Homework 3: LOTSS Tutorial Prototypes

Melissa Lafranchise
July 31, 2013

Prototypes 1-3

1

LOTSS logo

Not Signed In   ▲ Account   ▮▮ My Score   Sign out

| Home | About LOTSS | Tutorial | Help | SJSU Library |

LOTSS stands for Library Online Tutorial for SLIS Students. It's an information literacy tutorial that teaches you to confidently and efficiently search library databases. Learn more about LOTSS. Please register or sign in to proceed.

Register

Re-register if you are returning in a **subsequent** semester.

Important: For optimal performan
Best viewed in Internet

2

LOTSS logo

Not Signed In

| | About LOTSS | Take the Tutorial | |

- LOTSS is the Library Online Tutorial for SLIS Students.
- It teaches you to search library databases effectively.
- Please register or sign in to proceed.

Register

Register if you are returning in a **subsequent** semester.

Sign in

Sign in if you are returning in the **same** semester.

Important: For optimal perfor
Best viewed in Inte

3

LOTSS logo

Not Signed In

| | About LOTSS | Take the Tutorial | |

- LOTSS is the Library Online Tutorial for SLIS Students.
- It teaches you to search library databases effectively.
- Please register or sign in to proceed.

Register

Register if you are returning in a **subsequent** semester.

Sign in

Sign in if you are returning in the **same** semester.

Important: For optimal performance, please allow cookies.
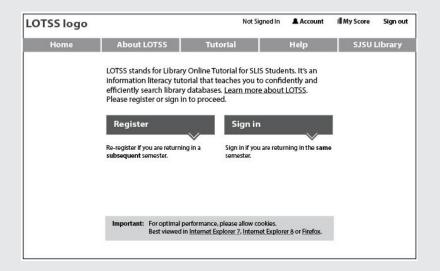Best viewed in Internet Explorer 7, Internet Explorer 8 or Firefox.
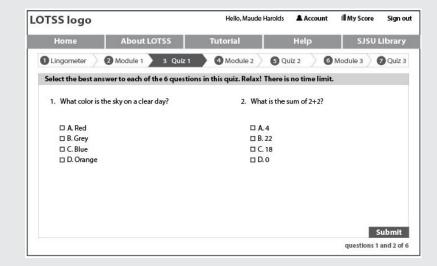
Recruitment method

- Parameters
  - Tutorial is given early in SLIS career
  - Usability issues were directly related to the tutorial, not to SLIS specific knowledge
- Tester profile
  - Male and female adults
  - With general computer experience
  - With specific experience using online tutorials
  - SLIS student ideal, but not required
- Testers
  - Female, 40 years, banking technologist
  - Male, 33 years, software engineer

Tasks

- Task 1: Register or sign in as appropriate

    - Testers were asked to perform as a new SLIS student named Maude on her first visit to the site

- Task 2: Take Quiz 1

    - Testers were to assume that Maude had already completed the Lingometer and Module 1 and now needed to take Quiz 1

Questions

- Initial

  - What is LOTSS and how will it benefit you?

  - Which browser should you use?

- Task 1 related

  - Will you register or sign in? How?

  - How are you advancing between form fields?

  - What do you do once you've registered?

- Task 2 related

  - Where are you within the site?

  - Where are you in the Tutorial process?

  - What are the quiz instructions?

  - How many questions in this quiz?

- Task 2 related (cont.)

  - Which question(s) are you on now?

  - What do you do once you've answered a question?

  - How do you finish the quiz?

  - How can you tell if you've submitted the quiz?

  - What do you do after completing the quiz?

- Post

  - Was was your overall impression of the site/tutorial?

  - Did it function as you expected?

  - Was it self-explanatory or confusing?

  - Any other comments?

Changes to prototype 1

- **Global**
  - If goal is to complete the tutorial, why are there so many other options? > Remove ancillary items from main nav
  - Utility menu is lacking functionality. What if the user was using a public computer? > Add "If you're not username, click here"
  - Utility menu options are confusing before sign in > Do not show options until user has signed in
  - During quiz, unsure of location within site > Highlight Tutorial tab when users are in tutorial
  - Browsers are out of date > Update code**

- **Registration**
  - Re-register copy is confusing > Change re-register to register
  - Too much copy on homepage, just tell me what I need to do > Condense text to bullets
  - Cursor should appear in the first form field automatically > Add cursor/focus to First and Last Name field
  - After registering, tell me what I need to do next. I don't want to choose. I just want to be done with this > Remove options, provide instructions instead.
  - The pop-up window is annoying > Remove modal panel
  - Multiple links with different language for getting to the Tutorial can be confusing > Make link language more similar
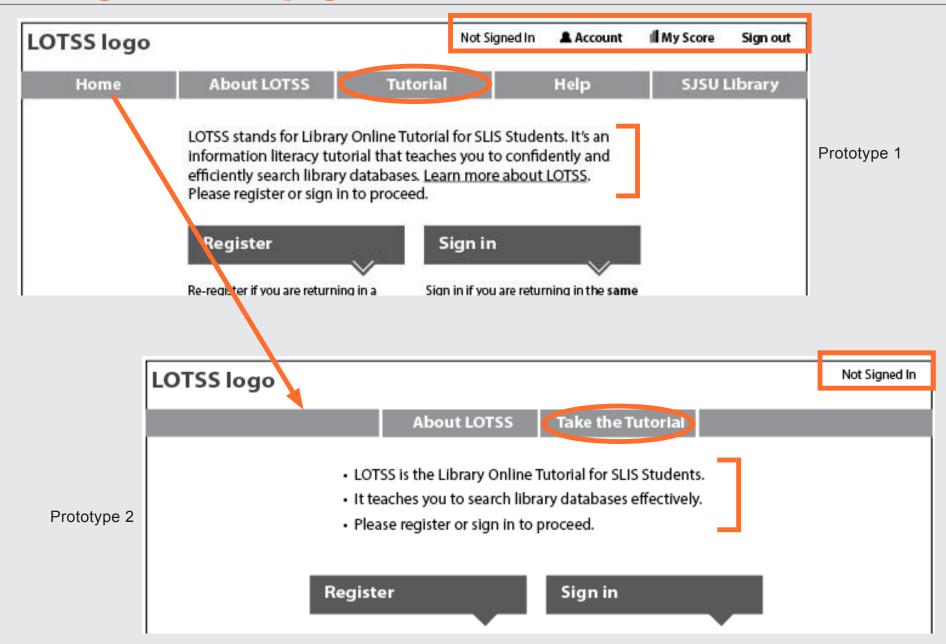
- **Registration (cont.)**
  - Should be able to register once > Update so that if user registers once, he/she is always registered** Is this secure? > Registration and sign in should be on secure pages**
  - Can't system default to current semester? > Update to default, remove field from form**
  - I expect a password field for added security > Update to include password**
  - Can I tab between fields? > Ensure form is accessible via tab key**
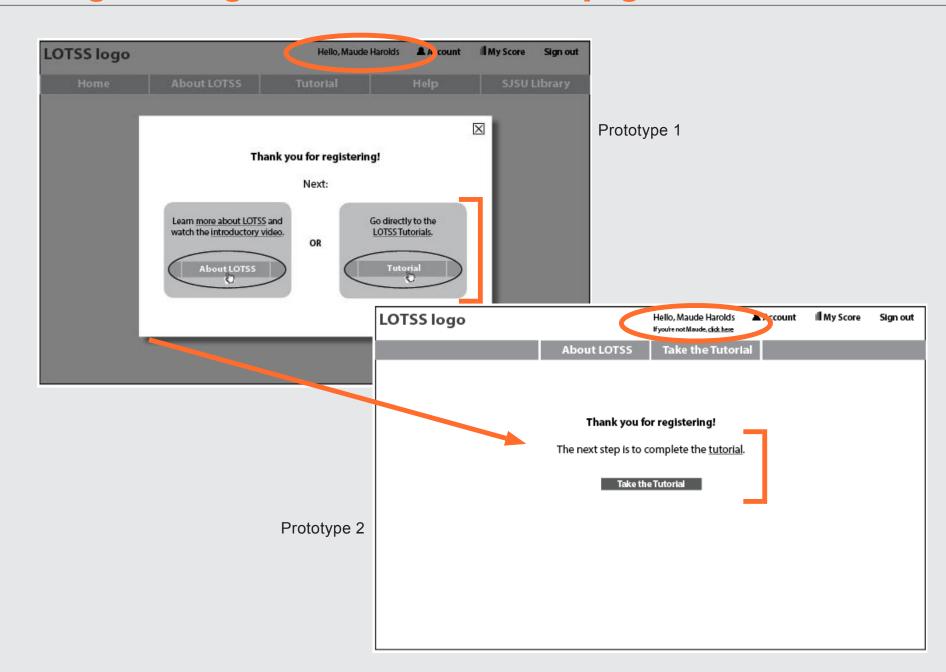
- **Quiz**
  - People assume quiz will be untimed unless they are told otherwise > Remove language about quiz being untimed
  - Submit button is confusing. Am I submitting the whole quiz? > Change to "Check Answer" and "Next Question"
  - How do I complete the quiz? > After final question, change the "Next Question" button to "Submit Quiz"
  - Can I go back to a previous question? > Add back link or button
  - Why two questions per page? Confusing > Show one question to provide users with immediate feedback on answers
  - It's unclear that the sequence map contains links > Address in design**

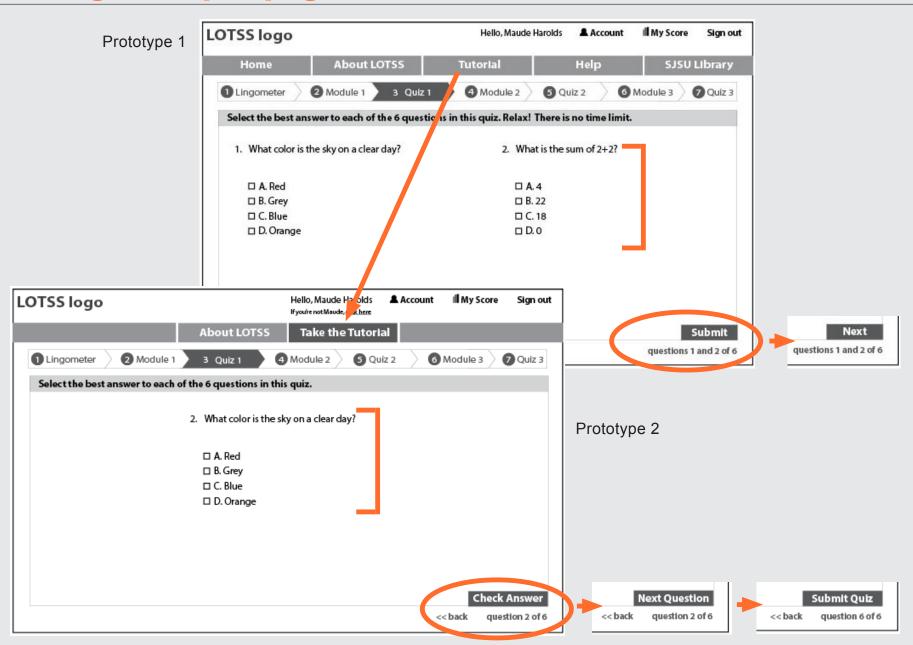**Change not represented in prototypes, must be discussed with developers or look/feel designers

Changes to homepage

Prototype 1

Prototype 2

Changes to registration confirmation page

Prototype 1

Prototype 2

Changes to quiz pages

Prototype 1

LOTSS logo

Hello, Maude Harolds   🙎 Account   📊 My Score   Sign out

Home	About LOTSS	Tutorial	Help	SJSU Library

1️⃣ Lingometer 〉 2️⃣ Module 1 〉 3 Quiz 1 〉 4️⃣ Module 2 〉 5️⃣ Quiz 2 〉 6️⃣ Module 3 〉 7️⃣ Quiz 3

Select the best answer to each of the 6 questions in this quiz. Relax! There is no time limit.

1. What color is the sky on a clear day?

☐ A. Red
☐ B. Grey
☐ C. Blue
☐ D. Orange

2. What is the sum of 2+2?

☐ A. 4
☐ B. 22
☐ C. 18
☐ D. 0

LOTSS logo

Hello, Maude Harolds
If you're not Maude, click here

🙎 Account   📊 My Score   Sign out

	About LOTSS	Take the Tutorial	

1️⃣ Lingometer 〉 2️⃣ Module 1 〉 3 Quiz 1 〉 4️⃣ Module 2 〉 5️⃣ Quiz 2 〉 6️⃣ Module 3 〉 7️⃣ Quiz 3

Select the best answer to each of the 6 questions in this quiz.

2. What color is the sky on a clear day?

☐ A. Red
☐ B. Grey
☐ C. Blue
☐ D. Orange

Prototype 2

Submit
questions 1 and 2 of 6

➡️ **Next**
questions 1 and 2 of 6

Check Answer
<< back   question 2 of 6

➡️ **Next Question**
<< back   question 2 of 6

➡️ **Submit Quiz**
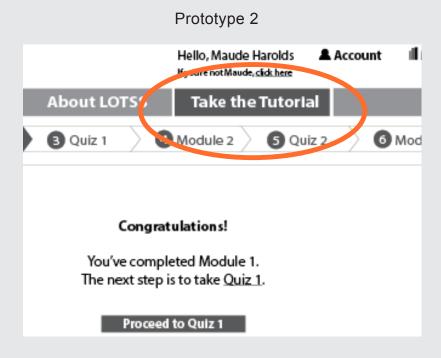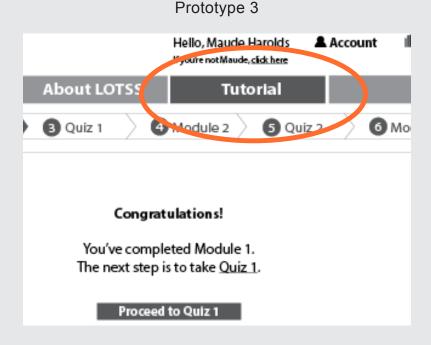<< back   question 6 of 6

Changes to prototype 2

- Registration

  - Can I use my browser back button? > Add copy to the registration confirmation page explaining the browser back button can't be used (Ask the developers if we can incorporate the browser back button**)

- Quiz

  - "Take the Tutorial" menu button is confusing when I am in the middle of the tutorial > Implement a smart menu option to change button from "Take the Tutorial" to "Tutorial" when users are within the tutorial section

Prototype 2

Prototype 3

**Change not represented in prototypes, must be discussed with developers or look/feel designers

Thank you.

Questions? Comments?

Title slide

Hi, I'm Melissa Lafranchise. Let's review my prototypes. Next slide please.

Prototypes 1-3

I ended up creating three prototypes through two rounds of user testing. You can see there were some specific changes--though overall the prototypes look similar.

Recruitment Method

So, as far as the recruitment method, since the tutorial is given in the first class SLIS students take and since the usability issues were related to the use of a tutorial, that is not requiring SLIS specific knowledge, I selected one male and one female tester who both had general computer experience as well as previous experience with online tutorials. Neither tester was a SLIS student.

If there are issues with their technology backgrounds, simply say that the tasks they performed are so simple that their extensive knowledge didn't actually help them.

Tasks

Only two simple tasks were completed as part of the testing, but each required the tester to take multiple steps as well as have an understanding of the interface and its contents.

Testers were asked to pretend that they were a brand new SLIS student named Maude and told that a requirement of Maude's LIBR 203 course was to complete this LOTSS tutorial.

The first task was to register or sign in.

The second task was to take quiz 1.

Questions

Questions were asked both during and after testing because I needed to encourage them to share their thoughts as they were performing the tasks. I also wanted to get immediate feedback as they completed specific steps.

As you can see many questions were asked, for example:

What is LOTSS and how will it benefit you?

and

How many questions are in the quiz?

Changes to prototype 1

Many issues were noted for prototype 1, most of which were addressable in prototype 2. However, there were some changes that were either not easy to represent in the prototype, or that required functionality that I wasn't sure the developers could implement. So, these changes will need to be discussed with the developers.

As you can see, there were changes to global elements, registration pages, and quiz pages.

I'll actually highlight a few of these changes in the following slides.

Changes to homepage

On the homepage, both testers questioned the inclusion of so many menu options. If the goal of the site is for the user to take the tutorial, why show them all of the other options? So, prototype 2 reduces the menu options to just two option: About LOTSS for those who want more information and Take the Tutorial for those who just want to take it and be done with it.

Prototype 2 also uses concise bullets instead of a paragraph of copy. Both testers ignored the paragraph, but *did* scan the bullets.

Prototype 2 also uses a call to action for the tutorial button. The language has been changed from just Tutorial to Take the Tutorial.

In Prototype 2, the utility menu options have been removed. They will appear only after sign in.

All of these changes help to increase focus on the users' main goal, which is to take the tutorial.

Changes to registration confirmation page

Here we see changes made to the registration confirmation page. Both testers were adamant that they wouldn't watch the video nor would they be interested in learning more about LOTSS. They would proceed directly to the tutorial. both testers were also annoyed with the modal panel for the same reason. Their point was that if they were here to take the tutorial, it should be really simple to do that, so the modal panel has been removed.

There were also content changes made in Prototype 2 that enable this direct access for those who want it. But the site still includes the About LOTSS section for those who actually would like to learn more before taking the tutorial.

Finally, Prototype 2 also incorporates the new utility link "If you're not Maude, click here". Just in case users are on a public computer and forget to sign out.

All of these changes allow users to get to the tutorial quickly.

Changes to quiz pages

Several changes were made to the quiz pages to make them more user friendly.

First, the Tutorial tab is highlighted to orient users within the site. This was an oversight in the first prototype.

Second, only one question is shown. Two questions were considered unnecessary and confusing. Showing one question allows for immediate feedback on the answer selected.

Third, Prototype 2 uses more descriptive button language. Previously, users were confused about Submit possibly submitting the entire quiz before it was completed. The new smart buttons change from Check Answer, to Next Question and ultimately to Submit Quiz.

Changes to prototype 2

Finally, we have the changes to Prototype 2, so these are after the second round of user testing. The review of the second prototype caught a few more issues which were easily addressed, including the need to notify the user whether or not the browser back button could be used, and (shown in the screen shots on this slide) you can see that smart menu functionality has been implemented, so the menu changes from "Take the Tutorial" to just "Tutorial" once the user is within the tutorial section. It's less confusing this way.

Thank you

Thank you for listening.

Are there questions or comments?

in your real-world experience and the image of questionable icons.

Individual Comments:

Homework 3 10 / 10 100 %

Excellent speaking voice, perfect sketches. You communicated the lessons learned here with obvious competence. You are a role model in the class. Congratulations.