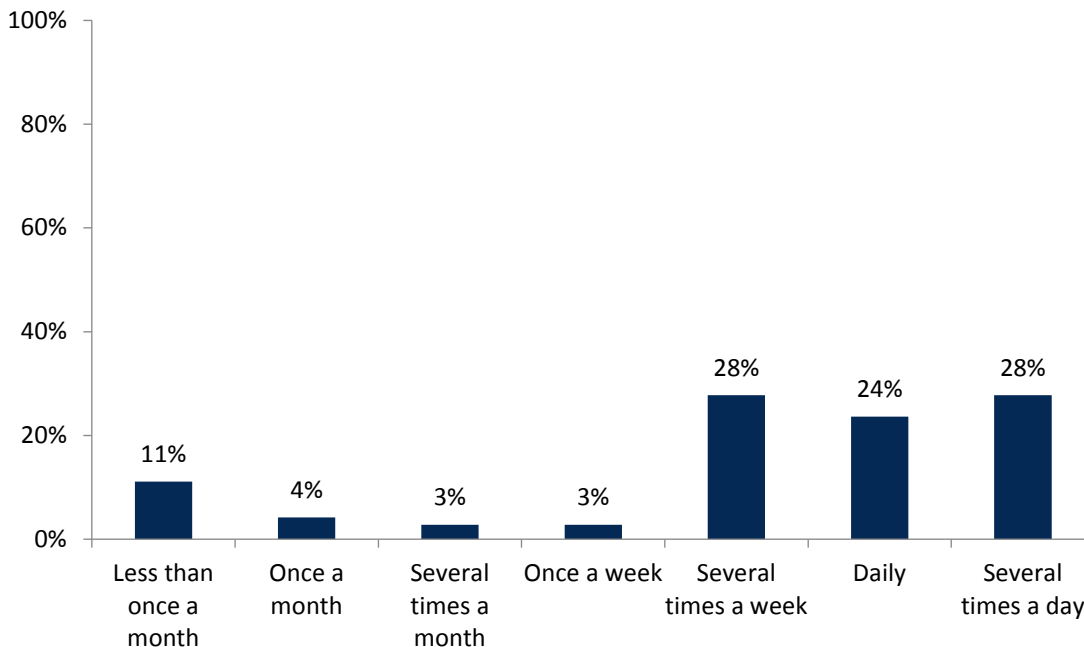
1. Did not see counseling listed under disciplines. Is this survey only for classroom faculty?
2. Full time Assistant Professor not listed

**Q3. What are your Faculty Roles on Campus? Select all that are appropriate.  
(n=72)**



## USAGE

### Q4. How often do you visit or utilize the Miramar College website? (n=72)

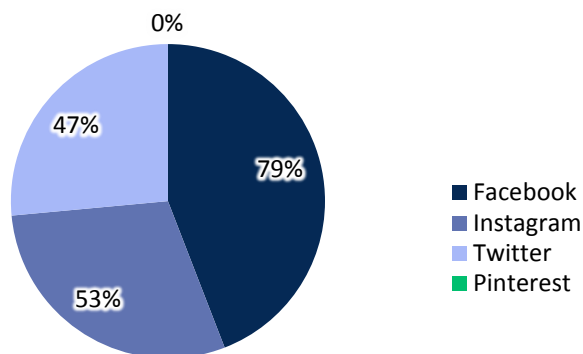


### Q5. Do you follow Miramar College social media? (n=72)

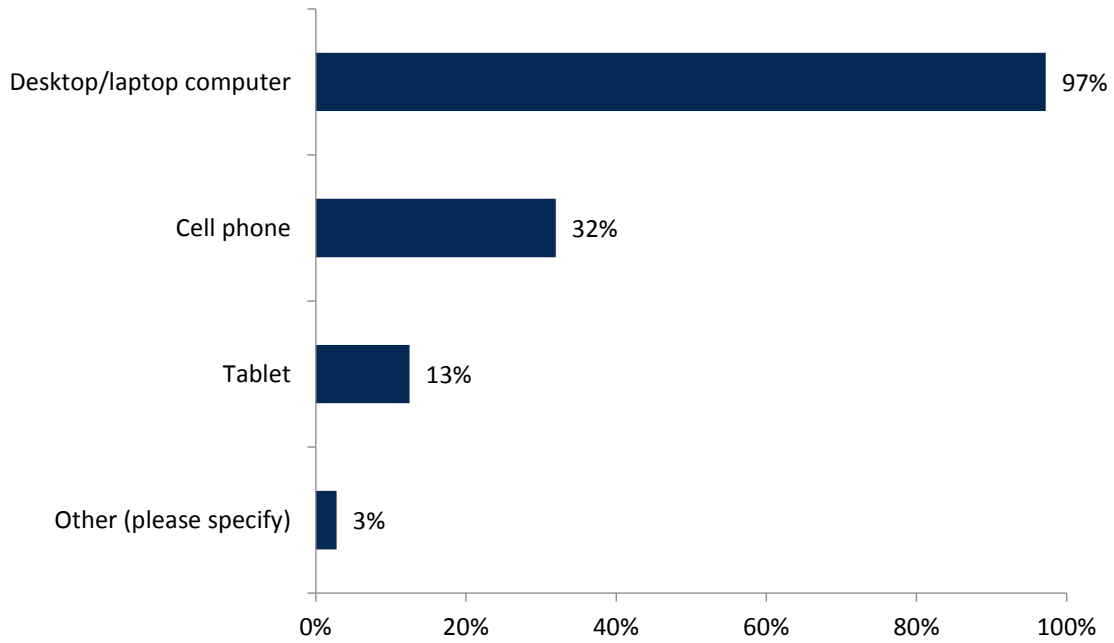
No: 72%

Yes: 28%

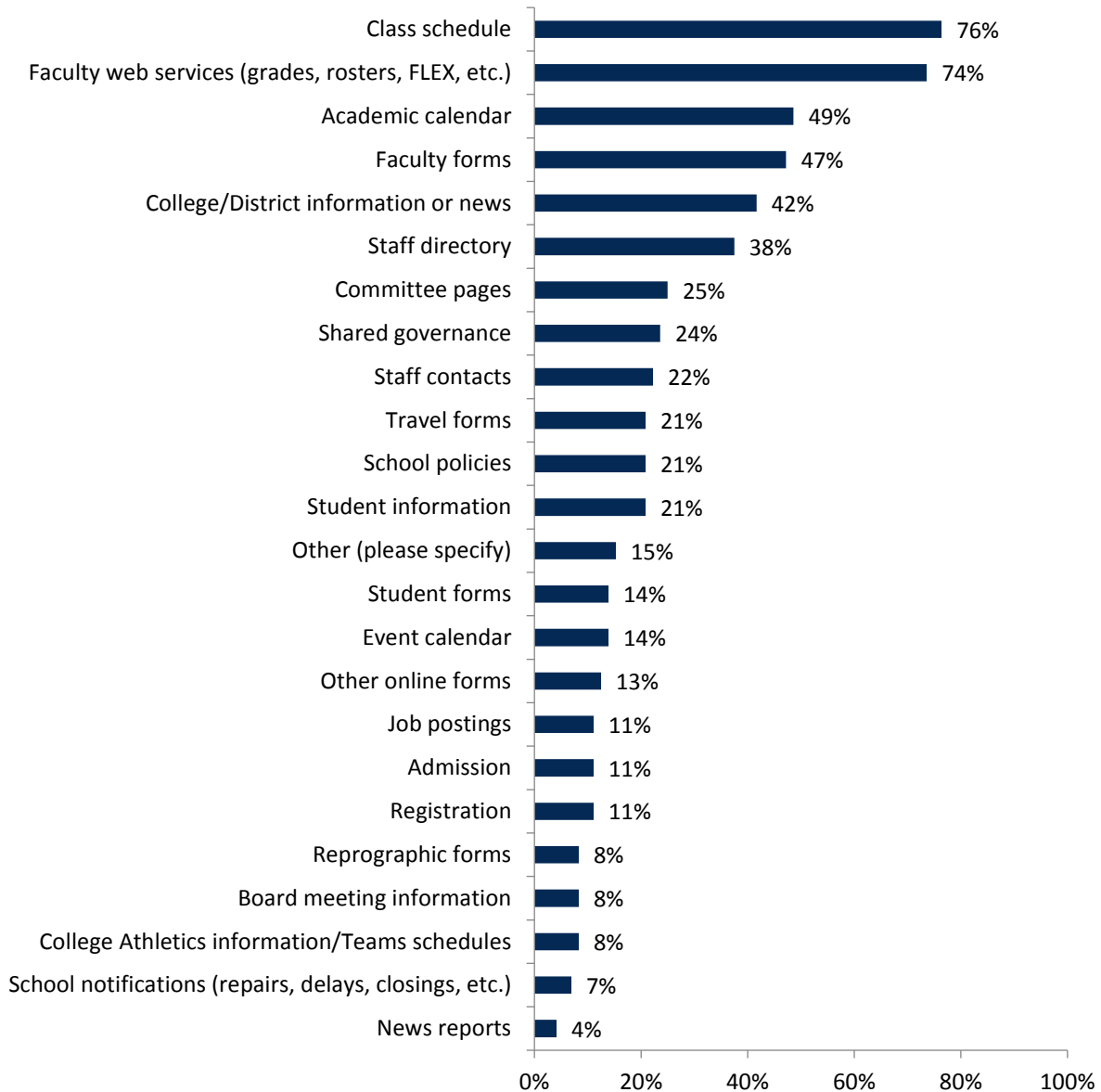
### Q6. If you follow Miramar College on social media, what social media platforms do you use most? Select all that apply. (n=19)



**Q7. How do you typically access the College website? Select all that apply. (n=72)**



**Q8. When visiting Miramar College website, what information are you typically seeking? Select all that apply. (n=72)**



**“Other” responses:**

1. canvas
2. Departments and Programs
3. email (if different from "Faculty web services")
4. emails
5. emails
6. I use the email a few times a day but not the college website
7. Link for email
8. link to email
9. Link to SDCCD

- 10. program and department information- including associated faculty, deans, etc. with contact info
- 11. transfer center, counseling center websites

**Q9. Do you have your own website on [www.sdmiramar.edu](http://www.sdmiramar.edu)? (n=76)**

No: 86%

Yes: 14%

**Q10. If you have your own website on [www.sdmiramar.edu](http://www.sdmiramar.edu), is there a link to your website from the college website? (n=10)**

No: 50%

Yes: 50%

**Q11. If you don't have one, would you want a website on [www.sdmiramar.edu](http://www.sdmiramar.edu)? (n=64)**

No: 56%

Yes: 44%



## SATISFACTION

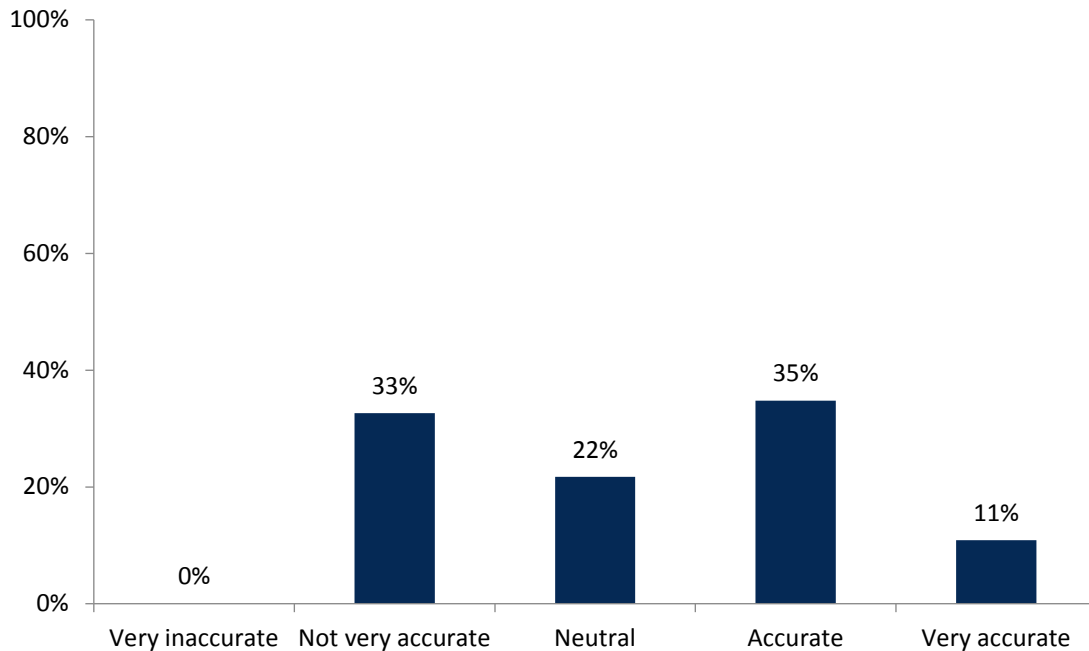
### Q12. Does your Department have a website? (n=88)

Yes: 56%

No: 23%

I don't know: 22%

### Q13. If your department has a website, how accurate is the information on this website and webpages? (n=46)

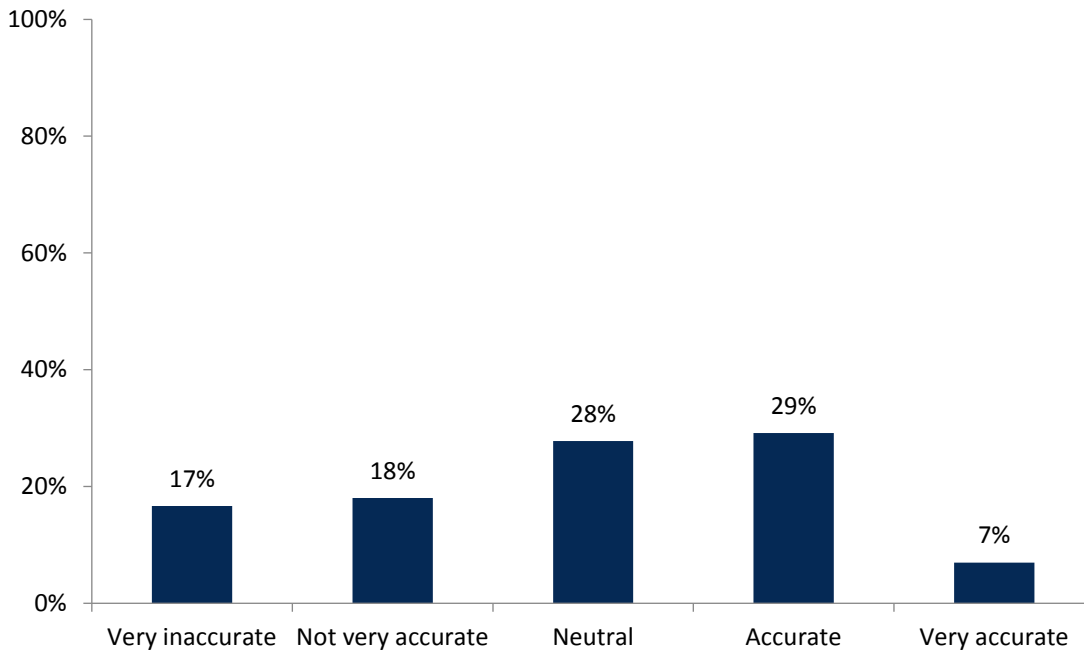


#### Comments:

1. Someone in the discipline volunteered to revise it in 2017 but has not done anything
2. I am unsure how to find the department websites and the information is not complete or accurate.
3. Information on the Counseling website is accurate because our office updates it regularly. However, in Counseling, I utilize all of the other departments webpages and I find that information for other departments are hard to find and if I do find it the information is outdated. Utilizing the search function (magnifying glass in the upper right corner) is no help either. Using Google Search to find information on Miramar College is more helpful. For example, if you search "Transfer Center" on Miramar College website, it doesn't take you to the Transfer Center homepage. If you search "Transfer Center" on Google Search, it takes you to the Transfer Center homepage. At times, it's embarrassing to help students navigate our website because it's so disorganized and not intuitive. The Miramar College website does not do a good job of representing the amazing college that it is and what our programs has to offer in the digital age.

4. It's missing a full-time faculty member.
5. It's outdated. Incorrect names listed. Link to the class schedule goes to PeopleSoft so the general public can't access any info.
6. Nothing has been updated on the transfer web page and counseling page. We had to develop our own.
7. Some things are not up to date and take a long time to fix.
8. The Counseling website gets updated by a full-time counselor
9. The full time faculty list has not been updated and the information is very limited. It would also be nice to include who the part-time faculty are and their email addresses.
10. The links needed are not easy to access or even figure out where to find and some of the information about Faculty is outdated
11. There is no such thing as a certificate of performance.
12. There was not an option in the drop-down to choose my specific program which is Entrepreneurship. We do not have a website dedicated to that program and we really need one. I spend more time than I should helping students find information that should be easily located on a college website. It is not only not easy to find, sometimes it is impossible.
13. We need to add our new Faculty hire [redacted] to the faculty information section
14. We've updated it recently. Well, actually we're trying to. It hasn't been easy for a number of bureaucratic and managerial reasons--half of these seem reasonable.

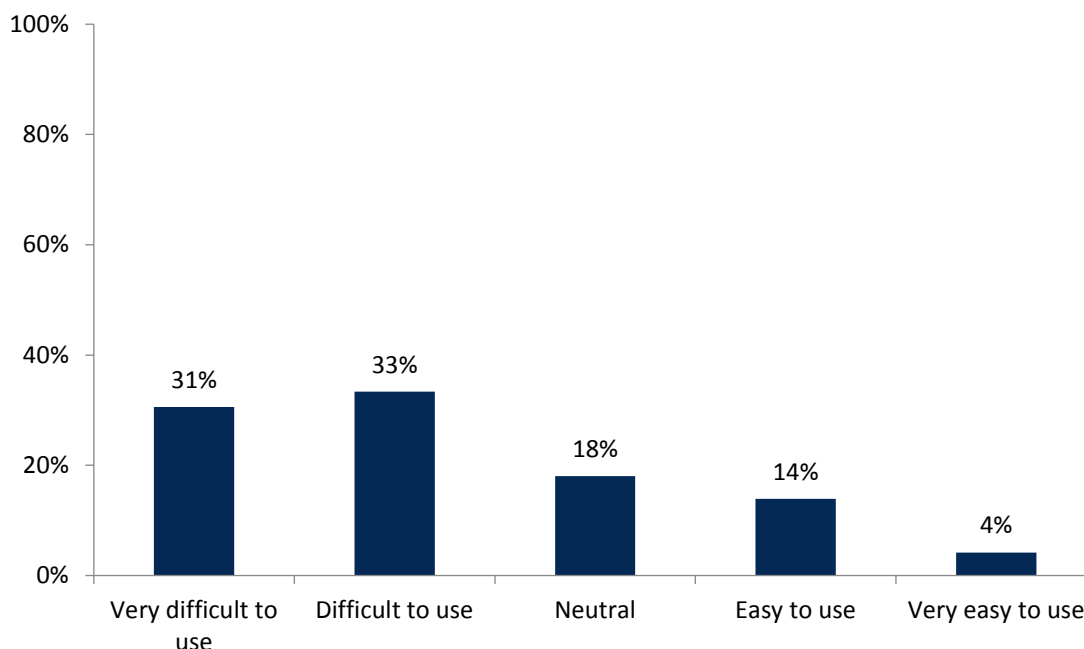
**Q14. Is the information on the directory accurate - e.g., phone numbers, office, contact email? (n=72)**



**Comments:**

1. Again, we updated and verified it recently.
2. Difficult to find people
3. Do not use very often
4. Don't use the directory.
5. Excludes part time employees
6. I am an adjunct and we have no presence on our webpage. I am a head coach and on-campus consistently. I meet with athletes, parents and prospective athletes all the time and they have no way to find me on our main webpage, they can only find me on the athletic webpage.
7. I don't know
8. I don't know Miramar has a faculty directory
9. I have been a full-time faculty member for over a year at Miramar college and my contact information is still not listed.
10. incorrect email and college
11. It has taken a long time for updating of webpage content.
12. Many faculty listed don't even teach here anymore and many of the other information is inaccurate
13. Music Program page is all mixed up between two different AA and AS degrees, including that they aren't even listed! I have been trying to correct and update this, but this has bottle-necked into the VPI office who has not returned my detailed requested changes now for one week. The process needs to be easier, less micromanagement and streamlined such that changes can be made quickly...
14. There are faculty still listed in my department who are retired.
15. There is no reason this should not be audited for accuracy on a regular basis.
16. to my knowledge
17. We need to add [redacted]'s faculty information

### Q15. How would you rate “ease of use” of our College website? (n=72)

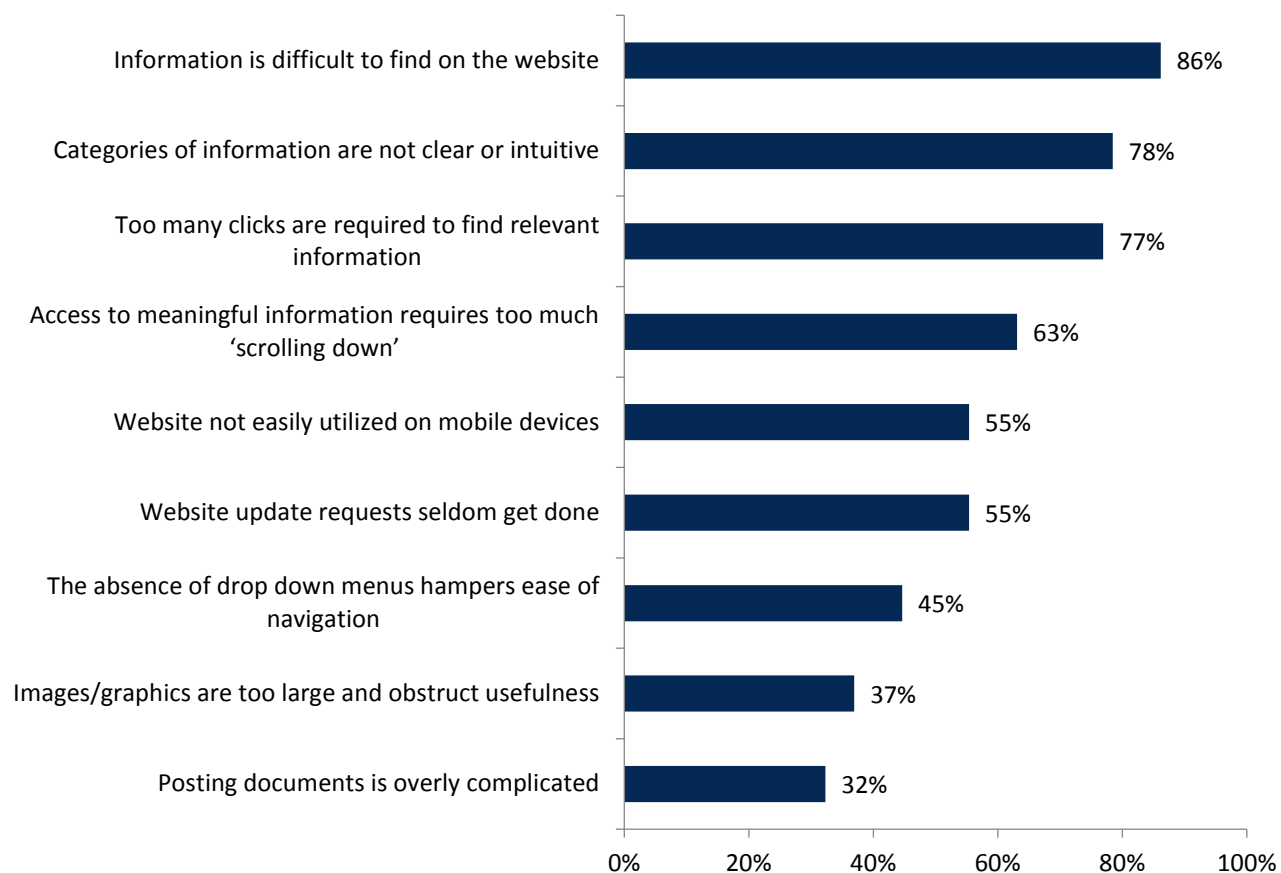


Comments:

- 1) It takes too many clicks to get where you need
- 2) Sometimes even with that many clicks you don't get where you need
- 3) Many NEEDED forms are not even available
- 4) Important information is not shown
- 5) Too much space wasted on irrelevant information and pictures
- 6) Needs more tabs on main page linking to important and useful pages.
2. often the links are broken
3. except when it crashes
4. Extremely user-unfriendly, compared to other similar colleges in the county. Frequently used pages are very inconspicuous. No rhyme or reason for the layout. Accessing portal and other common pages require several clicks. Large images and flashy graphics dominate the page but they are of little value for daily users.
5. I don't go on very often since it's so difficult to navigate. I can't seem to find things easily.
6. I only use the search tool on the top right to find anything at all on the website unless I bookmark it on my browser. And even if I do, sometimes pages move around and they don't stay on the same URL.
7. It is easier to do a Google search of <> San Diego Miramar College Which means most sites that are frequently visited aren't ever visited or used as a resource
8. It is hard to find specific departments
9. it is very poorly designed for the EMPLOYEES of this college.
10. it's a mess for current employees and current students. Too many clicks to get to what you want
11. Its actually extremely difficult to use.....
12. It's so bad I just go to sdccd.edu instead.
13. Its structure does not parallel the college's structure.
14. Not an intuitive set up, often takes several clicks to find something, and things are not where you would expect to look. Very cumbersome and frustrating to navigate.

15. Some links can be improved.
16. Some things should be more directly linked (named) for more ease of use.
17. The organization feels illogical to me.
18. The website is not very intuitive for students nor faculty and staff
19. Website is a little outdated. The department pages are not easy to use or user friendly.
20. you can't find anything, and it is non functional

**Q16. What are some possibly discouraging aspects of the current college website? Select all that apply. (n=65)**

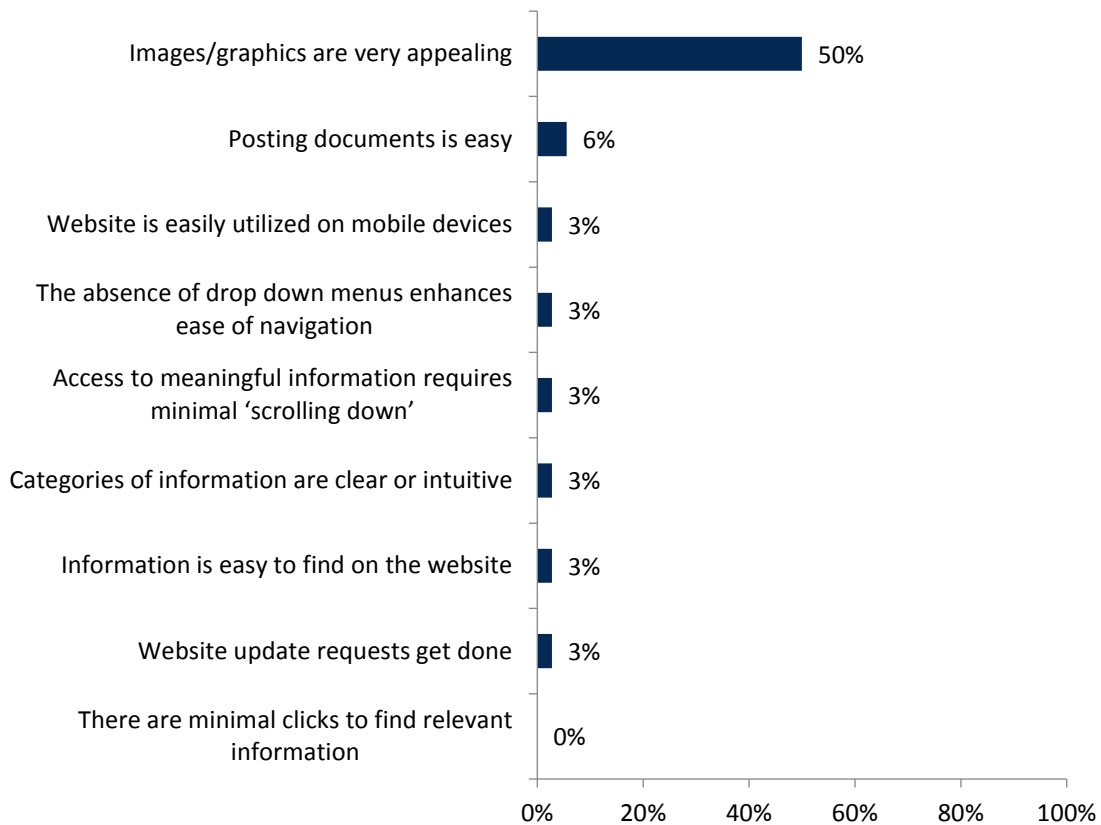


**Comments:**

1. Images, while appealing, are often of the same students posing as representatives of different departments. This is super off-putting.
2. information is not accessible.
3. My students can't seem to use the search magnifying tool search box on their iphones.
4. Please, please. Make the website mobile friendly!! Also, make it compatible with Apple Safari browser (included on all Mac computers)
5. search button does not search what you type in
6. Searches sometimes provide outdated information Even though we have a "portal" we need to remember too many different usernames and passwords to access essential systems

7. Sorry to put so many, but it is clumsy.
8. The user interface is ineffective. The design of the website could be improved. Most importantly, the experience should be intuitive and simple for the primary users: students and educators
9. The way that information is currently presented on the website is not very user friendly at all. There does not appear to be an overall pattern or design in terms of how information is organized or grouped and displayed on the website. The Employee Resources (and titled 'Resources for Faculty & Staff' when you get to that page) is a very unappealing, unimaginative and disorganized list of forms. Also, different names may be related to one item, terms like calendar vs important dates, not a big matter but if it is already hard to navigate, why make it harder. Students in class routinely make the same observations that frustrated faculty have been making for some time, that there is a ton of wasted space with imagery and the maybe meaningful stuff requires lots of scrolling and too many clicks to get there with ease. Unfortunately it is a terrible website. Most faculty go on other college websites, so we know the difference between a good one and an absolutely terrible one.

**Q17. What are the most positive aspects of our college website? Select all that apply. (n=36)**



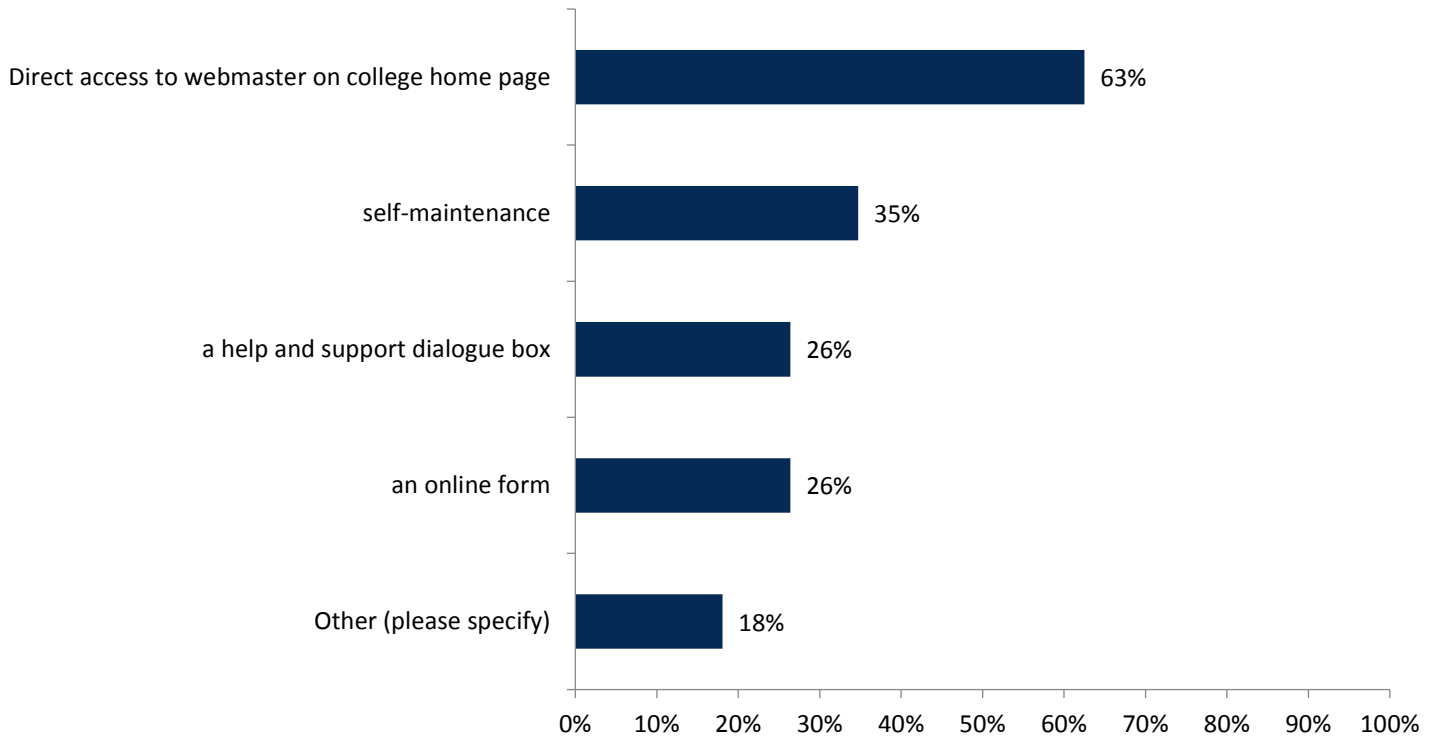
**Comments:**

1. I CAN find a link to CANVAS
2. I have figured out where everything I need to access is
3. I like our Counseling website and how our full-time counselor organizes everything that is actually helpful and useful to us in our jobs. I also find the Articulation Agreements page most beneficial.

4. It is somewhat better from before
5. Of course, I had to be trained on this. And even though I'm tech savvy, it still didn't work the first time. And now I am waiting for some documents that I posted to be approved for posting.
6. Some things are easily accessed, like mail, etc...
7. The most positive is we have a website. But it's poorly designed and maintained. Really an embarrassment for the campus...
8. The update was fairly useful several years ago in that the website became marginally easier to use and more updated. However, in comparison with City and Mesa's websites, Miramar's seems hacky and unprofessional because too many untrained people are adding data to it.
9. The website is not horrible but it needs a lot of work, mainly because is NOT easy to navigate and is NOT easy to find information at all! I have heard this from many colleagues and from students. The pictures are nice (appealing) but too large.

## FEEDBACK

### Q18. Which of the following do you believe would be the most effective way to maintain our college website? (n=72)



#### “Other” responses:

1. A search engine that actually gets you to the place/person you are trying to reach, instead of the minutes of a meeting or policy statement. The search function we have now is useless
2. Accountability from support personnel who will make changes

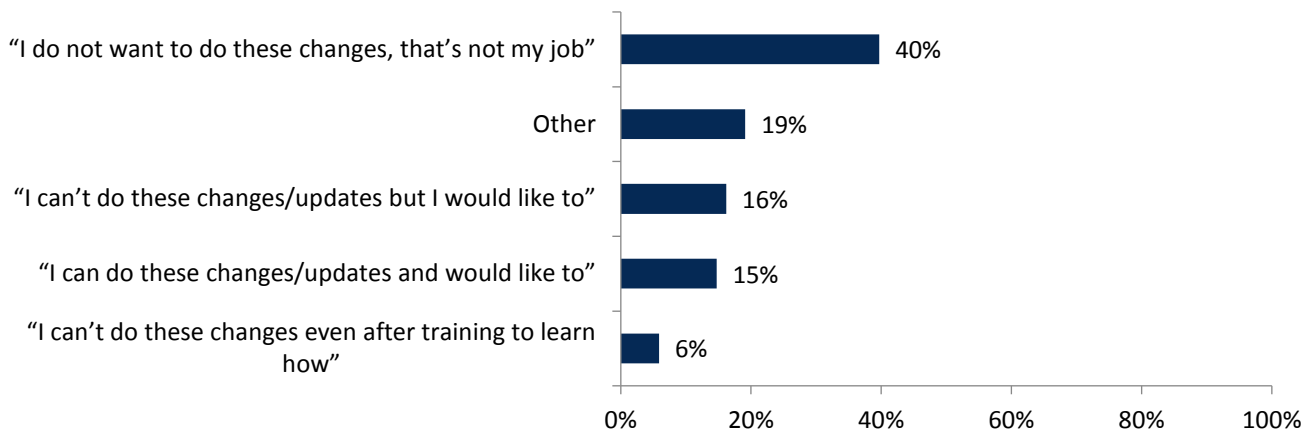
3. An Academic Senate delegated faculty person paid to be the liaison
4. As faculty, we have a critical need to access current and former students' email addresses. Often, I have important information that I would like to share with current and past students in either business or entrepreneurship and I have no way of accessing their email addresses.
5. Being fluent in HTML and PHP code I know how to do this, but that isn't necessarily the way the college should be run. It needs a mix of options based upon skill levels.
6. I don't know what these terms mean. I know I don't want our home page to be crowded, but we desperately need access to these pages without depending on a Google Search.
7. I worry about [direct access to webmaster on college home page] and [an online form]. I like the idea, but direct communication hasn't seemed too effective in the past. I would like a streamlined way to submit recommended changes/updates, or a staff person in each school who could do this for us.
8. It would be great to recruit web development/computer sciences interns who could help update everything. It would help the web master, ensure faster updates, and provide students with an opportunity to gain experience.
9. Just like any other online resource, we need someone from the committee in charge of the website to create and send a survey like this at least once a year at least to the chairs in order to figure out changes and update the website.
10. Make it user friendly. Currently very cumbersome.
11. More college resources devoted to website maintenance, more staffing in particular
12. This College needs a webmaster who actually does something, Instead of diverting the task to faculty.
13. We need a full-time web master to focus on department and campus needs.

**Q19. Would you like regular changes or updates to be made to your department, discipline, committee or other web page on the College website? (n=71)**

Yes: 87%

No: 13%

**Q20. What would be the best possible way to achieve regular updates? (n=68)**

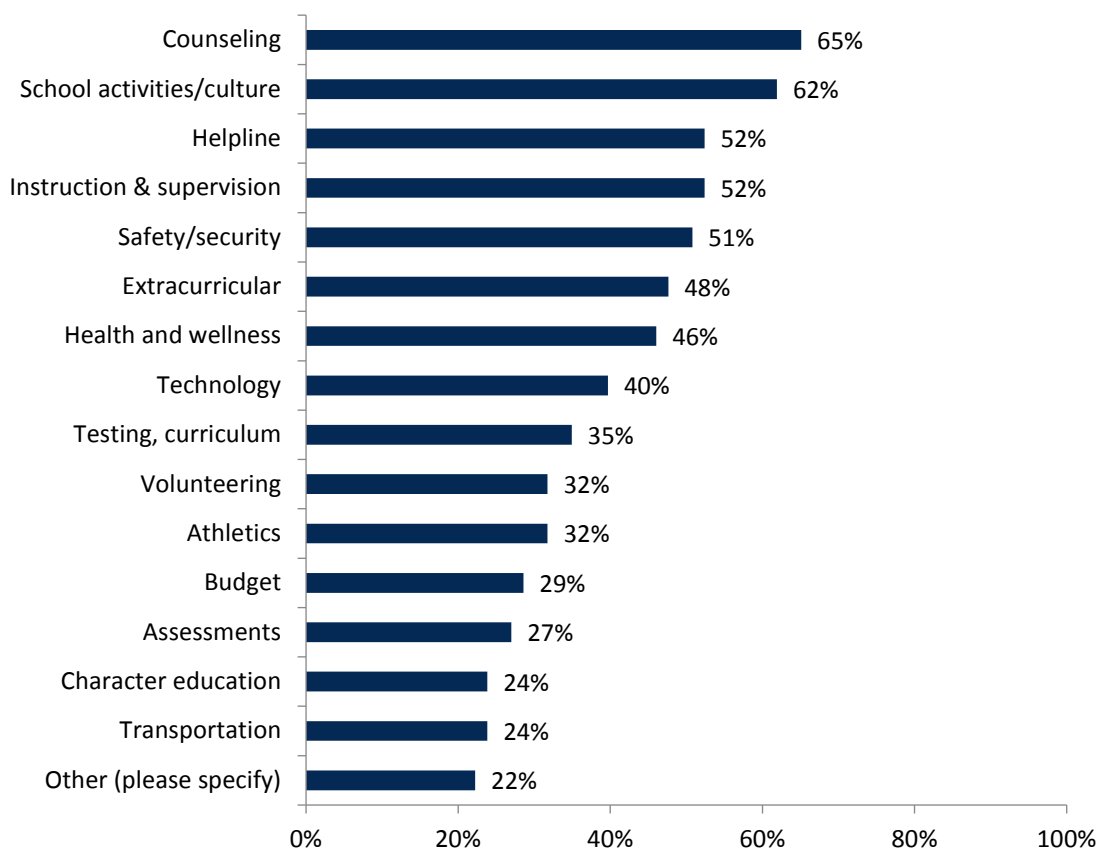




**Comments:**

1. Depending on what changes. Subject to be discussed.
2. Frankly, I'm not sure who's job this is. All I know is that it's not getting done, or getting done efficiently.
3. How about we hire somebody to maintain the website who can design a user friendly system that is easy for people and departments to keep up to date.
4. I am merely an adjunct. So although I know HTML, PHP, JavaScript and more, I am not even in the running to do this work.
5. I am not sure I know how to make changes but would like to learn, and I would like to change the website for the department.
6. I can do these changes and it's not my job, unless they want to pay me additionally for doing it.
7. I do not want to do these changes, but I would like someone to be responsive to change requests.
8. I don't have a site with Miramar. I host mine offsite for control and portability.
9. I know HTML, JavaScript, PHP and more. But I am an adjunct so will not be asked to help.
10. I think some changes should be made by the faculty themselves to minimize the work load on others in charge of the website (i.e. if you allow faculty to go into their own pages to update any personal information); but the majority of other updates need to be done by the people in charge of the website.
11. I want to have someone else do them because I don't have time to do them myself.
12. I'm not sure I understand the point of this Q - sorry.
13. On the page before, there was a question asking which social media we use most. There was not an option for LinkedIn which is the social media platform that most business professionals and educators use most
14. Seems like it should go to somebody trained and hired at some level of IT/Computing/Webmaster, but I will reluctantly update if nobody else can do it.
15. Since the college website is the public's window into our organization, as well as the outward face of our level of organization and excellence, it is important to have a team of professionals who are experts in their field in charge of it. As it is now, there are varying types of pages, with different levels of grammatical correctness and text qualities. There is no sense of professionalism that stems from the website, which reflects poorly on us as an institution.
16. The website support personnel.
17. There are many errors on the faculty information page specially, e.g. faculty that are gone, wrong titles listed, misspelled names. It conveys a sense that the department and school do not care. It seems that no one is responsible for this, and we should just accept it as is.
18. Train and empower more staff or faculty to make the changes
19. Webmaster, asking faculty or staff to maintain the website just adds something to their plate.

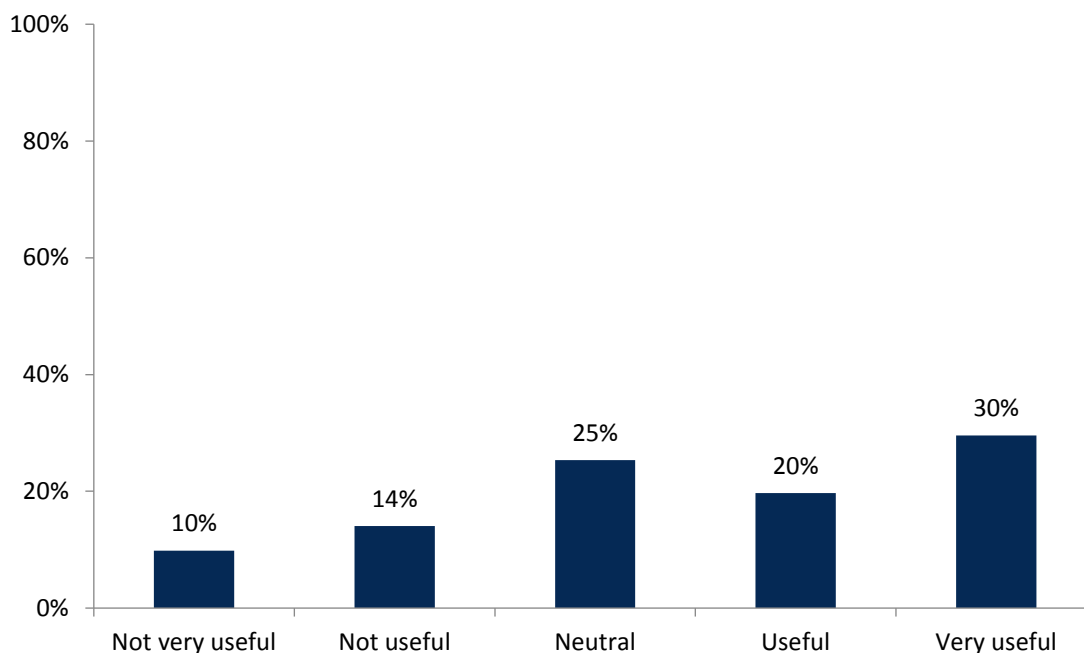
**Q21. What kind of information would you like to be provided on the college website? Select all that apply. (n=63)**



**“Other” responses:**

1. A better way to navigate to the best help for Active Duty Military
2. accurate information on Majors and courses
3. all of the above
4. Better and more informative department websites
5. department links, registration and class schedule links
6. department resources for students
7. Faculty links need a big improvement and access to important forms not found with ease.
8. I don't see a lot of information related to departments, programs, and faculty?
9. It is fine to me now
10. Notices of events that are on campus. If that already exists on the website, I have not seen it.
11. Program information
12. REGISTRATION, FACULTY, SCHEDULE OF CLASSES links at the TOP center of the front page. Leave me out of the marketing garbage.
13. Resources for students with diverse needs; Department lists of classes offered and faculty who teach in that dept, including adjuncts with photos; list of Safe Zone trained people for student use
14. Which one is academics? That's my #1

## Q22. How useful would you find 'drop down menus' on this website? (n=71)



### Comments:

1. Depends on how they are implemented
2. Drop down menus are missing MANY useful links
3. I don't know what this term is in reference. I THINK it's Drop Down FACULTY Drop Down STUDENTS Drop Down ETC. In that case, helpful.
4. It is very difficult to find information on the page.
5. Page for Adjuncts is not very helpful.
6. Things are "filed" in odd ways.

## Q23. What changes, additional features, or improvements would you suggest for our college website? (n=26)

1. A team of experts to redesign the entire thing and make it more intuitive and easier to navigate.
2. An index of everything. I cannot find anything ever on this website.
3. An updated and more direct link to directory and people in it, as well as for faculty forms (many important forms are nowhere to be found such as Proposals for Professional Development or Reports of Completion for PD) More and more useful drop down menus for Faculty and Students
4. Better information for Adjuncts.
5. campus calendar student activities calendar
6. Complete overhaul
7. easy to find radio button to reach departments, like Athletics on the front page
8. Have more logical grouping that are understandable by the average person. Remove educational cliches. Students don't know what "Programs" means. Have a category called "Departments". Allow local control to departments

who wish it, and school control of those departments who do not. (e.g. smaller departments may not have the staff who can or are interested.

9. Hire a professional website designer who will not ignore our input
10. Hire a real USER EXPERIENCE designer who can lead the reworking of the site. Web Designers ARE NOT User Experience experts. Anyone can make a website... But a user experience expert can make one that solves all the known issues and problems we are experiencing. Please, please, hire a User Experience person to guide the web designer!!
11. Improved user interface with user experience the focus of the new design
12. It would be nice if dept's had a more visible profile on the website. Programs are not departments and most faculty are grouped by their dept or division, and not by a program of study. Students have different needs for the website, yes, but we should not completely neglect the other elements of the campus (e.g. the employees) who also use the website as a tool and for information. The committee pages are very unappealing, that may require the college to decide on a more appealing arrangement, but again, looking at other colleges, their organization and presentation on their institutions website is much more intuitive and effective.
13. Keep it simple, but radically different. I say we copy the HTML from an exemplary website and use their structure and appearance but edit it with our colors and content.
14. Landing page has to be much more effective, it is the springboard and the current one causes me to belly flop most of the time, and I use the site regularly, so new traffic probably struggles mightily.
15. Make stuff easier to find and access, for example finding the current academic calendar.
16. redesign to fit needs of existing employees and existing students!!!!
17. Revamp the whole thing and make it user friendly and to the point.
18. Start all over again. Get a web designer that knows what college students, faculty, and staff are looking for and create a system that works for them.
19. The website is outdated. The department pages do not have enough visuals. Finding links on different pages is difficult and not clear enough.
20. The website should be easy to use. Visitors should be able to get what they need with as little effort as possible.
21. There is too much difficulty with the chain of command & autocratic processes to make changes or requests to the website. Also, I checked off a discipline in the area that I teach. However, my fulltime faculty role is non classroom. Being able to have a website in our area has been problematic. The level of administrative support is needed. Lastly, I also suggest campus committees be allowed to have a website.
22. there should be an accepted standard web presence for all the colleges in the district. so it doesn't matter which college a student is attending information should be found the same way. fwiw.
23. too much junk there. Too much marketing
24. We need a total redesign based on validated examples that work at other institutions and utilize common navigation platforms and processes.