

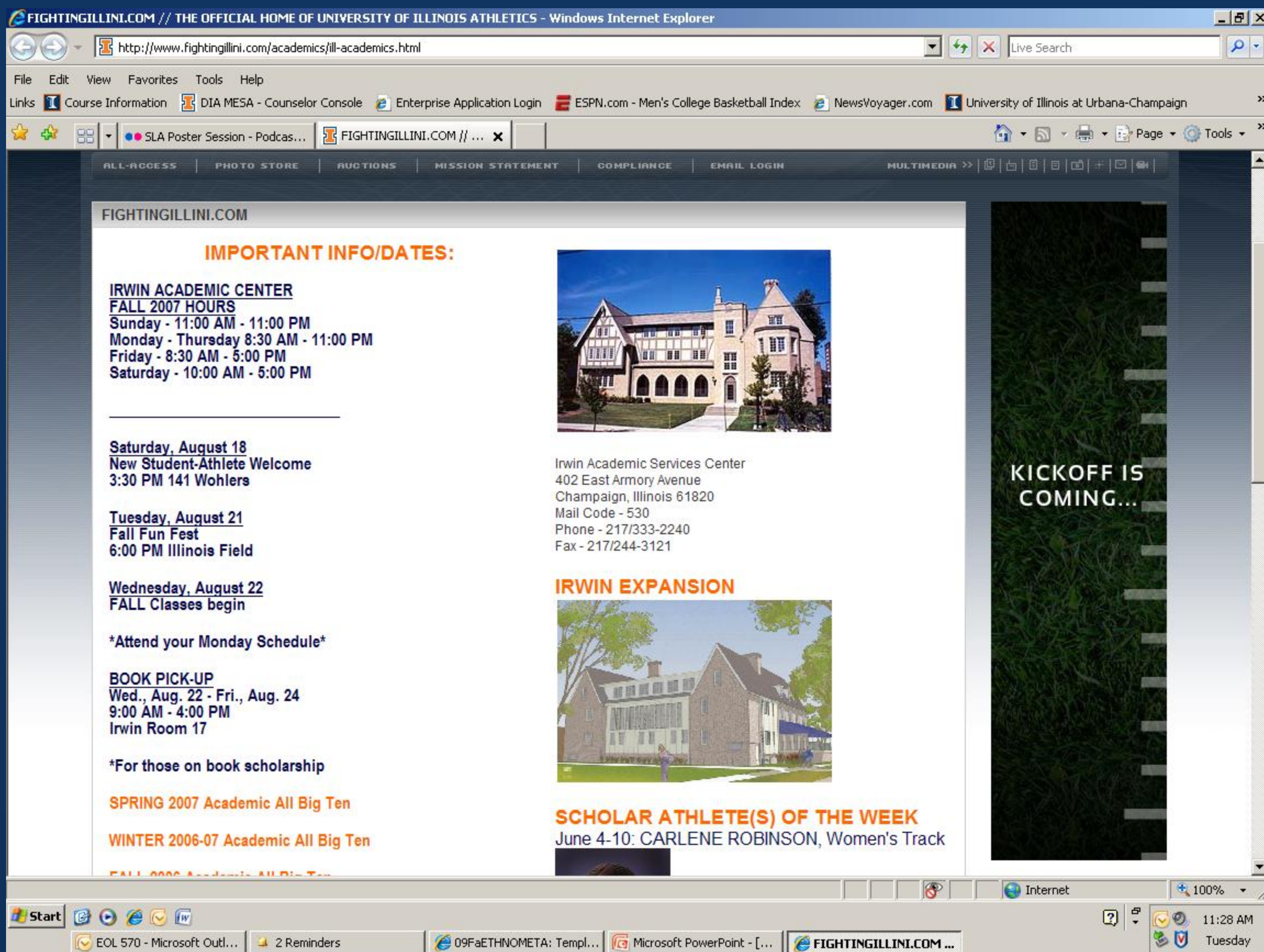


# EVALUATING THE WEB DESIGN AND USABILITY OF IRWIN ACADEMIC CENTER WEBSITE



**OUT WITH THE OLD...  
(SPRING 2008)**

**IN WITH THE NEW!  
(FEBRUARY 2009)**

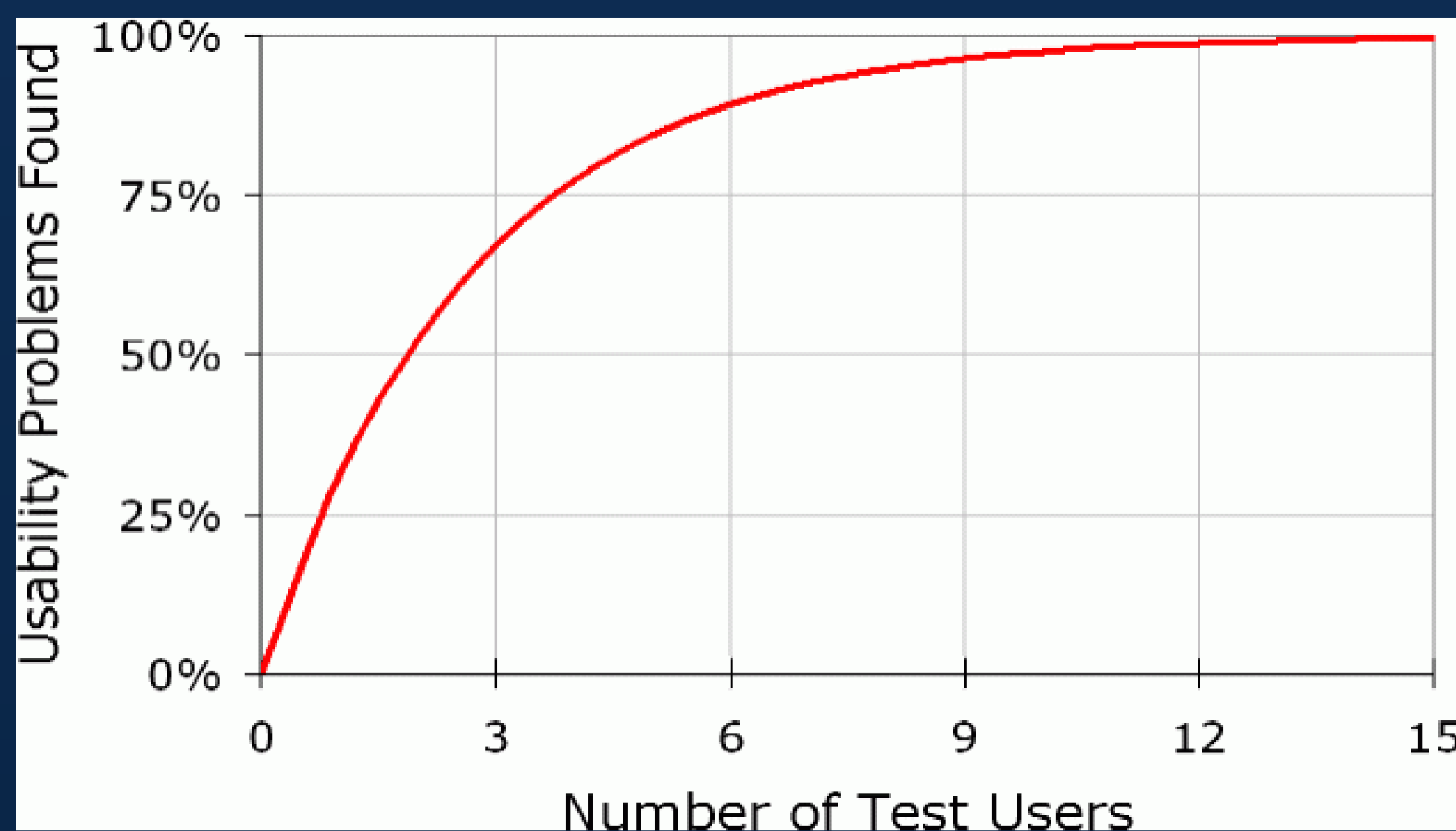


## USABILITY TESTING

- 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



(NIELSON, 2000)

## FINDINGS

- AWARENESS
- REDUNDANCY
- NAVIGATION

## RECOMMENDATIONS

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

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