



Beta Test Interview and Search Scenarios

Online Faculty Technology Guide

Name _____

Date _____

Record the web pages and comments as participant seeks first scenario:

Scenario _____ [see attached list]

- 1). Are the titles used to identify services and functions clear and useful?

- 2). Are the descriptions complete enough for you to understand, contact, and make use of the services you found? Suggestions for improvement?

Questions to ask at the conclusion of searches:

- 1). Were there other services, procedures or policies you thought of as you searched?

- 2). Are there Information Technology services, networking and computing questions you've had trouble identifying and using in the past?

- 3). Is there another computing or faculty use question you'd like to search for the answer? If so, please describe it briefly and I'll watch while you search.

- 4). What do you like best about the Online Faculty Technology Guide?
 - a. Format
 - b. Categories
 - c. Information contained in upper tabs
 - d. Content
 - e. Navigation

5). Do you have any suggestions for improvement?

Thank you for your participation!



Scenarios for web-based Faculty Technology Guide beta test

The Faculty Technology Guide is in place for your review at

<http://www.umsl.edu/~webdev/otg/>

Scenario #1: New Faculty at UM-St. Louis

1. I'm a new faculty member and have just been assigned to an office. There is a phone but no dial tone. How can I get connected and set up my voice mail?
2. My paperwork has been delayed in HR and because of this I'm not able to log on to MyGateway; but I've been officially hired and my courses start in two days—what can I do?

Scenario #2: MyGateway question

1. Classes start tomorrow and when I log into MyGateway I notice that I'm not listed as the instructor for one of the classes I will be teaching; what should I do?
2. I would like to set up my own website to complement my students' online experience. What resources are available to me?
3. I can't log in to MyGateway; what should I do?

Scenario #3: Technology Enhanced Classrooms (TEC)

1. I'm teaching in a TEC room this semester. How can I find out what technology is in there, and how do I go about scheduling a personal orientation session for that room?
2. I teach in a classroom that doesn't have any computer or Internet connection. This is OK, but I'd like Internet and computer access for a scheduled round of student presentations next month. Can I schedule a TEC for just one or two classes? How?
3. I think I scheduled a TEC room for next week but I can't remember. Is there any

way I can access a read-only copy of the TEC schedule through Outlook?

Scenario # 4: Teaching in ITV Classrooms

1. What types of support are available to me, as I teach for the first time in an interactive two-way video classroom? Will I be by myself in the ITV classroom?
2. What's involved in scheduling a one-time class session vs. a semester long course to be delivered via ITV?

Scenario # 5: Your Home Computer

1. Do we have access to UM-St. Louis servers from home? What's required to set up the connection?
2. Is there a way to get to my files on the office computer, from home? What is necessary to do that? Where can I get help if I run into trouble?

Scenario # 6: Presentations Away From Campus

I'm making a presentation at a professional conference, and want to find out if there is equipment available on loan for me to use.

1. Where do I start? What equipment is available for loan?
2. How do I reserve the equipment I want?

Scenario # 7: Students' Technology Questions

1. Where are descriptions of technology and policies for their use, available to UM-St. Louis students?
2. How do I help my students access their MyGateway accounts?
3. How should students get help if they have a connection problem from their home computer?
4. Can my students go the Online Testing Center without a "reservation?" How many students can take the supervised online tests at one time?

Scenario # 8: Multiple Ways to Learn MyGateway Use

1. I am developing a list of ways that faculty members might learn about MyGateway for our Department's use. List the units, offices, and people offering MyGateway orientation and ongoing help.

Information Technology Services
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