Welcome, folks. Good afternoon and thank you for joining us. My name is Ana Cackley, I'm the communications assistant, and on behalf of Atla, I'd like to welcome you to today's program, taking comments and making clarity, a website usability study. Before we get started, I just like to point out a few features of the webinar interface. By default, you'll be listening in using your computer's computer's speaker system, but if you would like to join by phone, that is perfectly fine as well. Um, at the bottom of your screen you should see a control panel. It has the chat box, which you can use to post any questions for the speaker comments or technical difficulties. You can send in questions at any time during the presentation, we'll collect those and address them during the q&a session at the end, we do now have live transcripts. And if we are very lucky we may even have closed captions on this video. But if not, you can go up to the top left corner of your screen where you will see live on custom live streaming service, click on that, then the little carrot. To view custom live streaming service, and a transcript will pop up in a new screen. We will also make that transcript available on our on demand learning. On Demand learning web page. Also on our on demand learning web page will be the video of this presentation is being recorded and all participant all all registrants will receive an email notification
Christy Karpinski 03:59

Okay. Um, so, the Atla Digital Library is a discovery tool that brings together digital collections from multiple institutions into one search interface. We pull metadata records from read medical records for the collections into the digital library, and then we link out to where the item lives in the original contributing collection. It’s a pretty simple website but it’s not the most familiar way of accessing content for a lot of users. So we wanted to make sure that the site was easy to use, and make sure users could understand what it was and how to access the resources that were included. So To this end, I decided to conduct a really simple usability test. So what this test was, was a qualitative test of the overall usability of the digital library with the intent of finding out what users overall experience of trying to find resources was. So our purposes and concerns were are the users able to find and use the search tools for the site. Could they refine their search using our filters which filters did they use. Did any of them, help them achieve their goals and kind of generally what the participants could tell us about their usefulness as they were using them. And ultimately, our users able to get to the full item at the source institution. So the first step in coming up with our plan for our usability test was to identify who our target audience is and what the typical kind of tasks that would perform. So our audience for our website, is anyone who wants to come use the site, but the target audience is kind of who is it Who is it that we intend the site, specifically for so who’s the most likely users of the site. And we want to make sure we want to target the design towards them. And then what are the typical kinds of tasks they’re likely to perform. So we thought about the Atlas membership libraries, who are contributors, and we thought about who their target audiences. And we considered that kind of to be Our primary audience and from that we came up with that it’s most likely students, and within that it’s probably more graduate students and undergraduate students, and it may also be faculty, and the most common tasks that we came up with were research, or possibly finding materials to include in some sort of presentation. So we then asked Atla member reps to help us find potential participants. We created a screener survey. So that is something to help you identify people who would be part of your target audience. You ask questions to get a sense of who they are. So we had our member reps, distribute the screener to students and faculty, the kinds of things that we asked about or their library usage for online versus in person what types of activities that they do in the library what tools, have they used what computer and software usage so their own computer but also just software they’re familiar with. And we also asked if they’re okay being recorded during the session
because if not, that would rule them out completely. Part of the goal of creating a screener like this, is to find participants that fit your target audience but without actually giving away what you’re looking for. So you don’t want them to try to fit your criteria so that they can get into the survey or you don’t want to skew what their answers are so you kind of include a lot of different questions, not just the ones that fit the criteria you’re looking for and you try to word them in a way that doesn’t lead them towards what you’re looking for. And you also don’t want to let them know what you’re going to be testing, because you don’t want them to be going and looking at as I hadn’t. So, once I did that and I found, who our test users would be, I mean, once I got the results I looked for a diverse grouping across the type of student they were the type of computer operating system they had, and their libraries edge, and another piece of that, that I forgot to mention was that, it’s really common practice to offer an incentive for your users, and you kind of put that out there with the screener and say you know if you are chosen to participate. We’re going to give you a Amazon gift card, or perhaps it’s if you did this in person maybe it would be a cup of coffee, or just and it can really be anything and the idea is kind of establish it an indication of the relationship. So once I had my participants chosen and we had communicated and set up times the next thing to do would be the actual test, and often usability website usability tests are done in person, where you would actually have sort of a lab up or just a computer station set up with software that would record the audio and the video or video cameras pointed at the user as they’re using the computer, the idea being you want to see what they’re doing on the screen but you also want to see sort of their responses as they go. And you want to document what they’re saying. So, you then also have typically an observer, or two, or three, and they just watch so the facilitator is the person who interacts with your participant and then observers just take notes. Basically more minds to notice things and take note of things. And, it typically involves scheduling the participants back to back because set up a specific space you’ve gathered all that equipment, and scheduled all that time so you kind of want to have all your participants in that same day. Back to Back to make best use of that time. And you typically would need a backup person in case somebody didn’t show up, you would still be able to get the number of participants that you needed an alternative to this would be using zoom, which is what I ended up doing. And this is probably the way you would do it now, this I did this back in January and February, but now it probably be even more likely that you’d want to do a test remotely, and the benefit doing on zoom are the user is on their own computer and probably in a typical environment that they would be accessing our website. So from home or from wherever but using their own computer so you get you get that sort of information factored into the their experience as well. And it’s really easy to fit into their schedule, I had a couple times where we needed to reschedule. One person who just did never show up, and it was really easy to pick a new time within my schedule because it was very easy just to get onto the call and start doing the test with the person, but also when the person that didn’t show up, or disappeared. It was very easy just to find
the next person on our list of possible participants and get them set up and going. You don’t have to worry about the physical location you don’t have to worry about having a backup participant. You don’t need the computer set up the viewing monitor the recording equipment all that it all just happens on your computer and their computer and observers also become optional so you don’t have to schedule in those people to fit in the timeframe, either because they can always, you’re recording everything. And so the observers can actually observe later and take their notes that way. Some other components of our test and of testing in general are to come up with a script. The idea there is that you’re going to keep what you say consistent, and it also helps you ensure that you share the necessary information and don’t say things that could give the feeling that the person’s being tested versus the site, that’s a big thing in doing this you always want to be careful how you word things you don’t want the person to feel like it’s a test of them. And so just by planning out your words carefully and then reading from them. That helps ensure that doesn’t happen and keeps things sort of consistent. Another thing that you would have is an consent to record so we asked them and they said yes but we also just went ahead and created a Google form that they agree they clicked to agree to just a more to formalize that a bit more. And then there’s something called the thinking aloud protocol, which is really kind of one of the biggest ways you’re going to get feedback from a usability test and that it’s really just the idea that the user is supposed to say whatever goes through their head. So as they start to do the task as they’re using a slight stream of consciousness, all the thoughts out of your mouth is what you’re hoping for. And the more that they do that the more information you’re getting about how they’re making decisions why they’re getting stuck somewhere. If they misinterpret some text, you might not know that if they weren’t saying it out loud, they may just find the solution and move on but you wouldn’t know that there was a problem. So you really want to encourage this. And part of getting that going is giving them this protocol to read out loud to get them talking, essentially and get them in sort of that verbal mode. And I think this probably matters even more if you were doing this in person. It seemed to me that by doing it on zoom everybody was already ready to talk and engage and and I would say the other piece of this is you need to remind them as as your test goes on, especially if the person is a bit introverted, you might have to remind them to say Oh What are you thinking while you do that. Or can you tell me what’s what’s going through your mind. Um, and then lastly the other piece that you need are your actual scenarios that they’re going to do during the test so these are the tasks that you’re giving to the user to perform on the website, and their whole. I’m sure there are whole books on this actually but there’s all kinds of information and about how to get these perfect, but the main intent is that you want them to be neutral so you don’t want the question to be leading them towards the answer. But you also don’t want to pull in things that you’re not meaning to so one of the things that’s really emphasized is that you don’t make them too personal. Like You don’t say. You and your mother going to the store, you know you don’t bring in relationships that might
be in their life that might have other other feelings and thoughts attached to you stay is sort of neutral and specific to the task as you possibly can. And you give them the task to have with them while they perform the task so I did all of these things as Google Docs and shared them as I went so I would give them a task one at a time. They’d read over it and they could have it open in a tab. Then go to the library and accomplish the task if they got stuck or couldn't remember the specifics they could always jump back to the task. So at this point, I then ask them to share their screen so they had their tasks, they had the website, shared their screen, and I started to record the session. And they went through each of the tasks, until all the users had done the tasks. So, and so then once you’re done, and you’ve got all of that. All those sessions recorded. You then are going to make use of the notes that you took while things were happening, and you would go back and sort of rewatch the recordings, which is what I did. And using those notes and a list of all the issues that came up so places where users struggled, or got stuck or even just commented about something being confusing. You can get other people on your team to help with this so they could also watch back through the session, and you’re really you’re looking for things like which tasks or areas of the task were completed successfully. How long did it take to complete them. Did it take them multiple attempts. Were they successful but slow going, what path did they take, was it the path you expected them to take. Did anything you know what kinds of things happened when they took the wrong path or, or, went in an unexpected direction. Did they get frustrated. Did they misinterpret the meaning of anything. What parts of the interface did they use or attempt to use, and just kind of generally any sort of comment so there’s a lot, lot to take in and make use of. So with that you then again with you might want to get other people involved in this, but you then prioritize the list, and what I did was find the things that were easy to fix. There were some things that it’s like oh yeah that’s that’s obvious and I know how to fix that one so I put that on its own list of these will be done. And then I looked over the other things and ordered them from what’s the most important to least important, and a little bit of this is going to have to do with how possible it is for you to find a solution to these things. So, some of the ways that you so if you if you have identity problem but you have no way to actually solve that problem, it’s not really going to help to put it on your list of things to fix. So, what I used for this was basic usability principles guidelines and sort of web, best practices, and the resources that I have come to learn about are Steve Krug his book, don't make me think, which is, he’s got a website and and he shares a lot of his knowledge online, but this book is a really, really great, easy to use book, it’s got lots of pictures it’s playful, but it conveys really the sort of conventional usability principles for websites. Jacob Nielsen, and his company is huge and usability, not just website usability but usability in general, and they do workshops and week long courses, and they also do research that they share on their website so they have a lot of articles about usability for certain parts of the website are things that they’ve tested out like the little hamburger menu that's for mobile sites they’ve done lots of testing on how that's not as easy to use
as people think it is. But you can find lots of resources in that way but he also has something called heuristics so list of heuristics that you can actually use to analyze your own site. So those are two big things that I used and then the other really helpful thing is just looking at other websites, so I was looking at other digital library sites, and specifically sites that aggregate content in the way that we do, and looked at how they handled certain situations and then just googling. So kind of anything with the word, you know, describe the issue that you found with usability or best practices website design, those kinds of things. And you're likely to find articles about it because website usability isn't at least a growing area. And so, oh I know what I wanted to say. I got distracted by my noisy neighbor all of a sudden. Use some examples of finding solutions like let's say that your users had a hard time finding their way back to the library homepage from where to where you have your search box so they had gone into the site and they wanted to go back to the search but they couldn't find their way back to the homepage. So you might ask yourself, is the link to the homepage missing is the link there but they didn't find it. You could look at other websites for how the gout to the link to the homepage from other pages, and how they make it stand out. You could also Google sort of website usability homepage link, and that probably would get you to some best practices, and generally for that the answer is going to be likely these two things that your site ID or sort of your logo should always link back to the homepage so that's become sort of a convention that the site name takes you to the homepage, and that it's typically in the upper left corner or center top of the website. But the other part of that is if they're not finding your search bar perhaps your search bar needs to be in multiple locations. Another example might be if users were having a hard time finding text links within the page. So you would look at other websites and see what they're their links look like, and what it, what how it differs from what you have. What are they doing to make their links stand out or you could Google sort of best practices web design, links, or links and usability and see what you got from there. And really the point of that is colors the most typical way that people make links standout, and an added thing to that would be to underline to indicate links that's considered better practices because not everybody perceives color, the same way so they might not see the distinction, and an underline is what we've all come to learn and understand indicates this thing as a link. Excuse me. So, from all that what were our results. Um, I've broken these into kind of groupings of results. So we found with the homepage and identify certain issues. There was a lot of what is this, which was kind of surprising. And I discovered that a good number of people, I think were confusing the Atla Digital Library with Atlas, the database product from Atlas and kind of with that didn't know what to expect from the search, search results and kind of what you can see there on the homepage. There was confusion about what type of content was here so if you were thinking it was a database, it would be pretty confusing that you get more archival collection type of content and not journal articles. So these, these issues were kind of blurred together it's not clear to me totally how much of it was because of
expecting it to be a database and how much of it was just the site itself wasn't making this clear what we did to whoops, going too far to improve this. First thing I looked at was we had explore our religion and theology collections. And it seemed that we could simply just take out our as a way to kind of emphasize the idea that it's Atlas collections, it is our community's collections, but they aren't actually Atlas owned collections. And then just looking at ways to identify what type of content is here on the homepage. So there's a couple ways we did that, the descriptive text that was next to these browse buttons. I ended up putting in there really specifically what's here so archival historical and special collections and religion and theology from libraries, religious institutions and archives so emphasizing the type of content and then it's coming from these other places, and then up under that headline at the top, also saying it's images, text and videos, so not journal articles, and then from 46 contributors being a way to sort of again, point to the idea that it's coming from other other places. And. Oh, another thing that we found some in trying to understand what the site was at least one user went to the about page. And that's when I discovered that the about text was not really written for users, it was sort of written, almost like maybe it came from a grant or some sort of administrative source so we were able to change the wording to be much more informative to an actual user of the website. And then, in search under the category of sort of search and browse type issues. We found that search results didn't always make sense to the user, sort of what was or wasn't returned. We have these institution pages for the contributors, that were showing up in results, and they aren't really items so it was a little bit confusing baskets that we have to refine searches weren't being used right away when they were used. They were helpful but they weren't used right away. And there was also a, there's the view all the facets you get this sort of pop up interface that was so hard to use that as soon as people saw it and tried to navigate it. They just closed it. And a lot of the metadata wasn't super helpful. Most importantly titles. So, it turns out watching people use the site, it became apparent that titles is the number one way people were sort of determining if the item fit what they were looking for so they did a search and then they looked through the results and the title was the thing to use so we had some things named like Ms brothers which really doesn't tell you a lot. So that was an issue that came up. So some of the improvements that we made for these things were to work with our developers to try to improve and configure our search. And in doing that looking into how our search was set up, I discovered that we search was only searching across title creator and description, which is not a lot. Considering all the other metadata fields so I was able to set it up so all of the fields that are in metadata are searchable and potentially can bring things into your search results. We also had a minimum match, sort of Formula set up that was really complicated and was resulting in getting no results in ways that just weren't expected from, from you know probably really ultimately from how we're used to search in Google. But attempts to refine the search to get some results wasn't really helping so I was able to fix that. So we get a lot, we get the minimum matches much broader now so there. The
results are much more reliable. I also in looking at that search the facet pop up box where you can view all the facets. There were so many subject results, we realized there was a bunch of things that there was only one value for, and that that wasn't super helpful in a facet that's supposed to be pulling together items and they weren't they were often not facets that were likely to be used by another library so we we changed that so there had to be at least two things to become a facet. And I'll talk about the facet pop up in a minute. We also are looking at ways to talk to institutions contributing institutions a bit more about how to improve metadata for collections. And this concept of shareable metadata. So the idea that you want to find out what your metadata and your items looks like when it's outside of your context when it's in this shared aggregated environment, things that would be known if you were at your library or looking at a specific collection in your library you would know what brothers refers to for example, in our context it's super meaningless so ways to improve your own metadata. So, to the facets. The, the other thing that we did was, and this came from looking at this was an example of looking at existing websites that were close to ours. I started to find that a lot of them have moved to having some of the facets open, which really makes a lot of sense because our first facet there is type, which I don't think most people know what that means, it could mean a lot of things, but as soon as you have that box open and you see text, image sound collection, it becomes oh yeah that's what that is. And you could really easily limit your search. But I think also once you see those values you can see, oh that's what these are, these facets, it becomes more clear what those boxes that are all closed up on the left are so we also the other one that was commonly open by default with dates, so we went ahead and had that one open by default, too. And in the process of doing this we discovered also that a lot of sites use this sort of module here. First searching date so rather than listing all the values in the date fields for all the items and all the collections. You can put in yours, a date range, which seemed a little more useful for the type of content and interface that we have the additional thing that it allowed for is this unknown value at the bottom, to try to help convey that the one thing with our library is these facets are only as useful as the metadata that were given that we are ingesting, but also not all fields are used across all collections, the date isn't always on all items. So if you're picking a facet you might not be getting everything in the library. That would be relevant you're just getting things that have that value in the metadata so this unknown tells you that there's 28,834 items that don't actually use the field date. And that's kind of, we thought that would be helpful to convey the meaning of these facets. And then here we have that pop up box that was talking about. So if you want to view, if you opened up the subject facet you get I think about 10 subjects, but if you wanted to view all of them, you click this more button and you get this enter this pop up, and how it worked. Was there an order by the number of items that use that subject. And all you can do is click the Next button and click it and click it and click it and click it and it sort of seems like what is the point of this as soon as you start doing that. So we thought about okay what's really the
purpose of these facets in this way, what would you, why would you be looking at more. And we decided that it's really meant as a way to browse. So you've done a search, or maybe you've just gotten to look at all the items and you want to sort through and look at what kinds of subjects are here to be able to browse this clicking the Next button or even sorting it by a to z isn't ordinal AZ or numerical sort that really doesn't get you very far because you have no idea how many items are here or how long enough to keep clicking next. So we added in the alphabet so you can jump to different letters to kind of see if you had a subject in mind you could at least go to K and see all the items with K as a way to make it more browsable. So the next sort of category of issues is navigating issues for some people. It really wasn't very clear that the full item or the full text wasn't actually in the digital library that it lived on the contributors website. And in some cases we had missing thumbnail images from audio and video so if you're if the pulled in collection doesn't have didn't have thumbnails associated with audio and video that we could actually harvest, it would just show sort of broken, and that was very confusing for people. And then we have a collection landing pages so each collection that we harvest has some information at the top, with all the items in the collection listed. And it wasn't really clear what these were because people were just seeing sort of the description at the top and they had done a search. So they were expecting individual items. And then lastly we discovered that the pagination on our site was not at all how you would expect it to be. And we just had never noticed this. So some of the solutions. if you look here on the left, this is what the page is used to look like. And the little orange button underneath the thumbnail, just says View full item. And this got interpreted as at least one instance that if you click that button. You're then going to see the full item there in the page, and it kind of made sense to me that you have this button on the left and then you have this metadata there on the right that I could see how you would think that it would change that metadata into the full item. And it seemed like it had something to do with that orientation, but also just that it says View full item, it doesn't really tell you much more about that it does have the little icon there which indicates it goes to a different website but that's not a really commonly understood icon at this point. So, again, looking at other websites, kind of to see how they handled this. I noticed they all had their thumbnail images on the right hand side. And I thought this makes sense because it then if we read left to right, so we're gonna see the metadata first. And it'll emphasize that information there, but also the other thing I saw was the beautiful item at the specific library, I think it was the DPLA that was doing this and interestingly, they have stopped doing it so I'm very curious if they later did usability research and found that that wasn't helpful or if they just didn't like the giant button that it makes that is the one bummer design wise it makes if the library name is really long that button gets really big, but it's much more clear what it is, it says View full item and then it says the library name so that's that's getting much more information about what that what's going to happen when you click that button, so that people might notice that they're going to a new website, and being on the right. I
figured it was less likely people were going to think of the idea that it was going to load it in the specific page. The other thing we did along these lines was adding viewtiful item at in the library name to the search results. Results page so the left hand side is kind of a list of items that were returned in the search before and then the right is showing after they now each will have their own little link there so the thinking here is it’s another place where a user will see this information, and maybe subtly get the idea that this links out to other places that will take you to these other places, but it also serves the purpose of. If you’re somebody who’s used the site before you could just skip right to the full item at that Library’s collection rather than having to open the individual item, find the link, and then go there. So, it becomes a shortcut. And then we’ve got, where the audio video where there wasn’t a thumbnail available and you can see on the left it just says no preview available. This, this read is broken and made users question, what they were supposed to click on where this is to click on the no preview available the button underneath it that URL and the metadata. At least, raise lots of questions. So we definitely wanted something there. And the metadata coming in wasn’t providing it so we worked with the developers to set it up so that these items would get the sort of generic audio video icon to help make that more clear. And then we have our collection landing pages. so you can see at the top is the title of the collection with a description, it’s a pretty short description and then the sentence sometimes it’s a full paragraph there. But all of that, and the spacing between It was so big that on a kind of a typical height laptop, you couldn’t see thing but that content so when you landed on that it was confusing, what it was when you were used to seeing, you know in search results typically you’d get items as opposed to a collection. So what we wanted was the bottom where you see title and the, the list of items starting to show up you want just a little bit of that at least to be able to show up so that people know there’s something below, and they notice scroll down. So to accomplish that. I just removed as much spacing as possible to get it to move up the page but still be readable and an extra thing we found, or I found in doing this was, I realized that it said parent collections, and then it links to the parent collection. And that’s really sort of system language, it’s the language of developers it’s, it means you know this is a collection, it’s the parent of the children. the children are the items in the collection. It’s not a concept that most people are thinking about things and so I changed that to be more clear and just say this collection is part of which is more meaningful. And then last here we have our pagination so you can see on top. This is what it looks like and this comes from blacklight, which is the user interface that our system uses and I discovered that that’s everywhere there’s blacklight, there is this pagination where the previous and next buttons are on the left hand side, which I find to be very strange and if you look at other types of sites, usually you have previous on one side and next on the other. So, with a little bit of CSS we were able to rearrange that so there’s two things put the Next button on the right side where you might expect it, but also in the top version, when you got on the, the last of the results. It wasn’t totally clear that there that you were at the end
because it still just look like a clickable button. So looking, this was an instance where I looked at lots of different websites that have pagination and kind of figured out what was typical and more typically your button at the end would no longer be a link when you've hit the end. So that is what we ended up doing with that one. So in the process of doing this, as I mentioned I part of my finding solutions was looking at other websites and how they did things and kind of just that, I think I mentioned at the beginning that maybe it didn't, that some people when they got to the site and trying to understand what the site was a few people said, Well, I'm just going to look around a little bit and get a sense of what the site was which I thought was really interesting, because it really tells you how much the clues that you have on your homepage are communicate people what's here, what they can do here what type of contents here. And to that end, I looked to do some other improvements. So, the original homepage, it's a very long page so this featured collections happens below the bit with the purple stripe from earlier. And the collections were in this sort of masonry grid that was looks a little haphazard and I think for our purposes it led to some confusion about what people were looking at. So I ended up cropping the thumbnails so that they're all even and took out quite, quite a few of them so they went on for quite a while so now there's just sort of six featured collections. You can see the contributor right underneath them and then kind of move to the next section. So, the hope is that this conveys what these are all easier, you don't have to scroll as far to get through them. It's a little orderly more orderly and then underneath it there's a featured items section and you can see on the left, they weren't very styled before and they were just sort of these odd things floating. And it wasn't necessarily clear what they were even though it says featured works. So I made them more consistent with the featured collections and had them also show a bit of their description, so that it could become a little more clear what they were. Then another additional thing that came out of it so as we were looking at ways to improve the homepage to reference contributing institutions we spend a lot of other digital libraries that are aggregating content, refer to how many contributors there are and how many contributed items there are, and they do this not only on the homepage, but on the actual list of contributing institutions, so we decided to add the number of items per institution so we have a page that just lists everybody who's contributed to the digital library and if you click on it, it takes you to the just their content, their landing page. But now it'll also tell you how much they've how much, how many works, they've contributed to the library. So, from here. The next steps that we have for improving the Digital Library are really a big one is to just harvest more content, one of the questions that I had for everybody was as laughing was searched for something you're interested in, and let's just you know just to see what happens to see if there's content and see if they could find anything. And there was a lot of topics that there wasn't a whole lot in the digital library so for this to be a really useful tool we need more content. And then I'm also kind of exploring ways to show off the content and promote it. I would love to do exhibits that pull items across collections across institutions and then give them some
context. We do featured blog posts whenever we have a new contributing institution but it would be really great if we could get people to participate in sort of writing about the content or if there was, you know, whether that would be a cool item that they discovered, or maybe it would be looking at items in different collections and kind of read about them but just ways to show off what’s there. And then the next steps really to are to do another test and see so we tested. We made some improvements. Now we want to test again and see if that helped, or if it actually made more problems in some way, and kind of do the process again so part of the usability, easy to do it yourself usability test is that you really only need three to five users that that after that you’re kind of getting the same, you’re getting the same kind of information from more users, you’re welcome to do more but you really don’t need more so we did, I think five and total with the idea that we would follow up and do the test again with another five. And, see, see how we did. So with that, um, we would also like to know if you are interested in learning more about usability and website usability. So there’s a survey link to there but also, we’ll send out probably tomorrow. Everybody who registered for the webinar. We will send out this survey. And just to see what your interest is so we want to know if you want to learn more about how to do this in the form of specific topics so workshop, whatever it may be. And just in general if you have questions, feel free to email me there at that email address, or ask me questions now. And that’s it.

Ana Cackley  44:37
Great, thanks Christy. Do we have any questions, folks? Okay, looks like maybe not. And I want to thank y’all for coming today. We really appreciate it and thank you so much Christy for presenting today. Um, just a reminder. Just as a reminder, folks. This has been recorded and we will be sending that out, along with the survey that Christy mentioned. Thank you so much for coming, and have a wonderful afternoon.