YALE DIGITAL CONFERENCE 2019

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INSIDE YALE’S FIRST UX RESEARCH LAB
Taber Lightfoot, Jenn Nolte, Sylvia Pérez
What we’ll cover

- Partnership
- Pre-lab challenges
- Journey to opening Lab
- What do we do there?
- Why does this matter?
- How can you get involved?
Library + IT
user testing
Library + IT

user testing
Library + IT

user testing
The Pilot

- Create a proposal
- Get approval
- Test it out for a year!
Goals

- Provide a space to conduct testing and more!
- Strengthen the collaboration around the Yale community
- Advocate for user research and user-centered design practices
Pre-lab Challenges
Library Pre-Lab Challenges

- Too much schlepping
- Lack of available spaces
- Lack of dedicated equipment
ITS Pre-Lab Challenges

- Location
- Quality of spaces
- Scheduling
Journey to opening lab
Journey to Opening

- Peer Reviews
- Proposal
- Supplies
Peer Reviews

- MIT
- Duke
- Harvard
- Accessibility and usability consultants
- Lab started out as assistive technology lab
- Location was not central to campus
- Mobile lab worked best
Assessment & User Experience at Duke University Libraries

Emily Daly
Head of Assessment & User Experience

- Based out of the university library
- Focus on virtual and physical spaces
- Started with small budget
- Now go where the users are
- User research space to coordinate usability testing efforts
- Dedicated assistive technology
- Two recruitment pools
- Open to Harvard community
What do we do here?
Library

Right now...

- Usability testing

In the future...

- User interviews
- Focus groups
- Design charrettes
- Card sort exercises
ITS

- Usability Testing
- User Interviews
Why is it important?
Organizational Capacity

Spending less time schlepping

+ 

Making recruitment faster and more efficient

= 

More time to do more testing!
Peer reviews showed a pattern of:

no lab >> physical lab >> virtual lab
How can you get involved?
IT Monthly User Testing

● Once a month
● No cost
● 3-5 projects a month
● Usability testing, design impression testing
● Website, application, designs
● Email uxresearch@yale.edu
Library User Testing

- For any and all library services
- No cost for library staff
- Offered by Assessment & UX Research group
- Usability testing by request
- Email uxresearch@yale.edu
Interested in participating in user research studies at Yale?

usability.yale.edu/uxresearchlab/participate
uxresearchlab@yale.edu
Yale UX Community of Practice

Join us! Sign up to attend a meeting

http://schedule.yale.edu/calendar/UXRL/yaleuxcop

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