Iteration 2 Report

Research Question:

In the first iteration, we worked to create a horizontal prototype in which the Instructions section was complete and refined. We worked to reduce the length of the instructions, make the formatting and alignment easier to read, and make the spacing more visually appealing. We built upon these improvements in this iteration.

In this iteration, we focused on making the content in the form more usable. This utilizes design principles such as: similarity, contrast, alignment, proximity, order, and enclosure. These are applied to make sure there is proper distinction between each section, and to improve the overall clarity of the content. We hope this will have a positive influence on the usability of the "Late Add/Drop form". Consideration of human experience is always essential as it can make the entire process of form filling and processing more conducive for both the students and the registrar's office.

Thus, our research question for this iteration is:
Will applying principles of design like enclosure, alignment and spacing on the content of this form, create a positive impact on its usability?

The Prototype:

This brings us to the idea of creating a prototype with the following major changes:

- Working on the alignment of "Email" and "day phone" fields. The alignment (horizontal and vertical) of these fields is very uneven and confusing.
- Designing boxes for the Student RIN (ID) field for proper separation between each character, bringing clarity and reducing confusion about the number of characters that need to be clustered together while filling up this field.
- Replacing field "*Print Name*" with *"Name"*, as distinction between name and signature here are implied
- Designing boxes for the "CRN" field.
- Adding negative spaces for better organization and vertical alignment, wherever necessary.
- Moving "date" field to be in line with "Print Instructor's Name" field.
- Homogeneous designing for all the fields like using a constant generalised format for the "date" field in all the sections of the form.

A prototype to answer this question:

3   LATE ADD/DROP FORM
Office of the Registrar

Read instructions first

PART 1: (To be completed by the student)   Date: _____

Name: _____   Student ID: ☐☐☐☐☐☐☐
      (LAST)   (FIRST)   (MI)

Term: Fall ___   Spring ___   Summer ___   Session 1__   Session 2__   Session 3__
         yr   yr   yr

E-mail address: _____   Phone: _____

PART 2:

Late Add: CRN: ☐☐☐☐   _____   _____   _____   _____
                            subject   course #   section   credit hours

Course Name: _____

Signature of instructor (required for late add): _____

Print Instructor's Name: _____   Date: _____

Late Add: CRN: ☐☐☐☐   _____   _____   _____   _____
                            subject   course #   section   credit hours

Course Name: _____

Signature of instructor (required for late add): _____

Print Instructor's Name: _____   Date: _____

PART 3:

Late Drop: CRN: ☐☐☐☐   _____   _____   _____   _____
                            subject   course #   section   credit hours

Course Name: _____

Late Drop: CRN: ☐☐☐☐   _____   _____   _____   _____
                            subject   course #   section   credit hours

Course Name: _____

PART 4: Required authorization for all late drops or late adds:

UNDERGRADUATE STUDENTS:

ALAC Staff Signature: _____   Date: _____

International Students

ISSS Office Signature (required for late drops below 12 credits): _____   Date: _____

GRADUATE STUDENTS:

Advisor Signature: _____   Date: _____

Graduate Program Director Signature: _____   Date: _____

Dean of Graduate Education: _____   Date: _____

International Students

ISSS Office Signature (required for late drops below 9 credits): _____   Date: _____

Usability Test:

We decided to find out if the contrasting changes in the content of this form in terms of its Design that we think are more visible and more usable, ACTUALLY seem different and better to the users filling up the form, or not. To put this plan into action, we came up with the idea of testing this prototype with a Focus Group. So, we sat down a group of five individuals (most of them undergraduate students), to discuss the prototype in detail.

- First, the prototype was introduced as a form without the reference of the original one that is usually available for adding/dropping a subject.
- Then, the details of each designing aspect of the form, starting with the personal information section through the authorization section.
- Then, the original form was introduced in the meeting and then the comparison was drawn out.
- The new prototype was applauded and taken very positively by the members of the group, in comparison to the original form.
- We noted down the crux of each and every discussion point over all of the sections of the form.
- The group noticed most of the changes we made, except some trivial changes of spacing and the movement of date field being aligned with the "Print Instructor's Name" field.
- They also seem to like the boxed fields of RIN and CRN fields. From our results of the last iteration, the users talked about how it caused them confusion about clustering the digits to fill out the RIN field. This was a contrasting and positive change as per the discussion held.

Report on the Results of the Test:

- The discussion showed that with proper spacing, the "Read instructions first" line was now more visible.
- The proper alignment and correction of the "email address" and Phone fields made the form more readable.
- The discussion also suggested that with all the parts of the form now properly aligned, the form is more usable.
- The form looks more concise after the changes were made.
- The discussion also revealed that shifting the instruction "**CRN# IS 5 DIGIT NUMBER IN the LEFT COLUMN OF CLASS HOUR SCHEDULE**" makes the form

more compact and doesn't affect their understanding of the CRN number as many prefer to read the instructions page first.

In our next iteration, we will be working on improving the "Authorizations" section of the form and try to make them concise. We will also work on some more design aspects of the form like:
The "Course Name" field is not spacious enough to fill up long names of some subjects, as Hayley suggested.