

Notes from Testing OWRC

Demographics

- Are you a UW student?
- What Program are you in?
- What year of study?
- Have you signed up for an appointment in the OWRC?
 - If yes, how often?

Odegaard Writing and Research Center

- Start on the OWRC Library website. Have them discuss the difference between Research and Writing Help.
- Scenario 1: You are taking a sociology class and need help finding sources for your topic. Make an appointment with the sociology librarian in the OWRC. Please narrate the choices you make and why.
- Scenario 2: You are working on a final paper for your English class, and need help tying your argument together. Make an appointment with a writing tutor in the OWRC.

Participant 1

1. Freshman wants to go into Informatics
2. Has looked at OWRC but it was full (*internal note: Is that because it looks that way??*)
3. Initial Impressions:
 - a. Looking at consultations, doesn't immediately see a difference and nothing is explained. Does not know which one to click so would like to see more info on what each one does
 - b. Intro text is a lot to read - skipped. It doesn't give a lot of explanation about what research and writing consults are
4. Scenario 1. Goes to appointment in left column.
 - a. Sees names listed but doesn't know what each person does but discovers he has to click on each one to see. Does not want to click on each one to find that - would like to see what they do next to name/quick description would make it a lot easier.
5. Scenario 2. Goes to appointment in right column
 - a. Sees calendar and assumes the names of people are the ones doing tutoring. He can see which are booked and which are open. But names don't mean a lot to him unless he knows what they did.
 - b. He would like it to be more like appointment 1 to quickly see what is available. Doesn't really care who was tutoring on past days/times. Should only see what is coming up.

Participant 2

1. Senior in Chemical Engineering

2. Has never signed up for appointment
3. Initial impressions:
 - a. Never used this source. Doesn't tell her if these people can actually help her. Different disciplines need different kinds of help (e.g. engineering - help structuring tech paper). What about poetry, esl?
4. Scenario 1: Appointment in left column.
 - a. Looks at list of names but doesn't know who would be sociology. Doesn't like having to click on each to find out what they specialize in. Doesn't care what the names are, would be better to put discipline instead.
 - b. It should also say the appointments are 30 minutes but the interval under make appt #3 wasn't clear at first. How do you know if they are booked or available? She wasn't sure.
5. Scenario 2: Appointment in right column.
 - a. Looking at calendar of names and trying to figure out where to click. Do you not need to sign up - guess you just show up for a drop in - Still looking for a place to click. Finds "Sign-up" in top nav and tries to click that. Expects to be able to click on date/time intersection to be able to sign up by selecting the cell on calendar. Nothing is clickable.
 - b. Found instructions below calendar that says to click "open" but can't find any with that term. Finds one with "open" next to name. It is tiny. If they are booked - don't even show the name. If they are open - make it larger so you can see it. Not sure about top ones because they don't say open or booked.
 - c. Notices that top ones are in the past. Says they should be greyed out, booked should be red = there is not enough differentiation (color of text, size of text) to see the differences. There should be an easier way to scroll - what about next week? Finds the "Week of..." at top of calendar.
 - d. Too much info - take out irrelevant info and use color to differentiate
 - e. Is a separate word "booked/open" necessary instead of having name clickable if available.
 - f. What does blue or green highlight mean - there should be an "I" info to give a few more details about these.

Participant 3

1. Sophomore in Psychology
2. Has signed up for help before for classes and once for an application
3. Initial impressions:
 - a. Would be nice if there was a more clear separation between the 2 types of appointments.
 - b. Intro text? Seemed like a good overview. Maybe bold the difference - it reads as one paragraph for both.
4. Scenario 1
 - a. Went to left column and clicked on the Librarian link. Scrolls through names/photos to find sociology. Tries to click on Kathleen Collins name/photo. Then went to right column schedule to make an appointment.
 - b. Seems good but it was hard for her to see the schedule button at right. It was tiny.
5. Scenario 2

- a. Goes to right column and clicks appointment. Sees calendar but is not sure how to sign up. No clear button. Is she missing something. Looking for a button that says make an appointment. Tries clicking in calendar. Tries clicking the "Sign up" in top nav. Can see it is the available tutors. Would probably just do a drop in.
- b. What would help? A few words of instruction on how to make an appointment at top of page/calendar. There is no difference in text to show who was available or not.

Participant 4

1. Freshman wants to go into architecture
2. Has not signed up for OWRC appointments
3. Initial Impressions:
 - a. Reading intro paragraph, seems good.
4. Scenario 1: Clicks on left column appointments
 - a. Sees calendar and options for librarians. Isn't sure if he should just choose one. Clicks on i of Kathleen because she was first and sees that she is sociology. Then looks at the calendar and says he would then select a date and time.
5. Scenario 2: clicks on right column appointments
 - a. Looks at calendar. The tutors or librarians who are available for each day and what time they are. Scrolls through to try to make an appointment and clicks in cells - nothing happens. Asks how he can make an appointment. It isn't clear. Noticed "open" next to a name and clicks. Scrolls back up to see date. Notices the time slots at top are already past.
 - b. It would be more helpful if it all fit on the page so he didn't need to scroll down.
 - c. Maybe having a single day showing and the option to move day-by-day to see times available.

For more information contact libuse@uw.edu