

Team Worksheet 4 - CS545

Name of Project:

EdChat.io

List of Team Members:

Jocelyn Ragukonis, Diana Rosado, Joseph Scalera, Anisha Shin, Anusha Suresh

We pledge our honor that we have abided by the Stevens Honor System.

This worksheet is about user testing. After your initial prototype is finished, you should complete a Heuristic evaluation using one of the checklists I provided in class (for example Norman's). Next, you should test the system having sessions with 5-10 users individually. The test should require the user to do several tasks. Depending on the E you selected, you should record data. For example, if your E is efficiency, then time to complete the task may be one objective measure. After they complete the test, provide a survey to get user feedback on design items of interest, e.g., color scheme, flow, difficulty, general suggestions. The questions for this worksheet are:

1) What Heuristic Evaluation list are you using?

The heuristic evaluation list we are using is Nielsen's.

1. Visibility of system status
2. Match between system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design
9. Help users recognize, diagnose, and recover from errors
10. Help and documentation

2) What are the tasks you will ask each user to do on each iteration?

We will ask each user to do the following tasks on each iteration:

- Navigate to the discussion board for one of their classes
- Post a new question to the discussion board anonymously

- Reply to an existing question on the discussion board
- Navigate back to the home screen
- Add a new class given a code

3) What is the objective measure you are using to determine whether the E you selected is improving? (please also provide the E)

The E we selected is engaging, which revolves around the idea of considering what aspects of the product are most attractive to the user and then incorporating those aspects into our design. The objective measure we are using to determine whether the E we selected is improving is satisfaction rate (e.g., how users feel when navigating through the site, overwhelmed vs. relaxed). We will ask about this in our survey at the end of each user testing session.

4) How many iterations are you planning?

We are planning to do 3 iterations.

5) Will you use a survey at the end of each user testing session?

Yes, we will use a survey at the end of each user testing session. In the survey, we will ask the following questions:

- On a scale of 1 - 4, with 1 being not at all easy, and 4 being extremely easy, how would you rate your experience with navigating the site?
- On a scale of 1 - 4, with 1 being not at all intuitive, and 4 being extremely intuitive, how would you rate your experience with using the site?
- How did you feel when using the site? Very overwhelmed, slightly overwhelmed, slightly relaxed, very relaxed
- How did you feel about the anonymous feature? Strongly disliked, disliked, liked, strongly liked
- Are there any features on the site that you felt were unnecessary?
- Are there any features on the site that you felt were missing?
- Do you have any other general suggestions on how to improve the site?
- How do you feel when you see this picture (show cluttered discussion board) versus our iterated design?
- On a scale of 1 - 4, with 1 being not at all satisfied, and 4 being extremely satisfied, what is your overall satisfaction rate with using the site?