Merry Mekonnen

Tutoring Website

User Testing Methods

User Testers were recruited based on three major criterions: currently enrolled in college/ university, in sophomore year or above in grade level, has experience in being tutor or tutee. In total, two user testers participated in testing the mid-fidelity prototype; one was held online and the other in person. The online-testing took 30 minutes, and the in-person testing took around 15 minutes. After the testing was completed, the testers were provided with a google form to describe their experience for each task they interacted with. Both testers gave an insightful feedback on the mid-fidelity prototype. The testing results were analyzed according to the reactions they showed during the testing and the suggestions they conveyed through verbal communication.

User Testing Results

The user testers interacted with all the three primary tasks. The first task was the application process where the user testers went through the process of finding tutors and submitting their application. The testing revealed that some key features in this task went unnoticed, such as the application progress check side bar. One of the testers mentioned that she was expecting the progress tracker to be a combination of colors and be able to be noticed with no effort at all. She also suggested if the progress tracker could be placed at the bottom of the page so that users see it every time they jump into the next section of their application. The other interesting finding about the application process was prioritization. The user testers commented that tutors' session information that is shown to tutees should be displayed in a certain order. On the mid-fidelity prototype, when tutees select tutors to see their session information, the information is displayed with this order: courses tutors tutor, study areas, time available, language preference, short description about sessions. Both testers suggested if they could be able to see the time availability first, followed by language preference and lastly followed by study areas. They mentioned that these three are very important to make decisions sooner and should be placed on the top of the order. One additional feature the testers would like to see included is tutors' bio in tutors' information page. They mentioned that they would like to read more about the tutors' achievement, interest and so on under tutors' bio. Both user testers also had some hard time clicking on the buttons which don't have any event attached to them. Overall, they enjoyed their experience with the application process task.

The second primary task was changing schedule after sessions begin. This task was for tutees to be able to change their session information and notify their tutors to approve it. These testing showed two different reactions from the two user testers. One of the user testers took a long time to understand what was going on and she finally understood it after trying out the third primary task. On the contrary, the other user tester understood the process right away and finished the task in no time. The user tester who had a hard time understanding the process enjoyed the process once she understood it. However, she mentioned that the process was not straightforward and could benefit from additional information on the page so that users can easily know what's happening. The other key finding from the second primary task was about "Update" button and "Notify Tutor" button. One of the user testers mentioned that when she clicked on the "Update" button, she thought her schedule was instantly updated and needed no further steps. But then when she saw the "Notify Tutor" later, she recalled that the update can only be made after tutor's approval. The fact that "Update" button came first brought a little confusion to the user tester. The user tester then expressed her confusion and suggested if those two buttons could be combined into one button or the "Notify Tutor" button comes first instead.

The third primary task was approving a schedule change made by tutees. This task is for tutors to either approve or disapprove a schedule change made by tutees. Both user testers had a great experience with this task. One of the user testers said it was her favorite from all the three primary tasks she interacted with. One feedback this task received was about the "Nothing to show" screen shown on tutor's profile page. One of the user testers recommended that something about tutors' daily plan or schedule to be shown so that the screen can have a content. She mentioned that she did not like seeing it empty. In general, both user testers greatly enjoyed their experience, interacting with the mid-fidelity prototype. They also gave an essential feedback from which Tutoring website tremendously benefits. One of the user testers explicitly mentioned that she would use the app if it's available as she believes it is very convenient and easy to use.

Appendix

Testing #1

Update schedule

⇒ language ⇒ first table change schedule is enough go's to cafe was coming

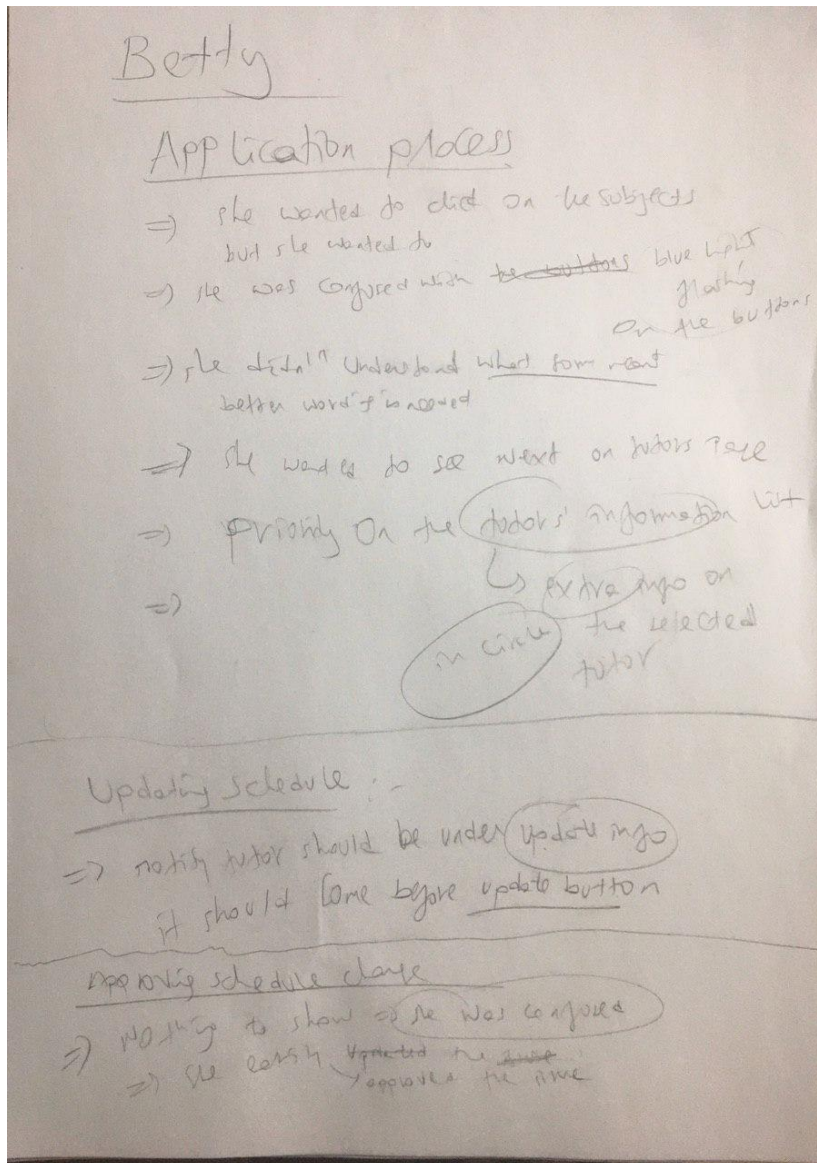⇒ better to communicate directly to update schedule

⇒

Approve request change

⇒ she understood the process earlier ~approving request change~

⇒

~her favourite was approving request change~

Testing #2

Betty

Application process

=> she wanted to click on the subjects
but she wanted to

=> she was confused with ~~the buttons~~ blue light
flashing
on the buttons

=> she didn't understand what form meant
better word if is needed

=> she wanted to see next on tutors page

=> priority on the (tutors' information) list
↳ extra info on
(in circle) the selected
tutor

Updating schedule :-

=> notify tutor should be under (update info)
it should come before update button

approving schedule change

=> nothing to show => she was confused
=> she easily updated the ~~~~
approved the time

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Survey Response

Was the Tutoring app prototype easy to navigate?

2 responses

yes, it was not hard to navigate.

Yes. Overall, it's was simple, concise, and easy to navigate. However, there were a few areas that need improvement such as, while choosing time and language, the tutor's information should not be listed with time and language options (it could be put below the tutor's image). In addition, I had a hard time understanding why the drop down buttons were not working, but since it is a prototype, I believe that everything will be functional after the app is fully developed.

How do you describe your experience while signing up for tutors using the prototype?

2 responses
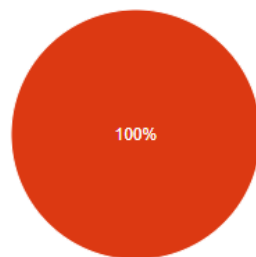
- Easy, It was awesome.
- Okay, I was confused at some point but was able to understand the steps with a minimal effort applied
- Hard, I had no clue about what was going on

100%

## A short explanation for the above response

2 responses

It was a little hard to navigate with buttons which didn't work. But it was manageable. I couldn't also get back to the home page easily. The updates were confusing to go through, but were clear after your explanation. Also, the progress tracking was unclear. I hope you take my advice about it.

The signing up process was simple but a little confusing. As mentioned, it was my first experience with the app, so I was confused about the drop down buttons and the blue flashing light on the buttons. However, the information written was easy to understand so, I could proceed with the application process easily.

How do you describe your experience while trying to update your schedule with your tutor?

2 responses
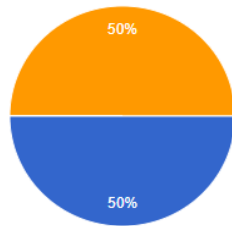
- ● Easy, It was awesome.
- ● Okay, I was confused at some point but was able to understand the steps with a minimal effort appliedOkay, I was confused at some point but was able to understand the steps with a minimal effort applied
- ● Hard, I had no clue about what was going on

A short explanation for the above response

2 responses

I couldn't understand it at all because it took me to another page and updated my preferences under my tutor's name.

The updating schedule part was quite simple. I was able to identify the "Click Here" button right away, and I could easily spot the information I wanted to change. However, the "Notify Tutor" button should be inside the update page, because after clicking "update," the user might forget to press the notify tutor button (if it's on another page).

How do you describe your experience while trying to approve tutee's schedule update request?

2 responses

- ● Easy, It was awesome.
- ● Okay, I was confused at some point but was able to understand the steps with a minimal effort appliedOkay, I was confused at some point but was able to understand the steps with a minimal effort applied
- ● Hard, I had no clue about what was going on

A short explanation for the above response

2 responses

It was clear, understandable, and easy to communicate. I knew how to use page very well. But, please work on the homepage and navigations.

The approving/denying part was also simple. Again, I could easily identify the "Respond" button and easily approve/deny the request. However, once I approve/disapprove, the "Respond" hyperlink should not be there anymore (again, since this is a prototype, I suppose the final app will fulfill this).