



UNIVERSITY of HAWAII®
KAUAI
COMMUNITY COLLEGE

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**



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?





kauai.hawaii.edu



kauai.hawaii.edu



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KAUAI
COMMUNITY COLLEGE

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College Homepage

Admissions

- Home
- Steps To Enroll
- Health Requirements
- Hawai'i Residency for Tuition Purposes
- Early Admissions
- Applicants with Additional Requirements
- International Students
- Veterans
- Adding and Dropping Courses
- Academic Advising
- Graduation
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- Contact Us

Schedules

- ▼ Academic Calendars
 - Spring 2016
 - Fall 2016

Admissions

KAUAI COMMUNITY COLLEGE
ONE STOP CENTER



kauai.hawaii.edu

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Spring 2016

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[College Homepage](#)**Admissions**[Home](#)[Steps To Enroll](#)[Health Requirements](#)[Hawai'i Residency for Tuition Purposes](#)[Early Admissions](#)[Applicants with Additional Requirements](#)[International Students](#)[Veterans](#)[Adding and Dropping Courses](#)[Academic Advising](#)[Degree Requirements Checklist](#)[Graduation](#)[Educational Records](#)[Degree and Enrollment Verification](#)[Contact Us](#)**Schedules****Fall 2015 Evening Classes****▼ Academic Calendars**[Fall 2015](#)[Spring 2016](#)**Spring 2016 Payment Deadline****▼ Final Exam Schedules**[Fall 2015](#)[Spring 2016](#)**Tuition & Fees****Financial Obligation****Refunds****Miscellaneous**[Senior Citizen Visitor Pass](#)**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 admission to particular courses or selective programs.

APPLY

All University of Hawaii 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 arkauai@hawaii.edu.

SELECT A PLANNED COURSE OF STUDY

Examples are shown below:

- | | | |
|---------------------------|--------------|----|
| • Kauai Community College | Liberal Arts | AA |
| • Kauai Community College | Accounting | CA |

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

- Kauai 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 Hawaii'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.

Steps to Enroll (continued)

 UNIVERSITY of HAWAII KAUAI COMMUNITY COLLEGE	
College Homepage	Steps To Enroll
Admissions	
Home	You may be granted admission to Diploma (GED). If you are not a high school graduate, you must be at least 18 years of age at the time of instruction at the college.
Steps To Enroll	Kauai Community College may accept students under conditions agreed upon by usual tuition and fees, meet course prerequisites, and meet other requirements. It is important to know that admission is not guaranteed.
Health Requirements	APPLY All University of Hawaii campuses accept students separately by each campus. • To apply, complete the UH Application for Admission • To contact the Admissions Office
Hawaii Residency for Tuition Purposes	SELECT A PLANNED COURSE Examples are shown below: • Kauai Community College • Kauai Community College
Early Admissions	Applicants who are not working to complete their degree may apply for admission to the college.
Applicants with Additional Requirements	APPLICATION FEE • Hawaii resident • Non-resident
International Students	Complete in detail the RESIDENT application.
Veterans	APPLICATION DEADLINE You will be given priority consideration for admission to the college by the specified deadline. The priority deadline is December 1.
Adding and Dropping Courses	READ ACCEPTANCE LETTER Await an acceptance letter from the college. It will contain information regarding clearance requirements, (d) information regarding the college's policies and procedures.
Academic Advising	ESTABLISH YOUR MYUH ACCOUNT MyUH is the University of Hawaii's online interface for students and faculty.
Degree Requirements Checklist	
Graduation	
Educational Records	
Degree and Enrollment Verification	
Contact Us	
Schedules	
Fall 2015 Evening Classes	
Academic Calendars	
Fall 2015	
Spring 2016	
Spring 2016 Payment Deadline	
Final Exam Schedules	
Fall 2015	
Spring 2016	
Tuition & Fees	
Financial Obligation	
Refunds	
Miscellaneous	

Formal Appeal

Forms

UH System Application

Transcript Request

UH Change of Home Institution

Application for Graduation

Transcript Evaluation Request

Change of Address

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) 245-8360 or email kaucfao@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 [Kauai 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 [Kauai Community College Bookstore](#) to purchase your books for courses delivered from Kauai 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.

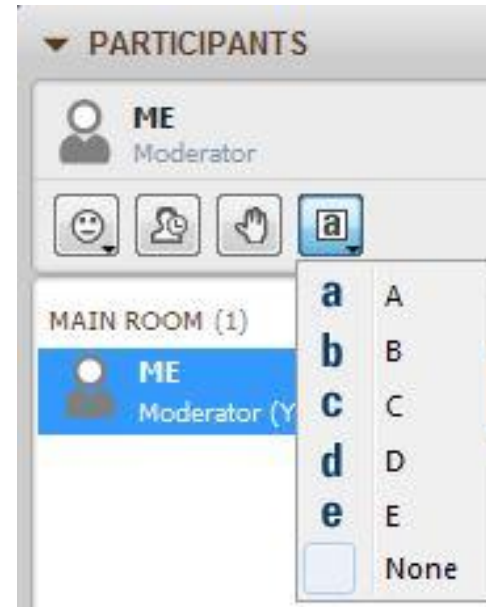


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Audience Poll

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



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Purpose Statement

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.

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- 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



QuickTime Player

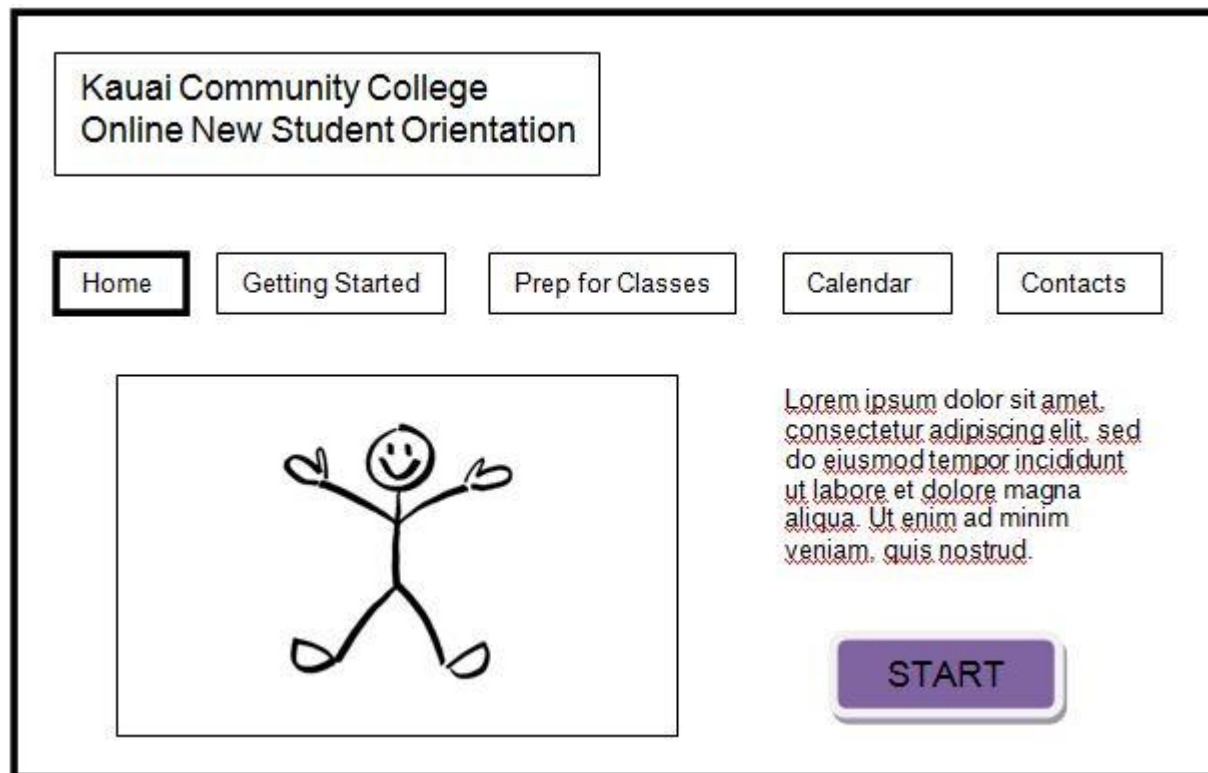


iMovie

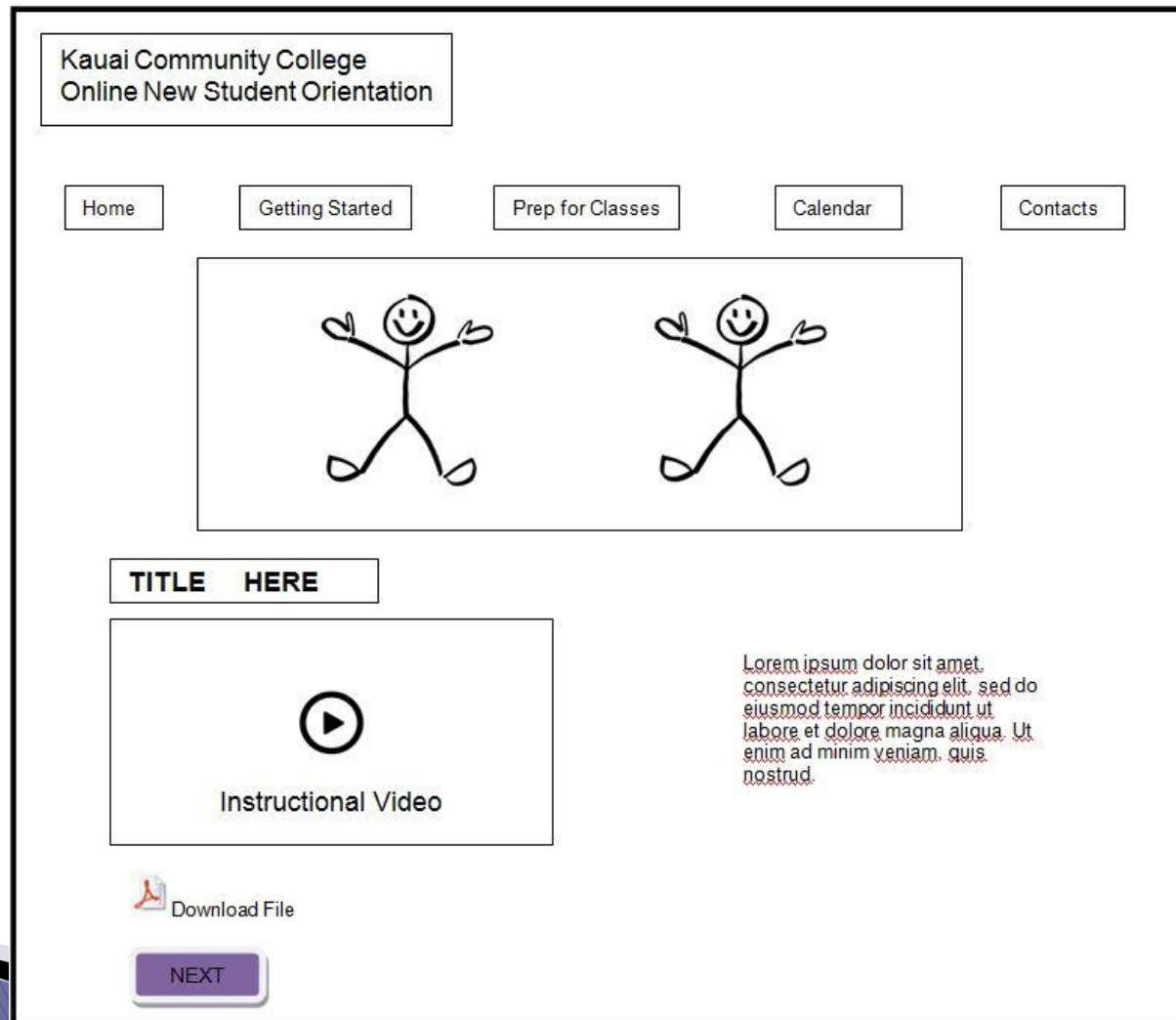


Google Forms

Website Wireframe



Website Wireframe



Background

Design

Methods

Results

Conclusion

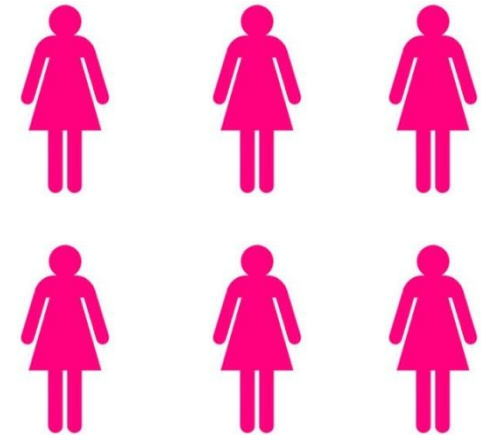
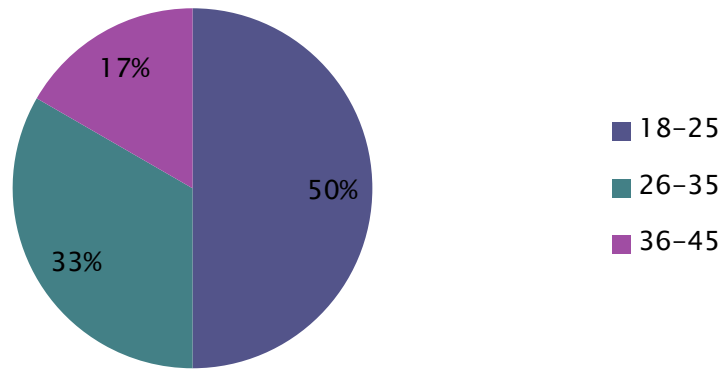


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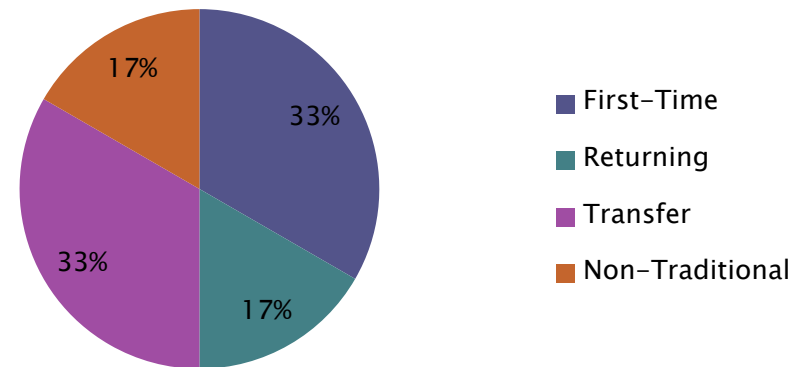


Participants

Age



Educational Backgrounds



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.


Data Collection

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



Post Study Survey

Thank you for participating in the usability study! Please take the time to complete this survey. Your answers are very important and will help with the design and improvement of the online new student orientation website.

* Required

Demographics

Name *

Round 1

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

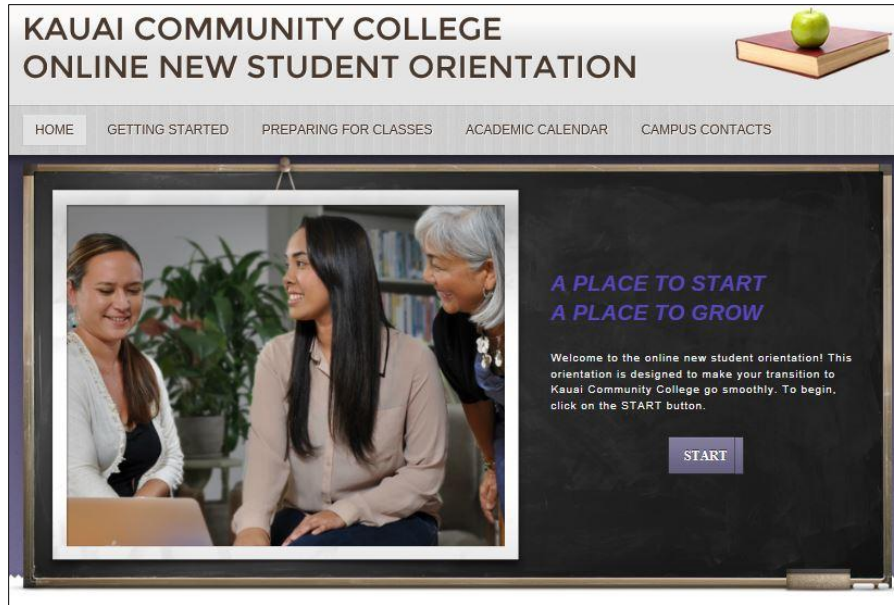


Round 1

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



After



Before

KAUAI COMMUNITY COLLEGE ONLINE NEW STUDENT ORIENTATION



[HOME](#) [GETTING STARTED](#) [PREPARING FOR CLASSES](#) [ACADEMIC CALENDAR](#) [CAMPUS CONTACTS](#)

Welcome

E KOMO MAI



Empty Space

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.

NEXT

BeforeKAUAI COMMUNITY COLLEGE
ONLINE NEW STUDENT ORIENTATION
[HOME](#) [GETTING STARTED](#) [PREPARING FOR CLASSES](#) [ACADEMIC CALENDAR](#) [CAMPUS CONTACTS](#)

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NEXT

Round 2

5 = Excellent
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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



HOME GETTING STARTED PREPARING FOR CLASSES ACADEMIC CALENDAR CAMPUS CONTACTS



CAMPUS CONTACTS



UNIVERSITY of HAWAII
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Campus Contacts

UH Directory
hawaii.edu/dir

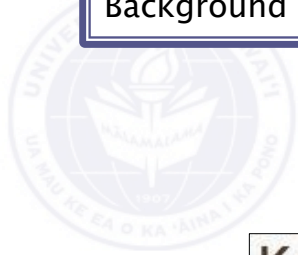
The University of Hawaii directory is located at <http://hawaii.edu/dir/> and provides contact information for individual members of the university community. The UH directory allows you to search by People or Department. For example, you are able to search by name, email, office location, and phone 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.



Campus_Contacts_Instructions.pdf
Download File

FINISH

FINISH



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KAUAI COMMUNITY COLLEGE ONLINE NEW STUDENT ORIENTATION

[HOME](#)[GETTING STARTED](#)[PREPARING FOR CLASSES](#)[ACADEMIC CALENDAR](#)[CAMPUS CONTACTS](#)

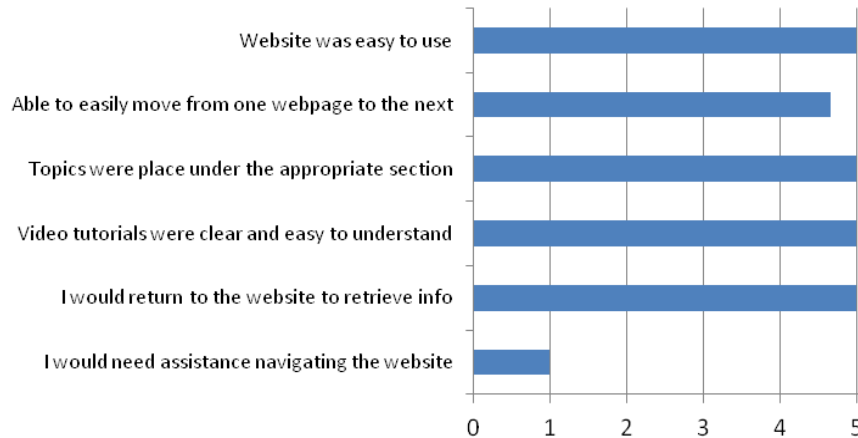
THANK YOU FOR PARTICIPATING IN THE ONLINE NEW STUDENT ORIENTATION !!

COMPLETE

Post-Study Survey

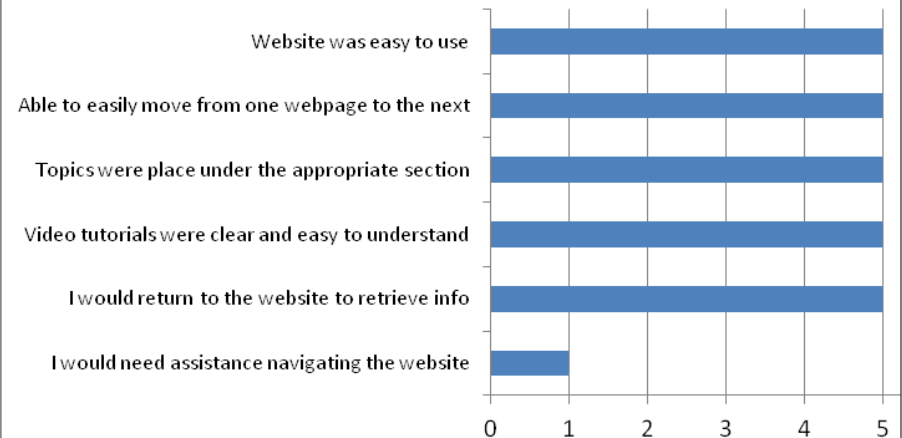
Round 1 : Participants 1-3

Average Rating



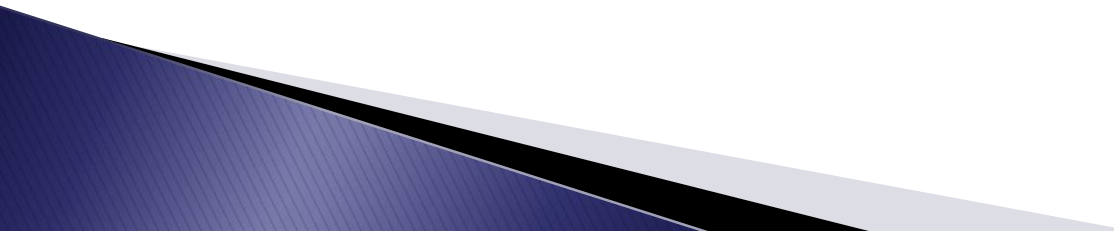
Round 2 : Participants 4-6

Average Rating





Summary

- ▶ 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 !!

- [illegible]



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Questions ??

