

IMPROVEMENT OF THE SEARCH RESULTS PAGE ON HISNET

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TOPIC

[Improvement of the search results page on HISNET]

The problems and issues related to HISNET.

The usability test is to improve the search engine and the result pages which would be the solutions that will be given at the end of the experiment.

BACKGROUND & OBJECTIVE

- A. The search result page only includes the general notice.
- B. Several depths for finding syllabus in HISNET
- C. Must enter a search term correctly. (including the word spacing)
- D. It's difficult to find the reservation page for campus facilities.

Improving the search research page of HISNET can make it easier for users to access various information on HISNET.

Finally, the goal is to increase the Usability of HISNET.

User Testing Data Summary

We conducted user testing to HGU students (5 people).

We let them to do the tasks we provided, and after that we received feedback through questions. The total experiment was around 30 minutes.

Our questionnaires are as follows, and feedback opinions from users was organized into individual and common.

General outline:

1 Pre-testing Questionnaires

Including both OLD and NEW HISNet observant responses.



2 Testing Questionnaires

Including 3 Tasks on OLD and NEW HISNet responses.



3 Post-Testing Questionnaires

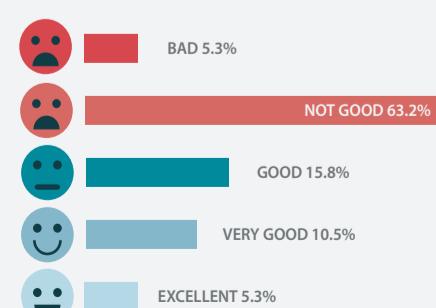
Including on NEW HISNet responses.



RESULTS



USER RESEARCH



Have you ever felt uncomfortable using HISNET?

Satisfaction with search results



PROTOTYPE IMAGE

search result for finding syllabus in HISNET

search result for campus facilities reservation



EYE TRACKING

LIST of IMPROVEMENTS

Problem	Solution	After	
Menu Click	The page was reloaded and scrolled up to the top when the menu was clicked.	Change the software of search engine so that the page doesn't scroll up.	The page immediately changes to the selected menu.
Course Syllabus	Only the most recent syllabus was shown on the page, which made comparing with other syllabuses difficult.	Add new features: 1)'select box of years' 2)'view as PDF'.	The user can view another syllabus by clicking a select box, and the user can view syllabus as a PDF file.
'Scroll to the top' button	When the user reached the bottom of the page, in order to go to the top, the user had to scroll all the way up.	Add new button that scrolls all the way to the top when clicked.	The user can go to the top of a page by just clicking a button at the bottom.
Search Category	The user could not pre-decide a category of search	Add select box beside search bar	The user can choose what specific category to search before the search
Typo	Search engine was not tolerant enough to consider typo	Improve the search engine so that it detects user typos and shows alternative results.	Search engine suggest the correct search research to user if typo occurs.