



**User-Centered Audit:
Findings &
Recommendations**

TASAWAR SHAH - ENGL-502-001 - FALL 2025

THE CENTER FOR TEACHING AND LEARNING (CTL)



Website chosen for audit: I chose UNM's Center for Teaching and Learning (CTL) website for the audit. It can be found at the following URL: <https://ctl.unm.edu>



Typical users of the website: The typical users of this website are mostly unnm related people. The primary users include unnm undergraduate and graduate students, instructors & faculty, and unnm staff supporting teaching and learning. The secondary users include external/occasional users.



TYPICAL USERS

Students

One-on-One Consultations

How to request support for their academic and professional challenges including writing, assignments, data support, presentation skills, job materials and job interviews, and many more.

Workshops & Events

Upcoming professional development opportunities, often focused on technology, accessibility, or evidence-based teaching practices.

Technology Tools

Help with Canvas, Zoom, Kaltura, accessibility tools, and other instructional technologies.

Unm faculty, instructors, and teaching assistants

Teaching Support & Resources: Guides on course design, active learning, assessment, inclusive teaching, and pedagogy.

Workshops & Events

Upcoming professional development opportunities, often focused on technology, accessibility, or evidence-based teaching practices.

Technology Tools

Help with Canvas, Zoom, Kaltura, accessibility tools, and other instructional technologies.

MY INITIAL IMPRESSIONS



Clear mission and purpose – The “About” section gives a strong, readable mission statement: CTL aims to foster inclusive, compassionate, equitable teaching and learning.



Wide range of services for different audiences – It’s clear there are dedicated resources for undergraduate students, graduate students, and instructors, which shows CTL’s commitment to serving the whole campus community.



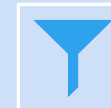
Support for online and hybrid learning – CTL promotes tools such as the “Online Learning Excellence Framework,” Canvas templates, and media support (Kaltura), which is increasingly important for digital and remote learning.



Underused Visual Space
Some sections feel empty, and incorporating images or icons would improve balance and engagement.



Use more visuals and less text-heavy pages
Some pages—especially resource-heavy ones—are very text-dense. Incorporating **icons, infographics, or summary cards** would make content easier to scan and more accessible, especially for users who are browsing quickly or on mobile devices.



Improve search and filtering for resources
With many types of services and resources, a **search bar or filters** (by user type: student, faculty; or by need: writing, tutoring, online learning) would help users find relevant help more efficiently.

Well Organized by Role
Tabs for *Instructors*, *Graduate*, and *Undergraduate* audiences are clear and helpful.

Relevant Resources
Users easily found tutoring, workshops, syllabus templates, and consultation services.

Well-organized content: Users found relevant sections (academic support, workshops, consultations) relatively easily.

Content Hidden Behind Clicks
Resources like “Graduate Teaching Academy” were not easily discoverable.

Broken/Outdated Elements
Links felt “dated,” content sometimes disappeared after refresh, and layouts had “dead space.”

Small/Unreadable Text
Writing resources were described as “tiny” and difficult to read.

USABILITY FINDINGS

RECOMMENDATIONS TO THE ORGANIZATION



Improve Search Functionality
Add a CTL-specific search filter to provide relevant, focused results.



Improve Visual Design
Reduce dead space, fix broken layouts, and enhance text readability.



Cognitive load & user flow
Users had to “explore a bunch of pages” to find specifics—indicating high cognitive effort.



Wayfinding & signposting
Users got lost between sections (e.g., looking for syllabus help under “Ideas for Teaching”).



Technology & Content Freshness
Users felt some content was “dated” and search results were old.

PRIORITIZED ACTION PLAN

Priority	Area	Suggested Action
High	Search Functionality	Implement CTL-scoped search with filters.
High	Navigation Clarity	Revise IA based on card sorting; add breadcrumbs & quick links.
High	Mobile & Accessibility	Improve responsive stability, contrast, font size.
Medium	Visual Design	Reduce dead space, apply consistent grid, increase visual grouping.
Medium	Content Freshness	Add “last updated” dates; review and archive old content.
Low	Advanced Features	Add interactive elements (e.g., “Resource Finder” tool by user role/goal).