A8 User Testing Design(revised wireframes)  
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Tasks

1.       Find Where the GPA Calculator is and “calculate your GPA” (if they don’t know what GPA is explain what it is)

2.    Add an important date to your schedule (simple)

3.      Find the Microsoft Software and download it

4. Switch a course using the already made schedules

5. Find your schedule and see when your first assignment is due

1. **List of tasks categorized**

Tasks Categorized

1. Find Where the GPA Calculator is and “calculate your GPA” (simple)

2.   Add an important date to your schedule (simple)

3.       Find the Microsoft Software and download it(moderate)

4.       Switch a course using the already made schedules(difficult)

5. Find your schedule and see when your first assignment is due(difficult)

1. **Testing script**

Script

First, I am going to tell you about why I have asked you to spend your valuable time helping me make my project better. Me and my team members are working on a prototype to change the access Sheridan website. These changes include remodeling and changing the interface for the user to making things easier to access. Your opinion will tell us if we are going in the right direction, or if we are going in the wrong direction. To achieve the goal of finding out if my vision of the website is a good one, we will ask you to complete a specific task, You do not have a time limit or any restrictions on how you should try to complete this task, so you can do the tasks at whatever pace you are comfortable with. If you are uncertain on how to do the task, you should not rely on us to help you because we are trying to see if you are able to navigate the website without help. To clarify, if you do not know how to do the task, it is not your fault, it's the designer’s fault because he made it too difficult for people to understand. It is normal to say things like, what does this button do or where is this. These things are normal, and you are not stupid, everyone I have tested has said or thought these things and it is important that I know what the problems are so I can fix them

What is your job?

1.       You will complete the set of tasks, and we will press you to tell us about your thoughts about trying to navigate the website design verbally. So, things like where is the button to do this.

2.       After you complete the set of tasks, I will then ask your opinion on specific things that I was thinking of leaving out or modifying.

3.       Then Finally I will ask you your general feeling towards things I need to fix and things that worked well

If you are silent for a long time, I might ask you to speak your mind or if you have any thoughts on what something does. Again, you should ask questions, because I am trying to see where you have trouble  
  
Transcripts

**4. Transcripts of user feedback**

**Transcript#1**

**User:Elton Sennaro**

**Facilitator/Note Taker: Luka Necajev**

Task 1: Simple   
Find Where The GPA caluculator is and “Calculate your GPA”

Test Feedback

“nice job doing this, its easy to navigate and looks nice “

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

No it was easy

1. Did you find any feature hard to use or to view?

No it was simple to understand and use

1. Would you recommend anything to be added to our design that was not implemented before?

Not for this problem

1. Did you find our organization to be made in a way that you were easily able navigate?

Yes it was easy to find this problem

1. Did you have any moments where you had no idea what to do?

No it was straight forward

1. At any point in time did you feel like there was clutter on the page?

nope

1. Where there any labels that needed clarification?

No

Task 2

Add an important date to your schedule (simple)

Task feedback

* “It was not a difficult task, I had no problems completing it” (was looking at screen for abnormal amount of time, but managed to find the task without error)
* “looks nice, but there is nothing at the bottom of the screen so it throws me off”

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

No it was easy

1. Did you find any feature hard to use or to view?

No it was simple to use

1. Would you recommend anything to be added to our design that was not implemented?

“Not for this problem I found it simple and easy to do”

1. Did you find our organization to be made in a way that you were easily able navigate?

No I just had to look at the navigation bar to be able to finish it

1. Did you have any moments where you had no idea what to do?

No

1. At any point in time did you feel like there was clutter on the page?

no

1. Where there any labels that needed clarification?

Yes I did not know how to go back to the home page.

Task 3

  Find the Microsoft Software and download it

4.

Task Feedback:

* “ I found it easily and I did not know that Sheridan offered all of these apps”
* “no home bar “

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

No it was very easy I just clicked it from the main page

1. Did you find any feature hard to use or to view?

No

1. Would you recommend anything to be added to our design that was not implemented?

“Not for this problem I found it simple and easy to do”

1. Did you find our organization to be made in a way that you were easily able navigate?

No I just had to look at the navigation bar to be able to finish it

1. Did you have any moments where you had no idea what to do?

No

1. At any point in time did you feel like there was clutter on the page?

no

1. Where there any labels that needed clarification?

no

Task 4

Switch a course using the already made schedules

Task Feedback:

* “ I found it easily and I did not know that Sheridan offered all of these apps”
* “no home bar “

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

It was relatively simple to find the task because it was in the navigation bar

1. Did you find any feature hard to use or to view?

No it was amazingly simple, but I don’t know how I would try to implement that

1. Would you recommend anything to be added to our design that was not implemented?

I am quite surprised you were able make this so diffferent

1. Did you find our organization to be made in a way that you were easily able navigate?

No I just had to look at the navigation bar and was able to finish it

1. Did you have any moments where you had no idea what to do?

No

1. At any point in time did you feel like there was clutter on the page?

No

1. Where there any labels that needed clarification?

Swap courses should be under courses

Task 5

Find your schedule and see when your first assignment is due

User Feedback:

“I don’t know where to look, in courses ?”

“its not in the hover able navigations”

“I don’t know where it is.”

“There should be a direct link in the navigation bar”

“that was a lot harder then it should be ”

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

It was hard to find the weekly assignments, I did not see it initially and had to go back, it should be easier to access

1. Did you find any feature hard to use or to view?

it is an interesting feature and I like the way it looks and how to use Would you recommend anything to be added to our design that was not implemented?

1. Did you find our organization to be made in a way that you were easily able navigate?

I liked how it looked and how it worked, but it was hard to find initially

1. Did you have any moments where you had no idea what to do?

Yes a few times

1. At any point in time did you feel like there was clutter on the page?

Once I got there no, I thought it was well made, Still think that the bottom should have some information in it

1. Where there any labels that needed clarification?

Swap courses should be under courses, Scheduling navigation

IMPROVMENTS MADE

The One Item that I decided to change in the design was the big problem that I had not thought about, was the ability for people to find where the Weekly assignments, instead of it being all one page on the calendar, I separated that same page and allowed a dropdown feature. This addition made it so it was hard to find weekly assignments. So I added it in the calendar dropdown.

**USER 2**

**User: Simran Walia**

**Facilitator/Note Taker: Luka Necajev**

**Task 1: Simple   
Find Where The GPA caluculator is and “Calculate your GPA”**

Test Feedback

“I like it, it’s a cool feature to add “

“looks like something Sheridan would design”

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

No

1. Did you find any feature hard to use or to view?

No

1. Would you recommend anything to be added to our design that was not implemented before?

no

1. Did you find our organization to be made in a way that you were easily able navigate?

no

1. Did you have any moments where you had no idea what to do?

No

1. At any point in time did you feel like there was clutter on the page?

no

1. Where there any labels that needed clarification?

No

Task 2

Add an important date to your schedule (simple)

Task feedback

* “simple and easy to use, clear labels”
* “would it link to slate ?”

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

No it was easy

1. Did you find any feature hard to use?

No it was simple to use and find

1. Would you recommend anything to be added to our design that was not implemented?

Maybe making it on click of the calendar field”

1. Did you find our organization to be made in a way that you were easily able navigate?
2. Did you have any moments where you had no idea what to do?

No

1. At any point in time did you feel like there was clutter on the page?

no

1. Where there any labels that needed clarification?

Yes I did not know how to go back to the home bar.

Task 3

  Find the Microsoft Software and download it

Task Feedback:

* “ I found it easily and I did not know that Sheridan offered all of these apps”
* “liked the catagorising of the softwares, Sheridan don’t do that for us and make it difficult to find the softwares“

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

No it was very easy I just clicked it from the main page

1. Did you find any feature hard to use or to view?

No

1. Would you recommend anything to be added to our design that was not implemented?

No I am happy you decided to implement this

1. Did you find our organization to be made in a way that you were easily able navigate?

No I could use the navigation bar or the home page , and was able to finish it

1. Did you have any moments where you had no idea what to do?

No

1. At any point in time did you feel like there was clutter on the page?

no

1. Where there any labels that needed clarification?

no

Task 4

Switch a course using the already made schedules

Task Feedback:

* “I found it easily, I think that Sheridan should already have implemented a better system that would make it easy to swap courses”
* She thinks that swapping courses should be under courses instead of weekly schedule
* Simple and easy to use, interesting implementation I liked it

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

“It was relatively simple to find the task because it was in the navigation bar, not really sure why it is in weekly schedule and not on its own”

1. Did you find any feature hard to use or to view?

No it was amazingly simple, once I got to the page

1. Would you recommend anything to be added to our design that was not implemented?

I am quite surprised you were able make this so different

1. Did you find our organization to be made in a way that you were easily able navigate?

Yes it was fairly simple

1. Did you have any moments where you had no idea what to do?

Yes she chose the wrong one first

1. At any point in time did you feel like there was clutter on the page?

No

1. Where there any labels that needed clarification?

Swapping courses needed to be changed to the courses tab

Task 5

Find your schedule and see when your first assignment is due

User Feedback:

“it is easy to find if you observe the page and look at the items that are on it.”

“Easy to find”

“really simple”

When asked about this task at the end of the task

1. Did you find anything specifically difficult, or confusing to find?

Simple and easy to use

1. Did you find any feature hard to use or to view?

No it was well made and easy to use

1. Did you find our organization to be made in a way that you were easily able navigate?

I liked how it looked and it was not hard to find it

1. Did you have any moments where you had no idea what to do?

No I just looked at the calendar page and found it linked there

1. At any point in time did you feel like there was clutter on the page?

well made, I liked it a lot,

1. Where there any labels that needed clarification?

Just the courses one

IMPORVMENTS MADE

The Major change that was re occurring was the problem that they initially thought that the Swap courses, should be under Courses, not under calendar. So I fixed it

**User test 3**

**User: Rachel**

**Facilitator/Note Taker: Daniel Morrison**

Task 1

please find how to calculate your GPA

user clicks grade then goes to the GPA calculator area, he says it’s fine and there were no issues navigating.

Difficulty:1/5

1.What aspects of using prototype were problematic or confusing?

No issues

2.Did you notice any features that you like?

Yeah I think it’s a good idea

3.Did you notice any features that you dislike?

Not really

4.Were any terms confusing?

no

5.Which navigation labels are confusing or require clarification?

Courses /grades could be shorter?

6.Do you have any suggestions for improvement?

Changing the courses/ grades label

Task 2

please add an important date to calendar

user clicks scheduling then scrolls down and adds important date, one notes he has trouble reading it due to the font size, however this is a problem with Visio in my opinion and would be changed in real release.

1.What aspects of using prototype were problematic or confusing?

2.Did you notice any features that you like?

I liked the calendar good idea

3.Did you notice any features that you dislike?

4.Were any terms confusing?

5.Which navigation labels are confusing or require clarification?

The courses/grades should be changed

6.Do you have any suggestions for improvement?

Just changing the lables

Difficulty 1/5

Task 3

please download a free software Sheridan software

user downloads the software without issue, or important notes to make

Difficulty 1/5

No was answer for these questions

1.What aspects of using prototype were problematic or confusing?

2.Did you notice any features that you like?

3.Did you notice any features that you dislike?

4.Were any terms confusing?

5.Which navigation labels are confusing or require clarification?

6.Do you have any suggestions for improvement?

Task 4

please try to swap one of your courses.

User tried to swap courses, user clicked on “courses/grades” citing that it was not too difficult to do. User thought that it should be linked to the page when clicked as well as the nav bar.

Swapping grades is not on the main page of courses/grades so when she looked without going to the nav bar she could not find it

Difficulty 3/5

1.What aspects of using prototype were problematic or confusing?

She did not use the hover so it took her longer to find it so she was looking in the main page for courses and for you to see it, it is in the hover nav or weekly schedule page

2.Did you notice any features that you like?

Yes it was made to look nice

3.Did you notice any features that you dislike

Should be made so I can click on it in the main page

4.Were any terms confusing?

Courses/grades

5.Which navigation labels are confusing or require clarification?

Courses/grades

6.Do you have any suggestions for improvement?

Adding a swap courses to the main courses page

Task 5:

try to find one of your assignment due dates

User went to scheduling and found his assignment due dates with ease. Not much else to say on this point.

1. In the prototype the labeling was confusing, Courses/grades should just be grades so no one gets confused between that and scheduling.
2. No outstanding features, overall just a much better site then access Sheridan.
3. The main feature that the person disliked is the GPA calculator, instead it should just display total GPA, and just be an area called “GPA”.
4. Confusing terms were already covered in question 1.
5. Once again 4 and 1 cover all label confusions, me and the person I was testing with just made a joke about this and moved on.
6. Once again mainly the GPA calculator and switching up labels is the main section for improvement.

IMPROVEMENT MADE  
I added the swapping courses to the course/grades main page because it was listed in the navigation bar but not in the courses/grades webpage, so I added the item to above the calendar to make sure that even if you click on the link, it will still take you to the swap courses page.

**User test 4**

**User : Jackson**

**Facilitator/Note Taker: Daniel Morrison**

Task 1

Find how to calculate your GPA.

User quickly found how to calculate GPA, they would however prefer just a tab telling you your GPA automatically based on your course’s grades. Instead of a calculator. Also, theirs more critiques on Visio making font sizes on Visio.

Difficulty 2/5

Task 2

Add an important date to calendar

user saw it on the main page and they immediately went to scheduling and clicked add an important date. “user mentioned that scheduling could be changed to calander”

Difficulty 2/5

Task 3

Please download a free software Sheridan offers.

User clicked on software and was instantly able to download a piece of software. Did the task perfectly fine.

Difficulty 1/5.

Task 4.

Asked to Swap courses.

They hovered over grades then went straight to the link that said swap courses. Then found it without much problem

Another problem was that we have the header for swapping courses, but no swapping courses tab

* tester did not see it in the navigation bar on hover(at first), this caused user to take longer on this problem. (two separate visio pages were made to show the nav bar, and nav bar when hovering)

1.What aspects of using prototype were problematic or confusing?

2.Did you notice any features that you like?

3.Did you notice any features that you dislike?

4.Were any terms confusing?

5.Which navigation labels are confusing or require clarification?

6.Do you have any suggestions for improvement?

Difficulty 5/5

Task 5.

See when your assignment due dates on the calendar.

User clicked scheduling and saw assignment due. They then suggested that the assignment due should be color coded, and perhaps a color legend so that you can instantly identify which assignment belongs to which class, as well (though beyond the scope of this assignment) show the course information when hovering over the selection.

Difficulty 2/5.

1. They initially found the labeling of grades/courses and schedule confusing like other uses, upon mentioning the firsts suggestions of labeling it as calendar and grades, they much preferred that and suggested that very change.
2. The user liked Just how much sleeker and more modern the web page was compared to access Sheridan.
3. No features of pure disdain, just confusions in labeling.
4. Once again Changing it Grades instead of Courses/Grades and calendar instead of scheduling would have been a huge plus.
5. The person being tested would have liked to see an Information icon next to GPA, as they didn’t initially know what “GPA” meant.
6. Put an information I symbol next to GPA and change it to just “GPA” instead of GPA calculator showing your GPA for each semester you have done, and the total GPA under it. Perhaps clicking on any semester heading giving you more detail about them (though for now I would call this beyond the scope of the project).

Improvements made  
  
just changed the label for courses and grades, to just courses because this is the second user test that stated that this label should be changed, I placed it as courses because it would make sense to swap courses and find your grades in your courses, but not to be able to swap courses in your grades nav.

**User test 5.**

**User: Skylar**

**Facilitator/Note Taker: Daniel Morrison**

Task 1

User clicked on courses/grades and was confused why it was GPA calculator and doesn’t just automatically show you your GPA. Since it’s connected to Sheridan it should be able to do this. Instead of GPA calculator it should just display total GPA, and perhaps academic standing stuff.

Difficulty 2/5

Task 2.

Add an important date to calendar

He instantly went to calendar and added an important date to calendar. He also added it should instead of being a calendar tab, it should instead be a calendar tab.

Difficulty 1/5.

Task 3.

Download a free software Sheridan offers.

He clicked on software and clicked on MS word to download it. He did note however he wished you could just have a search bar as well to search for downloadable software.

Task 4.

Swap courses.

Like user test 2, However we had changed the labeling to calendar and grades by this point, as a result he quite easily clicked on calendar.

Difficulty 2/5

Task 5.

See when your assignments are due.

User clicked calendar and saw assignments due. He enjoyed that we place the calendar in the courses as the assignments due are closely linked to your grades and courses.

Difficulty 2/5

1.(Note by this test we changed the labeling of grades/courses). The user had no issues with confusing labels and was able to do all tasks effectively.

2. Once again just more compliments on how much better the UI was compared to access Sheridan.

3. Again no real disdain for any features.

4. Terms were clear for this user.

5. No labels were truly confusing.

6. The biggest addition the suggested was changing the GPA calculator to just a display of GPA, for each semester and one for total. This is a prevalent theme from the user tests, and should be a priority to do.

Improvements made

I changed the GPA calculator to make it work automatically and made an option for you to choose which semester. I also kept the other half ,because if you wanted to calculate if you would reach a certain goal with your current courses, it is still possible to reach that goal.

1. **Things that worked well**

Tasks that worked well

* please find how to calculate your GPA Worked well because it showed me that it was the correct place to have the GPA calculator and that it was an easy thing to find
* Add an important date to calendar, this question also resolved a few problems like changing the navigation heading from scheduling to calander and made the user more familiar with the website
* Swap courses. Swapping courses was a vital and very important task that saved our design from failing. It found major problems and we managed to fix them easily and effectively
* See when your assignments are due. Another vital test that was critical to finding major problems and fixing them quickly , so that the other user tests could be done more efficiently and we could get rid of some problems.

1. **Things that did not work well**

Tasks that did not work well

* The user was able to complete theses tasks quickly and efficiently, so it was a good task, but it did not find any problems, so the task did not work well in finding any problems with the design, so it was not working well

1. **Things that we changed based on user feedback**
2. The One Item that I decided to change in the design was the big problem that I had not thought about, was the ability for people to find where the Weekly assignments, instead of it being all one page on the calendar, I separated that same page and allowed a dropdown feature. This addition made it so it was hard to find weekly assignments. So I added it in the scheduling dropdown.
3. Changed the I added the swapping courses to the course/grades page because it was listed in the navigation bar but not in the courses/grades page, so I added the item to above the calendar to make sure that even if you click on the link, it will still take you to the swap courses page.
4. Changed the I added the swapping courses to the course/grades main page because it was listed in the navigation bar but not in the courses/grades page, so I added the item to above the calendar in the courses page to make sure that even if you click on the link, it will still take you to the swap courses page.
5. just changed the label for courses and grades, to just courses because this is the second user test that stated that this label should be changed, I placed it as courses because it would make sense to swap courses and find your grades in your courses, but not to be able to swap courses in your grades nav. I also changed the label for calendar because 2/3 people said that it should be changed to calendar instead of Schedule
6. I changed the GPA calculator to make it work automatically and made an option for you to choose which semester. I changed the wording and made the
7. **Things that worked well and that did not work well**

Positive Feedback (things that worked well)

* The Software page worked really well and did not have any problems at all
* **The Home page worked even better then planned, it was used in a much better way and was used more then I had assumed the users would.(fixed)**
* The look and how to swap courses was really liked by the users
* The look of how the calendar worked well as well
* Enjoyed the mobility of how to view your upcoming assignments
* The design of the pages were done very well in the eyes of the user testers, and I am happy for that because that is where I put most of the work.

Negative Feedback (things that did not work well, and that should be fixed)

* The Courses/grades tab did not work as well as I had initially hoped, as it was criticized by most users on the naming convention of the navigation, and how it was too long or did not make sense to them. I do not know if this is because the page was not fully complete or they just did not use the hover navigations to their full potential.(FIXED)
* The GPA calculator did not work as well as I had initially thought, because the normal user does not want to calculate their current GPA, they would want the system to do it automatically, I am not sure if it is feasible to be able to code the GPA calculator to see your current marks and display them(because a teacher might change a mark, or its not allowed because it could interfere with the script of slate or something), but it would defiantly be a good idea to add previous semesters GPA’s, and the average of all GPA’s(FIXED)
* Finding swap courses was a pain for the user because they initially thought that it would be in the courses/grades tab, which makes sense now that I look at it, so it was an obvious major issue with my design(FIXED)
* The other really bad problem I found was that after I changed the calendar section into two separate things, I did not realise that there was no quick navigation to the item, so.. It took the user a long period of time and confusion to find where the weekly assignments was. (could be because visio writing is really small) but it made sense to immediately incorporate this change into the design(FIXED)
* Also there was a bit of a spacing issue that one of my users stated, but the others did not mention this problem so I did not think it was necessary to add it(not added yet)
* Missing a legend for the weekly assignments to justify what each color means and what they should do, I thought this would be a good idea to add, because it is necessary to understand what the colors are and do.(not added yet)

1. **Group expectations and thoughts**
2. **I was very surprised that a small change in the initial design of the calendar page could have such a big domino effect, I found the first problem, which was that I forgot to add weekly Assignments into the navigation bar, this problem led to the second user tested problem, stated in both(swapping courses should be in courses not scheduling), the reason I thought that it should be in scheduling is because it currently is in weekly scheduling, so I thought most people would be familiar and find it there. I was wrong.**
3. In this test there was an bit better problem which I was surprised to find out when testing, which was to find that the way to swap courses would make more sense to be placed in the courses section because it does not have anything to do with your schedule, but more to do with your courses.
4. For the next user tests, I was really surprised to have the next three user tests complain about the courses/ grades section, because I believed it to be finished to be made really well, so when they complained about it being poorly named I did not agree with them and was against their opinion to change it, but I did anyway because they said it should be
5. I was glad that some people liked the GPA calculator and that they asked me to improve it because it would then be used by people if they asked me to fix some things about it.
6. I expected a lot fewer problems with the navigation and think that I should have put more thought into it.
7. I also expected the users to question my design of the website more, but everyone was happy the way it looked and eventually the way that the navigation worked out to be.