Hazel User Testing

Time

Errors

Enjoyed

**Jane**

Tasks

**Task 1: Sign up for the DisCourse app and access badges in profile (show description)**

3:32 - 5:55

* Easy sign up, simple following her interests and filling out the appropriate bubbles
* Typing in the other bubbles were easy to follow, no problem
* Goes to my profile, sees the badges right away, clicks on them to get more details

**Task 2: Go to the Review Digest**

6:00 - 8:20

* Doesn’t know where she is, keeps clicking back arrow but gets lost
* Eventually clicks on home button, navigates to review digest
* Reads through the categories
* To filter through most liked classes, clicks on most liked reviews instead
* Keeps getting confused about where filter button would be, would expect it to be on the main page near see all, expects filter there without clicking see all first
* Keeps clicking on most liked reviews instead of most liked classes
* Wants there to be a back button to not have to click through the others
* Navigates to most liked reviews, easily gets to filter
* Filters for CSCI correctly

**Task 3: Find a review**

8:25 - 9:55

* Clicks on a review, finds that it is a lot of work to get to the detailed part of the review
* Feels that reviewed by anonymous mouse is not the most helpful
* Cares more about who they are than their name
* Likes all the items in the red box and all info below
* Likes all the likes, and finds it cool that you can leave comments
* Starts a new comment easily, liked the comment above easily, and then submits it quickly
* Comment is posted, finds that that process was very easy

**Task 4: Write a review for the class CSCI 5115: User Interfaces (show description)**

10:00 - 16:00

* Fully lost where she was when looking how to write a review
* Initially navigates to try and find the class
* Navigates to the reviews for the class, reading other people’s reviews that give the overview for the class
* Reading the rating breakdown when trying to write a review, she is looking in the class when trying to write
* Doesn’t like this process, finds it confusing
* Lack of back button is annoying
* There is a flaw in the design, when clicking see all for most liked reviews
* Confusing that all the example reviews are identical, finds it confusing that the name of the class is on the review written even when it’s still in the class category
* Is looking in the class to write a review
* Eventually clicks on the write a review in the navigation button
* When writing the review
  + Design was flawed when clicking on the bubbles, keyboard comes up when it should not be, nothing was typed in
  + Keyboard popping up is confusing
  + Easily finds all the bubbles, understands the way that other works
  + Confused with the slide bars that they don’t fully slide in the simulation

Interview

* The researcher will ask the participant general feedback on Discourse, (~20 minutes) including the following:
* **Were there any parts of the app that you found particularly nice or easy to use?**

Liked filling out the review, didn’t have to think about things, bubbles included everything that she needed it to. Not a lot of work to write a review.

Home page looked nice, she liked the little logos, and thought it was cute.

* **Did you have any difficulties with any parts of the interface during your task?**
  + **If yes, could you describe the difficulty and what caused it?**

When I clicked on where the other filter should be in most liked reviews, clicked on see all, and the wrong thing came up. That was when I was trying to write a review. Got confused, got lost in the app, didn’t know where I was going. After I figured out where I was, it was easy from there.

Was thinking that there should be a way to write a review when you’re in the actual class, was thinking that there should be two ways to write a review. I thought there should be a spot in the class to write my own review, seeking to write a review or seeking a class and deciding to write a review.

Difficulties with the back button, there wasn’t a back button that worked at every point. Didn’t do what it was supposed to, didn’t take her back to the right place.

Writing a review and trying to find it was the only major issue. Finding a review and commenting was easy.

* **What is your overall perception of the DisCourse app?**

I enjoyed it, it was a good concept, I would like to hear about classes and not just professors.

Would also like to see info about the professors, merge the two, and have a section about the professor.

I found it useful, I would use it for classes in the future.

It was pretty easy to use, kinda confusing when I had to write a review and I had to go back home to write it. Other than that, it all made sense, and things were where they were supposed to be. Didn’t get what the badges were for.

* **What are some things you would change about DisCourse to make it more useful or user friendly?**

I would add a way to review when I was at the class.

Have more of a section about the professor themselves.

Add a back button.

Didn’t see all my reviews in the profile at first.

I thought that bookmarks would be a significant part, and would like to have seen it.

Would have liked to have been able to search.

I assumed that most liked reviews would be in general, but I don’t care about everybody’s reviews, I want to know about what people like me are interested in instead of just everyone in general.

* **What parts of this app do you think are the most useful for finding information about courses?**

I thought the standardization was nice, every class/review is the same, knowing the information will always be there is helpful, you don't have to figure out what someone is talking about and don’t have to read through everything.

I like that you can search by different things and keywords, you can get to a class how you want to in multiple ways.

I like the recommended for you section, that would be helpful if I was looking for classes

* **Were there any parts of the app that were unique compared to other platforms you’ve used?**
  + **Were there any features from other platforms that you wish this app had?**

They don’t have badges on RMP, I would like them, they’re cute.

I like the recommended classes and reviews, I would have used that,it would be nice to know what people would enjoy if they had my taste.

I like that you can comment on someone else’s review, you can’t do that on RMP, I like that you can have a discussion in the comment section.

I don’t care about someone’s username, I don't think that the anonymous mouse should be so big, I want to know about them first, about their major and undergrad first.

I would like more information about the professor. Class information is very useful, but the professor is also important to know. If they were in tandem with each other, it would be golden, cause you don’t just want one or the other.

I like the colors.

**Olivia**

Tasks

**Task 1: Sign up for the DisCourse app and access badges in profile (show description)**

3:00 - 4:50

* Easily clicks through all the bubbles
* On one that would be on other, easily clicks there and fills out the bubble
* Very easily and quickly sets up all the questions
* Easily navigates to profile and badges, clicks see all very quickly to get information about the badges

**Task 2: Go to the Review Digest**

5:05 - 6:35

* Easily finds the review digest, but easily goes to the homepage first to find it instead of using the nav bar
* Reads through the preview boxes for each category
* LIke Jane, also clicked on most liked reviews instead of classes, so does not get to the filter portion easily right away
* Clicked onto most liked, clicked the rating system, and clicked onto the amount of stars, didn’t see anything for the filter
* With help, navigates to most liked classes, when getting there easily filters through classes

**Task 3: Find a review**

6:35 - 8:55

* Clicks on the class thinking it will be the specific review, but gets to a page of multiple reviews instead
* Clicks on the review, but thinks that on the preview page it is hard to read stuff and get details about it
* Review page makes a lot of sense in terms of how the information flows
* Like that you see the major and year they’re in, don’t see that with RMP, can’t apply it to your situation without knowing that info
* LIke the course rating box at the top, and same with the comments
* Like that you can comment on someone’s review, can have a little bit of a discourse
* Easily starts a new comment, upvotes it, and submits her own, can see her comment

**Task 4: Write a review for the class CSCI 5115: User Interfaces (show description)**

9:00 - 12:30

* To write a review, easily clicks on the nav bar to get to the right section with the little pencil
* Easily follows specifics for the class that she is filling out
* Figures out all the bubbles easily, knows when to navigate to the other
* Also has a problem with the keyboard popping up in the middle of filling stuff out
* Easily fills out the other bubble, has problems again with the keyboard popping up
* Fills out other bubble easily for the group work
* Also has troubles with the sliders in the prototype, not fully working
* Rating with the stars is easy, submits it easily

Interview

* **Were there any parts of the app that you found particularly nice or easy to use?**

I think writing a review is really simple, which is really nice. I liked that, everything was divided really easily into categories. You’re not wondering what you should write about. Most helpful for other students too.

Signing up was really simple, I liked that.

All of the tasks were really streamlined and simple, and overall really nice.

* **Did you have any difficulties with any parts of the interface during your task?**
  + **If yes, could you describe the difficulty and what caused it?**

I don’t think so. There was one part when it was a little awkward, but I think that was just how it was set up right now with weird clicking stuff. I think it makes sense in terms of flow, there wasn’t really anything that I was confused about.

I can see how I would want to write a review when you are in a class, would be a nice feature to be able to write a review when in the class.

* **What is your overall perception of the DisCourse app?**

I think it’s good, I liked it, I would probably use it too if I wasn’t going to graduate. I think the amount of information is enough, it’s not overwhelming.

You’re not guessing about everything, how accurate or how much bias is in the comments, cause I think with RMP, people are really butthurt sometimes. There is more of a conversation in this which is nice.

* **What are some things you would change about DisCourse to make it more useful or user friendly?**

I think connecting it to the classes, so you can look at everything as well. Nothing else, it was pretty simple and good and that’s what I usually like about apps, so it was good.

* **What parts of this app do you think are the most useful for finding information about courses?**

Definitely when you go into the reviews and being able to click on the tabs, and being able to filter and see reviews that way as well.

I thought that having reviews recommended for you was really helpful, definitely noticed that when I looked at it. Thought it was cool, predicted what you’re studying and your classes.

Most liked classes and most liked reviews were a little confusing, tripped up. The words are very similar and they’re right next to each other. I think if you varied the titles it would solve that issue.

Wouldn’t care about most liked reviews unless it was related to her, but also the most liked classes were related to my studies in this example.

* **Were there any parts of the app that were unique compared to other platforms you’ve used?**
  + **Were there any features from other platforms that you wish this app had?**

I think in comparison to RMP, the creation of a post was a lot more detailed and made a lot more sense to me than that one. Didn’t feel like I was going there to rant about a professor or how much I hate them. It felt more objective than that.

I don’t know about anything to add, because in a way it is better than RMP, just because.

I think it’s fine keeping RMP separate from this app, but I can see how it would make sense for other people. Having access might be nice for some people.