

USABILITY BOILERPLATES

Videotape Release Form

TechSource College Library Videotape Release Form

Thank you for participating in a TCL usability study. This form seeks your consent to record any session in which you participate for the benefit of design team members who could not be present, and also to allow us to review the study at a later date. The design team will benefit substantially from your feedback and willingness to participate. These tapes will not be released to anyone other than the team of researchers at TCL and will be used only for reference in this research. Please read and sign the statement below.

I agree to participate in the study being conducted and videotaped by the TechSource College Library (TCL). I understand and consent to the use and release of any video knowingly taken of me by TCL. I understand that the information contained on the videotape is for research purposes only, and that my name and image will not be used for any other purpose without my consent. I relinquish any rights to the videotape, including the right to review or inspect the videotape prior to its dissemination, and release its use completely to TCL.

I agree to raise concerns about the study with the administrator.

I understand that I can leave the study at any time.

Participant (Printed Name) _____

Signature _____ Date _____

Participant Profile Boilerplate

BACKGROUND

Participant ID _____

(staff use only)

Name: _____

Job Title (Faculty and Staff Only): _____

Student Profile (circle one): Undergraduate (Year:____)

Graduate Student (Year:____)

Ph. D. Student (Year:____)

Field of Study: _____

Sex (circle one): Male Female Age: _____

The research team may have a need to contact you for additional follow-up to this survey. The information you provide will not be used for any other purpose.

Phone Number _____ E-mail Address _____

If other studies take place in the future, would you like to participate?
(circle one) Yes No

COMPUTER EXPERIENCE

1. Do you use a personal computer at work? (circle one) Yes No
2. Do you use a personal computer at home? (circle one) Yes No
3. How long have you been using a personal computer? ____yrs ____months
4. Which Operating System do you have the most experience with?
☐ Unix ☐ Windows ☐ Macintosh
5. With the exception of Web browsers, list your computer experience (in months) for the following applications.

Application

Months of Experience

Word Processing

Spreadsheet

Database

Other: _____

INTERNET EXPERIENCE

1. How long have you been using the Web?: ____yrs ____months
2. Which Web browsers are you familiar with? Preferred? (check 1)
 - a. Microsoft Internet Explorer How long? _____ ☐
 - b. Netscape Navigator How long? _____ ☐
 - c. America Online (AOL) How long? _____ ☐
 - d. WebTV How long? _____ ☐
 - e. Other _____ How long? _____ ☐
3. Do you use a Personal Digital Assistant (PDA) or WebPhone for Internet Access? If so, which one? _____ and how often? _____
4. Are you familiar with the TCL Web site?
☐ Very ☐ Moderately ☐ Somewhat ☐ Not at all
How often do you use the Web site? _____
5. What Web sites do you use most often? _____

Orientation Script

Hi, my name is _____. I'll be the one working with you on the library's survey. I'd like to take a few minutes before we begin to tell you why we've asked people to participate in this study.

We're here to test how easy it is to use the Library's new Web _____, and we need the help of library users to make it more effective.

I'm going to ask you to perform some tasks on the _____, and I'd like you to act just as you normally would, whether or not you have seen this site before. Just work at a normal speed and with the same attention to detail that you would if this were your home computer or one of the workstations in the library. This is not a race, and you are not being tested. This is a test to see how well the Web site works, and it might not work as you expect. Feel free to ask me any questions that come to mind—this will help us—but keep in mind that I cannot always answer them since we want a realistic evaluation of how usable the _____ is.

While you're completing the tasks that I am going to give you, I will be with you taking notes and timing some functions. We'll also be videotaping the session for folks who cannot be here, but don't worry, the library takes confidentiality seriously, and your name and the tape will not be used for any purpose other than this study.

I'm also going to be giving you some forms to fill out before and after you test how well the _____ works. It's really important that you answer honestly. We need to know your honest reaction to how well the _____ works. This is the only way we can uncover its flaws and make it work even better.

Any questions?

Post-survey Questionnaire

Please respond to the following statements based on your experience using the TCL _____.

Circle one for each question.

1. The tasks given to you were clear and easy to understand.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
2. There was enough information on the main page of the site.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
3. The information on all the pages was grouped logically and consistently.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
4. There was too much information on many of the pages.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
5. There was too little information on many of the pages.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
6. The navigational tools were easy to use and understand.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
7. Navigation, layout, and color were consistent throughout the site.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
8. I was able to use the site without getting lost.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
9. Important information was always highlighted in some way.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree

10. Terminology was understandable throughout the site.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
11. Content on the site was easy to read.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
12. I had to scroll often to find the information I was looking for.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
13. The graphics used were clear and understandable.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
14. There were too many graphics on the site.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
15. Any errors I encountered were clearly explained on the site.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
16. The site was aesthetically pleasing.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
17. Pages were fast to load.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree

** The usability group will likely want to add questions that deal specifically with the service being tested, or add more specificity to the questions listed above, for example:*

18. The "Tips" link offered useful information when I used it.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
19. Finding the full text of cited materials was simple and intuitive.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree
20. Page titles were clear and self-explanatory.
Strongly Disagree—Disagree—Neither—Agree—Strongly Agree

Overall Impression

On a scale of 1-10, 1 being low and 10 being high, how would you rate the _____?

1 2 3 4 5 6 7 8 9 10

Use the space below for comments about the _____ that you tested today. Please be candid with both negative and positive comments, as both will help in the library's ultimate implementation of the service that you have helped test.