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.