# Evaluation Results

This section goes over the results of our evaluation of the Better Banner hi-fidelity prototype. Our results will include raw data, summarized data, and an analysis of this data within the scope of our prototype.

### Rough Data

The following data was collected throughout a evaluation period. We had a total of eight (8) participants use the Better Banner hi-fi prototype. The results gathered will help further the design of Better Banner and make it into a more usable and well thought out product in the end.

During our evaluation period, we did make some changes to the UI based on feedback from the early evaluators. These evaluators noted specifically that it was difficult to change their network password and they were confused with the ‘holds’ section. The data below reflects these changes and is categorized based on the changes made to the UI.

#### Task 1: Log in to Better Banner

|  |  |  |
| --- | --- | --- |
| **Participant** | **Successful completion?** | **Comments** |
| 1 | Yes | No problems |
| 2 | Yes | Expected the return button to work. |
| 3 | Yes | Using ‘Enter’ to log in would be nice |
| 4 | Yes | No problems |
| 5 | Yes | “Very easy” |
| 6 | Yes | “Easy” |
| 7 | Yes | Easy, but would like cursor in username first |
| 8 | Yes | “Easy” |

Overall, logging into Better Banner was an easy task for every user. Some users, however, did note that they would like some feature enhancements, such as:

* Making the username field the default field when users first launch the log on page.
* Allow the return/enter key to function as logging them in after the user has entered in his/her username/password.

#### Task 2: Change Banner password

In this task, the user was supposed to navigate through Better Banner and change his password for Banner.

|  |  |  |
| --- | --- | --- |
| Participant | Successful Completion | Comments |
| 1 | Yes | “This is slick!” |
| 2 | Yes | Checked everywhere before finding it. (All quick links and dropdowns.) Eventually found dropdown for name to change the password. |
| 3 | Yes | Expected to return to home page. Didn’t feel right to have to click “home” afterwards. |
| 4 | Yes | “That was nice” |
| 5 | Yes | Easy |
| 6 | Yes | He found it right away (YAY!) |
| 7 | Yes | Easy |
| 8 | Yes | Stumbled around for a while, found dropdown, saw password link. |

Underneath the users name in the top right the top down had a “change password” item. This worked great for this task but you will notice it was a bit ambiguous in the next task.

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#### Task 3: Change Network Password

In this task, the user needed to change his network password. The network password varies slightly from the Banner password and is used to log in to other services on the school’s network.

|  |  |  |
| --- | --- | --- |
| Participant | Successful Completion | Comments |
| 1 | Yes | Found it through the quick links |
| 2 | Yes | Repeated search process as last task before finding **Personal Information -> Change Network Password**. We should merge into the same thing. |
| 3 | No | Checked username background, then employee, then quick links. Could not find it. |
| 4 | Yes | No comments |

After a few users tried this task we noticed the task wasn't very intuitive. After making some improvements to the links under the user drop down we greatly improved the time participants took to complete the task.

Task 2 and Task 3 both regarded changing passwords, so users naturally looked in the same on the site to find the answer. The user drop down only displayed a link to change the mybanner password, so users quickly became confused when no link appeared for network password. Sense both passwords are quick links under the personal information screen, we removed the “change password” link completely from the drop down.

After this redesign, users had an overall better experience with trying to change their myBanner as well as their network passwords. The results below for the next four users shows that every user was able to change his/her password. These users also had an overall better experience based on the qualitative feedback they provided.

Although users were able to successfully complete the task before the rework, after making these slight changes overall usage feedback was very positive compared to the original design.

|  |  |  |
| --- | --- | --- |
| Participant | Successful Completion | Comments |
| 5 | Yes | Easy |
| 6 | Yes | The change myBanner password shows success and stays on screen, however change network password returns to person info page. |
| 7 | Yes | Easy. Would like a confirmation. |
| 8 | Yes | Repeated last process to accomplish this task. |

Some things we believe would further improve the usability would be to give confirmation of changing the password and return the user back to the personalization screen.

#### Task 4: View Weekly Schedule for Fall 2012

In this task the user was requested to view their weekly schedule for the current fall semester. This task was viewed by most users as a fairly simple and easy task to accomplish. There were no changes made or required based on user feedback for this task. The following data shows the different users we surveyed, the successful completion of each task, and the user’s comments.

|  |  |  |
| --- | --- | --- |
| Participant | Successful Completion | Comments |
| 1 | Yes | Class Scheduling → Weekly Schedule |
| 2 | Yes | Used quick link! |
| 3 | Yes | “Lots of choices” |
| 4 | Yes | N/A |
| 5 | Yes | Used dropdown |
| 6 | Yes | Used dropdown |
| 7 | Yes | “Easy”, Used dropdown |
| 8 | Yes | “Easy”, Used dropdown |

What we learned from this task was that users were more keen to use the dropdown menu to find their weekly schedule rather than using the quick link provided on the home screen. Given that users were new to this system, this process may have been the most logical based on other similar systems they have used in the past. We believe that after the user realizes the quick link is there, they will continue using it instead of the drop down menu.

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#### Task 5: Register for a class

In this user task we asked a user to try to register for a specific class for the current semester. The process also entailed placing the user in a predicament of also dropping a course due to a time conflict with an existing course in his schedule. Although one user was unable to actually complete this task, we believed this user was an outlier based on positive feedback from other users.

|  |  |  |
| --- | --- | --- |
| Participant | Successful Completion | Comments |
| 1 | Yes | Class scheduling → Quick add/drop |
| 2 | No | Used ‘course catalog’ button and got lost |
| 3 | Yes | Used quick link for quick add, eventually found ‘search for classes’ link. Didn’t want to have to re-enter info after dropping a class. |
| 4 | Yes | Nice and easy. It was nice that it was all one screen. |
| 5 | Yes | “Not too hard.” |
| 6 | Yes | Wanted a confirm drop class popup. |
| 7 | Yes | Shouldn’t get rid of selections after dropping class. |
| 8 | Yes | Didn’t like the reset on data entered. |

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#### Task 6: Find your lowest grade for the current semester

In this task, we asked the user to try to find his lowest grade for the current semester. Overall, this task received well reviews from users and was an easy task to complete.

|  |  |  |
| --- | --- | --- |
| Participant | Successful Completion | Comments |
| 1 | Yes | Easy |
| 2 | No data | No data |
| 3 | Yes | N/A |
| 4 | Yes | It was nice. The most used link was at the top of the dropdown menus. |
| 5 | Yes | Via dropdown |
| 6 | Yes | Via dropdown |
| 7 | Yes | “Easy”, via dropdown |
| 8 | Yes | Used quick links |

User two was unable to to accomplish this task due to time constraints. However, the rest of the users seemed very pleased with the task. Most users used the drop down menu bar, while two users ended up using the quick links on the home screen. Based on this data, we decided not to make any major changes to this process.

#### Task 7: Check for any holds on your account

In this task, we asked the user to check for any holds on his account. All users were able to complete this task; however, some users were unsure of the types of holds, academic versus financial. The following table summarizes user success and comments.

|  |  |  |
| --- | --- | --- |
| Participant | Successful Completion | Comments |
| 1 | Yes | Should have holds option under financial aid |
| 2 | N/A | N/A |
| 3 | Yes | Should have link from financial aid section. |
| 4 | Yes | First thought holds was under financial aid |
| 5 | Yes | “Easy” |
| 6 | Yes | N/A |
| 7 | Yes | Didn’t know what holds were |
| 8 | Yes | via dropdown |

The misconception among general holds verus financial aid hold was unknown to our dev team during the design process. If we would have known that there was indeed two types to accommodate for then the question would have been better phrased and correct links would have been put in place..

#### Task 8: Log out of BetterBanner

|  |  |  |
| --- | --- | --- |
| Participant | Successful Completion | Comments |
| 1 | Yes | It would be cool if it were an icon. |
| 2 | No data | No data |
| 3 | Yes | Doesn’t like the “log out” under the name dropdown |
| 4 | Yes | N/A |
| 5 | Yes | “Easy” |
| 6 | Yes | “Easy” |
| 7 | Yes | “Easy” |
| 8 | Yes | “Easy”, “I wish this was how myBanner was” |

Again participant 2 did not have any data due to time constraints.

### Brief Summary and Analysis of Data

Of the eight users who evaluated Better Banner, we found all of them to be overall impressed with the system. Each user thought the UI was much better than the current myBanner system and were impressed with the changes we had made. With that said, we did have several evaluators who still had issues doing simple tasks. Most notably, we noticed users had a very difficult time in changing their password.

# Design Changes - Part 2

This section reflects the design changes we will implement between our first hi-fidelity prototype and our next prototypes of Better Banner. As with all prototypes, many changes are encountered when it is put through an evaluation period. We had several people evaluate our prototype and from the results we plan to implement several changes we hope will make the experience of Better Banner even better.

The main change we made was the removal of the “change password” link under the username drop down menu as discussed before in Task 3. This change was small, but we wanted to strive to make every action on the site feel just right. Using techniques like grouping related links and clear labeling we accomplished this.

# Conclusion

With the implementation of changes from our low fidelity prototype into the new high fidelity prototype we observed the overall satisfaction of users improved. In this go around of our prototype contained both new and previous participants. Their feedback continued to helped us gage how easy to use our website truly is. Even after all the changes we made from the low fidelity prototype, participants still had new suggestions. We feel if we did another rendition of testing we feel this would still be the case, but the quality of suggestions will start to decline.

The key takeaway from this entire process is to notice how much constructive feedback we got before we actually started developing the final project. In just two prototypes we were able to quickly and effectively test our design. These tests poked holes in some of our designs features while also solidifying others. Finding all this out now instead of being waist deep in development is extremely valuable! Great planning leads to great design.