**User 1: 81 year old male using modified Card-Sort Test. Uses the web but is somewhat new to computers.**

|  |  |  |
| --- | --- | --- |
| **Shopping** | **Lower Level Search** | **Higher Level Search** |
| PurchaseShopping Cart | Photo’sBible RecordsName SearchGender Search | SearchBack Notes SearchRegion SearchDate SearchCounty Search |

Notes: User came up with two levels of Search.

**User 2: 17 year old male using modified Card-Sort Test. This person is an experienced web user who uses the web for school research and recreation.**

|  |  |  |
| --- | --- | --- |
| **Shopping** | **Archive** | **Search** |
| PurchaseShopping Cart | PhotosBible Records | SearchName SearchGender SearchBack Notes SearchRegion SearchDate SearchCounty Search |

Notes: Sort process was easy.

**User 3: 48 year old female using regular Card-Sort Test. This person uses the web regularly.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Home** | **Shopping Cart** | **Photo** | **Contact/About** | **Directory** |
| Search | PurchaseShopping | Name SearchGender SearchBack Notes SearchRegion SearchDate SearchCounty SearchPhotosBible Records |  |  |

Directory Category didn’t make sense to the user.

Rajah 12: Lokasi dimana Stesen Pam No. 2 dan keadaan panel kawalan

Rajah 10: Keadaan di dalam tangki Grit & Gris yang perlu dibaiki dan dinaiktaraf semula

Rajah 9: Keadaan di dalam *Distribution Chambers* dimana berlakunya takungan air

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