UMD INFORMATION TECHNOLOGY SYSTEMS & SERVICES
http://www.d.umn.edu/~sbradt/itss/

ITSS Web Site Usability Evaluation Form

Your Department: _______________________________ Date: _________

Six tasks/questions are listed below. Try to find the correct information on our new web site for each. After each task/question please indicate how confident you are that you indeed found the right information that would enable you to answer the question or perform the task:

1. You have a general question about our department. Can you find the Help Desk phone number?   Not confident  Confident
2. Six months has passed since you last changed your Internet password. How do you change it? Not confident  Confident
3. You want to see what email programs are available at UMD. Can you find them? Not confident  Confident
4. Some software at UMD is free; some is not. Can you find what's available? Not confident  Confident
5. Unfortunately, you've received a threatening phone call/voice mail. How do you report it? Not confident  Confident
6. Pick a task of your own and write it in here: ________________________________________ Not confident  Confident

For the five items listed below, please indicate how well it describes this web site:

1. Easy to find information quickly  Very poorly  Very well
2. Logically labeled buttons and links  Very poorly  Very well
3. Aesthetically pleasing  Very poorly  Very well
4. Confusing  Very poorly  Very well
5. Useful  Very poorly  Very well

If you have comments, we’d love to hear them! Please enter any ideas or comments in the space below: