

**Application:** OneStart paper prototype

**Application owner:** James Thomas

**Type of evaluation:**  Heuristic Evaluation  
 Usability Testing

**Date of evaluation:** July 13, 2001

**Participants:** 14

Student		Gender		Language		Age (yrs)			Web Exp. (hrs/wk)			Portal Exp.	
UG	G	M	F	Nat.	Non	16-25	26-40	41+	<5	5-10	10+	Yes	None
10	4	9	5	9	5	11	3	0	4	1	9	8	6

**Testers:**  Todd Zazelenchuk  
 James Lane  
 Jiah Kim  
 Abigail Gonzales

### Description of Project:

On Friday, July 13, four testers from Usability Consulting Services worked in pairs and solicited volunteers from the student population on Indiana University's Bloomington campus. Two different versions of a paper-based test were administered to a total of fourteen students. Eight users tested version A, and six users tested version B. Prior to the administration of the test, all users were given a brief verbal and visual introduction to the OneStart portal (e.g. what a page, channel, and portal are). Each test took approximately forty minutes. In return for participating, users were given a free IU tee shirt.

The primary goals of the test were to evaluate the latest version of the portal's interaction design and to compare specific elements that were of interest to the portal team. The remainder of this report provides a summary of the observations, interpretations, and recommendations made by the consulting team members.

**Tasks:**

All users performed the following tasks:

<b>Task list for versions A and B</b>	<b>Success</b>	<b>Difficulty</b>	<b>Failure</b>
Task 1: Login to OneStart portal with userID and password.	14	0	0
Task 2: ( A)Remove CNN.com and (B)add personal bookmarks channel in N column and IUB Library Search in W column.	(A) 11 (B) 9	3 3	0 2
Task 3: Add a bookmark to your bookmarks channel ( <a href="http://www.yahoo.com">www.yahoo.com</a> ) and name it Yahoo.	8	3	3
Task 4: Change the name of Yahoo bookmark to MyYahoo and remove Excite.com bookmark.	10	3	1
Task 5: How would you begin to search for a book at IU?	10	0	4
Task 6: How could you find a description of what the Portal Explorer channel is for?	11	2	1
Task 7: How could you make the Portal Explorer channel appear in its own full size window?	14	0	0
Task 8: (A)Add a new page and name it "My 2 <sup>nd</sup> Page" and (B)add two channels to it (Residential Services; Brazilian Students Assoc)	(A) 12 (B) 13	1 1	1 0
Task 9: Go to the front page of your portal.	14	0	0
Task 10: Delete two channels from Content & Layout page; then you change your mind and decide you would like to keep them.	10	3	1