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| Sketches Page Report – Usability Sessions |
| Illinois State University History Department Website (http://history.illinoisstate.edu/) |
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| **11/18/2014** |

First Session:  
 Moderator: Deheng Sun   
 Greeter: Karl W. Bissereth  
 Subject: Anuya Prabhu / Sarah Walcynski IT467

Second Session:  
Moderator: Karl W. Bissereth   
Greeter: Deheng Sun  
Subject: Elora Karim / Jim Kalmbach ENG 351

Contents

[Overview 2](#_Toc404121798)

[Procedure 2](#_Toc404121799)

[Measures and Results 3](#_Toc404121800)

[SUS Scores 4](#_Toc404121801)

[Discussion 4](#_Toc404121802)

[Appendix 5](#_Toc404121803)

# Overview

This report discusses the results of two usability sessions conducted on November 11th. Both of the sessions evaluate the new proposed web site design templates for Illinois state university History department. These usability sessions have helped us understand the expectation of the students regarding the necessary information that they are expecting to find from specific sections of the new history website layout.

# Procedure

The two sessions were structured with the same set of tasks executed by two different participants. The sketches pages were designed using Axure. Notes were taken as the student went through the tasks. Additionally, the Usability Testing Software Morae was used to record the students’ screen while going through the task list. The students are asked to think aloud to make the study process easier.

During the sessions the moderator may interfere with the process only if the student deviates from the task or more clarification is needed.

After greeting each participant we made sure they signed the informed consent. We described the general procedure and the main purpose of the study. At the end of the session, the participants filled the SUS form and after the greeter thanks them for their participation and we treat them with candies in order to express our gratitude.

The following are the different tasks that each participant completed during the usability sessions:

**Task 1:** What do you think of this home page layout?

**Task 2:** Click on the homepage 2 links at the top of the homepage. What do you think of this layout? Compare to the previous one which one do you prefer?

**Task 3:** Where would you go to find information about history major profile?

**Task 4:** Please click on the About Us section. Does this match your expectation?

**Task 5:** Do you think that all the items on the left menu are relevant to this section? If not, what would you change? What would you add?

**Task 6:** What would you expect to find in the Alumni Directory?

**Task 7:** Please go to the Alumni section. Does it match your expectation? If not what would you change? What would you add?

**Task 8:** What do you expect to find in the Undergraduate section?

**Task 9:** Please go the Undergraduate section; does the information under this section match your expectation? If not what would you change? What would you add?

**Task 10:** What do you expect to find under the Graduate section?

**Task 11:** Where would you go to find scholarship for history master’s degree？

**Task 12:** Do you think Career and Internships should be separated for undergraduate and graduate section?

**Task 13:** What do you expect to see in the Career and Internship section?

**Task 14:** Please go to the Career and Internship section. Does this match your expectation?

**Task 15:** What information do you expect from the Faculty and Staff?

**Task 16:** Please go the Faculty and Staff section. Does this match your expectation? If not what would you change? What would you add?

## Measures and Results

* Task 1: subject 1 thought there was too much text existing in home page sketches version 1. Subject 2 thought that the spotlight section was taking too much space and that study abroad was more relevant to be included in the home page. We included in our first layout a banner with a little bit of image and it distracted the subject 2.
* Task 2: both subjects agreed that homepage sketches version 2 is much better than version 1. However, subject 1 believed the amount of text was still too much. Subject 1 also pointed out that the navigation bar looks good. Subject 2 thinks that a showcase in carousel format in the highlight section will be interesting.
* In task 3, subject 1 decided to go under the Graduate section to find the information while subject 2 went under undergraduate.
* Task 4 and 5: subject 1 believes the about us page should contains information regarding to the history department. Subject 1 also expected to find courses information under the about us page and yet it was not. Subject 2 expected to find highlighted information about faculties worked and basic information about majors, and lastly contact information.
* Task 6: Subject 1 believes items in the left menu were relevant to this section. However, subject 1 was expecting to have a high level information about the history courses. Subject 2 finds it odd to have the alumni and faculty resource link under the about us section.
* Task 7 and 8: For this task we did list any specific information about alumni. We wanted to measure the importance of a list of alumni in the alumni directory information and what other information might be necessary to this latter section. Subject 1 expected to see a list of alumni that provides feedback about history department course and thought the expectation were met. This subject also believes insufficient alumni information may cause confusions. Subject 2 expected to see a list of alumni that are successful within the history major and also think it not necessary to include banners in this page since it is more an information style section.
* Task 9 and 10: subject 1 suggests there should be a search function provided in the course page so that specific course could be located quickly. Both subjects thought undergraduate page should contain course information, advising, and major description which are the most important section for them. The expectation of this page has been met for both subjects. Subject 2 also find it confusing to include the “bachelor of arts foreign language under the majors and sequences listing”. It was an error on our design and should be corrected in the next sketch iterations.
* Task 11 and 13: subject 1 was expecting to see similar information as undergraduate section for the graduate program. In this task, the expectation was met for both subjects. Subject 2 thinks that a grant section might need to be included under the graduate section.
* Task 13: subject 2 would go the Scholarship and Awards in the left menu bar to find required information.
* Task 14: both subjects believed that separating the scholarship section would be better.
* Task 15 and 16: both subjects expect to see career and internship opportunities during this task, however such information was not provided. The expectation was not met.
* Task 17 and 18: both subjects expect to see faculty information contact information, and related work. The expectation was met.

# SUS Scores

The SUS results are:

* For subject 1: 40
* For subject 2: 80
* The average is: (40+80)/2 = 60

# Discussion

Based on previous baseline report, we modified layout and item positions to eliminate aesthetic and consistency problem. We redesigned the navigation bar to plane surface so that it meets modern UI design; a homepage button was added to navigation bar based on previous session report. Also, the left navigation was redesigned completely to meet modern aesthetic standard. The items in the left navigation was changed completely, for most tasks, consistency was not a problem anymore. Meanwhile, we provide a completely redesigned home page with new department logo, new navigation bar, new spotlight and background. Both subject prefer the second redesigned homepage. The internship was moved to homepage navigation from 3rd layer to the first layer based on previous usability session report. Courses and program information was clearly listed in the left navigation bar in the related page. Advising was now under both graduate and undergraduate page. The alumni page was combined with about us section since it has lower priority. The event calendar was moved to a more obvious position and not confuses users any more. Both subjects were satisfied modified content and page layout. Most consistency problems were eliminated.

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# Appendix

The list of files used in the project located on the U: drive

The U drive mapped to \\casfiles01\lilt\drop\usabilityvideos\teamhis

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| File Name | Description |
| U: \casfiles01\lilt\drop\usabilityvideos\teamhis \usability session 2\Anuya Prabhu.pdf | Signed Informed Consent for Anuya (first subject) |
| U: \casfiles01\lilt\drop\usabilityvideos\teamhis \usability session 2\Elira Karim.pdf | Signed Informed Consent for Elira (Second subject) |
| U: \casfiles01\lilt\drop\usabilityvideos\teamhis \usability session 2\usability Task list(2).docx | Task list |
| U: \casfiles01\lilt\drop\usabilityvideos\teamhis \usability session 2\usabilitySession2\_HTeam.wmv | Video |