

# UX Café Report

Conducted on March 10, 2020

*Research Question: How do students deal with resources that require a password in Omni?*

## Methodology

Methodology used was task analysis. Students were tasked with trying to access the latest article in a specific online journal, which had been adjusted to meet the recommendations from our previous UX Café.

The specific goals of this study were:

- to determine whether the new method of directing users to a passwords page was better than the old method (to the extent of being worth the effort of transitioning between the methods)
- to gauge if there were any potential breakdowns still occurring with the new method

## Results

The task analysis had 4 participants.

Data gathered with this sample size is not statistically significant, and should not be used quantitatively. However, Nielsen and Landauer have demonstrated that 4 users is still enough to identify around 75% of issues in a system<sup>1</sup>.

While users expressed more confidence in being able to connect successfully to resources than in the previous test, most users still were not able to successfully complete this task.

**Finding 1:** Many users struggled to notice the “Connect to Internet Resource” link, and often got confused or wanted to give up without ever accessing the online journal. There was a clear expectation that individual journal issues should appear on the search surrogate. In particular, users who clicked the “View Online” button didn’t seem to notice the “Connect to Internet Resource” link, potentially because clicking the “View Online” button causes the “Connect to Internet Resource” link to be scrolled to above the user’s eye level. Most users either clicked the “Display Source Record link”, which ended up around eye level after clicking “View Online”, or else scrolled to the bottom and searched the “Virtual Browse”.

**Finding 2:** Many users still had trouble finding either the username and password information or the journal link when they reached the password entry page. Users reported being distracted by the large red box at the top, or not noticing the table titles.

## Recommendations

**Recommendation 1:** More visual weight should be given to the “Connect to Internet Resource” link, to try to get more users to click it sooner. If possible, it may also help to adjust the “View Online” button to place the “Connect to Internet Resource” link slightly further down on the page when clicked---This would help it align with the eye level of a user who has clicked this link right after navigating to this

page. If possible, move the “Display Source Record” link to appear after the Details field, so users are less likely to click on it. Also, renaming the “Virtual Browse” to something like, “Find Similar Items” may help users understand the purpose of it.

**Recommendation 2:** Try reformatting the journal password page to give more visual weight to the username, password, and link to journal, and less visual weight to the alert box about passwords being confidential. A non-table format may be better suited to providing this information in a clear fashion.

<sup>1</sup>Nielsen, Jakob, and Landauer, Thomas K.: "A mathematical model of the finding of usability problems," *Proceedings of ACM INTERCHI'93 Conference* (Amsterdam, The Netherlands, 24-29 April 1993), pp. 206-213.