Sean, Psychology, Senior

Hi Sean, thank you for participating in my course project testing, I would really appreciate your time and input.

S: I’m happy to help you.

Thank you so much! So my project is about redesigning the Webstac. Right now we have a digital prototype and want you to work on two tasks on the system so that we can test certain usability of the system.

S: Okay sure.

So the first task is pretty simple. Assume you are a law student whose username is “seth” and the password is “123”. Your registration worksheet is already planned, and now you want to complete the registration process. You can think of it as seven thirty in the morning when the registration is just open. Is that clear?

S: Yes. So I’m supposed to log in with the credential and register my wish listed courses.

Yes, that’s correct. Before you start, I would like you to speak out your process whenever you are making a decision or some kind of action that is not self-explanatory.

S: Okay. Will do.

Let’s start it at the log in page.

S: I think the black text is not a good match for the background

(Highlighting the username and password)

You mean Username and Password?

S: Yes.

Okay. I will put that note down.

S: (Types in the credentials and hit enter)

S: (Clicks on submit)

(Directs to the home page)

S: registration registration registration … repeats

(Clicks on registration on the top right menu)

S: registration confirmation? Is that supposed to be my wish list?

Yes. They are. Would changing registration confirmation to wish listed courses be more clearer to you?

S: absolutely.

S: now I’m just enrolling? As the registration just opens?

(Clicks on enroll)

(Pop up message)

S: are you sure you want to drop these courses? Wait what?

I think there is a mistake in the pop up message, it should be saying “are you sure you want to add there courses”. I’ll mark it for fix. Thank you for noticing it.

\*\*\* fix the enroll pop message \*\*\*

S: no problem. So do I continue to enroll?

Yes.

(Clicks on yes)

S: The courses (list) disappeared. Can I assume they are added?

Yes. So would you think a confirmation message like “you are added to the courses” be helpful?

S: definitely. Right now I just know the system will respond but don’t know what kind of respond they actually make.

Alright. Thank you for your feedback. I think you have just completed this task for registration. Ready for another task?

S: sure.

So now you are a computer science student and you can log in with dave and 123. It is still registration period and you, dave, have signed up for a few courses, but feel like you need to take another. You need one more CS elective, and you need to find something that both fits into your schedule, and that you have met the prerequisites for.

S: alright. Find computer science electives that I can take and fit my schedule. I think that would be pretty hard depending on the schedule. What is my current schedule?

You can find the information in your account in the system. I should have let you just explored the system but I feel bad if I don’t answer your question.

S: I’ll try next time before I ask

S: so first my schedule is part of my account information, so my account

(Clicks your account on the top right menu)

S: here you go. My schedule, ah, I don’t think the date, without which day in the week, is a good idea for schedule listing.

I agree. I’ll write that down.

(Scrolls the calendar)

S: so I assume Monday and Wednesday morning ten to eleven thirty is for CSE 332 and Tuesday afternoon two thirty to four is for CSE 247.

Yes. You are right.

S: let me search for the computer science electives.

(Clicks on the search on the top right menu)

S: computer science is in engineering school so

(Choose engineering school from the drop down menu and select department of computer science and engineering, clicks on submit)

S: search

S: so that’s the result. How do I find that I have met the prerequisite for certain classes?

Maybe check the course description.

S: ok

(Clicks on CSE 131, read description)

S: no prerequisite for CSE 131

(Hit backward. Clicks on CSE 132, read description)

S: didn’t say anything about prerequisite either

(Hit backward. Clicks on CSE 204, read description)

S: no? I guess there is no way to check prerequisite?

Wait let me see. Damn I think there is some problem with the check prerequisite. I will write that down for fix.

\*\*\* how do we check prerequisite \*\*\*

Can you continue with computer science classes that fits your schedule?

S: yea sure.

(reads the course time and scroll around)

S: so I think except CSE 330, all other courses are non-overlapping. Do I just randomly chose one.

Originally the result will be further narrowed down but now that the prerequisite doesn’t work I would say that task would end here. So thank you so much!

S: no problem.

\*\*\* maybe implement system check for prerequisite and time (like the fulfill requirements option in the search top) \*\*\*