TraceabilityAtt

In the appointment scheduling system project for the psychology clinic of the UADY's Psychology Faculty, specifically the administrative modules of scheduling, rooms, and reports, we chose various attributes to consider during the project's development, including learnability.

Learnability is defined by ISO/IEC 9126 as the capability of a software product to enable the user to learn how to use it. During the project's development, the various quality attributes weren't exactly "added" through detailed processes; it relied on a "seems fine" approach, collecting feedback, and making changes based on it. There was a clear intention of making the system easy to understand and, therefore, easy to learn.

For example, clear labels and buttons, colors that indicate certain types of actions or states (like red for deleting and green for creating), grouping functions in a logical form (the module division of administration was already an example of this), icons, and error feedback messages were implemented to help users understand what to do and what not to do. Most of these applications of learnability are basic and general, but they were solid enough to support the user's system usage.

Due to time constraints, no usability tests were conducted (and therefore none regarding this attribute), but during development, there was mutual feedback between developers that allowed us to identify visual features that could hinder learnability, such as the initial column layout that was later replaced with a horizontal navigation bar.

This also means that there weren't any solid measures for learnability, but if there had been time for tests, they would have been conducted with future users of the system. These tests would consist of asking users to perform certain tasks, such as administering the agenda or scheduling an appointment. Their performance would be observed, and the following metrics recorded:

- Time taken for each task
- Number of errors made (e.g., misclicks, incorrect paths)
- Number of times the user asks for help
- Percentage of tasks completed successfully without assistance

Although these measurements don't prove that the system is fully learnable, they provide valuable information about tasks that may be difficult for users and offer the development team useful metrics to work with (such as time in seconds for the first and third points). Essentially, this process allows you to filter out the most problematic tasks. Nevertheless, interpreting this information can be confusing because there is no baseline for comparison; it would be more like trying to set a record.