# Wolverine Access Class Registration UX Analysis

Prepared for: SI 110

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# EXECUTIVE SUMMARY

## Objective

Wolverine Access is the gateway for students at the University of Michigan to do administrative tasks. In this case, registering for classes or "backpacking" classes will be tested by through usability tests by users that are not students at the University of Michigan but could be potential users.

## Goals

The goal of these usability tests is to find what is good about the design of Wolverine Access and what may need improvement. The goal is to be able to recommend some changes to the website that would help the user experience.

## Analysis Outline

The UX analysis of Wolverine Access's class registration system is broken down into several different parts to describe the usability test itself and the conclusions of the analysis, below is the breakdown:

- The Usability Test
- Results
- Recommendations
- Conclusion
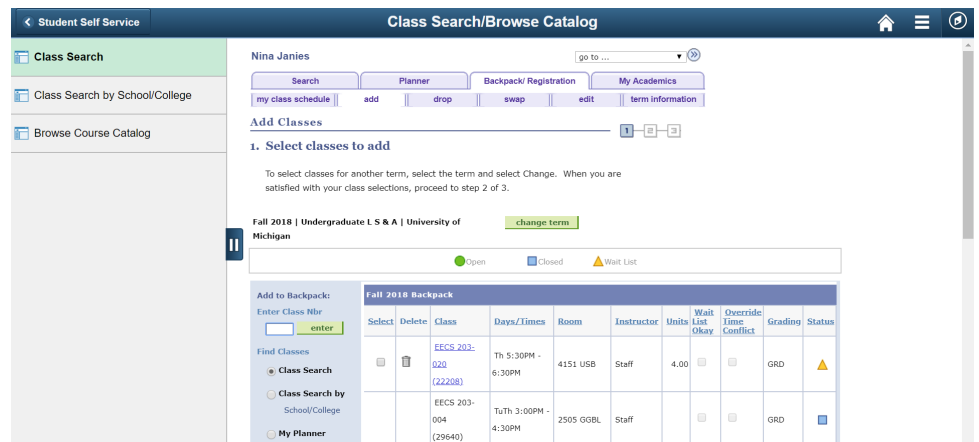


Current "Backpacking" interface.

# THE USABILITY TEST

## Who Was Tested

In conducting the test effectively, I decided to follow Mike Kuniavsky's strategy for conducting a micro-usability test. His first step in conducting an effective test was to "define the audience and their goals"[1]. Below are the criteria I used for defining my users and their goal:

- Students who want to register for a University of Michigan class
- Students who have not done the summer orientation Michigan offers but want to plan their schedule
- Students who have some experience with online registering for classes, but at different schools (high school or other college)

From here I was able to find two users that fit my criteria. I will refer to them as "User One" and "User Two" for the rest of the report. Below are summaries of each user:

- **User One**: Oakland University student that uses SAIL to register for online classes, also has experience with Michigan Tech's online class registration system, BanWeb
- **User Two**: Michigan high school student that uses pencil and paper to write down classes and then puts them into Student VUE that takes in requests for classes, receives actual list of classes registered for at in-person registration

## How the Users Were Tested

I met with each user at Starbucks where they were given my laptop, a mouse, and a sheet of paper that described the task. The laptop was open to a Google Chrome window with just Wolverine Access open. I explained to them what Wolverine Access was and informed them that I was testing the system, not them, so if they got frustrated it was not their fault. I also explained that I could not answer any questions and that they could express aloud what they were confused with or liked about the site. I then took notes on all of their actions and interviewed them afterwards. Below is a photo with the sheet of paper they were given with the task and a few reminders on it.

1. Kuniavsky, Mike, Elizabeth Goodman, and Andrea Moed. Observing the user experience: a practitioner's guide to user research. 2nd ed. Amsterdam, 2012.

# WOLVERINE ACCESS
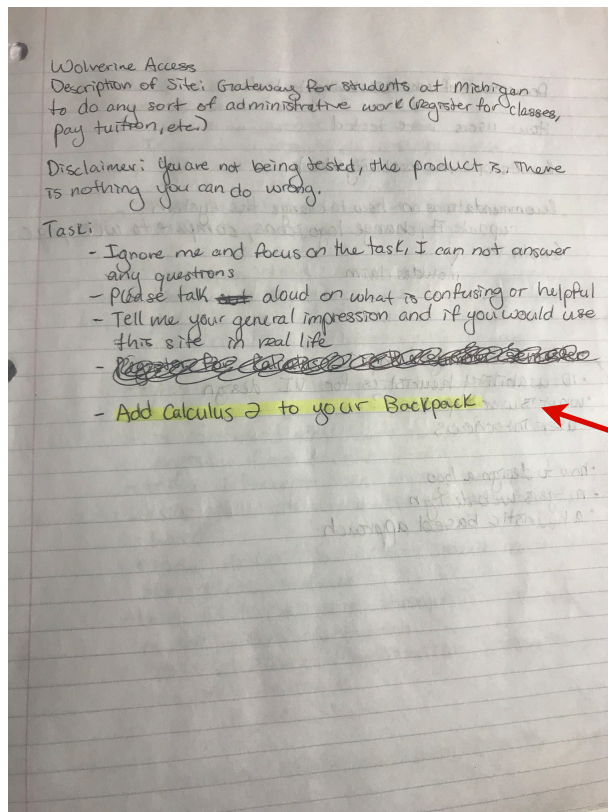


Left: Sheet given to users containing task and other important reminders.

Below: Set up at Starbucks for usability test.

Very simple directions given to user. Specifically given on paper as to limit the amount of electronic distractions. Main task is highlighted for emphasis.
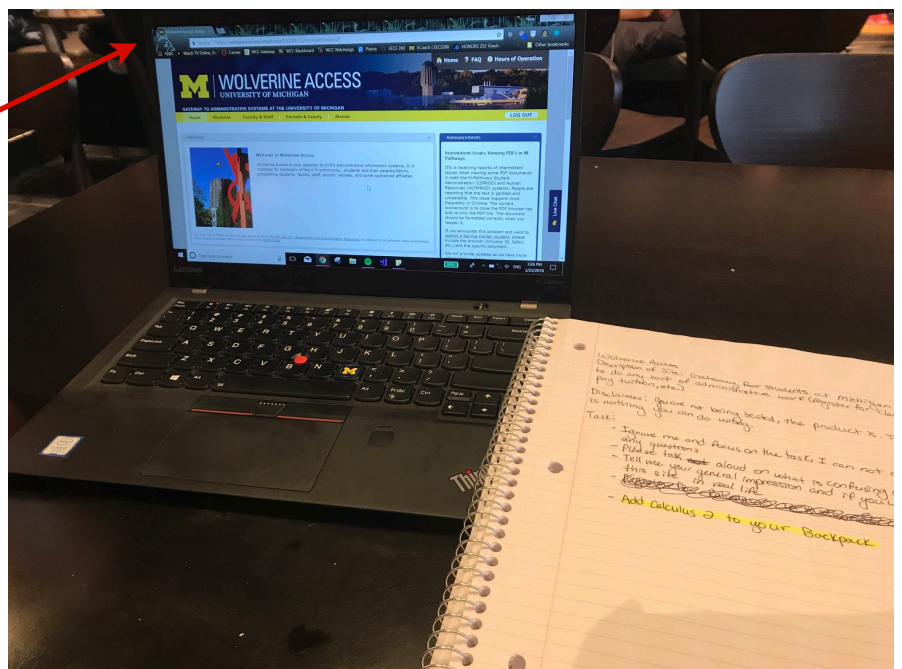
No other tabs were open for minimum distractions.

# RESULTS

## User One

User One took approximately 8 minutes and 20 seconds to successfully add Calculus II to his backpack. He did have a hard time at the beginning finding where the backpack was, though. His first attempt was by scrolling down on the homepage and finding the link to the course catalog, and once he did find the class he was looking for, was confused why he could not register directly from the course catalog itself. He was able to locate the student tab from the homepage but was then confused on what "Student Business" was and whether or not that was where to register. Once navigating into this section, he noted that the tiles were confusing and had to click through a few to find "Registration." But once he got here, it was pretty easy to register because he was familiar with using class numbers to register for a class, he was confused, however, on if schedule builder registered users for a class or was just a tool.

## User Two

User Two had a much more difficult time registering for a class and took almost 21 minutes to complete the task. His first approach from the homepage was to click on the FAQ tab. He thought that this section would have website navigation instructions but actually only told him how to register for a class, but not where registration was. He was able to find a very outdated tutorial that showed him step by step how to register, but again, not how to get to the registration tab. Like User One, he could not figure out for a long time that "Student Business" was where registration would be until he started clicking on links and investigating. Once he got into Student Business, he had a hard time picking a tile because of the ambiguous wording. Once he was able to find registration he was confused on what information he needed about the class in order to register for it, but after going back to the tutorial he was able to get the class number and register.

## WOLVERINE ACCESS

**Frequently Asked Questions**

**Getting Into Wolverine Access**

▸ What is Wolverine Access?
▸ How do I log in to Wolverine Access?
▸ How do I get a uniqname, UMICH (Level-1) password, or Friend account so I can log in?
▸ How do I reset my UMICH (Level-1) or Friend account password if I forgot it?
▸ I have a uniqname and password, why can't I log into the system?
▸ How do I log out to protect my privacy and sensitive U-M data?

**Using Wolverine Access**

▸ I'm a U-M employee. How can I view my paycheck information?
▸ I'm a U-M employee. How can I view and update my benefits information?
▸ I'm a student. What can I do in the Student Business self-service system?
▸ I'm a faculty member. What can I do in the Faculty Business self-service system?
▸ I'm a parent/family member. Where can I learn how to view my student's account information, pay I
▸ I'm an alumnus/alumna. What information can I access through Wolverine Access?
▸ How can I change my home address and phone information?
▸ How can I sign up to receive UM Emergency Alerts?
▸ How can I set a preferred name for use in my university business and education?

**Help and Instructions**

▸ Where are the instructions for using the systems?
▸ Why shouldn't I use my browser's Back button when navigating through systems?
▸ What internet browsers do I need to use the systems available through Wolverine Access?
▸ Who can I contact if I have a question or comment about the Wolverine Access gateway website?
▸ Where can I get information about U-M Computing Policies?

Thorough FAQ page, but does not immediately tell the user how to register for classes, which is what most students who log onto Wolverine Access are looking to do.

**WOLVERINE ACCESS**
UNIVERSITY OF MICHIGAN
GATEWAY TO ADMINISTRATIVE SYSTEMS AT THE UNIVERSITY OF MICHIGAN

| Home | Students | Faculty & Staff | Parents & Family | Alumni |

Students

- Student Business
- New & Prospective Student Business
- Employee Self-Service
- Undergraduate Orientation
- My Housing
- Register Your Travel
- M-Compass Home
- Qualtrics
- Academic Reporting Tools (ART 2.0)
- UM Emergency Alerts

Ambiguous wording. "Student Business" does not convey everything a user can do in this tab, and its location does not express its importance.

## Summary

Both users were able to complete the task, but with a considerable amount of difficulty. Most of the complaints where the ambiguous wording that was on the site. "Student Business" was not very straightforward and not obvious that registration would be located under this tab. Generally, both users were upset by how many clicks it took to get to a certain page and how deep something important, like registration, was in the website.

# RECOMMENDATIONS

## Updating the Website and Fixing Navigation

One of the things that both users noticed was how the look and feel of the site was outdated and overall difficult to navigate. Especially the tutorial that user two found, certain parts of the site were a lot more outdated than others. To fix the navigation problem, things like shortcuts to things in demand on the homepage would be very helpful[1]. A simple, "Register Here" button would get most students to where they are trying to go.

## Making Logos and Text More User Friendly

The other complaint from both users was how ambiguous the text was and how each tile in the Student Business area wasn't very helpful as to what it was supposed to do. A suggestion would be to add more information to each tile, much like Washtenaw Community College does in their gateway in the picture on the right below. This would help follow one of the usability goals, "easy to remember how to use," from *Interaction Design*[2]. Rather than memorizing which tile has registration in it, list a few things each tile does. Listing what each tile does is also a lot less confusing that trying to decipher what each logo means, which is another flaw in the system. Multiple tiles use the same logo, or one very similar to it to represent what a user can



Both of these tabs lead to registration.

User can immediately tell this is where to register.
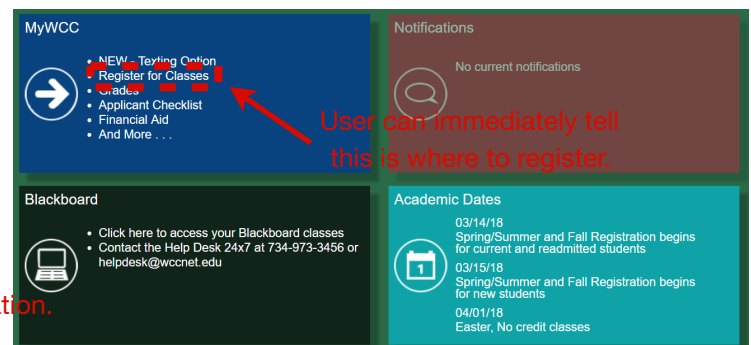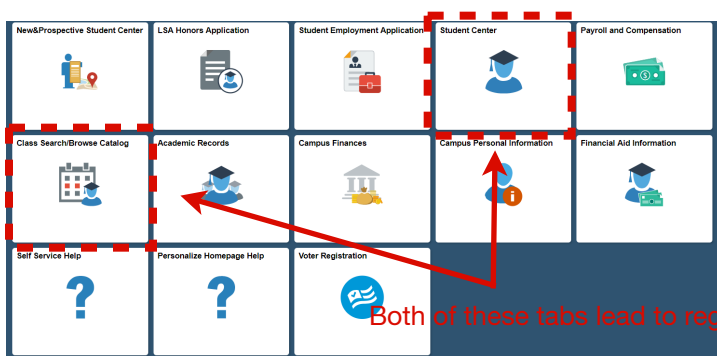
generally do in that tile. A logo's functions, according to "How to Design a Logo," are to "contact, explain, denotative, [provide] identification, [provide] signification, translation and esthetics"[3]. Because so many of the logos are similar, the system is failing in a few of those

1. Ramadhan, Haider A. "A Heuristic Based Approach for Improving Website Link Structure and Navigation." *Journal of Emerging Technologies in Web Intelligence* 1, no. 1 (August 2009): 88-93. doi:10.4304/jetwi.1.1.88-93.

2. Preece, Jennifer, Yvonne Rogers, Helen Sharp, and Francesca Rizzo. *Interaction design*. Milano: Apogeo, 2004.

categories and should either make the logos more specific, or provide a short list of what each tile does.

## Search Feature

Another feature that is missing from Wolverine Access is a search function. From the homepage there is no visible search function and the only way to possible find where things might be is through an FAQ page. Other university websites, like Rutgers, actually require that a search function be on every webpage. In fact, Rutger, on their Web Design Requirements page for creating new webpages on the site requires that "Each website must contain a link to search Rutgers at search.rutgers.edu"[4]. Jakob Nielsen in his article on essential usability heuristics requires that a good website have that "any such information should be easy to search"[5].

Easy to find search



## Comparisons to Other Systems

I also asked both users how Wolverine Access compared to the systems they currently use and have used in the past compare. User One said that Wolverine Access was not too different from both systems, SAIL and BanWeb, that he had used before. He said a nice feature that Wolverine Access did have was "Schedule Builder" which would be convenient for planning out multiple schedules, but it needs a disclaimer that it does not actually register classes. User Two said that his system, Student VUE, was a lot more intuitive with many straight-forward shortcuts right on the homepage. Compared to paper and pencil, Wolverine Access was very hard to use if the user did not know where things were already.

3. Adir, Victor, George Adir, and Nicoleta Elisabeta Pascu. "How to Design a Logo." *Procedia - Social and Behavioral Sciences* 122 (March 19, 2014): 140-44.

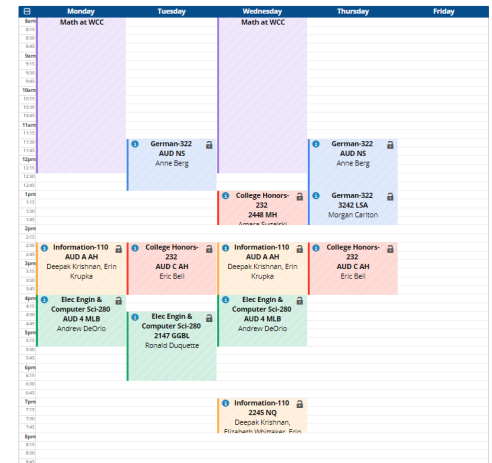4. "Web Design." Web Design | University Communications and Marketing. https://ucm.rutgers.edu/web-ecommunications/web-design.

5. Nielsen, Jakob. "10 Heuristics for User Interface Design." Nielsen Norman Group. January 1, 1995. https://www.nngroup.com/articles/ten-usability-heuristics/.

# CONCLUSION

### What Wolverine Access Does Right

Overall, both users concluded that Wolverine Access was not a bad system. While it was confusing at first, once a user has used it once it is not hard to continue using it. Which follows *Interaction Design*'s usability foal of being "easy to remember how to use"[1]. Wolverine Access's many ways to view a schedule and allow users to plan through "Schedule Builder" also provide the user with convenient features.



Above: Schedule Builder, both users were a big fan of this and wished their schools had this.

### What Wolverine Access Can Improve Upon

Wolverine Access's main flaws are in the fact that it is hard to figure out how to use without any sort of instruction. A user could not just login and figure out how to register for a class without some kind of orientation or tutorial. Navigation is tricky and there is no search function to help users out, but functions like these are easy to add through shortcuts.

### Summary

Wolverine Access has its pros and cons, but overall is a very convenient system for students that know how to use it. Extra features like better navigation and more descriptive logos could help to make the user's experience better. The main thing Wolverine Access should be working to improve is its user experience and how their users are feeling with every interaction they have with the site[2]. In the case of the two users tested, frustration caused by difficult navigation and ambiguous wording should be the first things Wolverine Access works to resolve.

1. Preece, Jennifer, Yvonne Rogers, Helen Sharp, and Francesca Rizzo. *Interaction design*. Milano: Apogeo, 2004.

2. Derome, Jennifer. "What is User Experience?" UserTesting Blog. January 13, 2016. https://www.usertesting.com/blog/2015/08/13/what-is-user-experience/.

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