

Schedule Squid Usability Test

Date of Report: December 8, 2015
Date of Test: December 6, 2015
Location of Test: Boston, MA

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Executive Summary

The main goal of the study is to gain feedback for the application, Schedule Squid, to identify improvements and errors in completing tasks. The sessions were conducted for 15 minutes with 4 different participants. All participants were able to complete all 3 tasks. Some participants had a little difficulty completing the task of Adding an Assignment because the “Add” button was not visible enough, which prompted the user to think that they have to add by clicking on the dates on the calendar. Overall, users found the application simple to use and rated their satisfaction of the app with an average of a 6 (1-7 scale rating).

Methodology

Who we tested

Five participants, having the following characteristics, evaluated Schedule Squid.

NOTE: Add or delete main categories as needed. Refer to screener for main demographic information.

Race		Computer Usage	
Asian	1	0 to 10 hrs. wk.	0
White	2	11 to 25 hrs. wk.	2
African American	1	26+ hrs. wk.	2
TOTAL (participants)	4	TOTAL (participants)	4



Year in School

Freshman	0
Sophomore	1
Junior	1
Senior	2
TOTAL (participants)	4

Gender

Women	2
Men	2
TOTAL (participants)	4

Major

Computer Science	2
Business	1
Chemical Engineering	1
TOTAL (participants)	4

School

Northeastern	3
UMB	1
TOTAL (participants)	4



What participants did

Participants met with the facilitator for about 15 minutes each. All participants were asked to complete 3 short tasks. During each task, they were asked to talk through their thought process. At the end of the testing, a brief interview was conducted to get user feedback and recommendations.

What data we collected

Every user completed all 3 tasks. The first task of Adding a Course was completed with an average time of 3 minutes and 14 seconds, the second task of Adding an Assignment was completed with an average time of 2 minutes and 47 seconds, and the third task of Viewing and Assignment was completed with an average time of 26 seconds. Overall users gave positive ratings but there were some suggestions given to help improve the application as well.

NOTE: Describe the data collected, including paths selected, task completion rates, and verbal feedback. Describe any other data that were collected, such as time on task or satisfaction ratings.

Major findings and recommendations

- **List major issues**
 - After clicked "Ok" on the error window, assignment form would close out with it

- **Identify solutions**
 - Have assignment form stay in place after exiting error window so users can continue filling in the fields

Detailed findings and recommendations

Introductory Questions & Tasks

NOTE: List the question followed by the summaries of responses. If you ask participants to define their expectations for a set of labels, it may be useful to put them in a table so they can be compared. Following are two examples.

Sample 1. Summary of introductory questions

Questions	Responses
What did you think of the application?	Most participants like the simple design and how adding assignments/courses was relatively straight forward.
Do you think this scheduler is different from a typical planner people use everyday?	Most participants stated it's simple and less confusing to use than some online schedulers they've seen. 2 correctly



	identified that it would help keep kist school related information in one place
Who do you think this site is designed for? Why?	Participants correctly identified students. 3 said college students, other 1 said students in general.
Is this something that you would use?	2 said they would. 1 of those 2 said they would if it was a mobile app. 1 said they wouldn't because they don't use planners. Another said that they prefer their paper planner.



Scenario 1 – Adding a Course

It's the beginning of the semester and you would like to add your Eng1111 course into Schedule Squid so you know when you need to attend class. The class meets on Wednesday and Fridays at 12pm – 1:30pm in Ryder220. Your professor's name is Ben Parker and his email is parker@neu.edu. The class website is eng111.neu.edu where you will find the course information and syllabus. There are a few books you need to acquire for the class and would like to keep a note of it. The books are "First Year English" by M. P. Smith and "Writing 101" by S. Read. Your class starts on September 3, 2015 and ends December 15, 2015.

Your Login Details are:

Username: Sean123

Password: Password

Number of participants	4
Percent successful	100%

Findings	Recommendations
<p>3 participants completed the task with ease (score of "2") by finding the "Add Course" button and fully completing the Course information.</p> <p>1 participant prompted an error message because she did not fill out "pm" in the class time.</p> <p>0 participants did not complete the task (score of "0").</p> <p>4 participants found the "Adding Course" target via the Add button</p>	<ul style="list-style-type: none"> ▪ Don't have the whole form window close when exiting the error message. ▪ To select a color for the course you're adding, or at least see what color is assigned to it. ▪ Color may be a little dark



Scenario 2 – Adding an Assignment

You have received an assignment for your Eng1111 class due at noon on Wednesday, 10/28/2015. Put it in your Schedule Squid calendar so that you remember to complete it! Some details for your essay include: 5 pages in length and a paper copy must be printed out and turned in.

Number of participants	4
Percent successful	100%

Findings	Recommendations
4 participants completed the task with ease (score of "2") by finding the "Add Assignment" button.	<ul style="list-style-type: none"> ▪ To add an assignment, suggested it may be easier to add it by clicking on the date on the calendar to add it. ▪ Assignments be given a color based on the associated course, perhaps a lighter shade.
0 participants needed prompting or had significant difficulty completing the task (score of "1")	
0 participants did not complete the task (score of "0").	
4 participants found the Adding Assignment prompt via the Add button.	



Scenario 3 – View Assignments.

It is time to do your assignments. You know that you have an Eng1111 essay due but you do not remember what the details of the assignment were. Please find your Eng111 assignment on your Schedule Squid calendar to view your assignment details.

Number of participants	4
Percent successful	100%

Findings	Recommendations
<p>4 participants completed the task with ease (score of "2") by finding the [target].</p> <p>0 participants needed prompting or had significant difficulty completing the task (score of "1")</p> <p>0 participants did not complete the task (score of "0").</p> <p>4 participants found the Eng1111 Assignment by clicking on the Eng1111 class.</p>	<ul style="list-style-type: none"> ▪ Don't have the fields be editable when viewing to prevent from accidentally changing the information.



Exit Questions/User Impressions

NOTE: It may be useful to put responses in a table, especially if you want to list all participant responses rather than an overall summary. Following are two examples.

Sample 1. Summary of user impressions

Questions	Responses
What is your overall impression to Schedule Squid?	Participants like that it was simple to use.
How did you find the process of Adding courses and assignments?	Participants found that it was straight forward steps
What did you like best about the site?	1) Easy to use 2) Simple Design 3) Cute Squid
What did you like least about the site?	1) Can't add by clicking on calendar dates 2) Can't change color
What features would you add to the site?	1) Option to pick the color you want for courses and assignments 2) Have assignments mb color coordinated with the class it's associated to
On a Scale of 1-7, 1 being Not Satisfied and 7 being most satisfied, how would you rate the app?	Average of a 5 rating
Do you have any other final comments or questions?	Cute squid

Sample 2. User impressions by participant

Participant No.	Like best?	Like least?	Improvements
1	Easy to use	Can't Add by clicking on date	Add option to add by clicking on date
2	Easy to use	Error message	Don't have form with error message
3	Simple design	Dark colors for assignment/courses	Add option to choose colors
4	Straight Forward	Can't choose colors	Add option to choose colors

