

An Assessment of Use and Currency of Information on the Undergraduate Students' Web Portal at the University of Ilorin

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Abstract

A portal is a public or private space that gives users the ability to organize information, readily access that information, manage documents, share calendars and enable efficient collaboration, all in a familiar, browser-based environment. The introduction of web portal in Universities in Nigeria, especially at the University of Ilorin has been considered a worthwhile development. However, since the creation for the individual undergraduate students; no study has been carried out to examine its uses and the currency of information on it. In the light of this, this study examined the use and currency of information on the undergraduate students' web portal at the University of Ilorin. The study adopted a survey design. The target population was the University of Ilorin Undergraduate students from which a total of two hundred and forty (240) were selected through simple random sampling technique to represent the sample for the study. Four research questions were developed. The results reveal among others that majority of the undergraduate students use the web portal to check their results, register their courses, print their school fees receipts and view their current session charges. Similarly, majority of the undergraduate students rated the contents on their web portal as excellent and agreed that the contents are always very current. An overwhelming majority of the respondents (99.2%) were satisfied with the web portal at the University of Ilorin while the common problems encounter with the access to and use of web portal in the University include connection failure, slow server, power outage and processing errors. Base on these findings, the study recommends that the University of Ilorin management should enhance the information content on the students' web portal by including chatting icon so as to facilitate the exchange of information between the university management, the staffs and students as this would assist in addressing important issues on time regardless of the users location. The study concluded web portal is a very nice discovery and very good information system which is contributing a great deal to the information dissemination between the university authority and the students and between the students and the authority.

Introduction

A Portal, or Web Portal, is a web site that provides multiple resources, such as discussion forums, search engines, on-line shopping, user managed contents, including web logs, image galleries, file sharing, and much more (Tella and Bashorun, 2012). A portal may provide links with other private content or information on the World Wide Web. The portal can act as the entrance into a secure private site, also known as an "intranet. Similarly, a portal is a public or private space that gives users the ability to organize information, readily access that information, manage documents, share calendars and enable efficient collaboration, all in a familiar, browser-based environment (Al-Mudimigh et al., 2012). A personal portal is a site on the World Wide Web (WWW) that typically provides personalized capabilities to its visitors, together with a pathway to other content. It is designed to use distributed applications, varying numbers and types of middleware and hardware, to provide services from different sources. Users information can reside in this central and secure repository, available at any time, from anywhere in the world, using a simple web browser

Authorized users such as business partners, customers, friends, or family can also use a portal to collaborate, communicate and share information (Tella and Bashorun, 2012). Authorized users of

web portal could be undergraduates in an academic environment such as in University of Ilorin, Nigeria. Portals present information from diverse sources in a unified way. They present an excellent way for enterprises to provide a consistent look and feel across multiple applications, including the required access control and procedures. These applications would otherwise have been different entities altogether.

Web portals are playing an ever-increasing role in supporting organizational processes with a number of success factors. These factors include the usability of the portal in line with internationally recognized standards and guidelines, user acceptance and accessibility. These factors of course are usually considered when designing and implementing a portal. Usability evaluations, with the focus on accessibility and how it relates to the use, currency of contents and acceptance of a portal are relatively important concept in portal design. An accessible portal is one which can be used by all people, without discrimination and regardless of their ability or disability. Similarly, an accessible portal should accommodate the widest possible range of users and remove barriers that could exclude certain groups of users (Vosloo, 2002).

Various standards and guidelines exist which can assist the designer in ensuring the usability and accessibility of web portal. These include the

World Wide Web Consortium's (W3C's) Web Content Accessibility Guidelines and Nielsen's usability principles (Nielsen, 2005). Even though it may be difficult, it is imperative that these usability and accessibility standards and guidelines are implemented in ways that maximize outcomes for all users. The University of Ilorin is increasingly using its portals for internal processes and communications. These internal processes and communications include online application, student bio-data, course registration, result management system, accommodation booking, request forms, newsletter dissemination to staff and other corporate communications like news, events and announcements.

Traditionally, at the University of Ilorin, websites and tools are dispersed over a number of servers. The undergraduates' portal group together these sites and tools logically for ease of use and quick access to relevant academic material and information. Online forms, links and database-driven tools are made available to undergraduates. Through the deployment of a usable and acceptable web portal for undergraduates' students, students and staffs can capture timely information, new policies of the university, and can exchange information online, track record online, access administrative procedures, fill in and submit the online form, submit feedback, comments on the policies and administrative procedures. A usable and acceptable web portal would contribute to improving the capacity for good administrative functions, dealing with procedures for undergraduates and administrative processes are made faster, convenient and receive feedback from each unit and staffs in the formulation and promulgation of policies aimed at development of the academic standard of University of Ilorin. Therefore, the building of web portal is very important as it makes it easy to systemize information and also allow undergraduates' access to all necessary information, documents and feedbacks. No doubt, the undergraduate portal in University of Ilorin has assisted the university in centralizing internal processes and communications on a single website; however no evaluation has been carried out on the uses and the assessment of the currency of information/contents of the portal by its users (especially the undergraduate students) since its introduction to the university academic community. Hence this research examine the use and currency of information on the undergraduate students' web portal at the university of Ilorin.

Research objectives

The main objective of this study is to examine the use and currency of information on the undergraduate students' web portal at the

University of Ilorin, Nigeria. The specific objectives are to:

- i. investigate undergraduates use of web portal.
- ii. assess the currency of information/contents on the web portal.
- iii. determine the level of satisfaction with the web portal by the undergraduate students.
- iv. identify problems encounter by undergraduate students when using the web portal.

Literature review

An evolution of a portal can be traced back to the original concept of Internet and web technologies, which introduced the perspective and concept of the Internet, Intranet and Extranet. On a client side, a standard Web browser is an application that is used for connecting to the portal. On a server side, there are many kinds of servers and applications, the front-end, however, will seamlessly be generated as a standard Web page (Dorairaja, 2008). In fact, the conceptual framework of a portal is extended from the original concept of the first personalized Internet portal, My Yahoo (White, 1999b) which was introduced in 1998.

The Institute of Information Technology, Hanoi National University defines the Portal as an access point web interface which allows users to effectively exploit a large volume of information resources and services. It's not just a simple HTML (Hyper Text Markup Language) page that contains links to other resources but rather a technology platform for integrating all information and applications running on the Web, while providing customization capabilities for each the use and exploitation of information for most effective, fastest and most friendly. The basic goal of any portal is to provide accurate information to users at the appropriate time. Portal must retrieve data from systems integration; data transfer into the interface is personalized and allows users to interact with data from anywhere, at any time (Tien, 2011).

Tien (2011) also point out that portal usually provide information services, search, directory (classified information), mail, forums, conversations, workshops schedules, create maximum interoperability between users and information sources. According to Tien, a portal should be able to provide users with a pleasant, usable, and stable environment. In the light of this, their personalization capabilities (in terms of serving users' specific preferences and needs) should also be met and their support to the formulation of virtual communities of users (in terms of bringing together users with similar

interests and needs) should be met as well (Tien, 2011).

Different studies have used the term *usability* in varied ways, thus making it a very confusing concept (deCarvalho et al., 2008). There is also no common agreement on a definition of usability (Sindhujja & Dastidar, 2009). Nevertheless, Pressman (2001) attempted to define usability as an attempt to quantify user-friendliness yielding measurable attributes of the users, like (a) Skills, both physical and/or intellectual, necessary to learn the system, (b) Time required in order to become efficient in the use of the system, (c) Increase in productivity by users who are efficient in utilizing the system, and (d) Subjective evaluation of users' attitude towards the system. Usability can also be defined as "the measure of the quality of a user's experience when interacting with a product or system — whether a Website, a software application, mobile technology, or any user-operated device" (Tojib et al.2008). Usability is an important concept in systems development because it is equated to financial gain or loss. Systems with poor usability due to poor website design result in negative financial impacts (deCarvalho et al., 2008). If a website is not usable many users will simply access another site that can meet their needs (Cappel & Huang, 2007). On the other hand, a usable website that supports customers is associated with higher firm performance (Pang et al., 2009), increased sales, higher levels of website traffic, improved user performance, increased use of specific features (Nielsen, 2000 cited in Pearson & Urbach, 2009a).

Previous research indicates that it is vital for a portal that the users develop positive attitudes towards it from the beginning, and that the portal meets the expectations of its users so that their initially positive attitudes are endorsed (Al-Mudimigh, et al., 2011; Tojib et al. 2008). Following an extensive review of the literature, four categories of constructs were presented as core determinants of acceptance (Venkatesh, et al., 2003). These pertain to: the usefulness of the technology, the ease of use of the technology, norms in the social environment concerning use of the technology, and perceived behavioral control currency of contents/information or facilitating conditions. The latter of these determinants refers to objective factors that facilitate the use of the technology. There is an ongoing debate as to whether the last two factors have a direct (Venkatesh, et al., 2003) or indirect (Venkatesh & Bala, 2008) effect on acceptance. However, this study will only focused on only two of the factors

identified above and these are use and the currency of contents/information on portal.

Related Studies

Pynooa, Tondeurb, Braakb, Duyckb, Sijnaved and Duycka (2001) conducted a study at Ghent University, Belgium. In this study, they investigated how teachers used a portal for education and whether this affects their acceptance of the portal. The usage parameters show that the teachers use the portal to search for and download information rather than for sharing or uploading. A minority of the teachers appeared to browse through the portal for fun, or without a specific goal. Cathy and Sheng, (2002) conducted a study on exploring the impact of online service quality on portal site usage at National Sun Yat-Sen University, Kaohsiung, Taiwan. Their results demonstrated the antecedents contributing to portal site usage and those affecting perceived usefulness and perceived ease of use. The importance of significant antecedents such as information content, customization as well as the reliability and response to portal site usage could provide the companies as a referential point for designing mechanisms and improving users' perceptions of the portal site. The findings of this study also revealed that, in order to foster user intentions to use portal site, it is important to encourage and cultivate a positive attitude toward using the portal site. In this connection, positive perception of the portal ease of use is crucial, whereas the portal usefulness may not be equally important for professional users.

Telang and Mukhopadhyay (2004) conducted a research at Carnegie Mellon University, Pittsburgh, USA on drivers of Web portal use. Overall, they found that users do develop loyalty for a given portal. If they have used a particular portal frequently in the past, they are much more likely to choose that portal again in the future. The quality of the results is also a strong predictor of user choices. If the user is dissatisfied with the portal results, then the probability that he or she will use the portal in the future, diminishes. A poor quality portal cannot hope to develop a loyal base. Search task alone does not develop strong repeat use. The loyalty becomes much stronger when the user starts using personalized features. This study recommended that Search portals should focus on developing features that can be personalized because such features can improve the value proposition to users. Moreover, personal services require additional learning, and thus increase the switching costs associated with patronizing another portal. Their results very clearly point out that personal services play an important role in

building a strong loyal base, although encouraging users to use them may be a challenging task.

Meyer (2008) conducted a research at Nelson Mandela Metropolitan University on designing Accessible Portals in South Africa. Findings revealed that disabilities that affect Web accessibility are audio, cognitive, motor and visual. These disabilities affect the use of media and content on sites that wish to comply with accessibility guidelines and standards. Designers have to ensure that alternatives to images, sounds and movie clips are available in order to convey the same message to all users regardless of the user agent used. Findings also revealed that use of a website can be increased by ensuring that the site is easy to use, that the user learns something from it, that there is a consistency in Web design, personalisation, effective searches and insights into user behaviour and needs.

Bringula and Basa (2011) conducted a study at University of the East-Manila, Philippines on factors affecting faculty web portal usability. Results of the study were intended to serve as inputs for faculty web portal development of the University of the East-Manila. Descriptive statistics utilized questionnaire data from 82 faculty members. The data showed that most of the respondents were relatively young, were Master's degree holders, were skilled in using the computer and the internet, had internet access at home, and were committed to using the web portal. Multiple regression analysis showed that information content as a web portal design-related factor was the only significant predictor of web portal usability. The results also show that among all the factors studied, only information content of the web portal design related factors significantly affected faculty web portal usability. Tien (2011) conducted a study at Shu-Te University on factors influencing user's acceptance of webportal in Nam Dinh Province, Viet Nam. Results showed that desired behavior of users affected positive attitude to use their webportal. According to Davis (1989), Fishbein and Ajzen (1975) also showed that attitudes have a positive effect on behavioral intentions. Analysis of results also indicate that cognitive usefulness has a positive effect on behavioral intention to use the webportal.

From the analysis of the available studies on the assessment of use and currency of web portal, it is evidence that very little has been done in Africa generally and Nigeria particularly. The need to make data and information available on the use of

web portal and how current and satisfied its users are in the Nigeria university context is germane.

Research Design

This study adopted survey design. This is because the approach generally allow gathering of data with the intention of describing the existing conditions, identifying standards against which existing conditions can be compared or determine the relationship that exist between specific events at a particular point in time (Best and Khan, 2006). It is the method associated with research situations, where the research subjects run into hundreds or even thousands of respondents spreading across large areas. Its underlying principle is to seek the opinions of individuals on a particular problem, whereby the consensus of these opinions provides the needed solution to the problem at hand. The survey design was considered appropriate in this study as it allows collection of data from consideration participants that provide adequate representation of the entire population.

Population of the Study

The population of the study consisted of undergraduate students at the University of Ilorin who are on for a four, five, or six years programme. According to the 2011/2012 annual report of the university, the total number of undergraduates students stands at 21,827 in all the twelve (12) faculties that made up the University of Ilorin. The faculties in the university as at the time the study was conducted in 2011/2012 academic session are as follows:

1. Faculty of Agriculture
2. Faculty of Arts
3. Faculty of Basic Medical Sciences
4. Faculty of Business and Social sciences
5. Faculty of Clinical Sciences
6. Faculty of Communication and Information Sciences
7. Faculty of Education
8. Faculty of Engineering
9. Faculty of Law
10. Faculty of Pharmaceutical Sciences
11. Faculty of Sciences
12. Faculty of Veterinary Medicine

Sampling Methods

The study adopted a random sampling technique to select the sample for the study. This was to give every respondent in the population the equal chances of being selected. As can be deduced from its name, this type of sampling guarantees every member of the population, equal opportunity of being chosen. Israel (2003) model for determining sample size was used to guide the random sample selection. The model states that taken sample size

for $\pm 3\%$, $\pm 5\%$, $\pm 7\%$ and $\pm 10\%$ for Precision Levels where Confidence Level is 95% and $P=.5$. Going by the model, if ± 7 is taken for precision when the population is 21,827 as the case in this study, the sample should be 204. This justifies the sample of 240 used in this study which is in the neighborhood of what the model indicated. The table 1 shows the detail of the sample selection.

Data Collection Instruments

The instrument used for data collection in this study was a researcher designed questionnaire. As it's known, questionnaire usually helps to gather factual in-depth information. The questionnaire adopted both closed/open ended format. It was divided into two sections, A and B. Section A requires the respondent's bio-data information including faculty, gender, age, level/year of study, and residence type, while section B contained the items. Section B is sub-divided into four parts. Parts i, ii, iii, and iv, based on the objectives and research question of the study: Part i: Use of web Portal; Part ii: Currency of content on the Web Portal; Part iii: Satisfaction with the use of Web Portal; Part iv: Problems Encountered with the use of Web portal.

Data Collection Procedure

The questionnaire used for data collection was self administered by the researcher to the University of Ilorin undergraduates' students during the second

Semester of 2011-2012 academic session. A total of 240 copies of the questionnaire were administered, all of which were completely filled and returned representing 100% return rate.

Validity of the Instrument

Experts and researchers on usage and acceptance of information system validated the questionnaire used for the collection of data. The essence of the validation was to ascertain whether or not the contents reflect what it was designed to measure before administration. Modifications (e.g., Substitution and/or elimination of confusing, misleading, or irrelevant items) were done based on the experts' recommendations.

Reliability of the Instruments

To achieve the reliability of the instrument used for data collection in this study, a split-half reliability method was used. The instrument was administered to twenty (28) students from seven (7) faculties in the university. These students did not eventually take part in the study to avoid distortion of results because they already have pre-knowledge of the questionnaire. Responses collected were subjected to Cronbach alpha. The overall reliability of the questionnaire returned $r = 0.81$.

Table 1: Israel Sample Size Determination Table

Sample size for $\pm 3\%$, $\pm 5\%$, $\pm 7\%$ and $\pm 10\%$ Precision Levels Where Confidence Level is 95% and $P=.5$.				
Size of	Sample Size (n) for Precision (e) of:			
Population	$\pm 3\%$	$\pm 5\%$	$\pm 7\%$	$\pm 10\%$
10,000	1,000	385	200	100
15,000	1,034	390	201	100
20,000	1,053	392	204	100
25,000	1,064	394	204	100
50,000	1,087	394	204	100
100,000	1,099	398	204	100
Source: Israel 2003				

Source: Israel (2003) determination of sample size table.

Data Analysis

The data collected from the field was analyzed using descriptive statistics including simple percentage and frequency count. The result is presented as follows:

Table 2: Faculty Distribution of the Respondents

Faculty	Frequency	Percentage
Agric. Science	20	8.3
Arts	20	8.3
Basic medical science	20	8.3
Business and social science	20	8.3
Clinical sciences	20	8.3
CIS	24	10.1
Education	21	8.8
Engineering	20	8.3
Law	20	8.3
Pharmaceutical science	17	7.1
Science	21	8.8
Veterinary medicine	17	7.1
Total	240	100.0

Table 3: Demographic Distribution of the Respondents

Year of study	Frequency	Percentage
100 level	83	34.6
200 level	72	30.0
300 level	52	21.7
400 level	10	4.2
500 level	23	9.6
Total	240	100.0
Residents		
Hostel	82	34.2
Off-Campus	158	65.8
Total	240	100.0
Sex		
Male	124	50.8
Female	118	49.2
Total	240	100.0
Age		
16-20	114	47.5
21-25	116	48.3
26-30	9	3.8
31-35	1	0.4
Total	240	100.0

The result indicates that (8.3%) of the respondents were each from the faculties of Agriculture, Arts, Basic Medical Science, Business and Social Sciences, Clinical Sciences, Engineering and Law respectively. So also (8.8%) were each from both Education and Science, while (7.1%) each were

from Veterinary Medicine and Pharmaceutical Science while (10.1%) were from faculty of Communication and Information Sciences, CIS. This is the faculty with the highest number of respondents in this study. Of course the reason might be because it is the faculty of the researcher.

Respondents from faculty of pharmaceutical sciences and veterinary medicine have the lowest percentage. This is because the faculties were newly created as at the time the study was conducted and the students were few and not readily available during the collection of data.

Furthermore, the result indicates that (34.6%) of the respondents were in their first year while (30.0%) were in their second year, (21.7%) were in their third year, (4.2%) were in their fourth year and (9.6%) were in their fifth year of study. This indicates that the larger percentage of the respondents were in their first year of study. Table 3 also indicates that (65.8%) of the respondents resides outside the school campus while those that reside in the hostel accommodation provided by the school management were (34.2%). This means that the larger percentage of the students reside off-campus. The results also indicate that (50.8%) of the respondents were male while (49.2%) were female. This shows that there were more male than female that took part in this study. In addition, (47.5%) of the respondents were between the ages of 16-20 years, (48.5%) were between 21-25 years

of age, (3.8%) were between 26-30 years while (0.4%) were between 31-35 years.

Table 4 indicates that the majority of the students use the web portal to check their results, to register their courses, to print their payments receipts and to view their current session charges. A total of (97.9%) use the web portal to check their results, (97.5%) use it to register their courses, (95.0%) use the web portal to print their payments receipts while (94.2%) use the web portal to view their current session charges. The result also indicates that (88.3%) of the respondents use the web portal to check the procedures for returning students while (82.5%) of them use it to view news and notices.

Table 5 indicates that the majority of the students agreed that the contents on the web portal are always current. A total of (90.4%), (87.1%), (77.2%), (76.2%), (75.4%) and (63.3%) of the students agreed that the web portal contents including, payments receipts, current session charges, news and notices, course registration, procedures for returning students and result page are always current and up-to date.

Table 4: Uses of Web Portal

Items	Frequency	Percentage
To check my result	235	97.9
To register my courses	34	97.5
To print my payments receipt	228	95.0
To view my current session charges	226	94.2
To check the procedure for returning students	212	88.3
To view news and notices	198	82.5

Table 5: Currency of the under listed Items

Items	Frequency		Frequency	
	always current	%	not always current	%
course registration	183	(76.2)	57	(23.8)
result page	152	(63.3)	88	(36.7)
current session charges	209	(87.1)	31	(12.9)
print payment receipt	217	(90.4)	23	(9.6)
procedures for returning students	181	(75.4)	59	(24.6)
news and notices	185	(77.1)	55	(22.9)

Table 6: Ratings of the Currency of the Contents Identified

Items	Frequency/Percentage Excellent	Frequency/Percentage Good	Frequency/Percentage Fair	Frequency/Percentage Poor
news and notices	85 (35.4%)	125(52.1%)	26(10.8%)	4(1.7%)
New courses uploads on the portal	69 (28.8%)	128(53.3%)	38(15.8%)	5(2.1%)
result page checking	73(30.4%)	99(41.2%)	49(20.4%)	19(7.9%)
information on current session charges	110(45.8%)	114(47.5%)	15(6.2%)	1(0.4%)
data on payment receipt	104(43.3%)	118(49.2%)	16(6.7%)	2(0.8%)
information on procedures for returning students	94(39.2%)	125(52.1%)	19(7.9%)	2(0.8%)

Table 7: Satisfaction with Web Portal

Items	Frequency	Percentage
Highly Satisfied	204	85.0
Satisfied	28	11.7
Mildly Satisfied	6	2.5
Not Satisfied	2	0.8

Table 8: Problem Encounter Using Web Portal

Items	Frequency	Percentage %
Connection Failure	170	70.8
Slow Server	167	69.6
Power Outage	158	65.8
Processing Error	144	60.0
Lack of opportunity to personalize personal pages	69	28.8
Lack of Personal computer/laptop	60	25.0
Password problem	55	22.9

Respondents were asked to rate the currency of the web portal contents identified earlier. The results show that (45.8%) rated data on receipt of payment as excellent, (43.3%) rated news and notices as excellent, (39.2%) rated information on procedure for returning students as excellent, (35.4%) rated information on new courses uploaded on the portal as excellent, (30.4%) rated results page as excellent while (28.8%) also rated information on current session charges as excellent respectively. This indicates that the information on the students' web portal at the University of Ilorin is always very current.

The respondents were asked to indicate their level of satisfaction with their web portal. The results show that a total of 204 representing (85%)

indicate that they were highly satisfied with their web portal. In addition, a total of 28 respondents representing (11.7%) indicate that they were satisfied and 6 respondents representing (2.5%) indicate they were mildly satisfied while only 2 respondents (0.8%) indicate they were not satisfied. Overall, an overwhelming majority of the respondents (99.2%) are satisfied with the web portal at the University of Ilorin.

The respondents were asked to identify the problems they encounter with regards to access and use of the web portal. The results show that (70.8%) identified connection failure as their major problem in accessing the web portal. A total of (69.6%) identified slow serve, (65.8%) power outage, (60.0%) identified processing error,

(28.8%) identified lack of opportunity to personalized pages; (35.0%) identified lack of personal computer/laptops while password problem was indicated by (22.9%). This results implies that the common problems encounter with the access to and use of web portal at the University of Ilorin include connection failure, slow server, power outage and processing errors.

Discussion of Findings

The broad objective of the study was to examined the use and currency of information on the undergraduate students' web portal in the University of Ilorin, Nigeria; while the specific objectives of the study were to: to investigate undergraduates' uses of web portal; to assess the currency of content on the web portal; determine whether or not the students are satisfied with the use of web portal; and to identify problems encounter when undergraduates use the web portal.

The results on the uses of web portal by the undergraduate students reveal that the web portal is being use for checking of results, registering courses, printing receipts of payment and view current session charges. There is no doubt there are many uses and benefits/advantages of web portal as revealed in the literature. This is finding corroborate the assertion that the basic goal of any portal is to provide accurate information to users at the appropriate time. Portal must retrieve data from systems integration; data transfer and allows users to interact with data from anywhere, at any time (Tien, 2011).

On the currency of content on the web portal, the result shows that undergraduates mostly agreed on the currency of contents on the web portal. They identified the web portal contents; print payments receipts, current session charges, news and notices, course registration, procedures for returning students and result page as been excellently current. This is to say that the University of Ilorin undergraduate portal meet the criteria of being referred to as a quality and valuable information system. This is because currency of information is important for judging the performance of an information system.

The result on the satisfaction of the undergraduate students with the contents and information on the portal reveals that an overwhelming majority of the respondents are satisfied with the web portal at the University of Ilorin. Satisfaction from extant literature is also important factor in the users' continuous intention of using an information system. If users are satisfied with a system, there is the tendency that they will increase the use of that

system and continue to use such system (deCarvalho et al. 2008). However, if they are not satisfied, no doubt, the reverse will be the case. Since the users in this study are satisfied with the use of web portal which is a form of information system there is the likelihood that they will increase the use of the system.

The common problems encounter with the access to and use of web portal at the University of Ilorin include connection failure, slow server, power outage and processing errors. There is no perfect technology or information system anywhere in the world. There is bound to be problem. Therefore, the information system web portal which is the focus in this study is not an exception. Though Meyer (2008) have earlier revealed that disabilities that affect Web accessibility are audio, cognitive, motor and visual; however these are not in line with the problems revealed in the present study. This notwithstanding, but a confirmation that there is usually problem associated with web portal which might not be the same depending on the context the study is conducted, the stage of the information system in focus, and the technological development of the environment or the locale of the study.

Conclusion

This study examined the use and currency of information on the undergraduate students' web portal in the Ununiversity of Ilorin, Nigeria. The results reveal among others that majority of the undergraduate students use the web portal to check their results, register their courses, print their payments receipts and view their current session charges. Similarly, majority of the undergraduate students rated the contents on their web portal as excellent and agreed that the contents are always very current. An overwhelming majority of the respondents (99.2%) are satisfied with the web portal at the University of Ilorin while the common problems encounter with the access to and use of web portal at the University of Ilorin include connection failure, slow server, power outage and processing errors. With these results, it is concluded web portal is a very nice discovery and very good information system which is contributing a great deal to the information dissemination between the university authority and the students and between the students and the authority.

Recommendations

Based on the findings reveal in this study, it is recommended that the management should enhance

the information/contents of the web portal by including chatting capabilities so as to facilitate the exchange of information between the university management, the staffs and students as this would assist in the addressing important issues on time regardless of the user location. The University management should also provide proper training or orientation on the use of the university web portal to new users such as fresh students and new staffs. They should as well formulate the institutional policy on the use of the web portal. Many problems have been identified associated with the use of web portal at the University of Ilorin including connection failure, slow server, and power outage and processing errors. In the light of all these, the university authority is called upon to respond to all the problems. High capacity bandwidth should be provided that will take care of the slow server and connection. Similarly, a very powerful high capacity standby generating set should be provided to ease the problem of incessant power outage.

Suggestions for Further Research

Further investigation could be conducted to find out factors affecting undergraduate students' web portal usage. User satisfaction as a measure of usability can also be investigated. This is necessary since user satisfaction guides the viewpoint of a user towards a website and hence its usage (deCarvalho et al. 2008).

This study did not deal on the web portal accessibility guidelines and its effectiveness. Hence, web portal accessibility guidelines and its effectiveness could be conducted to know if the undergraduate student's web portal conform with accessibility standards to enable disabled users have access to the web portal.

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