

Excerpt from CineFiles Usability Interview Script

Finding and sorting:

- *Task 1: Starting on the Home page (page 1), please find information about the films by: Chaplin. Based on user's choice, jump to corresponding task#. After they are done with the task, you can go back to the home page and ask them to perform the other tasks.*
- *Task 2: Starting on the home page (page 1), use **simple search** to find information about the following film <title> or a film that you're interested in. So, please show me what you would do here?*
 - observe how quickly they find a simple search
 - observe how they enter the search string. Is it clear that the simple search will be applied only to one category (title, director, genre, subject)?
 - How do you feel about this stratified simple search? Which of these categories are you most likely to use? would you add or delete any terms from this list?
 - Move to section: Reviewing Results

Reviewing Film Search Results (page 7):

- Is it important for you to see your search terms on the results page?
- Do you see your search terms you entered on the results page (page 7)?
- Where and how do you prefer your search terms displayed?
- What do you see on this results page? Is it what you expected?
- how would you like the search results to be organized?
- Would you use the sort button that is provided on this page? Are the sort terms appropriate? Are there any other sort terms you would like included? Would you find it cumbersome to have 10 sort terms? (make sure to address sort terms for film search vs. doc search)
- How many results would you like displayed at a time?

Browsing the entire collection:

- There are three browse lists – by genre, director and subject. Do you expect to see others?
- How likely are you to use a title browse list – the database contains over 40,000 titles.

Browsing the themed collection:

- What do you expect to see in this section?
 - (Once they enter the section) Does this meet your expectations?
- How many titles would you like to see under each topic?

Finding teacher-friendly resources

- *Task 3: You are looking for curriculum resources for the film 'Birth of a nation'. Where would you go?*
- What do you expect to see in this section?

- What do you see on this page? Does this meet your expectations?
 - What items are the most useful? How?
- What other items would you like to see on this page?
- As a college professor, would you use this section of the site?

Viewing materials:

- *Film Citation Page (page 12):* Can you describe what you see on this page? Is this what you expected? Is all this information useful?
- *Task 4: You are interested in reading all the reviews of this film, how will you do this?*
- *Task 5: You are interested in viewing doc#2: The private life of Charlie Chaplin. How will you do this? (go to page 14)*
- What do you see on this page? How likely are you to ask for the document over email?
- Any comments about using the document viewer?

Obtaining selected materials for later use (test on an actual website):

- *Task 6: You have found a document you would like to use in the classroom. How would you save it for later use?*
- Try to download some of the materials: Can you easily find how to download them? Are there any issues/comments?
- Try to print some of the materials: Can you easily find how to print them?
- Would you like a short citation on your print out?
 - Any issues/comments?

Section 3: Tasks to be performed on the actual website (in conjunction with mockups)

Advanced Search (page 5 and 6):

- How likely are you to use the advanced search option? If likely, what percentage of time would you use simple vs. advanced search?
- What do you think the advanced search labels mean? Are there better terms you would suggest?
- How likely are you to refine your search? And what would be the best way to facilitate that?
- *Task 7: You are looking for all the films made in Japan that deal with the bombing of Hiroshima. How would you find these films? (jump to adv film search – page 6)*
- *Task 8: You are looking for interviews with Orson Welles, how would you*
- *Task 9: If you were looking for documents about Chaplin, how would you go about finding this through the advanced document search (if simple search, page 1, or adv doc search – page 5)*

With all of the above tasks, if they go to the wrong page, then ask them why they chose that path, and how to make the selection process clearer.