



# HUMAN COMPUTER INTERACTION

## IT1214

**Assignment 01 Part 01 - [vle.sliitcityuni.lk](http://vle.sliitcityuni.lk)**



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# WORK DISTRIBUTION

## MEET THE TEAM

**SA23643468**  
**M S D PERERA**

Dashboard Redesigning.  
Conducted the Video Interview  
With User.

**SA23606456**  
**S A S DILSHAN**

Home Page Redesigning.  
Created the Report using  
collected Information.

**SA23636606**  
**P A M K R RATHNAYAKA**

Redesigning the My Courses  
Page.  
Created the Script for  
Conceptual Inquiry.

**SA23329706**  
**GUNATILLEKE D N D S**

Redesigning the Inside Course  
Module Page.  
Created 2 Personas for Users.

# PROJECT DESCRIPTION

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## REDESIGNING THE SLIIT CITY UNI VIRTUAL LEARNING ENVIRONMENT (VLE)

This project aims to redesign the SLIIT CITY UNI Virtual Learning Environment (VLE) to enhance user experience and address current usability issues. Our focus will be on functionalities and information accessible to students.



### Methodology:

We will employ a user-centered approach to identify and address the needs of SLIIT CITY UNI students. Our strategy involves the following steps:

#### 1. User Research:

- Identifying User Groups: We will define two distinct user groups to understand their perspectives on the VLE.
- Developing User Personas: We will create two detailed personas representing these user groups. Each persona will capture traits, needs, and expectations regarding the VLE.
- Contextual Inquiry: We will conduct contextual inquiries with representatives from each user group. This will involve observing their interaction with the VLE and recording their feedback.

#### 2. Usability Analysis:

- Identifying Usability Issues: Based on video recordings from the contextual inquiries, we will identify and analyze usability problems encountered by the users.
- Problem Severity Rating: We will categorize the identified usability issues as high, medium, or low priority based on their potential impact on user experience.

### **Deliverables:**

This project will deliver a report outlining the following:

- User groups identified for the VLE
- Detailed user personas for each group
- Scripts used for the contextual inquiries
- Links to video recordings showcasing user interactions and feedback
- Analysis of identified usability issues
- Severity ratings for each usability issue

## **EXPECTED OUTCOMES**

By analyzing user experience through user research and identifying usability problems, this project will provide valuable insights to guide the redesign of the SLIIT CITY UNI VLE. The aim is to create a more user-friendly and efficient learning environment that caters to the needs of all students.

# USABILITY ISSUES

## IDENTIFIED BY THE STUDENTS

### HOME PAGE

**Poor Navigation:** The main menu is located at the bottom of the page, which is unconventional. It should be repositioned to the left side of the site for improved usability.

**Unfamiliar Design for Educational Contexts:** The current design does not align with typical educational platform conventions and needs to be revised.

### DASHBOEARD

**Excessively Large Calendar:** The calendar currently occupies too much space on the dashboard and appears unnecessary. It should be resized to a more compact and manageable size.

**Complex Dashboard Structure:** The organization of content on the dashboard feels cluttered and challenging to navigate. Simplifying the structure will improve user experience and make accessing information easier.

### INSIDE THE MODULE PAGE

**Excessive Scrolling:** A "Scroll to Top" button is missing, making navigation cumbersome, especially on longer pages.

**Unfamiliar Design for Educational Contexts:** The design deviates from standard conventions for educational platforms and requires revision.

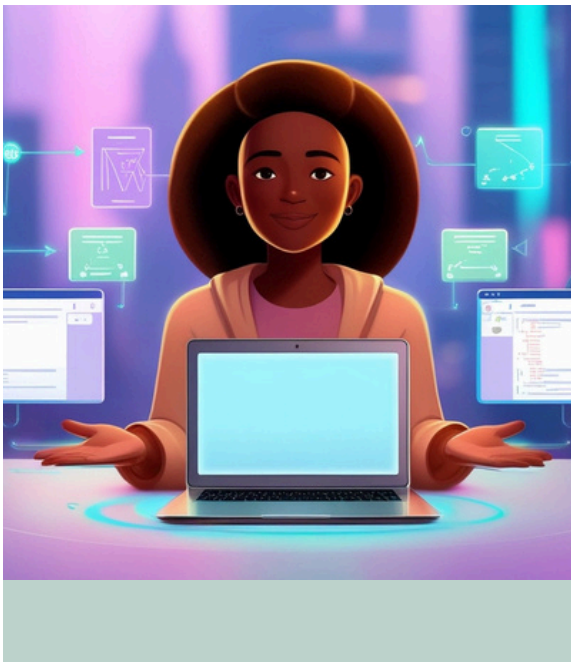
### MY COURSES PAGE

**Overly Complex Course Page:** The courses page is too large and makes selecting courses difficult. This needs to be improved.

**Unfamiliar Design for Educational Contexts:** The design is inconsistent with typical educational platform conventions and requires revision.



# USER GROUPS IDENTIFIED



This user research focuses on two distinct user groups within the SLIIT CITY UNI student population:

- **Novice Student:** This group represents first-year students who are new to the VLE and are unfamiliar with its functionalities. They may require more guidance and support in navigating the platform.(1 User)
- **Experienced Student:** This group represents third-year students who are familiar with the VLE and have used it extensively for various coursework purposes. Their needs may focus on efficiency and accessing specific features quickly.(1 User)

## Rationale for Selection:

We chose these two user groups because they represent different levels of experience with the VLE. By understanding the needs and challenges of both novice and experienced students, we can gain a broader perspective on the usability of the platform and identify areas for improvement that cater to a wider range of users.

# Dineth

## Nethsara

Age - 20

Gender - Male

Location - Kaluthara

### About

Dineth is an enthusiastic and sociable 20-year-old freshman at SLIIT CITY UNI, pursuing a degree in Software Engineering. Eager to explore new experiences and connect with others, Dineth is actively involved in campus clubs and enjoys participating in social events. A tech-savvy individual, Dineth is comfortable using social media and mobile apps, and appreciates visually engaging content.

### Skills

Java and C++

Web Development



1st Year  
Student  
(Novice)

### Psyche

Leans towards extroversion. Enjoys social interaction and thrives in group settings. Eager to meet new people and participate in campus activities.

### Background

- Full-time 1st-year student at SLIIT CITY UNI, majoring in Software Engineering.

### Emotions and Attitudes

- Excited and optimistic about starting university. Can feel overwhelmed by the new environment and academic demands. Values social connections and a sense of belonging.

### Personal Traits

Social and Outgoing  
Creative and Expressive  
Adaptable and Flexible  
Slightly Insecure and Uncertain



# Yuthika

## Hegodaarachchi

Age - 23

Gender - Male

Location - Colombo

### About

Yuthika is Highly motivated and ambitious third-year student at SLIIT CITY UNI, pursuing a degree in Computer Science . With a strong interest in data science, Yuthika is eager to gain practical experience and build a strong professional network. A tech-savvy individual, Yuthika constantly exploring new technologies and tools to enhance their learning and productivity.

### Skills

Java and Python

Web Development

Mobile App Development



3rd Year  
Student  
(Expert)

### Psyche

Leans towards introversion but is comfortable in small groups and presentations when necessary. Prefers focused, individual work but values collaborative projects with close peers.

### Background

- Full-time 3rd-year student at SLIIT CITY UNI, majoring in Computer Science.

### Emotions and Attitudes

- Generally optimistic and motivated, but experiences stress during exam periods and project deadlines. Values work-life balance but sometimes struggles to maintain it.

### Personal Traits

Driven and Organized

Analytical and Problem-Solving

Independent and Self-Reliant

Slightly Anxious about the Future

# SCRIPTS FOR CONTEXTUAL INQUIRY

## Introduction

Hi [Participant Name],

Good [morning/afternoon/evening]! We're a group of students working on a project to redesign the SLIIT CITY UNI Virtual Learning Environment (VLE) as part of our Human-Computer Interaction (HCI) course. Our goal is to make the VLE more user-friendly and efficient for students like yourself.

To achieve this, we'd like to observe you interacting with the VLE and ask some questions about your experience. We appreciate you taking the time to help us with this project!

## Tasks

1. Log in to the Moodle: Please log in to the VLE using your usual credentials. We'd like to see if the login process is straightforward and efficient.
2. Navigate to Your Profile: Once logged in, navigate to your profile page. As you explore your profile, consider:
  - Does the profile page display all the information you expect to see?
  - Are the functionalities available within the profile section sufficient for your needs?
  - We'll ask you some specific questions about your profile experience after you've explored it.
3. Go to the Dashboard: From your profile, navigate to the main dashboard.
  - Take a moment to familiarize yourself with the dashboard layout.
4. Full Calendar: Within the dashboard, click on the "Full Calendar" option.
  - What are your thoughts on the calendar layout and functionality? Does it provide a clear overview of your upcoming deadlines and events?
5. My Courses: Now, let's explore your courses. Go to the "My Courses" section.
6. Inside a Course Module: Select one of your courses and enter a module within that course.
  - Once you're inside the module, scroll down the page to see how the content is presented and organized.
7. Return to Home Page: Now, let's navigate back to the main VLE homepage.
8. Exploring the Homepage: Take a moment to scroll down the current homepage content. Does the information on the homepage seem relevant and useful?
9. Navigating to Specific Programs: Let's explore how you find specific programs within the VLE. Click on "Higher Diploma in IT."
10. Drilling Down: Within the "Higher Diploma in IT" section, click on "2nd Year."

# SCRIPTS FOR CONTEXTUAL INQUIRY

## Questions

Once you've completed these tasks, we'll ask you a series of questions about your experience:

- Did you encounter any difficulties during the login process?
- How do you feel about the overall design and layout of the VLE?
- Was it easy to navigate to your profile, dashboard, and specific courses?
- Did the profile section provide you with the information and functionalities you need?
- What are your thoughts on the Full Calendar functionality?
- Inside the courses, how easy was it to find and access the content within modules?
- Did the homepage layout present information in a clear and useful way?
- How easy was it to locate specific programs (e.g., "Higher Diploma in IT") and navigate within them?

## Open-Ended Inquiry

Finally, beyond our specific tasks and questions, we'd love to hear any overall thoughts you have on the VLE.

- Are there any areas you feel could be improved significantly?
- What features or functionalities would make the VLE more user-friendly and efficient for you?

## Conclusion

Thank you so much for participating in this contextual inquiry! Your feedback is invaluable to our redesign efforts. We appreciate your time and insights.

# VIDEO LINKS



**Novice -**  
[https://drive.google.com/drive/folders/1Uy1emP-FSNIgSIM2HSLj1T9BGJGyTQ\\_0?usp=sharing](https://drive.google.com/drive/folders/1Uy1emP-FSNIgSIM2HSLj1T9BGJGyTQ_0?usp=sharing)

**Expert -**  
[https://drive.google.com/drive/folders/1Uy1emP-FSNIgSIM2HSLj1T9BGJGyTQ\\_0?usp=sharing](https://drive.google.com/drive/folders/1Uy1emP-FSNIgSIM2HSLj1T9BGJGyTQ_0?usp=sharing)

# USABILITY ISSUES IDENTIFIED BY USER CONTEXTUAL INQUIRY

Based on the user's feedback, here's a summary of the usability issues identified:

## **Homepage:**

- **Course Category Display:** The user suggests that the course categories should be displayed on the left-hand side of the homepage for easier access.

## **Notifications:**

- **Non-Functional Notification Panel:** The user reported that the notification panel is not working correctly. This needs to be investigated and fixed.

## **Inside Course Module:**

- **Grade Updates:** The user mentioned that grades are not updating within the course modules. This functionality needs to be addressed.

## **Calendar:**

- **Large Calendar Size:** The user finds the calendar to be excessively large and suggests a more compact design. Additionally, it seems there might be issues within the calendar that require further clarification.

## **Profile Page:**

- **User Interface Improvement:** The user feels the profile page needs improvement to enhance its user-friendliness.



# RATINGS OF THE USABILITY PROBLEMS

## High

- Non-Functional Notification Panel: A non-functional notification system prevents users from receiving important updates and is a critical issue
- Grade Updates: If grades are not updating, it directly impacts students' ability to track their progress and is a serious problem.
- Overly Complex Course Page: Difficulty selecting courses directly hinders the core function of the VLE.

## Medium

- Poor Navigation (Main Menu at Bottom): While unconventional, users can still navigate, but it's not ideal. This impacts efficiency and ease of use.
- Complex Dashboard Structure: A cluttered dashboard makes it harder to find information but doesn't necessarily block core functionality.
- Excessive Scrolling (Missing "Scroll to Top"): This becomes more of an issue on long pages, impacting user experience but not blocking core functions.
- User Interface Improvement (Profile Page): While the profile page is functional, improvements would enhance the user experience.

## Low

- Course Category Display (Left-Hand Side Suggestion): This is a suggestion for improved organization, but the current functionality is not broken.
- Large Calendar Size: While the user finds it large, the calendar is still functional. The internal issues within the calendar, if clarified, might be a higher priority.
- Unfamiliar Design for Educational Contexts: While the design might not follow typical conventions, it's unlikely to completely prevent users from achieving their goals. This is more of a visual and branding issue.