Hisnet Lecture Information

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Background

Previous hisnet webpage has some usability problems. First of all, it requires unnecessary click and additional step to reach the information, and the information is too broad. And, there are no short cut for each function. and it is hard to access specific information what user want. Also, personalized information is not provided for the users. And It is difficult to distinguish between similar icons being provided.
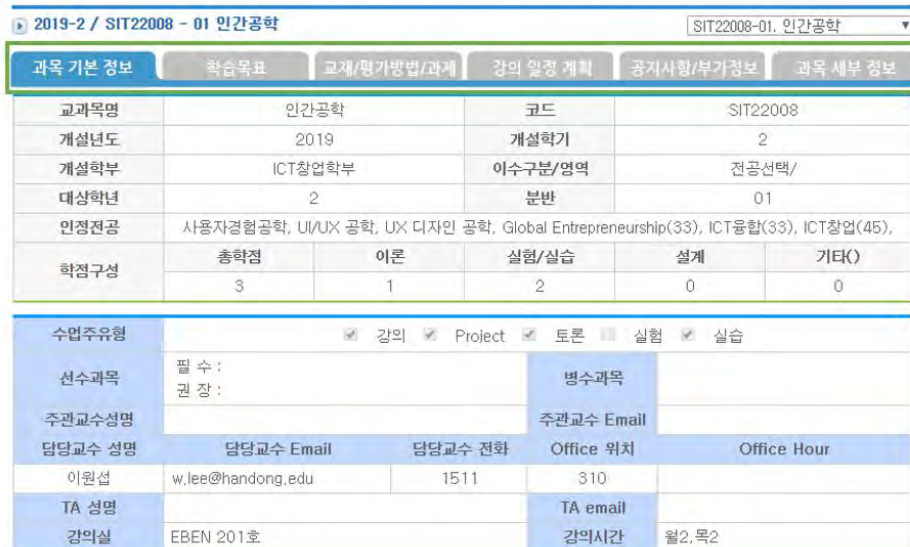
Prototype

Course Announcement
-made shorter step

Syllabus
- information categorized and made a short cut

Attendance check
-Increased visibility of information
-Reduced steps to check attendance
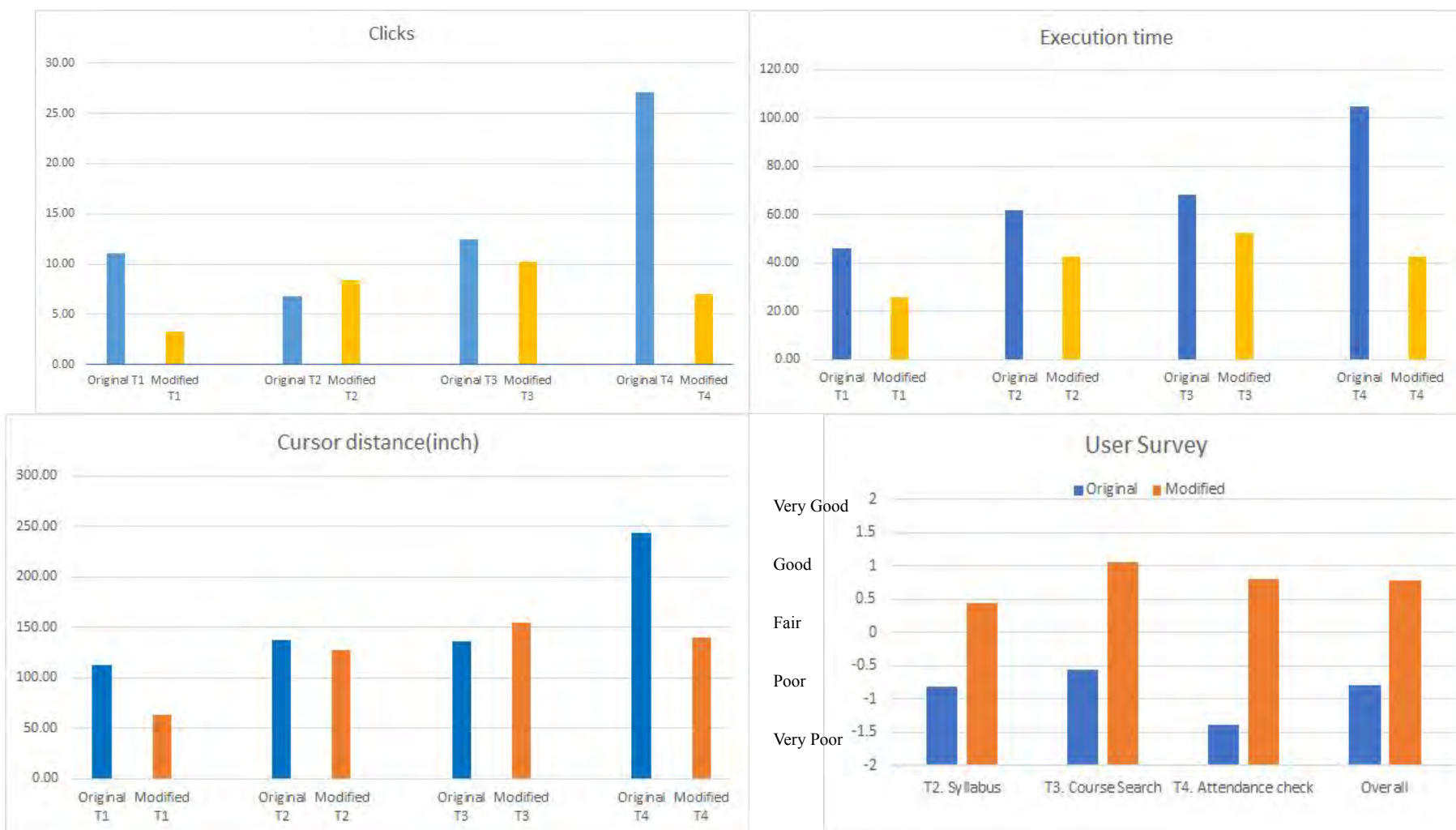
Course Search
-Additional information is given
-Search by class period function added

Usability Test

1) Expected effects of the study
: Increase of efficiency and convenience

2) Experiment Method
- Each session, provide usual situation and task
- Try task with prototype (Original hisnet / Modified hisnet)
  Compare number of clicks, execution time, usability score

3) Summary of experiment data

Required time ↓	- (70.25s → 40.84s)
Click number ↓ (Except syllabus)	- (14.38 → 7.22)
Mouse moving distance ↓	- (157 inch → 120 inch)
Mouse Scroll ↓	- (43.27 → 3.23)

Score of convenience survey (Average) ↑
Original hisnet : -0.88
Modified hisnet : 0.78

*Significant difference in Attendance check (-1.38 vs 0.81)

Limits of study

1) It is not 'New' hisnet, but 'modified' hisnet. ⇒ Some people didn't realize new functions ⇒ Do not use new function
   - This is why performance of course search decrease.
   - Even there was Syllabus shortcut, people don't feel difference in 'Approaching to syllabus' (-0.5 v.s 0.4)

2) There are many ways to approach a function. △ Prototype wasn't perfect for every participants. (Technical problem)
   - ex)Course Announcement : 5 ↑ ways

Usability insight

- Users don't easily notice inconvenience with a familiar task.
  but they are still spending a lot of effort as shown in the experiment.
- To lead to more efficient use, a right indication is needed to quickly connect to the related function.
- Must have enough visibility to discover new features.

Conclusion

- Overall, tasks have been shortened, and the number of clicks and moving paths were reduced.
- The entire web page content needs to be a bit more visible.
- Many responded that the modified pages were able to identify the information they wanted in less time.

Future Plan

- Develop prototype to reflect the feedback from the usability tests, make the 2nd prototype, and then develop the actual web page.
- communicate with hisnet develop team and pass project result to increase usability of hisnet.