Rutgers Writing Program Website
Site Assessment

Introduction
When we began the task of creating the Rutgers Writing Program (WP) web site, our main objective was that it serve as students' first source of information on all aspects of their experience with the WP. Additionally, we included resources for teachers, and we built tools to enable instructors to publish contact and class information on the web site for student use. We are now interested in assessing our progress toward meeting our main objective, understanding how the site is currently used by teachers, and deciding where to go from here.

Student Experience
To get a better idea of students' experience using the WP site, I propose a small-scale usability test in which a student attempts to complete relevant tasks using the site while being observed by test facilitator. I propose a sample size of ten students, randomly chosen from the current class of students who are taking courses in the WP.

I propose the following questionnaire and task list for the site assessment with students:

Are you currently taking a Writing Program class? What is the course and section number?

Have you ever used the Rutgers Writing Program web site? What did you do there?

Have you ever visited your class page? What did you do there?

Using the Writing Program web site, find your class page.

Using the Writing Program web site, find the email address of your teacher and send them a message telling them that you are participating in a test of the Writing Program web site.

Have you ever used email to communicate with your teacher? What was the purpose of your communication?

Has your teacher ever used email to communicate with you? What was the purpose of that communication?

Using the Writing Program web site, find the official grading criteria for a "B" grade in Expos 101.

Using the Writing Program web site, find out how to sign up to for tutoring.

You are unhappy about the instruction you are receiving from your teacher. Using the Writing Program web site, find the name of the appropriate person to contact about your complaint.

You or a friend of yours is a transfer student. Using the Writing Program web site, find out who to contact about transfer credit of equivalent writing classes.

Does the web site seem fast?

What problems have you had trying to use the site?

How do you access the web site? Telephone modem, campus network, cable modem, DSL?

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For each page listed below, please indicate if you have never used the page, found the page to be useful, or found the page not to be useful. Your comments are encouraged.

Feature/Page Name	Never Used	Useful	Not Useful	Comments
Search				
Your class page				
Dropping/Adding				
Frequently Asked Questions: Placement				
Frequently Asked Questions: Registration				
Frequently Asked Questions: Adding/Dropping Classes				
Frequently Asked Questions: Special Permission Numbers				
Frequently Asked Questions: Transfer Students				
Frequently Asked Questions: Computer Labs				
Frequently Asked Questions: Tutoring in the Writing Centers				
Frequently Asked Questions: Grades				
Frequently Asked Questions: Complaints				
Frequently Asked Questions: Writing Requirements after 101				
Registration				
Transfer Students				

Writing Centers: Tutoring				
Other Resources				
Course Homepages (Circle the pages that you've used) 96 – 98 – 99 – 100 – 100R 101 – 102 – 201 – 202 – 203 301 – 302 – 303 – 312 – 315 322 – 342 – 352 – 365 – 375 396 – 399 – 400 – 415 – 425				
Tutorama				
Gradatorium				
Link-O-Mat				
Our Philosophy				
Directors and Staff				
Who do I call about…				
Program News				
General Teaching Resources				
Resources for Teaching 101				
Resources for Teaching 201				
English Department homepage and site				
Business and Technical Writing homepage and site				

Instructor Experience

To get a better idea of instructors' experience using the WP site, I propose the following questionnaire.

Did you create a class page on the Writing Program web site?

Did you use the class page over the course of the semester? If so, how did you use the class page?

Did you have any problems using the class page management tool? If so, please describe.

How would you improve the class page management tool?

Do you refer students to the Writing Program web site for answers to program related questions?

Have you used any of the teaching resources found on the Writing Program web site? If so, which?

Do you communicate with students via email?

Do your students communicate with you via email?

Do you accept assignments attached to email?