

Macmillan Education Student Application User Feedback Report

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1 Introduction

My name is Potsawat Thinkanwatthana, a Macmillan Education Student app user. I have been using the Macmillan Education Student app both the web client and the mobile client versions. At the moment, I have faced some issues using the app and wish to report them to the developers. Those issues involve:

- Class management system
- Session authentication and management system
- Offline material management
- Working progress monitoring
- User interface: page transitioning, screen rotation
- Note taking feature

I will explain the details about each of the issues and steps to reproduce some of them later in section 3 on page 2. If there is any other required information, you can ask me by writing to potsawattkw@outlook.com.

2 Environment

There are two client versions of the app I have been using—the web and mobile client.

2.1 Web Client

Environment	PROD
Version	1.6.1.76
Browser	Google Chrome Desktop (Stable Release)
Browser Version	103.0.5060.134 (Official Build) (arm64)

2.2 Mobile Client

Environment	PROD
Version	1.5.7.74
Device	Apple iPad Pro (10.5-inch)
OS	iPadOS
OS Version	15.6 (19G71)

3 Detailed Explanation

Issues I have faced:

1. There is no option to leave the joined classes. Students should be able to leave a class that they are no longer attended by themselves.
2. The login page always shows up even already logged in to a session.
3. On the mobile client version, the offline material management is unstable.
4. While working on an activity, if the page was reloaded, the current working progress will be reset and recounts only new activities that were not touched. Thus, reattempting recently attempted activity is not possible until the last one in the assignment is reached.
5. Note taking feature is buggy and sometime does not load some saved notes.
6. Pages take too long to load, including those have been downloaded to the device.
7. On iPadOS mobile clients, the main menu view cannot goes landscape.

3.1 Class Management

My teacher and I have came across problems with the app's class management system as it is not possible for students to leave classes.

Steps to Reproduce

Supposed that a student wants to join a class, A , but entered a wrong class code which refers to another class, B .

1. Enters B class code into the app to join the class.
2. Enters A class code into the app to join the class.
3. Now, there are 2 classes have been joined so far but there is no way to leave any of them.

3.2 The Login Page

Everytime I open the app on my tablet, I got the login page regardless of my current login status.