



J. Willard Marriott Usability Lab Policy

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1. Purpose

This document establishes the policies and responsibilities for use of the Usability Lab by Marriott Library and University of Utah employees.

2. Background

Information Technology Services has established a Usability Lab on the 1st floor in room 1705F (inside the Digital Scholarship Lab) of the J. Willard Marriott Library. Its primary function is to evaluate University of Utah web sites to ensure they are easy-to-use and useful. Evaluation methods include usability testing, card sorting, focus groups, interviews, and other techniques. The Usability Lab contains equipment and software to help evaluate the websites.

The Usability Lab's equipment has the following capabilities:

Video recording:

The Lab equipment can record a user's interactions with a Web site or other communication system in two ways (on a Mac or a PC):

1. Video recording a user's computer screen and the camera image of the user's face in a picture in picture (PIP) with audio.
2. Recording the screen, camera image and audio using a software package called Morae (PC) or Silverback (Mac) that records the session to a computer hard drive. Using Morae, the files will need to be moved onto a blank CD (one CD per 60-minute session) and editing of these files will have to be done using the Morae editor/manager. Silverback files can be saved onto a blank CD and viewed again.

Video displaying:

The Lab equipment can also display a user's interactions with a website.

3. Scope

This policy applies to all parties interested in using the Usability Lab. It reflects both use of the Usability Lab as well as the extent of support the Marriott Library staff will provide in using the facility.

4. Policy

4.1. Acceptable Use

Acceptable use of the Usability Lab includes:

- Usability testing
- Card sorting
- Focus groups
- User interviews
- Pre- and post-session meetings to discuss usability issues and/or findings

All requests to use the Usability Lab should be submitted through the library classroom scheduling system. Due to the level of complexity and value of the equipment used in the Lab, requests to use the Lab for other purposes may not be accepted.

4.2 Roles and Responsibilities

5.1 Information Technology Services Staff

Information Technology Services staff will provide general oversight of the Usability Lab under this policy and resolve conflicts that may arise with regard to its use.

5.2 Digital Scholarship Lab Staff

The Digital Scholarship Lab Staff will be trained and have agreed to help when needed. They will contact the Application Development group when necessary.

5.3 Safety & Security Staff

The room will remain locked except for the hours of 8:00 a.m. and 5:00 p.m. The Safety & Security Staff will unlock/lock the doors when they do their rounds.

5.4 Usability Lab User(s)

The Usability Lab user(s) must be trained and adhere to the rules of the Lab, listed below, to ensure the safe operation of the equipment. The user requesting the Lab must be a University of Utah employee and submit the request through the library classroom scheduling system. Usability Lab user(s) administering the test are responsible for creating the test questions.

NOTE: When using the Morae software on the PC, questions need to be embedded into the usability test before testing can begin. With Silverback, on the Mac, a handout must be created with questions for the user to follow. Step-by-step documentation can be found on the library website.

4.3 Rules of the Usability Lab

1. Users of the Lab must review the training documentation prior to use.
2. Hours of operation are 8:00 a.m. to 5:00 p.m., Monday through Friday when the Marriott Library is open. Hours are posted online – see Holidays and Semester Break hours for exceptions.
3. User is responsible for providing recording media (DVD or CD for Morae recording).
4. Rooms must be kept neat and clean.
5. No food or drink is allowed in the room.

4.4 Requesting Use of the Usability Lab

University employees must schedule the room through the library classroom scheduling system.

4.5 IRB approval may be required – refer to the University of Utah IRB website for 1st time submitters:

http://www.research.utah.edu/irb/clerkFAQ/first_submission.html