

UX Testing of New DVC Library Website

If the student has their own computer, they can use it otherwise, we will provide a laptop.

Start test on a blank Google search.

INTRO SCRIPT

Hi, my name is _____, and I'm going to be walking you through this session today. Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

The DVC Library recently redesigned its website. The goal of this project is to help us better understand your experience of the website and to see if there are any areas that we can improve. We appreciate your participation and honest feedback which will help us to ensure the website is easy to use and meets the needs of all DVC students.

The first thing I want to make clear right away is that **we're testing the site, not you**. You can't do anything wrong here. Please don't worry about making mistakes.

As you use the website, try to think out loud as much as possible. This means:

- Say what you're looking at
- Read aloud whatever you're reading
- Explain what you're trying to do, and what you're thinking.
- If you click on a link, tell me what you're hoping or expecting to find there.

If you forget to think out loud at any point, don't worry. I may remind you throughout the session. This will be a big help to us. Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, please ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done, I'll try to answer them then. And if you need to take a break at any point, just let me know.

Now I'm going to ask you to sign a simple consent form to indicate your consent to participate in our study. On the back of the form are a few optional demographic questions.

Introductory Questions

To begin, I'm going to ask you a few introductory questions:

1. What is your full name?
2. Have you been to the DVC Library website before?
3. When was the last time you visited our website and why?
4. How often do you use the DVC Library website? 1 = never and 10 = daily
5. How comfortable do you feel using the DVC Library website? 1 = not comfortable at all and 10 = very comfortable

Instructions

Below are a series of scenarios with questions for you to answer or tasks for you to complete.

1. Please read each scenario carefully
2. Try to answer the question or complete the task given in each scenario.
3. As you work to complete the task, talk us through the steps you're taking and any emotions you're experiencing along the way
4. When you are done with the task, let us know.

We will be taking notes and may ask clarifying questions to better understand your experience.

It is okay if you are not able to complete the scenario, this is helpful information for us as well. If at any point you'd like to stop and move on to the next scenario, just let us know.

Scenarios

1. You would like to study at the San Ramon Campus (SRC) library this Thursday night.

How late is the SRC Library open on Thursdays?

2. You and your classmates are working on a group project for your anatomy class. You are planning to meet this Saturday and they put you in charge of reserving a study room at the library.

Reserve one of the study rooms at the Pleasant Hill Campus (PHC) Library for 2 hours next Saturday.

3. You are taking English, and your professor has assigned a textbook called *A World of Ideas* edited by Lee A. Jacobus, 11th edition. You don't own the book and would like to see if you can borrow it from the library. The class is Engl 126 with Professor Burgess.

Is the book available to borrow from the DVC Library?

4. You are majoring in Horticulture and are interested in reading the book, *Private Gardens of the Bay Area*. You know that this book is only available from the Pleasant Hill Campus Library, but you live in San Ramon.

Submit a request for this book with pick up at the San Ramon Campus Library.

5. You saw a flyer about an event happening at the DVC Library, but you can't remember what time it starts at.

How would you contact the library to ask your questions about this event?

6. You are taking BIOSC 102 and are researching the impact of climate change in the Arctic for a research presentation assignment. Your professor recommended you use a library database called Academic Search Complete.

Find 1 academic source on your topic in the Academic Search Complete database.

Follow Up Questions to Ask after Each Task if the Subject is not Exhausted:

- What did you think about doing this activity on the website?
- Was there anything easy or difficult, or confusing?

End of test questions

- Overall, what did you think about using this website?
- Is there anything that should be changed or improved?
- Anything else you'd like to share with us about the website you used today?
- After completing the test, how comfortable do you feel using the DVC Library website? 1 = not comfortable at all and 10 = very comfortable

Closing script

Thank you so much for your time. This has been very helpful for us, and we appreciate you.