

CSCC10 - Introduction to Human Computer Interaction

Assignment 7: Usability Study Instruments

Group #: 16 (HelpingGrads)

Group Members: Shamanth Chedde, Jun Zheng, Syed Sharjeel Haider, Gaurav Sharma,
Nikisha Jeyakumar, Muskan Patpatpia

TA: Jaisie Sin

Research Protocol

1. **Project Title:** Interview for Hi-Fi Prototype Usability Testing.

2. **Investigators:**

Nikisha Jeyakumar	nikisha.jeyakumar@mail.utoronto.ca
Syed Sharjeel Haider	sharjeel.haider@mail.utoronto.ca
Muskan Patpatia	muskan.patpatia@mail.utoronto.ca
Shamanth Chedde	shamanth.chedde@mail.utoronto.ca
Gaurav Sharma	gauravv.sharma@mail.utoronto.ca
Jun Zheng	jun.zheng@mail.utoronto.ca

3. **Purpose:** The purpose of our research is to understand the efficacy and the extent to which our hi-fi prototype is able to be easily used by our users.

4. **Process to be followed:** We will brief the participants about the purpose of the usability study, explain the consent form to them, and ensure that they verbally consent to participate. We will then engage the participants in a one on one interview of basic demographic questions and we will also test our prototype with the user.

5. **Participant selection:** Participants will be chosen from people who applied to grad school this year, have already finished grad school within the past few years, or are currently enrolled in one. They will be identified via having a conversation with them through text about how long ago they applied for graduate school. They will be selected according to how long ago they applied for grad school as some of the issues they may have had during their time have probably been resolved by now with the advancing technology. In general, they will be characterized by people who have applied for graduate school in North America, in the past 6-7 years.

6. **Relationships:** Our relationship to the participants may be described as follows: university friend's, friends of friends, volunteer participants that we have no relation with.

7. **Risk and benefit:** There will be minimal risk to the participants, for example that they feel that they have wasted their time. The only benefit will be to contribute to the education of the investigators. Participants are free to withdraw before or at any time during the study without the need to give any explanation.

8. **Consent details:** We will brief the participants about the purpose of the study, and explain the **attached consent form** to them, and ask for their verbal consent.

9. **Compensation:** Participants will receive no compensation.

10. **Information sought:** The information to be sought is described in the attached pre-study questionnaire which asks for some basic details about their experience with applying to grad school. We will also conduct a post-study questionnaire where we will ask them what their thoughts were of the prototype.

11. **Confidentiality:** Information will be kept confidential by the investigators. Names or other identifying or identified information will not be kept with the data. The only other use will be to include excerpts or copies in the assignment submitted, but names and other identifying or <https://forms.gle/cgbcARs5buUefJYt7> identified information will not be submitted.

Consent Form

<https://forms.gle/cgbcARs5buUefJYt7> on page 1 of Google Form

Hi-Fi Prototype

Link to Original Hi-Fi Prototype:

<https://www.figma.com/proto/bmehqM9iwm4dZPIOwilvjh/HelpingGrads-Web-Application?node-id=18%3A8249&scaling=contain&hotspot-hints=0>

Link to Updated Hi-Fi

Prototype: <https://www.figma.com/proto/bmehqM9iwm4dZPIOwilvjh/HelpingGrads-Web-Application?node-id=285%3A9342&scaling=contain&hotspot-hints=0>

Change Log:

Page Name	Description of Change
-----------	-----------------------

Discussion Board, Discussion Board 2, Discussion Board 3, Discussion Board Search Filled In, Discussion Board Search Results	Added page numbers at the bottom to show user if there are more discussion posts.
Guide page/ Create guide modal	Change “Save” button to “Post”
Guide Page - on click featured tutorial, Guide Page - on click save guide	Added a white sheet background to separate comments from the posted content
Guide Page - Search bar	Changed “Search For Tutorials” to “Search For Guides”
Guide Page - on click featured tutorial/on click save guide	Changed content with something more readable and realistic
Multiple pages	Remove typing cursor from all inactive search bars
Programs Page	Added functionality to filter by program and university, this also resulted in many more program page instances to be created to reflect the filtered lists
Programs Page	Updated the toast when the user clicks the favorite button to say “University Name - Program Name” instead of just “University Name”

Research Study Instruments

Pre-Study Questionnaire

<https://forms.gle/cgbcARs5buUefJYt7> on page 2 of Google Form

Test Script

Scenario 1 : You are a 4th year life science student who is interested in applying for graduate school, however, you are unfamiliar with the process. You heard from a friend about a website that can help you research programs and prepare your application. Using this system can you show me how you would do the following tasks? Please think aloud as you interact with this prototype.

Task 1: Search and View program information.

Question: You are interested in applying to medical school at Western University. Can you show me how you would find information on their medical school program using the prototype?

Task 2: Save program information.

Question: You would like to favorite this program so you can find it quicker next time. Can you show me how you would save a program?

Task 3: Find information to learn how to write a document.

Question: You do not know how to write a personal statement and would like to learn how to write one. How would you go about this?

Task 4: Find someone to edit your documents.

Question: You have finished writing your personal statement and you would like to have it edited by the community.. Can you show me how you would get your **own** document edited using the prototype?

Task 5: View and respond to a discussion post

Question: After you've had some time to touch up your Personal Statement, you feel confident enough with your newly gained insight that you decide you want to help other users who need help with their personal statement. How would you be able to help them?

Task 6: View documents.

Question: You want to go review your personal documents that you've uploaded. How would you be able to view them?

Scenario 2 : You are a guidance counselor who works at UofT and you came across this site. You realize that you will be able to help students on the site with their application. Using this system can you show me how you would do the following tasks? Please think aloud as you interact with this prototype.

Task 7: Create a guide.

Question: You are an expert at writing personal statements and would like to create a tutorial on how to write one. Can you show me how you would do that?

Observation and Performance Measurement Plans

<u>Observation List</u>	<u>Notes</u>
Whether participant asks for help	
Watch participant errors	
Participant zooms in/out more often	
Text size making participant take longer to read	

Participant can find a solution to tasks despite getting stuck on a step.	
---	--

<u>Verbal Behaviour</u>	<u>Notes</u>
Strong positive comment	
Other positive comments	
Strong negative comment	
Other negative comment	
Suggestion for improvement	
Question	
Stated confusion	
Stated frustration	

<u>Nonverbal Behaviours</u>	<u>Notes</u>
Frowning/Grimacing/Unhappy	
Smiling/Laughing/Happy	
Surprised/Unexpected	
Evidence of impatience	
Leaning close to screen	
Fidgeting in chair	
Random mouse movement	
Groaning/Deep sigh	
Rubbing head/eye/neck	

Note Capturing Tools

Name of Facilitator:

Name of Participant:

Name of Observers:
Name of Note Taker:
Start Time:
End Time:

Task No.	Page No.	Explain Participant behaviour	Test Result*

- Refers to the three different levels: Completed without help, completed with partial help, couldn't complete.

Post-Study Questionnaire

<https://forms.gle/cgbcARs5buUefJYt7> on page 3 of Google Form

Appendix

Pilot Testing Participants List

Name	Date Test Conducted
Min Qi Zhang	Tuesday, July 21, 2020
Yuk-Ming (Carlos) Lam	Tuesday, July 21, 2020
Renzo Reyes	Tuesday, July 21, 2020
Yiyang Zhou	Thursday, July 23, 2020
Kirusan Subeethakumar	Thursday, July 23, 2020

Ajay Ravendran	Thursday, July 23, 2020
----------------	-------------------------

Assignment Attribution

Name	Contribution
Muskan Patpatpia	Made changes to Research Study Instruments.
Nikisha Jeyakumar	Contributed to Research Study Instruments
Shamanth Chedde	Contributed to test script and made some small changes to the hi-fi prototype
Gaurav Sharma	Contributed to figma designs for hi-fi prototype
Syed Sharjeel Haider	Made some changes to hi-fi prototype
Jun Zheng	Contributed to Figma designs for hi-fi prototype