Usability Test: **Department of Computer Science Website**
Spring, 2008
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Introduction

Thank you for agreeing to do this usability test for the (relatively) new CS department homepage. The department would like to see first-hand what it's like for real people to use the site, which we hope will help us improve the site.

We're testing the site, not you. You can't do anything wrong here. We want to hear exactly what you think about the site. Be honest and don't worry about hurting our feelings. That will help us find problems that exist and will help us fix them.

For the test, we'll ask you to do certain tasks and we'd like you to think out loud while you're doing them. If you have questions, just ask. If you have comments, go ahead and say them. We'll record your comments, but won't make them public. If, for any reason, you'd like to quit this test, then just say so.

Background Questions

We presume that you're a CS 108 student who routinely uses the World-Wide-Web (WWW). How did you choose to come to Calvin? Did Calvin's website play any role in that decision?

Have you spent much time working with the CS Department's website? If so, what do you normally do with it?

Before we begin, do you have any questions for me?

The Test

1. Reactions to the homepage – Go to the CS Department homepage and tell us your general impression of the site. Are you tempted to click on anything? Is it clear to you what all the elements are page are for?

2. General tasks - I'll ask you to do some of the following tasks, depending upon how much time we have together:

a) The CS Department offers a minor in information systems. Can you find the course requirements for this program?

b) Students registered for courses in CS, IS and ENGR can download free development software from Microsoft (e.g., Vista & VisualStudio). Find out how to do this.

c) The department is interested in feedback from students, prospective students and alumni. Send the department an email saying that you've taken this test.

d) Project Connect is a computer literacy outreach program run by the department. Can you find any information on this project?

e) CS Students frequently do a project in their senior year. Find out how to go about registering for the senior project course.

f) Find out who won the faculty-student team BZ-Flag contest.

g) The department supports a number of research projects. Can you find a particular project that interests you?

3. Final observations – Do you have any final observations on the site? Would you consider using it?

Thanks

Many thanks for your willingness to help us test the new CS Department website. The site is rather new, so we appreciate your help in fixing it up.

We'll contact you soon with a summary of what we found and how we hope to use it to improve the site. We'll keep the data from your individual session private and will only release aggregate data.