



UNIVERSITY OF  
GEORGIA

# ATHENA

USABILITY STUDY (MAY - JULY 2020)



# SUMMARY

Athena is a website in which students can do a wide variety of tasks such as registering for their classes, viewing their financial aid awards, and updating their contact information.

Usability testing was conducted on the Athena website by five University of Georgia Students from the User Experience Strategy course led by instructor Leah Moss. The goal of the usability testing is to identify issues related to website navigation and organization. The developers of Athena can use these findings as a guideline for improvement when updating the website.



# ROLES

## Researcher

Perform audience analysis, administer surveys, and conduct user testing for better informed decisions

## User Flow

Map out the steps that users take as they navigate through the website

## Data Logger

Records the amount of time and pathway that participants take to complete each part of the task

# PROBLEMS

As part of the Usability Study, we have chosen to examine the interactions of users with the Athena website. In conducting the usability tests, we hope to identify usability issues that users may encounter during their experience with Athena and provide recommendations that may help aid future development and improvement of the Athena website.

Additionally, we hoped to gain more insights through the following research questions:

- Is it easy for students to navigate on the homepage and access Athena features and Student Account?
- Are certain actions safe for the user like accepting/rejecting financial aid and dropping classes?
- Are students satisfied by the class search and registration interface? What makes it hard or easy for them to plan and register their classes? Is it easy for incoming freshmen and new students to learn the class registration process?
- Is it easy for users to clear holds like contact information holds?
- Is the financial aid page easy to understand and is everything organized?

# PROCESS

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graph LR; A[PROCESS] --> B[Research]; B --> C[User Testing]; C --> D[Findings]
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## Research

- Develop Audience Analysis
- Create Personas & User Flow Chart
- Create Surveys to administer before and after user testing

## User Testing

- Administer pre-test survey
- Have participants use Athena to complete given tasks
- Administer post-test survey

## Findings

- Gather results from surveys and user testing sessions
- Develop recommendations based on findings

# SOLUTIONS

## Redesign “Week at a Glance” Page

- Most participants did not use Athena in their class planning process and instead uses third-party sites.
- To make it easier for users to use Athena in their class planning process, we recommend:
  - Redesigning the week at a glance page so that class blocks are actually the length of the class.
  - Introduce a planning feature so users can pre-register and plan for their classes with a “Register All” button to allow the registration of all planned classes.
  - Make class blocks color coded for easy viewing.
  - Replace Building Codes with actual building names.

## Improve Buttons

- Participants were confused by some buttons that completes similar tasks.
- We also noticed that some buttons are not consistent in their design.
- To improve the buttons, we recommend:
  - Combining some buttons like the “View Addresses and Phones” button and the “Update Addresses and Phones” button to remove redundancy since the update button also exists inside the page where the user view their information.
  - Make sure all buttons are consistent and have a small description below it, as participants liked the descriptions.

## Change “Default” Option for Date Dropdown Menu

- Some participants had to select the date more than once. In addition, some participants often moved their mouse too far from the correct date before moving it back to the correct date, increasing the time on task.
- To make it faster and more convenient for users to complete date sensitive tasks, we recommend:
  - Changing the default in the date selection dropdown menu from “None” or “No Value Found” to the current semester or year.
  - Create a new universal date selection dropdown menu at the top right corner of the website where the student ID and current time is displayed.