Georgia Southern University

Georgia Southern Commons

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Assessment Work Team Essence Notes

Alva Wilbanks

Georgia Southern University, abritt@georgiasouthern.edu

Assessment Work Team Meeting
September 14, 2015
Essence Notes

Present: Bede Mitchell, Lili Li, David Lowder, Jeff Mortimore, Fred Smith, Rebecca Ziegler, Debra Skinner, Peggy Lee, Bob Fernekes, Alva Wilbanks

Institutional Effectiveness Plan: Bede reported that he is waiting on the Office of Institutional Effectiveness's review of our current institutional effectiveness plan. He will contact faculty only if there are items of importance that need addressing.

Testing and improving the library's web site design: Bede opened discussion regarding the effectiveness of the library's website and how we might establish an ongoing program of gathering information and being more proactive in fixing the problems identified.   To address the issue, he plans to add on all assessment team agendas a standing item: What work is being done to assess the effectiveness of our webpage? He would also like to see a sub-committee formed to work on the issues, gather information, analyze the problems, and recommend solutions to fix the problems.

The group discussed the many issues involved with the webpages; the home page, the subpages, and problems individuals encounter once leaving the home page. Jeff suggested taking the direction of developing and implementing a means by which a committee can look at the smaller problems in usability that can be addressed and corrected now, without having to address the entire web site as a whole. Some suggestions were that the links need to link to the same things, the terms used need to be narrowed down, and a site map could provide guidance to confused patrons.

Following discussion of problems individuals are experiencing and suggestions for how the website should function, it was decided to form a sub-committee consisting of David, Jeff, and Lili. The sub-committee will receive issues through the E-Team Form that Jeff will revise to include usability issues. The committee will test the concerns and develop a recommendation based on the testing to bring back to the group. David stressed that issues submitted must be described in detail in order to show what the user did to encounter the problem.
A list of the most used web pages is attached. David will also obtain access to the webpage analytics for the sub-committee and will review the listing at the next meeting.

Bede stated that this effort in identifying and documenting our website issues, with documentation, may allow us to approach marketing and communications in the future with recommendations for consideration.

Next meeting date: October 10th, 4 pm.

Attachment: Most used webpages.

Most used webpages FY 2015:

Page	Pageviews
Home Page	195,075
/about/hours/	19,493
/services/students/	7,010
Mobile Home Page	5,155
/services/interlibrary-loan/	4,778
/services/gil-express/	4,214
/about/contact/	3,831
/ask/	3,680
/research-sources/discover/	3,493
/about/	2,721
/citing-sources/	2,626
/services/your-accounts/	2,135
/research-sources/digital-commons/	2,013
/research-sources/government-documents/	2,007
/about/staff/	1,967
/about/organization/	1,910
/services/faculty/	1,878
/faq/computers/	1,813
/about/maps/	1,807
/research/	1,743
/faq/using-library-resources-from-off-campus/	1,618
/special-collections/	1,377
/services/students/presentation-practice-room/	1,175
/faq/employment/	1,111
/services/library-liaisons/	1,034