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Usability Testing & Heuristic Evaluation

Links to Prototypes:

A: <https://www.figma.com/file/QtmkjEBsuekiMZxgn2a7Pbrz/Prototype-A?node-id=1%3A8>

B: <https://www.figma.com/file/EtvSbWPL6hSnMvsYwx2Te6NB/Prototype-B?node-id=0%3A1>

Usability Study Notes:

Kailey's Studies:

Study Session 1: December 1st, 2:00pm, my home

Rebecca, student

Reactions to Prototype A:

- Likes the quiz option because she does a lot of memorizations
- Likes the simplicity
- Confused on how the quiz option works
- Confused on how it gets the exam dates
- Confused on how to add more notes
- Wants it to connect to quizlet or have note sharing with friends

Reactions to Prototype B:

- Likes the simplicity
- Likes small countdown
- Likes Calendar
- Wonders if calendar holds homework due dates
- Doesn't like how you can't study more than one section
- Change the quiz settings

Study Session 2: December 2nd, 12:00pm, Danny's home

Danny, student

Reactions to Prototype A:

- Confused on if the days were school days or calendar days
- Confused on how notes are organized
- Wants to be able to rename "Day 1, Day 2, etc."
- Likes having variability and plugging in their own stuff
- Home page is confusing, when clarified that it was for exams it made more sense
- Wants a way to put in homeworks from the class

Reactions to Prototype B:

- Like the calendar, can see the day verses a countdown
- Organizes chapters nicely
- Would get rid of the edit button, click notes instead
- Still wants a way to put in homework

Jessie's Studies:

Study Session 1:

December 2, 12:30 pm, my home

Mary, student

Reactions to prototype A:

- Thought the notes page was a little busy with everything on it and with drop downs on either side of the screen
- Didn't like how vague the countdown to the test was and would have liked more information on when the test was

Reactions to prototype B:

- Liked how the notes page was cleaner and more organized
- Liked the visual calendar view so they could not only see how many days they had but also if it was the weekend

Study Session 2:

December 2, 4:30 pm, Engineering center study room

Matt, student

Reactions to prototype A:

- Liked the flexibility with note taking
- Liked how clean the home page was but a little confused at first with what to do

Reactions to prototype B:

- Not very straight forward on how to create a quiz from notes
- Liked how organized the note section was

Heuristic Evaluation Tables:

	Heuristic	Tester
Prototype A	<ol style="list-style-type: none">1. Match between system and real world2. Flexibility and efficiency of use3. Recognition rather than recall4. Visibility of system status5. Help users recognize, diagnose, and recover from errors	<ol style="list-style-type: none">1. Kailey2. Jessie3. Kailey4. Kailey5. Jessie
Prototype B	<ol style="list-style-type: none">1. Aesthetic and minimalist design2. Help and documentation3. User control and	<ol style="list-style-type: none">1. Kailey2. Jessie3. Jessie

	freedom 4. Consistency and standards 5. Error prevention	4. Kailey 5. Jessie
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UARs:

UAR #: 1	Problem/Good: Good	Rated by: Kailey
Name: Danny		
Relevant heuristic: Match between system and real world		
Steps to reproduce: When running the sessions, used some of the button language out loud		
Detailed explanation: Had Danny read some of the language on the page out loud and he thought that it made sense and that he would use similar language in the real world		
Possible solution:		
Severity (low, medium, high, critical): Not a problem	See also:	

UAR #: 2	Problem/Good: Good	Rated by: Kailey
Name: Danny		
Relevant heuristic: Recognition rather than recall		
Steps to reproduce: Had the user look at all of the settings options in the text editor and see if it made sense		
Detailed explanation: The quiz settings were easy to understand and edit, little confusion over the purpose of the highlighters, thought the class organization drop down was simple and intuitive		
Possible solution:		
Severity (low, medium, high, critical): Not a problem	See also:	

UAR #: 3	Problem/Good: Good	Rated by: Kailey
Name: Rebecca		
Relevant heuristic: Visibility of system status		
Steps to reproduce: Had the user look at how the UI would be updated		

Detailed explanation: Rebecca thought that the daily countdown was appropriate and kept the user updated	
Possible solution:	
Severity (low, medium, high, critical): Not a problem	See also:

UAR #: 4	Problem/Good: Proble,	Rated by: Kailey
Name: Rebecca		
Relevant heuristic: Aesthetic and minimalist design		
Steps to reproduce: Looking at the UI, asking the user what information they thought was needed and what was unnecessary		
Detailed explanation: Thought that the study button and the study section button with the notes was a bit redundant, thought that the courses tab on the top next to title and the courses on the side panel was also redundant		
Possible solution: Pick one place to put the buttons, like the courses and study button stay on the side panel and not in other places as well		

Severity (low, medium, high, critical): Low	See also:
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UAR #: 5	Problem/Good: Good	Rated by: Kailey
Name: Danny		
Relevant heuristic: Consistency and standards		
Steps to reproduce: Had the user try to complete the same actions or guess where certain buttons would lead based on the language		
Detailed explanation: The user was able to accurately guess where buttons would lead and thought that the language was consistent throughout the UI, was easy to understand and lived up to standards the user had		
Possible solution:		
Severity (low, medium, high, critical): Not an issue	See also:	

UAR #: 6	Problem/Good: Good	Rated by: Jessie
Name: Matt		
Relevant heuristic:		

Flexibility and efficiency of use	
Steps to reproduce: When running the study sessions, I was thinking about how there are many different ways to take notes and users might prefer one way over the other	
Detailed explanation: User is able to input their own notes as they would in a text editor so they are able to take notes directly into the application with which every style they want	
Possible solution:	
Severity (low, medium, high, critical): Not a problem	See also:

UAR #: 7	Problem/Good: Problem	Rated by: Jessie
Name: Mary		
Relevant heuristic: Help users recognize, diagnose, and recover from errors		
Steps to reproduce: On the questions and notes page		
Detailed explanation: When the user tries to study the questions they created, we need to be able to notify the user that the notes are incomplete		

Possible solution: We should have a icon pop up to notify the user that their questions are incomplete. However, we should still let users save and exit so they can continue working on them at a later date.	
Severity (low, medium, high, critical): Medium	See also:

UAR #: 8	Problem/Good: Problem	Rated by: Jessie
Name: Matt		
Relevant heuristic: Help and documentation		
Steps to reproduce: Discovered during usability testing sessions, on the page where notes and questions are created		
Detailed explanation: Users needed an explanation to how the application worked (users take notes in the app, then the user and system creates study questions based on those notes, then the application will generate quizzes up until the designated exam date)		
Possible solution: When it is the users first time in the app, there could be pop up bubbles towards the bottom right of the screen out of the way that would guide the user with helpful tips and simple instructions		
Severity (low, medium, high, critical): High	See also:	

UAR #: 9	Problem/Good: Good	Rated by: Jessie
Name: Mary		
Relevant heuristic: User control and freedom		
Steps to reproduce: On the course and note pages		
Detailed explanation: Users are able to go back and edit notes and create sub headers on the course page for better organization and user personalization		
Possible solution:		
Severity (low, medium, high, critical): Not a problem	See also:	

UAR #: 10	Problem/Good: Problem	Rated by: Jessie
Name: Matt		
Relevant heuristic: Error prevention		
Steps to reproduce: When the user is taking a quiz		

Detailed explanation:

Want to prevent a user from mistakenly submitting an quiz

Possible solution:

Have a popup message come up when a user tries to submit a quiz to make user that they indeed want to submit it

Severity (low, medium, high, critical):
low

See also: