

What is your affiliation with Holy Cross?												
	Response Total	Response Average										
Alumnus/a	1395	68.7%										
Student	410	20.2%										
Parent	69	3.4%										
Faculty	57	2.8%										
Staff	52	2.6%										
Other (please specify)	21	1.0%										
Prospective student	14	0.7%										
Prospective parent	13	0.6%										
Total Respondents	1960	2031	100.0%									
(skipped this question)	4											
Total Respondents - all questions	1964											
How frequently do you use the Web?												
	1 - Hardly ever	2	3	4	5 - Frequently	Response Average						
Check one:	137	194	225	163	1235	4.11						
	7.0%	9.9%	11.5%	8.3%	63.2%							
Total Respondents	1954	1954										
(skipped this question)	10											
How would you rate your computer skills?												
	1 - Novice	2	3	4	5 - Expert	Response Average						
Check one:	21	125	671	882	259	3.63						
	1.1%	6.4%	34.3%	45.0%	13.2%							
Total Respondents	1958	1958										
(skipped this question)	6											
How often do you visit the Holy Cross Web site?												
	1 - Hardly ever	2	3	4	5 - Frequently	Response Average						
Check one:	299	466	384	199	488	3.06						
	16.3%	25.4%	20.9%	10.8%	26.6%							
Total Respondents	1835	1836										
(skipped this question)	129											

What do you usually use the Holy Cross site to do? (check all that apply)								
	Response Total		Response Average					
Read Holy Cross News	1449		44.8%					
Email	535		16.5%					
Other (please specify)	407		12.6%					
Course related work	383		11.8%					
Research	288		8.9%					
Administrative tasks	171		5.3%					
Total Respondents	1842	3233	100.0%					
(skipped this question)	122							
Which sections of the Holy Cross site do you visit most often? (check all that apply)								
	Response Total		Response Average					
Alumni & Friends	996		25.9%					
Athletics	826		21.5%					
Individual Department pages	533		13.9%					
Groupwise Web Access/Email	489		12.7%					
Blackboard Course Management Sys	388		10.1%					
Library	294		7.7%					
Other (please specify)	184		4.8%					
Admissions	130		3.4%					
Total Respondents	1817	3840	100.0%					
(skipped this question)	147							

Which method do you use most often when looking for information on our Web site? (please check one)									
	Response Total		Response Average						
Navigation Bars or Menus	554		30.6%						
Site Index	445		24.5%						
Browsing	374		20.6%						
Search Tool on site	164		9.0%						
Typing URL into location bar	98		5.4%						
Bookmarks or Favorites	155		8.5%						
Other (please specify)	23		1.3%						
Total Respondents	1813	1813	100.0%						
(skipped this question)	151								
How would you rate the Holy Cross Web site in the following areas?									
	1 - Poor	2	3 - Average	4	5 - Excellent	Response Totals		Response Average	
Ease of use	12	87	639	751	231	1720	6262	3.64	
Organization of information	24	126	649	707	215	1721	6126	3.56	
Design and appearance	62	151	495	726	288	1722	6193	3.60	
Search capabilities	89	265	776	475	120	1725	5447	3.16	
Total Respondents	1721								
(skipped this question)	243								
When you look for information on the Holy Cross Web site how often do you find what you need?									
	1 - Hardly ever	2	3	4	5 - Almost Always	Response Average			
Check one:	27	109	455	666	443	3.82			
	1.6%	6.4%	26.8%	39.2%	26.1%				
Total Respondents	1700	1700							
(skipped this question)	264								

How often do you find the following problems on the site?									
	1 - Hardly ever	2	3	4	5 - Almost always	Response Totals		Response Average	
Broken Links	922	417	225	76	13	1653	2800	1.69	
Inaccurate Information	1022	400	160	64	13	1659	2623	1.58	
Typographical Errors	1228	316	85	22	6	1657	2233	1.35	
Irrelevant Search Results	662	399	312	182	102	1657	3634	2.19	
Total Respondents	1686								
(skipped this question)	278								
Based on your experiences with Holy Cross do you feel that the Web site accurately portrays the College's. . .									
	1 - Very poorly	2	3	4	5 - Very well	N/A	Response Total	Response Avg.	
Academic Excellence	41	155	403	554	467	70	1690	6111	3.62
Spiritual Life	47	144	387	531	425	146	1680	5745	3.42
Athletic Programs	94	125	418	558	374	111	1680	5700	3.39
Student/Campus Life	68	205	504	506	308	85	1676	5554	3.31
Mission	34	151	457	526	396	103	1667	5791	3.47
Total Respondents	1694								
(skipped this question)	270								
What do you like most about the Holy Cross site?									
Total Respondents	744	(detailed responses follow below)							
(skipped this question)	1220								
What do you like least about the Holy Cross site?									
Total Respondents	710	(detailed responses follow below)							
(skipped this question)	1254								
Are there any changes you would like to see made and/or new features that could be added to this site?									
Total Respondents	596	(detailed responses follow below)							
(skipped this question)	1368								

Essay question responses by general categories in decreasing order of frequency

What do you like most about the Holy Cross site?
Easy to find information / well organized
Changing photos / representation of life @ HC
Navigation / Site Index / Quick Links
Daily E-vents / HC in the News / Features / News
Frequent updates on home page
Access to Web Services
Finding alumni / access to alumni resources
Colors / design / layout / appearance
Library research tools online / Eres
Special features: blogs/ HC profiles / webcam / virtual tours
Amount of information / keeping up-to-date on HC
Reliability / functions well / is fast / available 24-7
E-news - reminder to visit site
Department sites / faculty news & sites
Consistency - navigation across the site

Essay question responses by general categories in decreasing order of frequency

What do you like least about the Holy Cross site?
Search tool performance
Design - needs better appearance, photos, font size
Athletics - needs more information, needs to be more up-to-date
Updated too infrequently, photos not updated
Alumni Online Community - too slow, hard to use, not used by enough alums
Academic department sites outdated, academic news insufficient or outdated
Student sites, student club sites - missing, outdated, hard to find
Site is difficult to navigate, poorly organized
Not enough content, needs more news on home page, more writers
Athletics - site design - needs improvement
Services often down or time out too quickly: STAR, Groupwise, R25, Blackboard
Can't find information
Photos don't represent the College or campus - not enough buildings & 'tokenizing'
Student Life section is lacking
Need more links to services: email directory, STAR, Blackboard
Passwords too complicated to remember - just 1 for HC services
Alumni - Class news & sites inadequate
Too many clicks to Alumni pages, Student pages
Needs more interactive content, more screensavers, Flash
Library database searches
Emphasizes Athletics too much
Admissions-related information out-of-date
Highlight news on home page more effectively

Essay question responses by general categories in decreasing order of frequency

Are there any changes you would like to see made, features added...?
Improve design, page layout - make it more up-to-date
Alumni - allow alums to post photos & content, more alum news, alum profiles, class notes, better Class sites
Academics - more news & faculty information, better updating & site organization, retired faculty info, 100 books list
Students - more: activities/club news, better org/club sites, info on individual students & 'For Students' /Student Life pages
Search engine - improve relevancy
Photos - more recent, more of current students & student life, more of campus
Athletics - more information, more up-to-date
Alumni - improve Online Community, more networking, singles network, easier password, more resources
Interactive/multimedia content - 3D tours, webcasts (WCHC, lectures), videos of students/campus, Flash, more Web cams
Athletics - better site design / presentation / layout, add more multimedia
Services - single password for all, access to P drives, HC email for alums, 1 card balances, photo directory, portal/intranet
More news, more frequent news updates, more news on home page, more E-news, more faculty & student news
Admissions - add more info about advanced placement, acceptance rates, accepted student profiles, staff list, update stats
Site index links - add more terms, add more links to student org/club sites
Navigation - increase consistency, add items to Quick Links
Calendar - make it easier to use, add list of things to do in the area
More content about College's mission & Jesuit / Catholic orientation, more spiritual emphasis
More content presenting active view of life inside HC - like diaries / blogs
More reports from President & Trustees about what is going on & where HC is headed