Executive Weekend Support App
ISEM 502-51 Spring 2017

Observer & Recorder Notes

Goal 1:
Find Course Schedule
Platform: myhu.harrrisburgu.edu website using desktop browser
User: George, currently enrolled student of Harrisburg University
Video: CourseSchedule.mp4

Roles
User: Dean
Observer: Princess
Recorder: Arun

Observer Notes:

Able to login on the website easily.
Noticed there is no link to course schedules from the homepage. He guessed it will be in Academics tab.
He found many information in Academics tab
He found the Student Schedule section - but it is empty. He clicked View Details.
When he clicked View Details, it didn't show an immediate feedback if the click action was accepted by the website.
He found it wrong that the landing page of Student Schedule Details is showing Late Spring semester. He had to change it to Early Spring.
He can now see his schedule.

Recorder Notes:

The user spent about 2minutes to get to the information he was looking for.
He correctly assessed the need to click on the Academics tab to find the information without being much distracted by all the other information on the website.

However , on the Academics page the user got a bit confused to where exactly to find the schedule for the current semester since under course schedule there was an empty table.
This seems to be a pain point where the user has to figure out that he has to apply a filter to the term for which he is enrolled.Once the filter is applied the schedule does populate as expected.

Goal 2:

Find things to do around Harrisburg University campus (while he waits for his train)
Platform: Yelp mobile application
User: George, currently enrolled student of Harrisburg University
Video: NearbyEvents.mp4

Roles
User: Dean
Observer: Princess
Recorder: Arun

Observer Notes:

User immediately sees all the different options or categories of places or events from the main screen.
He wanted to see more options so he pressed "More".
He guessed what he's looking for is in Local Flavor.
He sees that the search results defaulted to displaying options from his current location. He is currently not in the HU area, so he had to update the location.
He didn't find anything he wanted. He wanted to "go back" to where he was.
He was struggling to do that and guessed typing something on the search bar might do the trick.
He selected another category and noticed the results seem too far (distance-wise) from the campus.
He searched for more options. He got more generic categories and results.
He, again, had to update his search location, and didn't seem too happy about that based on the tone of his voice. (This happened to him many times.)
His selection does not give details. He clicked on the map and the map didn't really make sense to him, so he tried to "zoom out" to make sense of the location it is showing him.
He didn't find what he was looking for.

Recorder Notes:

The user spends close to 7 minutes on the application to figure out a place where he can spend some time before catching his train back to his place. There was a quite a lot of generic information available for places to hang around but not much which suggested places where the university students hung around. Also, the user could not find one close by and this was a pain point.

The user spends about 30 secs on the categories page trying to figure out what to click on.
The user then spends about 11 seconds on the local flavor page.
The the user changes the current location and spends about 20 secs to change the location.
User tries to change the default yelp events and decides to go for pool halls and spends about 40 secs on this activity without being satisfied with the result.

The user then tries again with a different search approach by going back to the main menu and clicks on art and entertainment this takes about 30 secs
Then the user decides to go to the arcades page and change the location again and spends about a minute to get to the results.
The user clicks on the one of the options and spends about 1 minute and 30 seconds to figure out how far that location is from the university
The user then tries to find other options on the app and spends another minute on the app before deciding that there is nothing nearby to really spent some time before travelling back home.

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Goal 3:
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Plan weekend itinerary
Platform: tripit.com on desktop browser
User: Olga, Harrisburg University new faculty
Video: PlanWeekendItenerary.mp4

Roles
User: Princess
Observer: Arun
Recorder: Dean

Observer Notes:

After creating an account in tripit.com the user logs in and sees that there is an option to click on the link to add a trip right in the middle of the page.
The user clicks on Add trip which takes her to a page that contains a form to fill in with the details of the travel plan.
The user fills the details of her trip and since she is not flying changes the trip image from default to a general one and then save it.
Then she clicks on Add my trip tab which saves the plan and presents a new page with different options and buttons which seems to be overwhelming.
User then decides to click on 'add a plan" option to create plans during her visit. This opens a drop down menu with various options.
Since the first activity the user plans is a meeting she clicks on that option and this takes to a page that contains a form to fill.
The user fills the form with information which is relevant to her need although it looks like there are many filed in the form which is irrelevant to her purpose. So, most of the fields are left blank.
The user then saves the meeting by scrolling down and clicking on the save button and this takes her to a page displaying the saved meeting details.
Then the user decides to add more plans and clicks on Add plans and this time chooses activity from the drop down menu options.

This opens a page which again contains a form to fill in with the activity details and the users fills in with relevant details. While doing so she finds that the description box is too short and was expecting for that to be longer so that the information which is being typed in is easily readable. She also finds that there are many fields that are irrelevant to her purpose.

The user leaves most of the remaining fields blank and proceeds to save the page which then takes her to a page that contains the details of her saved activity.

The user then edits the page to set a time for that activity and clicks on the edit button without pausing much to think about how to make an edit.

Then she saves it which takes her to the page which shows all the plans in chronological order. The user then adds another plan and clicks on restaurants from the drop down menu which takes her to a page with a form to fill about her restaurant choice. However, it also contains fields that are irrelevant and after filling few details the user saves the page and this takes to her to the page that contains the list of planned items.

The user then clicks on the home tab to see what it would look like after the changes and feels good about the fact that all the trip details are now viewable at one place including the upcoming trip and the activities.

The user however feels that it would be good to have an alternative which is not very travelled focused but rather has an ability to specifically cater to her plans at the University during a workday and can remind her on her phone about the various activities.

Recorder Notes:
User already created account so started with homepage.
Takes 33 seconds to get to the add a trip page.
Takes a minute and 17 seconds to finish creating the trip listing.
User takes roughly a minute to move on from the trip overview page to planning a meeting.
User seems to be unsure about what to do next at the start of the overview section.
User spends roughly 2 minutes in planning the meeting.
User feels like most of the fields in the planning form are unnecessary.
User spends about a minute and 10 seconds on planning an activity.
User spends the next 10 seconds to quickly edit the previous meetings timings.
User spends roughly a minute in planning her lunch schedule.
User spends roughly 15 seconds to verify all the plans created.
User spends roughly a minute in verifying how the trip shows up on the homepage and feels satisfied with the outcome.
User feels that a simple reminder app would suffice though she does appreciate the level of details provided.

Goal 4:

Obtaining recommended hotel Information
Platform: myhu.harrrisburgu.edu website using desktop browser
User: Harrisburg University Part-time Student
Video: PlanWeekendItinerary.mp4

Roles
User: Arun
Observer: Dean
Recorder: Princess

Observer Notes:
User remembered about the links provided via email but could not find them so decided try out the myhu.harrisburgu.edu portal.
User decided to look under student services based on what they remembered from the email.
User finds the housing and residence information sidebar tab, after skimming the page and decides to move forward with it.
After skimming the page, user concludes that it is not right page but finds a new student information link which gives a few details about previous years.
User decides to search in the search bar on the top of the page and finds a link to for parents and family weekend.
After choosing a random link, user is redirected to the hotels homepage.
User seems to be satisfied with the outcome.

Recorder Notes:

The user spent about a total of 3 minutes to look for hotel accommodation information.
From login to finding a potential link that might contain this information, the user took about 30 seconds.
It took him almost 1.5 minutes to realize that skimming that page does not have the information he needs.
Using the search bar at the top immediately directed him to the information he wants.
He tries clicking on the results and after about 50 more seconds, he was determined that the results have redirected him to a site (outside the platform) for booking.