1. Introduction

“Hi, _____________. Thank you for coming. I’m XYZ and I am working to understand how well a website and digital resource will work for potential users.

We’ve brought you here to see what you think of the website: what seems to work for you and what doesn’t. This evaluation will take about an hour. What you say and do will video-taped, but you will not appear in the video if you prefer not to.”

2. Description of the procedure

“The procedure includes three steps:
First, I’m going to show you a new, mock website, have you try a few things with it, and ask you some related questions.
Second, I will ask you to try a few tasks with the resource and ask you some related questions.
Finally, I’ll let you fill out a short questionnaire, and we’re done.”

3. Give then the informed consent.

“Now I’d like to read you what’s called a statement of informed consent. It’s a standard thing I read to everyone I interview. It sets out your rights as a person who is participating in this kind of research.
As a participant in this research:
- you may stop at any time
- you may ask questions at any time
- you may leave at any time
- there is no deception involved
- your answers are kept confidential.

Any questions before we begin?”

4. Introduction to the tasks

“In a minute I will open the first browser window for you and we’ll begin with the website. The most important thing to remember when you’re performing tasks is that you are testing the interface. The interface is not testing you. If anything seems difficult, broken, wrong, or confusing, it is not your fault. However, we’d like to know about it. So please, tell us whenever anything isn’t working for you. Likewise, tell us if you like something.

Be as candid as possible. If you think something is awful, please say so. Since it’s designed for people like you, we really want to know exactly what you think and what works and doesn’t work for you.

Also, while you’re using the website I’d like you to say your thoughts aloud. That gives us an idea of what you’re thinking when you’re doing things on this website. Just narrate what you are doing and why are you doing it.”
User Testing

Section 1: The Website Design

Now I will show you a home page. It is just a mock-up, but we’d like to see how this design works for you.
Task 1: Find a research module on Oriental Cairo.
Task 2: Find texts about Egypt.
Task 3: Find a map of Cairo.
Task 4: Find the contact information for the creators of this website.
Task 5: Find an image of Cairo.

Interview Questions:
Question 1: How do you like the general design of the index page?
Question 2: Which features do you like most?
Question 3: Which features do you think should be improved?

Section 2: Google Search

Now we will look at the existing home page and resource features.
[ http://timea.rice.edu/search.html. ]
This is a site search by Google. We would like to see how well this search works for the website.

Task 1: Search for information in a text about Cairo.

Task 2: Search for an image of Cairo.

Task 3: Search for a map of Cairo.

Interview Questions:
Question 1: What do you think are the advantages of using Google search on the site?
Question 2: If asked to rate the performance of Google on this site on a 5- point scale, how would you rate it? (1- not satisfactory at all; 5-very satisfactory)
Question 3: What do you think would make the search better?

Section 3: Browse/Search Texts

Now we are going to look at how the texts are presented and used. [ http://timea.rice.edu/texts.html. ]
This is a page for displaying texts.
Please browse the content on this page and also the pages linked to this page and find the texts described in the tasks.

Task 1: Find the information about cafés in Egypt.

Task 2: Find the table of contents in Veiled Mysteries of Egypt by Leeder.

Interview questions:
Question 1: What are the advantages of displaying texts in the current format?
Question 2: What are the disadvantages of displaying texts in the current format?
Question 3: What do you think would be a better way to display the texts?

**Section 4: Browse/Search Images**

Now we will look at the images pages. [http://timea.rice.edu/images.html.]
This is for accessing and displaying.

Task 1: Find an image, any image, of Cairo.

Task 2: Find the original source of the image.

Task 3: Find how to cite this image in a paper.

Interview questions:
Question 1: What do you like the features of D-Space in finding images?
Question 2: What do you think will be a better way to search images?

**Section 5: GIS Maps**

Now we will look at the maps in the resource. [http://aries.rice.edu/website/cyprus/viewer.htm]

Task 1: Find the country of Egypt and find the city of Alexandria on it.

Task 2: Find out what the green and blue colors on the map represent

Task 3: Display a different layer than the one that appears now

Interview questions:
Question 1: Do all the icons on the page make sense to you?
Question 2: Which features of the GIS map are most attractive to you?
Question 3: Which features of the GIS map are not satisfactory to you?

**Section 6: Connexions Research Modules**

Now we will look at the research modules. [http://timea.rice.edu/research.html]

Task 1: Find out what is an Egyptian Red book?

Task 2: Go back to the homepage of this site.

Interview questions:
Question 1: Do you feel it is easy to locate the research module you want to read?
Question 2: What are the improvements we should make to make the search of research module easier?
Question 3: In your opinion, what kind of navigation should be provided for you to navigate from Connexions to the main site?
Wrap-up
[close all browsers]

1. Will you please tell me the name of the website?
2. How would you describe this website in a couple of sentence to someone?
3. Do you think that it a useful website? Is this something that you would use?
4. Is this something you would recommend? Why/why not?
5. Do you have other suggestions?
Demographic questions:
1. Which of the following categories includes your age?
   A. Under 18
   B. 18-24
   C. 25-34
   D. 35-49
   E. 50-64
   F. 65 +
   G. rather not say

2. Select the educational level you have reached
   A. Graduate school
   B. Some high school
   C. High school graduate
   D. Vocational/technical
   E. Associate degree
   F. University college graduate
   G. Masters degree
   H. Professional degree
   I. Advanced degree
   J. Other

3. What is your job title? If you are a student, please put “student.”

Web/Internet Use Questions
4. How long have you been using computers?
   A. Less than a year
   B. 1-2 years
   C. 2-5 years
   D. 5 years or more

5. How often do you use a computer?
   A. Less than several times a month
   B. Once a week
   C. Several times a week
   D. Every day
   E. Several times a day or most of the day

6. Where is the computer located that you use most frequently?
   A. Home
   B. Work
   C. School
   D. Library
   E. Public computer lab
   F. Wherever you are (laptop/PDA)
   G. Other _____________
7. How long have you been using Internet?
   A. Less than a year
   B. 1-2 years
   C. 2-5 years
   D. 5 years or more

8. How often do you use the Internet?
   A. Less than several times a month
   B. Once a week
   C. Several times a week
   D. Every day
   E. Several times a day or most of the day

9. On average, how long do you spend on the Internet in a given session?
   A. A few minutes less
   B. 5 minutes to 1 hour
   C. 1-3 hours
   D. 3 hours or more

10. What operating system do you use most frequently?
    A. Windows
    B. Macintosh
    C. Linux
    D. Other
    E. Don’t know

11. What is the resolution of your computer?
    A. 640 by 480 pixels
    B. 800 by 600 pixels
    C. 1024 by 768 pixels
    D. 1600 by 1200 pixels
    E. larger than 1600 by 1200 pixels
    F. don’t know
    G. other

12. What is the speed of the connection to the Internet?
    A. Dial-up or 56 K
    B. DSL or cable modem
    C. T1 or T3
    D. Other
    E. Don’t know

TIMEA or Other Online Archive Website Use questions

13. Have you ever used this website?
    A. Yes
    B. No

14. Have you ever visited any online archive website before?
    A. Yes (Please give the names of the sites you have visited ________________________________)
    B. No
User Tasks

Section 1: The Website Design

Task 1: Find a research module on Oriental Cairo.
Task 2: Find texts about Egypt.
Task 3: Find a map of Cairo.
Task 4: Find the contact information for the creators of this website.
Task 5: Find an image of Cairo.

Section 2: Google Search

Task 1: Search for information in a text about Cairo.
Task 2: Search for an image of Cairo.
Task 3: Search for a map of Cairo.

Section 3: Browse/Search Texts

Task 1: Find the information about the cafés in Egypt.
Task 2: Find the table of contents in Veiled Mysteries of Egypt by Leeder.

Section 4: Browse/Search Images

Task 1: Find an image, any image, of Cairo.
Task 2: Find the original source of the image.
Task 3: Find how to cite this image in a paper.

Section 5: GIS Maps

Task 1: Find the country of Egypt and find the city of Alexandria on it.
Task 2: Find what the green and blue colors on the map represent.
Task 3: Display a different layer than the one that appears now.

Section 6: Connexions Research Modules

Task 1: Find out what is an Egyptian Red book.
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User Testing Results

Section 1: The Website Design

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Question 1: How do you like the general design of the index page?

Question 2: Which features do you like most?

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Section 4: Browse/Search Images

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