

CMPT 363 - ASSIGNMENT 3

Formal Usability Testing

Due: Nov 25, 2013

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EXECUTIVE SUMMARY

This report details the findings of usability testing on a proposed mockup of a mobile redesign for the Go SFU web system created by the team of Sabrina Dalen, Farzin Fakhraei, Ethan Johanson, and Joseph Leung, performed over the week of November 18-22, 2013 with target users. The primary goal of these tests was to locate any usability issues within the system as proposed in order to be able to address them in further iterations of the design.

Positive results discovered in the test process include:

- **Effective Home Screen** - Multiple users commented on the simple and clear homescreen that included straightforward access to most relevant tasks. While one user had initial questions upon seeing the homescreen notification indicators, another addressed how they would be able to use the notification element of the homescreen design to see when they had grades or financial elements to address.
- **Consistent Look and Feel** - Many users in post survey commented that they liked the integrated and common look to the UI throughout the presented mockups. As creating a unified feeling environment was part of the initial design goals, this is an affirmation of that being accomplished.
- **General Ease of Use** - While some results suggest that the task success rate failed to meet goals, this was not reflected in the results of the user surveys on perceived ease of use. Two out of three tasks received an average answer between “Very easy” and “Somewhat Easy”, while the least successful task still received a score on the “Somewhat Easy” side of Neutral. This suggests that while the usability experience may not yet be fully refined, it is progressing in the right direction from the existing system, and that the relatively minimal presentation design language *feels* easier and less overwhelming to subjects.
- **Communication of Action Results** - When returning to the courses page after adding a class, most users seemed satisfied with the presented class list and visual schedule showcasing the updated changes being presented.

Some Negative results existing in the design to be addressed:

- **Detail Disclosure Arrows on Course Results Page** - By far the largest stumbling block for test participants was realizing the requirement to tap on the Detail Disclosure arrow once a course was selected from the results list in order to access registering in that class. Many users would sit and look for a moment before tapping on the item in the list again, or just tapping the top bar in the middle of the text, away from the arrow. While making these actions perform the same system action as tapping the disclosure arrow is the most straightforward solution, we see it as far from optimal and recommend experimenting with the layout of those pages in order to provide the register link at all times without a second click required. (*Appendix Image Reference Fig. 1*)
- **Unclear Swap Navigation** - Current visual indicator and order of swap process was not entirely clear to all users. Different visual weight or language may be required to ensure users of what is being swapped and the state of the swap process. (*Appendix Image Reference Fig. 4*)
- **Find by Course Number** - More than one user attempted to use this feature of the system before realizing that the functionality required a specific course code from the SFU calendar rather than a number such as “STAT270”. Recommend to a) Change this feature’s name to emphasize *course code*, or b) remove it entirely as the subject + number combination is already covered by the Search page. (*Appendix Image Reference Fig. 3*)
- **Lack of Functionality on Schedule Page** - While our design added a small schedule preview to the Courses page, the more comprehensive schedule page was not designed to have access to course additions or editing. More than one user attempted to go through their Schedule page from home at first. Recommend to create greater cross functionality between these pages.

Overall, findings suggest that the design is on the right track, though some redesign is required on content heavy pages such as course selection and addition in order to create clearer and easier access to common functionality without reducing usefulness of available information.

USABILITY TEST PLAN

PURPOSE AND OBJECTIVE

The primary purpose of these tests is to identify any potential usability issues of our group's SFU Student Information System mobile redesign concept. Secondary purposes of testing were to evaluate student opinions on how they like using the redesign concept in comparison to the currently existing system.

USABILITY TEST TARGETS

- With basic mobile web experience, 100% of users should be able to utilize the system to check their grades without error.
- With basic mobile web experience, 100% of users should be able to utilize the system to check their current class schedule without error.
- Given familiarity with SFU's class enrollment requirements and basic web experience, 80% of users should be able to add a desired course to their upcoming schedule without user error. (Class capacity filling up would not count against this)
- Given familiarity with SFU's class enrollment requirements and basic mobile web experience, 70% of users should be able to swap a currently enrolled course in exchange for a desired course or simply drop a currently enrolled course without user error.

STUDY DATES, TIMES, AND ROLES

The following table outlines test times, locations, and test teams. More specific time and location depends on the availability of participants found for assisting in the tests.

Interview	Date	Location	Observer/Documentor	Moderator
1	Tue, Nov 19	SFU Surrey Campus	Joseph L	Ethan J
2	Tue, Nov 19	SFU Surrey Campus	Joseph L	Ethan J
3	Tue, Nov 19	SFU Surrey Campus	Farzin F	Ethan J
4	Tue, Nov 19	SFU Surrey Campus	Farzin F	Ethan J
5	Wed, Nov 20	SFU Surrey Campus	Farzin F	Sabrina D
6	Wed, Nov 20	SFU Surrey Campus	Farzin F	Sabrina D
7	Fri, Nov 22	SFU Surrey Campus	Sabrina D	Joseph L
8	Fri, Nov 22	SFU Surrey Campus	Sabrina D	Joseph L

Desired User Demographics: (Actual Participant statistics available in beginning of Appendices)

SFU Undergrad Student
Declared Major (Least Important)
18-24
Experienced with internet (based on hours/week)
Experienced with mobile web
Familiar with the current GoSFU system

TEST METHOD

The testing methodology consists of the following 3 phases:

- A. Pre Questionnaire
 - a. This segment warms the participant up to the testing process and has them fill out a study consent form as well as some basic demographic info such as computer/web usage, mobile usage, and year of study at SFU.
- B. Primary Testing
 - a. Primary facilitator will quickly demo the think-aloud method to the participant.
 - b. Utilizing paper prototypes, the participant will be asked to perform some tasks with the mocked up system while using the think-aloud method.
 - i. Check if there are any new grades for your last semester and determine what they were.
 - ii. Add the course STAT 270 to the user's schedule.
 - iii. Replace the course HUM 130 on the user's schedule with the course SA 302W.
 - iv. Secondary facilitator will record the commentary of the participant.
 - c. Primary facilitator will exchange components of the paper prototype to match the system to the participant's chosen actions.
- C. Post Questionnaire
 - a. This segment will be used to record participant's reflections and further thoughts on the system.
 - b. The standard System Usability Scale will comprise the majority of the questions.
 - c. Further questions will also be included.
 - i. Overall the 1st/2nd/3rd task was: Very Difficult / Somewhat Difficult / Neither / Somewhat Easy / Very Easy
 - ii. The best part of this interface was: _____
 - iii. The worst part of this interface was: _____
 - iv. Other Comments: _____

PROTOTYPE MATERIALS

First half of the interviews (#1 to 4) are to be conducted via laptop display of screen mockups. Screens were shown one at a time and selected by the moderator based on coded filename.

Second half of the interviews (#5 to 8) are to be conducted with paper prototype printouts. The smartphone mockups were printed on paper and cut out such that there was one screen per paper.

TEST ENVIRONMENT AND EQUIPMENT

All interviews are planned to be conducted on the SFU Surrey campus in open study areas, primarily on the 2nd to 5th floors (avoiding the mezzanine area as individuals located there are more likely to be in transit / in a rush).

As per the materials section, equipment for the first half of the interviews shall consist of a laptop presented to the participants, with pen and paper used by the observers. The second half of the interviews shall be performed with paper printouts of the screen mockups, again with pen and paper used by the observers.

USABILITY TEST SCRIPT

INTRODUCTION

“Hi, we are conducting usability tests on a mobile redesign for the GoSFU system. Would you be interested in performing a few tasks with the system and providing us some feedback?”

PRE-TEST QUESTIONNAIRE/QUESTIONS

“Thanks! if you could quickly fill out this consent form and this small pre-survey that would be great. We won’t keep any data tied to you, this just helps us find trends in results amongst different types of SFU students”

Year of Study at SFU: _____ (If difficult to answer due to co-op or average courseload, credit count is fine)

Age: _____

How many hours would you say you use the internet a week? _____

How many of those hours would you say are spent on websites on a mobile device (smartphone or tablet)? _____

Familiarity with current GoSFU system: (Very Unfamiliar) 1 -> 5 (Very Familiar)

TASKS

“Have you ever seen a paper prototype before?” “Essentially this is a quick way for us to test a website design without investing in building the whole thing before we know that it works for people. What you’ll be doing is simply using your finger on the printed screens just as you would with a phone, and <name> will swap the screen out for what would be shown next”
“We’d like you to think-aloud when you’re doing this so that we can better understand how people are seeing this design. Essentially you just speak out loud whatever thoughts you have that leads you to a decision, what you think parts of the design that you notice do, that sort of thing. <Name> will give a quick example.” “Remember that the system is being tested, not you, so if there are any problems just think through it and it will help provide feedback for any changes that may need to be made.”

Task 1: “You are about to apply for graduation at SFU, but before you do so you need to check if you have passed your courses last semester. Check your grades for the semester of _____”

Task 2: “You are a second year Statistics Major. You would like to enroll in the required courses for next semester.” Add the course STATS 270 to your enrolled courses list for the next term.

Task 3: “You are a third year Arts student. You have accidentally enrolled in a breadth course you did not need for next semester. Now you would like to swap it for a course that you need.” Swap out the HUM 130 course you are enrolled in next semester for the course SA 302W.

When the user thinks he/she has finished a task, ask them: “Overall, this task was?”

Very Difficult
Somewhat Difficult
Neither difficult nor easy
Somewhat easy
Very easy

FOLLOW-UP QUESTIONNAIRE/QUESTIONS

“Thanks that was really helpful! If you could fill out these quick questions about your use of the system that’ll be everything. If you have any questions feel free to ask us, or if there’s something later you can contact <Email address> and we’ll get back to you. Again thanks for your time, we do appreciate it.”

SUS (answer all 1-5 [Strong Disagree -> Strong Agree])

1. I think that I would like to use this system frequently
2. I found the system unnecessarily complex
3. I thought the system was easy to use
4. I think that I would need the support of a technical person to be able to use this system
5. I found the various functions in this system were well integrated
6. I thought there was too much inconsistency in this system
7. I would imagine that most people would learn to use this system very quickly
8. I found the system very cumbersome to use
9. I felt very confident using the system
10. I needed to learn a lot of things before I could get going with this system

The best part of this interface was: _____

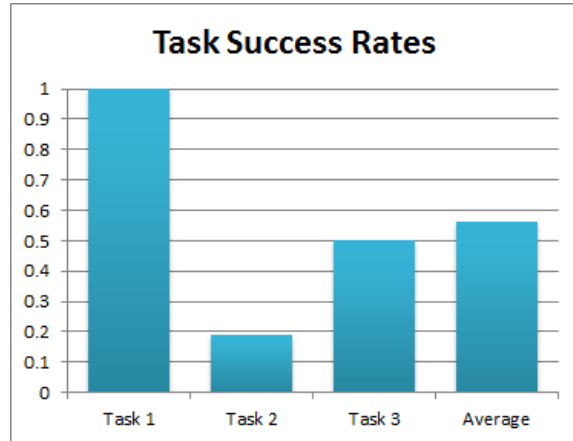
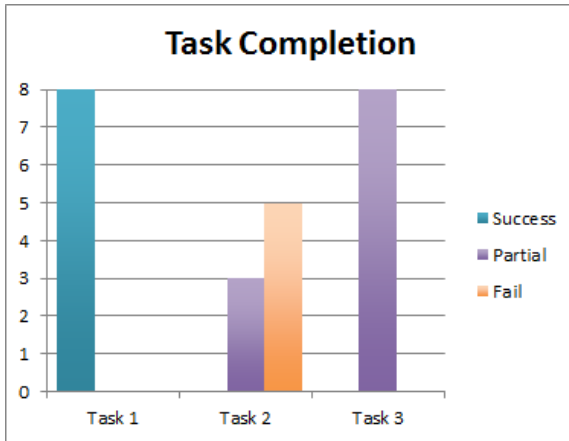
The worst part of this interface was: _____

Other Comments: _____

FINDINGS

TASK SUCCESS MATRIX

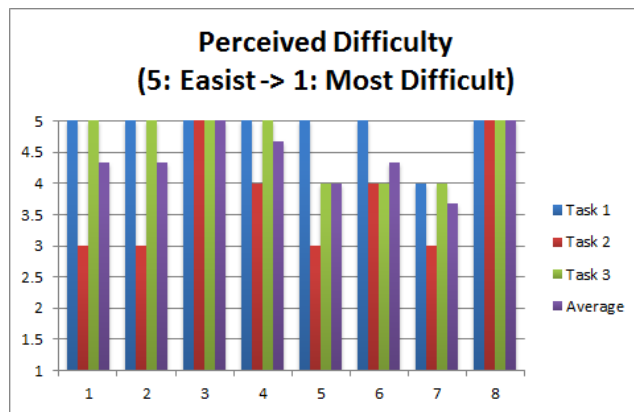
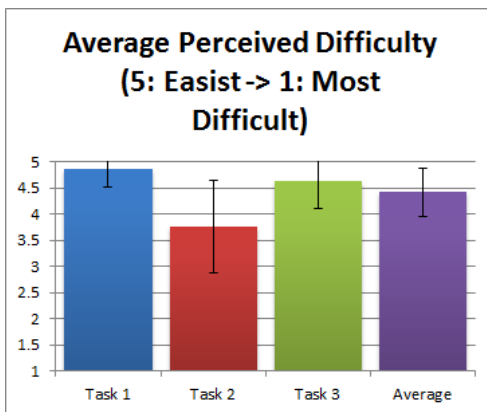
Participant	1	2	3	4	5	6	7	8
Task 1	Success	Success	Success	Success	Success	Success	Success	Success
Task 2	Partial	Partial	Partial	Fail	Fail	Fail	Fail	Fail
Task 3	Partial	Partial	Partial	Partial	Partial	Partial	Partial	Partial



PERCEIVED DIFFICULTY

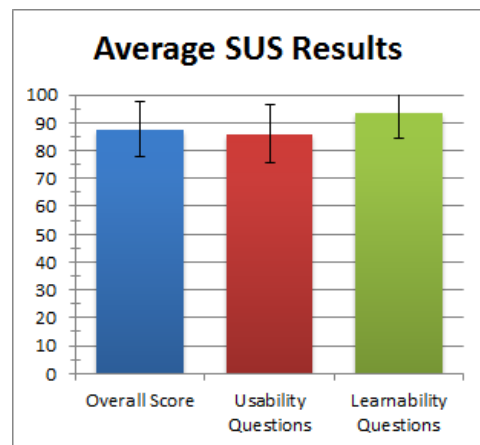
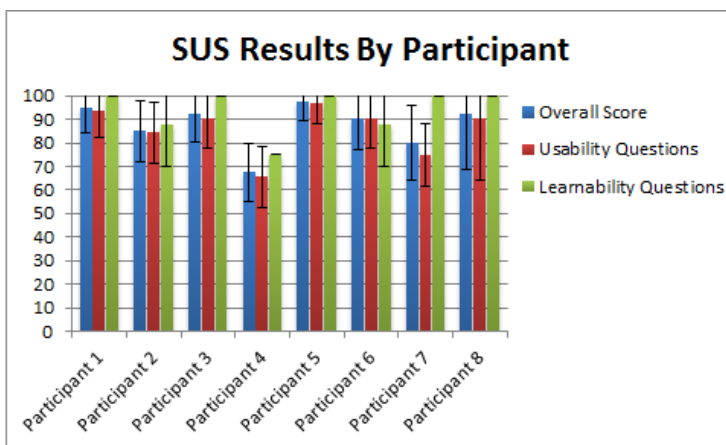
Results of answers to the “Overall, this task was?” questions, with 5 being Very Easy and 1 being Very Difficult

Participant	1	2	3	4	5	6	7	8
Task 1	5	5	5	5	5	5	4	5
Task 2	3	3	5	4	3	4	3	5
Task 3	5	5	5	5	4	4	4	5
Average	4.33333333	4.33333333	5	4.66666667	4	4.33333333	3.66666667	5



SYSTEM USABILITY SCALE (SUS) POST-TEST SUMMARY

Participant	q1	q2	q3	q4	q5	q6	q7	q8	q9	q10	Score	Usability	Learnability
1	4	1	5	1	5	1	5	1	4	1	95	93.75	100
2	4	2	4	1	5	1	5	2	4	2	85	84.375	87.5
3	5	1	5	1	4	1	4	2	5	1	92.5	90.625	100
4	4	3	4	2	4	3	4	3	4	2	67.5	65.625	75
5	5	1	5	1	5	1	4	1	5	1	97.5	96.875	100
6	5	2	5	1	4	1	4	1	5	2	90	90.625	87.5
7	5	2	4	1	3	2	4	2	4	1	80	75	100
8	5	4	5	1	5	1	5	1	5	1	92.5	90.625	100
Average											87.5	85.9375	93.75



EXAMPLE USER QUOTES

-“How do I register? Is there a button? Do I have to select it again to expand it? Double click?” <faced with the disclosure arrow barrier on the results screen (Appendix Image Reference Fig. 1)>

-“Have I swapped out again? Do I have to add again? I don’t know...” <starting to search for the replacement course in the swapping process>

-“So I click Add? Or Search? See, this is why I don’t like the current website, it’s so confusing. What’s the difference between Add versus Search or Browse? Well, I’m going to click Browse.” <On Courses screen deciding how to add STAT270 for task 2 (Appendix Image Reference Fig. 2)>

-“What’s the difference between swap a course and a course component? Are those labs and tutorials or not?” <presented with dialog with choice of what type of swap to perform>

-“I see there’s a 2 on the Grades so I go there to look for new ones.” <on the home screen tasked with checking grades for task 1>

-“So I need to pick a tutorial.. Hmm where can I find it?” <on class section selection screen>

USABILITY ISSUES

Severity	Issue	Recommendation
HIGH	Detail Disclosure Arrow on the course list screens for browse or search results page was looked over by most users, blocking progress. (Appendix Reference Image Fig. 1)	Requires reorganization of visual design on these components
HIGH	Add / Swap / Drop buttons on the Courses page do not match their behaviour to correspond to a currently selected course on the courses page. (Appendix Reference Image Fig. 2)	Suggest creating shortcuts to bypass having as many dialogs by utilizing this information. However, must also be careful to ensure users do not accidentally perform undesired actions due to this.
HIGH	Swap Course process not entirely clear. Some users noticed the indicator bar at the top and questioned whether the class had already changed. (Appendix Image Reference Fig. 4)	Explore alternative language to explain steps of the swap process. Experiment with different visual cues or guides.
MEDIUM	“Enter Class Number” option confusing to some users, expected to be able to enter readable format (ex. STAT270) vs actual requirement of course code numbers as per calendar. (Appendix Image Reference Fig. 3)	Emphasize code over number to clarify what the function utilizes, or remove for redundancy with search.
MEDIUM	“Schedule” page accessible from home screen unable to modify displayed courses that exist in schedule. Some users looked here to perform the swap task.	Provide better cross functionality between <i>Schedule</i> and <i>Courses</i> pages.
MEDIUM	Add/Browse/Search features not fully clear from their names to novice users. (Appendix Reference Image Fig. 2)	Difficult to recommend a solution. Forcing Add would be detrimental to researching courses, while removing it in favour of straight browse/search may leave users searching for Add.
LOW	Lack of clear <i>Back</i> navigation. User that asked about this quickly realized to press the SFU logo in the upper left or use their phone hardware’s back button.	Attempt to ensure back buttons are available somewhere on screen if there is space and the addition is not too visually jarring.
LOW	Class section selection screen was not clear to all users that it was scrollable	May be an issue with paper prototype throwing users off of standard mobile behaviour. Suggest tests on device to determine if issue remains.
LOW	Initial Browse screen for selecting a letter category was visually jarring.	Find a way to make the start of the browse process more visually consistent.

APPENDICES

SURVEYED PARTICIPANT OVERVIEW

Participant	SFU Status	Age	Web Experience	Mobile Experience	GoSFU Familiarity (out of 5)
1	4th Year, Business Major	21	5-6 hrs/week	2 hrs/week	3
2	4th Year, Communications Major	23	10 hrs/week	5 hrs/week	4
3	4th Year, SIAT Major	24	10+ hrs/week	5-6 hrs/week	5
4	1st Year, Psych Major	18	15+ hrs/week	5 hrs/week	4
5	2nd Year, Sociology Major	19	15 hrs/week	10 hrs/week	5
6	1st Year, SIAT Major	18	30+ hrs/week	10hrs/week	3
7	3rd Year, Kinesiology Major	20	40 hrs/week	20hrs/week	3
8	1st Year, Undeclared	18	40 hrs/week	35 hrs/week	1

REFERENCE IMAGES

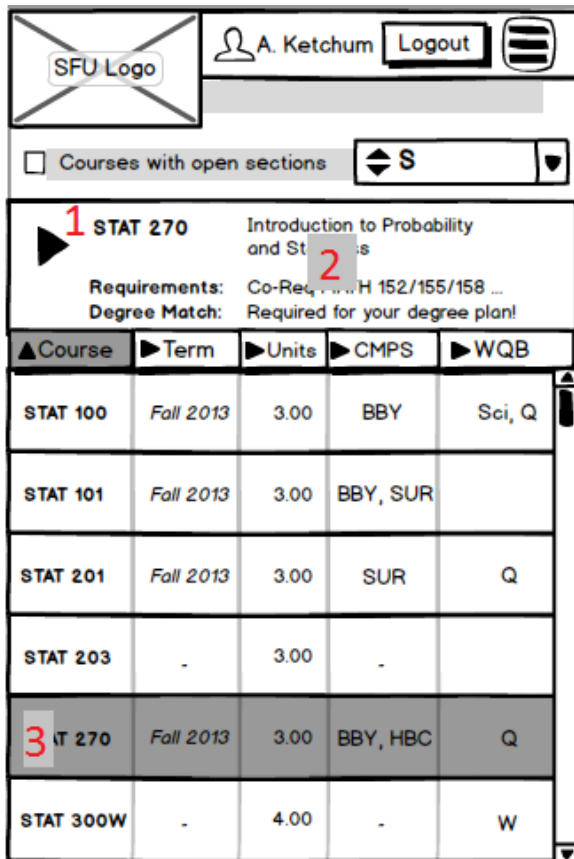


Fig 1. Users often missed the disclosure arrow at point 1 and more commonly selected touch targets 2 and 3.

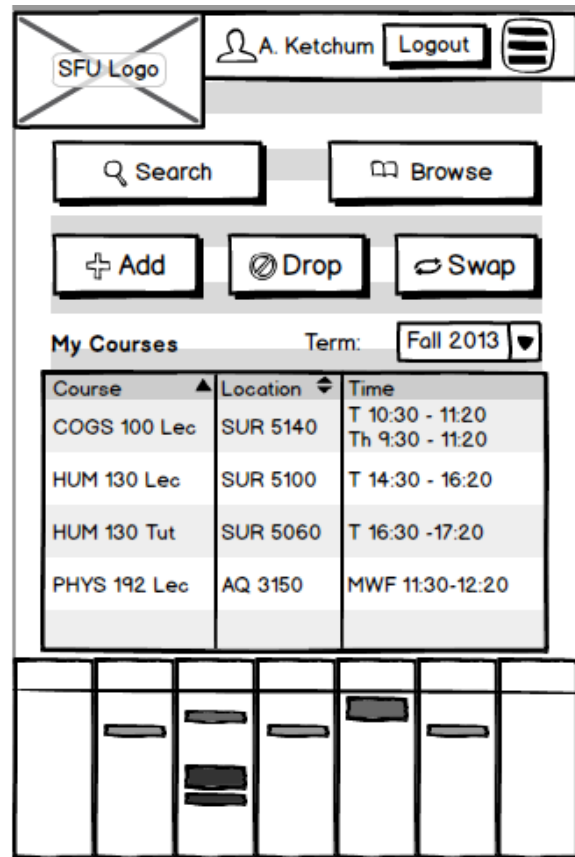


Fig 2. Some users attempted to select a course from the lower section to operate on with the upper function buttons.

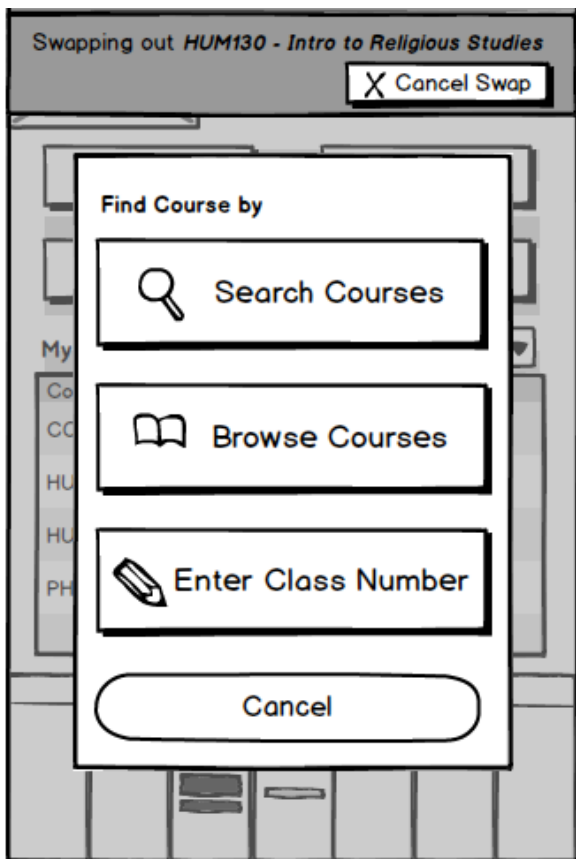


Fig 3. More than one user was offput by the Enter Class Number option's requirement of SFU Course ID codes.

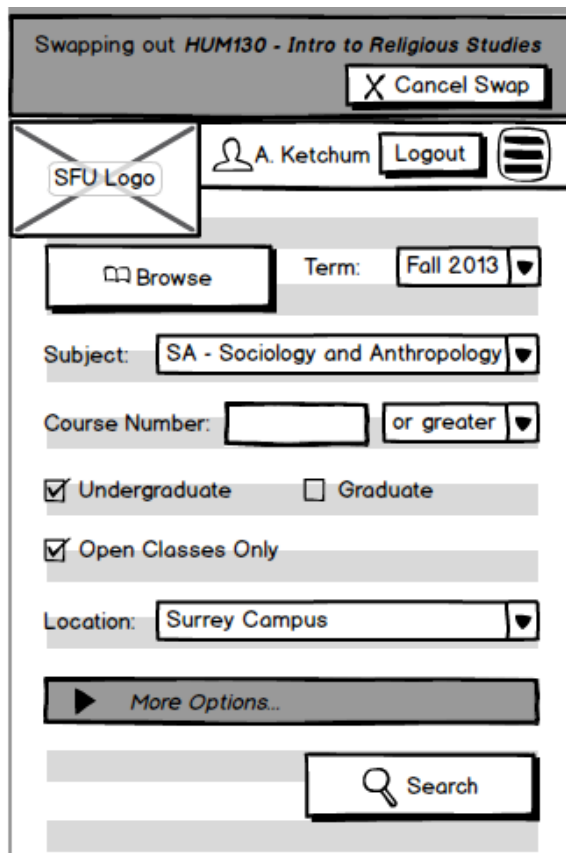


Fig 4. Some users were confused as to what the upper swap status bar in this screen and Fig 3 was communicating.

INTERVIEW #1: (JL = OBSERVER/DOCUMENTER, EJ = MODERATOR)

Date: Tues, Nov 19, 2013

4th year SFU student, Business Major, age 21.

5-6 hours/week on the internet of which 2 hours/week are mobile.

Familiarity with current GoSFU system: 3 out of 5.

TASK #1: SUCCESS, VERY EASY (5 OUT OF 5).

LOGIN screen: "So I log in"

HOME screen: "I click Courses, wait no. Grades".

GRADES screen: “I click Grades, then do I click “Register”? Done..”

TASK #2: PARTIAL, NEITHER DIFFICULT NOR EASY (3 OUT OF 5)

HOME screen: “I click Courses.”

COURSES screen: “So I will search for courses.”

SEARCH screen: “I will search for subject, SA. Usually I uncheck ‘open classes only’ since I want to get into waitlist for most classes. And then I put in the number 270”

SEARCH Result under S: “I click the STAT.”

STAT 270 highlighted: “So I click STAT 270.”

STAT 270 full info: “I click View Class Sections.”

STAT 270 sections: “I select the lecture & tutorial and <”How do I register here?”> click Register.”

REG CONFIRM: “I click Finish Registration.”

COURSES screen: “Ok, I’m done.”

TASK #3: PARTIAL, VERY EASY (5 OUT OF 5)

HOME screen: “<”Hmm what Button do I press? Schedule?”> I click Courses.”

SWAP COURSE: “I click Swap a Course.”

SELECT COURSE: “I click on HUM 130.”

SEARCH/BROWSE: “I would like to search for SA, and change term to next term”

SA 302W highlighted: “I click the Arrow.”

SA 302W full info: “I click View Class Sections”

SA 302W sections: “I select the lecture & tutorial and click Register.”

SWAP CONFIRM: “I click Yes.”

SUCCESSFUL SWAP: “Ok, I click on Home.”

HOME screen: “I’m done.”

Best part of this interface: Basic screen, not complex looking

Worst part of this interface: Don’t think I’d want to register for courses on my phone.

INTERVIEW #2: (JL = OBSERVER/DOCUMENTER, EJ = MODERATOR)

Date: Tues, Nov 19, 2013

Demographics:

4th year SFU student, Communications Major, age 23.

10 hours/week on the internet of which 5 hours/week are mobile.

Familiarity with current Go SFU System: 4 out of 5.

TASK #1: SUCCESS, VERY EASY (5 OUT OF 5)

LOGIN screen: “So I sign in”

HOME screen: “I see there’s a 2 on the Grades so I go there to look for new ones.”

GRADES screen: “Then change the term if I need to. Then I’m done.”

TASK #2: PARTIAL, NEITHER DIFFICULT NOR EASY (3 OUT OF 5)

HOME screen: “I click Courses.”

COURSES screen: “So I will search for courses.”

BROWSE screen: “Browse <“Do I know the number of course?”>. I pick S.”

BROWSE under S: “<”That’s a weird part”> I click the STAT.”
STAT 270 highlighted: “Do I scroll down to the one I need? So I click STAT 270.”
STAT 270 full info: “Do I click there? (Partial). <Top bar clicking.> I click View Class Sections.”
STAT 270 sections: “click Register.”
REG CONFIRM: “I click Finish Registration.”
COURSES screen: “Ok, I’m done.”

TASK #3: PARTIAL, VERY EASY (5 OUT OF 5)

HOME screen: “I click Courses.”
COURSES screen: “I click Swap.”
SWAP COURSE: “I click Swap a Course.”
COURSE Selection: “HUM 130”
SEARCH/BROWSE: “Search (Partial) “Browse or Search? -> “Have I swapped out again? Do I have to add again? I don’t know...” ”
SA 302W highlighted: “I click the Arrow.”
SA 302W full info: “I click View Class Sections”
SA 302W sections: “I select the lecture & tutorial and click Register.”
SWAP CONFIRM: “I click Yes.”
SUCCESSFUL SWAP: “Ok, I click on Back to Courses Page.”
COURSE screen: “I’m done.”

Best part of this interface: Consistency

Worst part of this interface: The adding courses process was a little long.

Other comments: Great job.

INTERVIEW #3: (FF = OBSERVER/DOCUMENTER, EJ = MODERATOR)

Fourth Year

SIAT

24 years old

Spends over 10 hrs per week surfing the net, 4-6 hours of which are on a mobile device

Very familiar with go.sfu.ca

TASK #1: SUCCESS, VERY EASY (5 OUT OF 5).

- Go to go.sfu.ca
- Enter ID
- Enter password
- Tap “Login”
- Tap “Grades”
- Scroll down
- Under drop box menu select the term I want (don’t really have to unless I want to check grades for past semesters.)
- Done.

TASK #2: PARTIAL, VERY EASY (5 OUT OF 5)

- Assume already logged in
- Tap “Courses”
- Click “Add”
- Enter class number
- Realize it’s not the same as course number
- Go back
- Find STAT
- Enter course number

- Scroll down
- Click on STAT 270
- Confused at this point. (how do I register? Is there a button? Do I have to select it again to expand it? Double click? Need help.)
- (help provided) click on STAT 270 again
- Click “View Class Sections”
- Select E100 lecture
- I see I have a conflict
- Select another one without conflict
- Click “Finish Registration”
- Done

TASK #3: SUCCESS, VERY EASY (5 OUT OF 5)

- Assume already logged in
- Go to “Courses”
- Click “Swap”
- “Swap a Course”
- Tap on HUM 130
- Then “Search” for courses
- Enter subject and course number then tap on “Search”
- Click SA 302 W to select it
- Tap to expand it (don’t like this part, like to have the option to go to class sections right away)
- “View Class Sections”
- Select the course and tap on “Register”
- Click “Yes”
- Go back to the course page
- Review my schedule

- Done

INTERVIEW #4: (FF = OBSERVER/DOCUMENTER, EJ = MODERATOR)

First year

Psychology

18 years old

15 hrs or more surfing the net, 5 hrs of which are on mobile devices

Fairly familiar with go.sfu.ca

TASK #1: SUCCESS, VERY EASY (5 OUT OF 5).

- Go to go.sfu.ca
- Put in ID + Password
- “Login”
- Go to “Grades”
- See the ones with a grade (not NA)
- Done

TASK #2: FAIL, SOMEWHAT EASY (4 OUT OF 5)

- Assume already logged in
- Go to “Courses”
- Go down to look for courses
- Click “Add”
- “Browse” courses
- Click “S”
- Select “STAT”
- Click on STAT 270
- (confused at this point; help provided) click again to expand

- Click “View Class Sections”
- Choose the one without time conflict
- Click “Register
- If no error then I’m registered
- Check my schedule
- Done

TASK #3: SUCCESS, VERY EASY (5 OUT OF 5)

- Assume already logged in
- Click on “Courses”
- Click on “Swap”
- “Swap a Course”
- Click on HUM 130
- “Browse” courses
- Click “S”
- Go to Sociology and Anthropology
- Scroll down and click on SA 302W
- Click again to expand
- Click on “View Class Sections”
- Choose the section
- Click Register
- Click “Yes”
- Back to home or course page if I have more things to do.
- Done

INTERVIEW #5: (FF = OBSERVER/DOCUMENTER, SD = MODERATOR)

Second year

Arts and Sociology

19 years old

15 hrs or more surfing the net, 10 hrs of which are on a mobile device

Very familiar with go.sfu.ca

TASK #1: SUCCESS, VERY EASY (5 OUT OF 5).

- Go to go.sfu.ca
- Enter computing ID and Password
- Click “Login”
- Click “Grades”
- Scroll up and down to find the grades
- Done

TASK #2: FAIL, NEITHER DIFFICULT NOR EASY (3 OUT OF 5)

- Assume already logged in
- Go to “Courses”
- Click “Add”
- Enter class number (wrong class number. It’s not the same as course number)
- Click “Search”
- Confirm term
- Enter STAT as subject
- Enter 270 in the field
- Click “Search”
- Click on STAT 270
- (confused at this point as to what to do next; help provided) click again to expand
- Click “View Class Sections”

- Select section (with conflict, didn't notice the time conflict notification)
- Click "Register"
- (confused because of the paper mockups not as easy as to follow and represent as digital versions) select the section without conflict
- Click Register
- "Finish Registration"
- Done

TASK #3: SUCCESS, FAIRLY EASY (4 OUT OF 5)

- Assume already logged in
- Go to "Courses"
- Click "Swap"
- "Swap a Course"
- Select HUM 130
- Click "Search"
- Enter HUM 130 in appropriate fields
- Click "Search"
- Select HUM 130
- Expand and "view class sections"
- Select the section and click "Register"
- "Yes"
- Back to home page
- Check schedule to make sure
- Done

INTERVIEW #6: (FF = OBSERVER/DOCUMENTER, SD = MODERATOR)

First year

SIAT

18 year old

Over 30 hrs surfing the net, 10 hrs of which are on a mobile device

TASK #1: SUCCESS, VERY EASY (5 OUT OF 5).

- Go to go.sfu.ca
- (asked about what alerts and notifications are, found them a bit confusing)
- Enter username and password and then Login
- See there is a notification on Grades
- Click Grades
- Find term and program
- Look through the information
- Done
- Done

TASK #2: FAIL, SOMEWHAT EASY (4 OUT OF 5)

- Assume already logged in
- Go to “Courses”
- Click “Add”
- Click Search
- (user knew about class number being different than course number)
- “Search for a course”
- Enter STAT and 270 in the fields
- Select STAT 270
- (user confused about what to do next; help provided) click STAT 270 again to expand
- Select section with conflict (didn’t notice the notification)

- After getting the error message decided that STAT is more important so decided to swap STAT for the conflicting course
- Click Swap
- Click Yes
- Go back to course page to confirm the schedule
- Done

TASK #3: SUCCESS, FAIRLY EASY (4 OUT OF 5)

- Assume already logged in
- Go to courses page
- Click “Swap”
- (User made suggestion to enable them to highlight a course before clicking swap and make that course as the default course to be swapped)
- (User asked for confirmation about difference between swapping a course and course component. Whether course components are labs and tutorials or not.)
- Select HUM 130
- Click Search for courses
- Enter SA 302W in the appropriate fields (user likes the option to choose class locations)
- Click Search
- Click SA 302W and expand
- Click “View class sections”
- Select the section and click Register
- Click Yes
- Go back to course page
- Done

Best part of the interface was that: it was integrated into one place

INTERVIEW #7: (SD = OBSERVER/DOCUMENTER, JL = MODERATOR)

Date: Fri, Nov 22, 2013 @ 3:00 PM

Demographics:

3rd year SFU student, Kinesiology Major, age 20.

40 hours/week on the internet of which 20 hours/week are mobile.

Familiarity with current GoSFU System: 3 out of 5

TASK #1: SUCCESS, EASY (4 OUT OF 5)

LOGIN screen: “So I sign in.”

HOME screen: “I click Courses.”

GRADES screen: “I click Grades, and... Do I click on Term?” <Prompt - Let us know when you think you are finished.> “Then, I’m done.”

TASK #2: FAIL, NEITHER DIFFICULT NOR EASY (3 OUT OF 5)

HOME screen: “I click Courses.”

COURSES screen: “I will add a class.” (clicks Add button)

SEARCH/BROWSE prompt: “I click browse courses.”

BROWSE screen: “Browse for ‘S’ ”

BROWSE under S: “I scroll and click the STAT.”

STAT 270 highlighted: “So I click STAT 270.”

STAT 270 full info: “So I need to pick a tutorial.. Hmm where can I find it?” (FAIL)

STAT 270 sections: “click class sections and Register”

REG CONFIRM: “I click Finish Registration.”

COURSES screen: “Ok, I’m done, and log out.”

TASK #3: SUCCESS, FAIRLY EASY (4 OUT OF 5)

HOME screen: “I click Courses. <”Or schedule, hmmmmm.”>”

COURSE screen: “Swap”

SWAP COURSE: “I click Swap a Course.”

COURSE Selection: “HUM 130”

SEARCH/BROWSE: “So I will browse courses <”Prefer browsing better than searching.”>”

BROWSE screen: “Browse for ‘S’ ”

BROWSE under S: “I scroll and click the SA <”long pause”>”

SA 302W highlighted: “I click the Arrow.”

SA 302W full info: “I click View Class Sections”

SA 302W sections: “I select the lecture & tutorial and click Register.”

SWAP CONFIRM: “I click Yes.”

SUCCESSFUL SWAP: “Ok, I click on Back to Home Page.”

HOME screen: “I’m done.”

Best part of this interface: Straight forward for most parts.

Worst part of this interface: Arrow icon when adding courses was annoying.

INTERVIEW #8 (SD = OBSERVER/DOCUMENTER, JL = MODERATOR)

Date: Friday, Nov 22, 2013 @ 3:30 PM

Demographics:

1st year SFU student, 1st term, taking basic math and science courses for now, age 18.

40 hours/week on the internet of which 35 hours/week is mobile.

Very unfamiliar (1 out of 5) with GoSFU.

TASK #1: SUCCESS, VERY EASY (5 OUT OF 5)

LOGIN screen: “So I enter my login info?” <prompt: Please advise what/where you type/click.> “Ok, so I enter my ID here, password here, then click the login button.”

HOME screen: “I click Courses”.

GRADES screen: “I click Grades, then I guess I scroll down with this bar thing here. And I see everything. So, I’m done.”

TASK #2: FAIL, VERY EASY (5 OUT OF 5)

HOME screen: “I click Courses.”

COURSES screen: <confused> “So I click Add? Or Search? See, this is why I don’t like the current website, it’s so confusing. What’s the difference between Add versus Search or Browse? Well, I’m going to click Browse.”

BROWSE screen: “I click the S.”

BROWSE under S: “I click the STAT.”

STAT 270 highlighted: “So I click STAT 270.” <pause & prompt - Now what do you do?> <confused> “Well, I clicked it.” <Ok, how do you continue?> <FAIL - We ask the participant to click on the Arrow beside the STAT 270 info box>

STAT 270 full info: “I click View Class Sections.”

STAT 270 sections: “I select the lecture & tutorial and click Register.”

REG CONFIRM: “I click Finish Registration.”

COURSES screen: “Ok, I’m done.”

TASK #3: PARTIAL, VERY EASY (5 OUT OF 5)

HOME screen: “I click Courses.”

COURSES screen: “I click on HUM 130.” <Expected participant to click “SWAP”. Ok, it’s highlighted. Now, what do you do?> “Ok, I guess I click Swap.”

SWAP COURSE: “I click Swap a Course.”

SELECT COURSE: “Oh, I see. Now I click on HUM 130 again.”

SEARCH/BROWSE: “Ok, I enter the class number.” <We explain that class number is not actually 130 but a different number.> “Ok, so I click Browse.”

BROWSE screen: “I click S.”

BROWSE under S: “I click SA for what was it again? Sociology? What’s that?”

SA 302W highlighted: “I click the Arrow.” <Participant knows right away due to last task>

SA 302W full info: “I click View Class Sections”

SA 302W sections: “I select the lecture & tutorial and click Register.”

SWAP CONFIRM: “I click Yes.”

SUCCESSFUL SWAP: “Ok, I click on Home.”

HOME screen: “I’m done.”

Best part of this interface: The home page has everything, the layout is very good, simple, easy.

Worst part of this interface: That arrow thing when trying to see the course info.

General comments: Fix the arrow.

COMPLETED QUESTIONNAIRES

SIGNED CONSENT FORMS