First of all, I would like to thank you for taking the time out of your schedule to participate with the usability testing of the library website. These guidelines are set into place in order to ensure the participants feel comfortable with the usability test and are willing to share information. Additionally, if these guidelines are followed then your presence as an observer will not cause any discomfort to the participant, therefore not affecting the quality of the data we collect.

Arrive Before the Session is Scheduled to Start. It is important for your to be present when the participants arrive so you can choose your seat and get settled and ready to begin taking notes.

You Must Stay for the Duration of the Test. Ultimately, we would like the participants to forget that anyone else is in the room. Having people coming and go can be quite distracting; therefore, once the test has begun please stay in the testing area until the session is over.

Turn Off Your Cell Phone or Any Other Distracting Devices. If you bring your computer, please turn of email and instant messaging.

Please do Your Best to Keep as Quiet as Possible and please be aware to not engage in otherwise distracting body language. It is important that observers do not make facial expressions or utter comments during the session.

Ask Open-Ended Questions about what happened in the session when invited by the moderator to do so. Don't off design or feature alternatives and avoid asking about preferences or opinions.

Keep the Participant's Identity Confidential. We have promised the participants that their identity will be kept confidential. Please help us maintain that confidentiality.

"Thank you for agreeing to take part in our research study involving the Charlotte School of Law Library Website. My name is _____. May I please get you to complete a consent form and background questionnaire? Thanks"

[*At this point, have them complete the background questionnaire and consent form*]

"During the rest of the session, I'll be working from a script to ensure that my instruction to everyone who participates in the study is the same."

"Our objective today is to observe you using the Charlotte School of Law Library website."

"During the session, I will ask you to use the website to do a variety of things and will observe you while you do them. As you do these things, please to do whatever you would normally do."

"Please try to think out loud while you're working. Just tell me whatever is going through your mind. Please know that we are not testing you, and there is no such thing as a wrong answer. Your participation helps us understand what works and what doesn't work with our current site."

"Please be honest in your feedback – I need to know exactly what you think, not what you think I want to hear."

"The whole session will take about 45 minutes"

"Here is how the session will work:
- On the table in front of you is a stack of tasks I want you to do. They are placed upside down so that you can not look ahead to future tasks.

- You'll do the tasks one at a time. Please don't look ahead at the others and don't skip any tasks.

- When directed, pick up the appropriate task sheet and read the task aloud. When you are ready to start, say "I'm ready to start."

- These directions are at the beginning of each task & do not need to be read aloud.

- Start working on the task only once I have said, 'Please Begin.' I'll start recording time as soon as you touch the keyboard or the mouse-so don't touch either one until you're ready to start the task.

- When you have completed the task, say aloud "I'm done" and return to the Charlotte School of Law homepage. [*www.charlottelaw.edu*]. Then, place your hands in your lap to signal that you're finished and waiting for the next task.

- At the end of the session, you'll answer one more questionnaire."

"Do you have any questions before we begin?"
[*Answer questions as they arise*]

"If not, then we will begin, please remember you may ask questions at any time during the session."

1. What is your status at Charlotte School of Law?

___	1L	___	Staff Member
___	2L	___	Attorney-Library Member
___	3L	___	Member of the Public
___	Faculty Member		

2. What is your age range?

___ 21-30   ___ 31-40   ___ 41-50   ___ 51+

3. What is your gender?

___ Female   ___ Male

4. How would you rate your skill level in using the a computer & the internet?

1   2   3   4   5   6   7   8   9   10
Low   High

5. What is your highest level of completed education?
___ High School
___ 2-year degree
___ 4-year degree
___ Graduate Degree
___ Doctorate

6. How often do you use the Charlottelaw Library Website?
___ First-time user
___ Occasional use (2-3 a month)
___ Frequent Use (1-3 a week)

7. Which of these services or tools are you comfortable with using on the internet? Check all that apply.
___ World Wide Web & Google Research
___ Electronic Database Research (LexisNexis/Westlaw)
___ Email
___ Social Networking Tools (Facebook/MySpace/Twitter)
___ Library Catalog
___ Blogs/RSS Feeds/Wikis

8. What is the frequency of your internet use?
___ Rarely ___ Occasional Use (Weekly)   ___ Frequent Use (Once a day or more)

9. How would you rate your skill level in using the CharlotteLaw Website?

1   2   3   4   5   6   7   8   9   10
Low   High

Non-disclosure and Recording Consent Agreement

Thank you for participating in our website usability research program. Please be aware that we will be recording your session to allow those CharlotteLaw staff members who cannot be present today to observe your session and benefit from your feedback. Please read the statements below and sign where indicated. Thank you.

I understand that audio recordings will be made of my session. I grant Charlotte School of Law permission to use these recordings for the purposes mentioned above, and waive me right to review or inspect the recordings prior to their dissemination and distribution.

_____   _____

Signature   *Date*

Please check off each task as it is completed before, during and after the testing session.

Inside the testing room:
__ Check that all equipment is working properly
      __ The computer is connected to the internet
      __ The CharlotteLaw Library website is set up on a screen
      __ Locate the ipod and read instructions for recording, if there are questions on how to use the ipod to
      record, please contact Liz or Steven

__ Make sure all testing materials are in the room and are ready
      __ Tasks are in the right order number 1-?
      __ A notepad is located in the room for the moderator/observer to take notes.

__ Make sure there is an extra chair in the room for you to sit.

Before the testing session:
__ Prepare mentally.
__ Greet the participant.
__ Have the participant complete and sign any preliminary documents.
__ Move to the testing area and prepare the test.
__ Make sure you have the written task scenarios on the desk for to the participant.
__ Have participant complete the tasks.

After the testing is complete:
__ Debrief the participant using the debriefing interview form.
__ Thank the participant, provide the compensation, and show the participant out.
__ Organize and turn in data collection and observation sheets.
__ Prepare for the next testing session by reorganizing the room.

Debriefing Survey

Please fill out the following survey on your opinions about the Charlotte Law Library Website in light of the test you just completed. Again, thank you for your participation.

		Strongly Disagree				Strongly Agree
1.	I use the law library website often.	☐	☐	☐	☐	☐
2.	I found the law library website to be awkward.	☐	☐	☐	☐	☐
3.	The law library website is a useful tool that should be used frequently.	☐	☐	☐	☐	☐
4.	When I first used the library website, I learned how to use it very quickly.	☐	☐	☐	☐	☐
5.	I feel very confident using the law library website.	☐	☐	☐	☐	☐
6.	I need assistance or training to really be able to use the law library website well.	☐	☐	☐	☐	☐
7.	I found the library website to be well integrated within the Charlotte Law website as a whole.	☐	☐	☐	☐	☐
8.	I found the library website to flow logically and easily from one page to another.	☐	☐	☐	☐	☐
9.	I think the law library website is complicated to use.	☐	☐	☐	☐	☐
10.	I need to learn a lot of library terms or other information before I can get going with this website.	☐	☐	☐	☐	☐
11.	The website's fonts, color and layout limit my ability to use the library site.	☐	☐	☐	☐	☐
12.	I always find the information I need when I visit the library website.	☐	☐	☐	☐	☐

Debriefing Interview

How do you feel about the CharlotteLaw Library Website now that you have completed the test?

_____

_____

_____

What was the best thing about the site in your opinion?

_____

_____

_____

What are the most significant things on the page that you would change?

_____

_____

_____

Instructions

Your moderator will begin the recording and read you the following instructions.

During the session, you will be asked to use the website to do a variety of things and will be observed you while you do them. As you do these things, please to do whatever you would normally do.

Please try to think out loud while you're working. Just tell me whatever is going through your mind. Please know that we are not testing you, and there is no such thing as a wrong answer. Your participation helps us understand what works and what doesn't work with our current site and a site we are potentially going to use in the future.

Please be honest in your feedback. I need to know exactly what you think, not what you think I want to hear.

The whole session will take about 45 minutes

Here is how the session will work:

- On the table in front of you is a stack of tasks I want you to do. They are placed upside down so that you can not look ahead to future tasks.

- You'll do the tasks one at a time. Please don't look ahead at the others and don't skip any tasks.

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- When you have completed the task, say aloud "I'm done" and return to the Charlotte School of Law homepage. [*www.charlottelaw.edu*]. Then, place your hands in your lap to signal that you're finished and waiting for the next task.

- At the end of the session, you'll answer one more questionnaire.