Project 4: Search Widgets

*Note: Highlighted text denotes changes made to the slides to account for feedback obtained from Professor Kobsa & the Client.

Jason Nguyen
Matt Shigekawa
Ryan Hsu
I. USABILITY PROBLEMS

● Objective
  o Students need 2 articles on current issues in nursing
  o Determine which of the following search widgets users prefer:
    ■ Next-Generation Melvyl Pilot (UCI)
    ■ UCSF's Quick Search
    ■ UIUC

● Customer's View
  o "Googlized" Search VS MultiCriteria Search
  o MultiCriteria Search = more popular
I. USABILITY PROBLEMS (Cont)

- Team's Initial Thoughts
  - Googlized Search
    - More popular
    - Simple
    - Relevancy
    - Minimal overhead
    - Complex searches = Bad??
  - MultiCriteria Search
    - Information overload
    - Complex searches = Better??
    - More initial overhead, but better results
I. USABILITY PROBLEMS (Cont)

- **Observations to Measure**
  - **User Preference**
    - Overall, which search widget do users like best?
    - On a historical basis, which approach has proved most useful to students. (does not have to be library search)
    - Differentiate between undergrad & grad students
  - **Ease of Use**
    - Were users able to search without hesitation and the need for any help?
    - Does the search widget provide intuitiveness and clarity.
  - **Quickness**
    - Total time it takes for user to complete a task
  - **Relevancy**
    - Were search results specific enough?
  - **Error Rate**
    - # errors user made when attempting to perform task
II. METHODS

● Users
  o Students (20-30)
  o Subgroups: Undergrad & Grad

● Phases
  o Initial User Evaluation (Interviews) *instead of surveys
  o User Testing (Heuristic Evaluations and Usability Testing)
  o Analysis
  o Design (mock-up)
  o Re-Evaluation
  o Final Conclusion
II. METHODS (cont)

- **Tasks Assigned to Users**
  - Search for 2 nursing articles for each site and evaluate

- **Form Contact and Testing Environment**
  - Contact via Email
  - Survey - Web-Based
  - User Testing - Face to Face
    - At user convenient location
    - 20-30 minutes overall
    - 10 minute max per search widget
III. SCHEDULE

● 4/21/09 - First Presentation
  o Initial User Evaluation (Interviews) *instead of surveys
  o User Testing
  o Analysis

● 5/14/09 - Second Presentation
  o Design (mock-up)
  o Re-Evaluation

● 6/4/09 - Final Presentation
  o Final Report