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Creating a User-centric ETD Experience

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Creating a User-centric ETD Experience

Bethany Nash & Melanie Kowalski

Quantitative and Qualitative Measurements

- Exit surveys at instruction sessions
 - To evaluate sessions and fine tune outreach and instruction strategies
- Debriefing instructors after sessions
- Feedback from school administrators
- Review of help tickets at end of semester to determine areas for improvement

Scholarly Communications' Evolving Suite of Services



- Office hours in Research Commons for 4 hours per week
- Skype consultations for off-campus students

Background

- ETD program began in 2007
- Older submission site needed a facelift for improved functionality and usability
- Current staffing levels prevented complete redevelopment of site
- Core staffing of program includes
 - Two Research Library Fellows each at 30% of her time
 - User Experience Librarian/ETD Coordinator at 30% of his time

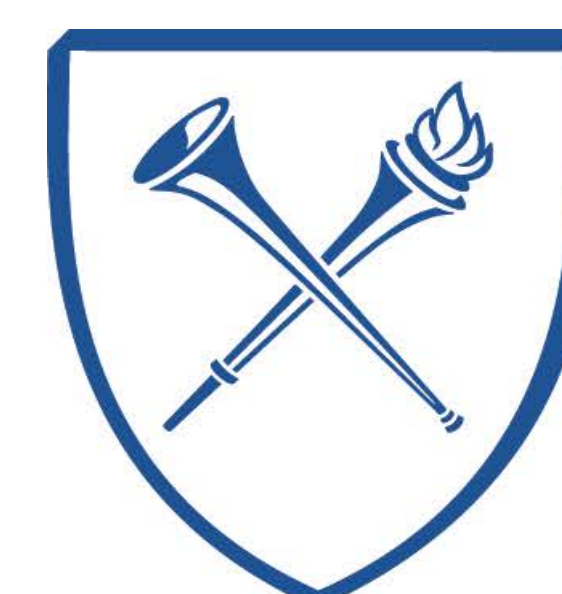
Improved Outreach & Instruction

- Informational videos posted online for anytime access
- Increased promotion of sessions through emails to school listservs and inclusion on the library's online and on-site calendars
- Copyright sessions now scheduled early in each semester
- More hands-on submission workshops scheduled based on school submission deadlines and with a representative from the Scholarly Communications Office at each session
- Documentation available on Libguide, ETD website, and Library Service Desk internal website
 - Helps front-line library staff address basic ETD questions, students and University staff outside library find answers to their questions, and future ETD coordinators quickly understand and maintain ETD processes

Submission Site Update

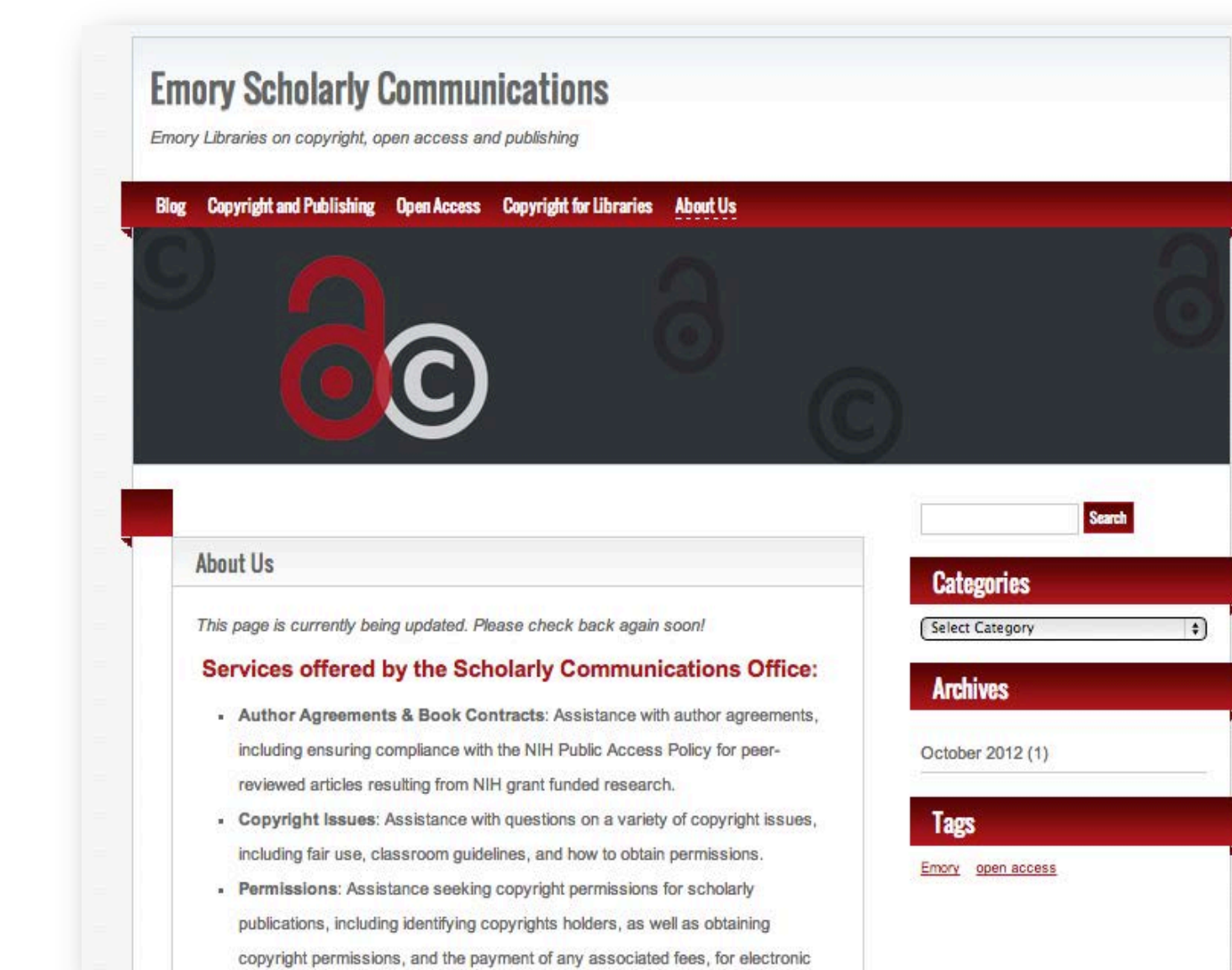
- Site changes based on:
 - Usability testing
 - Analysis of common problems encountered during submission process
 - Initial testing with students
 - Soft roll-out to school program administrators
 - Feedback, bug identification, training on new system
- Features of the updated site include
 - Simpler system that is less prone to errors
 - Less text wherever possible
 - Increased functionality for school program administrators to lessen reliance on ETD coordinators for routine processes

The screenshot shows the Emory University Electronic Theses and Dissertations website. At the top, it says "EMORY Electronic Theses and Dissertations" and "Welcome to Emory University's Electronic Theses and Dissertation repository." Below this is a search bar and a "Login" button. The main content area is titled "Electronic Theses and Dissertations" and includes a "SEARCH EMORY UNIVERSITY REPOSITORY" section with a search box and a "Go" button. There are also links for "About Us", "Frequently Asked Questions", "ETD Help", "Policies and Procedures", and "Copyright and Patents". A "CALENDAR" section lists submission sessions for various schools. A "NEWS AND ANNOUNCEMENTS" section provides information about the submission form and a disclaimer. A "Recently Published" sidebar lists several theses with their titles and authors.



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Scholarly Communications Web Presence



- New site covers copyright and publishing for faculty and students, open access, copyright for librarians
- New site reaches broader audience and provides more support to students

Next Steps

- Continue usability testing for future website improvements
- Review program workflow to identify ways to help students and administrators, consolidation or elimination of paperwork where possible, redesign of process as necessary
- Improved back-end functionality for ETD and school administrators
- Redevelopment of copyright sessions based on ACRL Immersion