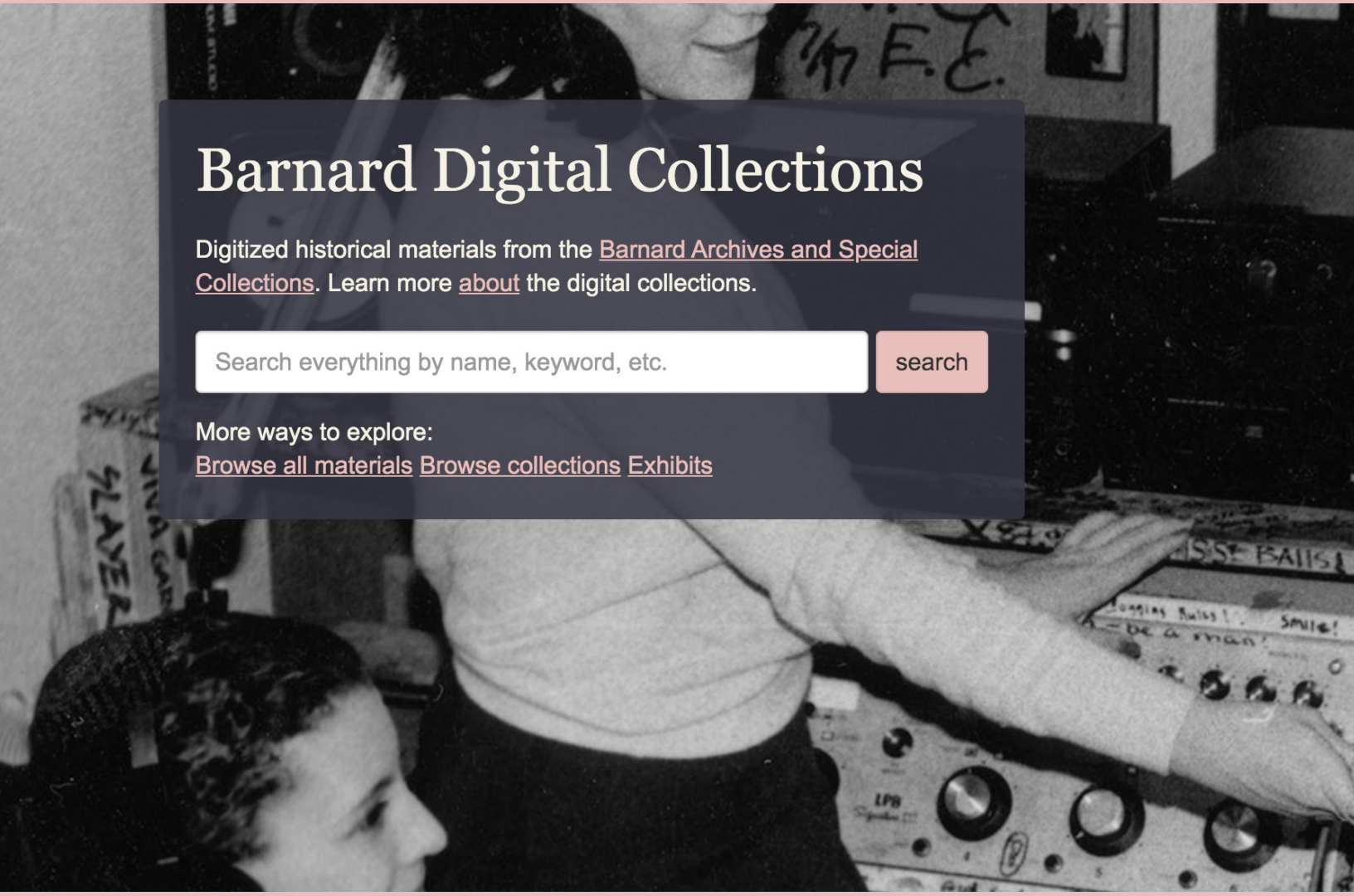

Remote User Testing Report

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Usability Theory & Practice
Pratt Institute | Spring 2020

Executive Summary

Barnard College boasts a vast collection of academic resources from newspapers to photographs and periodicals through its digital collections portal. This database prides itself on readily available sources and ease of use. It is home to 27000+ newspapers, 26000+ yearbooks, 19000+ periodicals, 6000+ scrapbooks, and much more, giving users access to nearly 85,000 academic sources. External researchers, Barnard students, and faculty mostly use the database in the site to increase their knowledge, further their research, and to add their intellectual perspective on a particular issue or field.

Even though the digital database offers tens of thousands of academic works free of charge, Barnard faculty have expressed that they would like the site to be renovated. Barnard has reached out to a team of usability researchers from Pratt Institute to perform an evaluation and analysis of the desktop version of its digital collection website. Interviews were held in which users were given multiple different tasks that would prompt them to use the site's various features. This report details findings and offers solutions to the 4 primary issues found to hinder users' browsing experience in the interface:

1. Filter Visibility: Increase the visual contrast of the filter panel to draw attention to this feature. Add an information tooltip to let users know that both START and END date need to be filled.
2. Search Operators: Add advanced logical operators such as AND, NOT, OR, " " buttons to make finding information faster and easier even for those with a minimal research background.
3. Digital Exhibits Navigation: Add a sub-header to Digital Exhibits to provide a non-linear way for users to browse objects in the exhibit.
4. Default Image View: Change the default image view to to display the entire image.

If implemented, these recommendations will improve the usability of the Barnard Digital Collections portal for those whose research experience level ranges from beginner to expert.

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Recommendation#1a and 1b: *Increase the visual contrast of the filter panel to draw attention to this feature. Add an information tooltip to let users know that both START and END date need to be filled.* 10

Recommendation#2: *Add advanced logical operators such as AND, NOT, OR, " " buttons to make finding information faster and easier even for those with a minimal research background.* 11

Recommendation#3: *Add a sub-header to Digital Exhibits to provide a non-linear way for users to browse objects in the exhibit.* 13

Recommendation#4: *Change the default image view to to display the entire image.* 15

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Introduction

Barnard College aims to provide the highest-quality liberal arts education to promising and high-achieving young women, offering the unparalleled advantages of an outstanding residential college in partnership with Columbia University. Located in the cosmopolitan environment of New York City, Barnard is committed to diversity in its student body, faculty, and staff.

The Barnard Digital Collection features material from the Barnard Archives and Special Collections. The collection includes a vast array of digitized documents ranging from photographs to yearbooks and newspapers with new content being added to the collection daily. It was created in 2014 to share the digitized archival material available at Barnard. The site is usually used by external researchers and Barnard students looking for scholarly research.

This study aims to assess the key features of the Barnard Digital Collections website, including the “Narrow your search” options, global search bar, and Digital Exhibits page. Infield remote user tests with eight individual users including external researchers and Barnard students, influenced four proposed solutions to improve the user experience of the Digital Collections website.

Methodology

Evaluation Objectives and Methods

The objective of this user test is to study user behaviors on the Barnard Digital Collections website, identify areas for improvement in usability, and communicate recommendations to the client. The evaluation team began this study with a pre-test interview with the client, represented by Elana Altman and Martha Tenney. The purpose of the interview was to learn the background of Barnard College's digital archives, identify the site's typical users, and discuss aspects of the research experience on this website that are potential areas of improvement.

It was determined that typical users of the Barnard Digital Collections website include current Barnard College students, staff (typically in the areas of public relations and fundraising), and independent researchers. The client expressed a desire to learn more about how users employ meta-data in their research, to enhance discoverability, and to ensure that users have a sense of where they are in the site and what materials they are viewing.

This evaluation was conducted using moderated remote user testing. Remote user testing, as opposed to testing in a lab environment, provides the benefit of being able to observe users in their natural setting, using their own devices.

Moderated remote user tests are administered in real-time, with researchers facilitating each session. Users are encouraged to "think aloud" as they move through the evaluation while researchers guide them through a series of predetermined tasks and questions. This particular test was conducted using Zoom, an online video telephony platform that allows users to communicate using voice synchronously, video, chat, and screen sharing. Zoom also offers a recording capability, which was used in this study to save evaluation sessions for further analysis. Each test in this study was carried out by two researchers: one facilitator and one note-taker, recording users' responses in a spreadsheet.

Target Users and Recruitment

A set of screener questions were sent to a pool of independent researchers and members of the Barnard College community. In reviewing submissions, the researchers emphasized the following questions to locate users who were part of the Barnard

College community (not required), had experience with archival research, and had earned at least a Bachelor's degree.

- Are you, or have you ever been a Barnard College student/faculty/staff?
    - Yes
    - No
- What are some reasons you have used archival material? (check all that apply)
    - Academic research (student)
    - Academic research (faculty)
- Family/genealogy research
    - To create public relations or marketing materials
    - Exhibits or artistic purposes
    - I have not used archival materials
    - Other (Fill-in)
- Indicate the highest level of education achieved/pursuing.
    - High school
    - Bachelor's degree
    - Master's degree
    - Doctoral degree
    - Other (Fill-in)
- Do you have experience researching materials in a digital archive?
    - Yes
    - No

The full list of screener questions may be found in the Appendix of this report. In total, eight users were recruited for this study. Evaluations were scheduled with each user based on their availability, which was provided in the screener questionnaire.

User Test Scenario and Tasks

To begin the evaluation session, researchers started with a scripted introduction to the test and its objectives, then asked a series of pre-test questions to establish rapport and provide background context with regards to their research experience.

Pre-Test Questions

- What do you do? What are your interests?
- How long have you been in the research field?
- What tools/sites do you use for research? How often do you use them (digital archives)?

Users were given this hypothetical scenario to keep in mind for the duration of the evaluation: “Imagine that you are an independent researcher looking for information on student life at Barnard College in the 1960s and ’70s. You have come to the Barnard Digital Collections portal to source materials from their archive.” They were prompted by the researcher to begin thinking aloud as they browsed the homepage, familiarizing themselves with the website before commencing the following tasks.

Tasks

Task 1: Find the digital exhibit on Student Publishing.
a. Describe your first impressions and think aloud as you browse through the exhibit.
b. Do you have any suggestions or observations based on your experience with this task?
Task 2: Martha Stewart is a notable alumni from the class of 1964. Locate an article in the Barnard Alumnae magazine about her.
a. How well do you think you completed this task?
b. Do you have any suggestions or observations based on your experience with this task?
Task 3: Your research involves second-wave feminists’ concerns for women in higher education. Search for proposals on this subject matter in the digital collection.
a. How well do you think you completed this task?
b. Do you have any suggestions or observations based on your experience with this task?
Task 4: You are a historical researcher looking for images of greek games held at Barnard in 1966. Try finding the photos using Barnard’s digital collection.
a. How well do you think you completed this task?
b. Do you have any suggestions or observations based on your experience with this task?

At the completion of these tasks, users were asked to submit quantitative and qualitative post-test impressions via a Google Form.

Post-Test Questions

- What was your experience of this interface?
  (On a scale of 1 - Pleasant to 5 - Frustrating)
- How well do you think you completed these tasks?
  (On a scale of 1 - Successfully to 5 - Failed)
- Satisfaction while completing the task
  (On a scale of 1 - Satisfactory to 5 - Unsatisfactory)
- Satisfaction with the amount of time taken to complete the task
  (On a scale of 1 - Satisfactory to 5 - Unsatisfactory)

- How would you describe your experience completing all the tasks and using the website? (Fill-in)
- What did you like about the website? (Fill-in)
- What did you not like about the website? (Fill-in)
- Is there something specific you would like to change about the website? (Fill-in)

Analysis

When all user tests were complete, the research team gathered for an evaluation debrief. The team reviewed the user feedback and identified trends in reported problems. These trends developed into key findings for which the team made recommendations for improvement to the website. These findings and recommendations, which fall into the areas of searching, metadata, digital exhibits, and archived photographs, are discussed in detail in the following section.

Findings & Recommendations

Finding#1

All the users used the “Narrow Your Search” feature quickly and efficiently to find what they were looking for. Some of the users were confused about the options and the labels in general. 37.5% of users found it challenging to use the filters accurately.

> ***It took me a second to realize I was compartmentalising where I was going.***
> ~Student
>
> ***The keywords have a lot of options.***
> ~Student

Using the filters could significantly improve a user's ability to traverse through the digital collections. It was noted by the team that the user's attention is directly drawn towards the global search bar, and they initially tend to miss out on the "narrow your search" section (Fig. 1). Since 62.5% of users actually found filters to be helpful during their tasks, it was concluded that making the filter section more prominent would help

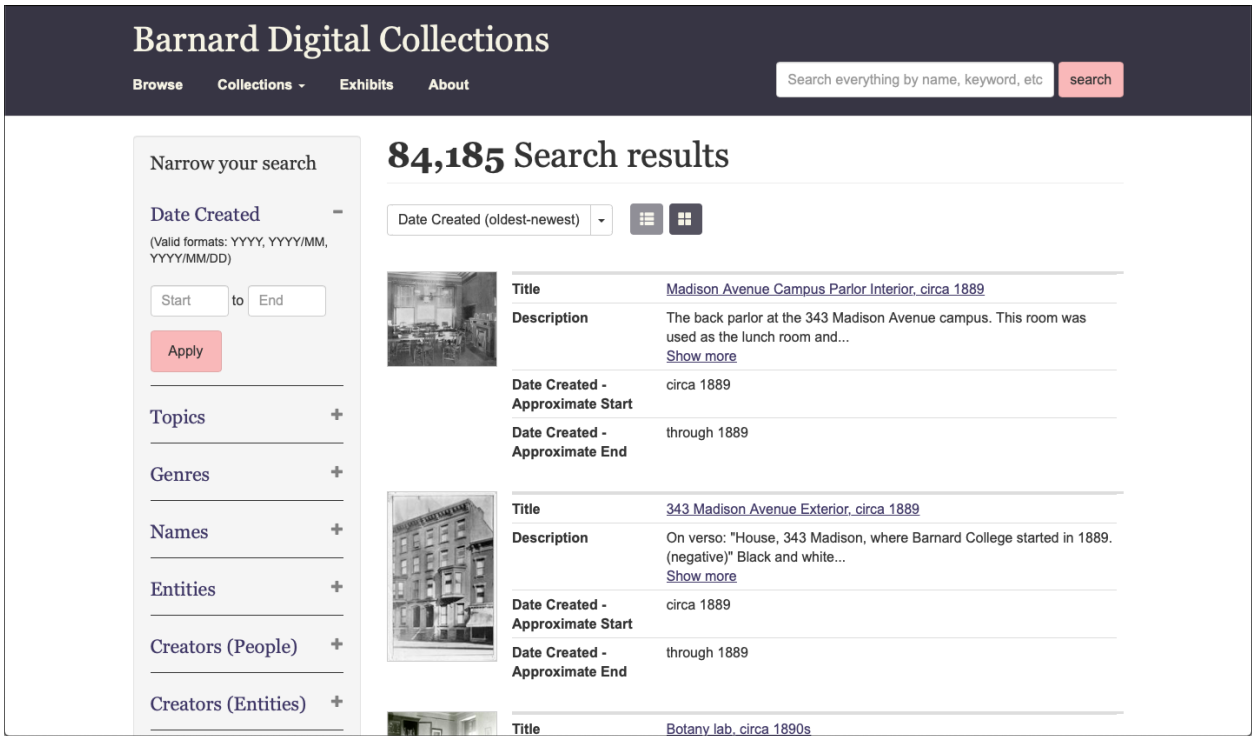


Figure 1. Current Narrow Your Search Panel

significantly improve the user experience. There were no signifiers to inform the user that the "END" date field must not be blank, which confused 75% of users. The error message "To date is not formatted correctly" did not specify the correct date format.

Recommendation #1a

Adding more contrast (Fig. 1Ra) to the “Narrow Your Search” panel would make it more visually appealing and draw the user’s attention, helping them find information more efficiently.

Recommendation #1b:

Adding an “i” (information) button to provide details about how to use the date filter would improve the usability of the filter panel. The implementation of this can be seen in Fig 1Ra and 1Rb.

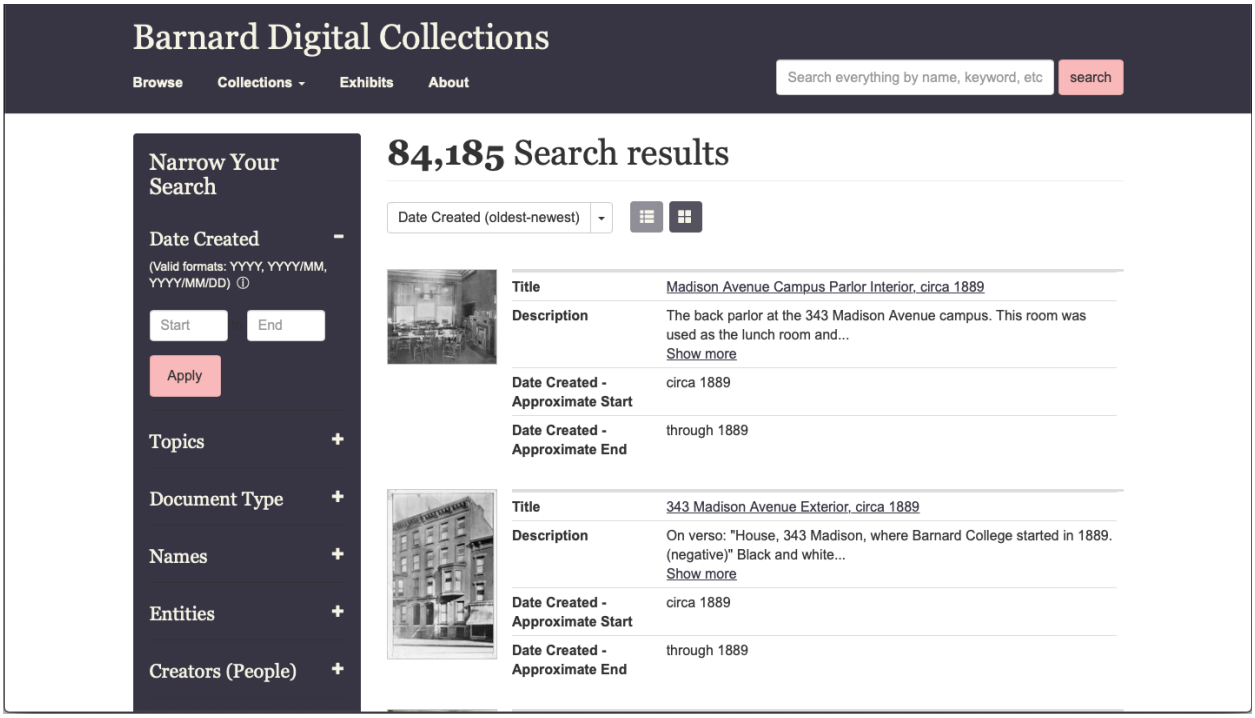


Figure 1Ra. Recommended Narrow Your Search Panel

Figure 1Rb. Recommended Date Instruction

Finding#2

The global search bar (Fig. 2) was the first instinct for 75% of users for an average of 75% tasks. 37.5% of users who were also Barnard students/alum made use of “ ” and ‘AND’ for advanced searching to find the results of the tasks.

> ***You have to know what you're looking for to find what you need.***
> ~Barnard Staff
>
> ***Barnard students are taught early on how to use advanced searching methods.***
> ~Student

Using the logical operators “ ”, AND, NOT, and OR while searching the database helps in finding exact keywords. It came to the team’s attention that Barnard academics and external researchers are taught to use the advanced tools as part of their education. However, since the options “ ”, AND, NOT, and OR are not quickly visible (they are located in the narrow search bar on expanding the keyword section) while searching keywords, some researchers think that this feature is not applicable. In contrast, some others are not aware of this way of advanced searching and end up spending more time finding accurate results. There is a need to highlight these options.

Figure 2. Current Global Navigation

Recommendation #2

Adding the options “ ”, AND, NOT, and OR in the form of buttons (Fig. 2R), above the global search bar to highlight it and increase the efficiency of research and reduce the task time. All that the users have to do is click on these buttons to add them automatically in the global search bar.

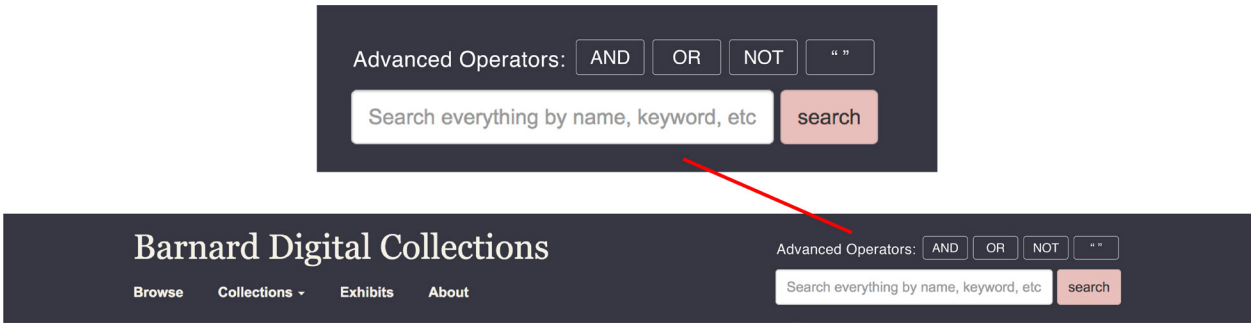


Figure 2R. Recommended Global Navigation

Finding#3

The Digital Exhibits section of the Barnard Digital Collections site has excellent potential for displaying notable works within the archives. Users found the exhibit ***"interesting and dynamic"*** and appreciated the readability of accompanying text on each page. However, users expressed frustration with the limited navigation options within the exhibit. Because they only had the Previous/Next buttons and the section tabs at the top to guide them, it was challenging to gain a sense of their progress within each section and the exhibit as a whole. One user, a Barnard student, pointed out that they ***"felt forced to go through the linear experience"*** of the exhibit.

Figure 3. Current Exhibits Navigation

Recommendation #3

To enhance the user's sense of place and progress within the digital exhibits, it is recommended to add a progress bar to the interface. This progress bar displays a row of buttons with titles pertaining to each slide in the exhibit. It echoes the style of the existing navigation bar, subtle changes in format and font size indicate that the entries in this bar fall below the sections above in the exhibit hierarchy.

As users navigate through the exhibit, the highlighted titles serve the purpose of showing where in the exhibit users are and also provide an escape from the "linear experience" described in user feedback. By clicking on the buttons, users have a way of jumping to entries of interest outside of relying on the Previous/Next buttons to flip through each page in sequence.

Figure 3R. Recommended Exhibits Navigation

Finding#4

The photo gallery within the Barnard Digital Collections is vast and contains photographs collected since the founding of Barnard College. Many interviewees noted that it was easy to search for photographs and were pleased with the filtering options.

> ***I open up Photographs within the Collections tab and narrow my search by typing in Greek Games and setting the date from 1966 to 1966.***
> ~Student

During the study, a third of participants had either issues with or suggestions for improving the interface and how it displays photographs within the digital collection. The zoom features embedded within confused some users as they tried and failed to view the entire image successfully. While some weren't expecting a zoom feature, others did not notice it. Fig. 4 below shows how most images appear once clicked.

> ***Pretty straightforward. Noticed the + – and option on the search this collection tab. Maybe it was there before, [but I] noticed now.***
> ~Student

Figure 4. Current initial Image Appearance

Recommendation #4

The team suggests making the zoom buttons more visible. This will allow users to quickly and easily find the location of the feature and its uses. It is also suggested that photographs appear in full view when opened. Users can then decide whether to zoom in to see the finer details of the image.

Figure 4R. Recommended Initial Image Appearance

Conclusion

Overall, the Barnard Digital Collections website is quite visually appealing with contrasting colors and a decent division of content.

While some of the users liked the website, thought it was easy to navigate, found there were many things they could do, and successfully completed the tasks without too many issues, some of the other users spent a lot of extra time in figuring out how to look, where to look, how to complete the tasks and eventually realize whether they have completed the task or not.

Our hope is that our recommendations help users have an easier time digesting all of the content and research with ease, from initial exploration and navigation to finding exactly what they are looking for.

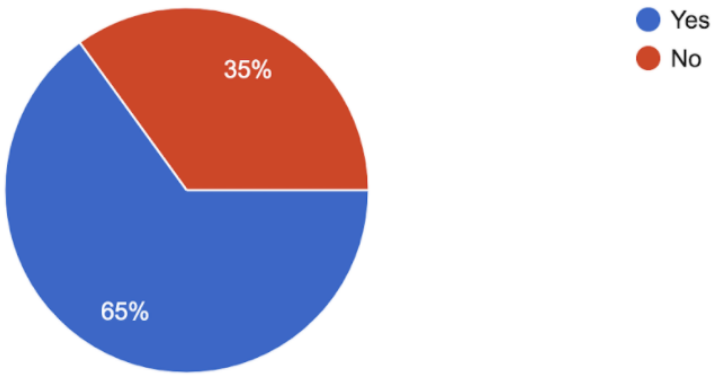
And as Barnard continues to grow, we think it should examine ways to ensure its digital collection website can successfully handle all of its robust offerings and keep researchers coming back to find more for years to come.

Appendix

1. Screening Questions

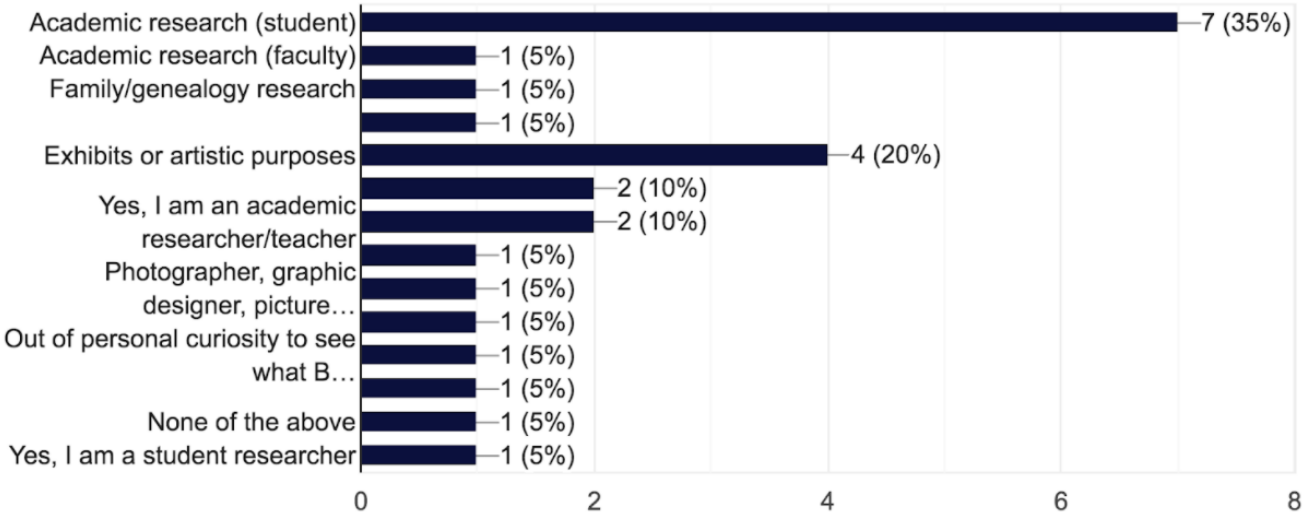
Are you, or have you ever been a Barnard College student/faculty/staff?

20 responses



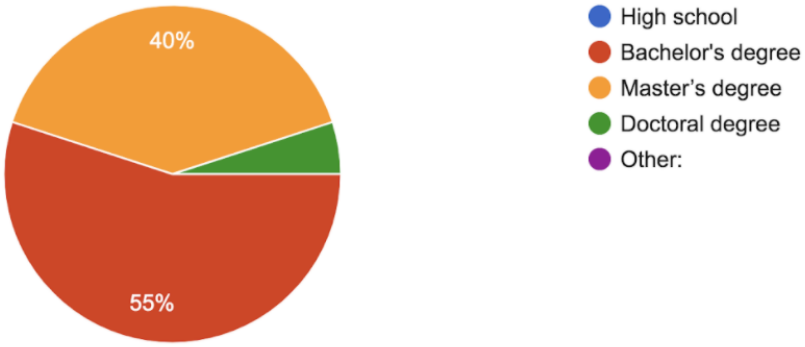
What are some reasons you have used archival material? (check all that apply)

20 responses



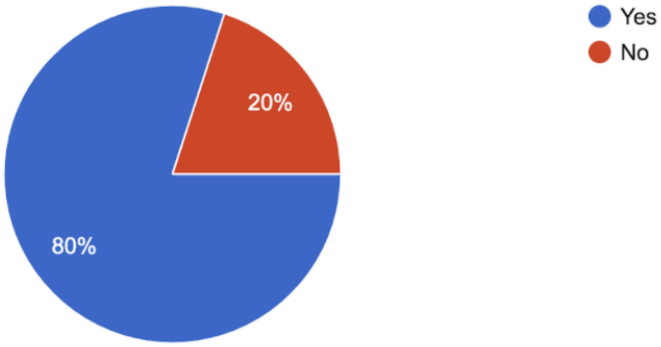
Indicate the highest level of education achieved/pursuing.

20 responses



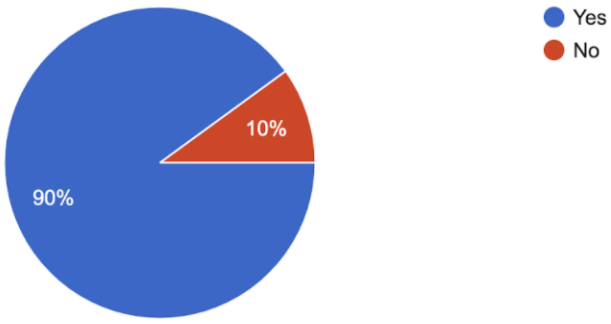
Do you have experience researching materials in a digital archive?

20 responses



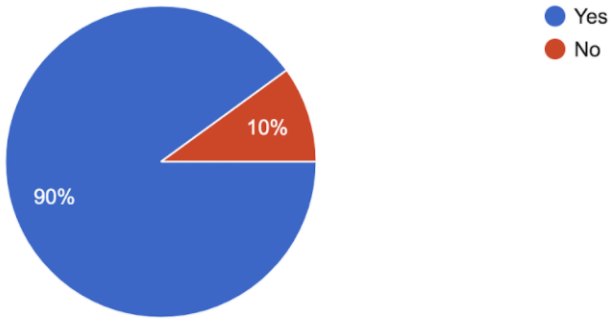
Do you have access to a laptop/desktop/PC with a webcam to participate in this study?

20 responses



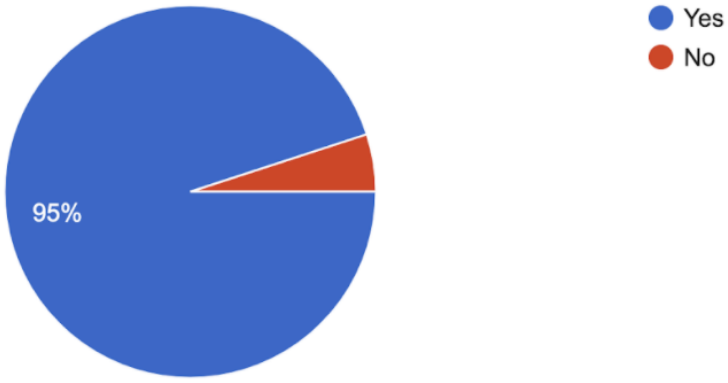
Do you have access to a laptop/desktop/PC with a webcam to participate in this study?

20 responses



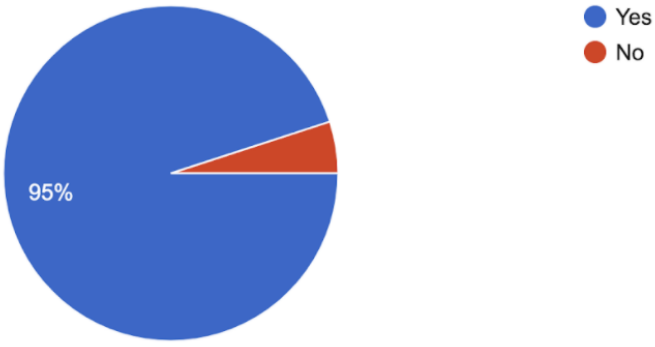
Are you willing to spend 40-50 minutes participating in this study?

20 responses



Would you be available between April 5 - April 25 to participate in this study?

20 responses



2. Consent Form

CONSENT TO PARTICIPATE IN THE RESEARCH STUDY
Title of Study: User Experience of Barnard Library Digital Collection Archive

The purpose of this usability study is to evaluate the Digital Collections Archive of the Barnard College Library. We are going to evaluate whether or not people can accomplish common tasks using the website. The session is not going to test “YOU” or your ability to, rather it will be aimed at testing the Digital Collections website to provide insights about the areas that need improvement.

Procedure: I have been informed that the following actions will take place during the session:
I will complete 1 brief post-test online questionnaire
I will be given a total of 4 tasks, that need to be completed using the Barnard Digital Collections website. I will be asked to “Think Aloud”, to verbalize my thought process. Members of the Pratt IXD team will observe and take notes. Additionally, the session video will be recorded for future reference.
The session will be no longer than 60 mins.

If for any reason you are not comfortable completing a task or a part of a task during the session, you may say so and move on to the next task. Additionally, if you do not wish to continue with the session, you may quit at any given point in time.

Approximately eight people will participate in the study including you. Results from all the sessions will be included in the final usability report. Your name and identity will be kept anonymous and would not be associated with the data collected unless disclosure is required by law.

If you wish to speak to someone about your participation, or if you feel you were mistreated in any aspect and the details mentioned above mismatch your experience, please feel free to contact the Pratt IXD Team instructor at mtankha@pratt.edu.

I, _____, have read and fully understand the extent of the study and any risks involved. All of my questions, if any, have been answered to my satisfaction. My digital signature below acknowledges my understanding of the information provided in this form and indicates my willingness to participate in this user testing session.

Age: _____ (Note: you must be 18 years or older to participate in the study)

Signature: _____ Date: _____

3. Checklist

- Check the screening survey answers to make sure it matches the criteria for selection
- Add the chosen participant name to the list so that others are updated.
- Email participant and confirm a time
- Coordinate with a group mate to join for note-taking
- Send consent form along with Zoom link to the participant. Ask them to sign and send back before the test preferably
- On the day of test, follow the script and take notes
- Send Post test questionnaire link to the interviewee while wrapping up the interview
- Send/Fill out the Amazon Gift Card at the end of the interview

4. Script

Introduction

Hello, and thank you for agreeing to participate in our study. My name is _____ and this is _____. We are usability students from Pratt Institute, New York, working on a user study for the Barnard Digital Collections portal. Your feedback will provide us with valuable information for suggesting improvements to the usability of this site.
Have you read and signed our consent form? If so, may I have it? [If not, have the user review and return the form before proceeding.]

Thank you. To begin, let's check our software to make sure that we can conduct this test successfully. [Have user share their screen, do camera and audio check.]

Procedural instructions

For the rest of this session, I will be working from a script to ensure that all participants receive the same instruction. Over the next 30 minutes or so, I will establish a scenario and introduce you to a few tasks for you to complete on the Barnard Digital Collections site and present you with a brief post-test questionnaire to conclude. Your role will be to walk through the website to complete these tasks, thinking aloud as you go. We are looking to hear whatever thoughts come to mind as you browse the site to gain a better understanding of how users find information. ____ and I will mainly be observing your

activity, so do not be concerned if we are silent for most of the time. Keep in mind that there are no wrong answers, as we are not testing you, but the website itself. Do you have any questions so far?

Pre-Test Questions:

First, however, let's begin with a few pre-test questions to learn about your background with regards to research.

What do you do? What are your interests?

How long have you been in the research field?

What tools/sites do you use for research? How often do you use them (digital archives)?

User Scenario

Thank you. For this study, we're going to use the following scenario: Imagine that you are an independent researcher looking for information on student life at Barnard College in the 1960s and '70s. You have come to the Barnard Digital Collections portal to source materials from their archive. Do you have any questions before we start?

Task Descriptions

[Instruct the user to navigate to the Barnard Digital Collections homepage. First, Browse the homepage of this website. What do you see? What do you think you can do here?

Task 1: Find the digital exhibit on Student Publishing.

a. Describe your first impressions and think aloud as you browse through the exhibit.

b. Do you have any suggestions or observations based on your experience with this task?

Task 2: Martha Stewart is a notable alumni from the class of 1964. Locate an article in the Barnard Alumnae magazine about her.

a. How well do you think you completed this task?

b. Do you have any suggestions or observations based on your experience with this task?

Task 3: Your research involves second-wave feminists' concerns for women in higher education. Search for proposals on this subject matter in the digital collection.

a. How well do you think you completed this task?

b. Do you have any suggestions or observations based on your experience with this task?

Task 4: You are a historical researcher looking for images of greek games held at Barnard in 1966. Try finding the photos using Barnard's digital collection.

a. How well do you think you completed this task?

b. Do you have any suggestions or observations based on your experience with this task?

Participant Debrief

That concludes our tasks. Before we end our session, I'd like you to fill out a brief post-test questionnaire to record your final thoughts about this study. [Send the user the link to the post-test questionnaire and have them fill it out. Be sure that they click "Submit" at the end of the form.]

Thank you for giving us your time and feedback. As a reminder, the information that you provided for this study will remain anonymous and will not be shared with anyone outside of the research team. Our next steps in this research are to review the feedback we recorded today, analyze it, and compose a usability report that uses your feedback to provide suggestions for improvement to the Barnard Digital Collections portal. Your Amazon gift card will be sent to the email address that you provided. Do you have any other questions for us before we close this session?

Thanks again for participating in this study. Goodbye.

5. Notes

Participant No.

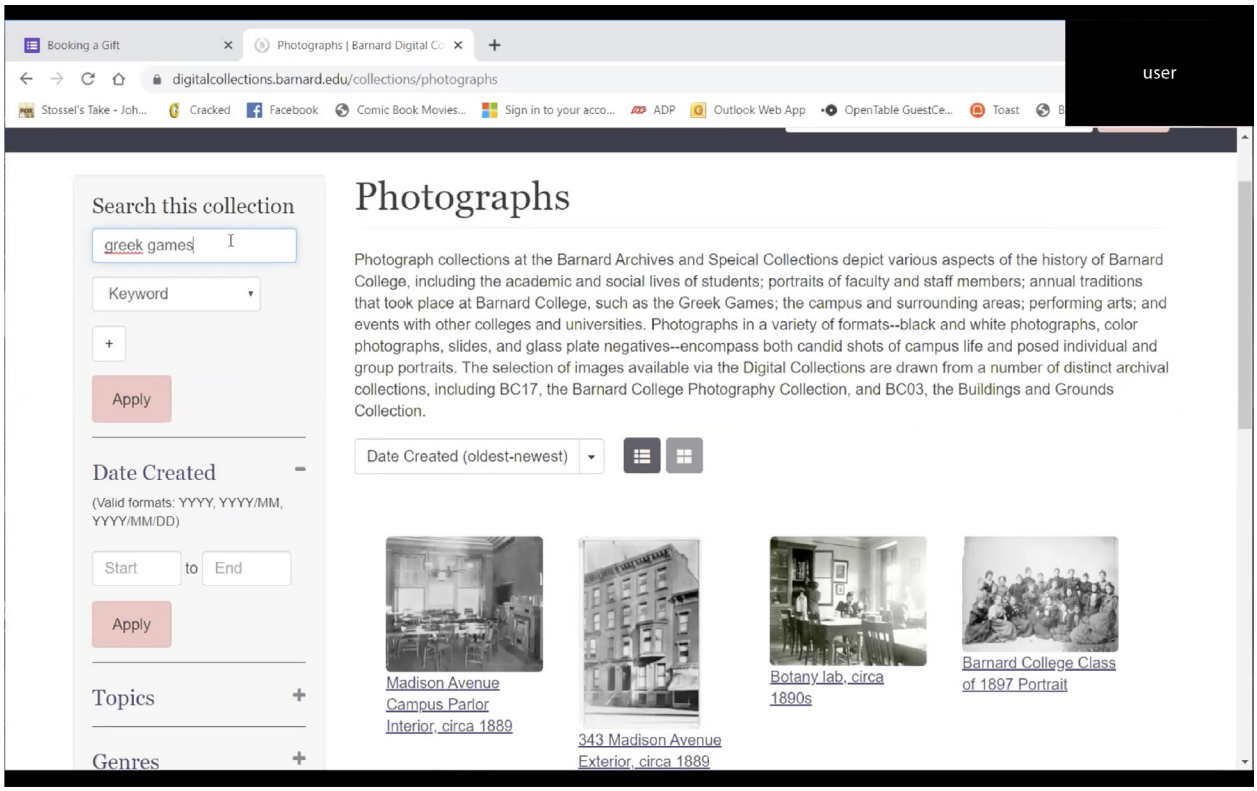
K	L	M	N	O	P
Browse the homepage of this website. a. What do you see? What do you think you can do here?	Task 1. Find the digital exhibit on Student Publishing. a. Describe your first impressions and think aloud as you browse through the exhibit.	b. Do you have any suggestions or observations based on your experience with this task?	Task 2. Martha Stewart is a notable alumna from the class of 1964. Locate an article in the Barnard Alumnae magazine about her.	a. How well do you think you completed this task? b. Do you have any suggestions or observations based on your experience with this task?	Task 3. Your research involves second-wave feminists' concerns for women in higher education. Search for proposals on this subject matter in the digital collection.
You have to know what you're looking for to find what you need. First thought: drawn to the search bar. Can click link to learn more about digital collections. Would navigate to collections to start a broader search. For student life, would look at yearbooks. Has a leg up because as an alum, she is familiar with student life. Looks for information on clubs, student government. Would search for activities in Barnard Bulletin. Would look at newspaper articles and focus search from there. Feedback: Sometimes, it's hard to know what the right keywords are to find info on a big topic like Student Life. There are topics you can filter by, but it would be useful to be able to narrow it down. Usually tries to search by keywords and names in previous research projects.	Went straight to "Exhibits" in the navigation bar, clicked on Student Publishing.	No other feedback.	Would start with Collections, navigate to Barnard Magazine. From here, she searches for Martha Stewart in quotes. Finds an article from the 1989 catalog about Stewart running for a position on the alumnae association.	Found this task to be straightforward. The magazine is easy to search within. Likes the way the search results are displayed: there are images of spreads, titles include magazine issue and page. Searched using quotes to narrow down search results, also with the knowledge that this person's name would show up exactly as such.	Searched for second wave feminism without quotes, found too many search results. Tried a different approach, searching for proposal second wave feminism. Narrowed by topic: second-wave feminism, but still 2000+ results. Narrowed by genre: proposals. Found 26 results.
Probably start by clicking links, searching will be way too broad, browse all materials, ll go to the filters, or dates 1960-1980. Scrolls through, might go to alumni college student, work through them and narrow them down, keep checking topics and genres and then search things	Types 'digital exhibit on Student Publishing' on the top right search bar. May be that's in collections, types on the search this collection tab, not sure if that was what she was looking for. Clicks on focus, goes to topics and genres, sees digitize version of various publications of barnard students. Puts in dates and comes up with 3 results, goes to exhibits and finds student publishing. clicks on Summary and other options.	Ya, dont know why didnt go to exhibits first	Enters Martha Stewart in the collections search bar, selects one. Adds in dates 1970 to 2020. Will narrow it down based on after her graduation, don't know how to find an article, only get somethings about barnard alumna but not the article.	Did not complete it.	Rememebrs seeing it in topics, clicks on it, thinking of time period, searching for proposal, just going to look through until she finds a proposal, clicks on women in higher education in topics, finds the proposal option in genres, thought that if she changed topics in the left bar, it would bring her out of the topic of second eave feminism,
Reading out thr text, could search as per the question, would put in 1960s. If that does not work, then click Learn more.	Types student publishing 1960s on the home page, scrolls through the results, don't know what the title means, Student publishing would think it's news, confused what I am looking for, goes to genres. Goes to exhibits after repeating the question, finds student publishing	Would have gone to exhibit and then dates. May be have to look through it more. Don't know how to get to dates while on student publising, how to connect them. What's the purpose of the para and why is it singled out fromt he collections.	Goes to collections > barnard magazine > types in date 1964 and martha in the search this collection bar, finds one april 1913 article, comes back and adds the last name in the search bar > date format not correct, finds problem with date, enters end date with guidance, compared to CLEO, suggested to have the names together, what are we searching first?	Could not complete it. Any shortcuts to use, provide suggestions	Types in subject on the top right search bar, goes to topics and goes in higher education, tries different filters on the side bar, uses top right search bar again for finding proposals in women in higher education, finds second wave feminism in topics section, selects one
Notices search bar, keywords. Browse all materials. Scrolls through items in the archive. Sees that barnard bulletin is organized by year. Looks at Barnard Magazine. Notices metadata. Notcies citation on homepage, finds that helpful.	Types "student exhibit" into the search bar. Offered guidance: what else do you see on this page? Eventually clicked on link in nav bar. First impression is that image is bright, has lots of components. Interesting and dynamic. Flips through pages in the exhibit. LIkes the formatting, that text is brkoen into smaller paragraphs.	Took her a while to find exhibit; tends to look for navigation on the sidebar, not the nav bar. Enjoys the tabbed layout of the exhibit and potential to detail into each document. Would suggest titles for each image.	Navigates straight to collections: alum scrapbooks. Searches for barnard alumnae magazine, finds 84,000+ results. Goes to nav bar, Barnard magazine. Asks if this is the same doc as "alum magazine." Browses through the results, which are sorted by year. Searches for martha stewart in the keywords, gets 2000+ results. Filters by year, 1964-2020, finds 1800+ results. Searches for Martha stewart in	Took a while, was working with publishing years based on the prompt. Realized she might not be in the magazine from her graduating year and broadened search. Remembered quotations at the end. Thinks adding note on using quotations would be a helpful tool, as not all platforms use the same standards.	Searches for "second wave feminist" and "higher education" in quotes. Finds 1400+ results. Browses scrapbook from 1890s. Goes back to results. Searches for "Second wave feminism" in quotes. Begins to look at the filters, filters by topic: second-wave feminism. Browses documents, but does not locate a proposal. Filters topic: women in higher ed. Likes that the page number

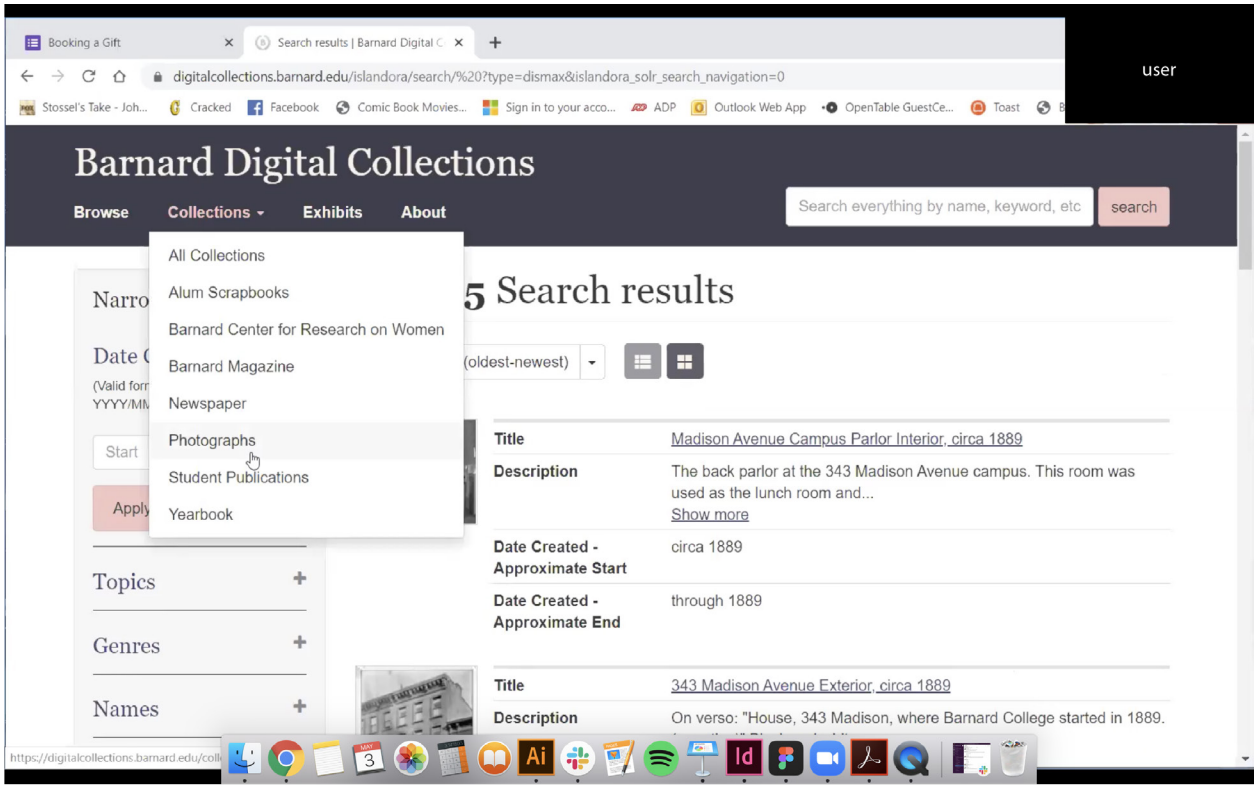
G	H	I	J	K	L	M	N
1. What do you do? What are your interests?	2. How long have you been in the research field?	3. What tools/sites do you use for research? How often do you use them (digital archives)?	During the Test	Browse the homepage of this website. a. What do you see? What do you think you can do here?	Task 1. Find the digital exhibit on Student Publishing. a. Describe your first impressions and think aloud as you browse through the exhibit.	b. Do you have any suggestions or observations based on your experience with this task?	Task 2. Martha Stewart is a notable alumna from the class of 1964. Locate an article in the Barnard Alumnae magazine about her.
MFA in Typography, interests in calli, typography,	Started using archival research materials recently, google scholarly, past student work	Quite often, MFA by research, before masters wikipedia, now a little better with scholarly articles, Google scholar majorly		Search box > entire attention goes there, wouldn't click on learn more and straightaway go to search box, after that browse all materials.	types 'student publishing' on search box, scrolls through the result, goes to exhibits on repeating of the question, clicks student publishing at Barnard. Goes back to homepage and types student exhibits. scrolls through student publishing at barnard, clicks all options, doesn't really understand much, if she is looking for student info, she isn't finding that info there.	may be have student profiles and domaina nd year they have worked in. It's easy step-by-step.	asks for spelling and types Martha Stewart in the top right search bar. Types 1964 along with it the next time. Goes to collections and clicks on Barnard Magazine, clicks on page 2, checks the keyword optin on the left panel, enters 1964 to _, enters 1964 to 1964 the next time and browses through the result pages, Goes to page 1 and opens up a few articles, adds topic as the keyword and gets 0 results, gives up.
i am senior at barnard college psychology major, going to grad scholl this fall interestes organising community health activities	very directed thesis different historical reasearch and archives scoail science research for 3 years in different capacities	jstore, cleo, anthro source used archives with someones help at barnard		went to the main home page search for specific things, apply time talked about the different menu options look for student life including barnard bullitien magazine and photos	Easy to find, exhibits was the key word, reading about student publication, diff para talking about different types on the home page, these are big subjects at barnard. curated exhibit on what has been published someone can use these pictures for projects and stuff.	they can have links where they have pictures for redirection to a more accessbile page and look at the print magazine	went to hompage> names> searched for name Searched for her name in the search bar Browsing through search results highlight really helps find the stuff and look at what you are searching for
I'm a student at Barnard College majoring in English with a minor in women's, gender, and sexuality studies. I'm interested in poetry, literature, and archival research. I work in the Barnard Archives.	About 2 years	The Barnard archives digital collections, as well as their collection of finding aids. Also ArchivesSpace, google.		went to the main home page to do specific keyword seaches. Knew advanced searching methods such as using quotes and setting time. Used genre on filter panel to narrow search. Clicked on periodicals and liked how it allowed you to flip through pages. Would like to see more text based results when searching.	Extrmely familiar with site. Directly clicked on the exhibit tab at the top, which according to user was easily discoverable. Wanted more images in the exhibit, which was very text heavy. Next button wouldn't allow her to scroll through the pages of the magazines avaliable in the exhibit.	Wanted more images in the exhibit, which was very text heavy.	Again did a specific keyword search to for "Martha Stewart." Frustrated at the fact that some results were not about martha stewart, but only mentioned her. Would like for the search to recognize and only show articles about "marth stewart." Barnard students are taught early on how to use advance searching methods.
Student at Barnard, junior, double major in scinece in american studies, computer science, work for Barnard.	3 years	CLEO, J store, every couple of weeks for a paper.		First thing - image in the background - anti-Vietnam war protest - tries clicking it, Barnard Archives and special collections link, would use browse all materials for research, research with a purpose straight to the search bar.	clicks on exhibits and goes to student publishing. Talks about the collage in intro page, eyes glaze over, eye goes to dates, assumes if she hits next it will take her to the next section, clear that she can click on different thumbnails to scan, clicks next and realizes that she is still in arts and literature section, would like to see more details in the photos. She would open the pics in a new tab and zoom in, goes to the next section and browses the photos, not a fan of how many times to click next - no progress bar, wish to know the switch over point, may be a drop down list to see how far she is going through and what all is there to be seen.	View object - expected would bring the graphic in zoom - but it takes to PDF	Types martha stewart barnard alumnae magazine in top right search bar. Goes to collections and barnard magazine > types martha stewart in the search bar on the left, added date 1964, browses a few magazines > adds date 2000 to 2020 and tries adding keyword Title and name as Martha Stewart but not able to find the article, browses different pages in the magazine > keyword Topic and name Martha > name Martha Stewart and Keyword none, date changed to 2010 to 2020, found an article

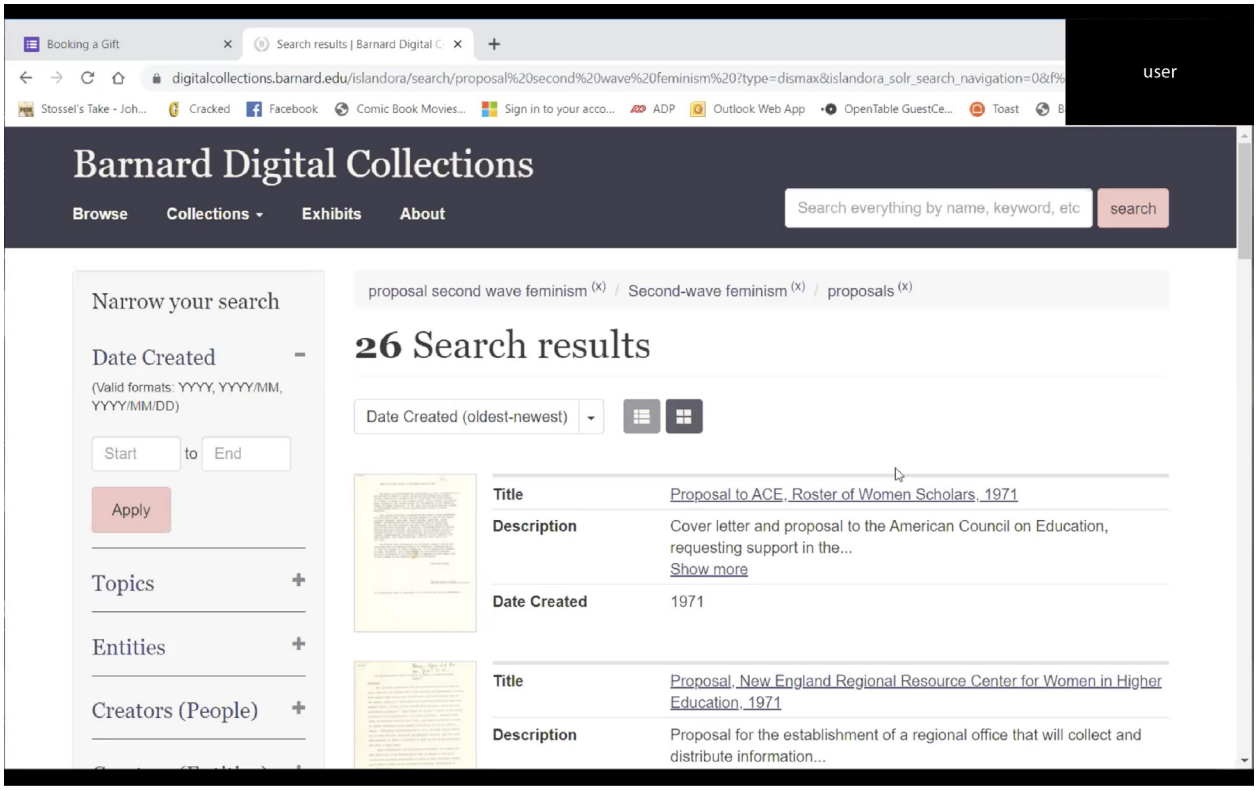
a. How well do you think you completed this task? b. Do you have any suggestions or observations based on your experience with this task?	Task 3. Your research involves second-wave feminists' concerns for women in higher education. Search for proposals on this subject matter in the digital collection.	a. How well do you think you completed this task? b. Do you have any suggestions or observations based on your experience with this task?	Task 4. You are a historical researcher looking for images of greek games held at Barnard in 1966. Try finding the photos using Barnard's digital collection.	a.How well do you think you completed this task? b. Do you have any suggestions or observations based on your experience with this task?	Post Test	Overall experience if any
Haven't completed the task. The keywords has a lot of options, compares to google. Looking for Martha Stewart in the description. No luck with dates also. Had to open each one and see. Wasn't helping.	Starts typing something i the top right search bar and then goes to collections and types women in higher educatiokn in the top left search bar, goes to topics and sees all the options, scrolls and browses other pages. Seems confused.	Not completed, in general I can't find things I am looking for. I usually first refer to wikipedia links >refer to and here a lot of titles are the same and so not sure where to look. It's a huge title so keywords would help,so that links me to the actual articles. A lot of back and forth happened, still couldn't find.	Goes to collections and clicks photographs, enters greek games in the top left search box an denters 1966 to 1966 in the dates, finds the images, slects one and looks up the details, opens up another one and goes into topics greek games. Explores filters.	Completed the task pretty quickly, title was straighfroward and photographs is easier to find. The genres option might help along with student activities. The zooming in and out was unexpected, was expecting scrolling up and down and in and out. Like the details below the pics.		Sent via google form.
Yes succesfully completed the task	barnard cenrtre for research on women familiar with the organization since it is on campus familiar with what she is looking for dates for second wave feminism and organization found women in higher education and second wave feminism in the titles section Cmd + F to find the word proposal searched proposal keyword in left search bar	Yes i did that, i had it in barnard centre and research for women and found the topics in the filters	COLLECTIONS>PHOTOGRAPHS applied the filters and found greek games in the topic significantly used the filter options	really easy to use		really easy to use, looked at barnard centre and reasech for women and found subtopics within and you can search for keywords within it nice UI, colours are nice and subtle and not poppy Frustratons: I dont think i really have frustrations Sugesstions: The exhibits were very specific would be nice to have a hyperlink and read the exhibits magazine
Yes succesfully completed the task. No suggestions.	Used and function to combine multiple keyword searches. Used genre on the filter panel to search proposal format type. Confused proposals and reports. Prefers to search for topics using the search bar and then use the filter panel to narrow searches. Redid the search using only filter bar, and found it more straightforward.	Yes sucessfully completed the task. No suggestions.	Immediately used the collection tab at the top of the site to exclusively search photographs. Further narrowed search by doing a keyword search of "Greek games" and set date range of 1966.	Yes sucessfully completed the task. No suggestions		Sent via google form.

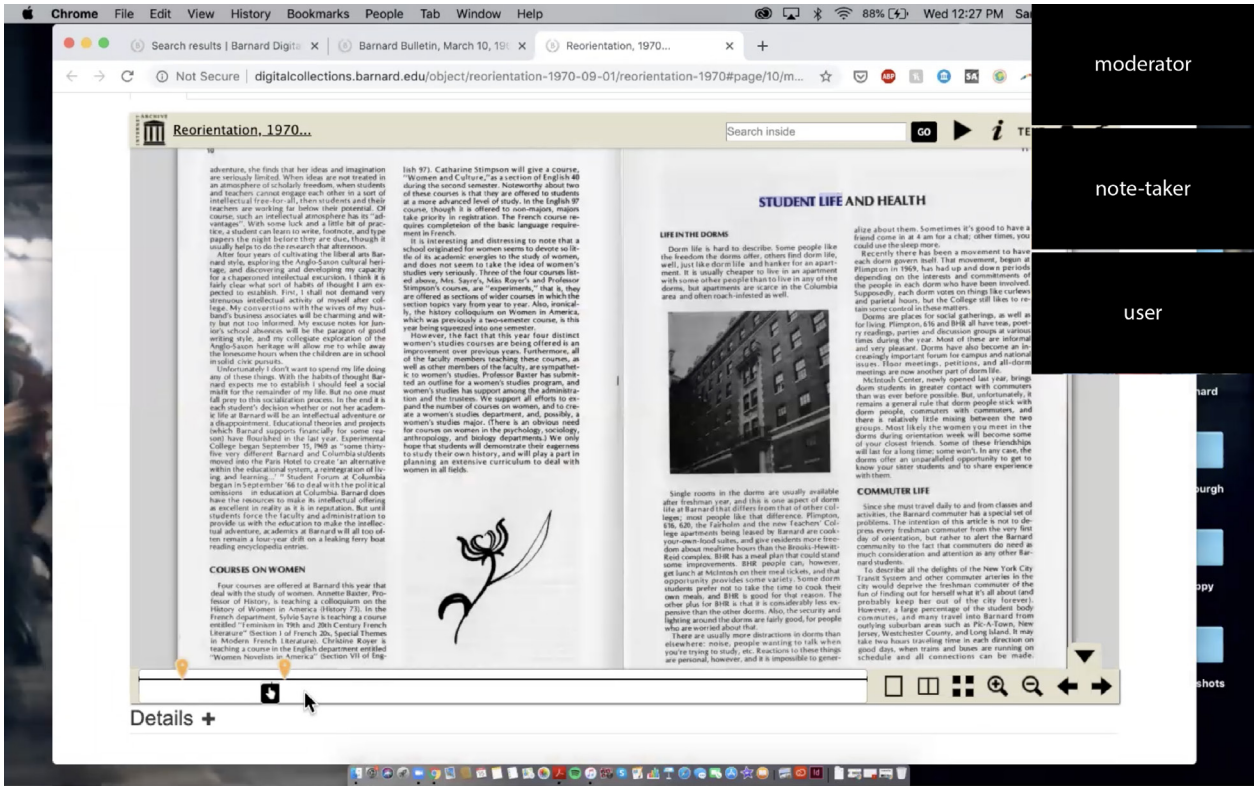
Link to Notes Excel Sheet: https://docs.google.com/spreadsheets/d/1Thaj_yimeoiLguSY09bA0RDn3EupU5Bv8xXEXfes61A/edit?usp=sharing

6. User Testing Screenshots





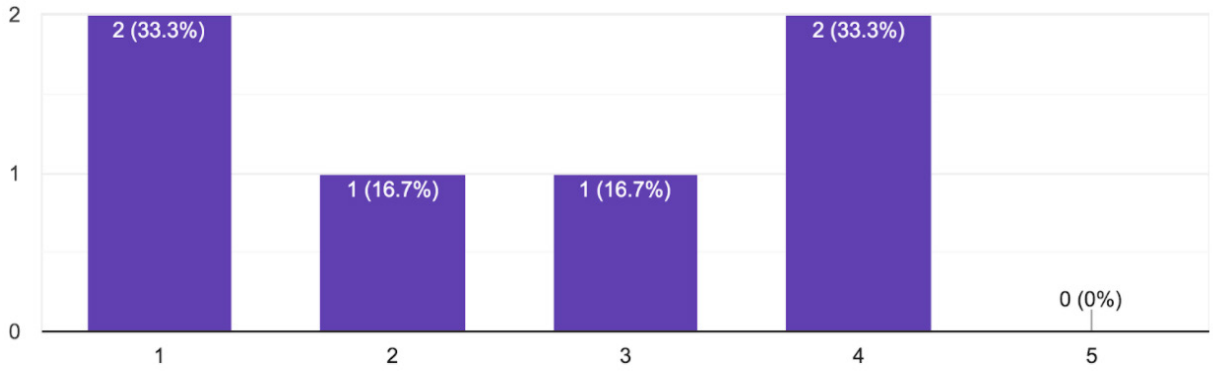

user
Booking a Gift
Search results | Barnard Digital C
digitalcollections.barnard.edu/islandora/search/proposal%20second%20wave%20feminism%20?type=dismax&islandora_solr_search_navigation=0&f%
Stossel's Take - Joh...
Cracked
Facebook
Comic Book Movies...
Sign in to your acco...
ADP
Outlook Web App
OpenTable GuestCe...
Toast
Barnard Digital Collections
Browse
Collections
Exhibits
About
Search everything by name, keyword, etc
search
Narrow your search
Date Created
(Valid formats: YYYY, YYYY/MM, YYYY/MM/DD)
Start
to
End
Apply
Topics
Entities
Creators (People)
proposal second wave feminism (x) / Second-wave feminism (x) / proposals (x)
26 Search results
Date Created (oldest-newest)
Title
Proposal to ACE, Roster of Women Scholars, 1971
Description
Cover letter and proposal to the American Council on Education, requesting support in the...
Show more
Date Created
1971
Title
Proposal, New England Regional Resource Center for Women in Higher Education, 1971
Description
Proposal for the establishment of a regional office that will collect and distribute information...


moderator
note-taker
user
Chrome
File
Edit
View
History
Bookmarks
People
Tab
Window
Help
Wed 12:27 PM
Search results | Barnard Digita
Barnard Bulletin, March 10, 19
Reorientation, 1970...
Not Secure
digitalcollections.barnard.edu/object/reorientation-1970-09-01/reorientation-1970#page/10/m...
Reorientation, 1970...
Search inside
GO
STUDENT LIFE AND HEALTH
LIFE IN THE DORMS
COMMUTER LIFE
COURSES ON WOMEN
Details

7. Post-Test Questionnaire

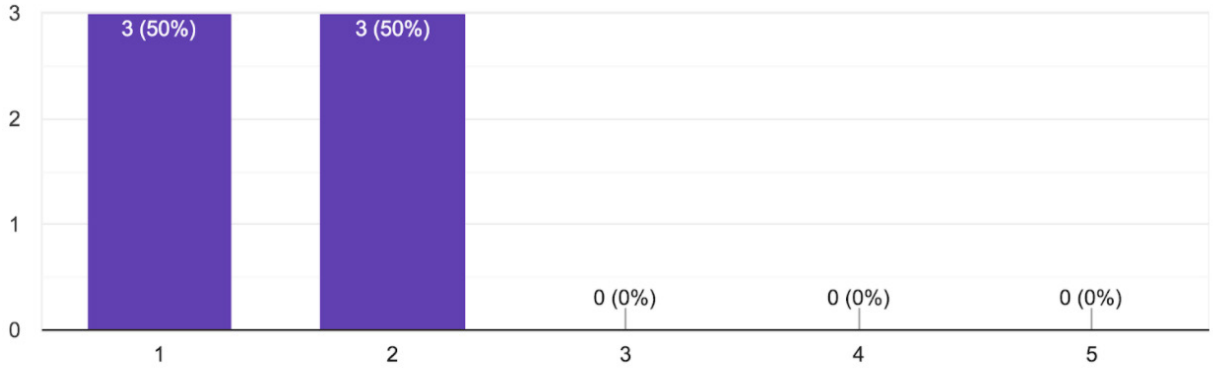
What was your experience of this interface?

6 responses



Satisfaction with the amount of time taken to complete the task

6 responses



How would you describe your experience completing all the tasks and using the website?

6 responses

I was able to accomplish all tasks but I think for each of them there was a slight learning curve to learn/become aware of all the websites capabilites - I know I would be able to complete these tasks much faster in the future

I think most of the tasks were pretty easy to complete, but I felt overwhelmed at times by the amount of materials that would come up after my search. It was useful to use the sidebar to filter things out, but this wasn't my instinct at first.

Most of the task were manageable however, only last task felt easy/ quick.

Overall very positive. It was fairly easy and straightforward to find what I was looking for

Good experience in finding photographs but had a difficult time while looking up for archival material.

Most of the time, the directions were simple and the resources such as searching by keyword or year helped me find the topic in a reasonable amount of time.

What did you like about the website?

6 responses

I liked how many resources are provided, it seemed very thorough in including a variety of Barnard history from over the years

I like how many filter options there are, and the clear breakdowns on the menu at the top of the page.

I liked how it did not feel like I was completely lost in a big pile of data

The way the search results are displayed is very helpful (especially since they always have the date in the name)

The clarity, simplicity in the interface. It is not cluttered and the colours are soothing as well.

I like the layout of the website and the pictures.

What did you not like about the website?

6 responses

The user interface was frusterating at times, specifically the Student Publishing Exhibit wasn't easy to independently explore, the user felt forced to go through the linear experience that was created which had a lot of text/wasn't very engaging.

I think the amount of clicking you have to do to look at different pages is frustrating. Also, in the PDF viewr, sometimes you accidentally click away from the page when you are just trying to zoom in or out.

It's harder to find a more common name

I found that the side bar to narrow the results down was not immediately something I was drawn to, but when I did find it, it was helpful!

The homepage could be a little friendlier

I think it would be helpful to have a different font for the transcripts.

Is there something specific you would like to change about the website?

6 responses

Not off the top of my head

PDF viewer (re; comment above)

improve the search engine to the some similar to the collections tab

I think I would made the "narrow your search" bar more visible/eye catching, it sort of blends in to the side but is a very helpful tool!

For the photographs, the zooming in and zooming out was a little uncomfortable.

It could be helpful to have more specific collections such as one for Greek Games.

References

1. https://digitalcollections.barnard.edu/
2. Google Forms