CSC 310: Human Computer Interaction

Final Usability Evaluation Report

Dated
03/09/2022

Prepared By

NAMES: **Jorin Kramer**

SIGNATURES: *Jorin Kramer*

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:

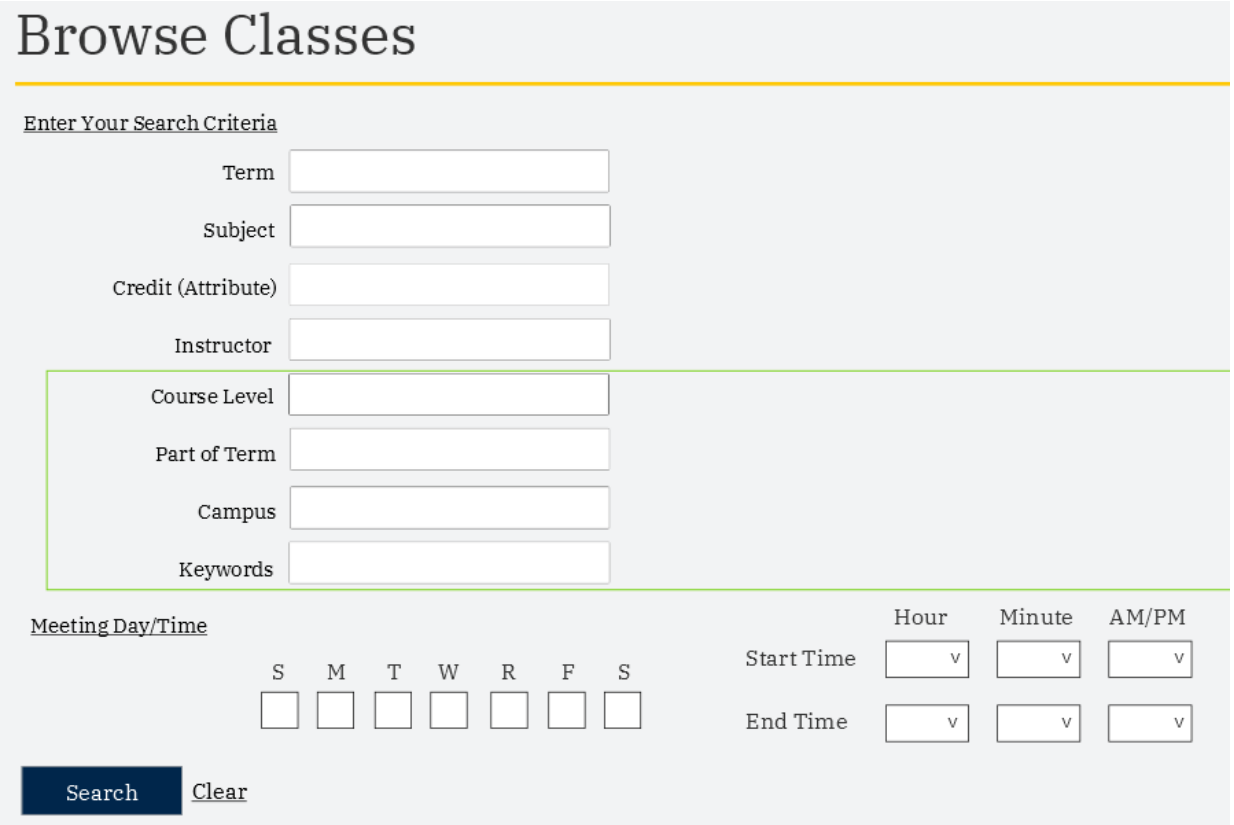
Suggestion for the modifications that might be made to the user interface to address the issue or issues in this row. You MUST include trade-offs to be credible. If you can't think of some bad trade-off, say so.

Usability Evaluation Feedback Analysis

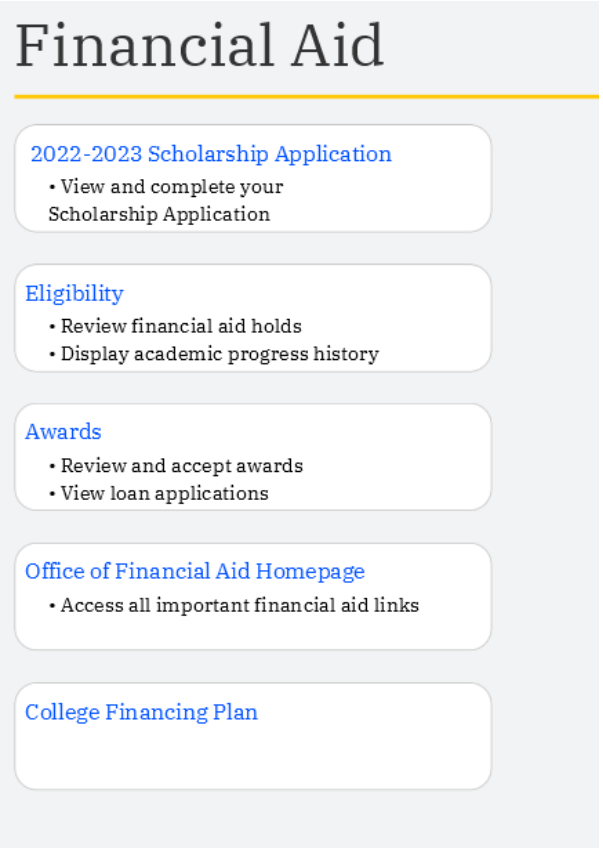
#	Prototype Screen	Reference	User's feedback/ critical incidence/ problem	Reason for negative feedback / breakdown	Scope	Severity (High/ Medium/ Low) and **Justification** for giving that rating	Way(s) to rectify and any Tradeoffs (i.e., why the fix might not work)
1	See Picture 1	P3: 9-10	Said browse 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	P3: 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	P3: 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	P5: 5 P6: 17	Missing an important page	We were missing the student records page	Student Records	High – Missing a page was an oversight and necessary to continue	Create the Student Records page
5	See Picture 5	P5: 20	Wasn't clear enough where to find how to change your password	Wasn't clear enough where to change your password	Main Menu	Low – Minor issue that only one person noticed but can still be fixed	Change verbiage of description for personal information
6	See Picture 6	P1: 98 & 122 P2: 100 & 124	Wasn't clear enough where to find where to register for orientation	Had issues finding where to register for orientation	Main Menu	Low – It should be clear that orientation should be under new students	Change the description for new students to clearly show that is where to register for orientation
7	See Picture 7	P1: 126	Add better descriptions for the items on the main menu	User was unable to fully understand each main menu item without more precise descriptions	Main Menu	Medium – We need to make sure all items on the main menu are clear so anyone with differing levels of knowledge of the system can use it quickly	Change the descriptions on each item of the main menu to help users better understand what they do

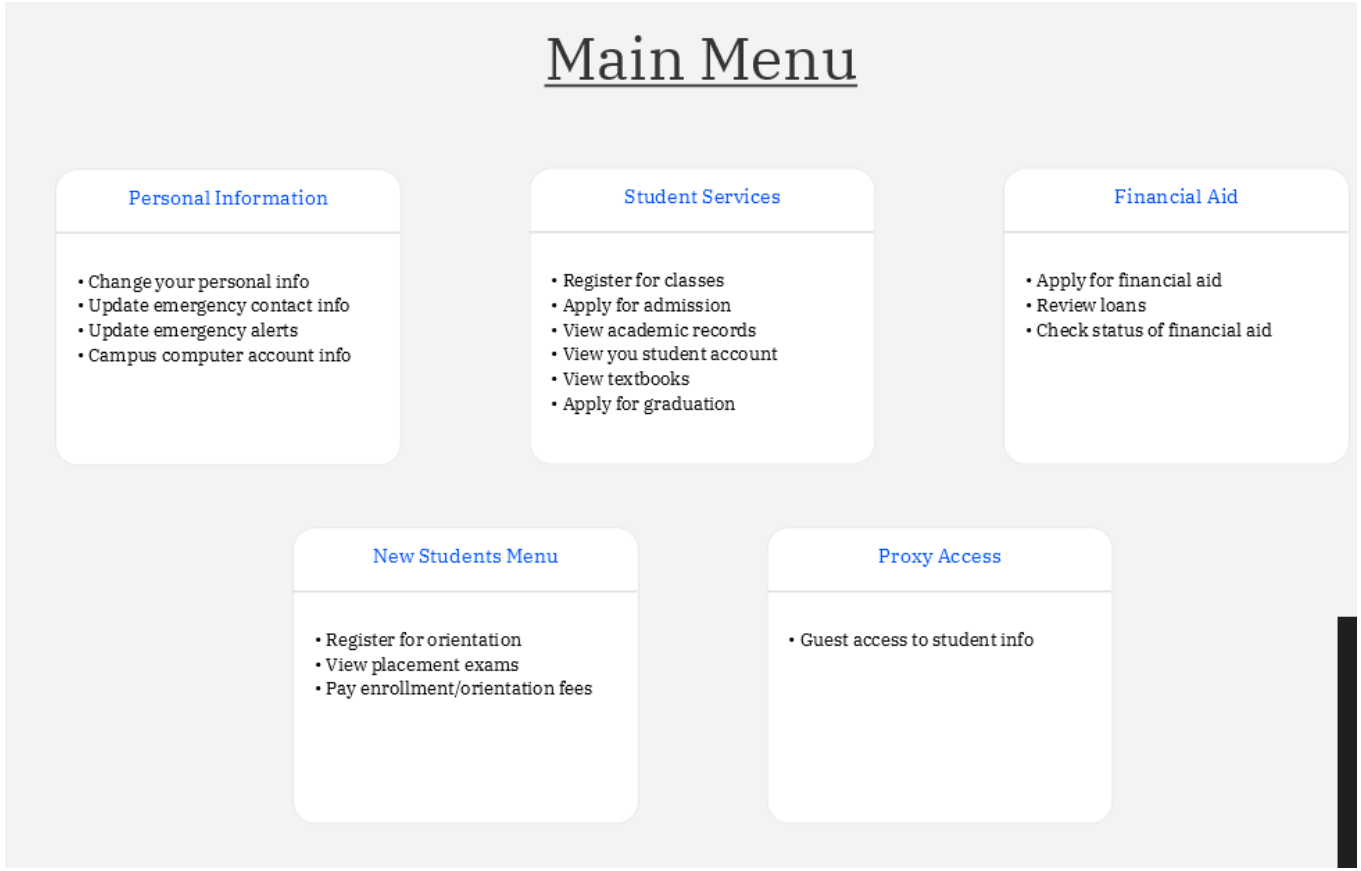
Picture 1:


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

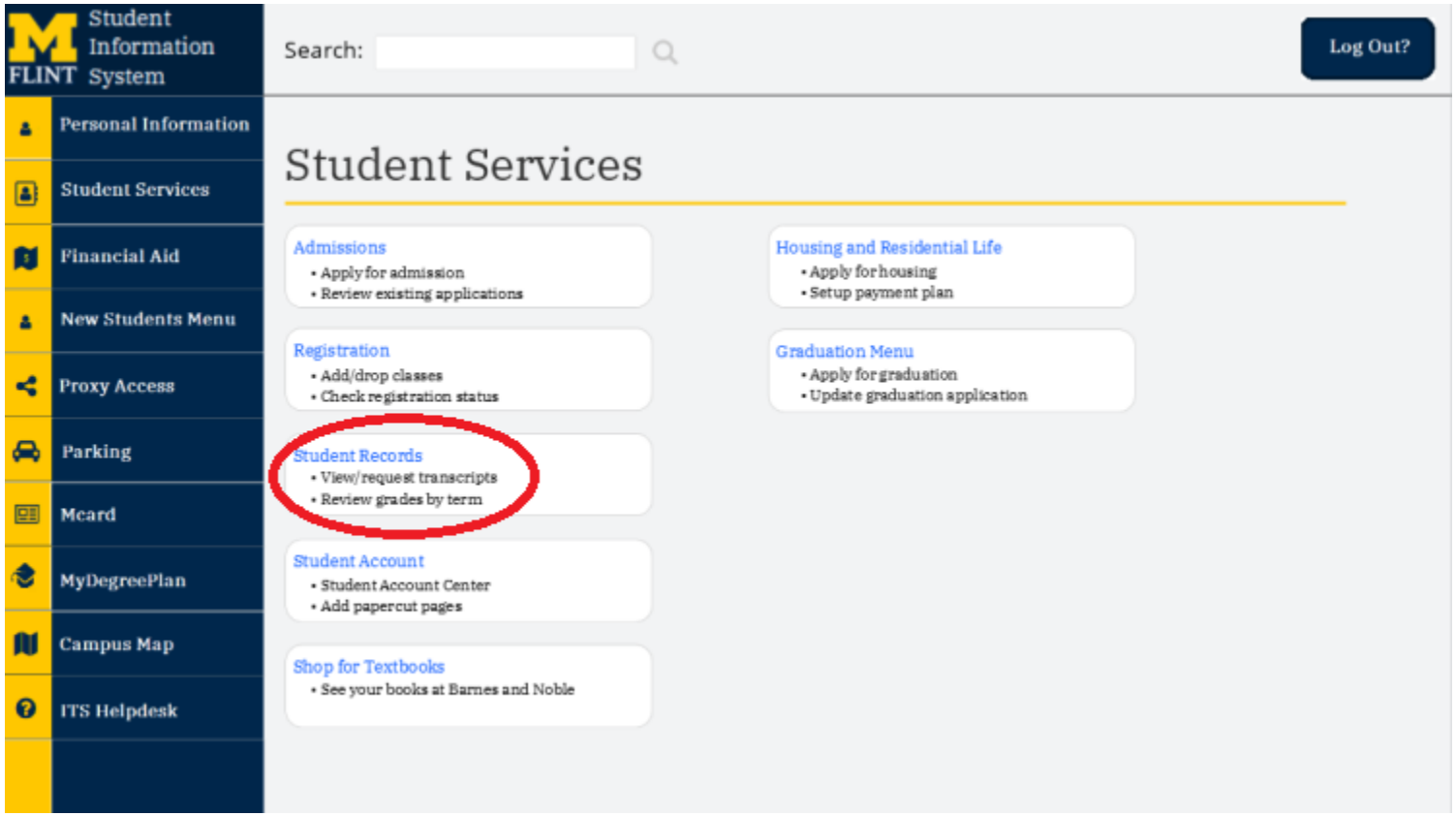
Picture 2:


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

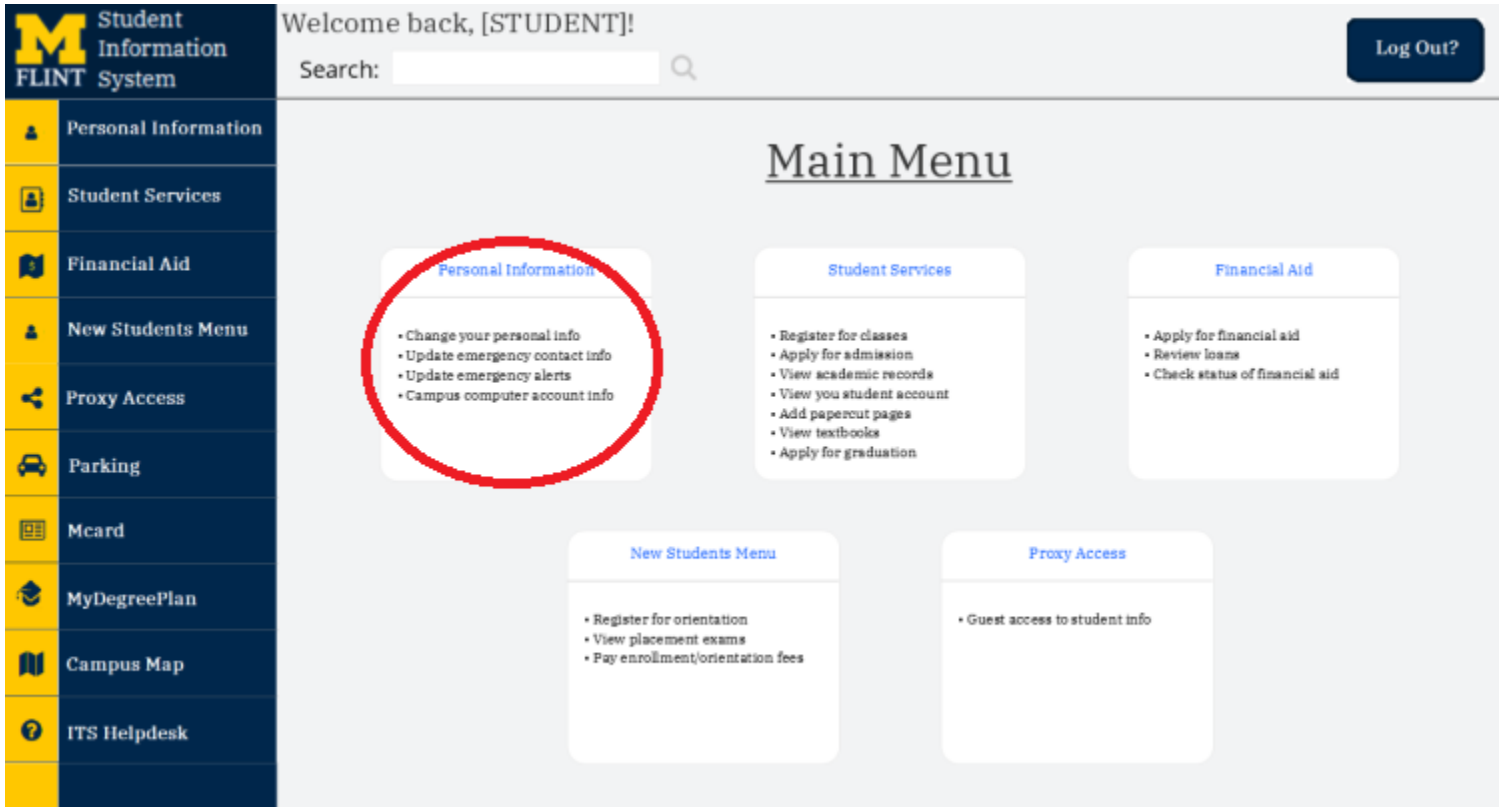
Picture 3:


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

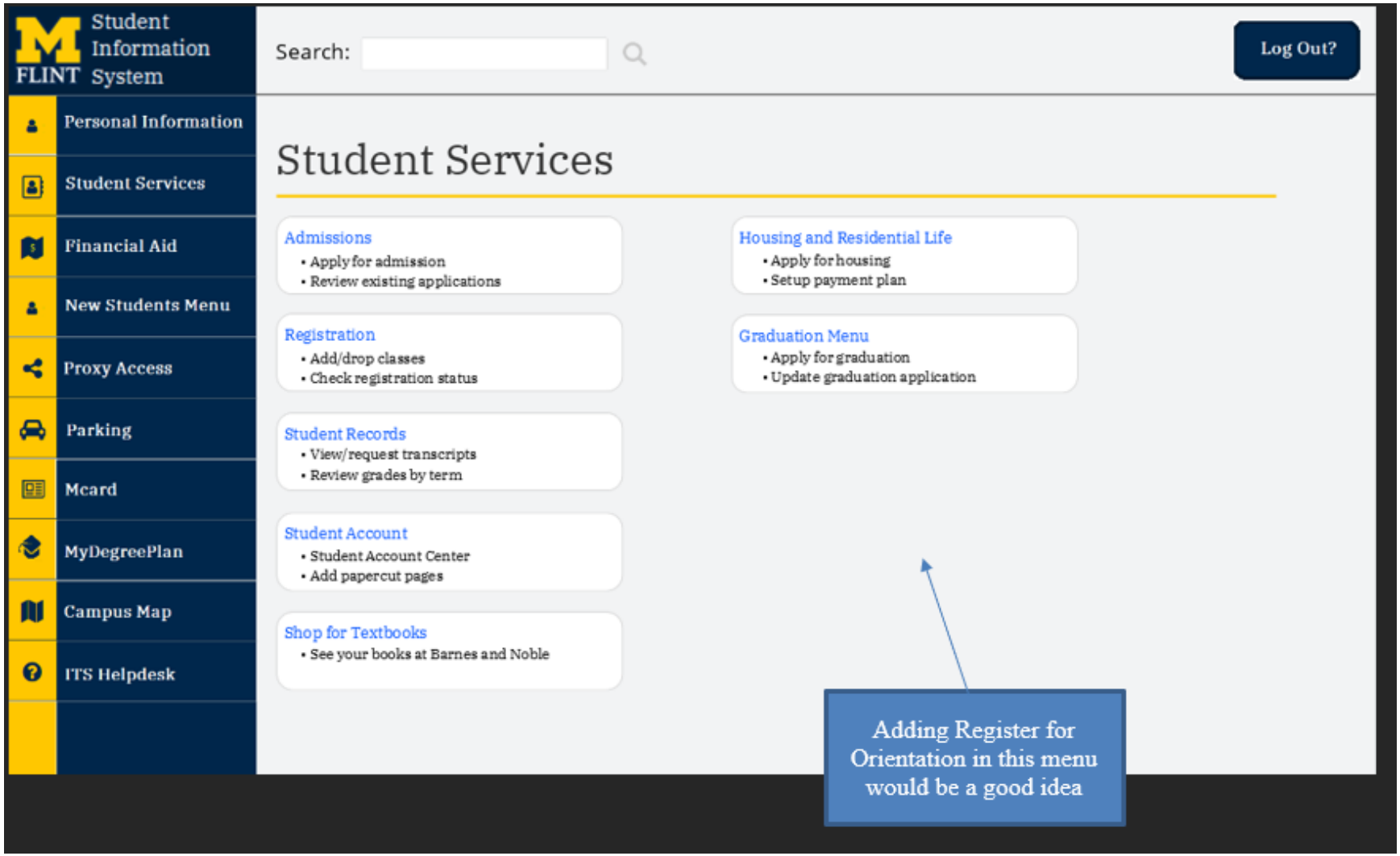
Picture 4:


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
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

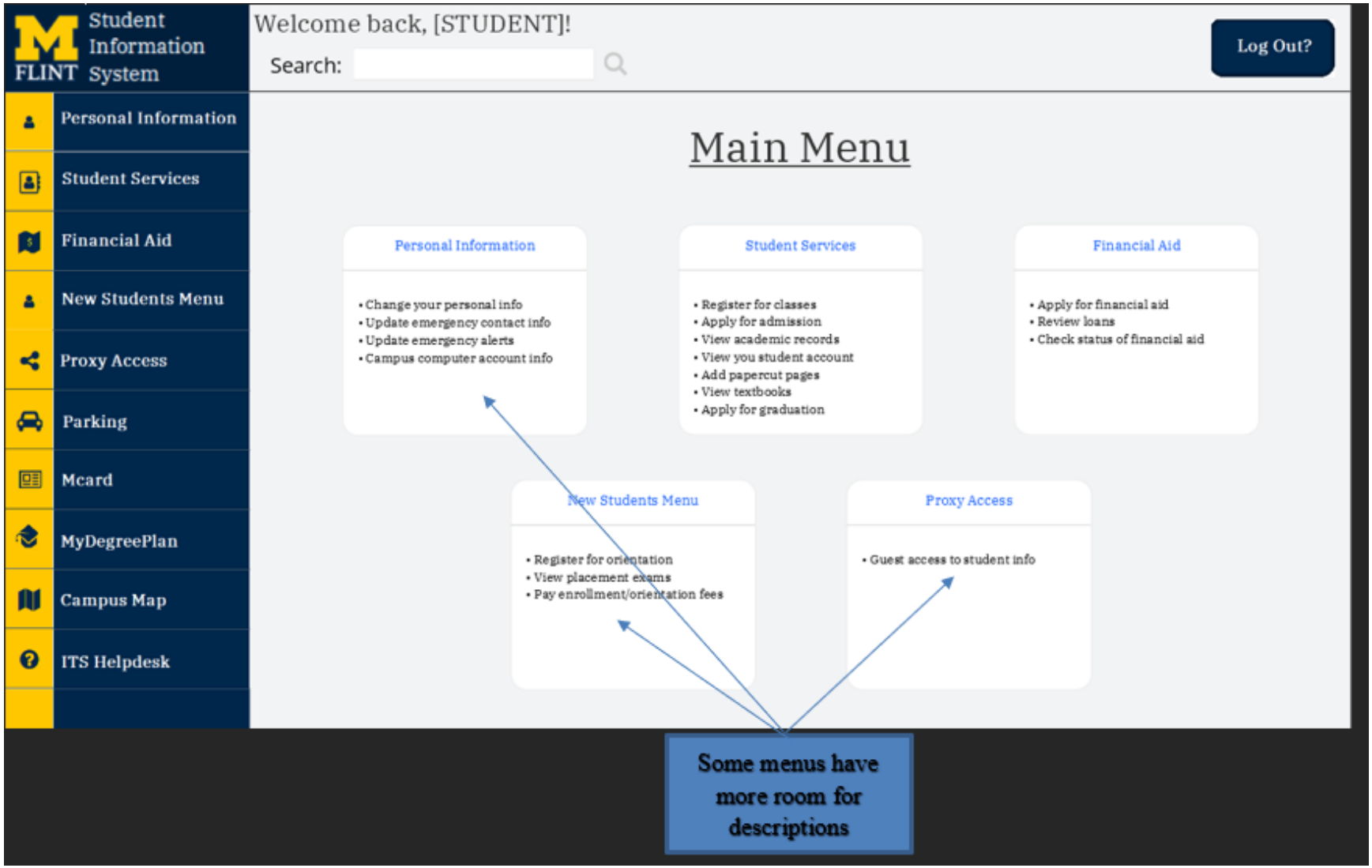
Picture 5:


Student Information System
FLINT
Welcome back, [STUDENT]!
Search:
Log Out?
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

Picture 6:


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

Picture 7:


Student Information System
FLINT
Welcome back, [STUDENT]!
Search:
Log Out?
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
Some menus have more room for descriptions