Honor Degree Evaluation
Usability Study
Hunter Renard

1. Imaginary Users

a. 3 paragraphs describing the "story" for 3 imaginary users

Jane Doe is a third year honor student at UMW. Ms. Doe is taking 18 credit hours and needs an easy way to tracking her honor degree requirements which will not take a lot of time away from her classes and studying. Ms. Doe would like to be able to see all important notifications without worrying about the ones that she has already seen. She also wants to be able to easily see what honor degree requirements she is currently working on, has yet to start, and has completed. Ideally Ms. Doe would like to see all of this information in as few pages as possible, preferring more to have a general overview of her honor degree evaluation.

John Smith is in his first year as a honor student at UMW. Mr. Smith easily forgets what he has to do to stay in the honor program and needs to be reminded to check what he has to do. Mr. Smith would prefer a way to easily se a summary of everything that he has to do in order to complete the honor program, however he is less interested in notifications that don't pertain to himself. He finds it annoying to be able to see what he has already completed and would prefer a way to just see what he has left to complete.

Joe Schmoe is one of the administrators in charge of the honor degree evaluation website. Mr. Schmoe is not very tech-savvy so he needs the ability to update honor degree evaluation's to be simple and in as few steps as possible. Mr. Schmoe would like the administrator backend to contain as few pages as possible in order to do normal administrative tasks such as changing student passwords and creating users.

2. User Model

a. Paragraph providing an overview of the system

The purpose of this project is to create a web app which will allow direct information to students within the UMW honors program. Currently, the tracking of the UMW Honors Program is conducted manually, using a hard-copy checksheet. This web application will provide students with direct access to their Honors Program status and progress. UMW's account system, Banner, will continue to maintain student identification and Grade Point Averages (GPAs). These items will not be tracked in this application. An administrator account may update students honor program records by importing a .csv file and may view all of the student honor program evaluations. The administrator may view the honor program evaluation of all of the students.

b. Identify your selected feature and provide a record of the focus group feedback

selected feature: Viewing Student Records.

Person 1:
How will they interact with it?
- Should be able to just log in to the application and view the checksheet
- Administrator will be able to search for student checksheet

What should they be able to do?
- View the checksheet
- Categorize the checksheet
- Hide completed items
- Administrator - search for student's checksheet

What should they not be able to do? What's important to them?
- Students should not be able to edit a checksheet
- Administrators should not be able to edit checksheet either - keeps the original location the .csv was taken from as the only mutable source

Other Comments
- Students should be able to search / categorize within their student records
- Can users download their checksheet?
- Should be main focus - responsive to screen sizes
- Easy to use on a phone
- Administrator should be able to search by name and drop down menu (Fuzzy search?)

Person 2:

How will they interact with it?
- View the checksheet
- Categorize by sections - classes, other activities, etc...

What should they be able to do?
- Not much. Categorize sections
- Change color to show priority
- see what is offered in the current / next semester

What should they not be able to do? What's important to them?
- Not be able to change any of the items
- Maybe flag if there is a mistake? (Could just email Administrator)

Other Comments
- Student checksheet view needs to be on one page
- Text changes color / position to show what is completed / being worked on / is flagged as important

Person 3:

How will they interact with it?
- log in to the app
- see a list of not completed tasks. underneath see the completed

What should they be able to do?
- They should be able to navigate through the list from most important to least important. Or some organization scheme like that
- Maybe choose how to categorize

What should they not be able to do? What's important to them?
- The user should not be able to mark tasks as complete / incomplete

Other Comments
- Make sure that the focus is on the incomplete items

Person 4:
How will they interact with it?
- View the checksheet
- Fold categories
- Administrator should have a drop down of all students - current students on top
- Administrator should be able to update checksheets

What should they be able to do?
- view the checksheet
- search by category / class

What should they not be able to do? What's important to them?
- Student should not be able to update checklist
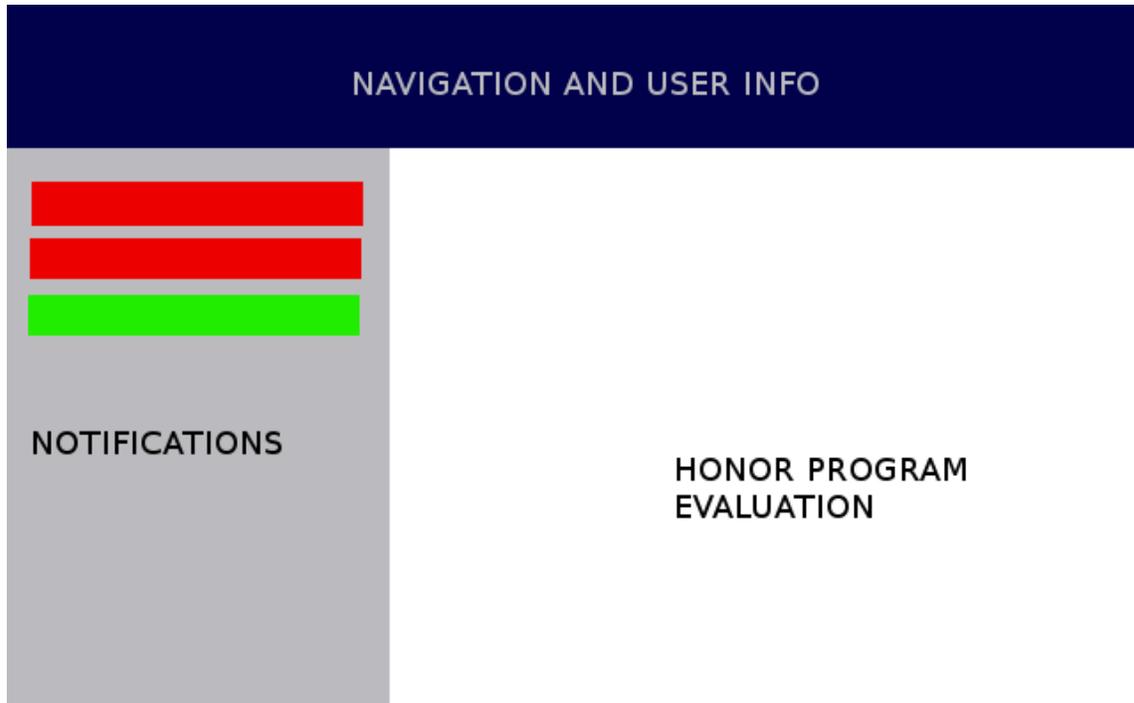
Other comments
- The checklist should be simple
- The checklist should display when it was last updated
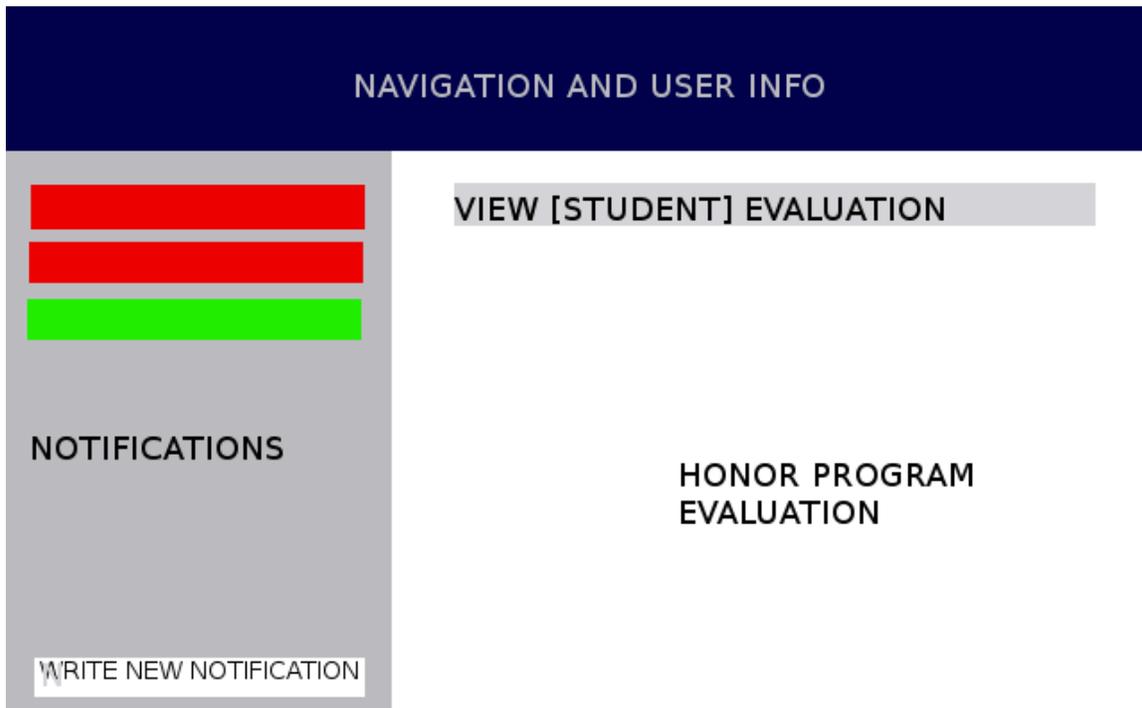
c. User model paragraph

After logging on to the web application the system will display the student's honor degree evaluation. The evaluation will be categorized by the completeness of the task, and further categorized by the specific task. The checklist will be responsive to multiple screen sizes so that it is easy to read from mobile devices. The checklist will be simple, as to not overwhelm the student, as well as looking nicer if printed / exported to another location. The administrator will be able to view student honor degree evaluations by selecting the student's name from a search bar with drop down options.

3. Prototype Images

Basic Student Screen Layout

Basic administrator student evaluation view

4. Focus Group Feedback

a. Comments on prototype images

Person 5:
- Should have a navigation bar for specific categories
- Needs to be easy to scroll through.

Person 6:
- How will this look if it is on a mobile device? could get too cluttered
- Make the notifications a pop up feature or a second page.

Person 7:
- The degree evaluation could be displayed like the degree evaluation on banner.
- The evaluation could be a list of everything in the order of priority
- Good to have the notifications on the same page
- Mabe have notifications link to their relevant part of the checklist

Person 8:
- Student view should have a search for categories / relevant information / classes
- Make the notification page smaller or not part of the same page

b. Reflection on feedback (commonalities, discrepancies, ...)

The general theme of the feedback was to make sure that the screen was easy to read and focused on the checklist rather than the notifications. Most people are worried about what this will look like on a mobile device rather than on a large screen. Because the student users will want to be able to easily scan the page to find the information they need, there should be a focus on uncompleted checklist items. While I left the checklist display off of the prototype images, I did that because I wanted to obtain people's unbiased ideas for how to display the checklist.

5. Changes

    a. Describe any changes that you plan to make based on the feedback

The feedback obtained from this usability study verified that the best way to implement viewing student records is to have as few pages as possible, many students will want to look at their student records from a phone so it needs to be easy to see on multiple screen sizes and responsive to different screen layouts / sizes.