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**The CHAT/AIDS Alberta Field Trial:
Usage Characteristics And Users' Comments**

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The CHAT/AIDS Alberta Field Trial: Usage Characteristics and Users' Comments

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Executive Summary

The CHAT/AIDS Alberta Field trial was set up to test the CHAT technology and to dispense AIDS information to the public. The system received nearly 500 calls during a two month period (September 15 – November 17, 1989). The calls lasted an average of 10 minutes and involved an average of 27 interactions between the user and the computer. Approximately 45% of the interactions were direct questions, and the CHAT system was quite successful in answering these questions.

The comments left by the users were extremely positive, with 96% of the users who rated the system giving it a positive rating. The users' comments also suggested that the CHAT system was an easy-to-use method of accessing valuable AIDS information, and they would like to see the system expanded to more content areas. The users also made useful suggestions on how the system could be improved.

It was concluded that the field trial was a success. The CHAT system provides a convenient method of presenting information to the public, and this trial demonstrated the usefulness of CHAT by dispensing a large amount of AIDS information.

Background

This report describes the results of the CHAT/AIDS Alberta Field Trial. This trial was held in Alberta from September 15, 1989 to November 17, 1989. The report presents a detailed analysis of the characteristics of the users interactions with the system, and an examination of the users' reactions and comments left during a short questionnaire.

CHAT is a computer information system developed by the authors which allows people to ask natural-language questions (i.e., English) and receive answers. Much of the development of CHAT has used AIDS as an example topic. This combination of the CHAT technology and a collection of AIDS information makes for a convenient and easy-to-use system for learning about AIDS.

The Alberta Field Trial was set up to demonstrate the CHAT/AIDS system to the public, and to continue research into the effectiveness of the system. The trial was managed by The Access Network in Edmonton. To conduct the trial, the CHAT program and the AIDS information were installed on four computers provided by IBM. These computers were then attached to the DATAPAC system so that the program could dispense information over telephone lines. The DATAPAC hardware and the costs associated with

the telephone lines were donated by Alberta Government Telephone (AGT). Finally, the public was informed of the system by advertisements in the Calgary and Edmonton Sun newspapers, and advertisements on The Access Network. The advertising costs were donated by these organizations.

Usage Characteristics

Number Of Calls

Data is available for 58 days of the field trial (the data for 6 days during the third week of the trial was misplaced). During those 58 days, 492 people used the CHAT/AIDS information system. This represents an average calling rate of just over 8 calls per day.

There were actually 776 calls placed to the CHAT/AIDS system during the period of the trial. However, a large number of these calls (284 or 37%) resulted in problems connecting to the system and had to be reinitiated. These problems were characterized by the CHAT/AIDS system accepting a call, then the DATAPAC system dropping the line. Our best hypothesis on the cause of this problem is that there were problems with one DATAPAC port, and this port was usually the first one in the daisy-chain sequence. Thus, when a caller tried to use this port, DATAPAC terminated

the call soon after it started. However, when the user re-typed the DATAPAC address, a different port would be used and the call could be completed. Unfortunately, this problem was not discovered in time to make any repairs during the short field trial.

It is not clear what impact this problem had on the trial. One might expect that it would be confusing and frustrating to have a call terminated soon after it began. However, this problem was not mentioned in any of the users' comments, so it was probably only an inconvenience.

The CHAT program has the capability of keeping a record of the calls made to the system. The program does not keep any information that might identify the callers, but it does store the questions that are asked and the computer's responses. The records from the 492 successful calls were analyzed for a number of characteristics.

Length of Calls

The average length of the calls was 634 seconds, or about 10 minutes. However, the median call length was only 336 seconds (approximately 5.5 minutes). The distribution of the length of the calls was heavily skewed such that there were a large number of short calls, but some calls that lasted a long time. Thus, 75% of the calls lasted less than 14 minutes, but some calls were much longer. The longest call was 5516 seconds, or about 1.5 hours.

Number of Interactions

A call can be characterized as a number of "interactions" between the person and the computer. An interaction is defined as the caller asking a question or requesting more information (by pressing the RETURN key), and the computer providing a response. An analysis of the number of interactions showed that the average number of interactions per call was 27. The median number of interactions was 12, and again the data was heavily skewed such that most calls had a small number of interactions, but some had a large number. Thus, 75% of the calls had less than 34 interactions, but some had a large number of interactions. The maximum number of interactions during one call was 226.

An average of 27 interactions during calls that averaged 10 minutes in duration means that the users were spending an average of 23 seconds reading each paragraph. This time is long enough to suggest that the users were actually reading the information, rather than simply skimming the text or exploring the system.

Direct Questions Versus Browsing

The CHAT/AIDS system was designed such that users could either ask a direct question in natural-language, or browse the information by pressing the RETURN key without typing a question. The records were analyzed to determine how many of the interactions were questions, and how many were requests to browse. The data show that 44% of the interactions were questions, while 56% were requests to browse. The proportion of questions was relatively constant in most users, although some people only asked questions and others only browsed.

Length of Questions

There were a total of 3,423 questions directed at the CHAT/AIDS system. These questions had an average of 5.7 words, and each word had an average of 5.3 characters. This suggests that the users' questions were not simple one- or two-word queries, but rather that the people were taking advantage of the natural-language aspects of CHAT. It also suggests, however, that people's questions were relatively short.

Spelling Errors

The 3,423 questions that were entered by the users were run through a spell checking program to test for errors. This program listed each occurrence of a spelling mistake, but it did not indicate how frequently that error occurred. It also did not take into account cases where a correct word was used in the wrong context. After the list of spelling errors was edited to remove any correctly-spelled words not in the dictionary (i.e., AIDS-specific words or colloquialisms), there were a total of 693 spelling errors. This represents an error rate of 3.5%.

Examination of the Final Three Weeks

We also conducted a detailed analysis of the records from the final 3 weeks of the trial. This period should represent the stable use of the system after any novelty or curiosity effects have dissipated. In the final 21 days of the trial there were a total of 302 callers, for an average of approximately 8 calls per day. Thus, the rate of calls did not drop appreciatively during the last few weeks.

An analysis of the call durations, number of interactions, and the proportion of browsing did not show any differences from the overall data. The calls tended to be a bit longer, with more interactions, during the last three weeks, but the differences were not large (11 minutes versus 10 minutes).

The issue of questions versus browsing was addressed in more detail for the data from the final 3 weeks. It was found that most people adopted a pattern of asking a question and then browsing for a while. On average, people browsed 2.4 paragraphs before they asked their next questions. The effect of this is that the users can ask a question to get to the topic area they are interested in, and then browse to see what other information is available on that topic.

Accuracy

The final characteristic of the interactions with the CHAT/AIDS system that was analyzed was response accuracy. This measure gives an indication of the accuracy of the computer's response to the users' questions. In calculating this accuracy measure, we have adopted a strict criterion such that an answer is only considered correct if it directly answers the user's question. In many cases, however, the answer may be close to what the user wanted and provide valuable information, but for scoring purposes it would be counted as an error even though the users may find it acceptable. Thus, the accuracy measure provides a conservative estimate of how well the CHAT/AIDS system is answering questions.

To calculate the measure of accuracy, a random sample of 167 questions were drawn from the records collected during the last 3 weeks of the trial. The computer's response to these questions was then analyzed to determine if it provided a direct answer to the question. This random sampling technique was adopted because it was too time-consuming to code the entire set of 3,423 questions.

The accuracy of the responses was coded according to the following categorization scheme:

1. A correct answer that provides the information requested.
2. A correct answer that states "I don't know about that."
3. An incorrect answer that provides wrong information when the correct information is available in the information base.
4. An incorrect answer that provides wrong information when the correct information is not available in the information base.
5. An incorrect answer that states "I don't know about that" when, in fact, the information is available in the information base.
6. Ambiguous: not clear what a correct answer would be.

The results of this coding for accuracy are shown in Table 1. It can be seen that the most

Table 1
Response Accuracy Data for CHAT/AIDS System

Category	Percent of Responses
1 - correct, with info.	57%
2 - correct, without info.	13%
3 - incorrect, wrong info., info. is avail.	10%
4 - incorrect, wrong info., info. is not avail.	12%
5 - incorrect, no info., info. is avail.	4%
6 - ambiguous	4%

frequent categories were the correct responses. In fact, a total of 70% of the questions were answered correctly.

It is interesting to note that while this response accuracy rate may seem low (it must be remembered that this is a conservative measure), the users' acceptance of the system was very high. As the next section shows, the users liked the CHAT system and the AIDS information it presented. This shows that it is not necessary for the system to respond accurately 100% of the time. If the system presents correct answers most of the time, and often presents information that is on-topic when it doesn't directly answer the questions, then the users will find the system usable and valuable.

Users' Comments

When a person was finished using the CHAT/AIDS system, they were asked four simple questions:

1. *Did you like this information system?*
2. *Would you use a system like this to search for more information?*
3. *What features would you like to see improved?*
4. *Do you have any other comments?*

The CHAT system is programmed to store the answers to these questions for analysis. This section presents a summary of these answers. Also, an Appendix provides an unedited listing of all the comments left by the users.

Number Of Comments

Of the 492 callers, 361 (73%) answered the questionnaire. The other callers terminated their calls before answering the questionnaire.

Overall Evaluation

The first analysis that was performed was an "overall evaluation." This evaluation was based on

	# of users	% of total
Positive:	294	81.4
Negative:	13	3.6
Mixed:	11	3.1
None:	43	11.9
Total:	361	100.0

people's answers to Questions 1 and 2 ("Did you like the system?", and "Would you use it again?"), as well as the tone of any suggestions or comments that were available. An independent contractor reviewed the comments left by the users and categorized the overall evaluation as "positive", "negative", or "mixed". The results of this analysis are shown in Table 2. It can be seen that most users gave the system a positive evaluation. In fact, of the people who provided a clear rating (positive or negative), 96% rated the system positively. Thus, it is clear that the users liked the system as a whole.

An examination of the comments (see the Appendix) shows that the users felt that the CHAT/AIDS system was a convenient and valuable way of accessing information. Here are some example comments:

"As a computer user I feel that this type of public information system is greatly advantageous (sic), especially when attempting to retrieve sensitive information (sic). As well, having up-to-date (sic) information on the system makes it particularly (sic) valuable. Many thanks for making this opportunity possible."

"This is a great idea, I hope that it is spread to more areas such as tax problems, government activities (sic), money matters. This is super!!!"

"Good show. Keep up the good use of tax payers money (for once!)."

In addition to the "overall evaluation", we also examined the transcripts for comments on the CHAT systems and the comments on the AIDS content. It is interesting to note that while 80% of the people who left comments made remarks about the AIDS content, only 20% made remarks about the CHAT system. This suggests that the information was presented in a largely transparent

	# of users	% of total
Positive:	14	3.8
Positive with suggestions:	52	14.5
Negative:	7	1.9
None:	288	79.8
Total:	361	100.0

manner. This means that the people were not distracted from the information by the technology used to present it. The transparent access to information is the main goal of the CHAT research project, and these data suggest that we are achieving that goal.

System Evaluation

The analysis of the CHAT system included all comments about the software that were independent of the AIDS content (e.g., accessing the system via telephone, the natural-language interface, accuracy of question answering, etc.). Again, the users' comments were categorized by an independent contractor according to whether they provided a positive, negative, or mixed evaluation. In addition, a category of "positive with suggestions" was included for those people who liked the system, but made suggestions for improvement. The results of this categorization are shown in Table 3. It can be seen that most of the users gave the system a positive evaluation, with many also providing suggestions for improvements.

In fact, of the people who left comments about the system, 90% gave the system a positive evaluation. Here are some example comments:

"I enjoyed the fact that it was user-friendly so that people of all age (sic) (especially teens who cannot ask questions in school) can get simple answers."

"Please extend this system past November 17 it can provide information in a confidential manner and allows for ease of access to vital information. Thank you for developing the system..."

"In general the system can provide some important data. However the medium (sic) could be a little narrow in scope, I can see however that it would be used frequently by

educational organisations (sic). The format of the system is fairly easy to understand but often (sic) more precise statistics could be desired. Possibly charts in a separate menu would alleviate this problem."

A frequent comment about the system (10% of callers) concerned problems in being able to see the questions as they were typed. When connecting to DATAPAC, the users needed to set their communications parameters to "half-duplex" or "local echo", and many failed to realize this. This problem could be easily avoided by including instructions to set the communications parameters.

Many users (20%) also suggested that the natural-language aspect of the CHAT system should be supplemented by a menu system. Some users suggested that a menu be provided at the beginning, while others suggested that a menu be used throughout. It is interesting that the users suggested using menus since the CHAT system was designed specifically to avoid menus. Extensive previous research performed both in our labs and in other labs has shown that menu systems can be very cumbersome and error-prone, and it was hoped that the CHAT system could avoid these problems. The users' comments about menus suggest that either people are already accustomed to menu systems, or that the CHAT system is missing something that people feel a menu system would provide.

What the CHAT system could be missing is a clear statement of what information is available in the information base. When the CHAT/AIDS system is accessed, the introductory screen announces that the system contains information about AIDS. However, it does not provide any details about what areas are covered (e.g., history, symptoms, prevention, etc.). If the users ask what the system knows or request help then this information is provided, but otherwise it is not. The users' comments suggest that this "meta-information" (information about the information) needs to be presented up-front.

Finally, it is interesting to note that 21 people (6%) spontaneously commented that this system was "taxpayers' money well spent", while only 1 person (0.3%) thought it was a waste of money. This latter person stated that the system was simply promoting homosexuality.

Content Evaluation

The final analysis was one which examined the comments about the AIDS content. This analysis included comments about the relevance of the information, its completeness, ease of understanding, etc. As in the previous analyses, an independent contractor collected the comments and

Table 4
Evaluation of the AIDS Content

	# of users	% of total
Positive:	164	45.4
Positive with suggestions:	98	27.2
Negative:	17	4.7
None:	82	22.7
Total:	361	100.0

categorized them into positive, negative, and mixed groups. The group totals are shown in Table 4. As before, most of the users gave the content a positive evaluation, with many making suggestions for improvements.

Of the people who left comments on the content, 94% gave it a positive evaluation. Here are some example comments from the Appendix:

"This is a great way to find the facts without the embarrassment of talking to a councilor (sic)."

"I think this is a very good idea, because it makes this important information available to a lot (sic) of people. It answers your questions completely and provides statistics that everyone wants to know about."

"I liked this informative (sic) system very much. It helped my understanding in (sic) aids."

These positive comments about the AIDS information are a direct reflection of the superb editing performed by Margaret Duckett, of McGill University. Margaret was very helpful in improving the AIDS content and its presentation. While we acknowledge and thank her for her expert assistance, any errors or shortcomings in the content are our responsibility. New information about AIDS is accumulating very rapidly, and the old information is continually being revised, so it is important that the AIDS content be updated and improved.

A frequent comment about the content (10% of the users) was a desire for other information bases. In general, people thought the system was very good and they wanted to see more information presented this way (they specifically mentioned other medical information, tax information, government information, etc.).

Another frequent comment (13%) was a desire for broader, deeper, more up-to-date information about AIDS. As people use the system they often

become interested in a topic and request detailed information. However, the information in the CHAT/AIDS systems was limited in detail. The amount of information included in the AIDS information base is limited only by the efforts of its creator, and these comments suggest that more effort should be directed at providing details.

Conclusions

This report has summarized the data collected from nearly 500 calls to the CHAT/AIDS system over a period of 58 days. It was shown that the calls lasted an average of 10 minutes, and involved about 27 interactions between the caller and the computer. Approximately 45% of these interactions were direct questions from the users, while 55% were requests to browse to the next paragraph. The direct questions averaged about 6 words in length, or about 30 characters. The computer provided answers to these questions (using a conservative measure) 70% of the time.

The comments from the users were very positive: 96% of the people who left comments gave the system a positive evaluation. People felt the system was easy to use, provided valuable information, and represented a good method of learning about AIDS. In addition, the users provided valuable suggestions for improving the system which will be incorporated in the further development of CHAT.

These data show that the CHAT/AIDS system was used by a large number of people to learn about AIDS. The people used the system in the manner that we expected; they asked direct questions and they browsed. Further, the system was quite effective in presenting the information that they asked for. Thus, this trial of the CHAT/AIDS system was a success. The CHAT system is a useful method of presenting information. During this trial we were able to provide AIDS information to nearly 500 callers in a convenient manner.

Appendix

Listing Of User Comments From CHAT/AIDS Alberta Field Trial

Note: This is a complete listing of the comments left by the users. The only editing performed was to remove simple "yes", "no" or blank answers, and to remove any personal information the people may have included.

The questionnaire consisted of the following questions:

1. *Did you like this Information system?*
2. *Would you use a system like this to search for more information?*
3. *What features would you like to see improved?*
4. *Do you have any other comments?*

GOOD START AT A USEFUL PROGRAM .
 MENUS WHICH WOULD PROVIDE BRIEF ANSWERS TO CATEGORIES RIES OF INFORMATION .
 NOTHING
 ANSWERS TO RUMORS SUCH AS A NEW FORM OF AIDS TGHAT ACTS MUCH FASTER , ETC
 YI LIKED THIS INFOMATIVE SYSTEM VERY MUCH . IT HELPED MY UNDERSTANDING IN AIDS .
 YI WOULD LIKE MORE SYSTEMS AS SUCH TO SEARCH INFORMATION . IT IS VERY CONVIENT .
 BASICALLY , THIS SYSTEM IS GOOD ENOUGH . POSSIBLY IT COULD HAVE A " MAIN MENU " WHERE YOU CAN SELECT
 TOPICS , SUB-TOPICS
 BETTER ADVERT OF FEATURES
 FASTER SPEEDS
 NOTHING , EVERYTHING WAS GREAT
 GREAT PROGRAMMING !! I
 A QUESTION BASE WOULD BE BENIFICIAL
 AN ENHANCED MENU FOR QUICK SEARCH AND QUERIES
 SEE THE TYPED QUESTION
 COPYING IT TO DISC
 VERY MUUCH SO I
 GREATER RANGE OF INFORMATION
 AS A COMPUTER USER I FEEL THAT THIS TYPE OF PUBLIC INFORMATION SYSTEM IS GREATLY ADVANTAGEOOUS , ESPE-
 CIALY WHEN ATTEMPTING TO RETRIEVE SENSITIVE IFNORMATION . AS WELL , HAVING UP-TO-DATEE INFORMATION
 ON THE SYSTEM MAKES IT PARTICULARLY VALUABLE . MANY THANKS FOR MAKING THIS OPPORTUNITY POSSIBLE .
 IMPROVE THE ' EXPERT SYSTEM ' INFERENCE MODEL . TOO MANY ' KEY WORD ' SEARCHES ARE INACCURATE .
 I WOULD LIKE TO SEE GREATER EMPHASIS PLACED UPON THE PERCENTAGE OF RISK . . . 1 IN 500 , 000 , 000 IS SO LOW
 AS TO BE TOTALLY NEGLIGABLE .
 MORE OF THIS KIND OF INFORMATION FOR THE PUBLIC THANK YOU .
 PRINTING CXAPABILITY OF THE TEXT ON MY PRINTER
 TECHNICAL SUCH AS SCREEN/KEYBOARD EMULATIONS
 POSSIBLY
 I HAVEN ' T EXPLORED IT FULLY ENOUGH TO ANSWER THIS QUESTION
 ITS JUST FINE .
 MORE SYSSTEM LIKE THIS
 BEING ABLE TO SEE WHAT I AM TYPING
 AN EXCELLENT SYTETEM . PERHAPS A FEW MORE DATA BASE SYSTEMS ON OTHER VARIOUS TOPICS RANGING FROM
 FAMILY LIVING TO LEGAL QUESTIONS BEING ANSWERED WOULD BE MOST BENEFICIAL .
 NOT BAD .
 I WOULD LIKE TO SEE MENUS IN ADDITION TO THE QUESTIONS FEATURE
 OTHING
 THIS IS A GREAT WAY TO FIND THE FACTRS WITHOUT THE EMBARRASSMENT OF TALKING TO A COUNCILOR .

THIS IS A GREAT WAY TO FIND OUT THE FACTS WITHOUT HAVING TO TALK TO SOMEONE YOU DON'T KNOW.
I HAVE TO SET MY TERMINAL TO HALF DUPLEX I GUESS

IS THERE A HOOKUP/CONNECT BROCHURE AVAILABLE. I TEACH AT XXX HIGH SCHOOL XXX ALBERTA. MY NAME IS XXX.
IF THERE IS, COULD YOU SEND ME ONE AND I WILL DO A DEMO ON THE SYSTEM FOR OUR GUIDANCE AND CALM
TEACHERS AS THEY WOULD FIND IT QUITE HELPFUL I AM SURE. THANKYOU.

MY POSTAL CODE IS XXX ALBERTA

GREATER RANGE OF TOPICS, LATEST UODATES

THIS IS A GREAT IDEA, I HOPE THAT IT IS SPREAD TO MORE AREAS SUCH A TAX PROBLEMS, GOVERNMENT ACTIVIITES,
MONEY MATTERS. THIS IS SUPER!!

ABILITY TO SPECIFY SEARCH INTEREST

MORE TOPICS

ENLARGE FIELDS OF KNOWLEDGE TO ALLOW OTHER AREAS TO BE TAPPED. THIS IS A GREAT RESOURCE.

NEVER HAD ENOUGH TIME TO REALLY TRY THE SYSTEM OUT, BUT IT LOOKS OMMPRESSIVE

SPEED

MORE INFORMATION

ABILITY TO ASSESS MY RISK

NOT AT THE MOMENT

PRINTOUT

I WOULD LIKE TO SEE A MENU OF QUESTIONS FROM WHICH YOU COULD SELECT FOR ANSWERS

ON ON WHERE YOU CAN BE TESTED FOR THE AIDS VIRUS

HWY NOT STATE THE TRUTH OF AMERICAN LABORATORY (RELEASE) GERM WARFARE.

MAYBE AN E-MAIL SYSTEM BETWEEN PEOPLE

GOOD SHOW. KEEP UP THE GOOD USE OF TAX PAYERS MONEY (FOR ONCE)

NOT REALLY AS THERE WAS LITTLE CURRENT TREATMENT INFORMATION.

A LARGER DATA BASE.

THIS IS A GREAT IDEA, BUT IT REALLY OFFERS ONLY VERY GENERAL AND BASIC INFORMATION. PEOPLE WITH SOME
KNOWLEDGE OF AIDS WOULD FIND THE CURRENT DATA MINIMAL.

IT WOULD BE NICE TO BEABLE TO READ WHAT ONE IS TYPING, PLUS THE FACT - THAT IT WOULD BE NICE TO DOWN
LOAD THE INFORMATION ABOUT AIDS

AS ABOVE

INCLUDE SUBJECT MENU

ORE SCIENTIFIC ANSWERS

A VERY GOOD SYSTEM AND MONEY IS WELL SPENT

DEFINITELY

COULD USE SOME MORE ANSWERS

JUST MORE ANSWERS TO MY QUESTIONS

OK

TOPIC WINDOW

LONGER ANSWERS

NOTHING IN PARTICULAR. IT IS VERY SIMPLE AS IT IS.

MORE SEXUAL INFORMATION.

THIS IS REALLY IMPRESSIVE. I RUN A BBS SYSTEM AND OFTEN GET MESSAGES TO MY " DEAR " SECTION ABOUT THIS
STUFF AND I CANNOT ANSWER IT. THIS IS A REALLY GOOD WAY TO REACH KIDS, BECAUSE MANY KIDS ARE
INTERESTED IN COMPUTERS AND USING THEIR MODEMS. KEEP IT UPIIIIIII!

MORE DETAILED INFORMATIN

ALTHOUGH THE INFORMATIN PRESENTED IS FACTUAL, I THINK MORE DIFINITIVE ANSWERS TO QUESTIONS COULD BE
INCLUDED, ANOTHER AREA WOULD BE TO PROVIDE INFORMATION ON WHERE ONE COULD GET SPECIFIC INFORMATI
ON ABOUT THE DESEASE AND IT'S RELATED SYMTOMS, THANK YOU.

IT SEEMS TO PROVIDE SOME GOOD BASIC INFORMATION.

I WOULD TRY, THOUGH I COULDN'T GET ANSWERS TO SOME QUESTIONS. PROBABLY DUE TO THE WORDING.

EASE OF ACCESS, TABLES OF QUESTIONS PERHAPS?

I'M PLEASED THAT THIS ADDITIONAL STEP IN PUBLIC AWARENESS AND ACCESS TO INFORMATION IS BEING MADE
AVAILABLE.

MORE SEXUAL QUESTIONS SHOULD BE ANSWERABLE (GENERAL QUESTIONS)

A LIST OF MOST ASKED QUESTIONS

SHOUTHERE SHOULD BE MORE INFORMATION SYSTEMS LIKE THIS... AFTER ALL THIS IS THE COMPUTER ERA...

THERE SHOULD BE MORE INFO SYSTEMS LIKE THIS.. AFTER ALL YTHIS IS THE COMPUTER ERA!!

THIS A GOOD INFORMATION SYSTEM AND THE GOVERNMENT SHOULD SET A LARG BUULITEN TYPE BOARD WITH MAVY TOPICS .

MORE INFO

SOME OF THE ENGLISH GRAMMAR IS ABSOLUTELY TERRIBLE I

ACCESE

SEARCH CACAPEABILITES

DISPLAY CHOICES .

MORE ACCURATE INFORMATION ON MALES AND FEMALES HOW HAVE AIDS IN ALBERTA

MORE INFORMATION

I THINK THIS IS A VERY GOOD INFORMATIN SYSTEM

YESY , ALSO FOR DIFFERENT TOPICS .

I WOULD LIKE TO SEE WHAT I AM TYPING IN I

IF YOU ARE READING THE WHOLE DATA BASE IT SHOULD COME UP WITH AN ENDING MESSAGE SO THAT YOU KNOW WHERE YOU STARTED IN CASE YOU DON ' T REMEMBER .

IT WAS VERY GOOD AND CLEAR ON THE INFORMATION ABOUT THE VIRUS

THE AREA ABOUT THE DISCOVERY INSIDE OTHER ANIMALS LIKE CATS

THIS WAS VERY GOOD AND I HOPE TO SEE MORE AROUND IN THE FUTURE

I ' M NOT SURE AT THIS TIME .

AN INDEX SYSTEM TO BE ABLE TO GO STRAIGHT TO THE AREA OF A PERSONS CONCERN

VERY INFORMATIVE A LITTLE LONG

MORE DOUCUMENTED CASES

IN THE FUTURE I HOPE A CURE WILL BE FOUND FOR THOSE UNFORTUNATE PEOPLE WHOM HAVE ALREADY CONTRACTED THIS DREADED DESEASE .

MORE ADVERTISING ON DIFFERENT SUBJECTS

IT ' S OK

NOT REALLY

REFERENCES AND SPECIFIC RESULTS OF RESEARCH

IS THE VIRUS MAN MADE ? SPREAD IN AFRICA ORIGINALLY BY THE SMALLPOX VACCINATION PROGRAM . THE EPIDEMIOLOGY OF THE DISEASE WOULD SEEM TO INDICATE THIS .

GRAPHICS , CHARTS , AND REMOVE THE COMPUTER SAYS

GOOD INFORMATION

ANSWERS FOR MORE CONCISE QUESTIONS , IE . NUMBER OF SPOUSE TRANSFERLS

QUESTIONS TYPE

VERY GOOD INFORMATION SYSTEM . IT IS VERY HANDY TO HAVE ACCESS TO INFORMATION LIKE THIS FROM HOME . I THINK I YIT WILL ENCOURAGE POEPL E TO GET MORE INFO ON AIDS BECAUSE THEY DO NOT HAVE TO FACE A PHYSICIAN OR OTHERS

THANK YOU

IT SEEM S OK BUT WILL NOT RESPOND TO DIRECT QUESTIONS . THIS IS OK AS I KNOW THE TECH YOU ARE USEING . ALL IN ALL IT IS INFORMATIVE . AND THAT IS WHAT IT NEEDED

THE QUESTION FEATURE AND THE LOG ON AREA .

DEFINITELY

RESPONSE TIME TO QUESTION

I STATISTICS

GREAT IDEA . LETS APPLY THIS TO OTHER AREAS OH HEALTH AND GENERALLY .

GREAT IDEA . LETS APPLY THIS TO OTHER ARES OF HEALTH

MORE ACCURATE INFORMATION

QUESTIONS SHOULD BE ECHOED TO THE SCREEN . I CAN ' T SEE WHAT I AM TYPING . PROBAB : LY I SHOULD SET MY POWN PROGRAM TO DO THAT BUT ITS SOMETHING YOU MAY WANT TO DO AUTOMATICALLY FROM YOUR END

GOOD SERVICE . DISCREET

PERHAPS A MENU SYSTEM TO SELECT CHOIUCES

I WOULD LIKE TO BE ABLE TO OBTAIN PRINTOUTS , ON MY PRINTER , OF SOME THIS TEXT .

DONT KNOW

A CHOICE OF CATAGOREYS

NEEDS MORE CATAGOREYS BUT HAS SOME GOOD ANSWERS

HAS GOOD ANSWERS BUT NEEDS MORE CATAGOREYS

NOT ON AIDS

I WANT TO SEE MY TYPING

I THINK EDUCATION IS THE KEY TO PREVENTING AIDS FROM BECOMING MORE COMMON . HOWEVER I ' M NOT SURE SPENDING MONEY ON A SYSTEM LIKE THIS IS A GOOD VALUE . I THINK THE EDUCATION OF THE DISEASE MUST BE GIVEN TO PEOPLE WHO WOULD BE TRADITIONALLY IN A LOWER INCOME BRACKETT . MAYBE I ' M WRONG , BUT I WOULD IMAGINE THAT MOSRE AIDS CARRIERS DO NOT HAVE THE MONEY TO INVEST A IN A COMPUTER THAT COULD ACCESS THIS SYSTEM .

I ENJOYED THE FACT T HAT IT WAS USER-FRIENDLY SO THAT PEOPLE OF ALL AGE (ESPECIALLY TEENS WHO CANNOT ASK QUESTIONS IN SCHOOL) CAN GET SIMPLE ANSWERS .

PERHAPS A PROMPT SEWTION AT THE BEGINNING SO THAT THOSE WHO PHONE IN JUST FOR MILD INTEREST WON ' T BE SITTING THERE SAYING " WHAT WILL I ASK " TO THEMSELVES .

THANKS OR YOUR HELP IN THE FIGHT AGAINST IGNORANCE .

LESBIANS

I LIKE THE GENETICS

MORE KEY WORDS/WORD GROUPS

I LIKE YOUR ANSWERS

WORDING OF " ANSWERS " GOOD

BETTER ANSWER

MENUING AS AN AVAILABLE OPTION .

I WOULD LIKE TO SEE MORE NO-COST DEMONSTRATIONS ON VARIOUS TOPICS TO ENCOURAGE THE USE OF THIS & SIMILAR SYSTEMS .

UNDECIDED

FULL SCROLL FOR DOWNLOAD OF ALL TEXT FOR PRINTONG AND READING AT LEISURE

VERY GOOD

DEFINITELY

MORE DEPTH IN ALL CATEGORIES

PERHAPS SUB-MENUS FOR THOSE WHO WOULD LIKE MORE DEPTH IN EACH POINT .

VERY GOOD CONCEPT! PUBLIC ACCESS DATABASES! REASONABLE FEES !

BRIEFER AND LESS REPETITION

LOCAL ECHO (SO I DON ' T HAVE TO SWITCH) . A BROADER DATABASE , SO THE ANSWERS WOULD BE MORE SPECIFIC (YOU ASKED! IKNOW

, YOU ' VE ALREADY DONE ALL THIS WORGOOD JOB YOU ARE DOING THIS . WHOEVER YOU ARE .

PROMPTING AND RESPOSE MIGHT BE BETTER SET UP SO THAT THE LINE WHERE THE USER TYPES IS PREFACED BY THE PPROMPT FOR A QUESTION AND THE COMPUTER RESPONCESE HAS ADOESN ' T START WITH " THE COMPUTER SAYS " .

COULD USE A MENU TO SELECT INFO

VERY INFORMATIONAL

KEYSTROKES ECHOS ON MY SCREEN

MORE INFOMATION

THANK YOU KEEP UP THE GOOD WORK!!!! I

EXPANDED DATA BASE

MORE SPECIFIC ANSWERS

DEPENDS ON THE CONTENT

CAN ' T HINK OF ANY AT THE MOMENT

CERTAINLY IF I NEED TO KNOW SOMETHING

SOME SORT OF MENU AND MAYBE SOME SUGGESTED KEYWORDS

ADVERTISE ADVERTISE CUZ THERE IS TOO MUCH MISINFORMATION RIGHT NOW .

BRAODER RANGE OF INFORMATION

FAIRLY GOOD SYSTEM OVERALL

HAVE A BANK OF QUESTIONS ONE CAN CHOSE FROM

HOW CAN ONE GET ANSWERS IF THEY DON ' T KNOW THE QUESTIONS AS SUPLYED BY YOUR DB .

CLEANER LINE WITH FEWER LINE-HITS AND SOME GRAPHICS WOULD BE NICE

LEAVE THIS SYSTEM UP FOR AS LONG AS POSSIBLE

ADD A NOTE ON COMMUNICATION PARAMETERS SO DIALERS DONT HAVE TO RECONFIG

ON THE FLY

DO NOT KNOW

I WILL HAVE TO LOG BACK ON AT A LATER DATE

SEEMED OK

GOOD ANSWERS

A GOOD IDEA . YOU SHOULD ADVERTSE IT MORE WIDELY , HOWEVER .
WIDER DATA BASE .

I AM REALLY GLAD TO SEE A SYSTEM LIKE THIS . THANK YOU .

IT WOULD BE NICE IF THE SYSTEM ECHOED BACK CHARATERS AS THEY WERE TYP
GOOD

DON ' T KNOW WOULD LIKE TO LOOK AROUND

HAVE YOUR END ECHO TEXTXD

PROBABLY

IS THERE ANY COST

NOT BAD , HELPFUL

I ' D LIKE TO SEE AN OPTION WHERE YOU CAN USE EITHER A 40 OR 80 COLUMN MODE . PLEASE REMEMBER THAT
THERE ARE PEOPLE OUT THERE WITH 8-BIT MACHINES .

I ' M PLEASD TO SEE THIS TYPE OF AN INFORMATION SYSTEM OUT I

LIKED IT LOTS

I CAN NOT SEE WHAT I TYPE

MENU

MORE DIRECTIVE

CAN ' T THINK OF ANY RIGHT NOW

THIS IS VERY IMPRESSIVE

CAN ' T SAY AT THIS POINT

REALLY NICE SYSTEM

EASIER WAY TO LOG ON

DETAILS

ANSI GRAPHICS

MAYBE A MENU OF TOPIC ' S FOR QUICK GLANCE .

INCREDIBLE!! !

NOTHING AT THE MOMENT

THE TRANSACTIONS ARE VERY WELL WRITTEN , CONCISE , INFORMATIVE , AND CARING . EXCELLENT WRITING . THANK
YOU .

GOOD WORK

VARIETY OF TOPICS

NOTHING

I THINK IT WILL BE USEFUL FOR PEOPLE

PICTURES

WHAT A WASTE OF TAXPAYERS MONEY

A MENU SYSTEM

YOUR TYPED QUESTION REPEATEED ON SCREEN

JUST SNOOPING

NOT SURE

AN INDEX WITH MAYBE THE 20 MOST ASKED QUESTIONS THAT CAN BE ACCESSED BY ONLY TYPING IN THE NUMBER OF
THE QUESTION INSTEAD OF THE ENTIRE QUESTION

GIVE THE DATE OF THE LATEST UPDATE TO THIS SYSTEM

GREATER DATA BASE FOR ANSWERS

YOU ARE CERTAINLY GOING IN THE RIGHT DIRECTION WITH SERVICES LIKE THIS

A MENU SYSTEM ON TOPICS AND POSSIBLY A PUBLIC FORUM

THIS DATABASE IS GOOD BUT NEEDS MORE PUBLIC (USER) INPUT I

THE AREAS OF REASEARCH THAT HAVE BEEN DONE IE : WHAT IS IN FACT BEEN PROVED IN LABORATORY TESTS AND
ETC .

AS I TYPE THUIS I CANNOT SEE THE RESULTS OF MY TYPINPONMY SCREEN

IN ALL A GOOD SYSTRM THAT NEEDS IMPROVMENT

SIGN ME 2B

FASTER

QUESTIONS SHOULD BE ECHOED

EVERYTHING WAS O . K .

NMY QUESTIONS SHOULD APPEAR ON THE SCREEN AS WELL AS THE ANSEWER .

CAN I GET A PRINTOUT OF THE ANSWERS ?

CAN I GET A PRINTOUT OF THIS CONVERSAATION ?
CAN I GET A PRINTOUT OF THIS CONVERSATION ?
HAVE AN INDEX FOR GENERAL QUESTIONS .
MORE DETAILED INFORMATION .
KEEP UP THE GOOD WORK !
AN EXCELLENT EFFORT
MORE TOPICS
HELP FEATURES
HELP
OFFERING CHOICES , NOT QUESTIONS AND CANNED PARAGRAPHS
NOT INSPIRING
MENU DRIVEN REPOSSES
MENUS
FOUND IT INTERESTING
RETTY GOOD INFORMATION SLSYSTEM
PRETTY GOOD INFO SYSTEM
GOOD SYSTEM
PICTURES AND SOUND
JUST THAT THIS SERVICE SHOULD BE ON GOING .
IT 'S INFORMATIVE
IT WOULD BE NICE IF THE SYSTEM ECHOED WHAT YOU ARE TYPING
ITS OK
SURE , HY NOT .
YOU COULD , IF IT WAS NOT TOO MUCH TOURBLE , REFLECT THE INPUTPLACED UPON YOUR SYSTEM . WOUL IT BE TOO
HARD TO SEND BACK THE TEXT I SEND ?
NEVERMIND , I ALREADY FIXED THAT .
G ' DAY LOVE .
ANSWER ? WHAT ANSWER ? SHEESH , YOU WHO HOLDS THE KEY TO MY HEART , I ASK THAT YOU LEAVE IT WITH ME
SHOULD TO DEPART .
MODE PUBLIC-ACCESS STUFF LIKE CUT (TIME) ETC ETC
SEE WHAT I AM TYPING
MENUS , INSTRUCTIONS
MENUS
DEFINITELY
I WOULD LIKE TO SEE A LIST OF EXACTLY WHAT TYPES OF INFORMATION IS AVAILABLE ON AIDS . THIS WOULD INITIATE
MORE QUESTIONS .
ARE THEREW OTHER SUBJECTS AVAILABLE ?
MANY HEALTH TOPICS , INFORMATION ON INCOME TAX
DEFINATELY
MENU DRIVEN SYSTEM
PLEASE EXTEND THIS SYSTEM PAST NOVEMBER 17 IT CAN PROVIDE INFORMATION IN A CONFIDENTIAL MANNER AND
ALLOWS FOR EASE OF ACCESS TO VITAL INFORMATION . THANK YOU FOR DEVELOPING THE SYSTEM . . .
THE SOURCE OF YOUR DATA
WHATS WRONG
I WOULD LIKE TO SEE IT MORE INTERACTIVE
I WOULD LIKE TO SEE WHAT YOU NOW ABOUT
THE SYSTEM SEEMS TO RESPOND WELL TO RANDOM QUSTIONS
QUITE DEFINITELY .
MAYBE IT COULD ECHO YOUR QUESTIONS BACK TO YOU
I BELIEVE THAT THIS SYSTEM IS A POSITIVE STEP FORWARD
GOOD RESPONSES
I DO NOT KNOW YET
NORE PRECISE INFORMATION
VERY INFORMATIVE BUT NEEDS PRECISION
YOU SHOULD BE ABLE TO SEE YOUR TYPING
I AM ALSO LOOKING FOR SOME INFORMATION ON DATAPACK AND OTHER FACILITIES IT MIGHT

ALOOKING FOR INFORMATION ON DATAPACK ?

YOU DON ' T WANT TO KNOW

NOT BAD

A CHOICE OF ALTERNATIVES AFTERTHE FIRST ANSWER IS GIVEN " DRI ;LLING DOWN CAPABILITY "

PERHAPS A QUESTIONAIRE

I AM A TEACHER , AND WAS TOLD ABOUT THIS SERVICE . IT LOOKS LIKE IT COULD BE VERY USEFUL FRO GETTING
CORRECT INFORMATION ON AIDS .

MENU

MENU OF CHOICES AND AN ECHO FOR MY QUESTIONS

IT MIGHT BE FAVORABLE TO EXPAND THIS INFORMATION SYSTEM TO OTHER SEXUAL DISEASES AND OTHER MEDICAL
QUESTIONS IN GENERAL .

OK

MENUS -- STATS FOR ALL CITIES IN ALBERTA

I WOULD SAY SO .

HAVE OPIONS .

UNSURE - 1ST TIME USER

COULD BE MORE SPECIFIC .

GRAPHICS , LIST OF QUESTIONS

I THINK YOU SHOULD HAVE THINGS LIKE THIS ON OYTHER TOPICS

I WOULD LIKE TO SEE WHAT I TYPE

WILL OTHER TOPICS BECOME AVIALABLE

BROADER FACET OF INFORMATION

I AM HOPING THAT THE QUESTIONS I HAVE ASKED THAT WERE NOT FULLY ANSWERED WILL BE READ BY THE OPERATOR
OF THIS SYSTEM AND ADDRESSED ACCORDINGLY

LIFE ' S A BITCH AND THEN YOU DIED . , SO IT WOULD APPEAR .

I THINK THIS IS A VERY GOOD IDEA , BECAUSE IT MAKES THIS IMPORTANT INFORMATION AVAILABLE TO ALOT OF PEOPLE
. IT ANSWERS YOUR QUESTIONS COMPLETELY AND PROVIDES STATISTICS THAT EVERYONE WANTS TO KNOW
ABOUT .

ABSOLUTLY , DARLINGS .

PICTURES

IN ALL SERIOUSNESS , PROGRAMS LIKE THISARE VERY INFORMATIVE AND SHOULD BE CONTINUED FOR THE BEBIFIT OF
THE PUBLIC . FURTHEWRMORE , AIDS IS A SERIOU AND MYSTERIOUS TOPIC THAT NEEDS FURTHER EXPLORATION .
CONSEQUNTLY , PROGRAMMS LIKE THIS SHOULD BE CONTINUED . THANKYOU I

CAN ' T TELL AT THE MOMENT

NOT NOW

NEVER SAW ENOUGH TO SAY

MORE SYSTEMS LIKE THIS WOULD BE HELPFUL IN ANSWERING QUESTIONS THAT PEOPLE MAY NOT WANT TO ASK
ANOTHER PERSON .

CAN ' T THE QUESTION BE TYPED OUT ON THE SCREEN AND ON PRINTOUT TO AVOID REPITITION

I FOUND THIS TO BE VERY INFORMATIVE AND INTERESTING . I WILL BE BACK

THIS IS A GREAT SYSTEM . IF I HAD KNOW ABOUT IT SOONER I WOULD HAVE LIKED HAVE TIME TO RESEARCH SOME
QUESTIONS .

IT IS FINE IN MY OPINION .

I WOULD LIKE TO COMMEND THOSE WHO SET UP THIS SYSTEM . IT WILL DO ALOT FOR THE EDUCATION OF THE PUBLIC
, AND THAT WILL HELP IN STOPPING AIDS .

WOULD LOIKE DIFFERENT TOPICS TO ACCCESS

IN GENERAL THE SYSTEM CAN PROVIDE SOME IMPORTANT DATA . HOWEVER THE MENDIUM COULD BE A LITTLE NAR-
ROW IN SCOPE , I CAN SEE HOWEVER THAT IT WOULD BE USED FREQUENTLY BY EDUCATIONAL ORGANISATIONS .
THE FORMAT OF THE SYSTEM IS FAIRLY EASY TO UNDERSTANDNDERSTAND BUT AFTEN MORE PRECISE STATISTICS
COULD BE DESIRED . POSSIBLY CHARTS IN A SEPARATE MENU WOULD ALLEVIATE THIS PROBLEM .

L SITUATION FOR EXAMPLE , TEACHERS AND PARENTS COULD USE THIS SYSTEM TO EDUCATE THE PERSONS IN THE
SCHOOLS AS TO SOMETHING MANY ARWE

NOT OR WOULD NOT BE EXPOSED TO .

HELPS TO EMNLIGHTEN PERSONS WHO ARE AFRAID OF AIDS

VERY GOOD

I7D LIKE TO KNOW THE TERMINAL PARAMETERS

THIS IS WELL WORTH MY TAX DOLLARS

IT ANSWERED A LOT OF QUESTIONS . THANK YOU .

THANK YOU FOR ALL YOUR INFO

I LIKE SOME THINGS ABOUT IT .

QUICK ACCESS TO THE ENTIRE BODY OF INFORMATION RATHER THAN QUESTION BY QUESTION
OR ELSE THE SYSTEM BEING CAPABLE OF DIRECTING AN INQUIRER TO COMPREHENSIVE
O-DATE PRINT MEDIA

I LIKE THIS GOVERNMENT EFFORT IN SPREADING INFORMATION TO SOME WHO WILL LEARN
MORE ABOUT THIS ILLNESS JUST IN WANTING TO USE THEIR COMPUTERS . POSSIBLY THIS
SYSTEM SHOULD BE ACTIVE FOR A LONGER PERIOD OF TIME AND HAVE PROVISION FOR
TIMELY UPDATES ON INFORMATION WHICH USERS COULD INSTANTLY UPDATE OR EVEN A
QUESTION AND ANSWER BOARD FOR INQUIRIES THE SYSTEM IS UNABLE TO ANSWER .

MORE SPECIFIC INFORMATION ON AIDS SYMPTOMS

MAYBE AN INDEX . THE ABILITY TO SEE YOUR QUESTIONS

IT SEEMS VERY EASY TO USE , I WOULD JUST LIKE MORE DETAILED INFORMATION

AND I WOULD LIKE TO SEE REFERENCES AVAILABLE IF NEEDED

THE PARSER . MORE UP-TO-DATE INFORMATION .

MORE VARIETY

I WOULD LIKE TO SEE A BULLITIAN BOARD WITH OTHER MEDICAL INFO .

MAYBE EXPANDED KNOWLEDGE AS IT IS RECEIVED

ONLY THAT ONE DAY SOON , I HOPE THEY WILL FIND A CURE .

COOLSTUFF

OTHER MEDICAL INFORMATION

VERY INTERESTING /

OTHER COMMUNITY DESEASES OR PROBLEMS THAT THE PUBLIC SHULD KNOW ABOUT

RANGE OF TOPICS

IF THE SUBJECT MATTER WAS OF INTEREST

EXPANSION OF TOPICS

NOT REALLY GOOD LUCK

SPEED

GOOD SEARCH AND QUERY

THE USE OF A SYSTEM LIKE THIS IS UNLIMITED

TOPIC

THIS WOULD BE GREAT FOR LEGAL , POLITICAL , TAX , OR JUST ABOUT ANY INFO WERE ONE

HAS TO MAKE NUMEROUS PHONE CALLS TO FIND ANSWERS TO SIMPLE QUESTIONS .

ATIVE TO THE TAKING YELLOW PAGES . COULD BE USED FOR BYLAW OR

GET RID OF THE " THE COMPUTER SAYS : " THING - IT GETS IRRITATING AFTER A WHILE . ALSO , A COMMAND LIKE " DIR "
OR " TREE " OR SOMETHING WOULD BE NICE SO THAT YOU COULD SEE WHERE YOU ARE AND WHAT IS AVAILABLE .

THIS SYSTEM SHOULD BECOME A PERMANANT FIXTURE THAT IS KEPT MORE UP-TO-DATE THAN ANY OTHER SOURCE . IT
WOULD PROBABLY BE CHEAPER TO ESTABLISH YOUR OWN NUMBER FORA LONG TERM SYSTEM RATHER THAN GO
THROUGH DATAPACHER THAT GOING THROUGH DATAPAC - I ' M NOT SURE .

I FIND IT TO BE LIMITING . IT WOULD BE EASIER TO DOWNLOAD A FILE CONTAINING THE GGENERAL INFORMATION ON
THIS SUBJECT AND LEAVE MORE SPECIFICS FOR THE WUESTION .

ONNAIRE IS SCROLLING BEFORE I CAN COMPLETE AN ANSWER .

BETER AI

GOOD ARTIFICIAL INTELLIGENCE

MAYBE YOU COULD SET UP A PUBLIC BULLITIN BOARD FOR HIV+ ' S

IT GAVE SOME GOOD ANSWERS THAT WERE EASY TO UNDERSTAND .

I AM GLAD THAT THERE IS A SYSTEM LIKE THIS AND IT SHOULD BE BROADENED TO ENCOMPASS MORE TOPICS

PICTURES

THIS IS A VERY GOOD IDEA . THE GENERAL PUBLIC NEEDS A SERVICE LIKE TTHIS .

THE INFORMATION COULD BE MORE COMPLETE . THIS IS ONLY A " BROCHURE " AS TO THE AMOUNT OF INFORMATION
THAT EXISTS CURRENTLY . FOR EXAMPLE , WHAT IS THE COST OF AZT ? WHO PAYS THE RIP-OFF RATES TO BUY
THE DRUG ? (700 DOLLARS PER VIAL ?) WHAT IS

A MUCH BETTER USER INTERFACE . THE KEYWORD SEARCH IS WONDERFUL BUT ALL TOO OFTEN IT COMES UP WITH "
SORRY , I CAN ' T ANSWER THAT . " VERY ENCOURAGING I

A QUESTION AND ANSWER FORUM WOULD BE VERY USEFUL TO GET HUMAN TO HUMAN ANSWERS (MAYBE EVEN FROM THOSE INFECTED) SPEAKING WITH AN AIDS PATIENT WOULD BE MORE EDUCATIONAL THAN A KEYWORD SEARCH . YOU ' RE NOT EDUCATORS , ARE YOU ?

GREATER INFORMATION BASE

OTHER HEALTH RELATED TOPICS WOULD BE HELPFUL

WOULD LIKE TO SEE MORE HEALTH RELATED TOPICS .

MORE DETAILS .

BETTER HANDLING OF AMBIGUOUS QUESTIONS , SOME RETENTION OF PREVIOUS INQUIRIES DURING THE SESSION , (FOR EXAMPLE , THE SUBJECT OF THE PREVIOUS INQUIRY SHOULD BE ABLE TO BE REFERENCED BY ' IT ') . GENERALLY , I AM IMPRESSED .

DO YOU LOG THE PATHS USERS TAKE THROUGH THE DATA ?

INFO WAS REPEATED

MORE ANSWERS TO THE QUESTIONS THAT COULD NOT BE ANSWERED !

BETTER EXPLANATION OF THE PROPER FORMAT FOR QUESTIONS THAT CAN BE ASKED

ENTER SEEMS TO BE THE ONLY WAY I COULD GET INFORMATION

MORE SPECIFIC ANSWERS

I SAW SOME OF THE SCREEN MORE THAN ONCE . COULD YOU PLACE A MARKER ON THOSE THAT I SAW . ALSO , I DONOT HAVE AN ECHO BACK TO HERE , SO I CANT SEE WAHT I AM TYPEING

THE LEVEL OF WRITING WAS VERY GOOD , BUT IT IS TOO HIGH FOR THE COMMON PERSON . I WOULD ESTIMATE THT THE READING LEVEL WAS AT LEAST GRADE 12 AND LIKELY INTO THE UNIVERISYT LEVEL . GIVEN THAT THE LITERACY RATE IS NOT THAT HIGH , I WOULD SUGGERST DOING A STUDY ON THE EDUCATIONAL AND READING LEVELS OF HIV POSITIVE PEOPLE . WHO WAS THIS INTENDED FOR ? I GAVE UP ASKING QUESTIONS AND JUST PUSHED RETURN ; IF I CAM EBACK TO THE SYSTEM , I WILL BE IN A CLASSROOM DEMONSTRATING THE EFFECTIVENESS OF COMPUTERS IN COMM

RSES AND OTHERS IN THE HELDING PROFESSIONS . I HOPE THAT THIS ONE TIME APPLICATIONS IS OK ?

DID I TYPE AN ANSWERS THT WAS TOO LING ? TOO BAD , INDEX , MENU , HELP

MENU DRIVEN

INTERSTING

ONCE I HAVE USED THE SYSTEM MORE ,

INCREASE SIZE OF DATABASE , USE DOORWAYS TO ACCESS SPECIFIC BODIES OF INFORMATION , MORE INFORMATION OF PREVALENCE AND INCIDENCE

MORE MEDICAL AND TECHNICAL INFORMATION WOULD BE NICE

MORE MEDICAL AND TECHNICAL INFORMATION IS ABSOLUTELY NECESSARY

FILES TO DOWNLOAD

THANKS

HAVEN ' T USED IT ENOUGH TO DECIDE YET

IT WOULD BE USEFUL IF SOME OF THE INFORMATION WERE MORE DETAILED WHEN REQUESTED , SUCH AS WITH REGARD TO SPECIFIC SYMPTOMS , SYSTEM INVOLVEMENT , ETC . , WHICH WOULD MAKE THE INFORMATION SYSTEM MORE USEFUL TO PROFESSIONALS DEALING WITH INDIVIDUALS WITH AIDS . SOME OF THE SEARCHES SEEM TO BE LIMITED TO A FEW TERMS ONLY .

USE A VIEWABLE INDEX

THIS INFORMATION SYSTEM WAS VERY INFORMATIVE . I WOULD LIKE TO SEE IT CONTINUE BEYOND THE INITIAL PERIOD .

HOW ABOUT A CIGARETTE ?

I THINK THAT THE PROGRAM WORKS WELL

I HAVE MY TERMINAL SET TO FULL-DUPLEX . THUS , I CANNONT SEE WHAT I AM TYPING . IT WOULD HAVE BEEN NICE TO KNOW ABOUT THIS IN ADVANCE .

I THINK THAT THIS IS AN EXCELLENT SYSTEM AND SHOULD BE EXPANDED TO INCLUDE INFORMATION ABOUT ALL STD ' S . IT MAY NOT , HOWEVER , BE ADDRESSING THE RIGHT POPULATION .

SHOULD HAVE ONLINE TELEPHONE DIRECTORY

THIS IS MY FIRST TIME ON DATAPAC