

MIT Libraries Web Usability Test A Observer Comment Form

Name of observer:

Name of tester:

Date:

Status: ___ undergrad
 ___ grad student
 ___ faculty (how many years? _____)
 ___ researcher
 ___ MIT staff/admin
 ___ library staff

Department or field of study:

Has the tester ever used our web site before? ___ yes ___ no

Is the tester's first language English? ___ yes ___ no

Where is this test being conducted?

 ___ tester's office/dorm room
 ___ observer's office or work area
 ___ Athena workstation
 ___ other _____

Read this to the tester before you begin:

The goal of this test is to evaluate how users find information on the MIT Libraries web site. I will ask you a series of questions and would like you to think out loud while you look for the answer. I will be timing you, and will stop you after 3 minutes have passed. Some questions are easy and some are more difficult. Don't worry if you can't find the answer every time. Remember: we are testing the effectiveness of our site design--this is not a test of you! The whole test should take about 1/2 hour. Do you have any questions?

1. Where can I find a description of the collection of Harold Edgerton? time started: _____
time stopped: _____

URL of answer <http://libraries.mit.edu/archives/collections-mc/edgerton.htm>

browsing path:

home / archives / Harold "Doc" Edgerton Collection

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

2. What databases are available for engineering topics?

time started: _____

time stopped: _____

URL of answer <http://libraries.mit.edu/lists/databases.html>

or <http://libraries.mit.edu/barker/databases.html>

browsing path:

home / Barker / databases

home / resources / databases / databases & online search services / subject list of all
databases / engineering & technology

Indicate what the tester did:

Browsing: (*indicate path*)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

3. Where is there an online dictionary?

time started: _____
time stopped: _____

URL of answer <http://libraries.mit.edu/services/virtualref.html>

browsing path:

home / resources / virtual reference collection / dictionaries & thesauri

Indicate what the tester did:

Browsing: (*indicate path*)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

4. Is Barker or Humanities Library open later on Thursday nights?

time started: _____

time stopped: _____

URL of answer <http://libraries.mit.edu/admin/hours.html>

browsing path:

home / hours – scroll down to Barker and Humanities

or

home/ Barker / hours

home / Humanities / hours

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

5. Can you find a page that lists all the electronic journals we make available to our users?

time started: _____

time stopped: _____

URL of answer <http://libraries.mit.edu/lists/ejrnl-short.html>

browsing path:

home / resources / electronic journals

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

6. Where can I find a list of links to U.S. company information?

time started: _____

time stopped: _____

URL of answer <http://libraries.mit.edu/dewey/company/>

browsing path:

home / Dewey / resources & services / resource guides / company information: U.S.

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

7. Which page gives information about scanning and photographic services?

time started: _____
time stopped: _____

URL of answer <http://libraries.mit.edu/docs/>

browsing path:

home / document services – scroll down to “scanning & photographic services”

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

8. What is the fine for overdue books?

time started: _____

time stopped: _____

URL of answer <http://libraries.mit.edu/policies/circulation.html>

browsing path:

home / policies / circulation – scroll down to “fines”

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

Observers:

Ask your tester to complete the on-line survey located at:

<http://macfadden.mit.edu:9500/webgroup/usability/survey.html>

and remember to give them the Toscanini's coupon!