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Feedback   The opinions of the participants in a survey.

Interface   A user interface, consisting of the set of dials, knobs, operating
                            system commands, graphical display formats, and other devices
                            provided by a computer or a program to allow the user to
                            communicate and use the computer or program.

ODBC   Open Database Connectivity (ODBC) is a standard or open
                            application-programming interface (API) for accessing a database.
                            By using ODBC statements in a program, one can access files in a
                            number of different databases, including Access, dBase, DB2,
                            Excel, and Text.

Password   An unspaced sequence of characters used to determine that a
                            computer user requesting access to a computer system is really that
                            particular user.

Pilot Test   It is initial try on the survey form that is used to collect the
                            required information.

Server   A computer program that provides services to other computer
                            programs in the same or other computers.

Software   A general term for the various kinds of programs used to operate
                            computers and related devices.

TCP/IP   A set of communication protocols the users use to communicate in
                            networking environment.

Terminal   An end-use device (usually with display monitor and keyboard)
                    with little or no software of its own that relies on a mainframe or
                    another computer (such as a PC server) for its "intelligence".

Windows OS   Any Windows based operating system that is developed by
                    Microsoft.