

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.)

Usability Test Script

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? **Malia Haq**
2. Are you a current student? **Yes**
 - a. If so, what is your field of study? Year? **Sophomore, Public Health**
 - b. If not, what is your occupation?
3. How familiar are you with the library website? **3% out of 100%**
4. What tasks do you use the library to complete? **Finding PubMed journals**
 - a. How often do you use the library website for these tasks? **Once a semester**
5. Would a kiosk be helpful in this process? **Sure**
 - a. If so, what tasks would you use it for? **Not sure**
 - b. If not, how do you find information on the library and its resources? **The library website**

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. Reserving Library Resources
 - a. Figure out how many study rooms, carrels, and nap pods are available at that moment
 - i. **Performance:** scrolled down, tried search bar (no success), clicked on library map (no success), success when seen on the left side
 - b. Reserve Study Carrel #12
 - i. **Performance:** first instinct was to use QR code, when instructed to only use the kiosk she asked the chatbox (left because of unresponsiveness), dislikes that can't use QR code, unable to perform the task
2. Using the maps
 - a. Locate Fretwell
 - i. **Performance:** clicked campus map, successful
 - b. In the library, locate:
 - i. A bathroom on the ground floor
 1. **Performance:** went to 3D map, noticed lag in website, went to topleft to unselect other floors (took her to a video walk through), couldn't figure out how to get there that way, went to bottom left, noticed a bathroom she knew existed not by clicking the colored dots
 - ii. A kiosk on the second floor
 1. **Performance:** 3D map, bottom left, mistook info desk for kiosk, unsuccessful
 - iii. A printer on the first floor
 1. **Performance:** 3D map, bottom left, looked around, not exploring the colored dots, noticed the dots, found a search feature within the map but not helpful, mistook the kiosk for the printer, not successful
 - iv. A vending machine on the ground floor
 1. **Performance:** 3D map, difficulty getting out of the silent study room, found the "view floor plan" button, went to Starbucks, found it by moving from there (because she knows it's near there),

expressed that the 3D map moves a bit too far forward when navigating, found

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? **2 out of 5 because the 3D map was slow, not user-friendly**
 - a. Was it easy? Difficult? Explain why.
2. Were you able to successfully complete the task that was assigned to you? **Not all**
 - a. If not, what stopped you? **Didn't see anywhere to click to reserve a room. "If I didn't have a phone with me, how would I be able to?"**
 - b. If yes, is there anything specific that helped you? **Button for picking floors on 3D map (bottom left)**
3. Are there any portions of the kiosk that feel unnecessary? **Events take up too much space, didn't like the top banner covering everything while you scroll (on laptop)**
4. What features do you think could be helpful if added? **Button that directly takes you to room reservations, search option on the 3D map**
5. After using the kiosk, do you have a better overall understanding of Atkins and all it offers? **No**
 - a. Is there anything you are still curious about that was not answered in the kiosk? **What information is offered at the kiosk, and what does it look like physically?**