

Georgia College & State University

ANALYZING THE USABILITY OF CTL FACULTY RESOURCES WEBSITE

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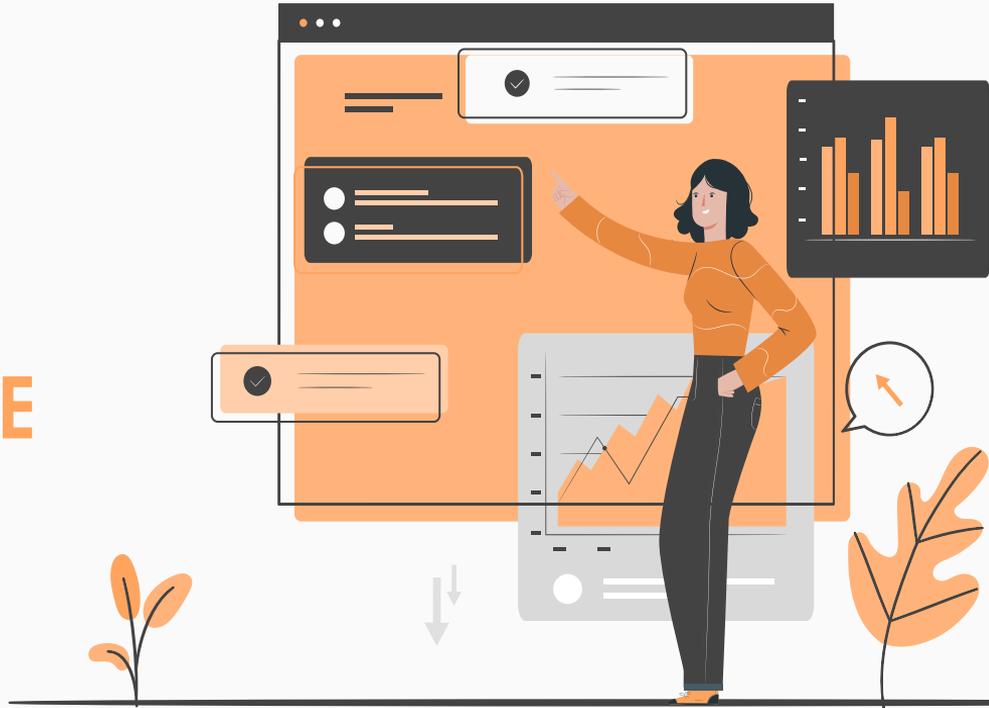
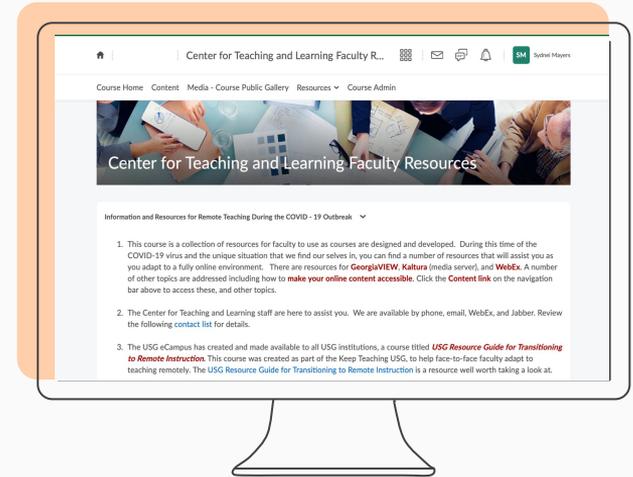


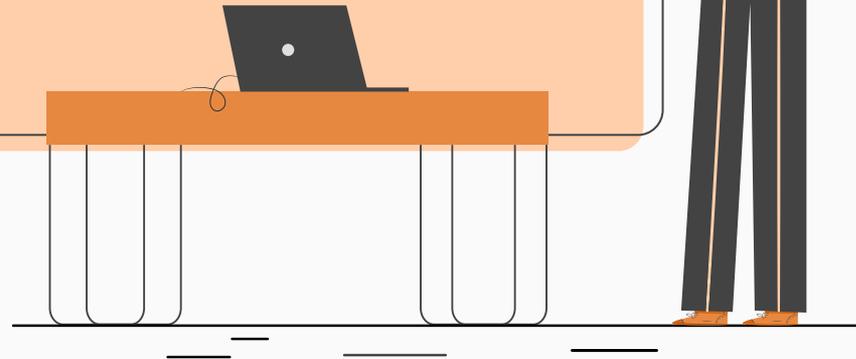
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1. OVERVIEW
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WE EVALUATED GCSU FACULTY RESOURCES WEBSITE WITH 6 MEMBERS OF THE FACULTY.

Improvements could be made in terms of the website's
navigation, content, and search bar.



THE FOLLOWING METHODS SUPPORTED OUR RESEARCH:

USABILITY TEST

Trace participants' behaviors and metrics as they interact with the site.



POST-TASK QUESTIONNAIRE

Gauge participants' task difficulty rating.

SUS EVALUATION

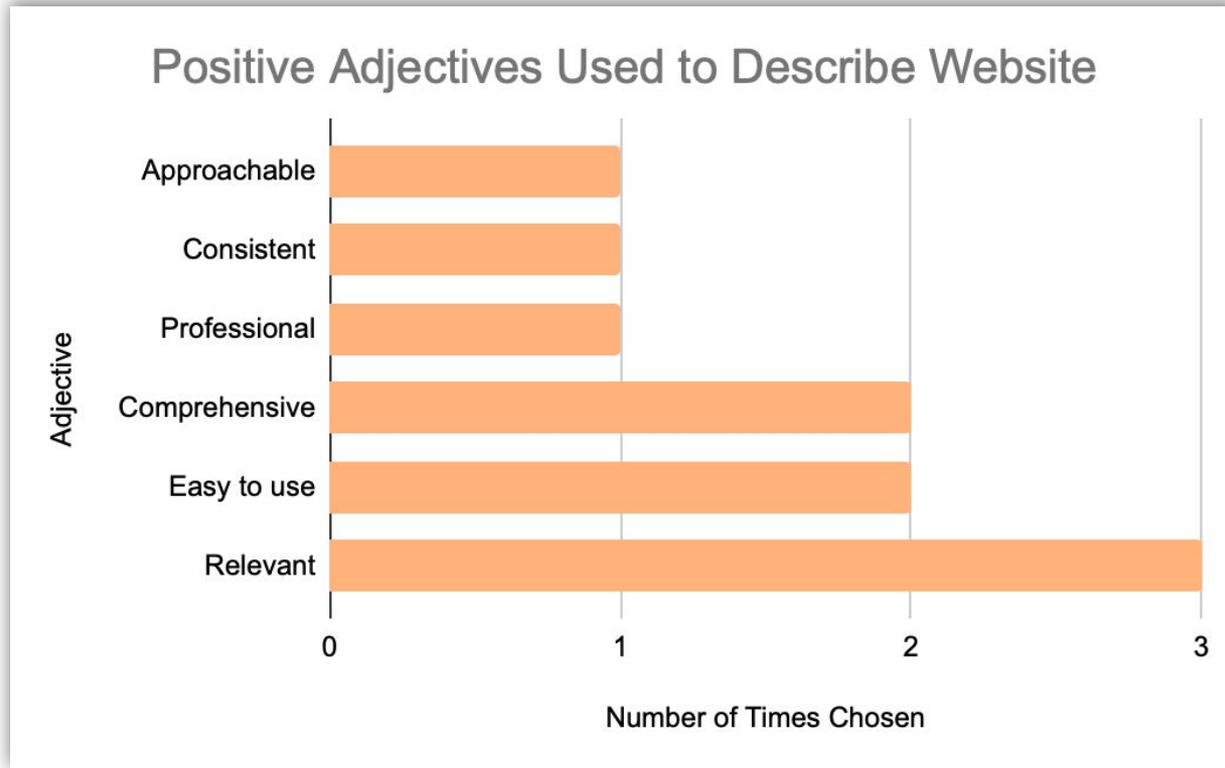
Determine site usability through quantitative means.



REACTION CARDS

Discern summary of user's experience.

HALF OF THE ADJECTIVES USED TO DESCRIBE THE WEBSITE WERE ALL POSITIVE.



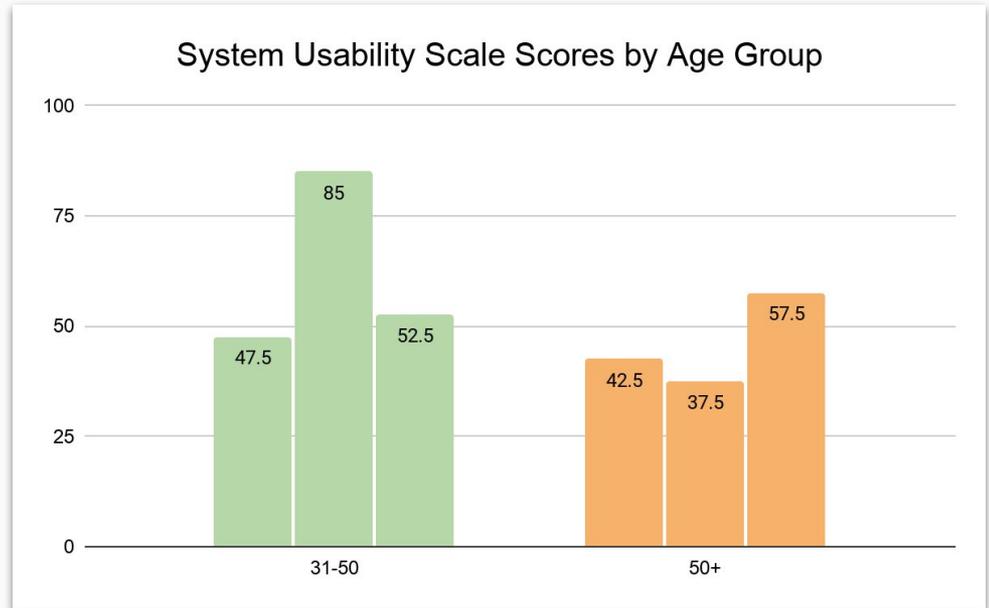
WE IDENTIFIED FOUR PROBLEMS THAT FRUSTRATED USERS.



CATEGORY	PROBLEM IDENTIFIED	NUMBER OF PARTICIPANTS AFFECTED	LEVEL OF SEVERITY (HIGHEST BEING 1)
Navigation	Findability	6/6	1
	Subsection Accessibility	3/6	2
Content	Consistency	2/6	3
Search Bar	Findability	2/6	4

SYSTEM USABILITY SCALE (SUS)

The younger subgroup (31-50)
rated the site
on average more usable
than the older subgroup (50+)



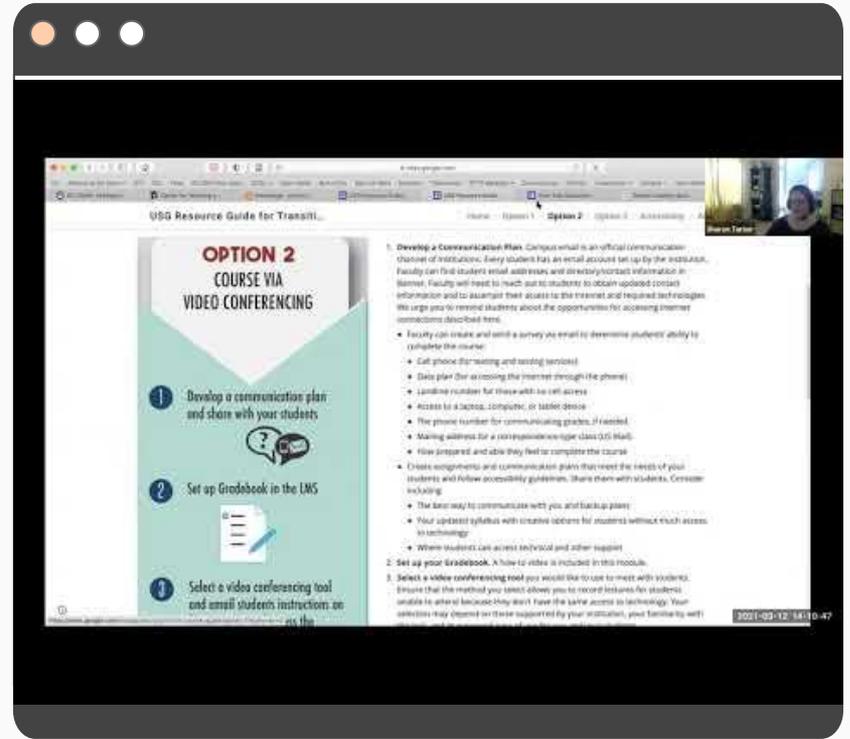
61.7

45.8

Total average = 53.75

#| NAVIGATION: FINDABILITY

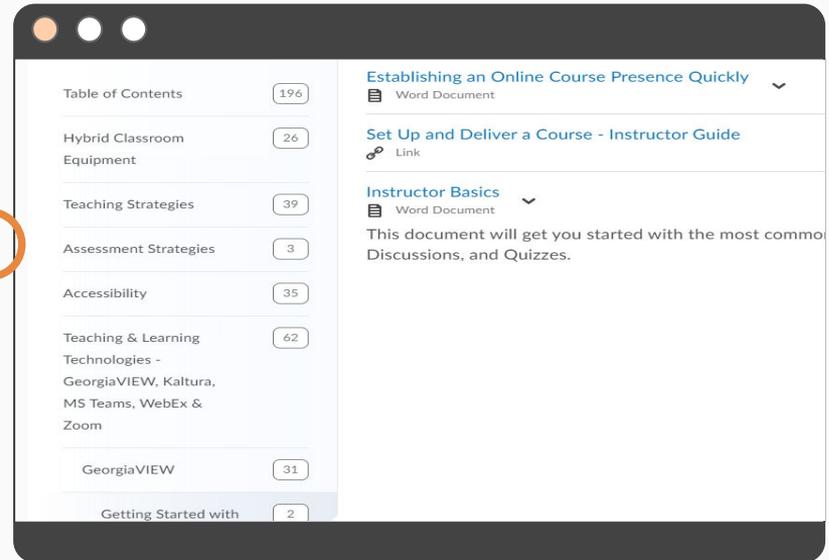
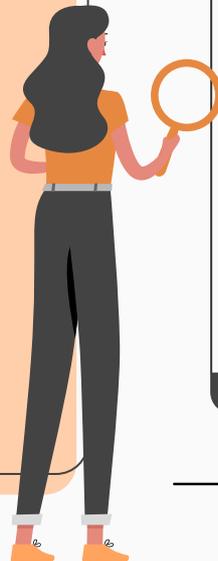
Content is buried under hastily arranged labels, which confuses users leading them to the wrong resources.



https://www.youtube.com/watch?v=S20nrIDWi_c&t=1077s

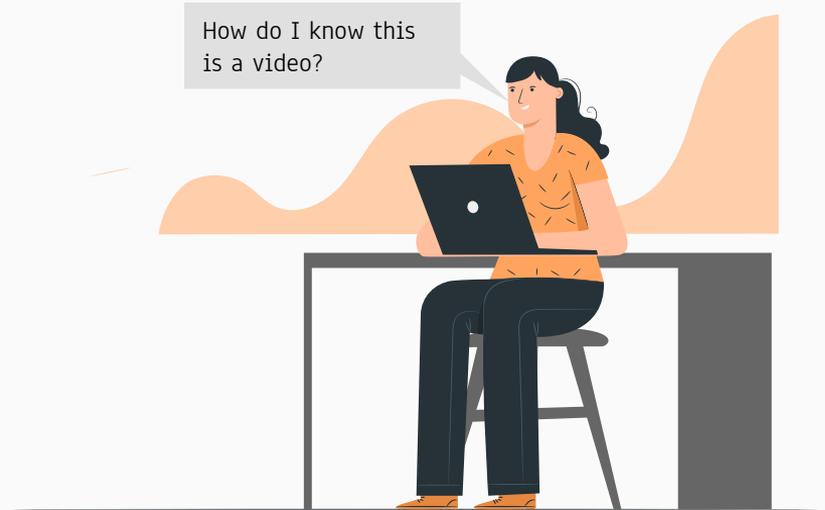
#2 SUBSECTION ACCESSIBILITY

Content most helpful for new instructors is buried.



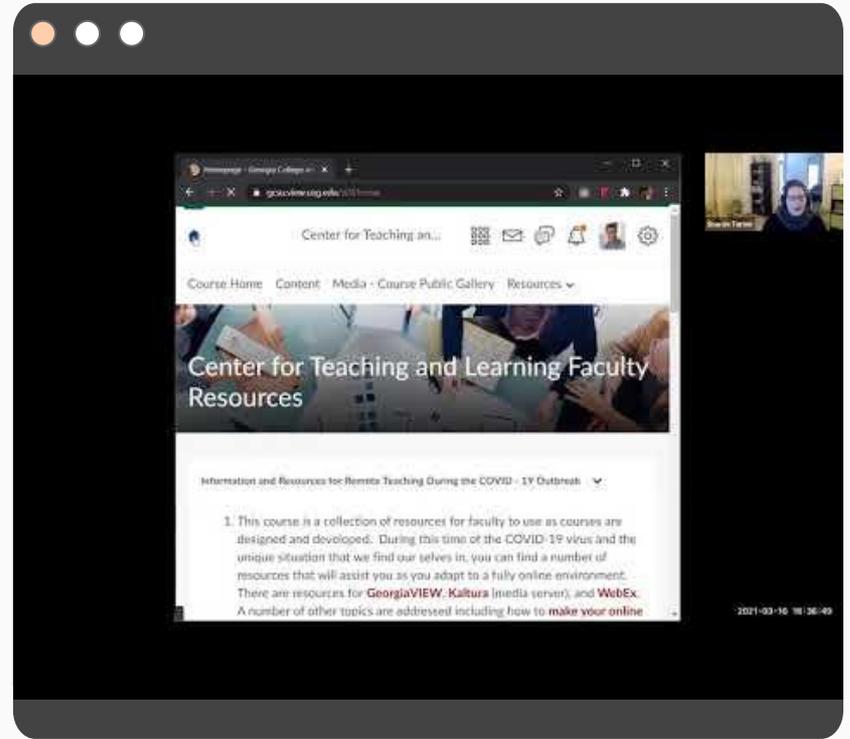
#3 CONTENT CONSISTENCY

Content is not labeled for specific types of resources, which confuses users leading them to the wrong resources.



#4 SEARCH BAR FINDABILITY

Participants requested a search function even though it is already on the website.



<https://www.youtube.com/watch?v=Nwb1ME60ybc&t=1015s>

WE RECOMMEND THE FOLLOWING:



#1

Reorganize content sections into logically labeled hierarchy.



#2

Create a quick guide section with content specific for new instructors.



#3

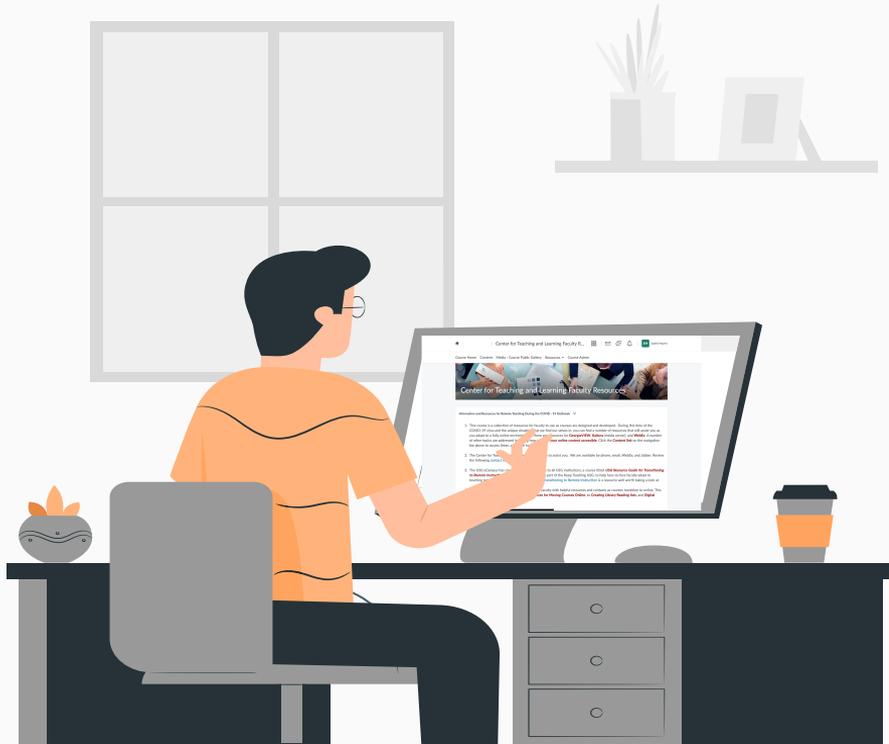
Develop a standardized process for posting new content.



#4

Encourage the use of the search bar.

REORGANIZE CONTENT SECTIONS INTO LOGICALLY LABELED HIERARCHY.



Reordering the Content section

- Improves functionality
- Decreases frustration and irritation
- Speeds up searching

CREATE A QUICK GUIDE SECTION FOR NEW INSTRUCTORS

Elevate content to the top level

The screenshot displays a web interface for the Center for Teaching and Learning Faculty Resources. The top navigation bar includes a home icon, the text 'Center for Teaching and Learning Faculty R...', and icons for a grid, mail, chat, and notifications. Below this is a secondary navigation bar with links for 'Course Home', 'Content', 'Media - Course Public Gallery', 'Resources', and 'Course Admin'. The main content area features a search bar labeled 'Search Topics' and a sidebar with navigation options: 'Overview', 'Bookmarks', 'Course Schedule', and 'Table of Contents' (with a '197' badge). The 'Table of Contents' section is highlighted with a red box, and the 'Quick Guide for Instructors' item is also highlighted with a red box, showing a '27' badge. The main content area displays a 'Quick Guide for Instructors' section with a dropdown arrow, a 'Download' button, and a progress indicator showing '10% 3 of 27 topics complete'. Below this is a section titled 'Scheduling Online Classes' with a video link 'Scheduling Classes in Zoom (01:59) Video - 4/15/2021' and an 'External Learning Tool' icon.

DEVELOP A STANDARDIZED PROCESS FOR POSTING NEW CONTENT

The screenshot displays a course management interface with a navigation menu on the left and a main content area on the right. The navigation menu includes links for Overview, Bookmarks, Course Schedule, Table of Contents (197 items), Quick Guide for Instructors (27 items), and Scheduling Online Classes (1 item). The main content area is titled 'Quick Guide for Instructors' and features a 'Download' button and a progress indicator showing '10 % 3 of 27 topics complete'. A section titled 'Scheduling Online Classes' contains a highlighted link: 'Scheduling Classes in Zoom (01:59) Video - 4/15/2021', which is an external learning tool.

Course Home Content Media - Course Public Gallery Resources ▾ Course Admin

Search Topics 🔍

Overview

Bookmarks

Course Schedule

Table of Contents 197

Quick Guide for Instructors 27

Scheduling Online Classes 1

Quick Guide for Instructors ▾

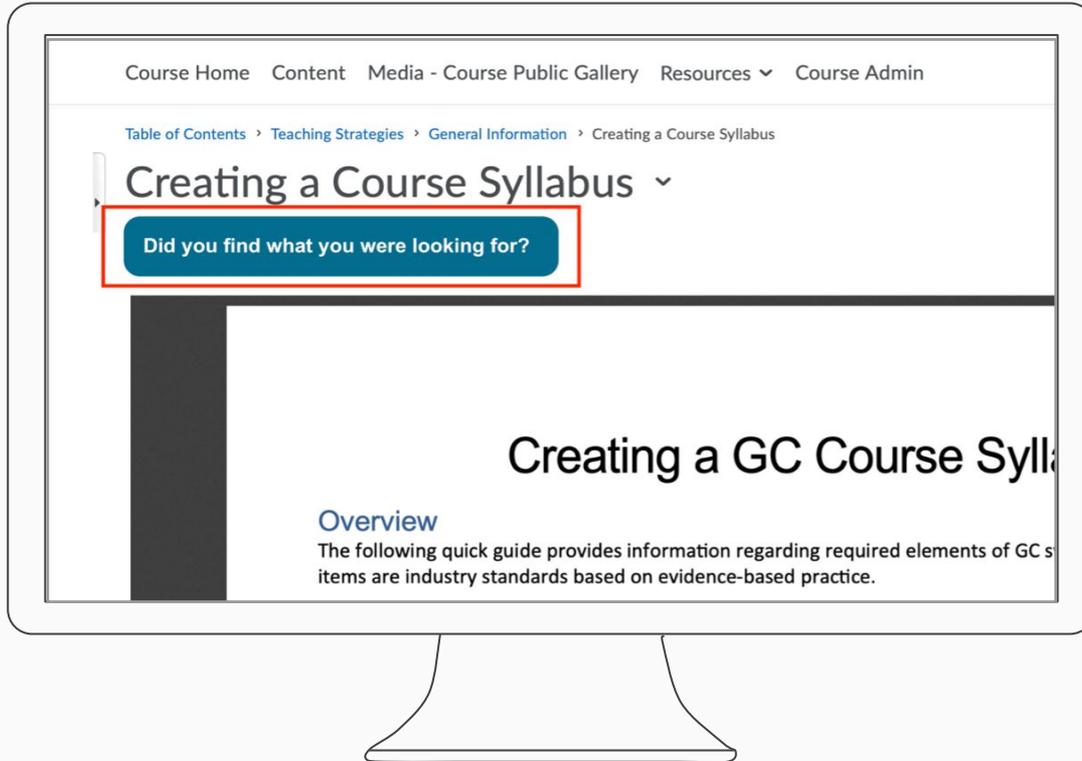
Download

10 % 3 of 27 topics complete

Scheduling Online Classes

[Scheduling Classes in Zoom \(01:59\) Video - 4/15/2021](#)
External Learning Tool

ADD SUBHEADING LINKS TO THE TOP OF EACH PAGE.



DR. BERGER SHOULD CONSIDER THE FOLLOWING RECOMMENDATIONS:

PROBLEM	RECOMMENDATION
Findability	Reorganize content sections into logically labeled hierarchy.
	Create a quick guide section with content specific for new instructors.
	Encourage the use of the search bar.
Consistency	Develop a standardized process for posting new content.



Delivery to Client: April 20th at 8:00 AM