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User Tasklist

Student Ambassdor Scenario Tasks:

- Open the e-directory and search for "Financial Aid advisors
- Find the names of the available financial aid advisors.
- Find an advisor's phone number, email, and area of focus.
- Find the office location for the financial aid advisors.

Current Student Tasks:

- Search for "26-27 Academic Calendar."
- Find the date when Spring 2027 registration opens.
- Search for "I have a hold on my account."
- Find the different types of holds that can be placed on a student account.
- Find the steps needed to remove a hold.
- Find the contact information for the office that can help resolve the hold.

Prospective Student Tasks:

- Search for "Class offerings for IT-related degree."
- Find the IT-related degree programs available at the university.

- Find the classes offered for one of the programs.
- Find which semesters those classes are usually available.
- Search for "Admissions requirements."
- Find the admission requirements for a prospective student.
- Find the available admissions counselors and their contact information.
- Find which admissions counselor can help with her area of interest.

Tasks To Test Available Information on E-Directory:

- Search for a specific university department and find its contact information.
    - Makes it easier to contact the right department.
- Search for tutoring services and find out time and place.
    - Helps students find academic support.
- Find the contact information for an academic advisor based on a specific major.
    - Helps students connect with the right advisor.

Tasks to Test E-Directory's Capabilities:

- Search for information using a short keyword.
- Search for information using a full question.
- Use the filters to find information for a specific department.
- Find a recently viewed page again.
- Report information that appears outdated or incorrect.
- Find the contact information for a department without knowing its name.