We are ready to pre-test the information structure for the new DII web site. Below are 20 questions, derived from the ones that DII is asked regularly, according to those among us who deal daily with our customers. We request each of you to go through the new, as-yet-unartified site (http://fanghorn.cas.utk.edu) and try to answer each of the questions. If you find the answer, check off the number of tries it took; if you do not find the answer, check the "Didn't find it?" line.

Thanks,
Lissa Gay
for The Webbish Gang O'Five

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My professor says I need to get a Course Info account. How do I do that?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 ____
Didn't find it? ____

What's the difference between my UNIX account and my email account, and how do I get them?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 ____
Didn't find it? ____

Where do I find Mac OS updates?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 ____
Didn't find it? ____

I've forgotten my email password. Can you help me?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 ____
Didn't find it? ____

My floppy/zip disc is corrupted. Can you help me fix it?
Found it?
1st try _____ 2nd try _____ 3rd try ____ more than 3 ____
Didn't find it? ____

Is there a UNIX support site? Where is it?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 ____
Didn't find it? ____

I need a Lotus Notes account for my Business School courses. Where do I get that?
Found it?
1st try _____ 2nd try ____ 3rd try ____ more than 3 ____
Didn't find it? _____

I heard I can pay my cable bill online. Where do I do that?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 _____
Didn't find it? _____

How do I get an IP address over here in Music?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 _____
Didn't find it? _____

Where is the cheerleaders home page?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 _____
Didn't find it? _____

What do I get for my Tech Fee?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 _____
Didn't find it? _____

Is there a CBT course for MS Access 2000?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 _____
Didn't find it? _____

Do you offer a class on Dreamweaver?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 _____
Didn't find it? _____

Where do I get public access to a computer?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 _____
Didn't find it? _____

Can I buy software or computer hardware from the university? Where do I do that?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 _____
Didn't find it? _____

I want to add a second line to my telephone. Can I do that?
Found it?
1st try _____ 2nd try _____ 3rd try _____ more than 3 _____
Didn't find it?  ____

I'm new to campus. What services do you have for me?
Found it?
 1st try  ____  2nd try  ____  3rd try  ____  more than 3  ____
Didn't find it?  ____

Who can I talk to about a network problem?
Found it?
 1st try  ____  2nd try  ____  3rd try  ____  more than 3  ____
Didn't find it?  ____

Who can help me with my email problem?
Found it?
 1st try  ____  2nd try  ____  3rd try  ____  more than 3  ____
Didn't find it?  ____

I need to analyze my research data for my dissertation. Is there any assistance in this area?
Found it?
 1st try  ____  2nd try  ____  3rd try  ____  more than 3  ____
Didn't find it?  ____

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Thanks for your time and feedback. Do you have any comments for us? Are there other questions we should ask when testing a broader audience?