

CSC 310: Human Computer Interaction

Usability Evaluation Report Template

Dated
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Prepared By

NAMES: Jeremy Jarzab

SIGNATURES: *Jeremy Jarzab*

Brief Description of User

The user is a white female in her early 30s with a high school diploma who is not too comfortable with using websites or technology. She was selected due to her age being close to our target demographic.

Process Overview

1. Find how to change your SIS password
2. Search for a computer science class on Monday and Wednesday between 1 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 **Jeremy:** Hello, my name is Jeremy, and this is [P1]. I am a student at the University of Michigan Flint in the Computer Science
2 department. I'd like to thank you for participating in this study on user centered design for my Human-Computer Interaction
3 course. I'm going to explain a bit about the project and what we will be doing. Our assignment was to choose a system, review its
4 user interface, see what can be improved, and make necessary changes. In order to discover what needs to be fixed, we need a
5 third party to use it for us. We're going to ask you to perform a few tasks and give us your thoughts about the system. Do you have
6 any questions so far?

7
8 **P1:** No
9

10 **Jeremy:** So, before we begin, I'd like to ask you a series of questions for you to answer to the best of your ability. Have you heard
11 of the Student Information System at U of M - Flint before?

12
13 **P1:** No

14 **Jeremy:** Have you ever used a different student information website?

15
16 **P1:** Yes

17 **Jeremy:** Which one?
18

P1: Mott Community College's

Jeremy: Alright, well in that case, I will replace the word SIS for these questions with Mott's System if that is okay.

P1: Yes

Jeremy: Alright, so how often did you visit Mott's System?

P1: I would say once a week.

Jeremy: When was the last time you visited Mott's System?

P1: A few months ago

Jeremy: Have you ever checked your grades on Mott's System before?

P1: Yes

Jeremy: Did you ever look up classes on Mott's System?

P1: Yes

Jeremy: Have you ever used Mott's System for a different function?

P1: I used it to pay for classes

Jeremy: What was your experience like the last time you used Mott's System?

P1: It was okay

Jeremy: Under what circumstances did you use Mott's System?

P1: I would use it for checking on what classes I needed to register for.

Jeremy: How did you feel about Mott's System?

51 **P1:** It got the job done.

52
53 **Jeremy:** What specific things did you enjoy about Mott's System? And what did you not enjoy?

54
55 **P1:** I liked everything being in the same area, and I didn't like that each tab wasn't too descriptive, I feel like I'm guessing where
56 to go whenever I use it.

57
58 **Jeremy:** Did you encounter any problems when using Mott's System?

59
60 **P1:** Not any I remember

61
62 **Jeremy:** Thank you very much. Now we are going to move on to the next part of this study. I'm going to ask you to complete
63 some tasks using SIS. I will only tell you what to do but not how to do it. I also want you to know that we are not testing you or
64 judging your performance. We are trying to find out the problems with the system so if you encounter problems in performing the
65 tasks, that means we have identified problems with the system. These problems are exactly what we want to find out so that we
66 can make improvements. Also, I would like to ask you to think aloud, i.e., talking out loud what you're thinking while performing
67 the tasks. I may remind you to do that if you forget. Is that ok?

68
69 **P1:** Yes

70
71 **Jeremy:** We have the prototype in front of you on the screen for you. First, I would like you to find out how to change your
72 password.

73
74 [P1 found how to change password fairly quickly because she clicked personal information in the beginning]

75
76 **Jeremy:** Nice. Next, search for a computer science class on Monday/Wednesday between 1 to 4pm.

77
78 [P1 clicked Student Services, Registration, Browse Classes, and set the days and time to what was asked]

79
80 **Jeremy:** Okay great. Now I'd like you to find a course from Dr. Mani between 3 and 5pm.

81
82 [P1 stayed in the same menu and "typed" Mani into the Instructor search box, edited the times, and hit enter]

83
84 **Jeremy:** Good job, now try and find where to view student transcripts.

[P1 clicked the M-Flint logo at the top to go back to Home, then clicked Student Services, and clicked Student Records]

Jeremy: That was really fast, nice job! Next, find where to view graduation applications.

[P1 clicked the Student Services side bar tab, and clicked Graduation Menu]

Jeremy: Alright, next I would like you to view this year's scholarship application.

[P1 clicked the Financial Aid side bar tab, and clicked 2022-2023 Scholarship Application]

Jeremy: Thank you. Next I'll ask you to find where to register for orientation.

[P1 went to the Student Services menu and stared for a minute, then clicked Registration. P1 then clicked the M-Flint logo at the top to go back to Home, then clicked New Students Menu after reading the description, then clicked the orientation button]

Jeremy: Great! Next, find where to setup guest access for viewing student info.

[P1 clicked the M-Flint logo at the top to go back to Home, then clicked Proxy Access]

Jeremy: Great, just two more things. Next, find where to view the Campus Map.

[P1 clicked the Campus Map side bar button]

Jeremy: Last thing is to find out how to Logout.

[P1 clicked the logout button]

Jeremy: Thank you for completing the tasks. I have a few more questions to ask you regarding the experience. How did you feel about the prototype we designed?

P1: It wasn't bad, a little bit bland but I found everything easily

Jeremy: What did you like the most?

P1: If I had to pick something, it was nice that everything could be accessed so quickly because it's all in the same area.

Jeremy: What did you not like?

P1: I didn't like where to register for orientation.

Jeremy: Alright, last question. What improvements would you suggest to make this prototype better?

P1: Making the description in some of the buttons better would be a good start, especially in the main menu where there is a lot of space to work with.

Jeremy: Alright, we will make sure to look into that, thank you!

P1: You're welcome

Jeremy: Alright, well thank you so much for participating in this study. This was very helpful in showing us what can be improved upon in this website for our project.

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	98, 122	User couldn't immediately find where to register for orientation	We asked the user to find where to register for orientation, but the button was in a menu that you wouldn't expect (New Students Menu). User had to read the descriptions of each menu on the home page to find it.	Problem is limited to the home menu, as well as not being able to infer exactly where orientation would be	Low severity: This is a very minor problem that should only affect users who aren't familiar with the system or who don't thoroughly read.	The best way to fix this issue would be to add the orientation menu to the student services menu as well.
2	See Picture 2	126	User suggested to improve the summaries of each main menu tab.	We asked the user for any feedback for our prototype, and they suggested adding more information to the main menu summaries	Problem is limited to the home menu	Low severity: This is a very minor problem that should only affect users who aren't familiar with the system or who are looking for more niche things in the main menu	The best way to fix this issue would be to add more information to the summaries

Picture 1:

M Student Information System
FLINT

Search:

Log Out?

Student Services

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

Admissions

- Apply for admission
- Review existing applications

Housing and Residential Life

- Apply for housing
- Setup payment plan

Registration

- Add/drop classes
- Check registration status

Graduation Menu

- Apply for graduation
- Update graduation application

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

Adding Register for Orientation in this menu would be a good idea

Picture 2:

The screenshot displays the Student Information FLINT System interface. At the top, a header bar includes the system logo, a welcome message, a search bar, and a 'Log Out?' button. A vertical sidebar on the left contains navigation links for various system features. The main content area, titled 'Main Menu', features five menu cards: 'Personal Information', 'Student Services', 'Financial Aid', 'New Students Menu', and 'Proxy Access'. Each card lists specific actions available to the user. A blue callout box at the bottom, with three arrows pointing to the 'Personal Information', 'New Students Menu', and 'Proxy Access' cards, contains the text 'Some menus have more room for descriptions'.

Student Information FLINT System

Welcome back, [STUDENT]!

Search:

Log Out?

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 your 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

Some menus have more room for descriptions