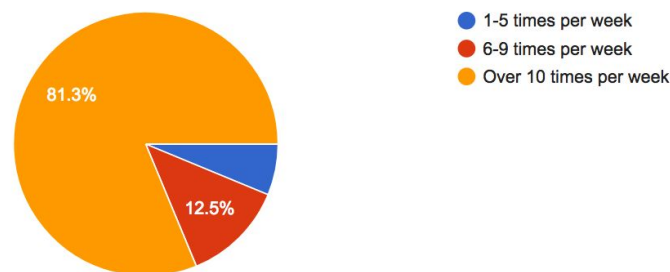# MyCourses User Research

Madison Yocum - Task 2

For the MyCourses project, I conducted user research from September 6th to the 10th in the form of a Google Forms survey. Collecting 16 responses from varying students and professors in different majors and year levels, each gave a unique perspective to their experience using the platform in their academic lives. Overall, it is concluded that users complained of the new redesign and it still did not solve their existing problems. Over 80% of students and faculty access the platform over 10x per week, relying on the software to view information from their classes.

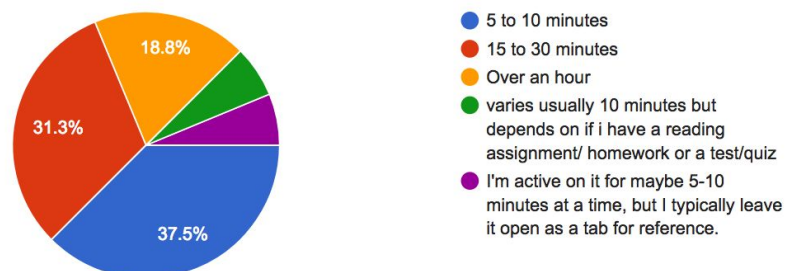### How often do you visit MyCourses per week?

16 responses

- ● 1-5 times per week
- ● 6-9 times per week
- ● Over 10 times per week

81.3%
12.5%

On average, 37% of users spend 5 to 10 minutes and 31% of users spend 15 to 30 minutes depending on the given task. While other percentages of users spend longer amounts of time or keeping a tab open on their browser for a reference.

How long do you spend on MyCourses per visit?

16 responses

- ● 5 to 10 minutes
- ● 15 to 30 minutes
- ● Over an hour
- ● varies usually 10 minutes but depends on if i have a reading assignment/ homework or a test/quiz
- ● I'm active on it for maybe 5-10 minutes at a time, but I typically leave it open as a tab for reference.
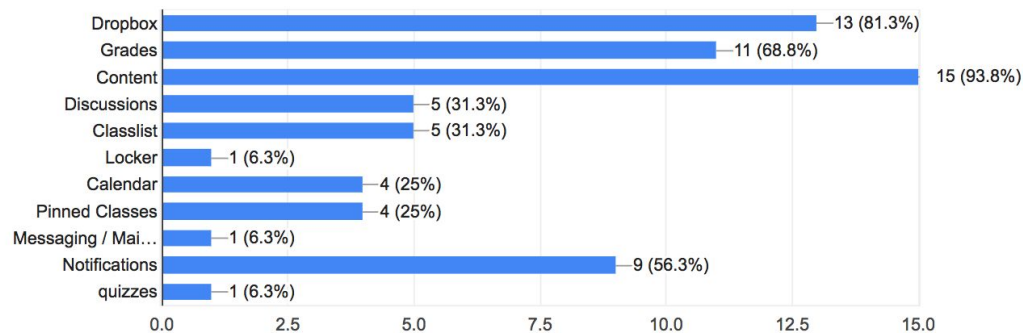
18.8%
31.3%
37.5%

While on MyCourses, most users only use 2 or 3 features out of 7 features while in a session. These features being course content, dropboxes, and grades are the daily student or

faculty feature load. Other features such as the locker, messaging, and calendar were the least used per session showing lesser amounts of engagement.

What features do you use most on MyCourses? (Check multiple if applicable)

16 responses

More open ended questions such as, "Is there a feature that you find frustrating on MyCourses? If you could add any feature, what would it be?" Users responded there was no easy way to find courses unless pinning it, there was too many steps to find a certain dropbox, no way to contact a professor directly about certain content in the platform, useless notifications for certain aspects of the platform, and a better grading system for both sides of professors or students were not sufficient. Another alarming issue was keeping track of deadlines related to the course, this was largely due to professors not engaging with the platform enough to set deadlines on MyCourses. Also, all courses require MyCourses to actively participate in the course for a user and professors who used the platform, unless a specific task was needed for another software.

MyCourses Redesign Goals
- **Collaborative Platform**
  - Create a collaborative platform based on communication between the professor and student by using MyCourses.
- **Simplified Experience**
  - Cut down on the steps needed for a user to accomplish a certain goal, therefore establishing an efficient interface.
- **Faculty Engagement**
  - Encourage faculty to use MyCourses as their only platform and keep their classes consistent through intuitive and customizable features.
- **Task Management**
  - Improve the current information hierarchy and navigational experience to promote task management of course content.