

Template for Usability Aspect Report (UAR)

Complete this form *once*, as the first page of your report:

Product Name: Redesigning UMBC's RCLC website (Resource Center for Language and Culture)
Date of Study: February 26, 2014
Experimenters' Names: Heera Lee
Subject ID: <p>Subject #1 is 70s and she is interested in different languages and cultures. As soon as she graduated TESOL M.A. program at UMBC, she became an instructor to teach English to international students. She used the resources in RCLC while she was studying in TESOL program, but she has never visited to its website because she did not know that RCLC has a website. She seems more comfortable with using a desktop with a mouse than a laptop with a touch pad.</p> <p>Subject #2 is a graduate student at UMBC. He is 29 years old and it is the second semester for him in TESOL program. He has extensive experiences in many industries such as teaching, editing documentary films in ABC broadcast, and designing web pages. He has been exposed to many divers cultures because he likes traveling around the world. He navigates each page on the websites very quickly and he is good at using the computer with a mouse.</p>

No. UE1	Problem/Good Aspect Problem
Name: Obtain general information of RCLC	
Evidence: Heuristic: Consistency and standards Interface aspect: The menus ‘Contact Information’ and ‘Directions’ on navigation main menu bar	
Explanation: Both users #1 and #2 click the ‘Contact Information’ first instead of the menu button ‘Directions’ at the bottom of the main menu bar. The users probably think the ‘Contact Information’ menu has all the contact information including the address, phone and fax numbers, email address, and the direction with the visual map. The user#1 also pointed out that the contact information containing a direction map usually locates later on the menu bar. After navigating the ‘Contact information’ menu, the users find the menu ‘Directions’. However, the link still does not introduce the users to the visual map directly, instead they have to navigate the new page again to find the campus map. Even though they find the campus map, it still does not show where the RCLC is located in the building.	
Severity or Benefit: 3 - Major usability problem Rating: Justification (Frequency, Impact, Persistence, Weights): Frequency: Common Impact: Easy Persistence: Persistent How I weighted the factors: Both users are likely to visit the closer menu to the header to find the map of the campus. Also, even though they find the right menu for the information, it requires several steps to reach the information. If they can get the information directly from one page on the one single menu, it would be efficient to save the time.	
Possible solution and/or Trade-offs: Combine the two menu “Contact Information’ and ‘Directions’ as one menu and upload the visual image map of campus and rooms of building next to the information.	
Relationships:	

No. UE2	Problem/Good Aspect Problem
Name: Registering for TESOL course	
Evidence: Heuristic: Consistency and standards Interface aspect: The menu 'TESOL Online' on navigation main menu bar	
Explanation: The users went to the 'TESOL Online' and found out there was no system or content for course registration. The reason they might click this menu first was because of the name of TESOL. After that, the user #1 navigate the website for a while, then she clicks the 'UMBC Education' link on the header to go to the UMBC education department and see the courses with the descriptions. I think she seems patient to navigate the web page and read the detailed content. Compared to the user #1, the user #2 kept clicking on several menu buttons again and again, and skimming each link quickly. He was stuck in the middle while he was performing the task.	
Severity or Benefit: 4 - Catastrophe Rating: Justification (Frequency, Impact, Persistence, Weights): <i>Frequency:</i> Common <i>Impact:</i> Difficult <i>Persistence:</i> Persistent How I weighted the factors: TESOL is one of major parts in education department and it has a certificated training course as well. Therefore, someone who is interested in taking TESOL courses might click the menu 'TESOL Online' intuitively to get the information about the registration. However, the title showed on this menu indicates the TESOL organization links around the world, instead of course registration.	
Possible solution and/or Trade-offs: Change the name of the menu from 'TESOL online' to 'About TESOL'	
Relationships:	

No. UE3	Problem/Good Aspect Problem
Name: Find upcoming news/events (professional development, conference)	
Evidence: Heuristic: Match between system and the real world / Consistency and standards Interface aspect: The menus ‘TESOL Online’ and ‘Professional Development’ on navigation main menu bar	
Explanation: Both users were given the task to find the upcoming Maryland Mini-TESOL conference date and time. The first place they visited was ‘TESOL Online’ menu, even though they have already seen what contents were there in the previous task. Next, they went to ‘Professional Development’ menu, however, the information was out of date as of 2013 post. At this point, the user #2 put the key words ‘Maryland Mini-TESOL conference’ on the search engine at the top of the page, but he still could not obtain the proper information. Since the users were struggling with the proceeding the task, I guided them by emphasizing the word ‘Maryland’ and ‘TESOL’ and they finally visited to the official Maryland TESOL website to complete the task.	
Severity or Benefit: 4 - Catastrophe Rating: Justification (Frequency, Impact, Persistence, Weights): <i>Frequency:</i> Common <i>Impact:</i> Difficult <i>Persistence:</i> Persistent How I weighted the factors: The users probably could not associate the upcoming conference information with the title of ‘Professional Development’ because they would not be familiar with the terms used in this field. Also, I found the common tendency that the users usually click the menu, which includes their target words. With this inclination, the information was not even current one. Thus, this menu and the content are highly recommend to revise sooner.	
Possible solution and/or Trade-offs: Change the title of ‘Professional Development’ menu to ‘News/Event’ menu	
Relationships:	

No. UE4	Problem/Good Aspect Problem
Name: Finding a specific article	
Evidence: Heuristic: Help and documentation Interface aspect: The menus 'Journal' on navigation main menu bar	
Explanation: With given the specific title, author and date of the publication, the users were supposed to find the article on the website. They directly went to the 'Journals' menu and tried to scan every link in alphabetical order because there were not search engine boxes on the page. After they navigated the links, but they could not find the assigned article due to the bad links. So, they came back to the home page and clicked the main library link to find the article.	
Severity or Benefit: 2 - Minor usability problem Rating: Justification (Frequency, Impact, Persistence, Weights): <i>Frequency:</i> Common <i>Impact:</i> Easy <i>Persistence:</i> Persistent How I weighted the factors: Both users were not able to find the assigned article in short time, and it took a lot of steps to get to the final target article.	
Possible solution and/or Trade-offs: Adding search engine under the 'Journals' menu would save a lot of time and procedures.	
Relationships:	

No. UE5	Problem/Good Aspect Problem
Name: Navigating topics related to the user's interest	
Evidence: Heuristic: Recognition rather than recall Interface aspect: The menus 'Resource' on navigation main menu bar	
Explanation: The user #1 is teaching English to international students, and she is interested in diverse cultures and languages of her students whereas the user #2 is a graduate student of TESOL program and taking linguistic class. So, they visited to the 'Resources' menu to get the general information, however, all the images and some of links were not available to see the content. Even the content was not appropriate to her target.	
Severity or Benefit: 3 - Major usability problem Rating: Justification (Frequency, Impact, Persistence, Weights): Frequency: Common Impact: Difficult Persistence: Persistent How I weighted the factors: The broken images and links caused the user confusion because she could not connect to the content. Even some contents of the links were poor to use in her field.	
Possible solution and/or Trade-offs: Arrange the same sizes of pictures labeled with proper links in perfect alignment.	
Relationships: UE4	