
Assessment of the MyWSU Portal System

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April, 2007



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Executive Summary

Sue Abdinnour-Helm and Khawaja Saeed at the Barton School of Business, with the support of Mike Wood and Doris Anton from the WIN team, conducted a survey to assess the perceptions of WSU students towards the new MyWSU portal system. The goal was to assess student perceptions of the new MyWSU system after it went live and help provide feedback to the WIN team as they revise and expand the system to meet student needs.

The survey was conducted in late fall 2006. A total of 450 undergraduate and graduate students from Business, Liberal Arts, and Engineering responded to the survey. A similar survey of the SOS system was conducted in late fall 2005. SOS was the system in use prior to MyWSU. A report of the results was presented to David Alexander, the WIN project manager at the time, in January 2006. For comparison purposes, the total sample in the SOS survey was 1032, almost twice the size of the sample of the MyWSU survey.

The report consists of three parts. The first part describes the demographics of the MyWSU sample. The second part assesses MyWSU usage: whether students perceived MyWSU usage as voluntary; and MyWSU usage by feature, college, and education levels. The third and final part reports eight key metrics of the MyWSU system, compares the overall values with the SOS system, and then categorizes the MyWSU metrics by college, education level, gender, and voluntary usage.

Part I –Demographics

- The majority of respondents were from Business (64%) and Liberal Arts (27%).
- There was almost an even split between males (54%) and females (46%) respondents.
- The majority of the respondents were undergraduate students (93%) with sophomores (25%) and juniors (33%) making over 50% of the entire sample.
- Respondents had used the Internet for various lengths of time. The largest number of respondents (38%) had used the Internet between 7 to 9 years and the lowest number (5%) had used the Internet between 1 to 3 years.

Part II – MyWSU Usage

- 60 % of the respondents perceived the MyWSU system usage as voluntary. In comparison, that percentage for the SOS system was 81%.
- On a scale of 1 (never use) to 5 (extensive use), students rated ten features that they typically use on the MyWSU system. The highest average usage was for registration (4.0). The lowest average usage was to contact an advisor (2.0).
- The specific types of usage by college indicates that Liberal Arts students overall have higher usage than Business and Engineering students, especially for tuition payment, email forwarding, and checking time conflicts. Students in all three colleges use MyWSU mostly for accessing grades, viewing class schedule, registration, accessing transcripts, and checking time conflicts.
- The specific types of usage by education level depicts that graduate students overall have higher usage of the MyWSU features, especially for tuition payment, contacting an advisor, email forwarding, and checking time conflicts. Among undergraduates, the highest usage levels are for registration, checking grades, and viewing class schedule. An interesting result is that the tuition feature is used more by freshman than sophomore, juniors, and seniors whereas this order is reversed for registration.

Part III – Eight Metrics

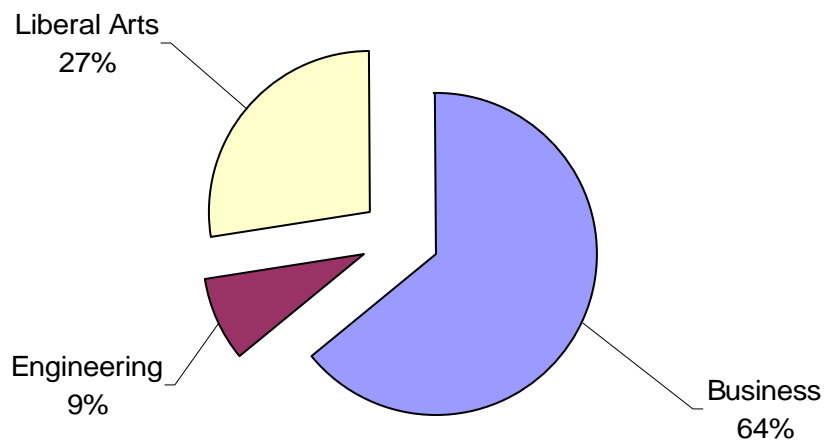
- The eight metrics consist of multi-item constructs and were measured on a scale of 1 (completely disagree) to 5 (completely agree). The metrics are:

Satisfaction	:	Satisfaction with the system
Intention	:	Intention to continue using the system
Integration	:	Ability of the system to integrate services
Quality	:	Quality of the information in the system
Usefulness	:	Usefulness of the system
Ease of Use	:	Ease of use of the system
Exploration	:	Inclination to explore the system functionality
Usage	:	Integrate use of the system into academic work

- When comparing the eight metrics for the MyWSU system versus the SOS system, students show slightly lower satisfaction and ease of use for the MyWSU system as compared to the SOS system. However, students rate the MyWSU system higher than the SOS system on quality of information, inclination to explore system functionality, and intention to use the system in the future.
- Overall, the Liberal Arts students rate the eight metrics highest followed by Business and then Engineering students.
- Graduates provide the highest rating for all the eight metrics. Among the undergraduates, it is interesting to see that freshman students rate the MyWSU system highest and seniors rate it lowest.
- Females consistently rate the eight metrics higher than males.
- Students who perceived the use of the MyWSU system as voluntary rate the eight metrics higher than those students who perceived using the system as mandatory.

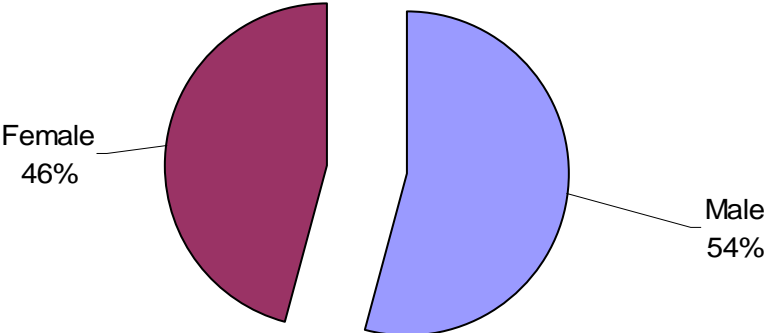
Part I – Demographics

The distribution of respondents by College was as follows:



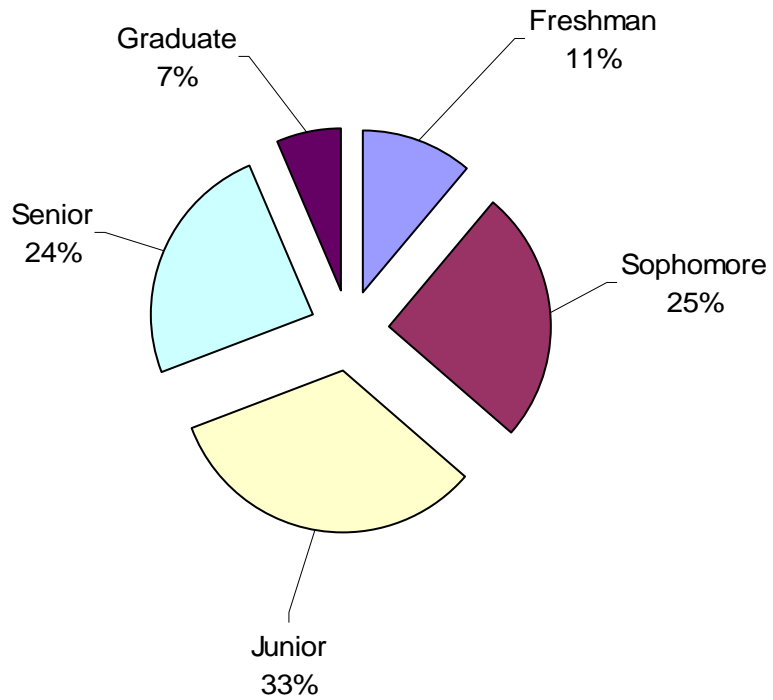
Response	Frequency	Percentage
Business	270	64%
Liberal Arts	116	27%
Engineering	36	9%

The distribution of respondents by Gender was as follows:



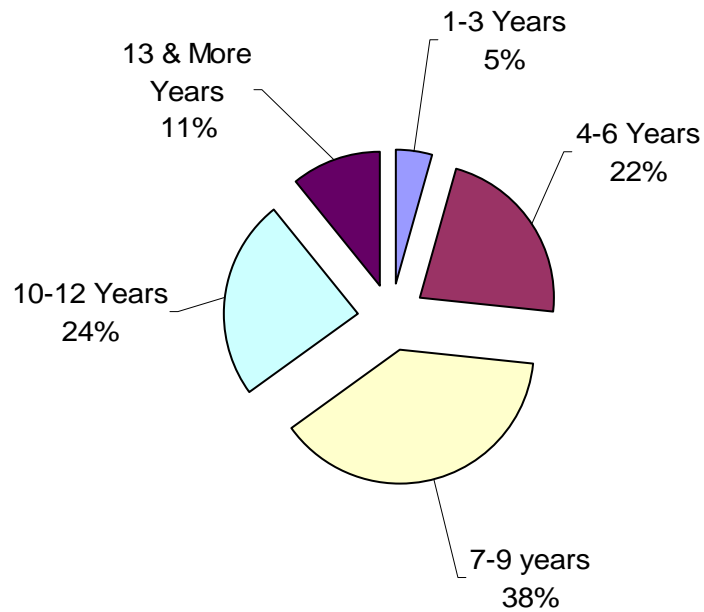
Response	Frequency	Percentage
Male	235	54%
Female	199	46%

The distribution of respondents by Education Level was as follows:



Response	Frequency	Percentage
Junior	140	33%
Sophomore	109	25%
Senior	105	24%
Freshman	48	11%
Graduate	28	7%

The distribution of respondents by level of Internet Usage was as follows:

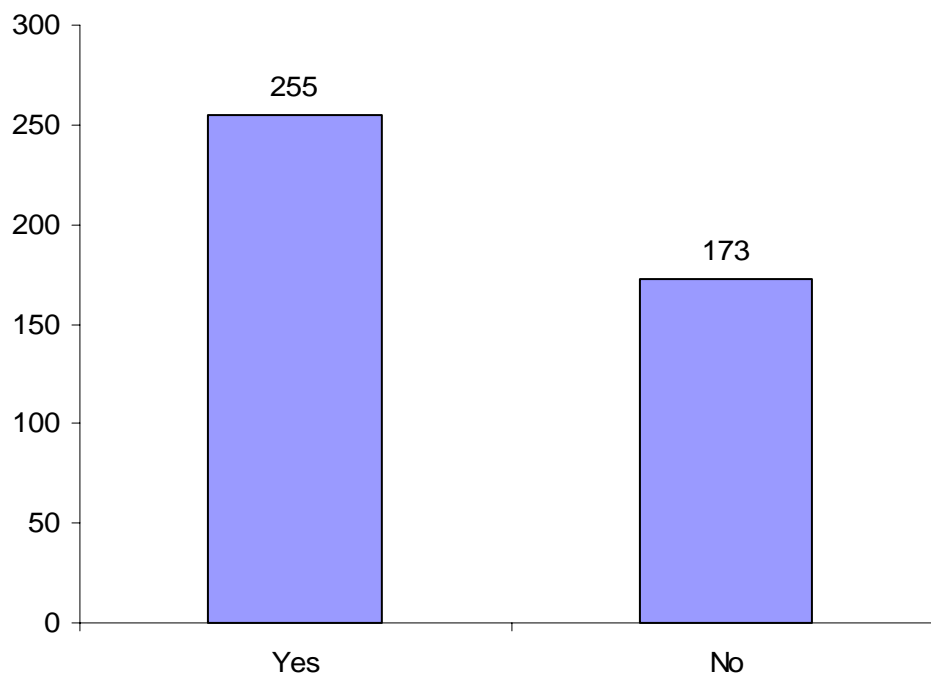


Response	Frequency	Percentage
7-9 years	168	38%
10-12 Years	106	24%
4-6 Years	96	22%
13 & More Years	47	11%
1-3 Years	20	5%

Part II – MyWSU Usage

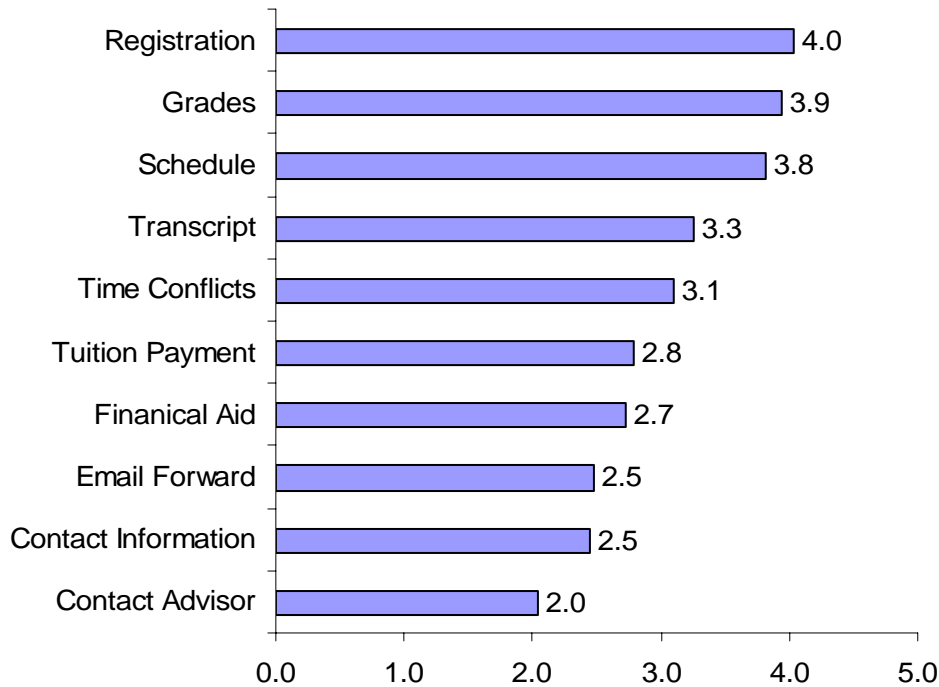
Respondents were asked the following question, with options to answer Yes or No:

“Do you think using MyWSU is voluntary?”



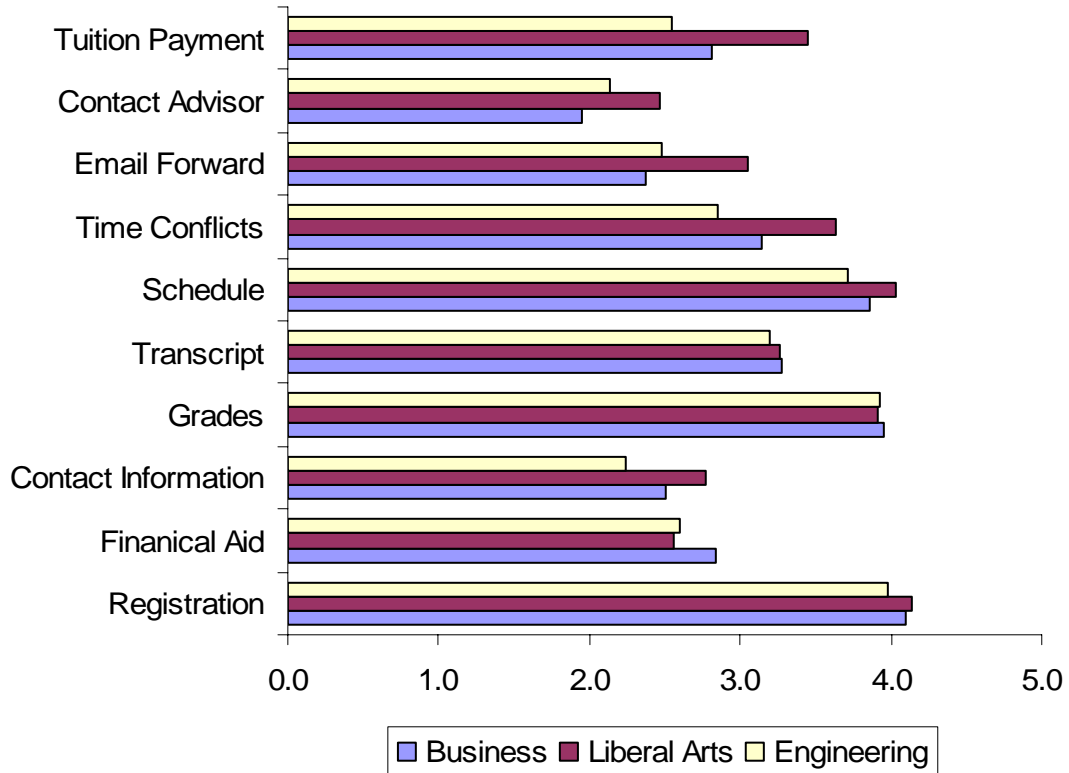
Response	Frequency	Percentage
Yes	255	60%
No	173	40%

Respondents were asked about the extent to which they use MyWSU for specific features using a five point scale from 1=“never” to 5=“extensive usage”. The sorted averages were as follows:



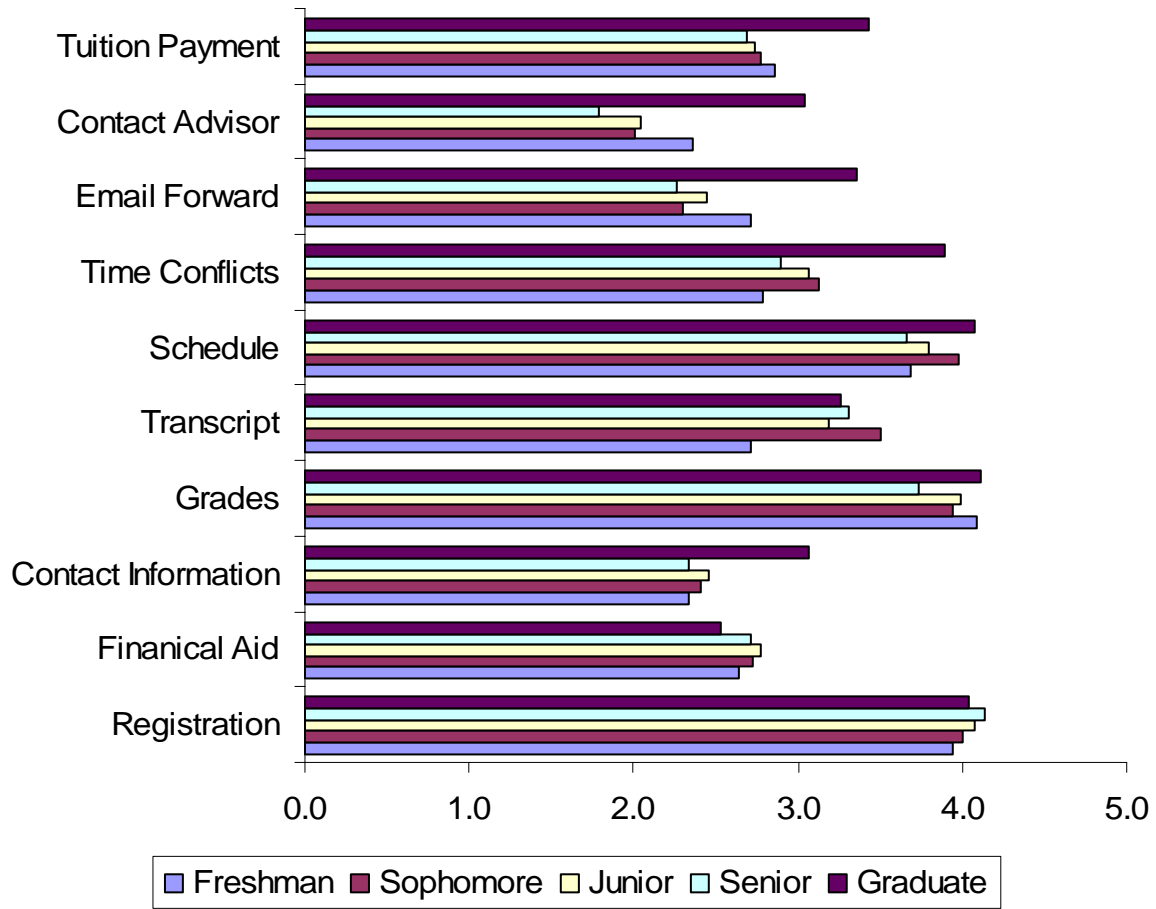
Feature	Average
Registration	4.0
Grades	3.9
Schedule	3.8
Transcript	3.3
Time Conflicts	3.1
Tuition Payment	2.8
Financial Aid	2.7
Email Forward	2.5
Contact Information	2.5
Contact Advisor	2.0

Average Usage of the different features in MyWSU was further categorized by College. The averages for each feature were as follows:



	Business	Liberal Arts	Engineering
Registration	4.1	4.1	4.0
Financial Aid	2.8	2.6	2.6
Contact Information	2.5	2.8	2.2
Grades	3.9	3.9	3.9
Transcript	3.3	3.3	3.2
Schedule	3.9	4.0	3.7
Time Conflicts	3.1	3.6	2.9
Email Forward	2.4	3.1	2.5
Contact Advisor	1.9	2.5	2.1
Tuition Payment	2.8	3.4	2.5

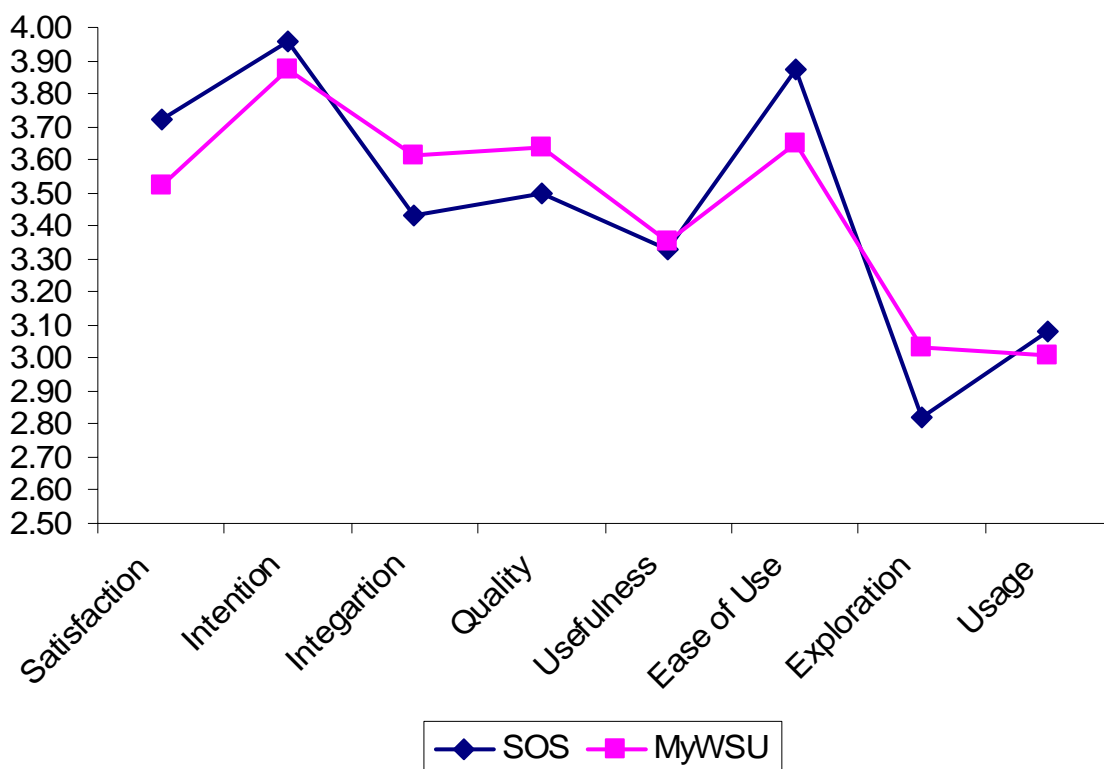
Average usage of the different features in MyWSU was further categorized by Education Level. The averages for each feature were as follows:



	Freshman	Sophomore	Junior	Senior	Graduate
Registration	3.9	4.0	4.1	4.1	4.0
Financial Aid	2.6	2.7	2.8	2.7	2.5
Contact Information	2.3	2.4	2.5	2.3	3.1
Grades	4.1	3.9	4.0	3.7	4.1
Transcript	2.7	3.5	3.2	3.3	3.3
Schedule	3.7	4.0	3.8	3.7	4.1
Time Conflicts	2.8	3.1	3.1	2.9	3.9
Email Forward	2.7	2.3	2.4	2.3	3.4
Contact Advisor	2.4	2.0	2.0	1.8	3.0
Tuition Payment	2.9	2.8	2.7	2.7	3.4

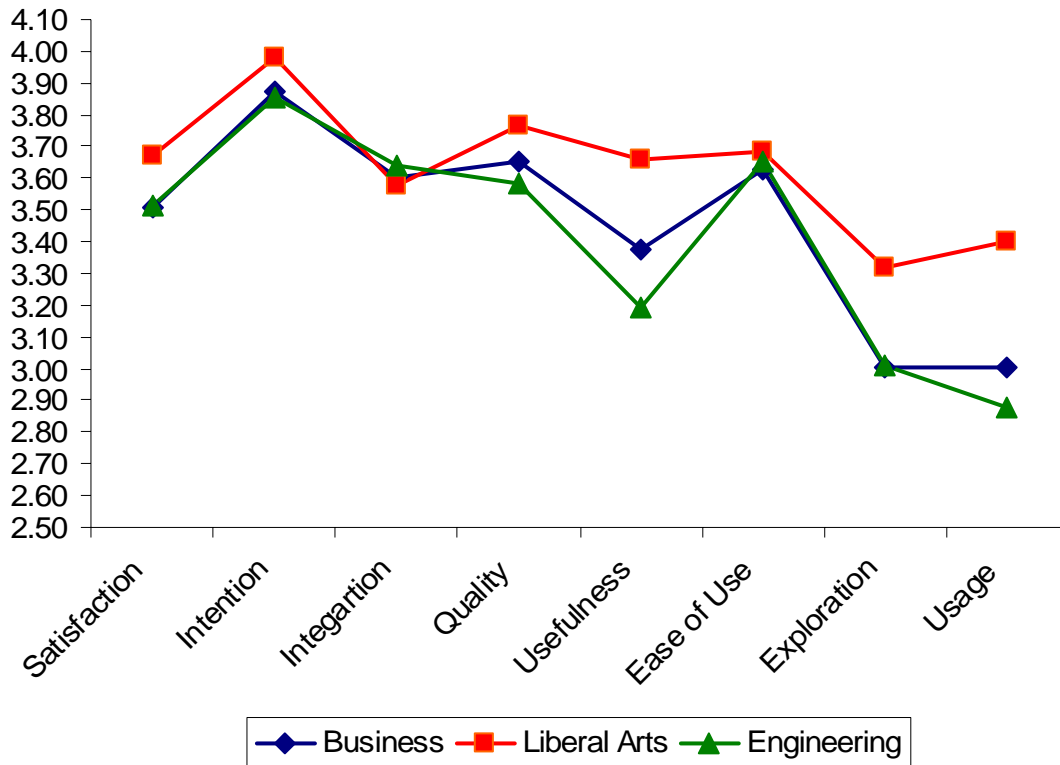
Part III –MyWSU Metrics

A summary of eight key metrics that were gathered in the SOS system were also gathered in the new MyWSU system. The graph and table below offers a comparison summary of the averages in both systems. A 1 - 5 scale was used and the higher end of the scale indicates higher agreement/satisfaction.



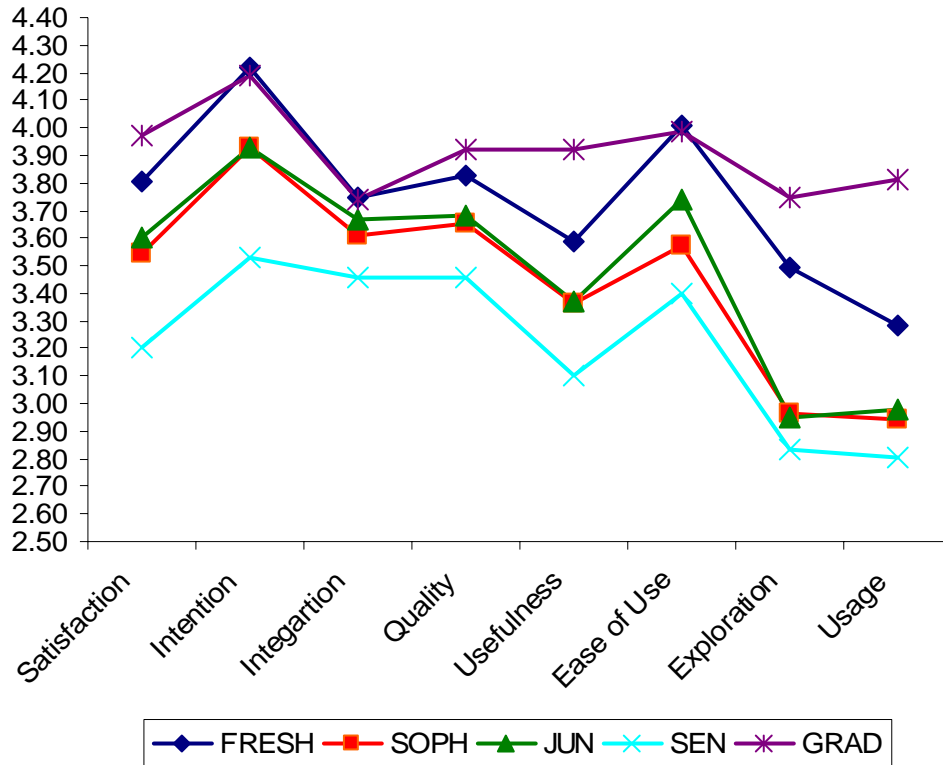
Label	Description	SOS	MyWSU
Satisfaction	Satisfaction with the system	3.72	3.52
Intention	Intention to continue using the system	3.96	3.87
Integration	Ability of the system to integrate information	3.43	3.61
Quality	Quality of the information in the system	3.50	3.64
Usefulness	Usefulness of the system	3.33	3.35
Ease of Use	Ease of Use of the system	3.87	3.65
Exploration	Inclination to explore the system functionality	2.82	3.03
Usage	Integrate use of the system into academic work	3.08	3.01

A summary of eight key metrics in the new MyWSU system were further categorized by College. A 1 - 5 scale was used and the higher end of the scale indicates higher agreement.



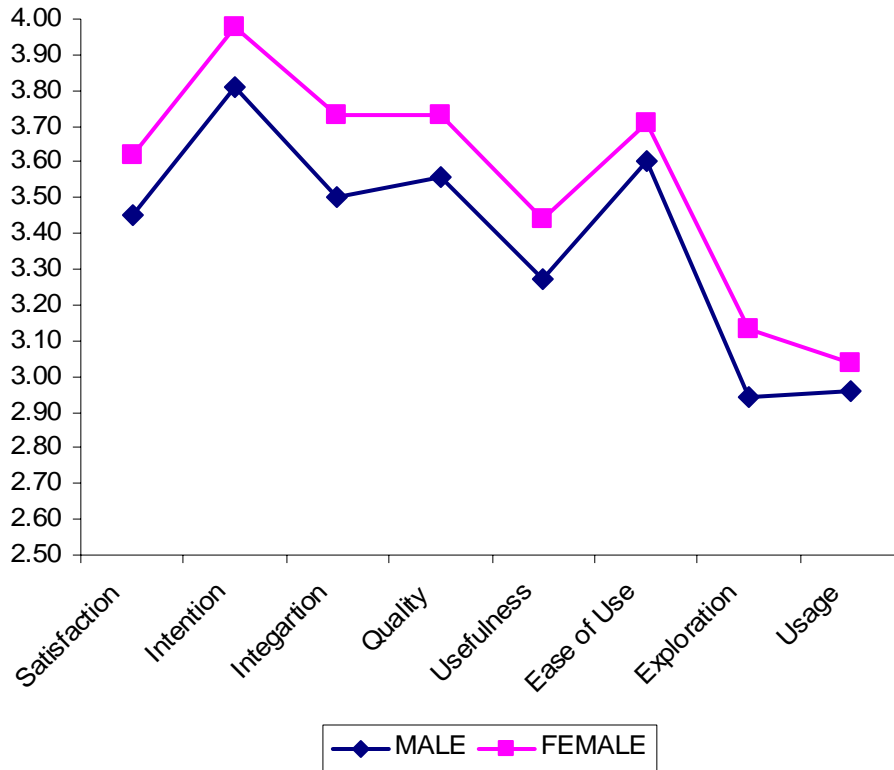
Label	Description	BUS	LAS	ENG
Satisfaction	Satisfaction with the system	3.51	3.67	3.52
Intention	Intention to continue using the system	3.88	3.98	3.86
Integration	Ability of the system to integrate information	3.60	3.57	3.64
Quality	Quality of the information in the system	3.65	3.76	3.59
Usefulness	Usefulness of the system	3.38	3.66	3.19
Ease of Use	Ease of Use of the system	3.63	3.69	3.66
Exploration	Inclination to explore the system functionality	3.01	3.32	3.01
Usage	Integrate use of the system into academic work	3.00	3.40	2.88

A summary of eight key metrics in the new MyWSU system were further categorized by Education Level. A 1 - 5 scale was used and the higher end of the scale indicates higher agreement.



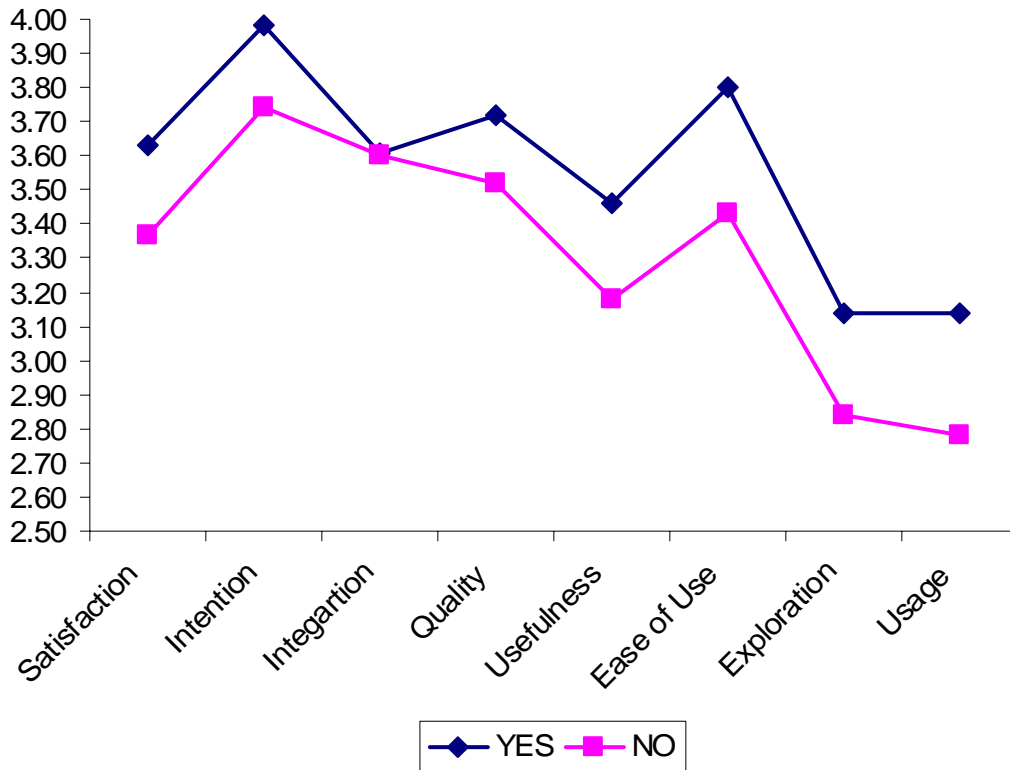
Label	Description	FRESH	SOPH	JUN	SEN	GRAD
Satisfaction	Satisfaction with the system	3.80	3.55	3.60	3.20	3.97
Intention	Intention to continue using the system	4.22	3.93	3.93	3.53	4.19
Integration	Ability of the system to integrate information	3.75	3.61	3.67	3.46	3.74
Quality	Quality of the information in the system	3.83	3.65	3.68	3.45	3.92
Usefulness	Usefulness of the system	3.59	3.36	3.37	3.10	3.92
Ease of Use	Ease of Use of the system	4.01	3.58	3.74	3.40	3.99
Exploration	Inclination to explore the system functionality	3.50	2.96	2.95	2.83	3.74
Usage	Integrate use of the system into academic work	3.28	2.94	2.98	2.81	3.81

A summary of eight key metrics in the new MyWSU system were further categorized by Gender. A 1 - 5 scale was used and the higher end of the scale indicates higher agreement.



Label	Description	MALE	FEMALE
Satisfaction	Satisfaction with the system	3.45	3.62
Intention	Intention to continue using the system	3.81	3.98
Integration	Ability of the system to integrate information	3.50	3.73
Quality	Quality of the information in the system	3.56	3.73
Usefulness	Usefulness of the system	3.27	3.44
Ease of Use	Ease of Use of the system	3.60	3.71
Exploration	Inclination to explore the system functionality	2.94	3.13
Usage	Integrate use of the system into academic work	2.96	3.04

A summary of eight key metrics in the new MyWSU system were further categorized by Voluntary Usage. A 1 - 5 scale was used and the higher end of the scale indicates higher agreement.



Label	Description	YES voluntary	NO not voluntary
Satisfaction	Satisfaction with the system	3.63	3.37
Intention	Intention to continue using the system	3.98	3.74
Integration	Ability of the system to integrate information	3.61	3.60
Quality	Quality of the information in the system	3.72	3.52
Usefulness	Usefulness of the system	3.46	3.18
Ease of Use	Ease of Use of the system	3.80	3.43
Exploration	Inclination to explore the system functionality	3.14	2.84
Usage	Integrate use of the system into academic work	3.14	2.78