

## C856 FAQ and Task Examples

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[Show Properties](#)**Want to Accelerate?**

To accelerate the course in two weeks, use this outline and reference the course material as needed to support the development of your competencies:

**Day 1:** review assessment requirements and supporting documents

**Day 2:** create a timeline and a persona

**Day 3:** create the wireframe

**Day 4:** complete guerrilla usability testing

**Days 5-7:** complete the interactive prototype and outline 5 usability tasks

**Day 8:** review and submit Task 1

**Days 9-11:** revise Task 1, if needed, and complete usability testing

**Day 12:** review and summarize testing feedback

**Day 13:** complete cumulative summary

**Day 14:** review and submit Task 2

**Questions about Evaluation and Resubmission****Should I resubmit all task attachments with my resubmission?**

Yes!

**How do I access task requirements and submit files?**

[Review this document for details on submitting files, canceling submissions, and accessing evaluation reports.](#)

**My task requires approval...what do I do?**

Begin working on revisions. Schedule a call with your instructor to work through the evaluation feedback. If the feedback is clear and you have already addressed each item, email the updated work to your instructor. Your instructor needs to review the updated work before approving the next attempt.


**Task 1 Tips****Timeline**

Tips for this Aspect

Example

Tips for this Aspect	Example																																
<p><b>FAQs</b></p> <ul style="list-style-type: none"> <li>Review Section 2 of the course material.</li> <li>There is no design requirement for the timeline. A table or list is OK.</li> <li>The "UX design activities for the project" are the other required aspects of Task 1.</li> </ul>	<table border="1"> <thead> <tr> <th>Activity</th><th>Duration</th></tr> </thead> <tbody> <tr> <td>Research (About the Island)</td><td>0.5 Days</td></tr> <tr> <td>Research (Survey Results)</td><td>0.5 Days</td></tr> <tr> <td>Create Persona</td><td>1 Day</td></tr> <tr> <td>Design Wire Frame</td><td>1 Day</td></tr> <tr> <td>Guerilla Testing</td><td>1 Day</td></tr> <tr> <td>Guerilla Testing</td><td>1 Day</td></tr> <tr> <td>Guerilla Testing</td><td>1 Day</td></tr> <tr> <td>Analytics</td><td>1 Day</td></tr> <tr> <td>Design / Build Prototype</td><td>3 Days</td></tr> <tr> <td>Client / User Testing</td><td>1 Day</td></tr> <tr> <td>Repeat as necessary</td><td></td></tr> <tr> <td>Design / Build Prototype</td><td>2 Days</td></tr> <tr> <td>Client / User Testing</td><td>1 Day</td></tr> <tr> <td>Build Final Product</td><td>2 Days</td></tr> <tr> <td>Final User Testing / Acceptance Criteria Verification</td><td>1 Day</td></tr> </tbody> </table>	Activity	Duration	Research (About the Island)	0.5 Days	Research (Survey Results)	0.5 Days	Create Persona	1 Day	Design Wire Frame	1 Day	Guerilla Testing	1 Day	Guerilla Testing	1 Day	Guerilla Testing	1 Day	Analytics	1 Day	Design / Build Prototype	3 Days	Client / User Testing	1 Day	Repeat as necessary		Design / Build Prototype	2 Days	Client / User Testing	1 Day	Build Final Product	2 Days	Final User Testing / Acceptance Criteria Verification	1 Day
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## Persona

Tips for this Aspect	Example
<p><b>FAQs</b></p> <ul style="list-style-type: none"> <li>Review Section 5 of the course material.</li> </ul>	<div> <p><b>Honeymooner(s)</b></p>  <p><b>Name:</b> Rem Natsuki</p> <p><b>Age:</b> 30 - 35 years old</p> <p><b>Annual Income:</b> 80k - 100k</p> <p><b>Interests:</b> Visiting the beach, Meditation, Yoga, Coffee, Hiking/Exploration, International Foods, Local Attractions and tourism.</p> <p><b>Region:</b> USA - suburbs</p> <p><b>Quote:</b> "Whoever is happy, will make others happy too"</p> </div> <div> <p><b>Description</b> 📄</p> <p>Rem is a newly married female in her early to mid 30's. She feels as though she is just at the beginning of her journey, and has a large, outgoing personality type.</p> <p>A destination such as Taniti is perfect for this bubbly persona, full of energy, exploration, coupled with an adventurous appetite.</p> <p>This persona generally only has a 2 person party that flies into the island. The honeymooner(s) are likely to stay roughly ~7 days and generally stays at a bed and breakfast, or a hotel.</p> <p>Honeymooner(s) are also likely to use car share for island transportation</p> <p><b>Habits</b> 🍷</p> <p>Impulse online purchases, and obsessively planning about her future</p> <p><b>Comfortable Ecosystem</b> 🌿</p> <p>Rem is someone who frequently speaks with her parents, but mainly uses her husband as her support system.</p> </div> <div> <p><b>Goals</b> 🎯</p> <p>Rem wishes to build her families forever home while working on her career and raising a family of 2-3 children with her husband in the suburbs.</p> <p><b>Needs</b> 🍷</p> <p>Rem is someone who needs to constantly be doing something, as her explorative and adventurous mind-set might reveal.</p> <p><b>Frustrations</b> 😡</p> <p>When people are late and/or events begin after the proposed start time, etc. - Rem is a very punctual individual.</p> </div>

## Wireframe

- Refer to supporting documents on the task requirements: "Survey Results.xlsx"
- Submit ONE persona profile and will make up the appropriate

## Tips for this Aspect

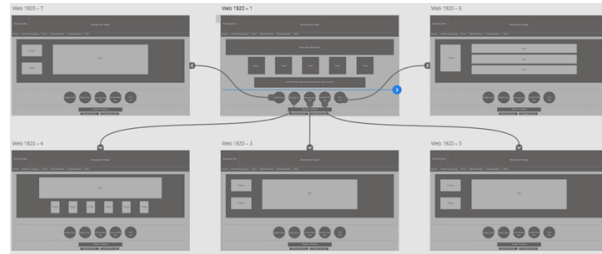
## Example

### FAQs

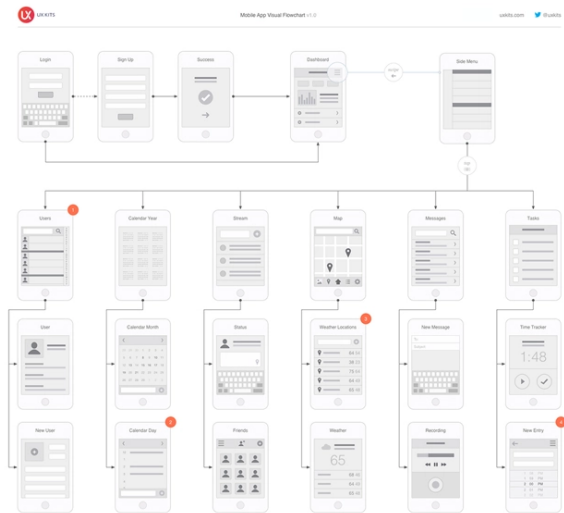
- Review Sections 3 & 4 of the course material.
- Mobile or Desktop: it's up to you! Choose the format that suits the audience best.
- Any tool can be used to create the wireframe.
- There are no page requirements for the wireframe or prototype.
- This is a low-fidelity wireframe and can have boxes instead of figures, and lorem ipsum filler text.
- Include one wireframe for each page in the prototype AND a flow diagram.
- A flow diagram shows the basic path that a user would take from the homepage through the other pages of the site.

### Additional Resources

- Wireframe
  - [A guide to wireframe fidelity](#) provides excellent examples of a mid-fidelity wireframe and what should be included.
  - [What is Wireframing?](#)
  - [Difference Between Wireframe, Prototype, and Mockup](#)
  - [Creating Wireframes in InVision and a wireframe template](#) (Sign up here for an educational account using your school email and the code: 56-73-13-19)
  - Using [SketchApp](#) and [Adobe XD](#) for wire framing;
  - <https://wireframe.cc/>
- Flow Diagram
  - [A step-by-step guide to](#)

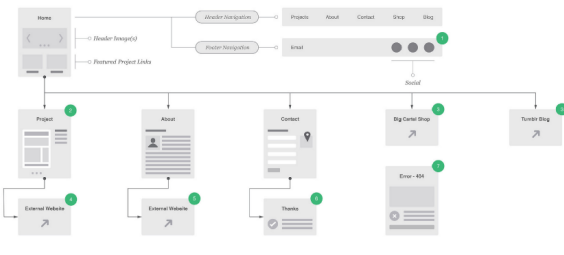


OR



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OR



1. Social links will include Twitter, LinkedIn, and GitHub.
2. In addition to showcasing the wireframe and footer navigation throughout the website, each project page will have a 'About/View Project' navigation option.
3. Both the Shop and the Shop lists will have a 'New' button. They are each based on external content.
4. Where applicable, an external link will refer to the user to the project in its external hosting (social links, sub-project or feature, products, etc.).
5. Links to the about page will take the user to the website after having finished my work.
6. The email list subscription form is located through the footer. Once a user clicks the footer button on internal/external page is displayed.
7. Custom Error Page. It probably won't be lightboxed at all.

## Guerrilla Usability Testing

Tips for this Aspect	Example												
<h3>FAQs</h3> <ul style="list-style-type: none"><li>• Review Section 7 of the course material.</li><li>• Guerilla testing is to be done with family or friends you choose.</li><li>• Each piece of feedback must be labeled <i>actionable</i> or <i>not actionable</i> and explain this decision.</li><li>• If you intend to make changes, outline what those changes are and how they will improve the design.</li></ul> <h3>Additional Resources</h3> <ul style="list-style-type: none"><li>• <a href="#">How To: Guerrilla Usability Testing</a></li><li>• <a href="#">How to Conduct a Wireframe Review</a></li></ul>	<table><tr><th>Name</th><th>Feedback</th><th>Actionable</th><th>Response</th></tr><tr><td>Jane</td><td>The buttons are too small</td><td>Actionable</td><td>Small buttons make it more difficult for users to click and may go unnoticed. I will increase the size of all buttons by 30% to increase usability and improve the design.</td></tr><tr><td>John</td><td>I don't like the color red</td><td>Not Actionable</td><td>This is a personal preference and the color red is the primary color of the island's brand, so I will not adjust the color.</td></tr></table>	Name	Feedback	Actionable	Response	Jane	The buttons are too small	Actionable	Small buttons make it more difficult for users to click and may go unnoticed. I will increase the size of all buttons by 30% to increase usability and improve the design.	John	I don't like the color red	Not Actionable	This is a personal preference and the color red is the primary color of the island's brand, so I will not adjust the color.
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## Interactive Prototype

Tips for this Aspect	Example
<p><b>FAQs</b></p> <ul style="list-style-type: none"><li>• Review Section 6 of the course material.</li><li>• A prototype is not a fully functioning website.</li><li>• Include enough content for users to perform the usability tests you are designing. For example, if you want users to locate information about beaches, include that information.</li><li>• When using online images, include a citation with the submission. <a href="#">How do I cite materials properly with APA?</a></li></ul>	<p>Visit the <a href="#">Prototype and Peer Review Dashboard</a> for prototype examples</p>

Tips for this Aspect	Example
<ul style="list-style-type: none"><li>• The prototype should reflect the design of your wireframe and include changes from guerrilla testing.</li><li>• Any tool can be used to create the prototype as long as there is a URL to access the prototype online.</li><li>• If you build the prototype in HTML and CSS, it must be hosted. <u>W3Schools offers free web hosting</u>.</li></ul> <p><b>Invision Resources</b></p> <p><b>Step 1: Create an Invision Account</b></p> <ul style="list-style-type: none"><li>• <u>Sign up here for an invisionapp.com educational account</u> using your WGU email address and the code: 56-73-13-19</li><li>• If you previously signed up for an InVision trial, email <u>education-support@invisionapp.com</u> with your expected graduation date to get an upgrade.</li></ul> <p><b>Step 2: Choose Invision App or Invision Studio</b></p> <ul style="list-style-type: none"><li>• <b>Invision Web Ap</b><ul style="list-style-type: none"><li>• Using the web app you would design the individual pages in a software of your choosing and then upload a flat image of each page to <u>invisionapp.com</u>, using the web interface to link the pages together.</li><li>• Invision Web App Resources:<ul style="list-style-type: none"><li>• <u>Creating Prototypes</u></li><li>• <u>Adding Screens (pages)</u></li><li>• <u>Adding Interactivity (links)</u></li><li>• <u>Create and apply a hotspot template</u></li><li>• <u>Creating anchor links within a page</u></li><li>• <u>Create a drop-down menu</u></li><li>• <u>Creating public share links to access your hosted prototype</u></li></ul></li></ul></li><li>• <b>Invision Studio</b><ul style="list-style-type: none"><li>• Use <u>Invision Studio</u> (a desktop app) to design the individual pages, link the pages together, and publish the prototype.</li><li>• Resources and tutorials are located here: <u><a href="https://www.invisionapp.com/studio/learn">https://www.invisionapp.com/studio/learn</a></u></li></ul></li></ul>	

## Usability Tasks

### Tips for this Aspect

#### FAQs

- Review Section 7 of the course material.
- Functional testing validates a system's functionality and asks if something *can* be done, like working links and images loading.
- Usability testing validates the ease of use and intuitiveness of a system. In other words, *how* is it done and does it make sense.
- These should be usability tasks that allow the user to complete without prescriptive directions.

#### Resources

- [Functional Testing vs. Usability Testing](#)
- [Differences Between Functional Testing and Usability Testing](#)

#### GOOD Objective Usability Tasks:

- What is the drinking age?
- Locate a phone number for the hotel?
- Identify two things you could do on the island.

#### BAD Usability Tasks:

- Navigate the website.
- Click on lodging and navigate to the hotel information.
- Verify the navigation works.
- Review transportation options.
- Test the "learn more" link.
- Click on the FAQ page and then scroll down to find the drinking age.

## Professional Communications & Citations

### Tips for this Aspect

#### FAQs

- Run your document through Grammarly and fix any flagged issues. Basic access to Grammarly is free, but WGU students get a 68% student discount on the premium account. You may access that code [here](#).
- This aspect is scored only after all other task aspects have been marked competent. Read the evaluator notes closely to determine if specific issues are identified or if the aspect will be scored after you revise other areas.
- The Writing Center has [resources on in-text citations here](#). You may [schedule an appointment with the writing center](#) if you need assistance with professional communications or citations.

**Begin Task 2 *after* you achieve competence on both the Prototype and Usability Tasks.**

## Task 2

**Record yourself giving feedback as a user**

## Tips for this Aspect

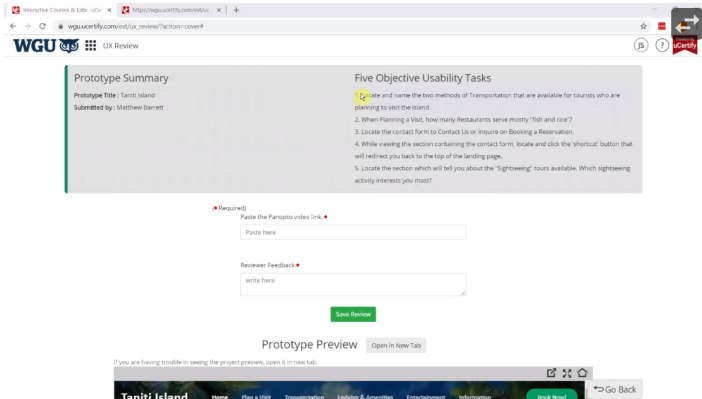
## Example

## FAQs

- This aspect will be assessed on the three videos you provide, NOT the videos you receive.
- Ensure sharing permissions in Panopto are set to "Anyone at your organization with the link". **If you cannot adjust the permissions with the video in the C856 course assignment folder, you may move it to your "My Folder". Once in that folder, you will have full access to adjust the permissions. If you do not have the course folder listed on the task requirements and you also do not have "My Folder", contact [AssessmentServices@wgu.edu](mailto:AssessmentServices@wgu.edu) for assistance.**
- **END OF TERM:** If your term is ending in the next 7 days, email your instructor for assistance. We cannot guarantee that reviews will be provided at the end of the term, but we will solicit assistance.

## Additional Resources

- Panopto Tips
  - [Review the Panopto FAQs](#) to get started.
  - If you have recording access issues [according to this document](#), contact [AssessmentServices@wgu.edu](mailto:AssessmentServices@wgu.edu) for assistance.
- [The Think Aloud Protocol](#)



[View and Example Prototype review video \(3 min\)](#)

## Feedback Summary

## Tips for this Aspect

## Example

Tips for this Aspect		Example										
<div>FAQs</div> <ul style="list-style-type: none"><li>Summarize the quantitative and qualitative data collected for each usability task.</li><li>Identify each piece of feedback as actionable or not actionable.</li><li>This is assessed on your summary, not the feedback provided by other students.</li></ul>	<table><tr><th>Reviewer</th><th>Feedback by Task</th><th>Actionable</th></tr><tr><td>Jane</td><td>1. completed task, no feedback 2. the button was very small and hard to see 3. completed task, no feedback 4. completed task, no feedback 5. there is a typo on the page title</td><td>1. Not Actionable 2. Actionable 3. Not Actionable 4. Not Actionable 5. Actionable</td></tr><tr><td>John</td><td>1. completed task, no feedback 2. completed task, no feedback 3. completed task, no feedback 4. completed task, no feedback 5.there is a typo on the page title</td><td>1. Not Actionable 2. Not Actionable 3. Not Actionable 4. Not Actionable 5. Actionable</td></tr></table>			Reviewer	Feedback by Task	Actionable	Jane	1. completed task, no feedback 2. the button was very small and hard to see 3. completed task, no feedback 4. completed task, no feedback 5. there is a typo on the page title	1. Not Actionable 2. Actionable 3. Not Actionable 4. Not Actionable 5. Actionable	John	1. completed task, no feedback 2. completed task, no feedback 3. completed task, no feedback 4. completed task, no feedback 5.there is a typo on the page title	1. Not Actionable 2. Not Actionable 3. Not Actionable 4. Not Actionable 5. Actionable
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<div>FAQs</div> <ul style="list-style-type: none"><li>Don't change the prototype.</li><li>Summarize the entire testing process (wireframe, guerilla testing, prototype, usability testing) and explain how the design changed throughout the process.</li></ul>												

**Article Link:**<https://srm--c.na127.visual.force.com/apex/coursearticle?Id=kA00c000000hKMHCA2>