

# Round 3 Usability Testing Report

## ScheduleLovers

Web Design Technology and Methodology 2024

Date of the testing: Jan 6th, 2024

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**Link:** <http://89.221.219.125/candle/coding/login/login.php>

### **Login Information:**

Login: DavidJones

Password: password123

## Goals

The goal of the current testing session was to examine how the implemented changes influenced the user experience from the perspective of Nelsen's definition of usability, therefore app's learnability, efficiency, memorability, errors, and satisfaction. Similarly to the previous session, we tested the following tasks as the outline of the app has changed. The tested tasks included: login into the website (with correct and incorrect credentials), changing the password (since last time it presented to be an issue due to the field's design therefore the layout of that page was altered), finding courses and registering for them (the language of the buttons was changed to be more in-line with the purpose of the application), viewing courses on the calendar (daily and weekly view), deleting courses, adding extracurricular activities, exploring room locations. The features that were examined were: the footer and header buttons, the burger menu, adding and removing courses, timing conflicts, settings change (password), and calendar views (week/day switching). Due to the time budget limitations, we were not able to recreate the design posed by figma wireframes, however, it was used as the guideline for page layouts. Similarly to the previous time, there were multiple options on how to access some of the pages, therefore we were evaluating which ones were most frequently used (text hyperlinks, burger menu or adding button).

## Tester

This time, we decided to include three testers in an attempt to have a better representation of an average student, all of them were more closely matched to Emma's persona.

### **Tester 1:**

Tester 1 is an Erasmus student at the University of Bratislava, she speaks English and is 27 years old which is closer to the median age of masters students and Emma's persona. Tester 1 studies cognitive science, she has no background in software development or computer design, also she does not have previous experience with usability testing. Fortunately, tester 1 has experience with scheduling platforms which include university applications from home university, and Google Calendar which she uses daily. She likes those platforms because they are available both in mobile and desktop view, however, she prefers using mobile which she uses more frequently than the desktop for her academic and personal purposes. On a scale from 0(grandma) to 10(hacker) the tester evaluated herself with a 7 in their technology and mobile proficiency.

### **Tester 2:**

Tester 2 is also an Erasmus student at the University of Bratislava, he speaks English and is 20 years old which is also consistent with Emma's persona. Tester 1 studies Marketing and Communication, he doesn't have experience with software development but has participated in chatbot testing previously which, I would assume, would be different from the sort of testing we perform for this application. Differently from the previous testers, tester 2 does not have experience with online scheduling platforms, as he indicated that he prefers using paper schedulers, therefore he did not have a preference for online platforms. From grandma (0) to hacker (10) the tester considered himself 8 with his technology proficiency and 9 with his mobile proficiency. The tester indicated that he uses his mobile on average 3-4h per day which he spends on social media, emails, and audio players.

### Tester 3:

Tester 3 is a local student from the University of Bratislava, he speaks both, English and Slovak, which would be more common for the local students. Unlike Emma and an average student, Tester 3 is slightly older, 30 years old, he studies Cognitive Science, he said he has some experience with product design, specifically with usability testing. He has experience using Teams and Google Calendar on a daily basis, and he rates his general technology and phone proficiency at 7. Generally, he prefers to use desktop, but mobile for scheduling.

## Testing session

*Describe the scenario and the task given to the tester. Summarize what happened during the testing, including which parts of the interaction were easy and which were problematic. Note which team member performed which role. Provide the URL of the video from the testing session.*

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### Scenario and tasks:

You are an Erasmus student at the University of Bratislava, it is your welcome week and you are attempting to select your class schedule, for that, you need to view and edit your schedule. You were sent an email with login information for the website. First, you want to log into the website.

- 1) *Task 1: Login into "your" profile with the provided login and password and change your password. You've realized that you've made a mistake reading the email and the correct password is.. ; Then you decide to change the password.*
- 2) *Task 2: Your syllabus indicates that you need to add certain courses to your schedule. Register to the following courses and examine whether they were added to your schedule:*

#### **Course1:**

**Math**

**Monday 08:00 -10:30**

**Teacher: John Smith**

#### **Course2:**

**Slovak Language**

**Thursday 15:45 – 18:15**

**Teacher: Emily Wilson**

#### **Course3:**

**Mathematical Modeling L**

**Monday 16:30**

- 3) *Task 3: Since you realized, you don't want to take one of the courses anymore, you decided that you want to remove it from your schedule. Please remove Slovak Language class from your schedule.*
- 4) *Task 4: Your class for mathematical Modeling will begin soon, find its location on campus. Your new friend at the university invited you to participate in gym workout sessions, they said that the first trial session will occur on the 9<sup>th</sup> of Oct, 2023 from 17:00 until 18:00, so you decided to try it out, therefore you need to add it to your schedule. Add extracurricular activity to your schedule and view if it is on the calendar.*

*Since you've noticed that there is a conflict in your schedule, you've told your friend that you will not be able to attend. Therefore, your friend offered to go on the 10<sup>th</sup> of October instead.*

- 5) You have finished using the app, now you need to log out.

#### **Tester 1:**

URL for the session:

<https://youtu.be/9gq5Cfv0o8I?si=h71PHU53HK5UG129>

Roles: Arina - conductor; Bela – observer;

- 1) The tester did not have any issues finding the right fields to fill in and when the password was incorrect it was clear to her what might have been the issue. The tester quickly figured out which icon to click to be able to change the password, but she also considered looking for settings in the burger menu. She commented that the placement was intuitive for the location but also for the fields to fill in. However, there was some confusion since the note about the change of password disappeared quickly, and the tester commented on it.
- 2) While looking for the courses, the tester first went into the calendar view to look for courses there. Then she used the hyperlink in the middle of the screen to add a course. The user didn't seem to have an issue navigating through the app to be able to find the courses and register for them which she was satisfied with. As the tester was asked to search for classes on the schedule, at first she was not sure why the classes were not visible, but then she was able to navigate through the arrows to the correct week.
- 3) The user quickly figured out how to remove a class from the schedule and therefore she was able to complete the task successfully.
- 4) The tester quickly figured out the location of the class and was able to find it in the room plan by clicking hyperlink below the class schedule.
- 5) The user intuitively clicks on the add button to add an activity, she fills out all of the fields correctly, and when the information is submitted, she gets the message that there is a conflict. The tester is unsure whether the activity was added or not therefore she clicks on the calendar to examine whether it can be seen on the schedule. The user comments on the fact that she is unable to quickly navigate through the weeks, and she attempts to search for a different view. She was also having a hard time adding activities through one of the views, therefore she decided to try to access it through a different page. She commented that she liked having different colors for extracurricular activities and classes.
- 6) Logging out was done in two clicks, the tester found the button in the burger menu.

**Summary:** The tester was able to go through the tasks very smoothly utilizing hyperlinks and icons to accomplish the goals, the tester often commented that the process was intuitive for her and the icons were well-selected and placed. She enjoyed that there were different colors included for classes vs extracurricular activities and that there was a feature to see the roomplan, but she was

frustrated with the timing conflict not adding an activity. As a suggestion, she offered to include more colors separately for each class.

### Tester 2:

URL of the session:

[https://www.youtube.com/watch?v=VyxrERBwRko&ab\\_channel=ArinaPolyanskaya](https://www.youtube.com/watch?v=VyxrERBwRko&ab_channel=ArinaPolyanskaya)

Roles: Arina-conductor, Bela-observer

- 1) The tester didn't have any issues logging in and seemed to be clear on the process. The tester navigated to settings through the hyperlink. The tester did not face any difficulties with changing the password, however, when he changed it, he did not see the message indicating that the change has been successful, therefore he commented on that concern. And he has suggested to add another field that would confirm the correctness of the password.
- 2) To register for courses, the tester intuitively clicked on the plus icon on right top of the screen, however as he arrived at the page, he did not recognize that it was the correct location, therefore he searched for it in the burger menu and by following the hyperlink. Once he figured out that the classes needed to be searched for, he was less hesitant. The tester was not sure where to look for the schedule because it was not clearly indicated that classes do not occur every week, but after getting a hint on this, he was able to navigate to the classes.
- 3) The tester easily removed the class from their schedule.
- 4) To find class location, the tester expected to find it in the external link and did not notice it above but after taking another look at it, he was able to determine the location of the class. The tester quickly found the room plan hyperlink and was happy with this feature.
- 5) The tester accessed "add activity" page through the hyperlink on the daily view which is a less direct way to access it. The tester had issues with inputting times correctly and then figuring out why it does not work. After the time conflict was indicated, the user went to search whether the activity was still added to the schedule. He seemed frustrated with having to search for the right date on the calendar. The rest went smoothly.
- 6) For logging out, the tester expected to find the button in the settings page but then he found it in the burger menu.

Summary: Overall, the tester rated the app 4/5; the user liked time conflict notification feature, but had a hard time finding the correct dates. The suggested improvements were to give more clarifications on whether a conflicting activity was added.

### Tester 3:

URL of the session:

[https://www.youtube.com/watch?v=\\_8EJ-snFdl&ab\\_channel=ArinaPolyanskaya](https://www.youtube.com/watch?v=_8EJ-snFdl&ab_channel=ArinaPolyanskaya)

Roles: Arina-conductor, Bela-observer

- 1) Logging in went smoothly. When arriving at the welcome page the user expressed confusion due to a large number of text present, additionally, he expressed concern about the logout button being in the middle of the page. To change the password the tester used hyperlink on the welcome page.
- 2) The user quickly found where to search for classes. He expressed concern with too much text on the search course page. The user expressed confusion about not seeing the courses on the schedule right away. Removing of the courses went smoothly although at first he seemed confused about clicking on all the boxes.

- 3) The user expected the class buttons to be active to take users towards additional information. Eventually he was able to notice the hyperlink for room plan.
- 4) The tester quickly figured out where to add courses, but when he figured out that there was a schedule conflict, he went to check whether the activity was added. The tester expressed frustration with the fact that he could not select dates faster. He explained that he expected to see the notification about the conflict but still to have the activity still added. The tester was forgetting to add the title of the activity and therefore having trouble adding an activity.
- 5) The tester quickly found the logout button in the burger menu.

Summary: The tester has offered a lot of suggestions for improvements, those include decreasing the amount of text provided on certain pages. He liked the easiness of class search feature and thought that it would be a beneficial application for international students to be able to navigate through their schedules. He also suggested to have more simple one-click actions to increase the efficiency.

## Evaluation

The login page seemed to work well for all users, there was high learnability and efficiency especially because the layout was pretty simple and followed classical conventions, even when an “error” occurred, the users seemed to know how to navigate it. Further, all users seemed to easily navigate themselves to settings either through using the icon or through using the hyperlink to be able to change their password, either way, required the same efficiency and therefore the same number of clicks. One concern that occurred across the testers was that the feedback message did not stay up for long enough therefore causing unclarity and possibly increasing the number of possible errors and decreasing user’s satisfaction while using the application.

Adding courses/registering was high in efficiency as it required only a couple of clicks, testers quickly navigated to the correct page, however for one of them there seemed to be confusion about whether it was the correct location. The adding courses page was high in learnability because it was pretty predictable for users to know where to click, but also especially after the first course was added, it displayed high memorability because they could confidently navigate themselves through the process.

The testing sessions indicated some repeating issues that were seen across all of the testing sessions. Those include: efficiency concerns with the navigation of the schedule, the testers had to press buttons multiple times to arrive at a particular date or week which caused frustration and confusion; Once the testers figured out how it worked, there seemed to be less concern, however, it is still not efficient and not especially satisfactory.

Deleting courses went smoothly as well, however, these might be biases since the users were already on the correct page therefore they already knew what to look for.

Searching for the class location caused some confusion therefore decreasing satisfaction of the experience and indicating that learnability and efficiency are not as high as they should be. Adding new activity was high on efficiency (to discover that feature), however, as a conflict was detected, the testers indicated different expectations of the outcomes, therefore having a lower learnability. Adding an activity without a conflict went smoothly and intuitively, there was some possibility of errors if not all of the fields were required to be filled out and there was no indication that something was missing.

Lastly, for some testers, the learnability of the logout button was high, but of one of them was expecting to have a different location of the button, further testing would be necessary.

## Conclusions

As a conclusion of the current testing, it seems that we have improved the overall smoothness of the user experience with the application as most of the time the testers were able to navigate intuitively. The change of the top and bottom bars improved the intuitive use of the application, as well as the text with hyperlinks. On the other hand, such issues as clicking through days significantly decreased satisfaction, therefore we need to create a better system that would allow for faster and easier navigation through the days. Additionally, we needed a better notification system for password change and for timing conflict. The users were able to find pages through multiple routes which shows that it is better to have different ways of accessing it with less frustrations or errors. Further modifications and suggestions can be added in the further development.

Although the app still does not look like the wireframe, the users were able to successfully use it to accomplish the set goals, therefore given the time budget this was a positive outcome. For future development, it would make sense to include the mentioned additional features. Additionally, it would be a good idea to improve the design of the application more in detail to make it look more finished.