



Website Feedback Trends

This document compiles the summaries of the last two analyses, in October and April 2001, of feedback from the CDL website and CDL-hosted databases site (at www.cdlib.org and www.dbs.cdlib.org respectively). It also presents a line graph showing trends in feedback for two years, from Fall 1999 to Fall 2001. Summaries from each of the Fall and Spring analyses from 1999 to the present are available at: <http://www.cdlib.org/libstaff/education/evaluation/>.

The set of categories by which feedback comments and questions are grouped was established by informal analysis (as opposed to statistical factor analysis or content analysis) in 1999 and have needed little adjustment. Although there are few clear trends across particular categories over this time period (see graph on page 4), there does seem to be evidence for the following:

- **help** (help screens and online documentation), **interface**, **new content**, and **error report** comments consistently account for less than 10% of feedback each;
- **features**, **reference questions**, **econtent**, and **technical issue** comments are highly variable across time but consistently account for at least 15% and each have accounted for as much as 25%

Summary - October 2001

A total of 80 comments/feedback for October 2001 were examined (a sample representing approximately 50% of the total for the month). The feedback includes those collected from the CDL-hosted databases and CDL website feedback forms.

Most problems/observations related to Technical issues (21%) (primarily external vendor sites down and problem accessing e-content), Access to Electronic Content (20%) (either directly related to obtaining a password or users wanting to know how they can remotely access electronic content), this was followed by Feature/Function (16%) (primarily related to Request and Update), Access to Physical Content (9%) and Reference Help (7%). Note: two new categories were added to track feedback related to the A&I Transition and the Melvyl Transition; there were 5 feedback in the sample data related to the A&I Transition

Frequency of use was primarily unknown (55%), followed by repeat users (26%). With regards to patron status, unknown was the largest percentage (54%), then student (16%), faculty (11%), visitor and staff (each 10%). Regarding campus affiliation—unknown was the largest category (33%), followed by UCLA (13%) and UCD (11%); the remaining campuses named were all under 9%. Unknown (66%) was the highest category for the database in use when the feedback was sent; the Melvyl Union Catalog (21%) was the next highest, the remainder were primarily locally mounted databases, most under 6%.

Summary - April 2001

A total of 71 comments/feedback for April 2001 were examined (a sample representing approximately 50% of the total for the month). The feedback includes those collected from the CDL-hosted databases and CDL directory feedback forms.



Most problems/observations related to how to use features/functions (25%) (primarily searching and Update), this was followed by Reference Help (24%), Technical issues (21%), Access to Electronic Content (10%) (either directly related to obtaining a password or users wanting to know how they can remotely access electronic content), and Other (10%). Note: two new categories were added to track feedback related to the A&I Transition and the Melvyl Transition; there was only 1 feedback in the sample data related to the A&I Transition

Most users were repeat users (45%); 32% unknown. With regards to patron status, Unknown (35%) was the largest category, followed by visitor (20%), student (17%) and faculty and staff (each 14%). Regarding campus affiliation—unknown was the largest category (45%), followed by UCSD (14%) and UCLA (11%); the remaining campuses named were all under 10%. Unknown (49%) was the highest category for the database in use when the feedback was sent; the Melvyl Union Catalog (28%) was the next highest, the remainder were primarily locally mounted databases, most under 4%.

Categories Definitions

The Main Categories (Section 2.1) summarize user problems/observations and the Sub Categories (Section 2.2) indicate the CDL service or tool the user was using (*note*: a tool or service is indicated only if it is mentioned in the feedback).

1.1 Main Categories (Assignment to each Response is Required)

A&I Transition – New, temporary category during the Abstracting and Indexing Databases Transition; includes comments and questions related the transition

Access to Electronic Content – Authentication/authorization (how to get a password; current password expired, where to renew passwords; proxy server questions); user has found an item and now would like to have a copy of it sent to them; specific questions about how to access materials remotely.

Access To Physical Content – Interlibrary Loan (ILL) – a user has found a physical resource (e.g., book, film, dissertation) and would like a copy sent to her/him.

Reference Help – Questions regarding how to find materials on a particular topic (e.g., I would like to find materials on X topic, can you help me?)

Help Screens/Online Documentation - Suggestions for material for help screens, comments on usefulness of help (it does not include issues related to a user asking for help, see Feature/Function or Reference Help).

Interface/Usability – Comment on aspects of the site that are confusing/misleading; labels that are not helpful; terms used in the interface that are confusing (e.g., acronyms that are not explained); error messages that are confusing, unhelpful.



Technical (includes Performance/Reliability) - problems related to the functioning of the system; when, in the users opinion, something is not working; bugs/errors in the system; reporting down resources; system times out/crashes; broken URLs

Feature/Function – Related to the use of a feature, NOT content; user has questions about how to use a feature/function or suggestions of modifications that would improve a feature.

New Content – Suggestions for new content

Errors in Content – Includes typos in content; missing content; full text that is not available that should be, such as late journal issues.

Other - refers to random questions/comments; some examples include questions from library staff about how to link directly to the CDL resources, how to access the Melvyl Z39.50 server; questions about NRLF/SRLF and positive comments.

