CSC 310: Human Computer Interaction

Usability Evaluation Report Template

Dated
03/09/2022

Prepared By

NAMES: **Jorin Kramer**

SIGNATURES: *Jorin Kramer*

Brief Description of User	This user is ~50 years old and has some familiarity with the system since she went to UM-Flint in the past, however, that was quite a while ago now. She isn't the best with computer systems but can usually figure things out without help. I chose her because not everyone using SIS is going to be great with computers and everything still needs to be in locations that users expect them to be.

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

<< Provide a summary of what the user did and said, and what you did and said. If at some points you have to help the users, because they cannot figure out what to do, that must be included in your transcript in the order they occurred. It is not necessary to write down every word that the user says, just what is interesting and useful. Be sure to write down all actions on the system/device, whether correct or wrong. Include any notes of what happened along the way. Note: **Do not** turn in your videotape or audiotape, just the transcript. This section has line numbers, which you can use as the references in the next section, or add time codes if you want.>>

Jorin: Hello _____, my name is Jorin. I am a Computer Science student at the University of Michigan Flint. First, I'd like to thank you for participating 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 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 like you to find how to change your password in SIS.

P3: It was very easy to find this time

Jorin: 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 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 searches please let us know.

P3: At first I thought I should look under registration, but then saw there was a browse classes screen. I would suggest listing this on your main menu. The Browse Classes window seems very user friendly. I did not know what Part of Term meant.

Jorin: 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.

P3: This is very easy to understand

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

P3: Very easy to find under Student Services

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

P3: Also very easy to find under Student Services

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

P3: I was not sure where to look from the Main Menu, but did find it after checking under Financial Aid (this was the first thing I checked, but was not certain that was going to be where to find it)

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

P3: Easy to find from main menu

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

P3: Wasn't sure exactly what to look for at first, but did find it under Proxy Access, maybe by adding "SIS" for example: Guest access to student info (SIS)

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

P3: This was easily seen on tab, but it may be nice if it were also available in the New Students Menu

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

P3: It is much easier to find how to add credits for printing now, it is nice to have the description also

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

P3: Very easy to find

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:

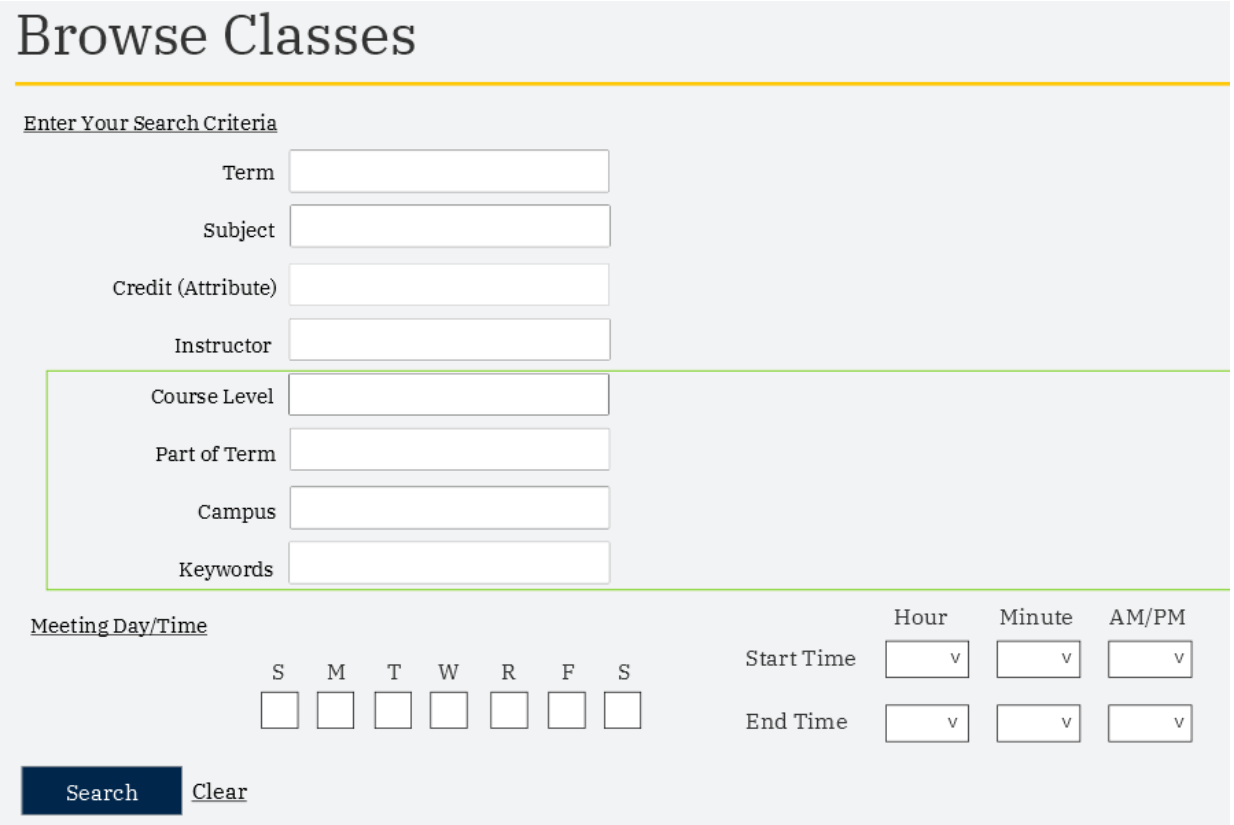
Suggestion for the modifications that might be made to the user interface to address the issue or issues in this row. You MUST include trade-offs to be credible. If you can't think of some bad trade-off, say so.

Usability Evaluation Feedback Analysis

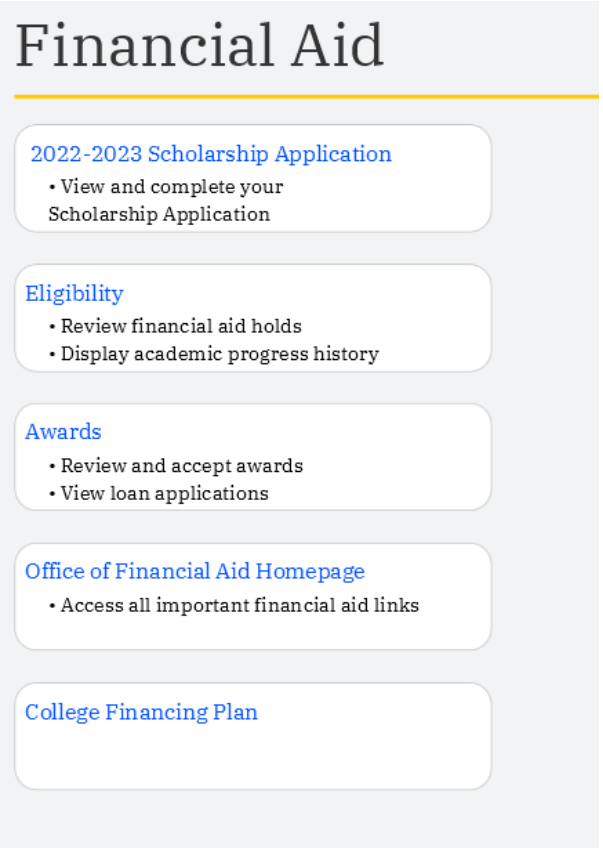
#	Prototype Screen	Reference	User's feedback/ critical incidence/ problem	Reason for negative feedback / breakdown	Scope	Severity (High/ Medium/ Low) and **Justification** for giving that rating	Way(s) to rectify and any Tradeoffs (i.e., why the fix might not work)
1	See Picture 1	9-10	Said browse classes should be on the main menu since it's used so often and we show have popups to describe some of the search terms.	Didn't understand what the part of term search option meant	Main menu/ browse classes	High – Users need to understand the search functions to fully utilize the feature	Add buttons to the right of search options that when hovered over will give a better description
2	See Picture 2	18-19	Said she wasn't sure if scholarship application would be under financial aid or student services	She thought it would fit under both categories but went with the correct option first	Financial Aid	Low – Was still the expected option but would be good to fix	Maybe add a bullet point under financial aid on the main menu for scholarship application
3	See Picture 3	23-24	Said the name "Proxy Access" didn't really let her know what it was until reading the bullet point under it	Confusing name	Proxy access	Medium – Don't want to confuse users with weird naming	Change the name from proxy access to something people would more quickly understand such as just simply "Guest Account" or "Guest Access"

4	See Picture 4	28	User said the papercut pages are now where they are expected to be located	-	Student account	-	-
5	See Picture 5						

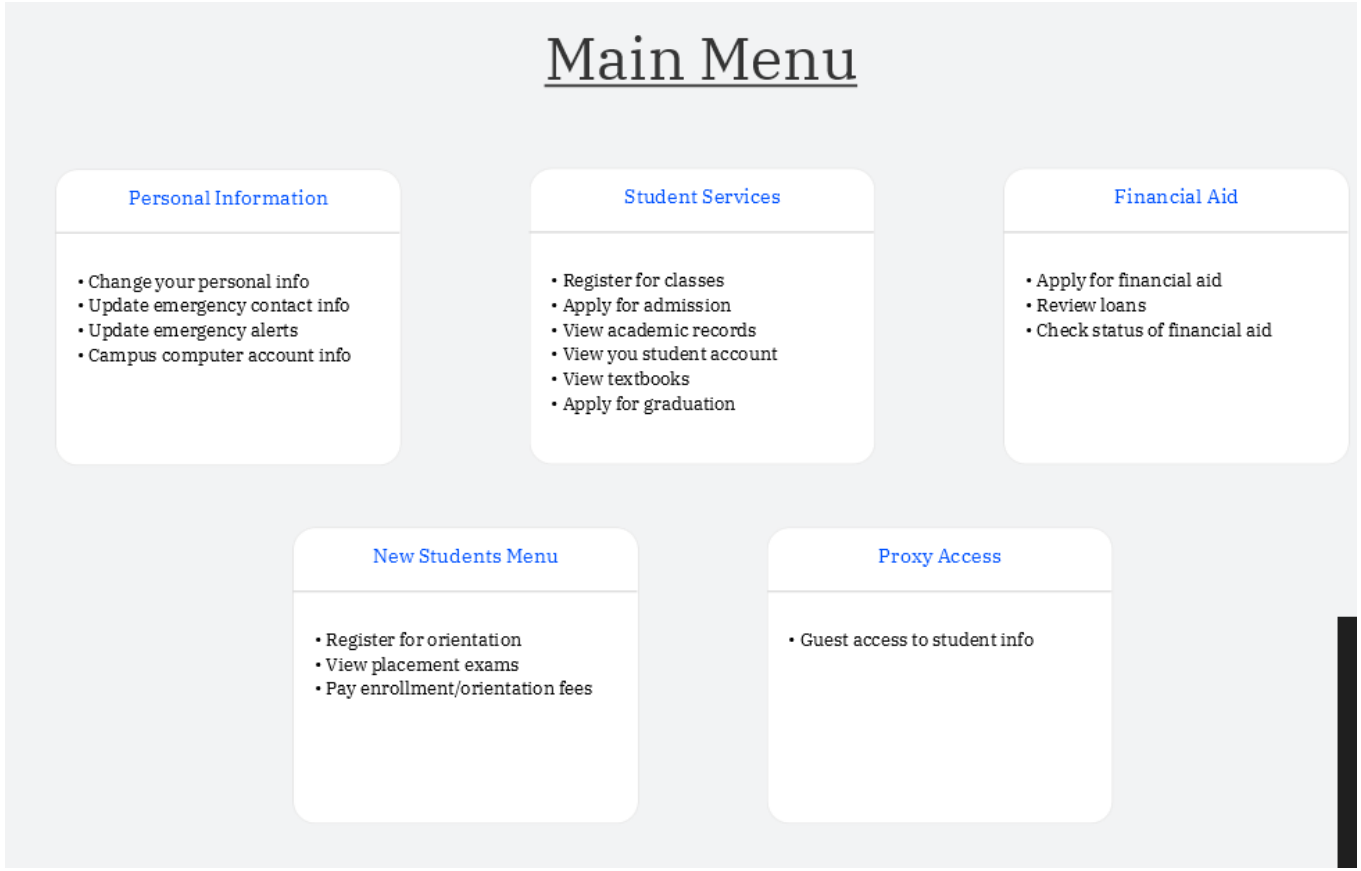
Picture 1:


Browse Classes
Enter Your Search Criteria
Term
Subject
Credit (Attribute)
Instructor
Course Level
Part of Term
Campus
Keywords
Meeting Day/Time
S M T W R F S
Hour
Minute
AM/PM
Start Time
End Time
Search
Clear

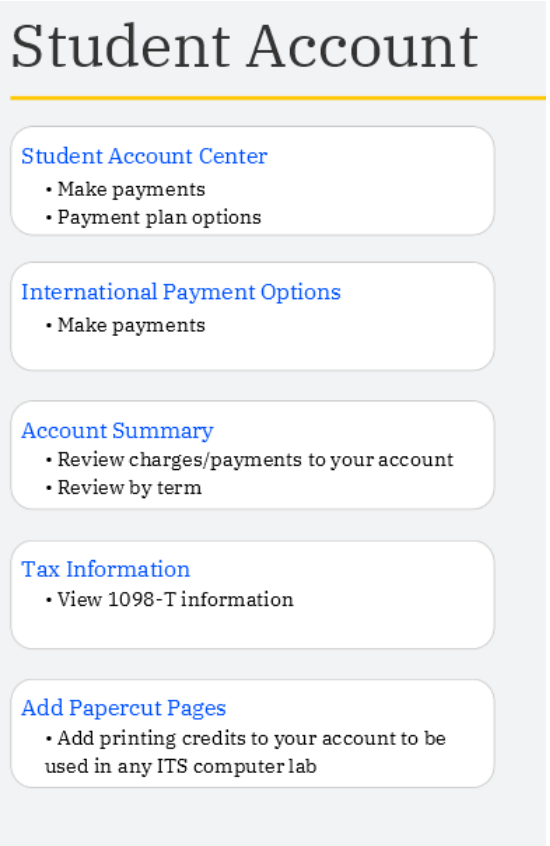
Picture 2:


Financial Aid
2022-2023 Scholarship Application
• View and complete your Scholarship Application
Eligibility
• Review financial aid holds
• Display academic progress history
Awards
• Review and accept awards
• View loan applications
Office of Financial Aid Homepage
• Access all important financial aid links
College Financing Plan

Picture 3:


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
• 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

Picture 4:



Picture 5:

<< insert picture 5 here >>