

Feedback 8/25/09:

**Looks great! Much more like four-year university sites - easier to navigate - thx! (NN)**

**I just had one important suggestion for the web site before the August 31 launch. Please check all spelling/grammatical errors before this goes public. I noticed a few errors on the Student Life/Student Activities link for Germantown. Nothing looks as bad as a college website with spelling/grammatical errors! Thanks!**

**P.S. I was trying to get you the exact errors but now I cannot access the website. I do think the design/visual appearance is much better than the old one. (CN)**

**First of all, thanks for all the hard work! I love the new design and appreciate what a huge and complex process this must be.**

**In terms of navigation and ease of use for employers I think it would be helpful if there was a prominent link like “Employers post jobs/internships here” immediately after clicking on “Business and Industry” since I believe that posting jobs/internships and or looking for student talent is probably the primary reasons that employers go to the Montgomery College web site – at least in terms of sheer volume of employer visits.**

**Ejobs has attracted over 4000 employers that have registered and posted jobs/internships. On the old web page design we had a home page location that was easy from employers to see. I was told last year that the Ejobs site was one of the most visited links on the college web page with the exception of counseling/advising/registration.**

**At a minimum, the “Career Center” link should be replace with the “Ejobs” since the Career Center link seems to be geared more toward the career planning process for students and not employer services.**

**On a related note –(I apologize in advance if this isn’t even part of this re-design effort) – The previous home page search engine provided a link to SES/ejobs when the following words were used “employment, jobs, ejobs, e-jobs, Student Employment Services, SES”. That doesn’t seem to be working now. Will the same “Google light” search engine be used? (EM)**

**I love the new web site! It is more colorful, more user friendly, and more appealing, especially for our tech-savvy students. It also contains far more useful information. Congratulations for doing such a great job with a major task such as this. Regarding changes, I read that one full time professor wants links to the full time teachers' web sites. As an adjunct who has taught at the college continually since Fall 2005, I would like the web site to also reflect adjunct faculty. After all, we teach 40 to 50% of all the classes at MC, and we don't want to be invisible. Perhaps you could ask each department chair to submit the names of full and part-time faculty, with links to web sites. The department chairs could be responsible for updating the adjunct names as needed every semester. Thanks again for your hard work. (VB)**

**The room number for Dr. Harvey Stempel, a counselor at the Germantown Campus is incorrect. He is located in SA189.**

**I really like the new look and feel of the site. thanks for sharing the preview. (LC)**

**Aside from being disorientated when clicking on the new site, once I began to click on things they seem to move quickly.**

**I'm still not sure where one would enter grades or post our syllabi on My MC My courses, unless I simply didn't find the right screen. (RG)**

**I really think there should be a visible dirctory for various departments (YZ)**

**Although pictures are attractive I believe that the pictures are too big and there is a lot of wasted blank space. It seems that the emphasis has been on esthetics rather than on the utilitarian use of the site.**

**-The most important part of the content should be the College Departments, their campus locations AND their phone numbers.**

**-The current list of "Majors and Classes" does not work very well as many incoming students have not chosen a Major.**

**-The previous "Student Quick Links" and "Employee Quick Links" worked very well and perhaps should be reinstated.**

**-I believe there should be a space for New Students with general information**

**-Very important, a list of the various course related deadlines should be featured permanently, it is buried in the catalogue**

**-Having "Today's Date" featured, is always helpful. (MK)**

**The site looks great but the faculty needs quick access to the email and CT (CS)**

**The layout and colors are nice. Much more professional. couldn't find my classes or any of the Banner services that I'm used to accessing, such as my student list and information on our students. Where the heck is this stuff? (MC)**

**However, the overall size balance of fonts is out of proportion. Some are too big, others too small. See ESPN.com and VT.edu for what I believe to be an excellent proportional balance of text sizes (The spring prototype screens you sent out of possible designs had balanced fonts). The font sizes and distributions look out of proportion (which make it look non-professional) on the current link you sent below. (JM)**

**Congratulations! I found the website easy to navigate. I did see that in my discipline, biology at Germantown, the list of adjunct faculty was out of date. Who is responsible for keeping this current? (CA)**

**Nice job! In the nursing department website, the link for my name doesn't work because the apostrophe is missing in email address. Also Crystal Hoven is no longer with MC, and Cassandra Hall's last name should be capitalized. (PO)**

I can't find the telephone/e-mail directories—probably the section I use most often (JH)

It took me awhile to find the phone/office/email/website directory. That's my two cents. (ST)

Me too. The phrase "Contact Us" is pretty standard, and should be on the home page. Alternately, phone directories might be on the link with physical map directions. (MF)

Ditto -- and departments are not easy to identify. R. L.

How can categories be added to this page?

[Http://www.montgomerycollege.edu/wdce/wdcecontacts.html](http://www.montgomerycollege.edu/wdce/wdcecontacts.html)

I'd like to add my email as a contact for "Occupational ESL"

I can't find the internal phone/email directory. (LJ)

I found it hard to find a listing of faculty and staff, with phone numbers, etc. The A to Z index had just Departments. (HR)

Could you add InTechGT to the A to Z Index? Both Rockville and Takoma Park are listed there so I'm not sure why you decided not to include Germantown. (AS)

Fantastic Job. You have my vote. (LG)

Where are the white pages that help us (staff, faculty and outside consumers) look up telephone numbers, email addresses and office locations for faculty, staff and administrators? This information is invaluable. The Counseling Department uses the resource to help students locate faculty members and staff members on a regular basis. Please make it a prominent area on the new webpage. (DH)

I love it full color and very lively. I'm sure the student's will enjoy looking at this one- Don't know if it matters but Montgomery College receives \$706,806 Grant for expansion of biotechnology program is shown twice one after the other. (PA)

Good morning – First I would like to say that I think the site looks great and you all should be commended for the work you have done. The only thing I would like to see added is a link on the homepage for the various Auxiliary Services' units (Bookstores, Munchies, Copies, Child Care). Many of our students come in and ask for information that we have posted on our site. Aside from that, everything looks perfect! (MW)

Maybe it's too early in the morning for me but I like it; think it is less confusing than the former, information for the potential student or anyone outside visiting the site is well laid out and clear. You don't have to go phishing. I was wondering about the time sheets etc when I checked the Faculty/Staff index but I see MYMC is still there. Looks good to me. Maybe I'll look again after I have my coffee.(PLD)

Congratulations, I like the new look! (SRM)

I would hope that there was an obvious place for adjunct guidelines.

Also I have an awful time finding staff and professors emails.

And finding the calendar for the semester, drop dates etc..specifics is also difficult to find. (SM)

Who would have thought to look for the departments under Majors and Classes. Hard to find web pages without using index search. (DR)

I agree, the departments are not easy to find. Under the heading, "Collegewide" on the Department Listing page, academic departments do not show up. Perhaps it could read "Collegewide Non-academic." (MS)

I found it very difficult to find the directory. I would not have thought to find the directory under "Contact us". Usually the contact us is general information not the only place to find the directory. Also there are no listing for the Health and PE at Takoma Park under departments. Perhaps there are other departments missed.(KT)

When I clicked on Faculty and Staff, I was expectng to get some sort of listing of faculty with their homepages or other information. I did not find that at all. In our previous set up we did have that information set up clearly. I do not know how to show to my students or how to look up for faculty homepages. (RD)

Personally, I find it more confusing and busier than the current website which is not at all user friendly! And who would know to look under "Business and Industry" for ANY Workforce Development & Continuing Education non-credit class? Is Boating now a business or industry course? Is ESOL, Writing, Languages, etc? Why are there no steps listed on how to register for WDCE courses, just a link to the registration page. If we are indeed one College, then the pages should be reflected accordingly ie under Majors/Classes it says "credit classes" and lists 5 or 6 options. Then it says "non-credit classes" and nothing! Instead of "3 Campuses" could we perhaps say "College locations" since we have off campus locations as well as on campus locations? (KA)

When looking for an individual campus, clicking on "3 Campuses" leads to a page where a blue box obscures the word "Germantown", making it seem as if there are only 2 campuses. (FR)

Nice work....the pictures are good. I believe a main link for WDCE/non-credit needs to be above the fold on the home page. (MAB)

Thanks for the work you are doing. It is a big task. Where are the web sites for academic support services, for example the Writing, Reading, and Language Centers? Are they part of this "grand" scheme? I couldn't find the web site for the Rockville Writing, Reading, and Language Center on this "parent" site.

1. I would like to see the same blue MC heading and links on all of the pages. For example, it stays the same as you move to “Counseling and Advising” and to “Academic Support”, but when you click on learning centers, there is a page that looks like a complete afterthought.
2. Also, on the Learning Centers page, it would look better to have major headings for the different campuses and the learning centers listed below them. Something like:

Germantown Campus

Writing Center  
Math and Accounting Learning Center  
Science Learning Center

Rockville Campus

Reading, Writing, Language and Computer Lab  
Math/Science Center  
Computer Labs

Takoma Park/Silver Spring Campus

Health Science Medical Learning Center  
Information Technology Labs  
Learning Skills Support Services  
Reading Writing/Language Center  
Math-Science Learning Center  
Social Sciences Computer Center

Also, it would be good to mention that students don't have to pay to use these centers.

3. It would be helpful to have adjunct professors' information available online. When I search for professors' names, they only show up when they are faculty. Our students need to be able to contact any of their professors, including adjuncts.

Thank you for all of your hard work in redesigning this, and for your note about not replying to all with comments. (CC)

Consideration needs to be given to the programs that the majority of our student would be enrolling in. Most of them would not be in special programs and yet you have the special programs up front...only two steps to get them. The standard degrees (programs) that most students are enrolled in require users to go through four steps to access. Having the special programs may look good for PR but the design does not make it user friendly for the majority of students. I would suggest where you have the special programs you have the links to the disciplines and the degrees and have a link to the special programs in the side bar. (KM)

Did the committee who did the redesign do any assessment of who goes to the website and why? In looking at it, I felt it was not balanced. The students I talk to daily go to the website to find out about class schedules and registration etc. The links to these areas are down at the bottom in very small type.(JC)

Under Hispanic Business & Training, there are links to info in Spanish & English. The English link leads to a description in Spanish, as does the one with the Spanish title. Those of us who counsel students, and do not read Spanish could use it in English. Under Career Planning Processes step, Career paths online cannot be opened. Under Job Search...networking, the list should include ejobs; listed on right, but is a source of jobs, as are the others listed on left. What happened to the counseling link for career exploration, Sigi3? (PT)

I noticed on the Faculty and Staff page under ....there was a listing about OA, planning, etc. Most of these items are listed under governance on the MC Infonet site and they are all related. I was wondering if you could also list College Area Review here. The College Area Review site is only on the intranet site (MC Infonet), however if the link was here and password protected it would be helpful. College personnel are often looking for this link near the OA link and from the College internet site. (CR)

Suggestions: 1. MC has five campuses, if we include the WD/CE's Wheaton Plaza and GBTC. 2. Navigation is a bit tricky for Health Sciences; could you also list Health Sciences on the webpage below? <http://cms.montgomerycollege.edu/edu/tertiary2.aspx?urlid=9> Language can include information for students to understand it is a two part application process, and an information session is available for all the programs. 3. I use the website below for contacts. Where is this website in the new venue? 4.

[http://www.montgomerycollege.edu/contact\\_us/index.html](http://www.montgomerycollege.edu/contact_us/index.html) (DB)

I love it full color and very lively. I'm sure the student's will enjoy looking at this one- Don't know if it matters but Montgomery College receives \$706,806 Grant for expansion of biotechnology program is shown twice one after the other. (PA)

The Business & Industry link is good but the left column side bar should be pulled up so the text is even with the right side text. This text does not need to start at the bottom of the document. (LG)

The site looks pretty good - on my home laptop (PC) screen pretty much all I could see when I opened the page was the large photo, but that's probably not bad - the links at the bottom aren't things I'd be looking for regularly (well, as a faculty member I'll probably use the "inside MC" links but I'm trying to think as an 'outsider'). I liked that the maps and directions to the campuses was prominent on the page. I was surprised that there was no prominent contact info on the first page - the phone number is small and I had to look for it because it wasn't right at the top or the bottom - but not having an address might make sense as it would give the impression that everything is at Rockville so I guess I'm okay with that.

1. Minor comment - some of the links (from the Business and Industry page) didn't work - I ASSUME that's because they simply haven't been activated yet. If so, no worries. If not, you have a lot of work to do.
  2. This might just be me, but the links at the top (family, business, faculty, etc) don't include "students". I quickly found 'class schedules' through the faculty/staff link, but if I were a student would I know to go to "admissions" when it's really 'registration' that I want? I guess the focus of the whole site is students, but I was surprised there wasn't a student link (like the "current student" link we have now) at the top of the page with the other "interested parties" links.
  3. I thought the "questions to ask your kid first semester" (family link) were pretty lame - is that a new thing? I didn't look at too much in the parents link but it looked kind of thin.
- Thanks for asking for feedback, (LK)

Basic response: pretty but not functional. I seek very specific items as a general user. Primary is the phone and e-mail list. Another big set of users are, as someone indicated, employment. And then there is me: in WDCE who does span both credit and non-credit. This is SOOOOOOOO not how the public thinks. Business and Industry are a tiny part of what WDCE does. In fact all except one of my areas is NOT Business and Industry. Then you add in all the GED and basic ed which makes this institution a LOT of money, and where are they?

Look at the figures of bodies at the institution. FTE alone, we're 25%. But bodies (youth, esl, drivers ed, challenge, early childhood, SAT prep, foreign languages, ..... ) This is a major issue and you've even heard from Program Directors who aren't in my area but report to another WDCE dean who handles business.

Now let's get down to some of the nitty gritty. When I search for a page, and when I'm doing research, I, when I find the page which I haven't been able to do in this new redesign, I print it off. I also copy the url and embed it in lists, provide it to students, etc. It is cumbersome to have a string of characters which don't represent any recognizable phrase. The home page does say <http://cms.montgomerycolleg.edu/EDU/>, however if you go one layer below, and I arbitrarily picked assessment & placement. It reads, assessment and placement at the top (but no indication of Montgomery College, md) and on the bottom, which is o.k., it reads <http://cms.montgomerycollege.edu/edu/teritiary2.aspx?urlid=58>.

Another point; I have never typed in search words, hit enter and NOTHING happens. I should not have to pick up my mouse and click search. It should automatic with "enter."

Think you have a LOT more to do. And I am VERY concerned that you should choose the first day o school, when we know everything is crazy, to launch a brand new website. I am amazed that you don't do this in October when things have settled down and well before we move to a new schedule and registration period. We have overload on the computer and if we can't find what we need rapidly, the lines will be longer and the frustration will be greater.

By the way, normally I do like private conversations but this is a major issue and the fact that we aren't sharing these things with each other and that you and the team are the only o who can gauge frustration concerns me. I am following your instructions because I do understand the

acceptable use policy but your “blog” doesn’t seem to entertain discussion where everyone can see anything that is submitted either. (DU)

The Business & Industry link is good but the left column side bar should be pulled up so the text is even with the right side text. This text does not need to start at the bottom of the document. (LG)

This looks great – However I am still not seeing WD&CE cost for tuition – must be missing it – help? (JH)

Under News Headlines the following announcements is repeated two times:  
Montgomery College Receives \$706,806 Grant for Expansion of Biotechnology Program

The link to the theatre and art (<http://cms.montgomerycollege.edu/EDU/Plain.aspx?id=3468>) Department SHOULD NOT link to an advertisement for the Aretha Franklin event. The website address is [www.montgomerycollege.edu/Departments/spdnth](http://www.montgomerycollege.edu/Departments/spdnth) AND should not be inferred to relate to art as well as a major with theatre since art has its own distinct major and would probably appreciate the recognition to not be linked to the theatre department as the listing suggests.(RH)

As others have suggested, the listing of “apply today” on the left hand side tends to imply a commercialist bent to the college which is contrary to the educational values the college(or at least the faculty) hope to advertise.

Looks nice but where will the “find people and offices” be located – it is currently on the first page. (ZW)

WOW!! Excellent job in redesigning the website!!! Great job!! (RF)

I was excited but also concerned to hear that the new website will go live on the first day of class. In recent years, the website (and MyMC and WebCT) have been extremely slow and sometimes completely inaccessible on the first day of the fall semester, as everyone goes online at once and attempts to find their classes, get their parking permits, etc. Is the new website on a separate server? Will the old site still be available for the first week or so? I worry that many of us who are advising students and trying to find familiar resources in a hurry that first week of school might get frustrated if we can’t find the pages we are used to. (KM)

I just tried to find the dental insurance form on the new website. I went into the faculty page. In the search box I typed a variety of things, such as “dental forms”, “insurance forms” , “forms”, “insurance”. None of them yielded even a clue of where to find that form. Can someone help me? (EM)

Why when I put in anything typical in the search box do I get a message that that doesn’t exist. I tried advanced standing. I tried credit classes; I tried adult students. Are we demoing the home

page and just the obvious links that sit there? Does anything come up when you type it in the search box? (DU)

Why is giving so large on the right hand side of the opening page? I am concerned that this could be a turn off to prospective students.

I realize that giving is important. However from a student's viewpoint, it could be a huge turn off to going further on the site. Also I didn't see giving as the first thing on other CC sites. (KW)

Greetings. Thank you for soliciting comments.

My only critique so far, from a quick glance at the website, is that I don't see the need for large font announcing the numbers of students, or the slogan "endless possibilities": if the site is to be most useful, it should focus the large font on the links, not on the advertising (this could be a critique of websites for many institutions; even business cards often have the name of the organization very large, and the phone number of the individual proffering the card tiny -- I think this is a problem). (CR)