

**University of Texas at Austin
School of Information
IT Lab Tutorial Web site
Usability Study**

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Overview

- Subject of the study
- Purpose of the Study
- Study Methods & Participants
- Performance & Satisfaction Data
- Findings and Recommendations

Current Site Design

The screenshot displays the website for the University of Texas School of Information. At the top, there is a navigation menu with links for home, about, academic programs, admissions, courses, people & groups, research & publications, computing resources (highlighted in orange), and career services. Below the navigation is a 'Tutorials' section. On the left, there is a vertical sidebar menu with links for Home, Equipment Reservation, Accounts, FAQ, Tutorials (highlighted with an orange arrow), Facilities, IT Lab, Support Staff, Policies, TA Resources, Search, Contact Info, and UT Home. The main content area features a 'Tutorials' heading, a small image of a computer workstation, and two sub-sections: 'About / System Requirements' and 'Browse Tutorials'. The 'Browse Tutorials' section is organized into a grid of categories, each with an icon and a list of resources: 'Getting Started' (lightbulb icon) includes Intro to Macs, iSchool Accounts, Bewoware, and Webspaces; 'Internet & Security' (laptop icon) includes SSH, Fugu, and Firefox; 'Graphics & Multimedia' (camera icon) includes iMovie HD, iTunes6, iDVD 5, Movie Maker 2, iPhoto 5, and Digital Imaging; 'Email & Voicemail' (envelope icon) includes Mozilla Mail, Thunderbird, Webmail, and SmartVoice; 'Office Tools' (pen icon) includes Omnigraffle 4, Visio, Impress, PowerPoint, and Excel; and 'Web Development' (globe icon) includes HTML, Dreamweaver, XML, CSS, and more. At the bottom of the main content area, there is a link for 'Additional Resources'.


the university of texas
School of Information


home about academic programs admissions courses people & groups research & publications **computing resources** career services


Tutorials


About / System Requirements


Browse Tutorials


 [Getting Started](#)
[Intro to Macs](#), [iSchool Accounts](#), [Bewoware](#),
[Webspaces](#), [\[more...\]](#)

 [Internet & Security](#)
[SSH](#), [Fugu](#), [Firefox](#), [\[more...\]](#)

 [Graphics & Multimedia](#)
[iMovie HD](#), [iTunes6](#), [iDVD 5](#),
[Movie Maker 2](#), [iPhoto 5](#), [Digital Imaging](#) [\[more...\]](#)

 [Email & Voicemail](#)
[Mozilla Mail](#), [Thunderbird](#),
[Webmail](#), [SmartVoice](#), [\[more...\]](#)

 [Office Tools](#)
[Omnigraffle 4](#), [Visio](#), [Impress](#),
[PowerPoint](#), [Excel](#), [\[more...\]](#)

 [Web Development](#)
[HTML](#), [Dreamweaver](#), [XML](#), [CSS](#), [\[more...\]](#)

[Additional Resources](#)

<http://www.ischool.utexas.edu/technology/tutorials/>

Alternate Site Design

Tutorials



[Getting Started @ the iSchool](#)

Essential skills and information for every School of Information student



[Email](#)

Learn how to use different email applications



[Graphics and Multimedia](#)

Digitize images, create movies, design graphics



[Web Development](#)

Start making your first web page with HTML or use an application to create basic to complex web pages



[FAQs](#)

Got a question? Look here first!



[Additional Resources](#)

Other resources we found helpful in developing skills



[iSchoolWare](#)

Free or open source software



[Archive](#)

IT Lab tutorials from years past

[System Requirements](#)

<http://www.ischool.utexas.edu/technology/tutorials/RUG/>

Alternate Site Design

Tutorials

[System Requirements](#)

Getting Started @ the iSchool

iSchool Accounts

1. [Sign up for iSchool account](#)
2. [Change iSchool password](#)
3. [Create public_html](#)

General Info

1. [Printing in the Lab](#)
2. [Bevoware](#)
3. [Blackboard](#)
4. [Symantec Anti-Virus](#)

Microsoft Suite

1. [Introduction to PowerPoint](#)
2. Word - coming soon

Web Development

HTML

1. Introduction to HTML (Coming Soon)
2. [Even More HTML](#)

HTML Editors

1. [Introduction to Dreamweaver](#)
2. [Even More Dreamweaver](#)
3. [Mozilla](#)

Email

Mail Readers

1. [Pine](#)
2. [Webmail](#)
3. Eudora - coming soon

Internet

Secure FTP

1. [SSH-Connect to iSchool securely](#)
2. [Fugu--SFTP for OS X](#)

Connecting from Home

1. [Access internet from home - telesys](#)

Graphics and Multimedia

Graphics

1. [Photoshop Basics](#)
2. [Taking Screenshots with SnagIt 6 & SnagIt Studio](#)
3. Scanning photos - coming soon

iLife (*intended screen resolution 1280 x 1024*)

1. [iPhoto](#)
2. [iMovie](#)
3. [iDVD](#)

<http://www.ischool.utexas.edu/technology/tutorials/RUG/newindex.html>

Purpose of the Study

- Identify potential usability problems of IT Lab tutorial Web site
- Consider representative users and the tasks that they are most likely to perform
- Three types of users
 - iSchool students
 - UT students
 - “everyone”

Study Methods

- End-user testing
 - One participant, one moderator
 - Welcome
 - Instructions & consent form
 - Three tasks, design comparison
 - Post-test questionnaire
- Online Survey
 - Site exploration
 - Locate three tutorials
 - Posttest questionnaire

Participants

- End-user testing
 - 6 Participants, all female
 - All iSchool students
- Online survey
 - Members of the iSchool student listserv
 - 50 responses, 32 usable

End-user Testing Performance Data

	Successful completion of task?	Median time on task	# of participants with errors	Mean error criticality
Task 1	6	15 sec	0	0
Task 2	6	15 sec	0	0
Task 3	6	15 sec	2	1
Task 4	5	30 sec	1	4

End-user Testing Satisfaction Data

- How hard did you think it was to complete these tasks?
 - 100% Easy
- How much time did it take to complete the tasks?
 - 17% less than I expected
 - 83% about what I expected

End-user Testing Satisfaction Data

- Based on your experience, how would you rate the organization of the Web site?
 - 67% above average
 - 33% average
 - 0% below average

Online Questionnaire Satisfaction Data

- How hard did you think it was to complete these tasks?
 - 43.8% easy
 - 56.2% average
- How much time did it take to complete the tasks?
 - 15.6% less than I expected
 - 71.9% about what I expected
 - 12.5% more than I expected

Online Questionnaire Satisfaction Data

- Based on your experience, how would you rate the organization of the Web site?
 - 37.5% above average
 - 56.2% average
 - 6.2% below average

End-user Testing

Positive Findings

- Overall satisfaction ratings were high.
- Participants were generally able to complete the representative tasks.
- 100% of participants would recommend this site to others.

End-user Testing

Critical Finding 1

Could not find SnagIt tutorial

Criticality: 4

Description: Participant could not find the SnagIt tutorial, even though it was on a page that was browsed during the search

Recommendation: Rename tutorials so that the primary search term appears at the beginning of the tutorial title

End-user Testing

Minor Finding 1

Difficulty finding BevoWare tutorial

Criticality: 1

Description: Participants expressed difficulty determining which category the tutorial would be classified under

Recommendation: Re-work category labels, consider card sorting exercises

Recommendations

- Keep the layout of category headings and *some* tutorials on the first page
- Maintain consistency in how many tutorials are listed, as well as a reason they are listed (i.e.: most popular according to Urchin statistics)
- Keep icons, but develop new artwork

Recommendations

- Make "*browse tutorial*" more visible, consider adding a search box.
- Perform card sorting exercise for category headings, current tutorial titles

Thank you

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