

Student Web Use Survey Results: Data Set from 2-23-03

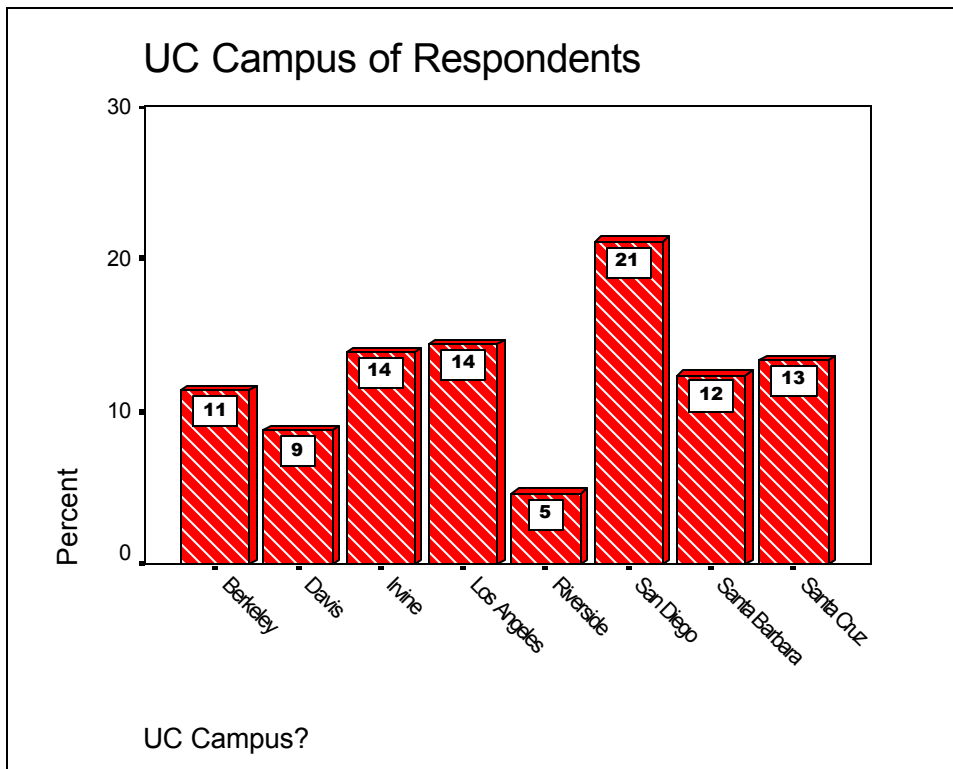
(Report date 4-14-03, UOEAP SM&C)

[Click Here to View Survey](#)

UC Campus of Respondents

		Frequency	Percent	Cumulative Percent
Valid	Berkeley	22	11.3	11.3
	Davis	17	8.8	20.1
	Irvine	27	13.9	34.0
	Los Angeles	28	14.4	48.5
	Riverside	9	4.6	53.1
	San Diego	41	21.1	74.2
	Santa Barbara	24	12.4	86.6
	Santa Cruz	26	13.4	100.0
	Total	194	100.0	

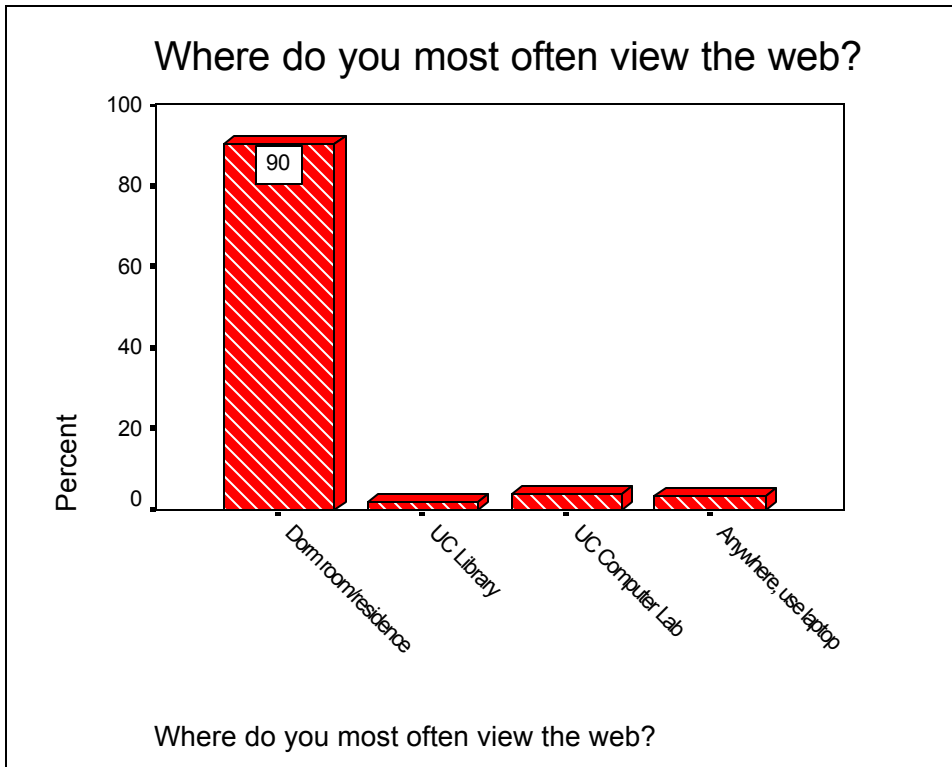
Please select your current UC campus: [Q.1]



Point of web access most frequently used by respondents

		Frequency	Percent	Cumulative Percent
Valid	Dorm room or other current residence	175	90.2	90.2
	UC Library	4	2.1	92.3
	UC Computer Lab	8	4.1	96.4
	Anywhere, I use my laptop	7	3.6	100.0
	Total	194	100.0	

Where do you most often view the web? [Q.2]



Other Web Access Points

		Frequency	Cumulative Percent
Valid	No Response	190	97.9
	At home, on my desktop PC	1	98.5
	From home and from work.	1	99.0
	My home.	1	99.5
	on my porch	1	100.0
	Total	194	

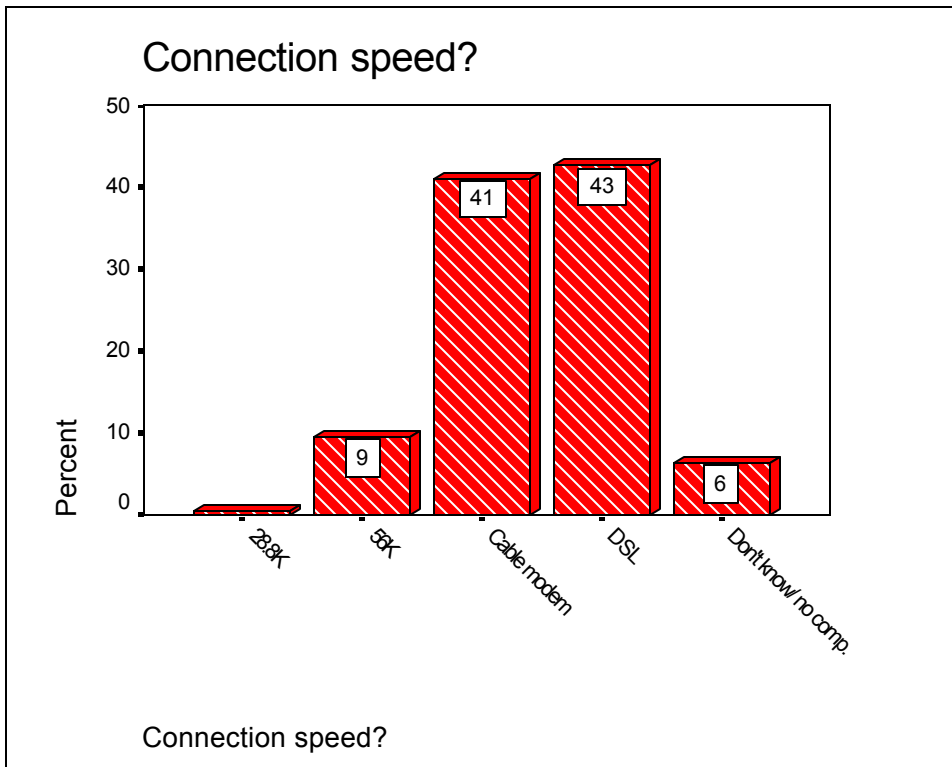
"Other" [Q. 2B]

Respondents home/residence connection speed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	28.8K	1	.5	.5	.5
	56K	18	9.3	9.5	10.0
	Cable modem	78	40.2	41.1	51.1
	DSL	81	41.8	42.6	93.7
	Don't know/ I don't have a home computer for web use	12	6.2	6.3	100.0
	Total	190	97.9	100.0	
Missing	System	4	2.1		
Total		194	100.0		

If you access the web from your home computer, how fast is your connection typically? (select one) [Q.3]

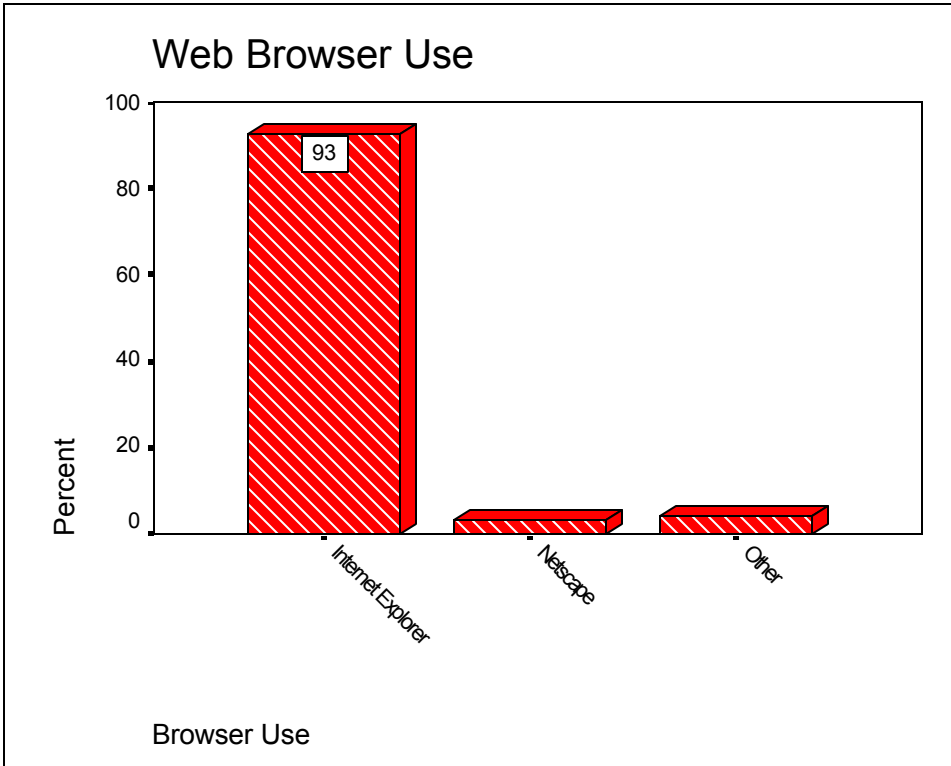
{Note: 4 dropped from response set as the program "skipped and filled" on Q.2B "other response."}



Respondents web browser most frequently used

		Frequency	Percent	Cumulative Percent
Valid	Internet Explorer	180	92.8	92.8
	Netscape	6	3.1	95.9
	Other	8	4.1	100.0
	Total	194	100.0	

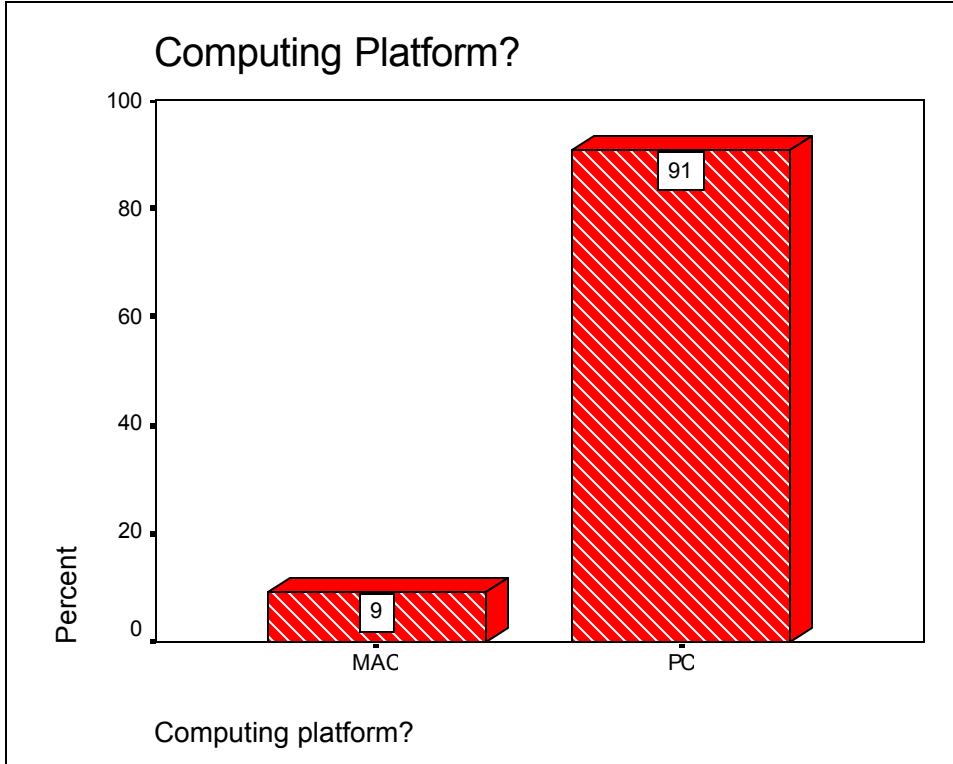
Which web browser do you most often use? (select one) [Q.4]



Respondents computing platform most frequently used.

		Frequency	Percent	Cumulative Percent
Valid	MAC	18	9.3	9.3
	PC	176	90.7	100.0
	Total	194	100.0	

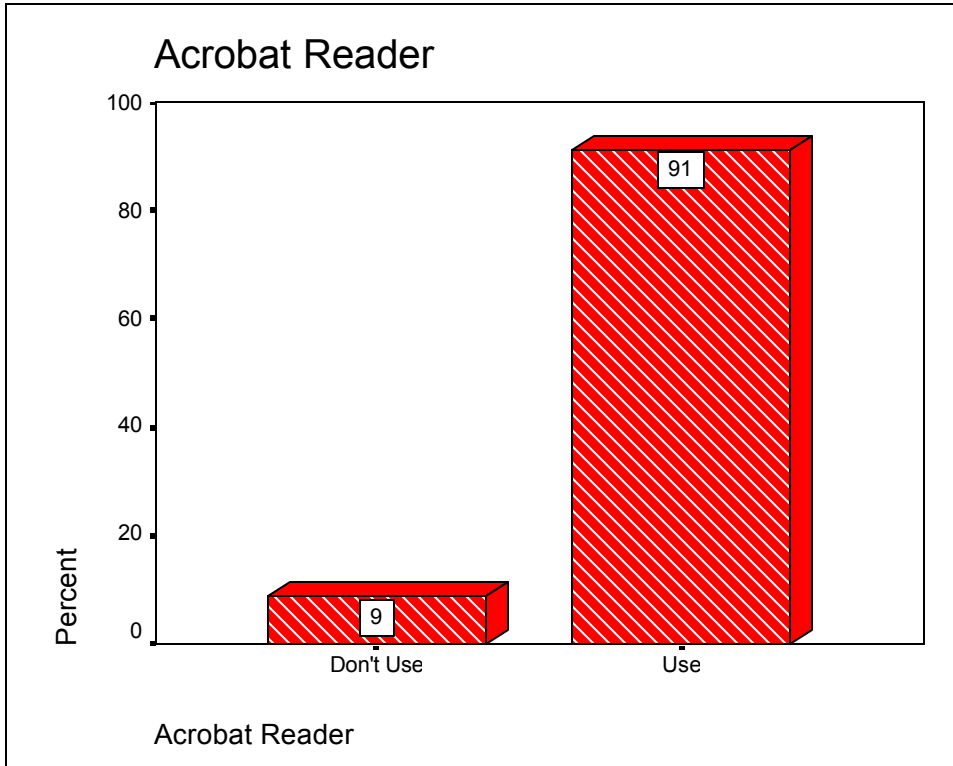
Which computing platform do you most often use? (select one) [Q.5]



Web Surfing Utilities: (Adobe) Acrobat Reader.

		Frequency	Percent	Cumulative Percent
Valid	Don't Use	17	8.8	8.8
	Use	177	91.2	100.0
	Total	194	100.0	

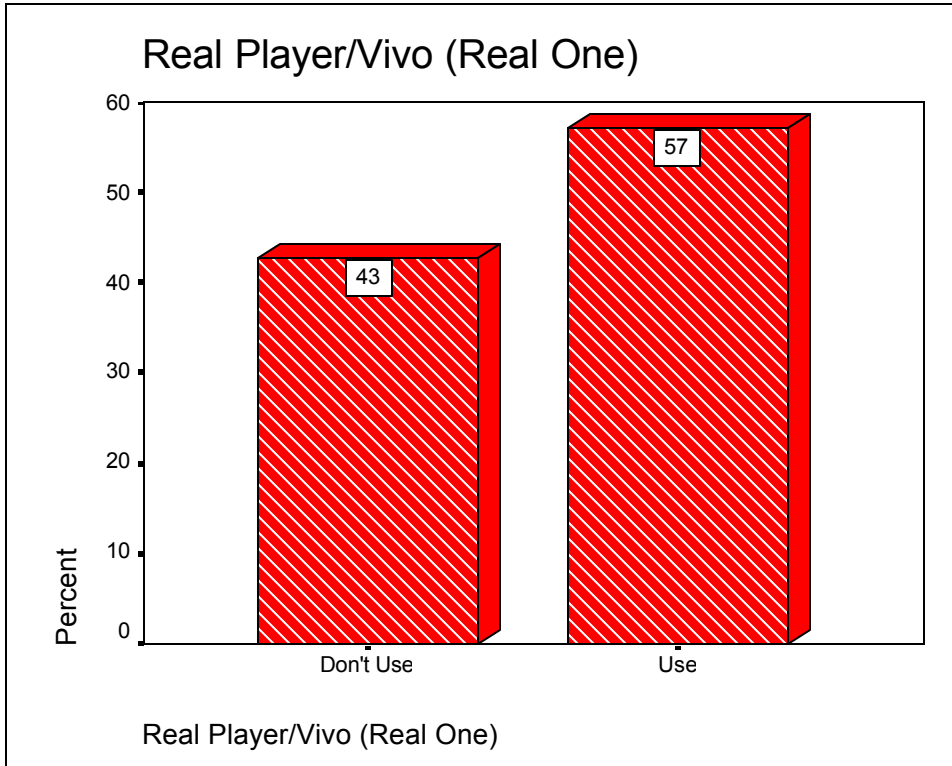
When surfing the web, which of the following do you utilize? (check all that apply) [Q.6a]



Web Surfing Utilities: Real Player/Vivo (Real One)

		Frequency	Percent	Cumulative Percent
Valid	Don't Use	83	42.8	42.8
	Use	111	57.2	100.0
	Total	194	100.0	

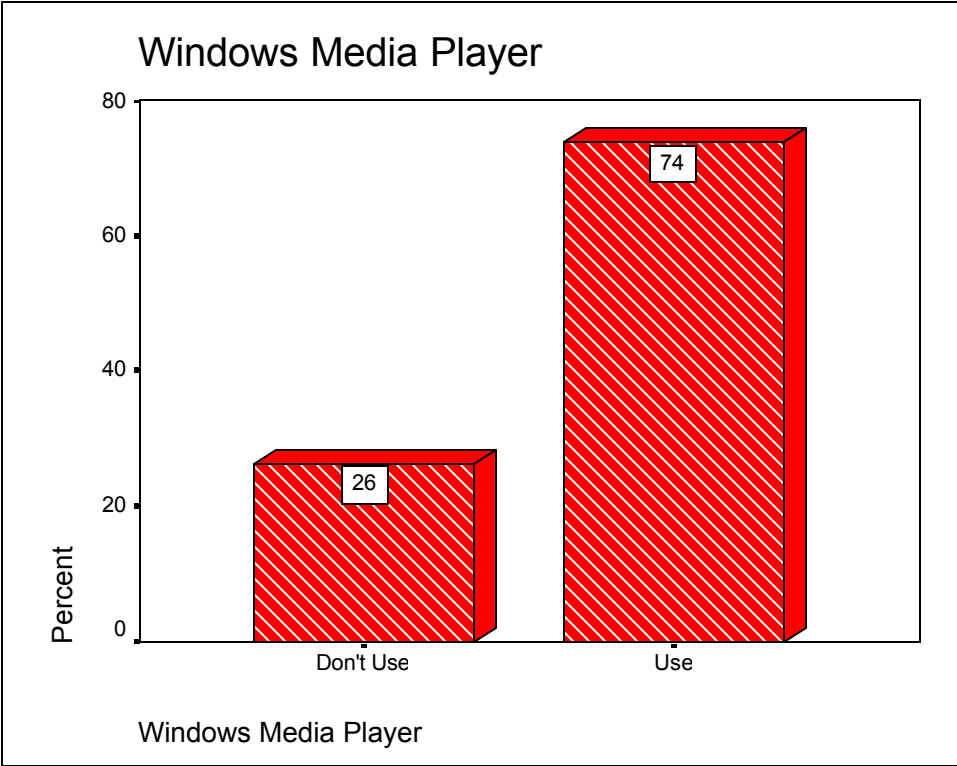
When surfing the web, which of the following do you utilize? (check all that apply) [Q.6b]



Web Surfing Utilities: Windows Media Player

		Frequency	Percent	Cumulative Percent
Valid	Don't Use	51	26.3	26.3
	Use	143	73.7	100.0
	Total	194	100.0	

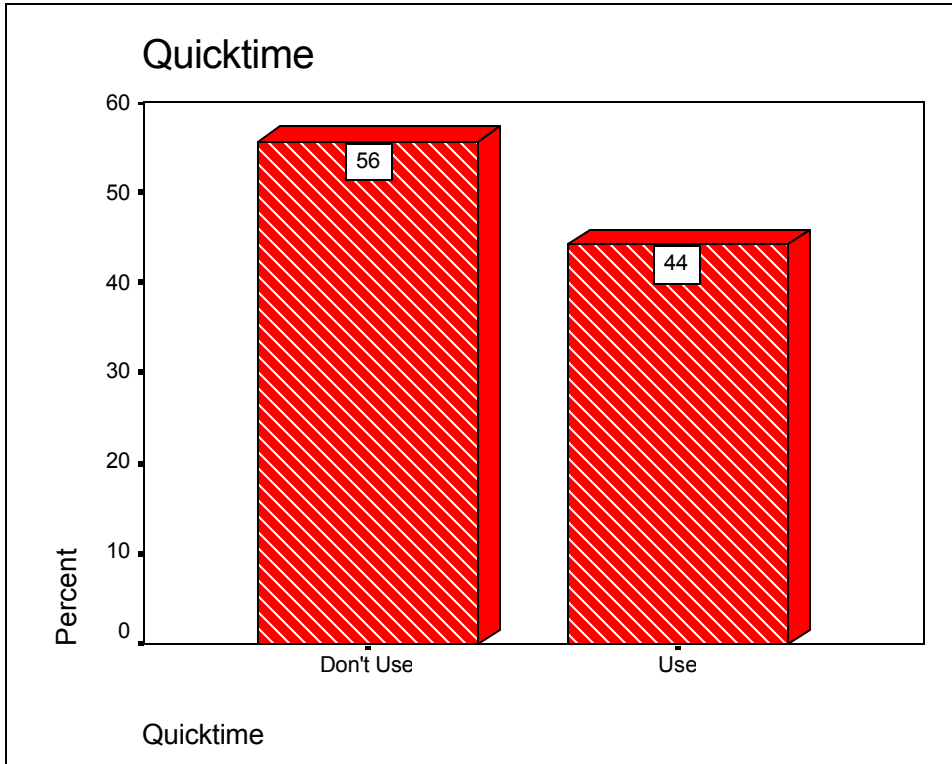
When surfing the web, which of the following do you utilize? (check all that apply) [Q.6c]



Web Surfing Utilities: Quicktime

		Frequency	Percent	Cumulative Percent
Valid	Don't Use	108	55.7	55.7
	Use	86	44.3	100.0
	Total	194	100.0	

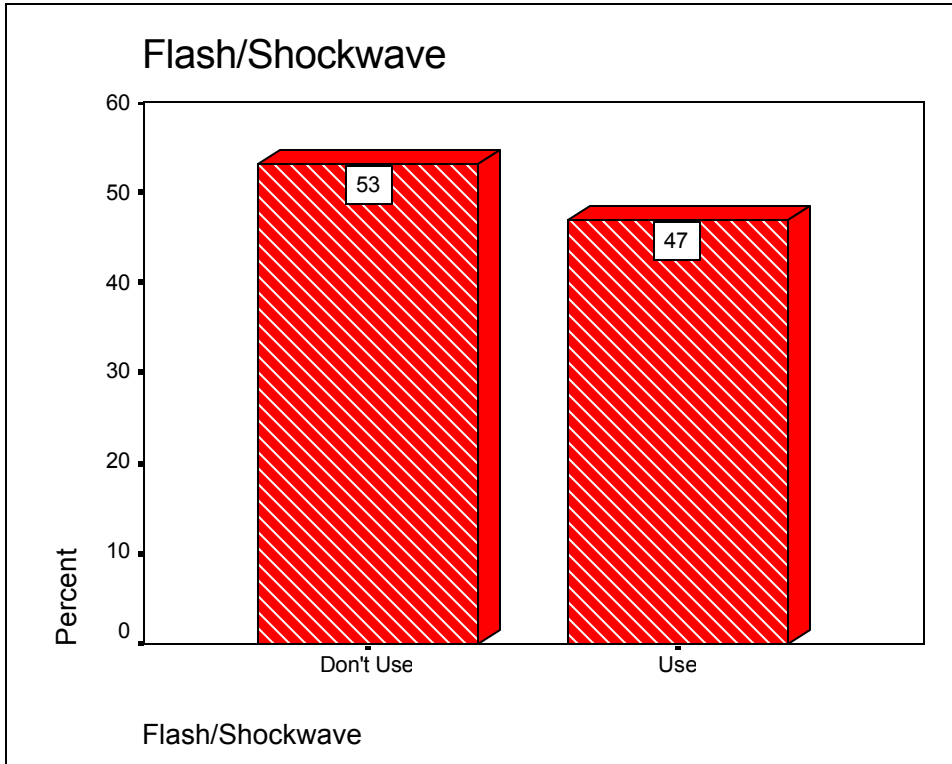
When surfing the web, which of the following do you utilize? (check all that apply) [Q.6d]



Web Surfing Utilities: Flash/Shockwave

		Frequency	Percent	Cumulative Percent
Valid	Don't Use	103	53.1	53.1
	Use	91	46.9	100.0
	Total	194	100.0	

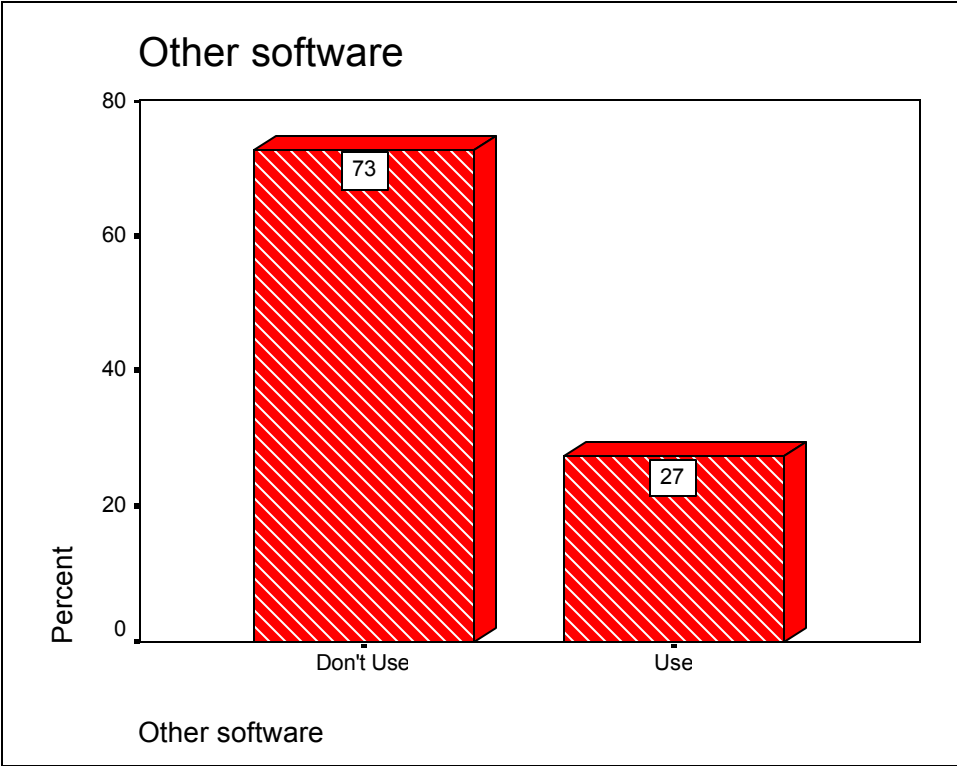
When surfing the web, which of the following do you utilize? (check all that apply) [Q.6e]



Web Surfing Utilities: Other Software (Utilities)

		Frequency	Percent	Cumulative Percent
Valid	Don't Use (other utilities)	141	72.7	72.7
	Use (other utilities)	53	27.3	100.0
	Total	194	100.0	

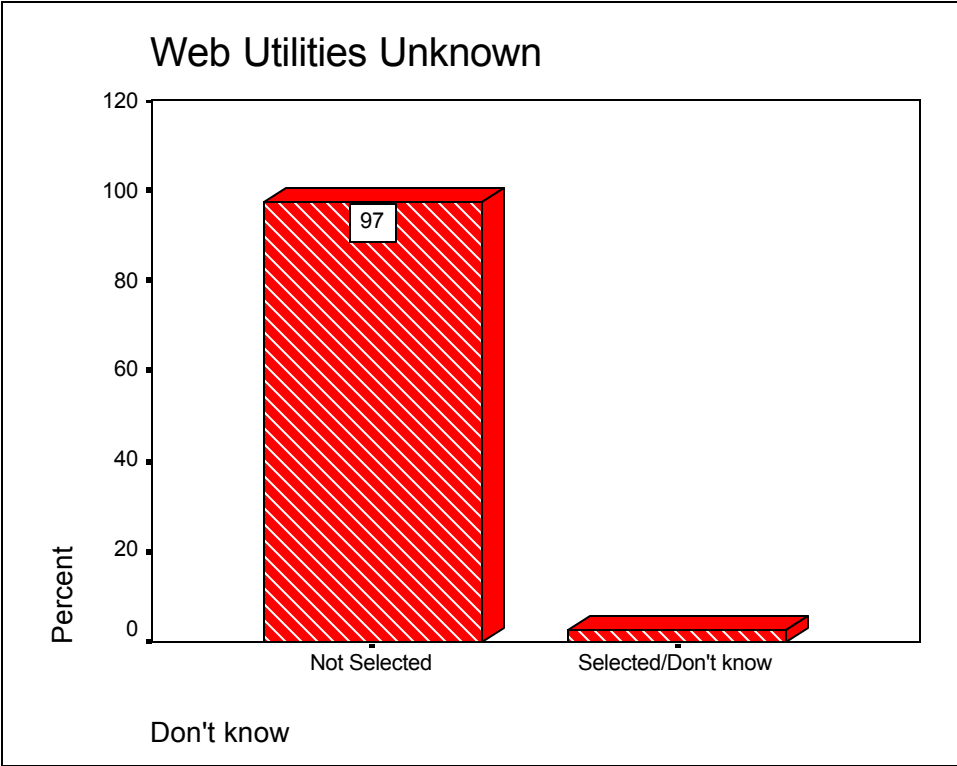
When surfing the web, which of the following do you utilize? (check all that apply) [Q.6f]



Web Surfing Utilities: Don't Know

		Frequency	Percent	Cumulative Percent
Valid	Not Selected	189	97.4	97.4
	Selected (Don't know)	5	2.6	100.0
	Total	194	100.0	

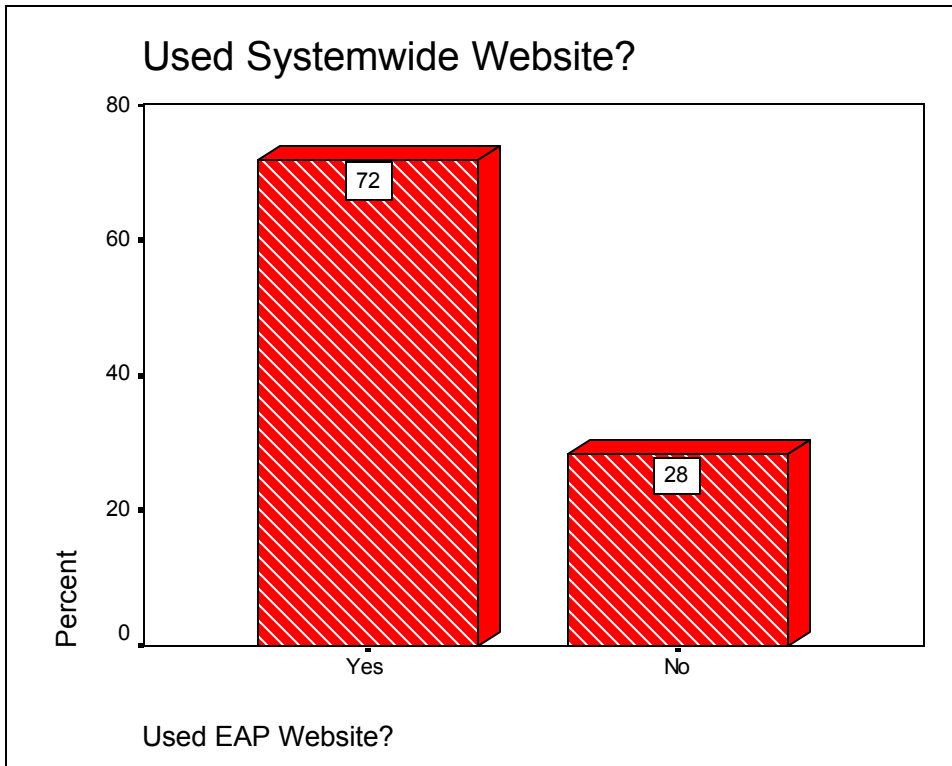
When surfing the web, which of the following do you utilize? (check all that apply) [Q.6g]



Has respondent used the Systemwide Website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	137	70.6	71.7	71.7
	No	54	27.8	28.3	100.0
	Total	191	98.5	100.0	
Missing	System	3	1.5		
Total		194	100.0		

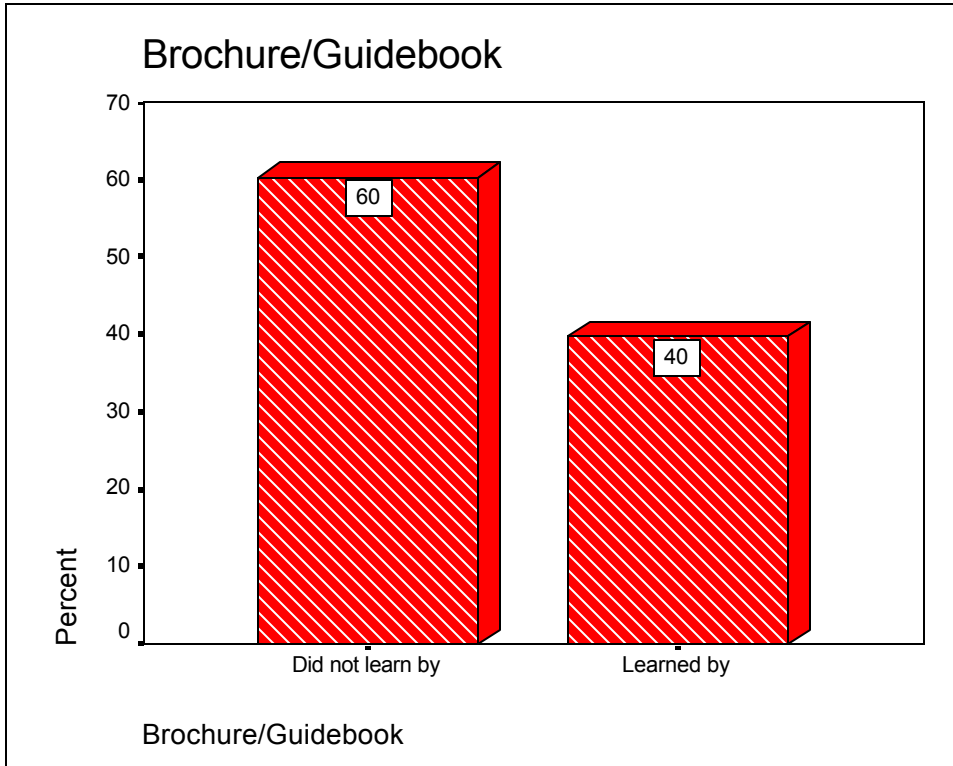
Have you used the EAP systemwide website (e.g., above) for anything other than the EAP application? [Q.7]



Learned of Systemwide Website by: Brochure/Guidebook

		Frequency	Percent	Cumulative Percent
Valid	Did not learn by	117	60.3	60.3
	Learned by	77	39.7	100.0
	Total	194	100.0	

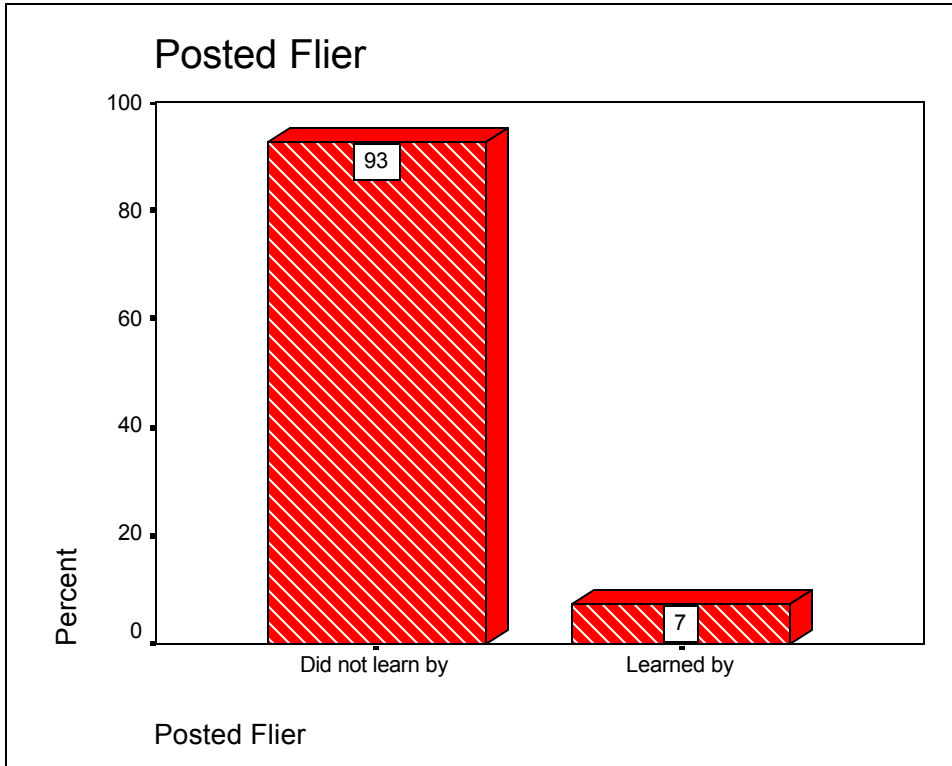
How did you learn of the systemwide EAP website? (check all that apply) [Q.8a]



Learned of Systemwide Website by: Posted Flier

		Frequency	Percent	Cumulative Percent
Valid	Did not learn by	180	92.8	92.8
	Learned by	14	7.2	100.0
	Total	194	100.0	

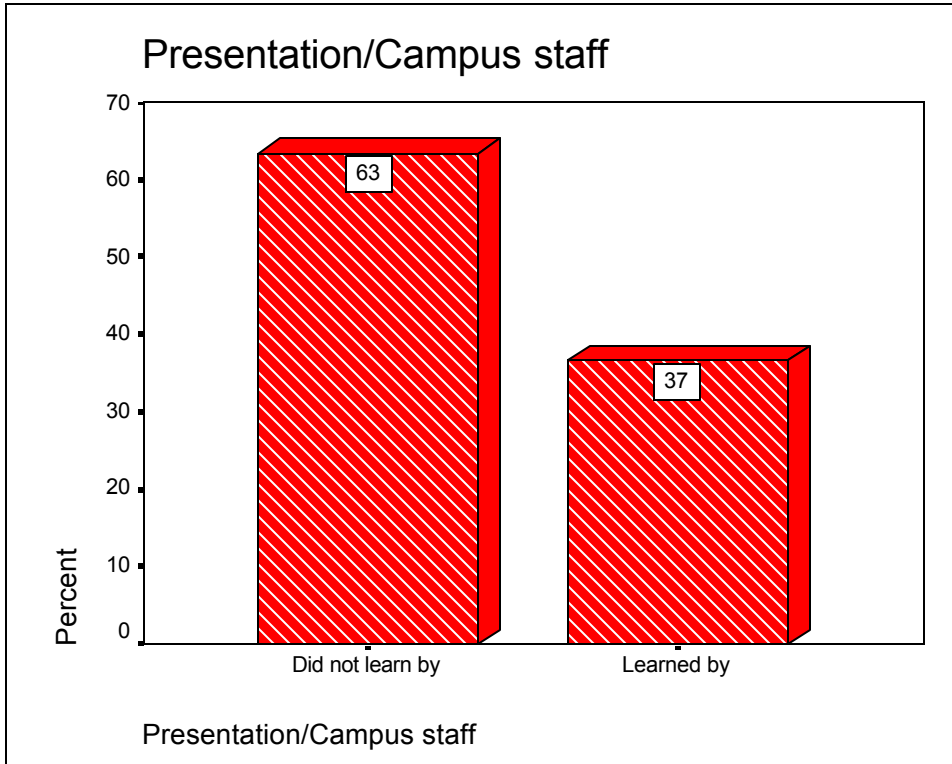
How did you learn of the systemwide EAP website? (check all that apply) [Q.8b]



Learned of Systemwide Website by: Presentation/Campus Staff

		Frequency	Percent	Cumulative Percent
Valid	Did not learn by	123	63.4	63.4
	Learned by	71	36.6	100.0
	Total	194	100.0	

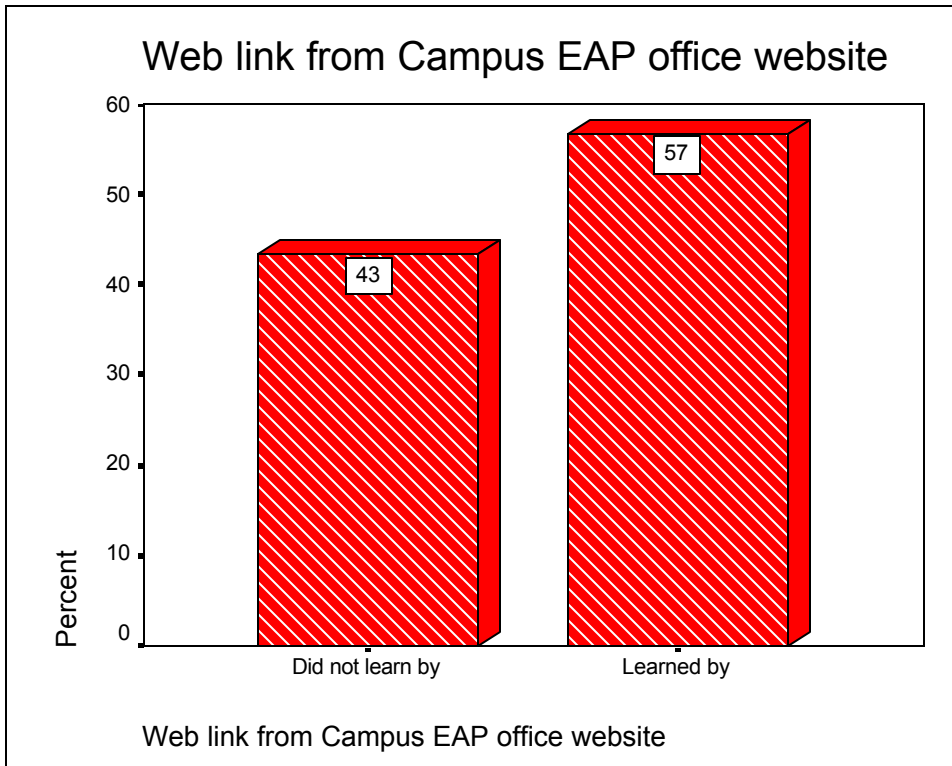
How did you learn of the systemwide EAP website? (check all that apply) [Q.8c]



Learned of Systemwide Website by: Web link from Campus EAP office website

		Frequency	Percent	Cumulative Percent
Valid	Did not learn by	84	43.3	43.3
	Learned by	110	56.7	100.0
	Total	194	100.0	

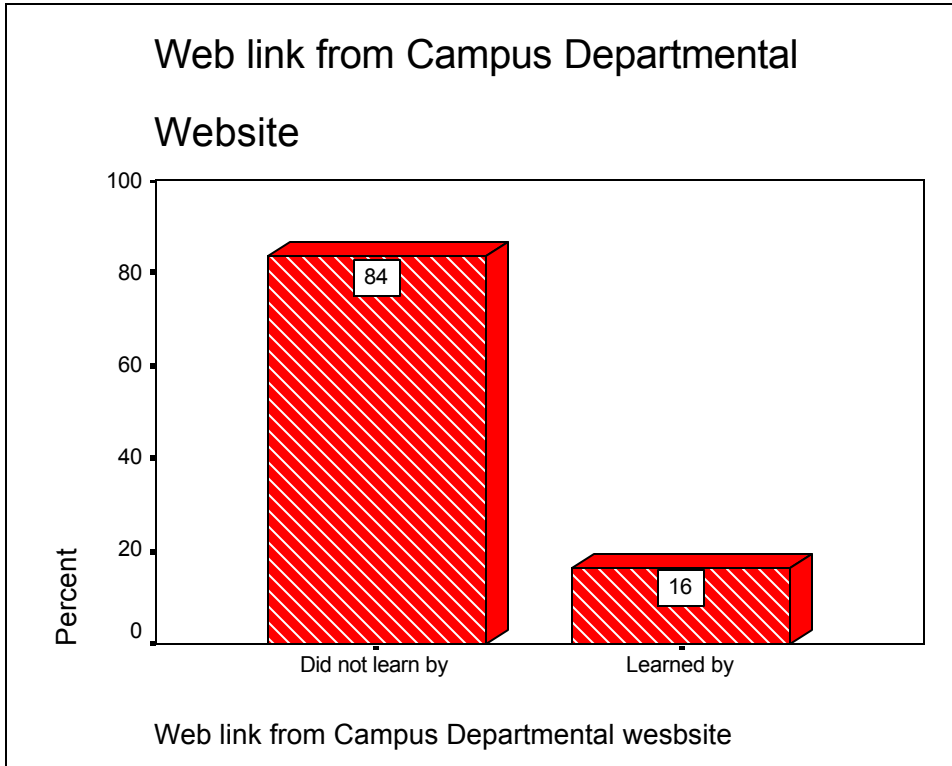
How did you learn of the systemwide EAP website? (check all that apply) [Q.8d]



Learned of Systemwide Website by: Web link from Campus Departmental Website

		Frequency	Percent	Cumulative Percent
Valid	Did not learn by	162	83.5	83.5
	Learned by	32	16.5	100.0
	Total	194	100.0	

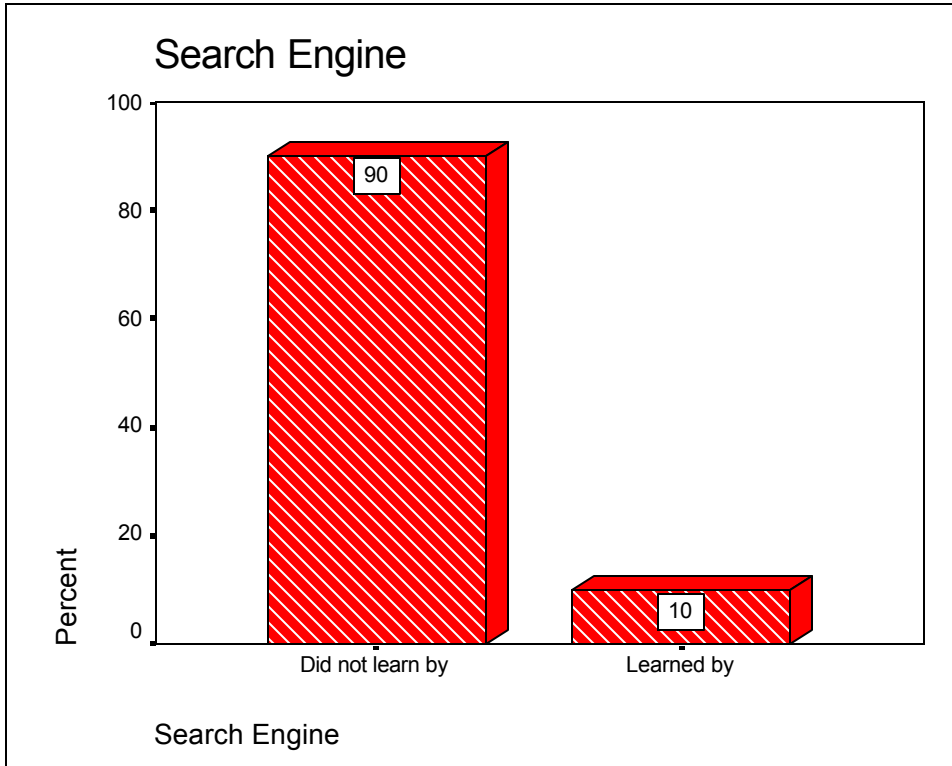
How did you learn of the systemwide EAP website? (check all that apply) [Q.8e]



Learned of Systemwide Website by: Search Engine

		Frequency	Percent	Cumulative Percent
Valid	Did not learn by	175	90.2	90.2
	Learned by	19	9.8	100.0
	Total	194	100.0	

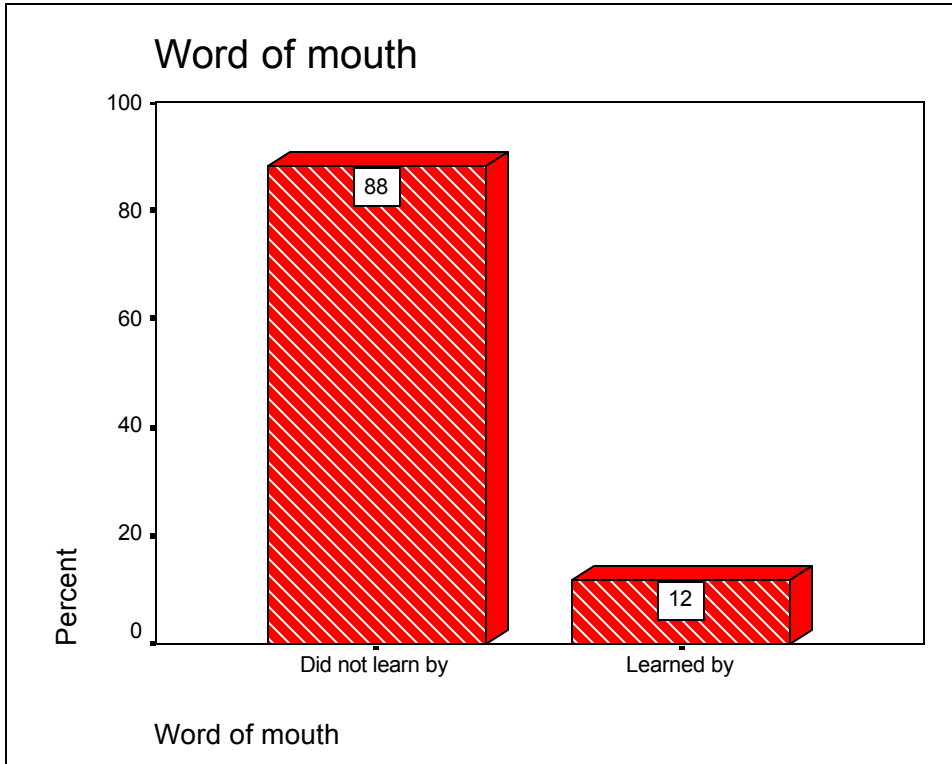
How did you learn of the systemwide EAP website? (check all that apply) [Q.8f]



Learned of Systemwide Website by: Word of mouth

		Frequency	Percent	Cumulative Percent
Valid	Did not learn by	171	88.1	88.1
	Learned by	23	11.9	100.0
	Total	194	100.0	

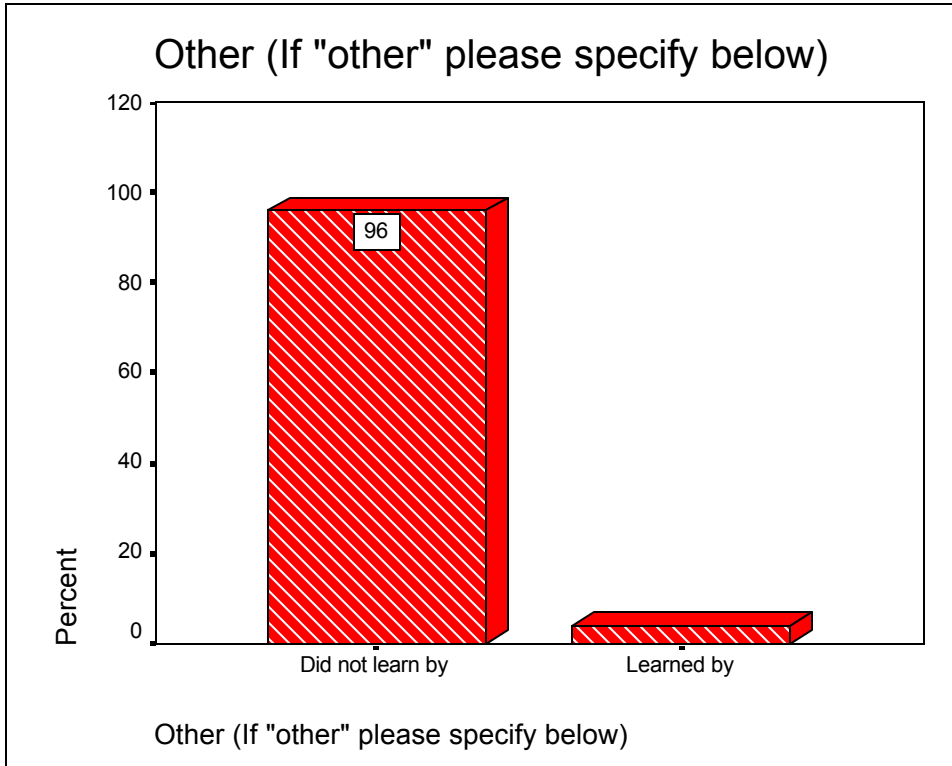
How did you learn of the systemwide EAP website? (check all that apply) [Q.8g]



Learned of Systemwide Website by: Other (means).

		Frequency	Percent	Cumulative Percent
Valid	Did not learn by	186	95.9	95.9
	Learned by	8	4.1	100.0
	Total	194	100.0	

How did you learn of the systemwide EAP website? (check all that apply) [Q.8h]



Learned of EAP Website by Other (means) Responses.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	<i>185</i>	<i>95.4</i>	<i>95.4</i>	<i>95.4</i>
	a poster?	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>95.9</i>
	e-mail from my Campus EAP office	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>96.4</i>
	From EAP office	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>96.9</i>
	From the staff at my school's (UCSB's) EAP office.	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>97.4</i>
	I wanted to travel abroad so I looked it up	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>97.9</i>
	i went in to the office and they told me about it	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>98.5</i>
	I work at UCI's Center for International Education and am a peer advisor. I knew.	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>99.0</i>
	My EAP counselor	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>99.5</i>
	Web link from EAP e-mails Info Session handouts	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>100.0</i>
	Total	<i>194</i>	<i>100.0</i>	<i>100.0</i>	

How did you learn of the systemwide EAP website? (check all that apply) [Q.8i]

Usually found information at Systemwide website

		Frequency	Percent
Valid	Yes	176	90.7
	No/Other	18	9.3
Total		194	100.0

Did you usually find what you were looking for when you used the systemwide EAP website? [Q.9]

Information not found: "other" responses given.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-a detailed explanation of the acceptance process -any logical order to the links in the interface	1	.5	.5	.5
	No response	172	88.7	88.7	89.2
	..but it takes a lot of searching in some cases. Some links will lead me around in circles.	1	.5	.5	89.7
	A lot of te website is just very confusing	1	.5	.5	90.2
	Along with program descriptions...tentative dates for the beginning and end of the program	1	.5	.5	90.7
	classes at abroad campuses	1	.5	.5	91.2
	dates of specific programs and deadlines would be helpful	1	.5	.5	91.8
	i couldn't find the personal statement guidelines for my program application that the instruction sheet advertised. also the student film about toulou	1	.5	.5	92.3
	i did have a bit of trouble when i was applying, i couldn't find the schedule of classes for the different schools very easily...	1	.5	.5	92.8
	i had difficulty finding more specific information for study abroad such as information on the universities abroad and specific courses offered there.	1	.5	.5	93.3
	I had trouble finding a link to the online forms I needed to fill out for the primary application.	1	.5	.5	93.8

[Q.9b]

Information not found: "other" responses given.

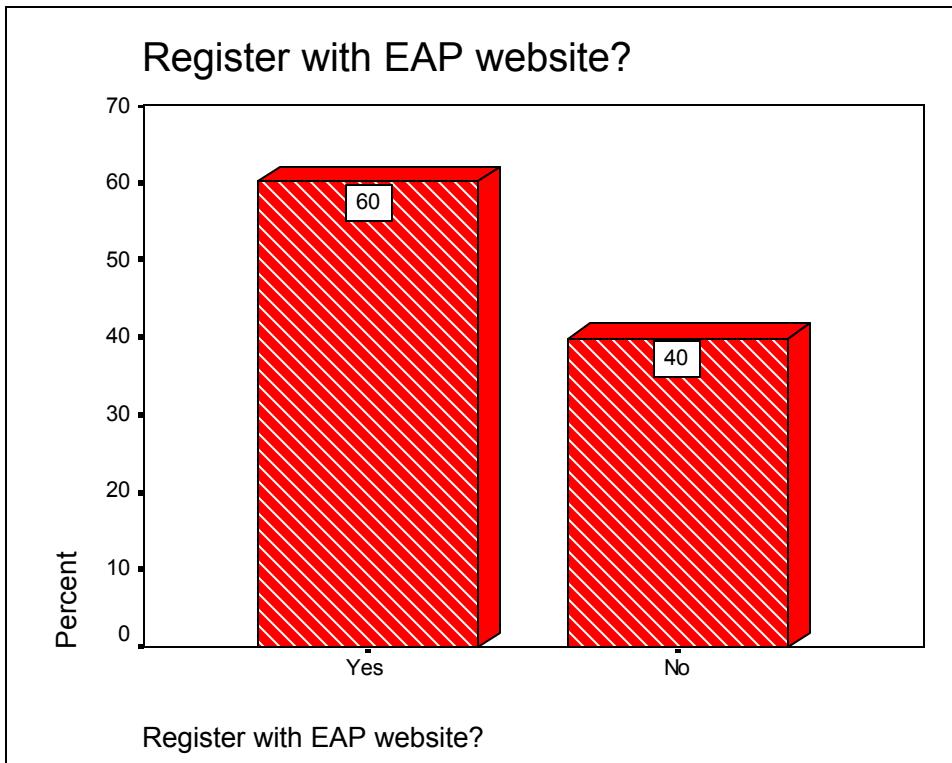
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I wanted more information on the physical appearance of the environment and the average weather of each place and time of year the program was happeni	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>94.3</i>
	More links needed	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>94.8</i>
	More specific dates of the program, not just spring quarter but actual days, and months.	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>95.4</i>
	mostly figuring out how to navigate the system and find out where all the parts are.	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>95.9</i>
	Names and emails of advisors	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>96.4</i>
	Pictures of living areas, i.e. dorms rooms, apartments	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>96.9</i>
	scholarship variety	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>97.4</i>
	Some of the links did not go exactly to where I needed to go. The links to the courses were bad links.	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>97.9</i>
	Specific courses available were often difficult to understand or find even with the links. Most of the time the links did not properly work for my uni	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>98.5</i>
	specific program dates	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>99.0</i>
		<i>1</i>	<i>.5</i>	<i>.5</i>	<i>99.5</i>
	The costs of specific programs.	<i>1</i>	<i>.5</i>	<i>.5</i>	<i>100.0</i>
	Total	<i>194</i>	<i>100.0</i>	<i>100.0</i>	

[Q.9b]

Willing to give a personal profile through Systemwide website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	116	59.8	60.1	60.1
	No	77	39.7	39.9	100.0
	Total	193	99.5	100.0	
Missing	System	1	.5		
Total		194	100.0		

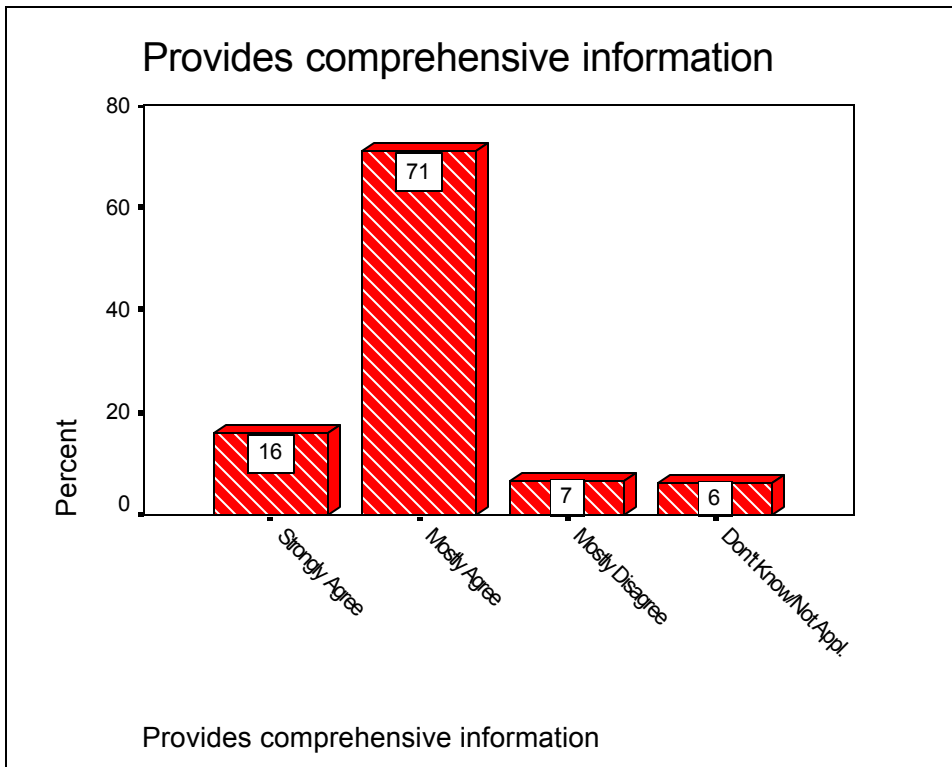
Would you be willing to register your name and short profile with EAP's systemwide website when you first access it? (This would enable us to identify users, assess navigation patterns, and improve EAP's web services.) [Q.10]



Systemwide Website: Provides Comprehensive Information

		Frequency	Percent	Cumulative Percent
Valid	Strongly Agree	31	16.0	16.1
	Mostly Agree	137	70.6	87.0
	Mostly Disagree	13	6.7	93.8
	Don't Know or Not Applicable	12	6.2	100.0
	Total	193	99.5	
Missing	System	1	.5	
Total		194	100.0	

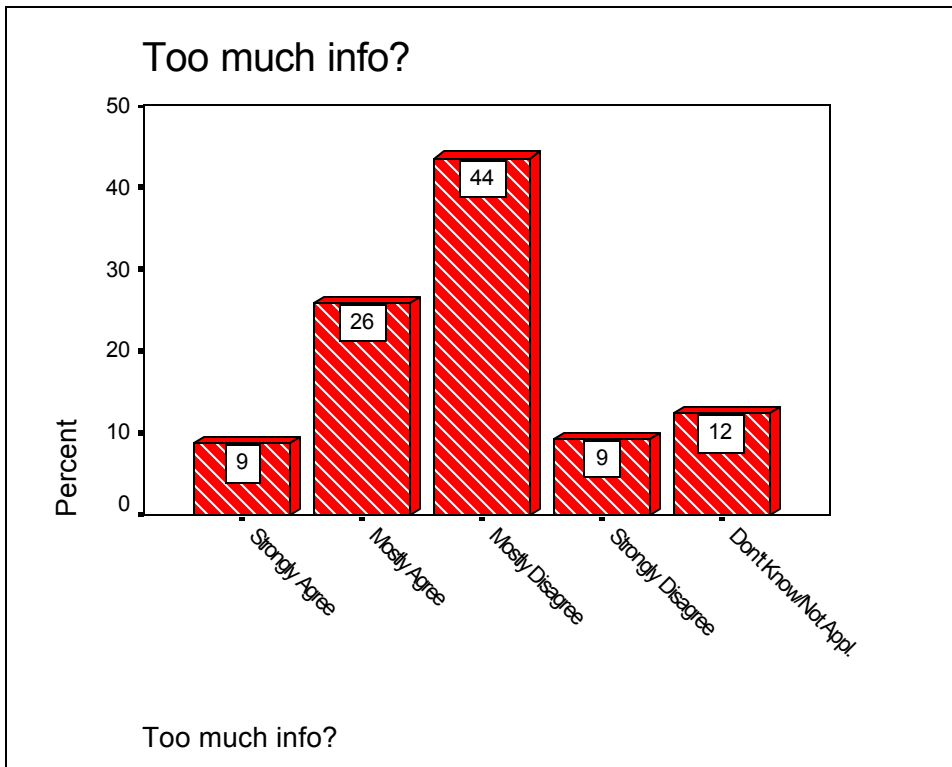
Please indicate your response below to statements regarding the EAP website: Provides comprehensive information [Q. 11a]: {Note, No respondents stated "Strongly Disagree."}



Systemwide Website: Too much to surf through.

		Frequency	Percent	Cumulative Percent
Valid	Strongly Agree	17	8.8	8.8
	Mostly Agree	50	25.8	34.7
	Mostly Disagree	84	43.3	78.2
	Strongly Disagree	18	9.3	87.6
	Don't Know or Not Applicable	24	12.4	100.0
	Total	193	99.5	
Missing	System	1	.5	
Total		194	100.0	

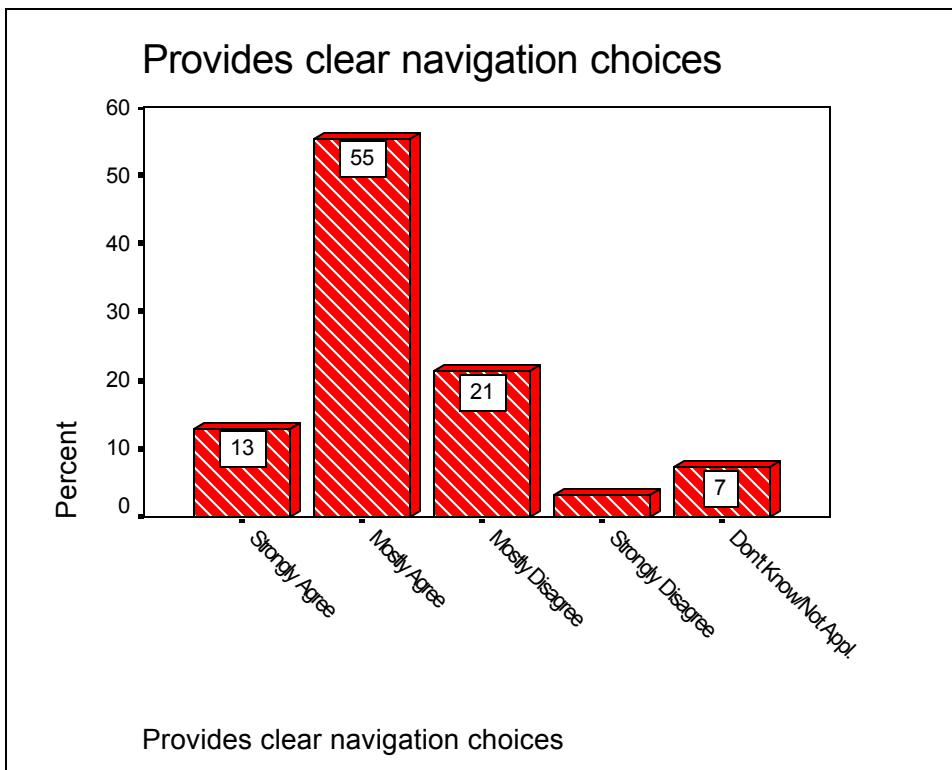
Please indicate your response below to statements regarding the EAP website: Too much to surf through to find the information I wanted. [Q.11b]



Systemwide Website: Provides clear navigation.

		Frequency	Percent	Cumulative Percent
Valid	Strongly Agree	25	12.9	13.0
	Mostly Agree	107	55.2	68.4
	Mostly Disagree	41	21.1	89.6
	Strongly Disagree	6	3.1	92.7
	Don't Know or Not Applicable	14	7.2	100.0
	Total	193	99.5	
Missing	System	1	.5	
Total		194	100.0	

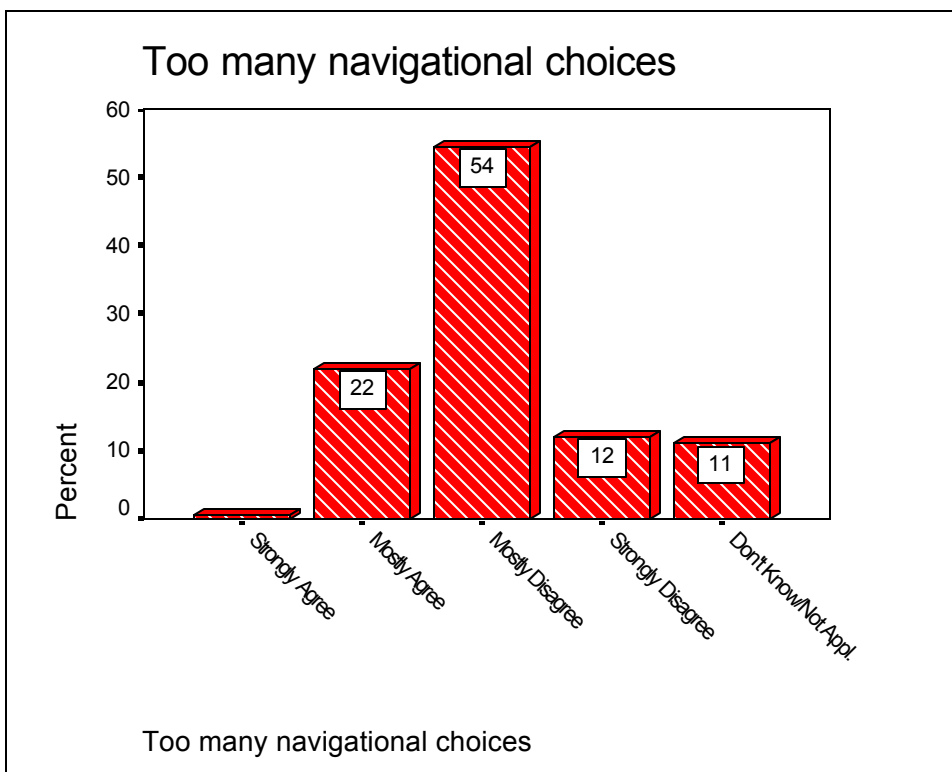
Please indicate your response below to statements regarding the EAP website: Provides clear navigation choices. [Q. 11c]



Systemwide Website: Has too many navigational choices.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	1	.5	.5	.5
	Mostly Agree	42	21.6	22.0	22.5
	Mostly Disagree	104	53.6	54.5	77.0
	Strongly Disagree	23	11.9	12.0	89.0
	Don't Know or Not Applicable	21	10.8	11.0	100.0
	Total	191	98.5	100.0	
Missing	System	3	1.5		
Total		194	100.0		

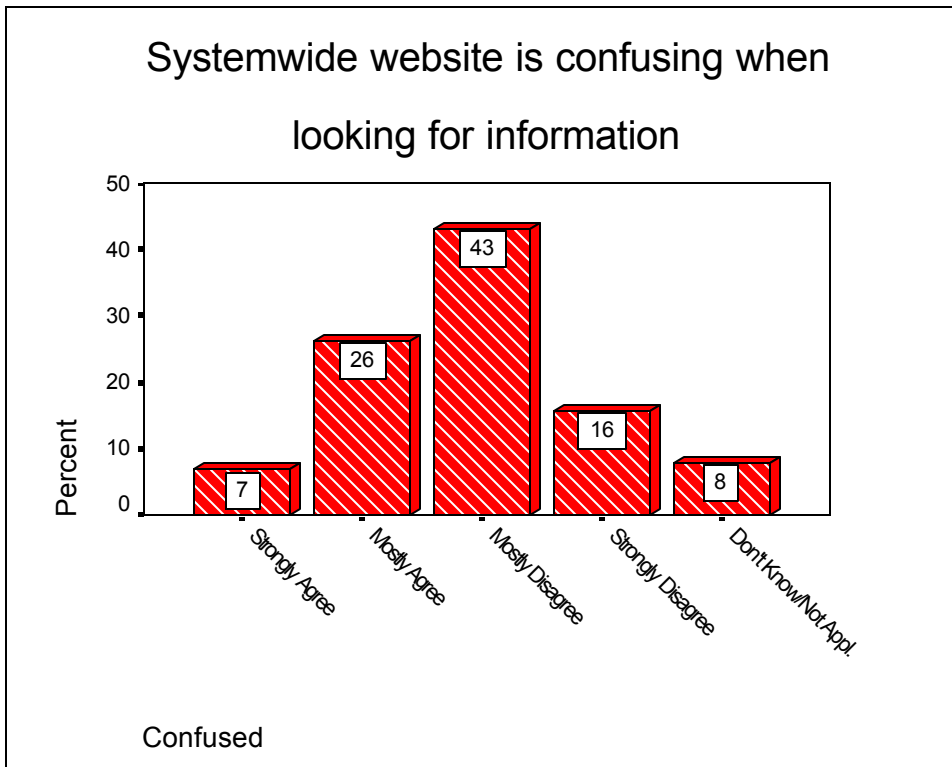
Please indicate your response below to statements regarding the EAP website: Too many navigational choices. [Q.11d]



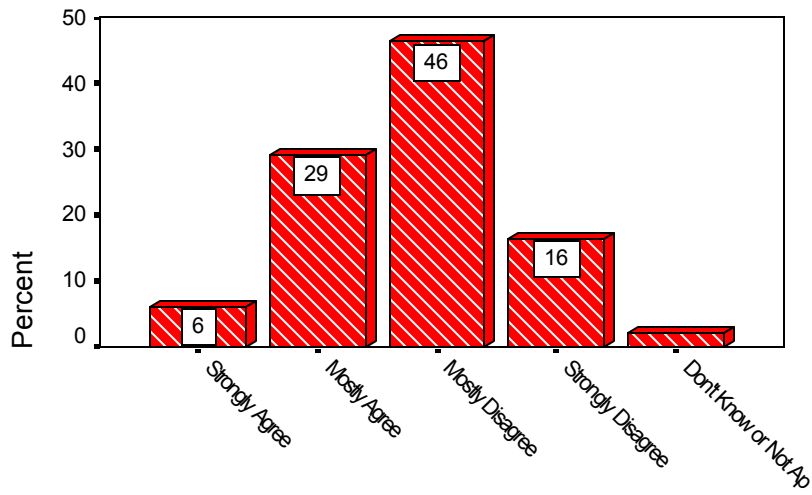
Systemwide Website: Confusing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	13	6.7	6.8	6.8
	Mostly Agree	50	25.8	26.3	33.2
	Mostly Disagree	82	42.3	43.2	76.3
	Strongly Disagree	30	15.5	15.8	92.1
	Don't Know or Not Applicable	15	7.7	7.9	100.0
	Total	190	97.9	100.0	
Missing	System	4	2.1		
Total		194	100.0		

Please indicate your response below to statements regarding the EAP website: I didn't know where to look for information of interest. [Q.11e]



Website Confusing: Filtered by students who used beyond application

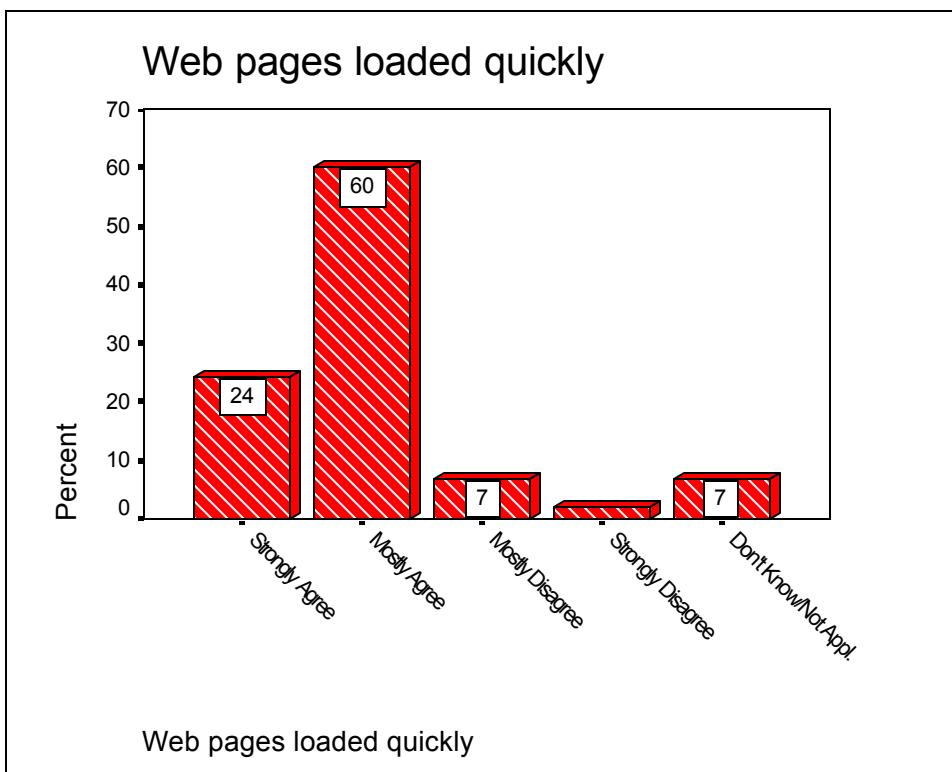


Confused

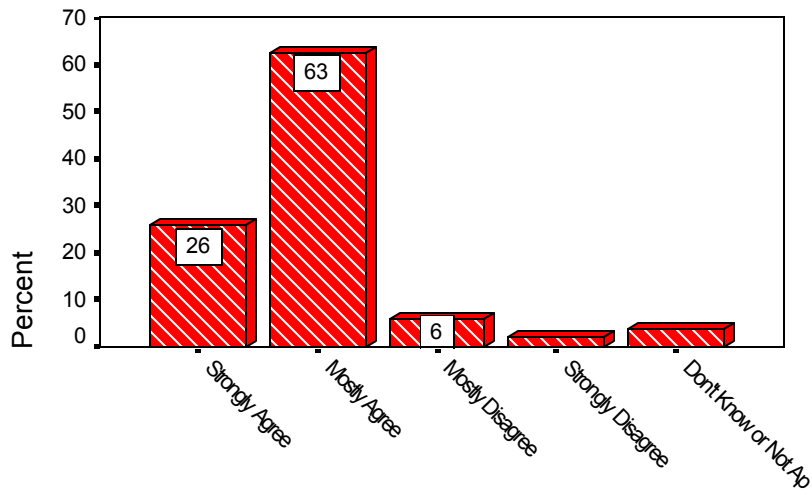
Systemwide Website: Pages loaded quickly.

		Frequency	Percent	Cumulative Percent
Valid	Strongly Agree	47	24.2	24.4
	Mostly Agree	116	59.8	84.5
	Mostly Disagree	13	6.7	91.2
	Strongly Disagree	4	2.1	93.3
	Don't Know or Not Applicable	13	6.7	100.0
	Total	193	99.5	
Missing	System	1	.5	
Total		194	100.0	

Please indicate your response below to statements regarding the EAP website: Web pages loaded quickly. [Q. 11f]



Pages loaded quickly: Filtered by
students who used beyond application

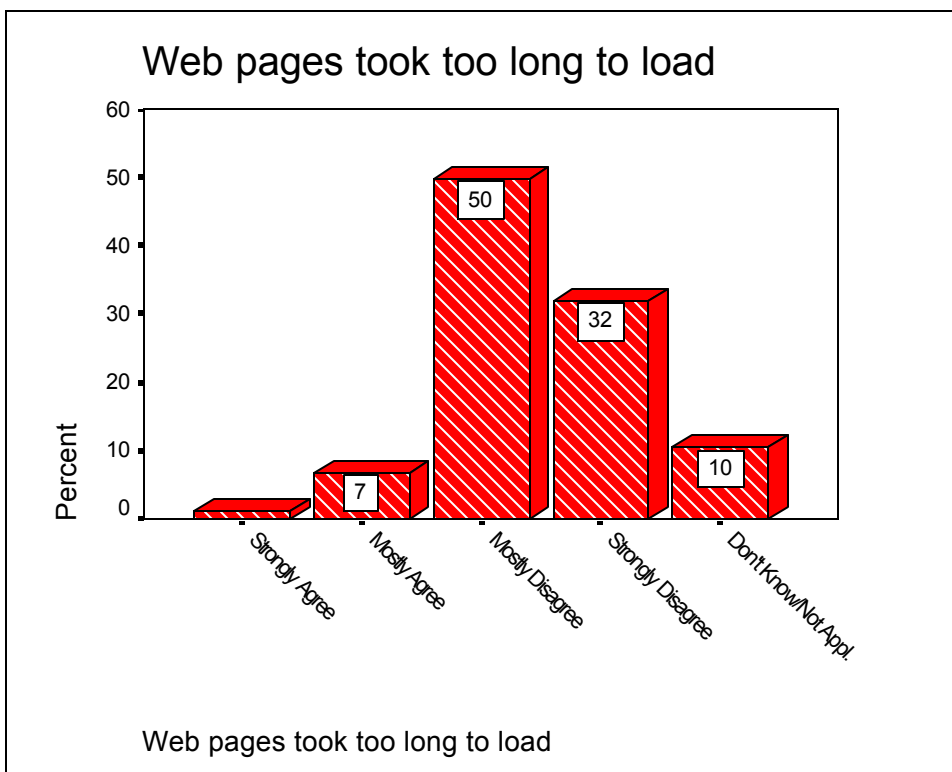


Web pages loaded quickly

Systemwide Website: Pages load slowly.

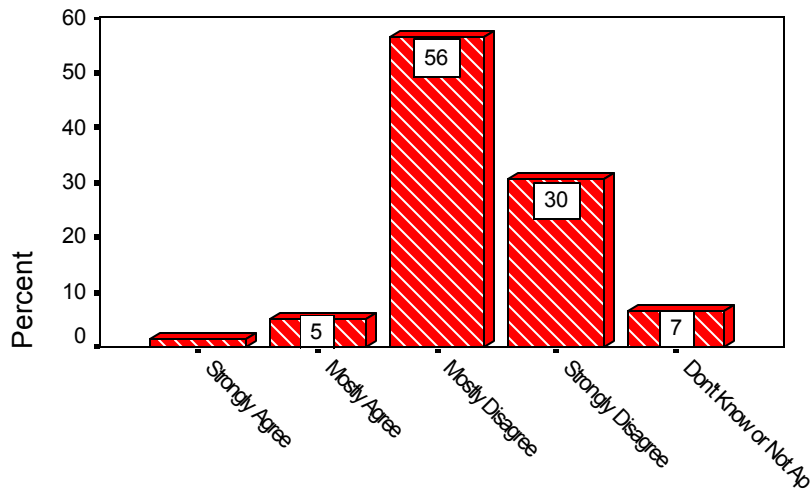
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	2	1.0	1.0	1.0
	Mostly Agree	13	6.7	6.8	7.9
	Mostly Disagree	95	49.0	49.7	57.6
	Strongly Disagree	61	31.4	31.9	89.5
	Don't Know or Not Applicable	20	10.3	10.5	100.0
	Total	191	98.5	100.0	
Missing	System	3	1.5		
Total		194	100.0		

Please indicate your response below to statements regarding the EAP website: Web pages took too long to load. [Q. 11g]



Web pages took too long to load

Filtered: students use beyond application

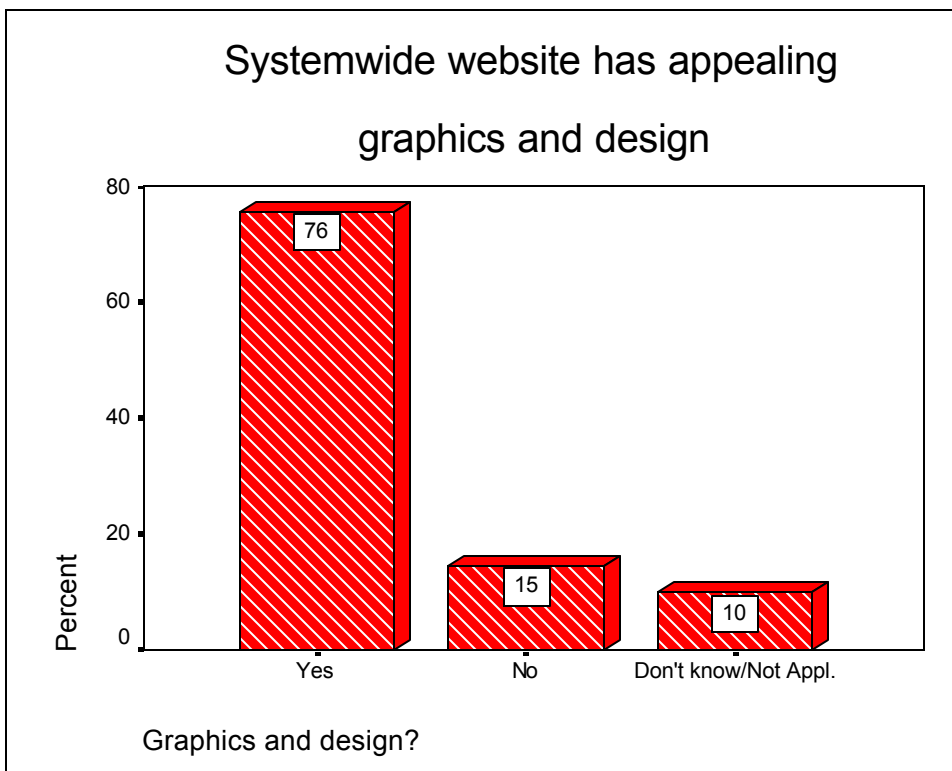


Web pages took too long to load

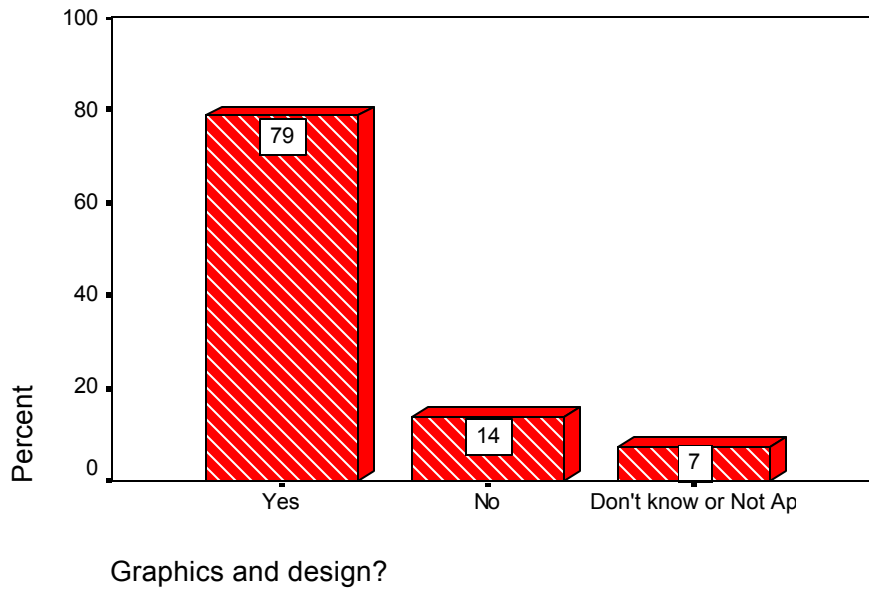
Systemwide Website: Has appealing graphics & design.

		Frequency	Percent	Cumulative Percent
Valid	Yes	146	75.3	75.6
	No	28	14.4	90.2
	Don't know or Not Applicable	19	9.8	100.0
	Total	193	99.5	
Missing	System	1	.5	
Total		194	100.0	

Please select the response that most closely resembles your reaction to the following features of the EAP systemwide website. I found the graphics and design appealing. [Q.12a]



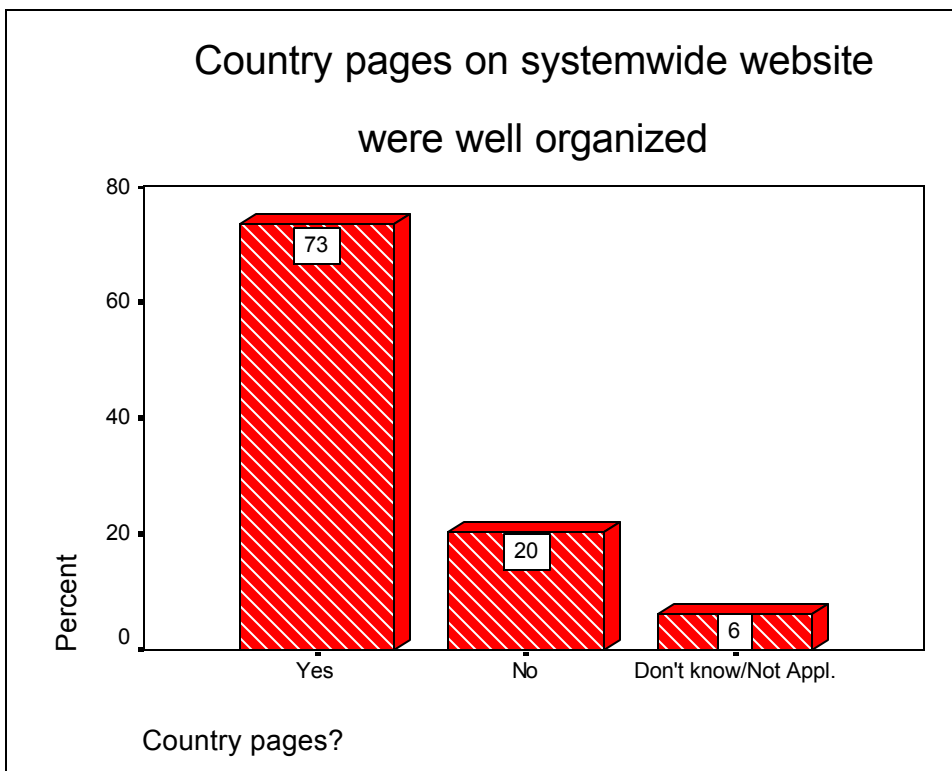
Graphics and design: Filtered by Student use beyond application



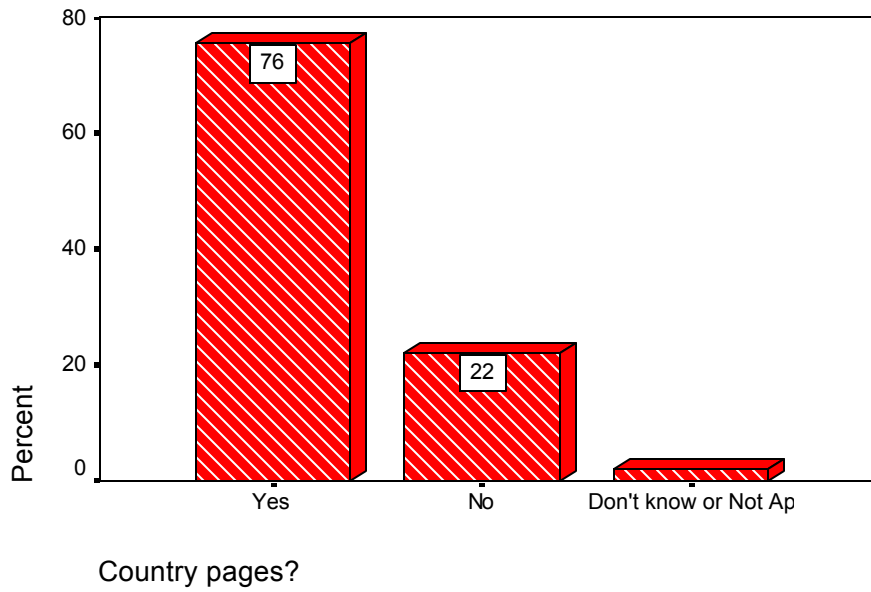
Systemwide Website: Country pages met student needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	140	72.2	73.3	73.3
	No	39	20.1	20.4	93.7
	Don't know or Not Applicable	12	6.2	6.3	100.0
	Total	191	98.5	100.0	
Missing	System	3	1.5		
Total		194	100.0		

Please select the response that most closely resembles your reaction to the following features of the EAP systemwide website: Found the country pages well organized for my needs. [Q.12b]



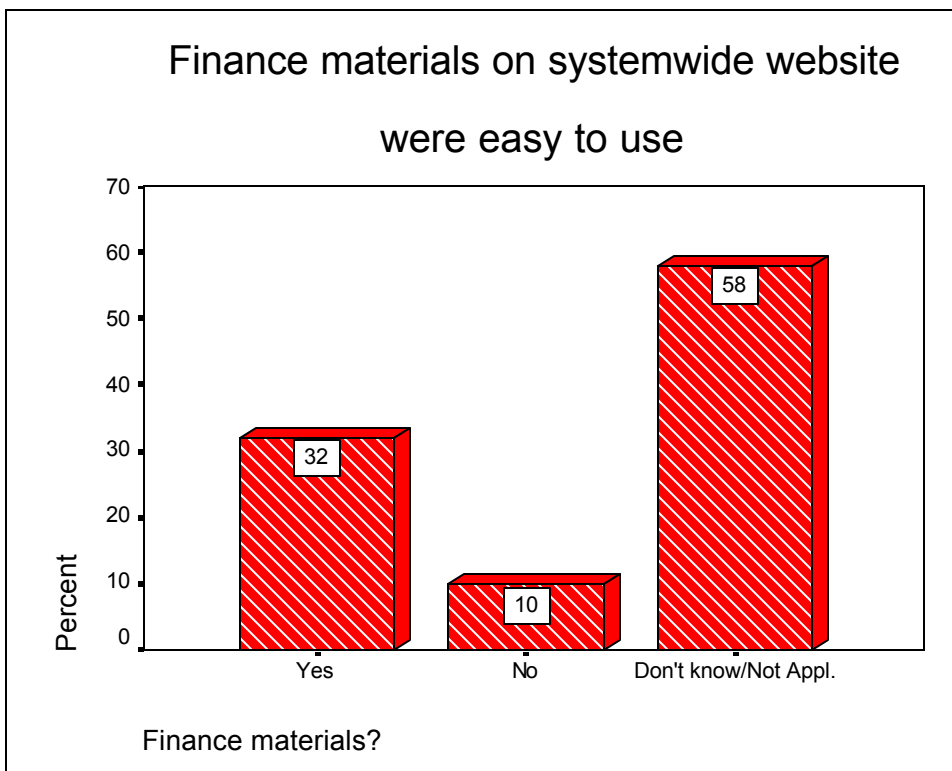
Country pages well organized: Filtered by use beyond application



Systemwide Website: Finance budgets/worsheets easy to use.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	62	32.0	32.1	32.1
	No	19	9.8	9.8	42.0
	Don't know or Not Applicable	112	57.7	58.0	100.0
	Total	193	99.5	100.0	
Missing	System	1	.5		
Total		194	100.0		

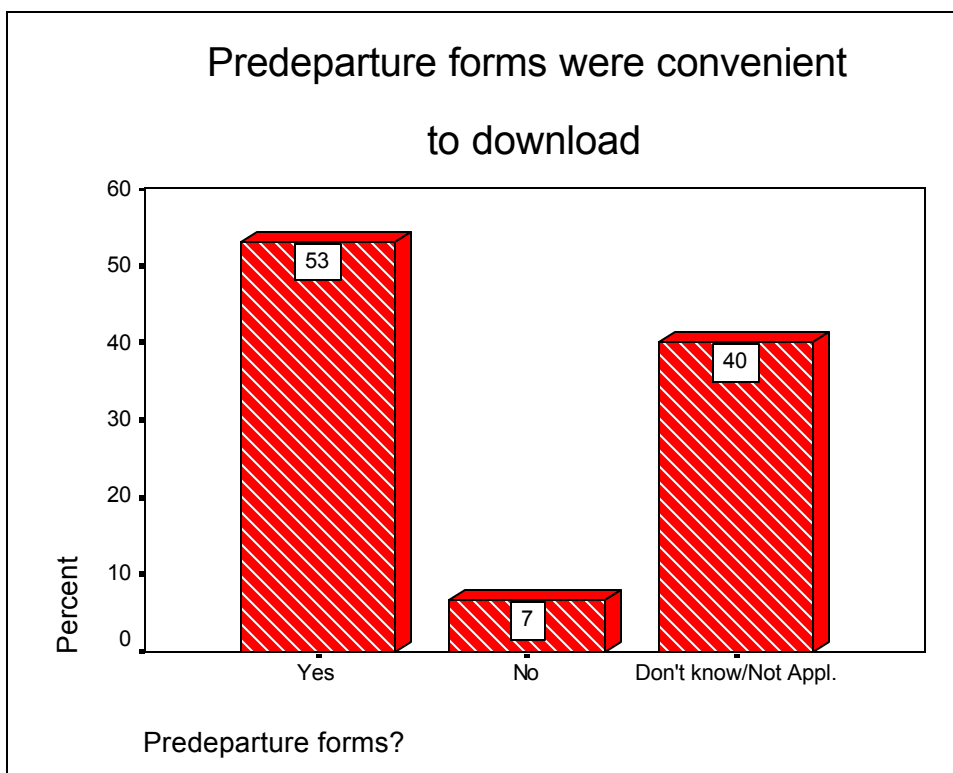
Please select the response that most closely resembles your reaction to the following features of the EAP systemwide website: The financial budgets and worksheets were easy to use. [Q.12c]



Systemwide Website: Pre-departure forms convenient to download.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	102	52.6	53.1	53.1
	No	13	6.7	6.8	59.9
	Don't know or Not Applicable	77	39.7	40.1	100.0
	Total	192	99.0	100.0	
Missing	System	2	1.0		
Total		194	100.0		

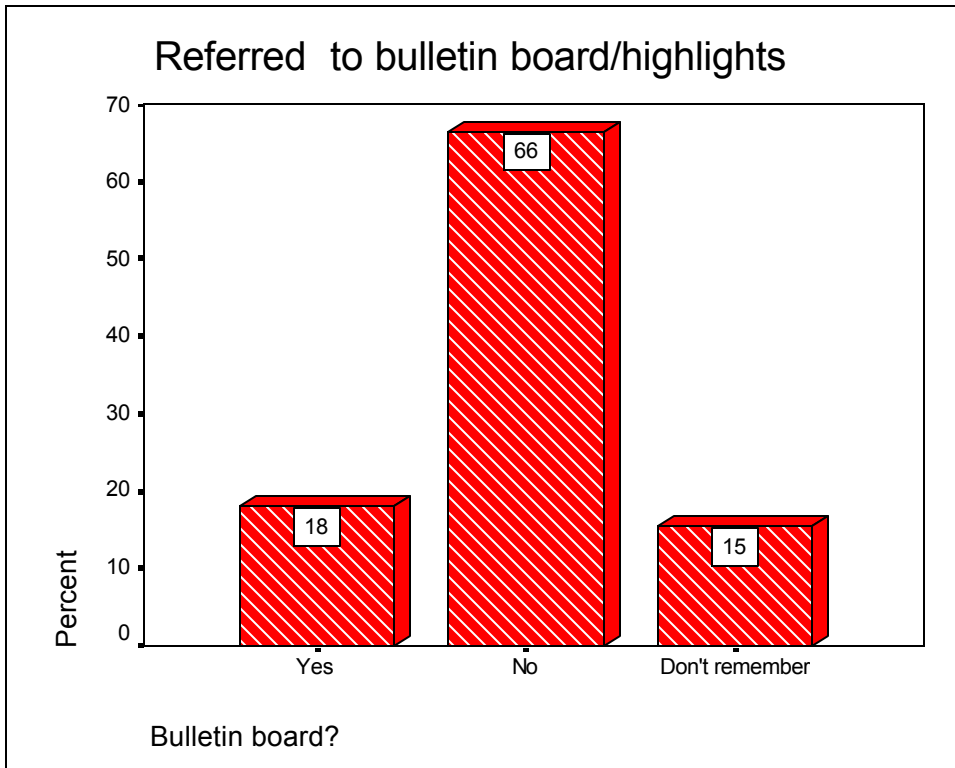
Please select the response that most closely resembles your reaction to the following features of the EAP systemwide website: The pre-departure forms were convenient to download. [Q. 12d]



Referred to Bulletin Board Graphic/Highlights page.

		Frequency	Percent	Cumulative Percent
Valid	Yes	35	18.0	18.0
	No	129	66.5	84.5
	Don't remember	30	15.5	100.0
	Total	194	100.0	

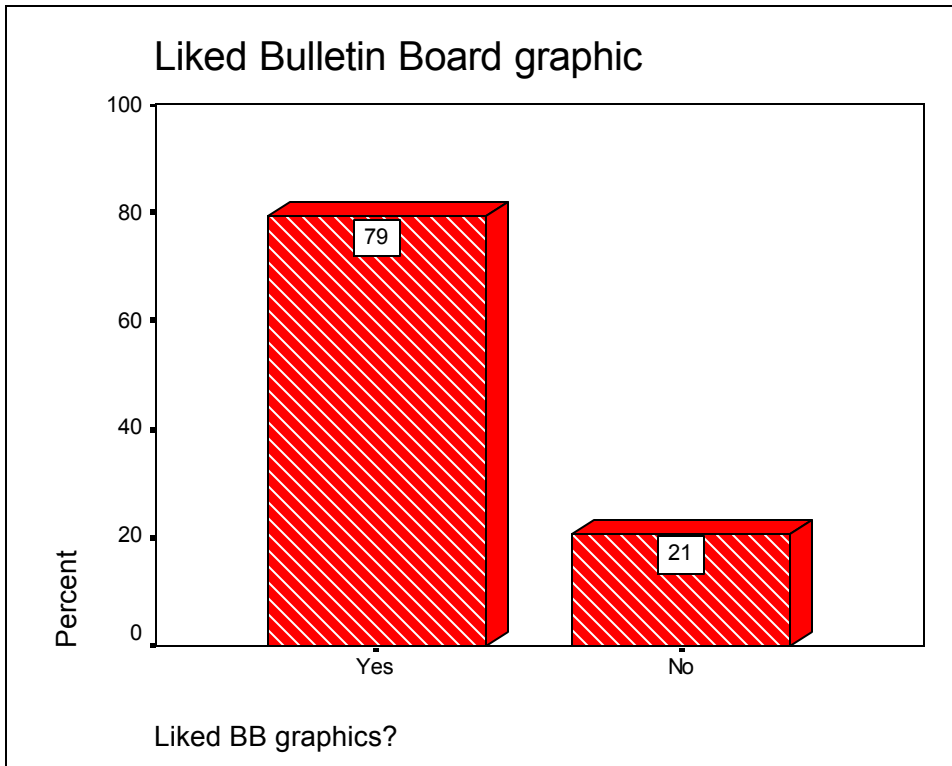
Did you refer to the above EAP Highlights page ("bulletin board" graphic)? [Q 13]



Respondent liked the Highlights/Bulletin Board graphic

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	149	76.8	79.3	79.3
	No	39	20.1	20.7	100.0
	Total	188	96.9	100.0	
Missing	System	6	3.1		
Total		194	100.0		

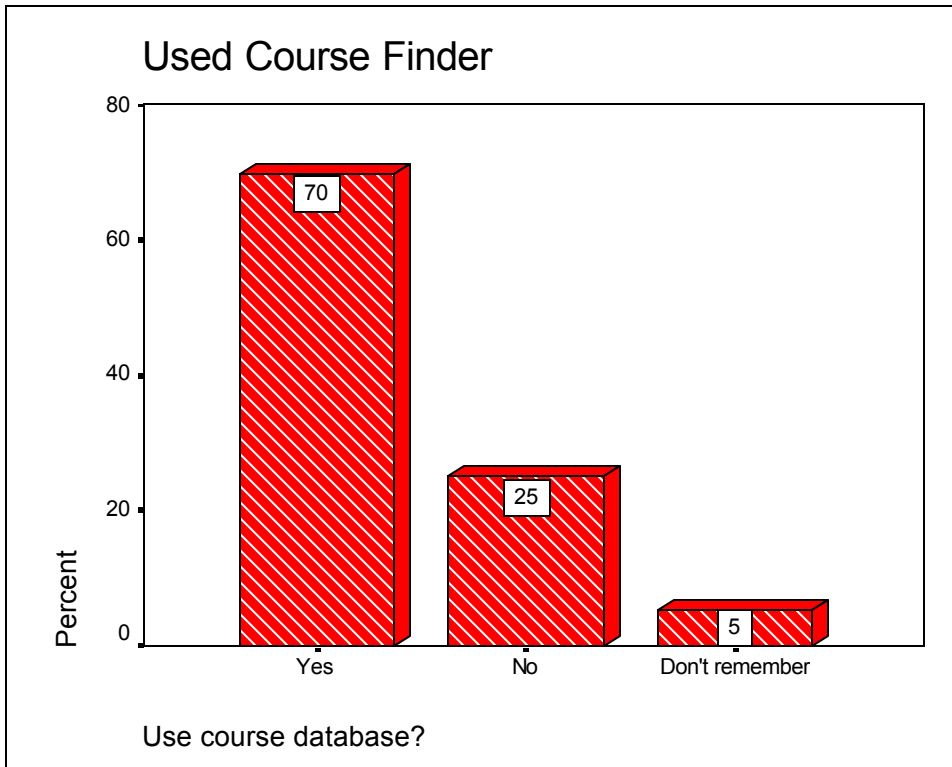
Do you like how the EAP options are graphically presented on the Highlights page (e.g., above)? [Q. 14]



Respondent used the Course Finder

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	134	69.1	69.8	69.8
	No	48	24.7	25.0	94.8
	Don't remember	10	5.2	5.2	100.0
	Total	192	99.0	100.0	
Missing	System	2	1.0		
Total		194	100.0		

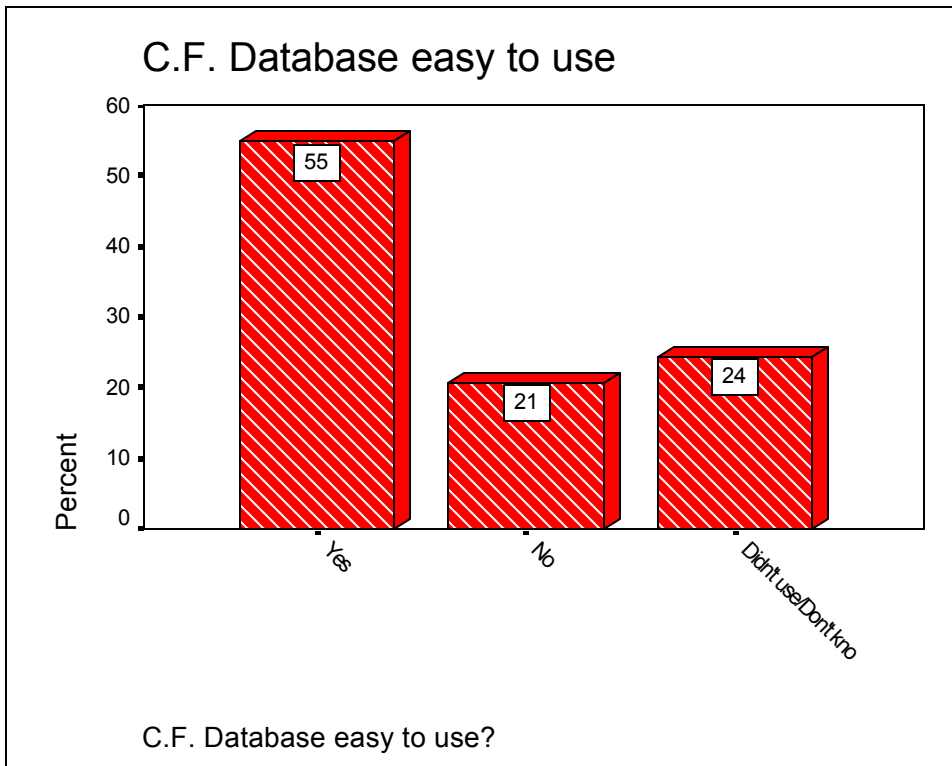
Did you look up any courses that students have taken in the past using EAP's Course Finder? [Q. 15]



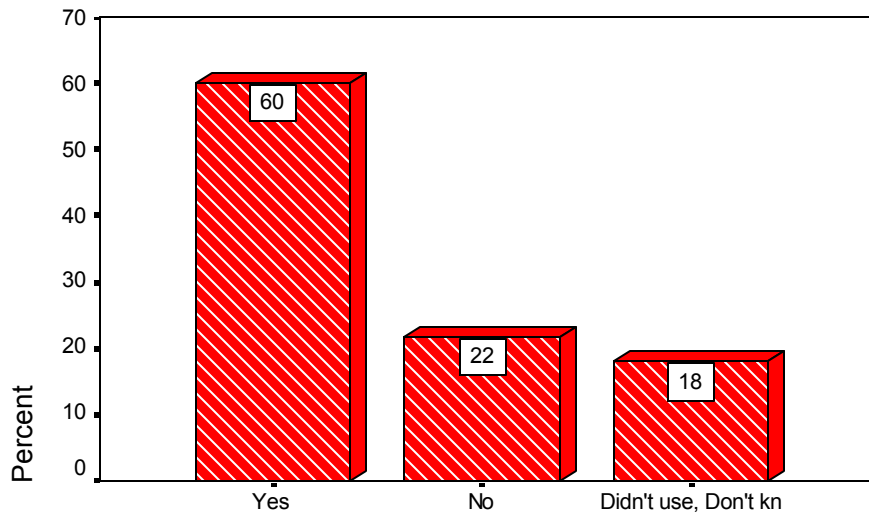
Course Finder Easy to Use

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	103	53.1	54.8	54.8
	No	39	20.1	20.7	75.5
	Didn't use, Don't know/Don't remember	46	23.7	24.5	100.0
	Total	188	96.9	100.0	
Missing	System	6	3.1		
Total		194	100.0		

If you used the Course Finder, did you find it easy to use? [Q. 16]



C.F. Database easy to use? Filtered by student use beyond application



C.F. Database easy to use?

Other Features suggested for EAP Website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	171	88.1	88.1	88.1
	A "Search" box, opening up the site to any other sites that may contain info that the EAP site doe not have.	1	.5	.5	88.7
	country specific message boards for those who have been accepted	1	.5	.5	89.2
	Different set up for the website. Too disorganized.	1	.5	.5	89.7
	I cant think of specifics, but I never had any real problems with the site.	1	.5	.5	90.2
	I don't know if this will help much, and I don't even know if would be helpful, but I think that when a user is navigation tool.	1	.5	.5	90.7
	I think you should have a database and forum for students to look for former EAP students of respective countries to help applicants	1	.5	.5	91.2
	I would like to be able to add the courses in the course finder into some sort of "basket" so that they can all be print	1	.5	.5	91.8
	icons for the options list for each country (i.e. health and safety, logistics, summary of options).	1	.5	.5	92.3
	Indiana University - I forget what but it's good	1	.5	.5	92.8
	List of living arrangements for past eap students	1	.5	.5	93.3
	Make application materials easier to find	1	.5	.5	93.8
	More consistent organization. What I mean is that all pages of the site should be organized in at least roughly the same	1	.5	.5	94.3
	more links to different areas of interest not school related for the different countries	1	.5	.5	94.8
	More pictures and confessionals from previous students that heve been on the program	1	.5	.5	95.4
	more pictures of students' experiences with clarity	1	.5	.5	95.9

Are there elements of other websites that you would suggest we consider for our systemwide EAP website? (select one) [Q.17]

Other Features suggested for EAP Website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More pictures!! Maybe a search box would be helpful as well.	1	.5	.5	96.4
	Organization and Clarity. MAke sure your facts are somewhat up-to date, or at least a close guesstimate.	1	.5	.5	96.9
		1	.5	.5	97.4
	site maps, search engine,	1	.5	.5	97.9
	study abroad scholarship search engine	1	.5	.5	98.5
	The links should be current and checked regularly. In the many times that I have been to the website virtually everytim	1	.5	.5	99.0
	there are often too many things to look at on one page and it can be very overwhelming. it would be nice if it were sim	1	.5	.5	99.5
	Use shockwave or macromedia for better interactive graphics/software. higher a graphic designer-->to improve aesthetic a	1	.5	.5	100.0
	Total	194	100.0	100.0	

Are there elements of other websites that you would suggest we consider for our systemwide EAP website? (select one) [Q.17]

Other suggestions for Systemwide Website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	155	79.9	79.9	79.9
	Riverside not advertised at campus enough	1	.5	.5	80.4
	Clearer links	1	.5	.5	80.9
	Enough on the website aspect of the EAP system, what about this survey??? The first generic questions waste the surveyees time. And many others are just lame, like "is this graphic good or not". If you have to ask in a survey, then theres some sin	1	.5	.5	81.4
	Great Job!! The process was long and at times difficult but the staff and web page helped a lot.	1	.5	.5	82.0
	I think there should be some sort of database of traveling journals so that prospective students can get a better glimpse of what it'd be like to be on EAP. One of the most important reasons why I went to the website was to create a mental picture of	1	.5	.5	82.5
	i wish the search engine delivered results specifically pertaining to what i was looking for.	1	.5	.5	83.0
	If I remember correctly, the pre-departure forms are not individually hyperlinked from an index, so if you just needed form 13 or whatever, you had to wade through forms 1-12 to get to it, which was really annoying.	1	.5	.5	83.5
	Improved navigation	1	.5	.5	84.0
	It's a personal preference, but I like websites that have all links and options organized into one part of the page, with graphics either integrated into or completely separated from the links and option selections.	1	.5	.5	84.5
It was difficult to find the budget sheets as well as the forms we were sending to the university (their applications).	1	.5	.5	85.1	

Do you have any general suggestions to improve the EAP systemwide website? [Q.18]

Other suggestions for Systemwide Website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It was hard trying to find the courses for some of the UK universities. The links on the EAP website to different university class links sometimes required additional extensive searching through the respective school's website.	1	.5	.5	85.6
	It would be nice if there was some way to provide feedback on these questions after completion of study abroad. By then I would have used the website much more and I'd have better responses. Perhaps another short survey could be sent to participant	1	.5	.5	86.1
	list more contacts for facilities abroad and at home campuses	1	.5	.5	86.6
	Make a clearer navigation page with easier-to-understand highlights.	1	.5	.5	87.1
	Make course finder more user friendly	1	.5	.5	87.6
	Make the "Course Finder" link more easily noticeable. It always takes me a long time to find that link. It should really be on the main page because it is a function that is often needed for applicants.	1	.5	.5	88.1
	Make the Course-finder more informative. For instance, I found the number of UC units a class at a host university was worth, but not the number of units it was worth there.	1	.5	.5	88.7
	make things easier to locate, my things easier to get to, make it so we don't have to think so much about the website so we can focus on our interest on a country and studying abroad.	1	.5	.5	89.2
	Many of the countries, mostly the less popular ones, don't appear to updated regularly and don't have current information (eg, Thailand). Maybe this information is hard to obtain but that should be overcome, considering this is a professional websit	1	.5	.5	89.7

Do you have any general suggestions to improve the EAP systemwide website? [Q.18]

Other suggestions for Systemwide Website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Many students want a Youth Hostel Card. There is a group discount when ordering 10 [memberships] or more. EAP should offer this discount on their website for its students. Many of us are under financial constraints.	1	.5	.5	90.2
	Maybe create a page for accepted students and if possible the status of the application, upcoming dates, forms to fill out, etc.	1	.5	.5	90.7
	More comments on past EAP students experiences; comments from host country institutions.	1	.5	.5	91.2
	More information about past student experience, especially more information about the specific universities in the England year program, as choosing a university was difficult.	1	.5	.5	91.8
	More organization of the application section	1	.5	.5	92.3
	More pictures and/or descriptions of the program places and average temperature during each season would be appreciated. Also, a more thorough description of the typical housing situation.	1	.5	.5	92.8
	perhaps make accessible contact information or other guidance to find/talk to past EAP students to see what they think.	1	.5	.5	93.3
	please improve the online application, it does not successfully save information from previous visits	1	.5	.5	93.8
	please refer to above.	1	.5	.5	94.3
	Provided more detailed information	1	.5	.5	94.8
	Redo the pages so that they'll look the same throughout (ie, make the country pages follow the format of the first page).	1	.5	.5	95.4
test	1	.5	.5	95.9	

Do you have any general suggestions to improve the EAP systemwide website? [Q.18]

Other suggestions for Systemwide Website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	The country information is very informative.	1	.5	.5	96.4
	The coursefinder page needs to be refreshed and the country/program/subject etc. info all re-entered when the back button is used, otherwise it will give all courses available for that country. I found it mildly annoying.	1	.5	.5	96.9
	the photograph selection was great...perhaps a few more would make it even better!	1	.5	.5	97.4
	The website had a lot of information for students who are in the beginning stages of deciding whether or not to apply for EAP. However, for students who are in the application or post-application processes, it is fairly difficult to find accurate an	1	.5	.5	97.9
	there are often too many things to look at on one page and it can be very overwhelming. it would be nice if it were simplified.	1	.5	.5	98.5
	Try to include transferrability of previous courses that were taken by past study abroad students.	1	.5	.5	99.0
	update information more frequently	1	.5	.5	99.5
	Very hard to find what I wanted. Spent hours trying to find certain things I really needed. Very frustrating at times.	1	.5	.5	100.0
	Total	194	100.0	100.0	

Do you have any general suggestions to improve the EAP systemwide website? [Q.18]