Evaluation Plan:

**HCI Evaluation Method:**

* Think Aloud Evaluation
* Heuristic Evaluation
* NASA Task Load Index questionnaire.

**Evaluation Time:**

After the completion of each sprint, including the first sprint and subsequent sprints.

**Participants:**

* 10-15 volunteers, including students, lecturers, and potentially administrative staff.
* Purposefully select participants who represent the target user groups.

**Objective:**

* Discover usability issues, pain points, and areas for improvement in the tool's interface and functionality.
* Assess the clarity and usability of assessment information for students.
* Gather insights on the management and presentation of assessments from teachers and administrators.

**Hypothesis:**

* First evaluation:
* The web tool's design and features align with users' needs and expectations, with some difficulties that can be addressed for improved efficiency, accuracy, and satisfaction.
* Second evaluation:
* The web tool's design and features align with users' needs and expectations, the usability issues identified in earlier evaluations have been resolved and basically meeting the needs of our client.
* Third evaluation:
* The web tool's design and features align with users' needs and expectations, all the usability issues identified in earlier evaluations have been resolved, and meeting all the needs of our client.
* The usability issues identified through the evaluation will lead to iterative refinements in the design and functionality.

**Procedure:**

* Gather 10-15 volunteers representing different user groups.
* Provide a specific task for users: Use the web tool to obtain the correct information about their assessment.
* Assign an observer, Yu Tian, to record user questions, difficulties, and pain points encountered during the evaluation, Yu Tian will ensure users can use the product smoothly and obtain the correct information.
* Another group member, Cedric Chen, will conduct heuristic evaluation using Nielsen's 10 principles to identify any usability issues.
* After completing the task, users will be given a NASA Task Load Index questionnaire to assess their perceived workload.
* Zhiyuan Chen will gather and analyse the questionnaire results to optimize the product.
* Repeat this process after subsequent sprints, adjusting the task based on previous feedback and difficulties encountered.

**Analysis:**

* Qualitative Methods:
* Analyse the recorded questions, difficulties, and pain points from Yu Tian's observations.
* Identify recurring usability issues and areas for improvement.
* Categorize and summarize user feedback and observations.
* Quantitative Methods:
* Measure task completion times and success rates to assess efficiency.
* Collect user satisfaction ratings to gauge satisfaction levels.

**Limitations:**

* A relatively small sample size, potential lack of full representation of the entire user population.
* Biases in user behavior due to the testing environment.
* The constraints of the development timeline.