



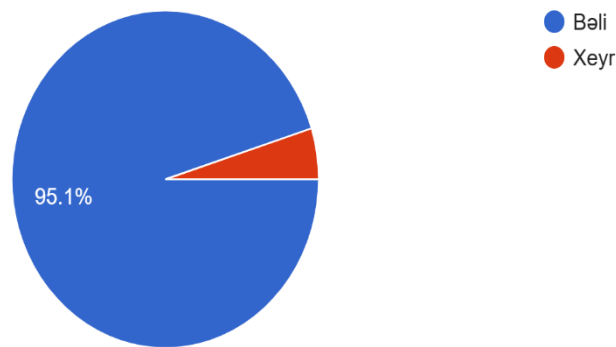
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## *Analysis of the University Website Satisfaction Survey*

On November 14, 2024, the staff of the Quality Assurance Center at Western Caspian University conducted a satisfaction survey among students regarding the WCU website. A total of 184 students participated in the survey. The descriptions of the responses to the questions are as follows:

1. Universitetin saytından istifadə edirsiniz ?

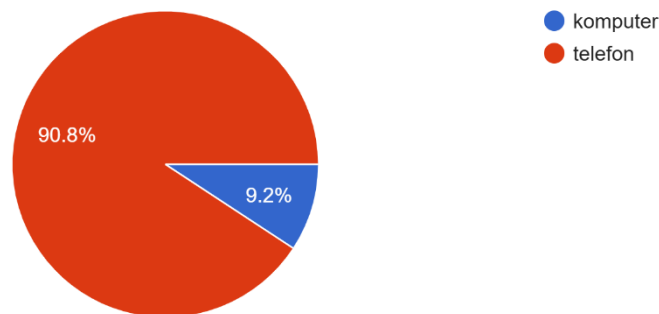
184 responses



**Regarding the question "Do you use the university website?", 175 students (95.1%) answered "yes," while 9 students (4.9%) answered "no."**

2. Universitetin saytına hansı cihaz vasitəsilə daxil olursunuz ?

184 responses



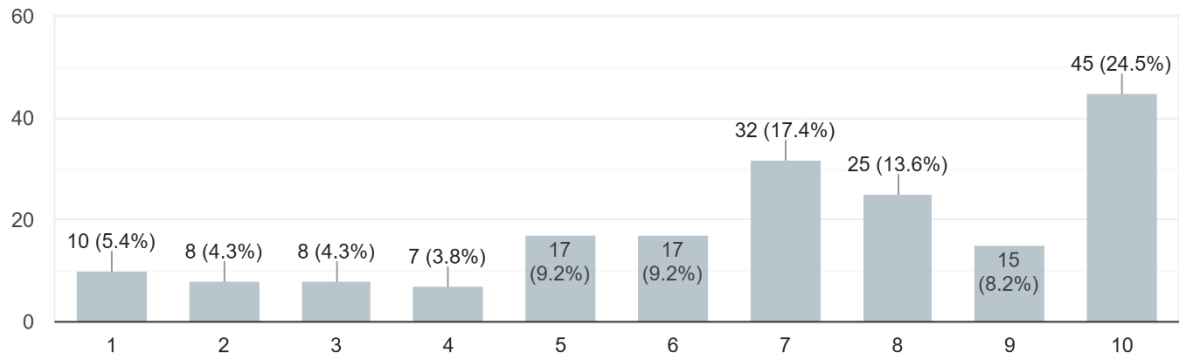
**Regarding the question "Which device do you use to access the university website?", 167 students (90.8%) chose "phone," and 17**



### students (9.2%) chose "computer."

3.Saytın dizaynını bəyənirsiniz mi?

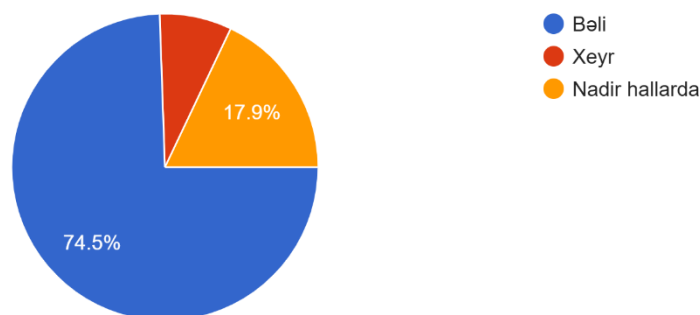
184 responses



Students were asked to rate their satisfaction with the website design on a scale from 1 to 10, where 1 means "not satisfied at all" and 10 means "very satisfied." High ratings on the scale, specifically scores of 8, 9, and 10, were given by 13.6% (25 students), 8.2% (15 students), and 24.5% (45 students) respectively, totaling 46.3% (85 students). However, the majority of the responses indicate dissatisfaction.

4.Axtardığınız məlumatı asanlıqla əldə edə bilərsiniz mi?

184 responses



Regarding the question "Can you easily find the information you are looking for on the website?", 137 students (74.5%) answered "Yes," 14 students (7.6%) answered "No," and 33 students (17.9%) responded "Rarely."

Students reported several issues encountered while using the university website:



1. Information updates are often delayed, and the site sometimes loads slowly.
2. Grades are uploaded late on the site, and some PDF files do not work properly.
3. There are difficulties accessing the personal account, and some interactive features do not function.
4. Grades appear on the website several days late, forcing students to check their grades via a Telegram bot instead.
5. The website design (UI/UX) and personal account interface need improvement; the site feels static and lacks dynamic content updates.
6. While no major problems were reported by some, there is a need for improved text quality across the site.
7. Errors occur when downloading textbooks.
8. Materials uploaded by instructors to personal accounts sometimes do not open correctly for students.
9. Grade and score systems update late on the platform.
10. Data on the site is often outdated.
11. The website's design and architecture are poor, and students have requested improvements.
12. Students would like the site to display entrance scores, exam results, and overall scores all in one place. Currently, entrance scores are not visible, and exam results are only communicated later. Knowing entrance scores before exams would be preferable.

## **6. Suggestions for Website Improvements**

1. Real-time updates so that any entry made in the journal immediately appears in the personal account.
2. A dedicated calendar feature to easily find and browse past news by selecting specific months.
3. Creation of an internship center on the website to help students connect with internship opportunities and communicate with centers directly through the site.
4. The site should be rebuilt from scratch with stronger security measures, as current vulnerabilities (e.g., SSH and JavaScript flaws) could allow unauthorized access to personal accounts. Also, the user interface should be simplified to avoid overwhelming users with too many registration steps and to improve ease of navigation. A professional and innovative developer should optimize the site's structure and accessibility.



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5. The landing page is chaotic with unclear logos and buttons. The overall UI/UX is poor and does not match the university's brand identity. It is recommended to work with an experienced UI/UX designer and web development agency to create a clean, professional design based on successful design references and mood boards. A well-designed site is essential for a university aiming to be among the best locally and internationally.
6. Instead of counting course credits (QBLs) one by one, it would be better to display the total number of credits for each course in a single cell, along with the number of hours per course, to reduce confusion and make it more user-friendly.
7. The site could use a more attractive and engaging design.
8. The current design is very poor and not practical — it looks like it was made in a Word document, with mismatched colors and lacks aesthetic appeal.

### ***Suggestions***

- 1. Make the website mobile-friendly.*



2. *Add a calendar feature to easily find news by specific dates.*
3. *Include a FAQ section with answers to the most frequently asked student questions.*
4. *Create a contact section to communicate directly with the Rector.*
5. *Display the current number of students and graduates on the homepage.*
6. *Show news with photos on the main page.*
7. *Add a new promotional video introducing the university (media center).*
8. *Update the website's design and effects to be similar to universities like Koç University and Sabancı University.*
9. *Improve the registration section for university clubs.*
10. *Include detailed information about faculty members and departments on the website.*
11. *Change the website's homepage layout and other visual elements.*
12. *Correct errors in the "About Us" and financial report sections.*
13. *Reduce the size of logos and implement a mechanism to rotate or change them.*
14. *Fix issues related to video playback on the site.*
15. *Update the admin panel for easier management.*

*Report link:*

[https://docs.google.com/forms/d/1KSwwGzGaDMGMQY03k-TJohJdSUoQpkh\\_lnOQ0lF5Mgzk/edit#responses](https://docs.google.com/forms/d/1KSwwGzGaDMGMQY03k-TJohJdSUoQpkh_lnOQ0lF5Mgzk/edit#responses)