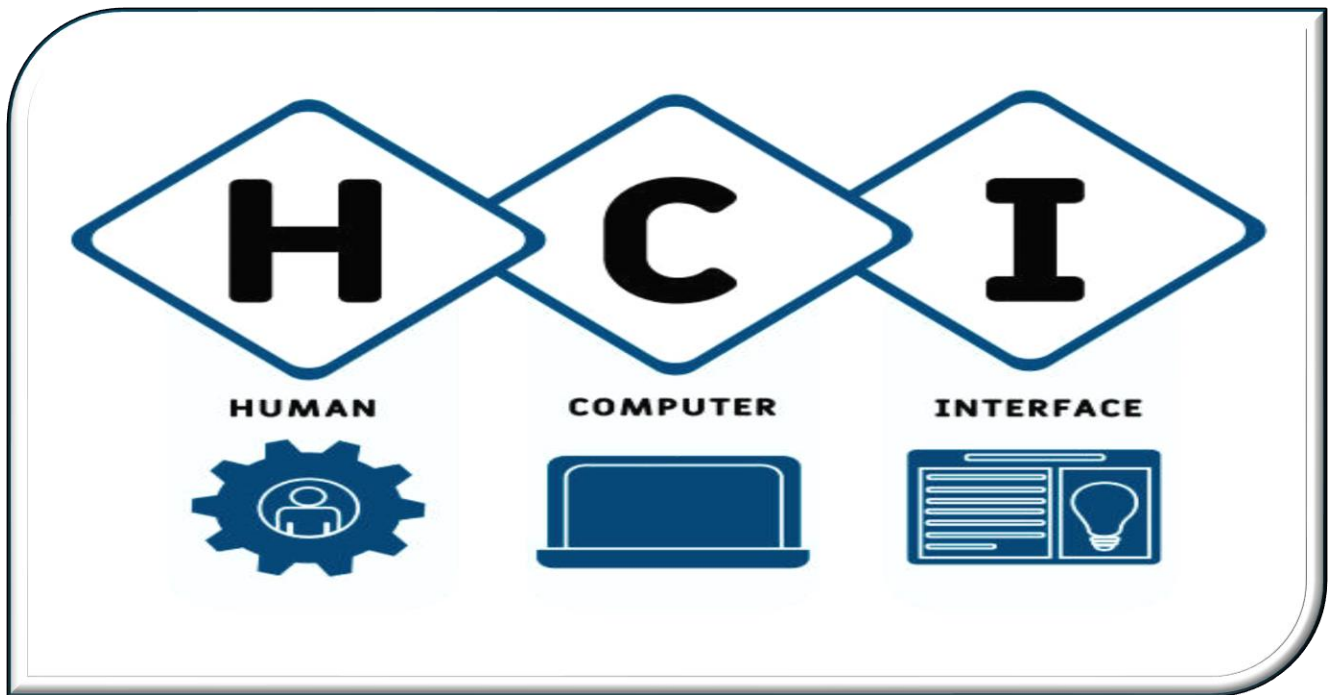


# USER RESEARCH TECHNIQUES





# **IT1214 Human Computer Interaction**

## **Assignment 1 Part 1**

**Website Name – [vle.sliitcityuni.lk](http://vle.sliitcityuni.lk)**

### **Group number – 2**

**Group member details:**

**T. Abishek (Leader) - SA23770188**

**K. Sinthuja – SA23765238**

**N. Kasthury – SA23766228**

**G. Thenugan – SA23769984**

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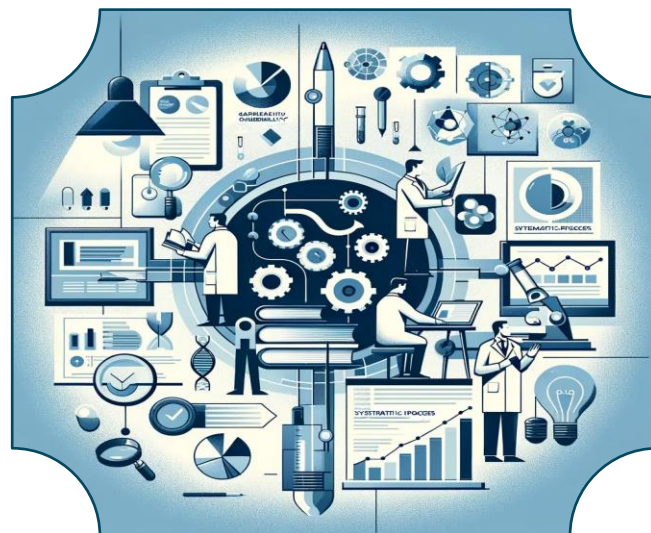


## PROJECT DESCRIPTION

This project going through the changing and improving usability of our Moodle website. We evaluate this project under our Human Computer Interaction module. While going through the project work, we assign different type of people Who use Moodle more often to get their analyzation and reaction of the Moodle. So as users we include expert user and novice user. By analysing how these users manage to navigate and utilize the Moodle features. Through this project we find usability issues, lack of information and some features which are hard to identify by more users. With this experience we aim to enhance a satisfying website by utilize the now runnable website that meets the Moodle users.

### Goals:

Through conducting an interview to analyse how the novice and expert users are interacting this website and find where they are struggling and collecting details for the persona and get some acceptable enhancements to improve the website.



## USABILITY ISSUES IDENTIFIED BY THE STUDENTS ON THE SELECTED PAGES...

- 1) Visibility of content is not properly aligned.
- 2) There is no animation such as moving pictures, colour changing the page is unattractive.
- 3) Home page having too much scrolling finding our courses and module.
- 4) The edit mode on student login is not needed its appropriate cause editing is admin's job.
- 5) Simple but not clear content designing.
- 6) Notifications are not working properly.
- 7) There is no help option for a new login user.
- 8) There is no social media link or profile connected with it for to attract more users and connect with them.
- 9) There is no chat support for other student and lecturers.
- 10) There is no pictures to attract the users.

## USER GROUPS IDENTIFIED

### 1) Expert User:



- A user with higher experience and close acquaintance with technology and the selected specifies website.



## 2) Novice User



- Those who have a low level of familiarity, knowledge and skill with a specific interface.

# PERSONA (EXPERT USER)



**Shanmugarajah  
Thirukkumaran**

**INSTRUCTOR  
(NORTHERUNI)**

**Age:** 26

**Place:** Jaffna, Sri Lanka

**Gender:** Male

**Education:** Bsc in IT(Hons)

## **Goals:**

Identify and mentor high-performing students, guiding them in advanced projects or preparing them for industry opportunities.

## **SKILLS**

Communication

Lesson Planning

Assessment and

Evaluation

Data Skills

Programming

Languages

## **Bio:**

Thirukkumaran is an experienced Academic Instructor at NorthernUni-SLIIT, Jaffna. With a passion for teaching and a strong background in software development, Thirukkumaran is committed to fostering a learning environment that equips students with practical skills and theoretical knowledge.

Thirukkumaran utilizes Moodle, a robust Learning Management System, to organize and deliver lecture materials, assignments, and interactive learning resources.

This ensures students have seamless access to course content and a platform for effective collaboration and communication.

**Experience:** Software Developer  
Academic Instructor

**Interests:** Teaching, Software  
development

## **CONTACT**



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123 St Johns street, Jaffna



# PERSONA (NOVICE USER)



**MARISILIN BIJON**  
**UNDER GRADUATE  
(NORTHERNUNI)**

**Age:** 21  
**Place:** Jaffna  
**Gender:** Male  
**Bio:**  
Under graduate of Bsc honors  
Software  
Engineering at northern uni

**SKILLS**  
Communication   
Leadership   
Multitasking   
English language   
Creativity

**Life style**

- Languages Known: English, Spanish
- Dietary Preferences: Vegetarian
- Hobbies and Interests:
  - Reading
  - Hiking
  - Photography

**Education:** Under Graduate

**Experience:** Null

**CONTACT**

 0775654378

 bijon@reallygreatsite.com

 www.reallygreatsite.com

 12 wellawata, ramanathan street  
Colombo

# SCRIPTS FOR CONTEXTUAL INQUIRY FOR TWO USERS

## 1)Script for Expert User

### Introduction:

Thankyou for participating in this interview.  
Today we are going to explore how you are using the website and find the usability issues you are having while using this website.

### Tasks:

- 1)Can you demonstrate us how can you change your Moodle profile picture?
- 2)As you are a lecturer how do you get your lecture material?
- 3)Can you able to login your Moodle page?

### Questions:

- 1)As you are a Instructor for which purpose you are using the Moodle?
- 2)How often you use the Moodle?
- 3)While you using this page do you have any usability issues?
- 4)As you told us some issues do you have any ideas or suggestion to improve the page?

## 2)Script for Novice User

### Introduction:

Thank you for participating in this interview. Today we are going to explore how you are using the website and find the usability issues you are having while using this website.

### Tasks:

- 1)Can you able to login your Moodle page?
- 2)Can you change your Moodle password?
- 3)Can you show us how you upload the assignment?

### Questions:

- 1)How often you use the Moodle?
- 2)In which ways Moodle help you?



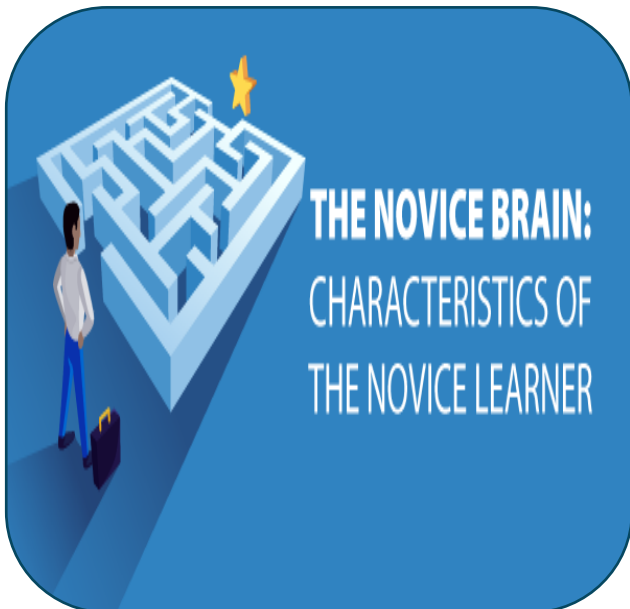
# VIDEO LINKS

## Novice User...

[https://mysliit-my.sharepoint.com/:v:/g/personal/sa23765238\\_my\\_sliit\\_lk/EepUnzenfnpMkZmRMMDXkrsBrz4K\\_xq5EAYoi6epb2D3AA?nav=eyJyZWZlcnJhbEluZm8iOncicmVmZXJyYWxBcHAiOiJPbmVEcm12ZUZvckJ1c2luZXNzIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOiJNeUzpbGVzTGlua0NvcHkifX0&e=2MRolt](https://mysliit-my.sharepoint.com/:v:/g/personal/sa23765238_my_sliit_lk/EepUnzenfnpMkZmRMMDXkrsBrz4K_xq5EAYoi6epb2D3AA?nav=eyJyZWZlcnJhbEluZm8iOncicmVmZXJyYWxBcHAiOiJPbmVEcm12ZUZvckJ1c2luZXNzIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOiJNeUzpbGVzTGlua0NvcHkifX0&e=2MRolt)

## Expert User...

[https://mysliit-my.sharepoint.com/:v:/g/personal/sa23765238\\_my\\_sliit\\_lk/EQk92MJAPIRPTUPYMSongHUB9-Hco46UushxkYqFE-LmZA?nav=eyJyZWZlcnJhbEluZm8iOncicmVmZXJyYWxBcHAiOiJPbmVEcm12ZUZvckJ1c2luZXNzIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOiJNeUzpbGVzTGlua0NvcHkifX0&e=Saitc0](https://mysliit-my.sharepoint.com/:v:/g/personal/sa23765238_my_sliit_lk/EQk92MJAPIRPTUPYMSongHUB9-Hco46UushxkYqFE-LmZA?nav=eyJyZWZlcnJhbEluZm8iOncicmVmZXJyYWxBcHAiOiJPbmVEcm12ZUZvckJ1c2luZXNzIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYilsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOiJNeUzpbGVzTGlua0NvcHkifX0&e=Saitc0)



# USABILITY ISSUES IDENTIFIED BY THE USERS BASED ON CONTEXTUAL INQUIRY

- We couldn't be able to find the search bar. Because it's come after too much scrolling of unnecessary notice from other courses.
- There is an unnecessary question mark button which needs to be in the footer part. But there is no footer part.
- Login option we are having in a small size text. As a new user who come into this page with vle.sliitcityuni.lk link will have struggle to find the login.
- The navigation bar is not good.
- The webpage colour is not visually appealing. It's because all the pages are only in white colour.

## Suggestions:

- ✓ We must add footer part and add some social media links and other navigation link.
- ✓ Change the search button to the topper part from upper part.
- ✓ Change the login format to visible to user.
- ✓ Remove the question mark.
- ✓ Change the navigation bar colour contrast.
- ✓ Give some visually appealing colour and attractive pictures.

## RATINGS OF THE USABILITY PROBLEMS AS HIGH MEDIUM AND LOW

- Home page having too much scrolling finding our courses and module -> **Medium**
- We couldn't be able to find the search bar. Because it's come after too much scrolling of unnecessary notice from other courses -> **Medium**
- There is an unnecessary question mark button which needs to be in the footer part. But there is no footer part -> **Low**
- Login option we are having in a small size text. As a new user who come into this page with vle.sliitcityuni.lk link will have struggle to find the login -> **Medium**
- The navigation bar is not good -> **High**
- The webpage colour is not visually appealing. It's because all the pages are only in white colour -> **Medium**





## WORK DISTRIBUTION...

ID	Name	Work distribution
SA23770188	T. Abishek	Finding usability issues and problems, video editing, Report making.
SA23766228	N. Kasthury	Finding usability issues and problems, Report making.
SA23765238	K. Sinthuja	Interviewer, create video link.
SA23769984	G. Thenugan	Finding usability issues and problems, Script writing.

