Hairong Wu (Jason)

Info 200 A Group 5

24/01/20

User Research and Question Formulation Lab

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Three formulated questions:

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| Q1: How many times in the past week have you submitted an assignment online?  [0 1-2 3-4 5 or more] |
| Q2: How satisfied are you with the assignment submission process overall?  [ 1=very dissatisfied, 5=very satisfied] |
| Q3: Which device do you use to submit your assignment?  A. A Computer.  B. A mobile device.  C. A tablet.  D. Other: \_\_\_\_. |

Screening question

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| Q4: Which applies to you?  A. Undergrade student  B. Grade student.  C. Post-Degree student. |
| Q5: Which applies to you?  A. Already in a major: \_\_\_\_.  B. Intended to: \_\_\_\_.  C. Undecided yet. |

Feedback from another group:

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| 1. The questions are well set, it also include many aspect. However Q1 seems not related to the user experience because whatever times they submit, they need to go through the porcess of submitting their work. 2. Questions are well designed, especially Q3. However, Q1 is hard to contribute to the improvement, because the frequency of using Canvas does not relate to the overall experience. |

Revised question and the reason:

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| Q1: How many times in the past week did you have troubles to submit an assignment on Canvas? (Failures can be slow uploading speed, errors after clicking submit buttons)  [0 1-2 3-4 5 or more]  Reason:  The modified versions focus on asking for the failure frequency that could cost bad experiences for using Canvas. |