A-Z List Usability Testing

Moderator Packet

Introduction

(Script adapted from Steve Krug's *Rocket Surgery Made Easy*)

Hi, _____. My name is _____, and I'm going to be walking you through this session today.

We're asking people to try using a feature of our website that we're working on so that we can see if it works as intended. The session should take about 20 minutes.

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.

As you use the site, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking.

Also, please don't worry that you're going to hurt our feelings. we need to hear your honest reactions.

If you have questions as we go along, just 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.

You may have noticed my colleague, _____. With your permission, _____ is going to take notes today on our conversation and we are going to record what happens on the screen using QuickTime. The recording will only be used to help us figure out how to improve the site, and it won't be seen by anyone except the people working on this project. (if participant asks how long the recording will be kept, tell them up to 1 year)

Here's your incentive for volunteering that we promised. (give participant the incentive)

If that all sounds good, we'll go ahead and get started!

Do you have any questions so far?

Good. Before we look at the site, I'd like to ask you a few quick questions:

Pre-Test Questions

1. First, what do you do here at Yale? [prompt: student, faculty, staff; discipline/area of study]

2. What resources do you typically use when beginning your start research?

3. Have you ever visited the Yale medical library website?

4. If so, what did you use it for? Follow up: Were you able to use it successfully (e..g did you find what you were looking for)?

Test Questions

Now I'm going to have you attempt a couple of tasks on our website. Remember to "think out loud" so we can understand what you're thinking. Be honest and don't worry about hurting our feelings, we won't be offended.

We're going to start on the library homepage. http://dev.library.medicine.yale.edu/

5. Using the page in front of you, show me how you'd find the following:
    *   Micromedex (clinical)
    *   Exam Master (medical students)
    *   Metacore (basic science)
    *   Sociological Abstracts (Public health)

6. From the home page, go to a resource that you frequently use. (Moderator: Refer to the databases the user mentioned in pre-test question #2 – preferably not one of the databases linked on the homepage)

Let's move to the A-Z list. http://dev.library.medicine.yale.edu/find/title2

7. Let's talk a little about what you see on the page.

In your opinion, what is the purpose of this page? Can you identify any specific things you might be able to do, using this page?

a. Use this page to look for a database that is relevant to your specialty (or program) that you **haven't** used before
b. Find EliScholar. *(to see if they scroll, use the letters on the side or use search)*
c. Now that you know about this page, how would you navigate to it from the home page?
d. After trying out some of the features of this page, do you think you would use it to find resources for your research in the future?

Post-Test Questions

8. Can you briefly talk about your initial impressions of the A-Z List page?

9. Was there anything you found particularly frustrating or difficult?
10. What did you like best about this page?

11. If you could change one thing to make this page more enjoyable or easier to use, what would it be?

12. Anything else you'd like to share with us?

(Debrief participant as needed, answering any questions that you weren't able to answer during the test.)

Thanks again for helping us today. If anything occurs to you later that you want to add or share, contact me. Here's my card.

A-Z List Usability Testing

Note taker version

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Volunteer

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