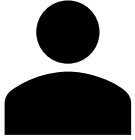# WEPA Revised Instructions Usability

Study conducted on September 7-8, 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 snack and library swag.

Initial question:
Because payment options were changing, are the new instructions usable?

Overall, the users liked the revised instructions

- Users who had printed with WEPA before thought that the instructions matched their experiences.
- Most returning users had no issues with the actual printing process.
- First time users had significant issues with logging in and using WEPA's site.
- First time users had significant issues navigating the WEPA website because the instructions wording didn't match.

As a result of testing, we recommended the following:

- Match wording within steps to the wording on the website.
- Split complex steps up into clearly numbered sub-steps.
- Add missing information to help first-time users.

Changes in the library:
We've redesigned the new instructions to better match the printing process.

We want library patrons to use the printers with little to no difficulties. Given how difficult the process can be, we worked with our other library units to update the new instructions to better match the printing process. Those went live in Fall 2022, so drop us a line at libraries.ux@ttu.edu to let us know what you think about them!