Ted, Junior, Biology

Hi Ted, thank you for being my volunteer tester for my course project, which is redesigning the Webstac registration portal.

T: No problem. What are you testing on?

We are mostly testing the feasibility and usability of our digital prototype. So I will give you some tasks to complete in our prototype and record any problems you encounter. I would really appreciate it if you could explain every action that you make so I can better understand your process and what is causing the problems.

T: I will try my best.

Thank you so much. So first task would be, assume you are a Biology major at WashU with the username "betty" and the password is "123". You are currently enrolled in one class and the full title is BIO 2961 - Collaborative Phage Bioinformatics. You are currently getting a "D" in the course and are not enjoying it very much, so you wish to drop. Before you drop however, you want to write a review for the course to let future students know how you feel. Is the task clear to you?

T: Yes.

Then you are good to start.

T: So this is the index page

(Clicks on the index page)

T: logging in as this Betty person

(Clicks on the username field to type username and then same with pass word field)

T: log in

(Hit the enter key on the keyboard but the system is unresponsive, no action for the input)

T: (confused for a second but quickly uses mouse to click on submit)

T: Why must I click on submit to log in?! I think everybody will complaint about it so maybe you should think about making enter work as clicking on submit

Your suggestion will be recorded.

T: Now I have a class schedule in front of me.

(Scrolls down and up to see what’s on the page)

T: It’s the only content on the page and it seems empty.

T: So I should be writing a course review for which class?

BIO 2961 Collaborative Phage Bioinformatics.

T: Okay. BIO 2961

(Clicks on BIO 2961 on the schedule)

T: (checked the course title and time on the pop up panel before clicks on the write a review button)

T: I should be giving low rating, low grade, and bad review as Betty. So selecting 1

(Selects 1 from the drop down)

So what do you think that drop down number is?

T: Rating? It seems so.

Yes, it is, just wonder because I, from the developer perspective and not making any assumption, seeing it as unclear.

T: Man I see what you mean, but it is pretty intuitive though.

T: Alright. Bad grade

(Selects D from the second drop down) and bad review.

T: This course is boring and there are too many exams

(Types in).

T: Is that review okay?

Yes. You can write whatever you want.

T: Yeah submit.

(Clicks on submit)

T: That’s it? Do I get any confirmation of successfully submitting the review?

Yes. I will write it down that you are expecting a confirmation message such as a pop up dialogue.

T: Yeah. Pop up might be annoying but I’m not used to nothing. It feels like the system is just listening but not making the answer.

Got you.

(The course detail panel closed)

T: (Clicks on the course again)

T: I also think that after the confirmation pop up the panel thing should still be there. So I can drop the course conveniently. I’m not sure if that’s correct, maybe just the task you give me favors that.

Don’t worry I think you have a good point. I will write that down as well.

T: Drop the class

(Clicks on drop the class)

T: And yes

(Clicks on yes on the confirmation pop up)

T: Okay the class is gone.

Okay good I think you are a pretty good tester.

T: No problem.

So the following task would be searching for a course to replace the course Betty just dropped. Suppose that you, Betty, have heard your friends talk about a BIO 3041 class that they loved and you want to find more details about it to decide whether or not to register for it.

Continue from the last task.

T: Alright. Find more detail about BIO 3041

(Clicks on search on the top right menu)

(Page directed to search page)

T: 3041 in biology

(types in BIO 3041 in what are you looking for search field and clicks on submit)

T: It seems that BIO 3041 is not offered?

I think this is some kind of error, we’ll fix it later but let me take you to the supposed result page. Sorry

T: That’s okay

\*\*\* the result page is not showing anything so fix it \*\*\*

\*\*\* assume fixed and shows the result page to him \*\*\*

(Now at the result page containing BIO 3041)

T: okay biology 3041

(Clicks on BIO 3041)

T: (Reading the course description …)

T: I think I like it, what to do next?

Since you like it, you can add it to your wish list.

T: Okay.

This step is optional and you don’t actually have to do anything as you have finished the task. We just want to know if a user can find a course that he is interested in through our system.

T: Okay. Sounds good to me.

So yeah, that’s all the testing for you. Thank you so much!

T: No problem.