

04.01.02 TASK

User test design (Chapter 9 of the Usability book)

I did the **Think-Aloud User Testing** , before the interviews I had written the questions in my notebook. I had them divided in two sections. The talkative and the practical ones.

It was quite important to make a silent and calm environment so the participant could feel relaxed. The first interview I did in my apartment with Robert. It was evening and we chatted a little bit before the interview. We sat on couch to feel comfy. With others with sat out of the classroom to feel not disturbed, on couch too. I tried to be very polite, ask questions to bring the student to a conclusion and answer.

I did not made notes during the interviews so I could remember expressions and emotions user had.

List of questions and tasks

- What is your name and how old are you?
- What are you learning here and in which semester are you?
- How many times do you check Fronter daily?
- What is your main goal after these studies?
- Have you ever read information about student activities/ events in Fronter?

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1. Can you find a list with your classmate's contacts?
2. Where can you find information about learning danish? (for international students).
3. Where can you change students?
4. Can you show me 1.September schedule?
5. How do you feel after visiting Fronter?
6. Would you like to have a mobile application for Fronter?

Interview guide for one-to-one interview with user from the target audience

I started with basic and simple questions, easy to answer, for example- what is your name and how old are you , what are you studying so the student could feel more comfortable talking to me. Then I started to ask questions about the student's goal and daily activities- how often he uses Fronter or check student events there.

Then I had some tasks for the student to show me how fast and easy he can navigate through the webpage.

Yes/No questions closes an interview so I ended all interviews with question "Would you like to have a mobile application for Fronter, so the participant could answer with yes or no.

Description of test participants

1. **Robert (21)** - he is latvian, KEA student who studies "Architectural technology and construction management" and he is in 4th.semester, besides studies he works at food delievery.
2. **Tabea(23)** - she is german, KEA student who studies "Multimedia design and Communication" and she is in 1.semester, besides studies she works as a blogger.
3. **Simon(31)** - he is danish, KEA student who studies "Multimedia design and Communication" and he is in 1.semester, he likes to code and make a lot of animations and illustrations.

Recording of tests and interviews (link to video/audio)

Robert- <https://www.youtube.com/watch?v=VeoeJrHII-U>

Tabea- https://www.youtube.com/watch?v=f7-_kBk7gIA

Simon- <https://youtu.be/rGBJrvSbJzQ>

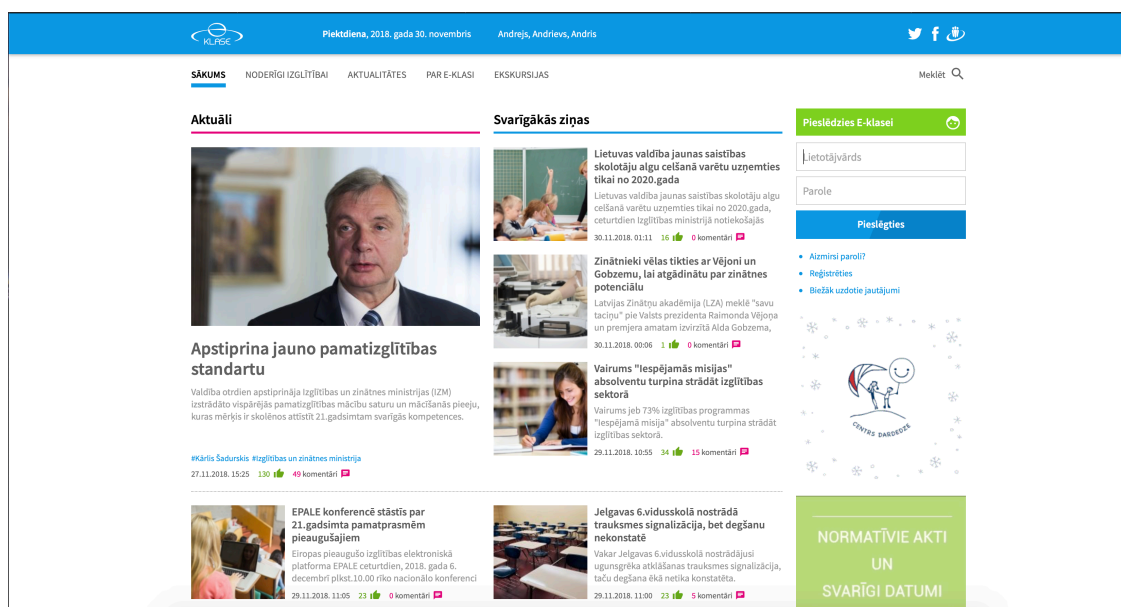
Documentation of collected user research - insights

- Usually the students open Fronter to check schedule, task descriptions or presentations that teachers upload. They do not check it when its holidays, only if there is a hand in those days.
- Their main goals are to find a job in their study field(what are they studying right now).
- None of them had never read student news feed or events, they only check the information in facebook.
- All of them said that it is quite hard to communicate through this platform, a lot of students don't have a mobile number or mail written there. They would use facebook to actually contact and write to them.
- The biggest struggle that they had was to find the place where you can apply and read info about learning danish. If I said:"It is for international students" , they understood that they need to check the tab "Student information (INT). But everyone checked the page at least 1,30min. They wanted to see a picture, illustration in the middle where all the general information is. Tabea and Roberts wondered that maybe the information is above 1.semester or in the classroom's page.
- They all said that at the beginning it was really hard to find out where you can change the language. Simon find it out by accident. It could be improved by a little flag illustration under your profile settings and definitely it could be nice if the system would remember the language settings.

“Competitor” research (inspiration)



My biggest competitor was a Latvian platform for students. You can check schedule, time your lessons starts and ends. You can easily find your classmates and teachers names, write to them in 1 to 1 communication. It feels like messenger.



(front page, not signed in)

And you can read all the news about educational system in Latvia, it is quite interesting you can use this platform as a news portal too.

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(schedule, signed in)

The thing I like about the schedule is that it remembers and updates the week you are in, there is no need to change the week or calculate how far you need to search it.

A revised version of Monday's user brief (changes / corrections / additions)

PERSONAS

Name : Johan

Descriptor: He is young 23 year old guy who studies Multimedia design and Communication. He's from Denmark and he has passion for fashion and photography. Johan is very kind but shy, he is friendly to those who are communicative to him.

Quotes: “It is never too late for a cup of coffee and editing pictures”.

“With silence you can tell more than sound”.

Goals: Johan’s goals are find out who he really is, is the hobbies are meant for him. He is kinda stressed out that he is already 23 years old but he doesn’t have a good job. Money is not the biggest goal for him but living good, with ability to buy new camera lens, go to coffee shops and to be dressed in nice clothing.

He wants to become a graphic designer and make posters combining them with his pictures. His goal is to be creative every day and not become lazy with his desires.

Attitude: Johan visits Fronter because he likes to know everything that is happening around him- news, teacher’s messages... He thinks everyone should follow schedules and be very interested in communication with others so he could integrate in this environment.

Behaviour: He makes fast decisions visiting Fronter because he navigates very well through it. The first days he got Fronter’s password he already checked options he can make and see in this webpage. Website’s design is really bad he thinks, everything looks old, thats why he never checks contacts if he needs to communicate with his classmates. He goes to facebook because that platform is more modern.