

Ethics Dashboard (1): Peer Testing Report

Description

This is a dashboard where students can learn about various ethical philosophies from case studies while maintaining an interactive experience which can be recorded by an admin. Students will have the opportunity to evaluate given case studies and contribute their critical analyses using the various ethical philosophies. Student feedback will be given back to the student in the form of comments and grades.

Currently students are able to navigate to all pages of the dashboard. Interact with the different inputs that are implemented (textboxes, ranges, buttons, radio). Create an account and sign in with that account, the account is stored in a database.

Participants

For our peer testing we had 8 participants: 4 Thinkaloud and 4 User Feedback sessions. Below is a table of our participants, what type of study they did and who was administering the session. Also included below are the video recordings of any online sessions.

Admin	Student	Thinkloud	User Feedback
Alvin Villafranca	Kenneth Oh		yes, (completed online)
Alvin Villafranca	Radhi Sharma	yes	
Sophia Joseph	Cody Tyerman	Yes, completed	
Sophia Joseph	Radhi Sharma		Yes, completed
Monica Rampaul	Sirus Wang		Yes, completed
Monica Rampaul	Haneen Abu-Hijleh	Yes, completed	
Brandon Krieg	Mason Plested	Yes	
Brandon Krieg	Reid Folk		Yes

Alvin's online Peer Testing session:

<https://www.youtube.com/watch?v=067P8AWKkY0>

Tasks

The main user group for our application are students in an Ethical Philosophy class.

The list of tasks we asked the participants to use are as follows:

- 1) Navigate to "Ethical Issues"
- 2) Add a dilemma
- 3) Add an option
- 4) Submit answers by clicking "submit"
- 5) Navigate back to "Dashboard"
- 6) Navigate to "Stakeholders"
- 7) Click on "proceed to stakeholders"
- 8) Click on "Add stakeholder" to add a stakeholder
- 9) Submit the new stakeholder
- 10) Navigate to "Utilitarianism"
- 11) Add option 1
- 12) Click submit
- 13) Click "Proceed to stakeholders"
- 14) Add a stakeholder
- 15) Click submit
- 16) Click on "proceed to analysis"
- 17) Move the slide bar to "high" for stakeholder 1
- 18) Check "low" for stakeholder 2
- 19) Navigate to "Option 2 - Long-term"
- 20) Click on "proceed to summary"
- 21) Navigate to "Deontology"
- 22) Check boxes "it will look good" and "Revenge" for option 1
- 23) Check boxes "served your interest" and "Everybody wins" for option 2
- 24) Click submit, then click next
- 25) Select the "it costs very little" box
- 26) Click on next
- 27) Click next again
- 28) Select "No" for the first input section
- 29) Navigate to "Virtue Ethics"
- 30) Click "Proceed"
- 31) Navigate to "Care Ethics"
- 32) Adjust the "competence" slider for stakeholder 1 to 8
- 33) Adjust the "Responsiveness" slider for stakeholder 2 to 4
- 34) Click on "Option 2"
- 35) Adjust the "Attentiveness" slider for stakeholder 1 to 7
- 36) Navigate to "My Progress"
- 37) Click on "download report"
- 38) End on my progress report

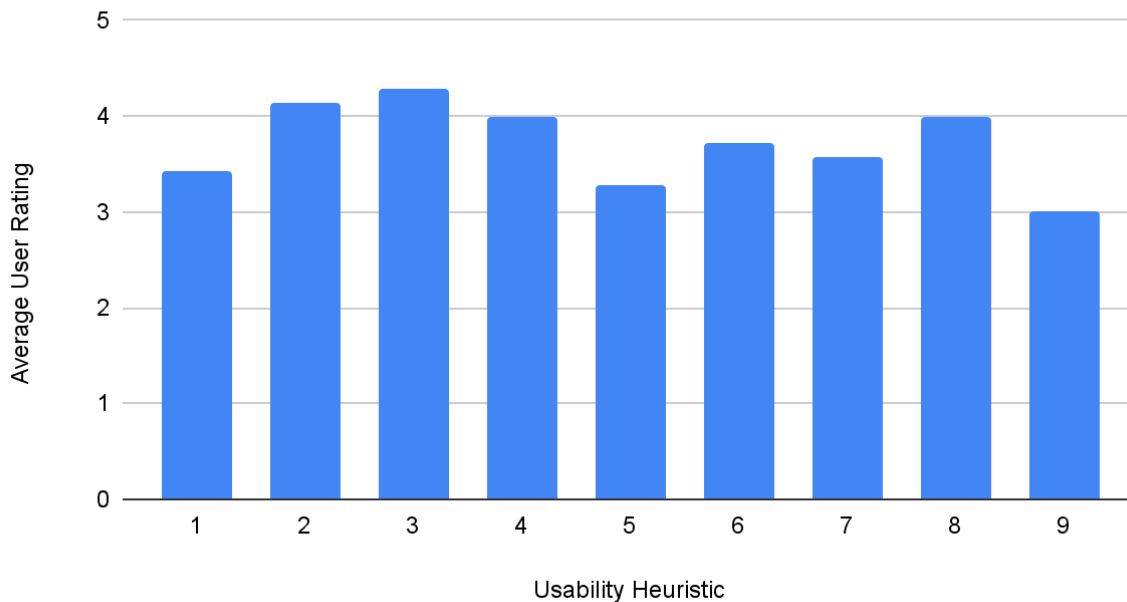
Issues

1. Responsiveness of dashboard was different across devices, this would've been expected since responsiveness was not discussed yet in meetings
2. Not all pages were rooted so users came across error pages frequently
3. Typos and spelling errors
4. Some input scripts have not been implemented properly
5. Nice if mouse cursor can change when you hover over something/ nice if something could be highlighted when you hover over
6. When user types something the placeholder with the instructions disappears - would have liked if the instructions stayed where you could look back and read them
7. Some text boxes input go down to new lines when you are typing the same word (should stay together)
8. Sometimes it is hard to find buttons to proceed. It would be nice if they were in a more obvious area / more noticeable.
9. Utilitarianism checkboxes should not be able to have both options checked.
10. Easy to get confused about which page the user is on. It is preferred that the page the user is on is highlighted on the navigation bar to make this more clear.

Issue	High	Medium	Low
Broken links	X		
Responsiveness		X	
Typos and spelling errors			X
Highlighting when you hover over something			X
Hard to find proceed/next buttons		X	
Check boxes		X	
Page that the user is on is confusing			X

Statistics

Average User Rating of Nielsen's Usability Heuristics



The above graph has usability heuristics as follows:

- 1: The design of the system affords good visibility of the system's status.
- 2: The presentation of information and objects in the system resemble things in the real world.
- 3: The system allows the user to maintain control and provides the user with the freedom to do what is needed.
- 4: The design of the system is consistent with how other software is designed.
- 5: The system has mechanisms in place to help prevent me from making mistakes while using it.
- 6: I can figure out what I need to do in the system even if I can't remember what the exact commands are.
- 7: I have a choice in which command I use to complete a task in the system.
- 8: The design of the system is simple, clear, and aesthetically pleasing.
- 9: When I get stuck, the system has help and documentation to help me figure out what I need to do.

We obtained feedback through a response survey from 7 students on the 9 usability Heuristics taken from the example survey provided by the instructor. From the responses, we can see that our system does resemble the real world; we can see that our system allows the user control; we can see that our system is consistent with other software's design; we can see that the design of the system is simple and aesthetically pleasing. As well, we can see that our system suffers from poor visibility

of status; it suffers from preventing the user from making mistakes; and most of all suffers from poor documentation and help for the user.

The text responses received on the survey provide more reasoning behind the student's answers:

Please identify the parts of the system that you like:

"It's very well styled with all the options available. Looks nice and willing to use. I like it very much personally[.]"

"Love the sliders and the navbar on every page, but I wish it was a bit more consistent[.]"

"I think the system is a good start on achieving the goal. I can see where the group is going with it, and I understand how it would develop further. I like some of the ways they presented some of the information."

"The overall aesthetic and design of the system was visually pleasing."

"I did like how well-organized the system was, even though there were many aspects that needed to be included in the system. They managed to make it easier to navigate as I proceeded to attempt the other sections of the dashboard."

"The colour[.]"

"Main dashboard[.]"

Please identify any parts of the system you would like to change, what these changes would be, and how you would accomplish these changes:

"More intuitive design on position of buttons(proceed, add), make difference for the ones already submitted and the adding part. Make the user know if some parts are clickable (hover event). A bit overwhelmed by all the options so (probably?) put options in a drop down menu."

"Submit buttons on every question/page when a next button would be easier to understand, or the next button being more visible than the submit button[.]"

"-> what is an option?"

"->issues with some button placements (monica took notes on which specific ones[.])"

“->stakeholders should be able to be given names[.]”

“->it should be easier to know where you are in the navigation panel (we discussed ways to do this[.]”

“->some minor styling issues[.]”

“I found navigation through the system to be a bit of a challenge, I think there should have been some fail safes to keep me on the right track.”

“The placeholders within each field could be taken out and placed separately. Some of the placeholders contain instructions which tend to disappear every time a user clicks on the field.”

“Change the text boxes[.]”

“responsiveness and CSS.”

So, we can see that the main strengths of our project thus far are styling and layout, and the weaknesses come with actual functionality or ambiguous instructions. The concerns raised about CSS consistency on some pages have been addressed and the system is now fully consistent. As well, the concern about placement of buttons has been noted and fixed, they are now much clearer and explicitly at the end of the document, making it obvious for the user.