



Preliminary Usability Results

Team 0b100 (Keweenaw Time Traveler Website)

Grad Student:
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Methods and Data Types

- Online Zoom meetings
- Evaluate each user based on:
 - Time taken to complete each scenario
 - How each tester performed each task
 - Number of filters selected
 - What filters were selected
 - Number of questions asked
 - How long to find the result after filters were applied
 - Mouse movements
- Testers filled out a form before the test and after each scenario
- Testers were asked to evaluate on a scale of 1-10 the search functionality, filters functionality, and how the results were displayed

Scenario One

- Goal: To search for a story relating to a place
- Description: You are a tourist in the Keweenaw. You are traveling on US-41 in Hancock, and notice the remains of a T-shaped building. You hear later in your trip that that building was constructed in 1900, and goes by the name Quincy. Intrigued, you come to KeTT to see if you can find more information about this place and learn more about its history.
- Steps:
 - Search “Quincy”
 - Filters:
 - Year: 1900s
 - Location: Hancock
 - Expand stories
 - Locate the “Quincy Mine Drill and Blacksmith Shop” story

Task One Results

	Search	Filters	Results	Notes	Tester Comments
Participant 1 6:04	7	8	6	-Kept using search bar on map instead of our search bar -Tried to use map to find location -Brute forced	"I think in the instructions if i was told to use the left search functions first I would've been more on track otherwise it was good."
Participant 2 4:26	7	9	7	-The result stopped showing up when the location filter was applied, changed test to eliminate need of location filter -Tried to search for result without putting in search terms	
Participant 3 2:12	8	7	6	Brute forced	
Participant 4 1:03	8	7	3		"Searching for something with keywords (like the year) doesn't work, need to use filters."
Participant 5 2:04	7	9	6	-Searched for description of T-shaped building -Originally searched for Quincy+1900 -Brute forced afterwards	"I would have used + to make the search look for different keywords."
Participant 6 1:22	10	9	7		"Show that filter has worked."

Scenario Two

- Goal: To search for a person by name
- Description: You are going through old memorabilia from relatives, and you find multiple letters signed by N. Smith, with the address being made out to somewhere in Houghton and the date stamp on the letters say 1908. Curious to who this is, you turn to KeTT to find more about this mysterious N. Smith.
- Steps:
 - Search “Smith”
 - Filters:
 - Year: 1900s
 - Location: Houghton
 - Expand People
 - Locate the “Nora Smith” entry

Task Two Results

	Search	Filters	Results	Notes	Tester Comments
Participant 1 1:40	9	9	10	Brute Forced	"This was much easier than the first once I figured it out."
Participant 2 :43	10	9	10	Selected filters before hit search and then had to re-enter them	
Participant 3 1:26	7	7	5	-Used filters unlike scenario 1 -Didn't see more results button	
Participant 4 :43	7	8	6		"Filters reset after I correct a search."
Participant 5 2:32	9	6	9	Brute forced	"Allow "N Smith" to be used in the search and assume that the "N" is the first letter of a name (first or last)."
Participant 6 1:02	10	10	10	Tried to search all the people in Houghton	"Didn't see more results."

Recommendations & Findings

- Provide the opportunity to search for information in the details component of an entry instead of just name
- Allow for a user to search for part of a string that isn't a complete match:
 - N Smith should bring up Nora Smith instead of no results
- Inform the user that the filters have been applied instead of only updating the lists
- Allow for searching of people by location

More details in Usability Test Report to follow

Grad Student:

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Methods and Data Types

- Online zoom Meetings
- Evaluation was done based on :
 - 1) Time Taken in understanding the search feature
 - 2) Time Taken in understanding and using the filters
 - 3) Time Taken in understanding the map
- A post test questionnaire was given to testers , and their feedback regarding the ease in using search,filter,map features was taken . Also the overall feedback was taken.

Scenario One

- The usability testers will be asked to start the Keweenaw Time Traveler Application.
- They will be requested to open Search tool and click the Stories tab. They will be asked to type a keyword and make a search and navigate through the list of stories which will be displayed in the result section.
- The usability testers will also be asked to use different kind of filters like Year, Location, Tags and Media Type after searching the story. They will be asked if the different filters are helping them to make the search experience better.

	Time taken for search filter (seconds)	Time taken for filter feature (seconds)	Tester feedback	Additional Comments
Participant 1	4	4	Location filter did not work for locations like Dollar Bay , Hancock	“I struggled a little bit in understanding this search and filter feature”
Participant 2	3	3	On clearing search, filters are also getting cleared.	
Participant 3	2	2	Attributes like hasimage is true but no image available.	
Participant 4	3.5	2.5		“Search is little confusing”
Participant 5	3	2.5		
Participant 6	4	3.5		

Scenario Two

- The usability testers will be asked to navigate through map dots after searching the stories.
- They will be asked to click the map dots and check if its associated story is getting displayed on the story section.

Task Two Results

	Time taken in understanding the map interaction	Tester Feedback	Additional Comments
Participant 1	2		"Map is little clumsy and covering dots."
Participant 2	2.5		
Participant 3	1.5		
Participant 4	3		
Participant 5	2.5		
Participant 6	2		

Recommendations/Feedback

- Filter on popular and most recent stories.
- Filter on personal and historical stories.
- On hovering dots on map, a small pop up giving the title of story.
- Overall very good application.

More Details to be included in Usability Test Report .

HU Students:

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Methods and Data Types

- Think aloud test
- Used Zoom
 - Recorded video and audio
- Three tasks
 - Use search tool to find an address
 - Use search tool to find a family from a specific decade
 - Use instructions to understand category sections better

Quantitative Data

- Timing tasks
- Number of mistakes and backtracks
- Number of clicks

Qualitative Data

- User think-aloud comments
- Answers to pre- and post-test questions

Brief Participant Demographics

- Participants 1-4 testers were Michigan Tech students
- Participants 5 & 6 testers were 70-year-old retirees
- All participants reported some familiarity with searching.
- 1 participant had used the Keweenaw Time Traveler previously.

Summary of Task One

- The various scenarios are designed to fit a wide user range. The first will be about a student living at 423 Pine St. in Hancock and would like to know some history about who lived there before them.
- Find Pine St. address
- The optimal steps are:
 - Type “827 Pine St.” into the search bar.
 - Hit {Enter} or press the Search button.
 - Select the “Stories” result category.

Task One Results

Discover prior residents of the address “423 Pine Street.”

	Time	Mistakes	Clicks	User Comments	Other Observations
Test 1	0:45	0	2	Found search bar easy to use	
Test 2	5:59	>5	>10	Got confused by various search bars and menus	Also misheard the address given to her
Test 3	0:40	0	2-3	Liked how easy the search was	Internet connection gave problems throughout the whole test
Test 4	7:36	1	>5	Liked how understandable the search was	Didn't see categories at first and just clicked around the map to try and find it
Test 5	3:40	3	>10	Confused as to why she couldn't find the address when looking at the map	Looked at the map instead of using the search bar; couldn't find the address
Test 6	2:34	1	>10	Was confused about what everything did, so took a while to figure out	Didn't know where to start; didn't understand the categories well

Summary of Task Two

- The second will be a 65-year-old former lecturer at Michigan Tech who wishes to look up members of their family who lived in the 1940's.
- Find people who lived in Laurium
- The optimal steps are:
 - Type “Archambeau” into the search bar.
 - Hit {Enter} or press the Search button.
 - Select the “Filters” accordion box.
 - Expand the “Year” filter.
 - Select “1940s” from the options.
 - Click “Apply Filters.”
 - Select the “People” result category.

Task Two Results

Locate persons with the last name “Archambeau” with records in the 1940s.

	Time	Mistakes	Clicks	User Comments	Other Observations
Test 1	0:35	0	3	Wasn't sure which search bar to use, but otherwise found it easy	Thought the search menu side bar should be more visible color
Test 2	0:45	0	>10	Didn't see the filters option right away	Was more used to the site, so was able to work faster
Test 3	1:36	0	>5	Finding and opening the filters confused him	
Test 4	0:33	0	3-4	Found this easy and straightforward	Pointed out that side menu might not be seen once closed
Test 5	0:50	0	3-4	Found this uncomplicated and interesting	Didn't need to use the filters
Test 6	1:15	0	4	Was a little hesitant about how to use the search bar and what to do with the categories	Had already discovered filters before using the search, so instantly used these to narrow things down

Summary of Task Three

- The Third will be a first-time user who is confused about why there are categories for both buildings and places.
- Use instructions to figure out what the Buildings category is for
- The optimal steps are:
 - Click on Search Help.
 - Scroll through instructions until reaching Category Definitions.
 - Find Buildings.

Task Three Results

Identify the difference between the “Buildings” and “Places” result categories.

	Time	Mistakes	Clicks	User Comments	Other Observations
Test 1	1:50	1	>5	Wasn't sure which help button to click	Liked instructions, found them useful
Test 2	0:40	0	>10	Like the instructions and wished she had used them	Didn't use instructions at all, until we prompted her
Test 3	9:29	6	>10	Didn't see or use the instructions, so got frustrated	Suggested having pop-up tutorial the first time site gets used
Test 4	8:40	4	>10	Didn't see or use the instructions, so just explored	Suggested immediate tutorial when visiting site
Test 5	2:30	4	>10	Didn't know how to find out what she needed to know; didn't consider the help button since it typically doesn't help her	Didn't use instructions; tried to use search bar to find out info about how the site works
Test 6	6:17	3	>10	Didn't want to use the help, but wasn't sure what could help him figure it out	Enjoyed exploring even though he never figured it out

Results

The Good, the Bad, and the Ugly

Good:

- The tool itself was simple, when used.
- The filters and results had good proximity.

Bad:

- The colorful map was often distracting.
- The filters were too easy to ignore.

Ugly:

- The Help content seemed actively avoided.
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Possible Recommendations

- Make side menu and address search bar more visible (change colors)
- Give all search bars and the map menu labels and tooltips for clarification
- Rename the help button as “How to Use”
 - Open the instructions by default, so they serve as a splash screen of sorts.
 - Litter more explicit help tooltips and labels around the various controls and result areas would also help with identifying items that may be confusing.
- Rename the buildings and places categories as “Structures” and “Locations”
- Add more details to the instructions (like what the top buttons and menu do)
- Make instructions or a tutorial highly visible on the home page

Questions?
