retroTECH Online User Testing Draft Plan

Instructions:

In our retroTECH Online proposal, we said that once we had created the prototype website, "stakeholders would then be invited to test retroTECH Online and provide feedback. The Team would use the feedback to integrate improvements and identify next steps and resources required for growing the platform from proof-of-concept to part of retroTECH's routine preservation and access workflow."

The goal with this document is to start planning how we are going to ask users to test retroTECH Online once the prototype is created.

A couple general categories of test types we might consider:
- Talk-aloud tests, where we'd ask users to complete specific tasks and ask them to talk about their experiences as they do the tasks; we'd then code the transcripts or our notes from the tests and synthesize our findings
- Creating a version of the prototype that displays with a Qualtrics survey form embedded on the side and asks users for feedback; sending a link to this version to our target participant groups.

Read these examples of how user tests have been structured in other archives projects and then write your ideas in the assigned sections of the document below.

- [Researcher Access to Born-Digital Collections: An Exploratory Study](#)
- [ArchivesSpace Usability Testing](#)
- [Born-Digital Access Bootcamp User Testing Scenario](#)

[Maura] Who do we want to participate in the user testing?

Describe them in terms of our [user study stakeholder categories](#) and include the number of each we'd want to participate and any other relevant details.

- Internal Users (at least 1 of each)
  - Library IT (1)
  - GT Educator User (1)
  - GT Student User (1)
  - retroTECH Online Team Member (1)
- External Users
  - Invested Stakeholders (2 total)
    - Donor of software or hardware in retroTECH collection (not creator, just donor)
    - Creator of software or hardware in retroTECH collection
    - Oral History Participant
  - Researchers (2)
    - External Researcher
    - FCoP Cohort Member
  - Prospective GT students (0)

[Richa and Maura] Together, develop two ways we might structure a user test of retroTECH Online. Each of you should write up (step-by-step) how we would do one of the tests you come up with.

Richa Test Idea:

User Story: "As a GT Student User, I want to facet and refine search results by agent or creator/content type/date so that I can access what I need for my assignment."

Tester: You are a GT Student looking to complete an assignment for a class that has to do with computer science, old technology, the development of tech at GT, the impact of technology, etc. Yout school has a lab, retroTECH Online, that should be able to answer all your questions and provide information!
1. Can you limit searches to specific needs? (i.e time period, function, stakeholder, etc.)
    a. Use menu to navigate to desired page: creators, software functions, timeline
    b. Use search function to refine your search manually
2. Are the sources that you find narrow enough to what you were looking for?
    a. Or do they easily lead to a narrow enough result
    b. You do not have to spend too much time simply looking for potential sources or answers
3. Are sources easy to navigate/follow?
    a. Are related information all in the same place or is there at least a trail?
    b. Use artifact page to also acces oral history on it
4. Can you physically visit the sources?
    a. Visit the contact page
        i. Includes location, timings, contact info

Maura Test Idea:

- Discovery
- Navigation
- Home page
- Artifact page

User Story: "As an External Researcher, I want to search and browse what retroTECH has so that I can explore my own interest/work related to retroTECH's collections and mission"

Tester: You are an external researcher looking for sources on retro gaming. You heard about retroTECH Online from a colleague and think it might have relevant information.
1. Can you find any retro gaming artifacts on the retroTECH Online site?
    1. *Use the menu to navigate to the Gaming page under Software*
    2. *Click on the listing for Ribbit*
2. Can you experience the retro gaming materials firsthand?
    1. *User launches the Ribbit emulation*
    2. *User plays the game*

3. What additional information is there about the materials being accessed?
    1. *Scroll around Ribbit main artifact page*
    2. *View/watch oral history for Ribbit*
4. How can you physically visit the source?
    - *User uses the menu or link at bottom to navigate to the contact/visit page*

[Richa] What data will the test result in, and how will we analyze it?

- Likely, the data will be qualitative
    - We can draft a scale that would assign the qualitative answers/feedback to a numerical value based on certain points or key words
    - numerical/quantitative data is a lot simpler to visually represent

[Maura] How will we use the data to improve retroTECH Online?

- Adjust location and arrangement of site components to improve readability and flow
- Reorganize page layout to fit the user's expectations
- Refine search process to give most expected results
- Adjust colors, fonts, and icons to establish the desired look and feel
- Rename interactive elements and labels to improve clarity