UX Academy / DesignLab

Usability Test Report

Compiled by Matt Hughes

Key Takeaways

Users really liked the implementation, asking *"they don't already have this, right?"*. Would all like to have this design implemented.

The 3 key takeaways:

1/ Filter Feature too Small

Students all said the feature to filter the results displayed by student preference was too small (or they did't even see it).

Suggestion: enlarge it, and implement it similar to the way Facilitator drop-down works on the *"Setting Preferences"* design.

2/ Clarify interactions with *"other sessions with [facilitator]"*

The wording and placement of *"add selected session"* button and the [*other sessions with [Facilitator]"* options caused some mild confusion. Users figured it out by clicking through, but found they second guessed themselves. They were unsure which session was selected.

They also found they weren't sure how to interact with those additional listed sessions.

Suggestion: explore ways to rework this section of the design. How can we make more clear which session is selected, and what the *"add selected session"* button maps to. Also how can we add the ability for students to quickly add more sessions with the same facilitator?

3/ Attendance vs Credited sessions

Students very quite concerned with making sure they knew, which sessions they'd received credit for, not just which sessions they had attended/ or previously registered for. Eg. What happens if they resister for a sessions, but they don't receive credit – does that cause the session to not appear in the list? Or will it appear, but they'll be unaware if they received credit or not?

They also were curious about tracking the number sessions remaining to attend (for graduation requirement).

Suggestion: Log all sessions registered for (attended, canceled, uncredited, etc) and implement a visual symbol to indicated session's status. These can incorporated into a counter system, tracking how many attended vs. How many sessions remaining. Students can then more accurately track their status.

Affinity Map

D // Full-Time (P1) | Part-Time (P2)

H

C // Part-Time

Registering

- Flow seems pretty straightforward.
- Finds the requested time slot easily.
- Confusion was from the placement of the "add selected Session" button
- Maybe add facilitator's time zone
- Made sense to me. Pick the date, pick the session.
- Facilitator photo + bio, "good addition"
- Clicks add session, and is instantly aware it pops up in the right column.
- I like this, that you can add more sessions, that is a good option to include.
- Finds the filter. Wishes it was bigger
- Slight confusion on which session is selected in tabbed view (because there are ot
- change the wording of "other sessions with facilitator"
- see greyed out sections, this tells me no sessions available or doesn't fit preferences I set up
- I like that it shows all sessions I added.
- The filter by option is unclear, not visible enough.

Calendar UI

- No hesitation using calendar, right in to the date
- Will the calendar UI display all the dates you have sessions booked on?
- Thinks the monthly view makes sense.
- "I think it would be nicer to see the days/ times of the week in a calendar format" [Preferences
- wonder if it would be helpful for people to maybe be able to see all the booked sessions
- Maybe a pop up with dates + have them on a calendar (a secondary confirmation)?
- Likes that Sunday is displayed the last day of the week (Mon - Sun)

Setting Preferences

- Would prioritize the mentor
- Has a two person rotation
- Assumes group crits preference is for who runs it
- Wants to do facilitator first
- "Sorta yeah" - had first group crit, really liked facilitator, and kept going to that session
- "Initial reason to pick that person was timing"
- worked through the day + facilitator pretty easily.
- The fact I can delete any time or facilitator later is nice.
- It's not a pressing thing for me, but I could imagine a lot of people using this, and I woul
- "Set preferences" is pretty clear

Comments

- "Yeah, this is great. It would be great if they could actually implement this"
- "It's kinda weird.. they don't already have this right?"
- "I think it would be important in a user experience course to make sure the ...
- This is nice - [Setting Preferences]
- "With Group Crits [current], I don't even really know where to go.
- "I don't know where the actual link is, so I just go to the bad one I know is wrong and then that
- "Don't know why they couldn't figure this out for themselves"

Attendance History

- Pretty self-explanatory
- Might be nice to see how many sessions have left to attend
- Did I get credit for all of these (referring to listed session)
- very concerned about not getting any credit, or an issue.
- Report an issue - who would I report it to?
- This is great. You always want to make sure you're getting credit for attending.
- adding a tracker for how many sessions completed is useful.
- wants to know what was signed up for and what was credit for
- Maybe a little check or marker to show which ones got credit or which ones didn't.

Main Widget

- It's clear to see if you had multiples it would just add blocks to that
- The way the Course works, it makes sense that you'd have the mentor sessions then ...
- Likes attendance history is right there
- In-line with other important actions you can take
- right below the mentor session, so it made sense where it was placed

Visual Style

- Consistent with mentor card
- The visual style matches.
- it catches your attention

Canceling

- Simple, Very intuitive (Cancelling)
- I like that it's got the confirmation window pop up. Prevents miss-click and gives me a

Affinity Map Observations

Registering

- Respondents found the registration process pretty straightforward
- They like the process shows how many sessions they've registered for
- Some mild confusion with the implementation for "other sessions with this facilitator". Unclear what the wording means/ how to interact
- Slight hesitation over which session is being added (location of button was unclear).
- Respondents notice the "filter" option is too small.

Calendar UI

- One user keen on monthly calendar view – wants nearly *everything* displayed in calendar view.
- Likes Mon - Sun week layout

Setting Preferences

- Users all say they would prioritize mentor
- User admits, chose initial group crit session based on schedule, liked facilitator, then prioritized that session.
- Like the flexibility

Comments

- Current system, users aren't quite sure what to do.
- Comments on this new system, they're in disbelief it doesn't exist.

Attendance History

- Users suggest a way to track sessions registered for and sessions credited for
- Receiving credit for a group crit, is a high priority concern
- Suggest a tracker for number of remaining sessions needed to attend

Main Widget

- Like the layout
- Positioning on the page (under mentor widget), makes sense. Consistent with existing design
- Clear how the widget expands over time (reflecting booked sessions)

Visual Style

- Consistent
- Matches existing visual style
- Attention catching

Canceling

- Simple, Intuitive and "Safe" (has prevention for user error).

Interview Notes

<u>Daniel Notes:</u>

<u>Task 1:</u>
Looks familiar

Visibiliy for Widget:
In-line with other important actions you can take
The way the Course works, it makes sense that you'd have the mentor sessions then group crit, those are the two main things you're doing other than your course work.
The visual style matches.

<u>Task 2:</u>
"Sorta yeah" - had first group crit, really liked facilitator, and kept going to that session. On a few times, that facilitator isn't listed. Went to another session, same day, roughly same time, liked them as a back up.

Has a two person rotation

Would prioritize the mentor

"Initial reason to pick that person was timing"

Full-time phase 1, part-time for phase 2.

<u>Setting availability/ preferences:</u>
- "Set preferences" is pretty clear
- So it's like a filter.. that makes sense
- I could probably add multiple blocks of time
- Yeah, this is great. It would be great if they could actually implement this
- It's not a pressing thing for me, but I could imagine a lot of people using this, and I would use it to, I don't really want to do weekends and evenings and stuff

<u>Register for GC</u>
- No hesitation using calendar, right in to the date
- Finds the requested time slot easily.
- Scans session info
- Clicks add session, and is instantly aware it pops up in the right column.

<u>Impressions:</u>
Made sense to me. Pick the date, pick the session.
There are sections here blocked out, because you've set your filter.
- Could I set a filter for just a facilitator?

The filter by option is unclear, not visible enough.

Facilitator photo + bio, “good addition”

This is interesting + helpful. (Referencing other sessions with facilitator).
That’s useful, usually my sessions ends and I book the next one, but I probably should just book multiple weeks.

With Group Crits,
I don’t even really know where to go.
I go to the design lab website
I click book the thing, it still goes back to like the old system on calendly, then I go the link that says “no, no, no, go here instead”
Like I don’t know where the actual link is, so I just go to the bad one I know is wrong and then that sends me to the good one, the new one.

I like this, that you can add more sessions, that is a good option to include.

Imagines the other sessions with facilitator would work by selecting and adding to the total selected sessions right from that screen.

“It’s kinda weird.. they don’t already have this right?”

Clearly there’s an upcoming sessions, and the date and the time.
It’s clear to see if you had multiples it would just add blocks to that

Maybe like slightly larger date + time, because that’s the most important thing.

Canceling
Skims page, “definitely a good idea to have this here” in reference to confirming.
Very intuitive
Simple

Attendance History
This is nice too, right now it’s just that spread sheet.
You always want to make sure you’re getting credit for attending.
This is great.

Thinks adding a tracker for how many sessions completed is useful.

Comments it gets a bit weird switching between P/T & F/T

Chae Notes:

It was right below the mentor session, so it made sense where it was placed

Set preferences:
Initially incline to click “schedule a session”
Kept in mind the task request

Quickly worked through the day + facilitator pretty easily.
This is nice
The fact I can delete any time or facilitator later is nice.

“I think it would be nicer to see the days/ times of the week in a calendar format”

Booking
Clicks register for session I click the button,
See the calendar.
I see greyed out sections, this tells me no sessions available or doesn’t fit preferences I set up

Slight confusion on which session is selected in tabbed view (because there are other dates + times highlighted).

Confusion was from the placement of the “add selected Session” button. Didn’t understand what the button directly maps to. Assumed it did, but not 100% intuitive.

Maybe if button was more proximate to the date/ time

Maybe change the wording of “other sessions with facilitator”

Maybe add facilitator’s time zone - really frustrated by time stamps (because it’s always in facilitator time). Especially confusing for European times.

I like that it shows all sessions I added.

Reviewing Card Change after adding a session
Consistent with mentor card
Forgot if it shows how many session you have left
Might be nice to see how many sessions have left to attend - reason: Has to manually calculate how many sessions have attended to see if they maybe don’t have to attend one

Likes attendance history is right there

Q: Would it be better to only show 1 upcoming session, or all upcoming (if multiples are booked?)

Cancel
Easily finds + clicks cancel
I like that it's got the confirmation window pop up. Prevents miss-click and gives me a moment to think about it

Attendance History
Report an issue -likes
Been told, you have to contact facilitator directly if there's an issue
Then talk to community rep, if they can't fix it
Report an issue - who would I report it to? How does this work? Direct to facilitator or a form?

Did I get credit for all of these (referring to listed session) or just signed up?
Me: I've never worried about what I got credit.

She wants to know what was signed up for and what was credit for.
She is very concerned about not getting any credit, or an issue.
Maybe a little check or marker to show which ones got credit or which ones didn't.

The report system - think through, what if: creates a form, that allows you to select from the sessions you've attended, and write up a question in a text box.
The form creates a ticket which flags the necessary people, they can address it, al through the portal.

Student likes this better than current system of having to message through Slack. Sometimes the other person doesn't see it right away. This way you have a record, and it seems more formal if it's through the platform.

Helps with people afraid of confrontation

Also helpful for "Emily" community rep to jump in and help w/o having us having to share the details of personal conversation.

Q: "Will I get a confirmation email?"
Yes

Q: "How would we access the session?, Still through Zoom link in Slack?"

My Answer: The slack system seems to be working. For Mentor session, the mentor sends an email or something with the link/ to access the call. The idea would be the rest of the process stays the same (that appears to be working so far). Only the registration system is broken.

Maybe a link to the specific slack channel.

Chae finds the filter (on her second go through) questions what it does. [Explain]. Wishes it was bigger

Is there an importance to how many people are singed up?

My assumption: assign a # of lots per session. Once that's hit, can't book a space in it.

- Group Crits cancellation channel? My thought - Why wouldn't that stay the same?

Calendar View:
Thinks the monthly view makes sense.
Likes that Sunday is displayed the last day of the week (Mon - Sun) rather than (Sun - Sat).

Will the calendar UI display all the dates you have sessions booked on?

I wonder if it would be helpful for people to maybe be able to see all the booked sessions in a calendar view?
Maybe a pop up with dates + have them on a calendar (a secondary confirmation)?

<u>Hayley Notes:</u>

Assumes group crits preference is for who runs it

It's the same as the one above it - it catches your attention
(Not sure why it's not the same size button)

<u>Setting preferences:</u>
Wants to do facilitator first

Assumption: click a day and facilitator on the preferences screen, click done and it's booked.

Seemed like that's what I was doing, I forgot I was setting preferences.

<u>Schedule a Session</u>
Flow seems pretty straightforward.

Is choose another session clickable? No I wouldn't have thought so.

Took a few minutes, but thinking it though user clicked another date and went through the process again.

How do you cancel? Assumed it was the X and, yes, was correct.

<u>Attendance history</u>
Pretty self-explanatory
Thought 10pm written section is not aligned.

"Don't know why they couldn't figure this out for themselves"
"I think it would be important in a user experience course to make sure the experience was a good one"