DCU Hub App User Testing

Pre-Development Survey

Before beginning the development process, we surveyed 18 people via google forms to see if there was a market for an application like DCU Hub. This survey allowed us to see the potential success of the application before embarking on our DCU Hub development journey.

We asked 5 questions to the survey takers to gain an understanding into if the features we wanted to implement into our DCU Hub application were regularly used in order to determine if the application would be useful to DCU students.

The questions asked are shown below.

QUESTION 1:

Do you follow any DCU related social media account? (Twitter, Instagram, Facebook)

18 responses

- Yes
- No

22.2%

77.8%
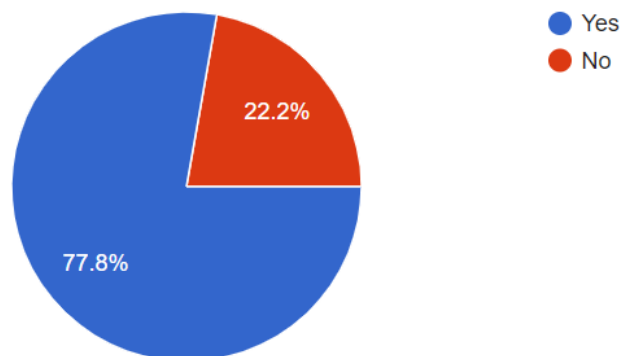
We asked this question in regards to our News Feed. We wanted to include posts from various different DCU associated accounts in our applications News Feed. Majority of the students follow DCU accounts which means they are interested in DCU topics. This let us know that the newsfeed feature in our application would be beneficial to students as it would be a one stop feature for many DCU related news.

QUESTION 2:

How often do you use DCU Open Timetable?

18 responses

- ● Once a day
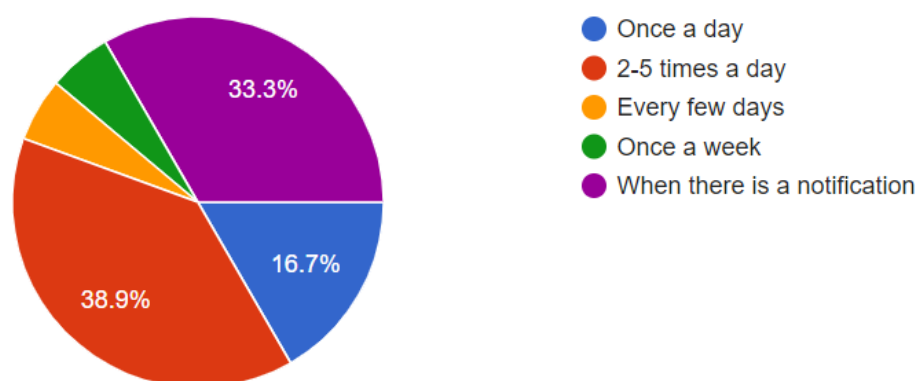- ● After each class
- ● Not regularly

22.2%
50%
27.8%
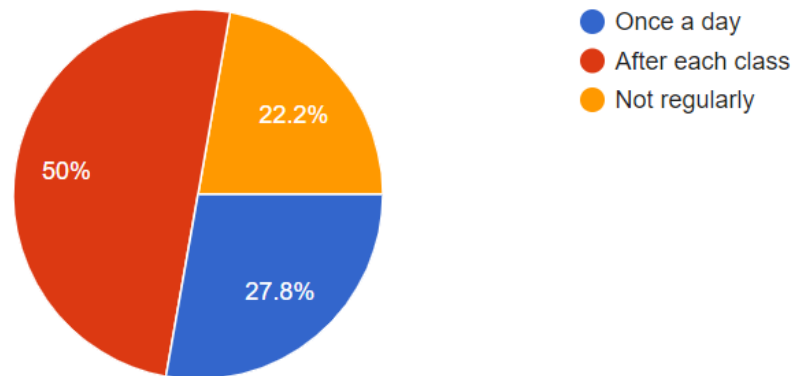
We asked this question to students to find out how they regularly use Open Timetable. We wanted to implement a simpler version of the timetable into our application with fewer navigation by using the Open Timetable JSON API. Majority of the students use the timetable regularly which concluded to us that a timetable feature would be beneficial to the students.

QUESTION 3:

How often do you open your class group chat?

18 responses

- ● Once a day
- ● 2-5 times a day
- ● Every few days
- ● Once a week
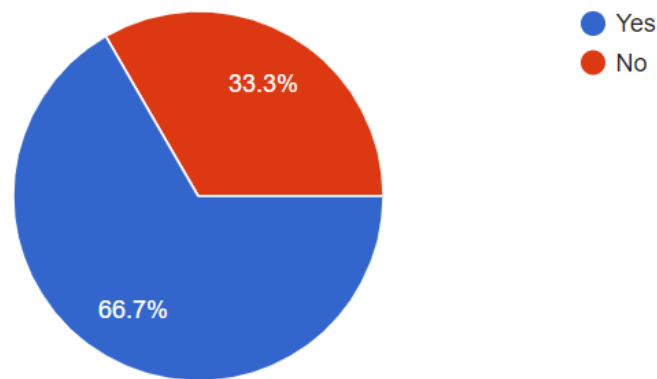- ● When there is a notification

33.3%
16.7%
38.9%

We asked this question to the survey takers to gain an understanding into their class group chat interaction.

QUESTION 4:

During this global pandemic, do you find it difficult communicating with your class group or college friends?

18 responses

We included this question in our survey as we felt that it was important to ask in regards to our in app messaging. The pandemic has students communicating virtually which is a different college experience than we're normally used to. We even asked first year DCU students to fill out this survey as we felt that it may have been extremely difficult to make friends or find friends while doing college work remotely from home. The 66.7% concludes that students would benefit from the in app messaging in our application.

QUESTION 5:

Would you be interested in an application where all your DCU college needs can be found?

18 responses
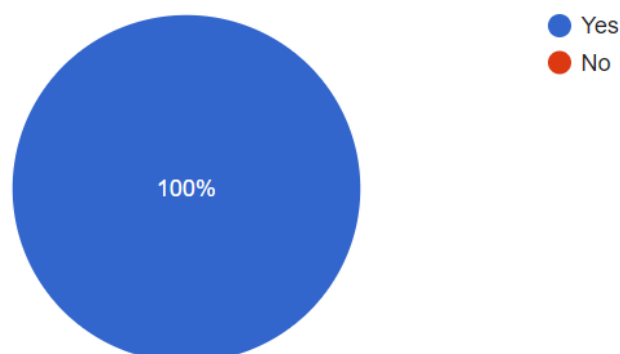
This question proved to us that a one stop DCU application would be a huge interest to students. So we continued with our idea and started our development process on DCU Hub.

DCU Hub Feedback

We conducted user testing after we completed developing our application. We asked some people from the previous survey if they were available to test our application. Out of 18 people who took the first survey we got 11 people to test out our application. The people that took part in our testing were all DCU students. The testing group had both Android and iOS devices which was perfect for us as we planned on our application being cross-platform.

This testing allowed us to gain an understanding into our users needs and what could be improved to increase the users overall experience.

Below are the questions that we asked for our user survey:

QUESTION 1:

What do you like most about the application?

11 responses

The timetable

The designs pretty nice and the use of profile pictures and the chats are well done

the aesthetic of the profile and the quick access to key DCU media and application

Easy access links

How it consolidates information from different dcu affiliated pages into one easy to use feed

I really enjoyed the To-Do list function and also the timetable being included in the app.

Excellent design, easy to use.

The overall design of all the features

Chat Function

The Todo section

QUESTION 2:

What do you like least about the application?

11 responses

Am able to access other years chatroom

In my opinion its a pretty well made app

A little bit too much whitespace around

a little bit slow when loading twitter

The font size is quite small and difficult to read at times

the link to Loop I don't think is needed because to use loop on a mobile devise from my own experience us quite a challenging one. Also the idea of the chat function while cool might not be needed as I know personally I have many group chat for socializing / studying on many different platforms already such as sanpchat , Instagram and messager .

Timetable is hard to figure out

There is no dark mode

Timetable is hard to figure out

There is no dark mode

The date method for the timetable, takes too much effort, typing the date would be more efficient

Profile management

when copying the contact numbers, all the text gets copied

QUESTION 3:

Are there any extra features that you think the application needs?
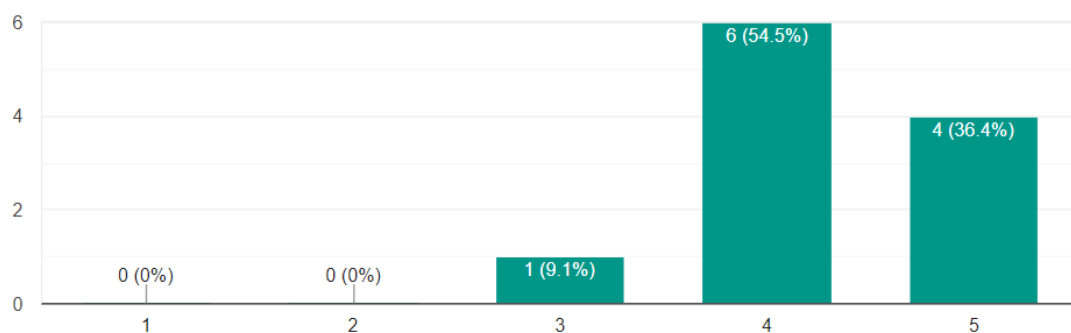
11 responses

Nope

More profiles on the newsfeed

A way to make your own timetable with the to do list would be cool

private chat rooms

Ability to adjust the size of the text and background colour

it would be cool if the restaurants in DCU/ local area could be implemented in a way i.e you can place a order for food when your in a lecture and when you arrive at the restaurant the food is ready for you so your not waiting around.

No

The ability to view other students' profiles and a dark mode feature

Set your modules and calender corresponding with your modules, will show your due dates and exam dates

Private messaging

option to delete a groupchat

QUESTION 4:

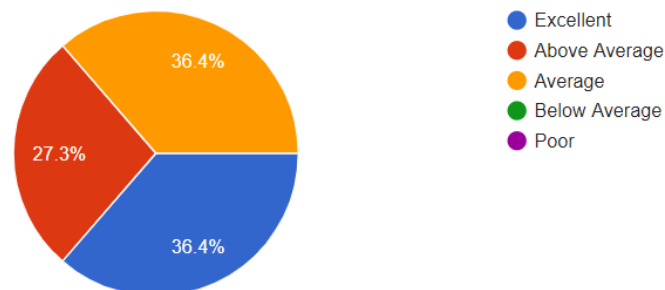How would you rate the overall design? (colours used, icons, layout, etc.)

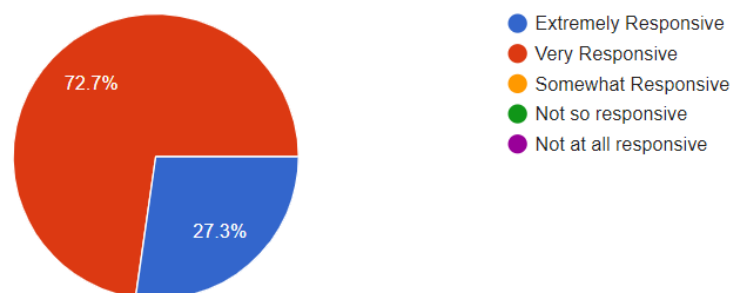11 responses

QUESTION 5:

How would you rate the accessibility?

11 responses

- ● Excellent
- ● Above Average
- ● Average
- ● Below Average
- ● Poor

36.4%

27.3%

36.4%

QUESTION 6:

How responsive were the functions of our app?

11 responses

- ● Extremely Responsive
- ● Very Responsive
- ● Somewhat Responsive
- ● Not so responsive
- ● Not at all responsive

72.7%

27.3%

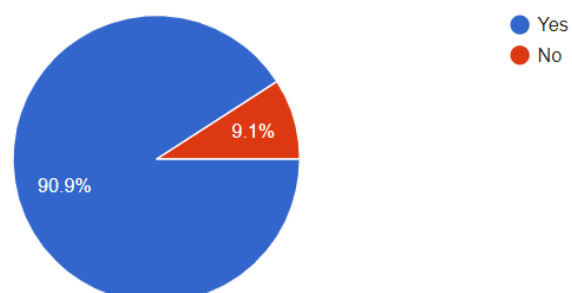## QUESTION 7:

Do you think this application would make you more connected to your college peers and college news due to the global pandemic? (if we had more time to implement the actual chat)

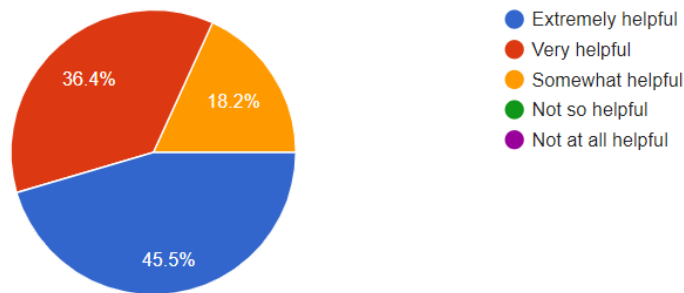11 responses

- ● Yes
- ● No

9.1%

90.9%

This feedback from the DCU student testers proved to us that the application would make them more connected to their college peers. This was the ultimate aim of our application as 90.9% said that the app would make them more connected.

QUESTION 8:

How helpful is this application to you as a DCU student?

11 responses

- Extremely helpful
- Very helpful
- Somewhat helpful
- Not so helpful
- Not at all helpful
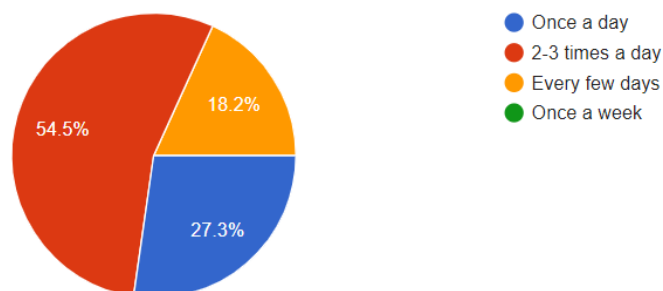
36.4%
18.2%
45.5%

This was extremely positive feedback. Every student said that the application would be helpful to them as a DCU student.
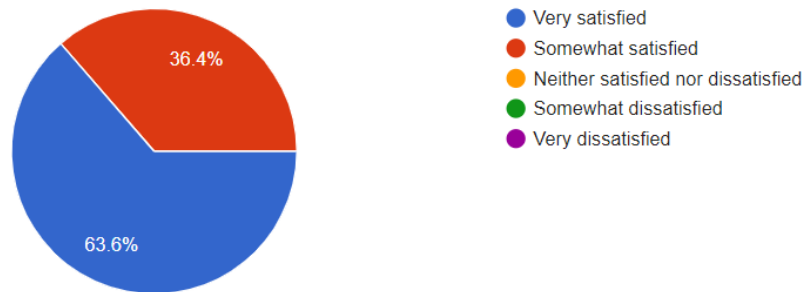
QUESTION 9:

How often would you use the application?

11 responses

- Once a day
- 2-3 times a day
- Every few days
- Once a week

54.5%
18.2%
27.3%

QUESTION 10:

Rate your overall experience using the application.

11 responses

- ● Very satisfied
- ● Somewhat satisfied
- ● Neither satisfied nor dissatisfied
- ● Somewhat dissatisfied
- ● Very dissatisfied

36.4%

63.6%

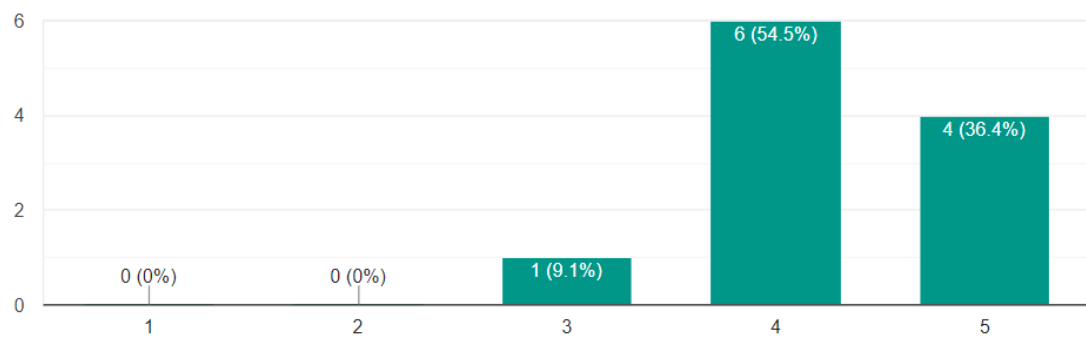## QUESTION 11:

How likely are you to recommend this application to other DCU students?

11 responses

QUESTION 12:

Do you have any comments or feedback?

9 responses

Chatrooms could be personalised to just your own year

I think its a pretty well made app a lot of care and time put into it

buttons arn't the size they look. ToDo list when deleting should tell you what list your deleting. When setting item on ToDo list it shouldn't remove keyboard in case your adding more. Date on timetable should be visible after one has been selected phone numbers should bring you to a call or be able to be copied on Andriod.

the best of luck with it

No :)

The application overall is very good and there is very little I would change/ add to it.

Good Work :)

I think that the data entered in the profile section should be set as default values. For example the course

I think that the data entered in the profile section should be set as default values. For example the course code set in a users profile should be the default for the timetable. Also some errors occur when an invalid course code is entered in the timetable and this crashes the application.

well done:))

We took all this feedback on board and implemented the needed changes into our application. The overall feedback was good on the application and we feel that an application like DCU Hub is and would be extremely beneficial and helpful to DCU Students especially during a world pandemic. The survey was really interesting to do and we found this user testing extremely helpful as we got our target audience to test out the app. This allowed us to see what the users do and don't like while also allowing us to improve on existing features.

Some of the changes that we implemented into our application after user testing are listed below:

- Course Code saved in the user profile is used as default on the timetable.
- Added the date entered into the button box of the timetable.
- Fixed some bugs encountered during testing and added more exception handling.
- Made the fonts a bit larger.
- Fixed the view of to-do list and lists are spread evenly.

- Length of the group chat name has been trimmed.
- DCU hotline contacts are the only ones copyable.
- Allow a user to delete a group chat.
- Inputted error handling for when creating a group chat.