



Web User Role Checklist - Form C2

Role Name _____ Author/Modeler _____

Related Roles _____

ORIENTATION

valence (toward site and site use): __positive __negative __ambivalent __varies Not Known
__other: _____ Not Applicable
[_ N/K _ N/A]

attitude: __eager __skeptical __cautious __impatient __resentful __curious __varies
__other: _____ [_ N/K _ N/A]

emotion: __frustrated __angry __happy __other __varies: _____ [_ N/K _ N/A]

likelihood of changing roles: __low __medium __high __specific %: _____
to what roles and when? _____ [_ N/K _ N/A]

likelihood of abandoning site: __low __medium __high __specific %: _____
what conditions or why? _____ [_ N/K _ N/A]

INCUMBENTS (actual users in role)

application domain knowledge: __none __limited __moderate __high __varies [_ N/K _ N/A]

general Web knowledge and proficiency: __none __limited __moderate __high __varies [_ N/K _ N/A]

site-specific knowledge and proficiency: __none __limited __moderate __high __varies [_ N/K _ N/A]

other common background characteristics (e.g., training, education, intelligence, etc.):
_____ [_ N/K _ N/A]

INTERACTION

frequency of visits: __low __medium __high __specific: _____ [_ N/K _ N/A]

regularity of visits: __low __medium __high __specific: _____ [_ N/K _ N/A]

complexity of interaction: __low __medium __high __specific: _____ [_ N/K _ N/A]

predictability of interaction: __low __medium __high __specific: _____ [_ N/K _ N/A]

__required use __optional use (conditions): _____ [_ N/K _ N/A]

INFORMATION

origins (of user input): __telephone __paper __thoughts __other: _____ [_ N/K _ N/A]

flow (predominant direction): __site to user __user to site __balanced [_ N/K _ N/A]

volume exchanged: __low __medium __high __specific: _____ [_ N/K _ N/A]

complexity exchanged: __low __medium __high __specific: _____ [_ N/K _ N/A]

relevant volume (potentially of interest in site/database): __low __medium __high
__specific: _____ [_ N/K _ N/A]

relevant complexity (potentially of interest in site/database): _____ [_ N/K _ N/A]

ROLE SUPPORT

needs particular to role (specific functions, facilities, capabilities, content): _____

_____ [_ N/K _ N/A]

criteria (usability criteria specific to role):

__efficiency __accuracy __reliability __learnability __rememberability __satisfaction

__clarity __comprehensibility __fault tolerance __other: _____ [_ N/K _ N/A]

Use other side for additional comments.