

Design Journey Part 3

Group name: BEEK

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Section: 206

Part 1: Necessary Information

1. Please provide us your login username and password.

(if your site has multiple login systems, please specify which username and password corresponded to which login system)

We have two login systems for admin and parents. For both of them, we have email as “username” because our client had some trouble when she try to come up with a username.

Admin login:

Username: bw476@cornell.edu

Password: 123456

Parent login:

Username: wangbaoyue@yahoo.com

Password: 123456

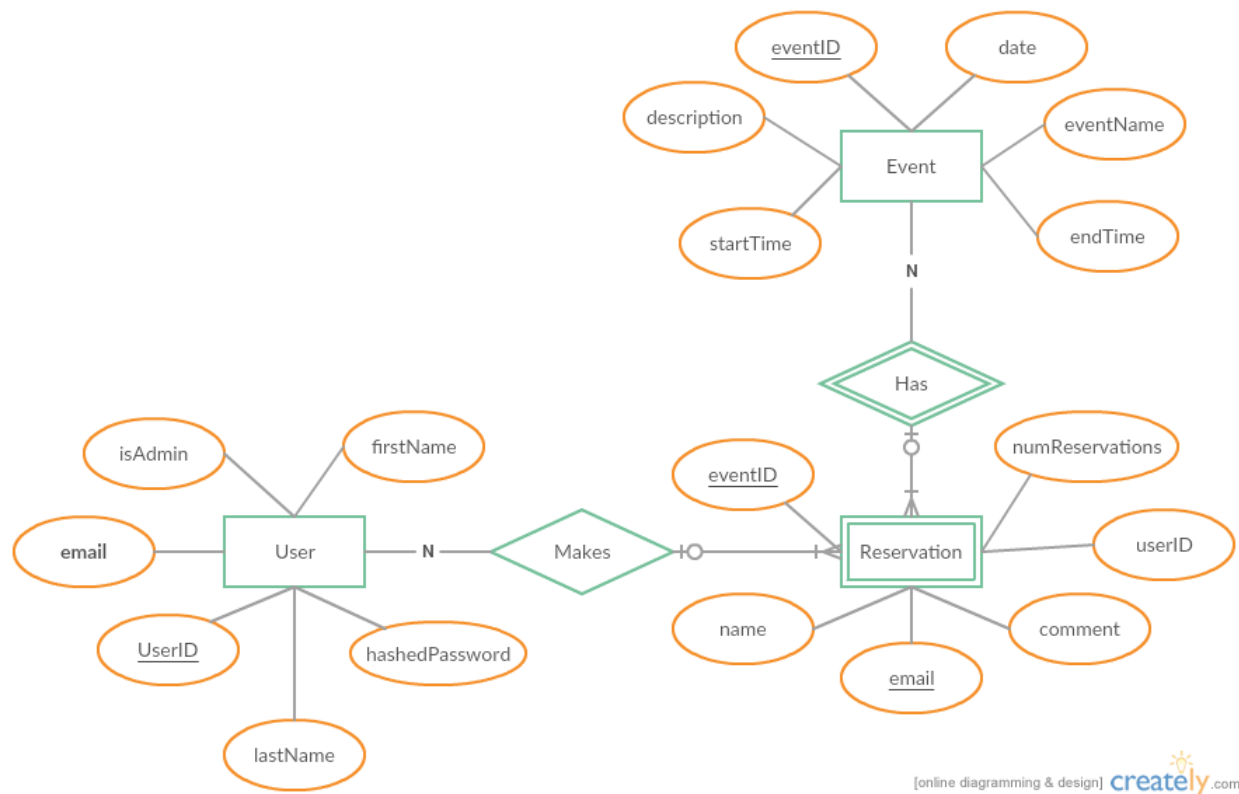
2. Please provide us your DB login username and password.

Username: beeksp16

Password: gravitas

Part 2. Database Revision and Implementation

Include your physical ER diagram here and describe any changes you made based on feedback from the previous milestone. Also describe the physical ER diagram (tables, fields, keys, and relationship, please see lecture 17 slides 21).



This ER diagram is different in that because we know that only the admin can create events, it does not really matter which admin created an event. Thus, we have a general user table that's no longer connected to event but to reservation instead with the boolean value isAdmin so we can determine who to allow to create events. This general user is allowed to make multiple reservations and thus has a one-to-many relationship with reservations. And an event can have many users who have registered it. So Events and Reservation have one-to-many relationship. Users and Events have many-to-many relationship. After meeting with the client, we also decided to take out the username portion and just have the email be the username.

Description:

This ER diagram has users who have userID as their primary key. They also may or may not be admin based on the isAdmin tinyint value (0 means parent and 1 means admin), and their hashed passwords, names, and unique emails are stored in the user table as well.

Users can make reservations to events, and the reservations are identified by eventID and email as the primary key, while eventID is the foreign key for the reservations table. The reservations table also stores the number of reservations a person makes (as some parents might make reservations for their spouses) as well as their comments, possible userID, and name. We still keep track of things like email and name in case users who haven't logged in want to make a reservation, but logging in will just make the reservation process easier for them. The reservation table is a weak entity that only exists as a function of Events table, which is identified by eventID and stores a name, description, data the event occurs, start time and end time. Events can only be created by admin, but because we don't care which admin created the event, we don't distinguish or connect the users table to events directly.

Part 3: Testing Protocol

How are you going to choose users?

How will they be representative of the target audience? How will you find them? Where will you meet them? Will you compensate them?

Because the three possible types of users are parents, teachers, and children, due to our client's availability and what's easy for her, we have decided to have her test the website as a parent as well as a student from Cornell (since she said that it would be difficult to bring anyone). We're setting up a meeting with them separately; we feel like this will be effective because they will be *actual* users of the website in the future, so their feedback will be representative.

Because of the client's availability, we won't be having a child test the website, but it should be okay because it's likely the parent will be the one directing the child to the website content in the first place.

We will not compensate them, but we will make sure that they understand how appreciative we are of them giving up their time to help us.

What tasks are you going to have them do? How would these tasks connect with the client's needs?

Task name/id	Task description	Task goal/what's being tested/expected outcomes
First impression	Ask the user to look at the site for 5 seconds and describe whether the site is attractive or distracting	Want to see whether the design communicates client's key site goals to the target audience
Contact Information	Ask the user to find the contact information of a teacher.	Testing whether a potential parent can find info about how to contact people quickly; ideally, they should go straight to meet the teachers.
Login	Ask the user to make a login and find where they can make an event.	Testing whether it's easy for an admin to make an event and make changes to the site.
Students	Find an interactive game for students.	Testing how easy it is to navigate the websites for the students; it should be one click.
Committees	Find the Treasurer of the PTA.	Testing how easy it is to find committee information about the PTA
FAQ	Find the answer to how you can donate to the PTA.	We want to see if they think to go to the FAQ if they don't know the answer to the question.

What's your script?

How are you going to welcome them? Reassure them that you're testing the site, not them? Get them to think aloud while they use the site?

We're going to tell them before they start that we're just testing the website to see if anything is in a weird location or doesn't seem right. There are no wrong answers. We will make sure to let them know that their input is very valuable to us because we want to make the website as user friendly as possible, and if they think aloud as they scroll through the website, we will learn the most in order to do so.

How are you going to introduce each task? What wording will you give the user? Will you give them any information in advance (probably not -- they won't have it in a real deployment -- but for sketches and early prototypes you might tell them that some things don't work)? How will you remind them to think aloud? How will you decide when to "give up" on the task?

For each task, we are going to ask them a list of tasks and once they finish one task, we will ask them the next question. We will tell them not to think too hard about the answer, but rather choose whatever comes to their mind first, as if they were an everyday user going on the website. We are not going to give them information in advance because we want to mimic the real environment they would be using the website under. The wording will be so as to make sure we do not give the answer but specific enough as if they were a user looking for something in particular.

We will decide to give up on a task when they can't find the answer after several clicks or when they decide they can't find the answer. It's mainly dependent on them and if they don't take an action for too long, etc.

Afterwards, what specific questions or general opinions will you ask for about their experience or the site? How will you thank them?

Afterwards, we'll ask them whether a task was especially hard or if anything caught their eye as unintuitive or being in a weird place. We will also ask them what their general impression was of the website and whether they think it's the right sort of design for a PTA website. We will also ask if they can think of anything that they would like to be able to do on the website, but was not there.

We'll thank them for taking the time out to help us with the website and make them understand that their input is very valuable to us.

Part 4: Testing Note

You should have at least 2 testing users.

User 1

1. *Who is your user, e.g., where do they come from, what is their background, etc.?*

Our user is our client. She is a mom for the Cayuga Heights PTA.

2. How does this user represent your target audience/client's needs?

Since this website is for PTA members, she definitely represents our target audience as she will use this website in the future.

Tasks for user 1	User's reaction/feedback/problems?	Re-design ideas and other notes - <i>what are the different solutions you can think of to address the feedback/problem?</i>
General Impression	It feels empty. The address is wrong. Have more pictures. Make the font bigger. Add a "write a review" section.	Add more pictures, make the font bigger, and add a review section. Don't make it as minimalistic.
Contact Information	The contact information was pretty easy to find.	
Students	It's easy to find on the navbar.	
Login	There's too many restrictions on the username/password; there's difficulty in figuring out exactly what username/password to structure. But she figured out very quickly how to manage the events.	Don't have a username, just make it their email.
Think of something you would normally do on the website. See if you can find it easily.	She decided to search for the teacher information and found it quickly. There was nothing unreachable from the navbar.	

3. Other notes from this user that will be useful to think about when redesigning.

Things to include:

- Put links to the school lunch menu
- Program: students from Cornell come in and expose the students to different foods
- Link to submit pictures to the website for yearbook
- Pages for big events i.e. being able to click on them.

- Review function for games for kids to leave messages

User 2

1. *Who is your user, e.g., where do they come from, what is their background, etc.?*

Our client is a second-year Cornell student studying Operations Research in Engineering. She has designed websites before and therefore, we believe she will have valuable input for us.

2. *How does this user represent your target audience/client's needs?*

This user represents an everyday user that might go on the website to look for something. As an older sister to a brother who is in elementary school, she can identify what needs one might have when going on the website.

Tasks for user 1	User's reaction/feedback/problems?	Re-design ideas and other notes - <i>what are the different solutions you can think of to address the feedback/problem?</i>
First Impression	Font size in the navbar is small and there is too much empty space	Make the font size bigger and add more pictures
Students	It's easy to find on the nav bar.	
Contact Information	It's easy to find on the nav bar.	
Committee Information	This was a little harder. The user found it but only because she hovered over the events tab by accident and saw the tab "Committees"	Put committee tag under people instead of events
FAQ	It's easy to find on the nav bar.	

3. *Other notes from this user that will be useful to think about when redesigning.*

Some notes the user said included:

- Potentially add driving directions in the footer
- Have more options in students page
- Have the FAQ as a dropdown
- Include a search bar

Testing Summary and Iteration

What did you learn? About your users? About your site? About yourselves?

We learned that we have to think about the user when implementing the design, and maybe a design that looks good in general or makes sense to us as people who have used computers for a long time might not work for our target audience. We learned that our site seemed deceptively easy to implement as we ran into quite a few problems. We learned that we have to be very specific about our questions and communication with the client because if we aren't, then we're either missing necessary information or there might be misunderstandings about what requirements the client wants.

What are three key changes you made based on the testing, what alternatives did you consider, and why are they appropriate changes?

1. Instead of having a username, we are not just having parents use their email address for logging in. This would make it a lot easier for them to remember and would take away a barrier for usage since our client was having some trouble with the username restrictions. We considered the alternative of just not putting restrictions on the username, but decided to go a step further and just not have that barrier at all.
2. We filled out the webpage more, by making the font bigger and using more images to spruce up the website. Since this was a suggestion made by almost everyone who looked at the website, we didn't consider any alternatives and just implemented it directly.
3. We included a page for parents to submit yearbook photos. This was something that the client directly wanted, so we didn't consider alternatives. In this milestone, the form does not actually do anything as the php is not implemented yet. The functionality will be added in future milestones.

If you make any changes to the testing protocol for round 2, tell us what they are here.

We didn't make any changes to the testing protocol, just some of the questions we felt would be more appropriate for each group.

Part 5: Additional Comments/Questions

If you have additional info/comments/questions about testing or the state of the project, you can put them here. However, you might get better responses in office hours at this point in the semester.

We didn't manage to fully implement all the changes we wanted to this time around because the client wasn't available to meet until Monday afternoon, so we didn't have much time to rework the changes.

We've decided not to use the google calendar API as it requires access to a PTA member's google calendar, and it would be difficult to communicate with them enough to have implemented and would be a hassle if we ran into any issues (it's more of a time constraint issue).

We decide to use PHP instead of Javascripts to check user's input because the user may disable JavaScript.

The client wishes to let guests be able to upload a picture to the yearbook but not necessarily be displayed on the website. These pictures will then be reviewed by the admins, who will decide what they want to post on the website and/or yearbook. We are still discussing this new feature with her and have not decided if we are going to have a separate table for pictures. Therefore, we did not include it in the ER diagram and our physical database.