Objectives for the study

See Attached Project Charter

Research questions for further inquiry

- How easily do users find the library catalog?
- How easily can the users find the electronic database that they are seeking?
- How easily and successful are the users in finding the information that they need? (Library hours, contact information)
- How easily and successful are the users in finding the library blog?
- How easily can users return to the homepage?
- Where do the users go to find contact information?
- What obstacles prevent users from completing their tasks?
- Can users perform common tasks efficiently?
- What are the major usability flaws that prevent users from completing common tasks, such as finding library hours or locating the library catalog?
- How does ease-of-use compare between the current library site and the proposed redesigned site?
- How does ease-of-use compare between our site and other library websites?
- Is there an appropriate balance of ease-of-use and ease-of-learning?

Characteristic	Desired Number of Participants	Actual Number of Participants	
Participant Type			
Student	4		
Faculty Member	2		
Staff Member	2		
Library Member/Public Patron	2		
Total Number of Participants	10		
Student Status			
1L	2		
2L	1-2		
3L	1		
Age			
21-30	3		
31-40	3		
41-50	3		
51+	1		
Gender			
Female	5		
Male	5		
Internet Experience			
1-3 Years	2		
3-5 Years	4		
5+ Years	4		
Internet/Online Frequency			
Never or rarely	1		
Occasional Use (weekly)	3		
Frequent Use (Once a day or more)	6		

The participants were found:
- Names of students propositioned about library collection focus groups but unable to attend the focus group sessions & were provided by Dean Studwell. These students included 1L, 2L, 3L, part-time & full-time students.

- Names of staff were printed out, cut apart, and put in a plastic bin. 5 names were drawn from the staff member collection and offered by email to participate in the study. The first 2 affirmative responses will participate. A Round 2 had to take place for the staff collection because there was not 2 interested people. Round 2 was randomly selected in the same methodology as Round 1 was selected.

Six faculty members and Deans were randomly selected in the same manner as staff members. The first 2 affirmative responses were scheduled to participate in the study.

Methodology

We will use a within-subjects design. By using this model, each participant will perform all the same tasks. Each participant will perform each task on the same library website.

We will conduct up to 8 individual 45 minute usability study sessions. Each participant will perform the tasks on both websites. We will use 5 minutes of the session to explain the session to the participant, review basic background information with the participant, and collect all the necessary forms. An additional 5 minutes will also be used to conduct a post-test debriefing interview at the end of the session.

Session Outline and Timing

The test session will be 40 minutes long. We will use 5 minutes of each session for pre-test introductions. An additional 5 minutes will be used for a de-briefing interview once the testing session is complete.

Pre-Test Arrangements (1-2 minutes)
Have the participant:
- Review and Sign the recording consent agreement
- Fill out the background questionnaire

Introduction to the session by using orientation script: (2-3 minutes)
Discuss:
- Importance of this study
- Moderator's role
- Room configuration, Recording systems, observers, etc
- The protocol for the rest of the session
- Thinking aloud

Tasks (30 minutes)
Participants will start with the Charlotte School of Law homepage on the screen of the computer. After the tasks have been completed on Website A, the participant and the moderator will debrief the session for additional comments.

Post-Test Debriefing (5 minutes)
- Ask broad questions to collect preference and other qualitative data on the website.
- Follow up on any particular problems the participants encountered during the session

Guidelines to Develop Task List

Task selection is based on a representative sample of the product's functions while addressing test objectives. Task prioritization was completed based on the most frequently performed tasks of our end user population.

Each task should have every part completed.
1. A brief description of the task
2. The materials required to perform the task
3. A description of successful completion of the task – Successful Completion Criteria (SCC)
4. Timing or other Benchmarks (use when appropriate – not advisable with think alouds)

Task Component	Description
Task #1	To find the library catalog online
State	Website A (and Website B)
Successful Completion Criteria (SCC)	Participant finds the library catalog search screen
Benchmark	Participant click no more than 2 times

Task Component	Description
Task #2	To find an electronic database
State	Website A (and Website B)
Successful Completion Criteria (SCC)	Participant finds the particular database search screen
Benchmark	Participant takes no longer than 15 seconds to complete the task

Task Component	Description
Task #3	To find the library hours of operation
State	Website A (and Website B)
Successful Completion Criteria (SCC)	Participant finds the current library hours
Benchmark	Participant takes no longer than 10 seconds to complete the task

Task Component	Description
Task #4	To find contact information for the circulation desk/reference desk
State	Website A (and Website B)
Successful Completion Criteria (SCC)	Participant finds the phone number and address
Benchmark	Participant takes no longer than 10 seconds to complete the task

Task Component	Description
Task #5	To find contact information for a library staff member
State	Website A (and Website B)
Successful Completion Criteria (SCC)	Participant finds the phone number and email address of the specified staff member
Benchmark	Participant takes no longer than 10 seconds to complete the task

Task Component	Description
Task #6	To find the library blog
State	Website A (and Website B)
Successful Completion Criteria (SCC)	Participant finds the library blog
Benchmark	Participant takes no longer than 10 seconds to complete the task

Task Component	Description
Task #7	Return to the library homepage
State	Website A (and Website B)
Successful Completion Criteria (SCC)	Returns to the library homepage NOT the CharlotteLaw School homepage
Benchmark	The student finds the homepage within 1 click

	Research Question to be Studied	Task to be Completed	Hypothesized Problems to be Identified
	Charlotte School of Law Library Website Usability Testing		
1	Finding the library homepage	Find the Charlotte School of Law Library homepage.	The CSL Library homepage is not readily identifiable.
2	About the Library	What is the mission of the CSL Library?	There is a lot of miscellaneous text on the About the Library page.
3	Access & Hours	When is the CSL Library open to the public?	Library Hours are not readily apparent.
4	Policies & Services	What is the CSL Library policy on accepting charitable gifts?	The policies of the library are hard to find.
5	Book Suggestions	Make a book suggestion to the library.	The quick links are overlooked.
6	Staff Directory	What is Dean Studwell's office phone number?	Contact information is hidden within the site.
7	Faculty Contacts	Who is the library contact for Dean Spriggs?	Contact information is hidden.
8	Library Membership	What are the membership dues for a 4-10 attorney firm?	Have to scroll down to find out this information.
9	Library Catalog	What is call number for CSL's copy of William Shakespeare's *The Merchant of Venice*?	Student unfamiliarity with using the catalog. Catalog not visible.
10	Electronic Databases	List 2 CSL electronic databases that would provide journal articles and other periodicals. (Do not include Westlaw or Lexis).	Too much text on the electronic databases screen. Needs better organization.
11	Research Guides	Does CSL Library have a research guide on Predatory Lending?	Needs better organization to make finding the guides easier.
12	Reference Links	Where would you go on the CSL Library webpage to find additional tools for legal research?	Users don't understand the use of the reference links.
13	Library Blog	Write a comment on the library blog.	Unawareness of the blog

Describe the Test Environment, Equipment, and Logistics

The test environment will include a participant and an observer/moderator. The environment will also include the necessary testing materials, such as a computer that has access to the internet, all testing materials, consent forms, and audio recording machine/equipment.

Since the majority of the end users will be using the internet in an office or academic setting, we will conduct the testing in the available empty office space in order to simulate the environment of our stakeholders.

Explain what the Moderator/Observer will do

The moderator/observer will sit beside the participant at the desk while the session is conducted. They will introduce the session and introduce the tasks as appropriate. Because this study is explorative in nature, the moderator/observer may ask follow up unscripted questions to clarify the participant's behavior and expectations. The moderator/observer will also take detailed notes and record the participant's behavior and comments.

Measures

To answer these questions:
- How easily do users find the library catalog?
- How easily can the users find the electronic database that they are seeking?
- How easily and successful are the users in finding the information that they need? (Library hours, contact information)
- How easily and successful are the users in finding the library blog?
- How easily can users return to the homepage?
- Can users perform common tasks efficiently?

I will collect both performance and preference data during the test sessions

Performance:

Number and percentage of tasks completed correctly with and without prompts   or assistance
None   Participate completed a task without prompting
Try Again   Participant completed a task when asked, "Can you think of any other place to look?"

Number and type of prompts given
Number and percentage of task completed incorrectly
Count of all incorrect selections (errors)
Count of incorrect menu choices
Count of incorrect hyperlinks or icons selected

Preference:

Usefulness of the websites (Website A & Website B)
How well the websites met your expectations
Appropriateness of website's functions to the user's tasks
Overall ease of use
Overall ease of learning
Usefulness of the graphics
Ease of reading text on the screen
Usefulness of text on the screen
Website A vs. Website B

Qualitative Data:
> Think aloud verbal protocol
> Quotable Quotes on feelings both positive and negative

To answer the following questions during a de-briefing interview & through written observations by moderator/observer:
- What obstacles prevent users from completing their tasks?
- Where do the users go to find contact information?
- What are the major usability flaws that prevent users from completing common tasks, such as finding library hours or locating the library catalog?
- How does ease-of-use compare between the current library site and the proposed redesigned site?
- How does ease-of-use compare between our site and other library websites?
- Is there an appropriate balance of ease-of-use and ease-of-learning?

Report Contents

I will deliver a draft of the final report that:
- briefly summarizes the background of the study, including goals, methodology, logistics, and participant characteristics
- presents finding for the original questions of investigation
- gives quantitative results and discusses specifics as appropriate to the question and the data
- provides visuals of the pages the CharlotteLaw library websites that are relvant to specific question where they will help reviewers understand what we are talking about
- discusses the implications of the results
- provides recommendations
- suggest follow-on research

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?

(Low) 1   2   3   4   5   6   7   8   9   10 (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?

(Low) 1   2   3   4   5   6   7   8   9   10 (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

[This could be conducted by having the participant write the answer, but we had more of conversation discussing these questions since the testing session was audio recorded].

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
[For Participant and should be first page on top of the tasks]

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 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.

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

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[*Begin Recording*]

"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*]

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___	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

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Signature   *Date*

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__ 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.

Remember: When you are ready to begin the task, please say "I'm ready to start." Please wait until you hear, "Please begin" before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

When you are done, say "I'm done" and return to the Charlotte School of Law homepage.

Task 1

Assume you are an attorney in Charlotte who has just heard about Charlotte School of Law for the first time. You want to find out more information about the law school & how the library can help you. Acting as an attorney, go to the library homepage.

This test is not to test you or your abilities. We are testing the website.
There is no right or wrong answer. Please do the best you can.

Were prompts given:　　　Yes　　No

　　　If yes, what was said: _____

Was the first click the participant made to the library homepage?　　　　Yes　　No

　　　If no, which site(s) did they click into?

　　　_____

　　　_____

　　　_____

How many clicks did it take for them to find the library homepage?　_____

Time spent on Task: _____

Remember: When you are ready to begin the task, please say "I'm ready to start." Please wait until you hear, "Please begin" before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

When you are done, say "I'm done" and return to the Charlotte School of Law homepage.

Task 2

You are not a law student, nor are you a practicing attorney. You, as a member of the public, are getting a divorce. However, you can't pay an attorney for anything more than filing the necessary paperwork. You need to do some legal research on your divorce and was referred to the Charlotte School of Law Library by the Clerk of Court. When and how often can you come to do research?

Answer: _____

This test is not to test you or your abilities. We are testing the website.
There is no right or wrong answer. Please do the best you can.

Were prompts given: Yes   No

     If yes, what was said: _____

Was the first click the participant made to the Access & Hours page?   Yes   No

     If no, which site(s) did they click into?

     _____

     _____

     _____

How many clicks did it take for them to find the access & hours page?   _____

Did they find the necessary information on another page than the access & hours page? Yes   No

Time spent on Task: _____

Task 3

 As an alumna, you often reflect on how much the library helped you during your law school career. Now that you are out practicing and making lots of money, you want to give back to the library. Specifically, you want to donate your own personal collection of study aides you accumulated during law school.   Can the library accept your charitable donation?

Circle your answer: Yes   No

Were prompts given:　　　Yes　　No

　　　If yes, what was said: _____

Was the first click the participant made to the policies & services page?　　　Yes　　No

　　　If no, which site(s) did they click into?

　　　_____

　　　_____

　　　_____

How many clicks did it take for them to find the policies & services page?　_____

Did they find the necessary information on another page than the policies & services page?

　　　Yes　　　　No

Time spent on Task: _____

Remember: When you are ready to begin the task, please say "I'm ready to start." Please wait until you hear, "Please begin" before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

When you are done, say "I'm done" and return to the Charlotte School of Law homepage.

Task 4

You are an intern at a law office downtown Charlotte. Every day, you go down to the library and use the book titled, "How to Practice Civil Litigation Law for Dummies." You know the Charlotte Law Library doesn't have it, but you are sure that other students would find it extremely helpful. Go and make a book suggestion to the library to purchase the book.

This test is not to test you or your abilities. We are testing the website.
There is no right or wrong answer. Please do the best you can.

Were prompts given: Yes   No

     If yes, what was said: _____

Was the first click the participant made to the book selection page?   Yes   No

     If no, which site(s) did they click into?

      _____

      _____

      _____

How many clicks did it take for them to find the book selection page?   _____

Did they successfully suggest a book to the library?   Yes   No

Time spent on Task: _____

Remember: When you are ready to begin the task, please say "I'm ready to start." Please wait until you hear, "Please begin" before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

When you are done, say "I'm done" and return to the Charlotte School of Law homepage.

Task 5

You are a brand new member of the CharlotteLaw faculty team, and are teaching Advanced Torts. You are very familiar with all of the topics, but are not as familiar with the North Carolina specific liabilities. During your orientation, you were told that faculty members are assigned a liaison in the library that can help with research and other instructional support. Since you are new and have not yet received a liaison assignment, Dean Studwell offered the assistance of her liaison in the interim. Who is Dean Studwell's library liaison?

Answer: _____

This test is not to test you or your abilities. We are testing the website.
There is no right or wrong answer. Please do the best you can.

Were prompts given: Yes   No

    If yes, what was said: _____

Was the first click the participant made to the faculty contacts page?   Yes   No

    If no, which site(s) did they click into?

     _____

    _____

    _____

How many clicks did it take for them to find the faculty contacts page?   _____

Did they find the necessary information on another page than the faculty contacts page?   Yes

    No

Time spent on Task: _____

Remember: When you are ready to begin the task, please say "I'm ready to start." Please wait until you hear, "Please begin" before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

When you are done, say "I'm done" and return to the Charlotte School of Law homepage.

Task 6

Assume you are an attorney with 22 years of legal experience. However, all that experience has been in Arizona. Your spouse just got relocated to Charlotte, North Carolina due to his/her job. You happened upon an amazing job at a law firm with 6 other attorneys. However, their firm library is extremely lacking in resources. The firm library doesn't have any of the books you are used to using for reference. Someone mentioned the attorney membership program offered by the Charlotte Law Library, and now you want to find out more information. What are the membership dues for attorneys in a 4-10 attorney firm?

Answer: _____

Were prompts given: Yes   No

    If yes, what was said: _____

Was the first click the participant made to the attorney membership page?   Yes   No

    If no, which site(s) did they click into?

    _____

    _____

    _____

How many clicks did it take for them to find the attorney membership page?   _____

Did they find the necessary information on another page than the attorney membership page?

    Yes   No

Did they download the membership application?   Yes   No

Time spent on Task: _____

Remember: When you are ready to begin the task, please say "I'm ready to start." Please wait until you hear, "Please begin" before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

When you are done, say "I'm done" and return to the Charlotte School of Law homepage.

Task 7

It's spring break. You and a couple of friends decide to take a trip to New York. While you're there, you get an email from one of your seminar professors saying that she has moved up the due date on an upcoming paper by a week. It is now due the day after you return from your trip. You know that NYU has a law school, so you go there to finish your research for your paper. Unfortunately, they won't let you check out any books. You found the perfect book during your research and you know it will add that extra little something to your paper for that A grade. You make as many copies from the book that are allowed by the library, but you really need to find out whether or not Charlotte Law Library has that book in their collection in order to finish your research. Go and find out if CharlotteLaw owns: Faith, Reason, and Consent: Legislative Morality in Early American States by Wm. G. Miller

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Were prompts given: Yes   No

     If yes, what was said: _____

Was the first click the participant made to the catalog?   Yes   No

     If no, which site(s) did they click into?

     _____

     _____

     _____

How many clicks did it take for them to find the catalog?   _____

How did they search for the book?

     __ Keyword

     __ Author

     __ Title

     __ Subject

Did they find out that the CharlotteLaw library does own the book?   Yes   No

Time spent on Task: _____

Remember: When you are ready to begin the task, please say "I'm ready to start." Please wait until you hear, "Please begin" before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

When you are done, say "I'm done" and return to the Charlotte School of Law homepage.

Task 8

You are a law student at UNC Chapel Hill and have to write a research a paper on predatory lending by banks against lower socio-economic populations. Unfortunately, your school doesn't have a research guide that provides a good starting point for your research. You have heard that CharlotteLaw does a lot of work within the community so you think that they might have some helpful information on this topic. You decide to check out the CharlotteLaw Library website. Does CharlotteLaw have a research guide that can help you?

Answer: Yes   No

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There is no right or wrong answer. Please do the best you can.

Were prompts given: Yes   No

      If yes, what was said: _____

Was the first click the participant made to the research guides page?   Yes   No

      If no, which site(s) did they click into?

      _____

      _____

      _____

How many clicks did it take for them to find the research guides page?   _____

Did they find the necessary information on another page than the research guides page?

      Yes   No

Time spent on Task: _____

Remember: When you are ready to begin the task, please say "I'm ready to start." Please wait until you hear, "Please begin" before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

When you are done, say "I'm done" and return to the Charlotte School of Law homepage.

Task 9

Every time the library has an event you see signs posted up all over the place, but you wonder if these announcements are online also. So you go to the circulation desk and ask if the library has a way of letting the students know about their events online. You are surprised to find out that the library has a blog that not only announces future events but posts discussion topics, both legal and non-legal. Excited as you are to now know the library has a blog, you want to leave a comment. Go to the library blog and leave a comment on one of the postings.

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There is no right or wrong answer. Please do the best you can.

Were prompts given: Yes   No

    If yes, what was said: _____

Was the first click the participant made to the library blog?   Yes   No

    If no, which site(s) did they click into?

    _____

    _____

    _____

How many clicks did it take for them to find the library blog? _____

Did they find the necessary information on another page than the library blog?   Yes   No

Time spent on Task: _____

Remember: When you are ready to begin the task, please say "I'm ready to start." Please wait until you hear, "Please begin" before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

When you are done, say "I'm done" and return to the Charlotte School of Law homepage.

Task 10

You're a third year student here at CharlotteLaw, and your last assignment before summer break is to complete a research paper for your international law course. You've chosen to write about the legal effects of the conduct committed by the Somalian pirates throughout the last month. You want to use some different resources other than Westlaw & Lexis to gather news and popular journal articles. What electronic databases could you use to find these types of sources?

Answer: _____

               _____

               _____

Were prompts given: Yes   No

      If yes, what was said: _____

Was the first click the participant made to the library electronic databases page? Yes   No

      If no, which site(s) did they click into?

      _____

      _____

      _____

How many clicks did it take for them to find the electronic databases page?   _____

Did they find the necessary information on another page than the electronic databases page?   Yes

      No

Time spent on Task: _____

Usability Testing Schedule

April

	Mon.	Tues.	Wed.	Thurs.	Friday	Sat.	Sun.	Mon.	Tues.	Wed.
	13	14	15	16	17	18	19	20	21	22
9:00										
10:00		Amber Harrison (LM)			Danna Schmitt (MC)				Jake Minick (AA)	
11:00		Victoria Taylor-Carter 11:30-12:30 (TH)								Amy Villegas-McCleave 11:30-12:30 (GZ/AM)
12:00										
1:00		Elizabeth Grymes (LM)								Susan Rowe (TH)
2:00				Brett Few 2:30-3:30 (BT)	Robert Cope (Public Patron - LM)					
3:00										
4:00										
5:00										
6:00										
7:00										

Pre-Test
Sarah Edgecomb
Friday, 4/10
1:00-2:00