Cinnamon Group Evaluation

Chloe Eghtebas, Keely Haverstock, Zach Homans, Lisa Park

Summary

Things we liked: What a great website! We would definitely use this to plan our classes. We all appreciated the course priority list. It's great application of minimizing memory load. The Calendar is a great form for feedback as well. The requirements tab is also incredibly useful. An additional feature you may consider is a course wish list for future planning for regularly-offered courses.

Major Issues: The following issues had a severity of 3 or 4 or were otherwise prominent:
1. When attempting to end the session, there was no option to log-out of the account.
2. If you press back after logging in, it results in a blank screen. Not all of us had this issue. However, when clicking back while on Learn More, the screen becomes grayed out and everything becomes unclickable.
3. Multiple sectioned classes contained number bugs and inconsistencies with the rest of the site. See the List for more details.
4. Issues related to "being done." Knowing when I am to be slated to registered would be valuable information. More importantly, there is no way for me to confirm that the system has confirmed the courses I want to take. I'm nervous to leave the page because I'm not sure I'm done.
5. Conflicting courses. At some point, whether during the interim or at the "end" (which currently doesn't exist, see above), the system should inform the user that he or she has conflicting classes. The current implementation of multiple sections makes it difficult to take a quick look at the Calendar and get a sense of conflicts.

List of Issues

Severity 4 (One Total)

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1. [H5 Feedback] (Severity 4) <Two People>
There is no feedback telling the user that they're done, after having submitted their courses. I'm not certain that the system knows I'm done, and I don't want to leave in case something bad happens when I do. Some way to finalize my classes, even if it was only visual, would go a long way in quelling my fears that leaving the page will erase everything and that I will in fact be signed up for these classes.

Severity 3 (Five Total)

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2. [H6 Clearly Marked Exits] (Severity 3) <Three People>
There is no Logout button. If a user logs in and then realizes they need to leave, there is no obvious way of signing out. Alternatively, at the end of the session, there is no way to exit.

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3. [H5 or H9 Feedback/Prevent Errors] (Severity 3) <Two People>
Pressing the back button results in a blank page. Is it intended to not let the user go back a step? User would be confused about error and could use feedback telling them that error exists or that user shouldn't press back space.

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4. [H9 Prevent Errors] (Severity 3) <One Person>
When you have courses selected that are conflicting, there is no error message that you have a conflicting schedule for the next semester. This could create a problem by thinking you are done and leaving the site and then not having a working schedule for the next semester.

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5. [H9 Prevent Errors] (Severity 3) <One Person>
Clicking back when on "Learn More" causes the website to remain grayed out with nothing clickable. User would be confused about error.

6. [H5 Feedback] (Severity 3) <One Person>
It says "You will automatically be registered for these courses when your registration period opens," but User could have no idea when that is and User would really like the feedback telling them when that is.

Severity 2 (Eleven Total)

7. [H5 Feedback] (Severity 2) <Three People>

With Multiple Section classes, it's difficult to tell which section you are enrolled in, especially with the Calendar. Since you were using different colors for different courses, user could confused with the thought the white colored section was another class, rather than a non-enrolled section.

8. [H2 Speak the Users' Language] (Severity 2) <Two People>
User does not have course numbers as an option to search in the search bar. User would find this useful.

9. [H4 Consistency] (Severity 2) <Two People>
The current color scheme regarding the courses are random and therefore, inconsistent, which can be confusing to users, especially with multiple section classes. Either make it more meaningful or give the user control over it.

10. [H1 Simple and Natural Dialogue / H3 Minimize User Memory Load / H4 Consistency] (Severity 2) <One Person>
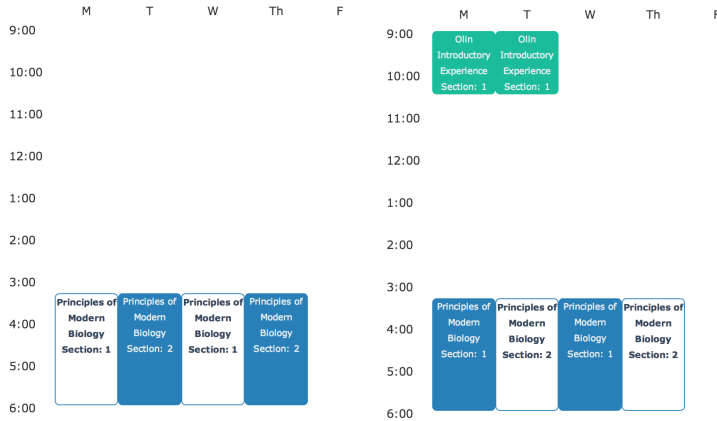For Multiple Section classes, adding both to the schedule is confusing and inconsistent, and requires the user to remember which section is the one he or she is currently signed up for. Adding one shouldn't add the other. Instead, it should gray out the option of adding the other. Additionally, a "Switch Sections" button somewhere (Like in Course Priority), would make it easier to switch between sections without having to go back to the Course Description. It can do it in the Schedule, but it's not obvious. It doesn't stick when changing the page anyways, which makes it useless.

11. [H4/H5 Consistency/Feedback] (Severity 2) <One Person>
There is no feedback indicating which Requirements or Find Courses page user is on, or eve indicating that user is on one of those pages. User needs feedback to make clearer that the front page is one of two tabs, not a home page. I expected to find "Other Classes" on the fro page based on "consistency" that front page had all courses on it, while the requirements page had just the required courses and was confused when I couldn't. It took ten minutes for me to realize there was a "Find Classes" Button on the top.

12. [H9 Prevent Errors] (Severity 2) <One Person>

When the selected section for the class is not the default (e.g. when adding Biology, the default section is 1 and the selected section is 2), that class returns to having the default section selected when another class is added (selected section reverts to section 1).

13. [H2 Speak the User's Language] (Severity 2) <One Person>

The tab names "Requirements" and "Find Courses" would indicate to user, for example, that "Requirements" might be a prerequisites page, and "Find courses" might be a search page when it's really a list of all courses. Would prefer "Graduation Requirements" and "Course Offerings", or something similar.

14. [H10 Help and Documentation] (Severity 2) <One Person>

"Search for Classes" search bar can search for classes or for professors, but is not indicated. Including it in the default text, like in the log-in screen, would be useful.

15. [H3 Minimize Memory Load] (Severity 2) <One Person>

Course Priority does not indicate which courses are required and which are not required.User would have to remember which of those classes are required, which is valuable when determining priority. Mark which ones are required greatly reduces memory load in this stage of the process.

16. [H1 Simple and Natural Dialogue/ H3 Minimize User Memory Load/ ?] (Severity 2) <One Person>

When browsing through courses, if I add I course, I need to scroll all the way back up to the top to see how it fits in my schedule. Then, when I'm done, I need to scroll back down and fin the place where I left off. Clearly this is not preferable. Having the sides move down as you scroll down would make this process far more fluid. User would not have to remember and would not have to go through all this work to view schedule.

17. [H4/H3 Consistency/Minimize User Memory Load] (Severity 2) <One Person>

Number of seats available not shown on the "Required" page. This is an important factor in determining the order of priority courses, and user would want to directly see from both the "Required" page and the "Find Courses" page, rather than having to search for the specific courses on the "Find Courses" page, and flip back to the requirements page to remember

which courses to search for.

18. [H5/H8 Feedback/Good Error Messages] (Severity 1) <Three People>
If nothing is found in a search, there is no error message. User could user feedback/error message indicating nothing has been found, otherwise, they could be confused that page is lagging.

19. [H1 Simple and Natural Dialogue] (Severity 1) <Two People>

The sizing of words is all over the place. "Course Priority" is huge and "General Requirements" is small. The tabs at the top are really small. Text size should demonstrate importance, as larger things catch the eye more easily. The current state of the system is not consistent and confusing to users.

20. [H1 Simple and Natural Dialogue] (Severity 1) <Two People>

Course Name and Section # are too far apart in the Course Priority list, making it difficult to determine which section goes with which course. Also, we dislike that the buttons touch!

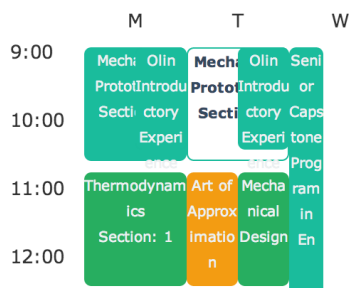**21. [H2 Speak the Users' Language] (Severity 1) <One Person>**
The "Submit" button the log-in page does not indicate to user how information is being used. Replacing it with "Log In" would be clearer.

22. [H4 Consistency] (Severity 1) <One Person>
In "Learn More", for classes that are not available next semester, there is no grayed out "Not Available" button. However, classes that are available have the "Add Class" and "Drop Class" buttons. This is inconsistent with the main search view and makes it more difficult to determine if a class is not available.

23. [H9 Prevent Errors] (Severity 1) <One Person>
When I have selected OIE and Mech Proto, the bubbles for Mech Proto in the calendar view not resize to fit both in the time slot.

24. [H1 Simple and Natural Dialogue] (Severity 1) <One Person>
Currently, the "Not Available This Semester" button is green, but grayed out. Making it red and grayed out may be a more natural color mapping to a state of unavailability.
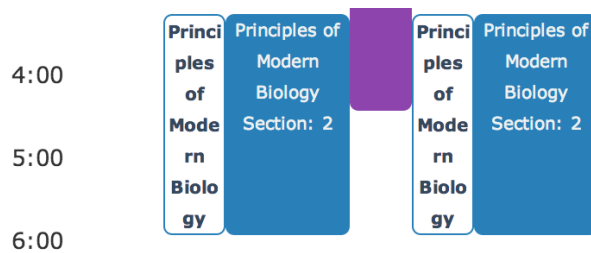
25. [H5 Feedback] (Severity 1) <One Person>
Moving stuff in Course Priority suffers from weak feedback. It's not that it's not working, it just feels like there's not much feedback when I do it. It takes me a moment to realize that it did in fact move the course.

Severity 0 (Two Total)

26. [H4 Consistency] (Severity 0) <One Person>
For Multiple Section classes, when one time conflicts, but times are reduced to half width, even if they don't both conflict (e.g. Bio Section 1 and FOMSO).

27. [H4 Consistency] (Severity 0) <One Person>
General Requirements says I need to take Biology, but when I add it, it adds me to Section 1 which I can't take because I'm required to take SCOPE. Clearly this is a data issue rather than an interface issue, but I wanted to point it out.

Conclusion

Overall Recommendations For Improving Interface

It seems the major problems are bugs that had gotten in there as a result of crunched programming (there were problems that occurred as a result of adding specific courses or attempting to press backspace on the browser, not having a log out etc.). These bugs should be fixed.

Many of the design problems could be resolved by adding more instructions/information/good feedback (like in choosing which section you want to enroll in by clicking on the calendar, or telling the user that they have successfully submitted their courses). The lack of instructions does make your design pretty, but it needs more of it. Some additional useful information you may want to add are: Seats currently filled on Major Requirements course, Time of registration, and notification you can click on calendar.

In general the design for choosing which sections to enroll in needs to be thought out better. For example, I would think that clicking on the Add Class or Drop Class under section 1 of the Biology Class would Add/Drop that specific section, or on the major requirements page, list the two sections separately, as two different courses.

Some cosmetic features (like the Requirements and Find Courses) could be adjusted to make them stand out more or easier to understand.

Lastly, Please include a log out.

Appendix

Zach Homans

1. [H2 Speak the Users' Language] (Severity 1)
The Submit button the log-in page should be more clear in what it actually does. Replacing it with "Log In" would be clearer.

2. [H6 Clearly Marked Exits] (Severity 3)
There is no Logout button. If a user logs in and then realizes they need to leave, there is no obvious way of signing out. Alternatively, at the end of the session, there is no way to exit.

3. [H4 Consistency] (Severity 2)
It feels strange that both General Requirements and Major Requirements are on the front page, but there's nothing pointing to how to sign up for any other class. Users may expect a consistent process in locating other classes. I understand there's a Search button, but it's not immediately obvious that that is the only way to register for any other class beyond requirements. ADDENDUM: It looks like I've found it at the top ("Find Classes")... 10 minutes later. It should be more consistent with Requirements, or it should be made more obvious when I log in that I'm on the Requirements tab and that there is more than one tab.

4. [H5 Feedback / H8 Good Error Messages] (Severity 2)
When searching for a professor, if there are no results, it's not clear whether I spelled the name wrong, there is no professor with that name, or the professor is not teaching a class that semester. I understand that when more data is available, this will be easier to solve, but I feel it's still important to state and consider.

5. [H4 Consistency] (Severity 2)
In "Learn More", for classes that are not available next semester, there is no grayed out "Not Available" button. However, classes that are available have the "Add Class" and "Drop Class" buttons. This is inconsistent with the main search view and makes it more difficult to determine if a class is not available.

6. [H5 Feedback] (Severity 4)
Once I've picked my classes, how do I know I'm done? I'm not certain that the system knows I'm done, and I don't want to leave in case something bad happens when I do. Some way to finalize my classes, even if it was only visual, would go a long way in quelling my fears that leaving the page will erase everything and that I will in fact be signed up for these classes.

7. [H1 Simple and Natural Dialogue / H4 Consistency] (Severity 1)
The sizing of words is all over the place. "Course Priority" is huge and "General Requirements" is small, for starters. Text size should demonstrate importance, as larger things catch the eye more easily. The current state of the system is not consistent and confusing to users.

8. [H2 Speak the Users' Language] (Severity 0)
"Major Requirments" is spelled wrong.

9. [H1 Simple and Natural Dialogue] (Severity 1)
Currently, the "Not Available This Semester" button is green, but grayed out. Making it red and grayed out may be a more natural color mapping to a state of unavailability.

10. [H1 Simple and Natural Dialogue / H3 Minimize User Memory Load / H4 Consistency] (Severity 2)
There's several issues with classes with multiple sections. Adding both to the schedule is confusing and inconsistent, and it requires the user to remember which section is the one he or she is currently signed up for. Adding one shouldn't add the other. Instead, it should gray out the option of adding the other. Additionally, a "Switch Sections" button somewhere (Like in Course Priority), would make it easier to switch between sections without having to go back to the Course Description. ADDENDUM: It can do it in the Schedule, but it's not obvious. It doesn't stick when changing the page anyways.

11. [H4 Consistency / ?] (Severity 0)
General Requirements says I need to take Biology, but when I add it, it adds me to Section 1, which I can't take because I'm required to take SCOPE. Clearly this is a data issue rather than an interface issue, but I wanted to point it out.

12. [H5 Feedback] (Severity 1/2)
Moving stuff in Course Priority suffers from weak feedback. It's not that it's not working, it just feels like there's not much feedback when I do it. It takes me a moment to realize that it did in fact move the course.

13. [H3 Minimize Memory Load] (Severity 2)
Looking only at the Course Priorty, I have difficulty remembering which of those classes are required, which is valuable when determining priorty. Mark which ones are required greatly reduces memory load in this stage of the process.

14. [H1 Simple and Natural Dialogue/ H3 Minimize User Memory Load/ ?] (Severity 2)
When browsing through courses, if I add I course, I need to scroll all the way back up to the top to see how it fits in my schedule. Then, when I'm done, I need to scroll back down and find the place where I left off. Clearly this is not preferable. Having the sides move down as you scroll down would make this process far more fluid.

15. [H9 Prevent Errors] (Severity 3)
Clicking back when on "Learn More" causes the website to remain grayed out with nothing clickable.

Chloe Eghtebas

First screen. Simple log in. (Forgot password link?)

Remembers previous session.

problem 1 [heuristic 2 (Speak the Users Language)] (0)
This is more of a suggestion: Has the team thought of incorporating Course numbers for easy search or even Olin based acronyms for the class search?

problem 2 [heuristic 5 (Feedback)] (1)
What is the search searching for based on users entry? Also what should the return result be if nothing is found in the catalogue? Should there be suggestions in guessing what the user meant or return no search results of ____ found?

problem 3 [heuristic 5 or 9 (Feedback/Prevent Errors)](3-4)
On pressing the back button, the website shows a blank page. Is it intended to not let the user go back a step? If so, include in user instructions or Limitation Document or in another fashion in the interface itself.

problem 4 [heuristic 4 (Consistency)](1)
Suggestion: Pick a meaningful color scheme or give user control of this and also color code the priority list?

problem 5 [heuristic 6 (Clearly Mark Exits)](3)
What is the end interaction of this interface? How do I logout or finish signing up?

I like how the option of adding or dropping a class is on every screen including the pop up description of a class. (In a sense it is an example of clearly marking exits)

I also really love the course priority list. It is something the user doesn't have to keep track of themselves and is something that the website is doing for them (Minimize User Memory Load Heuristic 3)

Other than this, I can't find many problems with the interaction that are not already on the Limitations Documents.

I also think the requirements tab is incredibly useful. One other feature you may want to consider is a course wish list.

Lisa Park
1. [Feedback] (Severity 2)
For the bio course with multiple sections, it's harder to tell which section you are enrolled in, especially with the calendar. Since you were using different colors for different courses, I thought the white colored section was just a matter of using a different colors, rather than indicating that was a non-enrolled section.

2. [Simple and Natural Dialogue] (Severity 1)
Sizes of fonts for certain "titles", like the "Requirements" button, "Find Classes" button, too small, when should be emphasized more for easier differentiation. Had harder time differentiating the more important titles until I needed to search for them.

3. [Simple and Natural Dialogue] (Severity 1)
For the Course Priority list, the spacing between the course name and section are too far apart. This makes it a little harder to tell which section goes with which course at 1st glance.

4. [Speak the User's Language] (Severity 2)
The names "Requirements" and "Find Courses" go to pages with the required courses and all courses appropriately, but user can confuse "Requirements" for prerequisites or an all required courses for major page and "Find courses" for a search page. Would prefer "Graduation Requirements" and "Course Offerings"

5. [Clearly Marked Exits] (Severity 3)
There is no log out. User may need to log out of someone else's account (or log out of their own to let someone else use the app).

6. [Consistency] (Severity 3)

The "Add Class" and "Drop Class" buttons indicate which can be selected by bolding the color of button that can be selected and making slightly translucent the color of the button that can't be selected. The two sections on the calendar indicate which section can be selected, and which can't be making one white and the other colored. This will make the user think that "section buttons" on the calendar really aren't buttons, but just sections colored differently.

6. [Consistency] (Severity 3)

 The placement of the "Add Class" and "Drop Class" buttons under the section 1 and section 2 buttons of the biology course would suggest that clicking on the Add Class button under section 1 would only add only section 1, but clicking on the it adds both section 1 and 2. Likewise for the "Drop Class." This is confusing to the user who is used to the standard that pressing the "add class" button under section 1 (even if there's only 1 section), adds class for the one section.

7. [Help and Documentation] (Severity 2)

 "Search for Classes" search bar can search for classes or for professors, but is not indicated. User would not know that "Search for Classes" search bar for searching for professors too.

8. [Help and Documentation] (Severity 2)

There isn't anything that indicates that the sections of a course can be selected on the calendar if there are more than 1 section for the course. User could use documentation indicating that they can press it.

9. [Minimize User Memory Load] (Severity 2)

Number of seats available not shown on the "Required" page. This is an important factor in determining the order of priority courses, and user would want to directly see from both the "Required" page and the "Find Courses" page, rather than having to search for the specific courses on the "Find Courses" page, and flip back to the requirements page to remember which courses to search for.

10. [Good Error Messages] (Severity 2)

There is no "Error" Message indicating "no classes found" for the class you searched for in the search bar. User may be confused that no classes are shown due to lag rather than classes not

actually found.

NonDesign Bugs

1. When you press the back button on the Browser: from the main page to the log-in page, you would expect to get the login page, but instead you get a blank page.

Keely Haverstock

Tasks

- ✔ Log in
- ✔ Add a class which is a general requirements
- ✔ Add a class which is a major requirements
- ✔ Add electives that are not your requirements
- ✔ Search for course names or professors
- ✔ Make sure none of your classes conflict
- ✔ Make sure that you have prioritized your classes since you will be automatically registered by the system
- ✔ Check the descriptions of courses you don't know as much about

Questions

- Who teaches Mechanical Prototyping?
  - Aaron Hoover
- How many classes do you have on Monday?
  - two classes Thermo and Prob Stat
- What time does Human Factors in Interface Design meet?
  - Tuesday, Thursday: 3:20-6:00
- What major are you (according to the website)?
  - E:XYZ
- What required courses have you registered for (according to the website)?
  - None -- i will register for SCOPE, thermo, art of approx, and probstat
- What is your top priority course (according to the website)?
  - Scope

1. [H8 Aesthetic] (severity 2)
The calendar view gets messed up when the screen is resized or zoomed in.
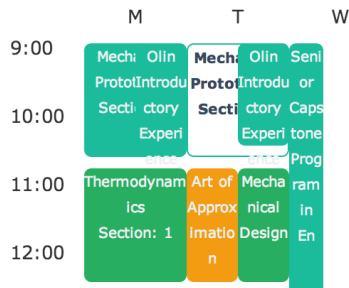
2. [H5 Feedback] (severity 2)
The courses are 'colored' AHS, ENGR….etc and can be searched by the coloring. However, there is no display of that coloring in the course's information tile

3. [H5 Feedback] (severity 3)
It says "You will automatically be registered for these courses when your registration period opens" I don't know where to find that information (aka 11/11 9:00 pm).
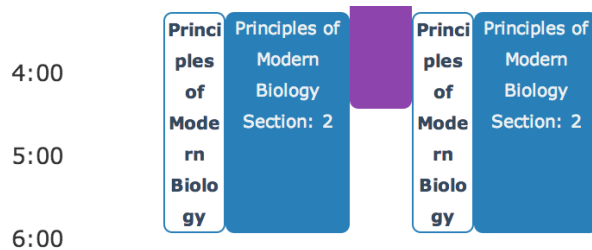
4. [H9 Prevent Errors] (severity 2)
When I have selected OIE and Mech Proto, the bubbles for Mech Proto in the calendar view do not resize to fit both in the time slot.

5. [H5 Feedback] (severity 2)
When one of the times is conflicted, as bio is with FOMSO both instances of bio become half width.

6. [H9 Prevent errors] (severity 2)
When the selected section for the class is not the default, that class returns to having the default section selected when another class is added.

Calendar 1 (left):

	M	T	W	Th	F
9:00					
10:00					
11:00					
12:00					
1:00					
2:00					
3:00					
4:00	Principles of Modern Biology Section: 1	Principles of Modern Biology Section: 2	Principles of Modern Biology Section: 1	Principles of Modern Biology Section: 2	
5:00					
6:00					

Calendar 2 (right):

	M	T	W	Th	F
9:00	Olin Introductory Experience Section: 1	Olin Introductory Experience Section: 1			
10:00					
11:00					
12:00					
1:00					
2:00					
3:00					
4:00	Principles of Modern Biology Section: 1	Principles of Modern Biology Section: 2	Principles of Modern Biology Section: 1	Principles of Modern Biology Section: 2	
5:00					
6:00					

7. [H9 Prevent errors] (severity 3)

When you have courses selected that are conflicting there is no errror message that you have a conflicting schedule for the next semester.   This could create a problem by thinking you are done and leaving the site and then not having a working schedule for the next semester.