

Observation Form - Mini-Usability Test

LSC255/LSC555

1. The name of the LSC255/LSC555 student conducting the test: Claire Joseph

2. Task 1 notes

- User seems excited about how far back the archives of the student newspaper would go
- Especially interested in the older issues, spent most of their time exploring that section, had to be prompted to explore the other time periods
- Did seem surprised that the filters only really helped them filter content by date, not by topic, kept going back to the filters to see if more options were available
- General browsing seemed to go very seamless, did not try the search function

3. Task 2 notes

- First tried search term of “World War” which they expressed confusion at the search results, none of them were old enough to be during the war
- Tried “Great War” search term which came up with no results
- Tried search term “Vietnam War” but noted that oldest result was from 2004, the search term of “Vietnam” came up with similar results
- Was visibly frustrated with the search functionality
- Tried to search via time periods through the collections, they liked this function earlier so it seemed that they were comfortable going to that method
- Went to correct time period for WWII and searched for “war” but did not get any search results, definitely are frustrated
- Pivoted back to Vietnam War but the search results were the same issue, asked for any tips to help to find what they are looking for
- Said they didn’t like having to reset filters after they go into a specific entry
- Stated that they could not find anything with the topics presented and want to stop the test

4. Additional notes

- User was initially very excited to use the system but quickly got frustrated when they were looking for specifics and not just browsing
- I could see students being similarly frustrated because the search function is not as intuitive as search engines like Google
- Even with experience with a system like JSTOR, the test user had a lot of difficulty completing specific tasks
- Did not notice in my tests that filters reset if you go back to search results so that is very interesting