

**CSC 310: Human Computer Interaction**

**Usability Evaluation Report Template**

**Dated**  
**03/11/2022**

**Prepared By**

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**SIGNATURES: Jake Range**

## **Brief Description of User**

This user is a young 20s college student working as a full-time technician in the ITS Helpdesk for the University of Michigan-Flint. This user is very familiar with computers and with this system in particular. The reason for selecting him is because he is a peer that could have valuable insights.

## **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 P5: Both the live version of SIS and your mockup hints at the password change functionality being included under the "Personal Information"  
6 menu, as it lists "Campus Computer Account" as one of the subsections of this menu. Perhaps change this to say "Change University Password" or  
7 something similar to make it clear what that computer account entails.  
8

9 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  
10 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  
11 searches please let us know.

12 P5: The search in the prototype is simple and straight-forward to use. I like that the term is included as a filter on this page rather than requiring it  
13 be chosen beforehand like the live version of SIS requires.

14

15 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.

16 P5: [Completed without issue]

17

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

19 P5: [Looked for a button to return to the main menu. Ended up clicking the site logo to return home as expected]

20 P5: [Navigated to Student Records but was unable to complete this task as the required page was not present in the prototype]

21

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

23 P5: [Clicked the logo again to return to the main menu, then navigates to graduation menu without issue]

24

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

26 P5: [Used the "Financial Aid" link on the left-hand menu and navigated to this page without issue]

27

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

29 P5: [Used the "New Students Menu" link on the left-hand menu and navigated to this page without issue]

30

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

32 P5: [Used the "Proxy Access" link on the left-hand menu and navigated to this page without issue]

33 P5: I'm interested to see if there will be a self-service password reset option for proxy users that do not remember their credentials.

34

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

36 P5: [Clicked the "Campus Map" link from the left-hand menu]

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

38 P5: [Clicked the "Student Services" link on the left-hand menu, then navigated through to "Student Account" and "Add Papercut Pages"]

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

40 P5: [Successfully logged out using the button in the upper right-hand corner]

## 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.

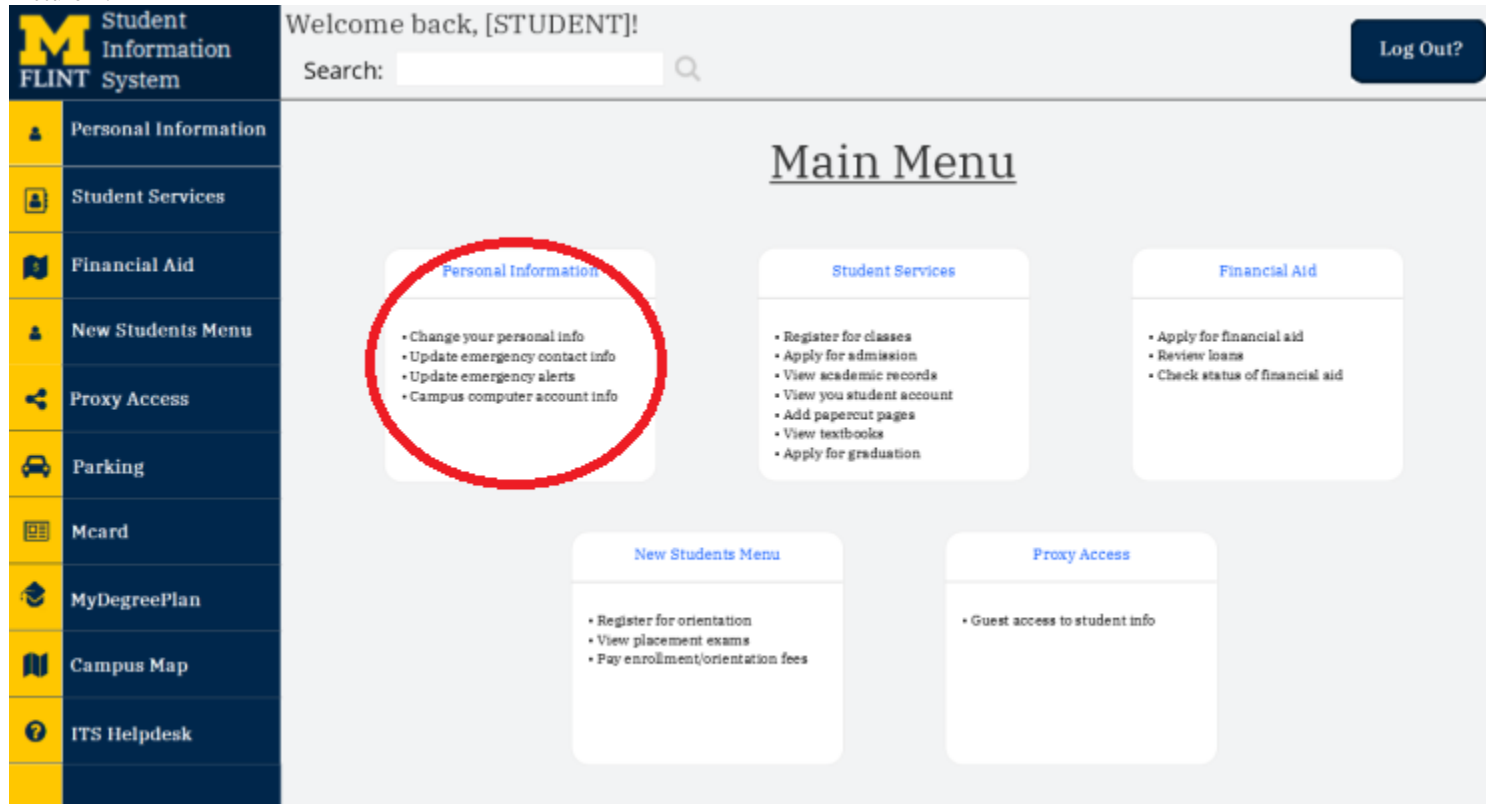
### Way(s) to rectify:

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	<a href="#">See Picture 1</a>	5	Change “campus computer account info” to “change university password	“campus computer account” is vague	specific	Low – text edit	Make the change, no tradeoffs and is entirely more concise
2	<a href="#">See Picture 2</a>	20	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

Picture 1:



Picture 2:

**Student Information FLINT System**

Search:

**Log Out?**

**Student Services**

- Personal Information**
- Student Services**
- Financial Aid**
- New Students Menu**
- Proxy Access**
- Parking**
- Meard**
- 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