But Can Users Find It?

Investigating the Navigation Usability of a School Systems Information Website

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What is usability?

I know what usability testing is.

I’ve heard of it, but I’m not quite sure what it is.
How effectively, efficiently and satisfactorily a user can interact with a user interface.

Introduction

This presentation will explore the use of usability studies in a K-12 environment. As a school technology coordinator, I have knowledge in the inner workings of K-12 environments, and with this connection, I will discuss the usability methods and procedures that I used effectively with adult study participants. I will also discuss the findings of my study and its implications on school systems information websites.
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This usability study examined a simulated school systems information website which was based on a similar website deployed at a high school in Hawai`i. The information housed on the website was intended to be used daily by employees at the school and included information such as: schedules, calendars, bulletins and request forms.
Website
Website
Why this study?

Quick

User Centered Design
The purpose of this usability study was to investigate navigation improvements to this simulated school system's information website designed for high school teachers.
Demographics
Target Population

Teachers for who the website was designed.
Study Population

Four males and four females

Age distribution:
62.5%-25-33, 25%
34-44, 12.5% 45-54
How do you use the Internet?

- Personal Use Only (1)
- Personal and Professional Use (7)
How comfortable are you browsing the Internet? (5 point scale)

Rating of 5 (7)
Rating of 4 (1)
How likely are you to browse the Internet for information? (5 point scale)

- Rating of 5 (6)
- Rating of 4 (2)
Setting and Materials
Setting

Remote meeting space via Google Hangouts

Audio and screen recording via Apple QuickTime 7
Materials

All usability studies required the use of a computer with an Internet connection.

Pre and post study surveys were conducted and aggregated using Google Forms.
Methods and Procedure
Concurrent Think Aloud Design

Because of the banner, I think...

What do you think this site...
Concurrent Probing Design

I’m stuck…

…Oh, that’s a great idea!

What about clicking on…
Procedure

- Four week timeline
- Eight total participants, four male and four female
Procedure

Week 1

- Testing initial website
- Four participants, two male and two female
Procedure

Week 2
• Analyze findings from week 1
• Redesign of website components
Welcome

Welcome to the school teacher resource page. Please use this page for support and as a resource to help you meet your students' needs as well as your own. This page will be a team effort and we will work together to add more and beneficial resources and training modules to this site focusing on our school wide initiatives, policies, and goals.

If you have questions or suggestions, please email: Site Admin.

THIS IS A USABILITY BETA TEST WEBSITE. SOME PAGES WITHIN THIS TEST SITE ARE INTENTIONALLY LEFT BLANK TO CONFORM TO CONFIDENTIALITY RULES AND REGULATIONS. NO PERSONAL OR SCHOOL INFORMATION IS HOUSED ON THIS SITE.
Welcome to the school website. This page is support and as a resource to help you meet your students' needs as well as your own. This page is broken down into four categories:

- **School Information** - Items such as RTI, Data Teams etc.
- **School Wide Initiatives** - Items such as EES, Common Core etc.
- **State Initiatives** - Items such as EES, Common Core etc.
- **Technology** - Items regarding our use of technology, including eSIS and PDE3.

If you have questions or suggestions, please email: Site Admin.

### School Meeting Schedule Qtr. 2

<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Meeting</th>
<th>Topic</th>
<th>Outcomes</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 15th</td>
<td>Tuesday</td>
<td>extended one hour</td>
<td>Leadership</td>
<td>Agenda to be sent out by administration</td>
<td></td>
</tr>
<tr>
<td>October 17th</td>
<td>Thursday</td>
<td></td>
<td>Department Topics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>October 22nd</td>
<td>Tuesday</td>
<td>extended one hour</td>
<td>Staff PD</td>
<td>SLO Overview and PDE3 websites</td>
<td></td>
</tr>
<tr>
<td>October 24th</td>
<td>Thursday</td>
<td></td>
<td>Data Team Cycle 3 Pre-Instructional Meeting</td>
<td>Complete pre-instructional data form on GoogleDocs</td>
<td></td>
</tr>
</tbody>
</table>

**START OF TEAM SUPPORT MEETING WEEK OCT 26-Nov 1 CHECK YOUR SCHEDULE**

- Tuesday-extended 1: SLO - Developing your own 2. Registrating over
Procedure

Week 3
- Testing updated website
- Four participants, two male and two female
Procedure

Week 4
• Analyze findings from week 3
• Compare with results from week 1
Results
Results

The scenarios represent real life usage.

Rating of 5/5
Rating of 4/5
Results

The scenarios adequately assessed the navigation of the test website.

Rating of 5/5
Rating of 4/5
Results

The navigation of the test website is effective.

Rating of 4/5

Rating of 3/5
The font was too small...
The title banner doesn’t fit right…

Too much open space…
The left navigation tree is too long…

The info is different from the horizontal one…

Why are the links open?…

It does help me find things…
I thought the video would be there…

I can’t find it…

“Tabs’ names are vague and can have multiple meanings.”
Results

Ourschool.org
Intranet Website

That graphic is clear and helpful…

“The frame was not conducive to navigation”

“There’s no scroll bar”
Results

“The new tabs made information easier to find.”

“The left navigation tree is still too long…”
Results

This was very intuitive…

Oh, that’s what you meant?…
Results

The navigation of the test website is effective.

Rating of 5/5

Rating of 4/5
The navigation of the test website was effective.
Improvements

- Test with target population
- Test with a more varied population
- Technical issues with Google Sites
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Mahalo To