**Process Evaluation:**

The project I evaluated was the “Simplified Sckhaedgeular” created by Group 3 (Leedan, Jackson, and Alex).

For the testing, they had me sit down at a computer that had a working prototype on it. They started by reading me a script about what I would be doing and the reasoning behind it. One person was reading the script and leading the interview, while the other was filming the interaction and experience (the third was unable to attend as they were sick). They informed me that they would be recording my reaction and experience. Once they informed me of everything that I was going to be doing they asked a few questions, such as “How many hours per week do you spend on the internet?”, “What percentage of those hours are spent on email?” and other similar questions.

Once they were done they read me the first task and told me to talk about each page and what I thought each button/menu/item did. I then went through the prototype and I was able to complete the first task without much issue. Once I had completed the task they asked me to discuss any problems I had, any ideas for improvement, etc. I repeated this for the other two tasks that were given to me.

I completed the following tasks:

* “You are a Snow College student who was just assigned a group project. You are given the task of reserving a study room in the library. Your group wants to meet Nov 21 and 3:30 pm. There are 5 of you in the group, so you need to find a room with at least 5 chairs, they also want a TV or projector in the room. You will also need to send invites to your group mates.”
* “You are a building manager for a college. Part of your responsibilities include handling requests students have submitted to override an existing reservation. Today we need you to resolve one of these conflicting requests. Academic meetings are given priority over extracurricular activities.”
* “You are the system administrator for a college. Part of your responsibilities include handling reservations by outside businesses. Today we need you to make a reservation for one of these outside businesses. The business has requested a room to seat at least 20 people, and has a projector. They will have their one hour meeting at 6:00pm on December 4th. They are paying for the room, so they have priority over any existing reservations.”

Part of the actual tasks that I thought was well thought out was the brief description of the persona that I was going to be filling the role of as I completed the task. I really gave me a good idea of what I needed to be doing and why it was important.

I found that every task given to me was well described and easy to understand, for the exception of the “Building Manager” task. It was slightly difficult to find my way through that one, but I feel that was more an issue of the vagueness of the prototype rather that the task itself.

These are the recommendations I would give for the evaluation process and tasks:

1. Take the time to introduce everyone in the group. The person talking introduced themselves, but the person videotaping was just there. I feel it would make people feel more comfortable.
2. Even though all the tasks were probably necessary, try and cut the time down. It did feel a little long.
3. When a user asks a question, give a verbal response as body language can be misinterpreted.
4. At the very beginning you assumes that I knew why I was doing the evaluation, but still explain to me what the purpose of your product is, cause all the projects have a different take on the same idea.
5. The last comment I want to make is to not hover. Its very intimidating. I know you are supposed to be watching what the user is doing, but getting too close can be a distraction.

Over all the evaluation process felt very professional and well thought out. They asked for permissions, there was a script they followed that covered pretty much everything I would need to know, they were personable, over all a great experience.

**UX Prototype Evaluation Report:**

The project I evaluated was the “Simplified Sckhaedgeular” created by Group 3 (Leedan, Jackson, and Alex).

The scheduler is an online web app that allows users to make reservations of rooms on campus. The system allows for different types of users (students, admins, and building managers), each having their own unique interface to complete different tasks. The users are able to select a room, time, date, and equipment and make a reservation. There is a level of priority for reservations and the admin has the ability to deal with those reservation priorities if issues arise in double booking. The system is also linked to the school’s system and uses the already existing login information.

During the process of evaluation, I came across the following problems:

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| **Problem** | **Solution** | **Priority Rank** |
| Manager confused by “Issues” tab on dashboard, does not do what it should intuitively do. It does not allow the manager to resolve scheduling conflicts. | Allow the issues tab to show scheduling conflicts. | 1 |
| Any user has to take too many clicks to make a reservation. Users must click on the “add reservation” button, view the calendar, and then hit a “make a reservation” button. | Add a “make reservation” button to the dashboard that goes straight to the reservation creation page instead of the calendar page. | 2 |
| Any user finds the “room selection” drop down on the reservation info side bar misleading. Not sure the purpose of the drop down. | Change label of drop down from “Room” to “Room Type”. | 3 |
| Any user can be intimidated by the reservation info side bar. There is a lot of data that can be confusing. | Spread data out vertically and organize by section or do the process “page by page.” | 4 |
| As a business user there was no to create a business account to create my own reservations. | Allow a create account button on the login page as well as allowing a business user to be created. | 5 |

I also noticed the following emotional impact problems:

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| **Problem** | **Solution** | **Priority Rank** |
| As a user it is frustrating and discouraging when they cannot find their way around the web app or when they cannot figure out how the system works. | Add a simple help button on every page (or add false data at least, the squiggle representing text don’t help this). | 1 |
| As a student there is a feeling of worry and frustration once you find out that a cancellation can occur on a reservation. | Do not allow for reservations to be cancelled. | 2 |