

Schedule Squid Usability Test

Date of Report: November 4, 2015
Date of Test: November 1, 2015
Location of Test: Boston, MA

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Executive Summary

The main goal of the study is to gain feedback for the application, Schedule Squid, to identify improvements and errors in completing tasks. The sessions were conducted for 15 minutes with 4 different participants. All participants were able to complete all 3 tasks. Some participants had a little difficulty completing the task of Adding an Assignment because the "Add" button was not visible enough, which prompted the user to think that they have to add by clicking on the dates on the calendar. Overall, users found the application simple to use and rated their satisfaction of the app with an average of a 6 (1-7 scale rating).

Methodology

Who we tested

Four participants, having the following characteristics, evaluated Schedule Squid.

Race

Asian	2
White	2
TOTAL (participants)	4

Computer Usage (hours per week)

0 to 10	0
11 to 25	2
26+	2
TOTAL (participants)	4

Year in School

Freshman	0
Sophomore	0
Junior	2
Senior	2
TOTAL (participants)	4

Gender

Women	2
Men	2
TOTAL (participants)	4

Major

Computer Science	1
Health	1
Business	1
Engineering	1
TOTAL (participants)	4

School	
Northeastern	2
MCPHS	1
BU	1
TOTAL (participants)	4

What participants did

Participants met with the facilitator for about 15 minutes each. All participants were asked to complete 3 short tasks. During each task, they were asked to talk through their thought process. At the end of the testing, a brief interview was conducted to get user feedback and recommendations.

What data we collected

Every user completed all 3 tasks. The first task of Adding a Course was completed with an average time of 5 minutes and 48 seconds, the second task of Adding an Assignment was completed with an average time of 4 minutes and 20 seconds, and the third task of Viewing and Assignment was completed with an average time of 58 seconds. Overall users gave positive ratings but there were some suggestions given to help improve the application as well.

Major findings and recommendations

- **Major issues**
 - Time consuming to choose Month, Day, and Year separately from drop down menus
 - Users wanted to add Course or Assignments by clicking on dates on the calendar itself.
 - One user had difficulty finding the “Add” button.
 - Did not want to include “Assignment Details” or “Course Description”.
- **Possible Solutions**
 - Instead of choosing Month, Day, Year from drop down menu, have a calendar pop up for users to select exact date from the calendar
 - When users click on a date in their scheduler, have a popup that allows them to add Courses or Assignments straight from there.
 - Or make “Add” button on the top right bigger so it’s easier for users to see
 - Make Assignment Details and Course Information an optional field.

Detailed findings and recommendations

Introductory Questions & Tasks

Questions	Responses
What did you think of the application?	Most participants like that it was easy to use and everything was straight forward.
Do you think this scheduler is different from a typical planner people use every day?	All participants correctly stated that it helps keep strictly school related information organized in one place.
Who do you think this site is designed for? Why?	Participants correctly identified students. 2 said college students, other 2 said students in general.
Is this something that you would use?	3 said they would. 1 of those 3 said they would if it was a mobile app. 1 said they wouldn't because they don't use planners.

Scenario 1 – Adding a Course

It's the beginning of the semester and you would like to add your Eng1111 course into Schedule Squid so you know when you need to attend class. The class meets on Wednesday and Fridays at 12pm – 1:30pm in Ryder220. Your professor's name is Ben Parker and his email is parker@neu.edu. The class website is eng111.neu.edu where you will find the course information and syllabus. There are a few books you need to acquire for the class and would like to keep a note of it. The books are "First Year English" by M. P. Smith and "Writing 101" by S. Read. Your class starts on September 3, 2015 and ends December 15, 2015.

Your Login Details are:

Username: Sean123
Password: Password

Number of participants	4
Percent successful	100%

Findings	Recommendations
<p>3 participants completed the task with ease (score of "2") by finding the "Add" button and fully completing the Course information.</p> <p>1 participant prompted an error message because she did not fill out the Course Information.</p> <p>0 participants did not complete the task (score of "0").</p> <p>4 participants found the "Adding Course" target via the Add button</p>	<ul style="list-style-type: none"> To add the Start and End date of the course, instead of selecting Month, Day, and Year separately in drop down, it will be easier to select the exact date from a calendar pop up To complete the task of adding the course, the Course Information field should be optional.

Scenario 2 – Adding an Assignment

You have received an assignment for your Eng1111 class due at noon on Wednesday, 10/28/2015. Put it in your Schedule Squid calendar so that you remember to complete it! Some details for your essay include: 5 pages in length and a paper copy must be printed out and turned in.

Number of participants	4
Percent successful	100%

Findings	Recommendations
2 participants completed the task with ease (score of “2”) by finding the [target].	<ul style="list-style-type: none">▪ To add an assignment, suggested it may be easier to add it by clicking on the date on the calendar to add it.▪ Make the Add button more visible so that users know to click the add button and not the dates.
2 participants needed prompting or had significant difficult completing the task (score of “1”)	
0 participants did not complete the task (score of “0”).	
4 participants found the Adding Assignment prompt via the Add button.	

Scenario 3 – View Assignments

It is time to do your assignments. You know that you have an Eng1111 essay due but you do not remember the date that it is due. Please login to your Schedule Squid to view your assignment.

Login:

Username: user123

Password: pass123

Number of participants	4
Percent successful	100%

Findings	Recommendations
4 participants completed the task with ease (score of “2”) by finding the [target].	<ul style="list-style-type: none">▪ None
0 participants needed prompting or had significant difficult completing the task (score of “1”)	
0 participants did not complete the task (score of “0”).	
4 participants found the Eng1111 Assignment by clicking on the Eng1111 class.	

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Exit Questions/User Impressions

Questions	Responses
What is your overall impression to Schedule Squid?	Participants like that it was simple to use.
How did you find the process of Adding courses and assignments?	Participants found that it was straight forward steps
What did you like best about the site?	1) Easy to use 2) Keep strictly school stuff organized 3) Squid
What did you like least about the site?	1) Can't add by clicking on calendar dates 2) Not Color Coded
What features would you add to the site?	1) Option to add Attachments for Assignments or Courses (Word doc, Powerpoints, etc.) 2) Reminders that remind you when to do Assignments
On a Scale of 1-7, 1 being Not Satisfied and 7 being most satisfied, how would you rate the app?	Average of a 6 rating
Do you have any other final comments or questions?	1) Would be helpful if classes were color coded

Participant No.	Like best?	Like least?	Improvements
1	Easy to use	Can't add by date	Add option to add by click on date