

Demographic Details:

Gender(Female:Male)	1:4
Age(Average:Min:Max)	21.8:20:24
Employment/Occupation (student/staff/professor)	4 Employed Students: 1 Staff
Housing (Apartment/Dorms/House)	100% Apartments
Transportation (On-foot, Car, Bus, Shuttle)	100% All the above
Experience Emergency Drill(Y/N)	100% Yes

Observations**User 1 highlights:**

- The Drill & Event Management(5a) was not intuitive for the user, especially the buttons. "Why are there two 'multiple' buttons and what do they do? ~ User
- Commented that there shouldn't be separate buttons for admin/other and separate options for incorrect username/password.
- Security questions are insecure. Recommend just to keep track of admin in a database. Suggests consistency.
- Interpret validation errors to appear on separate pages rather than a pop-up that appear above the inputs.
- Suggested checkboxes instead of "Y/N"
- Thought the error message were vague and should be more specific for the user to know their mistake.

User 2 highlights:

- Information on the top left corner was not noticeable due to the bright red background.
- The Forgot Password page in the admin section did not make sense, particularly the security questions.
- Unsure about what the "Validate" button, "Personnel" button, "Email Management" and "Personnel Management" buttons did.
- Excessive white and blank spaces on the error pages. "The buttons could be bigger"
- Expected to see a different message if they didn't verify the email address correctly.
- The "Campus Map" page was unclear. User wasn't sure whether it was there to look at existing drills (because of the error message) or to schedule a new drill.
- While the feedback reporting page seemed mostly clear

User 3 highlights:

- User said the text size balance with the size of the screen is a little off. Straining on their eyes, but liked the color scheme. Too much white space
- 4a Home Page, 5a calendar easier overall to read. User said that page is overall easy to navigate around even though there is a lot going on the page.
- Suggest to have the faded email examples written in the email text box on pages like page 7a.
- User said it might be more beneficial for the default messages to have further description depending on where it may be needed.

User 4 highlights:

- Titles were not appropriately worded or placed. 8a the Campus Map or 6a the email management had titles that took longer for the user to find.
- 5b and 5c the error messages were clear enough, but not next step instructions.
- Buttons were too small and the color scheme made it harder to read.. Suggested cooler colors

- Pages like 6a content wise were structures well according to the user. The prompts to input the appropriate information was easy to navigate through. However, the title lacking was disappointing.
- Did not understand the purpose of the yellow text on the top left and the faded text on the top right. User liked page 8a the Campus Map page. Seemed very straight forward and "felt familiar" according to them.
- 10a looks messy because of the placement of the buttons. There seems to be no sequence or direction on the page according to them.

User 5 highlights:

- Consistent: however, he felt the color scheme was a little too bright and made it look redundant.
- User thought some pages looked similar, and without a title to describe the function of the page made it confusing to understand what was happening within a page.
- Understood the errors and was able to differentiate between them, However, found it to be troublesome to redo the steps.
- Trouble scheduling the event for the first time, however, after scheduling it once, he found it to be straightforward enough.
- Functionality of Email Management & found Campus view to be innovative and intuitive.
- Tedious to add new account through Credential Management and needed assistance to modify it.

What parts of the design worked?

Most of the pages were intuitive for the user and was able to understand the purpose of the page and how to use it. Similarly, the user liked some of the pages on how they placed their buttons and text boxes because they flowed well and made sense for the average layman. The User also liked how there was familiarity on how the Map and the surrounding buttons were laid out. On the other hand, the user also appreciated the default messages however suggested for some further clarity on one of them. Overall, the user felt the application was appealing to the eye with the IU trident and red colors representing Hoosiers and their pride. Thus, the user was able to understand the purpose of the application and they were able to utilize the application and its services without training or support.

What parts of the design were problematic?

The User understood the purpose of the pages but had difficulty navigating it. For instance, the campus map view page highlighted similar confusion for the user as he was unsure what its purpose was. In addition to that, user made a lot of comments on text size and page spacing which I think is very important and we should tweak that because it affects the diversion of the user's eyes and we want to make sure the user does not miss something important like a link or a button, etc. However, most importantly, the user was able to understand the core functionality of the application, allowing him to navigate through the Home page features, however, he had issues with the workflow of Drill and Event Management, making it hard to understand the dynamics of scheduling the drill which the user was only able to grasp after multiple uses. Moreover, the user felt a little more shading and polishing of the theme by intermixing two or more colors would make the application more attractive.

What changes are we planning to make in the design?

Firstly, Some changes I would make in the design is the color scheme, making the placement of each feature to be more intuitive to understand and keep the background color consistent with that of the IU trident while reducing the empty spaces to maintain its minimal theme. Moreover, the Login page might need to have some features merged to be consistent with most website design standards or repeating patterns such as the IU Duo system. Secondly, we would also add more text to some of the disclaimers or returning messages on the page. For example, if there is an error in something important like the feedback report where the user is not able to submit it before the deadline to the Admin, then the message should have some more explanation as to why it is happening and what the next steps for the user would be. The goal for us is to make the user experience as simple and straightforward as possible. Lastly, the user regularly emphasized on the error pages, focusing on its inability to support the user once the error has been made. Thus, we plan on adding support and additional functionality by creating pop-ups for confirmation and errors rather than giving them a page and making the user redo unnecessary steps.