

Report of the assignment

Introduction

The observation took place in random bars in Koper during 27.3.2019 – 30.3.2019. The bars or cafes were used mainly for the exercise of observing 4 different people who were assigned to use our E-classroom system. The system we used was not that hard to use since it is pretty similar to other systems at other universities. Our participants performed these

Observational method

Our task was to observe 4 different people, foreign students for the most part, which I am going to refer them as subject because of privacy. We gave them the following tasks to complete:

1. Check if I have some new notifications.
2. Find the Human-Computer Interaction subject that I'm subscribed to.
3. Find past subjects/courses.
4. Find the change password page.
5. Find the subject Biopsychology, Level 1, Year 1, Differential Psychology 18/19 in which I am not enrolled in.

We observed all the people by standing behind them and taking notes while one of the people in our group gave, read them the tasks one by one.

Our first subject/person that we asked to perform these given tasks are from Moscow, Russia. The person was shy at first, but then she relaxed a bit once we explained to her what was our goal and she was happy to help us complete our task and there were no issues moving on.

Our second subject/person came from Israel. He was here with the Erasmus program and he was studying economy management at the Faculty of Management in Koper. This person was outgoing, was excited to help us do our project and he completed all the tasks in a very short time. He even asked us a few questions about our assignment, for example what was the main goal of this or how do we pick students to do these tasks, so we could say he was very curious.

The 3rd person we asked to perform above mentioned tasks was a student from Croatia. It was easy to communicate over what was our main goal. The person showed characteristics of someone who is very outgoing but was very reluctant to help us do our assignment, so I guess we could say that the person did not trust us at the start. But after that he performed our tasks with ease which was a good thing.

Our 4th and last participant came to Slovenia with the education program Erasmus and was studying mathematics at the Faculty of Management. She was very happy to help with our assignment and was very interested in what is the goal of the assignment or if it is a part of our final grade in the course itself. She

completed most of our tasks relatively fast but got stuck on one of the tasks and it took her a few minutes to solve the problem and complete the task.

Analysis

The tasks on their own were very easy to complete for the most part, the harder thing that all 4 people encountered with was the language barrier. The asked us a lot if there's an option to change the language to English. We would say that 50% of the time spent on the tasks was used because of the language.

The above-mentioned problems exist because the design feature that allows you to switch the page to English is not that visible and the main issue would be in the mapping and the visibility of the option on the page.

Other than that, there's some very good elements of the design that makes the whole page consistent. Forcing users to memorize exceptions to the rules increases the cognitive burden and causes resentment. Almost every element of the page seems very logical, you can clearly see what the element does or what it is used for, therefor the user finds them very logical and they think that the designer is very trustworthy.

The best feature of the design is the whole layout of the design. You have your courses in the middle displayed in big squares, which are honestly hard to miss. On the left you have your upcoming tasks and a big, clearly visible calendar that has those tasks highlighted on it, which is a good feature. The feedback part of the design is very simple and most activation feedback. There is almost none confirmation message in a pop-up dialog.

Conclusions

In conclusion the whole design of E-classroom is straight forward until you are given some very specific tasks to perform. We could compare this to if someone was an avid android phone user tried using an iOS phone. Sure, the person could use the phone, like for example opening apps, texting and making phone calls. But then if you were giving to install or uninstall an app you could probably run into a few issues since you are not familiar to the interface of the iOS phone.

Task analysis

Introduction

The assignment was primely based on computer-human interaction, so people were interaction with the E-classroom. We gave 4 randomly chosen people which were all foreign students and have never used the E-classroom to perform 6 tasks. Below I will discuss, analyse or mention what were those extra things that I observed during while the participants were performing those given tasks.

Task 1

The task itself was simple and logical because most of the notifications are displayed as bells. For example, Facebook, Twitter and all other popular social media sites use the same concepts because it is appealing to the user and users are familiar with it.

With that said, 2 people still came across some issues with finding the notification feed. This probably happened because, the reality is not everyone is an avid social media user and maybe there are more familiar with, let's say a message looking icon to display notifications.

Task 2

All 4 of the participants performed this without much struggling because all it was simple, and you only had to browse the pages that displayed the courses I was enrolled in.

Again, the design is like other well-known websites therefore it is simple to complete.

Task 3

This task took way too long considering how simple it was. I feel this was the case because of the language barrier that these people faced. 3 out of 4 did not even think of clicking the button that displays the future and past courses that I enrolled. I also noticed that after some time 2 of the participants started to get a bit annoyed and started laughing to hide their frustrations. But eventually the all 4 people completed the task.

Task 4

This task was for the most part simple but I noticed that a lot of some time was spent just looking for the button that said »Spremeni geslo« which was the correct one. Once again this happened because of the language barrier and because the whole settings page isn't very nicely designed. The mapping caused some issues and visibility is poor.

This task took roughly 1 minute which is expected.

Task 5

This task was by far the hardest one to complete due to the language barrier. All 4 of the participants spent most of their time browsing the desktop page, looking at past courses or future courses, some of the clicked every single option on the settings page which did not yield the right result.

After some time, they finally clicked on the top left button, which did not look like button, and spent some more time looking for the right class, level and year of study followed by browsing the page that displayed all the courses available for this class.

This task usually took about 5-6 minutes which is understandable.

Results

The overall response to the tasks was positive since the tasks were for the most part easy and straight forward to complete for foreign students. The only and the biggest problem the participants faced was the language barrier. Since none of them spoke Slovene it was expected. To fix this problem I would suggest that the option to change the language isn't hidden in a drop-down menu that activates with a button. Just having 2 buttons at the top of the webpage would be a much simpler design and would solve this major problem.

Individual observations

Subject 1

1. **Check if I have some new notifications.**
 - Looking around and did not find it. Clicked on control panel. Went back and found the bell icon.
2. **Find the Human-Computer Interaction subject that I'm subscribed to.**
 - Went under subjects and found Human-Computer Interaction subject.
3. **Find past subjects/courses.**
 - Opened subjects but did not found past subjects. Went all the way back to all courses and did not found a thing. Then clicked on subjects again and found the button that says: "past", "future".
4. **Find the change password page.**
 - Opened settings on control panel site and found it immediately.
5. **Find the subject Biopsychology, Level 1, Year 1, Differential Psychology 18/19 in which I am not enrolled in.**
 - Some time spend searching through opened control panel and already listed subjects. Then went back to all courses and found the subject.

Subject 2

1. **Check if I have some new notifications.**
 - Found the bell icon immediately.
2. **Find the Human-Computer Interaction subject that I'm subscribed to.**
 - Found immediately because it is the second subject listed.
3. **Find past subjects/courses.**
 - Found immediately. Button "past" and "future".
4. **Find the change password page.**
 - Went under settings and found it.
5. **Find the subject Biopsychology, Level 1, Year 1, Differential Psychology 18/19 in which I am not enrolled in.**
 - On control panel searching for the subject, went under categories did not find it. Then searched for biopsychology and did not find it. Went back to home page and found different courses and eventually found the subject.

Subject 3

1. Check if I have some new notifications.
 - Found the bell icon immediately.
2. Find the Human-Computer Interaction subject that I'm subscribed to.
 - Opened control panel and found it.
3. Find past subjects/courses.
 - Found immediately. Button “past” and “future”.
4. Find the change password page.
 - Went under settings and found it.
5. Find the subject Biopsychology, Level 1, Year 1, Differential Psychology 18/19 in which I am not enrolled in.
 - Scrolled down our subjects, did not find it but eventually went to the home page and found biopsychology.

Subject 4

1. Check if I have some new notifications.
 - Took a little time because the bell icon was not visible enough.
2. Find the Human-Computer Interaction subject that I'm subscribed to.
 - Found immediately because it is the second subject listed in our courses.
3. Find past subjects/courses.
 - Took a little time but eventually looked in the middle of the screen and found it.
4. Find the change password page.
 - Went under settings and found it.
5. Find the subject Biopsychology, Level 1, Year 1, Differential Psychology 18/19 in which I am not enrolled in.
 - It took a while but eventually went under all courses and found biopsychology.