

# LUIS Usability Survey

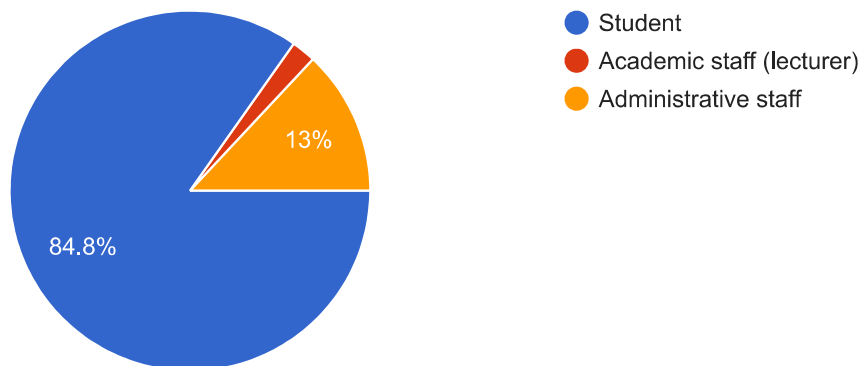
92 responses

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## Your Role

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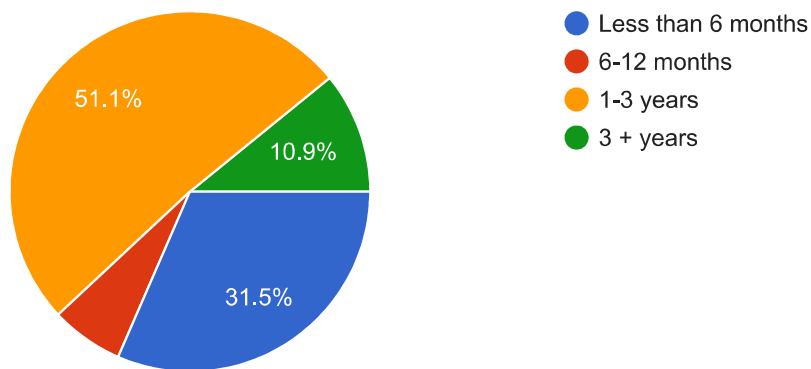
92 responses



## Experience with LUIS

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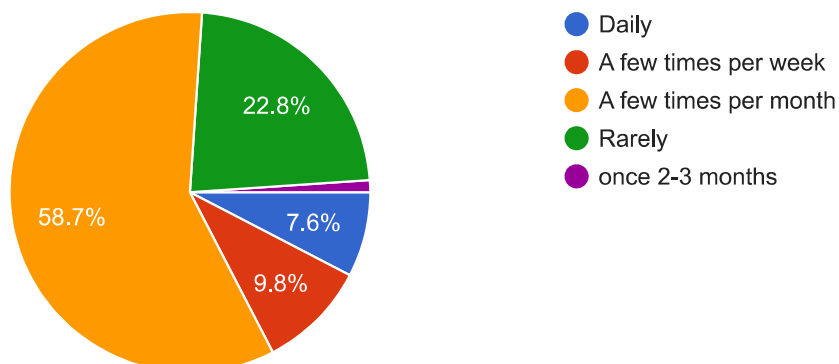
92 responses



## How often do you use LUIS?

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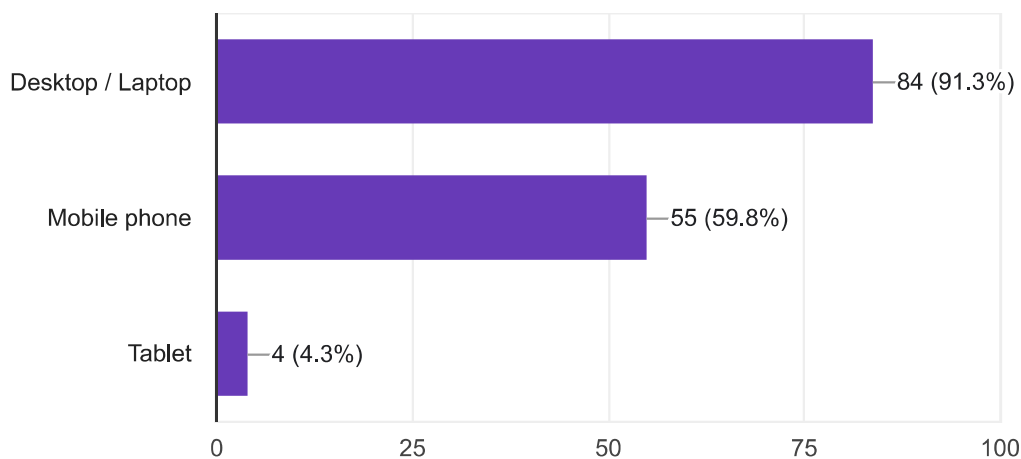
92 responses



## Devices you usually use for LUIIS



92 responses

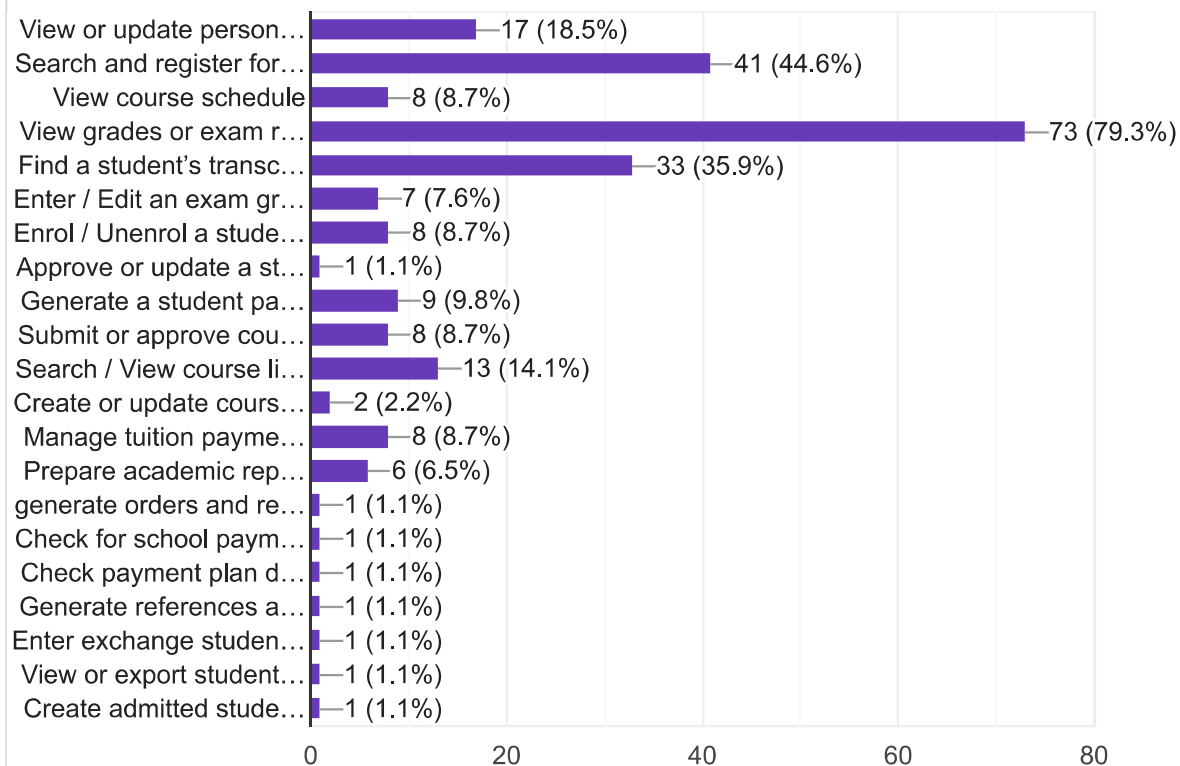


## B - Which workflows do you use?

## Which of these LUIIS workflows do you use at least monthly?



92 responses



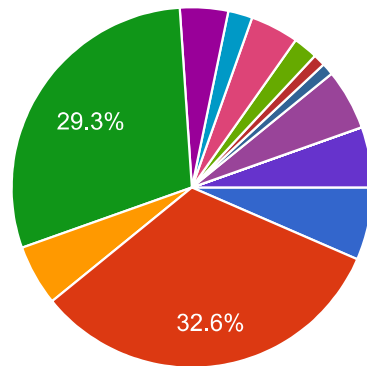
## B2 - Identify a problematic workflow



## Which one of these LUIIS workflows you would like to improve most?

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92 responses



- View or update personal profil...
- Search and register for courses
- View course schedule
- View grades or exam results
- Find a student's transcript an...
- Enter / Edit an exam grade
- Enrol / Unenrol a student in a...
- Approve or update a study plan

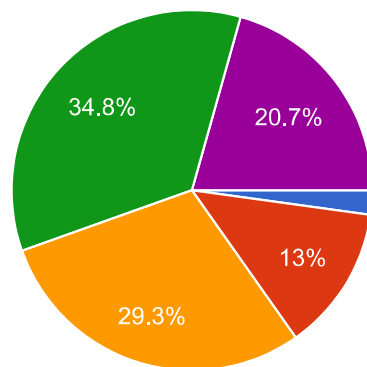
▲ 1/2 ▼

## C1 - Workflow Details

## How often do you perform this workflow?

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92 responses

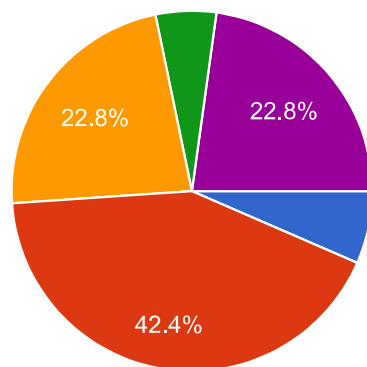


- Daily
- Weekly
- Monthly
- A few times per semester
- Rarely

## Roughly how many steps or screens does it take today?

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92 responses



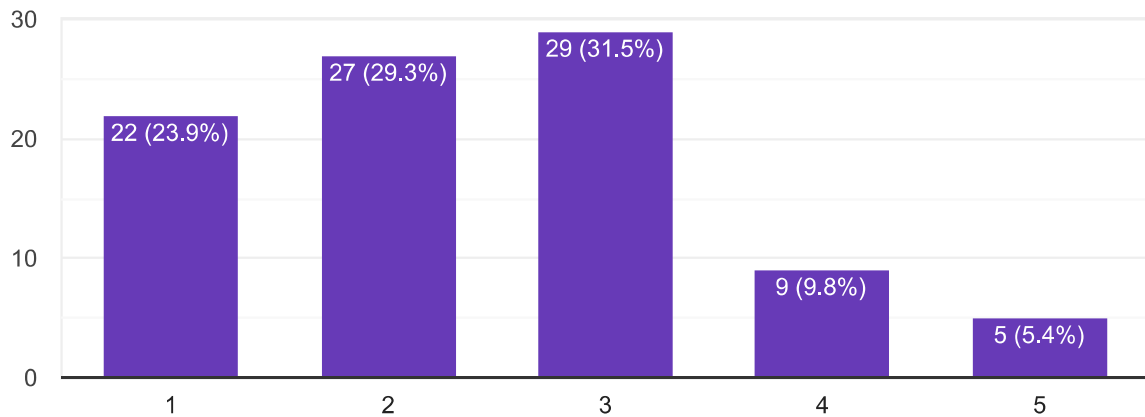
- 1-2
- 3-4
- 5-6
- 7+
- Not sure



## How difficult is the task itself (not counting system design)?

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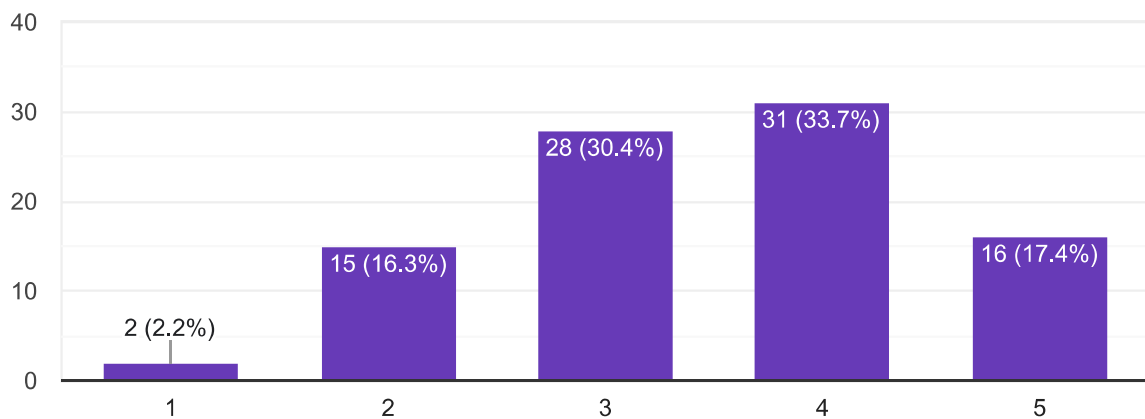
92 responses



## How much did the interface make this task harder than necessary?

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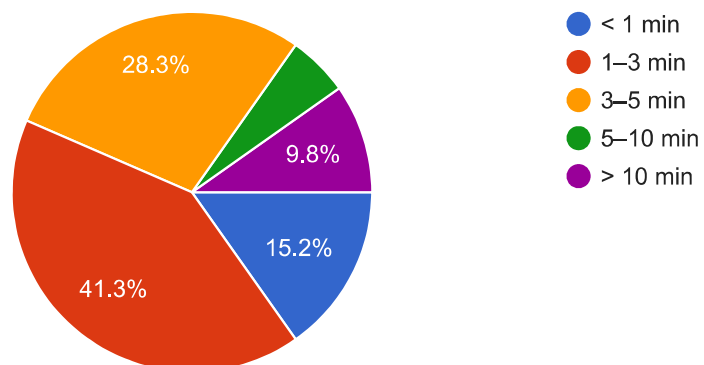
92 responses



## How long does this task usually take you?

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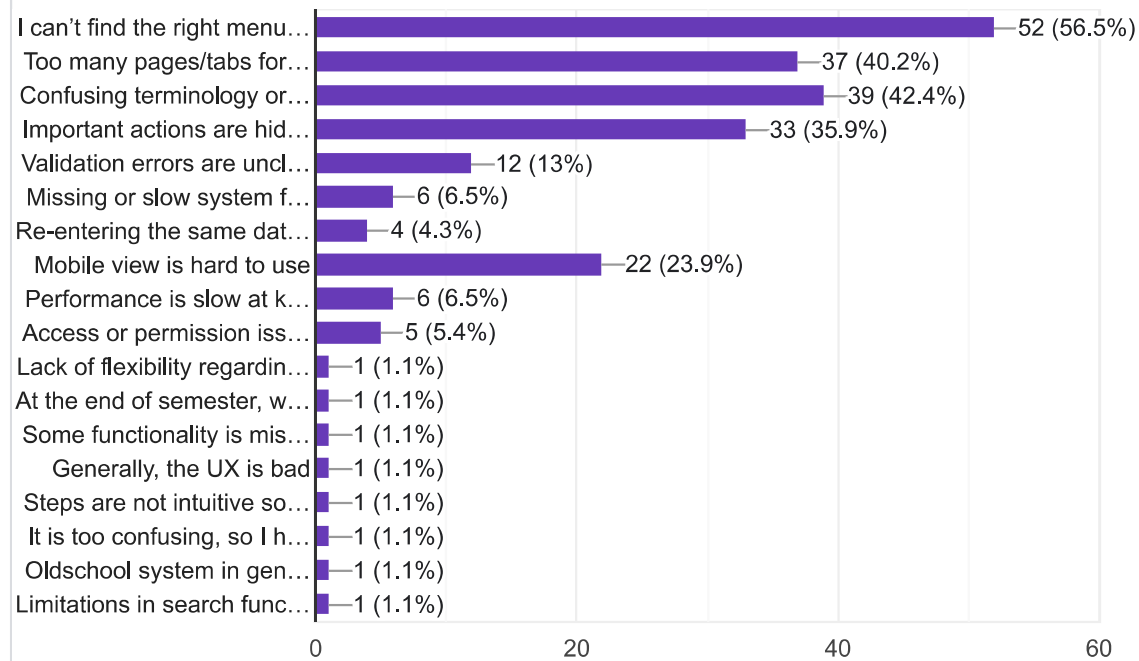
92 responses



## Common friction points

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92 responses



## Where exactly do you get stuck?

29 responses

It's not about getting stuck somewhere. It is just inconvenient and not intuitive

I cannot find how to view my grade transcript using my mobile phone.

to find the students i need to first search for their student Id and only then I can navigate to transcript pace. Several tabs need to pen here.

Finding how to register for courses

Importing often is full of mistakes.

Finding the summary of the transcripts, even tho that is the most important document you can get when looking for grades

When exporting reports on student grades, it is unclear how the (W)GPA is calculated, so I usually export grades and calculate the (W)GPAs myself.

Don't get stuck, UX issues are the key problem.

Understanding which are correct courses to pick

Some weird ui errors

Dont understand the field names

There need to be a specific order to your data entering into windows specified.

The main page, just confusing

Always confused where I have to click to see the available elective courses. It doesn't make sense to click on the number.

Names / Surnames have to be typed in exactly correct, no suggestions or auto-fill

When using mobile app I encountered difficulties

You can edit students grade directly in their profile, instead you need find a specific section "old students grades" and edit it on there.



To even get to the list of available electives is very confusing. At least in the mobile version I have to click on the elective count in the 'plan (CP)' column. Usually I forget that and spend a couple of minutes clicking on everything in the vicinity till I finally find the right place to click

I do not like that you have to press some kind of summary to see your grades

I have never found the page

When you enroll the course you have to press on the numbers, that is confusing

Finding the exact courses to register for them.

When looking to register for electives

Just an old interface, looks outdated

there is no way to see every students tuition payment plan and compare it with the data from their agreements, I need to look separately for each of the students.

it only was hard to use in the first time

I need to search my code, in computer it is autosaved

Sometimes need to do the searching twice because person is no longer active student or has two names/surnames

I don't really get stuck.



## If only one thing could change here, what would help most?

29 responses

It's not just one thing, the entire system should be much easier to navigate. Right now the system is too heavy for the small business school

mobile version

I think a fresher interface, something that looks more current age, as I think it looks outdated

My aforementioned point.

if entering the students name sistem would already suggest users to choose from

More obvious and intuitive way for course registration and viewing.

I would wish for students to be sorted into proper course lists by their status instead of manually.

Putting it as an option to the main page right away

There is no one change that would magically solve the issue, but the guiding principles should be consistency, simplicity, and clarity.

UX, modernization

Honestly, this is a difficult task, so intuitive workflow would be most needed.

Design

More simple interface

I would highly benefit from automatic import of students data from a spreadsheet or csv file, it would save hours of work and prevent unnecessary mistakes. Also, the date of graduation for students needs to be entered manually, it should be calculated by the system itself.

new not 2000s interface

More user friendly appearance

Add a "view courses here" button





Add auto-fill to fields where values can be predicted - course names, people's names/surnames etc.

Improved mobile app

Just allow the process to be streamlined and contained to a single workflow.

It would make more sense to click on the word 'elective' rather than a number

More understandable names for the tabs

That things you can click and where you are supposed to click would be marked clearer.

Upgrading the visual aspect of the page

If there was a few clicks option to export this information.

better design

Registration to courses, sometimes I go wrong

Improving search function so that it would find people with two names/surnames, similar names, for example, people who have diacritics in their names while the search term did not have them or where missing some.

Make it clear where to see grades, i can't find them

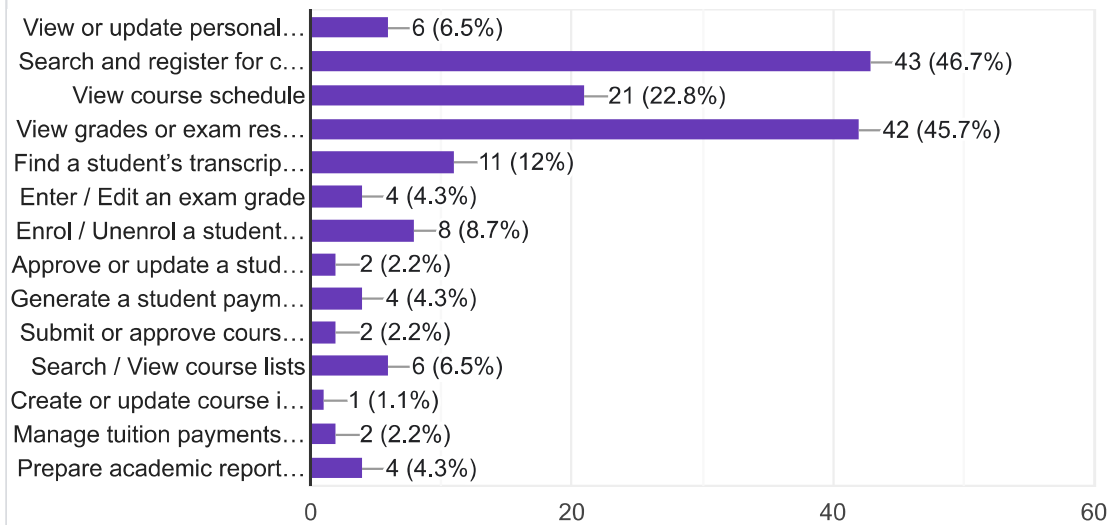
## Section D - Overall Priorities



## From your own needs, which two workflows should be fixed first?



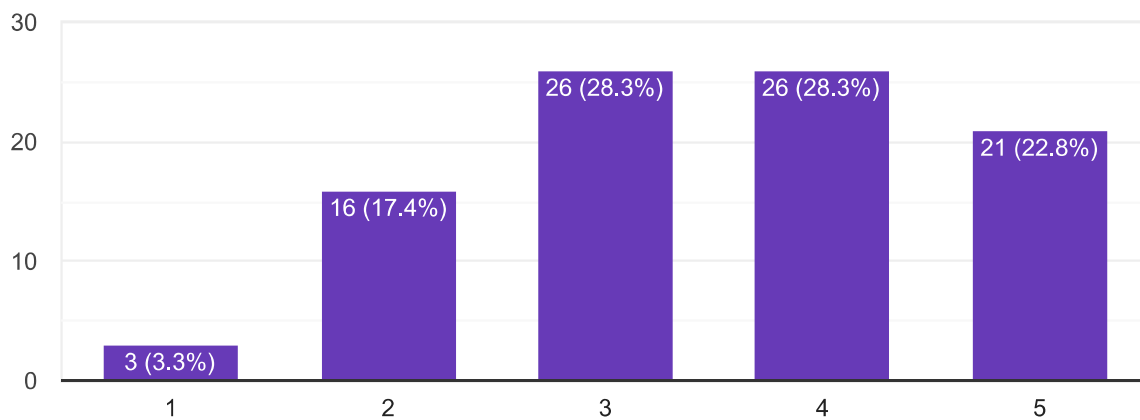
92 responses



## How strongly do you want LUIIS to improve overall workflow clarity (fewer steps, clearer labels, faster feedback)?



92 responses



## Anything else we should know?

9 responses

The design is awful

the cognitive load is too much.

The mistakes in the system are often unpredictable.

I feel like this survey would not be able to reflect the scale of the problem. LAIS in general is inconsistent, inconvenient, and confusing. For instance, sometimes it suddenly doesn't even let people log in with the same credentials that were fine the day before, and the (W)GPA that students see in their transcript differs from what they see in the Grades section.

Please, automate data entry from a standardized data set.

Nope

Usually I do not use LAIS to see the grades for the exam. I do it in our university moodle page

UX design is general is very old school, a bit difficult to understand could be more sophisticated

It is confusing that it is necessary to click on the credit point number when enrolling for electives and it is hard to find the course outline.

End of Survey

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