CSC 310: Human Computer Interaction

Usability Evaluation Report Template

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<u>**Prepared By**</u>

NAME(S): Jake Range

SIGNATURES: Jake Range

Brief Description of User	This user is an 18 year old student at the University of Michigan-Flint and moderate technical skills with a major in Early Childhood Education. This user will provide a non-technical standpoint of an average new student at the university.

Process Overview	Today I would like to show you our prototype for our new SIS or Student Information System page, I'm going to have you do a few tasks to see how they would compare to how SIS is setup currently. Here are the tasks:

1. Find how to change your SIS password
2. Search for a computer science class on Monday and Wednesday between 1 PM and 4 PM
3. Search for a computer science class with your favorite instructor or Dr. Mani between 3 and 5 PM
4. Find where to view student transcripts
5. Find where to view graduation applications
6. View the current years scholarship application
7. Find where to register for orientation
8. Find where you would setup guest access to view student information
9. Find the campus map
10. Logout of SIS

Transcript

1 J: Hello _____, my name is Jake. I am a Computer Science student at the University of Michigan Flint. First, I'd like to thank you for participating
2 in this study on user centered design for my Human-Computer Interaction course. Today I would like to show you our prototype for our new SIS
3 or Student Information System page, I'm going to have you do a few tasks to see how they would compare to how SIS is setup currently. First, I'd
4 like you to find how to change your password in SIS.

5 P6: [User completed task with no problems]

6
7 J: Great, next I would like you to find a computer science class that is on Monday and Wednesday between 1 PM and 4 PM. Because this is just a
8 prototype, I'll tell you how each search box would function and tell me how you would use it. If you think there is a better way to select for these
9 searches please let us know.

10   P6: [User completed task with no problems, commented seemed organized and pleasant to look at]

11

12   J: Now I'd like you to search for a computer science class by your favorite instructor or by Dr. Mani between 3 PM and 5 PM.

13   P6: [User completed task with no problems]

14

15   J: Next, I'd like you to find where to view student transcripts.

16   P6: [Looked for a button to return to the main menu, decided to click logo, commented that could be more clear]

17   P6: [Navigated to Student Records but was unable to complete this task as the required page was not present in the prototype]

18

19   J: Next, I'd like you to find where to view graduation applications.

20   P6: [navigates to graduation menu without issue]

21

22   J: Now I'd like you to view the current years scholarship application.

23   P6: [Went to Student Services first, looked around in student records and admissions, began to ask about the search bar, eventually found financial

24   aid section]

25

26   J: Now I'd like you to find where to register for orientation.

27   P6: [Completed task without issue]

28

29   J: Next, I'd like you to find how you would setup a guest account for SIS to allow others to view student information

30   P6: [Went back home using the home button and navigated to this page without issue]

31

32   J: Next, I'd like you to find the campus map.

33   P6: [Clicked the "Campus Map" link from the left-hand menu]

34   J: Next, I'd like you to find how to add print credits to your account.

35   P6: [Clicked the "Student Services" link on the main page then navigated through to "Student Account" and "Add Papercut Pages"]

36

37   J: And finally, I'd like you to logout of SIS.

38   P6: [Successfully logged out using the button in the upper right-hand corner. After the interview, suggested underlining or adding some visual to

39   ensure that clicking the SIS title button in the top left is clearly returning you to home.]

Feedback & Critical Incidence
<< Record your observations in the table on the following page, based on your observations and notes taken during the usability evaluation

Description of columns in the table are as follows:

Prototype Screen/Page:
Which screen of the user interface the user was evaluating at the point of feedback/critical incidence/problem.

Reference:
This column should be used to relate an item back to a specific point in the session. The reference can be to a specific line number in the transcript above or a time code.

User feedback / critical incidence / problem:
This column may contain :
- Feedback (positive or negative) given by the users, **or**
- Critical incidences (breakdowns or problems encountered by users) and/or mistakes committed by users.

Reason for negative feedback / breakdown:
Briefly explain the reason for a breakdown or any negative feedback.

Scope:
Describe the scope of the feedback or the problem; include whether the scope of the issue is throughout the system/device or within a specific screen or screens. If the problems are specific to a page, include the appropriate page reference.

Severity (H/M/L) :
Your assessment as to whether the implication of the feedback is *low*, *medium*, or *high* severity, and the **justification** for that rating.
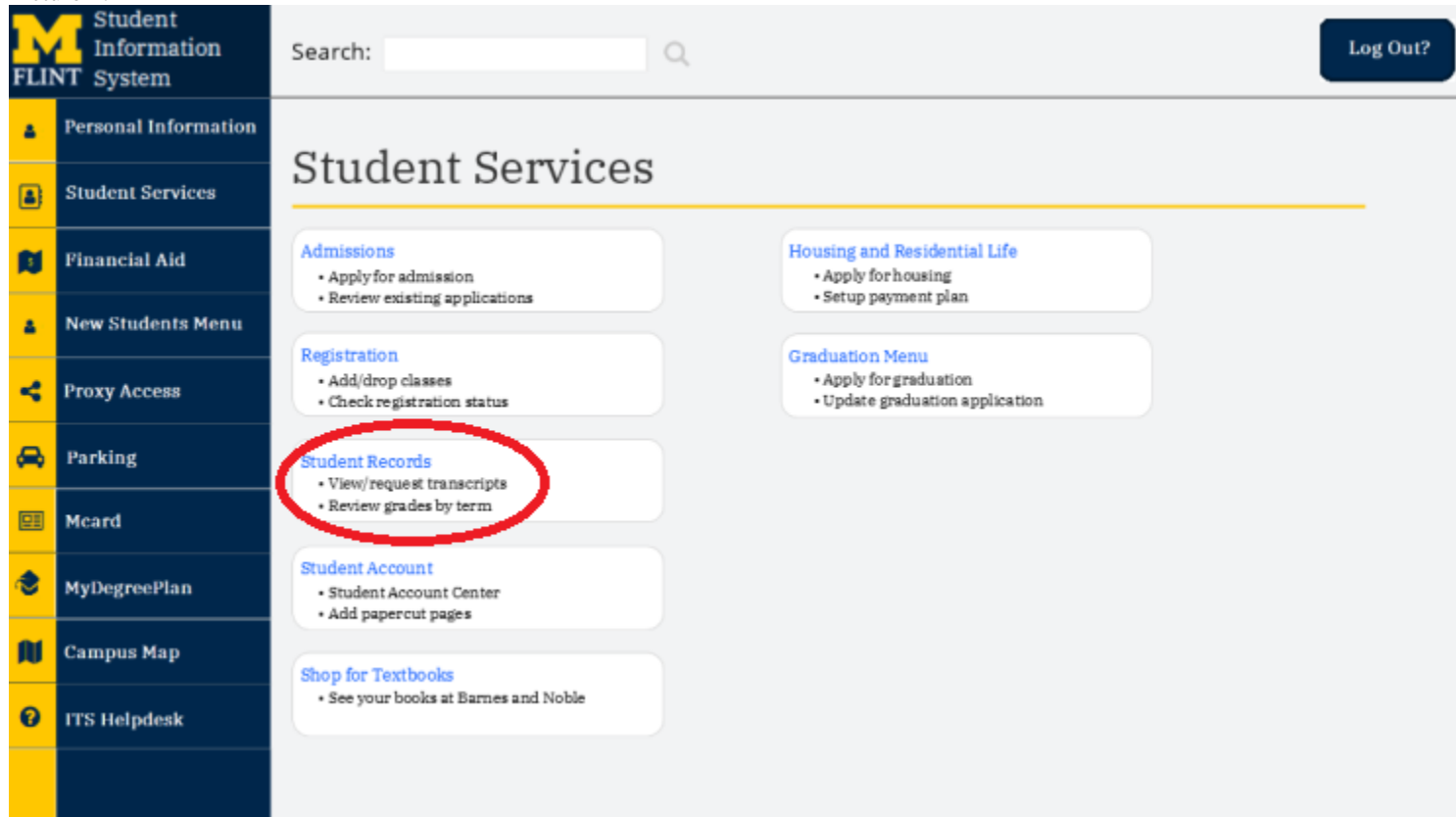
Way(s) to rectify:
Suggestion for the modifications that might be made to the user interface to address the issue or issues in this row. You MUST include trade-offs to be credible. If you can't think of some bad trade-off, say so.

Usability Evaluation Feedback Analysis

#	Prototype Screen Provide link to images and circle relevant part with optional annotations	Reference include line number(s) in specific transcript for the identified issue	User's feedback/ critical incidence/ problem	Reason for negative feedback / breakdown	Scope which interface /function is impacted	Severity (High/ Medium/ Low) and **Justification** for giving that rating	Way(s) to rectify and any Tradeoffs (i.e., why the fix might not work)
1	See Picture 1	17	No Student Records in Prototype	We forgot to include that piece of the prototype	Specific	Medium – we forgot a whole page	Verify we have crafted sufficient prototypes pages
2	See Picture 2	23-24	Glossed over the financial aid button because it didn't mention "scholarships" specifically.	We didn't consider that the word "scholarship" is a sort of keyword	Specific	Low – text edit	Add a small blurb about scholarships to the financial aid card.

3	See Picture 3	38-39	Home button is somewhat unclear	We made a bad assumption that it was clear	specific	Low – text edit	Make it underlined to make it look clickable, or add a (home) piece of text, some way to notate that it is clickable.

Picture 1:

Student Information System — FLINT

Search: [   ] 🔍   Log Out?

- Personal Information
- Student Services
- Financial Aid
- New Students Menu
- Proxy Access
- Parking
- Mcard
- MyDegreePlan
- Campus Map
- ITS Helpdesk

Student Services

Admissions
- Apply for admission
- Review existing applications

Registration
- Add/drop classes
- Check registration status

Student Records
- View/request transcripts
- Review grades by term

Student Account
- Student Account Center
- Add papercut pages

Shop for Textbooks
- See your books at Barnes and Noble

Housing and Residential Life
- Apply for housing
- Setup payment plan

Graduation Menu
- Apply for graduation
- Update graduation application

Picture 2:

Picture 3:

M FLINT Student Information System

Welcome back, [STUDENT]!

Search: [ ] 🔍

Log Out?

Menu (left sidebar):
- 👤 Personal Information
- 📗 Student Services
- 📘 Financial Aid
- 👤 New Students Menu
- 🔗 Proxy Access
- 🚗 Parking
- 🪪 Mcard
- 🎓 MyDegreePlan
- 🗺 Campus Map
- ❓ ITS Helpdesk

Main Menu

Personal Information
- Change your personal info
- Update emergency contact info
- Update emergency alerts
- Campus computer account info

Student Services
- Register for classes
- Apply for admission
- View academic records
- View you student account
- Add papercut pages
- View textbooks
- Apply for graduation

Financial Aid
- Apply for financial aid
- Review loans
- Check status of financial aid

New Students Menu
- Register for orientation
- View placement exams
- Pay enrollment/orientation fees

Proxy Access
- Guest access to student info