

# Mizzou Engineering Usability Testing



## Part 1 - Tree Test

71 responses by students. We were wanting around 50, so 71 is a very good number. These were all answered by *current* students so some of the results might be biased towards that despite asking them to think as prospective students on certain questions.

### Question 1:

*You are a current mechanical engineering student who needs assistance selecting their classes for the upcoming semester. Where would you go to find information on how to get help and who to contact?*

Direct Success – 26  
Indirect Success – 25  
Failure – 20

First click

Academics (35%), Student Services (25%)

Destinations

Academics > Advising: 20

Student services > Advising: 31

Academics > Undergrad Degrees > Mechanical and Aerospace: 8

## Question 2

*You are a newly enrolled freshman interested in majoring in chemical engineering.  
Where would you find information on the degrees offered in that field?*

Direct Success – 60  
Indirect Success – 7  
Failure – 4

First Click

Academics (62%), Departments (31%)

Destinations

Academics > Undergrad > BBCE: 44

Departments > BBCE > Degrees: 23

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Note:

This illustrates the different approaches of students who are more “department” minded vs “college” minded. The departments need to have their sections to showcase what they do but the website is for the *college* of engineering.

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### Question 3

*You are a prospective civil engineering graduate student looking to find contact information for a specific faculty member in your field. Where would you go to find this information?*

Direct Success – 54  
Indirect Success – 10  
Failure – 7

First Click  
Faculty and Staff (62%), Departments (32%)  
Destinations  
    Faculty and staff > Directory: 44  
    Departments > Civil > Faculty: 20

### Question 4

*You are a current computer science graduate student looking for hands-on experience working in the field of cybersecurity. Where would you go to find out which faculty are working in this area and if there are any research assistantships available?*

Direct Success – 30  
Indirect Success – 16  
Failure – 25

First Click  
    Research (39%), Faculty & Staff (34%), Departments (20%)  
Destinations  
    Research > For students: 28  
    Faculty and Staff > Faculty Directory: 12  
EECE > Students: 10  
    EECE > Research: 7

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#### Notes:

Wording of the question might have caused the break between Research and Faculty/Staff. Some users picked up on the first half (ie, which faculty) while other went more towards “research assistantships”

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## Question 5

*You are an industrial engineering undergraduate student wanting to get involved in extracurricular activities. Where would you go to find how to join professional groups for future engineers related to your emphasis area?*

Direct Success – 32

Indirect Success – 20

Failure – 19

First Click

Student Services (56%), Events (18%), Departments (13%)

Destinations

Student Services > Student Orgs: 44

Industrial and Manufacturing > Students: 8

## \* Question 6

*You are a prospective student wanting to major in engineering but are not sure what emphasis area you want to focus on. Where would you go to find information to help you make this decision?*

Direct Success – 9

Indirect Success – 30

Failure – 32

First Click

Academics (51%), Departments (17%) About (14%), Admissions (10%)

Destinations

Admissions > Become an Engineer: 20

Student Services > Advising: 9

Academics > Advising: 7

Academics > Undergrad Degrees > (Some major): 9

Student Services > ENGR Info > 5

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Notes:

This question had the largest failure rate and a very wide range of end results. When appealing to prospective students, make sure to include those who are undecided on their emphasis area. Make the “become an engineer” page more prominent. Highlight it on the homepage. Students who are THAT new to MU engineering probably will be more likely to scroll down the homepage than to dig through the nav.

Another note: confusion on what “ENGR Info” is.

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## Question 7

*You are an information technology undergraduate student about to start your last semester and want to make sure you have completed all the required coursework for your degree. Where would you go to find this information?*

Direct Success – 26

Indirect Success – 25

Failure – 20

### First Click

Academics (70%), Student Services (17%), Departments (10%)

### Destinations

Academics > Undergrad Degrees > IT: 30

Academics > Graduation Reqs: 27

Departments > IT > Degrees: 7

Student services > Advising: 5

## Question 8

*You saw the steel bridge on display on your way to class and want to join next year's team. Where would you find information on how to get involved?*

Direct Success – 37  
Indirect Success – 18  
Failure – 16

First Click  
    Student Services (58%), Events (27%)  
Destinations  
    Student services > Student Orgs: 55  
    Events > Upcoming events: 6

## Question 9

*You read a recent article that Mizzou Engineering is leading innovation in the field of nanotechnology. Where would you look to find what studies are being done in this area?*

Direct Success – 38  
Indirect Success – 19  
Failure – 14

First Click  
    Research (77%), About (10%)  
Destinations  
    Research > Showcase/Spotlight: 35  
    Research > Signature Research: 15  
Research > Centers/Institutes: 4

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Note:

Confusion by users as to what the difference is between types of research.  
Should definitely include a “research” tag/category for news/blog posts

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## Part 2: Faculty and Staff Survey

36 respondents. We were hoping for 20-25 so this is a very good number.

### Purposes for using site

Topic	Number of instances
<b>Contact information / Looking up faculty</b>	111111111111111111111111111111111111 (25)
<b>Degree/Curriculum Information</b>	111111111111 (11)
<b>Research information</b>	11111111 (7)
<b>Student services</b>	1111 (4)
<b>Department Information</b>	111
<b>News and Updates</b>	111
<b>Directing Students to information</b>	111
<b>Events</b>	11
<b>Other</b>	Communicating with outsiders Alumni Deadlines Finding Forms

## General experience common themes

- Difficult to navigate and find what you're looking for
- Information is inconsistent and often out of date (which can be a challenge)
- Lots of information without a good way to parse it down makes it cumbersome
- Search feature is clunky
- Differentiate between faculty and faculty emeritus
- Need to support faculty research pages

“Faculty and Staff” is it FOR faculty or ABOUT faculty?