

## **Part 1: Basic Evaluation Plan**

### **Application Scenario:**

#### **Task 1: Register for a Session**

For our first task, we will ask each user to search for a session and register for it. The user would type in a search bar and search for a session with a specific keyword. Once searched, the user will choose one of the sessions from the list of sessions. The task is completed when the user reaches a “sign-up successfully done” confirmation page.

#### **Task 2: Reschedule a Session**

For our second task, we will ask each user to select a currently scheduled session and reschedule it. The task begins with a user navigating to the “Your Sessions” tab and selecting one of the sessions to reschedule. From the list of available dates and times, the user will choose one that fits their availability. The task is completed when the user reaches the reschedule confirmation page.

#### **Task 3: Give Feedback on a Session.**

For our third task, we will ask each user to select a past session and give feedback on it. As the user clicks on the desired session, they will be prompted to answer the questions for their professor’s evaluation. The task is completed when the user reaches the “feedback successfully submitted” confirmation page.

### **Participant Profiles:**

Our target users include students attending the University of Washington who are not HCDE majors. They should also be familiar with mobile apps and own a smartphone. Finally, they should have an interest in communicating with their professors.

*Participant 1 (P1):* A second-year male student at UW majoring in accounting. He’s very familiar with technology and mobile applications and uses his phone frequently. He tends to interact with his professors through office hours but doesn’t reach out much outside of them.

*Participant 2 (P2):* A third-year female student at UW majoring in psychology. She has a good amount of experience with mobile applications and overall feels pretty comfortable using them. If she needs help, she interacts with her professors by going to office hours and also reaches out to them through email.

*Participant 3 (P3):* A third-year female student at UW double majoring in international studies and political science. She is proficient in using mobile applications with her own smartphone on a daily basis. The study participant is highly invested in communicating with her professors via Canvas message box and email communications regarding meeting project guidelines, rubric specifications, etc.

## Part 2: Simple Evaluation

### Motivation:

Our team's motivation for conducting usability tests is to gain valuable insight into how a new user might interact with our product and identify issues with its current design. We also hope to understand the most useful features, least useful features, and features that could be improved. This feedback will be extremely valuable for developing an intuitive user experience for our hi-fi prototype.

### Methods:

We evaluated each participant in three parts:

#### 1. Pre-Observation Interview:

- A. What year are you and what is your current major?
  - a. *This question would provide basic demographic information about the user.*
- B. How much experience do you have with technology - specifically mobile apps?
  - a. *This question would provide information about the current familiarity with the user's technology use.*
- C. How do you currently interact with your professors outside of class?
  - a. *This question would provide background information about the user's current methods of communication with their professors and interactivity level.*

#### 2. Task Completion:

After the pre-observation interview, we will ask the participants for their permission to record the testing session. Before they begin the tasks, we will ask them to think aloud and talk us through their thought process while they are working through the tasks. We will then ask each user to fulfill each of the three tasks using our low-fidelity prototype (registering for a session, rescheduling a session, and giving feedback on a session). During this process, we will also be taking notes on their ability to complete each task and any behavioral patterns we observe of the user. We will take notes while the participant will be walking through the app prototype and analyze the common task themes within each participant.

#### 3. Post-Observation Interview:

- A. What features of the app did you find most useful?
- B. Were there any features of the app that weren't intuitive or confused you?
- C. Would you like to see any additional features in the app? If so, what features would you suggest for us to add?

## Findings:

Finding 1 - The profile page doesn't match the rest of the app stylistically

- P1 liked the layout of the Explore, Calendar, and Saved Sessions pages, but felt that the layout of the Profile page had room for improvement - the layout deviates from the previous styles and some of the buttons were a bit confusing to a new user.

Suggestion 1 - Make minor design changes to the profile page and move a few features.

- On the profile page, the notification bell should be in the same place as on the other tabs. To accommodate this change, the log-out button could be moved into settings so that the user doesn't accidentally sign out while tapping through the app. The personal information button should also be renamed to something like "edit profile" for clarity. Finally, longer gray boxes should be used for the buttons to match the design of the rest of the app.
- P3 suggested adding a bio to the "Profile" page to put a LinkedIn URL and a short summary about the user, as well as moving the "Settings" after the "Notifications" icon.

Finding 2 - Locating the "Reschedule" feature could be more intuitive

- Both P2 and P3 took a while to find the "Your Sessions" screen and initially thought that the "Calendar" feature was used to select registered sessions and reschedule them
- Once P2 found the "Your Sessions" screen, selected the registered session, and selected "Reschedule", she got confused because the "Reschedule" screen with all the sessions looked almost identical to the "Your Sessions" screen.
- P2 thought that both the Overview page and feedback features were very useful and that the process of signing up for the sessions was intuitive and easy to do.

Suggestion 2 - Make changes regarding accessing registered sessions and rescheduling them.

- One way to do this would be to get rid of the "Your Sessions" feature. In turn, registered sessions would be accessed through the "Calendar" feature, where users will have the option to reschedule/cancel sessions there.
- Another option would be to keep the "Your Sessions" feature as it is now and change the icon for it. P2 believes that the bookmark icon isn't intuitive and doesn't represent its functionality well. A suggestion for an icon would be an icon of 3 lines or a list.
- P3 suggested having a rescheduling feature inside the "Notification" icon and displayed right next to each upcoming session.

Finding 3 - Overall layout succeeds but could use a few more features to help students

- P1, P2, and P3 liked the layout of the app and how intuitive most of the features were, especially the navigation bar which provides easy access to all the app's features. P3 highlighted that the "Popular Sign-Ups" was a useful feature because it helps her

understand what is currently popular and worth spending time on. Also, P2 and P3 were both surprised to see how easy the process of signing up was.

- P2 asked for clarification on whether the feedback she submits can be seen by other students as well. Our lo-fi prototype only allows professors to see feedback from students, but she expressed interest in seeing feedback from other students. She also expressed that it would be useful to see when looking for sessions.

Suggestion 3 - Allow users to see feedback from other students and enter waitlists for sessions

- P2 suggested that we create a feature where students can see reviews/feedback that other students have left under past sessions as well. This could be done by showing the ratings of a session on the “Overview” page (i.e. out of 5 stars).
- P3 suggested adding waitlist options in addition to available seats for each session in case it runs out of availability.