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## Appendix A: Questionnaire 1 [♦]

### Open day - Potential target population

You are requested to complete this questionnaire to assist us in determining whether there is a need for a web site for the **Program in Interior Design**.

Please answer this questionnaire as honest as possible. There is no right or wrong answer. Your answers will be handled in confidence and will be incorporated with those of others. You will remain anonymous, since you do not have to identify yourself.

Thank you for your time and participation.

#### 1. Personal information:

Age :	Gender :
Interests/Hobbies :	Marital State :
Home language :	Current Job :
Means of transport : (indicate by circling the appropriate one)	
<b>Bicycle</b>	<b>Car</b>
<b>Bus</b>	<b>Taxi</b>
	<b>Other</b>

#### 2. Educational background:

Highest level achieved \_\_\_\_\_

Symbol obtained in following subjects at school:

Mathematics :	Science :	Home Economics :
Accounting :	Computer science :	Geography :
Biology :		

If at a tertiary level, indicate major subjects: \_\_\_\_\_

#### 3. Geographical and cultural information:

Where is your hometown:(indicate X in appropriate block)

Gauteng		Mpumalanga	
North West		Free State	
Namibia		Other	
Northern Province			

What is your language preference: \_\_\_\_\_

Which other languages do you <b>speak</b> : _____
<b>write</b> : _____
<b>read</b> : _____
What type of accommodation will you use when enrolled (tick applicable) :
<b>Home</b> <b>Residence/Hostel</b> <b>Apartment/Flat</b> <b>Other (indicate) :</b>

**4. Computer skills / Literacy:**

Have you ever used a computer :				
If yes, how often (indicate): <b>Daily</b> <b>Weekly</b> <b>Monthly</b> <b>Occasionally</b>				
Do you have your own computer :				
If no, do you have access to one :				
What type of computer do you use regularly : <b>386</b> <b>486</b> <b>Pentium I</b> <b>Pentium II</b> <b>Pentium III</b>				
How would you rate your computer skills : <b>Expert</b> <b>Good</b> <b>Average</b> <b>Poor</b>				

**5. Internet use:**

Do you have an Internet connection :		<b>Yes</b>	<b>No</b>
For which purpose do you use the Internet? (circle all the applicable choices)			
<ul style="list-style-type: none"> <li>• General information seeking</li> <li>• Specific information seeking</li> <li>• Communication</li> <li>• Surfing</li> </ul>			
If yes, which service provider do you use ?(e.g. <i>M-WEB, iAfrica, Intekom, etc</i> ) :			
Which browser do you use :		<b>Internet Explorer</b>	<b>Netscape</b> <b>Other</b>
How do you currently obtain information on a research topic (tick applicable) :			
<b>Library</b>	<b>Magazines</b>	<b>Internet</b>	<b>Other (indicate) :</b>
If you search for information on the Internet, which method/s do you use :			
<b>Surfing</b>	<b>Search engine (which) :</b>	<b>URL from magazine</b>	<b>Other (specify) :</b>

**6. Marketing:**

How did the information about the Open day reach you : (indicate ONE)					
<b>Poster</b>	<b>Flyer</b>	<b>TV</b>	<b>Radio</b>	<b>Newspaper</b>	<b>Other (indicate) :</b>
Why are you interested in the design course :					
<b>Talent</b>	<b>Job opportunity</b>	<b>Financial prospects</b>	<b>Interest</b>	<b>Other :</b>	
For which course did you initially attend the Open Day : _____					
If the Open day changed your mind, what course are you now interested in : _____					
And why : _____					
Your general impression of the design presentation : <b>Excellent</b> <b>Good</b> <b>Average</b> <b>Poor</b>					
Would a Web site for the Program in Interior Design have been helpful to you, in terms of					
<ul style="list-style-type: none"> <li>• general information (entry requirements, directions to location etc.)</li> <li>• e-mail facility to obtain prior information</li> </ul>					
<b>Yes</b>					<b>No</b>



## Appendix B: Questionnaire 2 [⚡]

### Target Population Analysis

Please answer the questions by **drawing a circle** around an appropriate number in a shaded block or write your answer(s) in the shaded space provided

#### SECTION A

Respondent

VR

#### General Information

1. What is your involvement in the **Program in Interior Design?**  
(you may indicate more than one)

Lecturer	<b>1</b>
Student	<b>2</b>
Related Profession (e.g. Architect)	<b>3</b>
Interested Individual	<b>4</b>
Other (specify)	

V1  4  
V2  5  
V3  6  
V4  7  
V5  8

2. What is your occupation?

V6   9-10

#### Personal Information

3. How old are you? (age in completed years)

V7   11-12

4. In which province is your hometown situated? (only one answer)

Gauteng (South Africa)	<b>1</b>
Mpumalanga (South Africa)	<b>2</b>
Kwazulu Natal (South Africa)	<b>3</b>
North West (South Africa)	<b>4</b>
Northern Province (South Africa)	<b>5</b>
Free State (South Africa)	<b>6</b>
Cape Province (South Africa)	<b>7</b>
Other (specify)	

V8   13-14

5. What is your gender?

Male	<b>1</b>
Female	<b>2</b>

V9  15

6. What is your language group (you may indicate more than one)

English	<b>1</b>
Afrikaans	<b>2</b>
Other (specify)	

V10  16

V11  17

V12  18

## SECTION B

7. Present Accommodation: (only one answer)

House	<b>1</b>
Flat	<b>2</b>
Rented Room	<b>3</b>
University Residence	<b>4</b>
Other (specify)	

V13  19

8. Possibility to attend lectures/work shops/ classes:(only one answer)

Always	<b>1</b>
Regularly	<b>2</b>
Irregularly	<b>3</b>
Seldom	<b>4</b>
Never	<b>5</b>

V14  20

9. If you answered anything other than **"always"** state the main reason below

V15   21-22

10. Consider the options below and rate how often you **communicate with fellow students** at each option. Use a scale of **1** to **5** where **1 = least** frequently and **5 = most** frequently.

Via Internet	
Telephone	
Social gathering	
Appointment	
Very seldom	

V16  23

V17  24

V18  25

V19  26

V20  27

11. Consider the options below and rate how often you **communicate with your lecturers** at each option. Use a scale of **1** to **5** where **1 = least** frequently and **5 = most** frequently

Via Internet	
Telephone	
Social gathering	
Appointment	
Very rarely	

V21  28

V22  29

V23  30

V24  31

V25  32

**SECTION C**

In this section information regarding computer literacy and computer use will be obtained.

12. Consider each option below and prioritize **your access to a computer** on a scale from **1** to **5** where **1 = least** frequently and **5 = most** frequently

Home	
Work	
Internet Cafe	
Learning Institution (e.g. University)	
None	

V26	<input type="text"/>	33
V27	<input type="text"/>	34
V28	<input type="text"/>	35
V29	<input type="text"/>	36
V30	<input type="text"/>	37

13. How do you rate your computer skills? (only one answer)

Excellent	<b>1</b>
Above Average	<b>2</b>
Average	<b>3</b>
Poor	<b>4</b>

V31	<input type="text"/>	38
-----	----------------------	----

14. How often do you work on a computer? (only one answer)

Daily	<b>1</b>
Weekly	<b>2</b>
Monthly	<b>3</b>
Never	<b>4</b>

V32	<input type="text"/>	39
-----	----------------------	----

15. Consider each option below and prioritize **your use of a computer** on a scale from **1** to **5** where **1 = least** frequently and **5 = most** frequently

Business	
Studies	
Internet surfing	
Other (specify & prioritize)	

V33	<input type="text"/>	40
V34	<input type="text"/>	41
V35	<input type="text"/>	42
V36	<input type="text"/>	43
V37	<input type="text"/>	44

16. Do you have access to the Internet? (only one answer)

Yes	<b>1</b>
No	<b>2</b>

V38  45

17. Consider each option below and prioritize your **use of the Internet** on a scale from **1** to **5** where **1 = least** frequently and **5 = most** frequently

General information seeking	
Specific information seeking (e.g. research)	
Communication	
Surfing	

V39  46

V40  47

V41  48

V42  49

18. Consider each option below and prioritize **the way you obtain information on a specific subject on the Internet** on a scale from **1** to **5** where **1 = least** frequently and **5 = most** frequently

Search Engine	
Trial and Error	
Time-consuming effort	
Specific web site address	
Other (specify & prioritize)	

V43  50

V44  51

V45  52

V46  53

V47  54

V48  55

19. If information is obtained through trial and error in **question 18**, what would your link words be to search for a specific web site?

V49   56-57

20. A web site for the Program in Interior Design will be beneficial for: (you may indicate more than one)

Advertising/marketing the Department	<b>1</b>
Communication (e.g. e-mail, bulletin board)	<b>2</b>
Access to information regarding the program. (e.g. study guides/ work shops)	<b>3</b>
Learning & international participation in projects/ work shops	<b>4</b>

V50  58

V51  59

V52  60

V53  61

**21.** Will a communication facility on the Web site of the Program in Interior Design, create a comfortable and effective channel of interacting with all parties involved? (only one answer)

Yes	<b>1</b>
No	<b>2</b>

V54  62

**22.** What is the **most important** thing you would like to find on a web site for the Program in Interior Design in order to be functional and usable for you, the user?

V55   63-64

**Thank you for your participation.**

## Appendix C: Questionnaire 3 [♦]

### Evaluation of prototype web site

1. The purpose of this questionnaire is to evaluate a web site created for the Program in Interior Design, University of Pretoria.

2. Your assistance and input is greatly appreciated. It will be taken into consideration in the refining of the product and will contribute to the success thereof.

3. A critical observation of the web site is imperative.

4. Answer the questions in the following manner:

Answer by ticking the appropriate box or boxes (if more than one answer is possible)  
Where no possibility is given or an indication is given to SPECIFY, supply your own written answer or place the numbers from 1 to 5 next to the appropriate option.

Answers for questions on a scale from 1 – 5 have the following values:

**E = Excellent**  
**G = Good**  
**AA = Above average**  
**A = Average**  
**P = Poor**

Thank you for your co-operation and your time.

Maryke Meter and Friedel van Zyl

Hand in after completion or return to the following e-mail address:  
friedel@netactive.co.za

**Office use only**

<b>Layout of the web site</b>	<b>E</b>	<b>G</b>	<b>AA</b>	<b>A</b>	<b>P</b>
<b>1.</b> The appearance of the web site and the overall "look" is:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>2.</b> The readability (size and space of writing) on the pages is:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>3.</b> The consistency of all the elements throughout the web site is:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>4.</b> The use of colours in the web site is:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>5.</b> The choice of fonts (type of writing) is:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>6.</b> The layout of the site map is:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Comments and/or suggestions:(Please complete)</b>					


<b>Navigation</b>	<b>E</b>	<b>G</b>	<b>AA</b>	<b>A</b>	<b>P</b>
<b>7.</b> The navigation from and to the home page is:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>8.</b> The consistency of the buttons through out the web site is:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>9.</b> The layout of the site map for navigation purposes is:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>10.</b> The different navigation options in the site is clear and easy to follow:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>11.</b> The "Useful Links" page will attract more visitors:	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Comments and/or suggestions: (Please complete)</b>					




**Office use only**

<b>Content</b>	<b>E</b>	<b>G</b>	<b>AA</b>	<b>A</b>	<b>P</b>
<b>12.</b> The amount of content per web page is presented in manageable chunks:	1	2	3	4	5
<b>13.</b> The content is understandable and appropriate:	1	2	3	4	5
<b>14.</b> The way in which the content is presented gain the attention of the visitor:	1	2	3	4	5
<b>15.</b> The choice of the graphics is:	1	2	3	4	5
<b>Comments and/or suggestions: (Please complete)</b>					


<b>Communication, Support and ease of use</b>	<b>E</b>	<b>G</b>	<b>AA</b>	<b>A</b>	<b>P</b>
<b>16.:</b> The possibility of communicating with other students and lecturers, with a bulletin board and listserv will be:	1	2	3	4	5
<b>17.</b> The " <b>Contact Details</b> " on the web site are easy accessible and clear	1	2	3	4	5
<b>18.</b> The web site enables and promotes learning:	1	2	3	4	5
<b>19.</b> The download time of the web pages is:	1	2	3	4	5
<b>20.</b> The web site is easy to use:	1	2	3	4	5
<b>Comments and/or suggestions: (Please complete)</b>					


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Content	E	G	AA	A	P
<b>12.</b> The amount of content per web page is presented in manageable chunks:	1	2	3	4	5
<b>13.</b> The content is understandable and appropriate:	1	2	3	4	5
<b>14.</b> The way in which the content is presented gain the attention of the visitor:	1	2	3	4	5
<b>15.</b> The choice of the graphics is:	1	2	3	4	5
<b>Comments and/or suggestions: (Please complete)</b>					


Communication, Support and ease of use	E	G	AA	A	P
<b>16.:</b> The possibility of communicating with other students and lecturers, with a bulletin board and listserv will be:	1	2	3	4	5
<b>17.</b> The " <b>Contact Details</b> " on the web site are easy accessible and clear	1	2	3	4	5
<b>18.</b> The web site enables and promotes learning:	1	2	3	4	5
<b>19.</b> The download time of the web pages is:	1	2	3	4	5
<b>20.</b> The web site is easy to use:	1	2	3	4	5
<b>Comments and/or suggestions: (Please complete)</b>					


**21. General recommendations about the web site as a whole:**


**Office use only**


**Thank you for your time.**