

Montgomery College

Testing Brief

Day 1: Faculty, Staff & Current Students

Day 2: Prospective Students

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Background

Montgomery College tasked New City to create a modern, easy to use, redesign of their existing site.

Following a user-centered design methodology, New City tested a prototype of the site Tuesday, May 12th and Thursday, May 21st.

The results follow.

The Evaluation

- 10 participants
- approx. 10 questions/scenarios per audience type
- 25 - 45 minute sessions
- 2 facilitators (Melissa & Daimon), 1-3 MC observers (Isabelle, Lisa, & Kim)
- Lab/office environment with (1) desktop and speakerphone
- Assets tested: Omnigraffle-based wireframes & design comps displayed to participant via Glance.net session

Participants

- 2 current students
- 2 staff members
- 2 faculty (Deans: Art & Workforce Dev)
- 4 prospective students (Juniors from Sherwood H.S.)

Day 1 Summary

1. Most participants were able to complete the scenario tasks with ease.
2. Some language barriers with one participant and another who was a “searcher” (i.e., used search to navigation the site) attributed to incomplete scenarios.
3. Participants easily found utility navigation items—MyMC, Libraries, using the logo as a “Home” button.
4. Major navigation items, including Majors & Classes, Admissions, and Cost & Financial Aid, performed well.
5. 2 participants looked for a distinction between Non-Credit & Credit Classes.
6. Consider adding “Senior” population to the Tuition Fees page.
7. Payment deadlines are critical calendar items.
8. Faculty and staff like having quick access to frequently-used forms.
9. Participants’ feedback was positive; they liked the organization of screens and naming of items.

Day 2 Summary

1. All participants completed scenario tasks successfully.
2. Due to experience with other college sites, participants already understood on common language, such as “Student Life” and navigation cues.
3. When asked to compare the current and new design, most mentioned better colors, ease of use, and improved grouping of information.
4. One participant mentioned the new site looked more relaxed (as compared to Brown University’s site).
5. One participant used the “Why MC?” to complete tasks.
6. One participant mentioned replacing # of Famous Alumni in the “Why MC?” with class or school size.
7. Two participants commented on the diversity of students shown in the images. (These comments were unsolicited.)
8. One liked the “Easy Steps to Enroll” because most applicants are overwhelmed with the process of applying to college.

— *Quote: “I felt the site was meant for me.”*

Observations

1. Most clicked on the logo when asked to return to the homepage.
2. Most understood the common language of “Majors & Classes.”
3. Some Faculty stumbled on Admissions (looking instead for Registrar) and News & Events (when looking for Payment deadlines).

Majors & Classes | Admissions | Cost & Financial Aid | Student Life | News & Events | Advising & Support | About Montgomery College

Majors & Classes

- Majors, A to Z
- Departments
- Degrees (Programs of Study)

• Course Catalog

• Class Schedule

• Register for classes

• Continuing Education

• Online Classes

• Assessment & Placement

• Transferring

• Academic Advising

• Academic Calendar

• Final Exam Schedule


• Institutes & Programs

• Honors Program

• Scholars Program

• Internships

130+ Majors



Get Your Degree in Video Gaming
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce tristique. Cras ipsum urna, semper vitae, aliquet eget, rutrum sed, pede. Morbi at sapien. Etiam cursus tincidunt est. Praesent et mauris. Nullam sodales, nulla et facilisis lobortis.

[Majors A to Z](#) | [Departments](#)

Unique Programs

Do an Internship at the Smithsonian
Assist Zoo keepers at the National Zoo, Archivists at the Smithsonian, Curators at the Holocaust museum... [More >](#)

Study in Cambridge, England
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce tristique. Cras ipsum urna, semper vitae, aliquet eget, rutrum sed, pede. [More >](#)

Header Another Special Opportunity
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce tristique. Cras ipsum urna, semper vitae, aliquet eget, rutrum sed, pede. [More >](#)

[Honors & Scholars Programs](#) | [Institutes](#) | [Internships](#)

“It looks more streamlined, more user-friendly...”-
Participant #2- Current Student (10:15 AM)

Observations (cont'd)

4. Faculty look for the words “Human Resources” when asked to look for employment opportunities or particular forms at the college.
5. When looking for a faculty members, users expected to be able to find faculty in the “Faculty & Staff” section.
6. In the “People Directory,” students don’t distinguish faculty, adjuncts, staff, etc.

Montgomery College- Faculty & Staff

Welcome

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce tristique. Cras ipsum urna, semper vitae, aliquet eget, rutrum sed, pede. Morbi at sapien. Etiam cursus tincidunt est. Praesent et mauris. Nullam sodales, nulla et facilis lobortis, libero enim posuere lacus, vitae convallis sapien odio in enim. Quisque pede. Cras dui. Sed lobortis leo vel velit. Aenean aliquam, lacus eu porta suscipit, magna nisi cursus leo, in dignissim feis felis ultrices urna. Pellentesque accumsan porta ipsum. Aenean egestas.

Forms

- Lorem ipsum dolor sit amet consectetur nonummy lorenzino.
- Interdum volgus videt, est ubi peccat.
- Si veteres ita miratur laudatque poetas
- Ut nihil anteferat, nihil illis comparet, errat.
- Si quaedam nimis antique

Find People or Departments

My MC Login

username

Password

Observations (cont'd)

7. Most important forms as provided by a dean participant:

- Human Resources forms, including evaluation forms
- Curriculum forms
- Travel forms
- Payroll forms

Montgomery College- Faculty & Staff

Welcome

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce tristique. Cras ipsum urna, semper vitae, aliquet eget, rutrum sed, pede. Morbi at sapien. Etiam cursus tincidunt est. Praesent et mauris. Nullam sodales, nulla et facilis lobortis, libero enim posuere lacus, vitae convalis sapien odio in enim. Quisque pede. Cras pul. Sed lobortis leo vel velit. Aenean aliquam, lacus eu porta suscipit, magna nisi cursus leo, in dignissim feis felis ultrices urna. Pellentesque accumsan porta ipsum. Aenean egestas.

Forms

- Lorem ipsum dolor sit amet consectetur nonummy lorezino.
- Interdum volgus videt, est ubi peccat.
- Si veteres ita miratur laudatque poetas
- Ut nihil anteferat, nihil illis comparet, errat.
- Si quaedam nimis antique

Find People or Departments

Enter person's or dept. name

My MC Login

username

Password

“The point of the site is to be useful!”
— Participant #3, Dean (11:30 AM)

Observations (cont'd)

8. Participants that viewed the design comps raved about the **colors** and **organization** of content.

“The current site looks like a park site—you know like a camping site...”

— Prospective Student, Participant #9, (12:15 PM)

Better grouping of related information

The image displays two screenshots of the Montgomery College website. The top screenshot shows the main navigation menu with categories like 'Majors & Classes', 'Admissions', 'Cost & Financial Aid', 'Student Life', 'News & Events', 'Advising & Support', and 'About MC'. Below the menu is a large banner image of students playing instruments, with the text 'endless possibilities' at the bottom. The bottom screenshot shows a detailed view of the 'News Headlines' and 'Upcoming Events' sections. A red box highlights the 'Support Scholarships! Participate in "Mobile Masterpieces!"' article and a list of services including 'Course Information & Schedules', 'Applying for Admission', 'First Year Experience (FYE)', 'Adult Learners', 'Veterans (Combat2College, etc)', 'Locating Financial Aid', 'Student/Employer Job Services (Placement, etc)', 'Registering for Classes', and 'Counseling/Advising'. Red arrows point from the text 'Better grouping of related information' to the highlighted areas in the bottom screenshot.

Questions or Comments? Contact the Webmaster AND/OR respond to our online Web Survey

240-567-5000

Observations (cont'd)

9. Use of the “Why MC?” to find primary content.

Montgomery College
Parents & Family | Alumni & Friends | Business & Industry | Faculty & Staff | Community

Majors & Classes | Admissions | Cost & Financial Aid | Student Life | News & Events | Advising & Support | About MC

Enroll/Apply Today

Why MC?
3 Campuses
130 Majors & Programs
234 Award Winning Faculty
87 Famous Alumni
593 Transfer Students to...

endless possibilities

News Headlines
Support Scholarships! Participate in "Mobile Masterpieces!"
March 28, 2009
The Montgomery College Alumni Association is conducting a drawing for donated art to benefit our scholarship programs. We have collected a number of pieces of original art and are selling exactly that number of tickets, so every ticket purchaser will take home an original artwork.

Upcoming Events
Mar 19 The County Collects (Multi-Day Event)
Mar 19-25 David Carter: Paintings and Drawings (Multi-Day Event)
Mar 21 A Visual Feast: Food in Art (Multi-Day Event)
Mar 21 Men's Baseball (Germantown Campus)
Mar 25 COMEDY OF ERRORS presented by the American Shakespeare Center

Maps & Directions
Rockville
Germantown
Takoma Park / Silver Spring
Off-Campus

Follow Us
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Montgomery College, Endless Possibilities, 240-567-5000 | Copyright 2009, Montgomery College
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My MC | Maps & Directions | People Directory | Libraries | A-Z Index

“I like the numbers, I don’t have to go to Google to figure that out.”
— Prospective Student, Participant #7, (10:30 AM)

Participants “discovered” that there are 3 campuses. Most didn’t know.

Observations (cont'd)


10. The new site has “energy.” The other site is too “business.”

The prospective students felt the site was built for them. It wasn't just marketing to them.

The screenshot displays the Montgomery College website homepage. At the top, the college's logo and name are prominent, along with a search bar and navigation links for various user groups like 'Parents & Family' and 'Alumni & Friends'. A main navigation bar lists key areas: 'Majors & Classes', 'Admissions', 'Cost & Financial Aid', 'Student Life', 'News & Events', 'Advising & Support', and 'About MC'. The central banner features a diverse group of students playing instruments, with the tagline 'endless possibilities' and a video player. To the left, a sidebar titled 'Enroll/Apply Today' lists statistics: '3 Campuses', '130 Majors & Programs', '234 Award Winning Faculty', '87 Famous Alumni', and '593 Transfer Students to...'. Below the banner, there are sections for 'News Headlines' (including a scholarship drawing), 'Upcoming Events' (listing dates from March 19 to 25), and 'Giving' (encouraging donations). A 'Maps & Directions' section shows campus locations, and a 'Follow Us' section includes social media icons for Facebook, YouTube, and RSS. The footer contains copyright information and a detailed grid of links for various college services.

Observations (cont'd)

11. Help callout looks like an advertisement.



Paying for School

- How do I apply for financial aid?

Types of Aid

- Grants
- Scholarships
- Student Loans
- Work Study
- Internships

Need Help?
[Contact the Financial Aid Office](#)

A large orange star is positioned to the right of the 'Need Help?' callout box, highlighting it.

Recommendations

1. Add Seniors as a group on the Tuition & Costs page.
2. Make a prominent link to the Bookstore site in the “Majors & Classes” and “Cost” area.
3. Consider the inclusion of the “Non-Credit & Credit” nomenclature throughout the site.
4. Consider finding a way to make payment deadlines prominent on the homepage.
5. Add a link to “Jobs at the College.”
6. Determine most used forms and link, including a “Human Resources” link to include on the the Faculty and Staff page.
7. Add a link to “Registrar” in Admissions
8. The “Faculty & Staff” audience page should focus on forms. Find out what forms faculty & staff most often use.
9. Consider combining lists in the People Directory, removing the division between between Faculty and Staff. Add Adjuncts to the Directory.
10. Consider reworking the “Need Help/Contact Us” callouts to look less like an advertisement.
11. Consider using the word *calendar* in conjunction with events where appropriate.
12. *Remember: prospects are judging the quality of the college based upon how it looks and how easy it is to use!*