# Teacherator Test

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## Introduction

Teacherator3.herokuapp.com serves as a teacher reviewing app to provide information to both students and teachers about as objective as possible teacher strengths and weaknesses to improve for the greater goal of improving education to achieve a win-win goal for everyone involved in it.

A usability test is intended to determine the extent an interface facilitates a user’s ability to complete routine tasks. Typically the test is conducted with a group of potential users either in a usability lab, remotely (using e-meeting software and telephone connection), or on-site with portable equipment. Users are asked to complete a series of routine tasks. Sessions are recorded and analyzed to identify potential areas for improvement to the web site.

The teacherator3.herokuapp.com usability test was conducted by its developer Nicolás Buitrago Castaño using a live version of the app hosted by heroku.com. The interaction of the participants with the app was recorded using hotjar plugin from [www.hotjar.com](http://www.hotjar.com) which records all the actions performed on the app, the voice comments were captured as voice memo’s on the test administrator’s smartphone. The test administrator was present in the testing room. The session captured each participant’s navigational choices, task completion rates, comments, overall satisfaction ratings, questions and feedback.

## 

## Executive Summary

The teacherator3.herokuapp.com developer conducted an onsite usability test at his house on April 21st, 2017. The purpose of the test was to assess the usability of the web interface design, information flow, and information architecture.

Two guest participants participated in test 1. Each individual session lasted approximately 2:35 minutes. Test scenarios didn’t differ due to the small amount of participants to gather the most consistent information possible.

In general, all participants found the teacherator3.herokuapp.com web site to be clear, straightforward, and 100% thought the web site was easy to use.

The test identified only a few minor problems including:

• The lack of categorization of topics on the funding pages.

• Confusion over apparent duplicative treatment and care information.

• Lack of a fact sheet/brochure category section.

• Lack of HIPAA category section.

• Lack of a Mental Health category section.

• Lack of a site index.

• Lack of any categorization of news items on the news page.

• Lack of a section for HIV+ data (e.g., number of individuals infected)

This document contains the participant feedback, satisfactions ratings, task completion rates, ease or difficulty of completion ratings, time on task, errors, and recommendations for improvements. A copy of the scenarios and questionnaires are included in the Attachments’ section.

## Methodology

### Sessions

The test administrator contacted the participants verbally. Each individual session lasted approximately 2:35 minutes. During the session, the test administrator explained the test session and asked the participant to fill out a brief background questionnaire. Participants read the task scenarios and tried to find the information on the website.

After the last task was completed, the test administrator asked the participant to rate the website overall by using a 5-point Likert scale (Strongly Disagree to Strongly Agree) for eight subjective measures including:

* Ease of use
* Frequency of use
* Difficulty to keep track of location in website
* Learnability - how easy it would be for most users to learn to use the website
* Information facilitation – how quickly participant could find information
* Look & feel appeal – homepage’s content makes me want to explore the site further
* Site content – site’s content would keep me coming back
* Site organization

In addition, the test administrator asked the participants the following overall website questions:

• Recommendations for improvement.

• What the participant liked most.

### Participants

All participants were related to the administrator and had not seen the website ever before. The two participants were females with basic understanding of website navigation and no knowledge of web development.

**Profession**

Participants were asked their professions and registered on this report.

**Profession**

| **Occupational Therapist** | **Veterinary Medic and Zootechnist** |
| --- | --- |
| 1 | 1 |

### Evaluation Tasks/Scenarios

Test participants attempted completion of the following tasks to complete test scenarios/tasks and each participant completed a self-directed task (i.e., a task of their choice):

1. Search for a teacher.
2. Choose a teacher.
3. Find the teacher information.
4. Find the Add a Review form.
5. Add a new review for the selected teacher.
6. Add a review to a different teacher.

## Results

### Task Completion Success Rate

All participants successfully completed the 6 tasks.

**Task Completion Rates**

| **Participant** | **Task 1** | **Task 2** | **Task 3** | **Task 4** | **Task 5** | **Task 6** |
| --- | --- | --- | --- | --- | --- | --- |
| **1** | **√** | **√** | **√** | **√** | **√** | **√** |
| **2** | **√** | **√** | **√** | **√** | **√** | **√** |
| **Success** | **2** | **2** | **2** | **2** | **2** | **2** |
| **Completion Rates** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** |

### Time on Task

The testing software recorded the time on task for each participant. Some tasks were inherently more difficult to complete than others and is reflected by the average time on task.

Task 6 required participants to add a review to a different teacher and took the longest time to complete (mean = 105 seconds). However, completion times ranged from 2 to 150 seconds (approximately more than 2 minutes).

**Time on Task**

|  | **P1** | **P2** | **Avg. TOT\*** |
| --- | --- | --- | --- |
| 1 – Search for a teacher | 15 | 20 | 17.5 |
| 2 – Choose a teacher | 5 | 10 | 7.5 |
| 3 – Find the teacher information | **2** | 3 | 2.5 |
| 4 – Find the Add a Review form | 3 | 4 | 3.5 |
| 5 – Add a new review for the selected teacher | 45 | 90 | 67.5 |
| 6 – Add a review to a different teacher | 60 | **150** | **105** |

### Errors

Nicolás Buitrago Castaño captured the number of errors participants made while trying to complete the task scenarios.

The task that had errors that slowed down the flow was adding a review to a different teacher, as participants had to scroll all the way back up to select a new teacher. This did not prevent the successful completion of the task but just jeopardized it.

### Summary of Data

The table below displays a summary of the test data. Low completion rates and satisfaction ratings and high errors and time on tasks are highlighted in red.

For example:

**Summary of Completion, Errors, Time on Task, Mean Satisfaction**

| **Task** | **Task Completion** | **Errors** | **Time on Task** |
| --- | --- | --- | --- |
| **1** | 2 | 0 | 17.5 |
| **2** | 2 | 0 | 7.5 |
| **3** | 2 | 0 | 2.5 |
| **4** | 2 | 0 | 3.5 |
| **5** | 2 | 3 | 67.5 |
| **6** | 2 | 6 | 105 |

### Overall Metrics

#### Overall Ratings

After task session completion, participants rated the site for eight overall measures, these measures include:

* Ease of use
* Frequency of use
* Difficulty of keeping track of where they were in the site
* How quickly most people would learn to use the site
* Getting information quickly
* Homepage’s content facilities exploration
* Relevancy of site content
* Site organization

Most of the participants (100%) agreed (i.e., agree or strongly agree) that the website was easy to use, would use it frequently, thought most people would learn to use it quickly, Homepage’s content makes them want to explore site and that site content will keep them coming back.

See table below.

Result consolidation:

|  | **Strongly Disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly Agree** | **Mean Rating** | **Percent Agree** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Thought Website was easy to use |  |  |  | 2 |  | 4 | 100% |
| Would use website frequently |  |  |  | 1 | 1 | 4.5 | 100% |
| Found it difficult to keep track of where they were in website |  |  | 1 | 1 |  | 3.5 | 50% |
| Thought most people would learn to use website quickly |  |  |  | 1 | 1 | 4.5 | 100% |
| Can get information quickly |  |  | 1 |  | 1 | 4 | 50% |
| Homepage’s content makes me want to explore site |  |  |  | 2 |  | 4 | 100% |
| Site’s content would keep me coming back |  |  |  |  | 2 | 5 | 100% |
| Website is well organized |  |  | 1 | 1 |  | 3.5 | 50% |

*\*Percent Agree (%) = Agree & Strongly Agree Responses combined*

**Post-Task Overall Questionnaire**

Participant 1:

|  | **Strongly Disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly Agree** |
| --- | --- | --- | --- | --- | --- |
| Thought Website was easy to use |  |  |  | X |  |
| Would use website frequently |  |  |  |  | X |
| Found it difficult to keep track of where they were in website |  |  | X |  |  |
| Thought most people would learn to use website quickly |  |  |  |  | X |
| Can get information quickly |  |  | X |  |  |
| Homepage’s content makes me want to explore site |  |  |  | X |  |
| Site’s content would keep me coming back |  |  |  |  | X |
| Website is well organized |  |  | X |  |  |

Participant 2:

|  | **Strongly Disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly Agree** |
| --- | --- | --- | --- | --- | --- |
| Thought Website was easy to use |  |  |  | X |  |
| Would use website frequently |  |  |  | X |  |
| Found it difficult to keep track of where they were in website |  |  |  | X |  |
| Thought most people would learn to use website quickly |  |  |  | X |  |
| Can get information quickly |  |  |  |  | X |
| Homepage’s content makes me want to explore site |  |  |  | X |  |
| Site’s content would keep me coming back |  |  |  |  | X |
| Website is well organized |  |  |  | X |  |

#### 4.6.2 Likes, Dislikes, Participant Recommendations

Upon completion of the tasks, participants provided feedback for what they liked most and least about the website, and recommendations for improving the website.

**Recommendations for Improvement**

The following comments capture what the participants suggested:

* Thumbnail or basic info of the selected teacher that is always present during navigation.
* Contact us option to report bugs.
* Option to recommend teachers to add to the app.
* Contact us option for suggestions and questions.
* Add more evaluation criteria.
* Option to propose more evaluation criteria.
* Header to indicate from where the reviews start being listed.
* Add header to checkboxes to indicate check is yes and box is no.
* Add introduction to the app to hook the users.
* Try to get the institutions to promote its use.
* Add go to top button.
* Add another review button.
* Add review other teacher button.
* Add initial content that hooks the user to the app.

**Liked Most**

The following comments capture what the participants liked most:

* There is not a bunch of text, images prime over text, very visual app.  
  The app responds quickly.
* Users can see other user reviews.
* Reviews are anonymous.
* Color palette usage.
* Its intuitive.
* Its friendly and easy to use.
* Doesn’t require a lot of browsing to find info, takes small amount of interactions to move around.

## Recommendations

The recommendations section provides recommended changes and justifications driven by the participant success rate, behaviors, and comments. Each recommendation includes a severity rating. The following recommendations will improve the overall ease of use and address the areas where participants experienced problems or found the interface/information architecture unclear.

**Add a review to a different teacher (Task 6)**

Task 2 required participants to find another teacher and add a new review.

| **Change** | **Justification** | **Severity** |
| --- | --- | --- |
| * Add a “Back to top” button to ease the navigation and reduce the scrolling. * Add a “Add another review” button to ease the navigation and reduce the scrolling. * Add a “Rate another teacher” button to ease the navigation and reduce the scrolling. | Participants across tests found it difficult to keep track of where they were in website and thought the website is not very well organized due to that difficulty with a rating of 3.5.  Participants needed to scroll all the way back up to select a new teacher.  Participant comments also included that this can become a hassle for users. | High |

## Conclusion

Most of the participants found teacherator3.herokuapp.com to be comprehensive, clean and uncluttered, very useful, and easy to use. Having a centralized site to find information is key to many if not all of the participants. Implementing the recommendations and continuing to work with users (i.e., real lay persons) will ensure a continued user-centered website.

## Attachments

Documents of participant 1:

The recording of the interactions can be seen at: <http://insights.hotjar.com/p?site=481486&recording=614020782&token=001480cfe70ff02ef58a6a971b2edac4>

The audio recording which is spoken in Spanish can be found at:

<https://github.com/nicbuitr/teacherator3/blob/master/documents/Participant1Recording.m4a>

Documents of participant 2:

The recording of the interactions can be seen starting from minute 3:20 to minute 8:10 at: <http://insights.hotjar.com/p?site=481486&recording=614015675&token=1f72247d723f32b45f73e59e7fae6a0f>

The audio recording which is spoken in Spanish can be found at:

<https://github.com/nicbuitr/teacherator3/blob/master/documents/Participant2Recording.m4a>