

# Usability and Learning Evaluation Report Summary

(Sample)

You must submit one final report like this on your usability observation, surveys, and learning evaluations; this will cover all information you gained from those evaluations.

Your name: Karen Ballengee

Course: ISLT\_7361

URL Tested: <https://ballengeedigitalmedia.weebly.com/project-4-final.html>

## Summary of Users and Usability Tests

Write a brief summary of the learnings who participated in the evaluations. Participant 4 CAN be one of the first three participants, but you must have at least 3 participants.

	Participant 1 (Usability Observation)	Participant 2 (Usability Survey)	Participant 3 (Usability Survey)	Participant 4 (Learning Evaluation)
Age	49	52	38	49
Gender	Male	Female	Female	Male
Profession	Military Musician	Adult Education	Adult Education	Military Musician
Thoughts about this user	This user is a musician, but not a clarinet player. Currently works as an Instructional Designer.	This user is intelligent and gives valuable feedback.	This user has a keen eye and is good at editing.	This user is a musician, but not a clarinet player. Currently works as an Instructional Designer.
Date of Test	7/25	7/25	7/25	7/25
Platform/Browser	IPad/Safari	Laptop/Chrome	Laptop/Firefox	IPad/Safari
Tasks	1. Access assignments and due dates 2. Download Etude assignments and listen to the recording 3. Take the quiz	N/A	N/A	N/A
Overall Comments	Video takes a while to buffer	In section 3, I provided a link to the fingering	This participant wondered why the fingerings	In the fingering examples, other notes

	Quiz wouldn't let user exit	chart and scale in section 2. This participant observed that they had to scroll down to find the information that was linked.	were referred to as alternate in one section and Left hand in another section. The pull-out menus didn't work for this user's browser and she suggested buttons to go back to review sections.	were highlighted. This helps to understand how to play the more difficult passages Include video excerpts for the etude
--	-----------------------------	---	--	---

## Major Findings and Recommendations

- Discuss the major findings and issues for usability and learning.**

Breadcrumbs might better help the user to navigate the page.

I referred to the fingerings as left and right in some places, but alternate in others. This might confuse learners.

Audio takes a moment to buffer on mobile devices.

Some notes that weren't the alternate fingerings were highlighted in the examples.

The video moved fast for learning alternate fingerings.
- What will you modify? Identify the solution.**

I added extra buttons at the bottom to help the user navigate back to a previous page.

I got rid of the link to the previous material.

I added an extra explanation on which left or right fingerings are traditional or alternate.

I made a note that audio will take a moment on mobile devices.
- What worked well? What will you keep as is?**

The design and overall organization
- To what degree did your targeted learner understand the content?**

Two of my users in the usability survey played an instrument in high school, but were not familiar with the clarinet. They knew enough to be able to navigate the website, but not to take the quiz. The user who completed the Learning Evaluation and Usability Observation is a military musician, but not a clarinet player. He is familiar enough with the clarinet to complete all of the tasks. He even scored 100% on the fingering quiz.
- Provide rationale for modifying or keeping.**

Since I couldn't change my media when I referred to fingerings as either left or right. I put a note in the Lesson section that explained which fingerings are traditional and which are alternate.

Since I couldn't use breadcrumbs in Weebly, I added buttons at the bottom to allow the user to review previous pages.

I kept the additional highlighted notes because I want the students to look at the notes surrounding the note in question when making a decision on fingering.

The quiz won't let the user exit when the exit button is pressed. I created the quiz in Articulate so I went to my original file and everything is set up to exit. The exit button

works in Articulate. It doesn't appear to work after I uploaded it on the Articulate site. There seems to be no way to fix this problem.

I got rid of the link to the previous assignment because I couldn't figure out how to link to it without making the users scroll.

I contemplated arranging the order of the Lesson section because the comment about the video moving too fast. I decided to keep the same order. I kept it because this lesson is not to be used as a stand-alone lesson. I would explain the fingerings in a classroom or private lesson setting and the video would be used as supplemental material. The students can fast forward and rewind as necessary.

## Reflection

I put a lot of work into this lesson and I tested it in several browsers myself, but the Usability Test provided me with more valuable information. I will definitely use these types of evaluations to test my media products in the future.

With this lesson, I was most concerned that everything made sense and followed a logical order. None of my users (even the non-musicians) mentioned that anything was confusing or out of order. I did receive feedback that I referred to the notes as left C# and right B in one place and alternate C# and B in another. Students might be confused as to which fingerings are traditional and which are alternate so I clarified this with some text in the website. Since this lesson would be used with classroom or private lesson instruction, I would also explain that to students face-to-face as well.

Another area that was confusing to the person doing the learning evaluation was that some notes other than the alternate fingering were highlighted. I thought that highlighting such notes would be helpful to students, but highlighting more than one note may have been confusing. My intent was to get the students to make the decisions based on the notes that surround the note in question. I'm glad that highlighting was noticed.

Another area that I was worried about was navigation. Would the users be able to navigate the site easily and find what they need to find? I only got one suggestion in that area and I fixed it.

I got positive comments on the media and how the media helped to learn the topic. The person who did the learning evaluation said that the images and explanation on when to use the

fingerings were helpful. The only suggestion I got was to add video to the etude. I wouldn't do that because I want the students to make the fingering choices themselves. If they see the video, then they will see the correct choice.

## Improvement

From this project, I learned what may be confusing to the learners. In most cases, I just wrote a clarification in the website. I would make sure to reinforce this information in a face-to-face lesson as well.

I also learned that navigation is extremely important. I had slide out menus, but added buttons at the bottom so that the learners can advance to the next section. I never thought that the learners would want to go back to the previous section until one of my evaluators mentioned it. I wish that I was better able to leave breadcrumbs so that students can better see where they are in the process. My lesson was simple with only a few pages so I don't think it was too much of an issue.

There were some things that I would have liked to improve, but was unable to do in Weebly. In the end section, I would have liked to have linked to the scale/fingering chart in the previous lesson so that the user didn't have to scroll through the page to find it. I ended up taking out the links to previous material because I didn't want the users to be frustrated by scrolling and searching for information.

Overall, the Usability Test helped to make my website easier to use and navigate.

Unfortunately I couldn't test it on its intended audience, but I have no doubt that it will work for its intended purpose.