

LAS POSITAS COLLEGE

Web Usability Test Results - 2006

On January 25, 2006, I conducted a Usability Test with five current Las Positas College students. Each of the tasks below is given in the same wording that the students received. Five users is a typical number to test.

Task 1: You were enrolled in classes last semester and you want to look up your grades. Find the link that lets you see your grades online.

- Success Percentage: 0%
- Average time to complete task: 59 seconds
- Click-Path to Solution

Notes:

- None of the students clicked on the target link, "Check Grades" on the homepage
- All students **were** able to successfully check their grades using the Class-Web link on the homepage.

Task 2: You're interested in taking Interior Design classes at LPC. Find out how to get started in the Interior Design program.

- Success Percentage: 80%
- Average time to complete task: 39 seconds

Notes:

- Students did not look for the program in relation to the cluster groupings.
- One student commented that they wouldn't know how to get started; wouldn't know which class to take first.
- Another student found the Interior Design homepage, and would "go in through here" to find more information.

Task 3: You're interested in taking Introduction to Health class online. Find out if this course is available online this semester.

- Success Percentage: 20%
- Average time to complete task: 2 minutes, 39 seconds

Notes:

- Only one student clicked on the "Online Learning" link in the main navigation.
- Two students were unable to find any online course information; one commented that they wouldn't know how to look up information about online classes.
- Students tended to use Class-Web to find out if a course is available in an online format.

Task 4: You need help choosing which classes to take and you want to talk to a counselor. Find out when counseling drop-in hours are available.

- Success Percentage: 80%
- Average time to complete task: 10.12 seconds

Notes:

- 60% of students were able to find the most direct route: home > Student Services > Counseling > Hours & Appointments
- This task required the least time to accomplish, and the fewest clicks by most students.
- One student commented that there was too much information on the page and the drop-in hours were difficult to see.

Task 5: Your English instructor is requiring you to use MLA standards for citing works in a written paper. She suggested you look on the Library website. Find the MLA standards your instructor is requesting.

- Success Percentage: 100%
- Average time to complete task: 35.8 seconds

Notes:

- This was the only task where 100% of students were successful.
- There are redundant links in the Library website that enabled students to arrive at the target page from different pages.

Task 6: You are getting ready to transfer to another college and you need to get transcripts. Find the page that would give you more information on obtaining transcripts.

- Success Percentage: 60%
- Average time to complete task: 1 minute, 37 seconds

Notes:

- This task was problematic, and perhaps deceptive, due to the scenario presented. Students focused on the word "transfer" and not "transcript". (In future, avoid the scenario and just supply the task.)
- Students also didn't understand the "Apply & Enroll" section as being equivalent to "Admissions & Records".
- Students also used Class-Web to find unofficial transcript information.
- One student who didn't find the target webpage would have called the Admissions & Records phone number on the Transfer Checklist page.
- Another student would simply visit the Transfer Center in person to find out more information.

Task 7: You need to email your chemistry instructor. Find your instructor's contact information.

- Success Percentage: 60%
- Average time to complete task: 17.6 seconds

Notes:

- One student accessed contact information via the Faculty Websites page, while another found contact information under Classes & Programs > Chemistry.