

Usability Testing Results

Home Page:

- All participants responded favorably to new home page design, and most felt that it makes clear what is available on the site
- Some users felt that it was unclear that the database has actual document scans*
- Everyone responded favorably to the search box, and the multiple points of entry into the website
- *Featured Document* was a favorite feature*
- Can we include a 'What's new' section, which would periodically update all the titles/guides added* (**Can this be addressed using an RSS feed?**)

Simple Search:

- Most users would go directly to this feature on entering the website
- Users liked the stratified simple search over a Google-like simple search
- Simple Search needs to be able to search both the film titles and the document titles*
- Drop-down vs. buttons for search options – Which is easier?*

Search-related issues:

- Users tended to use direct order for name searches (eg, Charlie Chaplin)*
- Users tended to use very broad terms for subject searches – we need to make it clear that what they are searching for is the subject of the film, and not a meta-grouping (eg women filmmakers)*
- Users like their search terms retained (both simple and advanced), so that they can go back and refine searches if need be*
- **Can we implement federated searches?**
- **Can we limit searches to copyright-restricted documents only?**

Results:

- Users like seeing the search term displayed back in the search box itself*
- The sort feature needs to be prominent
- Preferred default sort: Alphabetical*
- Other sort options: chronology, reverse chronology, # of documents, director, country*
- Make it clear that the results are FILM TITLES, and not DOCUMENTS*
- Most users prefer to have all results showing and then to scroll down; some would like the option to see all/see 20 at a time/see 40 at a time, etc*

Browse Lists:

- There is no need for a title browse list
- Other browse lists seem adequate
- Users would like to see genre/subject browse lists in the adv. film search page as well (much like the director browse in the current adv. film search)*
- Some users (especially teachers) would like a browse list by 'year of production'*

Portal for Educators:

- The themed collection needs to start broad and then have an intermediate level of subcategories before moving on to actual film suggestions
- Cross-reference themed collection topics and sub-categories
- Include all the films that have a substantial # of docs – not necessary to include all the

- films that we have in our collection for the topic – teachers would like some pre-selection
- Also include themes other than history – which can work for Film Studies and English departments as well;
- History teachers would also like themes organized by chronology (films about the 1800s, 1900s, 1950s, 1960s), and by date of production (films produced in the 50s, 60s, etc)
- Include both 'click-by-alphabet' and scroll bar for the themed collection section
- Include more UC resources in the 'Other useful links' section
- Include information about Visual Literacy Workshop
- Have a quick 'copyright cheat sheet' for teachers (Copyright Resources project is too much information)
- Rename 'other useful links'
- Clarify Yahoo! Teachers section
- Curriculum Guides: **Can suggested activities be tied in to curriculum standards?**

Film Citation:

- Users would like a more detailed synopsis
- If a document is copyright restricted, that information should be available at this level **(should email prompt go here, or on next page?)***
- Preferred default sort: doc type (then chronological within)*
- Other sort types: Alphabet, chronology, reverse chronology*
- **Should we use a filter instead of a sort for this operation?**
- **Can we implement pivot links on the terms in the citation?**

Doc Citation:

- If the doc is copyright restricted, then the navigation tool and save options should not be displayed, as it is confusing
- If user asks for doc by email, he/she would like to know how long it will take to get the doc*
- Document Navigation tool is useful only if the pages are represented as thumbnails*
- Reconsider wording on 'back to search results' and 'back to film document list'
- On the citation, users were unsure of the difference between 'Subject' and 'Film Subject'
- Make sure navigation (prev/next) and save/print options also appear on enlarged image pages*

Saving Option:

- Users would like Save as PDF/Print Document options
- 'Print current page' option is confusing as is – can that button be placed inside the doc image for clarity*
- **We need improved printing options – the exact details of this need to be figured out**
- Citation should appear (on PDF and print) on the top of the first page*
- Citation should appear as one line, and conform to a standard format **(MLA, Chicago?)**
Check JSTOR for their citation format.
- **Also include website information on the citation?**

Advanced Search:

- Advanced Search terms (film vs. document) were adequate for some users, though most of them would like some clarification even at the top level
- Most people were more likely to use the advanced film search; very few users said that they would go to the adv. doc. search page at all

- Users liked the description of the search type at the top of the page
- Users thought that pop-ups would be useful for examples and descriptions*
- Clarify what 'AND' queries mean, and what the wildcard symbol is
- Clarify that you do not need to enter terms into all the boxes
- Search type should just be: exact, contains (contains as default)
- Which is preferable: Query refinements OR adv. search?

Film Search:

- Make sure that the search terms say 'of Film' (e.g. Language of film)
- Users want to be able to search for titles using a date range, as well as by a particular year*

Document Search:

- Make sure that the search terms say 'of Document' (e.g. Language of document)
- Order of terms in the current page is more useful
- Move 'doc type' option to a more prominent place
- Collapse 'Personal Name' and 'General Subject' into one category – Subject of Document*

General:

- Be aware of:
 - What is the most important feature on this page? Is it the most prominent? (make search feature most prominent on home page - featured doc should take less space; similarly, make sure document image is the most prominent feature on *Doc Citation* page)*
 - Make sure that home page is not too cluttered
- Can we include a legend for different doc types –with descriptions and examples?