

CSC 310: Human Computer Interaction

Usability Evaluation Report Template

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Prepared By

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SIGNATURES: *Jorin Kramer*

**Brief Description
of User**

This user is 20 years old and is pursuing a career in computer science but does not currently go to UM Flint. This user will be familiar with computer systems in general but shouldn't be familiar with how SIS currently works. The reason for selecting him is to show that the updated design we chose will work better than the current design and this user shouldn't have much issue using our prototype.

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.>>

- 1 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
2 participating in this study on user centered design for my Human-Computer Interaction course. Today I would like to show you our prototype for
3 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
4 currently. First, I'd like you to find how to change your password in SIS.
- 5 P4: okay, change password was where I expected it would be
- 6 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
7 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
8 these searches please let us know.
- 9 P4: I easily found the browse classes under the registration page
- 10 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.
- 11 P4: No issues
- 12 Jorin: Next, I'd like you to find where to view student transcripts.
- 13 P4: using the main menu it shows which tab to click to show me student transcripts
- 14 Jorin: Next, I'd like you to find where to view graduation applications.
- 15 P4: Simply under the graduation menu
- 16 Jorin: Now I'd like you to view the current years scholarship application.
- 17 P4: No issues
- 18 Jorin: Now I'd like you to find where to register for orientation.

- 19 P4: I easily found this by looking at the New Students Menu
- 20 Jorin: Next, I'd like you to find how you would setup a guest account for SIS to allow others to view student information.
- 21 P4: You should change the name from Proxy access to guest access
- 22 Jorin: Next, I'd like you to find the campus map.
- 23 P4: Easy to find under the Campus Map tab
- 24 Jorin: Next, I'd like you to find how to add print credits to your account.
- 25 P4: Couldn't find it right away but looking at the Student Account page it clearly states where to add print credits
- 26 Jorin: And finally, I'd like you to logout of SIS.
- 27 P4: Simply hit the Log Out button in the top right

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:

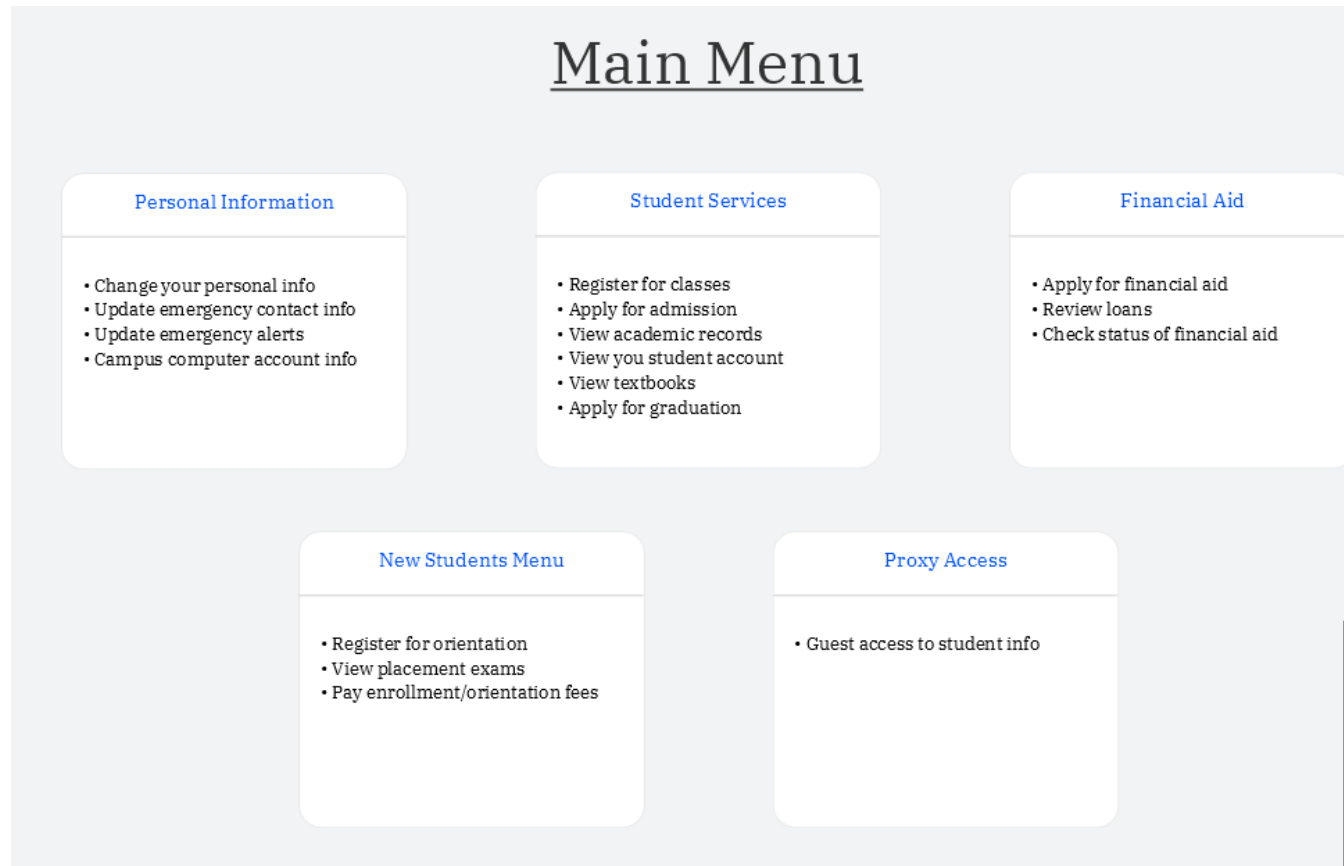
Suggestion for the modifications that might be made to the user interface to address the issue or issues in this row. You **MUST** include trade-offs to be credible. If you can't think of some bad trade-off, say so.

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	21	Proxy access name change	Didn't like the current name for making a guest account	Proxy Access	Medium – we should always expect people to look at the description of a tab immediately, they should be able to recognize it from the name	Change the name of proxy access
2	See Picture 2	25	Initially couldn't find the print credits right away	It shouldn't have taken as long as it did to find the print credits (still didn't take long, just longer than he would have liked)	Student Account	Low – I don't believe this feature is used much so as long as users can still find it I don't see that as a large issue	Could possibly move print credits back to student services
3	See Picture 3						

4	See Picture 4						
5	See Picture 5						

Picture 1:



Picture 2:

<< insert picture 2 here >>

Picture 3:

<< insert picture 3 here >>

Picture 4:

<< insert picture 4 here >>

Picture 5:

<< insert picture 5 here >>