CSC 310: Human Computer Interaction

Usability Evaluation Report Template

Dated
03/08/2022

Prepared By

NAMES: Jeremy Jarzab

SIGNATURES: *Jeremy Jarzab*

Brief Description of User	The user is a white male in his mid-20s with a college education who is somewhat comfortable with using technology. He was selected due to his age being close to our target demographic and having experience using the system we are trying to improve.

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 [P2]. 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 **P2:** 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 **P2:** Yes
14 **Jeremy:** How often do you visit SIS?
15
16 **P2:** I would say once every other week or so.
17 **Jeremy:** When was the last time you visited SIS?
18

19   **P2:** A couple nights ago

20

21   **Jeremy:** Have you ever checked your grades on SIS before?

22   **P2:** Yes

23

24   **Jeremy:** Have you ever looked up classes on SIS?

25

26   **P2:** Yes

27

28   **Jeremy:** Have you ever used SIS for a different function?

29

30   **P2:** I used it to pay for classes and apply for graduation.

31

32   **Jeremy:** What was your experience like the last time you used SIS?

33

34   **P2:** It could be better

35

36   **Jeremy:** Under what circumstances do you use SIS?

37

38   **P2:** I use it to register for classes mostly.

39

40   **Jeremy:** How do you feel about SIS?

41

42   **P2:** It works but it could definitely be better.

43

44   **Jeremy:** What specific things do you enjoy about SIS? And what do you not enjoy?

45

46   **P2:** I like everything being available in one spot, but I don't like how bland and easy it is to get lost into.

47

48   **Jeremy:** Did you encounter any problems when using SIS?

49

50   **P2:** The search bar not working.

51

52 **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
53 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
54 judging your performance. We are trying to find out the problems with the system so if you encounter problems in performing the
55 tasks, that means we have identified problems with the system. These problems are exactly what we want to find out so that we
56 can make improvements. Also, I would like to ask you to think aloud, i.e., talking out loud what you're thinking while performing
57 the tasks. I may remind you to do that if you forget. Is that ok?
58
59 **P2:** Yes
60
61 **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
62 password.
63
64 [P2 found how to change your password quickly]
65
66 **Jeremy:** Next, search for a computer science class on Monday/Wednesday between 1 and 4pm.
67
68 [P2 clicked Student Services, Registration, Browse Classes, and did what was asked above]
69
70 **Jeremy:** Now, I'd like you to find a course from Dr. Mani between 3 and 5pm.
71
72 [P2 stayed in the same menu and "typed" Mani into the Instructor search box and hit enter]
73
74 **P2**: I just registered for classes; this would have been a lot nicer.
75
76 **Jeremy:** That's nice to hear**!** Now find where to view student transcripts.
77
78 [P2 clicked the student services side bar, then clicked student records]
79
80 **Jeremy:** Good! Next, find where to view your graduation application.
81
82 [P2 clicked student services then graduation menu]
83
84 **Jeremy:** Next I would like you to view this year's scholarship application.
85

86   [P2 clicked financial aid]

87

88   **P2:** That's a lot easier.

89

90   **Jeremy:** Yeah we tried to put everything relevant on that side bar. Next I'll ask you to find where to register for orientation.

91

92   [P2 went to student services, read the summaries of the buttons]

93

94   **P2:** How would I get back to the home page I was at before?

95

96   **Jeremy:** You would just click the UofM logo at the top.

97

98   [P2 clicked the M-Flint logo at the top, then clicked New Students Menu]

99

100   **P2:** I was expecting it to be in student services.

101

102   **Jeremy:** Alright! Next I ask for you to find where to set up guest access to view student information.

103

104   [P2 clicked the M-Flint logo, then clicked Proxy Access]

105

106   **Jeremy:** Next, find the campus map.

107

108   [P2 found this with no issue]

109

110   **Jeremy:** Last thing, log out!

111

112   [P2 found this with no issue]

113

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

116

117   **P2:** It liked it, it's definitely night and day compared to SIS now.

118   **Jeremy:** What did you like the most?

119 **P2:** I really liked the side bar; I know SIS has the tabs at the top, but they are just so small. That is another thing I liked too; all the
120 text was actually readable.

121

122 **Jeremy:** What did you not like?

123

124 **P2:** I think the descriptions on some of the buttons could be better. I also think that registering for orientation should be in student
125 services.

126

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

128

129 **P2:** I would suggest making it clearer that the UofM logo is the home button.

130

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

132 **P2:** You're welcome

133

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

136

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	100, 124	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	96, 129	User could not infer that the home menu button was the UofM logo	We asked the user to find the register for orientation button but couldn't find out how to get back to the main menu.	Problem is within every menu that contains the side bar, which is most of them	Medium severity: This is a glaring mistake that makes navigating the menus not clear to the user. Yet this will not be a hard issue to solve	The best way to fix this issue would be to create a Home button on the side bar, or to make it more obvious that the UofM logo is the home button.

Picture 1:

Student Services

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

Search: Log Out?

M FLINT — Student Information System

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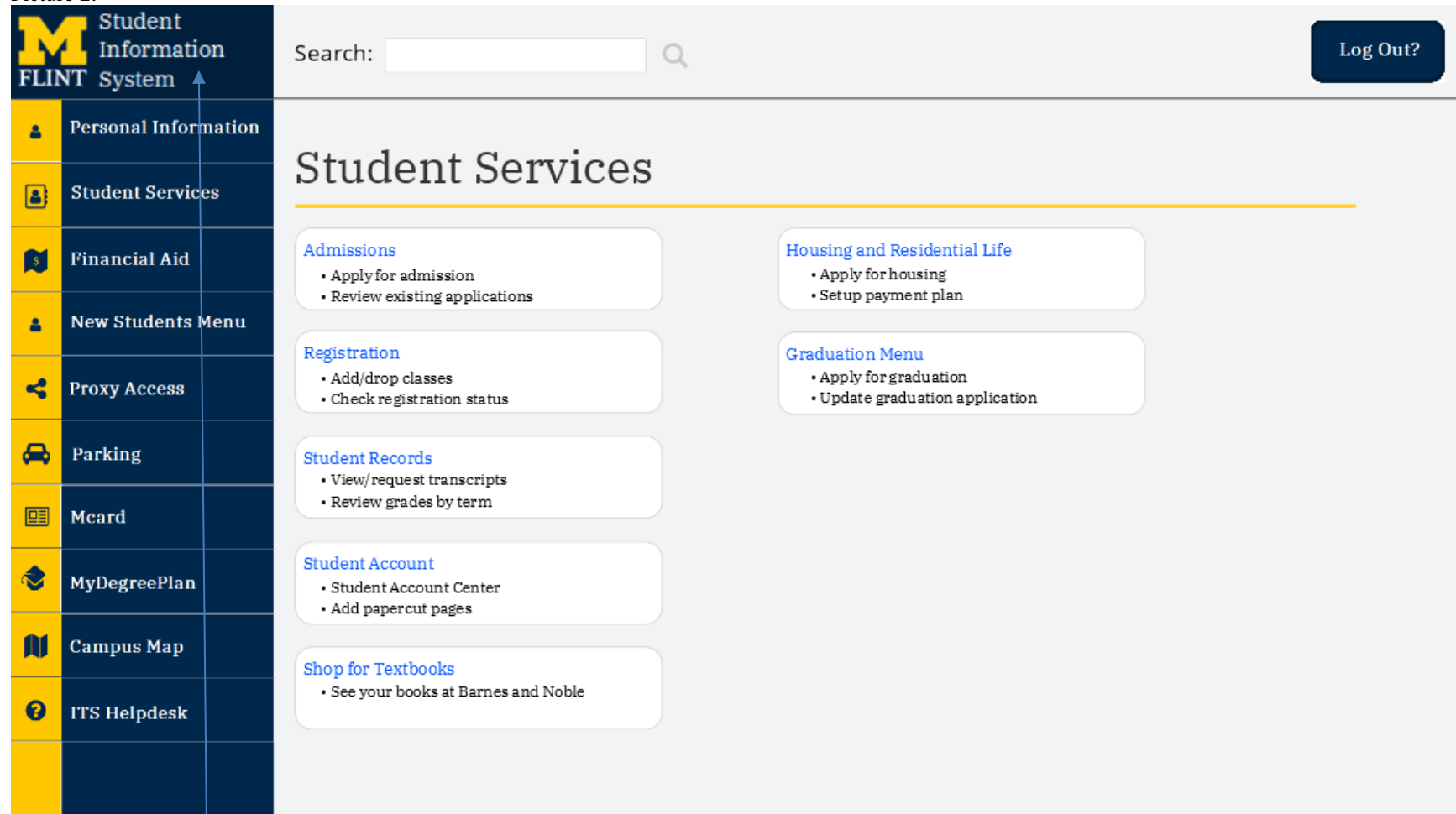
Housing and Residential Life
- Apply for housing
- Setup payment plan

Graduation Menu
- Apply for graduation
- Update graduation application

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

Picture 2:

Student Information System (M FLINT)

Search: [   ] 🔍

Log Out?

Sidebar menu:
- 👤 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

Hard to infer this is the Home Menu button