

# *Moogul*

## *Test plan*



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## ***Updated Concept description:***

Our goal is to create a platform, where students can communicate to each other and find all of their relevant information, connected to their studies in one place. This includes all of their lectures, all of the challenges that come with the 3<sup>rd</sup> semester. Also there will be register/login where students can enter the website. The forum is our main core of the website. It is important because there students can communicate with each other and give/get help for a specific topic/assignment.

Throughout the semester we did a bunch of user research and testing each iteration.

## **Iteration 1:**

In this iteration we figured out our target group, by doing a survey and an interview with a Fontys student. We also created our first prototype.

## ***Target group:***

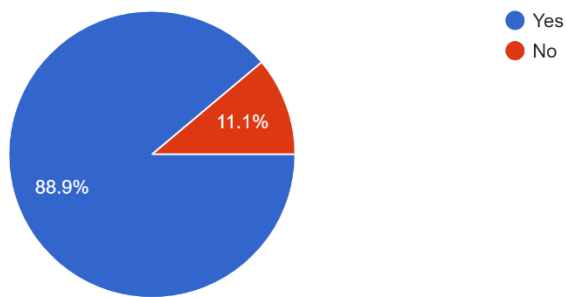
Our target group is all of Semester 3 ICT students. Our first idea was the platform to be for all ICT students, but then we decided to narrow it down to one semester, as the information for all students would be challenging.

## User Study:

We started our research with a simple survey, sent out only to Semester 3 students. Here are a couple of screenshots from it:

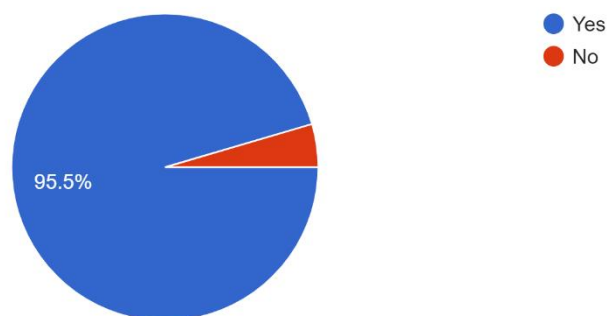
Would you like help from peers for assignments or a project?

27 responses



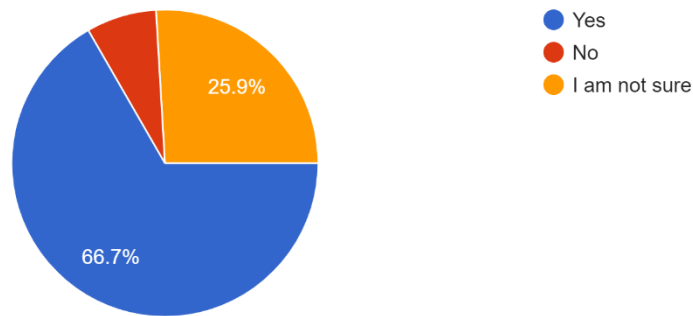
Are you struggling with finding the challenges you have to do for extra points?

22 responses



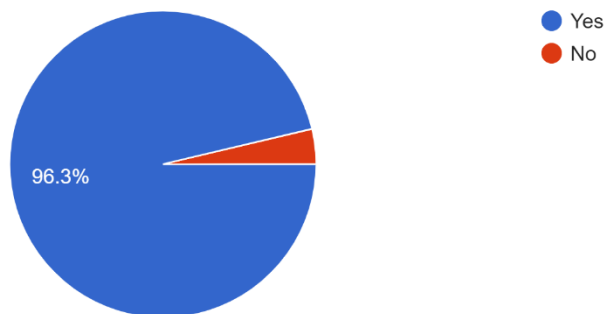
If you had a space/forum where you can ask for help from your peers/other students, or just communicate with students about issues, suggestions and etc. , would you use it?

27 responses



Would you like a website where you can see all your lectures in one place, rather than searching them through Teams?

27 responses



From the survey we have gathered the following information:

- 📊 Most of the students liked the idea of a forum where they can communicate and give/get help for a specific issue
- 📊 Almost all of them are struggling with finding challenges, as they don't receive notifications from Canvas and have to check daily
- 📊 Everyone, except 1 person likes the idea of a website, where students can see all of their lectures, as they would be there for a longer time than 20 days

We also conducted 1 interview/prototype testing, from which we gathered feedback for our first version of the prototype.

## *User persona:*

This user persona is based from the interview:



*Mike Johnson*

**Age:** 20

**Occupation:** Student

**Location:** Eindhoven

### Interests

- He likes reading in his free time
- He loves travelling, but due to the situation he is forced to sit
- He also loves watching Netflix after a long day of studying

### Goals

- His main goal is to finish university
- He would like to learn as much programming languages along the way
- Attend every lecture

### Frustrations

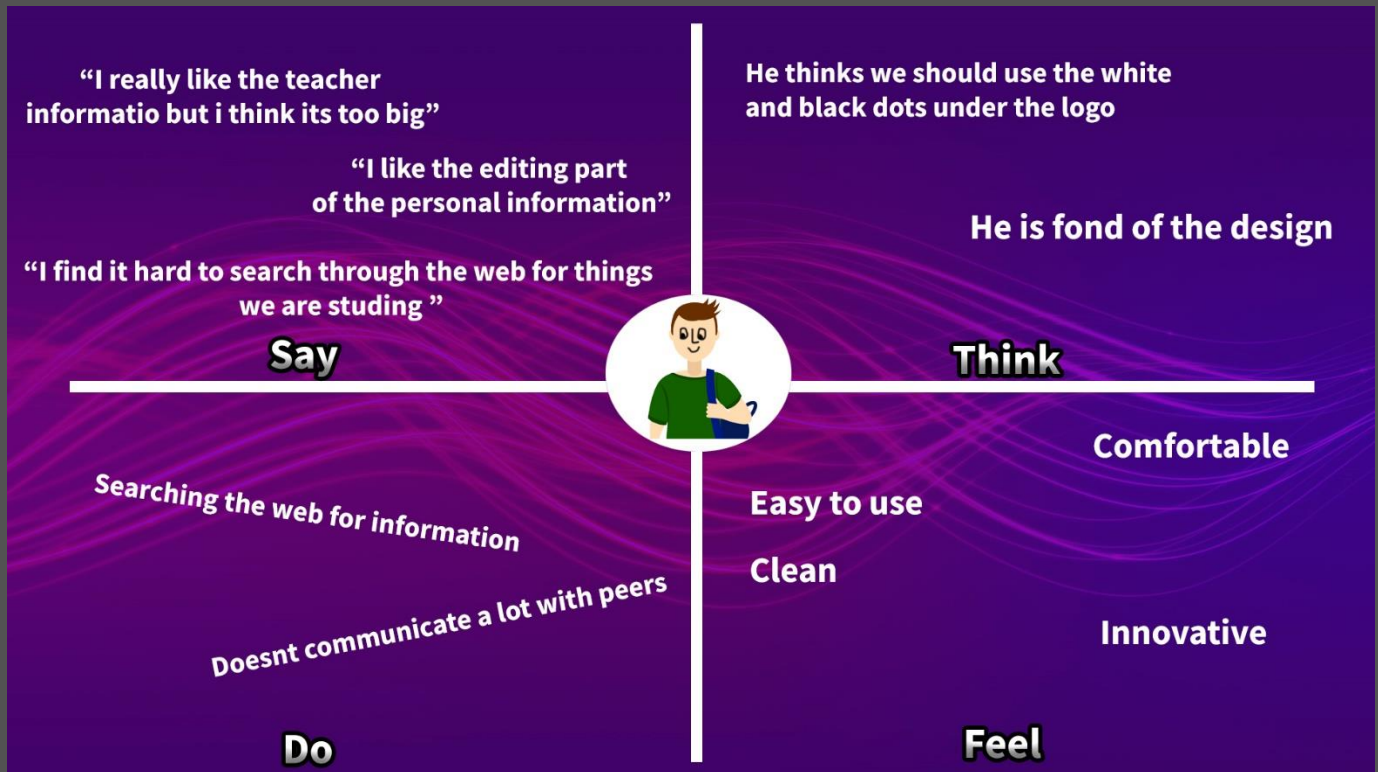
- He wanted to watch a lecture to prepare for a test, but the lecture is deleted, because 20 days have passed and now he has to search through the web
- Sometimes he is having trouble with his code and would like to ask other students from his class, but there isn't an exact platform for that

### Bio

Mike is from the United States. Usually people continue studying in America, but Mike decided to go studying in Europe. He has always wanted to visit Amsterdam. Now he is a second year student in Software.

## Empathy map:

We also made an empathy map based on the survey



## First prototype:

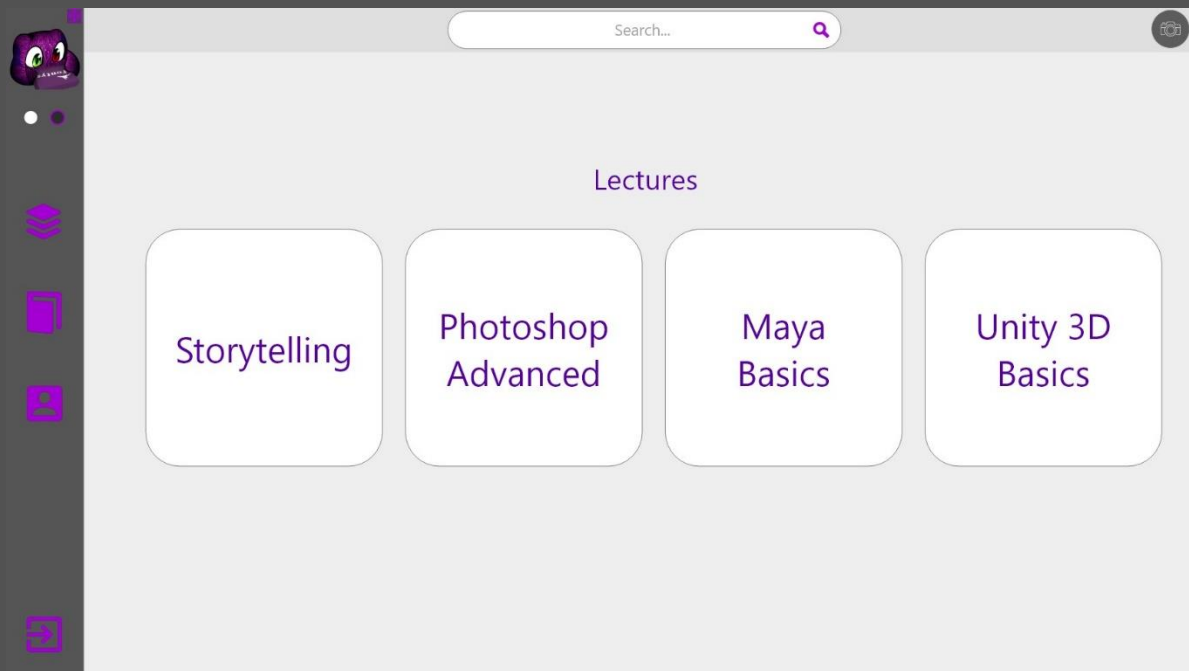
We used a couple of wireframes for quick prototyping as we showed them to a couple of students to see their feedback.

After getting their feedback we came to these conclusions:

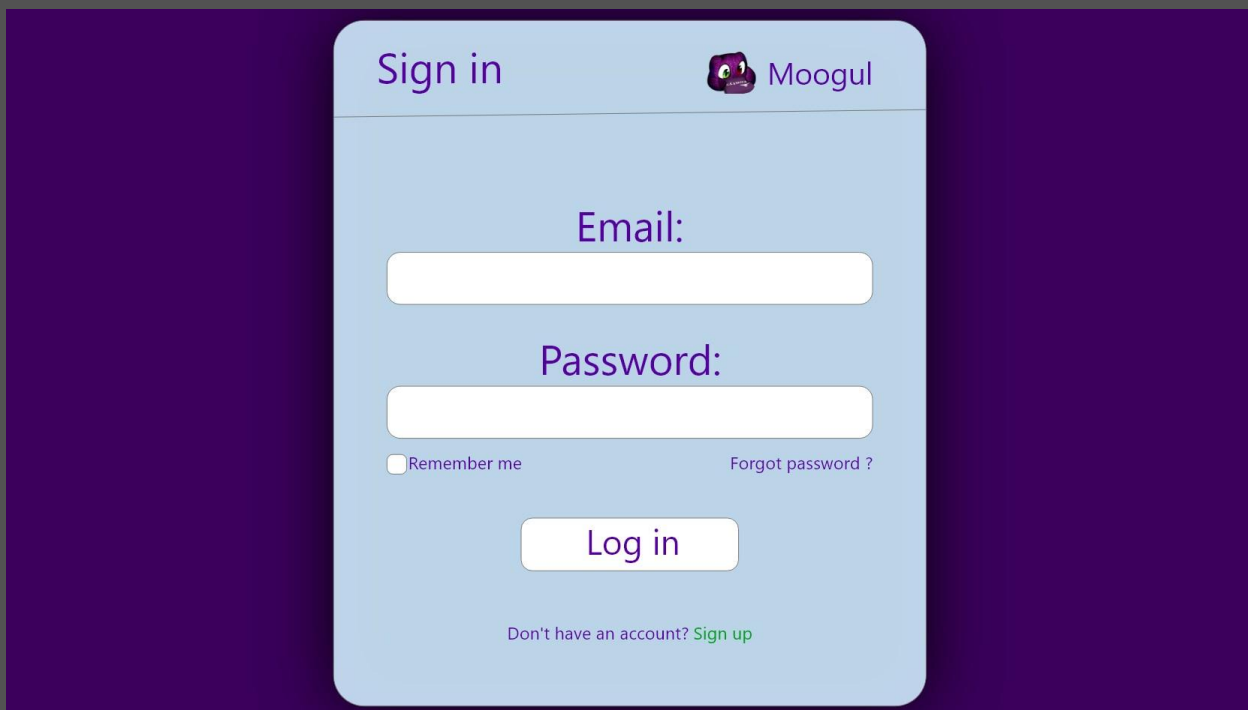
- ✚ decided to remove the top bar and made it an expandable side bar, only keeping the profile in the top right
- ✚ change the teacher information from top right to the bottom
- ✚ changed the sign in page to a more basic page, where if you are a new user, you can click below to create an account

## Finished version:

### Lectures page

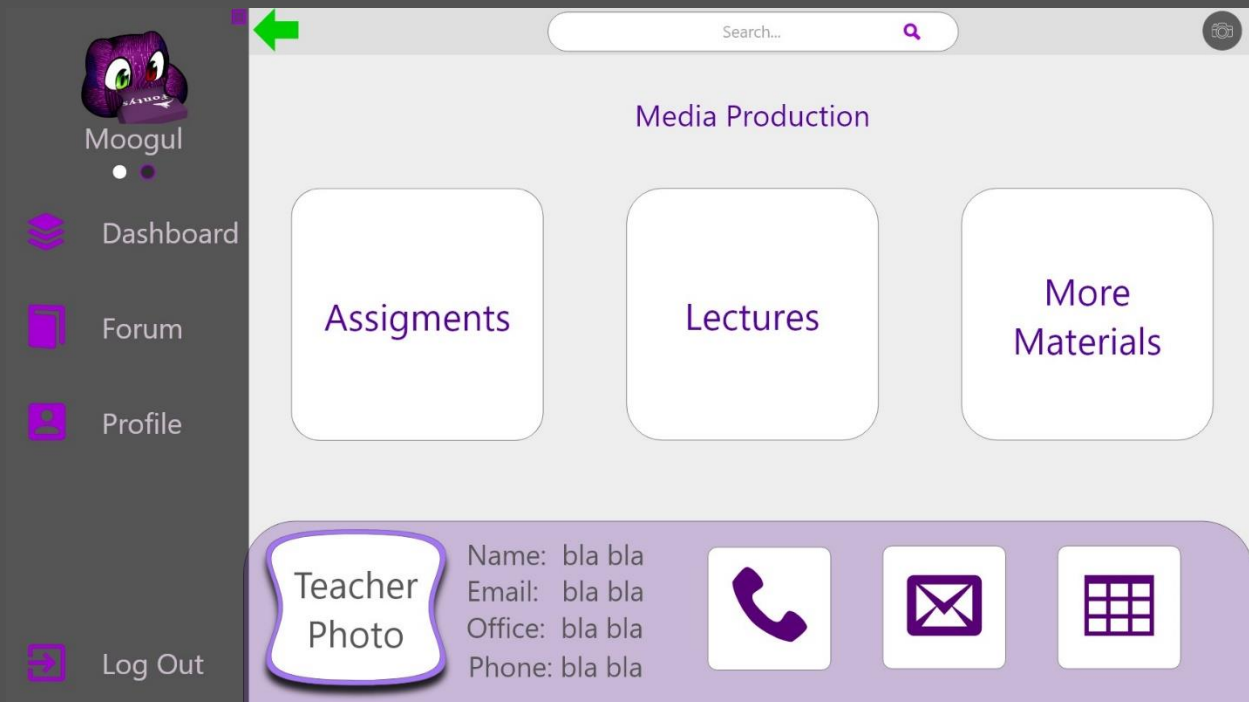


### Sign up page

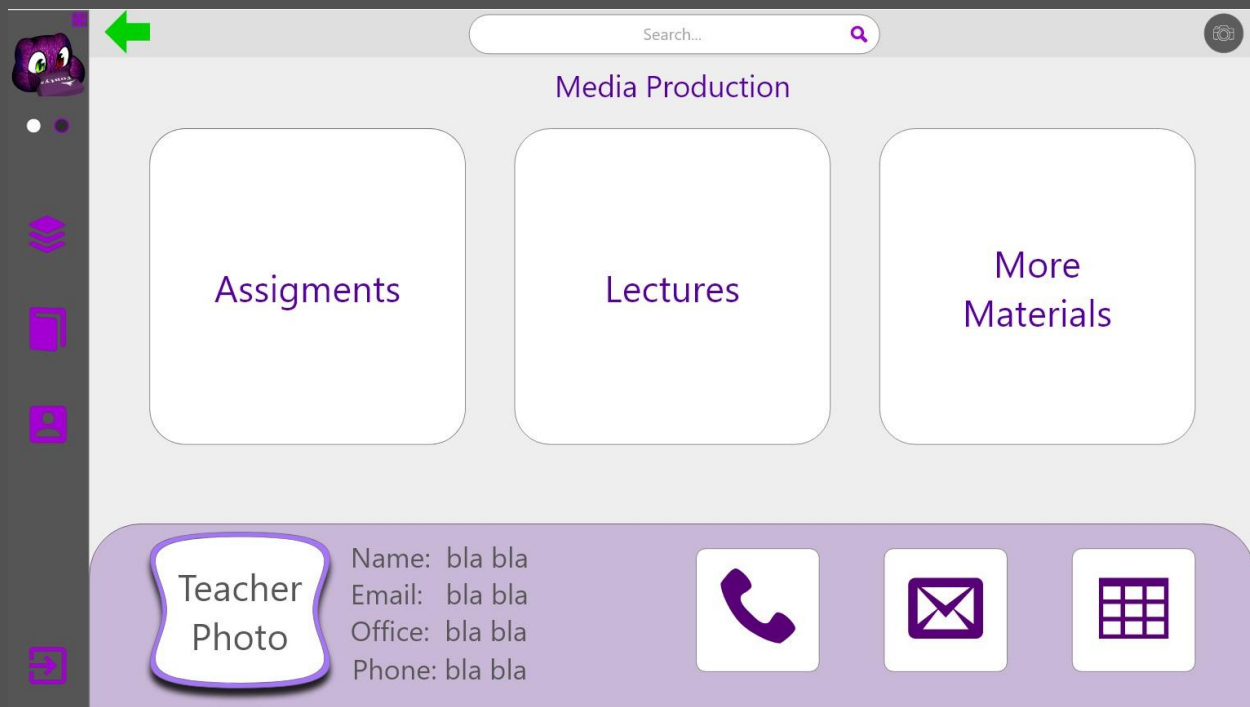




### Subject page (closed side bar)



### Subject page (open side bar)



## ***Feedback 1<sup>st</sup> iteration:***

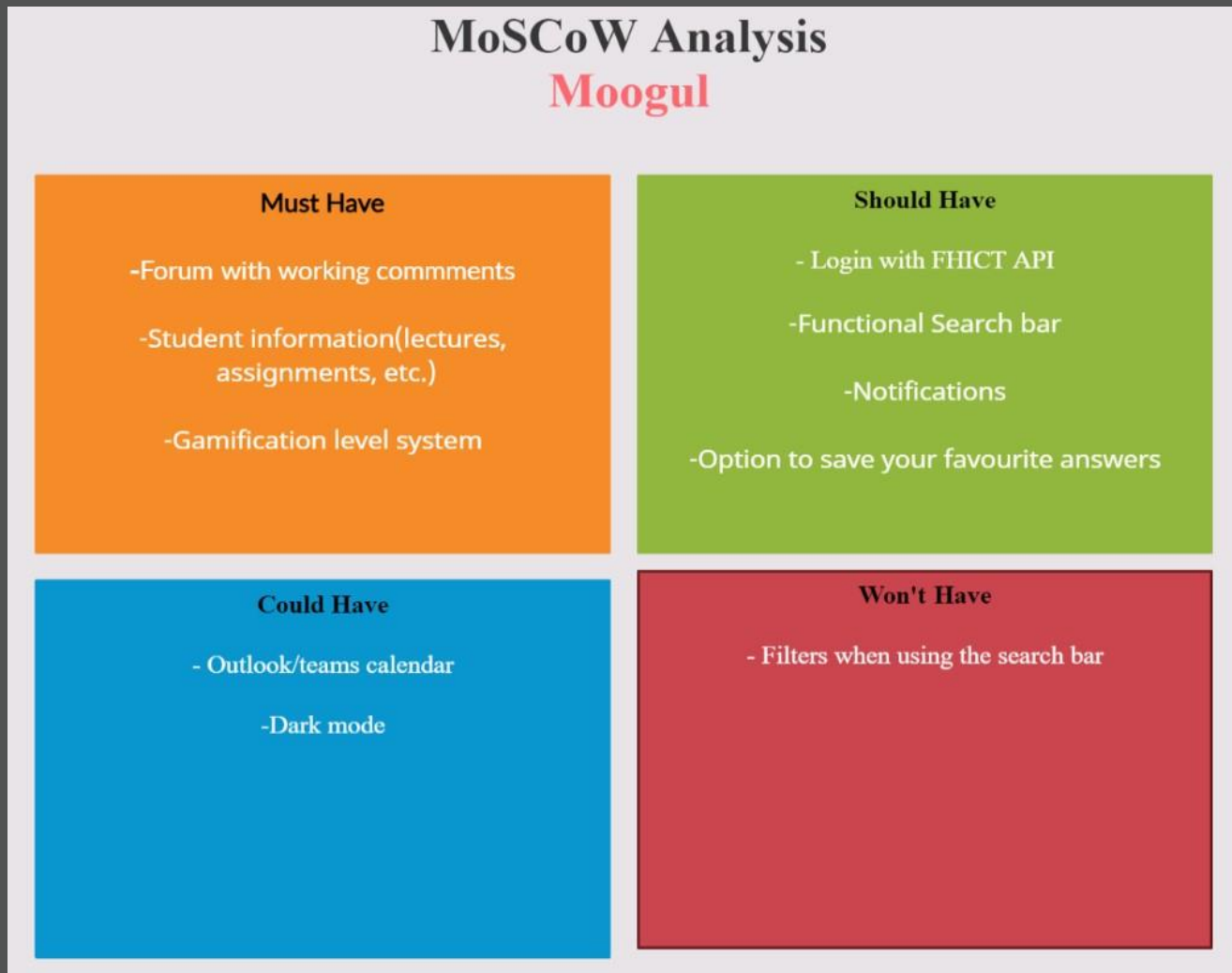
- 🛠 Working features
- 🛠 Change Teacher information Design

## **Iteration 2:**

In the second iteration we started implementing the prototype inside our website. We know that's not how we suppose to prototype, but we decided it would be easier for us as we can easily code it and then change it later, rather than creating a separate prototype.

We conducted 3 separate prototype tests with 3 students (2 from Fontys)

## *MoScOw Analysis:*



## *Feedback 2<sup>nd</sup> iteration:*

- 📅 Update Assignment/challenges page
- 🔍 Working search bar
- 📄 Add a main page
- 📅 Update Lecture page

## Iteration 3:

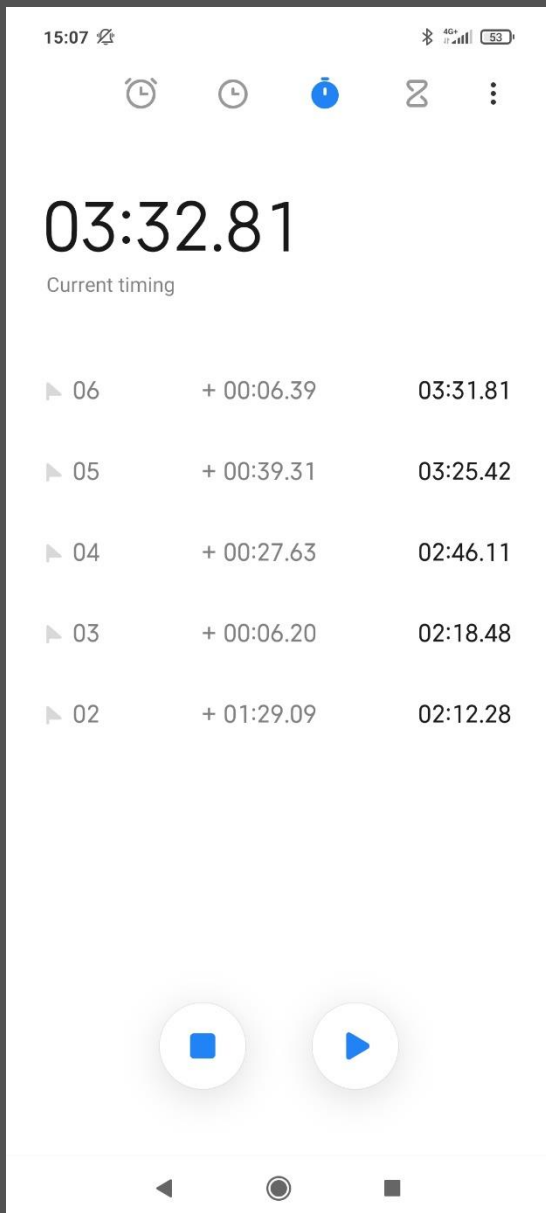
In the final iteration we did a couple of user task scenarios, where we ask the participants to complete a certain task, so we can see if they can easily navigate it. We also created a survey in which our participants reviewed our website.

### ***User tasks:***

The tasks we gave our users go as follows:

1. Register
2. Add a thread
3. Comment it
4. Find an assignment
5. Change your name
6. Log out

Our first user is Ivan from our class. I put on a timer and detected for how long can he make the current task.



We can see that it took him 2 minutes to register, mainly because he wasn't aware of the password security (in our website your password must be between 5 and 20 letters/numbers.)

We can also see that it took him only 6 seconds into the website to find the forum, meaning that's easy to find.

He was quite confused when I told him to change his name as it took him 40 seconds.

And we can also see that for the final task he was quick to find the log out button.



Our second user is also a student named Pepi and we gave her the same tasks:

For the first task to register it took her only 27 seconds, which is quite different from Ivan's.

She found the forum in 30 seconds, and later added a comment.

We can see she was having trouble finding the assignment as it took her 36 seconds.

In the recording we can also see she was quite confused finding the profile and changing her name.




Our third user is also from Fontys. Her name is Gergana. For her we had an interview/prototype test and we also gave her some tasks.

We also gave her 5 seconds to check the forum, so we can see what is most memorable in the page. She immediately remembered the blue buttons, which are for Creating thread and adding comments.

After that we made another interview with another students. His feedback was quite similar to the one we already received.

Survey results:

### ***Feedback iteration 3:***

-  Change like button
-  Fix bug when updating the profile
-  Show profile image

## Appendix A: Iteration 1

Blog:

<https://viktorkalinkov.github.io/blog.moogul/>

Survey:

<https://docs.google.com/forms/d/e/1FAIpQLSc2TNGnXksF0C-vSUYSyk9qu6JNjDwABRPf5jhr2B3hY4wlcg/viewform>

Interview/Prototype testing

<https://www.youtube.com/watch?v=Va4Zl4-UnBo>

Video prototyping (User flow)

<https://www.youtube.com/watch?v=R60gl0cyccE>

## Appendix B: Iteration 2

Prototype test Ivan:

<https://www.youtube.com/watch?v=Ila5dK7NF4E>

Prototype test Pepi:

<https://www.youtube.com/watch?v=Ila5dK7NF4E>



Prototype test Valio:

<https://www.youtube.com/watch?v=5nm6GkVsDqs>

## Appendix C: Iteration 3

Survey:

[https://docs.google.com/forms/d/e/1FAIpQLScTxlvxoEXS1\\_wfM03R1x2w15KMDwRDpHODQ5AZAFhfswYdEA/viewform](https://docs.google.com/forms/d/e/1FAIpQLScTxlvxoEXS1_wfM03R1x2w15KMDwRDpHODQ5AZAFhfswYdEA/viewform)

User task scenario Gergana:

<https://drive.google.com/file/d/1q4BDPCMzapoMJ0GmulGZlcFPDEGCK2He/view>

User task Scenario Pepi:

<https://www.youtube.com/watch?v=UoiLLatNprE>

Interview/User task:

[https://drive.google.com/file/d/19P7qor8mkLm6UU8WHYoWR6\\_YWj-d-5uW/view?usp=sharing](https://drive.google.com/file/d/19P7qor8mkLm6UU8WHYoWR6_YWj-d-5uW/view?usp=sharing)