

USER TYPE	TASK	OLD SITE - FIRST LINK CLICKED	OLD SITE - TIME TAKEN	OLD SITE - NO. OF CLICKS	OLD SITE - SUCCESS / FAILURE	NEW SITE - FIRST LINK CLICKED	NEW SITE - TIME TAKEN	NEW SITE - NO. OF CLICKS	NEW SITE - SUCCESS / FAILURE
Alumni	Alumni event information	Alumni Activities (from Alumni Assoc page)	0.30	6 clicks	Success	Events for alumni	0.10	2 clicks	Success
Alumni	Alumni event information	Alumni Activities (from Alumni Assoc page)	0.15	5 clicks	Success	Events for alumni	0.10	2 clicks	Success
Alumni	Alumni network information	Alumni	0.30	4 clicks	Success	Alumni networks	0.40	3 clicks	Success
Alumni	Alumni network information	Alumni	0.40	5 clicks	Success	Alumni networks	0.30	5 clicks	Success
Alumni	Join alumni online community	Join the Alumni Web Community (from Alumni t	0.50	6 clicks	Success	Our alumni	0.25	3 clicks	Success
Alumni	Online donation	Alumni	0.50	4 clicks	Failure	Make a donation	0.10	1 click	Success
Alumni	Online donation	Support Sydney (from Alumni event page)	0.25	4 clicks	Success	Make a donation	0.10	1 click	Success
Alumni	Submit alumni story	Alumni	1.00	6 clicks	Success	Update your details	1.05	4 clicks	Success
Current Student	Appeal a grade	Administration & services	0.50	4 clicks	Failure	Student administration	1.00	9 clicks	Failure
Current Student	Building search	Current Students	1.00	4 clicks	Success				Did not participate in testing of new site
Current Student	Clubs & societies	Life at Sydney	1.00	7 clicks	Success	Student life	0.10	2 clicks	Success
Current Student	Clubs & societies	Sydney Uni Live (button)	2.00	12 clicks	Success	Organisation & administration	0.40	4 clicks	Success
Current Student	Clubs & societies	Campus Life (in MyUni)	0.40	5 clicks	Success	Student life	0.25	2 clicks	Success
Current Student	Exchange partner institutions	International students	1.20	12 clicks	Success	Study Abroad	0.05	2 clicks	Incomplete - success impossible due to test site being incomplete
Current Student	Exchange partner institutions	Current Students	2.45	9 clicks	Success	International partners	0.10	2 clicks	Success
Current Student	Graduation information	Search	2.25	9 clicks	Success				Did not participate in testing of new site
Current Student	Religious facilities	Administration & services	2.25	3 clicks	Failure	Services & accommodation	2.05	4 clicks	Failure
Current Student	Scholarships information	Scholarships	1.55	7 clicks	Success				Did not participate in testing of new site
Current Student	Semester dates	Current Students	0.50	3 clicks	Success				Did not participate in testing of new site
Current Student	Semester dates	Life at Sydney	2.05	8 clicks	Failure	Student life	1.35	12 clicks	Failure
Current Student	Semester dates	See upcoming events	0.50	5 clicks	Success	MyUni	0.25	4 clicks	Success
Current Student	Semester dates	Important dates (in MyUni)	0.30	3 clicks	Success	MyUni	0.30	4 clicks	Success
Current Student	Staff directory	Find a staff member	1.15	6 clicks	Success				Did not participate in testing of new site
Current Student	Transfer between degrees	Current Students	2.20	11 clicks	Failure				Did not participate in testing of new site
Current Student	Transfer between degrees	Administration & services	1.10	6 clicks	Failure	Student administration	0.40	6 clicks	Success
Current Student	Transfer between degrees	Administration & services	2.50	19 clicks	Failure	Student administration	1.15	4 clicks	Success
Current Student	Unit of study information	PG Study	1.30	11 clicks	Success	Current students	0.55	4 clicks	Failure
Current Student	Unit of study information	Find a course	4.30	7 clicks	Failure	MyUni	2.30	8 clicks	Success
Current Student	Unit of study information	UG Study	2.25	5 clicks	Success	Faculties & schools	0.30	6 clicks	Success
Future Student	Accommodation information	Future UG Students	1.30	5 clicks	Success	Services & accommodation	0.40	4 clicks	Success
Future Student	Accommodation information	Services & assistance tab (in Living Expenses)	1.35	3 clicks	Success	Services & accommodation	1.15	5 clicks	Success
Future Student	Accommodation information	Future Students	1.45	6 clicks	Success	Services & accommodation	0.30	4 clicks	Success
Future Student	Accommodation information	Undergraduate study	2.25	5 clicks	Success	Undergraduate study	2.50	10 clicks	Success
Future Student	Advanced standing	UG Study	4.05	12 clicks	Failure	How to apply	3.10	3 clicks	Failure
Future Student	Campus location and how to get there	About: The University	4.05	14 clicks	Failure	Getting here	0.10	1 click	Success
Future Student	Clubs & societies	Future Students	2.05	4 clicks	Failure	Current students	0.40	4 clicks	Success
Future Student	Course information	Future Students	0.50	5 clicks	Success				Did not participate in testing of new site
Future Student	Course information	PG Study	3.50	7 clicks	Failure	Find a course	0.50	4 clicks	Success
Future Student	Course information	Find a course	3.25	6 clicks	Failure	Find a course	0.50	3 clicks	Success
Future Student	Course information	Find a course	1.30	4 clicks	Success	Find a course	2.10	6 clicks	Success
Future Student	Course information	PG Study	2.30	15 clicks	Success	Find a course	0.30	3 clicks	Success
Future Student	Course information	Find a course	3.55	8 clicks	Success	Find a course	1.10	3 clicks	Success
Future Student	Course information	Find a course	2.15	13 clicks	Success	Find a course	0.25	3 clicks	Success
Future Student	Course information	Undergraduate study	1.10	4 clicks	Success	Find a course	1.00	4 clicks	Success
Future Student	Course information - student experience	Careers tab (in Course Information)	1.00	5 clicks	Failure				Not attempted - content does not exist
Future Student	Course information (IELTS requirement)	International students	4.40	9 clicks	Failure	International			Not properly attempted in new site
Future Student	English course (CET)	International students	0.40	6 clicks	Success	International students			Not properly attempted in new site
Future Student	English course (CET)	International students	0.10	3 clicks	Success	International students	0.50	3 clicks	Success
Future Student	Flexible study	PG Study	2.05	4 clicks	Failure				Not attempted in new site
Future Student	Int'l student counselling	International students	0.45	4 clicks	Success	International students	0.20	2 clicks	Success (projected) - good navigation until broken link / missing content encountered
Future Student	Living costs	Life at Sydney	2.20	10 clicks	Failure				Did not participate in testing of new site
Future Student	Living costs	Life at Sydney	3.40	6 clicks	Success	Costs & scholarships	3.45	8 clicks	Failure
Future Student	Living costs	Life at Sydney	5.20	13 clicks	Success	Services & accommodation	1.00	5 clicks	Success
Future Student	Living costs	Sydney Uni Live (button)	2.05	13 clicks	Success	Student life	0.40	6 clicks	Success
Future Student	Open Day information	See upcoming events	2.15	6 clicks	Success	Events, talks & activities			Not properly attempted in new site
Future Student	Orientation (Int'l Students)	International activities	0.50	10 clicks	Success	International students	0.15	3 clicks	Success
Future Student	Predeparture information	International students	2.00	13 clicks	Failure	International students	0.10	2 clicks	Incomplete - success impossible due to test site being incomplete
Future Student	Predeparture information	International students	0.40	5 clicks	Failure	International students	1.05	7 clicks	Incomplete - success impossible due to test site being incomplete
Future Student	Predeparture information	Future International UG Students	1.25	6 clicks	Success	International	1.00	5 clicks	Success (projected) - good navigation until broken link / missing content encountered
Future Student	Scholarships information	Scholarships	0.25	3 clicks	Success				Not attempted in new site - insufficient working links at time of test
Future Student	Student experience	Life at Sydney	2.00	12 clicks	Success				Did not participate in testing of new site
Future Student	Student experience	Student feedback on teaching	2.55	9 clicks	Failure	Student life			Incomplete - success impossible due to test site being incomplete
Future Student	Student experience	About: The University	3.05	6 clicks	Failure				Not attempted - success impossible due to test site being incomplete
Future Student	Student experience	Blogs	0.50	4 clicks	Success				Not attempted in new site
Future Student	Student experience	Life at Sydney	1.00	5 clicks	Success				Not attempted in new site - insufficient target content
Future Student	UAI cut-offs	Current Students	3.10	6 clicks	Failure	Future Students	3.00	10 clicks	Success
Future Student	UAI cut-offs	Administration & services	3.15	7 clicks	Success	How to apply	1.25	4 clicks	Success
Staff	Archived news article	All news	0.20	3 clicks	Success	About the University	1.00	4 clicks	Incomplete - success impossible due to test site being incomplete
Staff	Campus map	Quicklinks: Campus maps	0.20	3 clicks	Success				Did not participate in testing of new site
Staff	Campus map	Visit a campus	0.35	4 clicks	Success	Getting here	0.25	3 clicks	Success
Staff	Campus map	Quicklinks: Campus maps	0.15	3 clicks	Success	Maps	0.05	1 click	Success
Staff	Campus map	Sitemap	0.50	6 clicks	Success	Getting here	0.30	3 clicks	Success
Staff	CMS training	Training (from Staff home)	1.25	5 clicks	Failure				Did not participate in testing of new site
Staff	CMS training	Training (from Staff home)	1.50	12 clicks	Success	Staff & Careers	0.15	3 clicks	Success
Staff	Corporate policy (mobile phones)	Policies (from Staff home)	0.20	4 clicks	Success	Staff & Careers	0.20	3 clicks	Success
Staff	Email setup guide	IT Assist (from Staff home)	1.05	4 clicks	Success				Did not participate in testing of new site
Staff	Email setup guide	IT Assist (from Staff home)	0.25	4 clicks	Success	Staff & Careers	0.50	4 clicks	Incomplete - success impossible due to test site being incomplete
Staff	Email setup guide	Email - Central (from Staff home)	2.35	11 clicks	Success	Staff & Careers	2.50	13 clicks	Success
Staff	myHRonline	Sydney People	0.10	5 clicks	Success				Did not participate in testing of new site
Staff	myHRonline	myHRonline (from Staff home)	0.05	2 clicks	Success	Intranet	0.20	5 clicks	Success
Staff	myHRonline	myHRonline (from Staff home)	0.05	2 clicks	Success	Staff & Careers	0.30	3 clicks	Success
Staff	Organisational structure	Sydney People (from Staff home)	1.00	6 clicks	Success	Staff & Careers	0.50	2 clicks	Success (projected) - good navigation until broken link / missing content encountered
Staff	Professional development	Learning Solutions (from Staff home)	0.40	6 clicks	Success				Did not participate in testing of new site
Staff	Professional development	Uysd eLearning (from Staff home)	2.00	6 clicks	Failure	Staff & Careers	0.45	6 clicks	Success
Staff	Professional development	Training (from Staff home)	0.50	4 clicks	Success	Professional development	0.10	3 clicks	Success
Staff	Room bookings	Online services (from Staff home)	0.20	4 clicks	Success				Did not participate in testing of new site
Staff	Room bookings	Book a room (from Staff home)	0.20	3 clicks	Success				Success
Staff	Room bookings	Campus infrastructure services (from Staff hom	1.45	5 clicks	Success	Staff & Careers	0.25	2 clicks	Success
Staff	Staff directory	Search	1.05	8 clicks	Success	Organisation & administration	0.55	3 clicks	Success
Staff	Staff directory	People & Departments (from Staff home)	0.10	3 clicks	Success	Faculties & schools			Incomplete - intervention by test supervisor
Staff	Videos	News image (thumbnail)	1.25	6 clicks	Failure	Find a staff member	0.10	2 clicks	Success (projected) - good navigation until broken link / missing content encountered
Staff	Videos	Future Students	2.05	14 clicks	Failure	Visitors & Community	0.30	2 clicks	Success (projected) - good navigation until broken link / missing content encountered
Staff	Videos	Sitemap	1.45	10 clicks	Failure	Campuses	0.25	5 clicks	Success
Visitor	Building search	Visitors	3.30	10 clicks	Failure				Not properly attempted in new site
Visitor	Facilities for public use (gym)	Visitors	2.05	10 clicks	Failure	Visitors & Community	0.20	2 clicks	Success
Visitor	Facilities for public use (gym)	Visitors	2.05	10 clicks	Failure	Campuses	1.25	7 clicks	Failure
Visitor	Museums	About: The University	1.00	3 clicks	Failure				Success
Visitor	Parking information	Visitors	0.50	3 clicks	Success	Getting here	0.20	2 clicks	Success
Visitor	Seymour Centre information	Visitors	0.45	4 clicks	Failure	Visitors & Community	0.25	3 clicks	Success
Visitor	Submit alumni story	Alumni	1.35	8 clicks	Success	Update your details	1.15	5 clicks	Failure
Visitor	Tours	Visitors	0.45	3 clicks	Success	Campuses	0.20	2 clicks	Success (projected) - good navigation until broken link / missing content encountered

Legend	
	Performance indicates improvement needed
	Information architecture needs improving
	User unsuccessful in completing task