

# RIO Tutorial Webpage Prototype Usability

Study conducted in Spring 2022 by the TTU Library UX Unit



18 library patrons participated in this study.



Participants completed a short task and a brief interview in return for a cup of coffee and a snack.

Overall, the students had mixed feelings about the webpage with some describing it as “helpful” and others “it depends.”

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**Initial question:**

*Do students want a centralized webpage for listing all library workshops, lectures, and tutorials?*

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- Users overall liked having a centralized place.
- Users expected the videos to be of general importance, so they considered it unhelpful to encounter a video aimed at a specific major (unless it was their own major).
- Users would want to view the videos either when in the middle of researching or at the beginning of the semester and during exam season.
- Users generally said that they wouldn't think to look at YouTube for TTU library videos.

As a result of testing, we recommended the following solutions:

- Choose between being an archive page OR an active tutorial page because both require different organizational structures.
- If tutorial page, make tutorial videos that are general enough for all majors and not geared to specific majors.
- Create a schedule of when, how, and by whom the page would be updated.

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**Bottom line:**

*Webpage was changed from a complete archive listing to a select listing of top skills.*

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We want library patrons to use pre-recorded content when available if it would be helpful. Given how confusing the process was, we hope that the recommended changes will make the page a useful resource for first year, transfer, and new Graduate students.