

WW1 Website - Feedback Survey (April 2008)

1. Introduction

Dear Colleague,

The aim of this survey is to gather feedback from you on the current design of the WW1 website. Please tell us how well organised the site is, how easy it is to use, and any suggestions you have on how we could improve it.

Please don't feel constrained in terms of giving us feedback. We are half way through the project and still have time to change things - we'd rather get it right now, so please give us all your thoughts on how we could improve the service.

Many thanks for participating in this survey - your input is very much appreciated and is of great value to us.

Best wishes

WW1 Project Team

2. About you

Please tell us a little bit about yourself.

1. First Name:

2. Last name:

3. E-mail address

3. Scenarios

The next six sections of this survey present you with some scenarios that involve using the WW1 website.

To undertake these scenarios please go to the website using the link provided in the scenario, and perform the suggested tasks.

Once you've spent a few minutes undertaking the tasks please come back to this survey to tell us what you thought of the experience.

4. Scenario: First impressions

Scenario: First impressions of the website

A colleague has just sent you an e-mail that reads:

Morning!

I was looking through some mails this morning and was sent the link to this site about WW1 poetry:

<http://poppy.nsms.ox.ac.uk/>

Regards, Jill

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Please go to the WW1 website suggested in this e-mail, spend no more than 30 seconds exploring the system, then come back to this survey to answer the following questions:

4. Please rate the system in terms of how visually appealing you find the design.

Very good

Good

Neutral

Bad

Very bad

5. From these initial impressions do you have any general comments, or suggestions regarding how the system could be improved?

5. Scenario: Searching for resources

Scenario: Searching for resources using the WW1 website

A few days later you're working to pull together a presentation on Isaac Rosenberg, specifically on his poem "Break of Day in the Trenches". You think it would be a good idea to liven up your slides with some resources in the WW1 website, specifically images of the poetry manuscripts to do with the trenches on the Western Front".

Please imagine this is the case and go to the WW1 website to find images that you could use in this presentation. You'll need to perform searches and download some resources to your computer. To do this please go back to the WW1 website here:

<http://poppy.nsms.ox.ac.uk/>

When you spent a few minutes doing this task please return to this survey to answer the questions below.

6. Please rate the system in terms of how easy it is to FIND resources that you are interested in.

More work DEFINITELY needs to be done

More work MAY need to be done

Neutral

No more work is needed

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7. Please rate the system in terms of how easy it is to DOWNLOAD resources that you are interested in.

More work DEFINITELY needs to be done

More work MAY need to be done

Neutral

No more work is needed

8. With respect to searching for and downloading resources, do you have any general comments or suggestions regarding how the system could be improved ?

6. Scenario: Printing

Scenario: Printing materials using the WW1 website

Later you remember that you wanted to show someone an example of a Rosenberg poetry manuscript of "Daughters of War" that was actually written in the trenches on salvation army paper. You are meeting them for coffee later and will not have a computer. You decide to print out an image of the manuscript for them.

Please go back to the system:

<http://poppy.nsms.ox.ac.uk/>

to find this resource and print it off to take to the meeting described above.

After you've spent a few minutes undertaking this task please return back to the survey and answer the questions below.

9. Please rate the system in terms of how easy it is to use to obtain prints that can be used in face to face meetings.

More work DEFINITELY needs to be done

More work MAY need to be done

Neutral

No more work is needed

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10. With respect to using the system to print resources, do you have any general comments, or suggestions regarding how the system could be improved?

7. Scenario: Favourites

Scenario 3: Marking resources as 'favourites'

You might have noticed that the system allows you to find resources and mark them as 'favourites'. You can browse and search the system and then use the 'favourites' functionality to pull together a small set of resources that you are interested in.

Please go back to the system:

<http://poppy.nsms.ox.ac.uk/>

find at least 5 resources and mark them as favourites.

When you have done this please navigate to the link on the left of the screen titled 'My Favourites' and use this page to change the order that the resources appear on the screen.

After you've spent a few minutes undertaking these tasks please return back to the survey and answer the questions below.

11. Please rate the system in terms of how easy it is to use the 'Favourites' functionality.

More work DEFINITELY needs to be done

More work MAY need to be done

Neutral

No more work is needed

12. With respect to the 'Favourites' functionality (including the ability to change the order of resource), do you have any general comments, or suggestions regarding how the system could be improved?

8. Scenario: Advanced search

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Scenario: Advanced search

You are interested to know what poetry was written during the "Battle of the Somme" (1st July to the 18th November 1916).

Please go back to the website:

<http://poppy.nsms.ox.ac.uk/>

and use the 'Advanced search' functionality to find any poems written during this time. If you have time please experiment a bit further with 'Advanced search'.

After you've spent a few minutes undertaking these tasks please return back to the survey and answer the questions below.

13. Please rate the system in terms of how easy it is to use the 'Advanced Search' functionality.

More work DEFINITELY needs to be done

More work MAY need to be done

Neutral

No more work is needed

14. With respect to the 'Advanced Search', do you have any general comments, or suggestions regarding how the system could be improved?

9. Scenario: Compound objects

Scenario: Working with compound objects

You need to visit the archives at the National Library of Wales to see the Edward Thomas collection for some research you are doing but you can't get there. You are particularly interested to see what is in an item on the handlist called "Notebook Containing Drafts of 27 Poems, 1916", as you are looking for versions of the poem "It Rains" which was written in 1916.

Please go to this notebook at the Internet address:

<http://poppy.nsms.ox.ac.uk/cdm4/document.php?CISOROOT=/ww1&CISOPTR=1130&REC=3>

Try to:

- View information about the notebook as a whole and the information about pages within the notebook
- Use the 'compare image' functionality to find any differences between two version of "It rains". (Hint: you will need to add two versions of the poem to your 'Favourites' and then use the compare option in the Favourites page).

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When you have spend a few moments undertaking these tasks please come back to the survey to answer the questions below.

15. Please rate the system in terms of the information provided about the compound object as a whole, and information about each object in the grouping.

We are particularly interested in your views on the terminology used, and whether there is too much or too little information

More work DEFINITELY needs to be done

More work MAY need to be done

Neutral

No more work is needed

16. Please rate the system in terms of the functionality provided to help you compare objects.

More work DEFINITELY needs to be done

More work MAY need to be done

Neutral

No more work is needed

17. With respect to the 'Compound Object' functionality, do you have any general comments, or suggestions regarding how the system could be improved?

10. Overall evaluation

Please use this question to tell us about your impressions of the WW1 website as a whole.

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* 18. How well designed you think the WW1 website is in terms of the following criteria:

	Very good	Good	Neutral	Bad	Very bad
Simplicity (Simple & straightforward to use):	jn	jn	jn	jn	jn
Searchability (Being able to find items easily and comfortably in the digital library):	jn	jn	jn	jn	jn
Navigability (Being able to easily move around the digital library):	jn	jn	jn	jn	jn
Terminology and Information (Relevant terminology and information for using the site):	jn	jn	jn	jn	jn
Access time (Not having to wait a long time for information to load):	jn	jn	jn	jn	jn
Consistency (consistency of appearance, terms, words, and actions):	jn	jn	jn	jn	jn
Readability (Readable & uncluttered information):	jn	jn	jn	jn	jn
Visual Presentation (Presentation of web pages, images, text etc.):	jn	jn	jn	jn	jn
Flexibility (Being able to perform the same task via different routes, for instance different ways to search for the same item):	jn	jn	jn	jn	jn

11. Finally

19. Thinking about your overall experience of using the WW1 website, do you have any further comments, or suggestions that could help us improve the WW1 website?

Please do not hold back in sharing your impressions, we really do want to find out about any issues now rather than later!

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20. Lastly, thinking about people that you know who might use the WW1 website, can you think of any scenarios that we have not covered in this survey?

Please briefly describe below