

Usability event at TNC2005

Saturday 4 June 2005

**Usability event at TNC2005
Saturday 4 June 2005**

© UNI•C June 2005

By Gitte Kudsk

Content

1 (foreløbig tekst).....**Error! Bookmark not defined.**

1 Agenda

1. Opening
2. Short round of introduction
3. a. Introduction to the test (10 minutes) (Gitte)
4. Test-session 1-3 (12 minutes each)
5. Evaluation of the tests (20 minutes) (Participants + Gitte)

2 Test Groups

Group A					
Session 1 (12 minutes)		Session 2 (12 minutes)		Session 3 (12. minutes)	
Website: www.surfnet.nl		Website: www.belnet.be		Website: www.ja.net/index.html	
Person	Role	Person	Role	Person	Role
Tomi Dolenc	Test person	Tomi Dolenc	Observer/logger	Tomi Dolenc	Test facilitator
Dale Robertson	Test facilitator	Dale Robertson	Test person	Dale Robertson	Observer/logger
Jeanne-Marie Jobse	Observer/logger	Jeanne-Marie Jobse	Test facilitator	Jeanne-Marie Jobse	Test person
Group B					
Session 1 (12 minutes)		Session 2 (12 minutes)		Session 3 (12 minutes)	
Website www.ja.net/index.html		Website: www.surfnet.nl		Website: www.belnet.be	
Person	Role	Person	Role	Person	Role
Elise Roders	Test person	Elise Roders	Observer/logger	Elise Roders	Test facilitator
Gerti Foest	Test facilitator	Gerti Foest	Test person	Gerti Foest	Observer/logger
Russel Nelson	Observer/logger	Russel Nelson	Test facilitator	Russel Nelson	Test person

Group C					
Session 1 (12 minutes)		Session 2 (12 minutes)		Session 3 (12 minutes)	
Website: www.surfnet.nl		Website: www.ja.net/index.html		Website: www.belnet.be	
Person	Role	Person	Role	Person	Role
Joanne Barnett	Test person	Joanne Barnett	Observer/logger	Joanne Barnett	Test facilitator
Damian Niemer	Test facilitator	Damian Niemer	Test person	Damian Niemer	Observer/logger
Maria Ristkok	Observer/logger	Maria Ristkok	Test facilitator	Maria Ristkok	Test person
Group D					
Session 1 (12 minutes)		Session 2 (12 minutes)		Session 3 (12 minutes)	
Website: www.belnet.be		Website: www.ja.net/index.html		Website: www.surfnet.nl	
Person	Role	Person	Role	Person	Role
Zbyszek Krzewinski	Test person	Zbyszek Krzewinski	Observer/logger	Zbyszek Krzewinski	Test facilitator
Carol de Groot	Test facilitator	Carol de Groot	Test person	Carol de Groot	Observer/logger
Koen Schelkens	Observer/logger	Koen Schelkens	Test facilitator	Koen Schelkens	Test person

3 Description of the roles

There are three essential roles in a usability-test: test person, test facilitator and a logger.

3.1 Test person

Tonight everybody – when acting as a test person – is a PR Manager.

We will carry out tests of several websites, and it is very important that you think-aloud while you use the website. For instance, if you expect some information to be in a certain part of the website – you say “I think the information is here, because...

3.2 Test facilitator

The test facilitator’s job is to make the test person feel comfortable and relaxed. Try to pay close attention to what the test person says and does and use your observations to ask complementary questions and support the test person in thinking aloud.

For instance, if the test person searches for some information – ask “what are you looking for right now?” When carrying out the predefined tasks, ask “is this a task that you would normally do as part of your job?”

The test facilitator’s mission is to get the test person talking. The test facilitator is not supposed to help the test person solve the task.

The rules of test facilitating:

Make the user work – not just talk – give him/her a “hands on” experience

The user is the expert – the user is always right

Listen to what the user says – do NOT explain

Make the user feel comfortable

Ask open-ended questions

3.3 Observer/Logger

The observer or logger should (try to) keep quiet and take notes of what the user and the test facilitator say and do.

In this test we are both observing the test persons activities – evaluating the website – and the test facilitator – evaluating the test process.

It is the observers job to take notes about both.

4 Taking the test

4.1 Preliminary interview

- 1) How often do you visit other NREN websites?
- 2) Please recall the 3 last times you visited another NREN website. What were you looking for?
(the test facilitator should take notes of the purpose of these 3 visits – to use for questions later in the test session)
- 3) Did you find what you were looking for?
- 4) Have you ever used this website before?

4.2 Test tasks

As PR-manager imagine that you are arranging a national conference with a few international speakers for your NREN.

- ❖ One of the speakers is a professor from a university in the Netherlands/Belgium/England (**Choose the country of the website being tested**). Unfortunately the professor will not be able to attend to the conference in person, but of course there is an electronic solution to that problem! Is it possible for the professor to give his talk using video conferencing? What do you do?
(Information to the test facilitator: The purpose of this task is to find out if the user can find information about videoconferencing, and what to do??)
- ❖ You decide that the best solution is to go and visit the professor before the conference in order to clarify some practical issues. Your boss understands your motivation, and off you fly. But unfortunately you forgot a very important document on your network at home. Is it possible to get access to the document?
(Information to the test facilitator: The purpose of this task is to find out if the user can find any information about roaming/Eduroam??)
- ❖ Help! In the middle of everything someone has tried to take over the web server of the conference pages. More help!!! Everybody in your NREN seems to be on vacation, and suddenly you are in charge of security. Somehow you have figured out, that the attack came from someone using (the name of the

network the test-website belongs to). Who do you contact in order to discuss security matters?

(Information to the test facilitator: The purpose of this task is to find out if the user can find any information about who to contact in security-matters – CERT??)

- ❖ You decide that one of the themes of the conference is going to be “transfer of large data amounts.” Does this NREN have any kind of experience or service in that area

(Information to the test facilitator: The purpose of this task is to find out if the user can find any information about GRID activities)

- ❖ Still missing parts of the program, and deadline is getting closer. You need some inspiration, what do your international colleagues do?

(Information to the test facilitator: The purpose of this task is to let the user use the site for inspiration – finding information about conferences, workshops, etc)

- ❖ Finally your own conference is well done with and you have done such an excellent job, that TERENA invites you to speak at the TNC2005 in Poznan, Poland.

You have been asked to upload your slides (***get a powerpoint presentation from Gitte***) and you have received the following information by email:

Dear Temporary Speaker,

Here are your credentials for logging into CORE, the conference organisation package developed by TERENA. CORE is used to maintain the online programme for the TERENA Networking Conference (TNC2005).

After you have logged in you will have full control over your data:

- Abstracts (max 100 words), presentations titles, slides
- Personal information (name, organisation, picture, and a short biography)

Please keep in mind that any information you upload will be publicly available on our website. Therefore, you should keep the file size as small as possible.

Please upload the information about yourself and your presentation as soon as possible. You may edit it at any time.

You can log in here:

<https://www.terena.nl/conferences/tnc2005/core/login.php?email=pr%40terena.nl>

Login: pr@terena.nl

Password:tudiwris

NOTE: You can change your password after you login.

If you have questions, please contact us.

Kind regards,

-- TERENA CORE Team (webmaster@terena.nl)

(Information to the test facilitator: According to Carol the purpose of this task is to prove that PR people are smarter than all those techies ☺!!!)

4.3 Closing interview

If you are late – skip the closing interview

1. Now you have been solving some different tasks on the website. Can you mention three positive and three negative impressions from the website?
2. What worked well and what could be improved?
3. Any other comments to the website?

5 Evaluation of the tests: (plenary session)

- What were the three most central findings?

On www.surfnet.nl

On www.belnet.be

On www.ja.net/index.html

- How does the findings relate to these questions?

Was it easy to find the information?

Was it easy to navigate the website?

Could the user identify where he/she was on the website?

Was the text easy to read?

Did the user use the search function? Were the results usefull?

What worked well and what could be improved?

- Are PR people smarter than all those techies?

- What worked well for the test facilitator?

- What didn't works so well?

- Did the test person feel comfortable in the role?

- Comments on the role of observing – especially when you own site is being tested?