Evaluating the Usability of LYDO Scholarship Management System

Web and Mobile Application: LYDO Scholarship Management System

HCI Usability Testing - Moderator Form

Tasks	Observations:
	A - executed properly
	B - looks confused at first but was able to proceed **C** - assisted because the user was not able to
	proceed
	User Facial Expressions:
	Negative – sad, dissatisfied, disappointed
	Neutral – calm, relaxed, uninterested
	Positive – happy, satisfied, pleased

	User 1	User 2
☐ **Access Scholarship Account** __ Log in as an approved scholar. __ Access scholarship benefits and notifications. __ View personal profile and application history. __ Update personal information if needed.	☐ A ☐ B ☐ C	☐ A ☐ B ☐ C
	Time Started: _____ **Time Ended:** _____ **Feedback** ☐ Negative ☐ Neutral ☐ Positive	**Time Started:** _____ **Time Ended:** _____ **Feedback** ☐ Negative ☐ Neutral ☐ Positive

☐ **Renew Scholarship**	☐ A ☐ B ☐ C	☐ A ☐ B ☐ C
__ Navigate to the "Renew Scholarship" section. __ Update necessary information (personal info, school info, grades, etc.). __ Upload renewal documents (updated grades, certifications, etc.). __ Submit renewal application. __ If notified that some renewal documents are blurred or unclear, log in and re-upload the corrected files in your account.	**Time Started:** _____ **Time Ended:** _____ **Feedback** ☐ Negative ☐ Neutral ☐ Positive	**Time Started:** _____ **Time Ended:** _____ **Feedback** ☐ Negative ☐ Neutral ☐ Positive
Time Started:		
Time Ended:		
Total Time (minutes)**:**		
Average Time (minutes)**:**		