

# **Trackboard**

## **Initial Prototype Testing**

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# Mid-Fidelity Testing

## User Testing Methods

The testers that we chose for Trackboard are people who will be using the product when it is implemented. Therefore the first user was from the Student Services team who manages the posters around campus. We sent her an email to set an appointment. The test took place in person in the meeting room in front of the 2nd floor library and the session took about 35 minutes. The second and third users were the Club Presidents of the International Student Association and the Muslim Student Association, respectively. The request for a usability test was sent via messenger and the tests were performed in person in their dorm rooms. The test sessions were about 20-25 minutes long each. The fourth user was the IGC Campus manager. He was requested in person by visiting the IGC Housing office. The test took place in the lobby next to the housing office and the session was about 35-40 minutes long. We analyzed the data by first identifying any unexpected user behaviour after which we tried to understand the intent behind the behaviour.

## User Testing Results

For the student portion there were three key findings. The first finding is that testers wished to see the boards when they were selecting the location to post the poster on. The second finding is that the testers did not check the rules at all before applying. There was no incentive for the users to check the rules at all, even though it's something that we wanted to encourage. The third finding is that the testers expected the contents of the "In Progress" page to be a part of the "History" page. Testers were also confused about the purpose of the "In Progress" page because they saw it right after submitting their application.

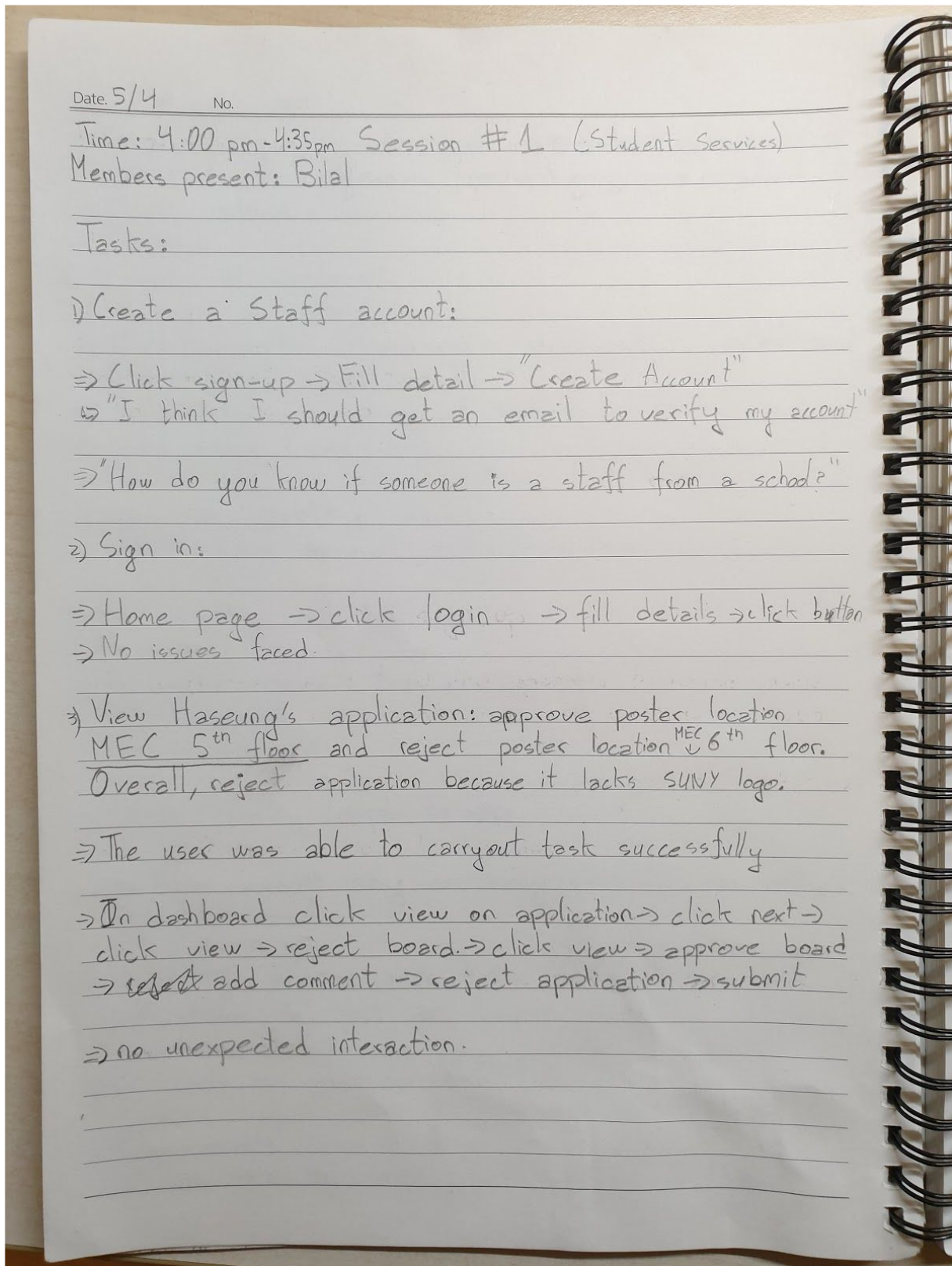
For the staff portion there were two key findings. The first is that the user was unsure about the purpose of approving or rejecting location before approving an application. The second was that they wished to be able to edit existing rules aside from just deleting them. Aside from these, there was no specific action that was unexpected. In one of the user's own words, "All the requirements were met."

Link to the responses of the after user testing survey:

[https://docs.google.com/spreadsheets/u/1/d/1ymODDZqtOnYx9BGDgcYmR-Tg3TDCX3joCcNJ\\_W8DwBM/edit#gid=1157940418](https://docs.google.com/spreadsheets/u/1/d/1ymODDZqtOnYx9BGDgcYmR-Tg3TDCX3joCcNJ_W8DwBM/edit#gid=1157940418)

# Appendix

## Notes From Testing Sessions



< Figure 1.1: Session 1 - Notes Part 1 >

4) From user dashboard add/modify campus map (add floor & delete board)

(Dashboard) click campus map → click add floor button → click add on pop-up → click ok on following pop up  
click delete board button

⇒ User mentioned that it is great that they can delete and add new locations. They talked about how just recently they added a new board to the building A 3<sup>rd</sup> floor.

5) View virtual board

clicked "view board" from Campus Map

⇒ User noted that there should be a "refresh" or "view" button next to the drop down menus

6) Edit Requirements

The user able to ~~easily~~ tell that clicking "del" deletes rule and "add" adds the rule to the list.

⇒ They were particularly happy with how rules can be added or deleted.

Overall, the user stated that all expectations/requirements were met.



Date: 5/4

No.

Session #2 (ISA President)

Time: 6:15 pm - 6:40 pm

Members: Bilal

Tasks:

1) Sign up:

- ⇒ User followed expected path.
- ⇒ No problems faced.

2) Sign in:

- ⇒ No unexpected behaviour

3) Apply:

- ⇒ The user was able to discern ~~what~~ how to upload image, fill poster details ~~and~~, select poster location and submit.
- ⇒ They submitted application without viewing rules.
- ⇒ The user was confused about the purpose of 'In Progress' page. ~~They~~ It may have been because after clicking submit they were directed to that page.

4) View Application History:

- ⇒ User was able to navigate to <sup>the</sup> page easily.
  - ↳ They followed the expected path

< Figure 2.1: Session 2 - Notes >

Session # 3 (MSA President) Date. 5/4 No.

Time: 7:00pm - 7:20pm

Members: Bilal

Tasks:

1) Sign up:

⇒ User followed expected path.

2) Sign in:

⇒ User followed expected path.

3) Apply

⇒ User behaved expectedly when it comes to applying filling application / answering application details.

⇒ They didn't view the rules until after applying.

View Application History:

⇒ They followed the expected path.

< Figure 3.1: Session 3 - Notes >

Date: 5/6 No.

## Session #4 (IGC Campus Manager)

Time: 5:00pm - 5:25pm

Members present: Bilal

### Tasks:

1) Create a staff account:

⇒ Tester followed expected path.

⇒ "I think this is pretty straight forward"

2) Sign in:

⇒ Followed expected path.

3) View application and reject it while approving certain locations:

⇒ "I don't know why I should approve a location before but reject an application. Shouldn't I immediately reject an application if it is missing some requirement"

⇒ Overall, the tester was able to easily figure out how to do the task.

4) Modify campus map:

⇒ User followed expected path and thought that the interaction was very natural.

5) View Virtual board:

⇒ User was able to ~~view~~ figure out how to view board

< Figure 4.1: Session 4 - Notes Part 1 >



from both paths ~~without~~ by himself.

⇒ "I really like this feature"

a) Edit Requirements:

⇒ User was able to navigate to the page and both add/del requirements very easily.

⇒ User was especially pleased at being able to add or del rules. However they expressed desire to edit existing rules.