Project 4: Usability and Accessibility Evaluation of DSC website, Pre-Final Presentation

Group: Kathy, Jeffrey, Shirelle, Daniel, Chris, Vincent

Customers: Somphone, Todd

Overview of Problem Statement

- Evaluating navigation and accessibility to critical information
  - Is the site usable for users without disabilities?
  - Does the site meet accepted accessibility requirements (ex: POUR)?
- Test current site against users with specific disabilities
  - Want to see if they can access information easily
  - Check to see if the site is missing any information that may be desired for these particular students or any adjustments that could be made to make the site easier to use
  - **Specifically testing users with visual impairments and fine motor skills**

Phases of Research

- Accessibility Analysis
  - Group Evaluation: each team member analyzed a section of the website for usability issues that may arise
- Survey
  - focuses on how familiar participants are with the website currently as well as how they navigate websites in general (keyboard shortcuts, special software/hardware equipment, etc.)
- User Testing
  - have the participants actually run through a scenario/s on the site, see for ourselves how easy it is for them to navigate the website [will try to have both a video and screen recording]
- Interview
  - an exit interview, focusing on their experience, suggestions/comments about site, etc. [for re-evaluation purposes]
- Evaluation- analyze our findings to suggest improvements for the DSC website
- Report - present our findings to our customers

Current Progress

- Evaluated the site amongst group and created interview questions based off notes
- Developed user test tasks that could be completed within approx. 1 hour
  - Narrowed down to the most commonly used services at DSC
  - Total of 6 tasks
    - 3 focused on login with "MyDSC" account/portal, and 3 on general site navigation
- Distributed surveys to all user testers, all 6 have responded
- Created scenarios for each user task
- Decided to split up into teams of 3 per user test session with the following roles:
  - Greeter/Briefer/Test Giver
  - Videographer
  - Notetaker

Current Progress (cont.)

- Completed 3 user tests & interviews with UCI Students on campus
  - Gave a brief explanation of what the project was about & what we were studying
  - Had users complete the following 6 tasks from the DSC website:
    - Online Registration Form, Faculty Notification Letter, Ring Road Rides
    - Find the Orientation Video, Navigate to & Open a Specific PDF Form, Find the section on Eligibility of Services
  - Closed with interview for feedback and suggestions to improve DSC website
- Completed 1 user test & interview today (Wed 5/18) with a community member
- 1 more user test with community members off campus is scheduled for Fri 5/20
- From our potential user testers, 1 community member remain unscheduled for user testing

Insights We've Gained/ Our Findings

- On a scale of 1-5, 1 being very comfortable, 5 being pretty uncomfortable, both blind students rated website's overall navigability a 2
  - One said "it's let me do all that I need to do so far"
- For ride scheduling, screen reader only read building abbreviation - "Ahhh" for Aldrich Hall
  - One wished it would read full building name
- For ride scheduling, the format that the date of the ride needed to be was not stated and it was unintuitive.
  - Two blind students commented on this feature and stated that they needed to learn it through trial and error.
- Orientation video possibly not fully utilized
  - One didn't know there was one, one lacked the plugin to play it, and another had trouble finding it
- Partial vision user had some slow downs due to lack of contrast in some areas
  - For example, for ride scheduling he couldn't tell if he selected a location because of the highlighting
- One expressed desire for the website to detect screen reader and have the option to view screen reader optimized page
  - Websites like Google and Amazon have this ability
- Screen reader was reading that the option to select transfer student showed up twice when it only showed once on the the actual form
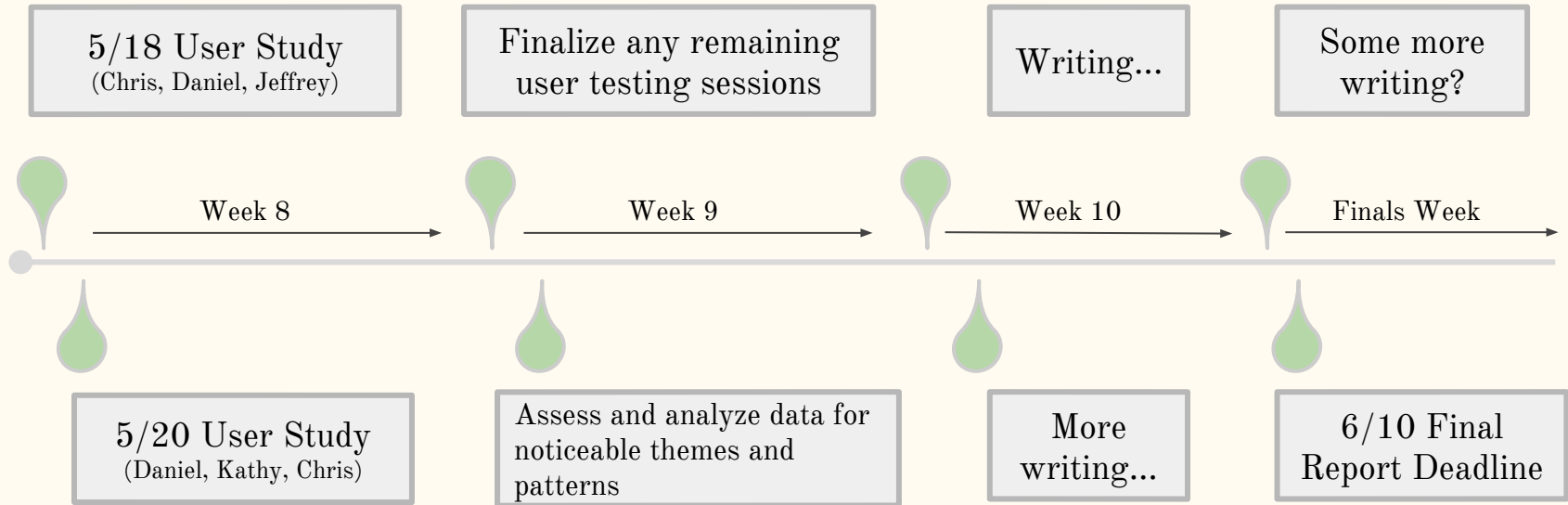 - Two of the screen reader users noticed this bug

Difficulties We've Encountered

- No Direct Contact
  - Rely on client to communicate with our potential user testers due to confidentiality issues
  - As a result, communication is slow and scheduling is difficult
- Community Members (non-UCI students)
  - Must travel to them off-campus, making scheduling harder
  - Had to create sponsored netIDs for them to use and access the DSC website
  - Unfamiliarity with the DSC website and services may lead to a slower process and harder time for them to complete the list of tasks
- Limited User Testing time (roughly 1 hour including interviews)
  - Some tasks take longer than others depending on the tester, their disability, and whether or not they have experience with using the DSC service before

Decisions Left To Be Made

- Decide on how to analyze all data
  - Especially with a small set of users
- How to effectively compose all our data because a lot of it was gathered at different points in time
  - How do we weigh all feedback on an equal scale when some of us are more familiar with certain tests than others?
- How to format our final report
- How to relay information in the easiest and most effective manner?

Timeline for the Rest of the Quarter

5/18 User Study
(Chris, Daniel, Jeffrey)

Finalize any remaining user testing sessions

Writing...

Some more writing?

Week 8 → Week 9 → Week 10 → Finals Week

5/20 User Study
(Daniel, Kathy, Chris)

Assess and analyze data for noticeable themes and patterns

More writing...

6/10 Final Report Deadline

Thank You

Questions?