EVALUATING THE WEB DESIGN AND USABILITY OF IRWIN ACADEMIC CENTER WEBSITE

OUT WITH THE OLD…
(SPRING 2008)

IN WITH THE NEW!
(FEBRUARY 2009)

USABILITY TESTING
• 5 USERS FIND 85% OF PROBLEMS
• PERFORM 3 SMALL TESTS OF 5
• DISTINCT USERS = DIFFERENT BEHAVIORS

OBSERVATION-INTERVIEW PROCEDURE
• SAMPLE – 5 STUDENT ATHLETES
• AUDIO RECORD
• INTRODUCTION
• BACKGROUND QUESTIONS
• 8 TIMED-TASKS
• THINK ALOUD METHOD
• INTERVIEW QUESTIONS

FINDINGS
• AWARENESS
• REDUNDANCY
• NAVIGATION

RECOMMENDATIONS
• MOVE QUICK LINKS BAR
• 2ND PATH TO DROP-IN TUTORING
• QUICK LINK FIGHTINGILLINI.COM
• PROMOTE THE SITE TO USERS
• FUTURE TESTING- ONCE A YEAR

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