**Research Plan: Oppia Website Baseline Research**

**Introduction**

The purpose of this research plan is to outline the steps that will be taken to identify key issues that learners face with the Oppia website and provide recommendations for improvement. The research will focus on the learner-facing aspects of the website, such as navigation, usability, accessibility, content quality, and feedback features.

**We would like to answer the following questions:**

Finding the oppia Website

* How easy was it for you to find Oppia website ? (Answer: On a scale of 1 to 5, with 1 being "Very difficult" and 5 being "Very easy")
* Did you experience any difficulties finding the website ? If so, what were they?
* What suggestions do you have for making it easier to find the website [website name]?

Navigation

* How easy is it to find the information you are looking for ? (Answer: On a scale of 1 to 5, with 1 being "Very difficult" and 5 being "Very easy")
* How clear were the instructions for navigating to the website? (Answer: On a scale of 1 to 5, with 1 being "Very unclear" and 5 being "Very clear")
* Did you experience any difficulties navigating to they? If so, what were they?

Usability

* How easy is it to use the Oppia website to complete a task? (Answer on a scale of 1 to 5, with 1 being "Very difficult" and 5 being "Very easy")
* How satisfied are you with the overall usability of the Oppia website? (Answer on a scale of 1 to 5, with 1 being "Very dissatisfied" and 5 being "Very satisfied")
* Do you have any suggestions for improving the usability of the Oppia website? (Answer: Open-ended text response)
* Is the layout of the Oppia website easy to understand? (Answer: Yes/No)
* Are the instructions on the Oppia website clear and easy to follow? (Answer: Yes/No)
* Are there any features of the Oppia website that you find difficult to use ?

Content Quality

* Is the content on the Oppia website well-organized and easy to understand? (Answer on a scale of 1 to 5, with 1 being "Very poorly organized and difficult to understand" and 5 being "Very well-organized and easy to understand")
* Is the content on the Oppia website relevant to your needs? (Answer on a scale of 1 to 5, with 1 being "Not at all relevant" and 5 being "Very relevant")
* Is the content on the Oppia website engaging and interesting? (Answer on a scale of 1 to 5, with 1 being "Very boring and uninteresting" and 5 being "Very engaging and interesting")
* Do you have any suggestions for improving the content quality on the Oppia website? (Answer: Open-ended text response)
* Are there any topics on the Oppia website that you would like to see covered in more detail?

Feedback features

* Have you ever used the feedback features on the Oppia website? (Answer: Yes/No)
* How satisfied were you with the response you received to your feedback? (Answer on a scale of 1 to 5, with 1 being "Very dissatisfied" and 5 being "Very satisfied")
* Do you have any suggestions for improving the feedback features on the Oppia website? (Answer: Open-ended text response)

**Participant Criteria**

Participants in these sessions should meet the following criteria:

* Age: 7 - 14 years
* Have access to an Android phone/tablet or laptop that can run the website in a browser.

They can use their parent’s device -- but please ensure that the parent is OK with that.

If they don’t have access to a device at home, it’s fine to let them use yours (if you are OK with that).

# Report Template Document

Please create a copy of this document and use it to record the results of your study: link

# **Setup instructions (before the actual study session)**

1. Before your initial meeting with the student:
   1. Ensure you have access to the Oppia website @[Oppia.org](http://oppia.org/).
   2. Go through the website and lesson to get familiar with the contents.
2. During your initial meeting with the student:
   1. [If the studies will be conducted virtually] ensure that the [general instructions](https://docs.google.com/document/d/1PSFfcKposuwhHvm8BXY_zT8iOkDLV2PAKkVl4JGWSqI/edit" \l "heading=h.8z98x2kfap05) for obtaining consent and teaching how to use Hangouts/Zoom have been followed.
   2. Obtain consent from both the student and the parent, and have the parent fill out the [consent form](https://forms.gle/5XizMTunnrUVquLS7).
   3. Work with the student or their parent to access the Website URL on their device (similar to the previous step).

# Discussion Guide for the Actual Study Session [60 minutes]

The following prompts are provided as a discussion guide. However, as an interviewer, please feel free to use your best judgment on asking follow-up questions to direct the conversation and ensure that the interview is productive and valuable. Keep the questions open-ended and try not to “lead” the student.

Additionally, if any distractions arise during the study session, note them down as follows:

* What was the nature of the distraction? How often did it occur?
* Are students able to recover from a distraction within the phone (e.g., text message, phone call, notification from Youtube etc.)? If so, what strategies did they use to do that?
* Are students able to recover from a distraction in the external environment (e.g. noise, interruption, etc.)? If so, what strategies did they use to do that?

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| --- | --- | --- | --- | --- |
| Sections | Website Screen | Script / Task Cues | Observations | Duration |
| Section One | Introduction and Welcome | | |  |
| 1 | N/A | Hello! Thank you very much for spending time with me today. My name is [add facilitator name]. I will be conducting this session today.  I am with The Oppia Foundation team. I am speaking with you today to know more about your experience using our website in today's session. We want you to know that this is not a test, so please speak freely.  We will start this session with you using the Oppia website to learn a new concept in mathematics. As you are using the website, please talk to us about what you are seeing or doing on the website.  If you get confused, stuck, or don't understand something, please tell me. If you see things you like, tell me that too. Please note that I am here to learn from YOU, so there's no right or wrong answer!  Again... I'm not testing you. I'm testing this website. If you get stuck or confused, it's not your fault. It helps us identify the problems in the website that we need to fix.  Any questions before we begin?” |  | 2 min |

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| --- | --- | --- | --- | --- | --- |
| N/A | Re-Consent  “I would like to record this session. This helps me to share what I learnt today with my team. Neither your name nor picture will ever be used publicly. Is that alright?  Our session today will last for 1 hour. We do not have a break planned, but if you need a break at any time or need to leave early, that is totally fine. Please just let me know.” | Important: Do not record if the student/parent does not give consent.  If you are opting for a video call, kick off the recording of the Hangouts/Zoom meeting only after letting the student know that you are doing so, and obtaining consent. | | 1 min | |
| N/A | [Ensure that the student is able to share their screen and you can see it.] |  | | 1 min | |
| Onboarding Process  Note: This covers the part between opening the Oppia website and getting to the page where you can see a list of topics to learn. | | | |  | |
| Onboarding screens | Now, please open the Oppia website and show me how you would start using it to learn something new.  What is your first impression of the Oppia website? What do you think it is about?  Observe the student and the process they followed to get started on the website. Ask follow-up questions as needed to understand their thoughts and experiences. | How long did the onboarding process take? (If it takes longer than 5 minutes or so to do it on their own, please help them actively through this part of the study so that they can get to the list-of-topics page.)  Did the student create a regular learner profile or an administrator profile?  What steps did the student take to successfully get started on the website? What did they click on?  Did the student get stuck at any point in the onboarding process? Was there anything on the screen that they did not understand? What challenges did they face and what questions did they ask?  Does the student understand what the website is for? | | 5-7 min | |
| Learning With the Website | | | |  | |
| List-of-Topics page | “On this page, I would like you to pick something to learn.” | * What does the student do? (If they have difficulty, you can help them select a topic.) | | 2 min | |
| Main page within a Topic | Before you click on anything on the page, can you describe what you see.  “Can you show me how you would start learning?”  “What do you think the revision section allows you to do? “ | * What is a student's understanding of the topic page? * Is the student able to differentiate between the lessons and revisions tabs? * Is the student able to identify or switch to the "Lessons" tab? | | 4-5 min | |
| “Lessons” tab | “What will you do to start learning? “  “Can you read what you see on this page?”  “How will you start learning Chapter 1?” | * Is the student able to navigate into a lesson? * Does the student tap on the card for Chapter 1? | | 3-5 min | |
| Chapter 1 | “Can you show me how you can turn on audio that will play the text that is written on this screen?”  “Can you show me how you can change the language of this audio?”  “How will you pause the audio?”  “How will you play the audio from the beginning?”  “How will you stop playing audio?” | * Does the student see the audio icon on the top right? * Is the student able to change the audio voiceover to English? * Does the student know how to play or pause audio? * Does the student know how to use the scrubber to control where to start playing an audio clip? * Does the student know they can tap on the audio icon to mute the audio voiceover? * Are students able to use hints, solutions, and concept cards to get themselves unblocked? | | 4-6 min | |
| Chapter 1 | “I would like for you to spend some time reading the contents on this page. You can have the audio clip playing if you prefer.”  [when the student has finished reviewing the page contents] “What will you do next?”  [when on the page with question] “What will you do to go to the previous page?” | Does the student tap Continue to go to the next screen?  Does the student tap the back arrow button to go to the previous page? | | 5 min | |
| Chapter 1 | [Bring the student back to the page with the question. Have the student respond to the question] | How does the student use the hints/solutions to unblock themselves in case they don’t know the answer? | | 2-3 min | |
| Chapter 1 | “What will you do if you want to get out of this chapter?”  [After the student has tapped the exit button] What will happen if you continue to leave? | * Can the student recognize the exit button on the top left? * What does the student think will happen when they exit a chapter midway? | | 2-4 min | |
| Switch to a different topic | [Set up the student to begin chapter 1 of another topic] “I would like for you to spend some time learning chapter 1 of this topic.”  [If they manage to do it, go back to the topic page] | Have the student tap on hints/solutions if they are blocked to understand how the student uses them to unblock themselves in case they don’t know the answer  Does the participant run into any difficulties when playing the lesson?  Does the participant request to play more chapters after the lesson? | | 10 min | |
| (If time permits) Topic screen | “Do you know how to start the next chapter?” | Does the participant know how to start the next chapter? | | 1 min | |
| Distraction |  | | What distractions do student face while using the Oppia website? How often do these distractions happen?  Are students able to recover from a distraction within the device they are using to access the Oppia website (e.g., text message, phone call, notification from YouTube, etc.)?  What strategies do students use to recover from a distraction within the phone (e.g., text message, phone call, a notification from Youtube etc.)? | |  |
| Closing / Wrap-Up | | | | | |
|  | What did you think about using the Oppia website to learn <student’s assigned topic> today?  “What is it that you liked most about the website?”  “What did you dislike about the website? What would have made the experience better for you?” | Record the answers to these questions. | | 2 min | |
|  | “Please complete the post-study evaluation form ([English](https://forms.gle/wstVkqwyKw1TaY7P7) / [Brazilian Portuguese](https://forms.gle/xAuiHYiapmUNWPcU7)).” | If they don’t understand any of the questions in the post-study evaluation, please mention this in your notes. You can then explain what the question means. If you find an explanation that worked, please write down the exact wording you used (this might help with updating the surveys in the future). | | 5 min | |
|  | Thank you very much for your participation in our user study today! |  | | N/A | |

Submission Form

After the study, please use this form to submit your final report/observations: <https://forms.gle/gf2kfeLPZmL6iQSh8>