Adjusting the Spiel and the Patter: Assessing Technology Needs to Improve User Experience

Katherine Gerwig and Mallory Kroschel

Library Technology Conference 2016

The Computer Help Desk Team
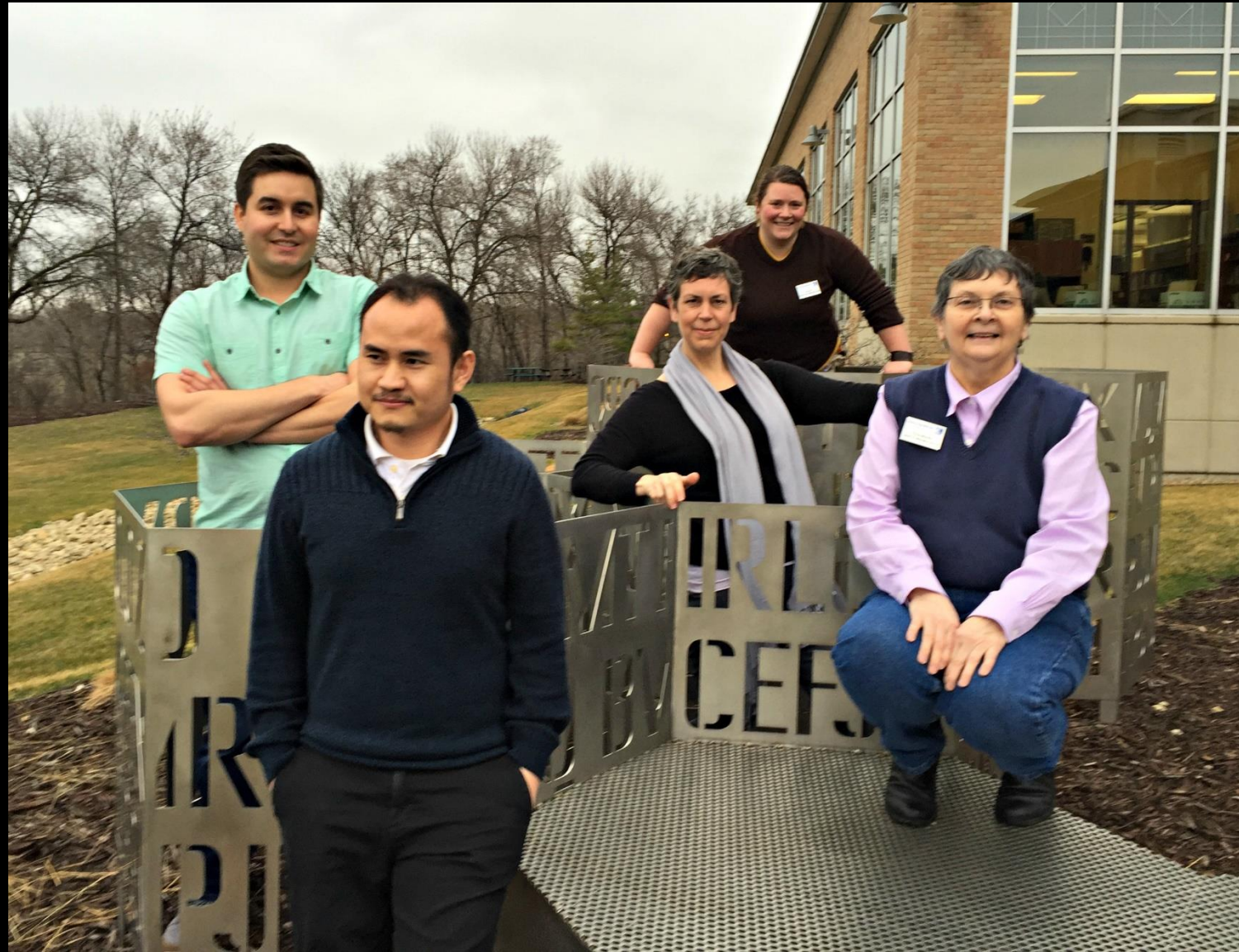
Todd & Martha Nicholson
Information Commons

In this presentation...

- The literature
- Web design principles
- Personas
- Assessment (quick and very dirty)
- Evaluation

References

- Bianca Reisdorf and Darja Groselj (2015) Internet (non-)use types and motivational access: Implications for digital inequalities research

- Ellen Helsper and Rebecca Eynon (2013) Distinct skill pathways to digital engagement

- Fairlie, Robert W. 2012 The effects of home access to technology on computer skills: Evidence

- from a field experiment

- Goode, Joanna 2010 Mind the Gap: The Digital Dimension of College Access

- Graham, Roderick 2009 Group differences in attitudes towards technology among Americans

- James Valdez and Richard Duran (2007) Redifining the digital divide: Beyond access to computers and the internet

- Retta Sweat Guy and Millicent Lownes-Jackson (2010) An examination of students' self-efficacy beliefs and demonstrated computer skills

- Ritzhaupt, Albert D.; Liu, Feng; Dawson, Kara; Barron, Ann E. 2013 Differences in Student Information and Communication Technology Literacy Based on Socio-Economic Status, Ethnicity, and Gender: Evidence of a Digital Divide in Florida Schools

- Shuster, George F.; Pearl, Mona 2011 Computer Competency: A 7-Year Study to Identify Gaps in Student Computer Skills

- Smith, Danielle Taana; Graham, Roderick 2012 Household Expenditures On Information And Communication Technologies: A Proposal For A Digital Practice Model

We will provide a full bibliography when we submit our materials to the Macalester digital commons repository

Digital Divide

Haves

Have-Nots
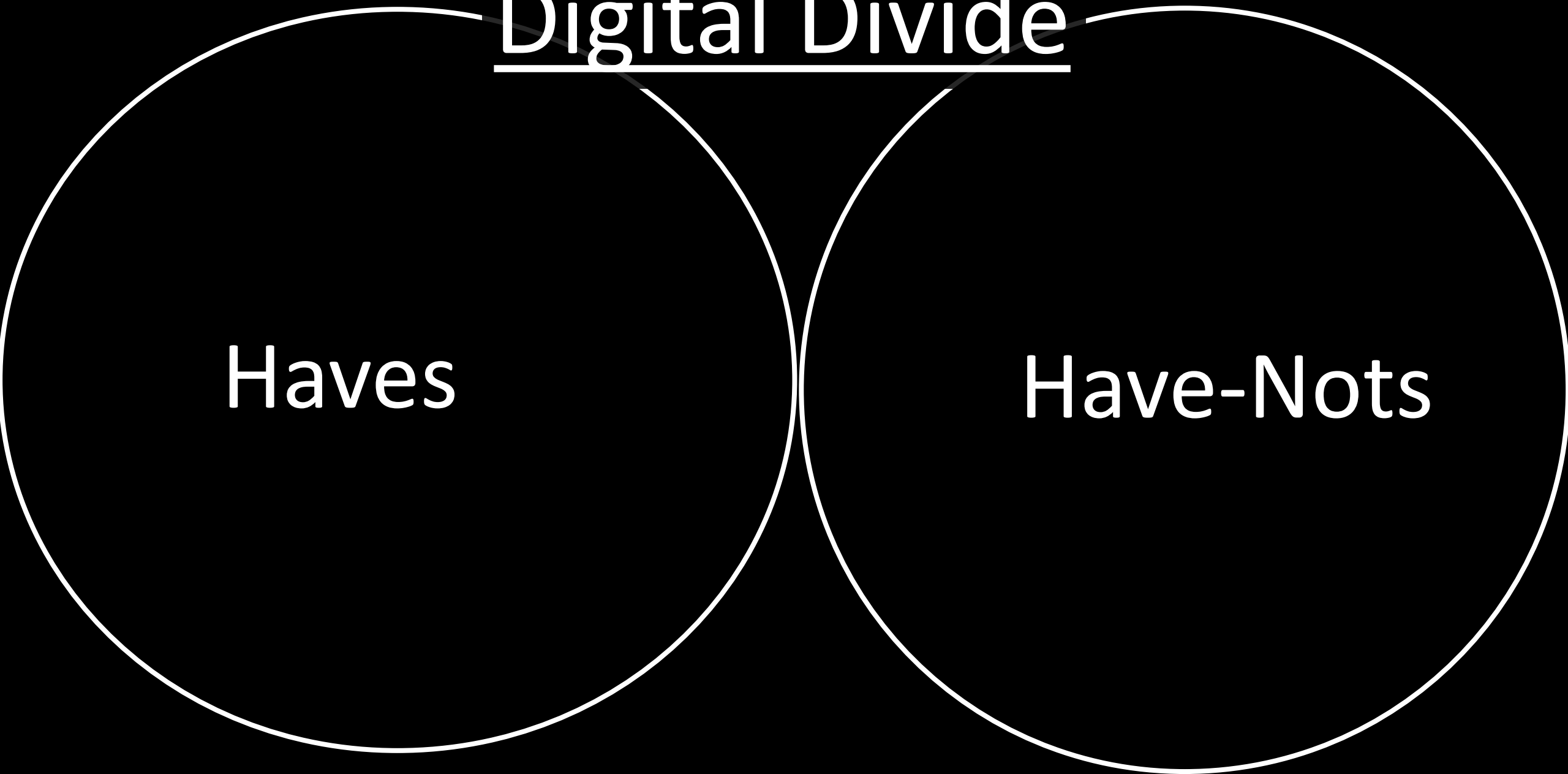
1st Digital Divide

Haves

*Physical technology – Pagers, Mobile Phones, Computers

*Younger Generation

Have-Nots

* No Physical Technology

*Older Generation

2ⁿᵈ Digital Divide

Haves

*Positive Attitude towards technology

*More access to technology

*More skill

Both

*Physical technology

*Technology skills

Have-Nots

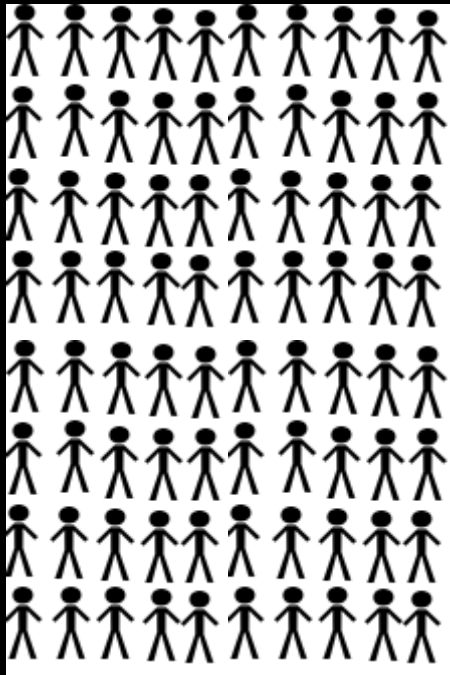*Negative Attitude toward technology

*Less access to technology

*Some skill

Student to Computer Ratio

High Poverty Schools 80:1

Low Poverty Schools 30:1
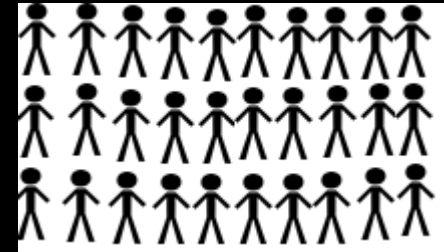
Have you visited over 100 web sites?

Where do you look to find contact information on a web site?

C.R.A.P.

- Contrast

- Repetition

- Alignment

- Proximity

The Non-Designers' Design Book by Robin Williams

People read differently

Lo! the Spear-Danes' glory through splendid achievements
The folk-kings' former fame we have heard of,
How princes displayed then their prowess-in-battle.
Oft Scyld the Scefing from scathers in numbers
From many a people their mead-benches tore.
Since first he found him friendless and wretched,
The earl had had terror: comfort he got for it,
Waxed 'neath the welkin, world-honor gained,
Till all his neighbors o'er sea were compelled to10
Bow to his bidding and bring him their tribute:
An excellent atheling! After was borne him
A son and heir, young in his dwelling,
Whom God-Father sent to solace the people

Personas

- High Technology Skills Student

- Low Technology Skills Student

- Community User

Desk Tracker

Library: Metropolitan State University
Branch: Main
Desk: Computer Help Desk *(switch location)*
User: Mallory Kroschel *(my profile)*

Sign Out

Support

Patron Interactions | Reports

Submission successful March 13, 2016, 8:32 pm

Submit

Followup to your answer "Technical Assistance..."

... What kind of technical help was given?

☐ Copying/Printing/Scanning

☐ Username Set-Up/Password

☐ D2L

☐ Applications (Word, Excel, etc.)

☐ Basic PC Skills (E-mail, login/logout, etc.)

☐ Wireless

☐ EnvisionWare: [_____]

☐ Other: [_____]

Submit   *skip followups*

Count of response

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☐ EnvisionWare: [   ]

☐ Other: [   ]

Submit   *skip followups*

Envisionware

Category	Value
(blank)	~150
Unlock current session	
Troubleshooting	
switch computer	
stuff	
res stuff	
res station	
replace deleted LPT print drivers via Owens script	
print	
pin reminder	
PC Reservation	~117
pc request	
Making first reservation	
login help	
Logging out of Envisionware	
hide my screen	
first time login	
Envisionware wont load	
down	
Change password	
Barcode Login	
about sessions	
3 time limit	

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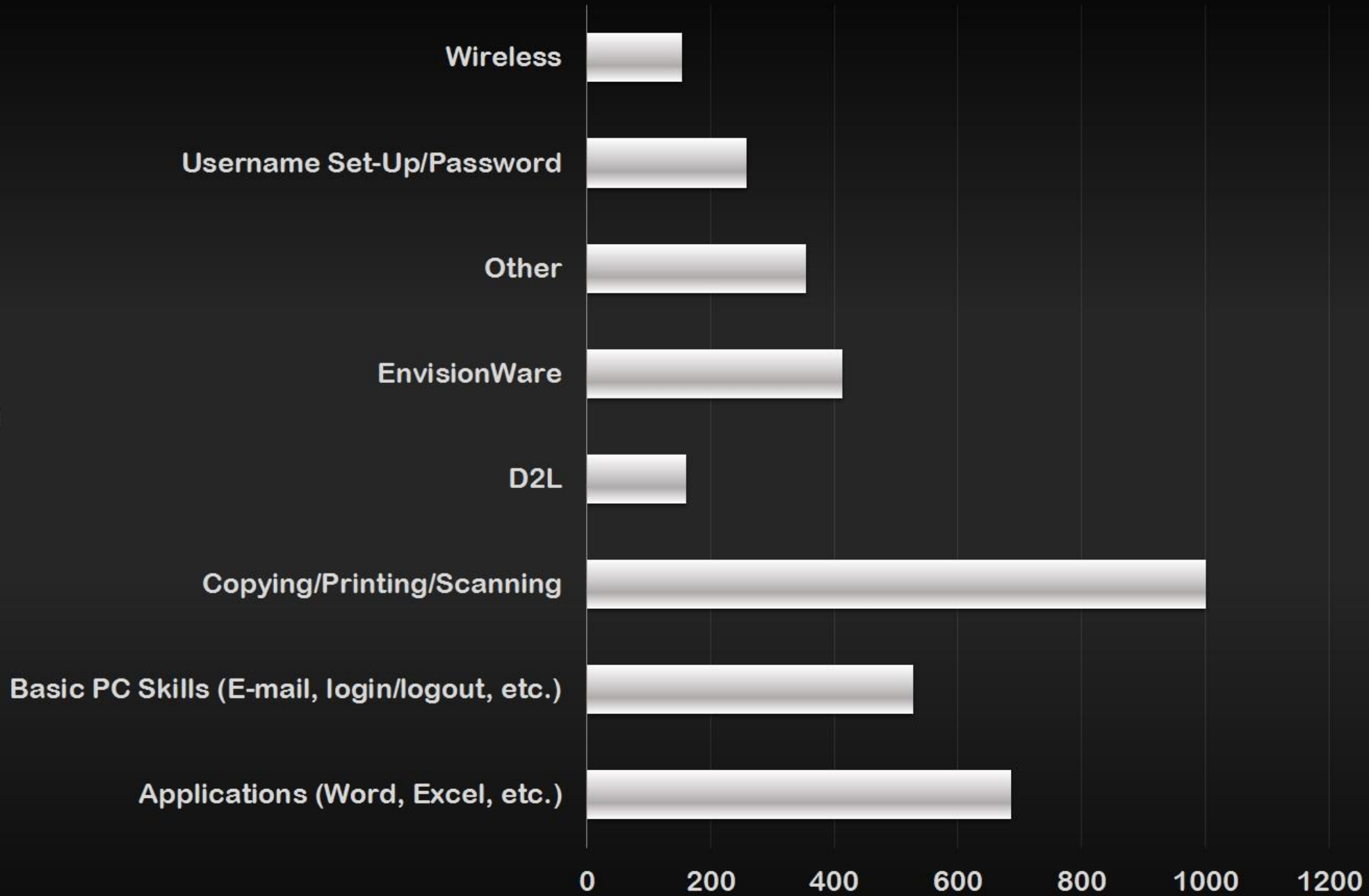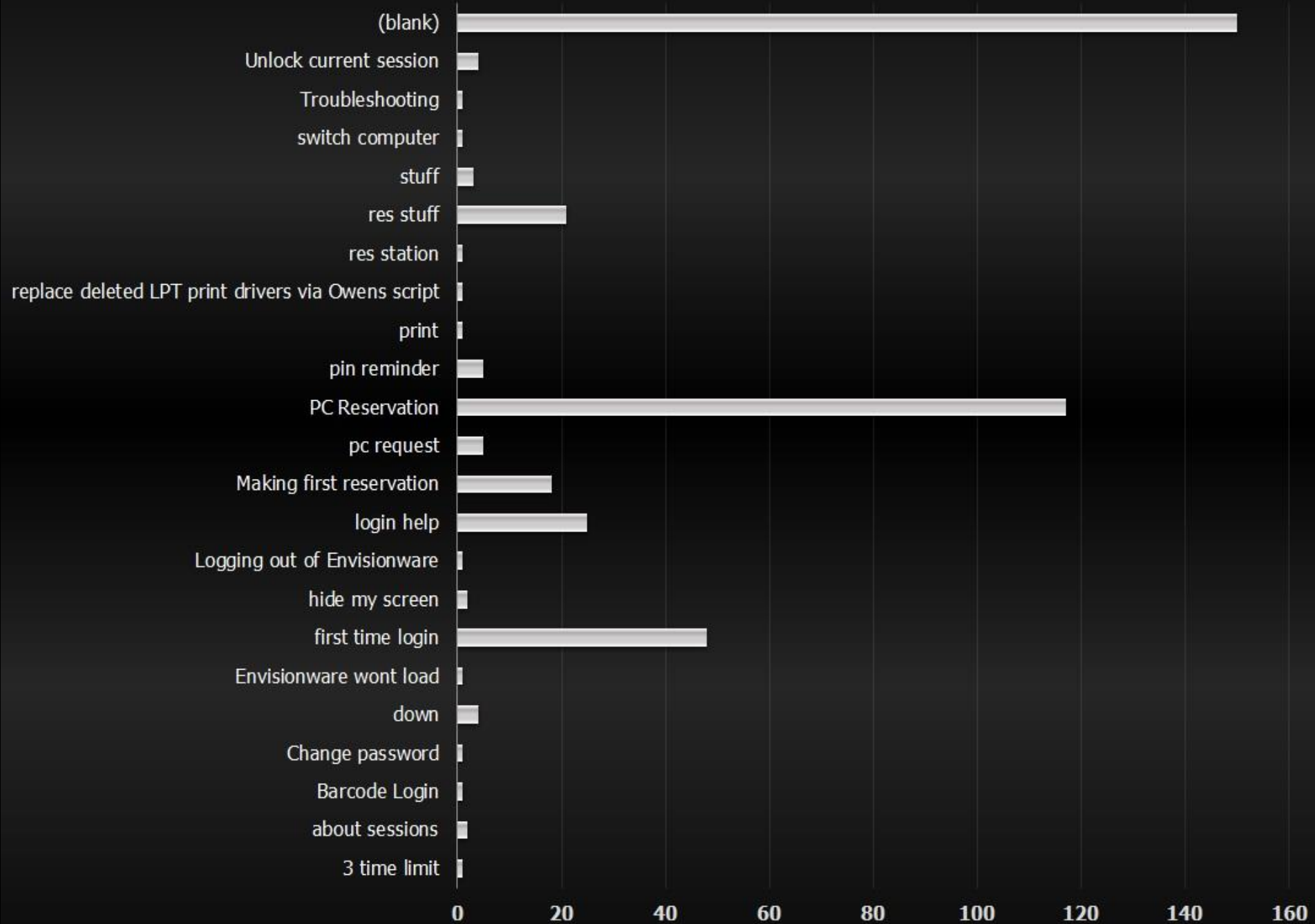### ... What kind of technical help was given?

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- ☐ Applications (Word, Excel, etc.)
- ☐ Basic PC Skills (E-mail, login/logout, etc.)
- ☐ Wireless
- ☐ EnvisionWare: [_____]
- ☐ Other: [_____] ⟵

Submit   *skip followups*

Other

Zipfile
working the Konica
wireless access
what Google Books is what it is not
web site
WARNING MESSAGES POPPING UP ON HER SCREEN
wanted to print from their personal laptop; demonstrated converting to pdf and priting from available computers
volume
Visual Basic Code
video upload for class
using Office365 download offer on Windows 810 laptop
using Acrobat Pro to format pdf for 2up printing
uploading video from classmates iPad to YouTube for public speaking class
uploading files into google drive
Unjamming the pencil sharpener.
tutoring center website
trying to locate a pdf of a document
troubleshooting no access to lab or student email for current student taking only consortium courses this semester
troubleshoot USB issue (phone chargers uoking all the juice from USB bus, flash drive not recognized)
Transferring documents from Smartphone to USB flash drive because patron did not remember email password patron did not...
the internet
Study room reservation
Star Tribune online job application thru partner website
SPSS Help
sound issue on computer
Settings
sending video file on cellphone to email
Scanner was not stapling
Saving Word document into USB flash drive
Saving a file into H drive but did not show up on H drive.
Room 132 projector
Retreiving unsaved Word document
restoring IE view from fullscreen and high zoom level
Require the current update version of JAVA to run a test for patrons employer
Registering for classes
reformatting tinyprint 4up PPT slide handouts as fullwidth 2up in Acrobat Pro
recovering files
Recover corrupted RTF file
provide Read Write Gold
printing from SPSS output window: be careful of what is selected when printing selected output
printer jam
portal issue
Portal
PC Reservation
overly complicated assignment to submit educational website annotations via a selfcreated Weebly site
online scheduling Securus video visitation of Ramsey Cty inmate
New Site eServices
mouse not working
MIS 100 Excel Cookbooking with Shelly Cashman
Maps direction
Looking for a Video editing software on lab computers
library Renewal
keyboard
Is printing in color free
internet options
Installing priter driver
ILL
How to turn onoff mobile data usage on Andriod smartphone
how to login to lab computers
How to Download Save files off email
how to connect laptop to extra monitor
headphones and YouTube
H: drive
Google Docs Print to PDF vs. Download As for Word export
finding library stuff on Old Site
finding CAE corner of Old Site via link from New Site
file saving
exporting PPT lecture slides to PDF to print large 2up from Adobe Reader
eServices to see Registration log
eServices to print class schedule
ERES
email set up on cellphone
eFolioMN
Efolio
downloading huge PDF textbook prior to attempting printing
download office 365
demo library part of Old Site
course registration
Converting Word into PDF, capture image into Word
configuring fresh install of Windows (8 or 10) on laptop, with new local user vs. setting up WiFi to sign in to existing Microsoft...
complain on how slow the computers are at logging in
checking to see whether or not microsoft project is on the lab computers
CCH Intelliconnect keeps dropping remote users, forcing them to login multiple times to finish their work
Bing images
Basic Question about saving documents to the computer as opposed to the H Drive
awkward CAE appointment web scheduling system
Audio on lab computers
Assist on
APA manuscript formatting
Adobe Premiere to convert .3gp audio to .mp3; Audacity to edit clip in mp3 format
Adding printer drivers to computers
Add a Printer
Accessing a mac

0   2   4   6   8   10   12   14

Tech Assesment Questions

1) What do you use computers for?
2) What do you do when you need help with technology?
3) What technology skills you you like to develop?
4) What devices do you use the most?
5) Where do you access technology the most? Home, work, school, other?

What do you do when you need help with technology? (at school?)

- Seek asst. from the desk!
- 2 SIDED PRINTER! SAVE SOME TREES!
- Drop kick the computer!
- Ask for HELP!

- Sit there and start crying
- think about ending it all

What do you do when you need help with technology?

google!

- I usually ask the librarians here at Metro. They know a lot more than I do.

I usually ask my brother he knows a lot

- use google to search for suggestions

Curl up in the fetal position and cry. me too

It's best to take a class!

Punch myself in the head

CRY

Youtube!

Scream @ my mom & dad

What do you use computers for?

- Homework ✓ · Job Search · Research ✓
- Printing assignments ✓✓ · Emails (Personal)
- Checking updates D2L · Facebook ✓
- WRITING PAPERS · Work email
- Finding online information — Online banking
  (PsyInfo)
  — Library Database
- Test — online dating :-) Search

Homework
On Craigslist
Checking
Emails

Print out Federal & state Tax
Forms — They are no Longer at
Libraries

Todos !!
Paun aqa lt/E/-/
Esauch fn

What do you use Computers for?

print outs
use my computers for the rest ♥~

- Mapping out bus Route info. — School work
- Creating outlines for essays — Communication

Intelligence

- Writing book "The Cure for Divorce"
  In The Church
- Research !
- Games — To play a game
  Called moviestar Planet
- To play dora
  — to Reserch
  — for spell check

Needs Assessment

- Tech Needs
- Learning Needs
- Goals
- Interests
- Attitudes

How can we better meet the tech needs of our patrons?

- Allow for extended laptop loan periods
- Train staff and student workers
- Alter computer help desk service model
- Make adjustments to Desk Tracker

Thank You!