ENSE 374, Milestone 5

Boiling Frogs

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Usability Questionnaire Evaluation

❖ Only one of the users filled out the usability questionnaire. The other user offered comments verbally

❖ Filled Out Usability Questionnaire
  ➢ Expectations from usability evaluation and new design for ENGG intranet website?
    ■ Simplicity and ease of navigation
  ➢ 14 tasks - 11 completed smoothly, 3 completed with minor confusion
    ■ Confusion was related to the inconsistency in usage of terms on questionnaire compared to the website. E.g. Grad Student Committee vs Graduate Studies Committee
  ➢ What they liked or didn't like
    ■ Loved committees tab
    ■ Loved layout
    ■ Not completely sure about putting Education and Training together
  ➢ Which expectations were met and which were not met
    ■ Simplicity was met
    ■ No expectations that were not met
  ➢ General Comments/questions
    ■ Is it easy to update?
    ■ Is it easy to add tabs and information?

Usability Questionnaire Evaluation Continued

❖ Verbal Usability Questionnaire
  ➢ Put committees in main level heading
  ➢ Remove resume section from careers
  ➢ More descriptive title for "Other Services" and "Communication & Events"
❖ Changes made as a result of Usability Evaluation
  ➢ Committee separated into its own main heading
  ➢ Other Services renamed to Additional Services
  ➢ Education & Training are still kept together - unchange
  ➢ Communication & Events no renamed - unchange
  ➢ Renamed display name:
    ■ UofR email to UR Webmail in Additional Services
    ■ Schedule to Staff Schedule in Communication & Events

Changes after Usability Questionnaire

Changes from before Usability Questionnaire

Demo

Discussion of Next Steps

- List of files may become quite long, additional sorting may be required
- Tried to test the search bar and results were unpredictable. Searching is very valuable with our design so it may need to be reworked
- Comments are not rendered when enabled. It will be valuable to have comments at the bottom of the pages for users to give feedback about pages or to share thoughts on the content of the page
- There is confusion related to how to upload videos and it does not specify which formats are supported
  - Non-technical users may find it difficult to embed the videos

Discussion of Next Steps

- Do you envision hurdles in your implementation if your proposal is selected for trail?
  - Keeping in mind that site maintainers will be non-technical, we have used a simple format for web pages and have avoided using any extra coding. Perhaps a better way to index the website dynamically will help save time

- Dependant on following the naming conventions and placing content where its meant to be to ensure efficient usage and update over time

- Security is planned to be left to faculty to decide, too many restrictions may limit how easy it is to find content
  - Nothing on the website so far seems to be in need of restriction

Group reflection

- How did you feel about this **project**? What did you like about it? What did you dislike?
  - We liked the project a lot because it let us put everything learned in class into a real life application and let us develop skills working on an actual project with many restrictions such as time, software, expertise levels and more.
- What did you learn about yourself as you collaborated and worked through this **project**?
  - We learned that there are trade-offs that come with every decision and knowing which ones to take is often the hardest part of completing a project

Group Reflection

- What "stuff & things" related to this **project** needed additional clarity?
  - We were definitely confused for the first couple of milestones on whether we were updating the public or the private site.
  - Not having actual content to sort made it difficult at first, but also allowed us to think about what was important to include

- How will you use what you have learned going forward?
  - We will use what we learned doing this project in the future by trying to follow a well thought out process and making the best choices that are available to us in future projects out in industry