

Usability Testing

[EHH] [Exploratory]

Objectives & Methods

This test suite is exploratory, and we are preceding the user testing with professors and undergraduate students interviews to deepen and align our view of personas and problem scenarios with the exploratory test results.

Product Version

We will be using version 0.1 of the product for this exploratory test.

Subjects

Since enabling the professor and undergraduate student persona to be more effective and efficient is central to our value proposition, our target weighting of subjects should reflect that. An ideal total and mix of subjects would be:

Wael Elshimy the Professor 1
Mohamad Kamal the Professor 2
Nour Khaled the Undergraduate Student 3
Engy Kamel the Undergraduate Student 4
Nouran Sany the Undergraduate Student 5

Pre-Session Checklist

#	Item	Notes
1	Make sure have written versions of discovery and test questions to refer to	
2	Make sure test instance is up and functional	<ul style="list-style-type: none">– log in– make sure app is on starting page

3	Make sure students are testing the correct prototype	<ul style="list-style-type: none"> – log in as student – make sure app is on student's main page
4	Make sure professors are testing the correct prototype	<ul style="list-style-type: none"> – log in as professor – make sure app is on professor's main page
5	Make sure recording equipment is up and functional	

Session Design

Intro

Thanks for making time to take part in our study. My name's Mohamed Shalaby . To get started, please invest some time, and fill out this from:

Name:

Mail:

Age:

Phone Number:

Job:

Sign here (By signing here you agree that we can use the data in this interview to enhance our website):

We will be using a test guide through the rest of this, so I hope you won't mind me referring to that.

We're here to learn about a new extension website that will facilitate communication with students and professors while doing their bachelor thesis and research paper .

I am going to ask you some questions and give you some tasks. Feel free to think out loud if you are comfortable with that. We are not here to test you and there are no wrong answers. Our results just help us better understand our product and its audience.

The session will take roughly [40-60] minutes.

Do you have any questions before we start?

Test Items

#	Research Objective	Est. v. Actual (min.)	Notes
1	Exploratory intro	5	<u>MODERATOR GUIDE</u> Let's say you want to communicate with your bachelor students through the web portal and that you can't meet them face to face to complete their thesis. Here is a sample thesis and a sample student's information to have a better view of the situation. Let me know when you have finished reviewing it and if you have any questions. <u>OUTPUT</u> Validation that the subject understands their goal and the job description, roughly as well as they would in their current position.

2	<p>How are we doing on this user story: <i>As a professor/student, I want to login into my account using existing email/id so I can access my main page.</i></p>	5	<p><u>MODERATOR GUIDE</u> Let's say you wanted to sign in into your main page to and you already have a GUC email and password registered on the system. Would you show me how you would you do that?</p> <p><u>OUTPUT</u> An assessment of whether the user can enter his main page and understands the process.</p>
3	<p>How are we doing on this user story: <i>As a professor/student, I want to change my password so I can set my new desired password.</i></p>	2	<p><u>MODERATOR GUIDE</u> Let's say you wanted to change your password at home to a new password instead of changing it on campus in a lab. Would you show me how you would do that?</p> <p><u>OUTPUT</u> An assessment of whether the user can reset his password and understands the process</p>

4	How are we doing on this user story: <i>As a professor, I want to view all theses submitted so I can access a specific thesis</i>	5	<u>MODERATOR GUIDE</u> Let's say you wanted to see all the thesis submitted by your students and after you did that you want to open a thesis that forgot to open or that you opened before but you want to read once more .Would you show me how you would do that? <u>OUTPUT</u> An assessment of whether the user can view his student's thesis and locate a specific thesis and open it.
5	How are we doing on this user story: <i>As a professor, I want to view all my students so I can select a specific student</i>	5	<u>MODERATOR GUIDE</u> Let's say you wanted to see all the thesis submitted by your students and after you did that you want to open a thesis that forgot to open or that you opened before but you want to read once more .Would you show me how you would do that? <u>OUTPUT</u> An assessment of whether the user can view his student's thesis and locate a specific thesis and open it.
6	How are we doing on this user story: <i>As a professor, I want to open the profile of a specific student so I can get his information</i>	3	<u>MODERATOR GUIDE</u> Let's say you wanted to open a student's profile to get his ID or his email or profile picture .Would you show me how you would do that? <u>OUTPUT</u> An assessment of whether the user can navigate to a specific student's profile and view his students profile information and understands the process

7	<p>How are we doing on this user story: <i>As a professor, I want to edit a thesis so I can send my review to my student</i></p>	10	<p><u>MODERATOR GUIDE</u> Let's say you wanted to edit a thesis and while reading the thesis you wanted to strikeout a sentence for the student to remove it or highlight a paragraph That you don't understand and think it could be off topic. Then you want to comment these changes for further explanation and send your review. Would you show me how you would do that?</p> <p><u>OUTPUT</u> An assessment of whether the user can use all the available functionalities and facilities available for reviewing a thesis and send this review to the student and understands the process</p>
8	<p>How are we doing on this user story: <i>As a professor, I want to reply to a comment from my student on the review so I can send him my feedback</i></p>	5	<p><u>MODERATOR GUIDE</u> Let's say that after you sent your feedback , a student added some comments and you want to reply to these comments. Would you show me how you would do that?</p> <p><u>OUTPUT</u> An assessment of whether the user can use all the available functionalities and facilities available for reviewing a thesis and send this review to the student and understands the process</p>

9	How are we doing on this user story: <i>As a professor/student, I want to send a forget password email so I can reset my password</i>	2	<u>MODERATOR GUIDE</u> Let's say that you can't remember your password and you want to reset it by sending an email to your registered recovery mail. Would you show me how you would do that? <u>OUTPUT</u> An assessment of whether the user can easily reset his password if he can't log in and understands the process
10	How are we doing on this user story: <i>As a professor, I want to send a message to a student so I can communicate privately with my student</i>	5	<u>MODERATOR GUIDE</u> Let's say that you want to chat with your student in a chat-box. Would you show me how you would do that? <u>OUTPUT</u> An assessment of whether the user can easily navigate and use the chat-box
11	How are we doing on this user story: <i>As a professor/student, I want to push my paper so I can post it for my colleagues to pull</i>	10	<u>MODERATOR GUIDE</u> Let's say that after you edited your research paper you want to commit it so that others who collaborate with you can view your recent commits and updates to your paper. Would you show me how you would do that? <u>OUTPUT</u> An assessment of whether the user can use version control(git) to edit research paper and understand the process

12	<p>How are we doing on this user story:</p> <p><i>As a professor/student, I want to access the dark mode so I can view and use all the functionalities of the website</i></p>	2	<p><u>MODERATOR GUIDE</u></p> <p>Let's say that you are at night and the light version of the website irritates your eye and you want to view the website in dark mode so that won't irritate your eye ,even-more you will save battery .Would you show me how you would do that?</p> <p><u>OUTPUT</u></p> <p>An assessment of whether the user can navigate to the dark mode and use the website with the dark mode feature with ease</p>
13	<p>How are we doing on this user story:</p> <p><i>As a student, I want to send a message to my professor so I can communicate privately with my professor</i></p>	5	<p><u>MODERATOR GUIDE</u></p> <p>Let's say that you want to chat with your professor in a chat-box. Would you show me how you would do that?</p> <p><u>OUTPUT</u></p> <p>An assessment of whether the user can easily navigate and use the chat-box</p>

14	How are we doing on this user story: <i>As a student, I want to reply to a comment from my professor on the review so I can send him my opinion</i>	5	<u>MODERATOR GUIDE</u> Let's say that after you sent your thesis, the professor added some comments and you want to reply to these comments. Would you show me how you would do that? <u>OUTPUT</u> An assessment of whether the user can use all the available functionalities for editing the thesis for further review and understands the process
15	How are we doing on this user story: <i>As a student, I want to upload my thesis so I can post it for my professor to review</i>	10	<u>MODERATOR GUIDE</u> Let's say that after you finished your thesis you wanted to upload your thesis. Would you show me how you would do that? <u>OUTPUT</u> An assessment of whether the user can use all the available functionalities for editing the thesis for further review and understands the process
16	How are we doing on this user story: <i>As a student, I want to open the profile of my professor so I can get his information</i>	3	<u>MODERATOR GUIDE</u> Let's say you wanted to open your professor's profile to get his ID or his email or profile picture .Would you show me how you would do that? <u>OUTPUT</u> An assessment of whether the user can navigate and view to his professor's profile and understands the process

Takeaways [Subject 1]

Personas & Problem Scenarios	Wael Elshimy the professor. Problems: A lot of hardcopies and softcopies. Unorganized data saved. Hard to summarize students data. Lack of time. Prefer working from home.
UI and User Stories	1)Loved the quote in the login page and its relevance with the portal aim. 2)Wanted an easier way to access the student thesis from his profile (for example a button). 3)Asked if they can set a reply deadline for a student to some review. 4)Thinks that colors selection is eye relieving. 5)Liked the idea of the drop-down menu to show services of the portal. 6)Thinks that font need to be changed. 7)Thinks that this way of review is so easy and better than traditional ways.
Post-Test Debrief	– Thanks so much. We will be using this to make the website better. – Would you mind if we send you follow-up questions? – Don't worry we will delete your account and all login, password, and personal identifying data.

Takeaways [Subject 2]

Personas & Problem Scenarios	Mohamad Kamal the professor Problems: A lot of hardcopies and softcopies. Unorganized data saved. Hard to summarize students data. Lack of time. Prefer working from home.
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UI and User Stories	<p>1)Reviewing thesis system is so detailed in a professional way to help students get the professor's point of view.</p> <p>2)Impressed about the GIT toolkit used in paper.</p> <p>3)Wanted a faster way to view the new posted theses (notifications bar for example).</p> <p>4)Accessing the profile of students to get information about them is extremely easy.</p> <p>5)Setting some point of review to be resolved or unresolved will be good for the students to focus on the right point.</p> <p>6)Chatting with students in a professional app is better than spamming their mail with different issues without relating to main topic.</p> <p>7)Liked the header shade of yellow so much.</p>
Post-Test Debrief	<p>– Thanks so much. We will be using this to make the website better.</p> <p>– Would you mind if we send you follow-up questions?</p> <p>– Don't worry we will delete your account and all login, password, and personal identifying data.</p>

Takeaways [Subject 3]

Personas & Problem Scenarios	<p>Nour Khaled the student</p> <p>Problems:</p> <p>Availability of professor.</p> <p>Lack of time.</p> <p>A lot of draft papers</p> <p>Loss of previous reviews.</p> <p>Prefer working from home.</p>
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UI and User Stories	<p>1)Dark mode is a highly creative idea in this type of portals.</p> <p>2)Log word is misleading as they did not realise it would have the services.</p> <p>3)Impressed about posting different versions of their thesis.</p> <p>4)forget password is a mercy from suffering going to Uni if they forgot it.</p> <p>5)Missing contact information of university.</p> <p>6)The way that the paper can be published with using push and pull tools is fantastic.</p> <p>7)knowing from the professor that this point is resolved or not will save a lot of time.</p> <p>8)Latest review panel in the home page of dark mode will let them work faster.</p>
Post-Test Debrief	<p>– Thanks so much. We will be using this to make the website better.</p> <p>– Would you mind if we send you follow-up questions?</p> <p>– Don't worry we will delete your account and all login, password, and personal identifying data.</p>

Takeaways [Subject 4]

Personas & Problem Scenarios	<p>Engy Kamel the student</p> <p>Problems:</p> <p>Availability of professor.</p> <p>Lack of time.</p> <p>A lot of draft papers</p> <p>Loss of previous reviews.</p> <p>Prefer working from home.</p>
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UI and User Stories	<p>1)accessing the profile of professors to get information about them is amazingly easy.</p> <p>2)Did not realise what happened when they clicked forgot password .</p> <p>3)Chatting with professors will make things better than waiting for the next meeting or sending mails.</p> <p>4)Add connection gives the portal some social networking impression.</p> <p>5)History of reviews is the best solution to loss of past reviews.</p> <p>6)The system is user friendly.</p> <p>7)The background photo was not oriented.</p> <p>8)Transferring from light mode to dark mode is extremely easy.</p> <p>9)Liked the colors consistency in the dark mode.</p>
Post-Test Debrief	<p>– Thanks so much. We will be using this to make the website better.</p> <p>– Would you mind if we send you follow-up questions?</p> <p>– Don't worry we will delete your account and all login, password, and personal identifying data.</p>

Takeaways [Subject 5]

Personas & Problem Scenarios	<p>Nouran Sany the student</p> <p>Problems:</p> <p>Availability of professor.</p> <p>Lack of time.</p> <p>A lot of draft papers</p> <p>Loss of previous reviews.</p> <p>Prefer working from home.</p>
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<p>UI and User Stories</p>	<p>1)Was confused about log word at the beginning then everything went well.</p> <p>2)When uploading the thesis, they did not recognize that their upload is done.</p> <p>3)Different versions multi viewing is particularly good when comparing instead of the traditional way.</p> <p>4)Loved the idea of chatting.</p> <p>5)Confused about this half university image in a lot of pages in the portal.</p> <p>6)Pull and Push tools in paper is so professional and easy to use at the same time.</p> <p>7)The ellipse in the middle of the screen is extremely basic (negative tone).</p>
<p>Post-Test Debrief</p>	<p>– Thanks so much. We will be using this to make the website better.</p> <p>– Would you mind if we send you follow-up questions?</p> <p>– Don't worry we will delete your account and all login, password, and personal identifying data.</p>