

Sri Lanka Institute of Information Technology



IT3060 Human Computer Interaction

Assignment 2 – Low Fidelity Prototyping - Project report

**NIE.LK**

**2022-WD-S1-25 | Team NIE**

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**Group member details:**

<b>Student ID</b>		<b>Name</b>	<b>Website interface distribution</b>
1.	IT20083564	Yapa Y.A.D.C.H.	Home Page, General Information, Payment details, Courses
2.	IT20639730	Thrilakshani T.Y.	Home Page, Contact Us, Login (Student & Staff Logins)
3.	IT20616410	Wickramasinghe W.A.C.P.	Home Page, About us (2 pages), Course materials page
4.	IT20640484	Bandara K.M.A.P.	Home Page, Suggestions, Enter Suggestions, Display Suggestions
5.	IT20638290	Dayaratne K.M.A.K.H.	Home Page, Register Page, Course selections, Related Institutes

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# 1. Video transcripts

## 1.1. Video transcript for novice user: Student

**Interviewer:** - Hello Miss Yasiru, first of all, thank you for participating in this usability test. I am Amanda Bandara. And I'll be interviewing you today. This test is done only for testing the website. So, you have to answer some questions and do some tasks for me. I hope that it's all right with you.

**Yasiru:** - Yeah

**Interviewer:** - Before we start you need to know this conversation is being recorded. And we'll be used for further studies. Are you ok with the recording?

**Yasiru:** - Yes, fine

**Interviewer:** - Ok, let's start with the first question. Can you tell us a bit about yourself?

**Yasiru:** - I'm Yasiru. I'm 23 years old and I'm currently studying at NIE. I live in Colombo.

**Interviewer:** - All right. So, Yasiru I think you are a continuous user of this website. How long have you used nie.lk?

**Yasiru:** - I think I'm using this website since 2020.

**Interviewer:** - What is the purpose of using nie.lk?

**Yasiru:** - For download additional materials, watch recorded videos or online lecture videos.

**Interviewer:** - Ok, can you tell me is it easier to find course materials from this website?

**Yasiru:** - Actually, there is no search bar to search materials. And all the pages are not attractive. The navigation bar is complex, color combinations are not match properly, there are some words with spelling errors. They used small font size and different languages. So, it's difficult to find materials. And also, there is no backward navigation. We have to use web browser navigation to go to previous pages.

**Interviewer:** - Ok, Miss Yasiru. Here is your first task. Can you please go to the material page and search a material as you want.

**Yasiru:** - Ok

**Interviewer:** - Great. Here is your second task. Now can you please try to download one of the material?

**Yasiru:** - Sure, please wait.

**Interviewer:** - Ok Miss Yasiru. That's all. And once again thank you for your participation.

**Yasiru:** - You're welcome

## **1.2 Video transcript for intermediate user: Lecturer**

**Interviewer:** Good evening, miss Wathsala.

**Miss Wathsala:** Good evening chamodi

**Interviewer:** First, I want to thank you for joining with me to do the usability test and I am chamodi I and I will be interviewing you today. So, I want to know you to that test is done for the test the website and not you. So, you have to answer some questions and do some tasks for me. Is it OK?

**Miss Wathsala:** It's Okay.

**Interviewer:** Thank you. So, uh, first, I want to know some information about you, so can you tell me a bit about yourself?

**Miss Wathsala:** Yeah, I'm Wathsala Yapa and I'm working as an account executive in well reputed glove manufacturing company in Sri Lanka situated in Biyagama zone. as my part time job, I'm engaging in lecturing as a visiting lecture in the National Institute of Education. Because of that reason I'm using that institute website usually for my lecture in purposes.

**Interviewer:** Okay, so how long have you joining with NIE?

**Miss Wathsala:** I have been working about five years with them.

**Interviewer:** Okay, so can you share your screen and go to the NIE website?

**Miss Wathsala:** Okay, sure, give me a few seconds,

**Interviewer:** Okay.

**Miss Wathsala:** Is it visible for you?

**Interviewer:** yes, I can see.

**Miss Wathsala:** OK.

**Interviewer:** OK, so is it easier to use this website? I mean is it easier to use sharing course materials with the students?

**Miss Wathsala:** I am usually using this website always to share the lecture materials with the students. There are many problems arising in the activities inside and the related to this website especially If I highlighted it is sharing course materials, but however with the various and the different ways we share our lecture materials with the student for their convenience by using WhatsApp and other social media like that.

**Interviewer:** So can you go to the uploading web page?

**Miss Wathsala:** OK, sure.

Is it visible for you?

**Interviewer:** Yes, I can see.

**Miss Wathsala:** Yes, uh, this is the website

I am using for sharing lecture materials. Here I think I

highlighted that there is no fix and specific way to share the

course materials. That is the main problem related with the Page and I think that is this is not

very attractive because I am working with the

bachelor students, they are younger people and they always

like to work with the colors. So, I think this page must be very attractive for the students to grab their attractions for their

studies and as well as the motivational purpose. So, when I care about other things. It has a

defective layout also. So, I think these are the

problems related with this page.

**Interviewer:** Ah, OK, so can you rate this website? I mean, is it good or bad?

**Miss Wathsala:** As a lecturer I'm using various kind of website on the Internet for my lecture in purposes and the gathering information's to share with the

students. By comparing this website, I think this is it is this website is in a rather bad conditions

because there are some steps and actions must do for the development of this web page to grab the attraction of their users.

**Interviewer:** Okay, miss wathsala, with these

collected information, we decided to do some modification

for this website. So, your information is very helpful to

us. And I want to thank you once again for joining with me

and thank you. Good night.

**Miss Wathsala:** Welcome, Chamodi, and good night.

### 1.3 Video transcript for expert user: Admin

00:00:04 Yashodha : Hello Miss Karunarathna, thank you for participating in this usability test.

00:00:10 Yashodha: I'm Yashoda and I will be interview you today.

00:00:15 Yashodha So first of all, I need you to know that this test is done to test website, not you.

00:00:25 Yashodha You only have to answer some questions and do some tasks for me.

00:00:31 Yashodha I hope that all right you.

00:00:34 Ms Karunarathna Oh, OK. Yes.

00:00:37 Yashodh So before we start, we should let you know that is interview

00:00:44 Yashodha being recorded and.

00:00:47 Yashodha use for the studies. Do you consent to being recorded?

00:00:53 Ms Karunarathna Oh yes, it's all right.

00:00:55 Yashodha OK, We will start with a simple question.

00:01:01 Yashodha Ms Karunarathna, Can you tell us about yourself?

00:01:05 Yashodha What are doing these days?

00:01:09 Ms Karunarathna OK, Yashodha.

00:01:10 Ms Karunarathna I'm Sachini. Sachini Karunarathna.

00:01:12 Ms Karunarathna Now I'm living Kandy and I am 28 years old. I'm working in Nevesta Pharmaceuticals Private Limited as principal product manager situated in Horana.

00:01:25 Ms Karunarathna As well as I'm engaging as in a National Institute of Education.

00:01:30 Ms Karunarathna That reason I usually use that website because I am system administrative of this website.

00:01:38 Yashodha OK, so how long you have to anything NIE?

00:01:44 Ms Karunarathna I have been working as system admin with four years of experience managing the functional and technical operation.

00:01:55 Yashodha So can you share screen and then go to the NIE website?

00:02:01 Ms Karunarathna Oh OK, sure wait a second Yashoda.

00:02:04 Ms Karunarathna Sure, Now I will share my screen .

00:02:15 Ms Karunarathna Please wait.

OK.

00:02:28 Ms Karunarathna Is it visible for you?

00:02:30 Yashodha Yes, I can see is it easier to use this website managing the functional and technical operation with staff member.

00:02:43 Ms Karunarathna Actually I am usually using this website to maintain configuration and reliable operation.

00:02:51 Ms Karunarathna There are many problem arising in the activity inside and related to the website.

00:02:58 Ms Karunarathna Especially considering the logging section, staff logging page has hard to find, it takes to many times.

00:03:07 Ms Karunarathna So I think it is a big problem this website and I am regret as admin of the website.

00:03:16 Yashodha Can you go to the student login page?

00:03:20 Ms Karunarathna OK, sure.

00:03:24 Ms Karunarathna This is student logging page Yashoda. I think user can't understand what the thing include the student logging page because this page has many of spelling mistakes, This page design elements and content are disorganized.

00:03:43 Ms Karunarathna That is a main.

00:03:44 Ms Karunarathna Problem related, the page.

00:03:46 Ms Karunarathna I think this page is not attractive, you know Yashoda,

00:03:49 Ms Karunarathna This page users are student, so I think the item on the student logging page should be attractive.

00:04:00 Ms Karunarathna and designed to spam the entire page and page color.

00:04:05 Ms Karunarathna Should attract to user care about other thing.

00:04:08 Ms Karunarathna It has defective layout.

00:04:11 Yashodha OK Ms. Karunarathna.

00:04:13 Yashodha Can you go to the teachers Guide page?

00:04:17 Ms Karunarathna OK, sure.

00:04:22 Ms Karunarathna This is teachers guide page.

00:04:24 Yashodha OK, can you find grade 10 teachers guide?

00:04:30 Yashodha OK.

00:04:34 Ms Karunarathna Is it visible for you?

00:04:41 Ms Karunarathna This page has not to visually appearing interface.



00:04:45 Ms Karunarathna All of the text link are same.

00:04:47 Ms Karunarathna The footer is messy.

00:04:49 Ms Karunarathna I think should be changing the background colors of of the interface and use the different font colors, font size.

00:04:57 Ms Karunarathna This page should be created in

00:04:59 Ms Karunarathna An attractive way.

00:05:01 Ms Karunarathna I think it is use easy for teachers.

00:05:07 Yashodha So can you tell what do you feel this website?

00:05:11 Yashodha I mean it is good or bad?

00:05:23 Ms Karunarathna Yashoda, as a System Administrator, I use this website managing the functional and technical operation.

00:05:32 Ms Karunarathna By comparing this website with other educational website, I think this website has rather bad conditions.

00:05:41 Ms Karunarathna There are some steps and actions have to develop the gives the user a vague idea about this web website.

00:05:51 Ms Karunarathna Sometime user has confused about the pages.

00:05:55 Ms Karunarathna Also these pages should be created in an attractive way.

00:05:59 Ms Karunarathna I think it is.

00:06:02 Ms Karunarathna I think it is better than the way it is now.

00:06:07 Yashodha Thank you. Ms Karunarathna

00:06:10 Yashodha These connected informations, we decided to do some modification the website.

00:06:19 Yashodha Your performance are very well. so thank you very much once again for joining this interview.

00:06:28 Ms Karunarathna Thank you so much.

00:06:29 Ms Karunarathna Yashoda

00:06:30 Ms Karunarathna I also very glad to be connected with you.

00:06:33 Ms Karunarathna Thank you.

## 2. Usability Problems

Usability issues identified	Novice user – Student	Intermittent user – Lecturer	Expert user – Admin
1. Disorganized /confusing navigation 2. Design elements and content are disorganized. 3. Defective color scheme. 4. Difficult to scan content in the home page. 5. Layouts are not attractive 6. No quick search available for materials page. 7. Small font size, lack of contact information 8. No specific backward navigation button, must navigate by using web browser navigation buttons. 9. Not a visually appealing interface. 10. Not changing the color of visited links	✓ Unattractive website ✓ Disorganized content / Content not organized from A-Z ✓ Spelling errors ✓ Small font size ✓ Inability to read content, due to the usage of light colors ✓ Backward navigation is disable ✓ Unavailability of direct communication with the lecturer through the website ✓ Inability to go to the profile button quickly ✓ “Course participants” page is not working properly ✓ Unavailability of the search bar on the course material page	✓ Unattractive page ✓ Poor color combination ✓ No way to file uploading ✓ Disorganized contents ✓ Confusing navigation	✓ Small font size ✓ Usage of light font color ✓ Unattractive web page ✓ Many of spelling mistakes ✓ Design elements and content are disorganized 10 Page   13 ✓ User cannot understand the page content ✓ Footer is messy ✓ Navigation bar is different than other page ✓ Not a visually appealing interface ✓ The order of teacher’s guide page is mismatch

### 3/4/6. Variants of the interfaces/ Justification of the variants/ How the best design was selected

#### 1. IT20083564- Yapa Y.A.D.C.H.

[https://drive.google.com/drive/folders/1jXG7SNhdMQ3D-gbc9AtILZoO1K0\\_iaYR?usp=sharing](https://drive.google.com/drive/folders/1jXG7SNhdMQ3D-gbc9AtILZoO1K0_iaYR?usp=sharing)

Interface Name	Version – 1	Version – 2	Reason why you have selected a specific a version	How do contextual inquiries get resolved
General Information Page	In here user can read the information about this site. <b>Pros:</b> user can clearly find information about this site.	In here user can read the information about this site <b>Cons:</b> user cannot find information easily.	Selected version- Version_01  *From these two versions I would like to select version 01 because it is very user friendly, and user can find information very easily.	We reduce the complexity of the General information page and make it easier to find information.
Courses Page	In here user can easily find course information. <b>Pros:</b> Has a User-friendly interface. there is a search bar, so user can easily search things using search bar.	In here user can find some information about Courses. <b>Cons:</b> Interface is not very attractive	Selected version- Version_01  *From these two versions I would like to select version 01 because it is very user friendly, and user can find information very easily.	We have made it possible to view all the required Course information.
Payment details Page	In here user can add their payment details. There is a form which is very clear. <b>Cons:</b> has a user attractive interface	There is a form for get payment details, but it is not very attractive <b>Pros:</b> interface is not very attractive	Selected version- Version_01  *From these two versions I would like to select version 01 because it has very attractive interface, user can easily fill it.	We remove the ambiguity of the form.

## 2. IT20639730- Thrilakshani T.Y.

<https://mysliit->

[my.sharepoint.com/:f/g/personal/it20639730\\_my\\_sliit\\_lk/EhZtzsvMzhhlI9n8QTyt1U4BlIIS3FB6G1I2dvd](https://my.sharepoint.com/:f/g/personal/it20639730_my_sliit_lk/EhZtzsvMzhhlI9n8QTyt1U4BlIIS3FB6G1I2dvd)

[KNpzXzw](#)

Interface Name	Version_1	Version_2	The reason why you have selected a specific a version	How do contextual inquiries get resolved
Student Login page	<p>The student can log in to the NIE website using his/her username and password. As well as they should select their category using dropdown.</p> <p><b>Pros-</b> The user can save username and password. As well as They can log into the website without type username, password and User can update password.</p> <p><b>Cons</b> – Students can't follow online courses without log in to the NIE.</p>	<p>The student can log in to the NIE website using his/her username and password. As well as they should select their category using dropdown.</p> <p><b>Pros</b> – User can log in to the system clicking the sign in button.</p> <p><b>Cons</b> – The user can't directly log in to the website without type username and password. Not user attractive layout. Also user cannot update password.</p>	<p>Selected version – Version 1</p> <p>From these two versions I would like to select version the version one because The user can log in to the system using saved username and password, Also user can update password.</p>	<p>We add forgotten password field and remember me field, It is easier for users to login to the website, We added user friendly navigation bar.</p>
Staff Login Page	<p>The staff member can log in to the NIE website using his/her username and password.</p> <p><b>Pros-</b> The staff member can save username and password. As well as They can log into the website without type username, password and If staff member want update password User can update password.</p>	<p>The staff member can log in to the NIE website using his/her username and password.</p> <p><b>Pros</b> – User can easily navigate clicking sign in button.</p> <p><b>Cons</b> – Staff member cannot update password.</p>	<p>Selected version – Version 1</p> <p>From these two versions I would like to select the version one because The user can log in to the system using saved username and password, Also user can update password.</p>	<p>We add picture to the page because It is user attractive. Also we add forgotten password field and remember me field, It is easier for users to login to the website, We added user friendly navigation bar.</p>

	<p><b>Cons</b> – The Staff member can't log in to the system without using username and password.</p>			
Contact us page	<p>This interface allows the system user to view the details of the website and can give correct idea about National institute of education and user can easily found NIE location using google map.</p> <p><b>Pros</b> - Contact details create a separate way. Logo ,sign in and sign up icon create a separate way. The system user can easily found details without login to the system.</p> <p><b>Cons</b> - Sometimes , google map takes many times to view location.</p>	<p>The system user can view the details of the website and give clear idea about this page.</p> <p><b>Pros</b> – user can easily found details without login to the system.</p> <p><b>Cons</b> - User cannot easily identify website contact information .</p>	<p>Selected version – Version 1</p> <p>From these two versions I would like to select the version one because The user can easily find contact details as they want.</p>	<p>We add google map center to the page, because It is easier to find the national institute of the education location. the website,</p>

### 3. IT20616410- Wickramasinghe W.A.C.P.

<https://drive.google.com/drive/folders/1LQpzYP5bCyvxavbDVbT7uX3A2l-geRrI?usp=sharing>

Interface Name	Version – 1	Version – 2	Reason why you have selected a specific a version	How do contextual inquiries get resolved
Vision & Mission	Here user can see the details of vision mission definition. Pros: The use can get the details of the vision & mission. Cros: The user can only get information about the view operation.	In addition to the vision mission and definition, user can see more details in this interface. Also ratings can be given. Pros: In addition to the details of the vision mission, more information is available. Cros: Rating take some time.	Selected version :- *Version_2 From these two version I would like to select version two because being able to learn about vision & mission as well as other information	We removed the loneliness from the vision mission page and added some more important information to make it more important to the user..
The Academic Affairs Board Version	He or she can search for information about people in the organization  Pros- Those persons have query no.. related to their educational level.  Disadvantages - Can't see this without logging into the system.	In addition, the user can see their skills.  Advantages - Additional information is available.  Disadvantages - Rating take some time.	The selected version: version_2 Because this interface making it easy for visitors to find the information they need quickly and easily. This interface is less complex, and users can contact the department easily	Related details and contact information are displayed in a user friendly. So that user can easily get information about the contact details of the department

#### 4. IT20640484- Bandara K.M.A.P.

<https://drive.google.com/drive/u/0/folders/1MHjGwFHLU3vgj0Wn0A5rpXRdpIDPncU>

Interface Name	Version_1	Version_2	The reason why you have selected a specific a version	How do contextual inquiries get resolved
Suggestion_Home_Page	<p>This interface allows the user to take an idea about a suggestion.</p> <p><b>Cons:</b> The user has difficulty finding the button to go to the material page.</p>	<p>This interface allows the user to take an idea about a suggestion.</p> <p>In this version, I have made some changes, because our main goal is to quickly get an idea of how to make a proposal if someone visits this page.</p> <p><b>Pros:</b> The user can easily find the “Go to Materials” button.</p>	<p><b>Version_2</b></p> <p>* User can quickly find the “Go to Materials” button.</p>	<p>We have designed all pages attractively. There is a small idea about suggestions. We added a button to navigate to the home page easily.</p>
Suggestion_ViewMaterial_Page	<p>Here users can select the names of the materials.</p> <p><b>Cons:</b> This page is less attractive than the version-2 page. There is no frame around the material names.</p>	<p>Users can search for material by using the search bar. And by clicking on a material name, they will redirect to the suggestions form directly.</p> <p><b>Pros:</b> Users can search materials quickly by using the search bar. Users can easily visit the suggestion form.</p>	<p><b>Version_2</b></p> <p>*This page is more attractive than the version-1 page. After the design, the version-2 page will be eye-catching.</p>	<p>We rewrote all material names in one language (English). We fixed the font sizes. We added a “search bar” to find the materials. We added a button to navigate to the home page easily.</p>
Suggestion_Form Page	<p>Users view the form on this page.</p> <p><b>Cons:</b> The “save” button, “edit” button, and “delete” button are difficult to find. Because the buttons are on the bottom right of the page. And the form is not more attractive than the version-2 page.</p>	<p>Users can fill out this form if the selected material has any errors or want to add some points.</p> <p><b>Pros:</b> The “save” button, “edit” button, and “delete” button are easy to find. Because the buttons are on the bottom of the form.</p>	<p><b>Version_2</b></p> <p>* This page is more attractive than the version-1 page. * Easy to find “save”, “edit”, and “delete” buttons.</p>	<p>We re-make the form in one language (English). We added a button to navigate to the home page easily.</p>

## 5. IT20638290- Dayaratne K.M.A.K.H.

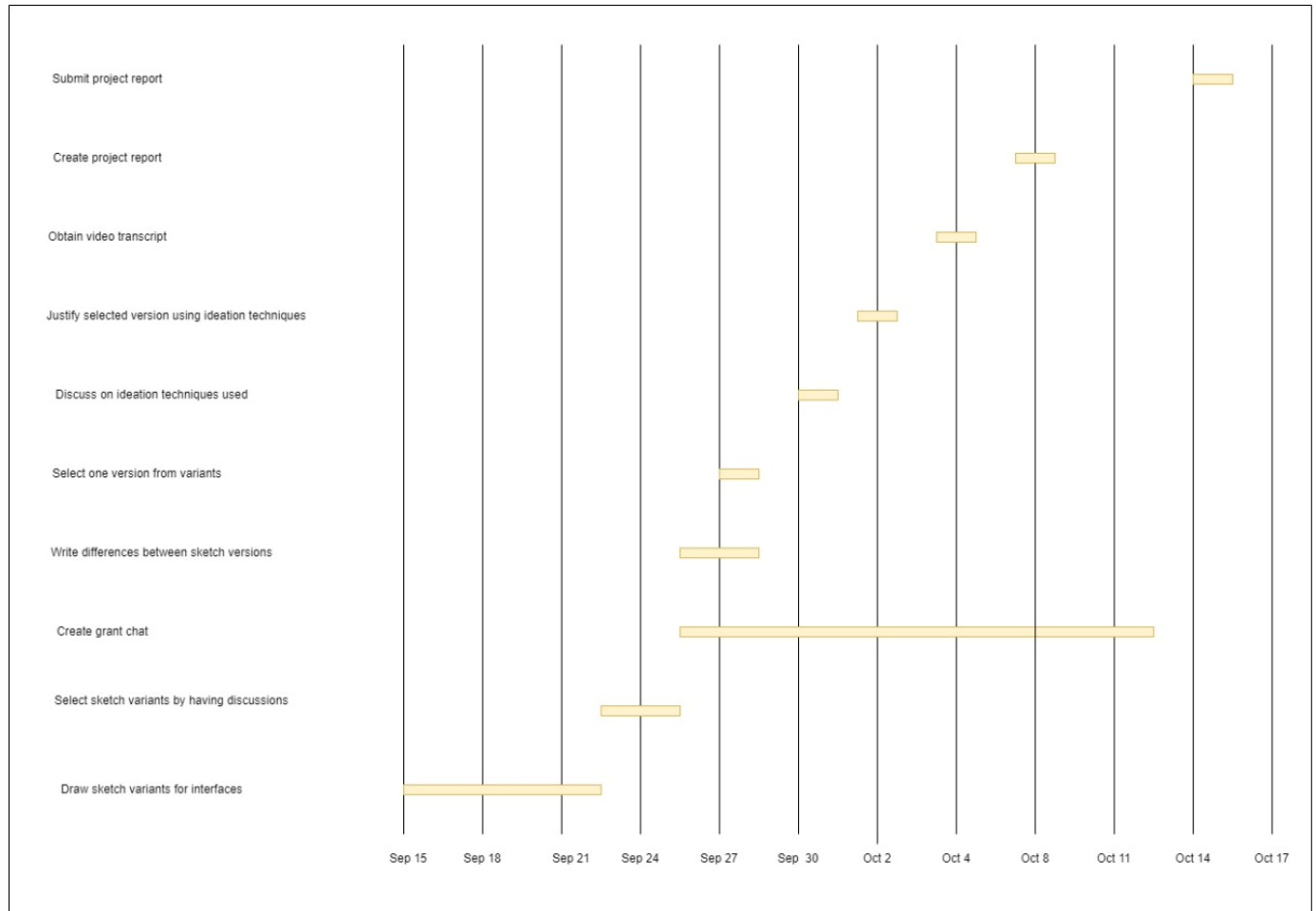
[https://drive.google.com/drive/folders/1Q7TEOk8idJ3AQboVZi6ZqhCjta\\_JGe4p](https://drive.google.com/drive/folders/1Q7TEOk8idJ3AQboVZi6ZqhCjta_JGe4p)

Interface name	Version 1	Version 2	Reason why you have selected a specific a version	How do contextual inquiries get resolved
<b>Registration Form</b>	<p>From this interface,user can know what details are required for the course registration.</p> <p><b>Pros</b>-user can know what information is needed to the registration.</p> <p><b>Cons</b>- Details of the same type have been added.</p>	<p>In this interface user can easily and clearly find what information is required to the registration.</p> <p><b>Pros</b>-This interface is designed to be simply and attractive to the user.</p> <p><b>Cons</b>- Takes time to read required details.</p>	<p>Selected version- Version 2</p> <p>Out of these two versions I prefer to choose a version2 because the registration page is less complicated so that user can easily fill the registration form.</p>	<p>We have designed the registration form simply. Therefore,the user can easily register for the courses.</p>



<b>Related Institutes and Centers</b>	<p>In this interface,the user can clearly see the important details and links separately.</p> <p><b>Pros</b>-This interface is designed to be attractive to the user.</p> <p><b>Cons</b>-It may take some time to read information about the centers.</p>	<p>Through this interface the user can get information about related institutes and centers.</p> <p><b>Pros</b>-User can get information about related institutes and centers without going to the another pages.</p> <p><b>Cons</b>-This interface is not very attractive.</p>	<p>Selected version-version 1</p> <p>Out of these two I prefer to choose the first version because the user can know related institutes and centers very clearly.The user can get the details without spending much time.</p>	<p>We reduce the complication of the page it easier for the user to find related institutes and centers.</p>
<b>Course Selection</b>	<p>User can get information about course selection.</p> <p><b>Pros</b>-User can view and get the information about course selection.</p> <p><b>Cons</b>- All the details and links are on the same paragraph so it is will take time to see required links.</p>	<p>User can clearly get information about course selection and This interface allows the user to view and download the details of the course selection page.</p> <p><b>Pros</b>-user can directly download The list of selected students. User can easily register the courses.</p> <p><b>Cons</b>-User needs to quickly find links and download the selection list.</p>	<p>Selected version-Version 2</p> <p>User can quickly find and download list of selected students.user can easily find special links.</p>	<p>Users can easily find what they want.To reduce complexity,user can clearly find special links.(selected students,registration,payment) We have designed the page attractive to the user.</p>

## 7. Time Schedule – Gantt Chart



## 7. References

- Design for different interaction lecture available on courseweb.