User 1: (Middle School Teacher, used an iPad)

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| Instruction | Observations | Thoughts from user/ Include specific quotes | Updates to consider |
| 1. Add a New Career to the ‘Education’ Career Cluster. | Found the Cluster Detail Edit modal quickly and successfully added a career. Took 1 minute and 45 seconds. She thought she was done.  I asked her to fill in all of the fields and continue on to the career detail page:  When she got to the image field she tried to copy and paste an image into the field… and ended up pasting a url in. She seemed confused that the image didn’t show up and messed with this from about 3 minutes 30 seconds to 5 minutes before moving on.  The Career Detail modal did not work on the iPad. Only the ‘Actions’ field was visible in the Career Detail modal. I let her spend about 3 minutes on this. She ended up expanding the modal window (I think by tapping display x number of records) to the edges of the browser window and couldn’t figure out how to get off the screen. She closed the browser window and came back to the site. | “Consistency is really good so that’s nice…” [opening Cluster Detail edit modal]  “Cluster… I don’t know… whatever…” [put a different cluster number in initially but eventually matched it up with the sample data]  “OK I’m done” [not done]  Adding remaining Career Fields and Career Detail fields:  “file… upload with USB? Cut and paste?” [trying to complete the image field, pasted in a url eventually]  “clicked the checkmark… looks like didn’t get it…well I’ve got something in there” [saving url in image for career modal]  trying to complete the Career Detail modal which did not display properly on iPad:  “having a hard time…”, “Yeah… uh… I don’t know… maybe it’s the iPad?”, “ Oh dear…” [tapping intensifies], “Yeah… I don’t know…” [closed browser and reopened the site] | The image field was confusing which isn’t surprising. She suggested a window that would let her upload a file from a USB or paste an image or URL into it.  The Edit Career Detail modal simply did not display properly on the iPad. |
| 2. It is the start of the school year and you have a new class to add to the system. Add the first student. | Immediately found manage users. Clicked the pencil to edit an existing record thinking that is how you add and then clicked the plus sign to try to save. This added a new user and she was able to add a new user.  Despite some confusion she was able to add a user in 2 minutes and 15 seconds. | “Huh, it disappeared…” [clicking plus while editing an existing user]  “easy to use”, “obvious”  She said it was easier than other software she had to use as a teacher when scanning and uploading grades… ‘data folio’. | It might be good if we could make the [+] sign more obvious. She really liked ‘Managed Users’. Overall she seemed to like this functionality and thought that it was easy to use. |
| General Feedback:”I think it looks really nice. I use a lot of visuals with my students… this feels more like high school though.” “Like facebook… more vibrant, playful, fun… something interactive like the kids can upvote things or post gifs or something to hold their attention… this is very streamlined, professional… kids like cartoons and stuff… 10, 11, 12 year olds.”  “Immersive screen reader… like kurzweil… so kids can change fonts, backgrounds… a lot of the tests the kids take on computers have accessibility features built in.”  “Do like the images and tiles… manage users so obvious… most programs just have a bunch of icons. The simpler the better.”  I asked about the styling on the site and the space for content. She said that there didn’t need to be much because a lot of the kids wouldn’t or couldn’t read it anyway. She also mentioned that the images that we used look professional and might be boring for kids. She thought it might be neat to use different image styles to make it more ‘vibrant’. “Maybe different images styles… like some of them could be cartoons or comics… maybe a movie on one of them [.gif]]”. | | | |

User 2 (Adult)

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| Instruction | Observations | Thoughts from user/ Include specific quotes | Updates to consider |
| 1. Add a career to one of the existing career clusters. | There was confusion about where to edit the content for a career. Initially tried to edit a career on the cluster detail page and was confused about the minimal information. Had to explore the career detail page and edit modal to discover where to edit the career.  Would have preferred an import or browse function for the image. Was going to use a URL for the image.  Editing the information was easy.  Some labels for the fields, such as “ditl” where confusing, so they were skipped. After looking at the page and returning to the modal, they were able to figure it out. Wasn’t interested in the celebrity information.  Didn’t know how to close the modal. Used the back button to close it. | “I can’t add any more information”  “Maybe I should click on the career first to edit it”  “The pencil is normally the edit button, so I’m going to click the plus sign”  “I want to add an image but I don’t know how to”  “I was expecting to browse or import an image”  “Maybe I can paste in a URL from google”  “It doesn’t tell me what I should do”  “I almost clicked the plus sign to close the [modal]” | Close button the edit modal.  Add navigation or import function to the image field.  Rename labels so that they make more sense to the user.  Empty fields may need to have placeholder text, especially the image field.  Some additional instructions on the page would be helpful.  Clarity on what can be edited on which page may be needed. May add ‘Edit This Page’ to the button text. Some instructional text by clarify as well. |
| 2. Add a new student as a user to the website | Consistency between the edit tables made it easier. Most of the icons on the table were intuitive.  Understanding how the passwords worked would have helped.  Was mostly straight forward. | “Usually I can edit somewhere at the top”  “Manage Users makes sense”  “That is similar to most sites”  “I’m assuming the plus sign adds a user like previous edit window”  “I can save with the checkmark”  “The fields make sense”  “I’ll create a password that the student can update later”  “What does it mean by class?”  “Why did the user disappear? That doesn’t make sense” | The class field isn’t intuitive. Selecting from a group or users would seem better, but we already discussed the technical challenges with that.  Dome bugs on this page need to be addressed, so that fields that have been edited don’t require a refresh. |

User 3 (6th grade student)

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| Instruction | Observations | Thoughts from user/ Include specific quotes | Updates to consider |
| 1. Log into the website using [username] and [password] | The familiarity of form controls made it easy. | “This is like other sites that I use”  “The big button is easy to see”  “It is like a normal site”  “The Log Out button is easy to read”  “Everything makes sense” |  |
| 2. Navigate through the site and tell me a detail about one of the careers on the site. | The biggest challenge was getting to the cluster detail page and not knowing what to do.  Looking at the pictures was fun for the student to explore. | “I like looking at the pictures”  “The pictures make sense”  “The pictures match the name so it is easy to understand”  “I am confused about what to do [on cluster detail page]”  “What am I supposed to do?”  “It doesn’t make sense to have a celebrity, unless it is an actor”  “The pictures really do help” | Adding instructional text to the page may help.  The cluster detail page needs an intuitive way to move the user from one view to another. |

From the usability test, what suggestions are you implementing?

* Image Browser
* Close Modal Button
* Form Placeholder Text where needed