

Analysing User Satisfaction of Website – A Case study of Centre for Distance Education, Shivaji University, Kolhapur

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Abstract—ICT is playing vital role at every stage of education and its impact is growing very rapidly. To accomplish the need of distance education, Shivaji University through their website is able to reach to thousands of distance learners. Thus the website is serving its purpose in providing updated and recent information. The present paper intends to study qualitative aspects of website in user perspective. The main objective of research is to draw conclusion and provide significant suggestions in this regard.

Keywords— Distance Learning, Information Communication channels, User satisfaction.

I. INTRODUCTION

In Distance learning website of the organization plays vital role in communication and association of Distance learning students as the educational information is stored electronically thus learners with access to the site can download or use the information as long as it is stored there. Learners learn course independently, as per their convenience of location, time. Considering the need of the hour, for a reputed University like Shivaji University, it is a highly welcome step in the direction of taking education to the doors of those willing to acquire higher education but, being unable to do so owing to different causes. Through its External Section the Shivaji University had been providing educational facilities to more than 10,000 students each year since 1968, who due to various reasons were unable to join the regular courses. The web link for Distance Education is <http://www.unishivaji.ac.in/distedu/>.

This information is one of the important sources supplied to learners. Therefore, the information supplied for this purpose has to be of the good quality.

The present research concentrates more on assessing user requirements from the Web page of Distance Education prepared by the Shivaji University. For this purpose, Website of distance Education has been selected for evaluation.

II. RESEARCH DESIGN

The main objective of the study is to evaluate whether the Website of Centre for Distance education, Shivaji University, Kolhapur has been prepared according to standard rules and

requirements of users. Hence it is necessary to study whether the users are satisfied about interface, information and overall contents of website.

A. Scope of the Study

The study is limited to accessing the qualitative aspects of website of Centre for Distance Education of Shivaji University in user perspective only. Hence all the users (students, teachers and general users of CDE webpage) of web page occupy the center stage. There has been mixed population with different classes of people culturally as well as economically. Therefore, the suitability of the web page for all users was assessed.

B. Significance of the Study

Webpage of distance education of Shivaji University portal has been visited by many users daily. It is playing a prime role in supporting various services in open distance learning in large scale and find to be useful at each step of distance learning process. But at same time there are many issues and challenges. Hence it is necessary to analyze these problems from user point of view. The present study is mainly focused on these problems. Researcher has put valuable suggestions in this regard.

C. Data Collection

The present study requires first hand information i.e. Primary data which is collected from users through Questionnaire. Out of infinite population 160 users such as students and teachers from all courses and other users are selected using purposive sampling method. The data collected for the present study especially the primary data was analysed by using the advanced techniques like MS Excel.

III. FINDINGS

The Web page link of the Centre for Distance Education contains common information for students such as academics, students welfare, examinations, research and alumni on the horizontal tabs at the top of the Web page and information

related to the students of distance education only is provided on the web page such as Online Notice Board, SIM material, fee structure course wise list on the Web page.

It is developed by the experts by taking university and students requirements into consideration. The website has been developed by development team of Dream Computers, Kolhapur and Maintained by Internet unit of Shivaji University, Kolhapur. we could summarize the strengths and weaknesses as below:

A. *Strengths:*

- All the menus, related submenus and contents are important in end user point of view.
- Online notice board gives date wise information about all notices
- The menus directly related to CDE are placed on vertical tab and the menus which are not directly related are placed on horizontal tab.
- The language on every related webpage is simple and hence easy to understand.
- The overall design and GUI of the main webpage and other all related webpages are also satisfactory.
- Links are appropriate, relevant and evaluated

B. *Weaknesses:*

- The webpage contains fewer images. More text contents make it less user friendly.
- Some links evaluated to same content.
- Contact link is evaluated to contact session webpage
- Online notice board contains older webcast dates.
- SIM of only few courses have been provided for downloading.
- Course wise or date wise Contact session information and assignment information is not given
- Information need to be updated regularly.
- Information about the staff is not displayed.

C. *Findings from Webpage Users*

Thousands of users visit daily to the CDE webpage. Through this project, an attempt has been made to contact some users of CDE webpage from various study centers. Out of total sample considered 99% are users of webpage. Out of remaining 1 % non users 10% are getting information directly from CDE, 35% from study centres and 45% through friends. Other details are given in table 1 and summarised below.

- Out of the sample considered 99 % are the users of the Centre of Distance Education Webpage. They use CDE webpage for getting various kinds of information. which includes General information, Course Information, Schedule of contact session, Assignment topics and submission dates, Examination Information, Result and other

- Out of users of CDE webpage, 53 % sometimes, 23% regularly, 8% often, 7% rarely, 5% very often using the webpage
- Approximately 50 % users feel that web page is well organised, well designed, focused, easy to use and easy to access.
- The 67% users feel that the links provided on web page are relevant and appropriate. While 63 % users feel that links are evaluated and open with particular document.
- The students also expressed their positive view about the online notice board, SIM content, contact sessions, examination, study centres, courses and other information given about assignments. The 70 % users have opinion that adequate information is given about Courses and 62 % of the user are of the opinion that online notice board helps them to get help.
- Majority (72%) of the users are satisfied with the contents in SIM provided for downloading.
- Most of the users satisfied with all contents of web page (52 %) while 74 % find the Web page very useful to them. Only 39% users did not satisfied with the contents and suggested some of the updates in CDE webpage.
- 57 % respondents agreed that there is no wrong or outdated information on the webpage.
- Only 51 % users feel that there should be some additions in the webpage. Out of which 18 respondents specified the contents and 33 respondents do not specified anything.

IV. CONCLUSION AND SUGGESTIONS

For the purpose of detail analysis, certain statistical tools were used and wherever required, the software was also used to analyse the data and get the results. Following are the results,

- Students were satisfied about the user interface, links, and contents on webpage.
- The students also expressed their positive view about the online notice board, SIM content and other information given about assignments, contact sessions, examination, study centres, courses.
- Most of the student found the Web page very useful to them. Still students feel that there should be some additions in the webpage and suggested some improvements.

Following are some suggestions given by the respondents for updating webpage.

- Provide old question paper sets for downloading (11% respondents)

- Necessary Information such as information about Examination, contact session, Assignments should be updated regularly (10% respondents)
- Provide paper structure for downloading.
- Provide examination related information such as Hall ticket, schedule etc. and result related information on CDE webpage itself.
- Use images rather than text and make it more user friendly
- Highlight notice board in scrolling manner
- Highlight new updates and remove outdated information to avoid confusion.

Thus it can be concluded that, Even though the users find the webpage useful, there is a scope for further improvement of the webpage.

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TABLE I
USER RESPONSE

Questions	Yes	No	Not Specified
Whether webpage is-			
Organized	49%	8%	43%
Well designed	39%	13%	48 %
Focused	40%	11%	49%
Easy to use	44%	11%	45%
Easy to access	33 %	16%	50%
The links provided on web page are relevant and appropriate.	67%	25 %	8%
The links are evaluated / open with particular document	63 %	31 %	6 %
Whether adequate Information is provided about -			
Courses offered	70%	7%	23%
Syllabus	69%	8%	23%
Course wise fee structure	58%	12%	29%
Study centres	58%	8%	34%
Contact sessions	47%	17%	36%
Assignments Information	49%	19%	32%
Do you find the Web page useful?	74%	17%	9%
Are you satisfied with all contents of web page?	52%	39%	9%
Whether online notice board helps you to get help and recent CDE upgrades?	62%	30%	8%
Are you satisfied with the contents of course material (SIM) provided?	72	13	15
Does the page provide wrong or outdated information? Specify if any	36%	58%	7%
Do you require any more matter to be provided through web page?	51Yes (18 % specified) 13 % Not specified)	37	13