

# **Usability Test**

## **Regarding University Websites**

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**University  
of Idaho**



**NORTH  
IDAHO  
COLLEGE**

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**By Spencer Reed**  
**November 1, 2022**

# Table of Contents

<b>Introduction.....</b>	<b>2</b>
<b>Methods.....</b>	<b>2</b>
<b>Test Environment.....</b>	<b>2</b>
<b>Tasks.....</b>	<b>2</b>
<b>Criteria.....</b>	<b>2-3</b>
<b>Results.....</b>	<b>3-17</b>
<b>Task 1.....</b>	<b>3-4</b>
<b>Task 2.....</b>	<b>4-5</b>
<b>Task 3.....</b>	<b>6-7</b>
<b>Task 4.....</b>	<b>7-8</b>
<b>Task 5.....</b>	<b>9-10</b>
<b>Task 6.....</b>	<b>10-11</b>
<b>Task 7.....</b>	<b>12-13</b>
<b>Task 8.....</b>	<b>14-15</b>
<b>Task 9.....</b>	<b>15-16</b>
<b>Task 10.....</b>	<b>16-17</b>
<b>Conclusions.....</b>	<b>17</b>
<b>Bibliography.....</b>	<b>18</b>
<b>Appendix.....</b>	<b>19-23</b>

# Introduction

University of Idaho and North Idaho College are both very popular choices for students looking to pursue an education after high school in the Northern Idaho area. This white paper shows the results of a cognitive walkthrough test that compared how well the websites for these schools perform and accommodate for users looking to find information about them using the five component standards that define usability.

# Methods

## Test Environment

These tests were done on my Macbook Air using the web browser Google Chrome to access the universities websites.

## Tasks

1. Find the “About” section of the university.
2. Find a map of the campus..
3. Find the financial aid services given for each university, including scholarships.
4. Find information regarding events & programs
5. Request housing services (room changes, service requests, etc)
6. Access Disability & Mental Health Services
7. Find information regarding University Organizations (student organizations, Greek Life, etc)
8. Find the Major, Minor, Certificate, and Course Catalogs
9. Find Employment Opportunities & Online Applications
10. Find the estimated Cost of Attendance

## Criteria

**Effective:** The task was completed successfully.

**Efficient:** It took a reasonable amount of time and/or clicks to get to the desired information.

**Engaging:** The information was presented in a pleasing manner.

**Error Tolerant:** User error was easy to correct.

**Easy to Learn:** The information is easy to read, succinct, and logical in its presentation.

Each task was graded on a six-point Likert scale ranging from “Strongly Disagree” to “Strongly Agree” as shown below:

Strongly Agree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
1	2	3	4	5	6

## Results

### Task 1: Find the “About” section of the university



Figure 1: University of Idaho’s main page with the About section highlighted

**University of Idaho:** The link to the about section was easy to find at the top of the page, with only one click required to bring the user to the page.

Score: 28

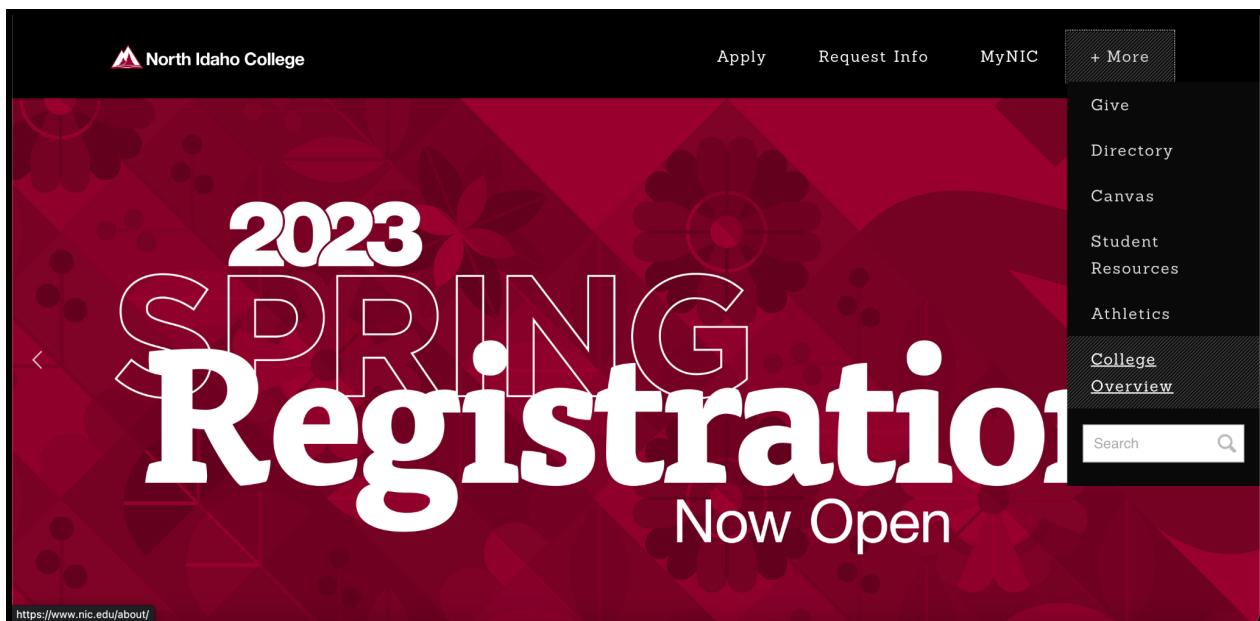


Figure 2: North Idaho College's main page with the College Overview section highlighted

**North Idaho College:** The link to the about section was somewhat difficult to find, as it was hidden behind the More tab and the College Overview link.

**Score: 17**

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## Task 2: Find a map of the campus

Figure 3: University of Idaho's interactive campus map

**University of Idaho:** The link to the campus map was difficult to find, behind many links that would not seem to relate to a map at first glance. See figure 3.

**Score: 13**

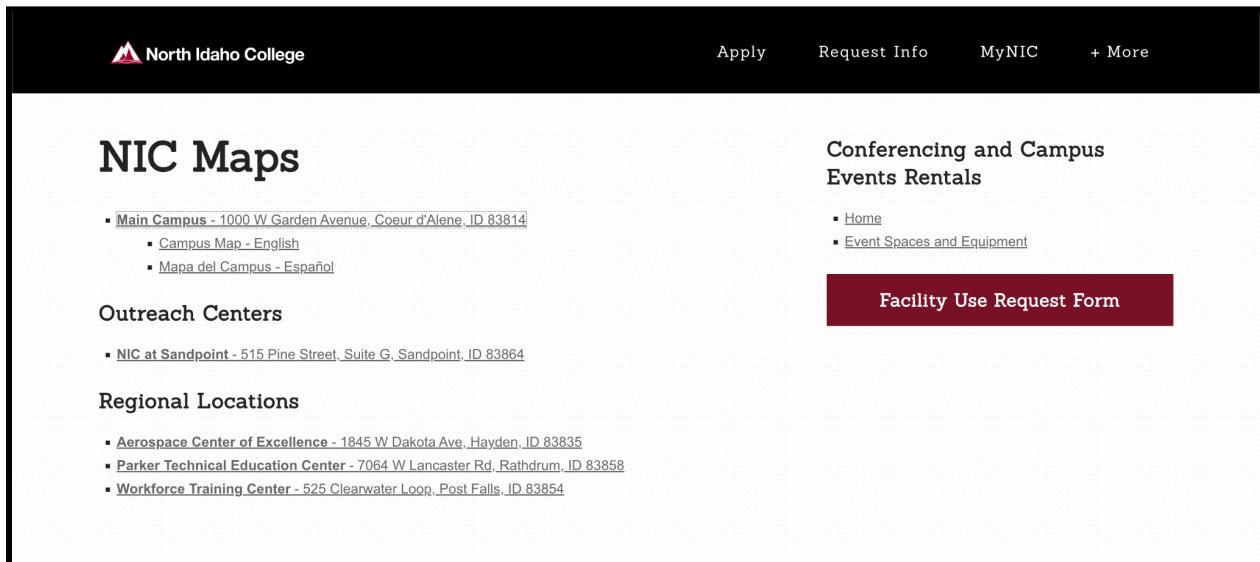


Figure 4 : North Idaho College's maps page with the main campus selected

**North Idaho College:** The link to the maps section was easy to find at the bottom of the main page, and the different maps were easy to understand..

**Score: 25**

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## Task 3: Find the financial aid services given for each university

The screenshot shows the University of Idaho's Student Financial Aid Services page. On the left, there is a sidebar with a search bar and several dropdown menu items: Cost of Attendance, How-To Resources, Scholarships (with a plus sign), Financial Aid Policy Changes, Apply For Aid (with a plus sign), Receiving Your Aid (with a plus sign), Keeping Your Aid (with a plus sign), Check Aid, Summer Financial Aid, Types of Aid (with a plus sign), and Student Jobs (with a plus sign). The main content area has a header "Welcome to Student Financial Aid Services". Below it, a paragraph encourages users to make the most of their time at the University of Idaho without worrying about finances, mentioning Financial Aid Counselors ready to answer questions for incoming, transfer, international, or graduate students. Another paragraph discusses questions about tuition, financial aid, and how to pay for college, mentioning counseling on choosing aid types and financial decisions. A section titled "Scholarship Funding Is Available" discusses scholarships for undergraduate, graduate, and international students. A final section titled "What Is Financial Aid?" provides a general overview.

Figure 5: University of Idaho's Financial aid page

**University of Idaho:** The link to the financial aid services page was relatively easy to find, under multiple drop down tabs with one click needed to find the page.

**Score: 23**

The screenshot shows North Idaho College's Financial Aid Office page. At the top, it says "Financial Aid Office" and "School Code: 001623". On the right, there is a sidebar titled "Financial Aid" with links for "Home", "How to Apply for Financial Aid", "How to Apply for Scholarships", "Forms for 2022FA, 2023SP, 2023SU", "Information and Policies", and "Importance of Financial Aid". Below the sidebar, there is a "Types of Financial Aid" section with a "Feedback" button. In the center, there is a table with columns: School Year, NIC Semesters, FAFSA Year, Tax Year Used, and State Priority Date. The table row shows "2022-2023", "Fall 2022, Spring 2023, and Summer 2023", "2022", "2020", and "Varies".

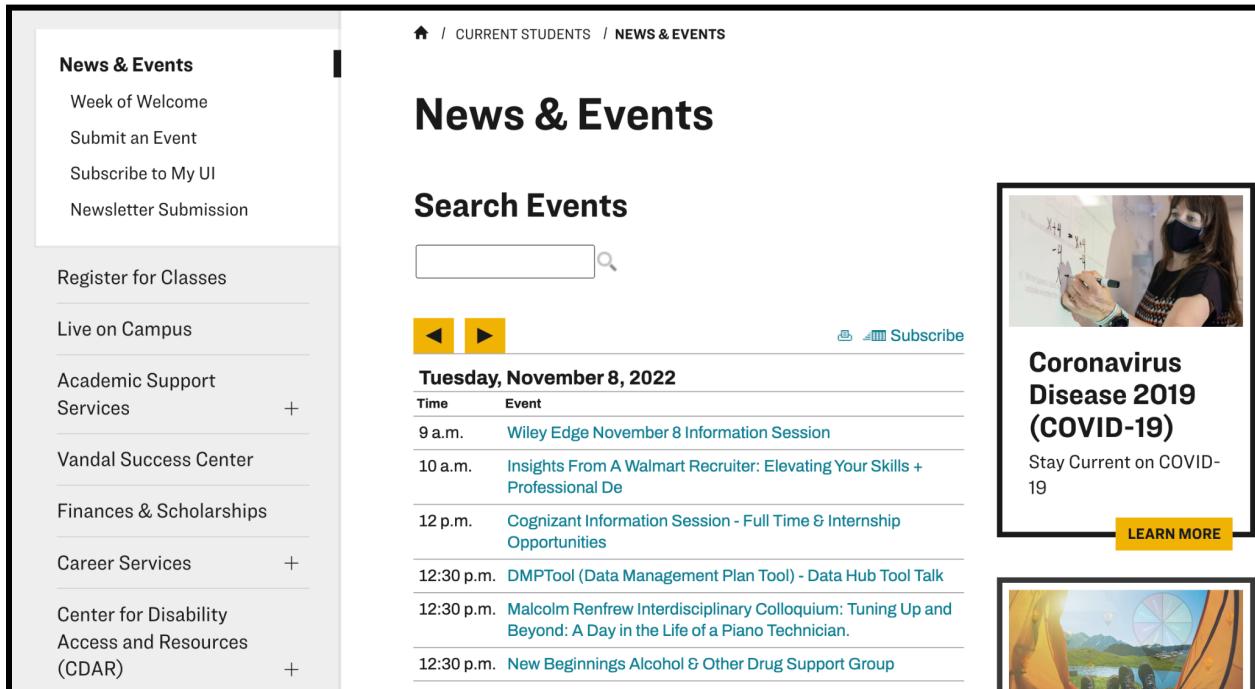
Figure 6 : North Idaho College's financial aid page

**North Idaho College:** The financial aid information was easy to find with one click by scrolling down slightly on the main page.

**Score: 26**

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## Task 4: Find information regarding events & programs



The screenshot shows the North Idaho College website's "News & Events" section. The left sidebar includes links for "News & Events" (Week of Welcome, Submit an Event, Subscribe to My UI, Newsletter Submission), "Register for Classes", "Live on Campus", "Academic Support Services" (with a plus sign indicating more options), "Vandal Success Center", "Finances & Scholarships", "Career Services" (with a plus sign), and "Center for Disability Access and Resources (CDAR)" (with a plus sign). The main content area features a "News & Events" header, a "Search Events" input field, and a list of events for Tuesday, November 8, 2022. The events listed are: 9 a.m. Wiley Edge November 8 Information Session, 10 a.m. Insights From A Walmart Recruiter: Elevating Your Skills + Professional De, 12 p.m. Cognizant Information Session - Full Time & Internship Opportunities, 12:30 p.m. DMPTool (Data Management Plan Tool) - Data Hub Tool Talk, 12:30 p.m. Malcolm Renfrew Interdisciplinary Colloquium: Tuning Up and Beyond: A Day in the Life of a Piano Technician, and 12:30 p.m. New Beginnings Alcohol & Other Drug Support Group. To the right of the event list is a sidebar for "Coronavirus Disease 2019 (COVID-19)" with a "LEARN MORE" button and a small image of a person wearing a mask.

Figure 7: University of Idaho's events page

**University of Idaho:** The link to the events page was also relatively easy to find, with only 2 clicks needed to find it.

**Score: 24**

## Student Wellness and Recreation

[Register Here](#)

### GROUP STRENGTH

Tue & Thur @ 12pm  
w/ Julia  
SWRC Fitness A



NIC Student Wellness and Recreation offers state-of-the-art facilities and a staff of highly-trained, caring professionals who provide our college community a complete indoor and outdoor recreational experience.

[SWRC Info](#)

[Intramural Sports](#)

#### Campus Recreation

- [Student Wellness and Recreation](#)
- [Stay Active at Home](#)
- [About Us](#)
- [Event Release and Acknowledgment](#)
- [Student Employment](#)

#### Hours

- [Hours of Operation](#)
- [Summer Operating Hours](#)
- [Winter Break Hours](#)

#### SWRC Memberships

- [SWRC Student Membership](#)
- [NIC Employee Memberships](#)
- [Alumni Memberships](#)

Figure 8 : North Idaho College's wellness and recreation page

**North Idaho College:** North Idaho College does not have a conventional events page, instead having a Wellness and Recreation page that is somewhat difficult to find in the campus directory.

**Score: 17**

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## Task 5: Request housing services (room changes, service requests, etc)

Figure 9: University of Idaho's housing forms page

**University of Idaho:** This page was quite difficult to find, with many different pages and clicks required to find it.

**Score: 18**

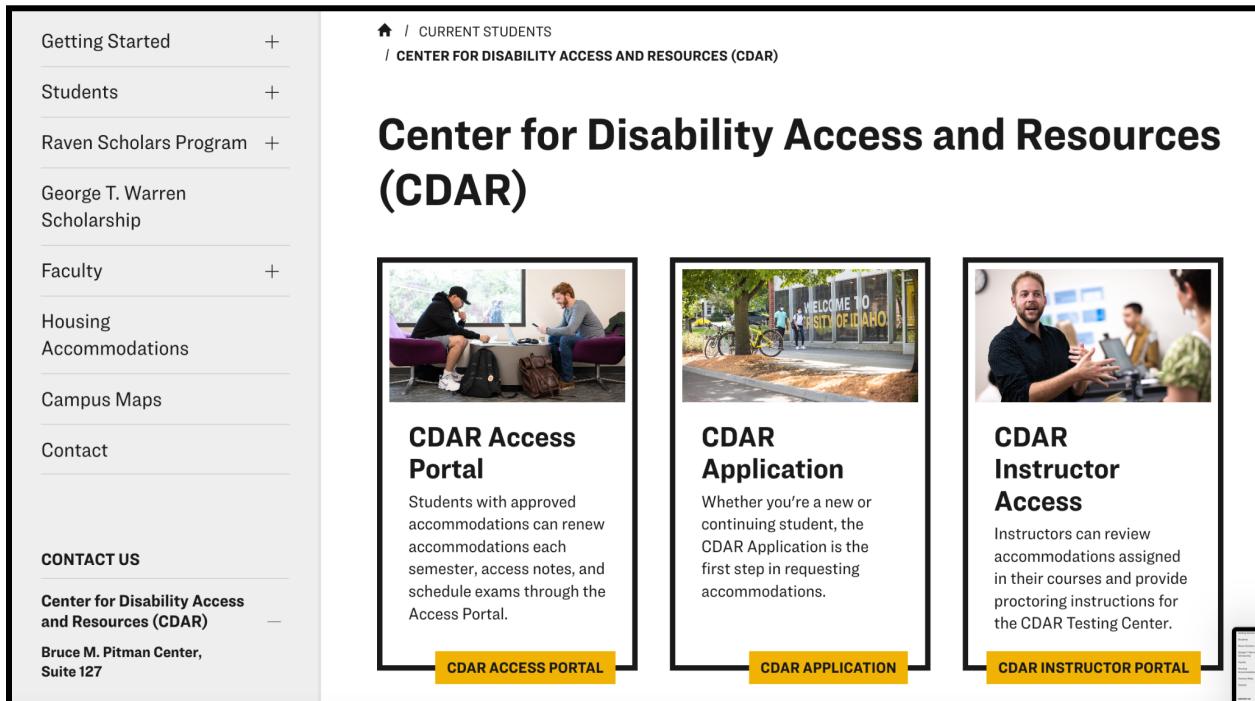
Figure 10 : North Idaho College's Residence Hall page

**North Idaho College:** The housing services for NIC were behind a lot of lists and were difficult to find and sift through, but it was possible to find with a bit of time spent.

**Score: 16**

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## Task 6: Access Disability & Mental Health Services



The screenshot shows the University of Idaho's Center for Disability Access and Resources (CDAR) page. The left sidebar includes links for Getting Started, Students, Raven Scholars Program, George T. Warren Scholarship, Faculty, Housing Accommodations, Campus Maps, Contact, and CONTACT US. The main content area has a breadcrumb trail: Home / CURRENT STUDENTS / CENTER FOR DISABILITY ACCESS AND RESOURCES (CDAR). The title is "Center for Disability Access and Resources (CDAR)". Below the title are three cards: "CDAR Access Portal" (two students sitting at a table), "CDAR Application" (students outside a building with a "WELCOME TO THE CITY OF IDAHO" sign), and "CDAR Instructor Access" (an instructor talking to a student). Each card has a yellow button labeled "CDAR ACCESS PORTAL", "CDAR APPLICATION", or "CDAR INSTRUCTOR PORTAL".

Figure 11: University of Idaho's CDAR page for mental health and disabilities.

**University of Idaho:** Only a few clicks were required to find this page, and the links required were not difficult to find either.

**Score: 19**



Welcome to  
Disability Support Services (DSS)

Disability Support Services

- Home Page
- Staff
- Contact Information

[Report a Campus Access Barrier](#)

Student Information

[Apply for Services](#)

[Eligibility](#)

 Hi, my name is Nic. Would you like some assistance?

Figure 12 : North Idaho College's Disability services page

**North Idaho College:** These services were very easy to find, with just one click needed on the main page.

**Score: 25**

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## Task 7: Find information regarding University Organizations

### Want to live off-campus?

There are a variety of housing options for those who want to [live off-campus](#).



### Belong

Be part of something big. Volunteer, join a club or find a leadership opportunity that fits you.



Figure 13: University of Idaho's Student Life page containing off-campus housing and organizations.

**University of Idaho:** This information is found when scrolling down the Student Life page, which is not very intuitive, but very easy to find again when found once.

**Score: 28**

# Welcome!

## Department of Student Involvement

We support student success by involving students in meaningful engagements that build connections, leadership skills, resiliency, and civic-mindedness through participation in strengths-based leadership, clubs, events, and community engagement opportunities while promoting stewardship, life-long learning, and diversity.

Find out more on how to become involved with your [ASNIC Student Government](#), which [Student-led Events](#) are happening, and [how to join or start a club](#) on campus.

Students can also get active and explore what [NIC's Recreational Sports](#) has to offer via our Student Wellness and Recreation Center on campus. Outdoor trips and rentals are offered by [Outdoor Pursuits](#) where students can enjoy the outdoors.

Come visit our Get Involved! booth in the Student Union plaza or come upstairs to the ASNIC offices to find out how you can be even more connected with your campus community.

**Student Involvement**

- [Home](#)
- [Food Pantry](#)

[Find a Job On Campus With Us](#)

[Sign Up For St. ASNIC's Tree of Giving](#)

**ASNIC**

- [Student Government](#)
- [Clubs](#)

**Figure 14 : North Idaho College's Student Involvement page**

**North Idaho College:** The student involvement page contains organizations such as its Student Government. This page was somewhat difficult to find, with a lot of links to find amongst many others that look identical.

**Score: 18**

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## Task 8: Find the Major, Minor, Certificate, and Course Catalogs

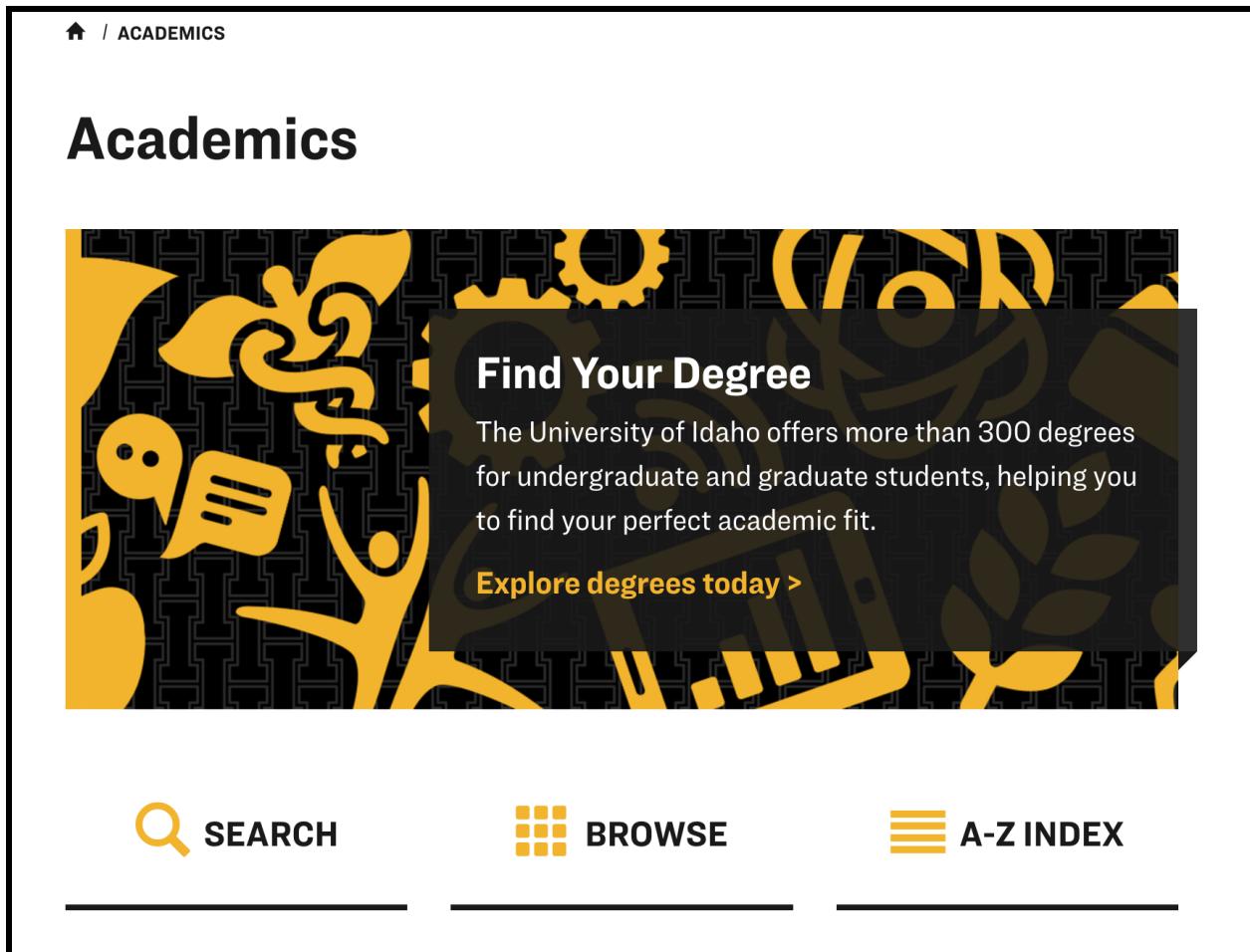


Figure 15: University of Idaho's Student Life academics page

**University of Idaho:** The academics page contains all the information for Majors and Minors with their course catalogs and it is easy to find with one click on the main page.

Score: 25

## Instructional Programs

**Degrees and Certificates :**

- [Class Schedules](#)
- [Course Descriptions](#)
- [AA/AS Degrees Requirements](#)
- [AAS Degrees Requirements](#)
- [eLearning \(Internet, hybrid, and web-enhanced classes.\)](#)
- [Graduation Information](#)
- [Registration](#)

**Related Links**

- [Adult Education / GED®](#)
- [Career Technical Education](#)
- [Dual/Tech Credit](#)  
(NIC credits while in high school)
- [Outreach Centers](#)
- [Workforce Training and Community Education](#)

[NIC Viewbook](#)

Figure 16 : North Idaho College's Student Student Instructional Programs page

**North Idaho College:** These details were very easy to find, as the link to find them was also on the main page, only requiring a little bit of scrolling to access it.

**Score: 21**

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## Task 9: Find Employment Opportunities & Online Applications



### University of Idaho

Welcome to the University of Idaho's job portal!

- [Home](#)
- [Search Jobs](#)
- [Log In /Create Account](#)
- [Help](#)

[Faculty Positions](#)
[Temporary Faculty Positions](#)
[Staff Positions](#)
[Student & Temporary Positions](#)



About the University of Idaho



Applicant Resources

Figure 17: University of Idaho's job portal

**University of Idaho:** The job portal for the University of Idaho was somewhat difficult to find, requiring a preliminary search before I had the right set of links to click to find it. Once found however, it was very easy to find again also.

**Score: 22**

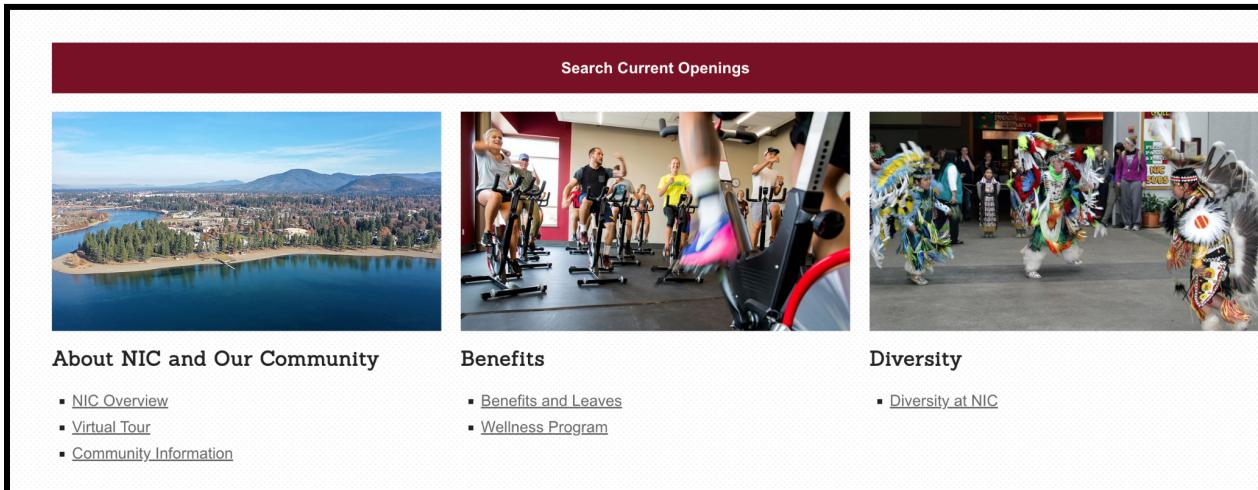


Figure 18 : North Idaho College's Current Listings page

**North Idaho College:** The employment opportunities were behind one click on the main page, but were at the very bottom amongst many other links making it hard to find.

**Score: 23**

## Task 10: Find the estimated Cost of Attendance

Cost of Attendance

How-To Resources

Scholarships

Financial Aid Policy Changes

Cost of Attendance

The following cost of attendance figures are used to estimate a student's financial aid eligibility for the 2022-2023 academic year (two semesters). Costs may vary based on individual circumstances.

[University of Idaho's Net Price Calculator](#)

Figure 19: University of Idaho's cost of attendance page

**University of Idaho:** This page took only 2 clicks to find, but the links were difficult to find being small and in inconvenient spots on the main page.

**Score: 16**

Tuition and Fees
Announcement

Tuition and fees are on a semester basis and *subject to change at any time*.
▪ [Important Announcements](#)

Please visit the Student Finance [Home](#) page for payment deadlines and for information on your payment options.

**Fall 2022, Spring 2023**

Credits	Resident	Non-District	WA	WUE	Non-Resident
1	\$141.50	\$215.00	\$246.00	\$287.00	\$364.00
2	\$283.00	\$430.00	\$492.00	\$574.00	\$728.00
3	\$424.50	\$645.00	\$738.00	\$861.00	\$1,092.00
4	\$566.00	\$860.00	\$984.00	\$1,148.00	\$1,456.00
5	\$707.50	\$1,075.00	\$1,230.00	\$1,435.00	\$1,820.00
6	\$849.00	\$1,290.00	\$1,476.00	\$1,722.00	\$2,184.00
7	\$990.50	\$1,505.00	\$1,722.00	\$2,009.00	\$2,548.00
8	\$1,132.00	\$1,720.00	\$1,968.00	\$2,296.00	\$2,912.00

Figure 20 : North Idaho College's page showing cost of attendance

**North Idaho College:** The Tuition and Fees link is on the main page, but is small and thus difficult to find on first glance.

**Score: 26**

## Conclusions

Overall, both websites were fairly easy to understand and it was not too difficult to find anything with a little effort. University of Idaho had information that was slightly easier to understand however, ending with a Likert score of 214 points. North Idaho College ended with a Likert score of 224 even though it was more difficult overall to understand, as some aspects were much easier.

The University of Idaho also had on average a much higher engagement level than North Idaho College. This is due to several design choices in the web design, but overall the design aspect greatly affects the user's ability to be engaged with important information on both websites.

## Bibliography

University of Idaho - retrieved from <https://www.uidaho.edu/>

North Idaho College - retrieved from <https://www.nic.edu/>

# Appendix

Tasks	University of Idaho	North Idaho College																								
TASK 1	<b>Find the "About" section of the University</b>	<b>Find the "About" section of the University</b>																								
Efficient	The task was completed successfully.	The task was completed successfully.																								
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Notes	Total Score: 28	Total Score: 17 The task was completed, but rather than showing the user a blurb showcasing the university, shows another menu redirecting the user to other parts of the website																								
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Notes	The map was behind many unassuming links, making it difficult to find. Total Score: 13	Total Score: 25																								

Tasks	University of Idaho	North Idaho College																								
TASK 3	<b>Find financial aid services</b>	<b>Find financial aid services</b>																								
Efficient	The task was completed successfully.	The task was completed successfully.																								
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Notes	The only difficulty came from finding which drop down tab needed to access the right page	Total Score: 26																								
	Total Score: 23																									
Tasks	University of Idaho	North Idaho College																								
TASK 4	<b>Find information regarding events &amp; programs</b>	<b>Find information regarding events &amp; programs</b>																								
Efficient	The task was completed successfully.	The task was completed successfully.																								
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Notes	Total Score: 24	Since the website does not have an events page, it is hard to find events through their site. Total Score: 17																								

Tasks	University of Idaho						North Idaho College					
TASK 5	Request housing services						Request housing services					
Efficient	The task was completed successfully.						The task was completed successfully.					
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
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Effective	The task was completed in as few steps as necessary						The task was completed in as few steps as necessary					
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Engaging	The information was presented in a visually appealing way						The information was presented in a visually appealing way					
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	1	2	3	4	5	6	1	2	3	4	5	6
Notes	Total Score: 18 Difficult to navigate to residence halls site, hard to find Documents and forms.						Total Score: 16 Lists upon lists are present, difficult to sift through.					
Tasks	University of Idaho						North Idaho College					
TASK 6	Access Disability & Mental Health Services						Access Disability & Mental Health Services					
Efficient	The task was completed successfully.						The task was completed successfully.					
	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
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Notes	Total Score: 19						Total Score: 25 Disability Services were one of the main menu dropdowns.					

Tasks	University of Idaho	North Idaho College																								
TASK 7	Find information regarding University Organizations	Find information regarding University Organizations																								
Efficient	The task was completed successfully.	The task was completed successfully.																								
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Notes	Total Score: 28 Comprehensive list of all organizations and affiliations.	Total Score: 18																								
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Notes	Total Score: 25 Lacked information about certificates, but there is an expansive database that can be altered by the user.	Total Score: 21																								

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<b>TASK 9</b>	<b>Find Employment Opportunities &amp; Online Applications</b>	<b>Find Employment Opportunities &amp; Online Applications</b>																								
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<b>Notes</b>	Total Score: 20	Total Score: 23																								
<b>Tasks</b>	<b>University of Idaho</b>	<b>North Idaho College</b>																								
<b>TASK 10</b>	<b>Find the estimated Cost of Attendance</b>	<b>Find the estimated Cost of Attendance</b>																								
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<b>Easy to Learn</b>	The steps that completed the task were easy to understand	The steps that completed the task were easy to understand																								
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<b>Notes</b>	Total Score: 16	Total Score: 26																								
	It took quite a while to find the information needed																									