

**EVALUATION OF UCF WEBSITE**

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**UCF 21-TR-98-007  
June 1998**

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### **ABSTRACT**

This Technical Report is part of a systems analysis of student services at the University of Central Florida. The UCF 21 project team earlier identified over 100 student services provided by the University. Students and interested parties obtain information about these services through a variety of communication media. In separate reports, UCF 21 has examined the accessibility and content of the various catalogs and has evaluated the non-electronic communication media. This report is an evaluation of the ability of the University's World Wide Web presence through its primary web site and departmental websites to provide timely, accurate, and easily available information about student services at UCF. The UCF Website is evaluated as follows. For each of the 107 student services previously identified, a search was performed to find relevant information about the service. In each case, the search engine on the UCF Website was used as well as drilling down from the home page. The report is organized by student service heading. Once the student service was found, it was evaluated for relevancy to students needing the service. Then it was also measured as to how easy or difficult it was to find the student service information and how recent and accurate the information was. An attempt was also made to check the usage (frequency) of the particular pages of the service.

It was found that drilling down usually resulted in finding the appropriate site in six clicks or less. When the service could not be found easily by drilling down, the search engine proved a generally reliable means for finding the service. The desired service was usually located within the top five hits returned by the search engine. Many of the capabilities of the UCF Website are obscure and require an element of discovery to make them usable. Departmental websites typically had recent updates. The UCF Website had some items that were several years out of date. The UCF Website has great potential for providing the required student service information.

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# EVALUATION OF THE UCF WEBSITE

## 1.0 INTRODUCTION

This Technical Report is part of a systems analysis of student services at the University of Central Florida. The UCF 21 project team earlier identified over 100 student services provided by the University. These are outlined in Technical Report UCF 21-TR-98-003. Students and interested parties obtain information about these services through a variety of communication media. In separate reports, UCF 21 has examined the accessibility and content of the various catalogs (see Technical Report UCF 21-TR-98-010), and has evaluated the non-electronic communication media (e.g., brochures) (see Technical Report UCF 21-TR-98-005). This report is an evaluation of the ability of the University's World Wide Web presence through its primary web site and departmental websites to provide timely, accurate, and easily available information about student services at UCF. In this report, all individual servers, pages, and departmental sites maintained by the University will be referred to as the UCF Website or the University Website.

The University Website is critical to providing information to students, faculty, alumni and prospects. Anyone connected to the Internet may browse the UCF site and thus its reach is global. The site is also used to communicate with students, advertise to prospects, and to publish to the community. It is the most accessible link to the broadest possible audience. Because the need for information about student services has been identified as a pressing need, it is necessary to carefully evaluate the UCF Website with respect to its ability to provide that information.

## 2.0 METHOD

The method used to evaluate the UCF Website in this report is described as follows. For each of the 107 student services previously identified, a search was performed to find relevant information about the service. In each case, the search engine on the UCF Website was used as well as drilling down from the home page. Under each student service heading is the description of how each service was accessed. The headings are arranged alphabetically by service name.

Once the student service was found, it was evaluated for relevancy to students needing the service. Then it was also measured as to how easy or difficult it was to find the student service information and how recent and accurate the information was. An attempt was also made to check the usage (frequency) of the particular pages of the service.

These results, based on the UCF Website configuration on June 1, 1998, are summarized using the format in Figure 1.

### **3.xx Student Service Name (number of hits/results when entering the name shown using the search engine)**

Accessibility: 1. Search engine: *List of search engine used and number of results obtained. Location of most relevant hit is shown in parentheses. Includes URL of most relevant hit.*

2. Results obtained drilling down on UCF Home Page. *Includes link and URL.*

3. and higher. Same as 2 for alternate paths.

Content with respect to student services: *Description of contents found using each search engine/link described under Accessibility.*

Degree of difficulty in finding important information: *Qualitative assessment of the ease with which the student service description was located using the particular search engine/link. Includes number of “clicks” to reach the site.*

Recency and Accuracy of contents (date posted): *Identification of revision dates and assessment of accuracy of the information.*

Usage (number of hits): *Number of users reported on the webpage.*

#### **Figure 1. Report structure of UCF 21 Website evaluation.**

### **3.0 UCF WEBSITE STUDENT SERVICES INFORMATION EVALUATION**

#### **3.1 Academic Advising Services (15 results)**

Accessibility: 1. Search engine: search under (2) “Academic advising Services” (3901 results), (2) “Academic advising services” (6895 results), (2) “academic advising services” (7408 results), but not Academic Advising Services. Also under (1) “UCF: Academic Advising Assistance”. Website address:

<http://www.ucf.edu/reginfo/advise.html>

2. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “Academic Advising Assistance”. Website address: <http://www.ucf.edu/reginfo/advise.html>

3. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog”. In the Index section under “Academic Advising” there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Academic\\_Advising/home.html](http://www.ucf.edu/catalog/9798/Academic_Advising/home.html)

4. Under the UCF Home Page one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “Academic Advising” there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Academic\\_Advising/home.html](http://www.ucf.edu/catalog/9798/Academic_Advising/home.html)

5. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “Registrar’s Office Directory of Services”. In the Website there is a link to “Information on Academic Advising Assistance” there is

information about the office. Website address:  
<http://pegasus.cc.ucf.edu/~enrsvc/regserv.html>

6. Under the UCF Home Page one of the ten links shown are called “UCF People”. Link to “Academic Advising Assistance”. Website address:  
<http://www.ucf.edu/reginfo/advise.html>

7. 4. Under the UCF Home Page one of the ten links shown are called “Admissions”. Link to “undergraduate catalog”. In the Index section under “Academic Advising” there is information about the office. Website address:  
[http://www.ucf.edu/catalog/9798/Academic\\_Advising/home.html](http://www.ucf.edu/catalog/9798/Academic_Advising/home.html)

Content with respect to student services: 1. (Home Page)The information shown are the different department advising offices location, phone number and email addresses.

2. Same as above.

3. (Undergraduate Catalog) General information for new and for continuing students. Links to College of Arts and Sciences, College of Business Administration, College of Education, College of Engineering, College of Health and Public Affairs, Brevard Campus, Daytona Beach Campus, Freshmen (First time in college—FTIC) and Go to Table of Contents.

4. Same as above.

5.

6. Same as 1 and 2.

7. Same as 3

Degree of difficulty in finding important information: 1. Very easy to find the necessary information, with the exception of the search engine were using a big or a small letter made a difference in search results.

2. 1 click

3. 5 click

4. 5 click

5. ?

6. 1 click

7. 5 click

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 14<sup>th</sup> of November 1997. 5. ?

2. ?

3. May 1997, Volume 30, Number 1

4. May 1997, Volume 30, Number 1

5. ?

6. ?

7. May 1997, Volume 30, Number 1

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage

3. Not shown on webpage

4. Not shown on webpage

5. Not shown on webpage

6. Not shown on webpage

7. Not shown on webpage

### 3.2 Academic Calendar (61 results)

Accessibility: 1. With the search engine there are numerous links to different Academic Calendars. (1) "University of Central Florida Academic Calendar". Website address: <http://www.ucf.edu/acad.cal.html>

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "UCF Academic Calendar". Website address: <http://www.ucf.edu/acad.cal.html>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Calendar, University Academic" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Academic\\_Calendars/home.html](http://www.ucf.edu/catalog/9798/Academic_Calendars/home.html)

4. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Calendar, University Academic" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Academic\\_Calendars/home.html](http://www.ucf.edu/catalog/9798/Academic_Calendars/home.html)

5. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Calendar, University Academic" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Academic\\_Calendars/home.html](http://www.ucf.edu/catalog/9798/Academic_Calendars/home.html)

Content with respect to student services: 1. The academic calendar is published for each academic year. The calendar contains information such as admission deadlines, registration dates, special graduate studies deadlines, starting and ending dates of semesters, final examinations, commencement and holidays.

2. Same as above.

3. Same as above.

4. Same as above.

5. Same as above

Degree of difficulty in finding important information: 1. Very easy to find the necessary information.

2. 1 click

3. 5 click

4. 5 click

5. 5 click

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 29<sup>th</sup> of May 1998,

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### 3.3 Academic Clubs (3 results)

Accessibility: 1. Search engine: (2-3) "Academic Clubs" and both of them are from UCF21. Website address: <http://ie.engr.ucf.edu/ucf21/tr98-003.PDF> and <http://ie.engr.ucf.edu/ucf21/tr98-003.doc>

2. Under the UCF Home Page one of the ten links shown are called "UCF People". Under "UCF People" the following link is available: "Club and Organization Home pages". Website address: <http://pegasus.cc.ucf.edu/102homepages.html>

3. Under the UCF Home Page one of the ten links shown are called "UCF People". Under "UCF People" the following link is available: "Student Clubs and Organizations". Website address: <http://pegasus.cc.ucf.edu/~cando/>

4. Under the UCF Home Page one of the ten links shown are called "UCF People". Under "UCF People" the following link is available: "Office of Student Activities". Website address: <http://pegasus.cc.ucf.edu/~osa/>

Content with respect to student services: 1. The two links found through the search engine "TR98-3.PDF" and "Listing of Student Services" are a description and the accessibility of the Academic Clubs.

2. "Club and Organization Home pages" provides links to all UCF club accounts with Home Pages on Pegasus.

3. "Student Clubs and Organizations" provides general information about different organizations.

4. "Office of Student Activities" is actually the Home Page of Student Activities which provides information and links to different organizations.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 1 click

Recency and Accuracy of contents (date posted): 1. The two links found through the search engine were dated the 9<sup>th</sup> of April 1998.

2. The link "Club and Organization Home pages" were last updated the 4<sup>th</sup> of May 1998.

3. "Student Clubs and Organizations" were last updated the 17<sup>th</sup> of November 1997.

4. The link "Office of Student Activities" were last updated the 19<sup>th</sup> of January 1998

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

### 3.4 Academic Development and Retention

Accessibility: 1. Search engine: (1) "Academic Development and Retention"

Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html)

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Under "Academics & Administration" there is a link called "undergraduate catalog". In the Index section under "Academic Development and Retention" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Under "UCF People" there is a link called "undergraduate catalog". In the Index section under "Academic Development and Retention" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html)

4. Under the UCF homepage one of the ten links shown are called "Admissions". Under "Admissions" there is a link called "undergraduate catalog". In the Index section under "Academic Development and Retention" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html)

Content with respect to student services: 1. General information, Assistant Dean, location and phone number. Links to "Enrollment and Academic Services", "Articulation and Community College Relations", "Academic Exploration Program", "Academic Services For Student-Athletics", "First Year Advising and Information Services", "Multicultural Student Services", "Student academic Resource Center"

2. Same as above

3. Same as above

4. Same as above

Degree of difficulty in finding important information: 1. 1 click

2. 5 click

3. 5 click

4. 5 click

Recency and Accuracy of contents (date posted): 1. The link found through the search engine were dated the 16<sup>th</sup> of December 1997.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.



### 3.5 Academic Exploration Program (27 results)

Accessibility: 1. Search engine: (4) "ACADEMIC DEVELOPMENT AND RETENTION". Link to "Academic Exploration Program": Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#ACADEMIC\\_EXPLORATION\\_PROGRAM](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_EXPLORATION_PROGRAM)

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Under "Academics & Administration" there is a link called "undergraduate catalog". In the Index section under "Academic Exploration Program" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#ACADEMIC\\_EXPLORATION\\_PROGRAM](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_EXPLORATION_PROGRAM)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Under "UCF People" there is a link called "undergraduate catalog". In the Index section under "Academic Exploration Program" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#ACADEMIC\\_EXPLORATION\\_PROGRAM](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_EXPLORATION_PROGRAM)

4. Under the UCF homepage one of the ten links shown are called "Admissions". Under "Admissions" there is a link called "undergraduate catalog". In the Index section under "Academic Exploration Program" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#ACADEMIC\\_EXPLORATION\\_PROGRAM](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_EXPLORATION_PROGRAM)

Content with respect to student services: 1. General information, director, location and phone number.

2. Same as above
3. Same as above
4. Same as above

Degree of difficulty in finding important information: 1. 2 clicks

2. 5 clicks
3. 5 clicks
4. 5 clicks

Recency and Accuracy of contents (date posted): 1. The link found through the search engine were dated the 16<sup>th</sup> of December 1997.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

Usage (number of hits): 1. not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

### 3.6 Academic Services for Student-Athletes (28173 results)

Accessibility: 1. Search engine: (2) "ACADEMIC DEVELOPMENT AND RETENTION". Link to "Academic Services for Student-Athletes". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#ACADEMIC\\_SERVICES\\_FOR\\_STUDENT-ATHLETES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_SERVICES_FOR_STUDENT-ATHLETES)

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Under "Academics & Administration" there is a link called "undergraduate catalog". In the Index section under "Academic Services for Student-Athletes" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#ACADEMIC\\_SERVICES\\_FOR\\_STUDENT-ATHLETES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_SERVICES_FOR_STUDENT-ATHLETES)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Under "UCF People" there is a link called "undergraduate catalog". In the Index section under "Academic Services for Student-Athletes" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#ACADEMIC\\_SERVICES\\_FOR\\_STUDENT-ATHLETES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_SERVICES_FOR_STUDENT-ATHLETES)

4. Under the UCF homepage one of the ten links shown are called "Admissions". Under "Admissions" there is a link called "undergraduate catalog". In the Index section under "Academic Services for Student-Athletes" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#ACADEMIC\\_SERVICES\\_FOR\\_STUDENT-ATHLETES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#ACADEMIC_SERVICES_FOR_STUDENT-ATHLETES)

Content with respect to student services: 1. (Undergraduate Catalog) General description, director, location and phone number.

2. Same as above.
3. Same as above.
4. Same as above.

Degree of difficulty in finding important information: 1. 2 click

2. 5 clicks
3. 5 clicks
4. 5 clicks

Recency and Accuracy of contents (date posted): 1. "ACADEMIC DEVELOPMENT AND RETENTION" 16<sup>th</sup> of December 1997 or through the undergraduate catalog.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

### 3.7 All-Campus Card (18 results)

Accessibility: 1. Search engine: (2) "UCF Card". Website address:  
<http://pegasus.cc.ucf.edu/~ucfcard/>

2. Under the UCF homepage one of the ten links shown are called "Academics & Administration". Link to "Administration & Finance". Link to "Business Services". Link to "UCF Card Program": website address:  
<http://pegasus.cc.ucf.edu/~ucfcard/>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Department Home Pages". Link to "UCF Card". Website address: <http://pegasus.cc.ucf.edu/~ucfcard/>

Content with respect to student services: 1. (Homepage) "All-Campus Card": General information, hours of operation and links to operating schedule, Interesting Links!, Where we are located, What is needed to get a UCF Card, UCF Card features, How to get a replacement UCF Card and Need Help.

2. Same as above.
3. Same as above.

Degree of difficulty in finding important information: 1. 1 click

2. 4 clicks
3. 3 clicks

Recency and Accuracy of contents (date posted): 1. "UCF Card ":April 14, 1998

2. April 14, 1998
3. April 14, 1998

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.

### 3.8 Alumni Association (171 results)

Accessibility: 1. Search engine: (2) "UCF Alumni": Website address:  
<http://www.oir.ucf.edu/alumni/>

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Alumni Association" there is information about the campuses. Website address:  
[http://www.ucf.edu/catalog/9798/UCF\\_Section/the\\_ucf\\_alumni\\_association.html](http://www.ucf.edu/catalog/9798/UCF_Section/the_ucf_alumni_association.html)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Alumni Association" there is information about the office. Website address:  
[http://www.ucf.edu/catalog/9798/UCF\\_Section/the\\_ucf\\_alumni\\_association.html](http://www.ucf.edu/catalog/9798/UCF_Section/the_ucf_alumni_association.html)

4. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Alumni Association" there is information about the office. Website address:  
[http://www.ucf.edu/catalog/9798/UCF\\_Section/the\\_ucf\\_alumni\\_association.html](http://www.ucf.edu/catalog/9798/UCF_Section/the_ucf_alumni_association.html)

Content with respect to student services: 1. "UCF Alumni": (Home Page) Links to [Alumni Online Directory](#), [Alumni Message Board](#), [Alumni Career Link](#), [Be a Knight Fan](#), [For Members Only](#), [Alumni Chapters](#), [Address Changes, Etc](#), [Volunteer Opps](#), [Member Benefits](#), [Tell Us What You Think](#), [Fun Stuff To Do](#), [Pegasus Magazine](#), [About the Association](#) and [Go to University of Central Florida Home Page](#).

2. (Undergraduate Catalog) General Information, location, phone number and links to "[AREA STUDIES PROGRAMS](#)", "[UCF FOUNDATION, INC](#)" and "[Go to the Table of Contents](#)"

3. Same as 2.

4. Same as 2.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

Recency and Accuracy of contents (date posted): 1. "UCF Alumni ": 1<sup>st</sup> of May 1998.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

### **3.9 Amateur Radio Club (30 results)**

Accessibility: 1. Search engine: (1) "UCF Amateur Radio Club -- K4UCF (formally WB4TCW)": Website address: <http://pegasus.cc.ucf.edu/~wb4tcw/>

Content with respect to student services: "UCF Amateur Radio Club -- K4UCF (formally WB4TCW)": (Home Page) General information, location, email address, phone number, staff and links to [Club Members](#), [Mission Statement](#), [Membership Information](#), [ARRL Scholarship Programs](#), [Orlando Amateur Radio Club Hamcation](#), [UCFARC Semi-Annual tailgate](#), [ARRL Hamfest and convention listing](#), [KSC Home Page](#), [NASA General Launch Calendar](#), [Central Florida Amateur Radio Exams](#), [Florida Repeater Council Home Page](#), [Partial List of Central Florida Repeaters](#), [A List of Florida Repeaters by County](#), [Florida Division of Emergency Management](#), [Brevard County - Amateur Radio](#), [Central Florida Repeater Association](#), [Daytona Beach Amateur Radio Association](#), [East Pasco Amateur Radio Society](#), [Embry-Riddle Aeronautical University ARA](#), [Florida Amateur Digital Communication Association](#), [Gator Amateur Radio club \(W4DFU\)](#), [Lake Monroe Amateur Radio Society](#), [Orlando Amateur Radio Club](#), [Amateur Radio Services on the Internet](#), [ARES/RACES Sites](#), [College Clubs on the net](#), [Disaster & Emergency Information Sites](#), [Other sites of interest](#), [Yahoo listing of ham clubs on the Net](#), [National Oceanic and Atmospheric Administration](#), [National Weather Service - Melbourne, FL](#), [Skywarn](#), [The Palm Beach Post: Hurricane '97](#)

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. "UCF Amateur Radio Club - K4UCF (formally WB4TCW)": 8<sup>th</sup> of May 1998.

Usage (number of hits): 1. Not shown on webpage.

### **3.10 Area Campuses (89 results)**

Accessibility: 1. Search engine: (2) "UCF Brevard Area Campus" and (5) "UCF Daytona Beach Area Campus". Website address for "UCF Brevard Area Campus" and "UCF Daytona Beach Area Campus":

[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_brevard\\_area\\_campus.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_brevard_area_campus.html) and  
[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_daytona\\_beach\\_area\\_campus.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_daytona_beach_area_campus.html)

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Brevard Area Campus and Daytona Beach Area Campus" there is information about the campuses. Website address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_brevard\\_area\\_campus.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_brevard_area_campus.html) and  
[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_daytona\\_beach\\_area\\_campus.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_daytona_beach_area_campus.html)

3. Under "Campus Information" on the UCF Home Page there a heading called "The Branch Campuses" which have links to Brevard, website address:

<http://pegasus.cc.ucf.edu/~brevard/>, Daytona Beach, website address:

<http://www.daytona.ucf.edu/> and Downtown Academic Center, website address:  
<http://www.oir.ucf.edu/dtac/>.

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Brevard Area Campus and Daytona Beach Area Campus" there is information about the office.

Website address:  
[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_brevard\\_area\\_campus.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_brevard_area_campus.html) and  
[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_daytona\\_beach\\_area\\_campus.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_daytona_beach_area_campus.html)

5. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Department Home Pages". Link to "Brevard Campus". Website address: <http://pegasus.cc.ucf.edu/~brevard/>

6. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Brevard Area Campus and Daytona Beach Area Campus" there is information about the office.

Website address:  
[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_brevard\\_area\\_campus.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_brevard_area_campus.html) and  
[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_daytona\\_beach\\_area\\_campus.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_daytona_beach_area_campus.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, Directors, location, phone numbers and links to "UCF AREA CAMPUSES", "UCF Daytona Beach Area Campus", "UCF Brevard Area Campus" and "CENTRAL FLORIDA RESEARCH PARK".

2. Same as above.

3. (Home Pages) All information a student might need.

4. Same as 1 and 2.

5. Same as 1 and 2.
6. Same as 1 and 2.

Degree of difficulty in finding important information: 1. 1 click

2. 5 click
3. 2 click
4. 5 click
5. 3 click
6. 5 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage. "Daytona Beach Campus" 29<sup>th</sup> of May, 1998.
4. Not shown on webpage.
5. Not shown on webpage.
6. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage. "Daytona Beach Campus" 3408 visitors.
4. Not shown on webpage.
5. Not shown on webpage.
6. Not shown on webpage.

### **3.11 Arena (169 results)**

Accessibility: 1. Search engine: (7) "UCF: UCF Arena". Website address: <http://www.ucf.edu/campus/html/arna.html>

2. Search engine: (13) "UCF Arena". Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_arena.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_arena.html)

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Arena, UCF" there is information about the campuses. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_arena.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_arena.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Arena, UCF" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_arena.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_arena.html)

5. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Arena, UCF". Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_arena.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_arena.html)

6. Under the UCF Home Page one of the ten links shown are called "Campus Information". Link to "Campus Map". Link to "Arena". Website address: <http://www.ucf.edu/campus/html/arna.html>

7. Under the UCF Home Page one of the ten links shown are called "Campus Information". Link to "Building List". Link to "UCF Arena". Website address: <http://www.ucf.edu/campus/html/arna.html>

Content with respect to student services: 1. (Campus Map) General information, address and links to “phone listing”, “multipurpose”, “World Class Track and Field”, “Back to the Campus Map” and “Building list”

2. (Undergraduate Catalog) General information, phone number and links to “UCF FOUNDATION,INC”, “UNIVERSITY BOOKSTORE”, “Go to the Table of Contents”.

3. Same as 2.
4. Same as 2.
5. Same as 2.
6. Same as 1.
7. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click
3. 5 click
4. 5 click
5. 5 click
6. 3 click
7. 3 click

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine 3<sup>rd</sup> of October 1996.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.
6. Not shown on webpage.
7. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.
6. Not shown on webpage.
7. Not shown on webpage.

### **3.12 Articulation and Community College Relations (33560 results)**

Accessibility: 1. Search engine: (1) “Articulation and Community College Relations” website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/articulation\\_and\\_community\\_college\\_relations.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/articulation_and_community_college_relations.html)

2. Search engine: (2) “Community College Relations: CCR Mission Statement”. Website address is: <http://pegasus.cc.ucf.edu/~relation/home.html>.

3. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog” In the Index section under “Articulation and Community College Relations”. Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/articulation\\_and\\_community\\_college\\_relations.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/articulation_and_community_college_relations.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Articulation and Community College Relations". Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/articulation\\_and\\_community\\_college\\_relations.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/articulation_and_community_college_relations.html)

5. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Articulation and Community College Relations". Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/articulation\\_and\\_community\\_college\\_relations.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/articulation_and_community_college_relations.html)

6. Under the UCF Home Page one of the ten links shown are called "Campus Information". Link to "Building list". Link to "Administration Building". Link to "Community College Relations". Website address:

<http://pegasus.cc.ucf.edu/~relation/home.html>.

7. Under the UCF Home Page one of the ten links shown are called "Campus Information". Link to "Campus Map". Arrow on the "Administration Building". Link to "Community College Relations". Website address:

<http://pegasus.cc.ucf.edu/~relation/home.html>.

Content with respect to student services: 1. (Undergraduate Catalog) General information, Director, location, phone number and links to "ACADEMIC DEVELOPMENT AND RETENTION", "LEAD SCHOLARS" and "Go to the Table of Contents".

2. (Home Page) Links to "Division Home", "Admissions", "A.D.R.", "CCR", "Financial Assistance", "Registrar", "CCR Mission Statement", "Florida CC Advising Manual", "STAR Explorer", "CCR Transfer Scholarships", "Bulletin Board", "Articulation" and "Knight Vision Newsletter".

3. Same as 1.

4. Same as 1.

5. Same as 1.

6. Same as 2.

7. Same as 2.

Degree of difficulty in finding important information: 1. 1 click

2. 3 click

3. 5 click

4. 5 click

5. 5 click

6. 4 click

7. 5 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Last updated 18<sup>th</sup> of March, 1998

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Same as 2.



7. Same as 2.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.
6. Not shown on webpage.
7. Not shown on webpage.

### **3.13 Athletic Events (14 results)**

Accessibility: 1. Search engine: (6) "UCF Athletics - Ticket information" Website address: <http://www.oir.ucf.edu/sports/tickets.html>

2. Under the UCF Home Page one of the ten links shown are called "Athletics". Website address: <http://www.oir.ucf.edu/sports/>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Athletics, Intercollegiate" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/intercollegiate\\_athletics.html](http://www.ucf.edu/catalog/9798/UCF_Section/intercollegiate_athletics.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Athletics, Intercollegiate" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/intercollegiate\\_athletics.html](http://www.ucf.edu/catalog/9798/UCF_Section/intercollegiate_athletics.html)

5. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog" In the Index section under "Athletics, Intercollegiate" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/intercollegiate\\_athletics.html](http://www.ucf.edu/catalog/9798/UCF_Section/intercollegiate_athletics.html)

Content with respect to student services: 1. (Home Page) General information, links to "Football", "Basketball", "Soccer", "Volleyball", "More Sports" and "Tickets".

2. Same as 1.

3. (Undergraduate Catalog) General Information and links to "UNIVERSITY BOOKSTORE", "THE ORLANDO-UCF SHAKESPEARE FESTIVAL" and "Go to the Table of Contents".

4. Same as 3.

5. Same as 3.

Degree of difficulty in finding important information: 1. 2 clicks

2. 1 click
3. 5 clicks
4. 5 clicks
5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 24<sup>th</sup> of March 1997.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. 35969 persons have visited the website since March, 1997.

2. Same as 1.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

### **3.14 Automatic Teller Stand (3 results)**

Accessibility: 1. Search engine: (1) "UCF: Automatic Teller Stand". Website. Website address: <http://www.ucf.edu/campus/html/auto.html>

2. Under the UCF Home Page one of the ten links shown are called "Campus Information". Link to "The UCF Campus Map". Arrow on the "ATM". Website address: <http://www.ucf.edu/campus/html/auto.html>

3. Under the UCF Home Page one of the ten links shown are called "Campus Information". Link to "Building list". Link to "UCF Automatic Teller Machine Kiosk". Website address: <http://www.ucf.edu/campus/html/buildings.html>

Content with respect to student services: 1. (Campus Map) General information, location of the Automatic Teller Stand and links to "Back to the Campus Map", "building list" and "UCF Home page"

2. Same as 1.
3. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 4 clicks
3. 3 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of September 1996.

2. Not shown on webpage.
3. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.

### **3.15 Bike Storage (5 results)**

Accessibility: 1. Search engine: (1) "UCF: Bike storage" website address: <http://www.ucf.edu/campus/html/bike.html>

2. Under the UCF Home Page one of the ten links shown are called "Campus Information". Link to "The UCF Campus Map". Arrow on the "Bike Storage". Website address: <http://www.ucf.edu/campus/html/bike.html>

3. Under the UCF Home Page one of the ten links shown are called "Campus Information". Link to "Building list". Link to "Bicycle Storage". Website address: <http://www.ucf.edu/campus/html/bike.html>

Content with respect to student services: 1. (Campus Map) General information, location and links to "Back to the Campus Map", "building list" and "UCF Home page"  
2. Same as 1.  
3. Same as 1.

Degree of difficulty in finding important information: 1. 1 click  
2. 4 clicks  
3. 3 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of September 1996.  
2. Not shown on webpage.  
3. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.  
2. Not shown on webpage.  
3. Not shown on webpage.

### **3.16 Bookstore (194 results)**

Accessibility: 1. Search engine: (2) "UCF Bookstore course text books" website address: <http://pegasus.cc.ucf.edu/~bookstor/bookcrse.html>,  
2. (3) "University Bookstore", website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/university\\_bookstore.html](http://www.ucf.edu/catalog/9798/UCF_Section/university_bookstore.html)

Content with respect to student services: 1. (Student Outreach Home page) "UCF Bookstore course text books" gives general information of how to order textbooks, email address, phone number. Linked to the "UCF Bookstore Home Page", "building list", "Campus Map" and the "UCF Home Page".  
2. (Undergraduate Catalog) General Information, address, phone number and links to "UCF ARENA", "INTERCOLLEGIATE ATHLETICS" and "Go to the Table of Contents".

Degree of difficulty in finding important information: 1. 1 click  
2. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 20<sup>th</sup> of June 1997.  
2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

Usage (number of hits): 1. Not shown on webpage.  
2. Not shown on webpage.

### 3.17 Business Services (44 results)

Accessibility: 1. Search engine: (1) "Business Services" website address: <http://pegasus.cc.ucf.edu/~busserv/>

2. Under the UCF homepage one of the ten links shown are called "Academics & Administration". Link to "Administration & Finance". Link to "Business Services". Website address: <http://pegasus.cc.ucf.edu/~busserv/>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Department Home Pages". Link to "Business Services". Website address: <http://pegasus.cc.ucf.edu/~busserv/>

Content with respect to student services: 1. (Home Page) "Business Services" Mission statement, staff information, what units that are assigned to Business services, location, phone number and links to "UCF Card Program", "UCF Arena", "Office Supply Store".

2. Same as 1.

3. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 3 clicks

3. 3 clicks

Recency and Accuracy of contents (date posted): 1. Last updated 3<sup>rd</sup> of November 1997.

2. Same as 1.

3. Same as 1.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

### 3.18 Career Resource Center (108 results)

Accessibility: 1. Search engine: (1) "University of Central Florida's Career Resource Center" : website address: <http://www.crc.ucf.edu/>

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Career Resource Center" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/career\\_resource\\_center.html](http://www.ucf.edu/catalog/9798/Student_Affairs/career_resource_center.html)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Career Resource Center" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/career\\_resource\\_center.html](http://www.ucf.edu/catalog/9798/Student_Affairs/career_resource_center.html)

4. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Career Resource Center" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/career\\_resource\\_center.html](http://www.ucf.edu/catalog/9798/Student_Affairs/career_resource_center.html)

5. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “Department Home Pages”. In the Website “Department Home Pages” there is a link to “Career Resource Center”.

6. Under the UCF Home Page one of the ten links shown are called “Campus Information”. Link to “Building list”. Link to “Student Activities Center “. Link to “Career Resource Center”. Website address: <http://www.crc.ucf.edu/>

Content with respect to student services: 1. (Home Page) General information, links to “CRC Policies”, “Student Login”, “Alumni Login”, “Employer Login”, “On-Campus Recruiting”, “KnightLink Jobs Line”, “Job Data Bank”, “Important Dates”, “Advisement”, “Internet Resources”, “Job Fairs”, “CRC Staff Members”, “Business Administration”, “Arts and Sciences”, “Education”, “Engineering”, “Health & Public Affairs”, “Psychology Department”, “CO-OP”, “Counseling & Testing”, “Dr. Fritzsche”.

2. (Undergraduate Catalog) General Information, location, phone number and links to “UNIVERSITY COUNSELING AND TESTING CENTER”, “HOUSING” and “Go to the Table of Contents”.

3. Same as 2.

4. Same as 2.

5. Same as 1.

6. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

5. 3 clicks

6. 4 clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 4<sup>th</sup> of June, 1998.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

### **3.19 Center for Professional Development (28275 results)**

Accessibility: 1. Search engine: (1) “<CENTER>UCF Professional Development Center<BR>”: website address: <http://pegasus.cc.ucf.edu/~conted/profdev.htm>

2. Search Engine: (2) "DIVISION OF CONTINUING EDUCATION":  
website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Professional Dev. Ctr. At South Orlando" there is information about the office.  
Website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Professional Dev. Ctr. At South Orlando" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

5. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Professional Dev. Ctr. At South Orlando" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

Content with respect to student services: 1. (Home Page) " General information, fax number, phone number, location, staff, services and activities. Links to "Certificate Programs", "Test Preparation Programs", "More Programs" and "Division of Continuing Education".

2. (Undergraduate Catalog) General information, director, location and phone number.

3. Same as 2.

4. Same as 2.

5. Same as 2.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 15<sup>th</sup> of April 1998,

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### 3.20 Check Cashing (17 results)

Accessibility: 1. Search engine: (1) "CHECK CASHING": website address:  
[http://www.ucf.edu/catalog/9798/Tuition\\_and\\_Fees/check\\_cashing.html](http://www.ucf.edu/catalog/9798/Tuition_and_Fees/check_cashing.html)

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Check Cashing" there is information about the office. Website address:  
[http://www.ucf.edu/catalog/9798/Tuition\\_and\\_Fees/check\\_cashing.html](http://www.ucf.edu/catalog/9798/Tuition_and_Fees/check_cashing.html)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Check Cashing" there is information about the office. Website address:  
[http://www.ucf.edu/catalog/9798/Tuition\\_and\\_Fees/check\\_cashing.html](http://www.ucf.edu/catalog/9798/Tuition_and_Fees/check_cashing.html)

4. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Check Cashing" there is information about the office. Website address:  
[http://www.ucf.edu/catalog/9798/Tuition\\_and\\_Fees/check\\_cashing.html](http://www.ucf.edu/catalog/9798/Tuition_and_Fees/check_cashing.html)

Content with respect to student services: 1.(Undergraduate Catalog) General information, location and links to "APPEALS", "PAST-DUE ACCOUNTS" and "Go to the Table of Contents"

2. Same as 1.
3. Same as 1.
4. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks
3. 5 clicks
4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

### 3.21 Collections (99 results)

Accessibility: 1. Search engine:

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits):

### 3.22 College Work Study (25 results)

Accessibility: 1. (1) "Workstudy 1998-99": website address:  
<http://pegasus.cc.ucf.edu/~finaid/98-99/workstud.htm>

2. Search engine: "College Work Study": website address:  
<http://www.orgs.ucf.edu/graduate/finance/workstudy.htm>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Work Study Jobs" there is information about the office. Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/employment.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/employment.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Work Study Jobs" there is information about the office. Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/employment.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/employment.html)

5. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog" In the Index section under "Work Study Jobs" there is information about the office. Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/employment.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/employment.html)

Content with respect to student services: 1. (Home Page) General information, email address and location. Links to Message from Carolina banks (Student Employment Office Coordinator), See our Job Listing, Job Classification and Pay Grade, FAFSA, Graduate student, Citizens or permanent residents and Maintaining Satisfactory Academic Progress.

2. (Home Page) General information, location and email address. Links to Office of Student Financial Assistance Home Page and Free Application for Federal student Aid (FAFSA)

3. (Undergraduate Catalog) General Information, locations, phone numbers and links to "LOANS", "SCHOOL COSTS" and "Go to the Table of Contents".

4. Same as 3.

5. Same as 3.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 19<sup>th</sup> of February 1998.

2. Next to the percentage hit in the search engine it shows "College Work Study": 20<sup>th</sup> of March 1998

3. Not shown on webpage.

4. Not shown on webpage.



5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

### **3.23 Commons (29 results)**

Accessibility: 1. Search engine: (2) "UCF: Commons": website address:  
<http://www.ucf.edu/campus/html/comn.html>

Content with respect to student services: 1. (Campus Map) General information.  
Links to the [building list](#), [campus map](#) and the [UCF Home Page](#).

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit  
in the search engine it shows 15<sup>th</sup> of August 1995.

Usage (number of hits): 1. Not shown on WebPages.

### **3.24 Computer Facilities and Services (33584 results)**

Accessibility: 1. Search engine: (2) "Index": website address:  
<http://www.ucf.edu/catalog/9697/index.html>

2. Search Engine: (12) "Using the Pegasus Mail Server". Website  
address: <http://pegasus.cc.ucf.edu/~help/handout/>

3. Under the UCF Home Page one of the ten links shown are called  
"[Network Resources](#)". website address: <http://www.ucf.edu/hotlinks.html>

4. Under the UCF Home Page one of the ten links shown are called  
"[Academics & Administration](#)". Link to "[undergraduate catalog](#)" In the Index section  
under "Computer Services and Telecommunications" there is information about the  
office. Website address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/computer\\_services\\_and\\_telecommunications.html](http://www.ucf.edu/catalog/9798/UCF_Section/computer_services_and_telecommunications.html)

5. Under the UCF homepage one of the ten links shown are called "[UCF  
People](#)". Link to "[undergraduate catalog](#)". In the Index section under "Computer  
Services and Telecommunications" there is information about the office. Website  
address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/computer\\_services\\_and\\_telecommunications.html](http://www.ucf.edu/catalog/9798/UCF_Section/computer_services_and_telecommunications.html)

6. Under the UCF Home Page one of the ten links shown are called  
"[Admissions](#)". Link to "[undergraduate catalog](#)" In the Index section under "Computer  
Services and Telecommunications" there is information about the office. Website  
address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/computer\\_services\\_and\\_telecommunications.html](http://www.ucf.edu/catalog/9798/UCF_Section/computer_services_and_telecommunications.html)

Content with respect to student services: 1. "Index":Table of contents to the following links: Computer Engineering,

Computer Facilities, Computer Science Department, Computer Services and Telecommunications: general information, email address and location.

2. (Home Page) General Information and links to more information.

3. "Network Resources": general information. Links to Internet and E-Mail Help Desk, PC LAN Help page, Lab locations & schedules, Computer Accounts, Homework (for Instructors), Homework (for Students), Student Government resources, Computer Lab, General Help Desk, Training Resources, Year 2000 Remediation, Polaris, Registration Section Listing, WebLUIS, UCF WEB Servers. Interesting Links.

4. (Undergraduate Catalog) General Information, Director, location, phone number and links to "UNIVERSITY LIBRARIES", "OFFICE OF INSTRUCTIONAL RESOURCES" and "Go to the Table of Contents"

5. Same as 4.

6. Same as 4.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 5 clicks

5. 5 clicks

6. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

### **3.25 Continuing Education (222 results)**

Accessibility: 1. Search engine: (9) "DIVISION OF CONTINUING EDUCATION": website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

2. Search engine: (11) "Division of Continuing Education": website address: [http://www.ucf.edu/catalog/9697/continuing\\_education.html](http://www.ucf.edu/catalog/9697/continuing_education.html)

3. Search engine: (12) "UCF Division of Continuing Education" website address: <http://pegasus.cc.ucf.edu/~conted/>

4. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Continuing Education, Division of"

there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

5. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Continuing Education, Division of" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

6. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Continuing Education, Division of" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

7. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to Under "Department Home Pages". Link to "Continuing Education". Website address: <http://pegasus.cc.ucf.edu/~conted/>

Content with respect to student services: 1. (Undergraduate Catalog,97-98) General information, location, phone number and fax number.

2. (Undergraduate Catalog, 96-97) General information, location, phone number and fax number.

3. (Home Page) General information. Links to Professional Development Center, The Center for multicultural multilingual Student Studies, Real Estate Institute, TechnoVentions'98, More Programs, University of Central Florida.

4. Same as 1.

5. Same as 1.

6. Same as 1.

7. Same as 3.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 5 clicks

5. 5 clicks

6. 5 clicks

7. 3 clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Next to the percentage hit in the search engine it shows 3<sup>rd</sup> of March 1997.

3. Last updated 9<sup>th</sup> of April, 1998

4. Not shown on webpages.

5. Not shown on webpages.

6. Not shown on webpages.

7. Last updated 9<sup>th</sup> of April, 1998

Usage (number of hits): 1. Not shown on webpages.

2. Not shown on webpages.

3. Not shown on webpages.

4. Not shown on webpages.

5. Not shown on webpages.

6. Not shown on webpages.

7. Not shown on webpages.

### 3.26 Cooperative Education (82 results)

Accessibility: 1. Search engine: (1) "UCF Cooperative Education": website address: <http://pegasus.cc.ucf.edu/~coop/>

2. Search engine: (2) "UCF Cooperative Education": website address: <http://pegasus.cc.ucf.edu/~jam20531/CO-OP/>

3. Search engine: "COOPERATIVE EDUCATION" website address: [http://www.ucf.edu/catalog/9798/Academic\\_Programs/cooperative\\_education.html](http://www.ucf.edu/catalog/9798/Academic_Programs/cooperative_education.html)

4. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Links to "undergraduate catalog". In the Index section under "Cooperative Education". Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/cooperative\\_education.html](http://www.ucf.edu/catalog/9798/Academic_Programs/cooperative_education.html)

5. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Cooperative Education". Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/cooperative\\_education.html](http://www.ucf.edu/catalog/9798/Academic_Programs/cooperative_education.html)

6. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Cooperative Education". Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/cooperative\\_education.html](http://www.ucf.edu/catalog/9798/Academic_Programs/cooperative_education.html)

7. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Department Home Pages". Link to "COOP Office". Website address: <http://pegasus.cc.ucf.edu/~coop/>

Content with respect to student services: 1. (Home Page) Links to: About the Cooperative Education Program, Information for Students, Information for Employers, "Visit the UCF Home Page", UCF Colleges and their Departments, A List of UCF Degree Programs,

2. (Home Page) Links to: About the Cooperative Education Program, Information for Students, Information for Employers, UCF Colleges and their Departments, A List of UCF Degree Programs, Documents for Cooperative Education, Contact the Cooperative Education Office.

3. (Undergraduate Catalog) General information, Director, location, phone number and links to "PRE-HEALTH PROFESSIONS ADVISEMENT OFFICE", "UNIVERSITY HONORS PROGRAM", and "Go to the Table of Contents"

4. Same as 3.

5. Same as 3.

6. Same as 3.

7. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 5 clicks

5. 5 clicks

6. 5 clicks

7. 3 clicks

- Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 20<sup>th</sup> of June 1996,  
2 Not shown on webpage. Next to the percentage hit in the search engine it shows 26<sup>th</sup> of June 1997.  
3. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.  
and “Cooperative Education Program“ 5<sup>th</sup> of May 1998.  
4. Not shown on webpage.  
5. Not shown on webpage.  
6. Not shown on webpage.  
7. Not shown on webpage.

- Usage (number of hits): 1. Not shown on WebPages.  
2. Not shown on webpage.  
3. Not shown on webpage.  
4. Not shown on webpage.  
5. Not shown on webpage.  
6. Not shown on webpage.  
7. Not shown on webpage.

### **3.27 Counseling and Testing Center (33563 results)**

- Accessibility: 1. Search engine: (1) “UCF Counseling and Testing Center”: website address: <http://pegasus.cc.ucf.edu/~counstst/>  
2. Search engine: “Student Affairs - UNIVERSITY COUNSELING AND TESTING CENTER”: website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/university\\_counseling\\_and\\_testing\\_center.html](http://www.ucf.edu/catalog/9798/Student_Affairs/university_counseling_and_testing_center.html)  
3. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog” In the Index section under “Counseling and Testing Center”. Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/university\\_counseling\\_and\\_testing\\_center.html](http://www.ucf.edu/catalog/9798/Student_Affairs/university_counseling_and_testing_center.html)  
4. Under the UCF homepage one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “Counseling and Testing Center”. Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/university\\_counseling\\_and\\_testing\\_center.html](http://www.ucf.edu/catalog/9798/Student_Affairs/university_counseling_and_testing_center.html)  
5. Under the UCF Home Page one of the ten links shown are called “Admissions”. Link to “undergraduate catalog” In the Index section under “Counseling and Testing Center”. Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/university\\_counseling\\_and\\_testing\\_center.html](http://www.ucf.edu/catalog/9798/Student_Affairs/university_counseling_and_testing_center.html)  
6. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “Department Home Pages”. Link to “Counseling and Testing”. Website address: <http://pegasus.cc.ucf.edu/~counstst/>

Content with respect to student services: 1. (Home Page) General information, location, open times, phone number, frequently asked questions and staff. Links to Counseling Services, Eligibility and Fees, Appointments, Confidentiality, Testing Information, Staff Listing.

2. (Undergraduate Catalog) General information, location, phone number and links to "Go to the Table of Contents", "ORIENTATION" and "CAREER RESOURCE CENTER".

3. Same as 2.

4. Same as 2.

5. Same as 2.

6. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

6. 3 clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 11<sup>th</sup> of July 1997.

2. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December, 1997.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

Usage (number of hits): 1. Not shown on WebPages.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

### **3.28 Creative School for Children (28230 results)**

Accessibility: 1. Search engine: (1) "Student Affairs - CREATIVE SCHOOL FOR CHILDREN": website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/creative\\_school\\_for\\_children.html](http://www.ucf.edu/catalog/9798/Student_Affairs/creative_school_for_children.html)

2. Search engine: "UCF Creative School for Children":

website address: <http://www.sa.ucf.edu/csc.htm>

3. Search engine: "UCF: Creative School for Children". Website address:

<http://www.ucf.edu/campus/html/crsc.html>

4. Search engine: "CREATIVE SCHOOL FOR CHILDREN Gemini Blvd.

823-2726". Website address:

<http://www.ucf.edu/departments/html/creative.school.for.children.html>

5. Under the UCF Home Page one of the ten links shown are called

"Academics & Administration". Link to "undergraduate catalog" In the Index section

under "Creative School for Children". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/creative\\_school\\_for\\_children.html](http://www.ucf.edu/catalog/9798/Student_Affairs/creative_school_for_children.html)

6. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Creative School for Children". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/creative\\_school\\_for\\_children.html](http://www.ucf.edu/catalog/9798/Student_Affairs/creative_school_for_children.html)

7. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Creative School for Children". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/creative\\_school\\_for\\_children.html](http://www.ucf.edu/catalog/9798/Student_Affairs/creative_school_for_children.html)

Content with respect to student services: 1.(Undergraduate Catalog) General information, location, open times, phone number and links to "STUDENT DISABILITY SERVICES", "OFFICE OF VETERANS' AFFAIRS (OVA)" and "Go to the Table of Contents".

2. Phone number and email address.

3. (Campus Map) Picture and General information. Links to "Campus Map", "building list" and the "UCF home Page".

4. (Departments) Location information and staff phone numbers. Link to the "UCF Home Page".

5. Same as 1.

6. Same as 1.

7. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 1 click

5. 5 clicks

6. 5 clicks

7. 5 clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Next to the percentage hit in the search engine it shows 8<sup>th</sup> of September 1997,

3. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of September 1996

4. Next to the percentage hit in the search engine it shows 15<sup>th</sup> of August 1995.

5. Not shown on webpage.

6. Not shown on webpage.

7. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpages.

2. Not shown on webpages.

3. Not shown on webpages.

4. Not shown on webpages.

5. Not shown on webpage.

6. Not shown on webpage.

7. Not shown on webpage.

### **3.29 Credit Union (61 results)**

Accessibility: 1. Search engine: (2) "UCFFCU Home": website address: <http://pegasus.cc.ucf.edu/~ucffcu/>

2. Search engine: "CREDIT UNION":  
website address: <http://www.ucf.edu/departments/html/credit.union.html>

Content with respect to student services: 1. (Home Page) General information, location, open times, fax number, phone number, and staff. Links to University of Central Florida, National Credit Union Administration, Alliance Auto Leasing Program, CU24 ATM Location Directory, Florida Credit Union League, National Credit Union Administration

2. (Departments) Staff phone number and a link back to the UCF Home Page.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 7<sup>th</sup> of April 1998.

2. Next to the percentage hit in the search engine it shows 15<sup>th</sup> of August 1995.

Usage (number of hits): 1. Not shown on webpages.

2. Not shown on webpages.

### **3.30 Dispute Resolution Services (3 results)**

Accessibility:

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits):

### **3.31 Distributed Learning (277 results)**

Accessibility: 1. Search engine: "UCF Distributed Learning": website address: <http://reach.ucf.edu/~training/future1.html>

2. Search engine: "University of Central Florida, Distributed Learning":  
website address: <http://pegasus.cc.ucf.edu/~distrib/>

3. Under the UCF Home Page one of the ten links shown are called "Virtual Campus". Link to "Distributed Learning". Website address: <http://pegasus.cc.ucf.edu/~ucfdist/>



4. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “Department Home Pages”. Link to “Center for Distributed Learning”. Website address: <http://pegasus.cc.ucf.edu/~distrib/>

Content with respect to student services: 1. (Home Page) General information and a survey of web-based courses.

2. (Home Page) General information, Links to Student Pages, Faculty Pages, Distributed Learning at UCF and Distributed Learning Resources, and number of visitors to the website.

3. Same as 2.

4. Same as 2.

Degree of difficulty in finding important information: 1. 1click

2. 1 click

3. 2 clicks

4. 3 clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 27<sup>th</sup> of July 1997.

2. Next to the percentage hit in the search engine it shows 22<sup>nd</sup> of April 1998.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits): 1. The website has 4958visitors since the 13<sup>th</sup> of February, 1998.

2. Same as 1.

3. Same as 1.

4. Same as 1.

### **3.32 Diversity Initiatives (56 results)**

Accessibility:1. Search engine: (2) “old UCF Diversity Initiatives home page”: website address: <http://pegasus.cc.ucf.edu/~divers/>

2. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Links to “Department Home Pages”. Link to “UCF Diversity Initiatives”. Website address: <http://pegasus.cc.ucf.edu/~divers/>

Content with respect to student services: 1. (Home Page) Link to the new “Diversity Initiatives office Home Page”. Director, phone number, email address, location, last modified and links to “Diversity Initiatives”, “Diversity Celebration” and “UCF Home Page”.

2. Same as 1.

Degree of difficulty in finding important information: 1. 2 clicks

2. 3clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 10<sup>th</sup> of November 1997.

2. Not shown on webpage.

Usage (number of hits): 1. Not shown on WebPages.

2. Not shown on webpage.

### 3.33 Dual Enrollment (28 results)

Accessibility:1. Search engine: (2) "DUAL ENROLLMENT". Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/dual\\_enrollment.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/dual_enrollment.html)

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Dual Enrollment Applicants and "Early Admission". Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html) OR

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html#Early Admission](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html#Early Admission)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Dual Enrollment and "Early Admission". Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html) OR

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html#Early Admission](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html#Early Admission)

4. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog" In the Index section under "Dual Enrollment Applicants and "Early Admission". Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html) OR

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html#Early Admission](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html#Early Admission)

Content with respect to student services: 2. (Undergraduate Catalog) General information and a link to "six hours at UCF in UCF classes", "TRANSFER STUDENTS" and "INDEPENDENT STUDENT STATUS".

2. Same as 1.

3. Same as 1.

4. Same as 1.

Degree of difficulty in finding important information:1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December, 1997.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits) 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

### **3.34 Early Admissions (19 results)**

Accessibility: 1. Search engine: (6) "DUAL ENROLLMENT APPLICANTS":  
website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html)

2. Search engine: (5) "STUDENT CLASSIFICATIONS". Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Policies\\_and\\_Procedures/student\\_classifications.html](http://www.ucf.edu/catalog/9798/Academic_Policies_and_Procedures/student_classifications.html).

3. (7) "ADMISSION CATEGORIES". Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/admission\\_categories.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/admission_categories.html)

4. (8) "TRANSFER APPLICANTS". Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/transfer\\_applicants.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/transfer_applicants.html)

5. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Dual Enrollment Applicants and Early Admission". Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html) OR

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html#Early Admission](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html#Early Admission)

6. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Dual Enrollment and Early Admission". Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html) OR

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html#Early Admission](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html#Early Admission)

7. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog" In the Index section under "Dual Enrollment Applicants and "Early Admission". Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html) OR

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/dual\\_enrollment\\_applicants.html#Early Admission](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/dual_enrollment_applicants.html#Early Admission)

Content with respect to student services: 1. (Undergraduate Catalog) General information about early admission, dual enrollment on-campus and dual enrollment off-campus. Link to "Go to the table of Contents", "FRESHMAN APPLICANTS" and "TRANSFER APPLICANTS".

2. "STUDENT CLASSIFICATIONS". Classifies students by level, on the basis of semester hours satisfactory earned. Link to Go to the Table of contents.

3. "ADMISSION CATEGORIES". Categorizes students. Link to Go to the Table of contents.

4. "TRANSFER APPLICANTS". General information. Link to "Go to the Table of contents", "DUAL ENROLLMENT APPLICANTS" and "SECOND BACHELOR'S DEGREE APPLICANTS".

5. Same as 1.

6. Same as 1.

7. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 1 click

5. 5clicks

6. 5 clicks

7. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

4. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

7. Not shown on webpage.

### **3.35 Early Childhood Center (5 results)**

Accessibility: 1. Search engine: "UCF: Early Childhood Center": website address: <http://www.ucf.edu/campus/html/ecc.html>

2. Search engine: "UCF Building List". Website address: <http://www.ucf.edu/campus/html/buildings.html>.

Content with respect to student services: 1. (Campus Map) Picture and links to "Campus Map", "building list" and "UCF Home page".

2. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2.

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of September 1996.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 30<sup>th</sup> of April 1998,

Usage (number of hits): 1. Not shown on WebPages.

2. Not shown on webpage.

### **3.36 E-mail (electronic mail, computers, and Internet access) (33715 results)**

Accessibility: 1. Search engine: (1) "Using the Pegasus Mail Server": website address: <http://pegasus.cc.ucf.edu/~help/handout/>

2. Search engine: (2) "Pegasus Handout: UCF'S POLICY FOR ELECTRONIC MAIL". Website address: <http://www.ucf.edu/campus/html/buildings.html>.

3. Search engine: "Access to Email & Internet Services" website address: <http://www.ir.ucf.edu/acs/resources/brochures/emlint.html>

4. Search engine: "Pegasus Information" website address: <http://pegasus.cc.ucf.edu/~help/Pegasus/>

5. search engine: "Pegasus Handout: INTRODUCTION" website address: <http://pegasus.cc.ucf.edu/~help/handout/intro.html>

6. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Computer Services and Telecommunications" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/computer\\_services\\_and\\_telecommunications.html](http://www.ucf.edu/catalog/9798/UCF_Section/computer_services_and_telecommunications.html)

7. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Computer Services and Telecommunications" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/computer\\_services\\_and\\_telecommunications.html](http://www.ucf.edu/catalog/9798/UCF_Section/computer_services_and_telecommunications.html)

8. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog" In the Index section under "Computer Services and Telecommunications" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/computer\\_services\\_and\\_telecommunications.html](http://www.ucf.edu/catalog/9798/UCF_Section/computer_services_and_telecommunications.html)

Content with respect to student services: 1. (Home Page) Links to information sites about using Pegasus.

2. "Pegasus Handout: UCF'S POLICY FOR ELECTRONIC MAIL". General information, email address, location and phone number.

3. "Access to Email & Internet Services". General information, email address, phone number and location.

4. "Pegasus Information". General information, location and phone number.

5. "Pegasus Handout: INTRODUCTION". General information.

6. (Undergraduate Catalog) General Information, Director, location, phone number and links to “UNIVERSITY LIBRARIES”, “OFFICE OF INSTRUCTIONAL RESOURCES” and “Go to the Table of Contents”

7. Same as 4.

8. Same as 4.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 1 click

5. 1 click

6. 5 clicks

7. 5 clicks

8. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of May 1998,.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 29<sup>th</sup> of April 1998.

3. Not shown on webpage. Next to the percentage hit in the search engine it shows 23<sup>rd</sup> of October 1997.

4. Not shown on webpage. Next to the percentage hit in the search engine it shows 18<sup>th</sup> July 1997.

5. Not shown on webpage. Next to the percentage hit in the search engine it shows 29<sup>th</sup> October 1997.

6. Not shown on webpage.

7. Not shown on webpage.

8. Not shown on webpage.

Usage (number of hits): 1. Not shown on WebPages.

2. Not shown on WebPages.

3. Not shown on webpages.

4. Not shown on webpages.

5. Not shown on webpages.

6. Not shown on webpage.

7. Not shown on webpage.

8. Not shown on webpage.

### **3.37 English for Speakers of Other Languages (ESOL) (38159 results)**

Accessibility: 1. Search engine: (1) “ADDITIONAL UCF PROGRAMS”: website address:

[http://www.ucf.edu/catalog/9798/Minor\\_Programs/ADDITIONAL\\_UCF\\_PROGRAMS.html](http://www.ucf.edu/catalog/9798/Minor_Programs/ADDITIONAL_UCF_PROGRAMS.html)

2. Search engine: (6) “ESOL FACULTY DEVELOPMENT INITIATIVE”. Website address: <http://pegasus.cc.ucf.edu/~fle/tslcoemtl.htm>

3. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog” In the Index section under “English for Speakers of Other Languages (ESOL)”. Website address:

[http://www.ucf.edu/catalog/9798/Minor\\_Programs/ADDITIONAL\\_UCF\\_PROGRAMS.html](http://www.ucf.edu/catalog/9798/Minor_Programs/ADDITIONAL_UCF_PROGRAMS.html)

4. Under the UCF homepage one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “English for Speakers of Other Languages (ESOL)”. Website address:

[http://www.ucf.edu/catalog/9798/Minor\\_Programs/ADDITIONAL\\_UCF\\_PROGRAMS.html](http://www.ucf.edu/catalog/9798/Minor_Programs/ADDITIONAL_UCF_PROGRAMS.html)

5. Under the UCF homepage one of the ten links shown are called “Admissions”. Link to “undergraduate catalog”. In the Index section under “English for Speakers of Other Languages (ESOL)”. Website address:

[http://www.ucf.edu/catalog/9798/Minor\\_Programs/ADDITIONAL\\_UCF\\_PROGRAMS.html](http://www.ucf.edu/catalog/9798/Minor_Programs/ADDITIONAL_UCF_PROGRAMS.html)

Content with respect to student services: 1.(Undergraduate Catalog) General information.

2. (Home Page) General information and links to Teaching Limited English Speaking Children, ESOL RATIONALES, ESOL Perspectives, Reading notes on Second Language Acquisition, ESL Home Page, Dave’s ESL Cafe, Kenji’s ESL Site and TESOL Materials.

3. Same as 1.

4. Same as 1.

5. Same as 1.

Degree of difficulty in finding important information: 1. 1click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 19<sup>th</sup> February 1998.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### **3.38 Evening Student Services (14 results)**

Accessibility:1. Search engine: “Office of Student Information and Evening/Weekend Student Services”: website address:

<http://pegasus.cc.ucf.edu/~evestu/>

2. Search engine (2) "Student Affairs - OFFICE OF STUDENT INFORMATION AND EVENING/WEEKEND STUDENT SERVICES". Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_information\\_and\\_evening-weekend\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_information_and_evening-weekend_student_services.html)

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Evening Student Services". Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_information\\_and\\_evening-weekend\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_information_and_evening-weekend_student_services.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Evening Student Services". Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_information\\_and\\_evening-weekend\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_information_and_evening-weekend_student_services.html)

5. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Evening Student Services". Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_information\\_and\\_evening-weekend\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_information_and_evening-weekend_student_services.html)

6. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Department Home Pages". Link to "Student Information and Evening /Weekend Stud". Website address: <http://pegasus.cc.ucf.edu/~evestu/>

Content with respect to student services: 1. (Home Page) General Information, email address and links to "Home", "Booths & Hours", "Campus Info", "Upcoming Events", "Helpful Links", "Our Services", "Evening Safety Tips".

2. (Undergraduate Catalog) General information about information booths and hours, phone number, location and links to "RECREATIONAL SERVICES", "INTERNATIONAL STUDENT SERVICES" and "Go to the Table of Contents"

3. Same as 2.

4. Same as 2.

5. Same as 2.

6. Same as 1.

Degree of difficulty in finding important information: 1. 1click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

6. 3 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 26<sup>th</sup> of May, 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not show on webpage.

4. Not show on webpage.

5. Not show on webpage.

6. Not show on webpage.



Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not show on webpage.
4. Not show on webpage.
5. Not show on webpage.
6. Not show on webpage.

### **3.39 Faculty Center for Teaching & Learning (28358 results)**

Accessibility: 1. Search engine: (1) "FCTL Welcome": website address:  
<http://reach.ucf.edu/~fctl/home.html>

2. Search engine: (3) "Faculty Center for Teaching and Learning".

Website address: <http://reach.ucf.edu/%7efctl/center/intro.html>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Faculty Center for Teaching and Learning".

Website address: <http://reach.ucf.edu/~fctl/home.html>

4. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Department Home Pages". Link to "Faculty Center for Technology and Learning". Website address: <http://reach.ucf.edu/~fctl/>

Content with respect to student services: 1. (Home Page) General information, Links to Mission, Support, Technology Training, Idea Exchanges, Workshops, Fun Stuff, FCTL staff and email address.

2. "Faculty Center for Teaching and Learning". General information, staff, email address and links to the UCF Home Page, Support, Fun Stuff and visitors visited information since 22<sup>nd</sup> of August 1997.

3. Same as 1.
4. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click
3. 2 clicks
4. 3 clicks

Recency and Accuracy of contents (date posted): 1. Next to the percentage hit in the search engine it shows 26<sup>th</sup> of May 1998.

2. Next to the percentage hit in the search engine it shows 10<sup>th</sup> of November 1997.

3. Not shown on webpage.
4. Not shown on webpage.

Usage (number of hits): 1. 795 visitors since 22<sup>nd</sup> of August, 1997

2. Same as 1.
3. Same as 1.
4. Same as 1.

### 3.40 Fee Appeals/Waiver/Refunds (1 result)

Accessibility: 1. Search engine (1) "Listing of Students Services": Website address: <http://ie.engr.ucf.edu/ucf21/tr98-003.doc>

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Fee Waivers, Appeals, Refunds". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/home.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/home.html)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Fee Waivers, Appeals, Refunds". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/home.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/home.html)

4. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Fee Waivers, Appeals, Refunds". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/home.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/home.html)

Content with respect to student services: 1. (Service Inventory Report) General information, Director, phone number, fax number.

2. (Undergraduate Catalog) General information,

3. Same as 2.

4. Same as 2.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 9<sup>th</sup> of April, 1998.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

### 3.41 FEEDS (216 results)

Accessibility: 1. Search engine: "WELCOME TO FEEDS!!": website address: <http://feeds.engr.ucf.edu/>

2. Search engine: (3) "UCF FEEDS HOME PAGE". Website address: <http://feeds.engr.ucf.edu/summary.htm>

Content with respect to student services: 1. (Home Page) General information about at which Universities FEEDS are offered.

2. "UCF FEEDS HOME PAGE" General information and links to Summary, History, Information, Contacts and Back to main.

Degree of difficulty in finding important information: 1. 1 click  
2. 1 click

Recency and Accuracy of contents (date posted): 1. Last updated 21<sup>st</sup> of March 1997.

2. Last updated 21<sup>st</sup> of March 1997.

Usage (number of hits): 1. Not shown on webpage.  
2. Not shown on webpage.

### **3.42 First Year Advising and Information Services (33689 results)**

Accessibility: 1. Search engine: (1) "First Year Advising and Information Services": website address: <http://pegasus.cc.ucf.edu/~firstyr/>

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "First Year Advising and First Year Advising". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#FIRST\\_YEAR\\_ADVISING\\_AND\\_INFORMATION\\_SERVICES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#FIRST_YEAR_ADVISING_AND_INFORMATION_SERVICES)  
OR: [http://www.ucf.edu/catalog/9798/Academic\\_Advising/first\\_time\\_in\\_college.html](http://www.ucf.edu/catalog/9798/Academic_Advising/first_time_in_college.html)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "First Year Advising and First Year Advising". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#FIRST\\_YEAR\\_ADVISING\\_AND\\_INFORMATION\\_SERVICES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#FIRST_YEAR_ADVISING_AND_INFORMATION_SERVICES)  
OR: [http://www.ucf.edu/catalog/9798/Academic\\_Advising/first\\_time\\_in\\_college.html](http://www.ucf.edu/catalog/9798/Academic_Advising/first_time_in_college.html)

4. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "First Year Advising and First Year Advising". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#FIRST\\_YEAR\\_ADVISING\\_AND\\_INFORMATION\\_SERVICES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#FIRST_YEAR_ADVISING_AND_INFORMATION_SERVICES)  
OR: [http://www.ucf.edu/catalog/9798/Academic\\_Advising/first\\_time\\_in\\_college.html](http://www.ucf.edu/catalog/9798/Academic_Advising/first_time_in_college.html)

5. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Department Home Pages". Link to "First Year Advising and Information Services". Website address: <http://pegasus.cc.ucf.edu/~firstyr/>

Content with respect to student services: 1. (Home Page) General information. Links to Meet the Advisors, on-line First Year Times, Some important Dates to Remember, (SARC), UCF Home Page, location, opening hours, phone number and email address.

2. (Undergraduate Catalog) General information, Director, location, phone number and links to "ENROLLMENT AND ACADEMIC SERVICES", "ARTICULATION AND COMMUNITY COLLEGE RELATIONS"

3. Same as 2.

4. Same as 2.

5. Same as 1.

Degree of difficulty in finding important information: 1. 1click

2. 5 clicks
3. 5 clicks
4. 5 clicks
5. 3 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.  
Next to the percentage hit in the search engine it shows 15 Jan 98.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Same as 1.

Usage (number of hits): 1. 43 visitors since 17<sup>th</sup> of February, 1998.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Same as 1.

### **3.43 Food Services (121 results)**

Accessibility:1. Search engine: (1) "FOOD SERVICE ..SC 109A 823-2651":  
Website address: <http://www.ucf.edu/departments/html/food.service.html>

Content with respect to student services: 1. (Departments) Staff information,  
phone numbers, location and link to the "[UCF Home Page](#)".

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.  
Next to the percentage hit in the search engine it shows 15<sup>th</sup> of August 1995.

Usage (number of hits): 1. Not shown on webpage.

### **3.44 Graduate Admission (119 results)**

Accessibility:1. Search engine: (1) "Graduate Admissions": Website address:  
<http://pegasus.cc.ucf.edu/~outreach/gradmit.htm>

2. Search engine: (5) "Application for Graduate Admission". Website  
address: <http://www.orgs.ucf.edu/graduate/admissions/>

3. Under the UCF Home Page one of the ten links shown are called  
"[Academics & Administration](#)". Link to "[undergraduate catalog](#)". In the Index section  
under "[Graduate Programs](#)". Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/graduate\\_programs.html](http://www.ucf.edu/catalog/9798/Academic_Programs/graduate_programs.html)

4. Under the UCF homepage one of the ten links shown are called  
"[UCF People](#)". Link to "[undergraduate catalog](#)". In the Index section under "[Graduate](#)

Programs. Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/graduate\\_programs.html](http://www.ucf.edu/catalog/9798/Academic_Programs/graduate_programs.html)

5. Under the UCF homepage one of the ten links shown are called “Admissions”. Link to “undergraduate catalog”. In the Index section under “Graduate Programs”. Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/graduate\\_programs.html](http://www.ucf.edu/catalog/9798/Academic_Programs/graduate_programs.html)

Content with respect to student services: 1. (Home Page Web-based Distributed Learning at UCF) General information and links to Distributed Learning at UCF, Email Inquiry, Frequently asked questions, Courses and Programs, Undergraduate Admissions, Graduate Admissions, Registration, Tuition and Fees, Policies, Links.

2. (Home Page) General information, phone number, fax number and links to Request Information, UCF at a glance, Requirements for Admission, Application Deadlines, College & Program Coordinators, Patent & Invention Policy, Visiting UCF, Frequently asked questions, Graduate Catalog, Campus, College & Program Codes, U.S. Application, International Application, Post-Baccalaureate Application, Readmission Application, Reactivation Application, Transient Application.

3. (Undergraduate Catalog) General information and links to “ACADEMIC MINORS”, “PRE-HEALTH PROFESSIONS ADVISEMENT OFFICE” and “Go to the Table of Contents”.

4. Same as 3.

5. Same as 3.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Last updated the 23<sup>rd</sup> of February 1998.

2. Last updated the 5<sup>th</sup> of December 1997.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### **3.45 Greek Affairs (10 results)**

Accessibility: 1. Search engine: “UCF Greek Affairs”: Website address: <http://www.sa.ucf.edu/greek.htm>

Content with respect to student services: 1. phone number and an email address.

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.  
Next to the percentage hit in the search engine it show 8<sup>th</sup> of September 1997.

Usage (number of hits): 1. Not shown on webpage.

### **3.46 Holds (54 results)**

Accessibility: 1. Search engine: "HOLDS": Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/holds.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/holds.html)

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Hold Status". Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/holds.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/holds.html)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Hold Status".

Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/holds.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/holds.html)

4. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Hold Status".

Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/holds.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/holds.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information and links to "Go to the Table of Contents", "GRADE FORGIVENESS" and "READMISSION".

2. Same as 1.

3. Same as 1.

4. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.  
Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

### 3.47 Honor Societies (232 results)

Accessibility: 1. Search engine: (3) "Honor Societies": Website address: <http://pegasus.cc.ucf.edu/~cando/honor.html>

Content with respect to student services: 1. General information about numerous honorary societies and also links to "Contact information".

Degree of difficulty in finding important information: 1. 1click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 27<sup>th</sup> of June 1996.

Usage (number of hits):1. Not shown on webpage.

### 3.48 Honors Program (135 results)

Accessibility:1. Search engine: (1) "UNIVERSITY HONORS PROGRAM": Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/university\\_honors\\_program.html](http://www.ucf.edu/catalog/9798/Academic_Programs/university_honors_program.html)

2. Search engine: (2) "University of Central Florida, Honors Program".

Website address: <http://pegasus.cc.ucf.edu/~honors/>

3. "Honors Program": Website address: <http://www.cohpa.ucf.edu/policy-guide/Chapter3/hp.htm>

4. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Academic Honors" "Honorary Degrees Awarded, Honors, Academic, and Honors Program, University" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Policies\\_and\\_Procedures/academic\\_honors.html](http://www.ucf.edu/catalog/9798/Academic_Policies_and_Procedures/academic_honors.html) OR:

<http://www.ucf.edu/catalog/9798/Honorary/home.html> OR:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/university\\_honors\\_program.html](http://www.ucf.edu/catalog/9798/Academic_Programs/university_honors_program.html)

5. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Honorary Degrees Awarded, Honors, Academic, and Honors Program, University" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Policies\\_and\\_Procedures/academic\\_honors.html](http://www.ucf.edu/catalog/9798/Academic_Policies_and_Procedures/academic_honors.html) OR:

<http://www.ucf.edu/catalog/9798/Honorary/home.html> OR:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/university\\_honors\\_program.html](http://www.ucf.edu/catalog/9798/Academic_Programs/university_honors_program.html)

6. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Honorary Degrees Awarded, Honors, Academic, and Honors Program, University" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Policies\\_and\\_Procedures/academic\\_honors.html](http://www.ucf.edu/catalog/9798/Academic_Policies_and_Procedures/academic_honors.html) OR:

<http://www.ucf.edu/catalog/9798/Honorary/home.html> OR:

[http://www.ucf.edu/catalog/9798/Academic\\_Programs/university\\_honors\\_program.html](http://www.ucf.edu/catalog/9798/Academic_Programs/university_honors_program.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, Director, location, phone number, fax number and links to “Go to the Table of Contents”, “COOPERATIVE EDUCATION”, “ACADEMIC PROGRAMS”.

2. (Home Page) General information and links to “Scholarships”, “Academic Recognition” and “Professional Activity”

3. (UCF policy guide) General information.

4. (Undergraduate Catalog) General information

5. Same as 4.

6. Same as 4.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 5 clicks

5. 5 clicks

6. 5 clicks

Recency and Accuracy of contents (date posted). 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 28<sup>th</sup> of August 1997.

3. Not shown on webpage. Next to the percentage hit in the search engine it shows 12<sup>th</sup> of December 1997.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

### **3.49 Housing and Residence Life (33748 results)**

Accessibility: 1. Search engine: (1) “UCF Housing and Residence Life”: Website address: <http://www.housing.ucf.edu/>

2. Search engine: (4) “Student Affairs - HOUSING”. Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/housing.html](http://www.ucf.edu/catalog/9798/Student_Affairs/housing.html)

3. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog”. In the Index section under “Housing, Campus” there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/housing.html](http://www.ucf.edu/catalog/9798/Student_Affairs/housing.html)

4. Under the UCF homepage one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “Housing, Campus” there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/housing.html](http://www.ucf.edu/catalog/9798/Student_Affairs/housing.html)



5. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Housing, Campus" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/housing.html](http://www.ucf.edu/catalog/9798/Student_Affairs/housing.html)

Content with respect to student services: 1. (Home Page) General information, phone number, email address, location, Director and links to "Housing Office", "Answers to your Questions", "Staff", "Residence Hall Association", "Contract", "Community Housing Guide" and "Floor Plans".

2. (Undergraduate Catalog) General information, location, phone number and a link to "Go to the Table of Contents", "CAREER RESOURCE CENTER", "OFF-CAMPUS HOUSING"

3. Same as 2.

4. Same as 2.

5. Same as 2.

Degree of difficulty in finding important information: 1. 3 clicks

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted). 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 11<sup>th</sup> of November 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### **3.50 Information Services (Kiosk's) (244 results)**

Accessibility:1. Search engine:

Content with respect to student services: 1.

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits):

### 3.51 Instructional Resources (155 results)

Accessibility: 1. Search engine: (1) "Office of Instructional Resources": Website address: <http://www.oir.ucf.edu/>

2. Search engine: (2) "OFFICE OF INSTRUCTIONAL RESOURCES". Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/office\\_of\\_instructional\\_resources.html](http://www.ucf.edu/catalog/9798/UCF_Section/office_of_instructional_resources.html)

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Instructional Resources" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/office\\_of\\_instructional\\_resources.html](http://www.ucf.edu/catalog/9798/UCF_Section/office_of_instructional_resources.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Instructional Resources" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/office\\_of\\_instructional\\_resources.html](http://www.ucf.edu/catalog/9798/UCF_Section/office_of_instructional_resources.html)

5. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Instructional Resources" there is information about the office. Website address: [http://www.ucf.edu/catalog/9798/UCF\\_Section/office\\_of\\_instructional\\_resources.html](http://www.ucf.edu/catalog/9798/UCF_Section/office_of_instructional_resources.html)

6. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Department Home Pages". Link to "Instructional Programs": Website address: <http://www.oir.ucf.edu/>

Content with respect to student services: 1. (Home Page) Links to "services", "facilities" and the "oir team".

2. (Undergraduate Catalog) General information, Director, phone number, location and a link to "Go to the Table of Contents", "COMPUTER SERVICES AND TELECOMMUNICATIONS", "UNIVERSITY OF CENTRAL FLORIDA"

3. Same as 2.

4. Same as 2.

5. Same as 2.

6. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

6. 3 clicks

Recency and Accuracy of contents (date posted): 1. Last updated the 5<sup>th</sup> of May 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Same as 1.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.
6. Not shown on webpage.

### **3.52 International Student Services (53 results)**

Accessibility: 1. Search engine: (2) "UCF International Student Services":

Website address: <http://www.sa.ucf.edu/iss.htm>

2. Search engine: (5) "INTERNATIONAL STUDENT SERVICES AD 123 823-5737" Website address:

<http://www.ucf.edu/departments/html/international.student.services.html>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Intn'l Student Services, Office of" there is information about the office. Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/international\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/international_student_services.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Intn'l Student Services, Office of". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/international\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/international_student_services.html)

5. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Intn'l Student Services, Office of". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/international\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/international_student_services.html)

Content with respect to student services: 1. Phone number

2. (Departments) Staff phone numbers and a link to the "UCF Home Page".

3. (Undergraduate Catalog) General information, location, phone number and links to "OFFICE OF STUDENT INFORMATION AND EVENING/WEEKEND STUDENT SERVICES", "STUDENT DISABILITY SERVICES", "Go to the Table of Contents".

4. Same as 3.

5. same as 3.

Degree of difficulty in finding important information: 1. 1click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 8<sup>th</sup> of September 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 15<sup>th</sup> of August 1995.

3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

### **3.53 Job Placement (22 results)**

Accessibility:

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits): not shown on WebPages

### **3.54 LEAD Scholars Program (87 results)**

Accessibility: 1. Search engine: (3) "The LEAD Scholars Program Page":

Website address: <http://reach.ucf.edu/~lead/program.html>

2. Search engine: "LEAD SCHOLARS". Website address:  
<http://reach.ucf.edu/~lead/>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Lead Scholars Program". Website address:  
[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/lead\\_scholars.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/lead_scholars.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Lead Scholars Program". Website address:  
[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/lead\\_scholars.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/lead_scholars.html)

5. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Lead Scholars Program". Website address:  
[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/lead\\_scholars.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/lead_scholars.html)

Content with respect to student services: 1. (Program Page) General information, Director, email address, location and links to Pamela S. Anthropol, Ed.D., Jan M. Lloyd, M.A., Leadership, Scholarship, Service.

2. (Home Page) General information and links to "Lead Scholars Program", "Leadership", "Service", "Obligations", "Scholarship", "Eligibility", "Handbook", "Distinctive Features".

3. (Undergraduate Catalog) General information, Director, location, phone number, email address and links to "Go to the Table of Contents", "ARTICULATION AND COMMUNITY COLLEGE RELATIONS", "REGISTRAR'S OFFICE".

4. Same as 3.

5. Same as 3.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Last updated the 17<sup>th</sup> of February 1998.

2. Last updated the 1<sup>st</sup> of August 1996.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### **3.55 Leadership Development (27 results)**

Accessibility: 1. Under the UCF Home Page one of the ten links shown are called "Academic & Administration". Link to "Office of Enrollment and Academic Services". Link to "Leadership Development" (LEAD Scholars Program). Website address: <http://pegasus.cc.ucf.edu/~enrsvc/enrsvc.html>

Content with respect to student services: 1. "Enrollment and Academic Services": (Home Page) General information, staff. Location, phone numbers, email addresses and links to Undergraduate Admissions, Community College Articulation, Financial Assistance, Leadership Development, Academic Records and Registration

Degree of difficulty in finding important information: 1. 3 clicks

Recency and Accuracy of contents (date posted): Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

### 3.56 Learning Institute for Elders at UCF, Inc. (32888 results)

Accessibility: 1. Search engine: (1) "Learning Institute for Elders Institute, Inc at UCF": Website address: <http://pegasus.cc.ucf.edu/~life-ucf/>

2. Search engine: (2) "LIFE AT UCF (LEARNING INSTITUTE FOR ELDERS). FA 527823-5433". Website address: <http://www.ucf.edu/departments/html/life.at.ucf.html>

Content with respect to student services: 1. (Home Page) General information, location, phone number, email address and links to UCF, library.

2. (Departments Home Page) Director, phone number and a link to UCF Home page.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 29<sup>th</sup> of April 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 15<sup>th</sup> of August 1995.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

### 3.57 Legal Services (50 results)

Accessibility: 1. Search engine: (1) "Student Affairs - STUDENT LEGAL SERVICES": Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_legal.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_legal.html)

2. Search engine LEGAL SERVICES, STUDENT ..SC 210 823-2538". Website address: <http://www.ucf.edu/departments/html/legal.services.html>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Student Legal Services". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_legal.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_legal.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Student Legal Services". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_legal.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_legal.html)

5. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Lead Scholars Program". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_legal.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_legal.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, location, phone number and link to "Go to the Table of Contents", "STUDENT GOVERNMENT", "ORIENTATION".

2. "LEGAL SERVICES, STUDENT ..SC 210 823-2538": (Departments Home Page) Staff, phone number and a link to UCF Home page.

3. Same as 1.
4. Same as 1.
5. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click
3. 5 clicks
4. 5 clicks
5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 15<sup>th</sup> of August 1995.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

### **3.58 Library (1578 results)**

Accessibility: 1. Search engine: (1) "UCF Virtual Campus". Link to "Library".

Website address: <http://library.ucf.edu/>

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Libraries, University". Website address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/university\\_libraries.html](http://www.ucf.edu/catalog/9798/UCF_Section/university_libraries.html)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Libraries, University". Website address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/university\\_libraries.html](http://www.ucf.edu/catalog/9798/UCF_Section/university_libraries.html)

4. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Libraries, University". Website address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/university\\_libraries.html](http://www.ucf.edu/catalog/9798/UCF_Section/university_libraries.html)

Content with respect to student services: 1. (Home Page) General information and links to "Searching the Catalog and Other Databases", "LUIS", "WebLUIS", "Electronic Resources", "services", "Quick Reference", "Interlibrary Loan", "About the Libraries", "Hours", "directions", "telephone numbers", "What's New", "UCF HOME", "Search WebLUIS", "Site Index".

2. (Undergraduate Catalog) General information, Director, location, phone number and links to "INFORMATION TECHNOLOGIES AND RESOURCES",

“COMUTER SERVICES AND TELECOMMUNICATIONS”, and “Go to the Table of Contents”

3. Same as 2.
4. Same as 2.

Degree of difficulty in finding important information: 1. 2 clicks

2. 5 clicks
3. 5 clicks
4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

### **3.59 Library Fines**

Accessibility:

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits): not shown on WebPages

### **3.60 Ministries (42 results)**

Accessibility: There are numerous websites with different ministries.

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits): not shown on WebPages

### **3.61 Multicultural Students Services (40 results)**

Accessibility: 1. Search engine: (1) “mainpage”: Website address:  
<http://pegasus.cc.ucf.edu/~mss/MAINSOAR.html>



2. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “[undergraduate catalog](#)”. In the Index section under “[Multicultural Student Services](#)”. Website address:  
[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html##MULTICULTURAL STUDENT SERVICES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html##MULTICULTURAL_STUDENT_SERVICES)

3. Under the UCF homepage one of the ten links shown are called “[UCF People](#)”. Link to “[undergraduate catalog](#)”. In the Index section under “[Multicultural Student Services](#)”. Website address:  
[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html##MULTICULTURAL STUDENT SERVICES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html##MULTICULTURAL_STUDENT_SERVICES)

4. Under the UCF homepage one of the ten links shown are called “[Admissions](#)”. Link to “[undergraduate catalog](#)”. In the Index section under “[Multicultural Student Services](#)”. Website address:  
[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html##MULTICULTURAL STUDENT SERVICES](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html##MULTICULTURAL_STUDENT_SERVICES)

Content with respect to student services: 1. (Home Page) General information, location, phone number and a link to “[The mission of MSS](#)”.

2. (Undergraduate Catalog) General information, Director, location and phone number.

3. Same as 2.

4. Same as 2.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

Recency and Accuracy of contents (date posted): last updated the 4<sup>th</sup> of December 1997.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

### **3.62 Multilingual Multicultural Services (2 results)**

Accessibility: From the search engine only two hits existed and both were UCF21.

2. Under the UCF Home Page one of the ten links shown are called “[Academics & Administration](#)”. Link to “[undergraduate catalog](#)”. In the Index section under “[Multilingual-Multicultural Services](#)”. Website address:  
[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

3. Under the UCF homepage one of the ten links shown are called “[UCF People](#)”. Link to “[undergraduate catalog](#)”. In the Index section under “[Multilingual-](#)

Multicultural Services". Website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

4. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Multilingual-Multicultural Services". Website address:

[http://www.ucf.edu/catalog/9798/Division\\_of\\_Continuing\\_Education/home.html](http://www.ucf.edu/catalog/9798/Division_of_Continuing_Education/home.html)

Content with respect to student services: 2. (Undergraduate Catalog) General information, Director, location and phone number.

3. Same as 2.

4. Same as 2.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

### **3.63 Ombuds Office (29 results)**

Accessibility: 1. Search engine: (3) "Welcome to the Home Page for the University's OMBUDS Office.": Website address: <http://pegasus.cc.ucf.edu/~ombuds/>  
2. Search engine: (5) "UNIVERSITY OMBUDS OFFICE". Website

address:

[http://www.ucf.edu/catalog/9798/Academic\\_Policies\\_and\\_Procedures/university\\_ombuds\\_office.html](http://www.ucf.edu/catalog/9798/Academic_Policies_and_Procedures/university_ombuds_office.html)

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Ombuds Office, University". Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Policies\\_and\\_Procedures/university\\_ombuds\\_office.html](http://www.ucf.edu/catalog/9798/Academic_Policies_and_Procedures/university_ombuds_office.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Ombuds Office, University". Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Policies\\_and\\_Procedures/university\\_ombuds\\_office.html](http://www.ucf.edu/catalog/9798/Academic_Policies_and_Procedures/university_ombuds_office.html)

5. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Ombuds Office, University". Website address:

[http://www.ucf.edu/catalog/9798/Academic\\_Policies\\_and\\_Procedures/university\\_ombuds\\_office.html](http://www.ucf.edu/catalog/9798/Academic_Policies_and_Procedures/university_ombuds_office.html)

Content with respect to student services: 1. (Home Page) General information, Ombuds officer, email address and several links that explains what the Ombuds office does.

2. (Undergraduate Catalog) General information, location, phone number and links to “Go to the Table of Contents”, “ACADEMIC BEHAVIOR STANDARDS”, “STUDENT CLASSIFICATIONS”.

3. Same as 2.

4. Same as 2.

5. Same as 2.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 8<sup>th</sup> of October 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### **3.64 On Campus Recruitment (3930 results)**

Accessibility:

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits):

### **3.65 Orientation Office (13 results)**

Accessibility: 1. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog”. In the Index

section under “Orientation” and “Orientation, Requirement”. Website address:  
[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/orientation.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/orientation.html) OR:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/orientation.html](http://www.ucf.edu/catalog/9798/Student_Affairs/orientation.html)

2. Under the UCF homepage one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “Orientation and Orientation, requirement”. Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/orientation.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/orientation.html) OR:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/orientation.html](http://www.ucf.edu/catalog/9798/Student_Affairs/orientation.html)

3. Under the UCF homepage one of the ten links shown are called “Admissions”. Link to “undergraduate catalog”. In the Index section under “Orientation and Orientation, requirement”. Website address:

[http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/orientation.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/orientation.html) OR:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/orientation.html](http://www.ucf.edu/catalog/9798/Student_Affairs/orientation.html)

Content with respect to student services: 1. (Undergraduate Catalog) (1) General information and links to “LIMITED ACCESS PROGRAMS”, “ADMISSION CATEGORIES”, “Go to the Table of Contents”. (2) General information and links to “STUDENT LEGAL SERVICES”, “UNIVERSITY COUNSELING AND TESTING CENTER”, “Go to the Table of Contents”.

2. Same as 1.

3. Same as 1.

Degree of difficulty in finding important information: 1. 5 clicks

2. 5 clicks

3. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

### **3.66 Parking Fines (2 results)**

Accessibility: There are only two hits for parking fines and both belong to UCF21.

Content with respect to student services

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits):

### 3.67 Parking Services (81 results)

Accessibility: 1. Search engine: (1) "Resources". Website address:  
<http://pegasus.cc.ucf.edu/~parking/RESOURCES.html>

2. Search engine: "Parking Services": Website address:  
<http://pegasus.cc.ucf.edu/~parking/>

Content with respect to student services: 1. (Home Page) General information, location, phone number and links to Appeal Process, Deduction Authorization Form, Frequently Asked questions, Maps, News, Office Hours, Parking Permit Fees, Quick Facts, Resources, Regulations, E-Mail, Survey, Transit Services, UCF Escort Services, UCF Police Department.

2. Same as 1.

Degree of difficulty in finding important information: 1. 1 click  
2. 2 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 8<sup>th</sup> of May 1998.

2. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.  
2. Not shown on webpage.

### 3.68 Polaris (77 results)

Accessibility: 1. Search engine: (1) "You are almost to UCF POLARIS": Website address: <http://polaris.ucf.edu/>

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Registrar's Office Directory of Services". Link to "Online registration for courses by POLARIS". Website address:  
<http://pegasus.cc.ucf.edu/~enrsvc/regserv.html>

Content with respect to student services: 1. (Home Page) Student ID number and personal code must be entered.

2. Same as above.

Degree of difficulty in finding important information: 1. 3 clicks  
2. 4 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 5<sup>th</sup> of November 1997.

Usage (number of hits): 1. Not shown on webpage.  
2. Not shown on webpage.

### 3.69 Police Department (112 results)

Accessibility: 1. Search engine: (14) "UNIVERSITY POLICE -- Bicycle Unit":  
Website address: <http://pegasus.cc.ucf.edu/~ucfpd/ns/bikepatrol.html>

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Police, Public Safety". Website address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_public\\_safety\\_and\\_police.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_public_safety_and_police.html)

3. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Police, Public Safety". Website address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_public\\_safety\\_and\\_police.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_public_safety_and_police.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Police, Public Safety". Website address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_public\\_safety\\_and\\_police.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_public_safety_and_police.html)

5. Under the UCF homepage one of the ten links shown are called "Academic & Administration". Link to "Administration & Finance". Link to "Police & Public Safety". Website address: Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Police, Public Safety". Website address:

[http://www.ucf.edu/catalog/9798/UCF\\_Section/ucf\\_public\\_safety\\_and\\_police.html](http://www.ucf.edu/catalog/9798/UCF_Section/ucf_public_safety_and_police.html)

Content with respect to student services: 1. (Home Page) General information and links to Patrol, Common Questions, Bicycle Patrol, Victim Services, Communications, Investigations, Training, Crime Prevention, On-Line Tips, Crime Statistics, Community Police, Parking Services.

2. (Undergraduate Catalog) General information, phone numbers and links to "TRANSIT SERVICES", "INFORMATION TECHNOLOGIES AND RESOURCES" and "Go to the Table of Contents"

3. Same as 2.

4. Same as 2.

5. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

5. 3 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 15 Jan 98.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

### **3.70 Print Shop (31 results)**

Accessibility:1. Search engine: (1) "UCF: Print Shop": Website address: <http://www.ucf.edu/campus/html/cent.html>

Content with respect to student services: 1. "UCF: Print Shop": (Campus Map Home Page) Picture, links to [Printing Services](#), [Back to Campus Map](#), [Building list](#), [UCF Home Page](#).

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of September 1996.

Usage (number of hits): 1. Not shown on webpage.

### **3.71 Public Relations (278 results)**

Accessibility:1. Search engine: (10) "UCF Public Relations Web Site": Website address: <http://www.oir.ucf.edu/pubrel/intro/main.htm>

Content with respect to student services: 1. (Home Page) General information, location, phone number, fax number and links to [Public Relations Staff](#), [Calendar](#), [Campus Marquees](#), [Design Services](#), [Experts Guide](#), [UCFacts](#), [The golden Rule](#), [UCF Logos](#), [Media Coverage](#), [News Releases](#), [Pegasus](#), [Photography](#), [Publicity Planning](#), [The UCF Report](#).

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 4<sup>th</sup> of May 1998.

Usage (number of hits): "UCF Public Relations Web Site": 1613 visitors.

### **3.72 Quality Initiatives (85 results)**

Accessibility:1. Search engine: (1) "Welcome to Quality Initiatives": Website address: <http://pegasus.cc.ucf.edu/~quality/>

Content with respect to student services: 1. (Home Page) General information links to [\(CQI\)](#), [background](#), [UCF CQI workshops](#), [Workshops for External Clients](#), [Workshop Calendar](#), [Consulting Services](#), [CQI Library](#), [Quality Forum](#), [Search](#), [Orlando, Florida](#), [Need a Map?](#)

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 27<sup>th</sup> of April 1998.

Usage (number of hits): 1. Not shown on webpage.

### **3.73 Quick Copy Center (5 results)**

Accessibility:1. Search engine: (1) "QUICK COPY CENTER": Website address: <http://www.ucf.edu/departments/html/quick.copy.center.html>

Content with respect to student services: 1. (Departments Home page) Staff, location, phone number and link to the "[UCF Home Page](#)".

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 15<sup>th</sup> of August 1995.

Usage (number of hits): 1. Not shown on webpages.

### **3.74 Recreational Services (120 results)**

Accessibility:1. Search engine: (2) "UCF Recreational Services": Website address: <http://pegasus.cc.ucf.edu/~rec/mainpage.htm>

2. Search engine: (3) "UCF Recreational Services". Website address: <http://www.sa.ucf.edu/rec.htm>

3. Search engine: (4) "Student Affairs - RECREATIONAL SERVICES" Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/recreational\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/recreational_services.html)

4. Search engine: (7) "UCF: Recreational Services" Website address: <http://www.ucf.edu/campus/html/rs.html>

5. Under the UCF Home Page one of the ten links shown are called "[Academics & Administration](#)". Link to "Undergraduate Catalog". In the Index section "[Recreational Services](#)". Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/recreational\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/recreational_services.html)

6. Under the UCF Home Page one of the ten links shown are called "[UCF People](#)". Link to "Undergraduate Catalog". In the Index section "[Recreational Services](#)". Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/recreational\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/recreational_services.html)

7. Under the UCF Home Page one of the ten links shown are called "[Admissions](#)". Link to "Undergraduate Catalog". In the Index section "[Recreational Services](#)". Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/recreational\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/recreational_services.html)

Content with respect to student services: 1. (Home Page) General information, Director, location, phone number, fax number and email address.

2. ([www.sa.ucf](http://www.sa.ucf)) Phone number.



3. (Undergraduate Catalog) General information, location, phone number and links to “Go to the Table of Contents”, “OFFICE OF STUDENT ACTIVITIES”, “OFFICE OF STUDENT INFORMATION AND EVENING/WEEKEND STUDENT SERVICES”.

4. (Campus Map) General information and links to “Recreational Services”, “Back to the Campus Map”, “building list”, “UCF Home Page”.

5. Same as 3.

6. Same as 3.

7. Same as 3.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 1 click

5. 5 clicks

6. 5 clicks

7. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 3<sup>rd</sup> of April 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 8<sup>th</sup> of September 1997.

3. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

4. Not shown on webpage. Next to the percentage hit in the search engine it shows 18<sup>th</sup> of June 1997.

5. Not shown on webpage.

6. Not shown on webpage.

7. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

7. Not shown on webpage.

### **3.75 Registrar’s Office (30 results)**

Accessibility: 1. Search engine: (7) “REGISTRAR’S OFFICE”: Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/resistrars\\_office.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/resistrars_office.html)

2. Search engine: (12) “OFFICE OF THE UNIVERSITY REGISTRAR”  
Website address: [http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/home.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/home.html)

3. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog”. In the Index section

under “Registrar’s Office”. Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/home.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/home.html)

4. Under the UCF homepage one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “Registrar’s Office”. Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/home.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/home.html)

5. Under the UCF homepage one of the ten links shown are called “Admissions”. Link to “undergraduate catalog”. In the Index section under “Registrar’s Office”. Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/home.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/home.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, Director, location, phone number, email address and link to “Go to the Table of Contents”, “LEAD SCHOLARS”, “STUDENT FINANCIAL ASSISTANCE”.

2. “OFFICE OF THE UNIVERSITY REGISTRAR”: (Undergraduate Catalog) General information, Director, location, phone number, fax number, email address and links to ADDRESS CHANGES, AUDIT REGISTRATION, REGISTRATION, ENROLLMENT CERTIFICATIONS, GRADE CHANGES, CHANGE OF MAJOR, GRADE FORGIVENESS, HOLDS, READMISSION, SCHEDULE OF CLASSES, RESIDENCY RECLASSIFICATION, SENIOR RECLASSIFICATION, SENIOR CITIZEN AUDIT, STATE EMPLOYEE AND STEP (NATIONAL GUARD) REGISTRATION, STATE UNIVERSITY SYSTEM OF FLORIDA (SUS) TRANSIENT STUDENTS, TRANSCRIPT REQUESTS, STUDENT RECORDS, WITHDRAWALS, FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA), and Go to the Table of Contents.

3. Same as 1.

4. Same as 1.

5. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### 3.76 Registration (529 results)

Accessibility: 1. Search engine: (6) "Registration Information": Website address: <http://www.orgs.ucf.edu/graduate/enroll.htm>

2. Search engine: (19) "UCF Registration". Website address <http://pegasus.cc.ucf.edu/~outreach/reg.htm>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Registration". Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/registration.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/registration.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Registration". Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/registration.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/registration.html)

5. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Registration". Website address:

[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/registration.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/registration.html)

6. Under the UCF Home Page one of the ten links shown are called "Academic & Administration". Link to "Office of Enrollment and Academic Services". Link to "Registration" (Registrar's Office). Website address:

<http://pegasus.cc.ucf.edu/~enrsvc/enrsvc.html>

Content with respect to student services: 1. (Office of Graduate Studies Home Page) General information, phone number, location, email address and links to Search the Registration Section Listing, General Registration Instructions, Registration Guidelines for Accepted Graduate Students, Registration Guidelines for post-Baccalaureate Students, POLARIS, Student ID Cards, Parking, Bookstore and Patent Form.

2. (Web-based Distributed Learning at UCF Home Page) General information, phone number, email address and links to Distributed Learning at UCF, Frequently Asked questions, Courses and Programs, Undergraduate Admissions, Graduate Admissions, Registration, Tuition and Fees, Policies, Resources and Links.

3. (Undergraduate Catalog) General information and links to "AUDIT REGISTRATION", "ENROLLMENT CERTIFICATIONS", "Go to the Table of Contents".

4. Same as 3.

5. Same as 3.

6. (Home Page) General information, staff. Location, phone numbers, email addresses and links to Undergraduate Admissions, Community College Articulation, Financial Assistance, Leadership Development, Academic Records and Registration

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

6. 3 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 27<sup>th</sup> of April 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 23<sup>rd</sup> of February 1998.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

### **3.77 Rehearsal Hall (31 results)**

Accessibility:1. Search engine: (1) "UCF: Rehearsal Hall": Website address: <http://www.ucf.edu/campus/html/rh.html>

Content with respect to student services: 1. (Campus Map Home Page) General information, picture, location and links to "[Back to the Campus Map](#)", "[building list](#)" and "[UCF Home page](#)".

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of September 1996.

Usage (number of hits): 1. Not shown on webpage.

### **3.78 Residence Halls (83 results)**

Accessibility:1. Search engine: (4) "UCF: The Residence Halls": Website address: <http://www.ucf.edu/campus/html/dorm.html>

Content with respect to student services: 1. (Campus Map Home Page) Pictures and links to "[Back to the Campus Map](#)", "[building list](#)" and the "[UCF Home page](#)".

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of September 1996,

Usage (number of hits): 1. Not shown on webpage.

### 3.79 SASS Audit (19 results)

Accessibility: 1. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "SASS (see Academic Advising Services)". Website address: [http://www.ucf.edu/catalog/9798/Academic\\_Advising/home.html](http://www.ucf.edu/catalog/9798/Academic_Advising/home.html)

2. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "SASS (see Academic Advising Services)". Website address: [http://www.ucf.edu/catalog/9798/Academic\\_Advising/home.html](http://www.ucf.edu/catalog/9798/Academic_Advising/home.html)

3. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "SASS (see Academic Advising Services)". Website address: [http://www.ucf.edu/catalog/9798/Academic\\_Advising/home.html](http://www.ucf.edu/catalog/9798/Academic_Advising/home.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information and links to "COLLEGE OF ARTS AND SCIENCES", "COLLEGE OF BUSINESS ADMINISTRATION", "COLLEGE OF EDUCATION", "COLLEGE OF ENGINEERING", "COLLEGE OF HEALTH AND PUBLIC AFFAIRS", "BREVARD CAMPUS", "DAYTONA BEACH CAMPUS", "FRESHMEN (FIRST TIME IN COLLEGE--FTIC)".

2. Same as 1.
3. Same as 1.

Degree of difficulty in finding important information: 1. 5 clicks

2. 5 clicks
3. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.

### 3.80 Short Term Loans (63 results)

Accessibility: 1. (11) "Loans at UCF". Website address: <http://pegasus.cc.ucf.edu/~finaid/97-98/Loans.htm>

Content with respect to student services: 1. (Home Page Student Financial Assisntance) General information and links to "Federal Stafford Student Loans", "Helpful steps in applying for a FEDERAL STAFFORD LOAN", "Selecting a Lender", "Federal Perkins Loan", "Federal Parent Loan (PLUS)", "Our Office, Deadlines, Budget, Applying, UCF, Verification, Academic Progress, Forms Download, Entrance Interview, Workstudy, Grants, Loans, Personal Information, Scholarships, News flash and FAQ's".

Degree of difficulty in finding important information: 1. 1click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

### **3.81 Small Business Development Center**

Accessibility: 1. Search engine: (2) “UCF Small Business Development Center”:  
Website address: <http://pegasus.cc.ucf.edu/~sbdcucf/>

2. Search engine: (3) “SMALL BUSINESS DEVELOPMENT CENTER”:  
Website address:  
[http://www.ucf.edu/catalog/9798/Institutes\\_and\\_Centers\\_for\\_Research/small\\_business\\_development\\_center.html](http://www.ucf.edu/catalog/9798/Institutes_and_Centers_for_Research/small_business_development_center.html)

3. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog”. In the Index section under “Small Business Development Center”. Website address:  
[http://www.ucf.edu/catalog/9798/Institutes\\_and\\_Centers\\_for\\_Research/small\\_business\\_development\\_center.html](http://www.ucf.edu/catalog/9798/Institutes_and_Centers_for_Research/small_business_development_center.html)

4. Under the UCF Home Page one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “Small Business Development Center”. Website address:  
[http://www.ucf.edu/catalog/9798/Institutes\\_and\\_Centers\\_for\\_Research/small\\_business\\_development\\_center.html](http://www.ucf.edu/catalog/9798/Institutes_and_Centers_for_Research/small_business_development_center.html)

5. Under the UCF Home Page one of the ten links shown are called “Admissions”. Link to “undergraduate catalog”. In the Index section under “Small Business Development Center”. Website address:  
[http://www.ucf.edu/catalog/9798/Institutes\\_and\\_Centers\\_for\\_Research/small\\_business\\_development\\_center.html](http://www.ucf.edu/catalog/9798/Institutes_and_Centers_for_Research/small_business_development_center.html)

Content with respect to student services: 1. (UCF Small Business Development Center Home Page) General information, phone number, fax number, email address and links to Disaster Information, Special New Client Offer, Business Survey, Frequently Asked Questions, Business Valuations Methods & Checklist, International Trade Assistance, Energy Conservation Assistance Program, Government Procurement Assistance, Seminars and Workshops, Volunteer Business Analysis, University of Central Florida, College of Business Administration.

2. (Undergraduate Catalog) General information, Director, location, phone number and links to Go to the table of Contents, FLORIDA EASTERN EUROPE LINKAGE INSTITUTE and CENTER FOR ECONOMIC EDUCATION.

3. Same as 2.

4. Same as 2.

5. Same as 2.

Degree of difficulty in finding important information: 1. 1click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 23<sup>rd</sup> of April 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### **3. 82 Special Programs (Student Outreach) (82 results)**

Accessibility: 2. Search engine: (1) "STUDENT OUTREACH": Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/student\\_outreach.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_outreach.html)

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Student Outreach". Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/student\\_outreach.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_outreach.html)

3. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Student Outreach". Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/student\\_outreach.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_outreach.html)

4. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Student Outreach". Website address:

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/student\\_outreach.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_outreach.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, location, phone number and links to Go to the Table of Contents, STUDENT FINANCIAL ASSISTANCE and UNDERGRADUATE ADMISSIONS.

2. Same as 1.

3. Same as 1.

4. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

### **3.83 Student Academic Resource Center (83 results)**

Accessibility: 1. Search engine: (19) "University of Central Florida \* SARC":  
Website address: <http://pegasus.cc.ucf.edu/~sarc/home.html>

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Student Academic Resource Center (SARC)". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#STUDENT\\_ACADEMIC\\_RESOURCE\\_CENTER](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#STUDENT_ACADEMIC_RESOURCE_CENTER)

3. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Student Academic Resource Center (SARC)". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#STUDENT\\_ACADEMIC\\_RESOURCE\\_CENTER](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#STUDENT_ACADEMIC_RESOURCE_CENTER)

4. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Student Academic Resource Center (SARC)". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/academic\\_development\\_and\\_retention.html#STUDENT\\_ACADEMIC\\_RESOURCE\\_CENTER](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/academic_development_and_retention.html#STUDENT_ACADEMIC_RESOURCE_CENTER)

Content with respect to student services: 1. "University of Central Florida \* SARC": (Home Page) email address, phone number and links to Welcome to SARC, Mission Statement, SARC's Location, Pegasus Program, College Achievement Program CAP, SI Program, Academic Advising, Tutoring, CLAST Information, GRE Preparation Courses, SARC's Spring Hours, Undergraduate Admissions, First Year Advising, Standardized Test Preparation, PAL's On-Line, Enrollment and Academic Services and UCF Home Page.

2. (Undergraduate Catalog) General information, Director, location and phone number.

3. Same as 2.
4. Same as 2.

Degree of difficulty in finding important information: 1. 1click

2. 5 clicks
3. 5 clicks
4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 8<sup>th</sup> of February 1998.

2. Not shown on webpage.



3. Not shown on webpage.
4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.

### **3.84 Student Accounts (103 results)**

Accessibility: 1. Search engine: "STUDENT ACCOUNTS ..ADM 112 823-2433".  
Website address : <http://www.ucf.edu/departments/html/student.accounts.html>

Content with respect to student services: 1. (Department Home Page) Staff, phone numbers and a link to [UCF Home page](#)

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 15<sup>th</sup> of August 1995.

Usage (number of hits): 1. Not shown on webpage.

### **3.85 Student Activities (137 results)**

Accessibility: 1. Search engine: (8) "[Student Affairs - OFFICE OF STUDENT ACTIVITIES](#)": Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_activities.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_activities.html)

2. Search engine: (9) "[UCF Office of Student Activities Home Page](#)".  
Website address: <http://pegasus.cc.ucf.edu/~osa/>

3. Under the UCF Home Page one of the ten links shown are called "[Academics & Administration](#)". Link "[undergraduate catalog](#)". In the Index section under "[Student Activities](#)". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_activities.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_activities.html)

4. Under the UCF Home Page one of the ten links shown are called "[UCF People](#)". Link to "[undergraduate catalog](#)". In the Index section under "[Student Activities](#)". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_activities.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_activities.html)

5. Under the UCF Home Page one of the ten links shown are called "[Admissions](#)". Link to "[undergraduate catalog](#)". In the Index section under "[Student Activities](#)". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_activities.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_activities.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, location, phone number and a link to "[Go to the Table of Contents](#)", "[Student Union](#)" and "[Recreational Services](#)".

2. (Home Page) General information and links to [Consultants for Effective Leadership \(CEL\)](#), [Volunteer UCF \(VUCF\)](#), [Campus Activities Board \(CAB\)](#), [Family Weekend](#) and a search engine.

3. Same as 1.
4. Same as 1.
5. Same as 1.

Degree of difficulty in finding important information: 1. 1click

2. 1click
3. 5 clicks
4. 5 clicks
5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 25<sup>th</sup> of March 1998.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

### **3.86 Student Activities Center (11 results)**

Accessibility:1. Search engine: (1) "UCF: Student Activities Center (SAC)":  
Website address: <http://www.ucf.edu/campus/html/sac.html>

Content with respect to student services: 1. "UCF: Student Activities Center (SAC)": (Campus Map Home Page) Links to [African-American Student Union](#), [Campus Ministry](#), [Career Resource Center](#), [Food Service](#), [Housing and Residence Life](#), [Legal Services](#), [Student Government](#), [Veteran Affairs](#), [Back to the Campus Map](#), [Building list](#) and the [UCF Home page](#).

Degree of difficulty in finding important information: 1. 1click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 2<sup>nd</sup> of February 1998,

Usage (number of hits): 1. Not shown on webpage.

### **3.87 Student Disability Services (32 results)**

Accessibility:1. Search engine: (1) "[Student Affairs - STUDENT DISABILITY SERVICES](#)": Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_disability\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_disability_services.html)

2. Search engine: (3) "[UCF Student Disability Services](#)". Website address <http://www.sa.ucf.edu/sds.htm>

3. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link “undergraduate catalog”. In the Index section under “Student Disability Services”. Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_disability\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_disability_services.html)

4. Under the UCF Home Page one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “Student Disability Services”. Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_disability\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_disability_services.html)

5. Under the UCF Home Page one of the ten links shown are called “Admissions”. Link to “undergraduate catalog”. In the Index section under “Student Disability Services”. Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_disability\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_disability_services.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, location, phone number and links to “Go to the Table of Contents”, “INTERNATIONAL STUDENT SERVICES” and “CREATIVE SCHOOL FOR CHILDREN”.

2. “UCF Student Disability Services”: phone number and email address.
3. Same as 1.
4. Same as 1.
5. Same as 1.

Degree of difficulty in finding important information: 1. 1click

2. 1 click
3. 5 clicks
4. 5 clicks
5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

- 2 Not shown on webpage. Next to the percentage hit in the search engine it shows 8<sup>th</sup> of September 1997
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

### **3.88 Student Employment (22 results)**

Accessibility: 1. (2) “Message from student employment coordinator”. Website address: <http://pegasus.cc.ucf.edu/~finaid/98-99/message.htm>

2. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog”. In the Index section under “Student Employment”. Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/employment.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/employment.html)

3. Under the UCF Home Page one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “Student Employment”. Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/employment.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/employment.html)

4. Under the UCF Home Page one of the ten links shown are called “Admissions”. Link to “undergraduate catalog”. In the Index section under “Student Employment”. Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/employment.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/employment.html)

Content with respect to student services: (Home Page of Financial Aid) General information and link to “Federal College Work Study Program”

2. (Undergraduate Catalog) General information and links to “LOANS”, “SCHOOL COSTS” and “Go to the Table of Contents”

3. Same as 2.

4. Same as 2.

Degree of difficulty in finding important information: 1. 1click

2. 5 clicks

3. 5 clicks

4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 8<sup>th</sup> of February 1998.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

### **3.89 Student Financial Assistance (115 results)**

Accessibility: 1. Search engine: (1) “UCF - Office of Student Financial Assistance”: Website address: <http://pegasus.cc.ucf.edu/~finaid/>

2. Search engine: (6) “STUDENT FINANCIAL ASSISTANCE”. Website address

[http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/student\\_financial\\_assistance.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_financial_assistance.html)

3. Search engine: (7) “STUDENT FINANCIAL ASSISTANCE OFFICE “ Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Financial\\_Assistance\\_Office/home.html](http://www.ucf.edu/catalog/9798/Student_Financial_Assistance_Office/home.html)

4. Search engine: (8) “UCF - Office of Student Financial Assistance 1998/99”: Website address: <http://pegasus.cc.ucf.edu/~finaid/98-99/home.html>

5. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “undergraduate catalog”. In the Index section under “Student Financial Assistance”. Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/student\\_financial\\_assistance.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_financial_assistance.html)

6. Under the UCF Home Page one of the ten links shown are called “UCF People”. Link to “undergraduate catalog”. In the Index section under “Student Financial Assistance”. Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/student\\_financial\\_assistance.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_financial_assistance.html)

7. Under the UCF Home Page one of the ten links shown are called “Admissions”. Link to “undergraduate catalog”. In the Index section under “Student Financial Assistance”. Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/student\\_financial\\_assistance.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/student_financial_assistance.html)

8. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “Registrar’s Office Directory of Services”. Link to “Information on Financial Assistance”. Website address: <http://pegasus.cc.ucf.edu/~enrsvc/regserv.html>

9. Under the UCF Home Page one of the ten links shown are called “Academics & Administration”. Link to “Department Home Pages”. Link to “Financial Aid”. Website address: <http://pegasus.cc.ucf.edu/~finaid/98-99/home.html>

Content with respect to student services: 1. (Home Page) Email address and links to Click here For Information regarding 1997 - 1998 Academic Year and Click here For information regarding 1998 - 1999 academic Year.

2. (Undergraduate Catalog) General information, Director, location, phone number and links to “Go to the Table of Contents”, “REGISTRAR’S OFFICE” and “STUDENT OUTREACH”.

3. (Undergraduate Catalog) General information and links to Go to the Table of Contents, DETERMINING ELIGIBILITY, UCF APPLICATION DEADLINES, APPLICATION PROCEDURES, HELPFUL TIPS, TRANSFER STUDENTS, DUAL ENROLLMENT, INDEPENDENT ENROLLMENT, INDEPENDENT STUDENT STATUS, UCF FINANCIAL ASSISTANCE PROGRAMS, LOANS, EMPLOYMENT, SCHOOL COSTS, DEFERALS OF TUITION AND FEES, FUND DISBURSEMENTS, AWARD LETTERS, OVERAWARDS/OVERPAYMENTS, REFUND AND REPAYMENT POLICIES, SATISFACTORY ACADEMIC PROGRESS POLICY, PROBATION, PROCEDURE FOR APPEALS, FINANCIAL ASSISTANCE FOR GRADUATE STUDENTS and STUDENT RIGHTS AND RESPONSIBILITIES.

4. (Home Page) Links to Our Office, Deadlines, Budget, Applying, UCF, Verification, Academic Progress, Forms Download, Entrance Interview, Workstudy, Grants, Loans, Personal Information, Scholarships, News flash and FAQ’s.

5. Same as 2.

6. Same as 2.

7. Same as 2.

8. (Home Page) Email address and links to Click here For Information regarding 1997 - 1998 Academic Year and Click here For information regarding 1998 - 1999 academic Year.

9. Same as 4.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click
3. 1 click
4. 1 click
5. 5 clicks
6. 5 clicks
7. 5 clicks
8. 3 clicks
9. 3 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 12<sup>th</sup> of May 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

4. Not shown on webpage. Next to the percentage hit in the search engine it shows 19<sup>th</sup> of February 1998. 7.

5. Not shown on webpage.

6. Not shown on webpage.

7. Not shown on webpage.

8. Not shown on webpage.

9. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

7. Not shown on webpage.

8. Not shown on webpage.

9. Not shown on webpage.

### **3.90 Student Government (186 results)**

Accessibility: 1. Search engine: (2) "Student Affairs - STUDENT GOVERNMENT": Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_government.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_government.html)

2. Search engine: (3) "UCF: Student Government Kiosk". Website address: <http://www.ucf.edu/campus/html/ksk.html>

3. "Student Government": Website address: <http://pegasus.cc.ucf.edu/~sga/>

4. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link "undergraduate catalog". In the Index section under "Student Government". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_government.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_government.html)

5. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Student

Government". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_government.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_government.html)

6. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Student Government". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_government.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_government.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, location, phone number, website address and links to Go to the Table of Contents, STUDENT CONDUCT and STUDENT LEGAL SERVICES.

2. (Campus Map Home Page) Links to KIOSK, STUDENT ESCORT PATROL SERVICE, Back to the Campus Map, building list and the UCF Home page.

3. (Home Page) Email address and links to Legislative, Constitution, Executive, Services, Judicial, UCF, UCF Athletics, 1997 Football Schedule, Other Links and UCF Search.

4. Same as 1.

5. Same as 1.

6. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 5 clicks

5. 5 clicks

6. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of September 1996.

3. Not shown on webpage. Next to the percentage hit in the search engine it shows 12<sup>th</sup> of August 1997.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

### **3.91 Student Health Services (53 results)**

Accessibility:1. Search engine: (1) "Student Affairs - STUDENT HEALTH SERVICES (SHS)": Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_health\\_services\\_\(SHS\).html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_health_services_(SHS).html)

2. Search engine: (2) "UCF Student Health Services". Website address:  
<http://www.sa.ucf.edu/shs.htm>

3. Search engine: (9) "SHS Home Page" Website address:  
<http://pegasus.cc.ucf.edu/~shshrc/>

4. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Student Health Service". Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_health\\_services\\_\(SHS\).html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_health_services_(SHS).html)

5. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Student Health Service". Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_health\\_services\\_\(SHS\).html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_health_services_(SHS).html)

6. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Student Health Service". Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_health\\_services\\_\(SHS\).html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_health_services_(SHS).html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, location, phone number and links to "Go to the Table of Contents", "OFF-CAMPUS HOUSING" and "STUDENT UNION".

2. Phone number.

3. (Home Page) General information, picture, opening hours, phone number and links to survey, Services, expect, cost, Health Beat, Sign my Guestbook, Staff List, Home, Reach and View my Guestbook.

4. Same as 1.

5. Same as 1.

6. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 1 click

4. 5 click

5. 5 clicks

6. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 8<sup>th</sup> of September 1997.

3. Not shown on webpage. Next to the percentage hit in the search engine it shows 20<sup>th</sup> of April 1998.

4. Not shown on webpage.

5. Not shown on webpage

6. Not shown on webpage

Usage (number of hits): 1. Not shown on webpage

2. Not shown on webpage

3. Not shown on webpage

4. Not shown on webpage

5. Not shown on webpage

6. Not shown on webpage



### 3.92 Student Organizations (142 results)

Accessibility: 1. Search engine: (10) "Golden Rule - Student Organizations":  
Website address: <http://www.oir.ucf.edu/pubrel/goldenrule/rule11.html>

2. Search engine: (19) Student Clubs and Organizations". Website  
address: <http://pegasus.cc.ucf.edu/~fh25100/club.html>

3. Under the UCF Home Page one of the ten links shown are called  
"Academics & Administration". Link to "[undergraduate catalog](#)". In the Index section  
under "[Student Organizations](#)". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_activities.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_activities.html)

4. Under the UCF Home Page one of the ten links shown are called  
"UCF People". Link to "[undergraduate catalog](#)". In the Index section under "[Student  
Organizations](#)". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_activities.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_activities.html)

5. Under the UCF Home Page one of the ten links shown are called  
"Admissions". Link to "[undergraduate catalog](#)". In the Index section under "[Student  
Organizations](#)". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_activities.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_activities.html)

Content with respect to student services: 1 (Golden Rule) General information  
and a link "[Back to the Table of Contents](#)".

2. "Student Clubs and Organizations": ( ? ) General information, phone  
number and links to [Academic/Pre Professional Organizations](#), [Campus Life  
Organizations](#), [Greek Organizations](#), [Honorary Societies](#), [Minority/International  
Organizations](#), [Religious Organizations](#), [Service Organizations](#), [Special Interest  
Organizations](#), [Sports Organizations](#), [Home](#), [Greek Life](#), [Housing](#), [CAB Calendar](#) and  
[Athletics](#).

3. (Undergraduate Catalog) General information

4. Same as 3.

5. Same as 3.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.  
Next to the percentage hit in the search engine it shows 21<sup>st</sup> of April 1998.

2. Not shown on webpage. Next to the percentage hit in the search  
engine it shows 21<sup>st</sup> of February 1998.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.
5. Not shown on webpage.

### 3.93 Student Resource Center (39 results)

Accessibility:

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits): not shown on WebPages

### 3.94 Student Union (299 results)

Accessibility: 1. Search engine: (9) "Student Affairs - STUDENT UNION":

Website address: [http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_union.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_union.html)

2. Search engine: (18) "University of Central Florida Student Union".

Website address: <http://pegasus.cc.ucf.edu/~union/home.html>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Student Union". Website address":

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_union.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_union.html)

4. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Student Union". Website address":

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_union.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_union.html)

5. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Student Union". Website address":

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/student\\_union.html](http://www.ucf.edu/catalog/9798/Student_Affairs/student_union.html)

Content with respect to student services: 1 (Undergraduate Catalog) General information, location, phone number and links to "Go to the Table of Contents", "STUDENT HEALTH SERVICES (SHS)" and "OFFICE OF STUDENT ACTIVITIES".

2. (Home Page) General information and links to Information, Food Court, Event Planning, Union Board, Pictures, Lighthouse, Mall, Phonebook, Job-line, home and Click here for directions to the campus, and hotel information.

3. Same as 1.

4. Same as 1.

5. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 21<sup>st</sup> of August 1997.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

### **3.95 Telephones (8 results)**

Accessibility: 1. Search engine: (2) "Telephone, Voice-Mail And Keys": Website address: <http://www.cohpa.ucf.edu/policy-guide/Chapter7/tvmak.htm>

Content with respect to student services: 1. (policy-guide) General information, phone number and links to Permission to Use University Personnel, Equipment, Facilities, Students, or Services and Report of Conflict of Interest, Outside Activity/Employment.

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 12<sup>th</sup> of December 1997,

Usage (number of hits): 1. Not shown on webpage.

### **3.96 Third Party Billing (2 results)**

Accessibility: There are two hits and both belong to UCF21.

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits):

### **3.97 Transcript Requests (23 results)**

Accessibility: 1. Search engine: "TRANSCRIPT REQUESTS": Website address: [http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/transcript\\_request\\_s.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/transcript_request_s.html)

2. Search engine: "Transcript Requests". Website address:  
[http://www.ucf.edu/leap/private/student\\_administration/process\\_map/sld010.htm](http://www.ucf.edu/leap/private/student_administration/process_map/sld010.htm)
3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Transcript Requests". Website address:  
[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/transcript\\_requests.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/transcript_requests.html)
4. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Transcript Requests". Website address:  
[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/transcript\\_requests.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/transcript_requests.html)
5. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Transcript Requests". Website address:  
[http://www.ucf.edu/catalog/9798/Office\\_of\\_the\\_University\\_Registrar/transcript\\_requests.html](http://www.ucf.edu/catalog/9798/Office_of_the_University_Registrar/transcript_requests.html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, location, phone number, fax number and links to Go to the Table of Contents, STATE UNIVERSITY SYSTEM OF FLORIDA (SUS) TRANSIENT STUDENTS and STUDENT RECORDS.

2. (Student) Flowchart.
3. Same as 1.
4. Same as 1.
5. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1 click
3. 5 clicks
4. 5 clicks
5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 5<sup>th</sup> of May 1998.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

### 3.98 Transportation (390 results)

Accessibility:

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits):

### 3.99 Tuition Receipts (2 results)

Accessibility: 1. There are only two hits and both belong to UCF21.

2. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Tuition and Fees". Website address:

[http://www.ucf.edu/catalog/9798/Tuition\\_and\\_Fees/home.html](http://www.ucf.edu/catalog/9798/Tuition_and_Fees/home.html)

3. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Tuition and Fees". Website address: [http://www.ucf.edu/catalog/9798/Tuition\\_and\\_Fees/home.html](http://www.ucf.edu/catalog/9798/Tuition_and_Fees/home.html)

4. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Tuition and Fees". Website address: [http://www.ucf.edu/catalog/9798/Tuition\\_and\\_Fees/home.html](http://www.ucf.edu/catalog/9798/Tuition_and_Fees/home.html)

Content with respect to student services: 1. (UCF 21)

2. (Undergraduate Catalog) Links to "SCHEDULE OF FEES", "APPEALS", "CHECK CASHING", "PAST-DUE ACCOUNTS", "PAYMENT PROCEDURES", "REFUND OF FEES", "TUITION FEE WAIVERS FOR STATE OF FLORIDA EMPLOYEES", "TUITION FEE WAIVERS FOR SENIOR CITIZENS", "STATE TUITION EXEMPT PROGRAM (STEP)", "FLORIDA PREPAID COLLEGE PLAN", "FLORIDA RESIDENCY FOR TUITION PURPOSES".

3. Same as 2.

4. Same as 2.

Degree of difficulty in finding important information: 1. 1 click

2. 5 clicks

3. 5 clicks

4. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 9<sup>th</sup> of April 1998.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.
4. Not shown on webpage.

### 3.100 Undergraduate Admissions (183 results)

Accessibility: 1. Search engine: (2) "Undergraduate Admissions": Website address: <http://pegasus.cc.ucf.edu/~outreach/ugadmit.htm>

2. Search engine: (4) "UCF Viewbook: Undergraduate Admissions". Website address: <http://www.ucf.edu/viewbook/admissions.html>

3. Search engine: (5) "Welcome to the UCF Undergraduate Admissions!" Website address: <http://pegasus.cc.ucf.edu/~admissio/frame2.html>

4. Search engine: (7) "UNDERGRADUATE ADMISSIONS": Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/undergraduate\\_admissions.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/undergraduate_admissions.html)

5. Search engine: (9) "UNDERGRADUATE ADMISSIONS" Website address: [http://www.ucf.edu/catalog/9798/Undergraduate\\_Admissions/home.html](http://www.ucf.edu/catalog/9798/Undergraduate_Admissions/home.html)

6. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Undergraduate Admissions". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/undergraduate\\_admissions.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/undergraduate_admissions.html)

7. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Undergraduate Admissions". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/undergraduate\\_admissions.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/undergraduate_admissions.html)

8. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Undergraduate Admissions". Website address: [http://www.ucf.edu/catalog/9798/Enrollment\\_and\\_Academic\\_Services/undergraduate\\_admissions.html](http://www.ucf.edu/catalog/9798/Enrollment_and_Academic_Services/undergraduate_admissions.html)

9. Under the UCF Home Page one of the ten links shown are called "Academic & Administration". Under "Academic & Administration" there is a link called "Office of Enrollment and Academic Services". In the Website there is a Link to "Undergraduate Admissions. Website address: <http://pegasus.cc.ucf.edu/~enrsvc/enrsvc.html>

Content with respect to student services: 1. (Web-based Distributed Learning at UCF) General information, and links to Distributed Learning at UCF, Frequently Asked questions, Courses and Programs, Undergraduate Admissions, Graduate Admissions, Registration, Tuition and Fees, Policies, Resources and Links.

2. (UCF VIEWBOOK) General information, location, phone number, email address and a link to Go to the Table of Contents.

3. (Home Page) Links to Online Undergraduate Admissions Application!

4. "UNDERGRADUATE ADMISSIONS": (Undergraduate Catalog) General information, Director, location, phone number and links to Go to the Table of Contents, STUDENT OUTREACH and UNDERGRADUATE PROCEDURES.

5. "UNDERGRADUATE ADMISSIONS": (Undergraduate Catalog) General information, Director, location, phone number, website address and links to CAMPUS TOURS, APPLICATION FOR ADMISSION, DOCUMENTATION REQUIRED FOR ADMISSION, REACTIVATION, LIMITED ACCESS PROGRAMS, ORIENTATION, ADMISSION CATEGORIES, FRESHMAN APPLICANTS, DUAL ENROLLMENT APPLICANTS, TRANSFER APPLICANTS, SECOND BACHELOR'S DEGREE APPLICANTS, INTERNATIONAL APPLICANTS, TRANSIENT STUDENT APPLICANTS, NON DEGREE-SEEKING APPLICANTS, TRANSFER CREDIT - ALL APPLICANTS, ADMISSIONS AND STANDARDS COMMITTEE and Go to the Table of Contents.

6. Same as 5.

7. Same as 5.

8. "Enrollment and Academic Services": (Home Page) General information, staff. Location, phone numbers, email addresses and links to Undergraduate Admissions, Community College Articulation, Financial Assistance, Leadership Development, Academic Records and Registration

9. Same as 3.

Degree of difficulty in finding important information: 1. 1 click

2. 1click

3. 1 click

4. 1 click

5. 1 click

6. 5 clicks

7. 5 clicks

8. 5 clicsk

9. 3 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 23<sup>rd</sup> of February 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 13<sup>th</sup> of November 1996,

3. Not shown on webpage. Next to the percentage hit in the search engine it shows 9<sup>th</sup> of January 1998,

4. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

5 Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

6. Not shown on webpage.

7. Not shown on webpage.

8. Not shown on webpage.

9. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

6. Not shown on webpage.

7. Not shown on webpage.

8. Not shown on webpage.
9. Not shown on webpage.

### 3.101 Veteran Affairs (129 results)

Accessibility: 1. Search engine: (1) "Student Affairs - OFFICE OF VETERANS' AFFAIRS (OVA)": Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_veterans\\_affairs\\_\(OVA\).html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_veterans_affairs_(OVA).html)

2. Search engine: (2) "Home Page". Website address:

<http://www.va.ucf.edu/>

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog". In the Index section under "Veteran's Affairs and Benefits". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_veterans\\_affairs\\_\(OVA\).html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_veterans_affairs_(OVA).html)

4. Under the UCF Home Page one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Veteran's Affairs and Benefits". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_veterans\\_affairs\\_\(OVA\).html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_veterans_affairs_(OVA).html)

5. Under the UCF Home Page one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Veteran's Affairs and Benefits". Website address:

[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_veterans\\_affairs\\_\(OVA\).html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_veterans_affairs_(OVA).html)

Content with respect to student services: 1. (Undergraduate Catalog) General information, location, phone number and links to Go to the Table of Contents, CREATIVE SCHOOL FOR CHILDREN and Student Affairs.

2. "Home Page": (Home Page) General information, location, phone number, fax number and links to Important Notice, Veterans Education Coalition, Mission, Services, Chapter 31, Table of Contents, Handbook, Precertification, Request Info, Important Dates, Links.

3. Same as 1.

4. Same as 1.

5. Same as 1.

Degree of difficulty in finding important information: 1. 1 click

2. 1click

3. 5 clicks

4. 5 clicks

5. 5 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 5<sup>th</sup> of May 1998.

3. Not shown on webpage.

4. Not shown on webpage.

5. Not shown on webpage.

Usage (number of hits): 1. Not shown on webpage.



2. Not shown on webpage.
3. Not shown on webpage.
4. Not shown on webpage.
5. Not shown on webpage.

### **3.102 Victim Services (32 results)**

Accessibility: 1. Search engine: (1) "UNIVERSITY POLICE -- Victim Services":  
Website address: <http://pegasus.cc.ucf.edu/~ucfpd/ns/advochom.htm>

Content with respect to student services: 1. (Home Page) General information, staff, phone numbers and links to [Patrol](#), [Common Questions](#), [Bicycle Patrol](#), [Victim Services](#), [Communications](#), [Investigations](#), [Training](#), [Crime Prevention](#), [On-Line Tips](#), [Crime Statistics](#), [Community Police](#), [Parking Services](#).

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.  
Next to the percentage hit in the search engine it shows 1<sup>st</sup> of May 1998,

Usage (number of hits): 1. Not shown on webpage.

### **3.103 Visitor Information Center (16 results)**

Accessibility: 1. Search engine: (1) "UCF: Visitor's Information Center": Website address: <http://www.ucf.edu/campus/html/vis.html>

Content with respect to student services: 1. (Campus Map Home Page) General information and links to [Visitor's Information Center](#), [Back to the Campus Map](#), [Building list](#) and the [UCF home page](#).

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage.  
Next to the percentage hit in the search engine it shows 13<sup>th</sup> of September 1996,

Usage (number of hits): 1. Not shown on webpages.

### **3.104 Volunteer Services/ Service Learning Opportunities (2 results)**

Accessibility:

Content with respect to student services:

Degree of difficulty in finding important information:

Recency and Accuracy of contents (date posted):

Usage (number of hits):

### 3.105 Weekend Student Services

Accessibility: 1. Search engine: "Office of Student Information and Evening/Weekend Student Services": website address:  
<http://pegasus.cc.ucf.edu/~evestu/>

2. Search engine (2) "Student Affairs - OFFICE OF STUDENT INFORMATION AND EVENING/WEEKEND STUDENT SERVICES". Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_information\\_and\\_evening-weekend\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_information_and_evening-weekend_student_services.html)

3. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "undergraduate catalog" In the Index section under "Evening Student Services". Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_information\\_and\\_evening-weekend\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_information_and_evening-weekend_student_services.html)

4. Under the UCF homepage one of the ten links shown are called "UCF People". Link to "undergraduate catalog". In the Index section under "Evening Student Services". Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_information\\_and\\_evening-weekend\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_information_and_evening-weekend_student_services.html)

5. Under the UCF homepage one of the ten links shown are called "Admissions". Link to "undergraduate catalog". In the Index section under "Evening Student Services". Website address:  
[http://www.ucf.edu/catalog/9798/Student\\_Affairs/office\\_of\\_student\\_information\\_and\\_evening-weekend\\_student\\_services.html](http://www.ucf.edu/catalog/9798/Student_Affairs/office_of_student_information_and_evening-weekend_student_services.html)

6. Under the UCF Home Page one of the ten links shown are called "Academics & Administration". Link to "Department Home Pages". Link to "Student Information and Evening /Weekend Stud". Website address:  
<http://pegasus.cc.ucf.edu/~evestu/>

Content with respect to student services: 1. (Home Page) General Information, email address and links to "Home", "Booths & Hours," "Campus Info", "Upcoming Events", "Helpful Links", "Our Services", "Evening Safety Tips".

2. (Undergraduate Catalog) General information about information booths and hours, phone number, location and links to "RECREATIONAL SERVICES", "INTERNATIONAL STUDENT SERVICES" and "Go to the Table of Contents"

3. Same as 2.

4. Same as 2.

5. Same as 2.

6. Same as 1.

Degree of difficulty in finding important information: 1. 1click

2. 1 click

3. 5 clicks

4. 5 clicks

5. 5 clicks

6. 3 clicks

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 26<sup>th</sup> of May, 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 16<sup>th</sup> of December 1997.

3. Not show on webpage.

4. Not show on webpage.

5. Not show on webpage.

6. Not show on webpage.

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

3. Not show on webpage.

4. Not show on webpage.

5. Not show on webpage.

6. Not show on webpage.

### **3.106 Writing Center (68 results)**

Accessibility:1. Search engine: (3) "About the University Writing Center (UWC)": Website address: <http://reach.ucf.edu/~uwc/home/main/aboutuwc.htm>

Content with respect to student services: 1. (Home Page) General information

Degree of difficulty in finding important information: 1. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 23<sup>rd</sup> of November 1997.

Usage (number of hits): 1. Not shown on webpages.

### **3.107 ZIP + 4 (Postal Service) (12096 results)**

Accessibility:1. Search engine: "UCF Postal Services". Website address: <http://www.pp.ucf.edu/postal/postal.htm>

2. Search engine: "ZIP+4 Information Page": Website address: <http://www.pp.ucf.edu/postal/ZIP+4.htm>

Content with respect to student services: 1. (Home Page) General information  
2. (Home Page) General information

Degree of difficulty in finding important information: 1. 1 click

2. 1 click

Recency and Accuracy of contents (date posted): 1. Not shown on webpage. Next to the percentage hit in the search engine it shows 1<sup>st</sup> of June 1998.

2. Not shown on webpage. Next to the percentage hit in the search engine it shows 6<sup>th</sup> of February 98

Usage (number of hits): 1. Not shown on webpage.

2. Not shown on webpage.

#### **4.0 CONCLUSIONS**

Several issues were uncovered during this evaluation.

First, the search engine that is implemented is case sensitive. This means that a person searching for a particular service must match the capitalization of each word in the description that they are searching. For example, "Academic Advising Services" had 15 matches despite over 7000 matches for "academic advising services." Occasionally, the search engine will provide a "tip" that indicates that using lower case yields all possible results and using upper case results in exact matches only. Therefore, unless the user knows the exact name of the service as entered in the Website and enters it correctly, a large number of irrelevant hits may result. Having the search engine return thousands or even hundreds of matches is not helpful in finding needed information. This suggests a need for a more intelligent search capability.

Second, usage statistics were not shown on the pages themselves, nor were reports of usage easily acquired. We recommend that departments receive feedback as to the popularity of their pages. Pages with little or no access should either be removed, updated or new titles should be applied so the pages may be more easily found.

The number of clicks to get to these services when drilling down from the home page varied. When using the Undergraduate Catalog, six clicks were usually required. Most of the other ways of getting to the service link, such as through the "campus map", "building list" or "UCF Department accounts with Home pages on Pegasus," needs three or four clicks. When using the search engine, a maximum of one or two clicks was required.

The updating of the different websites varies greatly. As a rule of thumb for the 107 services searched, the services home pages were updated within the last six months. The information about a service through the Undergraduate Catalog was updated on December 16, 1997. The 1998-1999 catalogs are not yet posted on the UCF Website. The "UCF Department accounts with Home pages on Pegasus" was updated on June 15, 1998. The service links through the building list and the campus map were updated between Fall 1995 and Spring 1998.

In general, if the student service had a home page, then the content was relevant and accurate. The Undergraduate Catalog also appeared to have accurate and relevant content. In some cases, however, there were inconsistencies between the website information and the catalog information. Areas needing immediate update and improvement are the campus map and the building list where buildings are missing and information is not up to date.

One final comment, the linked addresses on the UCF Website refer to pages using the tilde character. Although the tilde is recognized by browsers, it is distracting. We do not understand why it is used in practice. Other addresses are meaningful and

descriptive. (Is the tilde going to be non-standard in the future? Caution should be used when using symbols instead of letters.)