Team K.A.R. HW13

Evaluation Plan

Note: Revisions from pilot test in blue.

**Student Testing Description**: When we did contextual inquiry in the middle school, they wouldn’t let us talk with students because they needed to get permission forms from parents. To get around this constraint, we are going to work with students in an after school program instead. We are conducting our evaluation at Breakthrough Boston, an after school program for middle school students. We will have 45 minutes to conduct user testing and hold a short workshop on how apps are designed. We will be working with 5-10 7th graders during their designated activity section. The student UI has all the key functions so we won’t have to do any behind the scenes magic. We will not be testing the teacher UI since we have done so already.

**Scenario**: You are a middle school student in homeroom. As part of your daily routine, your teacher uses this app to understand the class’s feelings.

**Task 1**: Please share your current feelings.

**Task 2**: You are being bullied on the bus and aren’t sure what to do. Please let your teacher know.

**Task 3**: You have gotten in arguments with your English teacher Ms. Jivraj before. Tell

Mrs. Jameson about your feelings but no one else. Revised from “You have gotten in arguments with your English teacher Ms. Jivraj before. Because of this, you don’t want to share your feelings with her. How would you do that? “

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**Teacher Testing Description**: We also did user testing with a former 9th grade science teacher. He is a HGSE student and we got feedback from him in the HGSE library.

**Scenario**: You are a 7th grade homeroom teacher. As part of your daily routine, you collect the emotions of your students to understand the class’s feelings and be able to develop further relationships with your students.

**Task 1**: Julie seems to be a little sad today. Check what she wrote about her feelings today.

**Task 2**: Jen seems to be angry a lot recently. You’re worried that something might be wrong at home. Contact her guidance counselor.

**Task 3**: Find out which students have requested meetings with you.

Usability Study

User test was done with 7 students at Breakthrough Boston after school program which met at Cambridge Rindge and Latin School. They were all 7th grade students and we met in a high school classroom. No changes were made between tests since they were conducted at the same time. They used a variety of devices to access the website, including Samsung J3, Lecho, iPhone 6+, and Chromebooks.

User test was also done with 1 teacher at HGSE. Unfortunately, we were not able to meet a teacher in his/her classroom due to logistics. He used his 13” Macbook Pro to access the prototype.

Synthesize Results

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| **Insights for Student UI** | **Observations from Students** |
| The text box works well for the first feeling but could be improved in edge cases when students submit multiple feelings. | “When I try to submit another feeling, my previous response is still there.”  “Instructions in the text box are gone after submitting the first response.” |
| If students don’t have anything to say in the text box, they can leave it blank. | “Can I just write ‘I don’t know’” (when reaching the textbox)  “I can submit without writing anything in the explanation.” |
| Students generally had a positive view of the app and showed curiosity in teacher’s feelings as well. | “I feel like our teachers would show us more mercy if they saw this”  “This is fun” (they said this pretty often)  “Imagine if teachers did this and we could see what they say”  “I’d rather do this than other stuff”  “It’s pretty convenient”  “Your app is pretty cool.” |
| Students had other moods that did not fall into the available mood selections. | “There could be more moods like confident, nervous, jealous, anxious”  “Yes especially nervous… that’s a common feeling”  “Stressed is different from being angry”  “I checked all the feelings and none of them apply”  “You should keep all the current emotions, and add a box for another emotion.” |
| Students did not understand the difference between “alert teacher” and “share settings”. | When told to set up a meeting they did so via the textbox rather than “alert teacher”. When told to only communicate with one teacher they did so via “alert teacher” rather than “share settings”.  Students used the “alert teacher” setting instead of “share settings” when trying to complete task 3 (not tell their feelings to a specific teacher). |
| App does not pass stress testing and would need to be more robust if it would be used in real classrooms. | “When I troll the app and click on the same place the whole time, the screen turns small and then goes black.”  “You could continuously spam teachers” (alert teachers). |
| Students did not have an understanding of what the teacher would see. It needs to be made more clear what submitting a mood does. | “Will it be anonymous” |

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| **Insights for Teacher UI** | **Observations from Teachers** |
| The way ‘Recent Moods’ is displayed on the students page could be made more clear. | “Recent Moods is confusing. Not sure if the top row or bottom row is the most recent moods. Also, T and T are confusing so it’s not clear that it’s days of the week.” |
| After pressing “contact parents” or “alert counselors”, it’s not clear that the message went through. Also, adding a message to clarify the context would be helpful. | “I’m not sure if alert counselor worked. I’d want to leave a little note to say why I’m contacting them. They’d need to know the context of why I’m alerting them.” |
| The bell on the homepage is not clearly a button. Adding a red notification bubble or material design would help to clarify when users should pay attention to it. | Clicked through every student to see if they requested a meeting. He finally clicked on the bell after clicking through 4 other students “because he was getting desperate.” He wouldn’t have clicked on it because there weren’t any notifications. “It would be helpful to have a red notification so I know to check it.” |
| Change screens so that everything fits on one page and it’s not necessary for the user to scroll. | “What does purple mean again?” He scrolled up and down a lot to see the legend or see what else was on the student screen. |

Things to Improve

Changes Made:

* Make hamburger menu larger, more contrast, easier to see (student UI)
* Back button changed to an arrow instead of “back” word (student UI)

Planned Changes for Student UI:

* Embed font: Roboto
* Colors: Contrast ratios for colors
* “Choose which teachers to share your mood with” (share settings page)
* “Set up a meeting with your teacher” (alert teacher page)
* Text box instructions add “[optional]” at the end

Planned Changes for Teacher UI:

* Aspect ratio on teacher image under requested meetings section
* Add a home button on the specific student page
* Redesign the ‘recent mood’ part of the student page
* Adding a red notification bubble to the ‘requested meetings’
* Fix the size so that user doesn’t need to scroll

Prototype

Teacher Prototype: <https://jiwhanyoon.github.io/spectra-student/html/teacher.html>

Student Prototype: <https://jiwhanyoon.github.io/spectra-student/>

Implementation Plan

<https://docs.google.com/spreadsheets/d/1G6jb6XaRMKGenBkf1lTzETwlTyEUut-XljSyvmu8ols/edit?usp=drive_web&ouid=113429084662815187529>