
EEE Scout

Clients: Raymond Vadnais & Jeremy Thacker
Informatics 132
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Final Report

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1. The Problem

This project report is on EEE Scout for our clients Raymond Vadnais and Jeremy Thacker, the creators of EEE Scout. EEE Scout is a web application for building forms, accepting submission of completed forms, and reviewing submissions. It was designed specifically for use in the University of California, Irvine (UCI) community. As it requires a UCInet identification to access the site, it is accessible only by UCI students, faculty, and staff. Currently, EEE Scout has mostly been used for scholarship applications. The clients have requested suggestions to improve the usefulness and usability of the site. We conducted comprehensive tests on creating, completing, and reviewing forms in order to find areas that needed improvement and to discover which features could potentially be added in the future.

One of the main issues regarding EEE Scout is that many of its potential users are unaware of it, due to the relatively new nature of this web application. This is especially true for undergraduate students. Many of the users in our initial testing did not know this site existed. This is important to note that the *site* itself is not the problem but the *awareness* of it is. The clients specified a preference to stick with the simplicity of EEE Scout's design and to not make many major UI changes. This led us to focus on finding areas that were a bit confusing and make them more simplified and as intuitive as possible. However, our biggest problem still laid in the fact that potential users did not know of this site. Many of the potential users felt more comfortable with Google Forms because that is something they have been using for a long time and are more familiar with. This is understandable; typically people do not like change and stick with what they know. However, with the suggestions presented in this report, we hope to increase the usage of this site and make it become more regularly used by the University of California, Irvine community: especially with undergraduate students.

The site itself had some issues at the start of our analysis that we were able to point out right away. These included confusing icons and the difference between certain types of questions, such as "Short Text" versus "Paragraph Length" questions and between "Multiple Choice" versus "Multiple Select". We found the lack of customization to also be a problem because it is something that is provided by other form builders such as Google Forms. Many clubs and organizations on campus like to include their logo while making forms. Our clients prefer the clean aesthetic that EEE Scout currently displays but are open to reexamine this further. All in all, the goal of this project is to evaluate the usability and usefulness of the EEE Scout site and make recommendations for improvement based on initial problems revealed and the results from all our testing.

2. Study Steps

Before this project, our team had never heard of EEE Scout. In our first meeting with the clients, our team was walked through the site and showed how it worked from an admin's perspective and a user's perspective. After having that background information, we all decided to individually familiarize ourselves with EEE Scout because none of us had known about it prior to the class. Each of us created forms on the site and went through all the different pages to really understand how the site worked. The more familiarity we would have of the site, the easier it would be to formulate how we would test it with our users. With that said, we took note on what kind of functionality we believed the site should have and any problems we came across.

After we looked around the site and got a feel for what it offered, we decided to go straight into creating a survey for users to take after we perform user testing on them. These users had never used EEE Scout before, and this would be their first time being exposed to the site. We all decided to observe 3 different students to perform these interactions. These students came from different standings, from different majors, and even different schools. In each observation, we sat down with each student, one-on-one, and observed their interactions. We asked the students to look through the site in order to familiarize themselves, and to create a form. Afterwards we had them complete the feedback survey that we created using EEE Scout. In total, we performed user testing on 18 different people; however, only 16 people completed the survey.

To make our data more consistent to show Raymond and Jeremy, we decided to put all the big ideas together and create a list of everything that can be improved upon in the site. Afterward, we still continued to perform user testing on people; however, we were finding it difficult to get new information. Also, at the time, we did not have access to a list of all the consistent users for EEE Scout, so we were not able to target our audience. Instead, we decided to put the user testing on halt and perform heuristic evaluations. Overall, we were able to complete 8 heuristic evaluations.

At this point of our research, we came to the conclusion that we had received a lot of feedback from users who had never used the site before. As a team, we decided it was time to get feedback from users who have some prior experience with EEE Scout. We reached out to our clients Raymond and Jeremy for a list of all the users who used EEE Scout. That way, we were able to target those who have actually used the site and receive feedback from a different perspective. Soon after, we created another feedback survey for these users. This feedback survey contained questions such as "How was your overall experience with EEE Scout?" and "When you used EEE Scout, did you come across any problems or wish it had certain features?" etc. Questions such as these would really aid us as a team. They helped us to decipher other problematic areas on the site, and uncover areas that are working very well.

Raymond and Jeremy gave us a list of 22 administration and reviewer users who had agreed to be contacted for a survey; however, when we sent out a mass email to the

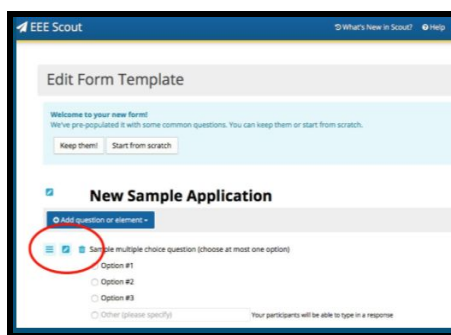
22 users, only 10 people actually completed the survey. One of our last questions on the survey regarded in-person interviews; unfortunately, none of the participants stated that they would be available in the time frame for our project.

The last method our team implemented involved a group user study. We decided to contact some of the users that we had done our initial testing with. We met with our group of users and had them interact with the site while vocalizing their thoughts, hoping to catch any remaining flaws on the site or get any other feedback that hadn't come up in the previous study methods. During the study, discussions on features and areas of confusion naturally rose up as a part of the conversation. After the group user study, we conducted three anonymous one-on-one interviews. While for the most part the users were greatly pleased with EEE Scout and its intuitiveness, we did find some areas of confusion thanks to the user study. After having done extensive research throughout the quarter, the group user study was a great method to end our project.

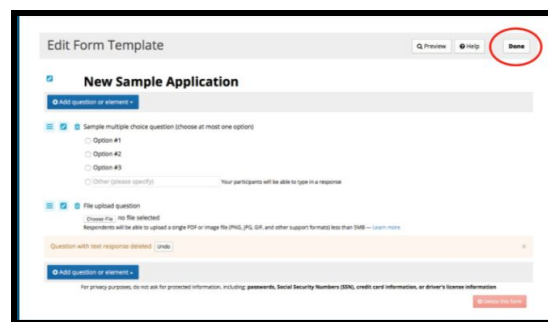
3. Results

3.1 User Testing

Our initial method as a team was user testing with users who have never used EEE Scout before. We found that users generally liked the interface; however, some users were confused on the implementation. A lot of confusion was centered around creating a form. The hamburger icon was one such area of confusion. We noticed that many of the users would attempt clicking on the icon multiple times instead of clicking and holding to drag in order to move a question to a different area. The “Done” button being located at the top of the screen, as opposed to the bottom of the screen, also struck some users as counter-intuitive. It seems to be much more logical to have that at the bottom, where the user finishes their form.



Appendix Figure 1: Create new form



Appendix Figure 2: Create new form

Another area of confusion that our users faced was the word choice. Certain phrases were a bit repetitive and unclear for the users. For example, while writing a question the user can either select “Multiple Choice” or “Multiple Select”. Many users were confused on what the difference between the two meant. One user requested an icon

that when hovered on would reveal a tooltip, explaining that multiple choice meant only one answer may be picked and multiple select meant any number of answers could be picked. Another area where word choice was a bit confusing was when it came to short answer. The users could pick between “Short”, “Paragraph” or “Essay”, but due to the fact that there is no limit on the character count, many users were confused about when to use which option. While the entry form would change sizes depending on what answer length was selected, the lack of an enforceable word count seemed to be a missing feature, especially when used so prevalently in an academic setting.

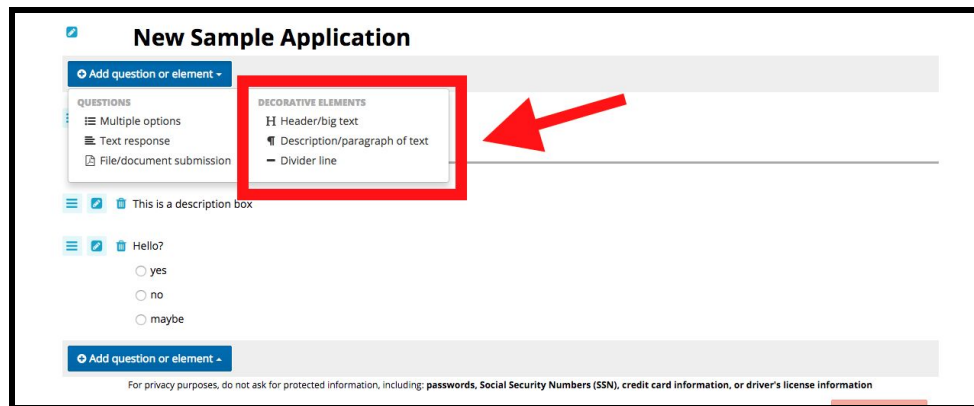
Appendix Figure 3: Question type

Appendix Figure 4: Question type

When creating a new form, after a user writes one question they have the option of pressing “Add question or element” at the top and “Add question or element” at the bottom. When clicking on the top it would add a question at the top, while clicking the one at the bottom would add a question at the bottom. Many users were confused with this, when their question “#2” would appear in front of “#1”. Since the hamburger icon for rearranging question order already exists, one of these can potentially be eliminated. If both buttons are kept, behavior should be kept consistent and always add new questions to the bottom.

Appendix Figure 5: Add question

One of the biggest issues we found during both our personal observations as well as through user testing was the lack thereof customization. Most of our users and ourselves are used to Google Forms, where there are many easy customization options at your fingertips. Unlike Google Forms, our clients Raymond and Jeremy informed us that they wanted to keep the interface simple and representative of our campus by only using UCI's color scheme of blue, yellow and white. The only type of customization currently available for users is different sizes of headers, descriptions or paragraphs of text, and divider lines. While this does allow for some customization to the forms, most of our users were either confused on the point of having this type of customization or were hoping to see other types of customization such as the ability to add images or specific colors to their forms.



Appendix Figure 6: Decorative Elements

There were many other findings from our user testing and self observations; however, we only mentioned the ones that came up the most within the project. Overall, we came across 24 details that EEE Scout could fix and implement. Some are more minor than others; however, they are all equally as important because certain users would come across the problem. Whether it was how something was implemented or an actual problem, we found that users still enjoyed using EEE Scout because it was straightforward and simple. Regardless, we found that people were more interested in adding functionality than fixing problems that are already there.

3.2 Heuristic Evaluations

From the heuristic evaluations, we didn't really gain any new results. We used Jakob Neilson's Famous Heuristic List to perform the heuristic evaluations; however, we used the most common problems from our initial survey to complete them. To prevent unnecessary repetition, we decided to keep the evaluations as specific as possible. With the 10 heuristics from the list, we found that the problems on EEE Scout were not significant enough to be placed in any category. Instead, the problems were smaller situations that were not on Jakob Neilson's list, so we had to leave out the more minor details within the evaluations.

HE#4001	Problem
Heuristic: Consistency and standards	
Explanation: Currently, the app uses the hamburger symbol as a symbol that moves the item's positions.	
Severity or Benefit: 4 Justification (Frequency, Impact, Persistence, Weights): <i>Frequency:</i> Very common. People will click on it instead because they think of the hamburger icon as being an icon for lists instead. <i>Impact:</i> It is very critical for the user because, if they don't know what it does, they will bypass the icon completely. Once they click on the icon and it does nothing, it will confuse the user. Users will get frustrated. <i>Persistence:</i> It is an issue that can't easily be overcome because most new EEE Scout users will click the icon instead of dragging it. Almost everyone will go through this problem. <i>How I weighed the factors:</i> This is high priority because the confusing icon will make the users confused, and the website will be seen as difficult/confusing to use. It is not catastrophic considering users can create a form without changing the item's positions; however, it is very frustrating.	
Possible solution and/or Trade-offs: Instead of a hamburger icon, a double ended arrow is more conventional. Most people will think of a double ended arrow as an icon that changes item's positions instead of a hamburger icon.	

Appendix Figure 7: Heuristic Evaluation

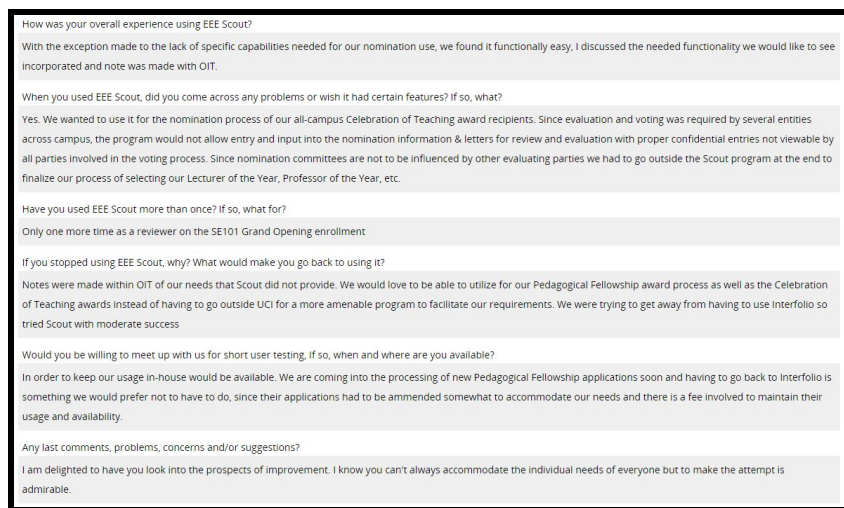
Some things that the Heuristic Evaluations did bring up were error handling and consistency issues. In terms of error handling, the site does not do the best job in alerting users when all fields are not filled out. We noticed that although there would be a message telling the users they were missing something, the system would not specify what exactly a user may be missing. Although a form creator has the ability to return an incomplete form to the submitter and notify them that information is missing, it would be much more convenient for the creator to make it impossible to submit the form without filling in the required fields, saving them the trouble of contacting the submitter. When it comes to consistency, we noticed that there were little hints of disconnect between the icons the site contains and what those icons are typically used throughout the general world of websites and applications. For instance the hamburger icon is usually used as a hidden menu button, but on Scout they have it as a drag and drop button. Little issues like these were causing a lot of confusion with the new users of EEE Scout.

3.3 Feedback Survey

From the feedback survey sent to previous EEE Scout users we received positive results all throughout. There were 10 submissions for the survey: 2 faculty, 4 staff, 1 administrative employee, 1 4th year student, 1 PhD candidate, and 1 graduate student. When we asked if they liked EEE Scout, 9 people said yes while only 1 said no. The reasoning behind the “no” was because the submission was lead to believe that it could be used for multiple raters to submit blind scores; therefore, they were disappointed from the lack of functionality. When we asked about their overall experience, 9 people said it was good while the same person that said “no” said it created more work for them. To determine if they’ve used EEE Scout more than once, we asked them that as well. 8 out

of 10 people said they have used it more than once. 7 out of those 8 people said they used it for making applications while 1 said they were just a reviewer.

In the feedback survey, we also asked if they wished EEE Scout had certain features. Most of them wanted general features, such as being able to edit forms after they're published, wanting participants to make multiple submissions in the same open form, and deleting forms that have been published and closed (as opposed to simply archiving them). Requested features included a new question type that would involve an answer in the form of a linear scale, such as rating the quality from 1 to 5 with 1 representing extremely unsatisfactory and 5 representing extremely satisfactory. One interesting finding was that one person wanted EEE Scout and DUE information systems to be integrated and share data more easily. The person stated that it was not a flaw in EEE Scout itself; however, they would have liked that feature. Another interesting finding was that another person needed specific capabilities for nomination use. They stated that EEE Scout would not allow entry and input into the nomination information and letters for review with proper confidential entries not viewable by all parties involved in the voting process. The person said that since nomination committees are not to be influenced by other evaluating parties, they were forced to go outside of EEE Scout to finalize their process for selection.



How was your overall experience using EEE Scout?

With the exception made to the lack of specific capabilities needed for our nomination use, we found it functionally easy. I discussed the needed functionality we would like to see incorporated and note was made with OIT.

When you used EEE Scout, did you come across any problems or wish it had certain features? If so, what?

Yes. We wanted to use it for the nomination process of our all-campus Celebration of Teaching award recipients. Since evaluation and voting was required by several entities across campus, the program would not allow entry and input into the nomination information & letters for review and evaluation with proper confidential entries not viewable by all parties involved in the voting process. Since nomination committees are not to be influenced by other evaluating parties we had to go outside the Scout program at the end to finalize our process of selecting our Lecturer of the Year, Professor of the Year, etc.

Have you used EEE Scout more than once? If so, what for?

Only one more time as a reviewer on the SE101 Grand Opening enrollment

If you stopped using EEE Scout, why? What would make you go back to using it?

Notes were made within OIT of our needs that Scout did not provide. We would love to be able to utilize for our Pedagogical Fellowship award process as well as the Celebration of Teaching awards instead of having to go outside UCI for a more amenable program to facilitate our requirements. We were trying to get away from having to use Interfolio so tried Scout with moderate success

Would you be willing to meet up with us for short user testing. If so, when and where are you available?

In order to keep our usage in-house would be available. We are coming into the processing of new Pedagogical Fellowship applications soon and having to go back to Interfolio is something we would prefer not to have to do, since their applications had to be amended somewhat to accommodate our needs and there is a fee involved to maintain their usage and availability.

Any last comments, problems, concerns and/or suggestions?

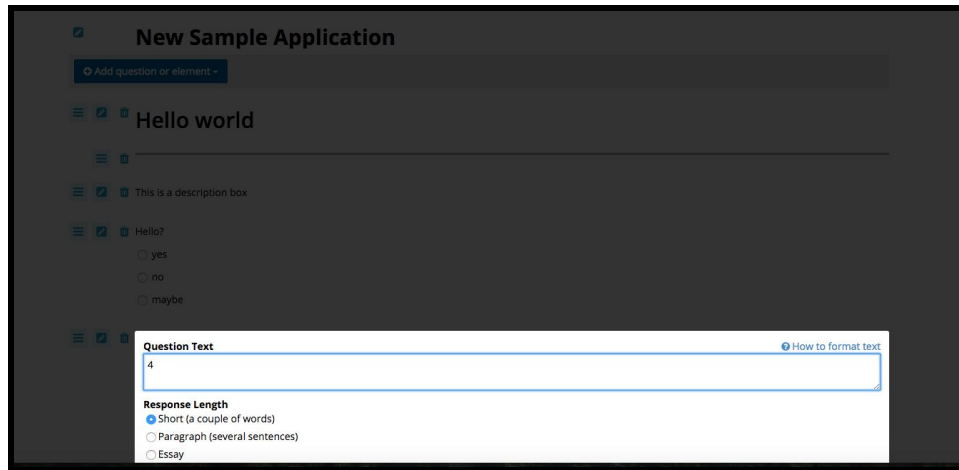
I am delighted to have you look into the prospects of improvement. I know you can't always accommodate the individual needs of everyone but to make the attempt is admirable.

Appendix Figure 8: Feedback Survey

3.4 User Group Study

From the user group study we received results that either were completely new to us or had been repeatedly seen throughout all of our testing and evaluations. Some of the repeated information that we continuously saw to be a big problem due to the fact that it comes up with most of our users every time were things like the confusion of the hamburger icon, which actually is a drag and drop button, or the difference between the different types of short answer. While it did at first seem like no new information was

going to be a bad thing, it actually helped us understand that these minor things that keep popping up must be more important issues than we originally realized.



Appendix Figure 9: Non-Centered Question Box

However, our user group study did not just point out repeated confusions between our users. Rather, putting a bunch of users together while attempting a task of creating a form in order to test the site ended up bringing several new issues up. For instance, one user pointed out that there is no form of an “undo” button anywhere when creating a form. Another user pointed out that they would have liked to be able to publish a form right from the building the form page rather than having to save it and go somewhere else on the site to actually publish it. We noticed that by having a group of 5 to 6 users talking aloud (in a sense to us and each other) while attempting to complete a task really helped with bringing up some of the newer issues that we may not have noticed before. Specifically, one user would notice an issue and then another user would end up piggybacking off of that first user and point out something else that was related to the first point. For example, one user noticed that there were two “Add question or element” buttons, one at the top and one at the bottom, and then another user pointed out that when they click the bottom button the box that pops up wouldn’t necessarily pop up in the middle of the page, but rather only show half of the box in the bottom forcing the user to have to scroll up in order to see the entirety of the box.

4. Consequences and Recommendations

4.1 Google Forms Comparison

Google Forms has been in existence at least four years as of the writing of this document. Because of Google’s ubiquity as an online presence, and especially its presence in form creation, users are familiar with the interface and features offered by Google. This has proved to be a help and a hindrance for users new to EEE Scout. It is a help because users are able to easily maneuver their way through the form building

portion of the site. It is a hindrance because users of EEE Scout expect the same features to be made available to them regardless of application.

One main issue identified from user testing results was the unfamiliarity with EEE Scout itself compared to other document submission sites, specifically Google Forms. When asked about the noted comparisons to Google Forms, the clients informed us that they wanted users to go to that website for different reasons because both websites offer different features. EEE Scout is not meant to mimic Google Forms. Google Forms allows a lot of customization, while the clients want to keep EEE Scout simple and clean with minimal branding. Google Forms has the ability to take anonymous surveys by accepting submissions not tied into any identity, but EEE Scout submissions always remain associated with the submitter's UCI net identification. EEE Scout has a professional aesthetic, which is reflected in its primary uses for scholarship applications and administration business.

The expectations raised through previous experience with Google Forms causes confusion when using EEE Scout. The other form builder differentiates its “Multiple Choice” and “Multiple Select” question options by calling them “Checkboxes.” This affected the user experience during the user group study. Half the users in the group did not understand the difference and requested clarification. Once their question was answered, they suggested that “Checkboxes” be used because they were accustomed to this nomenclature through the use of Google Forms.

Even though users are attached to features offered by Google Forms, it and EEE Scout are disparate applications. EEE Scout is not meant to be an all-in-one application. It is quick and lean. Currently, it is accessible only to those with a valid UCInetID (though it may become accessible to other UCs sometime in the future). It is not customizable, but allowing departments and/or clubs to add identifiers such as logos may be an option that could be included in the future. Google Forms can be accessed by anyone. Form creation requires a Google account, but anyone can access a survey created via this method. As mentioned previously, it offers several options for customization such as color, themes, and images. It’s meant to provide an option for as many people as possible. The clients are aware that these alternative features exist and that there is a need for them. Because they are already offered elsewhere, they do not feel a need to incorporate them into EEE Scout.

4.2 Required Questions and Answer Authentication

A highly popular requested feature is the ability to designate certain questions as required. Users were surprised to find that answers to questions could be left blank and the form could be submitted without issue. One user submitted a form without answering any questions and was concerned that, if she implemented EEE Scout for her program, she could receive what appeared to be a response rate of 100% but collect no real data. Implementing this feature would make it impossible for forms to be submitted without answering required questions, freeing the creator from having to return incomplete forms

to the submitter and waiting further on a response. Providing this option would help ensure trust in this system, trust which quickly erodes once users realize answers are not required for successful form submission.

Another feature that was often requested is the ability to authenticate answers. For example, if a form asks the submitter to enter an email, it would be highly useful if EEE Scout could authenticate that the submitted answer was actually an email. One user submits an annual survey to participants in an undergraduate program that offers repeat participation to the students. Contact information is requested in this survey, and it is imperative that this information is collected correctly so that communication with students may be completed in an efficient manner. Using EEE Scout in this situation would ensure that the student's school identification number and email address would be reported correctly as the application is transparent with regard to collecting this information. However, it does not ensure that telephone numbers - or other information - is communicated correctly. Adding this feature of data validation would further assure the user that the application is trustworthy and helpful.

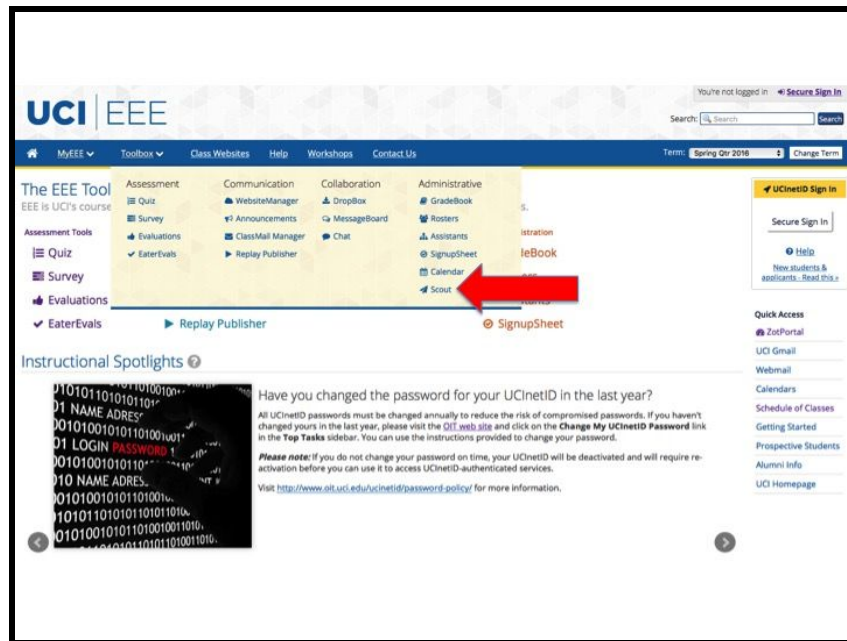
4.3 Question Logic

One user requested incorporation of question logic in the form builder. This user is an administrator who submits surveys to approximately 150 undergraduates annually. The survey is to garner satisfaction rates with a mentorship program directed at students who are underrepresented in the schools of engineering and computer science. Students are welcome to repeat participation in the program, and one question in this survey asks if the student is graduating or returning the following year. In this instance, having question logic in the survey would allow an easy view of metrics for the following year's program. If students are returning to school the following year, they can be asked if they intend to continue participation in the program. Further, they can be asked to identify their class standing the following year (soon-to-be-graduating seniors are given priority in matching criteria over all other participants). Obviously, if the student responds that she is graduating and not returning to school, she would not be asked her class standing or her intention to return to the program. Once the data is processed, ascertaining the amount of students no longer participating due to graduation, or the amount returning to school and the program, or those returning to school but not the program is an easy matter. It is true that question logic is not necessary to determine this information, but it would mitigate errors in data entry that may negatively affect accurate reporting, especially for this user whose program continues to grow each year.

4.4 Error Handling

As we were doing both our user testing and heuristic evaluations, we noticed that EEE Scout does not necessarily do the best job in helping users deal with errors. For example, adding something like an "undo" button could be simpler than each question having a trash can icon next to it, allowing the user to simply undo their mistake. Another issue we found was when users would forget to fill out all the needed sections in order to

create a question. Currently, Scout will alert the user with a line of text telling them they are missing something. However, this alert was not really helpful in alerting the user to what they are actually missing. We suggest that instead of the alert message, Scout should highlight or wrap the item that is missing in a red border as a way to point out more directly the area needing attention.



Appendix Figure 10: Scout on EEE

4.5 Unfamiliarity with EEE Scout

EEE Scout is a relatively new application and is not well known among the UCI population, who are the intended target audience for this program. It is currently accessible via the UCI EEE website and via the URL <https://scout.eee.uci.edu>. The URL is helpful for those who are already acquainted with the app. And, seemingly, placing a link on the landing page of EEE will bring more eyes to it and, with that, more awareness. Regrettably, that doesn't seem to be the case. The vast majority of users we contacted throughout the course of this study were introduced to EEE Scout through their study participation. Those users who were already familiar with it were those contacted from a list of previous users, which was provided by the clients. We were unable to locate users who were familiar with the app but had not yet used it. EEE Scout would benefit from increased awareness among the UCI community. At the start of the study, we suggested a marketing campaign, but budget constraints prevent the pursuit of that option. A free or low-cost advertising campaign would spread the word without detriment to the finances of the Office of Internet Technology (OIT). With that in mind, we

respectfully recommend a higher profile placement of the link on the EEE website. The current location is placed within the Toolbox menu under the Administrative section. Because the name Scout does not lend itself to an easy association with form building, placing the link to the site on the same level as Toolbox may encourage exploration by general EEE users and discovery of Scout's uses. We also recommend emailing out information about Scout in the form of a mass email to the UCI community. Due to the fact that Scout has not been advertised in any sense, we feel that maybe even just sending some sort of promotional email out to all staff, administrative, students and clubs of UCI may help to start spread the word of Scout's existence.

Another prominent issue is confusion with different options and the differences between them. This had to do with the fact that each option was so similar yet produced different results. When asked about the absence of a character count limit on the free response questions, the clients told us that they hoped users would have a psychological tendency to stop at the end of the space provided. The confusion with the two different "Add question or elements" buttons at the top and bottom of the page could also be contributed to the user being accustomed to such a feature being located at the bottom of a page or following the user as she scrolls down the page.

Lastly, some other small areas of confusion included the hamburger icon and quicker form publishing. The confusion with the hamburger icon could come from mobile application conventions, where the same icon is used to signify a menu rather than as a vehicle to drag items. Finally, multiple users had trouble with having to finalize their form before being able to actually publish it. Even though this would make the process quicker, the clients have told us that this two-step confirmation process was implemented to make sure that form builders do not publish an unfinished form or one that has mistakes in it. This is important for crucial business or academic forms such as scholarship or administrative documents.

5. Conclusion

With respect to the client's decision to keep EEE Scout different from other form builder sites such as Google Forms, the two websites employ similar features which affords better understanding of the less familiar of the two. Keeping this in mind, we recommend that EEE Scout adopt further some aspects of Forms for ease of use. Allowing some customization, namely logos, is an attractive element for campus clubs. Introducing question logic will allow flexibility in creating forms for both clubs and school administrators. Providing the option for anonymous submissions could entice more users to EEE Scout. We believe that EEE Scout is an exceptional application as it currently stands, but, based on user feedback, a few changes could make it more attractive to form creators than alternative form building sites on the market.

There are other small fixes that could be quickly changed. The hamburger icon, which is misinterpreted as a clickable menu, should be replaced with either a double-ended arrow or two rows of stacked dots to suggest dragging in the up and down

direction. An “undo” button should be implemented to fix simple mistakes quickly rather than requiring that a task be completely redone. Finally, when publishing a form, the screen that appears when clicking “Publish” should come automatically after clicking “Done” on the form builder. This method would keep the functionality of a double-step confirmation process and is simpler and more intuitive. If not sufficiently detail-oriented, novice form builders could never publish a form due to the erroneous assumption that clicking “Done” publishes their form.

Overall, the site is great and useful for the purpose it was built. Many users found the site intuitive and delivered positive feedback. The only issues found were minor ones, and the major problems could easily be fixed. Although the userbase is niche, it serves its purpose well. Different features will come up in the future as users suggest more capabilities that their department needs at the moment, such as linearly scale answer questions and required questions. This is where EEE Scout succeeds; it was built to serve the UCI community by UCI developers. Our clients were generous in sharing their vision for EEE Scout with us and gracious in listening to our suggestions throughout the study.

6. Appendix

The screenshot shows the 'Edit Form Template' interface in EEE Scout. At the top, there's a blue header with the 'EEE Scout' logo and links for 'What's New in Scout?' and 'Help'. Below the header, a light gray bar contains the title 'Edit Form Template'. A light blue box contains a welcome message: 'Welcome to your new form! We've pre-populated it with some common questions. You can keep them or start from scratch.' Below this are two buttons: 'Keep them!' and 'Start from scratch!'. The main section is titled 'New Sample Application' and features a blue button labeled 'Add question or element' with a plus icon. A red circle highlights this button. Below the button, there's a list of question types with icons: a list icon, a pencil icon, and a trash icon. The selected option is 'Sample multiple choice question (choose at most one option)'. Below this, there are three radio button options: 'Option #1', 'Option #2', and 'Option #3'. At the bottom, there's a radio button for 'Other (please specify)' followed by a text input field and a note: 'Your participants will be able to type in a response'.

Figure 1: Create new form

Edit Form Template

Preview Help **Done**

New Sample Application

+ Add question or element ▾

Sample multiple choice question (choose at most one option)

- ☐ Option #1
- ☐ Option #2
- ☐ Option #3
- ☐ Other (please specify) Your participants will be able to type in a response

File upload question

Choose File no file selected

Respondents will be able to upload a single PDF or image file (PNG, JPG, GIF, and other support formats) less than 5MB — [Learn more](#)

Question with text response deleted Undo

+ Add question or element ▴

For privacy purposes, do not ask for protected information, including: passwords, Social Security Numbers (SSN), credit card information, or driver's license information

Delete this form

Figure 2: Create new form

Question Text

Question Text

Answer Options

Answer Option

Answer Option

Answer Option

+ Add answer option

+ Add an "Other" option

Question Type

☒ Multiple choice

☐ Multiple select

Display Options

☒ Stacked (vertical list)

☐ Pulldown menu

Save Cancel

Figure 3: Question type

Edit Form Template

New Sample Application

+ Add question or element ▾

- Short text question (a couple of words)
Question Answer
- Paragraph-length text question
Question Answer
- Essay-length (or just super-long) text question
Question Answer

Figure 4: Question type

Edit Form Template Preview Help Done

New Sample Application

+ Add question or element ▾

Hello?

☐ yes

☐ no

☐ maybe

+ Add question or element ▾

For privacy purposes, do not ask for protected information, including: passwords, Social Security Numbers (SSN), credit card information, or driver's license information

Delete this form

Figure 5: Add question

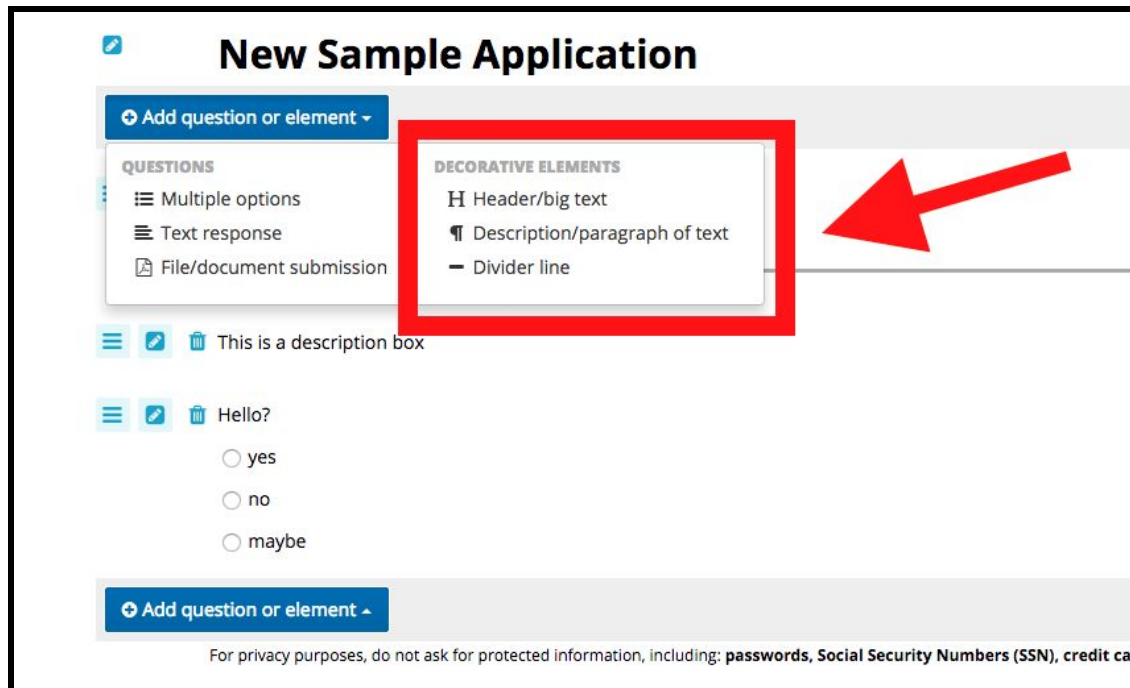


Figure 6: Decorative elements

HE#4001	Problem
Heuristic: Consistency and standards	
Explanation: Currently, the app uses the hamburger symbol as a symbol that moves the item's positions.	
Severity or Benefit: 4 Justification (Frequency, Impact, Persistence, Weights): <i>Frequency:</i> Very common. People will click on it instead because they think of the hamburger icon as being an icon for lists instead. <i>Impact:</i> It is very critical for the user because, if they don't know what it does, they will bypass the icon completely. Once they click on the icon and it does nothing, it will confuse the user. Users will get frustrated. <i>Persistence:</i> It is an issue that can't easily be overcome because most new EEE Scout users will click the icon instead of dragging it. Almost everyone will go through this problem. <i>How I weighed the factors:</i> This is high priority because the confusing icon will make the users confused, and the website will be seen as difficult/confusing to use. It is not catastrophic considering users can create a form without changing the item's positions; however, it is very frustrating.	
Possible solution and/or Trade-offs: Instead of a hamburger icon, a double ended arrow is more conventional. Most people will think of a double ended arrow as an icon that changes item's positions instead of a hamburger icon.	

Figure 7: Heuristic evaluation

How was your overall experience using EEE Scout?

With the exception made to the lack of specific capabilities needed for our nomination use, we found it functionally easy, I discussed the needed functionality we would like to see incorporated and note was made with OIT.

When you used EEE Scout, did you come across any problems or wish it had certain features? If so, what?

Yes. We wanted to use it for the nomination process of our all-campus Celebration of Teaching award recipients. Since evaluation and voting was required by several entities across campus, the program would not allow entry and input into the nomination information & letters for review and evaluation with proper confidential entries not viewable by all parties involved in the voting process. Since nomination committees are not to be influenced by other evaluating parties we had to go outside the Scout program at the end to finalize our process of selecting our Lecturer of the Year, Professor of the Year, etc.

Have you used EEE Scout more than once? If so, what for?

Only one more time as a reviewer on the SE101 Grand Opening enrollment

If you stopped using EEE Scout, why? What would make you go back to using it?

Notes were made within OIT of our needs that Scout did not provide. We would love to be able to utilize for our Pedagogical Fellowship award process as well as the Celebration of Teaching awards instead of having to go outside UCI for a more amenable program to facilitate our requirements. We were trying to get away from having to use Interfolio so tried Scout with moderate success

Would you be willing to meet up with us for short user testing. If so, when and where are you available?

In order to keep our usage in-house would be available. We are coming into the processing of new Pedagogical Fellowship applications soon and having to go back to Interfolio is something we would prefer not to have to do, since their applications had to be ammended somewhat to accommodate our needs and there is a fee involved to maintain their usage and availability.

Any last comments, problems, concerns and/or suggestions?

I am delighted to have you look into the prospects of improvement. I know you can't always accommodate the individual needs of everyone but to make the attempt is admirable.

Figure 8: Feedback survey

The screenshot shows a web application titled "New Sample Application". At the top, there is a button labeled "Add question or element +". Below this is a list of elements in a dark-themed sidebar:

- ☰ Hello world
- ☰ This is a description box
- ☰ Hello?
 - ☐ yes
 - ☐ no
 - ☐ maybe
- ☰ **Question Text**
 - ☒ Short (a couple of words)
 - ☐ Paragraph (several sentences)
 - ☐ Essay

The "Question Text" element is expanded, showing a text input field with the value "4" and a link "How to format text".

Figure 9: Non-centered question box

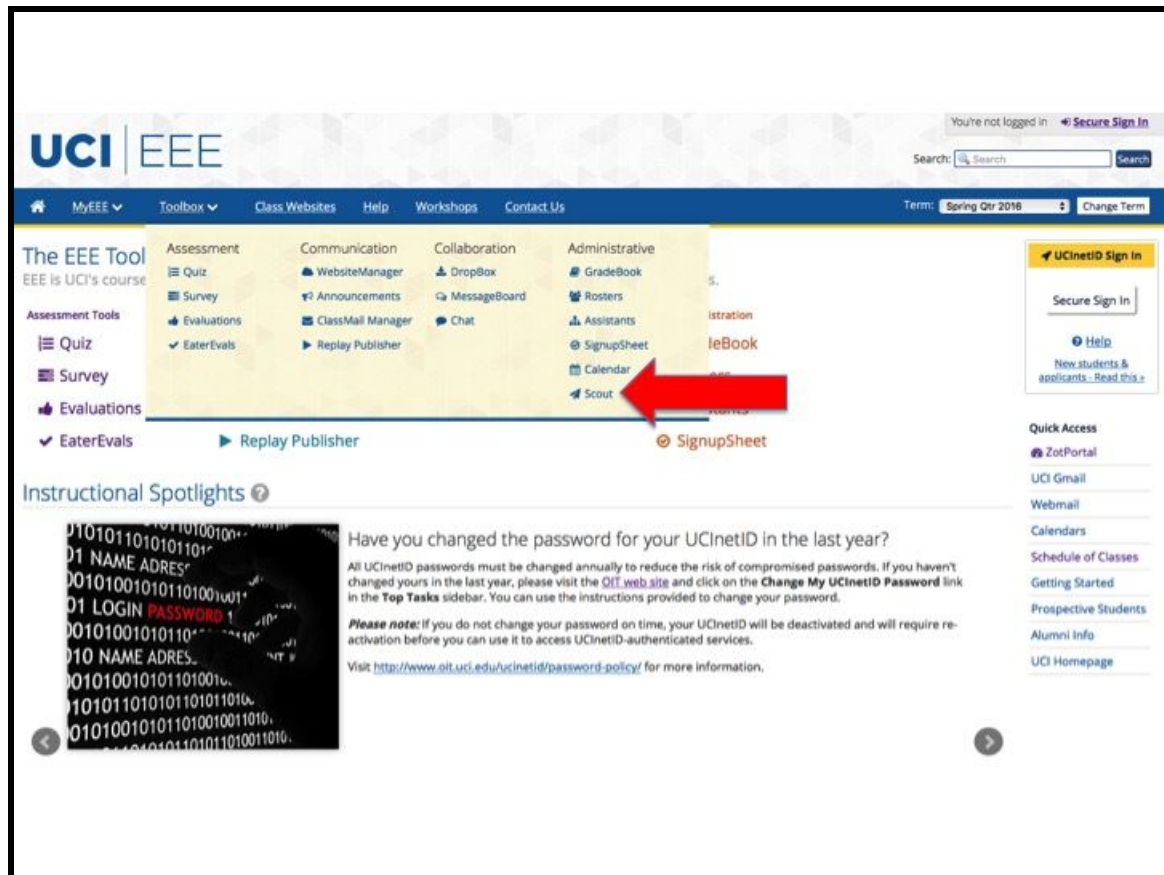


Figure 10: Scout on EEE