

Evaluation of dependencies of opinion questions from identification data with help of Chi-square test of square contingency

	Sex of the respondent	Age of the respondent	Region	Respondent's relationship to the PoU	Source of information about PoU
Do you find information on website PoU sufficient?	-	+	-	-	-
Do you regularly follow the actualities on PoU?	-	++	++	+++	-
How do you evaluate PoU?	-	-	-		-
graphic appearance	-	-	-	++	-
lucidity of the site	-	-	-	-	+
orientation on the site	-	-	-	-	+
logic continuity	-	+	-	+	-
Did you use following electronic user support while working on the portal?					
FAQ (Frequently asked questions)	-	-	-	-	-
Glossary	-	-	-	-	-
Documents for download	-	-	-	-	-
Manual of electronic application form for university applicant	-	-	-	+++	++
Manual for administrators	-	+	-	+	-
Manual of electronic application form for Universities	-	-	-	+++	-
If you used the electronic user support, how much were you satisfied with it?					
Electronic user support	-	+	-	-	-
Manual of electronic application form for university applicant	-	+	-	+	-
Manual for administrators	-	++	-	+	-
Manual of electronic application form for Universities	-	-	-	+	-
FAQ	-	-	-	-	-
Glossary	+	+	-	-	-
If you did not use electronic user support, it was due	-	-	-	-	-
Would you suggest adding to the Portal of universities other manuals, respectively other electronic support?	-	-	++	-	-
Are you interested in adding new modules on the Portal of universities?	+	+	-	-	-
Do you have suggestions for improving the structure and use of existing modules on Portal of universities?	-	-	-	-	-
Did you use "Wizard for university selection" to obtain information about universities?"	+	+	-	++	+++
If you answered yes in 13, did the "Wizard for university selection" offered you useful information?	-	-	-	-	+++
Was the Portal of universities useful to you?	-	-	-	+	+

If you experienced problems in obtaining information on the Portal of universities, did you contact helpdesk?	-	++	-	+++	++
In case of contacting HELPDESK you were satisfied with					
with provided information	-	-	-	-	-
with staff attitude	-	-	-	-	-
with speed rate of contacting	-	-	-	-	-
Would you recommend the Portal of universities to your colleagues, schoolmates or friends?	-	-	-	-	++
Do you agree with publishing paid advertisement on the Portal of universities on selected place and form?	-	-	-	+	-
What kind of paid advertisement would you welcome on the Portal of universities?	-	-	-	-	-

Notes: (-) Not statistically significant impact of the identification data on the selected question

(+) Statistically significant impact of the identification data on the selected question on the significance level of 0.05

(++) Statistically highly significant impact of the identification data on the selected question on the significance level of 0.01

(+++)- Statistically highly significant impact of the identification data on the selected question on the significance level of 0.001

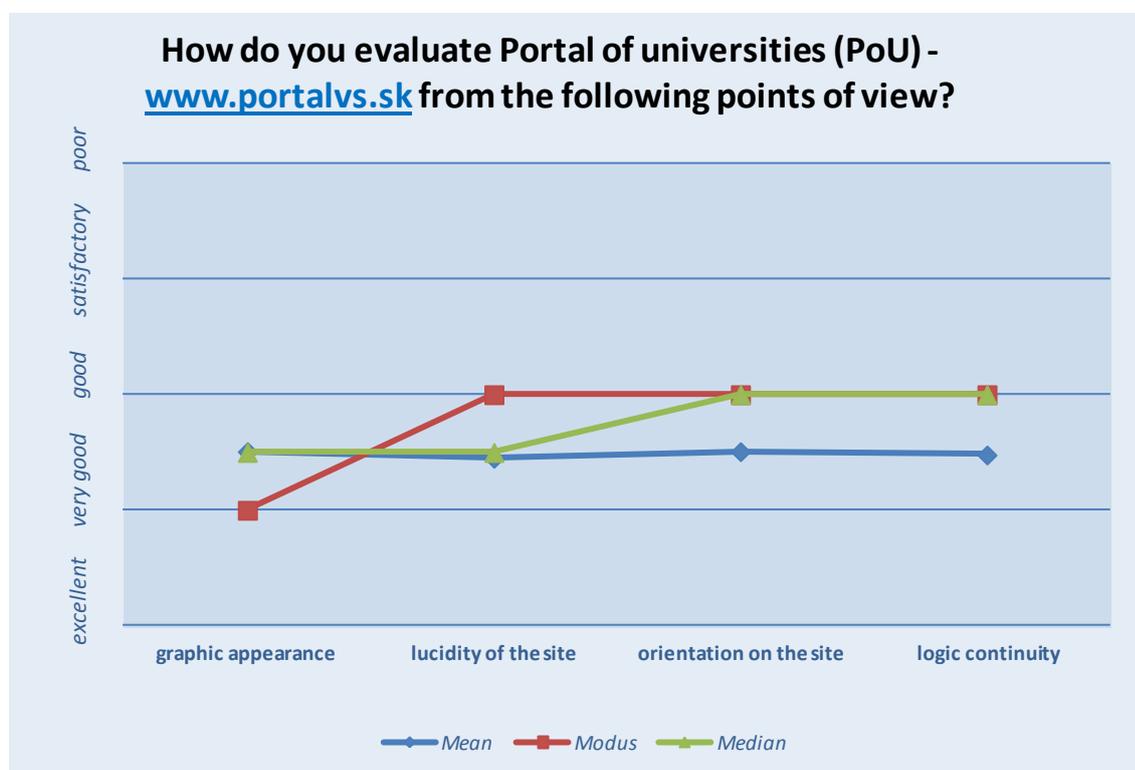
How do you evaluate Portal of universities (PoU) - www.portalvs.sk from the following points of view?

	excellent	very good	good	satisfactory	poor
graphic appearance	8%	42%	40%	9%	0%
lucidity of the site	17%	34%	38%	9%	2%
orientation on the site	13%	37%	42%	7%	1%
logic continuity	15%	37%	39%	8%	1%

<i>How do you evaluate PoU?</i>	<i>Mean</i>	<i>Modus</i>	<i>Median</i>	<i>Standard deviation</i>	<i>Variation coefficient</i>
graphic appearance	2,51	2	2,5	0,72	29%
lucidity of the site	2,45	3	2,5	0,90	37%
orientation on the site	2,51	3	3	0,85	34%
logic continuity	2,48	3	3	0,85	34%

<i>Kruskal-Wallis test</i>	<i>tested criteria</i>	<i>P - value</i>	<i>evaluation of the test</i>
How do you evaluate PoU	0,481276	0,922984	-

Kruskal-Wallis test tests the null hypothesis that the median of each of the four alternatives of opinion question are the same. Since the P-value is greater than 0.05, the difference between mean values at the 95.0% confidence level is not statistically significant. Respondents on average "very good" - "good" evaluate Portal of universities from selected aspects equally.



If you used the electronic user support how much were you satisfied with it?

Electronic user support	very much	partially	at all
Electronic university application form manual for applicant	21%	17%	17%
Manual for administrators	6%	14%	23%
Electronic university application form manual for Universities	19%	15%	18%
FAQ	5%	24%	19%
Glossary	10%	14%	17%

<i>If you used the electronic user support how much were you satisfied with it?</i>	<i>Mean</i>	<i>Modus</i>	<i>Median</i>	<i>Standard deviation</i>	<i>Variation coefficient</i>	<i>Percent occurrence</i>	<i>Homogeneous groups</i>
<i>Documents for download</i>	1,75	1	2	0,73	42%	68%	1
<i>FAQ</i>	1,88	2	2	0,86	46%	55%	1
<i>Electronic university application form manual for applicant</i>	1,96	1	2	0,87	44%	51%	1,2
<i>Manual for administrators</i>	2,18	3	2	0,71	33%	49%	2,3
<i>Electronic university application form manual for Universities</i>	2,18	1	2	0,81	37%	40%	2,3
<i>Glossary</i>	2,27	3	2	0,76	34%	46%	3

From the value "percent occurrence" it is visible that the most common electronic support for user was "Documents for download" - 68% of respondents used it, and the least used was the "Manual of electronic application form for Universities" - it was used only by 40% of respondents.

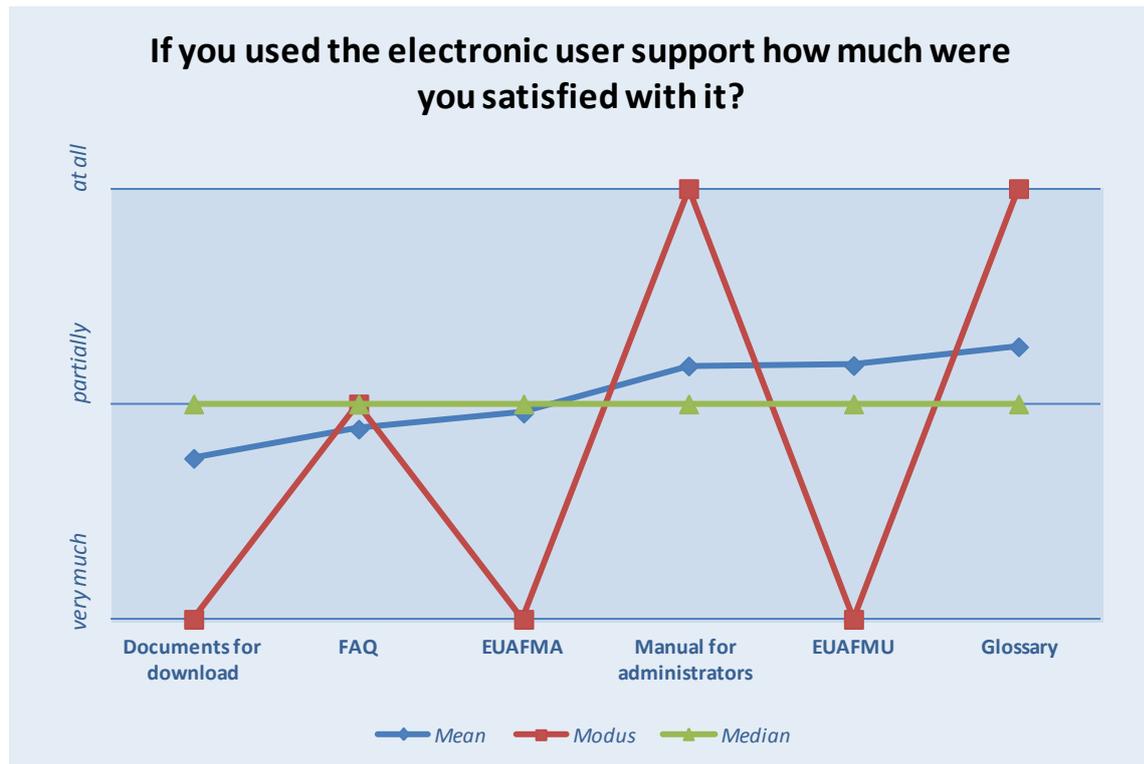
Based on LSD tests of contrasts - compliance testing of mean values - three homogeneous groups were created, one group of electronic user support is at level of satisfaction of respondents "very much" Group 2 "partially" a 3, "at all. "

<i>Kruskal-Wallis test</i>	<i>tested criteria</i>	<i>P - value</i>	<i>evaluation of the test</i>
<i>If you used the electronic user support how much were you satisfied with it?</i>	23,9184	0,000225098	++

Since the P-value is less than 0,001, there is statistically highly significant difference between values of utilization of various electronic user supports. Pairs, among which are found statistically significant differences based on LSD test of contrasts at the 95% level are marked with "star".

LSD test of contrasts	Statistical significance	Difference
FAQ - G	*	-0,38
FAQ - EUAFMA		-0,07
FAQ - MA	*	-0,29
FAQ - EUAFMU	*	-0,30
FAQ - DD		0,14
G - EUAFMA	*	0,31
G - MA		0,09
G - EUAFMU		0,09
G - DD	*	0,52
EUAFMA - MA		-0,22
EUAFMA - EUAFMU		-0,22
EUAFMA - DD		0,21
MA - EUAFMU		0,00
MA - DD	*	0,43
EUAFMU - DD	*	0,43

Notes: * - statistically significant differences , DD - Documents for download, EUAFMA - Electronic university application form manual for applicant, MA - Manual for administrators, EUAFMU - Electronic university application form manual for Universities, G - Glossary



Notes: EUAFMA - Electronic university application form manual for applicant, EUAFMU - Electronic university application form manual for Universities

In case of contacting HELPDESK you were satisfied with:

	very much	partially	at all
with provided information	63%	38%	0%
with staff attitude	75%	25%	0%
with speed rate of contacting	66%	28%	6%

<i>In case of contacting HELPDESK you were satisfied with:</i>	<i>Mean</i>	<i>Modus</i>	<i>Median</i>	<i>Standard deviation</i>	<i>Variation coefficient</i>	<i>Percent occurrence</i>
with provided information	1,38	1	1	0,49	36%	23%
with staff attitude	1,25	1	1	0,44	35%	23%
with speed rate of contacting	1,41	1	1	0,61	44%	23%

HELPDESK contacted 23% of respondents with the most common (mode = 1) answer "very" satisfied with all categories of evaluation.

It was also confirmed by the Kruskal-Wallis test, resulting in a statistical consensus (not significant differences) in ratings of HELPDESK in terms of provided information, staff attitude and speed rate of contacting.

<i>Kruskal-Wallis test</i>	<i>tested criteria</i>	<i>P - value</i>	<i>evaluation of the test</i>
In case of contacting HELPDESK you were satisfied with:	1,32157	0,516447	-

