

# NORTHERN ARIZONA UNIVERSITY

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Drop the Code

<https://github.com/petetetete/cs386-project>

D6.2 – User Evaluation

CS 386 – Software Engineering

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Marco Gerosa

## Script:

**Note:** Blue text is the instructions for only the **Script Reader** and not the person being interviewed. This allows for the Script Reader to use the script on multiple people and for different processes we are going to have the users attempt to complete.

<b>Opening statement</b>	(Greet the user appropriately) “Thank you for agreeing to participate in our study. My name is (Insert your name here) and I will be here to facilitate the process.”	
<b>Instructions regarding the evaluation process</b>	I will be sitting here with you to listen and watch you as you go through the process of navigating our menus and performing tasks. As you are using the application, please speak aloud as many of your thoughts as you can, so that we can understand how our users think and feel about what we have created.	
<b>Assign the task</b>  Note: This describes the process of the task the user is going to complete	Step #1	(Populate with task steps)
	Step #2	
	...	
	Step #x	(Where x equals the number of steps)
<b>Questions regarding their task</b>	(After the task has been completed, ask the user the following questions) How did you find the experience overall? How difficult did you find it to complete the task? How would you compare this difficulty to other similar tasks in other, similar programs? Which step did you find to be the <i>easiest</i> with the task? Which step did you find to be the <i>hardest</i> with the task?	

	<p>(If the user struggled on a section) I saw you struggled with ____, how would you recommend we improve that for the future?</p> <p>If you could change one aspect of the task, what would it be?</p> <p>(Ask any other questions that you feel are relevant)</p>
<b>Satisfaction Survey</b>	<p>(Give the user our satisfaction survey for final opinions)</p> <p>“If you could fill out this satisfaction survey, it would help us improve our system for future users. Feel free to answer “</p>
<b>Closing statement</b>	<p>“Your participation in this study is invaluable to us and we would like to thank you for your time.”</p> <p>(If the evaluation is in person, escort out the user)</p>

## Results:

This result is affiliated with a teacher logging in to the teacher login:

Teacher: Overall the experience to login as a teacher worked at well. I could login with easy and not have to worry about the computer forgetting my password for the login section. Also, as soon as I logged in I could see all the information about my students right away. The only issue that I had was that when I had an incorrect password, I could not see if the computer was still loading or if the password was incorrect. Other than that it worked at well.

This result is affiliated with a user changing the difficulty level from the main menu:

*Micah Mossman* is going to be the User

### How did you find the experience overall?

*Micah:* It was pretty easy to find out where I could change the difficulty because I had three real options because I knew the logout page wasn't it. It took me a few seconds but I went with what I thought the obvious choice after that and went with the 'settings' option and from there it was self explanatory.

### How difficult did you find it to complete the task?

*Micah:* On a scale from one to ten, I would have to say a two and I am only saying that because it took me a few seconds to choose the 'settings' option so even a score of two is pushing it.

### How would you compare this difficulty to other similar tasks in other, similar programs?

*Micah:* Compared to other programs I'd say this is extremely easy compared to many other apps I use. Usually you have to jump through so many hoops to adjust a setting that may or may not

even be adjustable. Overall, it is very simple to change the difficulty level compared to other apps.

**Which step did you find to be the *easiest* with the task?**

*Micah:* I would definitely say choosing the difficulty level because I only had three choices to choose from. I didn't have to navigate anywhere else I just had to make the choice.

**Which step did you find to be the *hardest* with the task?**

*Micah:* Finding the difficulty option but even then that wasn't difficult either because like I said before it seemed like the 'settings' option was the obvious choice from looking at all of the other options.

**If you could change one aspect of the task, what would it be?**

*Micah:* I would say add the ability to change the difficulty when you're in the menu where you choose levels. It would save more time than having to backtrack to the main menu and going from there.

Summary: It would seem that Micah enjoyed navigating the menus with ease and that he didn't have any trouble at all with changing the difficulty. His suggestion of adding the ability of changing the difficulty from the 'level select' menu was a good idea and we may take that idea into consideration. Overall he said it was easier to change the difficulty than some other applications he uses and that it was just easy in general to do on our application.

[EVERYONE ELSE SHOULD ADD 1 RESULTS ENTRY USING THE USER EVALUATION TEMPLATE ON EITHER A REAL USER OR YOUR SELF (PICK A TASK SUCH AS "LOG-ON AS TEACHER" OR "VIEW STUDENTS AS TEACHER" AND RECORD THEIR/YOUR ANSWERS TO THE QUESTIONS)]

**Group Participation:**

Peter – Improved the template and created the script.

Hayden –

Garrison – Created the template for the document. Add teacher result

Gage – Filled in the script "instructions regarding the evaluation process".