SPELLING ERRORS, BROKEN LINKS, & FRANTIC CHATS **Fixing Library Tutorials through** FEEDBACK $\star\star\star\star$

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SCIL Works | January 17, 2020





TUTORIALS AT CSUDH

https://libguides.csudh.edu/tutorials





STUDENTS

Completed the tutorial.

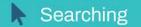


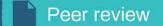
INSTRUCTORS

All sections assigned the tutorial.













AVERAGE

Score out of 100 for first response.



HELPFUL?

Strongly agreed or agreed.





Aw, snap!

Something went wrong.

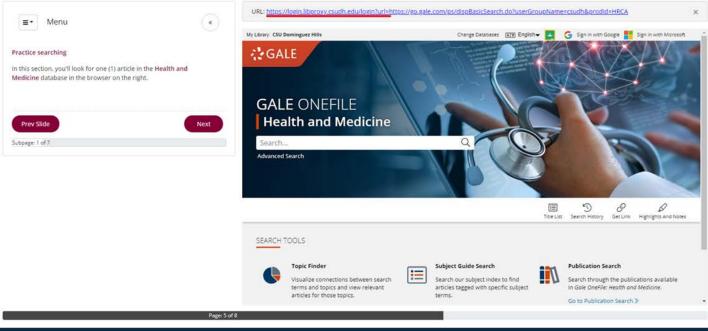
Learn more



HEA 201 Library Tutorial



Practice searching in health databases



TIP

Ask Springshare for help! Their support team has been very responsive and helpful. Developers want feedback too!





Initial Question: Hello, I am taking the online Library Tutorial and I am having trouble looking for the Journal. It instructs that I find a Journal with the follower International Journal for Equity in Health (Vol.18, Issue 1) Publisher: BioMed Central Ldt

Hi sorry to hear that

what tutorial are you taking right now?

User: HEA 201 Library Tutorial

Librarian: OK, just a moment while I try to replicate the issue

User: ok, thank you

Librarian: OK, I think I caught up to the slide you are on

can you see a picture on the right side of the screen with a heading "WHICH JOURNAL WAS IT PUBLISHED IN?"

User: yes

Librarian: hmm, it's not acceptign any of m yanswer either

one more sec while I try something

OK, try this answer:

International Journal for Equity in Health

and see if that works...

User: Yes that was it.. Thank you so much

Librarian: No problem! I'm going report this slide to the tutorial person to see if they can make it a little smoother:)

can I help with anything else?

User: No. Thank You

Librarian: OK. Hope you have a nice evening!

TIP

Share a text version of tutorials including answers with reference staff. We use a shared Google Drive!



My Drive > ••• > Tutorials & Videos > LibWizard Tutorials (text versions) -

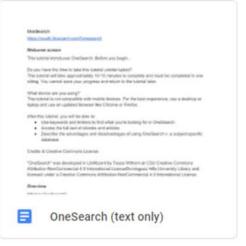




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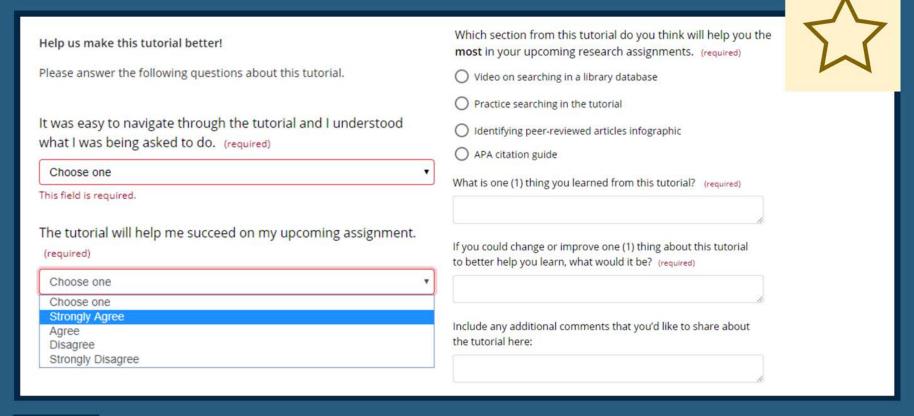




TIP

Copying text can also help you catch small details like spelling errors and preserve your content.







Ask for feedback with open questions like "If you could change or improve one (1) thing to better help you learn..."



more videos or audio, especially for APA section

page won't load

"When answering the multiple choice questions and I get it wrong, I think giving more hints or reasons why I was wrong would help"

"Had trouble connecting when doing the hands on part. I couldn't connect to my account so i had to open the link to another tab."

length

more examples or clarification



QUESTIONS?

Contact me!



