

	Background	Experienced?	Mobile/Desktop	Time(min)	Issues?
Participant A	Non-university student.	No	Desktop	15 minutes 40 seconds	<ul style="list-style-type: none"> - The site felt outdated. - There were too many tabs with similar names and purposes, which made navigation confusing. - Requiring the registration PIN every time you log in seemed unnecessary. - It wasn't clear why course registration failed in some cases. - The submission process was difficult to follow. - Pages were slow to load. - Help resources were either outdated or not easily accessible.
Participant B	Fourth year university student not at IIT. No experience with the Illinois Tech Registration Portal.	No	Desktop	8 minutes and 49 sec	<ul style="list-style-type: none"> - Input "BIOL114" into the "course number" field and it wasn't accepted - Had to scroll on schedule to see populated classes - Incorrectly clicked "Find Classes" to go back when should've clicked "Back to Search" - Had to manually scroll for classes because only filled out "course name" input field(and scroll to find correct course in the area of study) - Wasn't sure if recitation was necessary for CS330 - Confused when registered for a second MATH252 class and selected remove from the drop-down but it didn't get immediately remove - Was confused about submit button(didn't know if it cause the courses to register)
Participant C	Third year university student at IIT with experience	Yes	Desktop	13 minutes and 36 sec	<ul style="list-style-type: none"> - Didn't immediately know what courses required labs until they submitted and thought they were done - struggled finding panel to view the time blocks and registration information -didn't know the circle allows you to drag the panels on the page
Participant D	IIT Student Using the Mobile App	Yes	Mobile	18 minutes and 19 seconds	<ul style="list-style-type: none"> - Difficulty navigating between panels. - Required multiple retries to correct scheduling conflicts. - The participant faced challenges with panels overlapping or being partially off-screen, making it hard to find specific information. - Inability to view all necessary details on a single screen led to repeated navigation attempts. - Scheduling conflicts were not clearly highlighted, and the process of resolving them involved trial and error rather than direct guidance.

Question 1	Question 2	Question 3	Question 4	Question 5	Error Message
The color coding was somewhat helpful but inconsistent, which made it hard to rely on for navigation.	The ability to see all available courses in one place was useful. The search feature worked fairly well when searching by course name or number.	Too many steps were required to complete registration, and the interface wasn't intuitive. It was hard to tell what action to take next, and the layout felt cluttered.	Yes, having to re-enter the registration PIN every time was frustrating. The lack of clear feedback when a course couldn't be registered was also confusing.	It was functional, but only met the bare minimum and wasn't very user-friendly.	The error message isn't clear and doesn't give enough information to fix the problem.
Not really intuitive. It would be better to just do the lecture and lab/recitation in the same color.	It mostly worked.	Course search isn't very good, the course number field is unnecessary, lots of white space for no reason. The table of courses has lots of redundant/unnecessary info. Separate sign ups for lab and lecture is annoying. It would be better to auto prompt the student to link a lab/recitation after selecting a lecture.	Annoying course search not being intuitive and having to register for labs and lecture separately. Schedule didn't auto populate and delete function was confusing.	3 or 4, the site mostly does its job, but it's not a great experience using it.	Error message isn't intuitive and is a bit overwhelming. Could be replaced with "Linked Course Required for CS100 [link to errors]".
Not intuitive. It would be better if they were to make it the same color as well as link it to the lecture portion itself, so users can know where lab/recitation they can pick and choose from.	The registration process gets easier the more you use it and get familiar with how everything works.	Without prior experience or guided through the process it doesn't make much sense. It's a long tedious process, adding to the process itself, registering for any lab to go along with lecture is complicated without prior knowledge on how it works. If users don't know that the lab time matters to a specific lecture, it prolongs the registering process and limits chances of actually registering for the course itself that fills with students schedules. The error message that comes up also doesn't make sense majority of the time and doesn't directly tell the user what the error is and how to fix the error.	Mainly annoyed, the separation of lab and lectures are unnecessary because the lecture could fit the schedule perfectly but the lab that corresponds with the lecture could have a conflict in time with the schedule.	4, the site does get easier with use, but there could be better guides or simpler ways in registering.	Error message isn't helpful and doesn't provide enough information to fix it
The color coding was somewhat helpful, but it became confusing with paired labs and lectures being different colors.	The app's responsiveness was good, and it allowed quick typing for course codes.	The navigation between sections was unintuitive, and the error messages were frustrating to understand. It was difficult to determine the next steps after encountering an issue. For instance, when attempting to add a lab or lecture, the system did not provide adequate prompts to link the associated components. The participant also noted that the separation of navigation buttons, like "Back to Search" and "Submit," caused confusion, leading to unnecessary detours. The interface lacked visual cues to guide users effectively, making the process feel disjointed and overwhelming. The overall layout was cluttered, and the absence of instructional support added to the frustration.	Selecting the correct lab and lecture pair was frustrating because they appeared separate, leading to trial-and-error attempts.	4 - The process was not enjoyable and required patience.	The error message was confusing, as it mentioned HTML terms that are not user-friendly for most students.

Unedited Notes	
<ul style="list-style-type: none"> - Noted that the site looked dated. - Too many tabs with names with similar names and purposes - Unnecessary how the registration pin was needed every time you log in - I told them they were not able to register for a course without a clean reason why - Struggled with the submission process 	
<ul style="list-style-type: none"> - Input BIOL114 into course number field - Couldn't find meeting times - Badly placed back to search button confused user - Chose to manually scroll through all CS classes - Wasn't sure if recitation had to be linked - Advanced search wasn't helpful Schedule, had to scroll - Remove doesn't remove immediately - Submit button wasn't most intuitive 	
<ul style="list-style-type: none"> - Took awhile to find panels - forgot to check for correct professor in recitation - clicked through each pages opposed to putting course numbers - doesn't understand CRN function 	
<ul style="list-style-type: none"> - Struggled to identify connected lab and lecture sessions due to color inconsistencies. - frequent zooming in/out to see panels fully. - Error messages caused delay. - Retried scheduling multiple times to resolve conflicts. - Panels not displayed properly in portrait view. - Checking professor is a difficult task. 	