

Observation	Interpretation	Recommendation for redesign
Visibility of system status		
Users commented that website's affiliation with IU was not apparent. Some comments were made about the color scheme not reflecting IU colors.	The current IU reference is very small and may be unknown to non-IU visitors (although these numbers are likely small).	1. Ensure that Indiana University is represented on the initial splash screen for the IT Training site.
A few users expected the Home button to take them to the IUB home page or somewhere other than the IT Training home page.	There is currently no feedback on the main navigation buttons to tell users where they are.	2. Introduce some form of visual feedback (either highlighted text or depressed buttons) to indicate the current state. 3. Consider adding the full name to the Home button (e.g. IT Training Home).
Only 1-2 users made use of the workshop pull-down menu.	The location and lack of labeling makes it easy for this feature to go unnoticed.	4. Move the pulldown menu above the topics to increase its visibility. Include labels to differentiate the options: e.g. Browse by class... (pulldown menu) Browse by topic...(list of topics)
A few users were uncertain what to look for after having downloaded a zipped Exercise file.	The cryptic filename is not something that users have previously seen prior to scanning their desktop for it. Acquainting them with the filename before they leave the browser could help reinforce what they are to look for.	5. Consider presenting the filename link so that users are acquainted with this information during the download process. E.g. Download <u>FILENAME.exe</u>
No user observations for this...	Any downloadable files should be accompanied by information about their size.	6. Include the file size (in brackets) following each downloadable file.
Users frequently commented that they desired a list of available online tutorials when they selected that button on the navigation bar.	The current display of NetG links and related information makes the user's task of locating relevant tutorials more difficult than it should be.	7. Provide users with a (dynamic) listing of the available NetG tutorials so that, at a glance, they can identify what options are available.
Match between system and real world		
Several users made errors finding the course on Web Graphics by tending to gravitate toward the Graphics and Presentation category.	The multiple distinctions between current topics may be too fine-grained to allow users to make easy choices at the top level.	8. Consider collapsing the topical categories so as to include more items per category, but improve the ease of initial decision-making.
The term "Exercise file" was unclear to a few users.	It is anticipated that users who have already taken a course will be familiar with this terminology so that a change is not critical unless an improved term is identified.	9. Maintain the term "exercise files".

Observation**Interpretation****Recommendation for redesign**

User control and freedom		
When asked to find the location of their workshops, several users went to Workshops and sought out an individual workshop to find this information. These details exist at the description level, but not at the schedule level.	In addition to providing users with location details at the top level under About Us and Contact Us, there needs to be an active link to the location map whenever a the Room details are presented.	10. Include the hyperlink to the locations map when users visit the Workshop Schedule screen.
Consistency and standards		
The current links on STEPS and PROSTEPS appear identical on the Workshops page, yet take the user to different places.	Inconsistency makes it difficult for users to anticipate the results of their actions.	11. Remove the links on the STEPS and PROSTEPS descriptions and replace them with “About this category” in the bullet list that follows each section.
Error prevention		
Several users ran into difficulties completing the registration process as a result of the interface not accommodating their particular roles. E.g. student users attempting to register for a ProSteps class and being informed in the final stages of the process that their registrations cannot be confirmed.	Users require sufficient feedback and/or instructions to allow them to avoid expending great effort (completing an entire registration form) only to find that they cannot complete their desired activity.	12. In general, ensure that instructions and feedback are sufficient for users at key points in the process. Specifically, this issue will require additional design attention...let us know if you would like our input.
Users wishing to order workshop materials were unable to make the purchase without a departmental account or a PO number. This applies to Registering for Prosteps as well.	An option needs to exist for users who wish to order materials and pay for them personally.	13. Include a third option at the order completion stage that includes a “Print out and mail” radio button.
Recognition rather than recall		
Our one student user was not clear at first that registration was not required for STEPS courses.	Information is most effective when it is available at the time of need. The fact that users do not need to register for STEPS courses should be mentioned at the point when users are ready to register.	14. Include a “No Registration Required” notice next to each STEPS workshop.
No user observations for this...	In the STEPS section, users may not be aware that workshops unavailable in STEPS may be available as PROSTEPS options.	15. Include a short link next to all STEPS courses that informs users of PROSTEPS offerings.

Observation	Interpretation	Recommendation for redesign
Flexibility and efficiency of use		
A few users commented on the lack of alphabetical ordering of topics. Several users demonstrated low efficiency in locating desired topics.	While the order of topics on the Web may agree with the linear order that they appear in the pages of the print catalogue, the presentation of topics on the Web make it difficult to scan quickly.	16. Reorder the list of topics to read more easily from A-Z. The first item in the list (Getting Started) could remain first and distinct by being separated from the others.
<p>Several users commented that the location map was too small to easily view and interpret. Others added that additional perspectives (e.g town, campus, building) would be helpful.</p> <p>Finally, the presentation of both the IMU and UITS in blue color caused some confusion over the actual location of the workshops.</p>	A single, small resolution map of the location details is insufficient to meet the needs of all users. Multiple perspectives should be considered and the resolution must allow for easy viewing by all users.	<p>17. Increase the resolution of the current map.</p> <p>18. Consider changing the highlight color from blue to red or green to allow for greater contrast with the black.</p> <p>19. Reduce the emphasis on the UITS location at 10th and the Bypass.</p> <p>20. Include multiple perspectives by providing 2-3 maps (1. location in city, 2. location on campus, 3. location in IMU).</p>
Users frequently took extra time in locating workshop description details when presented with a full list.	The current layout of the workshop description does not make use of chunking or proximity to increase the ease of skimming for information and recognizing units or related information.	21. Refine the formatting of the ColdFusion code to ensure that workshop details are well-grouped and easily identifiable at a glance.
Aesthetic and minimalist design		
Users commented that after choosing Campus vs. US mail, the field options available to them remained unchanged, making it difficult to complete them satisfactorily.	Unless the radio button choice between Campus and US Mail is going to change the following fields, these elements need to be presented in such a way that accommodates both categories.	22. Review the field options for Campus and US mail and strike a single balance if possible.
Some users commented on the 'out of sequence' approach to the Add to Basket feature when registering for a workshop.	The current Add To Basket icon takes up much space and appears above the courses. This suggests that it needs to be done before they select a course. It also adds to the crowded feel on these screens.	<p>23. Reduce the size and instruction associated with the Add to Basket feature (change to 'add checked items to basket').</p> <p>24. Reposition the Add to Basket feature so that it follows the available workshops listed.</p>

Observation**Interpretation****Recommendation for redesign**

System errors		
Netscape users were consistently taken to the bottom of the page when browsing Workshop Descriptions.	This seemed to be a Netscape issue as IE users did not experience this problem.	25. Troubleshoot the code to ensure that both IE and Netscape users experience the same result.
		26.