Usability Engineering – Nachiket Observation summary

Following is the observation summary for the 3 users I tested – User 2, 3 ,4 (Data Science, Professional Accounting and Aerospace)

Aerospace User –

Task 1:

* Did not really use the RMIT website much and consequently was not very familiar with the UI
* Unable to navigate from the main homepage
* Did not exactly comprehend what exactly to search for and where to start with thus ended up browsing somewhat aimlessly before asking for assistance
* Could not complete the task.
* After noticing the difficulty the user had in navigating from start page, I decided it would be better if the starting point was changed to how to apply page

Task 2:

* Used the search bar on the main webpage quite extensively before realising it was not helpful at all
* Did find a link to accommodation that led to a broken link. As a facilitator I redirected her to search on the RMIT students page
* Similar to other 2 users, happened to look for the link to accommodation in the wrong trail namely in student essentials and Student life

Task 3:

* Did not know how exactly to sync calendars
* Faced no difficulty however agreed that the canvas should include instructions as to how to do it as “calendar feed” is not immediately apparent

Task 4 & 5:

* No difficulty in performing these tasks
* Had not heard of any community forum.
* Felt there was no real need as most queries are solved by RMIT connect

Professional Accounting –

Task 1:

* Was familiar with the RMIT website to a fair extent
* Starting point changed to how to apply page and hence did not have to navigate from main page
* Understood task in one go as the user had experience with agents
* Completed task successfully

Task 2:

* Similar to other 2 users, happened to look for the link to accommodation in the wrong trail
* Could not complete the task
* Did not push the user much as the user was already burdened with assignments

Task 3:

* Completed with no difficulty as the user had synced the RMIT timetable before

Task 4 & 5:

* No difficulty in performing these tasks

Data Science –

Task 1:

* Was familiar with the RMIT website to a fair extent
* Starting point changed to international students page.
* Landed on the wrong page initially and thought user login was required to view agents
* Upon assistance completed the task successfully

Task 2:

* Spent a lot of time on the homepage thinking a link to accommodation would be provided there
* Landed on exchange student page that confused the user
* Eventually ended up using the student page search bar which proved to be helpful and helped the user complete the task successfully.

Task 3:

* Completed with no difficulty as the user had synced the RMIT timetable before

Task 4 & 5:

* No difficulty in performing these tasks