

Assignment #5
Click Testing Results
Upper Sandusky Community Library

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Click Testing

Using ChalkMark from Optimal Workshop, seven users were asked to complete the following tasks using the labeling system proposed for Upper Sandusky's Community Library:

1. Locating their **user account**.
2. Accessing the library's **card catalog**.
3. Browsing the **events** hosted by the library.
4. Reserving a **meeting room**.
5. Accessing information about **photocopying**.
6. Locating books for **adult readers**.
7. Browsing the library's **DVD/VHS holdings**.
8. Finding **location** information.
9. Accessing **obituary** information.
10. Locating information about **Story Time**.

Seven individuals completed the tasks. **Three were males** who have utilized a library within the last year. The **four females** ranged in ages from 19 to 56. Only one female, aged 56 had visited a library's website in the previous year.

Results

The results were very positive, with **100% of the tasks being completed**.

There were **no skipped tasks**.

The success rate would have been 100% if the correct areas had included the "**Books & More**" tab in the navigation menu. Two users clicked this tab during Task 2. When factoring in that this would indeed be an additional correct area, the success rate would be **100%**.

The tasks were completed rather quickly, with the longest time being **4:40**. One user completed the tasks in **2:12 minutes**.

In Task 4, users split their decisions between the **navigation menu** and the **Reservations** link beneath the calendar. Both proved to be **equally effective**.

All results can be found at:

<https://www.optimalworkshop.com/chalkmark/15ahg862/oscl/shared-results/ily05x13kqoum4jdgnu407x0w365d2u0>