

Focus group – Website – write-up

A focus group was conducted on May 20, 2009 to better understand students' experiences with the MPC website.

Students, primarily from the Life Science division, were invited to participate.

Three students participated, all of whom were studying towards careers in health sciences fields.

The focus group was organized by Gail Fail, chair of the Life Science division, and it was moderated by Rosaleen Ryan, director of institutional research. The focus group was also attended by Sharon Colton, Dean of Technology, and Kim Panis, Network Engineer. Sharon Colton acted as an "observer" and Kim Panis served as a technology resource for the session.

After introductions and an "ice breaker" question, the moderator asked a similar set of questions (questions shown below) about each of the following areas of the MPC website: (a) public website, (b) MyMPC portal, (c) MySite, (d) ClassSite, and (e) MPC email.

As each of the areas of the MPC website was addressed, Kim Panis displayed the website area on a large screen for the focus group participants to see.

The following questions were asked about each area of the MPC website:

- ~ Show of hands of students who use that area
- ~ How often do you use that area/ log on?
- ~ What areas do you use? (public website only)
- ~ How or why do you use the _____ site/portal/area?
- ~ What aspects or features of the _____ do you like? What works well?
- ~ What aspects could be improved? Please be specific.
- ~ Does your instructor use ClassSite?
 - ~ In what other ways would you like your instructor to use ClassSite?
- ~ Does your instructor require you to use your mpc.edu email address?
- ~ What suggestions do you have for introducing and training students to use the MPC portal and email?

Due to the limited number of participants and the homogeneity of the group, the responses were limited in nature. The responses are summarized on the next page.

Comments about MPC website and logging in

- ~ Navigation is confusing and difficult
- ~ The different areas of the website (MyMPC portal, MySite, etc.) are confusing; students were not aware of the difference between the different areas
- ~ Most instructors do not use the ClassSite; students were not aware of this area of the webpage
- ~ Multiple log-ins are annoying
 - ~ Do not like logging in so much to teacher's web page
 - ~ Prefer to use instructor's site on mpcfaculty.net; it's much easier to access and doesn't require multiple log-ins
- ~ Directions on how to log in are confusing; there should be additional or clearer instructions for students
- ~ There should be a big button at the top of the MPC webpage that says something like "Student log in" so that it's really easy for students to find

Comments about MPC email

- ~ Do not need another email address
- ~ Prefer using the yahoo/hotmail email address I already have
- ~ Would use mpc.edu email address if it was required or there was some type of incentive to do so