



**Change History Log:**

09/20/2000  
 Department Of Education  
 Student Financial Assistance

Subject: Contract # ED-99-DO-0002  
 Task Order 9.0  
 Deliverable 9.3.1 - SFA Usability Guideline

Enclosed is the SFA Usability Guideline. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
Noted a typo in section 2.1.3	4	M. Petersen	9/19	Y	Corrected typo in section 2.1.3.
Questioned source of standard page download response time statistic.	5	M. Petersen	9/19	Y	Reworded statement on typical response times in section 2.2.1.
Asked to expand on how site developers can make a site more memorable.	7	M. Petersen	9/19	Y	Expanded on how a developer can make a site more memorable for the end user in section 2.4.1.
Misuse of (i.e)	8	M. Petersen	9/19	Y	Changed i.e. to e.g. in section 2.4.3
Typo in section 2.5.2	8	M. Petersen	9/19	Y	Corrected typo in section 2.5.2
Asked to provide what the user input would be for an "are you sure" prompt that would occur during critical points of an application.	9	M. Petersen	9/19	Y	Added a typical response for an "are you sure" prompt that would be encountered when running applications.
Commented on relevancy of consistency metrics.	13	M. Petersen	9/19	Y	Accented the word sample at the top of the page to illustrate that the bullet list within that section are sample metrics, not ones that would be used for the Intranet.
Typo in section 2.8.3	13	M. Petersen	9/19	Y	Corrected typo in section 2.8.3
Section 2.9.2 was redundant text from the previous section. There was no new information outlined for security metrics.	14	M. Petersen	9/19	Y	Added section on security metrics (2.9.2) that was redundant text in the previous submission.