

# User Research Plan

## Assessing findability

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[ names of project stakeholders and any team members involved ]

### Project background

Having started in summer 2013, we want to catalogue and assess the state of the tools that this services provides to the scientific community via its website. We're specifically looking at tools with web interfaces, with a view to improving them.

### Research goals

We want to assess the current findability of a range of tools from Service M. We suspect that findability of Service M tools is one of the key things that negatively affects their relative user experience.

### Research questions

Can participants find tools X, Y, Z \* on the current website?  
How long does it take participants to find tools X, Y, Z \* in these circumstances?  
What about via search engines like Google / Bing / etc?  
And via internal search?  
What can we learn from query structure & patterns?

### Methodology

Tree test (online); search based on tool names and descriptions; survey data; inference from server logs  
(\* select top 20 tools from Tools audit)

### Participants

TBA

### Schedule

TBA

### Script

TBA