Observation Analysis

The Observation Technique will be used to assess the use of the NCI Website. To do this an individual will be shadowed and will be asked to carry out certain tasks. I am basing my questions around support for students etc. disabilities, computing, financial & academic support. Through this process, I hope to cage how easy it is to navigate the NCI website, the difficulties that are faced through using it and hopefully to get some constructive feedback on how the user found the web site overall.

I have listed below the number of steps needed to be taken to reach certain support topics on the NCI website. As you can see listed below based my assessment of the layout of the information its quite unclear to follow. There are multiple links that lead down a topic such as Learning support yet don’t exactly lead into one another. The information seems to be scattered amongst other topics making in my opinion feel like a maze to navigate. Other information also appears to be duplicated and again scattered around the web pages. I have colour coded the navigation below to help show how the information is spread out and how it relates to one another. Feel free to inspect my interpretation of the navigation and the questionnaire I have created for testing individuals on this topic.

* Students
  + Learning & Teaching
    - * Academic Supports
        + Learning Support Service
        + Mathematics Support Services
        + Math Workshops
      * Disability Support Services Disability Support (Student Services)
      * Student Assistance Fund
        + Covered
        + Not Covered
    - Student Assistance Fund
      * Covered
      * Not Covered
    - Learning & Disability Support Service
      * Learning and Disabilities Support Service
    - Academic Supports
      * Learning Support Service
      * Mathematics Support Services
      * Math Workshops
  + Student Services
    - * Academic Support
      * Disabilities Support Services
      * Financial Assistance
    - Support Services
      * Disability Support
      * Academic Support
      * Computing Support
    - Disability Support
      * Needs Assessment
      * Assistive Technology
      * Academic Support
      * Library Support
    - Academic Support
      * Learning Support Service
      * Mathematics Support Services
      * Math Workshops
    - Computing Support
      * About the Service
      * Contact Information
    - Student Welfare
      * Student Assistance Fund
      * Eligibility

Here are the goals I set out for the User’s

1. Is there relevant information on what student funds cover and how can you apply for it?
2. Find information on Academic Supports for what’s available?
3. Was it difficult to locate information for disability support?
4. Did you find all you needed to know in one location?

[12:22, 11/9/2017] : 1- 3 clicks and has relevant info

[12:23, 11/9/2017]: 2- 2 clicks, not a lot of in depth info

[12:23, 11/9/2017]: 3- difficult to find should be under student tab or highlighted better

[12:24, 11/9/2017]: 4- no had to go through different tabs to find all info needed to know

[12:24, 11/9/2017]: 5- site has a good lay out but hard to navigate to some sections

[12:27, 11/9/2017]: 6-i would have support tab on its own with detailed support info