Evaluation Plan

a. What is the goal for the user-evaluation?

The primary goals for our user-evaluation are to:

1. find potential pain points from participants and suggestions from participants for how to patch them.

2. discover the pros and cons of our design. We will avoid changing the pros and work on improving the cons

3. Collect data from the participants to use the CRS (i.e. Were they happy with the CRS? How long did they finish registering for the courses? etc.)

b. What evaluation method(s) will you employ, and why do you think those methods are appropriate?

Due to the distancing requirements, the user will perform a remote usability test of our prototype interface followed by a brief spoken interview for this evaluation. The test will be carried out remotely using online communication platforms such as Zoom or Discord. The participants will focus on the tasks we designed for them. As this is a medium-fidelity prototype, we can explain the limitation during the interview. We would provide the users with feedback and suggestions that reflect on our design at the end of the interview. Such valuable feedback and suggestions will be recorded through zoom for our later improvement.

c. How will you go about a single evaluation session – what are the steps? (be meticulous and detail-oriented)

**Before the evaluation, we must go over the following items.**

1. Send the consent form to the participants before the interview, and ask them to read it carefully.
2. Then they will design if they agree or not about the form.
3. We will answer any questions that they may have about the test.
4. If they agree, they will be provided with a set of tasks before the meeting.
5. Then schedule the interview time.
6. We will remind the participant before the interview day.
7. Invite the participant to join the meeting
8. The interviewer will briefly introduce our purpose and start the test.
9. The participant will be asked to complete a set of individual tasks.

**Explain our tasks:**

In order to get a more authentic users’ experience, we will simulate the course registration process and only provide limited information about tasks to our participants.

Assume that the user is a first-year student of CSC&STAT at UVIC. The user needs to select some courses by using our improved CRS websites.

Assume the user has completed registration in ECON103 at the beginning and then he will do the following sub-tasks.

1. First, open the program plan worksheet to find out what courses are not taken
2. According to the first-year requirement, there is one required course and two other electives to complete.
3. Complete registration of the required course.
4. Complete registration of the elective courses with time conflict and waitlist.
5. The evaluator will record participants’ actions with their permission.
6. The evaluator will provide help for participants at any time they need it.
7. Take notes for the participants who become stuck or unable to process.
8. The participant will be asked for feedback and suggestions.

d. Are there certain problems or challenges you anticipate?

1. The users may have problems related to distinct platforms for communication (zoom).
2. The users may have difficulties understanding the tasks.
3. The users may have problems related to their internet issues.
4. The users may find it hard to follow the steps to finish the tasks.

e. Do you have remedies for those problems?

1. For someone who may don’t know how to share a screen or talk by zoom, we guided them on how to share screens or open mic step by step. Alternatively, find some other application instead to do the evaluation, such as discord.
2. The evaluator will re-explain the purpose of our website. Then according to the purpose, we will explain the tasks in limited detail, but we won't instruct them how to do it. We will give the participants more time to try if someone couldn’t understand the tasks in a short time.
3. For someone who may have internet issues, such as WI-FI doesn’t work, we may help them restart the WI-FI setting. Alternatively, we could do the evaluation by phone call and let them record the evaluation.
4. Let them work on one task instead of multiple tasks. Also, providing them with some hints to guide them completed the one task. For example, the evaluator can ask them what he/she will do in the next step?

f. What kinds of data do you want to collect?

Is this CRS interface easier to use and achieve their needs?

The number of people who failed to complete all the tasks

The number of people who successfully complete all the tasks

The time for the user to finish each main task

The average time for users who finish all the tasks

Using the zoom to record users how to finish all the tasks

The point that the user feels uncomfortable.