

## Usability Test Questions

Link to InVision: <https://tinyurl.com/lofistuorg>

At the University of Michigan, new students struggle to understand the identity of the student organizations in a process of searching and browsing both online and offline. To minimize or to avoid any anxiety of adapting to a new environment, they need a solution that helps them explore and find necessary information to feel confident about their search.

### Questions:

#### Home

1. What information would you like to see on Home screen when this is **your first time searching** for an organization?
2. What information would you like to see on Home screen when **you are returning**?
3. What do you expect to do when you go to “**Search**” tab? / “**Register**” tab?

#### Search

Before searching

1. What do you see and expect to happen with this search system?

2. What else would you like to filter by?

3. Would you like to explore all organizations first or filter to view specific student organizations?

After searching

1. What information do you want to see when you are browsing?

a. Is there any information missing that can help you browse?

2. What do you think that hashtag means?

3. What else do you need to filter in order to help you help?

4. What information would you like to find in “Basic Information” section of the student organization you clicked?

a. Is there any information missing that can help you understand this student org?

b. Do you think you can understand what this organization is about with this information? Why or why not?

5. What do think it would happen when you click “Add to Interested”?

a. How would you improve it?

6. What do think it would happen when you click “Go to Student Org Page”?

- a. How would you improve it?

## **Student Org Page**

1. How would you determine this organization's identity with given information on this page?

- a. What information was most helpful / least helpful?

- b. What else do you need to see in this page to help you understand the identity or the atmosphere of this organization?

2. What do you think it means by "Currently on Bystander View"?

- a. Do you think it is useful? Why or why not?

3. The photos and videos are automatically aggregated if you use the unique hashtag. How do you feel about that?

- a. Do you think this can help this page stay active? Why or why not? How would you improve it?
- 4. How would determine this organization's identity

## **Registering**

- 1. What do you think it means by "Re-register Existing" and "Register New"?
- 2. Register New
  - a. What do see on this page? Is there anything that is not clear on this page?
  - b. Is the process of a new student organization registration clear?
- 3. Unique Hashtag
  - a. How do you interpret this page? What is unclear about this page?
  - b. Would you understand why unique hashtag is necessary in making a new student org? Why or why not? How would you improve it?

### **Wrapping up**

1. Does this workflow work for you? Did all the screens cover your needs if you were to search, browse or propose a new student organization? What was missing?
2. Is there anything else you would like to improve with this website?