Subject #1

Background information

This subject is a high school student. Form the pretest questionnaire we know the test user has her own phone with medium level of usage. This user focus more on the utility of the smartphone application. The user rate herself neither introverted or extroverted and often have trouble interacting with instructors and classmates in class. As question arises, she tend to approach the instructor first for help.

The complete testing process is filmed as follows:

(video)

Based on the test user behaviors and feedbacks either verbally or post-test questionnaire along with our observation, the testing results are be summarized in the following table:

|  |  |
| --- | --- |
| Test user tasks failed | Prototype 1:  4. Post a question in the classroom  10. Change classroom  11. Sign out  Prototype 2:  7. Click “comment” icon to see the comments under posts  8. Click “reply” button and respond under posts with/without name  9. Create a new post with/without name.  asked questions.  11. Sign out |
| Comment | *“I feel like the 1st prototype is the best one due to it’s originality and multiple accessibilities whereas for the 2nd one, it’s a very [...] common app.”* |
| observation | Prototype 1:   * *Prompt necessary before filtering options were investigated* * *Prompt necessary to manage questions/answers* * *Did not investigate “Settings” button* * *Confused by the flag button* * *Didn’t sign out*   *Needed a lot of guidance to get through!*  Prototype 2:   * *Some confusion about functionality of certain buttons in the forum section* * *“Students” on the top left corner of the screen was perceived as a button although it is not one.* * *Didn’t sign out*   *Had an easier time navigating and exploring features on the “course” tab, but a very difficult time on the “forum” tab.* |

Subject #2

Background information

This subject is a graduate student. Form the pretest questionnaire we know the test user has his own phone with intensive usage. This user pays more attention on the utility of the smartphone application. The user rate himself sort of introverted and often have trouble interacting with instructors but not classmates in class. As question arises, he tend to figure it out on his own or discuss with classmates.

The complete testing process is filmed as follows:

|  |  |
| --- | --- |
| Test user tasks failed | Prototype 1:  4. Post a question in the classroom  6. Sort questions by priority setting  7. Filter questions by status  10. Change classroom  11. Sign out  Prototype 2:  7. Click “comment” icon to see the comments under posts  9. Create a new post with/without name.  10. Click “top questions” button on the top of forum to see a summary of frequently  asked questions.  11. Sign out |
| Comment | Prototype 1: *“When you prompt me for a username, don’t put the password prompt on another page. Leave it on the same page. Use borders around text to isolate the elements visually”*  Prototype 2: *“Narrow the “Top Questions” button. I didn’t know if it was a title or a button. I assumed it was a title. [I suggest you] add class documents like ppt. [There is a] big flaw in the login [scheme]. [You] should have a way to verify [each user’s] identity. Specify first name and last name on login tabs.”* |
| observation | Prototype 1:   * *Password on different page confused the user* * *Ignored sorting and filter settings* * *Never accessed the “Settings” tab* * *Didn’t sign out*   *Assumed what the “Settings” button does and didn’t feel the need to explore it.*  Prototype 2:   * *Doesn’t think that the “Top Questions” button is a button* * *Didn’t sign out* |

Subject #3

Background information

This subject is a high school professor. Form the pretest questionnaire we know this instructor has a class of roughly 40 students.He is confident about acknowledge students’ understandings on materials but is often harassed by students’ repetitive questions.

The complete testing process is filmed as follows:

|  |  |
| --- | --- |
| Test user tasks failed | Prototype 1:  6. Sort questions by priority setting  7. Filter questions by status  8. Check and manage your questions/answers  9. Check and manage your requests  13. Change classroom  14. Delete classroom  15. Sign out  Prototype 2:  5. Select “lecture” under dropdown list, enter lecture name and submit.  7. Go to the “forum” section  8. Click “comment” icon to see the comments under posts  9. Click “reply” button and respond under posts  10. Click “top questions” button on the top of forum to see a summary of frequently  asked questions.  11. Sign out |
| Comment | Prototype 1: *“Possibility to download .mp4 lecture in the ‘Live’ module. A live Audio/Video streaming [feature would be useful].*  Prototype 2: *“[I] do not need a platform to just inform me of questions. Students can raise their hands. Practical only in a very large classroom. Lack of interactivity in relationship to live content and quizzing.”* |
| observation | Prototype 1:   * *Did not bother checking the “Sort by” and “Search/Filter” tabs* * *Assumed that the notifications bell meant he had received questions and didn’t bother to check it* * *Did not care about the “Settings” button as its operations were assumed to be known.* * *Didn’t sign out*   *User showed a strong interest in the .ppt uploading/streaming service and the LIVE polling/quizzing features.*  Prototype 2:   * *The tester is biased from the first prototype and assumes the functionality of the “Forum” tab; only notices the “Forum” tab after being prompted.* * *The tester doesn’t realize that “Top Questions” is a button* * *The tester seems unsatisfied with the quantitative nature of the “I don’t understand” feature for topics* * *Didn’t sign out*   *Tester put a strong emphasis on audio/video streaming and question polling and is not fond of the lack of these features in this design.* |

With the testing results ready, we are in a position to conduct benchmark assessment of the candidate prototypes based on the benchmark tasks we chose in the previous section, and the evaluation results come as follow:

|  |  |  |
| --- | --- | --- |
| Benchmark tasks | Prototype 1 / scores | Prototype 2 / scores |
| Subject # |  |  |
| Log in the system |  | Subject #1  Subject #2  Subject #3 |
| Send request for questions that are accessible by others |  | Subject #1  Subject #2  Subject #3 |
| Acknowledge other users’ requests and being able to react to such a request based on the acknowledgement |  | Subject #1  Subject #2  Subject #3 |
| Finish the given test user tasks in a timely manner without spending time exploring the extra features |  | Subject #1  Subject #2  Subject #3 |
| Complete given test user tasks as many as possible |  | Subject #1  Subject #2  Subject #3 |
| Total score |  |  |

Conclusion/Future suggestions