Em curso

# Evaluation Protocol

## Objective

What is being evaluated (Briefly describe your solution and the purpose of the evaluation, include a summary of the evaluation session)

UniChat is an app designed to give every student a better academic experience, allowing them to communicate with each other through messages or video calls, regarding subjects of the course and also find and show interest in events occurring in the university. Additionally there is a forum with topics that can be helpful to every student.

Each session has a 5 users sample, where all tasks will be performed between the groups. The participants will be guided on how to complete each task and will give a brief feedback on the application and its features.

## Users

Who should participate in the evaluation sessions (Age, expertise,, how they will be recruited)

Our customers are students, from University of Porto, with an age gap of 18-30. These students got their adolescence marked by the covid and the generation of the online classes. These undergraduates will be encountered in the aisles of FEUP, where we will communicate with them and introduce UniChat.

There should be a balance between genders, age and technical proficiency (from none experience to experienced users).

## Method

Guide the evaluation session (What will be said and asked to participants (no task details))

We begin by informing them that they are volunteers and there is no pressure to participate, meaning that they can conclude whenever they stop feeling comfortable. All the retrieved data is anonymous.

The users will get a description on the goal of the app as well as a brief guide on each feature. Tasks will be performed in different order for each session and we will gather information through direct observation and questionnaires.

Participants will be questioned about:

1. how relevant each task is.
2. how intuitive the application and its features are.
3. what changes would they make to improve usability.
4. how likeable the design and layout are.
5. what part of the application they despise the most.

## Tasks

What the users will be performing on your system ( Include initial system condition for each task )

1. Send a message (Claro que sim!...) to Colleague (João Oliveira)

The app should be open on the login screen.

Only needs to tap on letter C to auto complete the message to send.

1. Show interest in an event (FEUP Career Fair)

The app should be open on the messages screen.

1. Search for messages and contacts containing a query search (John)

The app should be open on the messages screen.

## Measures

Which data will be collected (And the corresponding success criteria, include questionnaires (both for user profiling and satisfaction))

We will record all sessions by logging.

### Data being collected

#### User Profiling

1. Age
2. Gender
3. Course
4. Technical proficiency
5. Regime

#### Task relative

1. Number of clicks for each task
2. Number of completed tasks
3. Time spent to complete the task
4. Hints needed to the user excel the task
5. Number of error clicks
6. Type of errors performed

#### Satisfaction

1. Satisfaction feedback from the user
2. Did the purpose of the app succeed
3. Which task was the favourite

### Satisfaction measures for each task:

* Send message to Colleague (João Oliveira)
  + Efficacy:

All users completed the task, 95% didn't make more than 2 errors.

* + Efficiency:

Average time under 20 seconds, 90% made less than 10 clicks

* + Satisfaction:

Below 2% dissatisfied, 98% preferred our solution.

* Show interest in an event
  + Efficacy:

Users completed the task, 80% made less than 2 errors.

* + Efficiency:

Average time under 1 minute, task completed with an average of 10 clicks.

* + Satisfaction:

The task was easy to learn and complete.

* Search for messages and contacts containing a query search (John)
  + Efficacy:

All users completed the task without any hint, 90% made less than 3 errors.

* + Efficiency:

Average time under 1 minute, the task was completed in less than 10 clicks.

* + Satisfaction:

Intuitive task, users showed ease in completing the task.