

MRD Design Studios Grade Book

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Brief

The following is the brief we gave to users before conducting the experiment:

Hello, participant. My name is _____.
We are creating a simple and easy way to track a student's grades, and would really appreciate your feedback on some sample tasks. Our grade software will help many students from college level down to high school. Some users will only need to track grades, calculate a final grade, or use this product to figure out what grades they need in certain requisite grading areas to achieve a desired final grade. We will be observing you as you complete a few tasks to improve our product. You are free to leave whenever you want, as this is strictly voluntary on your part. Thank you very much for any and all help! Do you have any questions?

The users that were tested did not have any questions and seemed to have a good idea of the prospective software and the mindset of a typical user.

Scenario Tasks

1. Create a new class called IS4300 where homework counts for 10%
2. Open the existing class CS2600 and add a 71 to the homework section
3. Re-open IS4300 and add team projects worth 20% and add an 83 to the homework section

Users were able to read the tasks and get a clear idea of their goals. The only questions about the tasks had to do with my handwriting. One small mistake on our part was: the third task was dependent on the first so the tasks had to be numbered and completed in a specific order

Demographics of Test Users

1. Brian is a middler business major with a concentration in accounting. He is currently on co-op working at State Street. He evaluated the system at approximately 7pm after work. He was watching a basketball game at the time so it would offer an additional evaluation of a distracted user who should be able to look away, come back and still be aware of the state the program is in. It took place in our apartment with the paper prototype I created for the last team project (fig 1)

2. Jesse is a middler Business major with a concentration in management. He is currently on co-op working at New England Baptist Hospital. He evaluated the system shortly after Brian and he was watching some TV show on Netflix in our apartment. Because I made fun of the TV show he was watching he made an effort to be overly critical and point out all points he was unclear on. It took place in our apartment with the paper prototype I created for the last team assignment.(fig 2)

3. Mark is a middler Information Science major currently taking classes. He was evaluated around 9pm as he was playing video games on his computer. He is also currently in HCI doing the assignment so he already had a good idea of the process and purpose. It took place in our apartment with the paper prototype I created for the last team assignment

Observations

The user evaluations turned up several critical issues as well as some more simple. The biggest oversight was that after the users modified a class whether it was adding grading areas or grades the users did not know that their changes had been saved. The idea was that it would be updated live and you could just go back to others quickly. This was not the case and everyone commented it was confusing. This could be remedied by putting a "save" or "done" button in the corner of each class (fig 3) that would commit the changes but not necessarily close the class. This way they could be sure what they have entered will be there when they go back. My addition to this solution is to leave the final grade at the bottom and wait until

the user hits commit to change it so they will have some idea that it happened

Another issue was that the grading area additions were not entirely clear as well. When the users created a new class there are no grading areas put in by default so adding new ones in a blank area was a challenge. In the paper prototype There was just a place that said grading area with a plus sign beneath it.(fig 4) My assumption was that people would click the grading label area but even in class users clicked the plus sign below it. This might be incorporated into a future design because if there is one grading area and it just says homework and has a list of numbers, people might not know what it means and that you can add more of them. Some of the more common issues were that users wanted to know if they could go back and edit grading areas or grades which is possible and part of the project scope just difficult to implement with the paper prototype. Another finding was that it was not clear how to remove a class when you make a mistake or no longer need it. (fig 5) This is within the project's scope but not in the paper prototype.

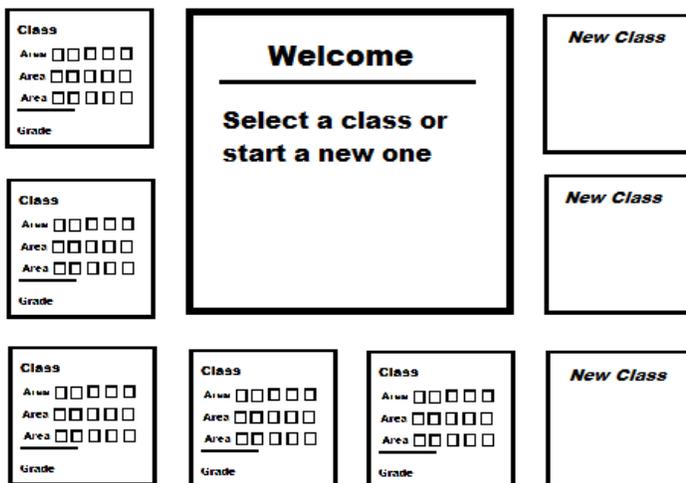
Team Roles and Tasks

Dennis: Evaluator, Observer

Rich: Evaluator, Observer, Analyst

Mitch: Observer Analyst

Images



landing page



Fig. 1



Fig. 2

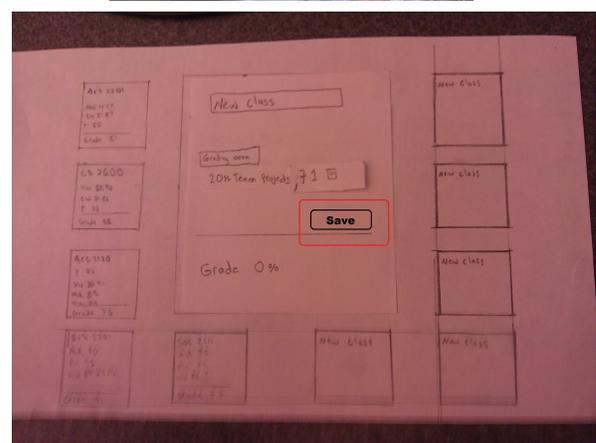


Fig 3

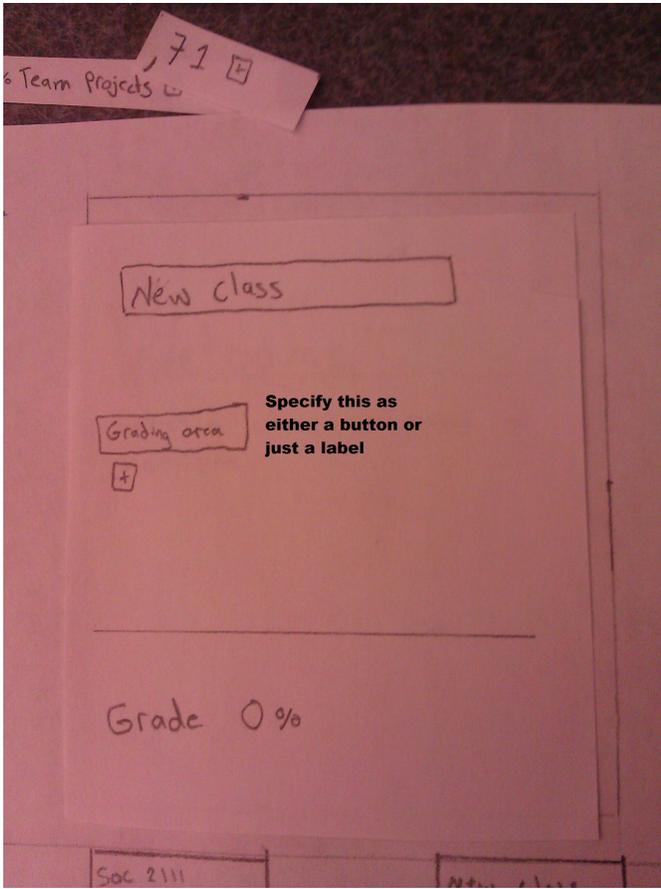


Fig. 4

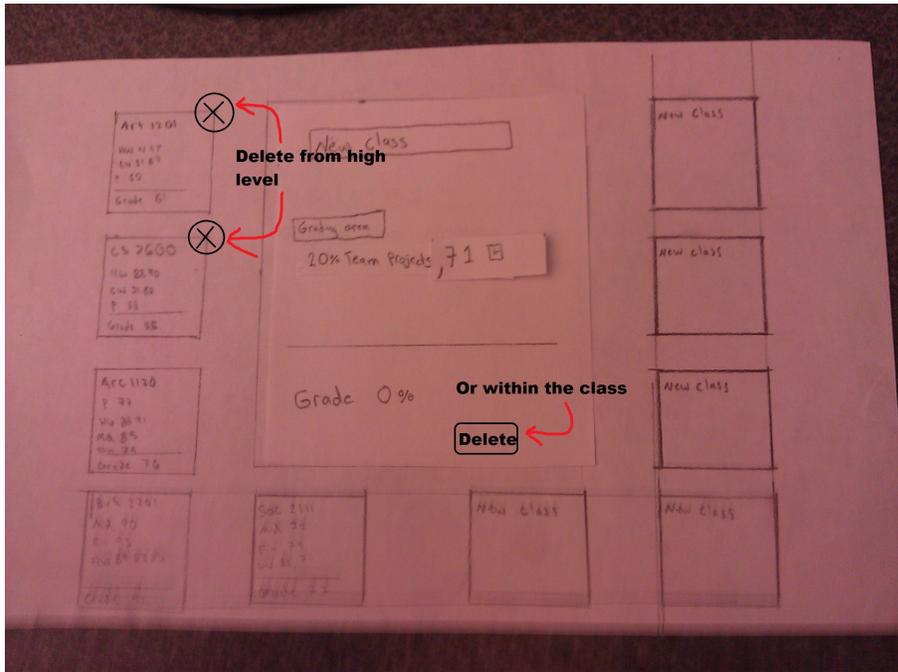


Fig 5