

**Test System: IIT Blackboard**(<https://blackboard.iit.edu/ultra/stream> )

**Test Goals:**

1. Find Syllabus for one of the courses.
2. Find Homework detail for Human/Computer Interaction course.
3. Find Recorded Classes for Fundamentals of Managing Tech Professional course.
4. Find final Project detail for Programming for Data Analytics course.

**User 1 Persona:**

Male, Early 30 age, Working as Network Admin, Gaming enthusiast, Has done undergraduate in US. He has not seen any IIT application/website.

**Contextual Inquiry:**

00:00 User 1: Ok, this is blackboard.iit.edu/ultra/course. Find the Syllabus for one of the Course.

00:24 User 1: What is a Syllabus, is it like index in the Course

00:30 Me: Yes.

00:46 User1: One of the Course here, one of them. Content.. oh Overview and Syllabus. There is the PDF. Is it done.

00:54 Me: Yes, you found the Syllabus.

01:02 User 1: Alright... Second one, find homework/assignment detail for Human Computer Interaction. From a course?

01:09 Me: Yes

01:12 User 1: Over here is assignment

01:18 Me: What is the name of the course you are seeing ?

01:22 User 1: Spring 2022 Fundamental of Management for Tech Prof, is that the one?! or should I do another course?

01:40 Me: See, the name of the course is Human Computer Interaction for which you have to find the assignment.

01:50 User 1: Oh ok, that's the instruction is. Well there is this section which says assignment. Which I may say homework.

02:10 Me: In a semester I have 3 course. You are looking at one course. There are other 2 course you want to explore.

02:21 User 1: Ok, okay. Let's go back to... the others.. Oh, Human Computer Interaction.. okay, I see. Then there is assignment, there is a PDF. Homework 1. Okay, so I found it.

02:42 User 1: Alright, number 3. Find the recorded classes for Fundamental of managing Tech Professional. Okay so now I know they are the courses. So I just go back to the courses.

02:57 User 1: And I select Fundamentals of management for Tech Professionals. And instruction says find recorded classes. So I am just gone go to left menu which is where is all this. I click on Class Notes. May be it's here. I will open one of them and this looks to be documentation, it's not the recording.

03:34 User 1: Class recordings is over here, so I went a little bit over more. Class Recording panopto. Okay I found the class recording. You gotta sign in. Do you want to do?

03:51 Me: Ok, go ahead and do it.

03:55 User1: Okay, the task is complete. I am gonna close this tab. So that... next User doesn't know.

04:10 User 1: And the fourth task is find final project detail for Programming for Data Analytics. So I am gonna first find the course.

04:25 User 1: Programming for Data Analytics, have to find final project detail. So I am gonna go back to left menu and final Project at the bottom and there is no homepage. And I don't see anything that say project detail. I assume that... that means over information like properties.

05:17 Me: Is there a chance it is shared somewhere else?

05:19: User 1: Well, Let's see. Seeing collaborate panopto, file exchange, discussion board, final project 7 is a forum. Journal, wiki, ahaa.. send mail, Final Project.

06: 18 Me: Usually, when join a course where final project detail are shared?

06:19 User 1: Okay that would be like in the first overview I assume. So I went to home, announcements, assignments and I saw content. May be here in the content and important links. Week One Notes, I should see at the last Final Project Instructions. You can find your group in the group tile. However you get one chance to change the group.

07:12 Me: So you finished the final goal.

07:14 User 1: This is the detail of final project?

07:15 Me: Yes

07: 16 User 1: Ok, got it! Cool! So that's done.

07:20 Me: So, what you feel about this? the site?

07:23 User 1: The site itself, I would say it's pretty intuitive to just know that you can ah.. you have all the contents of everything you need in a organized way on the left. It was more so the instruction is that I didn't really get. On the second one, didn't get this was second course. And.. yeah, so on the third one I knew that Fundamentals for Tech professional meant different course. So that's why got it. And the project detail, yeah I would say... I immediately went to final project group because I would say... I would be... whatever said in here in the final project Instruction. I kind of assumed that would also be present on the home page of the final project part. But I don't see home page in here (final project group). Or may be it's here. Somewhere here the instruction could be repeated now when you are there right?

08:34 Me: Yeah.

08:37 User 1: That's what I thought.

08: 39 Me: What you felt good about this site?

08:43 User 1: I liked the contrast. So... I like that... you know, you can just come to any of these and it has nice contrast. The color are fine, they are not.. you know.. nothing is hurting you. And like I said it's intuitive. Everything is been displayed on the right when you select on the left menu. The part that I was kinda.. not that intuitive for me or may be it was. I don't know how to carry... Like when you open these.. you have this X mark that makes it go away but at the same time you can click outside of the... this new thing (Individual Course page) to come back in here (Course main page). First time I clicked here (Institution Icon), I assumed this was some sort of home page for the Courses. But that's just based on my own personal experience. So for someone that wouldn't know that.. may be to highlight... how to go back to courses would be beneficial. Instead, otherwise they will assume that X is the only way to get out of there. That's the only thing.

10:07: Me: OK, Than you!.

### **User 2 Persona:**

Female, 35+ age, Working as Senior Software Developer, IIT Alumnus. She has used the IIT website and applications in 2017.

### **Contextual Inquiry:**

00:00 User 2: Find Syllabus for one of the Course... Ok where?

00:05 Me: In Blackboard

00:08 User 2: Oh, you have it open. I am on backboard. I will go here(hovers our Human/Computer Interaction course and selects the subject)

00:15 User 2: Let's see, the syllabus is right here. there(opens the pdf under Syllabus)

00:25 Me: Goal 1 done.

00:26 User 2: Ok, first one done. Second is find home work detail for Human Computer Interaction. I am already on Human Computer Interaction. So it will be in assignments. Do you want me to unzip the file.

00:40 Me: No, we are good.

00:43 User 2: We are good? Done?

00: 45 Me: Yes, done.

00: 46 User 2: What's third(switches back to wordpad with goals). Find Recorded Classes for Fundamentals of Managing Tech Professional course.

(Switches back to Blackboard)

00:53Let's go back to home.

(Clicks on Human/Computer Interaction course title in left navigation button).

00: 59 This not the home, where is the blackboard home.

(Tries few left navigation option on course page)

01:05 Is there a shortcut to Blackboard home? I should keep clicking back back to go back home?

(Clicks back button on browser till Course main page is displayed)

01: 25 Ok, Fundamentals of Management... I think that's the one... Find the recorded classes for that. OK, where are the recordings.

(Looks at Left navigation and finds class recording)

01:37 Class recordings! there. Then what next. Last one.

01: 45 Find final Project detail for Programming for Data Analytics course.

01: 57 Ok, find the final project detail. OK, I want to see there is home(Clicks on Institution icon) Ok that's the home.

02:03 Programming for Data analytics(Clicks on the Course in main Course page) . Find the project detail. Here Final Project Group. That's the groups. No.

02:10 Me: Yeah we are looking for final project instructions.

02:13 User 2: You said instructions, what you need? Details ok. Collaborate, file exchange... I think that's your group right.That's your Homework, Collaborate, Group Wiki. Aren't these final project detail.

03:11 Me: For you how they used to give the final project detail at the start of the semester.

03:20 User 2: Okay, it used to be in my assignments. You don't have it. You have only homework.

03:27 Me: IN all your courses they used to provide project detail in assignments?

03:32 User 2: Yeah, we used to get it in assignments. We didn't have separate project things. I think that's an improvement they have done. Let's see in the course home. the syllabus you have it? No?

03:43 Me: So.. yeah probably syllabus.

03:46 User 2: Let's see, I found syllabus earlier right. Now I don't see syllabus here. In the Content?! there Syllabus. In the important links they have anything about the project... NO. May be here (opens syllabus pdf). Homework, here final project. Are these the detail you were looking for?

04: 30 Me: Yes, that's it.

04:31 User 2: Cool!

04:32 Me: What you felt about new Blackboard?

04:37 User 2: New Blackboard... I thought this thing.. I think, I took a few seconds to realize this one is the home for all course.

04: 54 Me: Stay on Course page, what you think of X mark

04:59 User 2: This one here, I think I didn't use it. It is probably to close the panel here. But it's not pretty intuitive.

05: 09 Me: Why you didn't feel like it's close button for panel?

05: 14 User 2: Yeah, you know it kind of blends with rest of this main page left navigation symbols. This didn't stand out to me like you can close panel and then it come to home page. It didn't occur to me. That's not very apparent when you look at it.

05:38 Me: Anything else you want to say about the site?

05:45 User 2: I thought like for the Project right I actually went here and there a bit I think, to look for the details. For the project, I would prefer details or something would be in one of these Final Project group. Thought it is your group not project itself. I would expect it to be present somewhere here as link to Syllabus or section. Rather than me going searching here and there. A section for Project would be nice.

06:30 User 2: First I went to Final Project group wiki but it was not. Then I went to Syllabus and found it. That I was doing guess work. Ok if it is not here then may be in Syllabus. May be that could have helped. Having it in separate section.

06:58 Me: Ok

07:00 User 2: Otherwise it is much better than the blackboard I used when I was the student. I didn't have all this. I didn't have Final Project groups and all this was not there. The layout has changed. the remote classes and zoom meeting you have, we didn't have this. And this also nice, I don't remember us having library link and all. So that is all nice. And yeah, class recordings are really nice. I remember we had discussions, we had assignments. We had basic things.

08:00 User 2: Now after used I would know this is to closing the panel otherwise I would think this is to close the background and find wider view of the panel.

08:17 Me: What could have been done right?

08: 22 User 2: May be, I don't know. This didn't look like home button to me. What is this pillar and all? So I was not whether it's a home button to see all the courses. Only once I clicked it I realized oh it is going back to home screen.

08:55 Me: What do you think about panel close?

08:57 User 2: I would prefer it somewhere inside the panel or "Back" word on it. So that you know it takes you back to the main page. But I don't find it useful. If you have home button, why you need close option? I don't see the need.

09:27 Me: Ok, click on anything else.

09:30 User 2: Ok, will click on Activity Stream

09:31 Me: Ok, click on the home button and see what happens

09:35 User 2: Ah.. it's not going to that home. This is little confusing I think. See at first I clicked on it, it showed all the courses. Now when I click on Activity and Click on it, it's showing Illinois Tech related links.

10:00 User 2: This what I am not getting. When I open course and click home... wait this is course main page. And if I click on this home button... ok, it's still institution page. See this what confused me. I thought it is home page since it allowed me to come back to main page when I clicked on the icon.

10:29 Me: What you think of purple highlight?

10:30 User 2: The purple highlight on these are not standing out. Probably they can highlight whole thing with purple rather than just line. For me the home should be courses and why we have institutional link on blackboard.

11:00 Me: Probably to track news or notification from the institution.

11:05 User 2: On click of Blackboard, I would expect it to land on Courses as home page.

11:10 Me: Click on Blackboard and see if it does.

11:12 User 2: Oh! it takes you out of the Blackboard!

11:15 Me: Oh! Even I was not aware of that.

11:16 User 2: See I would have preferred navigation to take us to Courses on Blackboard rather than opening new tab with Illinois Tech page.

### **Observation:**

- The users appreciated the intuitiveness of the Blackboard.
- Both users mistook the Institution logo as the home button to the course main page.
- There is no standard template followed for course details. So for each course the users had to explore the page to find the same content in different locations.
- After spending some time on the site, both users were very efficient in navigation and started completing goals early.

