

# Usability Report for One Stop Prototype

## Session Notes

### Post-test Notes

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| <b>What was confirmed in the test?</b>   |
| Grades should go under “Student Records”   |
| <b>Other changes to consider</b>   |
| Students unsure what “Withdrawal” meant, suggest changing to “Withdrawal from University”<br><br>Many were looking for “What I Owe” and some of the other links they get when logging into MyUT, perhaps we need some direct links to the tasks they do most often |
| <b>User Likes</b>  |
| Important Dates Calendar<br>Design and Layout  |
| <b>User Dislikes</b>   |
| No dislikes, just some areas that can be fixed with better naming  |
| <b>Memorable Quotes</b>  |
| Really like the “1” on the tower since the site is for One Stop  |

## Reporting

### Who We Tested

| User Type                  | Number                                   |
|----------------------------|--|
| Current freshmen           |  |
| Current sophomores         | 1  |
| Current juniors            | 1  |
| Current seniors            | 2  |
| Current grad students      | 5  |
| Staff                      | (3 also worked for financial aid office) |
| Faculty                    |  |
| TOTAL                      | 9  |
| Gender (if relevant)       | Number                                   |
| Women                      | 3  |
| Men                        | 6  |
| Other/Prefer Not to Answer |  |
| TOTAL                      |  |

### Where we Tested

- Description of location: Financial Aid Office
- Type of equipment used: Mac laptop

### Questions/Tasks Completed:

1. To get started, tell me a little about yourself, what year are you and what are you studying?

2. Hand user computer with <https://projects.invisionapp.com/d/main#/console/17328659/363117424/preview> pulled up
  - a. I'd just like you to explore this page as you would if I wasn't sitting here next to you. As you are looking at it, talk out loud and give me some of your first impressions of this page we are on.

### Follow-up questions

- b. What stood out to you the most on this page?
  - c. Was there information you would expect to find and didn't?
3. You can see there are three menu items at the top of the page and I'm going to ask you some questions about them.
  - a. What information do you expect to find under "Registration and Degree Planning?"
    - i. Go ahead and mouse over that menu item. Does the information match what you expected to find?
  - b. What information do you expect to find under "Managing Costs?"
    - i. Go ahead and mouse over that menu item. Does the information match what you expected to find?
  - c. What information do you expect to find under "Student Records?"
    - i. Go ahead and mouse over that menu item. Does the information match what you expected to find?
4. Now I'm going to give some scenarios to go through. Not all of the site has links that work, so while you are doing this talk out loud as you are completing the tasks.
  - a. How would you add a class to your schedule for next semester
  - b. How would you get help with a financial aid question?
  - c. How would you pay your bill for the semester?
  - d. What is your tuition rate?
5. Any other thoughts you have about this site that you'd like to share with me?
6. Any other questions for me?

## Findings & Recommendations

### Findings for Site Overall

**Overall site impressions were mostly positive, users overall like the design and layout.**

- “I like the tower with the one on it. It goes with the name One Stop”.
- “These are important questions and all in one spot” (the trending questions)
- “It looks really good, how it’s all on one screen”
- One user expressed how it: Seems more concise, usually you have to go to the UT main page and then current students and then go to Fall/Summer, so seems easier to understand where you have to go

### **Users really liked the important dates area.**

- “I do like these important dates. These dates specifically are very important financially”
- “Important dates is really helpful, having it on the main page”
- “Important dates, seems like something you’d need that you may not know about.”
- “Important dates: This helps that it’s right in your face, you’re aware of it, it doesn’t get lost.”
- Important dates stood out: “it’s nice”

### **Recommendations/Comments**

#### Recommendations on layout:

- One student said that after trending questions looks like page cuts off so not encouraged to scroll down and another said he might make the trending questions take up less space so the content below is more noticeable.
- Moving the important dates up the page slightly could be helpful since so many students found it important.

#### Feedback on promos in middle of page:

- One user not sure how many people will click on the three sections next to important dates calendar because “most students don’t plan their costs or their degree online, well I mean I don’t really. (Plans) with my counselor, my guidance counselor. She gives me a paper”.
- “Since the three items can be done from top of page seems a little redundant. Even though it looks great it’s the same as up there.”

“For trending questions...I would just type a keyword so would that pull up answers?” (If this is not how it would work, give information about how to enter questions)

### **Findings for Main Navigation: “Registration and Degree Planning”**

- Grades is misplaced, Final Exam Information possibly misplaced as well
  - User didn't expect final exam information to be here (and grades)
  - In regards to sections in this menu: "I don't think of anything super concrete, just planning not like final exam and grades, more like what I'm going to be doing in next four years, not what I'm going to be doing tomorrow."
- Study Abroad was surprising to many, not necessarily in a bad way
  - "Study abroad...I was surprised to see it here, but makes sense"
  - "Didn't expect to find Study Abroad, but makes sense because students might want to find out how study abroad fits into their degree"
  - "Study Abroad, not sure it's part of this category"
  - "Study abroad? International students coming here or students who want to go abroad?"
- Withdrawal needs to be labeled better
  - "What does Withdrawal mean? It doesn't make it clear what kind of withdrawal"
  - "Withdrawal is for?"
  - "What is Withdrawal?"
- Degree Audit was mentioned several times as something users wanted to see here (though a few users noted they expected it under "Student Records"), as well as interest in other direct links to information they visit a lot (referenced MyUT a few times)
  - "Since it's degree planning it should have the "Degree Audit" (thinks Degree Planning secondary link might have that information)
  - Thinks "Degree Audit" would be under here
  - It would be great if there was a direct link to Class Listings
- Registration and Degree Planning label made two users think this was for incoming students
  - "This section is for incoming students"
  - Registration and Degree Planning feels like for incoming students (the title)
- Other feedback:
  - "Registering for classes seems short term and degree planning would be long term"
  - "Don't know what forms are, would think petitions"
  - One user stated they thought university catalogs and course schedules were same thing

## Recommendations/Comments

- Change Withdrawal to "Withdrawal from University"

- Potentially adding some more context to “Study Abroad” to be more specific with what users will get when clicking on since it was surprising to several users.
- Create a direct link to “Degree Audit”, could fit here or possibly under student records.
- Are there other labels for University Catalogs and Course Schedules that could be used? Maybe simply changing “University Catalogs” to “University Catalogs with Degree Requirements”.
- Consider adding direct links to other frequently visited links that appear on MyUT that fit under this section.
- Regarding comments related to this section being for incoming students, I don’t think this label needs to change, but could consider splitting it up into two separate menu items: “Degree Planning” and “Registration”.

## Findings for Menu Navigation: “Managing Costs”

- Users unaware what “Managing Cost Forms” were.
  - “Don’t know what managing cost forms are.”
  - “I don’t know what managing costs forms means, that’s kind of vague.”
  - “What are managing costs forms? Would be nice to know if it’s physical forms or what kind of forms they are.”
- Users expected to find a link to “What I Owe” in this section.
  - (When asked what user expected to find in this section)
  - “What I owe”
  - “What I Owe would be under Managing Costs.”
  - “Different types of payment I need to make, starting from ID card, all the payments, even maybe I can see my records, payments I’ve already done” (stated goes to What I Owe right now in MyUT for this info)
- Information some students expected to find in this section.
  - ‘I think Financial Aid advisors info should be here, because generally we need to discuss something with them’
  - Expected some of secondary links to link directly to main offices (i.e. Financial Aid Office)
  - One user stated they’d like to find information about applying to other financial aid and scholarships (currently searches for scholarships in Office of Scholarships site)

## Recommendations/Comments

- Better describe what managing cost forms are, such as “Forms to help manage your costs”.
- Add a direct link to “What I Owe” in this section.
- Consider other links directly to financial aid/scholarships/advisors if this information is not found on secondary pages.

## Findings for Menu Navigation: “Student Records”

- Several users expected to be able to find GPA information here
  - “Would think Degree Audit would fall under this, GPA, and my class schedule”
  - “My GPA would be under student records”
  - “GPA would be nice”
- Several users thought Degree Audit would be under here (though others thought it would be under Registration & Degree Planning)
  - “Maybe degree audit would be under here”.
  - “Would think Degree Audit would fall under this, GPA, and my class schedule”
- All users expected to find Grades here
  - Would expect to find Grades, Personal Information, if there is any financial/non-financial bar
  - “Students records would probably be my previous grades”
  - “Would Degrees & Diplomas give me the details of my grades maybe?”
  - “Would degrees and diplomas include grades? I’d like to see a dashboard of how my degree plan is going, what are my grades, what’s my attendance. Something that gives an overview.”
  - “I’d like to see my grades in here, my attendance.”
- Student Records Forms label was confusing for users
  - “Not sure what student record forms, maybe appeals to financial aid? Or any conversations I’ve had like student success initiatives?”
  - I don’t know what student records forms are (stated by 2 users)
- Other information users expected to find
  - One user thought health records might fall under here
  - Would degrees and diplomas include grades? I’d like to see a dashboard of how my degree plan is going, what are my grades, what’s my attendance. Something that gives an overview.

## Recommendations/Comments

- Move grades to “Student Records” section.

- Add GPA information to this section (not sure if this is part of Grades, potentially label as Grades and GPA?)
- Figure out a better label for “Student Records Forms” so users understand what they will get when clicking on that.
- Second round of testing might ask additional questions about Degree Audit and if it should fit here or under “Degree Planning and Registration”.
- Potentially consider adding Health Records or other related student records under here in the future.

## Tasks

(note due to timing and users waiting not all tasks were not completed by all users)

### **Task 1: How would you add a class to your schedule for next semester**

- User scrolled over Degree Planning and Registration, clicked on registering for classes, scrolled down page and said she’d look and see if it was time for her to register.
- Either “Registering for class” under Registration and Degree Planning or “Register for Classes and Plan Your Degree callout in middle of page
- Registration→ Registering for classes, scrolled down and said he’d go through the steps
- Registration→ Registering for classes, scrolled down and said she’d click on “Register now”
- Registration→ Registering for classes, scrolled down and said she’d click on “Register now” or go to “Add/Drop course” in sidebar

## Comments

Overall users did not notice the Add/Drop course in left sidebar area.

### **Task 2: How would you get help with a financial aid question?**

- Managing costs → Scholarships and Financial Aid
- Went to FAFSA link on upper right navigation

### **Task 3: How would you pay your bill for the semester?**

- Managing costs → How to Pay
- One user clicked on “I want to pay my bill so that I can enroll” trending question
- Managing costs → How to Pay
- Managing costs → How to Pay
- Managing costs → How to Pay first and then probably “Costs & Tuition Rates” (user stated they’d figure out what steps they needed to do to pay and then go to costs & tuition rate to actually pay)

#### **Task 4: What is your tuition rate?**

- Managing costs → Costs & Tuition Rate
- Managing costs → Costs & Tuition Rate, for a specific semester might go to student records

#### **Comments**

It was interesting that one user mentioned that student records might make most sense for reviewing tuition for a specific semester as another user stated they “Feel like Pay a Bill would be under Student Records because it would be part of your file, which would be under record”. Since this was brought up by more than one user might consider additional testing for where “Pay a Bill”/“What I Owe” fits, or potentially a section under “Student Records” that links students directly to any records they might have to login to.

#### **Additional Thoughts and Recommendations from Users**

- One user wondered if there should be a small description to know difference between some of these secondary items.
- “Other important links I go to a lot are “My Schedule” and “Status of my Financial Aid””.
- One user noticed there’s nothing about admissions, except in the important dates. But was wondering about what if they needed to find out my admission status.
- One user (who also worked in financial aid office) thought it would be helpful to have housing and dining information on here, stated she gets a lot of calls asking about how do I use financial aid to pay for my housing costs or how do I pay for a meal plan.
- One user noticed the wait time info near bottom of page and said if it’s connected to the “Text Bevo” to include that.