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Final Testing Instruments (personas/scripts) for Project 2

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Personas:

- Current UNCC sophomore who isn't an English major
  - Tasks:
    - Reserving a study room/carrel
    - Using the library floor map (finding specific rooms, printers, bathrooms, vending machines, etc.)

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Usability Test Script

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Intro:

      Hi, thank you for coming out to take part in our usability test. In this usability test, you will be asked to complete a variety of tasks using the Library Information Kiosk. This test will be shared with the Atkins Library to recommend potential modifications to the Kiosk interface. Before we begin, we want to ensure that we have your consent to record video and audio of your testing experience. Your privacy is of utmost importance to us, meaning your responses will only be shared among the observers and moderators within our group, Professor Wickliff, and other students enrolled in this course (ENGL 4181/ENGL 5181). Do you agree to give us your consent to record video and audio during this test?

Pre-Test Questions:

      Before we begin, we have a few pre-test questions we'd like to ask you.

1. What is your name?
2. Are you a current student?
   a. If so, what is your field of study? Year?
   b. If not, what is your occupation?
3. How familiar are you with the library website?
4. What tasks do you use the library to complete?
   a. How often do you use the library website for these tasks?
5. Would a kiosk be helpful in this process?
   a. If so, what tasks would you use it for?
   b. If not, how do you find information on the library and its resources?

Tasks:

We're going to give you a series of tasks that you will have to complete. We will give you one task at a time so you can focus on each separate task individually. Please keep in mind that not all of these tasks will be possible using this website, you are welcome to say you cannot do a task at any point.

The tasks below are given verbally by Moderator
Tasks are direct and simple

1. Locate a specific book within the library and find a new book based on a general topic
   a. Specific Book: *In the Time of the Butterflies* by Julia Alvarez
   b. Topic: Modern Architecture
2. Reserving Library Resources
   a. Figure out how many study rooms, carrels, and nap pods are available
   b. Check laptop availability for both Windows and Apple laptops
   c. Reserve a study room
3. Using the maps
   a. Library rooms
      i. Finding bathrooms:
      ii. Finding help desks:
      iii. finding specific study rooms and carrels (SC):
      iv. Locate Fretwell
4. Find a specific event - hours & description
   a. Find the details about the "Slime Workshop"
      i. Description of the event, time, date, and location
5. Locate library information
   a. Library hours
   b. Hours and info about Area 49 and Special Collections

Post-Test Questions:
Thank you for completing your tasks to the best of your ability, we now have a few post-test questions to ask you.

1. How was your experience with the Atkins Library Kiosk?
   a. Was it easy? Difficult? Explain why.
2. Were you able to successfully complete the task that was assigned to you?
   a. If not, what stopped you?
   b. If yes, is there anything specific that helped you?
3. Are there any portions of the kiosk that feel unnecessary?
4. What features do you think could be helpful if added?

5. After using the kiosk, do you have a better overall understanding of Atkins and all it offers?
    a. Is there anything you are still curious about that was not answered in the kiosk?