

UX Portfolio

David Fox
(S00172018)

May
2020

Sligo

Recruitment Screener

This document was created prior to the recruitment process. It defines the demographic as well as the schedule for each of the Usability tests to be conducted.

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Recruitment Screener
5th February 2019

To whom it may concern,

Please find below details of required research participants for usability testing and depth interviews.
Please screen as follows:

Recruitment Screener

2 x research participants required.

2 x research participants to consent to be recorded undertaking on-line tasks of two websites.

Research participants should be available on February 14th, 2020 in Sligo.

Demographic profile

Minimum 1 x female and/or male aged in their first year of study at IT Sligo.

Minimum 1 x female and/or male aged in their fourth year of study at IT Sligo.

Product History

Minimum 2 x accessed IT Sligo website within past 12 months.

Location and contact

All tests shall take place at Info Zone Room 3, Yeats Library, IT Sligo. Contact: David Fox Phone: +353 86 3305826

Research Details

Research sessions will be for 30 minutes maximum and participants will receive nothing.

Timetable of events, 14th February 2020

Time	Name	Task
12:00	Participant 1	Usability Test
13:30	Participant 2	Usability Test

Regards,
David Fox

Consent Forms

Consent forms were created prior to conducting the usability tests. Participants were required to read and sign the documents in order to proceed.

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Consent Form
5th February 2019

Thank you for participating in this usability test.

I will be taking notes during this session to allow ITS UX project partners, who are unable to be here today, to observe the session and benefit from your comments, as well as to thoroughly analyse this session after its end. A photo of the session will also be taken.

Please read the statement below and sign where indicated:

I understand that my usability test session may be recorded, and my photograph will be taken. I grant the ITS UX programme permission to use this recording and photograph for the purpose of improving the designs being tested.

Name

Donnacha Fallon

Signature

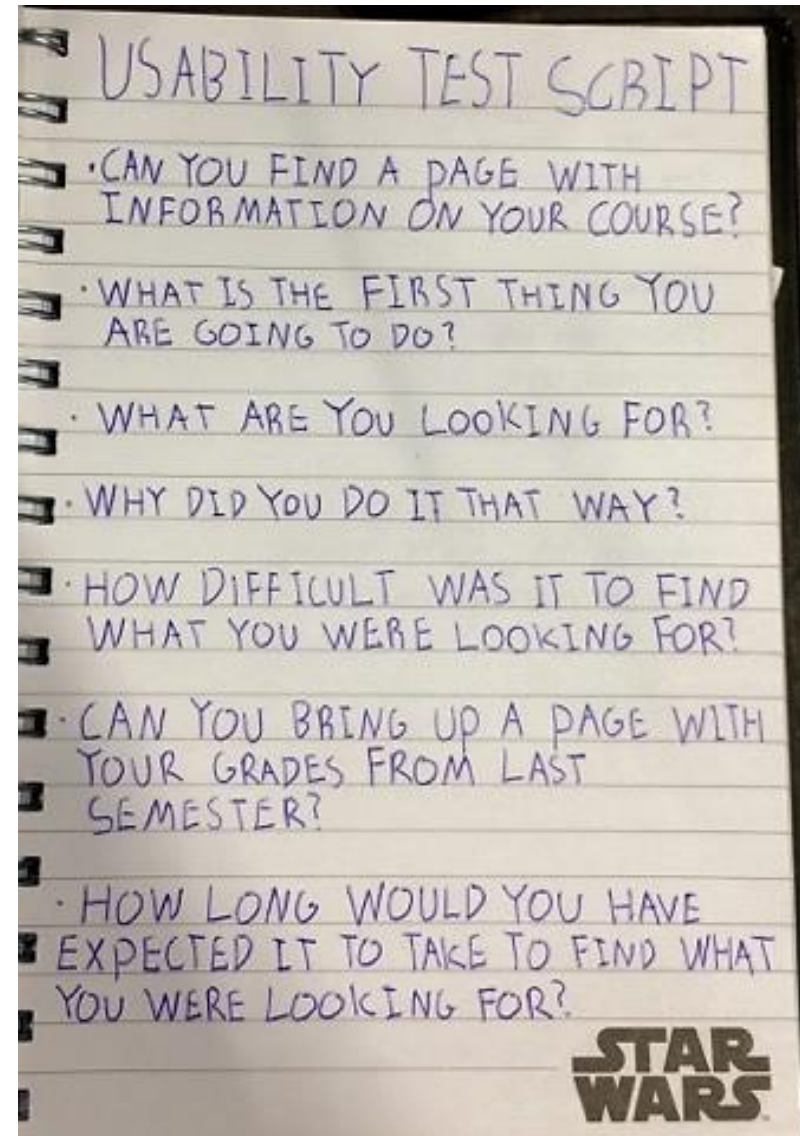
Donnacha Fallon

Date

5/2/20

Usability Test Script

A Usability Test Script was prepared with pen and paper prior to the interview. This served as a general guide during the usability testing process, containing some questions and tasks for the participants to perform.



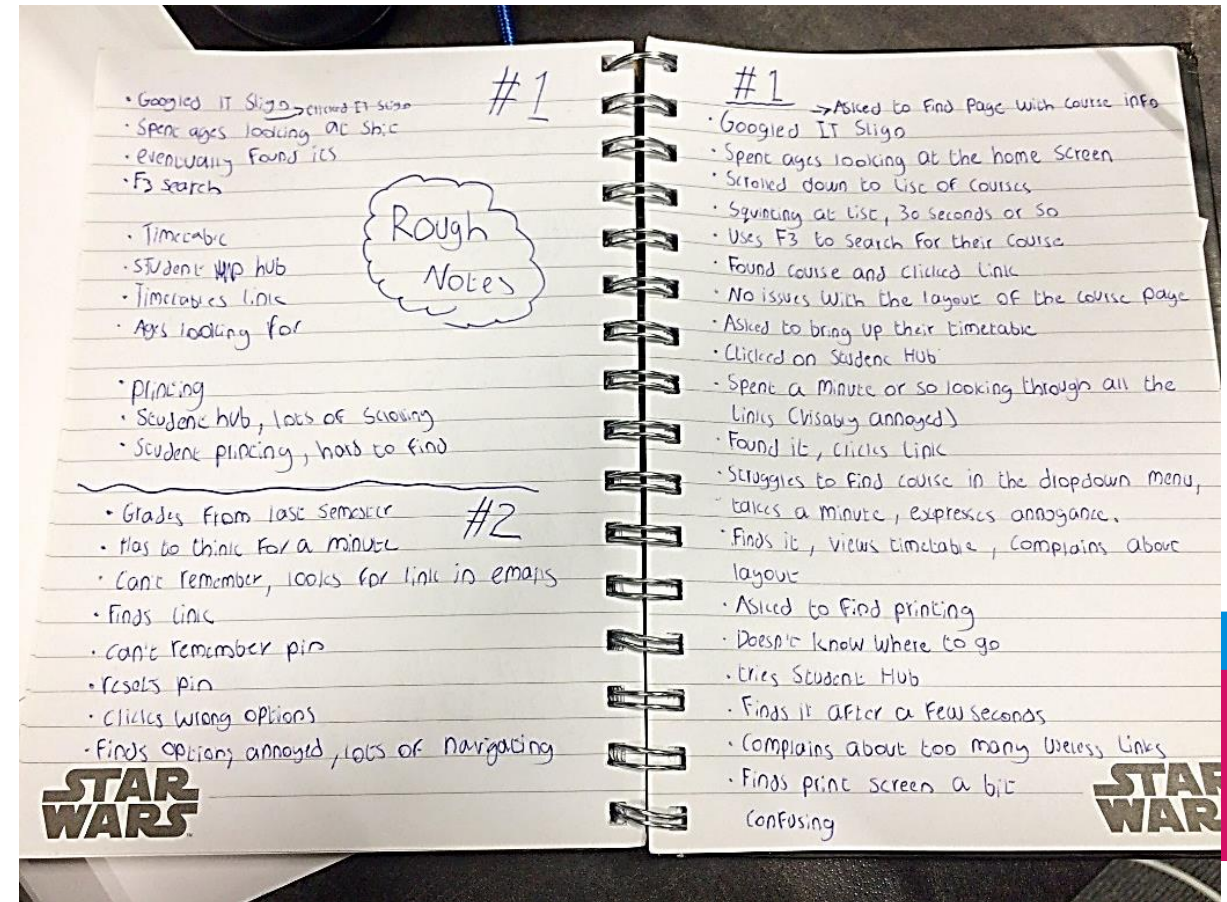
Usability Testing

In Software Development, Usability Testing is a method of evaluating software by testing it on users and analysing their experience.



Depth Interview

With the aid of the Usability Test Script, a Depth Interview was conducted as part of the Usability Testing session. The session was documented with pen and paper.



Affinity Diagram

This consisted of a collection of post-it notes of containing observations / feedback from the research we have conducted thus far. These were organized into several categories.



User Pain Points

After assessing the Affinity Diagram, key / recurring issues were identified and highlighted for each of the categories.

Repeats and Deferrals

- There is not enough information provided.
- Location of information is unclear and confusing.
- No information on results page

Misc.

- Too much clicking / navigation
- Users resort to searching anchiem directly, location unclear
- Confusion about terminology (GPA, etc.)

Accessing Exam Results

- Students can't find results
- Students can't remember pin
- Students have issues viewing on mobile
- Lack of accessibility → default to email
- Frustration with no. of steps
- Site crashing
- Student dashboard doesn't work.

Accessibility and Design

- Untrustworthy due to lack of quality
- Too much rubbish content
- Titles not matching content, lack of clarity








Notifications

- Notification in relation to failing?
- Exam timetables all together in one PDF → Painful, tedious
- Too far in advance of exams (email)

Journey Map

The Customer Journey map documents the experience of viewing my semester 1 exam results on the day they were released. The smileys give an indication of my feelings at each stage. This was done in order to represent the current user experience.

Customer Journey Map

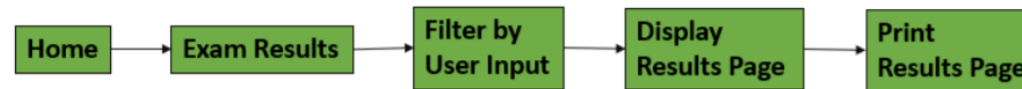
Anticipating Results	Viewing Results	The Aftermath	Feedback Request	Feedback	Feedback Consideration for good modules		
							
							
Goals To Receive Results Context Starts looking at results, waiting for results, page loaded on laptop Behaviours High anxiety, lots of pacing Mental Model Notification when results were accessible	Goals To view Results Context Sitting in library, page was already open on laptop Behaviours Mixed feelings, poor results overshadowed the good ones Mental Model Grades should stand out more, takes a minute to process what I got	Goals View my feelings, digest results Context Still sitting in library waiting for life home Behaviours Messaging group chat, sharing grades, similar experiences shared Mental Model	Goals Look into getting feedback Context In class, lecturer encouraged feedback, made it easier Behaviours Suddenly realised that lecturer had breached the subject Mental Model Maybe lecturers should email students directly to clear up anything	Goals Receive feedback Context In office, with lecturer, going through exam Behaviours Disappointed, feedback wasn't very helpful, felt very down Mental Model	Goals Consider getting feedback for semester 1 though I did better in Context Considered throughout the week Behaviours To socialise around to approach lecturer Mental Model Encouragement of feedback from lecturer would have been helpful	Goals Context Behaviours Mental Model	Goals Context Behaviours Mental Model

User Flow Diagram

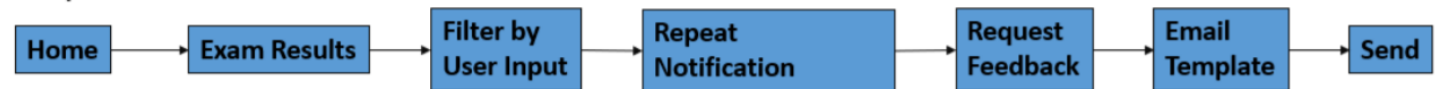
This charted the proposed path the user would take in order to access and carry out various tasks on the new website design. This related specifically to accessing / interacting with Exam Results and Exam Timetable pages.

Exam Results

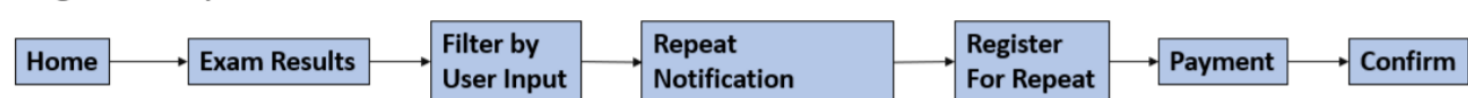
Accessing Exam Results



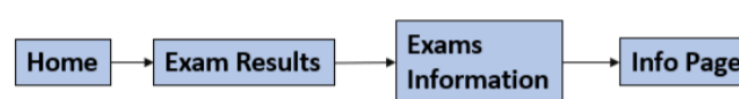
Request Feedback on Module



Register For Repeat

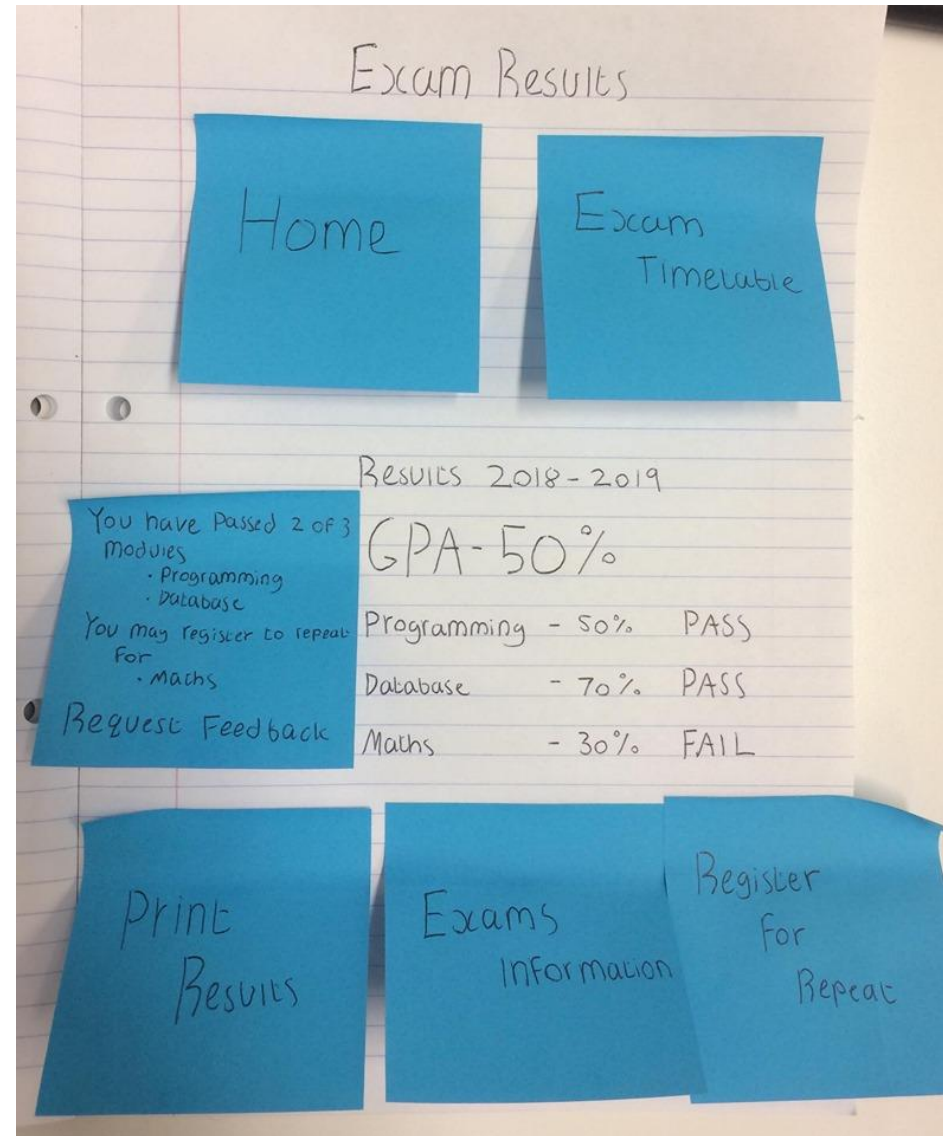


Exams Information



Low Fidelity Screens

Low-Fidelity screens were designed with pen and paper. This was in order to maintain a focus on the flow / navigation and not get bogged down with design choices.



Usability Testing (Low Fidelity)

Once the Low-Fidelity prototype was complete and configured in Marvel App, further usability testing was carried out.



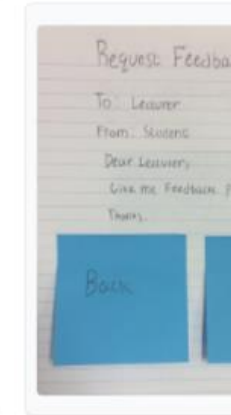
Updated 20th Mar @ 14:53 PM
UX0



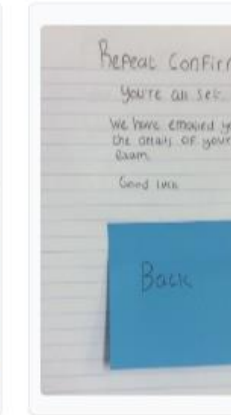
Updated 10th Mar @ 12:16 PM
UX1



Updated 10th Mar @ 12:16 PM
UX3



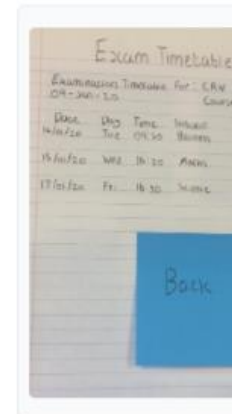
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UX4



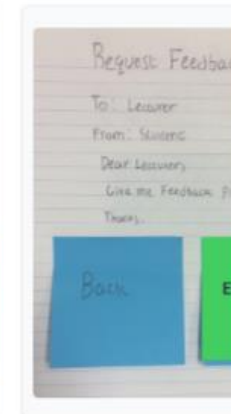
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UX5



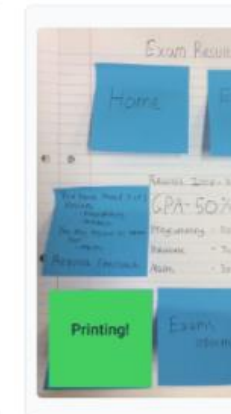
Updated 10th Mar @ 12:16 PM
UX6



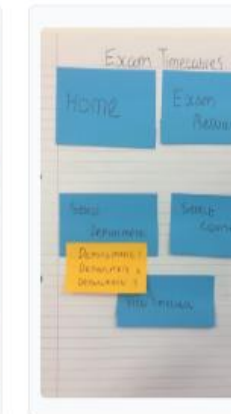
Updated 10th Mar @ 12:26 PM
UX2



Updated 10th Mar @ 12:59 PM
UX4 - Copy



Updated 10th Mar @ 13:02 PM
UX3 - Copy



Updated 20th Mar @ 13:55 PM
drop1

Implement Feedback

User Feedback from the Usability Tests was implemented and the designs were iterated upon to address the pain points that had been identified.

Iteration 1

Notes

- Both students noted the simplicity of the navigation compared to the existing website.
- Both students remarked how clear and easy it was to find exactly what they were looking for.
- One student remarked on being thrown off at first, but this was due to the nature of the interactive low-fidelity prototype.

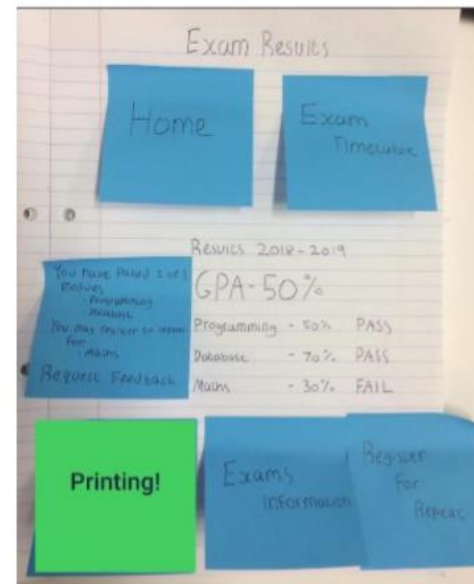
Pain Points

- Students confused by lack of visual indicator upon printing results.
- Students confused by lack of onscreen confirmation upon requesting feedback.
- Students didn't understand the nature of the dropdown lists when accessing the timetable.

Iteration 2

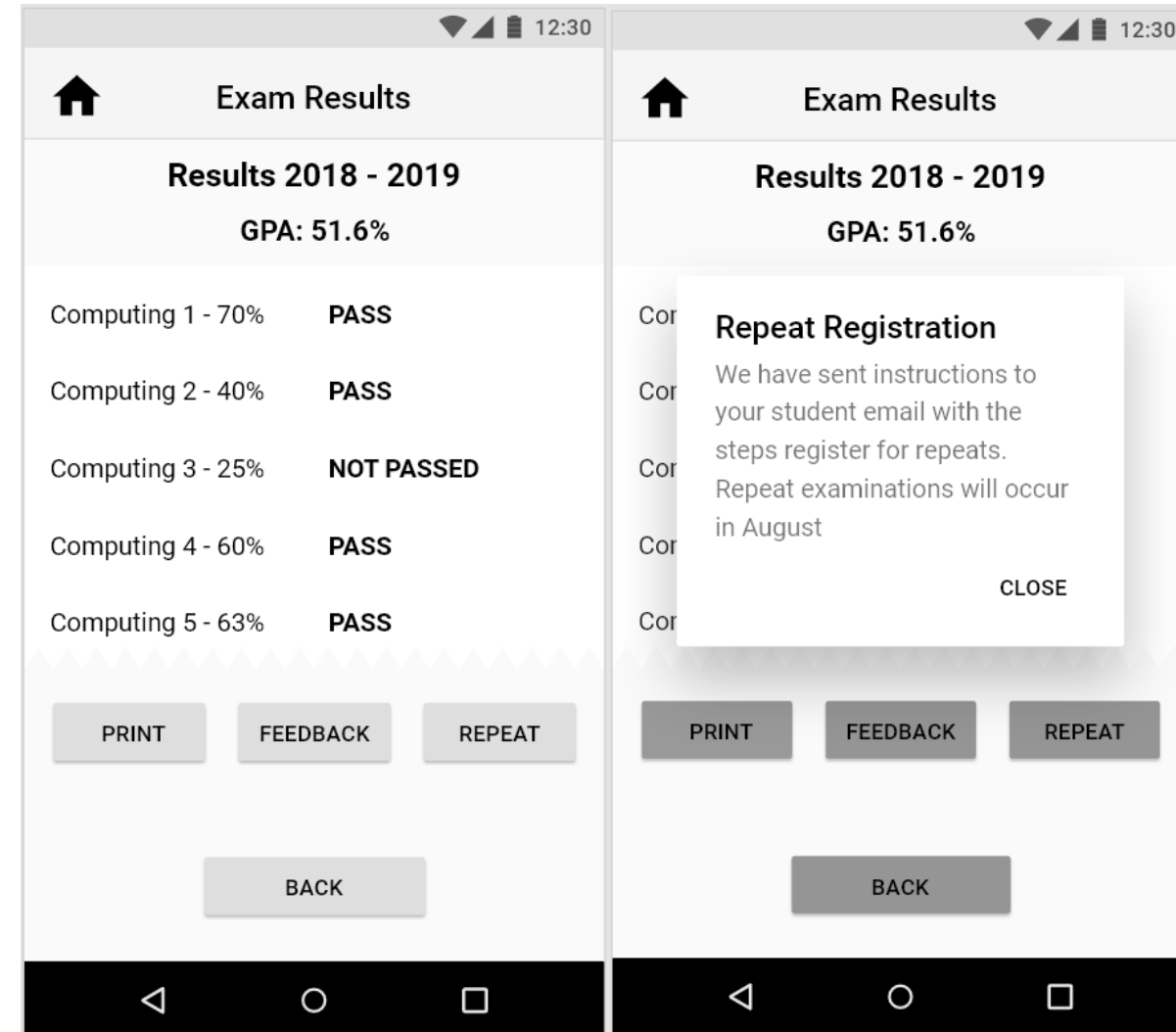
Changes

- A printing indicator was added to the Exam Results page. Once the user clicks the print button, a notification will appear on a five second timer to simulate the document being printed.



Mid-Fidelity Screens

Once the Low-Fidelity prototype was completed and iterated upon, Mid-Fidelity screens were designed with Adobe XD.



Usability Test Script (Mid Fidelity)

Prior to conducting the Usability Test, a Usability Test Script was created consisting of the tasks that the participants would be asked to perform using the prototype.

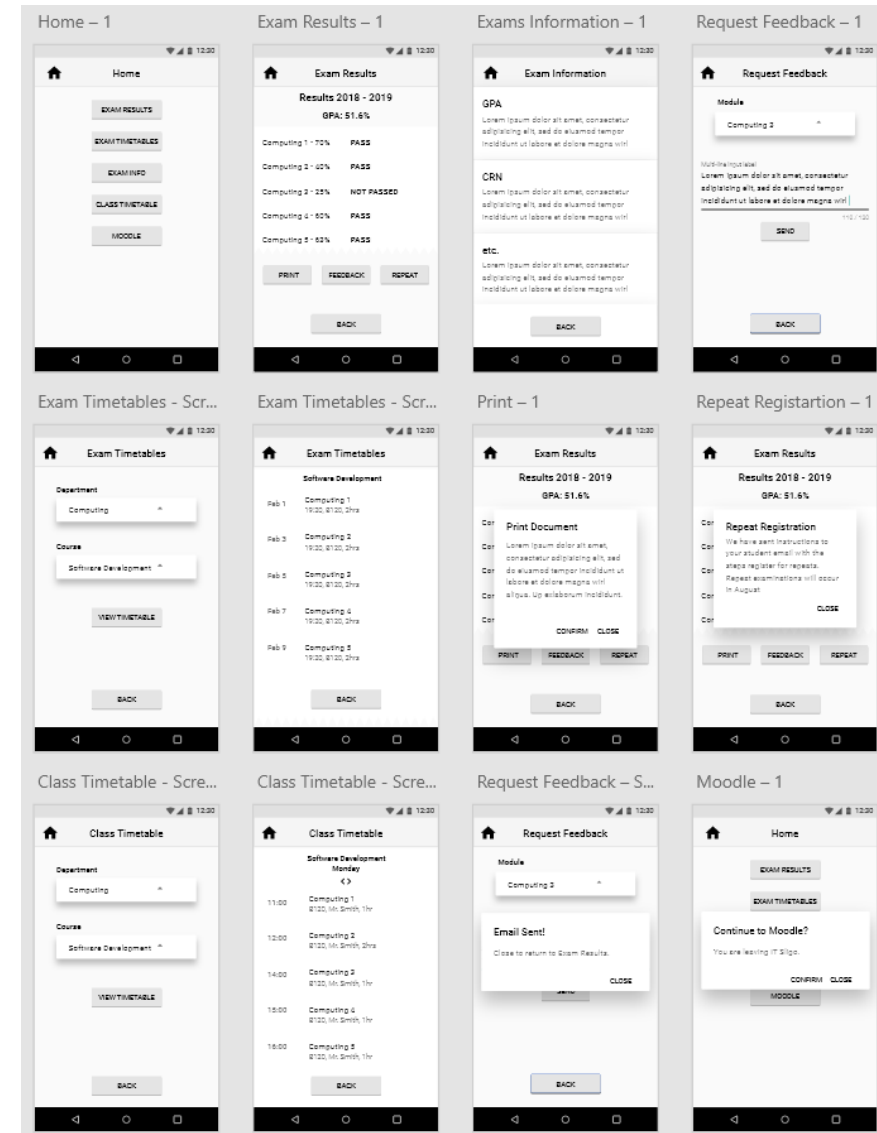
Usability Test Script

Mid-Fidelity Prototype

- ☐ Can you access your grades from last semester?
- ☐ Can you view your exam timetable?
- ☐ Can you access a page with general information about exams?
- ☰ ☐ Can you attempt to access Moodle? ...
- ☐ Can you view your class timetable?
- ☐ Can you attempt to print your exam results?
- ☐ Can you attempt to request feedback from a lecturer?
- ☐ Can you attempt to register for a repeat exam?
- ☐ Was there any step during which you became confused / It wasn't immediately clear what you had to do?
- ☐ Was there anything you felt was missing or could be expanded upon / improved?

Usability Testing (Mid Fidelity)

Once the Mid-Fidelity screens were completed, a prototype was configured via Adobe XD prototyping software for Usability Testing.



Implement Feedback (Mid-Fidelity)

Following feedback from Usability Testing, the prototype was iterated upon with new screens and changes to existing screens.

User Feedback (Mid-Fidelity)

- The user was able to navigate to each of the screens efficiently and without difficulty.
- The user inquired about the lack of a means to access student email.
- The user suggested that the inclusion of course search / information.
- The user was slightly put off at first as to why the background buttons didn't function while a popup was still open, although this can be addressed in the High-Fidelity Prototype.

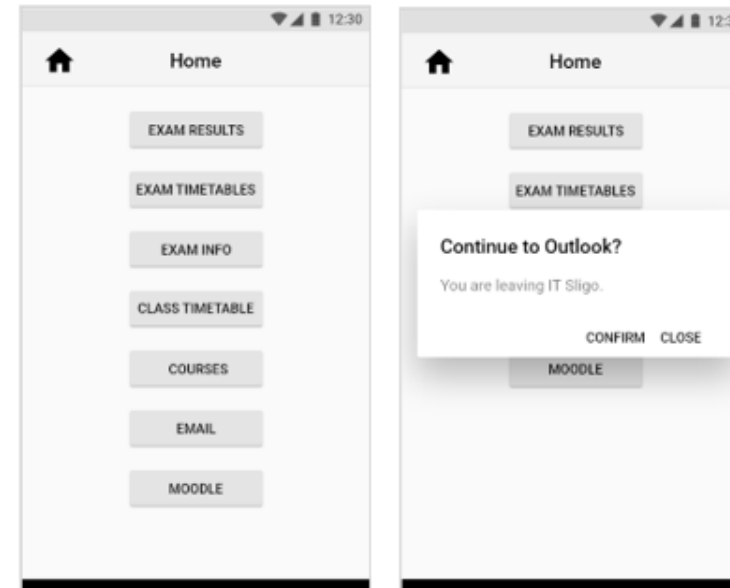
Pain Points (Mid-Fidelity)

- The absence of a link to access student email.
- The absence of a means to search course and view course information.

Changes (Mid-Fidelity)

- Added Courses button and Email button to the home screen.

Figure 3 Home Screen Updated



High Fidelity Tasks

Prior to conducting the Usability Test, a Usability Test Script was created consisting of the tasks that the participants would be asked to perform using the prototype.

Usability Test Script

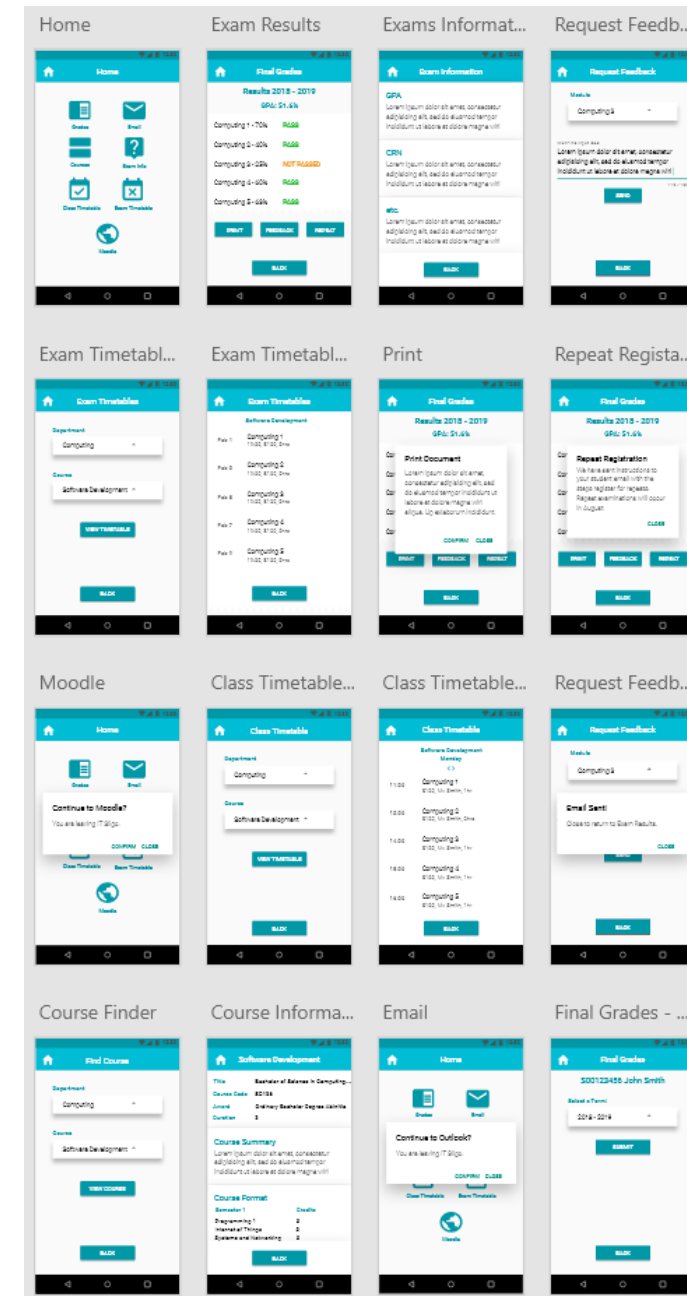
High-Fidelity Prototype

- ☐ Can you access your grades from last semester?
- ☐ Can you view your exam timetable?
- ☐ Can you access a page with general information about exams?
- ☐ Can you attempt to access Moodle?
- ☐ Can you view your class timetable?
- ☐ Can you attempt to print your exam results?
- ☐ Can you attempt to request feedback from a lecturer?
- ☐ Can you attempt to register for a repeat exam?
- ☐ Can you attempt to access your student email?
- ☐ Was there any step during which you became confused / It wasn't immediately clear what you had to do?
- ☐ Was there anything you felt was missing or could be expanded upon / improved?
- ☐ Can you attempt to find a page with information on your course?

Usability Testing (High-Fidelity)

Once the Mid-Fidelity prototype was completed and iterated upon, work began on the high-fidelity screens. These were built using the mid-fidelity screens as a foundation. Once the screens were designed, they were configured as a prototype in Adobe XD.

Assignment 7



Implement User Feedback (High Fidelity)

The prototype was iterated upon following feedback from users during the Usability Test.

User Feedback (High-Fidelity)

- The user liked the icons and the colour scheme.
- The user liked that pass / fail were indicated in different colours.
- The user highlighted the absence of an ability to select a term when viewing grades.

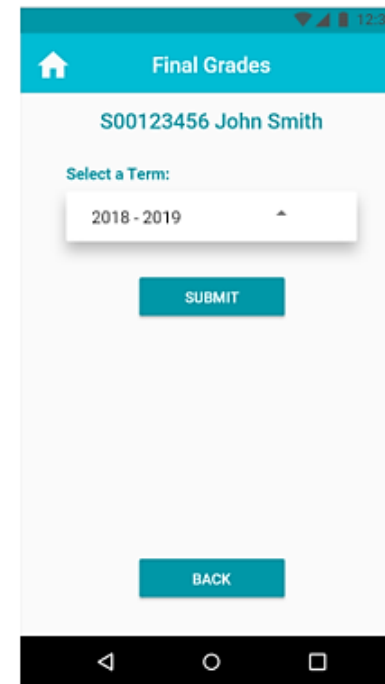
Pain Points (High-Fidelity)

- The absence of a term selection screen when accessing results.

Changes (High-Fidelity)

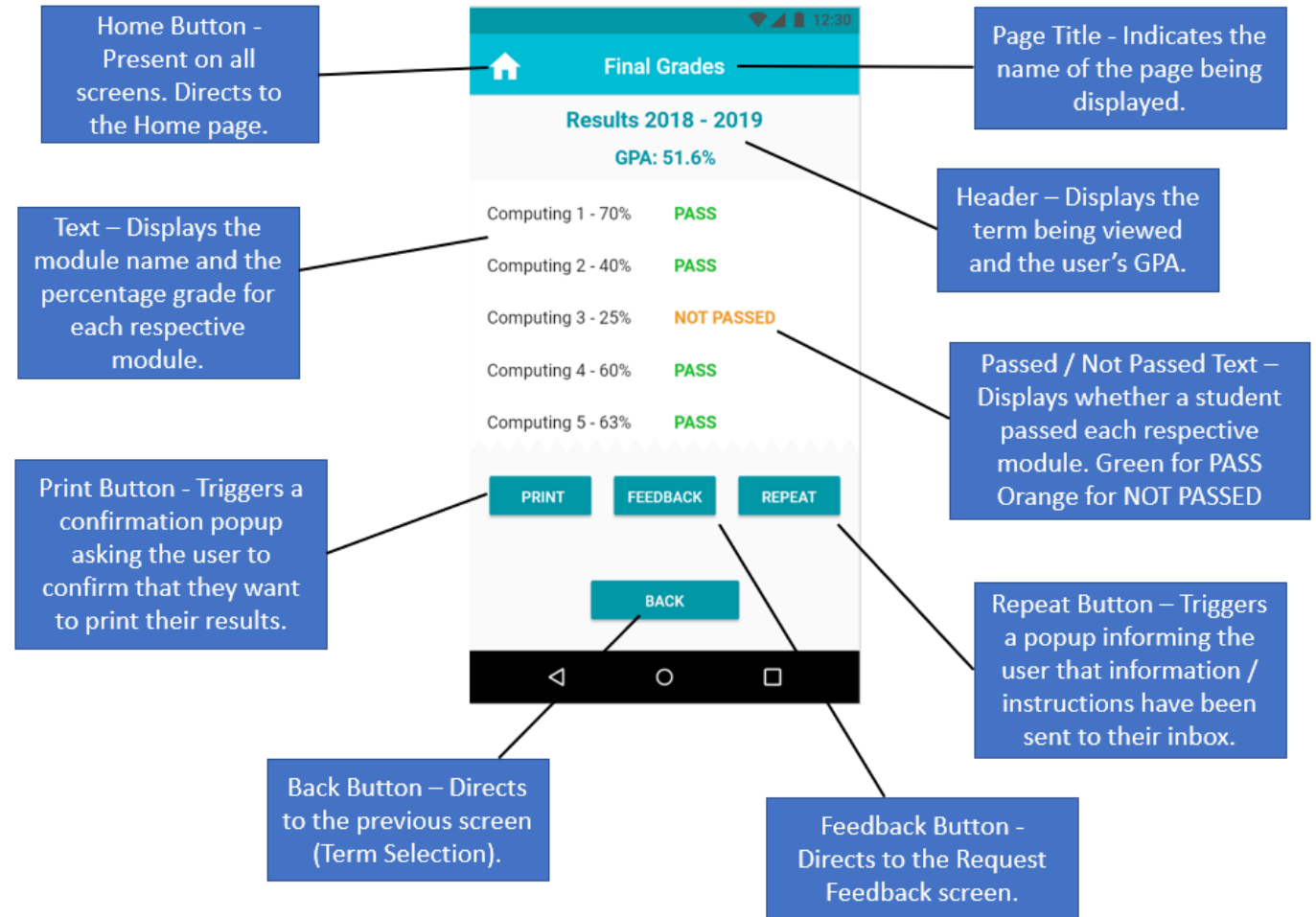
- Added a term selection screen prior to accessing the Final Grades screen. This includes the students name and student number.

Figure 7 Final Grades - Select Term



Wireframes

Annotated wireframe documents were created with Microsoft PowerPoint.



Appendix

An appendix document was created containing links to the upload of each assignment.

Assignment 8

Appendix (S00172018)

Assignment 1

<https://vle.itsligo.ie/mod/assign/view.php?id=724803>

Assignment 2

<https://vle.itsligo.ie/mod/assign/view.php?id=729721>

Assignment 3

<https://vle.itsligo.ie/mod/assign/view.php?id=734405>

Assignment 4

<https://vle.itsligo.ie/mod/assign/view.php?id=736747>

Assignment 5

<https://vle.itsligo.ie/mod/assign/view.php?id=738646>

Assignment 6

<https://vle.itsligo.ie/mod/assign/view.php?id=743828>

Assignment 7

<https://vle.itsligo.ie/mod/assign/view.php?id=746598>

Assignment 8

<https://vle.itsligo.ie/mod/assign/view.php?id=752601>