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UX Report: Member Node Service Usability Results

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Member Node Service Usability Results
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Methodology

Testing was completed March 14-22, 2016. Six members of the DataONE community participated. Testing was completed through WebEx. Participants were asked for their understanding of Member Node services and then shown a mock-up of how data services are integrated into the DataONE search (<https://projects.invisionapp.com/share/KV1LGXIN6#/screens/141300330>).

Prior Understanding of Service

Before participants were showed the member node service mock-up, they were asked, “What is your understanding of what a Member Node Service is?” Four of the six participants were not familiar with the term, and assumed the services were for Member Nodes. They thought it was an infrastructure service rather than a user service. One participant knew services were intended to help users, but did not know what types of services would be included. The term “data service” was better received, but users thought it was vague and did not know what would be included.

This issue is beyond the scope of the mock-up, but it may be important to consider how data services are presented in the search. How are users expected to learn about data services? Many users may not take advantage of the services since the services are not highlighted in the main search.

First Impressions

Participants were provided a definition and example of data services before they saw the mock-up of its integration in the search. They were asked to describe what they are looking at and give their first impressions. All participants thought the search result was easily understood and the data service was clearly integrated. They liked that the service was placed at the top of the page. The hover-over was clear and useful.

Member Node Logo

Participants thought the Member Node should be clearly and prominently identified. Participants who have connections to Member Nodes wanted the Member Node to be visible. They wanted the associated Member Node to get deserved recognition for its service.

The fake Member Node logo confused participants. It was explained that the temporary logo was a stand-in for actual Member Node logos, but participants still though the logo may not be enough identification. Would users know every Member Node logo? Especially as DataONE grows?

“Subset, Transform, or Visualize this data set” Button

Four of the six participants ran into issues with the “subset, transform, or visualize this data set”. They thought the mock-up showed a data order form, but then the button showed more options. They

thought they could also subset the Kougark Radiation Data as well as transform and visualize it. Consider renaming the button, for example, “Go to Data Service”.

Participants were asked, “What do you expect to happen if you click on the “subset, transform, or visualize this data set” button?” Four participants thought they would go to a screen where they could select what they wanted to do to the data set (subset, transform, etc.). Another participant thought he would go to a screen with contact information or a link to the data service. It was not clear to any of the participants that they would be taken to the Member Node page (off-DataONE site).

Participants also asked whether the selected data set would be copied over to the new page. Would they have to re-enter the information on the Member Node service page? They hoped the information could be populated on the new page and the new page would open in a new tab.

Can you see yourself using the services?

Participants really liked how the services were integrated in the search, and they thought they would use the services.

A couple of participants said they would like to be able to search for data services either through the search or through another mechanism. One participant liked the idea of incorporating the data services on the Member Node page (show available services offered by each Member Node like the data sets are shown). The participant also thought it would be nice to see statistics about the data service (last updated, versions, etc.).

Final Comments

Overall, participants really liked the layout and design of the search result and data service. The biggest issue discovered during testing was the labeling of the “subset, transform, or visualize this data set” button. Participants were not sure where the button would take them or what data service(s) it offered.