Assessing the Usability of an Online New Student Orientation

Kailana Soto
University of Hawaii at Manoa
Learning Design & Technology
Spring 2016
Agenda

- Background
- Design
- Methods
- Results
  - Round 1
  - Round 2
- Conclusion
<table>
<thead>
<tr>
<th>Background</th>
<th>Design</th>
<th>Methods</th>
<th>Results</th>
<th>Conclusion</th>
</tr>
</thead>
</table>

What is New Student Orientation?
What is New Student Orientation?

- Welcome/Orientation Week
- Informational Sessions
- Events & Workshops
- Campus Tour
- Meetings
  - Student Athletes
  - Student Veterans
- Academic & Student Support Services
What is New Student Orientation?

MANDATORY
What is New Student Orientation?

X

MANDATORY
Steps to Enroll

You may be granted admission to the college if you are a high school graduate, or have earned a General Equivalency Diploma (GED). If you are not a high school graduate, you may also be admitted if you are 18 years or older and can benefit from instruction at the college.

Kaua‘i Community College may also admit currently enrolled high school juniors and seniors. Such students are admitted under conditions agreed upon by the Early Admissions and Running Start program policies. High school students pay the usual tuition and fees, meet course requirements, and earn college credit.

It is important to know that admission to the college does not ensure admission to particular courses or selective programs.

APPLY
All University of Hawai‘i campuses use the same system application for undergraduate enrollment, but admission is handled separately by each campus.

- To apply, complete the UH System Application.
- To contact the Admissions & Records Office, call (808) 245-8225 or email askauai@hawaii.edu.

SELECT A PLANNED COURSE OF STUDY
Examples are shown below:

- Kaua‘i Community College Liberal Arts AA
- Kaua‘i Community College Accounting CA

Applicants who are not working toward a degree or certificate should list unclassified as shown below:

- Kaua‘i Community College Unclassified

APPLICATION FEE

- Hawai‘i resident: No fee
- Non-resident: $25

Complete in detail the RESIDENCY DECLARATION on the UH System Application.

An official determination of residency status will be made at the time of application. Applicants may be required to provide documentation to verify residency status. For more information, please refer to Hawai‘i Residency for Tuition Purposes.

APPLICATION DEADLINE
You will be given priority consideration if your UH System Application and all other required materials are submitted by the specified deadline. The priority deadline for the Fall semester is August 1. The priority deadline for the Spring semester is December 1.

READ ACCEPTANCE LETTER
Await an acceptance letter from Admissions & Records. The letter will verify your (a) major, (b) tuition status, (c) health clearance requirements, (d) information about academic advising and registration, and (e) payment deadlines.

ESTABLISH YOUR MYUH ACCOUNT
MyUH is the University of Hawai‘i’s integrated student information system for all 10 campuses. Features include a common interface for students and faculty, 100% web-based services, and the ability to register at multiple UH campuses.
Formal Appeal

Steps to Enroll (continued)

Through a single door, the MyUH Portal conveniently offers an array of essential services including access to email, web registration, account balances, and important university announcements.

Steps: MyUH <myuhinfo.hawaii.edu> • Get Started with MyUH • UH Username & Password

TAKE PLACEMENT TEST

Schedule a Compass Placement Test appointment with the Counseling & Advising Office at (808) 245-8212 to determine your English and math placement levels. Exemptions may apply, please refer to Placement Test.

POST-SECONDARY SCHOOL TRANSCRIPTS

Transcripts are required only if you wish to transfer those credits. You must have official transcripts from EACH non-UH school sent directly by EACH school to the Admissions & Records Office. Transcripts sent via fax or personally delivered/mailed are not acceptable. For more information, including exemptions, please refer to Educational Records.

Veterans Administration (VA) Students: Please refer to Veterans.

APPLY FOR FINANCIAL AID

Scholarships, grants, and loans are available to eligible students. Apply by April 1 for priority consideration. If you need help in completing the FAFSA, contact the Financial Aid Office at (808) 245-8380 or email kauccfa@hawaii.edu.

- Financial Aid Office
- FAFSA on the Web

SUBMIT HEALTH REQUIREMENTS

Submit TB and MMR records of clearance to Admissions & Records. For more information, please refer to Health Requirements.

SCHEDULE ACADEMIC ADVISING

Academic advising is available to all students (required for new classified students). For more information, please refer to Academic Advising.

REVIEW PROGRAM REQUIREMENTS

Counselors will assist you to develop an academic plan. Don’t forget to access the Kaua‘i Community College Catalog on the web or call the Counseling & Advising Office at (808) 245-8212.

REVIEW COURSE LISTINGS

Select courses that meet program requirements by reviewing the Class Availability website.

GO TO YOUR MYUH PORTAL

Access your MyUH Portal to register for courses. For more information, please refer to Adding & Dropping Courses.

COMPLETE YOUR REGISTRATION

You have the option to pay online with a credit card or in person at the Business Office by the published Payment Deadlines.

PURCHASE YOUR BOOKS & SUPPLIES

Go to the Kaua‘i Community College Bookstore to purchase your books for courses delivered from Kaua‘i Community College. If you are enrolled in distance delivered courses from other campuses, go to UH Manoa Bookstore or call 1-800-UH-books.

ATTEND NEW STUDENT ORIENTATION

Attend a student orientation prior to the beginning of each semester. Get to know your instructors and learn about available campus services and other important information through your Student Handbook (pick up a free copy at the Student Lounge).

CHECK YOUR PROGRESS

If you have questions regarding your academic progress, please come and visit our friendly and helpful staff at the Counseling & Advising Office at the One Stop Center or call (808) 245-8212.
What word would you use to best describe the Steps to Enroll website?

A. Friendly
B. Text-Heavy
C. Professional
D. Boring
E. Neutral
Steps to Enroll

You may be granted admission to the college if you are a high school graduate, or have earned a General Equivalency Diploma (GED). If you are not a high school graduate, you may also be admitted if you are 18 years or older and can benefit from instruction at the college.

Kauai Community College may also admit currently enrolled high school juniors and seniors. Such students are admitted under conditions agreed upon by the Early Admissions and Running Start program policies. High school students pay the usual tuition and fees, meet course requirements, and earn college credit.

It is important to know that admission to the college does not ensure entry into specific programs or courses. The college reserves the right to refuse admission to any applicant in accordance with its admission policies and procedures.

APPLY

All University of Hawai‘i campuses use the same system application for admission. Please apply online on the UH System Application.

- To apply online, visit the UH System Application.
- To contact the Admissions & Records Office, call (808) 245-8225.

SELECT A PLANNED COURSE OF STUDY

Examples are shown below:

- Kauai Community College
  - Liberal Arts AA
  - Accounting AA

- Kauai Community College
  - Kauai Community College Accounting CA

Applicants who are not working toward a degree or certificate should list:

- Kauai Community College
  - Undeclared

APPLICATION FEE

- Hawaii resident: No fee
- Non-resident: $25

Complete a detailed RESIDENCY DECLARATION on the UH System Application.

An official determination of residency status will be made at the time of application or on the basis of documentation to verify residency status. For more information, please refer to Residency.

APPLICATION DEADLINE

You will be given priority consideration if your UH System Application is postmarked by December 1.

READ ACCEPTANCE LETTER

A letter will arrive in the mail with instructions about academic advising and registration.

ESTABLISH YOUR MYUH ACCOUNT

MYUH is the University of Hawai‘i’s integrated student information system. It provides a single interface for students and faculty, 100% web-based services, and the ability to view grades, transcripts, and schedules.
The purpose of this usability study was to assess the content, navigation and student satisfaction of the online new student orientation website for students at Kauai Community College.
The purpose of this usability study was to assess the content, navigation and student satisfaction of the online new student orientation website for students at Kauai Community College.

- RQ1: How do participants rate the ease of use and navigation of the online new student orientation website?
- RQ2: How do participants rate their level of satisfaction with the clarity of instructions provided on the website?
### Design Tools

<table>
<thead>
<tr>
<th>Design</th>
<th>Methods</th>
<th>Results</th>
<th>Conclusion</th>
</tr>
</thead>
</table>

- **Design**
  - Weebly
  - QuickTime Player
  - iMovie
  - Google Forms
Website Wireframe

Kauai Community College
Online New Student Orientation

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud.
Participants

Age

- 18-25: 50%
- 26-35: 33%
- 36-45: 17%

Educational Backgrounds

- First-Time: 33%
- Returning: 33%
- Transfer: 17%
- Non-Traditional: 17%
Usability Study
Usability Study

Part I: Complete the orientation in entirety

Part II: Perform and complete 6 tasks
  • Example
    Navigate to the Pre-Orientation Checklist and save the file to your desktop.
1. **Field Notes**
   a) 5-Point Likert Scale
      • Performance

2. **Post-Study Survey**
   a) Demographics
   b) 5-Point Likert Scale
      • Perception
      • Attitude
      • Satisfaction
   c) Top 3 Problems
Round 1

5 = Excellent
4 = Good
3 = Medium
2 = Poor
1 = Very Poor
Round 1

Suggestions/Recommendations

- Enlarge the instructional videos
- Provide instructions on how to make the video screen larger
- Fill in blank or empty spaces
- Rearrange the layout on some of the pages
Before

KAUAI COMMUNITY COLLEGE
ONLINE NEW STUDENT ORIENTATION

A PLACE TO START
A PLACE TO GROW

Welcome to the online new student orientation! This orientation is designed to make your transition to Kauai Community College go smoothly. To begin, click on the START button.

After

KAUAI COMMUNITY COLLEGE
ONLINE NEW STUDENT ORIENTATION

A PLACE TO START
A PLACE TO GROW

Welcome to the online new student orientation! This orientation is designed to make your transition to Kauai Community College go smoothly. To begin, click on the START button.

Your journey begins here! Throughout the orientation, you have direct access to instructional videos that will guide you down the path to a successful initiation. The videos may be enlarged by selecting the double arrows located at the bottom right of the video screen. With each video, you are provided with a brief introduction and step-by-step instructions. For your convenience, the instructions are also viewable as text and available to download.
Before

E KOMO MAI

After completing the admissions process, all new students are required to complete the New Student Orientation. With the implementation of the online orientation, students are now able to access this service from home. The orientation will help you become familiar with college life and understand the tools and services that are provided.

The orientation will take approximately 30 to 45 minutes to complete. We encourage you to carefully review each section of the orientation, as it will provide you with valuable information to help you succeed in college.

This orientation is designed to make your transition to KCC go smoothly. So please, pay close attention. And remember, have fun and good luck in your future endeavors.

To advance from one section to the next, simply click on the NEXT button located at the bottom left of each page.
Background

Before

Empty Space

After

Results

Conclusion

Design

Methods

E KOMO MAI

Welcome

After completing the admissions process, all new students are required to complete the New Student Orientation. With the implementation of the online orientation, students are now able to access this service from home. The orientation will help you become familiar with college life and understand the tools and services that are provided.

The orientation will take approximately 30 to 45 minutes to complete. We encourage you to carefully review each section of the orientation, as it will provide you with valuable information to help you succeed in college.

This orientation is designed to make your transition to KCC go smoothly. So please, pay close attention. And remember, have fun and good luck in your future endeavors.

To advance from one section to the next, simply click on the NEXT button located at the bottom left of each page.

E KOMO MAI

Welcome

After completing the admissions process, all new students are required to complete the New Student Orientation. With the implementation of the online orientation, students are now able to access this service from home. The orientation will help you become familiar with college life and understand the tools and services that are provided. The orientation will take approximately 30 to 45 minutes to complete. We encourage you to carefully review each section of the orientation, as it will provide you with valuable information to help you succeed in college. This orientation is designed to make your transition to KCC go smoothly. So please, pay close attention. And remember, have fun and good luck in your future endeavors. To advance from one section to the next, simply click on the NEXT button located at the bottom left of each page.
Round 2

Performance Rate

5 = Excellent
4 = Good
3 = Medium
2 = Poor
1 = Very Poor
Round 2

Suggestions/Recommendations

✓ Have the instructions automatically open in a new tab or window

✓ Add a farewell or “Thank You” final page
KAUAI COMMUNITY COLLEGE
ONLINE NEW STUDENT ORIENTATION

CAMPUS CONTACTS

The University of Hawai‘i directory is located at http://hawaii.edu/dir/ and provides contact information for individual members of the university community. The UH directory allows you to search by People or Department. For example, you are able to search by name, email, office location, and phone number. You can also search by All UH Campuses or by each individual campus. The result of your search may provide you with either a list of possible persons or the exact person that you were searching for.
KAUAʻI COMMUNITY COLLEGE
ONLINE NEW STUDENT ORIENTATION

THANK YOU FOR PARTICIPATING IN THE ONLINE NEW STUDENT ORIENTATION!!

COMPLETE
Post-Study Survey

Round 1: Participants 1-3

<table>
<thead>
<tr>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website was easy to use</td>
</tr>
<tr>
<td>Able to easily move from one webpage to the next</td>
</tr>
<tr>
<td>Topics were placed under the appropriate section</td>
</tr>
<tr>
<td>Video tutorials were clear and easy to understand</td>
</tr>
<tr>
<td>I would return to the website to retrieve info</td>
</tr>
<tr>
<td>I would need assistance navigating the website</td>
</tr>
</tbody>
</table>

Round 2: Participants 4-6

<table>
<thead>
<tr>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website was easy to use</td>
</tr>
<tr>
<td>Able to easily move from one webpage to the next</td>
</tr>
<tr>
<td>Topics were placed under the appropriate section</td>
</tr>
<tr>
<td>Video tutorials were clear and easy to understand</td>
</tr>
<tr>
<td>I would return to the website to retrieve info</td>
</tr>
<tr>
<td>I would need assistance navigating the website</td>
</tr>
</tbody>
</table>
The website was easy to use and navigable.

All six participants rated their satisfaction with a 5, representing Strongly Agree.

The photos and simplicity of the website was very likeable.

The less text the better.
Future Plans

- Present NSO website to Vice Chancellor of Student Affairs and Chancellor
- Request for edit rights to the Steps to Enroll website
Thank You!!

- Dr. Peter Leong
- Critical Friends
  - Jeanette, Sara, Jami
  - & Robin
- My Ohana
Questions ??