

N = 405

The following are “direct quotes” from the comments posted by the participants.

1. That the links to division of student affairs are out of date and lead to generic or old unupdated sites.
2. Often difficult to find information for student resources because of out of date sites.
3. boring and old fashioned
4. It doesn't have an icon or link to access your email account.
5. The Lay Out, very inormative.
6. Create an a-z index for quicker access to various departments, etc on the front page
7. Easy to navigate
8. there was no clear way to get to everything
9. OLD FASHIONED
10. I like that the homepage is easy to navigate.
11. Most like That it has a link to Black Board on the home page
12. Least Like That it does not have a link to campus email on the home page
Most Like-has fresno state
13. Least-too much stuff on there needs to be simplified
most - overall layout
14. least - too hard to find certain links unless you are super familiar with the site
15. Difficult to navigate; good pictures
16. least: information is not updated in a timely manner
17. difficult to navigate (bulky)
18. difficult to contact some departments. I wanted to email the evaluatons office and there is no address provided. I emailed admissions and never got a reply. I tried to call evaluations and was on hold for 30 minutes. I am calling from australia so I gave up after 30 minutes and I still havent made contact.
19. Need to either scroll down to get to required buttons, or choose from very long drop down.
20. Too much info on first page
21. Informative.
22. Navigation on Firefox/Mac has been broken for 3 years, sloppy programming. More importantly, news items should be on top of the page. The home page could be simpler. Some functions broken (Collegian feed)
23. most-it's attractive and has many links to departments
24. least-some links need to be updated (ie student affairs departments), the calendar of campus activities is hard to find (I haven't found it)
25. no direct link to email
26. It needs a direct link box to click on for email like blackboard and myfresnostate.
27. The web page is static. Good job to the baseball team, but that was 2 years ago. Cal State Fullerton updates their news and photos weekly.
28. Least: Department websites not up to date and broken links throughout the site
Most: Quick Links drop-down menu
29. no search bar for general findings of topics.
30. good set up of home page.
31. finding links to other places
32. never seen it
33. It's difficult to find the information I need. For example, the link to "academic calendar" does NOT go to the current academic calendar.

APPENDIX D: What do you like MOST/LEAST about the Fresno State home page (www.csufresno.edu)?

Q23

34. I have to log on too many times to get to different areas like Bb, email, or myfresnostate.
35. When you exit out of the email you don't go back to the Fresno state home page.
36. easy to access information. but its difficult to get access to email/phone numbers to faculty.
37. The organization of it. it a pain trying to find stuff.
38. I like
39. I have been on the site a couple of times, really don't have an opinion.
40. It's colorful and easy to navigate
41. it's clean
42. I can get to maps, staff names, etc. from that page.
43. good balance
44. Doesn't have enough campus pictures.
45. I never visit it. Maybe once every year or so.
46. Poorly designed
47. current, and easy to use
48. have to say I haven't been there
49. Neutral
50. Highlights featured
51. I don't have a favorite or least favorite part.
52. The "About Us - Contact Us" Bar is never on one line. Sorry but it bugs me.
53. not user friendly or mobile device friendly
54. I like it...smooth
55. Too busy, needs to be more streamlined. I think it is time for a makeover.
56. It is not easy to navigate and it looks unprofessional in certain areas.
57. It's user friendly.
58. I have tried using the search and can often not find what I am looking for.
59. NA
60. I have used this website to research graduate programs and found what I needed quickly and easily.
61. no idea
62. N/A
63. Always current
64. easy to find things
65. no easy to access frequently used icons. everything you need is there but it takes a while to navigate through them al to find what you're looking for.
66. Unknown
67. Least: Links to other pages (ie. Henry Madden Library)
68. n/a
69. No opinion
70. I have not been following it, I truly do not know.
71. It could be more navigator friendly
72. hard to find information. lots of outdated pages. inconsistent look and feel.
73. easy to use
74. ?
75. hard to find things, the drop down menu is too long
76. Seems too busy. Hard to navigate.
77. Home page is fine - Web stuff is fine - Get off KMJ!
78. not easy to navigate
79. I like the red header with FRESNO STATE. I think the page is very organized
80. It's easy to find things.

81. N/O (No opinion)
82. ease of use
83. Nothing
84. I like how easily you can navigate through the home page and find what you are looking for without any problems.
85. No thoughts.
86. The Directory is hard to find. If you are looking for contact information for a professor or a department, you have to search around.
87. ?
88. Able to search for things fast
89. Sometimes the "quick links" do not work.
90. Easy to navigate. Like the quick connection to the directory. Sometimes the "ask timeout" isn't helpful, but the other search feature is.
91. upcoming events
92. I enjoy that everything that a student, or visiting member of the community, would need is available on the Fresno State home page, however, I dislike the clutter. There is simply too much going on to focus and have quick access.
93. Don't ever go there.
94. Easy to navigate
95. Rarely visit
96. Not easy to navigate or find things
97. Neither like nor dislike -- I seldom go there.
98. Difficult to use, seems more gloss than content.
99. Most- Easy to find faculty information.
100. Least- For some reason the search page does not return good results. I have better luck just searching google for what I'm looking for.
101. Don't visit often enough to answer this
102. Not that familiar with it.
103. difficult to navigate
104. Too many different things on it, all with different graphics. It looks cluttered and it's hard to find what I want.
105. adequate, generic, etc
106. It's fine, I'm not that involved with using computers.
107. CURRENT INFORMATION
108. It is easy to navigate and find what I am looking for
109. Like Least: Way too busy, unorganized
Like Most: Quick Links
110. Ease of access, but could be simplified
111. Can be difficult to navigate at times
112. It's cluttered and uninviting
113. Hard to find information on webpage, I preferred the previous webpage
114. N/A
115. love everything
116. I haven't used it.
117. Don't use it.
118. easy connections to other areas
119. Direct access to the library - most
120. Directory too limited
121. School information (such as degree information and roadmaps) are difficult to find.
122. Love: Great layout

- Hate: old links that do not work. Old webpages. For instance: I need to find the current academic calendar. It is painful to go through 2-3 links to get there.
123. Great improvement; previously very clinical looking; currently more active and visually attractive
 124. Colorful, friendly
 125. Cluttered
 126. no comment
 127. don't use the internet much to learn of events
 128. na
 129. Out of date
 130. It is difficult to get to where I want to go. Departments, class listings.
 131. not pretty
 132. hard to move around in.
 133. Great information when it's updated regularly---sometimes info. is old
 134. Search
 135. It is well organized
 136. Good home town feeling
 137. fairly easy to find info that I'm looking for
 138. n/a
 139. It's important when I was a student at the university.
 140. links
 141. I don't agree with CSU, Fresno's policies!
 142. I don't like having to repeatedly log in to the e-mail.
 143. The system is too slow during peak registration times.
 144. I know it's there as it should be
 145. It is informational and timely.
 146. User friendly.
 147. Like: Prominent horizontal menu at top. Provides quick links to everything I'm usually looking for.
 148. Too hard to find information about academic programs/classes/majors etcl
 149. No Comment
 150. No issues. Detailed and direct.
 151. n/a
 152. I don't know, I live too far
 153. least: counterintuitive categories--hard to find the bits I want/need to consult
Most: Easy to find what you are looking for.
 154. na
 155. Easy to read
 156. User friendly
 157. User friendly
 158. good reference but some links and dropdown menus dont work
 159. It's hard to locate the site wanted (different interpretations of names, sites, etc.)
 160. I think it serves its purpose well, but being that I'm no longer a student, I can find everything I need on gobulldogs.com and fresnostatenews.com.
 161. HAS NOT BEEN USEFUL TO ME
 162. Easy to navigate, up to date, important links easy to find
 163. I never go to the Fresno State home page
 164. convenient and easy to use.
 165. EASY TO NAVIGATE

166. OK
167. Slow, confusing, and non-intuitive
168. I'VE ONLY USED GOBULLDOGS.COM
169. I can get to where I want most times
170. I like how we can find specific department or faculty. There isn't really anything I like least.
171. I hate it when the girls sports (basketball,softball,etc) do not get the coverage they deserve and I for one think they are as good if not better than the boys. We have season tickets for girls basketball,softball,football and boys basketball.
172. I'd like to see more information on individual program success.
173. The buttons for my.csufresno.edu and BLACKBOARD should be CLOSER to the top of the page and there should be a button for Fresno State email.
174. organized
175. I don't use it
176. It looks clean and modern.
177. none
178. Not much there just have not visited that website at all.
179. Still can not answer questions
180. all the essential information that FSU covers, and emphasizes.
181. No opinion
182. ???
183. it ok
184. ?
185. It keeps me informed on timely events.
186. easy to navigate
187. links are not logical, commonly desired info cannot be quickly located
188. easy to navigate and colorful is what I like best
189. There is so much on the page that it is overwhelming to the eye. It is difficult to navigate and it is even harder to find the search box. Oh, and how old are the pics on the page. You can tell that some of them our a little dated.
190. the information
191. do not go on it usually go onto bulldogs sight instead
192. I remember it being easy to use back when I used it. Compared to other university websites (SJSU) its a breeze!
193. Clarity of the page.
194. DK
195. Lacks simplicity
196. current news of people and happenings at the university
197. Easy to use.
198. I haven't been to csufresno.edu much since I graduated, but from what I remember the site seems to be organized well i.e. when I want to find something it is usually easy to find.
199. don't go on it very often
200. ?
201. Most - Graphics
Least - I don't know
202. Finding staff
203. Not sure
204. I just like being able to look if any reason arises.
205. I read what comes in the mail and respond or not--if it's about money and it usually is, I ignore it
206. Very dificult to navigate
207. No wrestling to look up....used to be the top sport outside softball

208. No opinion
209. IT IS VERY INFORMATIVE!
210. N/A
211. n/a
212. speed
213. General over view of the news at State.
214. I have a hard time navigating through the process.
215. Lack of knowledge where their site is
216. User friendly
217. I enjoy all options.
218. it is easy to read.
219. clean exciting look. colorful, lite, easy to read.
220. It looks like most everyone else. change is important on a front page. change keeps bringing me back. Diversity of information on the front page generates more hits.
221. Well organized, easy to navigate
222. non specific
223. the new changes
224. NOT always easy to maneuver like purchasing the FSU football tickets. My husband finally went in person to buy them for this year.
225. It hasn't changed much since I graduated in 2004.
226. actually, haven't looked
227. I don't pay much attention to it.
228. A certain section may be difficult to find if one is unfamiliar with the page.
229. don't receive
230. It's easy to navigate, would like a link that shows the different activities available to everyone, the activities that are not as well known about, like do you have archery, swimming, etc.
231. like ease of navigation
232. Hard to find info about classes, departments and professors
233. Nothing applies to me
234. Difficult to navigate and find stuff
235. Other news section. Pain to navigate to all the sites.
236. to many words
237. nothing
238. Features not active.
239. hard to find specific information
240. Very busy-but colorful, easy to navigate
241. Links all over the place, scattered hard to find things, even with the pull down menu 1/2 way down the page.
242. ?
243. looking for the health center
244. Most: ease of connecting with the library
Least: getting information about the univ. calendar
245. The website needs to be maintained/updated more.
246. easy to access
247. I can still access my unofficial transcripts.
248. I like that it is good looking. I like that it has student pictures. I like that it has easy links.
249. I do not like that it is hard to navigate to professors and departments....maybe it is just me.
250. I have never used it.
251. not interested
252. NA

253. has a lot of info.
254. I have never seen the FSU home page
255. have no reaction about it most of the time just listen to tv or radio
256. unfamiliar and uninterested
257. Great tools involved for registering classes. I believe that graduates should have been able to keep their csufresno.edu email address. Very dissipated that I lost that because I felt I at least earned that right to keep it.
258. Neutral feeling
259. I'm not familiar with the page.
260. how imformative it can be
261. Hard to maneuver
262. none
263. I like to hear about the school.
264. There use to be an easy access button to email, but it got replaced with NCAA...I check my email more then I check the latest with sports information.
265. As a student I often found it difficult to navigate... the menu is not set up in a way that was intuitive to me. Also, some of the student/alumni quotes on the front page are not the best... "The environment was a great experience..." Fresno State has a lot of cool stuff about it, why not quote someone talking about something a little more specific? Quotes like the one I cited make it sound like CSUF students don't think very deeply, an impression I don't think you want to give to prospective students. I do like that there is a Fresno State news module on the front page.
266. never looked at any of the pages below.
267. Most - Fresh news about Fresno State - Least – none
268. It's a little behind the times - drop down menus at the top of the page would be nice. It's also pretty busy looking.
269. It is geared more toward prospective/current students. Not appealing to alumni.
270. It's generally easy to find things. Although some things are a little tricky to get to if you are on it for the first time.
271. easy to read and use
272. Need to update home page
273. Somewhat difficult to navigate through to get to other campus sites
274. Only access it when I'm looking for something specific.
275. ?
276. Easy to read.
277. Only one of two I use
278. I'm familiar and comfortable with it.
279. It is hard to find the events you are looking for on the calendar
280. I like the fact that is very organized and easy to access.
281. I like to hear about people that graduated around the time I did, the 1970's
282. love it
283. Most: Ease of use
Least: Difficult to access some programs websites
284. I haven't visited the site
285. Least: The server!
286. user friendly
287. It is easy to navigate.
288. I like the most: I am able to access my account, classes, and other things that pertain to csuf.
I least like: the email is a pain to get too.
289. It looks like the cover of a newspaper and I like that.

290. I like the front page, I like that lists are usually in alphabetical order. I don't like that sometimes, information on pages aren't updated. It's hard to find a school calendar sometimes or it's not up to date. Would like if the site had a better "search".
291. Don't visit it
292. I think it's "ok" but it could be easier to get where I want to go...
293. Informative.
294. It is easily navigable and allows easy access to the most important links/connections.
295. I like the options being clearly stated
296. it is easy to find what you r looking for
297. I like the ease of use.
298. Too hard to find/track down what you want
299. N/a
300. Too much for me to read.
301. Easy to navigate.
302. NO LINK FOR ALUMNI
303. I like the ease of navigation.
304. Sections on where to look up information.
305. I find it ways has what I'm looking for.
306. it not organized, every thing is compressed on one page
307. very difficult to navigate, very choppy
308. I like the direct links
309. Too clutterred, information isnt easy to find or navigate
310. Nicely designed but sometimes hard to navigate or find info that appeals to me.
311. Not often relevant to me so it takes too much time to find what I am interested in.
312. Like pictures, Like that it is easy to navigate
313. not familiar with it.
314. Good site, sometimes information is hard to find.
315. I like that there are links to different departments
316. Never visited
317. Least:The fresno state news has three sections on the front page. Where are the links to events? Where are the student run groups? Why is there budgeting on the front? THis is ment for investors or faculty or parents seeing the website, not for students. WHere is the fun in Fresno? This highlights the burecratic information. Why is there a huge link to Fresno State Jobs? It is a state unvierstiy it is hard to find or get a job there. THis is usually under a subheading.
318. It is easy to find what I am looking for wether it be email login, or mycsufresno, or other information.
319. easy to find information
320. athletics
321. Difficult to navigate. Search function does not work well.
322. N/A
323. It's all good.
324. It can be a little difficult to navigate sometimes, but maybe that's my browser.
325. No comment
326. Um, I'm neutral about the web page.
327. It is still has an ease of use.
328. no comment
329. Like to know the pertinent developments going on... and the impact of academic endeavors to students and community.
330. Ease of finding what I need

331. no strong likes/dislikes on any of the above
332. Easy to follow!
333. Most...ease of navigation to school related pages
334. Information
335. make teacher links easier to find
336. most -easy to use
337. hard to navigate
338. N/A
339. I like the look and layout of the page. Makes navigating to the information I want easier.
340. The webpage is easy to navigate.
341. welty is always on home page.
342. ease of navigation
343. it's easy to get around and very helpful.
344. Most: The anthropology professors
Least: Old buildings, small classrooms, lack of technology
345. LEAST - Very confusing to navigate. cluttered and disorganized.
it does not work sometimes. Hate the search option, is useless!
346. Not very easy to navigate until pretty used to it.
347. Its not user friendly!
348. Keeps our family updated.
349. Too general, non-informative, lacks updated feel
difficult to navigate to specific pages directly from the home page - usually have to click through multiple pages to get the info I need. However the site contains a LOT of info on everything, which is good.
350. A little hard to find things.
351. A bit difficult to navigate at times.
352. The most thing i like is my csufresnostate
353. Can be complicated to find what you are looking for.
354. The appearance of the page.
355. quick access from drop down list to popular sites.
356. survey
357. Easy to Navigate
358. easy to find what I am looking for; user friendly
359. Easy access
360. Don't utilize it much since i no longer attend FSU. But regularly follow gobulldogs.com as a former athlete. Will follow almost all sports.
361. Accessing email is now in the drop box
362. It was difficult to find my way around at first. The button for current students is tiny!
363. it's an info hub
364. Ease in use/very plain. The problem with this website is that it is informational only. It is difficult to find out what degrees are offered and there is no sales pitch. FSU should take efforts to sell the fact that we offer a quality educational and design a website to accomplish this end.
365. not as easy as could be....office locations, directory, events and auto access to related map
366. means to an end
367. its self-explanatory
368. Easy to navigate
369. It is easy to use but hard to find specific information.
370. Easy to navigate.

371. Most,links to other sites that support. Least, doesn't seem student driven
372. old style and difficult to navigate
373. I don't read this.
374. I never visit it.
375. Usually easy to navigate. Some areas, such as semester calendars, can be difficult to find.
376. easy to navigate
377. good navigation, info easy to find
378. It "magically" appears.
379. Unfamiliar with site...
380. I don't use to very often.
381. It is rarely updated, especially the major's and department's homepages
382. Quick links to email, blackboard, etc.
383. Ease of use. Links to other FSU sites
384. Hard to navigate to find what I'm looking for. Other CSU sites easier to use.
385. Fresno State Home page is easy to fine the basics but information such as teacher contact info to set up appointments for acadademic planning. The least thing that I care for is the email and how the links are not working properly.
386. Like the banner.I like the campus News sources (Univ Journal, The Collegian, Go bulldogs, Bulldog Blog) on the front
387. Don't like cluttered look. Should be changed more often
388. Specifically, I hate that there is not an express button/link to reach the campus email system. Secondly, I think a quick blip about what's happening on campus that is updated daily would keep me on the site longer, that blip could then direct viewers to the www.FresnoStateNews.com site for a full story.
389. Hard to find anything
390. I like the simple formatting of it.
391. Simple, but too many drop down options
392. It gives good information about the University and about what is going on.
393. too many links
394. layout easy to read
395. I find it very user friendly
396. not much
397. no comments at this time
398. very organiza and easy to use.
399. The drop down menu with all of the different names. Maybe these can be organized into categories for better navigation.
400. most: it shows alot of pride
Least: it can be complicated sometimes
401. Too cluttered and difficult to find relevant information
402. Easy to navigate.
403. It is not user friendly at all! Very hard to navigate. It seems to have been catered to administration instead of students.
404. when they take off the search capability and put a "donation link" instead. really frustrating.
405. lots and lots and lots and lots of dead links, old links, it is generally unorganized in so many ways. BASIC needed items are very hard to find. like the Calendar for the Acadmenic year
The mail button isn't on the front anymore.