User Experience Research Internship

Overview

BU Libraries operates an extensive online presence for discovery and access to scholarly works, connecting with our subject specialists, research services, and finding locations for study and learning. As we seek to continuously improve our websites, we're looking for a motivated intern to work alongside our Web Services team to expand our user research efforts and design better experiences for our community.

Potential Responsibilities

While some background in research methods may be helpful for this role, we'll work together for training and in developing skills around these responsibilities.

For one or more of the Libraries' websites and services:
- Design user research tests and studies
- Recruiting and publicity for outreach to student participants
- Observing or conducting usability tests, brief interviews, journey mapping, other forms of inquiry
- Processing, coding, and reporting on testing session results
- Advising on potential improvements to our sites based on this research and other available data

Work with Libraries’ staff to develop a more robust user research program through:
- Student driven participatory design sessions
- Establishing a more frequent and visible presence in obtaining feedback and insights
- Producing or editing summary and detailed reports for the appropriate audience

Professional Growth and Learning Opportunities

- Applying user experience research methods and obtaining new techniques through practice
- Analyzing data collected and reporting results
- Exercise critical thinking skills and producing research reports
- Translating research into design improvements that are visible and used heavily by fellow students
- Working collaboratively in a team environment and individually

Supervision

Reports and works directly with the Libraries Web Services team. Will work closely with other Libraries’ staff including the Web UX Group, participating in meetings and other activities.

Hours

Hours are flexible, 6-8 hours per week during the semester (90 hours total), and can be scheduled between 9am-5pm Monday-Friday.