

Courshare Usability Tests

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Version tested on: <https://courshare-app-30a64kc7n-cre8rec.vercel.app/mypage>
Updated Version: <https://courshare-app.vercel.app/>

Executive Summary

With the help of four participants, this usability test was designed to assess the viability of the Courshare website, where users can search Courshare (and other similar sites, if possible) for courses and create courses. Obtain information from each tester: How well does the site support users in accomplishing key goals and tasks? 80% of our testers had used similar websites.

User testing consisted of live simulations and questionnaires. Courshare is primarily targeted towards students, as they are more likely to be the ones using the site to learn. We tested six scenarios, as follows.

1. Search for a course
2. Check course details and save
3. Create a new curriculum
4. Search for a curriculum and save
5. Check "My Page" and find "Saved Course"
6. Switch settings.

The success rate for the first and second scenarios was 100%. However, the success rate of the third one was only 33%. The reason is that the add button gets hidden and is hard to see. The success rate for scenarios four and five was 60% because the placement of the search bar caused problems for the user. The success rate of the sixth scenario is 100%.

We will make a new round of corrections based on the results we get to make our users' experience better.

Methodology

Research questions

The study will collect qualitative and quantitative data to answer several research questions, including

- **Task completion** – How well does the site support users' ability to accomplish key goals and tasks?
 - Our primary goal is for users to be able to efficiently and intuitively explore courses and curriculums and utilize filtering & sorting systems to find the right courses they want.
 - Another goal is for users to be able to save courses and build a curriculum to easily access courses they would like to take.
 - Users should be able to change settings and the pathways users take should be intuitive and easy to navigate.
- **Navigation and information architecture** – How does the site structure support clients' ability to accomplish their tasks? Can they navigate to where they want to go and accomplish their tasks quickly and efficiently? What pathways do they take?
- **Communication and site impressions** - What are our users' overall impressions of the site? Does it adequately communicate what users can/are required to do with the site?

Who we tested

Three participants, with the following characteristics, evaluated Courshare V1.

Audience Type

User Profile 1	1
User Profile 2	1
User Profile 3	1
User Profile 4	1
TOTAL (participants)	4

Age

18-25	3
26-39	1
40-59	0
60-74	0
TOTAL (participants)	4

Gender

Women	0
Men	4
TOTAL (participants)	4

What participants did

The participants met with us for a few minutes before starting the testing. They took between 15 to 20 minutes each to complete all tasks and provide answers to the exit questions. We wrapped up after comments/feedback from them.

What data we collected

Data collected throughout this study includes

- **Successful task completion:**
 - If the participant completes their assigned task they receive 100%. The final successful task completion score = All scores/number of users.
- **Participants' likes, dislikes, and recommendations**
- **Errors**
 - *Critical errors:* Named if the participant is unable to complete their assigned task.
 - *Non-critical errors:* Named if the participant completes the task, but with mild to moderate difficulty.
- **Level of Ease:**
 - The participant is told to rate their experience after performing each task out of 5.

Major findings and recommendations

We found major commonalities and recommendations during the user testing with three participants.

- **Modify the filter buttons and the search bar more user-friendly**
 - Make the filter dropdown close when another one is clicked.
 - Make a dropdown for the search bar to let users know the search bar is only for titles and skills.
 - Show what filters are currently filtering.
- **Change and add features to help users save courses easily**
 - Add a notification that informs it's saved (confirmation pop up).
 - Make the heart icon noticeable.
- **Make the user experience of adding a curriculum more intuitive.**
 - Make the Add button visible even if the dropdown is expanded on the popup form.
 - Put the create curriculum button on the course detail page.
 - Use an “add a curriculum” button instead of the three-dot button.
 - Remove the dropdown for the category and just show the lists of checkboxes without dropdown.
 - Condense the categories on the form.
- **Add details on the course detail page**
 - Put the create curriculum button on the course detail page.
 - Change the word of the “View course” button on the course detail pop-up page.
- **Place functional buttons such as filter dropdown buttons, sort buttons, and the search bar effectively.**
 - The search bar should be placed on the left side, right above the curriculums. The user was paying attention to the left side of the website since all critical information was on the left side.
 - Place the sort button somewhere close to the filters button.
- **Add filter systems whenever users need to find a course.**
 - Add filter systems on mypage
- **Make a clear user path for saved curriculums and your curriculums.**
 - Make another tab for saved curriculums.
 - Change the wording of your curriculum.
- **Change text colors more visible in dark mode.**
 - Change tabs' text color to white when it's dark mode.
 - Change navigation text colors to a brighter color when it's dark mode.
 - Change grid view to a default view

Usability Test 01

Scenario 1 – Explore Coursera courses and find Arizona State University Advanced courses. Sort those courses by rating descending or ascending.

Number of participants	3
Successful task completion	100%

Findings	Recommendations
<ol style="list-style-type: none">1. He navigated to the page through the navbar. Immediately, he used the filter system to narrow down and successfully browse for Arizona State University courses.2. He clicked a CTA explore button on the homepage to explore the courses. He typed Arizona on the search bar to find courses. However, he couldn't find the result because the search bar only works when users search for titles and skills. He clicked the university filter dropdown and the level dropdown later.3. He clicked the explore button on the home page to navigate, scrolled down and up the page, used the university filter and level filter to find the courses.4. Clicked explore > university > level	<ul style="list-style-type: none">• Make the filter dropdown close when users click the other filters.• Dropdowns should go away when users click other dropdowns.• Make a dropdown for the search bar to let users know the search bar is only for titles and skills.• Show what filters are currently filtering.• Close the dropdowns when another one is opened.• Having filter tab and sort by too far away cant see• White on white makes it hard to see• Close filter tabs when clicking on sort• Too much white space in filter bar

Errors

- *Critical Errors: 0*
- *Non-Critical Errors: 2 (View Recommendations)*

Level of Ease

- *Participant 1: 5/5*
- *Participant 2: 5/5*
- *Participant 3: 4/5*
- *Participant 3: 4.5/5*

Scenario 2 – Check one of the courses' details and save it.

Number of participants	3
Successful task completion	100%

Findings	Recommendations
<ol style="list-style-type: none"> 1. Clicked a course's thumbnail to access a detail page. Clicked the heart icon to save it. 2. Clicked one of the thumbnail images and clicked the heart to save it. He was confused about the view course button on the detail page. Because he was already on the description page and the button said "View detail". 3. Clicked on the title and then tried to click on the view course button. The heart was not noticeable at first. 4. Clicked on image and then tries to click view course and then clicked heart 	<ul style="list-style-type: none"> • N/A • Add a notification that informs it's saved (confirmation pop up). • Change the word of the View course button. • Not first instinct to save course • Make the save course button more noticeable. • Add "course" details to card • Center and expand course details

Errors

- *Critical Errors: 0*
- *Non-Critical Errors: 4 (View Recommendations)*

Level of Ease

- *Participant 1: 5/5*
- *Participant 2: 4/5*
- *Participant 3: 4/5*
- *Participant 3: 3.5/5*

Scenario 3 – Create a new business curriculum starting with the Arizona Business English course.

Number of participants	3
Successful task completion	33%

Findings	Recommendations
<ol style="list-style-type: none"> 1. Clicked the thumbnail and tried to look for a button to create a curriculum. And then, he successfully clicked the three-dot button to create a 	<ul style="list-style-type: none"> • Make the Add button visible even if the dropdown is expanded. • Put the create curriculum button on the course detail page.

<p>curriculum. He named Business English and selected business analysis as his curriculum category. He didn't click show all first and then he was confused about what to click for the category.</p> <p>2. He clicked the thumbnail and he clicked the heart button to save. He clicked the three-dot icon later to add a curriculum. He was confused. He couldn't find the add button because it was hidden by the expanded dropdown.</p> <p>3. Tried to view course details and create curriculum, took a while to click on the three-dot dropdown. Didn't know how to close the category list in the popup menu. Though he was stuck.</p> <p>4. Clicked on three dots and entered management category</p>	<ul style="list-style-type: none"> • Use an "add a curriculum" button instead of the three-dot button. • Remove the dropdown for the category and just show the lists of checkboxes without dropbox. • Maybe show course being added to curriculum • Make the create curriculum icon a button • Always display the add button on the popup form. • Condense the categories on the form. • Add a curriculum button instead of three dots. • Add to curriculum button on the details card
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Errors

- *Critical Errors: 1*
- *Non-Critical Errors: 4 (View Recommendations)*

Level of Ease

- *Participant 1: 2/5*
- *Participant 2: 4/5*
- *Participant 3: 3/5*
- *Participant 3: 3.5/5*

Scenario 4 – Explore curriculums and search for Henry's curriculum and save it.

Number of participants	3
Successful task completion	60%

Findings	Recommendations
<p>1. He did not use the search bar and browsed curriculums with the pagination. He couldn't use the search bar for a while.</p> <p>2. He completed it properly.</p>	<ul style="list-style-type: none"> • The search bar should be placed on the left side, right above the curriculums. The user was paying attention to the left side of the website since all critical information was on the

3. Clicked curriculums and used search bar, searched "henry's curriculum" at first, and did not see results. 4. Clicked on curriculums and searched for henry	left side. <ul style="list-style-type: none"> Place the sort button somewhere close to the filters button. Like count is not obvious Search when pressing the enter button and not time-based Make search rules less strict Like component bug Search when you hit enter instead of time base
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Errors

- *Critical Errors: 0*
- *Non-Critical Errors: 3 (View Recommendations)*

Level of Ease

- *Participant 1: 3/5*
- *Participant 2: 5/5*
- *Participant 3: 4/5*
- *Participant 4: 4/5*

Scenario 5 – Check “My page” and see your saved Html course

Number of participants	3
Successful task completion	60%

Findings	Recommendations
<ul style="list-style-type: none"> It took a while to search HTML with the search bar. Instead, he browsed courses with pagination. He didn't use a search bar and he browsed it first and then he searched HTML later. 	<ul style="list-style-type: none"> Put the search bar on the left side since his attention was on the left side instead of the right side. Add filter systems on my page

Errors

- *Critical Errors: 1*
- *Non-Critical Errors: 2 (View Recommendations)*

Level of Ease

- *Participant 1: 3/5*
- *Participant 2: 3/5*
- *Participant 3: 3/5*

Scenario 6 – Change to dark mode and grid view and go back to the explore

Number of participants	3
Successful task completion	100%

Findings	Recommendations
<ol style="list-style-type: none">1. The purple color for the switch and radio buttons is not visible with the dark background color.2. He expected to have a switch button on the navigation bar to change to dark mode before he clicked the settings.3. Some of the components are too dark to see. Switches reset after navigating out of the page.4. Went to settings, clicked on settings and back to dark mode	<ul style="list-style-type: none">• Change tabs' text color to white when it's dark mode.• Tabs' text colors should be changed.• Change navigation text colors to a brighter color when it's dark mode.• Likes grid view more and should be the default.• Looks better on dark mode and grid view

Errors

- *Critical Errors: 1*
- *Non-Critical Errors: 2 (View Recommendations)*

Level of Ease

- *Participant 1: 5/5*
- *Participant 2: 5/5*
- *Participant 3: 5/5*
- *Participant 3: 5/5*

Expectancy Testing

An Additional Question: What do you think the differences in between saved curriculums and your saved curriculums?

Number of participants	3
Successful task completion	33%

Findings	Recommendations
<ol style="list-style-type: none">1. He thought they are no different and there are two different ways to navigate the saved curriculum.2. Saved curriculum is like a shopping cart. Users can store the curriculums they like. Your curriculum is curriculums that users paid for.3. Understood the difference but said it could be confusing.4. Understood the difference but said it could be confusing.	<ul style="list-style-type: none">• Make another tab for saved curriculums.• Change the wording of your curriculum. The definition was confusing.• Add another tab and maybe change the wording.

Errors

- *Critical Errors: 1*
- *Non-Critical Errors: 3 (View Recommendations)*

Level of Ease

- *Participant 1: 2/5*
- *Participant 2: 2/5*
- *Participant 3: 1/5*
- *Participant 3: 3/5*

Exit Questions & User Impressions

Summary of user impressions

Questions	Participant 1	Participant 2	Participant 3	Participant 4
What is your overall impression of the Courshare website?	Clean and minimalistic. Not overwhelming	Not overwhelming compared to Coursera. Easy to find new courses.	Clean and simple pages, each section can be easily operated, with bright colors	Clean and easy to navigate. A little bit too minimal at times.
What do you think about the idea of making curriculums?	Sounds like a great idea cause sometimes I don't know what to do when using Coursera.	It's a smart idea. Really cool idea to check other people's curriculums. He wants to view reviews of the other ppl's curriculums.	Very good idea to check course ratings and to choose courses according to your requirements	Great idea helps curate a course load that is specific to your career goals.
What are your impressions of the filtering system and the sorting system?	Very straightforward and easy to sort	Intuitive. But placing is a bit confusing in terms of the sorting dropdown button. It would be cool if there are different dropdowns for sorting to select multiple sort selections same as the filtering dropdown.	Find the course t more intuitively, but the position of the button is a bit confusing, it would be better if you can change the position.	I thought it was pretty easy to filter although I thought the placement of the filter and sort by components was a bit confusing.
What did you like best about the site?	a nice list and grid view	The idea of the project itself is really really good.	The page profile and color scheme, and the rating system	I liked the style of the components.
What did you like least about the site?	some minor bugs like showing multiple dropdowns	Too many empty spaces. Font size is a bit small for him	There are places where the font and buttons have some small, blank places will look too simple page	Too much white space or gaps between items.

How could this website be improved?	making some components more noticeable like the search bar	Bigger font, bigger icons Cont width could be smaller	Filter system button change, increase font and add some more images or content	Either background color or graphics.
Is there anything that you feel is missing on this site?	maybe more tabs	<ul style="list-style-type: none"> • Login • the heart icon and three dots icon are confusing • The bookmark icon would be better than the heart icon. • Written review for curriculums 	<ul style="list-style-type: none"> • The three-dot button is a bit confusing • Font size 	Nothing comes to mind.
If you were to describe this site to a friend in a sentence or two, what would you say?	there's an easy way to create a curriculum with this website	You can create your own curriculum with Coursera courses.	Create your own custom courses to easily and quickly find what you want	A way to create personalized curriculums from courses on Coursera.
Do you have any comments, recommendations or questions?	maybe don't space out the components too far away from each other	On my page, he doesn't expect to see more stuff under the saved courses. So maybe make another tab for curriculums.	Reduce whitespace and change the three-dot drop-down	Less whitespace and organize gaps between components.