

April 6, 2022

Curtis Kularski  
Data Analyst  
Career Services

Dear Curtis:

With this memo, I convey the usability study I prepared as an assignment for ENGL5181 Writing User Documents under the supervision of Dr. Greg Wickliff during the spring 2022 semester. I, along with the other students in the course, appreciate you and your colleagues in the Career Center providing us with the opportunity to practice and hone our usability testing skills on the "Competency Compass." We appreciated speaking with you on March 16 to respond to our questions regarding the application, its purpose, and your goals in improving the interface in advance of the fall 2022 SOAR sessions.

My goal with this project was to analyze the usability of the "Competency Compass" by first presenting a series of tasks to a variety of students, staff, alumni, faculty, and employers to perform and observing their successes and failures in completing the tasks. Then I posed a series of questions to each participant about the application's name, purpose, marketing, and effectiveness to gain additional insights. I conducted usability tests (varying in length from 30 minutes to 1 hour and 45 minutes) of the site with seven individuals. After analyzing the results from my notes and the recordings of the Zoom sessions, I developed nine major recommendations, which are shared in the attached pdf report.

Student participants had a difficult time understanding the purpose and content of the application. They requested additional introductory information about the application and a descriptive, more appealing name as well. They suggested the "Competency Compass" be more integrated into the Career Center website. All of the participants were overwhelmed by the number of unorganized entries. In addition, they found that the entries, stars, tags, and activities lacked consistency. They wanted additional contextualized links to the authoritative sources such as the course catalog, NinerEngage, Hire-a-Niner, etc. They recommended that the Career Center conduct an extensive marketing campaign in the fall to bring the resource to the attention of UNC Charlotte students at all levels.

I am delighted to present this usability study to assist you in improving the "Competency Compass" for the benefit of UNC Charlotte students. If you have any questions, please feel free to contact me at [amoor168@uncc.edu](mailto:amoor168@uncc.edu).

Sincerely:

A handwritten signature in blue ink that reads "Anne Cooper Moore, Ph.D." with a small flourish at the end.

Anne Cooper Moore, Ph.D.  
Dean, J. Murrey Atkins Library