Usability Tests – Linkage

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Scenario: You are beginning your Spring semester and were recommended by your professor to use Linkage to organize your work.

Tasks:

1. Setup the app, and setup your classes
2. Use the app to check your tasks due a certain date
3. Use the app to join your class meetings and check grades

Person 1 (College Junior – Sister):

Experience with the App:

- Didn't have difficulty completing the first task, the setup process was straightforward
- Using the home page and checking what work was due was also intuitive
- However, going from one page to another was slightly confusing
  - It took them some time to go from one page(e.g. HW) to another(e.g. Grades) because the only page where all the pages can be accessed is the home page
  - Would help to be able to go from one page to another without consistently clicking back to the home page

Person 2 (College Freshman – Friend):

Experience with the App:

- Like the first tester, didn't have a difficult time completing the first task, setup was quick and easy
- There was a slight hiccup when using the "To-Do" function on the app, because there wasn't a way to go to the work that was due, they could only

view it, so that was slightly frustrating because they had to go back to home every time to start a new work

- Similar problem to first tester in the third task, and that was the inability to link one task page to another without going to the home page first

Takeaway:

Pros:

- The setup and starting of the app were easy to use and intuitive – will keep
- The entering of school and class information to connect all the resources was also simple and efficient, both testers liked it – will keep

Cons (to fix):

- There was a minor and a more consistent issue, and they all were because of the nature of the navigation of the app
- Both contestants struggled with the third task because of the constant need to keep clicking back to go to another task from one page to another, through the home page
    - So we've got to make it possible to go to any of the "pages"(home, to-do, homework, class meeting, grades, etc.) from any of the pages
    - So perhaps a small side panel where one can quickly jump from one to another, which would remove the need to keep clicking back every time
- The other issue that only the second contestant brought up was when they were checking the "to-do" page where the tasks due for a specific date where listed, they asked if they were able to go to those tasks straight from the to-do page
    - That function wasn't implemented so the answer was no, but they brought up a good point
    - It would be even more useful if a user could go to any task from the page where the overall tasks are located, so it's not just a "list" but also a way to link those tasks in one page sorted by date

- So theoretically the only thing that needs to be done, is make those listed tasks clickable and make the click bring up a page where that task could be completed