Individual Assignment 8: Prototype Evaluation Report

* + - Identify the team you are evaluating

I am evaluating group 3. (Leaden, Jackson, and Alex)

* + - Identify the project you are evaluating

The project I am evaluating is their version of the Scheduler.

* + - Describe the UX process that was used

They sat me down at a computer with their prototype on the screen. One group member recorded while the other facilitated and read from a script. I was instructed to complete three tasks. Each task was used to show the different attributes of the scheduler.

* + - List the key tasks you participated in during the inspection process

My first task was to schedule a room for myself (as a student) and four other classmates in the Lucy Phillips building.

My second task was to resolve a scheduling conflict.

my third task was to schedule a room for a business that was paying to use a snow college room.

* + - Identify any issues you identified with the tasks you performed during the inspection process

Although the tasks made sense, whenever I had a question and did not know what to do, the facilitator was not the least bit helpful. He did not even give me any verbal response unless I asked the same question repeatedly.

* + - Provide at least **five** specific recommendations for improving the process

first, the rate of which the script is read to the participant should have been slown down.

Secondly, the way that the script is written up was not very clear with the requirements for each task. I had to go through and pick apart the task through an excessive amount of useless information to find the important requirements of the task.

third, when I, the user, asks a question, I would like a verbal response of some kind. Even if the response is " I'm sorry, i cannot answer that", I would be less irritated.

fourth, some of the follow up questions were irrelevant and useless. I do not like having my time wasted. So, being asked multiple multiple times what i did not like about it annoyed me as a participant.

fifth, I would have liked to have been stopped after clicking on the wrong link. When performing a task I had gone down a wrong link and instead of being told it was the wrong one, the facilitator allowed me to keep wasting my time until i found out that i just needed to restart.

* + **UX prototype evaluation report (25 points)**
    - Describe the prototype you are evaluating.

I am evaluating group two's scheduler prototype. The prototype was on the computer. I was not familiar with the software used to make it.

* + - Identify **five** specific problems with the prototype

First, The prototype was very busy. Every page on the prototype required an excessive amount of interpreting.

Second, The name of some links were too vague. When instructed to solve a conflict error, I clicked on a link labeled "urgent problems". That link happened to be the wrong one which was confusing.

Third, there was no help button. When I was lost and confused I did not have any way of troubleshooting my problems.

fourth, the prototype displayed rooms that were already scheduled when I was attempting to schedule a new room. After failing to resolve the issue I actually gave up and just double scheduled the room.

fifth, the prototype shouldn't have let me double book. The point of this kind of program is to prevent such problems so that definitely needs to be fixed.

* + - Prioritize the specific items that you identified in terms of importance to fix

With the first being most important to fix and fifth being last:

first: the prototype shouldn't have let me double book. The point of this kind of program is to prevent such problems so that definitely needs to be fixed.

Second: the prototype displayed rooms that were already scheduled when I was attempting to schedule a new room. After failing to resolve the issue I actually gave up and just double scheduled the room.

third: , The name of some links were too vague. When instructed to solve a conflict error, I clicked on a link labeled "urgent problems". That link happened to be the wrong one which was confusing.

fourth: there was no help button. When I was lost and confused I did not have any way of troubleshooting my problems.

fifth: The prototype was very busy. Every page on the prototype required an excessive amount of interpreting.

* + - Provide specific recommendations for how to fix each of the problems identified

first: the prototype shouldn't have let me double book. The point of this kind of program is to prevent such problems so that definitely needs to be fixed.

Solution: Validate that room being booked has not already been scheduled.

Second: the prototype displayed rooms that were already scheduled when I was attempting to schedule a new room. After failing to resolve the issue I actually gave up and just double scheduled the room.

Solution: validate that all rooms displayed are available to be booked.

third: The name of some links were too vague. When instructed to solve a conflict error, I clicked on a link labeled "urgent problems". That link happened to be the wrong one which was confusing.

Solution: Make more meaningful names for each link. It would be impossible to list all that I felt were too ambiguous.

fourth: there was no help button. When I was lost and confused I did not have any way of troubleshooting my problems.

Solution: Provide a troubleshooting link for every page for when user gets confused.

fifth: The prototype was very busy. Every page on the prototype required an excessive amount of interpreting.

Solution: Ditch some of the unnecessary stuff. The purpose of the program is quite simple and does not need to be rocket science.

* + - Identify and describe at least **two** emotional impact problems

First: With all three tasks, when I did not know how to continue on what to do combined with the fact that there was no help button, the prototype left me extremely frustrated and anxious.

Second: The amount of unnecessary links made me feel confused especially in the administrative manager mode. This program has a simple purpose that should not require so much to be going on and so many clicks to get simple tasks done.

* + - Prioritize the emotional impact problems that you identified in terms of importance to fix

With the first being most important to fix and second being last:

First: With all three tasks, when I did not know how to continue on what to do combined with the fact that there was no help button, the prototype left me extremely frustrated and anxious.

Second: The amount of unnecessary links made me feel confused especially in the administrative manager mode. This program has a simple purpose that should not require so much to be going on and so many clicks to get simple tasks done.

* + - Provide specific recommendations for how to fix each of the emotional impact problems

First: With all three tasks, when I did not know how to continue on what to do combined with the fact that there was no help button, the prototype left me extremely frustrated and anxious.

Solution: I feel that a troubleshooting or help button on every page to help easily solve frequent user problems would completely fix this problem.

Second: The amount of unnecessary links made me feel confused especially in the administrative manager mode. This program has a simple purpose that should not require so much to be going on and so many clicks to get simple tasks done.

Solution: I think that cutting down on the amount of unnecessary work required of the user would cut down the number of clicks and pages to go through to schedule a room.