
Accessibility, Training, Documentation

National Stakeholder Forum

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Electronic Access

- Provide access to the maximum amount of information to the greatest number of users in the shortest period of time.
 - Establish minimum client PC requirements
 - Estimate number of users
 - Understand patterns of use

Non-Electronic Access

- Provide information to those users who do not have computer access to the database.
 - Hardcopy summaries periodically updated and distributed
 - Ad hoc requests for information

Training

- Orient the user community to the operation of the database web site.
 - Assess user community's computer and internet experience
 - Evaluate training alternatives
 - Classroom
 - “Train the trainer”
 - Computer-based training
 - Self-Guided Training

User Support

- Provide timely assistance to users in web site and database operations.
 - Assess level of support required
 - Evaluate support alternatives
 - On-line help features
 - Telephone support services
 - E-mail support services

Documentation

- Document the structure and operations of the database and web site.
 - Identify user documentation needs
 - Determine distribution mechanisms
 - On-line documentation files
 - Hardcopy user manual
 - Interactive help features