

Owlnet Usability Test (Faculty)

Owlnet

Usability Test (2014)



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Overview

This study is a compilation of the Ownet website. The Student Website Advancement Team (SWAT) has conducted a usability test on the website. Each participant was presented with seven objectives (Tasks) to complete on the site. This was to analyze and interpret the degree to which Faculty could successfully navigate through Ownet website. With software and video recording devices we collected data about each test subject. We successfully tested 8 participants and reviewed the data. This presentation will showcase the tasks completed most successfully by users and what tasks users struggled to complete.

Thank you!

Abby Baker, Director of Usability Testing
Wade Oestreich, Assistant Director of Usability Testing
and our entire Usability Testing Staff

Study Details

The Following are the parameters of the data collected.

Tasks

1. Please retrieve your Owlnet password.
2. Find and open a "Request for Conference form".
3. Search and locate for the course: MIS 325
4. Please locate an "Incomplete Grade Request Form".
5. Find and upload the syllabus "ABC syllabus" on your desktop to ABC Class.
6. Locate and open the link of the Owls Apparel Store.
7. Find and edit due dates of 3 coursework assignments at once.
8. Please change your office hours for Monday - under your personal Info Tab.
9. Add a new topic to the Owlnet forum- Label it "Open Questions", - Set the date to open and close.







Markers and Parameters

The following are the markers and score parameters that were used to define the overall success of a task.

Success Rate

- 0 – Completed with ease
- 1 – Completed with difficulty
- 2 – Failed to compete

Marker definitions

-  Quote/Comment
-  Error
-  Participant needed help
-  Observation
-  Participant prompted
-  Video clip

Marker Scores

- 1 – Minor
- 2 – Moderate
- 3 – Severe

Mouse Clicks

- Below 10.25 clicks: Acceptable
- Above 10.25 clicks: Information is becoming long

Time on Task (Seconds)

- Below 69.81 seconds: Acceptable
- Above 69.81 seconds: User has slight disinterest
- 75 seconds+: User is frustrated or does not know where the information is/
User gives up or information is not easy to find

Overall Task Comparison

The entire test was compared in three areas; overall success, time on task, and mouse clicks. Listed below are the definitions for these margins/graphs.

•**Success Distribution Graph**

- o This graph compares overall success of the task.
 - Green = Completed
 - Yellow = Completed with some difficulty
 - Red = Failed to complete

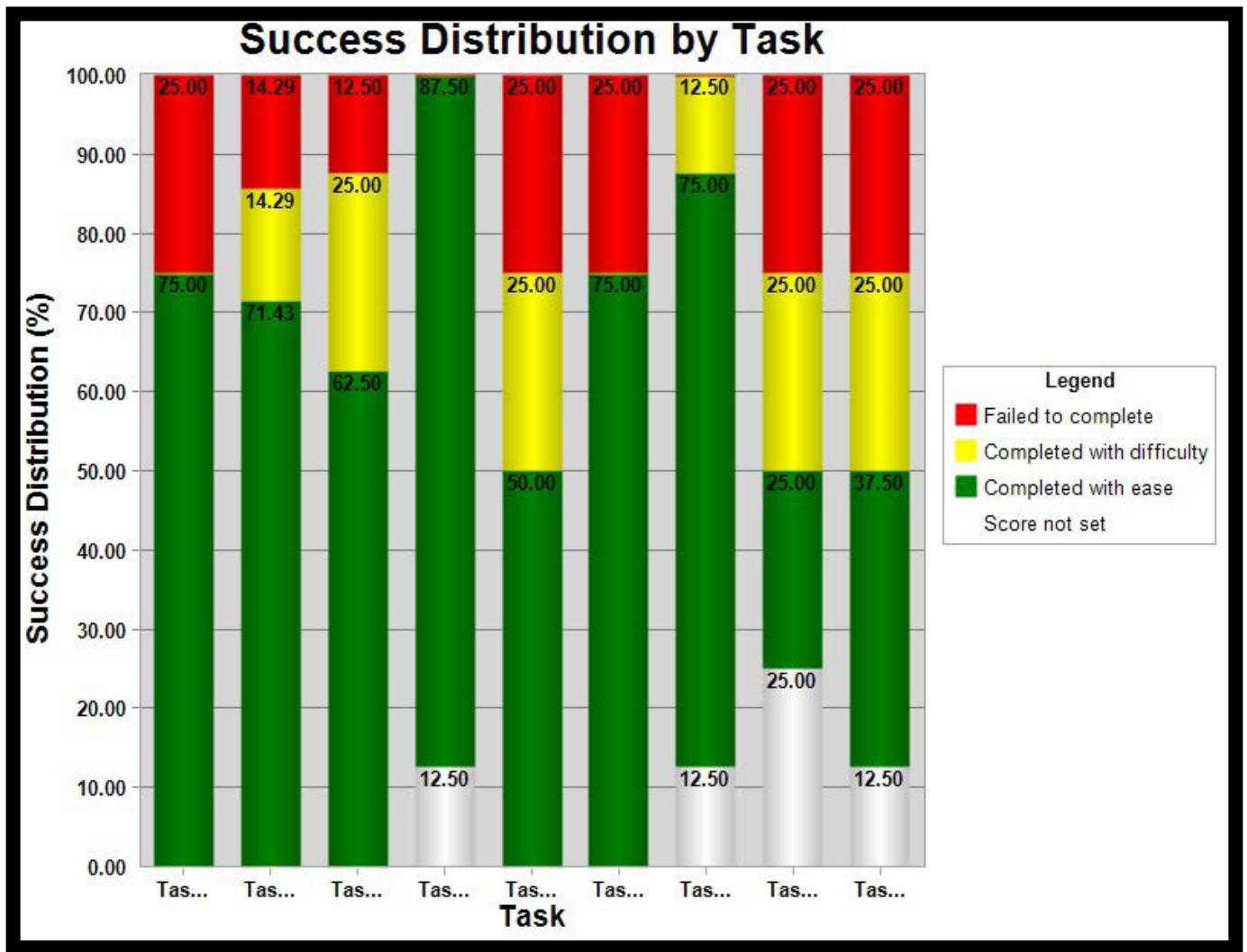
•**Mouse Clicks Graph**

o This graph compares each mouse click for the duration of each task. The average mouse click per question was 4.8 clicks. Anything above this average was considered unsuccessful; anything below was considered successful.

•**Time on Task Graph**

o This graph compared the time it took to complete the task from beginning to end. The average time on this task was 70.09 seconds. Any time above this average was considered unsuccessful; anything below was considered successful.

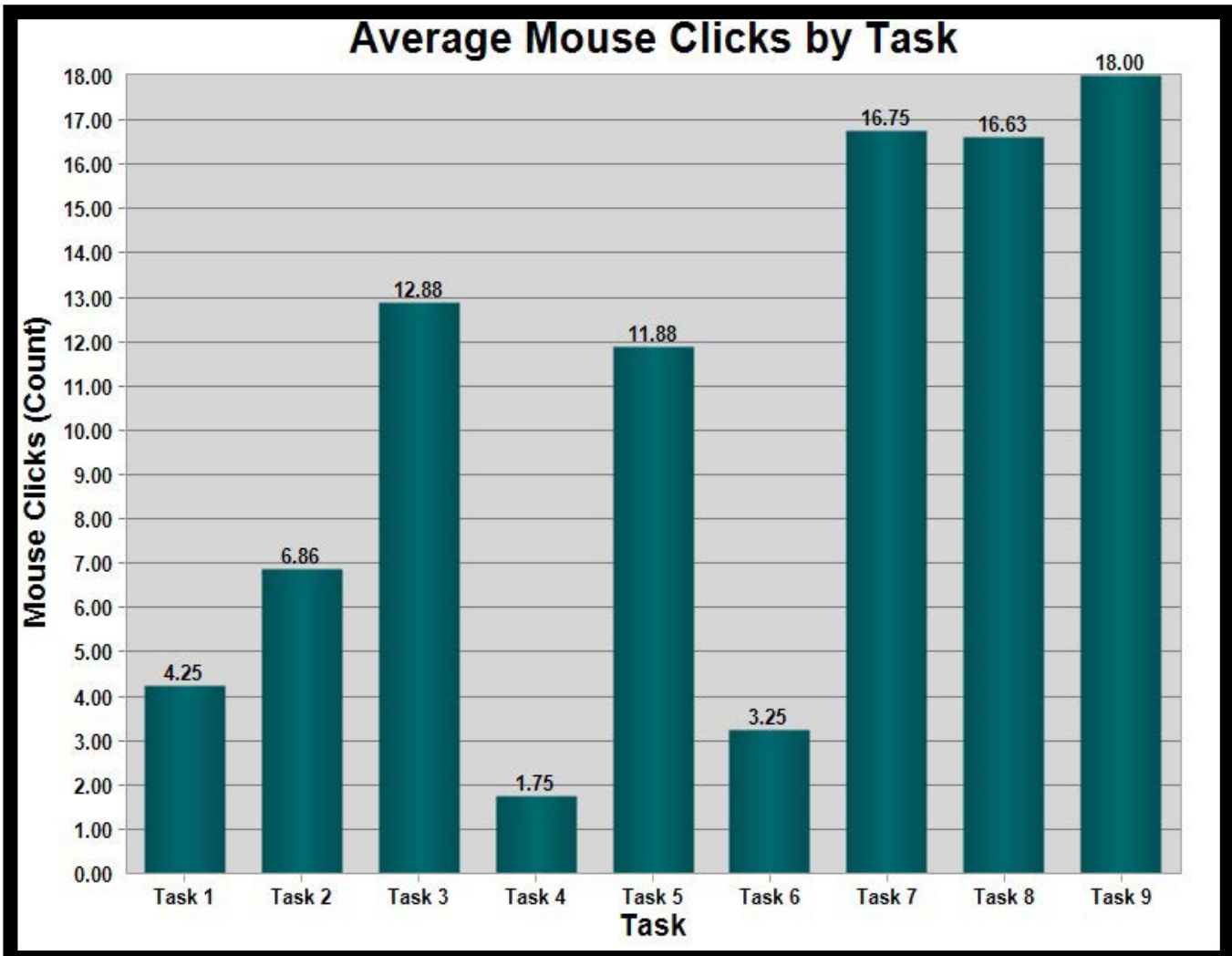
Success Distribution by Tasks



Task Key

1. Please retrieve your OwlNet password.
2. Find and open a "Request for Conference form".
3. Search and locate for the course: MIS 325
4. Please locate an "Incomplete Grade Request Form".
5. Find and upload the syllabus "ABC syllabus" on your desktop to ABC Class.
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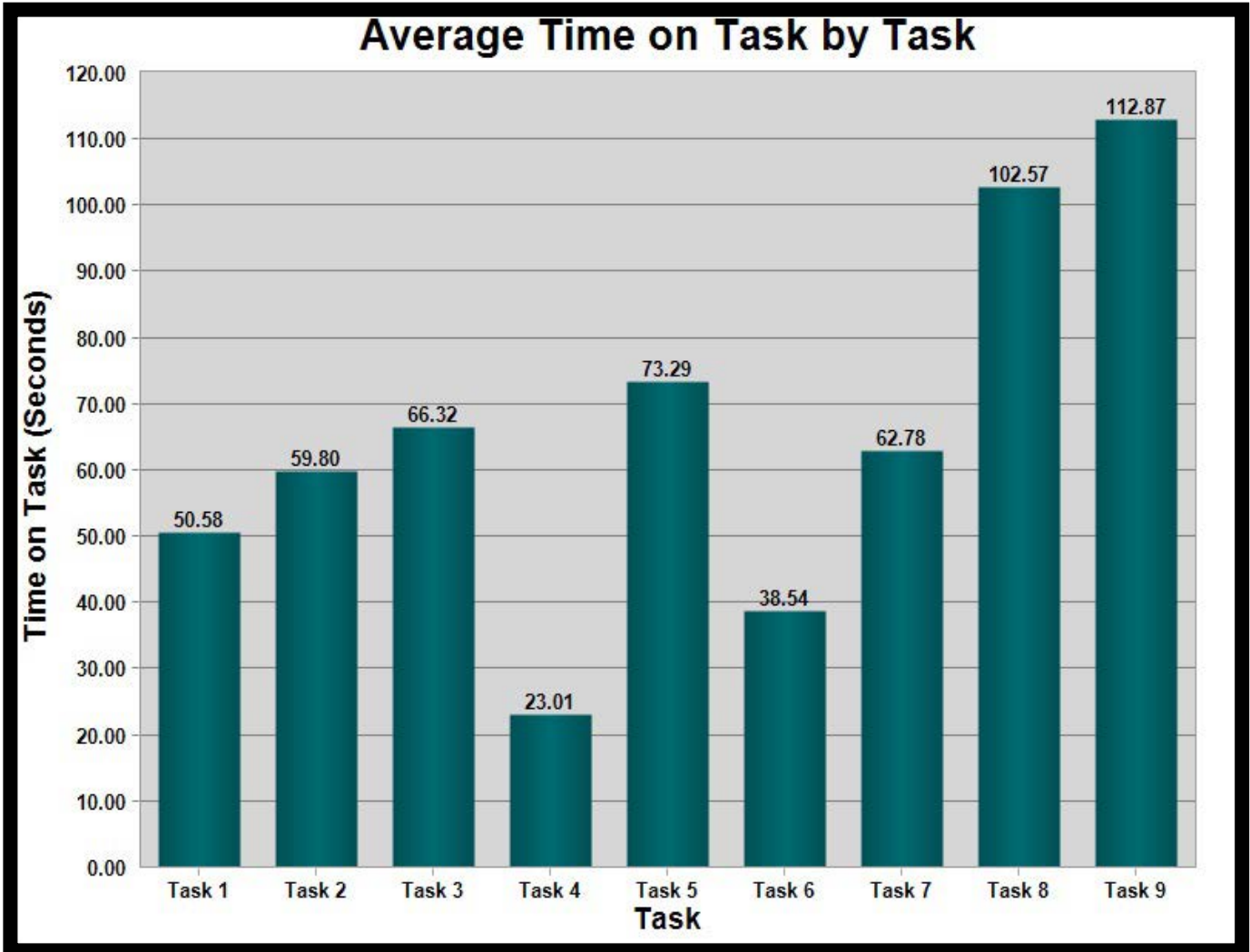
Average Mouse Clicks by Task



Task Key:

1. Please retrieve your Owlnet password.
2. Find and open a "Request for Conference form".
3. Search and locate for the course: MIS 325
4. Please locate an "Incomplete Grade Request Form".
5. Find and upload the syllabus "ABC syllabus" on your desktop to ABC Class.
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Average Time on Tasks



Task Key

1. Please retrieve your Ownet password.
2. Find and open a "Request for Conference form".
3. Search and locate for the course: MIS 325
4. Please locate an "Incomplete Grade Request Form".
5. Find and upload the syllabus "ABC syllabus" on your desktop to ABC Class.
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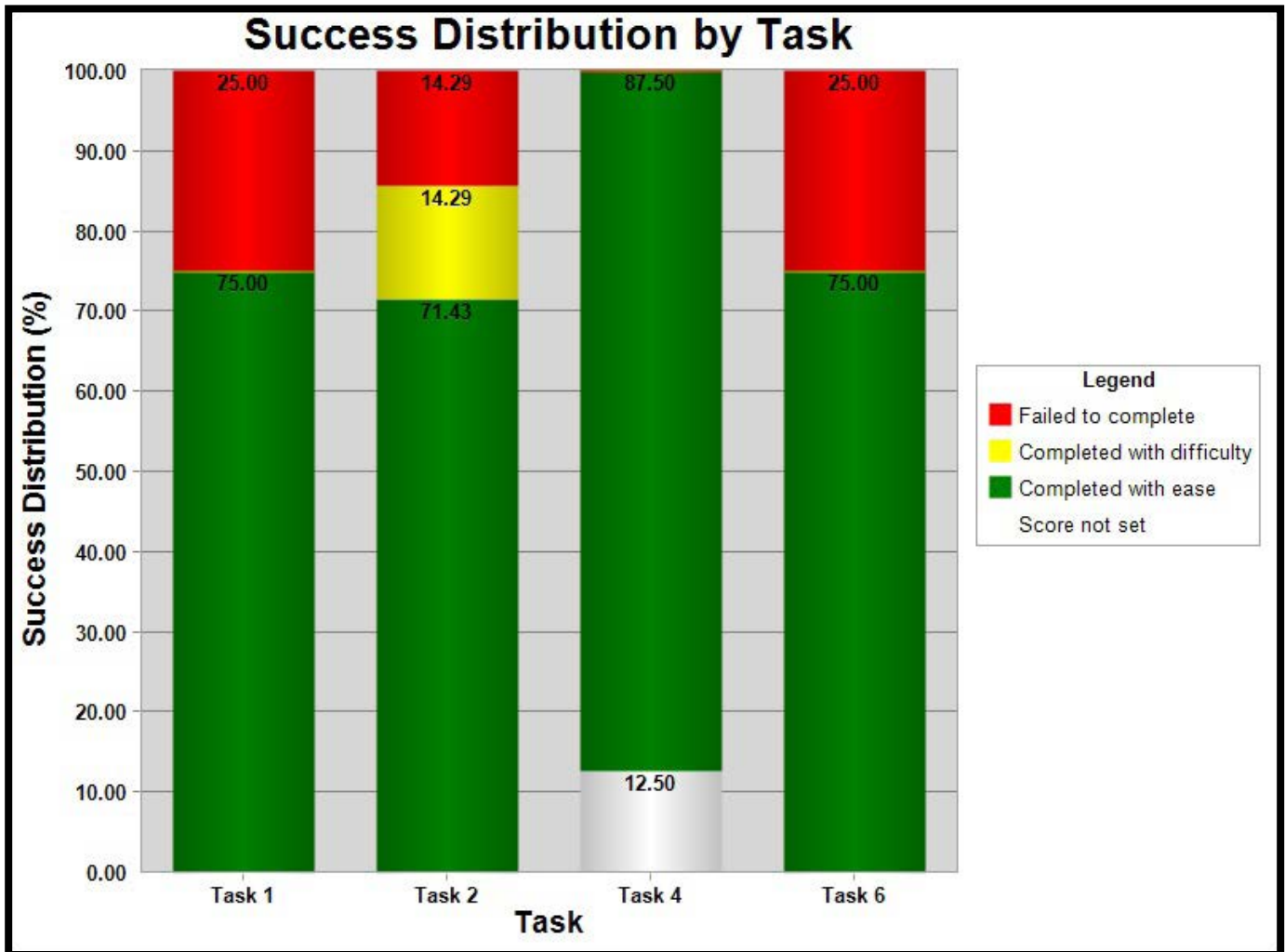
Successful Tasks

These tasks were considered to be easy to complete to test subjects from the indicators of: Overall Success Distribution, Time on task, Mouse clicks, and Success of Task completion. All of these have been predefined by SWAT and measured equally. Below is listed the criteria for a successful task.

Success Distribution	Mostly green
Mouse Clicks	Below Avg. (10.25mouse clicks)
Time on Task	Below Avg. (69.81 seconds)

****Successful tasks must meet all 3 of these margins**

Success Distribution by Task



Task Key

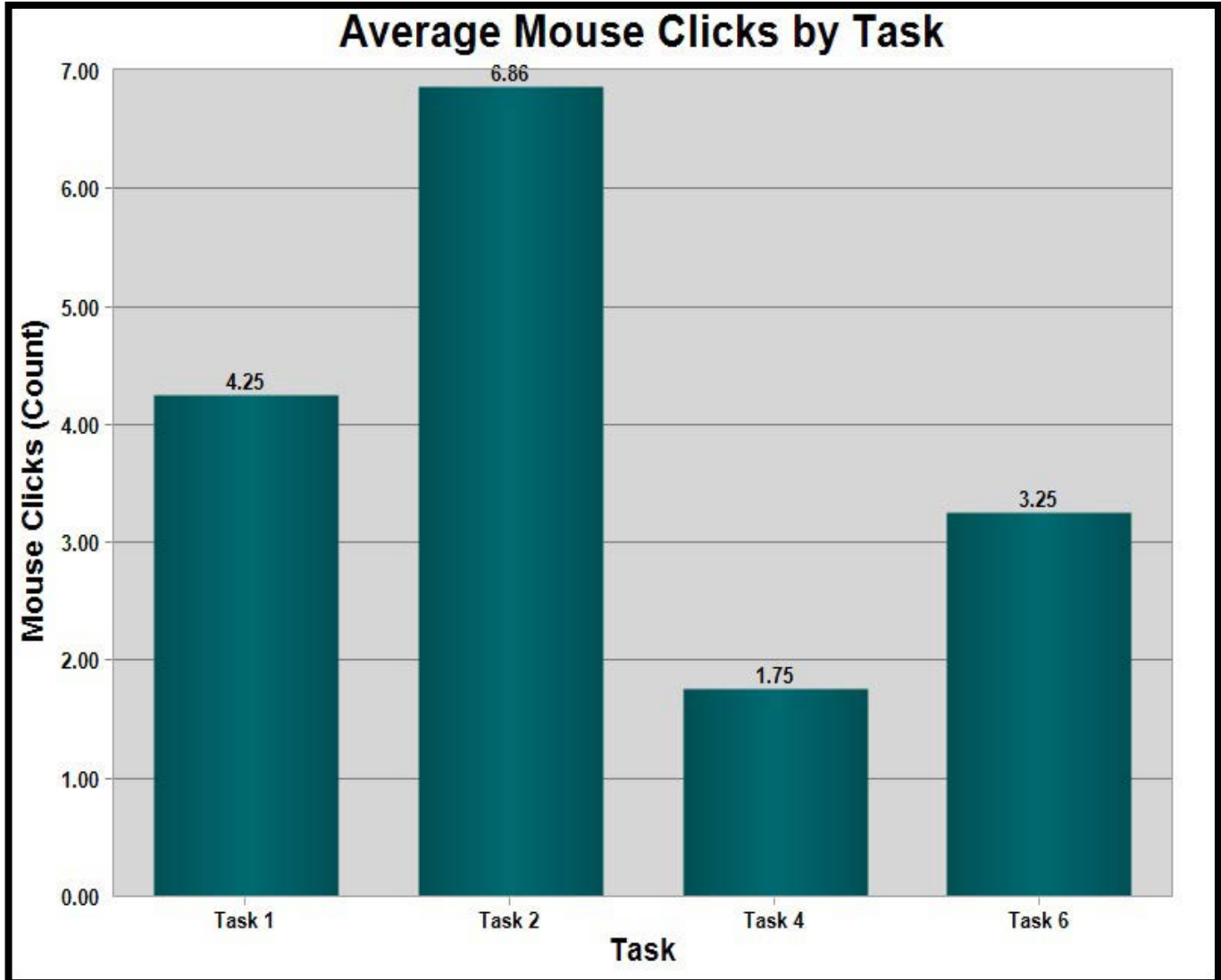
Task #1: Please retrieve your Owlnet password.

Task #2: Find and open a “Request for Conference form”.

Task #4: Please locate an “Incomplete Grade Request Form”.

Task #6: Locate and open the link of the Owls Apparel Store.

Average Mouse Clicks by Task



Task Key

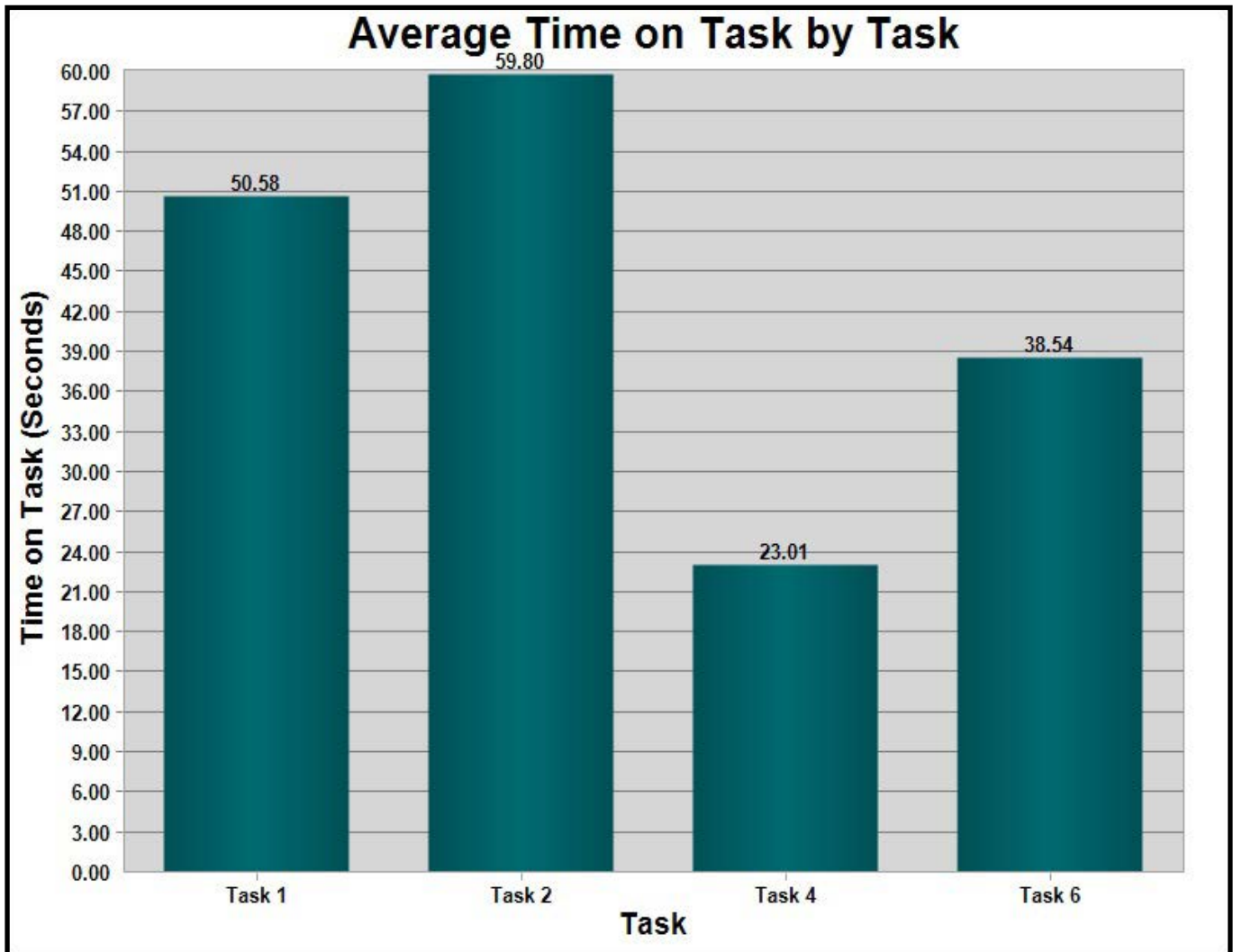
Task #1: Please retrieve your Owlnet password.

Task #2: Find and open a "Request for Conference form".

Task #4: Please locate an "Incomplete Grade Request Form".

Task #6: Locate and open the link of the Owls Apparel Store.

Average Time on Task by Task



Task Key

Task #1: Please retrieve your OwlNet password.

Task #2: Find and open a "Request for Conference form".

Task #4: Please locate an "Incomplete Grade Request Form".

Task #6: Locate and open the link of the Owls Apparel Store.

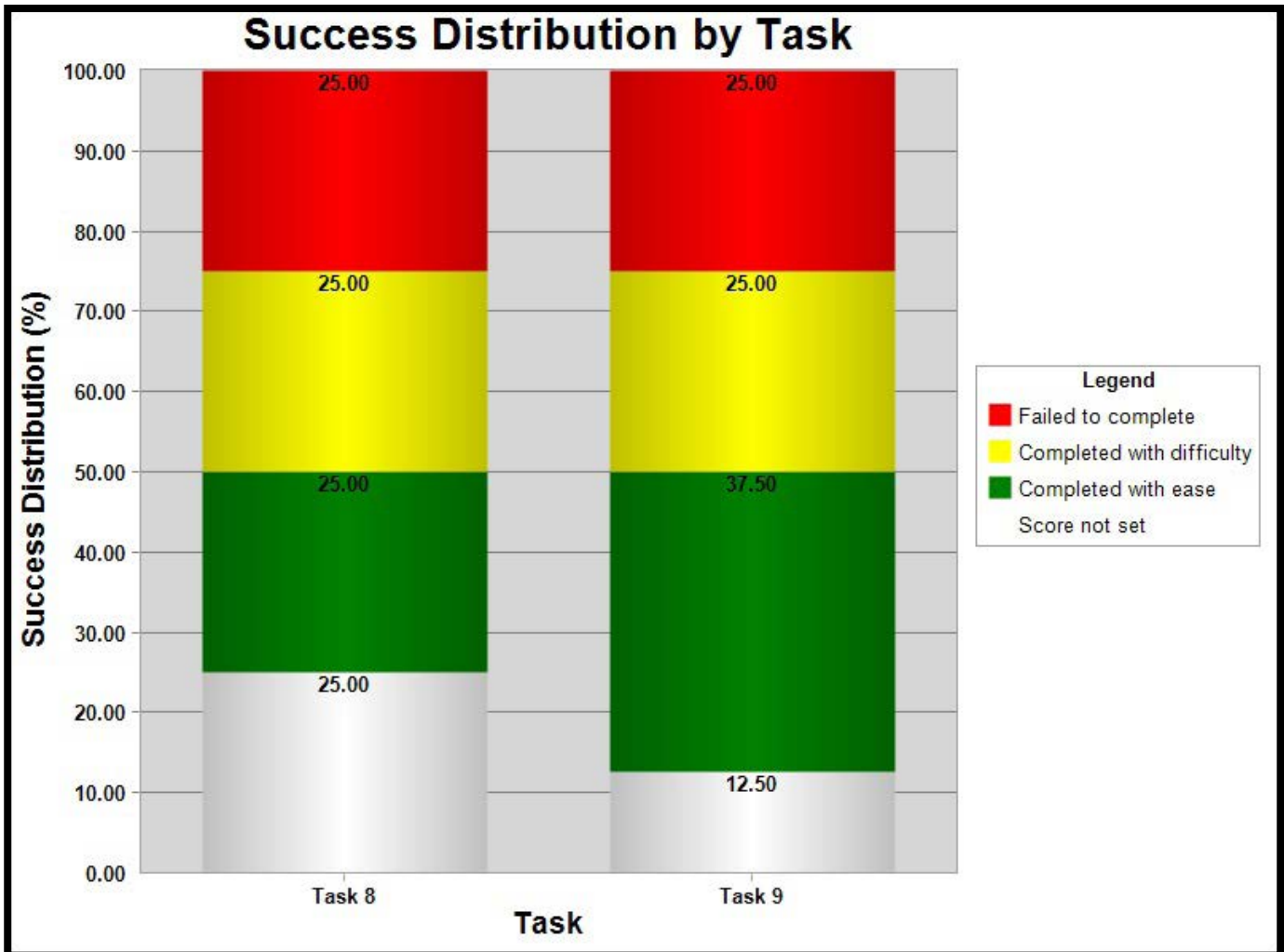
Unsuccessful Tasks

These tasks were considered to be a challenge to complete to test subjects from the indicators of: Overall Success Distribution, Time on task, Mouse clicks, and Success of Task completion. All of these have been predefined by SWAT and measured equally. Below is listed the criteria for an unsuccessful task.

Success Distribution	Lots of Red
Mouse Clicks	Above Avg. (10.25 mouse clicks)
Time on Task	Above Avg. (69.81 seconds)

****Unsuccessful tasks must meet 2 or more of these margins**

Success Distribution by Task

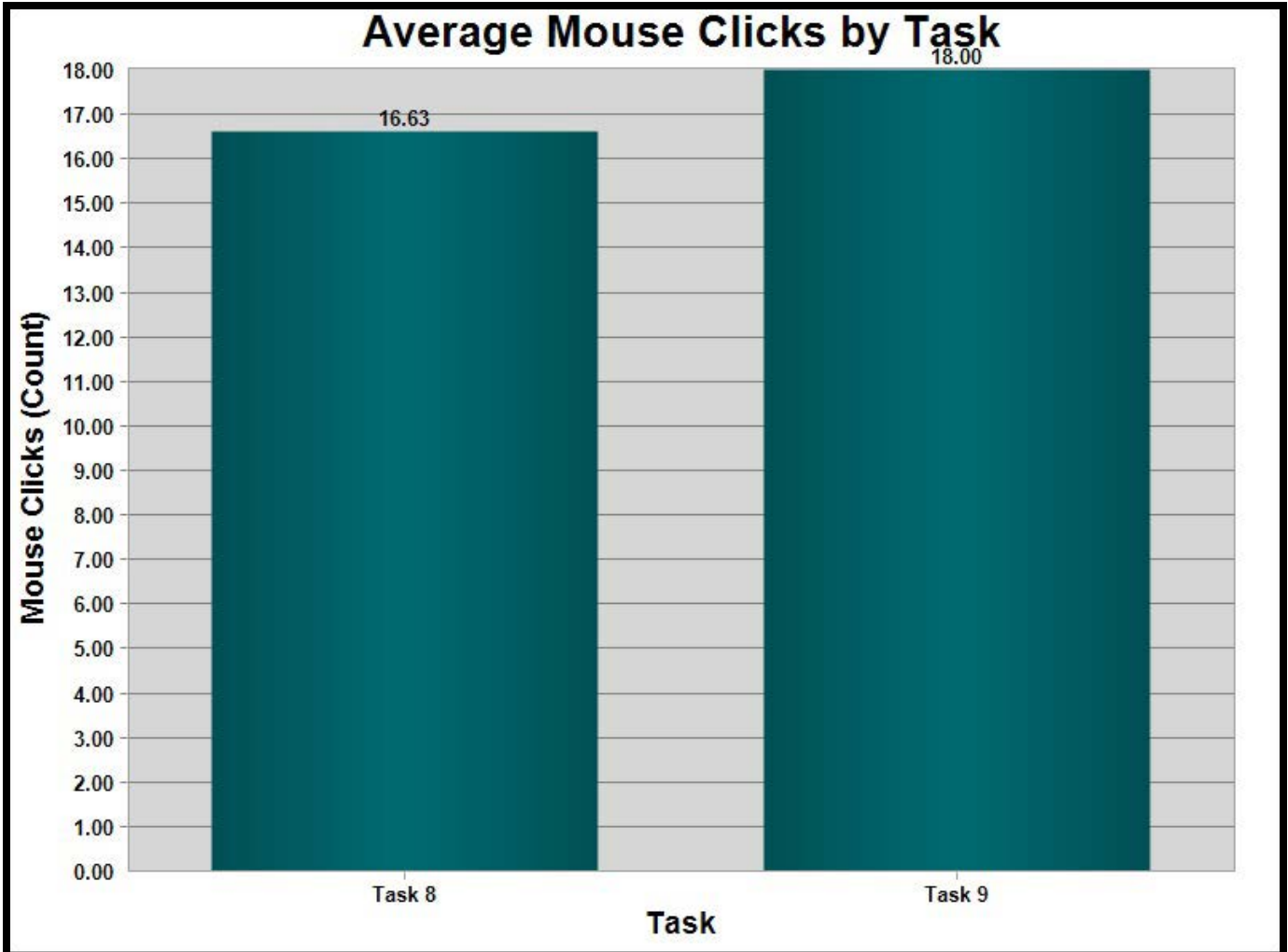


Task Key

Task #8: Please change your office hours for Monday - under your personal Info Tab.

Task #9: Add a new topic to the Owlnet forum- Label it "Open Questions", - Set the date to open and close.

Average Mouse Clicks by Task

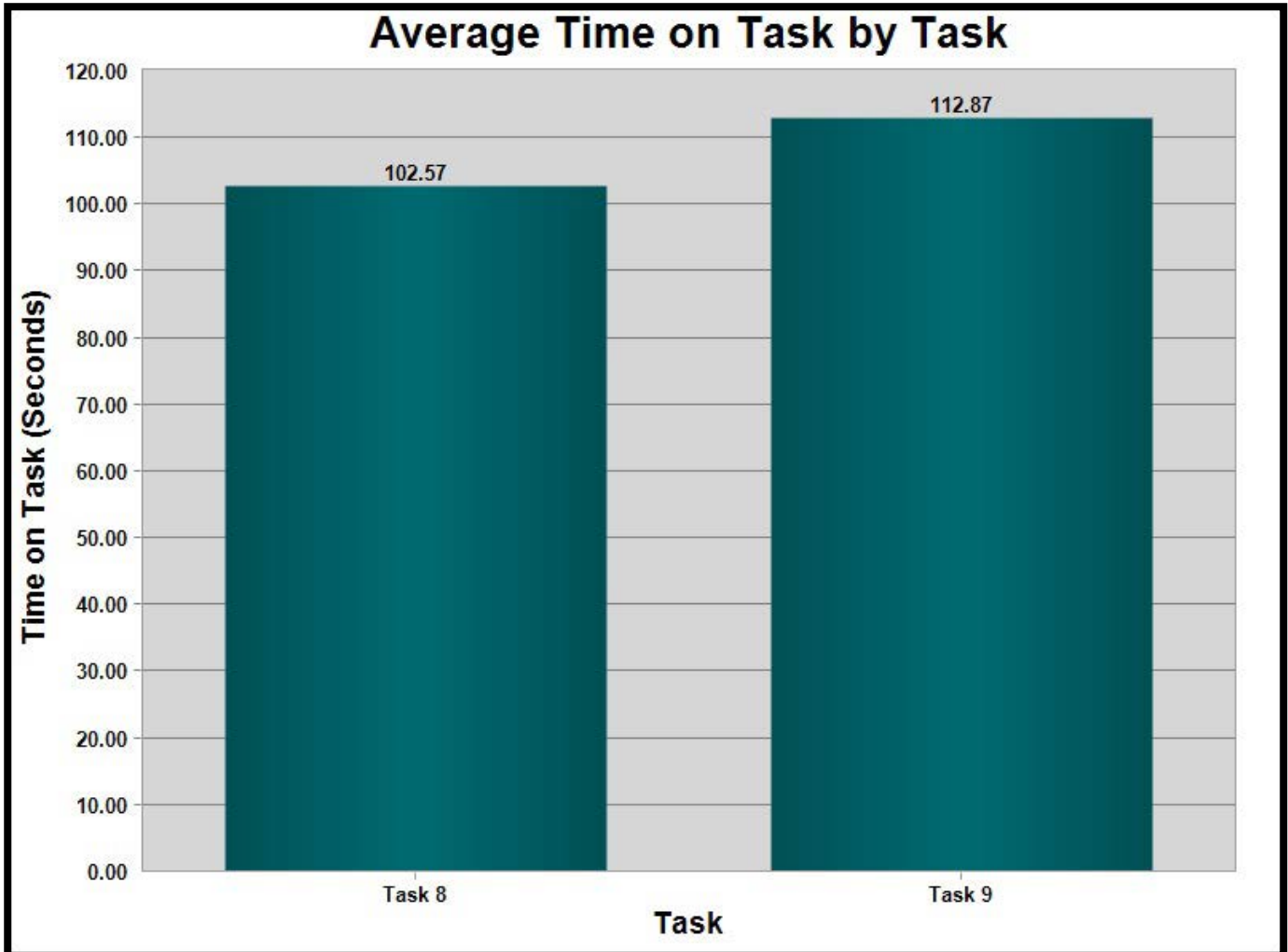


Task Key

Task #8: Please change your office hours for Monday - under your personal Info Tab.

Task #9: Add a new topic to the OwlNet forum- Label it "Open Questions", - Set the date to open and close.

Average Time on Task by Task



Task Key

Task #8: Please change your office hours for Monday - under your personal Info Tab.

Task #9: Add a new topic to the OwlNet forum- Label it "Open Questions", - Set the date to open and close.

Participant Feedback

Pre-Test Survey:

1. What can be put on the Homepage of Owlnet to make it more useful to you?
 - a. Usually don't have an opinion because of seldom use of Owlnet
 - b. N/A (4)
 - c. Make easier to delete multiple assignments at once.
 - d. Class Calendar/ w/ all classes combined & assignments showing
 - e. Icons

2. How often do you use Owlnet?
 - a. Rarely-Only when required to
 - b. Daily (7)

3. Do you often get frustrated when using Owlnet? If so explain please!
 - a. No, because I don't use it!
 - b. Primarily when entering in Grades. I wish I could hit enter to scroll to the next student rather than tab and anytime I hit the Back button
 - c. Not really - after using Learning House it seems ok
 - d. Not anymore - I'm used to it - am frustrated by functionality that is supposed to work - used to work - no longer working (forum assignments in coursework)
 - e. Not being able to use the "back button". Also when it accuses you of using the back button when you did not.
 - f. When it locks me out - also back button issues.
 - g. Uploading - some students couldn't upload faster

4. Into what age group do you fall?
 - a. 57+ (3)
 - b. 41-48 (3)
 - c. 33-40 (2)

5. How long have you been Using Owlnet
 - a. 3+ years (7)
 - b. 1 Less than 1 year

6. Are you a Faculty or Student?
 - a. Faculty (8)

Post Test Survey:

1. What was the most difficult task?
 - a. Setting up assignment dates because I don't use Owlnet (2)
 - b. Uploading a Syllabus to the syllabus page
 - c. Profile – no clue where it moved to
 - d. Finding the WUU store. I never used before, so I had no idea where it was.
 - e. Keeping logged in & remembering the task.
 - f. Changing office hours – could not find it.
 - g. To find Owlnet Forum – too much details.

2. What improvements could be made?
 - a. Get rid of employee timesheet for full time employees?
 - b. Being able to enter grades in and hit the “enter button” to get to next student and to be able to hit the back button.
 - c. Deleting multiple assignments. I thought forum was for campus wide forum (not class)...
 - d. Make the homepage more comprehensive – The Handouts/side menu more interactive
 - e. Changing the look of the course page should be possible.
 - f. Back button issues.
 - g. Some navigation unclear – too many forums, why not web forms?
 - h. Instructions to add everything, a “How to”.

3. What do you like about Owlnet?
 - a. I don't. It's useful to many but I believe that if the student wants to know something about class information they can find me
 - b. Pretty user friendly, quick access for students to know how they are doing.
 - c. Quick default grade option
 - d. Grading – file uploading (2)
 - e. Easy to use once you get used to it, easy to upload course material. (2)
 - f. Besides the Back Button – everything else.

4. Is there any information you could not find on Owlnet?
 - a. If I wanted to find it, I would. A couple of the tasks, I didn't want to waste the time.
 - b. Uploading syllabus to course page when not as a handout
 - c. Yes, personal info “retrieve password”
 - d. Profile – advising module – printout on course history does not end on a page so classes w/ in the margin are not copied – have to pull out as a PDF or something so has margins. Conference form. (2)
 - e. None (2)
 - f. Owlnet Forum

Post Test Survey Continued...

5. Any other Comments?
 - a. None (5)
 - b. Emailing through owlnet to a class and attaching a file sometimes has issues because of size or the document isn't in owlnet
 - c. Cut & Paste feedback/comments in Mozilla - & deletes random information - it works in safari. Downloads are in assignments - the zip file is often corrupted & student work has to be individually downloaded. Reinstate the forum postings as an assignments option.
 - d. Navigation Unclear- too many paper forms, data about classes separate from in-class data schedules in different place than grades & assignments.

SWAT Feedback

Users felt a couple of the main problems that they have while using Owlnet to upload the syllabus to the syllabus page and to update any profile information on their Faculty Profile. Users also felt improvements that could be made would be to make the Home Page of Course more comprehensive and/or interactive side bars on course page. It was suggested to have a “How to Manual” or Help link.

The Users liked that quick access for students was readily available and also that Owlnet was very user friendly once familiar with new updates (for those who use Owlnet as a tool or resource often).

However there were some information that Users could not find including their profile/updating, Owlnet Forums, and “request for attending a conference form”.

Other comments that Users had were, the size of a document can cause problems when emailing from Owlnet to an entire class, and the Navigation in unclear for many of the paper forms.