

User-Friendliness of the Library's Printed Instructions for WEPA

Study conducted on March 28th and 31st, 2019 by the TTU Library UX Unit



Twenty 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 patrons liked the printed instructions. But they wanted a more organized layout and less jargon.

Initial question:
What do patrons find clear or confusing about the printed WEPA instructions?

- Patrons did not know what RaiderCash was, and they wanted to know what RaiderCash could be used for.
- At least four patrons wanted the instructions to give equal weight to all payment options instead of prioritizing RaiderCash.
- Patrons liked the clarifying notes.
- Patrons thought the existing guide had clear step-by-step instructions.

As a result of testing, we recommended the following:

- Add clarification on what RaiderCash is.
- Edit the document to ensure consistent terminology is used throughout.
- Reorder the flowchart to prioritize the popular payment option of online WEPA cash deposits.
- Give the guide a clear starting point.
- Update the online guide to also reflect these changes.

Changes in the library:
We updated the printed and online guides to include less jargon and more consistency.

Many patrons use WEPA to print; however, the printed instructions were unnecessarily complicated. We worked with our other library units to update the printed and online guides to include less jargon and more consistency. These went live during Summer 2019, so drop us a line at libraries.ux@ttu.edu to let us know what you think about them!