COSC 499 Capstone
AGMEETING TEAM 0
Peer Evaluation 2 Report
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Description:

AGMEETING is software to help facilitate annual general meetings(from this point on referred to as AGM's). Companies will have AGM's in order to update their organisation on what's happened in the previous year and what will happen in the forthcoming year. They'll run through a list of action items on an agenda and each member of the organisation will have the option to vote on them, either for, against, or abstain from voting. This software will help them run these meetings smoothly online through Zoom, Skype, Webex, or any of the other numerous alternatives. It is not a video chat platform, just voting software. There are three user groups, users, moderators, and admins. Users can check the agenda for items up for discussion, vote on items, check the vault for uploaded relevant files, and chat with others. Moderators run meetings and have control over who is in the meeting and what item is currently being voted on. Admins are the users who elevate users to moderators and help organisations with using the software, as well as charging them for the service.

Current Iteration:

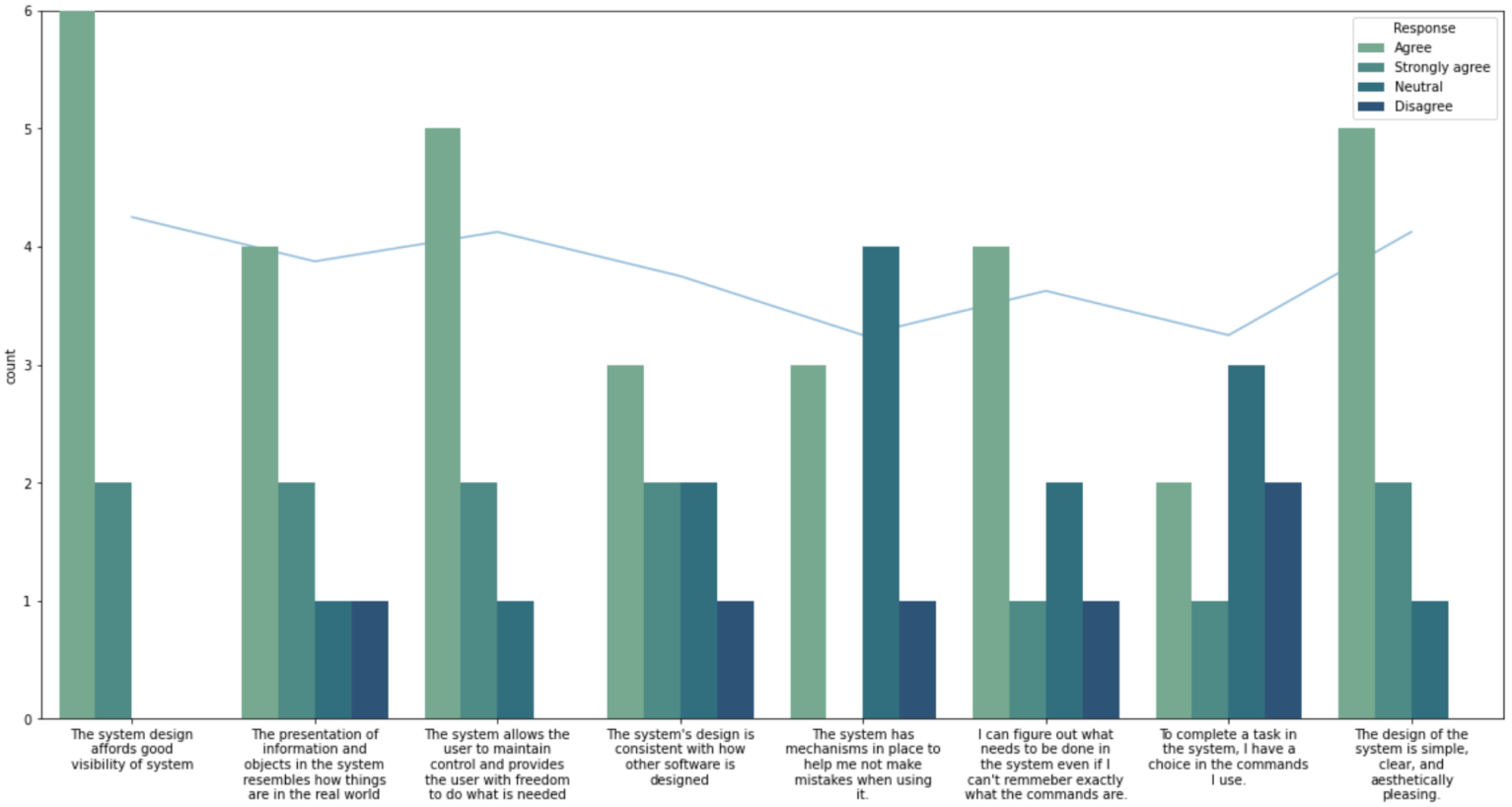
We've spent the time since the previous peer testing milestone working primarily to implement database functionality, login functionality including maintaining login state information across pages, and implementing design changes based on feedback received from the last peer evaluation session. We believe the system is now much cleaner, easier to navigate, and generally more appealing. Testing in this round will focus on navigating the changes we've made as well as demonstrating the system's ability to respond to the current user, displaying information from their account once they've successfully logged in. Development was slowed during January due to communication difficulties, which should now be dealt with.

Participants:

The number of people who participated in the evaluations for our group was eight. Each group member administered an evaluation to two people. All sessions were conducted in-person and as such there are no recordings to include.

Participant Name	Status	Evaluation Type	Evaluation Administrator
Jesse Plamondon	Completed	Think Aloud	Adam Fox
Andrew Kiggins	Completed	User Feedback	Adam Fox
Jivraj Grewal	Completed	User Feedback	Mason Plested
Erik Johnston	Completed	Think Aloud	Mason Plested
Owen Murovec	Completed	User Feedback	Reid Folk
Keira Sherpherd	Completed	Think Aloud	Reid Folk
Will McFarland	Completed	Think Aloud	Riley Clark
Rickson Reichmann	Completed	User Feedback	Riley Clark

Bar Graph and Summary:



In order to anonymize feedback from the sessions, we've changed how we represented data for this report. We've plotted categorical plots where the height of the bar indicates the count of the specific responses received, which we believe shows areas of particular strength and weakness better. The plotted line shows the average for each heuristic out of five wherein Strongly Agree represents a response value of 5, Agree a value of 4, Neutral a value of 3, Disagree a value of 2, and Strongly Disagree a value of 1.

At a glance we can see that the first three and last heuristic performed the best, with a noticeable drop in average in the middle heuristics. Overall, "Agree" was the most common response for all heuristics but two; The system has mechanisms in place to help me not make mistakes when using it and To complete a task in the system, I have a choice in the commands I use, which both had Neutral as their most frequent response.

Individually, we observed the following for each heuristic, along with their respective numeric average score:

'The system design affords good visibility of system: 4.25

- It's possible participants were responding to the visual language of the system in this step, explaining the high average and lack of any neutral or negative responses. If there's anything we could do to increase this score, I think it would be fixing the role based login so the system would respond better to the user's needs.
- We've also got the user's email being displayed when they log in, which demonstrates to the user the system is aware of their login. This could also be

boosting our score here, though we should consider adding a name or username field to our database which might be better to display than a user's email.
- We also had notes about password requirements being confusing. Adding better indication of requirements should fix this.

'The presentation of information and objects in the system resembles how things are in the real world': 3.875
- While the average here is still fairly high, written feedback and observations seem to indicate this is an area we should be focusing on addressing. Feedback indicates that the Vault specifically was hard to understand and locate. This can be corrected by changing sidebar iconography to better represent that the Vault is where files are located, which also addresses other feedback we got about the icons being less than helpful for navigation.
- Voting options were also reported as being difficult to find, though easy to understand once the user found them. Increasing the size of the button to bring up the options, as well as changing the colour to be more apparent in the user's view can help address this, and would work well to indicate that the primary function of the system is voting.

'The system allows the user to maintain control and provides the user with freedom to do what is needed': 4.125
- The system never directly takes the user anywhere without them interacting with some navigation element. This is likely why the score for this heuristic is so high. Feedback noted that navigation was easy, though again there were requests to provide more information during the account creation process as to what is required for a password in order to keep the user better informed.

'The system's design is consistent with how other software is designed': 3.75
- The score for this heuristic is perhaps the most confusing. We received positive feedback on the first evaluation for this heuristic and since then have only further cleaned up and standardised the layout. I believe the dummy data present may have confused participants, especially the data in the Agenda and Session tabs. Implementing full functionality should clear up confusion in these areas.
- We also received feedback indicating that the stylist shift between pages was slightly jarring. Internal consistency should be a focus before we start trying to make the sight more consistent with other similar systems.

'The system has mechanisms in place to help me not make mistakes when using it.': 3.25
- Our most neutral heuristic in both average and response count, this is an area where we could easily improve. We had hoped adding the introductory paragraph before we began the peer evaluations would be enough to clear up confusion about terminology, but it seems it was not. Adding a help popup with common terms might help the user avoid navigation mistakes in the first place.
- With the implementation of role based functionality, we will also hopefully see automatic rejection of improper navigation, which should help clear up what the user can and cannot do.

'I can figure out what needs to be done in the system even if I can't remember exactly what the commands are.': 3.625

- As noted previously, issues with the vault and voting options were both discovered during testing and reported in the feedback. Proposed fixes include changed iconography, resizing the voting options button, and implementing better help documentation.

'To complete a task in the system, I have a choice in the commands I use.': 3.25

- While this is tied for our lowest average, it's one area we would expect the score to be low. The highest concentration of negative responses here also makes sense. We haven't provided multiple ways to accomplish tasks because the system doesn't need them yet. At present, tying each possible command to a function is the primary focus, and working on implementing alternatives can come at a later time once more functionality is implemented. This should arguably be our lowest priority heuristic.

'The design of the system is simple, clear, and aesthetically pleasing.': 4.125

- The high average here we attribute to the simple, clean layout of the system as noted both verbally during evaluation sessions and in the feedback from the survey.
- Less than relevant icons were noted, as was the specific colour of the header, which could be changed to better work with the colours in the provided AGMEETING logo, including the removal of colour from the header to increase the overall simplicity of the page and put more emphasis on the voting options button.

User Groups and Tasks Summary:

The primary task that the users were asked to complete for this peer evaluation revolved around the create account and login functionality. Users were told first to create an account without further prompting to see how they would navigate the create account and login pages. They were then told to login without further prompting. All users completed these tasks successfully, indicating the intuitiveness of the application. Other tasks included but were not limited to things like "Say you wanted to view the current session, navigate to the session page." These sorts of tasks ensured that we did not give the user any hints as to how to complete the given task, and instead relied on them to interpret the site layout, thus giving us an indication as to how effective and intuitive the new UI is. This was useful, as it allowed us to discover if the changes made in response to the previous round of testing were effective.

While we created tasks for moderators and administrators, neither will be included in this list as they were not performed due to limitations at the time of evaluation.

User tasks:

1. Create a new account
    - This is intended to make sure that the user can understand where to go from the login screen in order to create an account, checking for conformity with other systems as well as to test writing to the database successfully.

2. Sign in with new account
    - We decided not to have the system automatically log in the user once their account is created, so this again tests the user's ability to make sense of the login system, reading from the database, and password hashing.

3. Ask them to navigate the changes Ife has made
    - This allows us to observe how a new user might poke around at the system in order to figure things out on their own before we start giving them tasks. Hopefully, this will allow us to discover components that aren't intuitive.

4. Try to manually access moderator settings
    - This ended up not being implemented in time for this session, but the goal was to have the user act in bad faith and try to change meeting settings, only to see that the system can respond to user account type and redirect even if you try to access the page by modifying the url.

5. Check all items on the agenda
    - Assuming the user looked around during Task 3, this should be easy, and is asking the user to remember what they found in that step.

6. Vote against the current item
    - Similar to Task 3 except with an interaction that might be more difficult. This relies on the user understanding where the voting options are, how to check what the current item is, and how these interact together.

7. Find the file labelled "Fran Perez"
    - Similar to the previous two except this requires the user to understand what the Vault is for, which will both test if the Vault makes sense, and if it doesn't make sense, how easily users can find something when they don't understand what exactly they're looking for.

8. Send message in the meeting group
    - The user should be able to navigate the system with no issue by this point, so this task asks them to try interacting with the system and see their interaction echoed back to them. This should be another test of conformity with expectations and standard design.

9. Send a user a private message
    - In order to test an aspect of the chat that might not be as intuitive, we want to see how the user interacts with this. Seeing as this functionality is yet to be implemented, it will be valuable to see how the user expects this to work.

10. Sign out
    - This will demonstrate the removal of the login state from the browser, which should result in the user being redirected to the login page should they attempt to access the system manually. As well, we want to check and make sure the logout option is where the user would expect it to be.

List of Issues Discovered:

In decreasing order of severity, here is a summarised list of issues discovered during testing. Issues found come from administrator notes during the session, as well as from the Google form after each session.

High Priority

- Vault is still a confusing term, users don't understand what it's for
- No password requirements and validation
- Interactions (voting options) difficult to locate
- Chat box only echos most immediate previous message (this should be fixed when we implement the chat functionality)

Medium Priority

- Chat box design should have a welcome message to make its function clear
- Design isn't consistent between components
- Chat destination is confusing, consider renaming to avoid problems.
- No email validation, though this might not be an issue as participants need to be added manually to meetings.

Low Priority

- Some icons aren't clear what they represent
- General settings should be renamed moderator settings
- Information overload, dummy data confused participants
- Plan button is difficult to find, could be increased