ITMD 362 Human Computer Interactions

Project 3

User-Tested, Revised Web Portal

**Project Description**

1. The final project of the course asks you to subject your group’s Web Portal Redesign project to a series of low-stakes user tests, and to suggest improvements to the Web Portal Redesign project based on what you learn through your user tests.
2. You should structure your tests around the guidance in Chapter 9 of **Krug’s** book. You are welcome to use as a starting point his sample script and recording release form available [at Krug’s website](http://www.sensible.com/downloads-rsme.html). However, your script must be modified to match your specific project and tasks, obviously.

**Project Goals**

1. Evaluate user interface designs with human subjects.

When redesigned login page was presented, all users knew straightway to enter their **username**, **password**, and click **login** button. Also, all users realized straightway how to select dropdown menus on redesigned student welcome page. Users understood and had no problem with redesigned components.

However, users became grossly confused when they encountered the convoluted antiquated Academic Registration pages.

1. Demonstrate how user-centered concerns can be incorporated into system development life cycles.

User involvement and interaction throughout the system development life cycle allows UI/UX issues to be addressed as they are discovered. This saves both time and money (**Agile** Scrums come to mind).

1. Explain the need to evaluate system usability.

If the proposed website is not intuitively usable, users will not have a good experience. As a consequence, they will shy away from using the website.

1. Conduct usability tests on mobile and traditional devices.

Redesigned login page and redesigned my.itt.edu student welcome page performed well on both mobile and traditional desktop computers. Test participants had no problem deciphering redesigned pages on either platform. Although, two users pointed out welcome page menu remained highlighted even though they had moved cursor away.

**Deliverables & Milestones**

* Create a Basecamp post for the group describing your work. Title the post with the same group name and project 3. Your post should include the names of your group members and the following:
* Testing script with a welcome to your participant, an explanation of the process, and an outline of the exact tasks you will be asking participants to complete.
* Testing notes + 3 major issues per participant.
* A group-authored recommendation report on the three most pressing issues identified through your testing, including:

1. an explanation as to why the issues you’ve selected are most pressing.
2. possible approach to implementing fixes/improvements to address the issue.
3. future usability tests you’d run to ensure the quality of the fix.

**Requirements**

* Test your site with three different participants **not** in our class. At least one participant should use a mobile device (phone or tablet); at least one should use a traditional device (desktop or laptop)
* When possible, have participants use their own devices (but have a backup device ready to use)

Figure out how to best involve online students in your group who cannot be present on campus for testing; include those details in your site plan