

User 1 Persona:
Female, 25yrs,
Graduate Student in IIT-ITM

Persona Question:

1. What semester are you in?
 - 2nd Semester
2. How many times have you registered for courses at IIT?
 - 2 times
3. What is your major?
 - Data Analytics and Management

Test Steps:

Task 1. Access Blackboard and verify the courses you are taking this semester.

0:00:00 Me: Thanks for agreeing to do this. I am reading out first task. Access Blackboard and verify the courses you are taking this semester.

0:00:10 User1: Opening my browser. Clicking on Blackboard saved as favorite.

0:00:18 User1: Logging in with my ID

0:00:30 User1: I am in Blackboard now. I am taking three courses. This semester I am taking Database Security, Data Analytics, Service-Oriented Architecture.

0:00:47 Me: Great! You are done with Task1. Now we are moving to Task 2

Task 2. When is Registration starting for the Fall semester?

0:00:55 Me: I am reading Task 2 now. When is Registration starting for the Fall semester?

0:01:00 User1: Oh, I have not registered for Fall semester. I am planning to do after Summer.

0:01:08 Me: No... I am not asking for Registration of course. I am asking you the start date for Fall semester course registration.

0:01:20 User1: Registration start date for Fall semester?! Oh..

(Clicks on “myIIT” saved as favorite on Browser and starts logging in)

0:01:26 Me: Please walk us through what you are doing.

0:01:30 User1: Oh! Yeah... I just clicked on myIIT and trying to log in.

(Goes to Academics tab and starts scrolling up and down)

0:01:45 Me: What are you looking for?

0:01:49 User1: I am searching for Registration open for Fall semester here.

0:01:55 Me: Oh, that’s published here in Academics tab. I was not aware of it..

0:02:02 User1: Oh, I am looking for...(hovers over her profile detail) I think.. This is my hawk ID and Registration number... I forget things...

(Starts scrolling the page again)

0:02:15 Me: Looks like you are bit stressed out. Please take a pause and relax. You are not being tested here. I am just observing how these applications are. Please relax, let's take a break.

0:02:30(Paused recording for a minute)

0:02:30 User1: Ok, usually my husband sits next to me while I register for course. So he helps me in finding these things.

0:02:46 Me: Oh, wait. I am not asking you to register the course. I want to know how you find out when registration window opens.

0:02:58 User1: That I know it's April 4th, right.

0:03:03 Me: Yes. Where did you see this date?

0:03:09 User1: I sent out mail to Advisor and he told me when and what course to register.

0:03:16 Me: You sent mail to him when registrations will open?

0:03:23 User1: No, I knew the registration opens up in April. So I sent mail to him. Starting of April.

0:03:34 Me: How did you know it's in April.

0:03:39 User1: Oh, I made a note at the start of semester that Fall registration will be in April first week. I write down major dates so that I don't miss them.

0:03:52 Me: Where did you see this detail? From where you got the date?

0:03:58 User1: hmmm... Let me check

(Clicks on ITM MAS Specialization catalog page from favorites)

0:04:08 User1:No.. Not this one.

(Clicks on the Academics tab on the screen and looks for something... Clicks on Academic Calendar and selects Spring 2022)

0:04:24 User1: Here! April 4, Fall registration begins.

0:04:29 Me: Was that the exact date when Graduate registration started.

0:04:35 User1: It should be, right? It's mentioned here.

0:04:39 Me: Ok. That ends our task 2. Great! you found the registration start date. We will move to task 3.

0:04:47 User1: Ok.

Task 3. Verify the number of courses left to complete your Graduation.

0:04:49 Me: I am reading Task 3. Verify the number of courses left to complete your Graduation.

(Opens new tab clicks on myIIT favorite option)

0:04:58 User1: Oh, I know this.

(Clicks on Student Life tab in left navigation pane)

0:05:01 User1: It should be somewhere here.

(Keeps searching on screen)

0:05:07 Me: What are you looking for?

0:05:09 User1: I am looking for Degree Works link.

(Clicks on Academics and continues searching on screen)

0:05:15 User1: It should be here, let me search the screen.

(Performs Ctrl+F on browser and types Degree Work)

0:05:22 User1: Found it!

(Clicks on Graduate Degree Works for Students link under Graduate Academic Affairs)

0:05:27 User1: Here... I have to still take 4 courses to complete graduation.

0:05:33 Me: Great! You finished task 3. We will move to next part.

After the above steps are performed ask follow up question:

Experience question 1. How do you recall all these applications?

0:05:38 Me: How do you recall all these applications?

0:05:44 User1: Oh, I saw them as favorites and try to go through each of the favorites to find them.

0:05:56 Me: So you just go through your favorites options to find the application you need, that's great.

0:06:03 User1: Yeah, it's easy that way... It's hard to recall where things are.

Experience question 2. How do you keep track of the Registration start for next semester?

0:06:09 Me: How do you keep track of Registration start for next semester?

0:06:15 User1: As I mentioned, I make note of it at the start of semester. And I keep track of it.

0:06:21 Me: You make note where?

0:06:24 User1: I write it down in my notes. So I keep checking these dates to keep track of my deadlines.

0:06:33 Me: That's how you keep track of assignment submission too?

0:06:38 User1: Usually yes, I write down dates so that I don't miss it.

0:06:45 Me: **You don't use Activity stream in Blackboard?(Gave a nudge since the user was more comfortable keeping track of dates in personal notes. Should not have done that.)**

0:06:49 User1: I do use it. But sometimes the dates are not in order. I get confused. So I keep track of it in my notes.

Experience question 3. Please talk about your experience using these systems.

0:06:57 Me: Please talk about your experience using these systems.

0:07:04 User1: They are pretty good. I just keep them as favorites and try to go around. My husband usually sits with me when I register for courses. So usually he helps me out to find things as he remembers the location they are.

0:07:16 Me: Is there anything you feel can be improved?

0:07:21 User1: No they are ok. Just have to search a bit around. Usually I get it after 2-3 tries. It's just hard to keep track of the locations.

0:07:34 Me: Ok! That's end of our observation. Thank you for your time. I will stop recording now.

User 2 Persona:
Male, 26yrs,
Graduate Student in IIT-ITM

Persona Question:

1. What semester are you in?
 - 1st Semester
2. How many times have you registered for courses at IIT?
 - 1 time
3. What is your major?
 - I am not doing any specialization. For now I have taken Data Analytics and Management.

Test Steps:

Task 1. Access Blackboard and verify the courses you are taking this semester.

0:00:00 Me: Thanks for agreeing to do this. I am reading out first task. Access Blackboard and verify the courses you are taking this semester.

0:00:12 User2: Opening browser. Clicking on Blackboard.

0:00:14 User2: These are my courses. You know them. We are taking one together

0:00:17 Me: Yes. That's great! We are done with Task 1.

0:00:21 User2: Alright!

Task 2. When is Registration starting for the Fall semester?

0:00:22 Me: I am reading out Task 2 now. When is Registration starting for the Fall semester?

0:00:30 User2: When is Registration starting for Fall semester... It started on April 4th, right?

0:01:39 Me: Yes.. It was. Uhhh, I am asking where you found out the date regarding Fall registration start date.

0:01:49 User2: mmmm.. I think saw it in the mail... From the newsletter. Let me check.

(Opens IIT mailbox, looks for the ITM weekly newsletter)

0:02:03 User2: Got it.. Here in this mail they have shared the calendar. So found it from here.

0:02:08 Me: So April 4th was the start date for Graduate Student registration?

0:02:14 User2: mmmm, Oh wait here in the top. They have mentioned it starts on 5th for Graduate Students. I have not registered my courses yet. Just had discussion with Advisor. Will register once this semester is over. Too many things to complete.

0:02:27 Me: That's ok. Good, we are done with Task 2.

0:02:29 User2: Cool! 1 more to go!

Task 3. Verify the number of courses left to complete your Graduation.

0:02:32 Me: I am reading Task 3. Verify the number of courses left to complete your Graduation.

0:02:37 User2: Oh, that is easy.. I have to complete 7 more courses to complete graduation.

0:02:41 Me: mmmm.. So you are not aware of a page where you can see that detail.

0:02:45 User2: Oh.. I remember what you are asking for. Advisor showed me that in our first meeting. He added our discussion notes in it.

(Clicks on myIIT favorite option. Takes some time to recall where the Advisor had shown it.)

0:02:57 User2: mmmm. He clicked on Academics.. Then in this corner... Here.. Graduate Degree Works.

(Clicks on Graduate Degree Works for Students link under Graduate Academic Affairs section)

0:03:04 User2: Yeah.. this is the one, right?

0:03:07 Me: Yes. This is the page.

0:03:09 User2: Yeah, everything is blank. Have to take courses.

After the above steps are performed ask follow up question:

Experience question 1. How do you recall all these applications?

0:03:12 Me: How do you recall all these applications?

0:03:16 User2: You know I am new here. So, I usually try to remember what is shown to me or just ask friends around... where to find them.

Experience question 2. How do you keep track of the Registration start for next semester?

0:03:25 Me: How do you keep track of Registration start for next semester?

0:03:28 User2: I keep looking at mails sent. They share the academic calendar every time. So it's easy to track there.

0:03:35 Me: Yeah. Even I do the same.

Experience question 3. Please talk about your experience using these systems.

0:03:38 Me: Ok, Can you please talk about your experience using these systems.

0:03:42 User2: I am pretty new to this as you know. So, still getting used to these systems.

0:03:47 Me: Is there anything you feel can be improved?

0:03:51 User1: Yeah, They can probably keep everything centralized so that we don't have to go around looking for it. But it seems they don't have any system like that. So we have to get around and understand all the apps they have.

0:04:03 Me: Ok! That brings to end this observation. Thank you for making time for this. I will end this recording here.