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Depending on progress on prototypes we may do this content in Week 7

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User-Centred Design

Tutorial 8: User evaluation

Agenda

- Questions since last week
- Team stand-ups
- User Interface Design
 - Get feedback on your presentation slides
- User Evaluation
 - Usability evaluation materials

UCD 3: User Interface Video Submission

Submission Instructions

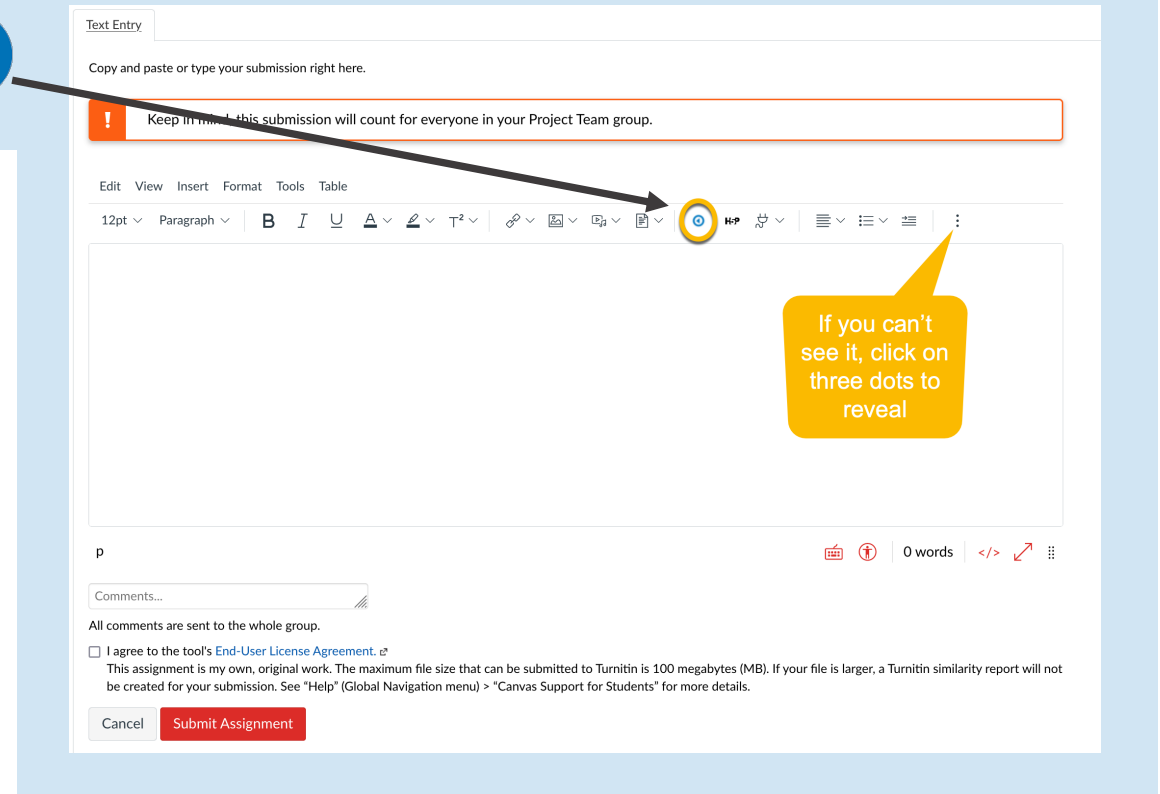
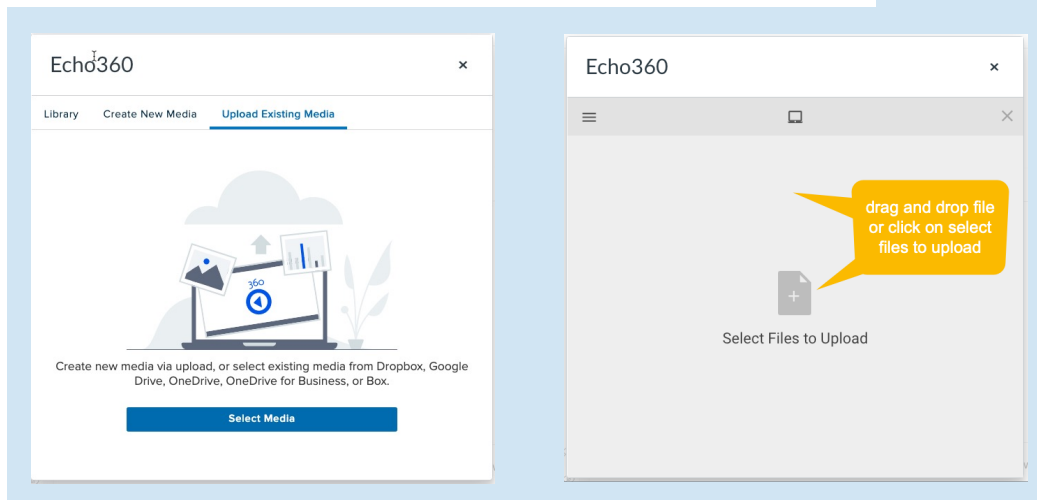


Videos submitted incorrectly may not be marked

1 Click on Echo360 icon in tool bar

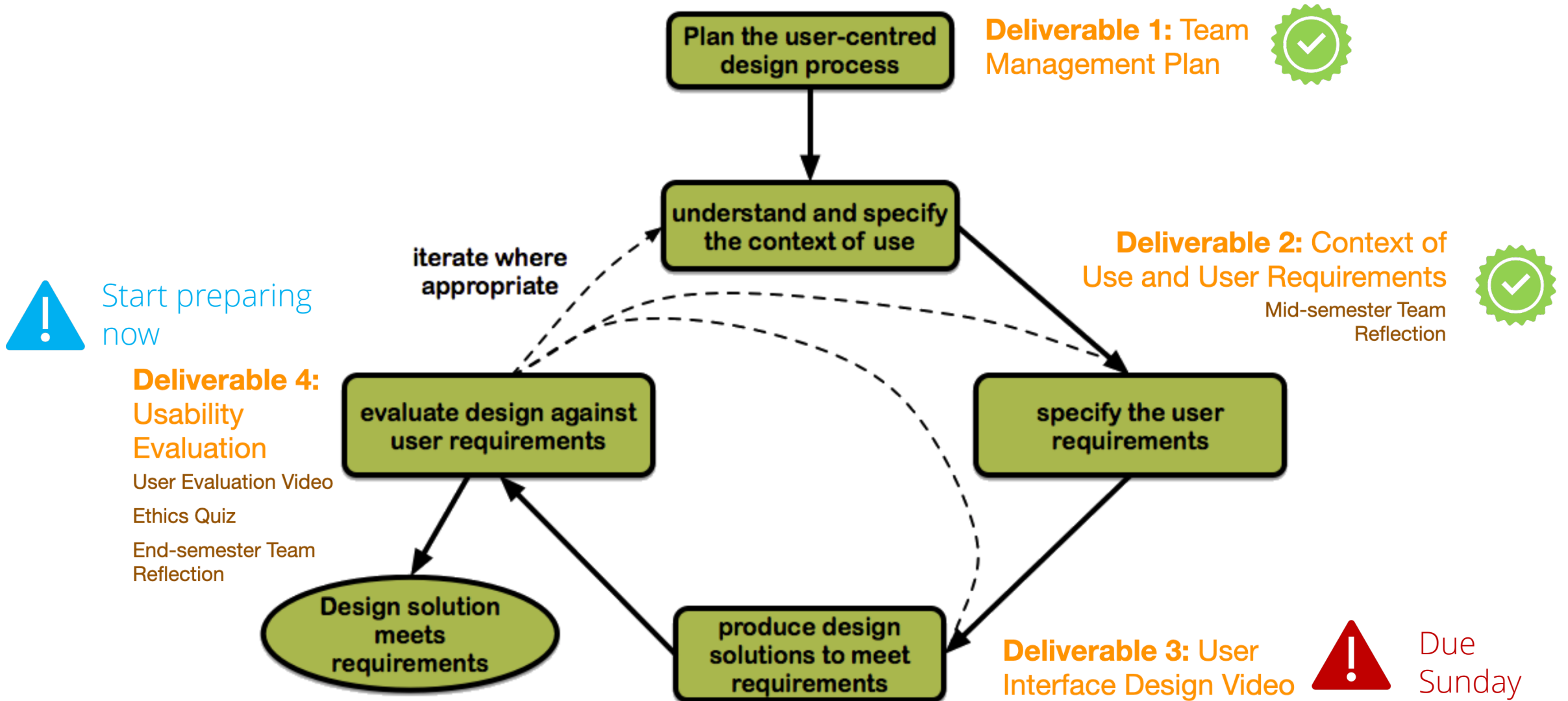


2 Chose 'Upload Existing Media'

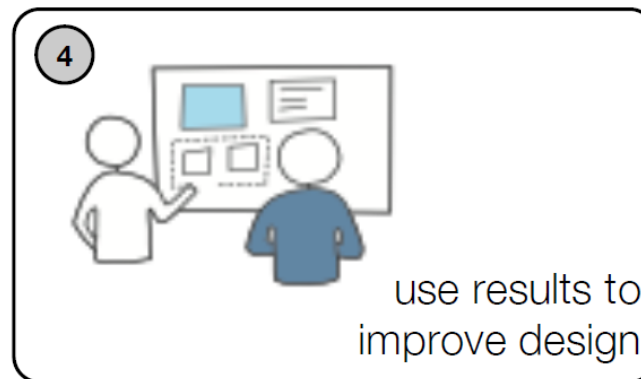
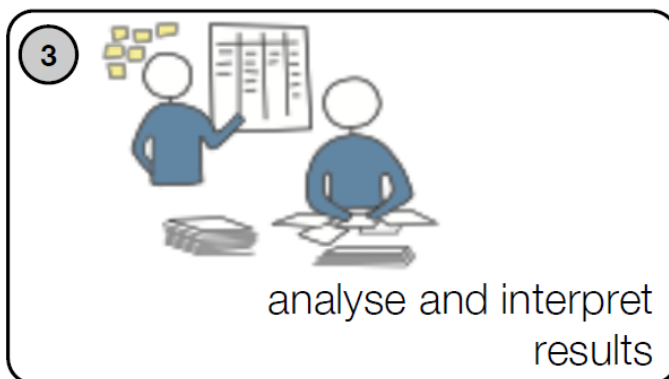
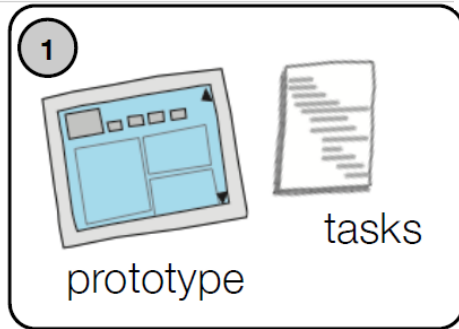


NOTE: It may take some time for video to upload and become available for viewing

UCD Process



Usability Evaluation



Many ways of doing
usability evaluations

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Usability Evaluation Methods



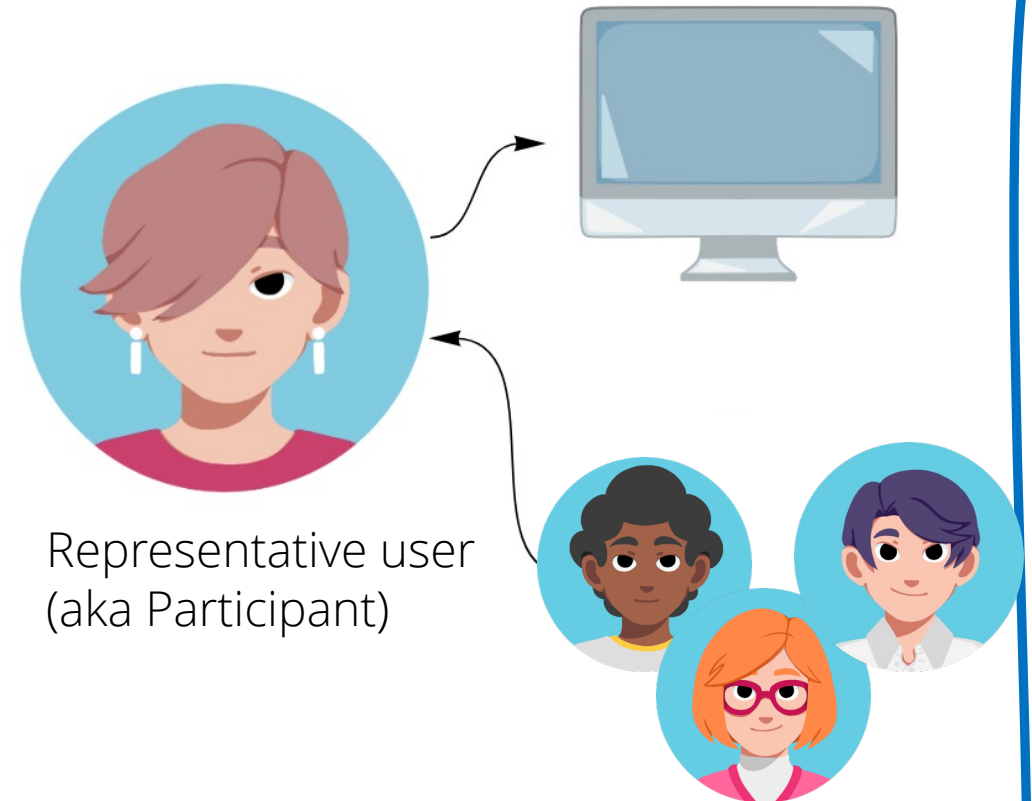
Evaluator

Usability Expert

Prototype

Non-user methods

- Week 7/8 Heuristic evaluation



**Representative user
(aka Participant)**

Evaluators

User methods

- Week 10 User evaluation

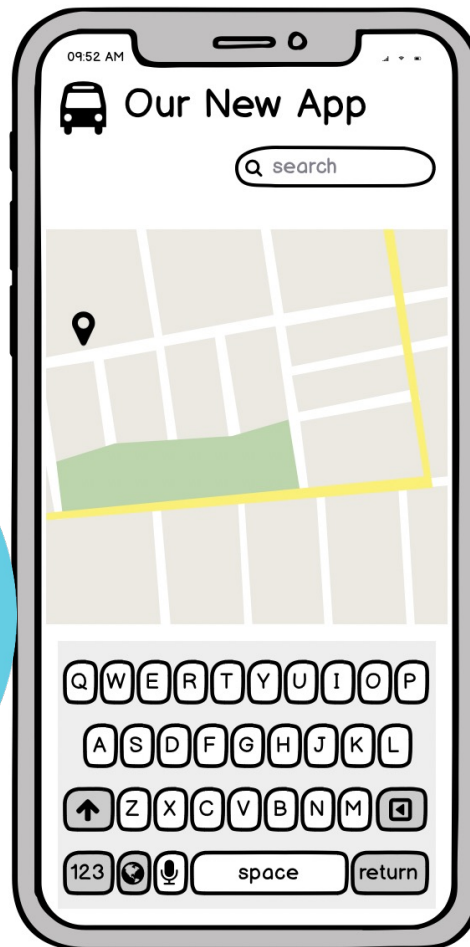
User Evaluation

Identify usability issues by observing users trying to use the software

AGH, how to I do this?



Representative
user



Mm, seems like she
can't work out how to
view a specific trough,
we will need to fix that
ASAP



Evaluator

User Evaluation



Evaluators (can be a team of people)

- Runs evaluation
- Observes user and takes notes
- Identifies problems user has using the interface

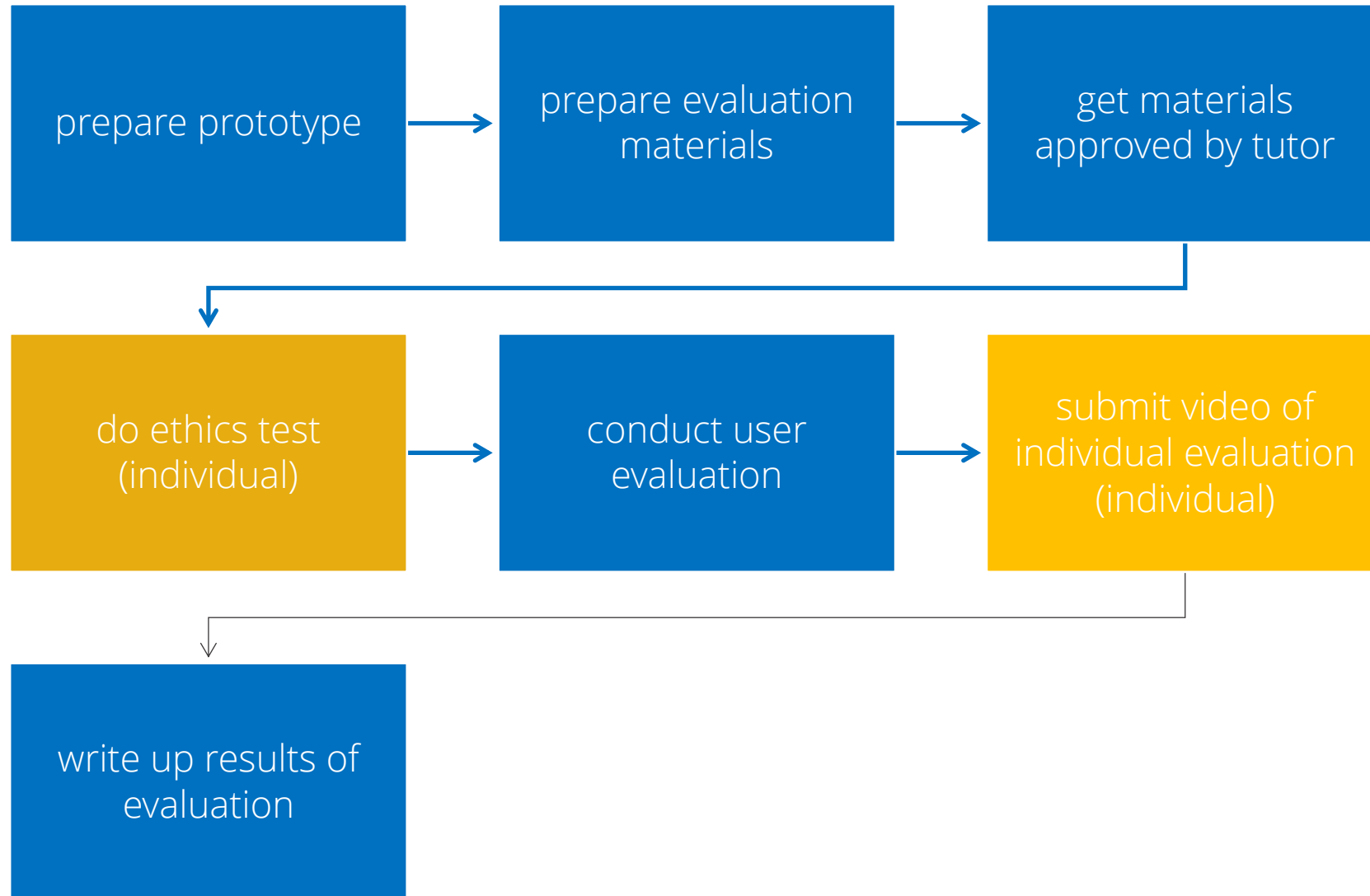


- Participant completes tasks on user interface

Representative user
(aka Participant)

[Helpful if user thinks aloud in activity]

Preparing for User Evaluation



Usability Evaluation: Materials

informed consent

- provides information about evaluation for participant
- consent form

demographic questionnaire

- determines if participant a member of user group

usability evaluation tasks

- gives the user a specific task to do during the evaluation

post-task satisfaction
question

- measures satisfaction after specific tasks (e.g., difficulty rating)

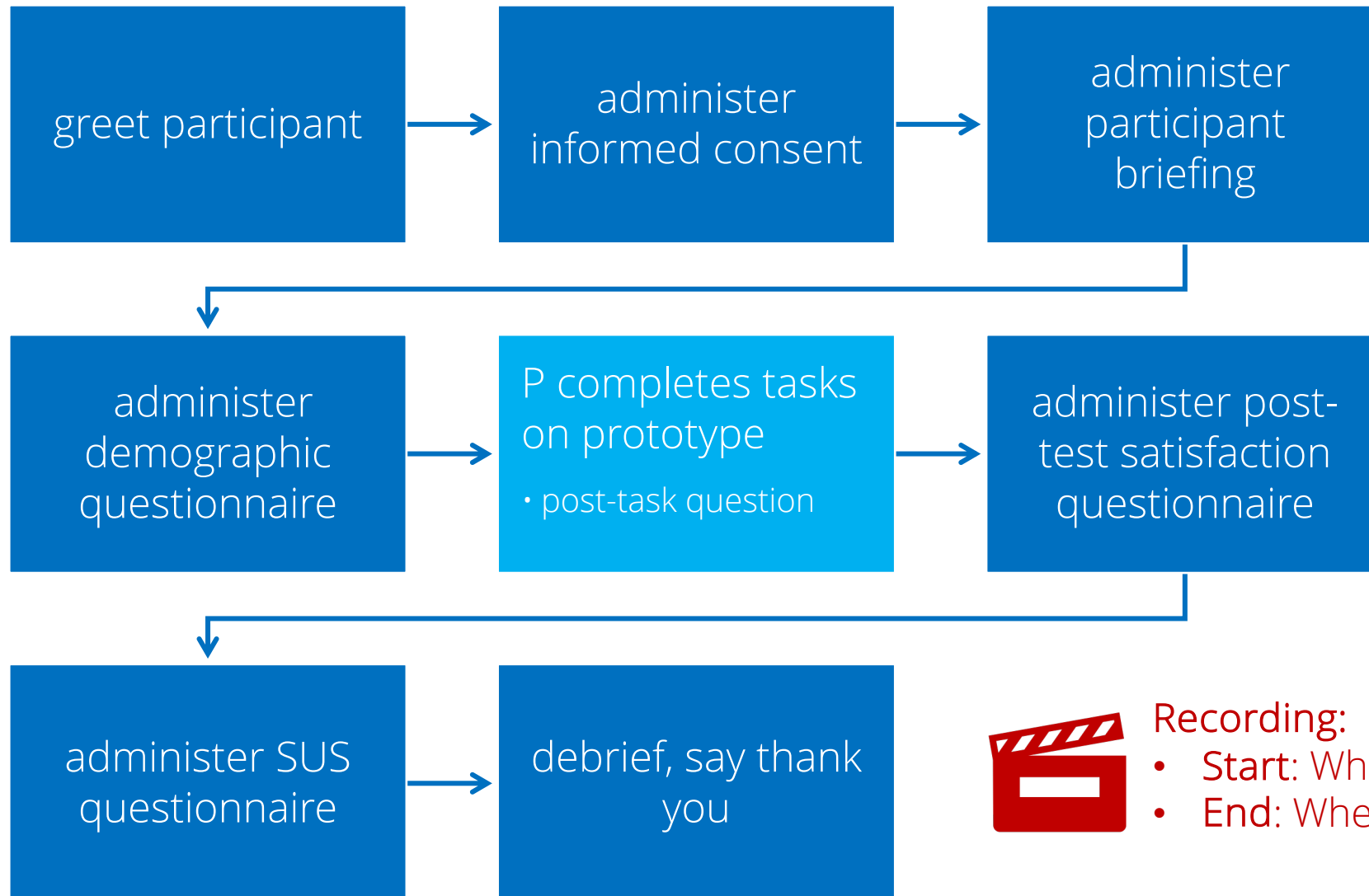
post-test satisfaction
questionnaire

- interface specific and/or open questions about participants experience

System Usability Scale (SUS)

- standardised questionnaire for measuring satisfaction

User Evaluation: Procedure



Recording:

- Start: When user starts first task
- End: When user finishes last task

Usability Evaluation: Materials

MS form templates are available for all usability evaluation materials

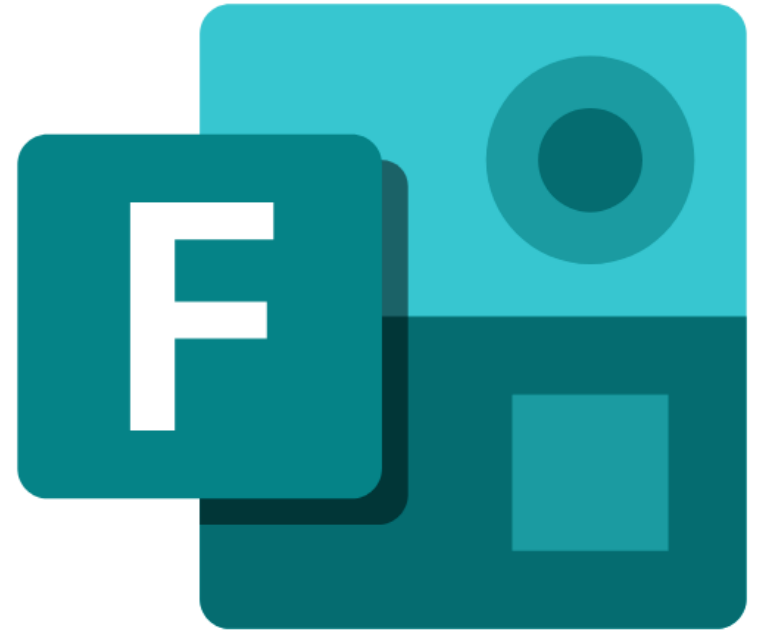
[Explanatory statement/Informed consent](#) ➞

[Demographic Questionnaire](#) ➞

[Satisfaction Questionnaires](#) ➞

[Evaluation Tasks](#) ➞

(see Canvas *Modules/Week 8/Week 8-9: Preparing your informed consent and questionnaires*)



MS Forms

Philpotts' Example

Step 1 – [Explanatory Statement and Informed Consent](#)

Step 2 – [Pre-Study Questionnaire](#)

Step 3 – [Evaluation Tasks](#)

Step 4 – [Post-Study Questionnaire](#)

EST. 1985

PHILPOTTS

MADE FOR YOU

MENU


LOCAL STORE

LOGIN/REGISTER

Book your business meals before 1pm for next day delivery or collection.

Need help? Contact your local store

Made for you
& ready to go



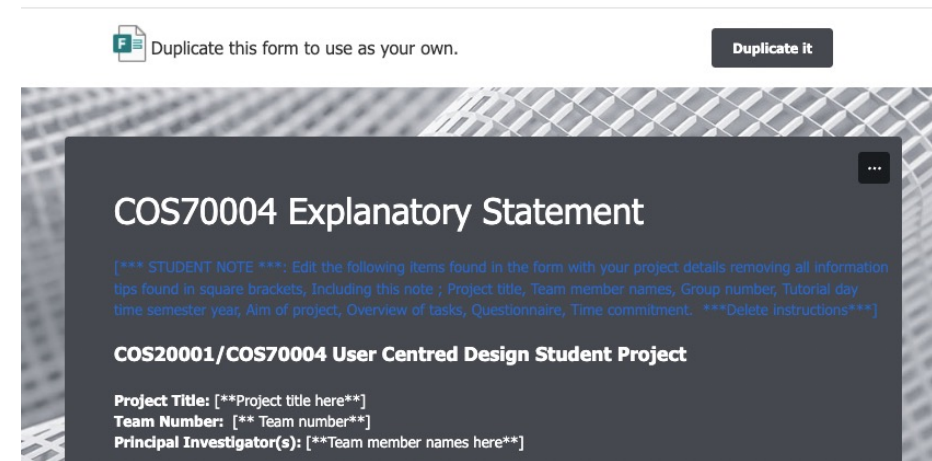
Vegan

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Usability Evaluation: To get copy of MS Form

- Make sure you are logged into Microsoft 365
 - Click on template link (in Canvas)
1. Click on 'Duplicate it' button
 2. Share form with team members (Add Collaborators)
 3. Create PDF of final form for submission

1



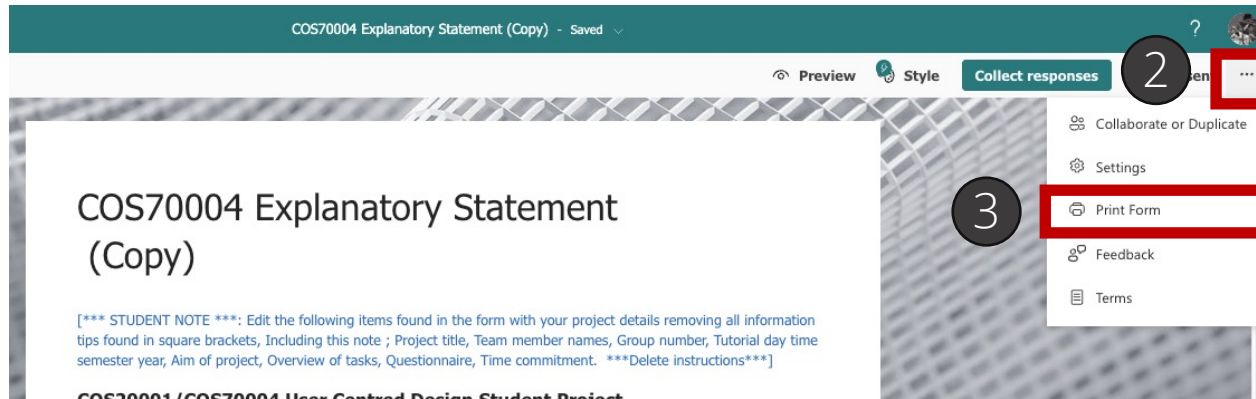
Duplicate this form to use as your own. [Duplicate it](#)

COS70004 Explanatory Statement

[*** STUDENT NOTE ***: Edit the following items found in the form with your project details removing all information tips found in square brackets, Including this note ; Project title, Team member names, Group number, Tutorial day time semester year, Aim of project, Overview of tasks, Questionnaire, Time commitment. ***Delete instructions***]

COS20001/COS70004 User Centred Design Student Project

Project Title: [**Project title here**]
Team Number: [** Team number**]
Principal Investigator(s): [**Team member names here**]

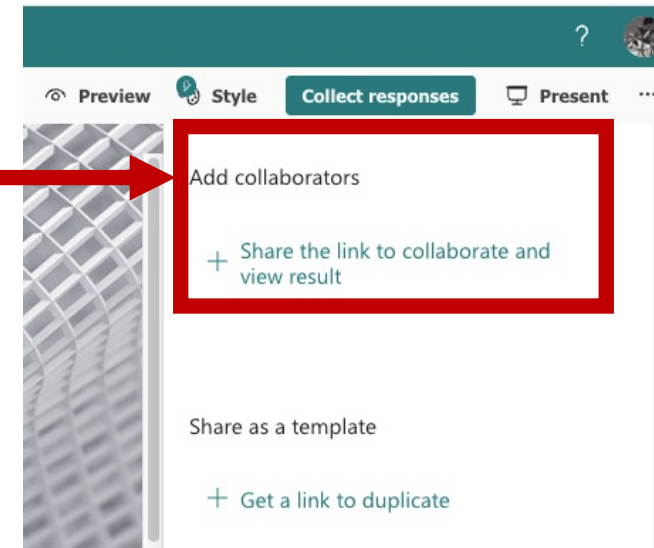


COS70004 Explanatory Statement (Copy) - Saved

Preview Style **Collect responses** **Share** ...

3

- Collaborate or Duplicate
- Settings
- Print Form**
- Feedback
- Terms



Preview Style **Collect responses** Present ...

Add collaborators

+ Share the link to collaborate and view result

Share as a template

+ Get a link to duplicate



Usability Evaluation: Creating link for Participant



To get link for participant:

1. Click on 'Collect Responses'
2. Click on 'Copy link'

A screenshot of the Microsoft Forms interface. The top bar shows 'COS70004 Explanatory Statement (Copy) - Saved'. Below the bar, there are three buttons: 'Preview', 'Collect responses', and 'Present'. The 'Collect responses' button is highlighted with a red rectangular box. A black circle with the number '1' is placed over the 'Collect responses' button. The main content area shows a form titled 'COS70004 Explanatory Statement (Copy)' with a sub-header 'ellipsis'. Below the title, there is a note: '[*** STUDENT NOTE ***: Edit the following items found in the form with your project details removing all information tips found in square brackets, Including this note ; Project title, Team member names, Group number, Tutorial day time semester year, Aim of project, Overview of tasks, Questionnaire, Time commitment. ***Delete instructions***]'. The background of the form has a grey grid pattern.A screenshot of the 'Send and collect responses' dialog box in Microsoft Forms. The dialog box has a title bar with a close button (X) and four icons: a link icon, a share icon, a grid icon, and a code icon. Below the icons, there are three radio button options: 'Anyone can respond' (selected), 'Only people in my organisation can respond', and 'Specific people in my organisation can respond'. Below these options, there is a checkbox for 'Shorten URL'. A black circle with the number '2' is placed over the 'Copy link' button. The 'Copy link' button is a teal button with the text 'Copy link'. Below the button, there is a preview of the form titled 'COS70004 Explanatory Statement (Copy)'. Below the preview, there is a note: 'Responders will see the form like this.' The background of the dialog box is white.

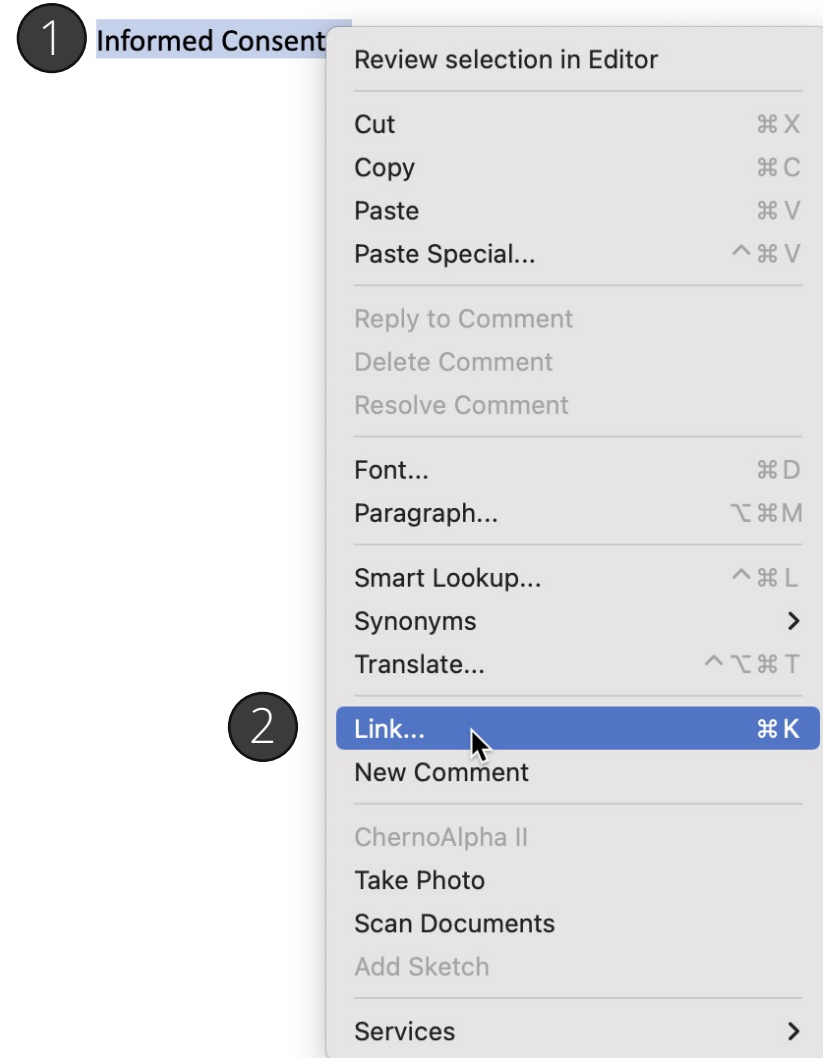
Usability Evaluation: Materials insert form link into .doc



To add MS Form link to a Word document:

1. Select text
2. Right click and select Link...
3. Paste in your link

Tip: Use File/Save as.../PDF to save as PDF to preserve hyperlink



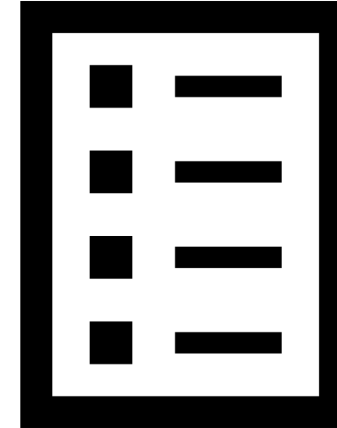
Explanatory Statement/Informed Consent

What makes good a explanatory statement/informed consent form?



Demographic Questionnaire

What makes a good demographic questionnaire?



Usability Evaluation Tasks

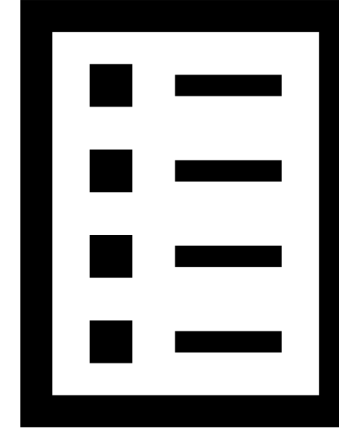
What are the characteristics of a good usability evaluation task?



Satisfaction Questionnaire

System Usability Scale (SUS)

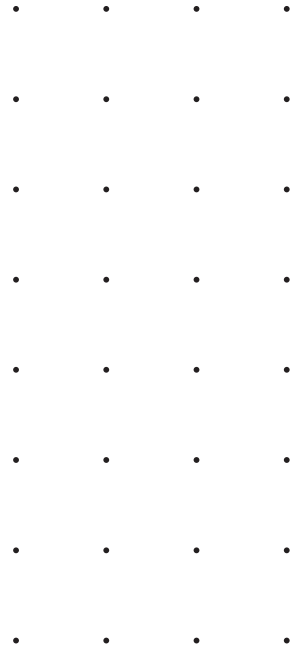
- What is a standardised questionnaire?
- Why are standardised questionnaires useful?
- Can you change a standardised questionnaires?



Usability Evaluation Tasks

Make sure that your tasks:

- Give the user something concrete to do
- Have clear completion criteria (i.e., 'book appointment for 13/04/2024 at 11:30', NOT 'make an appointment')
- Do not give instructions (or hints) about how to use the interface (i.e., 'Find next train to Frankston' NOT 'Click on journey planner')
- Does not bias the participant by telling them a task is 'easy', 'hard', or will 'solve all their booking problems' etc.



Task 1: Book appointment

12/04/24 ▼

Dr. Page

9:30 10:30 11:30 1:30

4:30

Dr. Castle

11:30 12:30 2:30 5:30

13/04/24 ◀

14/04/24 ◀

Will this task be able to test the following requirements on this UI?

3.4 Requirement:

User can book appointment with specific doctor

3. 5 Requirement:

User can book appointment on their desired date and time

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Before next week



Review findings of heuristic evaluation



Make changes to prototype if required



Finish UCD 3: User Interface Video

Record video
SUBMIT video and prototype on Sunday (check submission procedure)



Start UCD 4: User Evaluation

Do Ethics Test (10 MCQ – individual, medium difficulty)
Prepare informed consent (easy)
Write usability evaluation tasks (important)
Draft demographic and post test satisfaction questionnaires (if time)



Book Participant (a friend) to do your user evaluation in Week 10