Data

Date: 03/27/00

Section 1
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. Find the Help Desk number.
   - Not confident: 0
   - Confident: 1

2. Six months has passed since you last changed your Internet password. How do you change it?
   - Not confident: 0
   - Confident: 2

3. You want to see what email programs are available at UMD. Can you find them?
   - Not confident: 0
   - Confident: 2

4. Some software at UMD is free; some is not. Can you find what's available?
   - Not confident: 1
   - Confident: 4

5. Unfortunately, you've received a threatening phone call/voice mail. How do you report it?
   - Not confident: 0
   - Confident: 0

6. Pick a task of your own and write it in here: ______________________________
   - Not confident: 1
   - Confident: 2

Total Number of Responses: 2 1 11 23

Section 2
For the five items listed below, please indicate how well it describes this web site:

1. Easy to find information quickly
   - Very poorly: 0
   - Very well: 3

2. Logically labeled buttons and links
   - Very poorly: 0
   - Very well: 2

3. Aesthetically pleasing
   - Very poorly: 0
   - Very well: 4

4. Confusing
   - Very poorly: 2
   - Very well: 1

5. Useful
   - Very poorly: 0
   - Very well: 4