

Usability Case Study of Northeastern University Digital Repository Service

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Introduction

What did you do?

How did you analyze what you collected?

What did you learn?

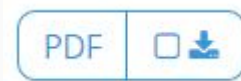
Our Process

Meet with Site Supervisors

Goal: Test the changes made from the DRS' last usability study, which was in-house

Recruit only Northeastern University graduate students unfamiliar with the DRS

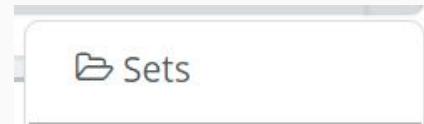
Icons



What is a DRS?

Searching

Browsing



What are sets?

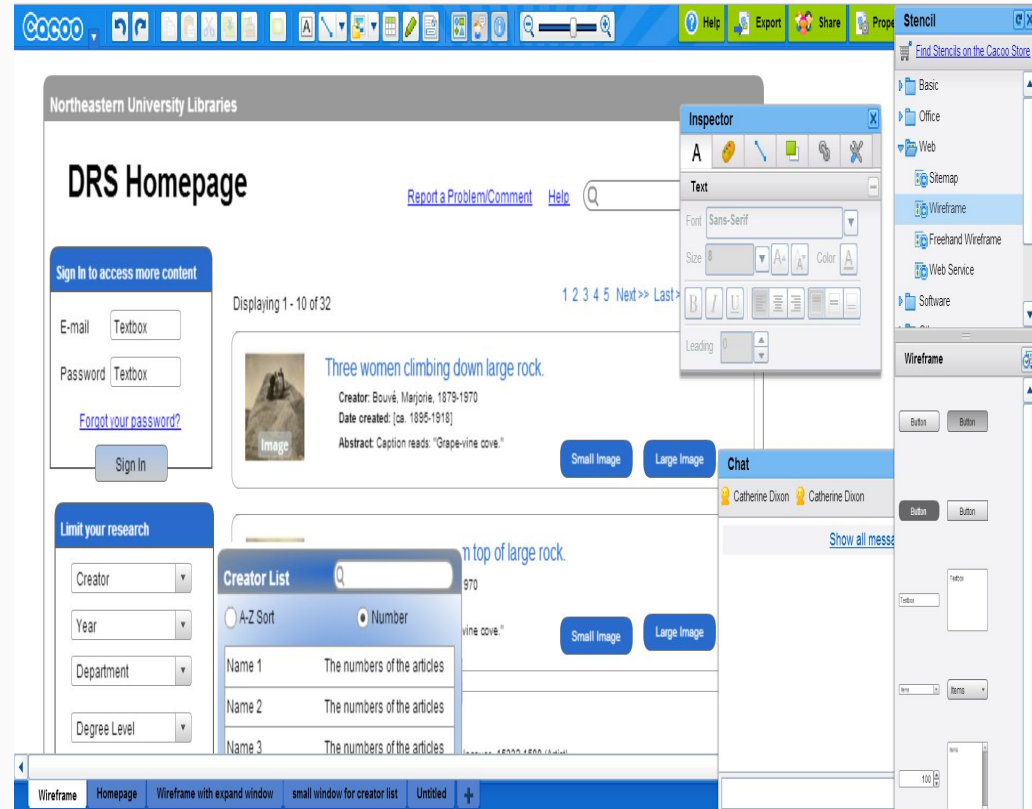
What is the download queue?

Abstract

The birth of permanent, secular, and popular theater in sixteenth and seventeenth century Europe gave rise to s... 

Exercises

- Evaluate site using Nielsen's *10 Usability Heuristics*
- Content Inventory
 - Used the search results page
 - Observations from user testing and team comments
 - Keep/change/delete
 - Additional notes
- Wireframe of search results page and of home page



Our Analysis



Criteria

Effectiveness

- Task success rate
- Task success distribution
- Task scores

Efficiency

- Time on task
- Mouse Clicks
- Core efficiency measure

Satisfaction

- Pre- and Post-session interview
- Participants' comments
- Team members' observations

Software for Data Analysis

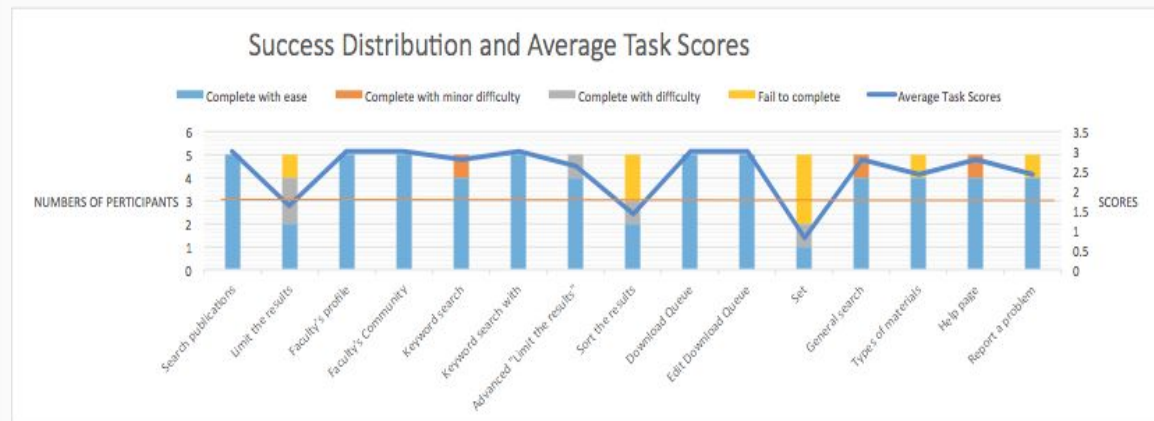
Morae

Excel

Google Sheets

The screenshot shows the Morae software interface. On the left, there is a task list for a project named 'Northwestern DRS_Form1'. The main window displays a recording of a user interacting with the 'Digital Repository Service' website. Below the video, there is a search results table.

Elapsed ...	Recording	Task	Event	Details	Owner	Notes	Title	Score
0:01:05.30	Northwestern DRS_...	Pre session ...	Marker	Q Quatium ...	University Lab E...	Is it the same ...		Score not set
0:01:05.26	Northwestern DRS_...	Northwestern ...	Marker	Q Quatium ...	University Lab E...	Is it the same ...		Score not set
0:01:05.11	Northwestern DRS_...	Task 1.2 a Pa...	Marker	X Error, Unsu...	QELS Usability ...	Only Low sta...		Score not set
0:01:05.28	Northwestern ...	Task 1.1 b Nav...	Marker	X Error, Unsu...	QELS Usability ...	User 'Sort by'...		Score not set



Results and Suggestions

DRS Homepage

[Report a Problem/Comment](#) [Help](#)

Sign In to access more content

E-mail

Password

[Forgot your password?](#)

Limit your research

Creator

Year

Department

Degree Level

Subject

Types

Sort the results

Title

Creator

Create date

Upload date

Relevance

Displaying 1 - 10 of 32

1 2 3 4 5 Next >> Last >>



Three women climbing down large rock.

Creator: Bouvé, Marjorie, 1879-1970

Date created: [ca. 1895-1918]

Abstract: Caption reads: "Grape-vine cove."

n top of large rock.

970

vine cove."

Jacques, 1533?-1588 (Artist)

Morgues, a French artist
specialized...



Grapevine. Volume II

Creator: Le Moyne de Morgues, Jacques, 1533?-1588 (Artist)

Date created: [ca. 1580]

Abstract: Jacques Le Moyne de Morgues, a French artist
living in Elizabethan England, specialized...

Creator List

A-Z Sort Number

Name 1	The numbers of the articles
Name 2	The numbers of the articles
Name 3	The numbers of the articles

Lessons Learned

- Practice makes better, not perfect
- Excellent communication with stakeholders
- Valuable understanding of usability & related skills

Future Considerations

- Outside input on proofreading & editing
- Additional pilot testing
- Stricter participant controls
- Talk aloud method

Questions?

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