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

	Charlotte School of Law Library Website Usability Testing		
	Research Question to be Studied	*Task to be Completed*	*Hypothesized Problems to be Identified*
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 about a posting 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