

Improving User Experience in the Recording & Presentation Practice Room

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Executive Summary

Team Maple looked at how easy it was to use the Recording and Presentation Practice Room. Testing and survey data showed that there were major usability problems, such as trouble finding the room, unclear instructions, and problems with the equipment. The observed testing data and user feedback back up these results.

1.0 Introduction

Students can use professional recording equipment in the Recording & Presentation Practice Room. This study looks at how easy it is for people to find, get to, and use the room.

2.0 Test Outline (Methods)

Surveys and task-based usability testing were used. People tried to do things like find the room, set up the equipment, and record. We used observation, timing, and a structured checklist to collect data. The testing took place in the real library setting. Data was collected by hand and through answers to surveys.

3.0 Participant Test Details

There were only 3 to 5 students in the sample, and most of them were first-time users. There were 3 out of 5 students who had difficulty locating the room. This sample was chosen to show how students usually interact with each other and to find the biggest problems with usability.

3.1 Survey Instrument Used

After usability testing, a survey was conducted and sent out using Google Forms to get feedback from users. There were both multiple-choice and short-answer questions on the survey to see how well users were doing.

Google Forms platform automatically collected and stored the responses. After that, the data was looked at and analyzed to find patterns and problems that many users had.

4.0 Findings

Users had trouble finding the room because there weren't any signs on the lower floors. Testing showed that people were confused and it took longer to find their way around. There was also a problem with getting into the room because it was locked during the reserved time (we were told later to get the key from the front desk). Participants had trouble finding instructions and often had to look them up in manuals. There were problems with the equipment, such as the audio not working during recording. These results were seen during usability testing and written down in checklist notes.

4.1 Incomplete Reservation Instructions

Users could book the Recording & Presentation Practice Room online, but the system didn't make it clear how to get to the room after they booked it.

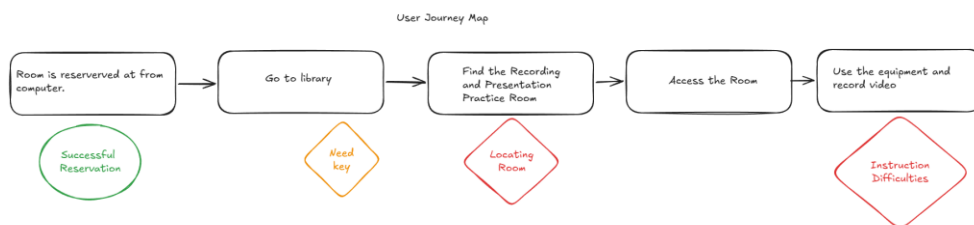
During testing, the room could only be accessed after getting more help from an outside source (the instructor), who said that users had to get access from the front desk. The reservation system and confirmation process did not make this requirement clear.

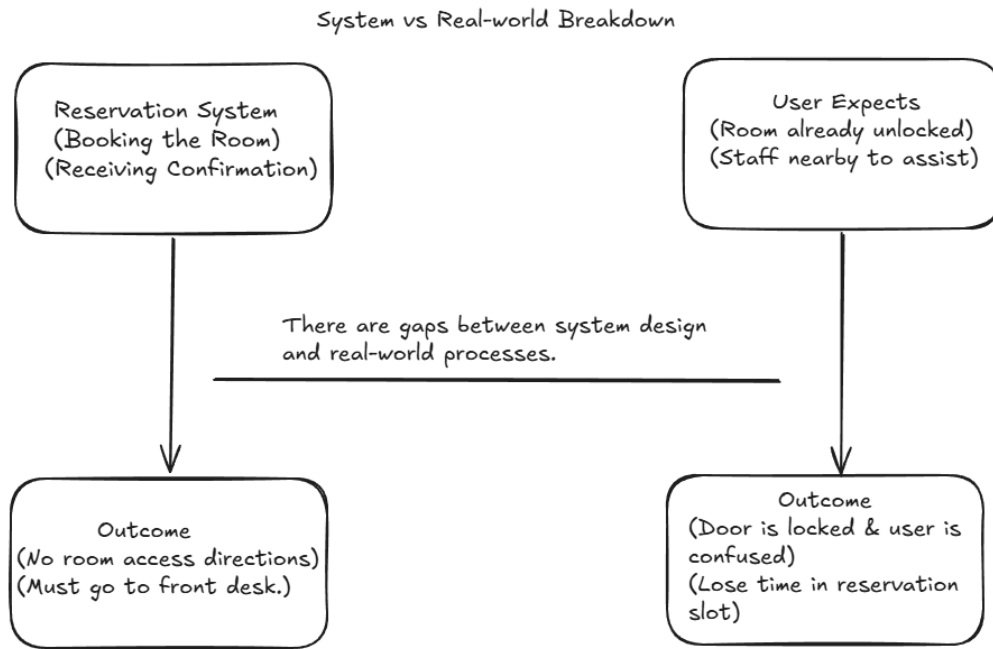
Because of this, people who don't know how to get to the room would probably not be able to get in even after making a reservation.

5.0 Conclusion and Recommendations

Better signs, clearer instructions, more reliable equipment, and staff who are more aware of what's going on are all things that should be improved. These changes would make things a lot easier to use and make users happier.

6.0 UX Visuals





7.0 Appendix A: Data

There are notes, diagrams, and survey questions from usability tests. Data is put together and made anonymously.

7.1 Checklist Used for testing (Raw Usability Notes):

UX Testing Checklist – Presentation Practice Room

1. Finding the Room

- 1 Start from library entrance ✓ → Got key from front desk.
- 2 Time how long it takes ✓ 5 mins used student Id to verify.
- 3 Note confusion points ✓ None, but hard to find 3rd floor first time (took me 10 mins)
- 4 Observe signage availability ✓ No signs down stairs, but there are several on third floor.

2. Room Access

- 1 Check if room is unlocked ✓ Room was locked, but easily unlocked w/ key
- 2 Look for access instructions ✓ Instructions on door for equipment usage
- 3 Note any confusion ✓ No simple video creation instructions

! Instruction manual in binder in top drawer and manuals on desk.

3. Setup Process

- 1 Turn on equipment ✓ Computer turned on, no login complications
- 2 Identify controls ✓ Mic camera accessories on small pegboard
- 3 Note ease or confusion ✓ Had to dig around for Manual

4. Device Connection

<ol style="list-style-type: none"> 1 Connect laptop ✓ uses desktop 2 Note if instructions are needed ✓ Instructions needed 3 Record any issues ✓ Wacom dual monitor would not turn on 	Immediately gives me all the software	QR codes on all devices that take you to website w/ instructions
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5. Recording System

- 1 Start recording ✓
- 2 Stop recording ✓
- 3 Locate saved recordings ✓ Got camera on, had to power on, got working on OBS, needed instructions

6. Instructions & Signage

- 1 Check visibility of instructions ✓
- 2 Assess clarity ✓
- 3 Note missing guidance ✓

7. Observations Template

- 1 Task: Create video
- 2 Time: 35 minutes
- 3 Issues:
 - No immediate instructions to turn on camera
 - Recording worked, audio did not
 - Had to dig around the manual just to find instructions.

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4 Notes:

- Need camera stand
- Make a simple checklist for new people to go through to set up video. I had to rely a lot on the instructions in the binder.
- QR codes help, but won't help much when newer people don't know what the problem is.

7.2 Diagrams are created through excalidraw.com

- Room Mappings
- Location Problems

- Setup Problems

7.3 Surveys are conducted through Google Forms w/ the following prompts:

- Have you used the Recording & Presentation Practice Room before?
- How often do you use the room?
- How easy was it to find the room?
- How easy was it to set up your presentation?
- How easy was it to connect your device (laptop, etc.)?
- How easy was it to use the recording system?
- How clear were the instructions in the room?
- Did you need help from staff or others?
- What did you need help with?
- What was the most confusing part of using the room?
- Did you experience any of the following issues?
- Overall, how would you rate your experience?
- What would make the room easier to use?
- Any additional comments or suggestions?
- Would you use this room again?