

User Experience Review

The definition of User Experience (UX) is the overall experience a user has with an environment or product, which a product can include websites and applications. It is not only about whether the product looks good to the user, but how does the user interact with the product, how does the user interpret what the product has to offer, and what expectations a user might have about the product.

A UX Review encompasses going through an environment or product and looking for usability and experience problems. One tool for accomplishing this assessment is user interviews. It is important to gather pertinent user background information that relates to the product. Users should be tasked to interact with the product and document their actions. Users should be asked to provide feedback about the overall product plus all the important features that make up the product. Ultimately, the review should provide some insights into what works for the product and what doesn't.

Interview Setup

Date

Week of April 1st, 2019

Participants

A diverse group of 10 current Maricopa Community College (MCCD) students representing an equal range of gender, ethnicity, age, and technological proficiency. Industry practice is 9 to 12 users should be able to identify 85-95% of the UX problems in a product. 10 was used for this review.

Media

Laptop: HP ProBook 650 G2 with a 15.6 screen.

Mobile: iPhone 8+ with a 5.5 in screen

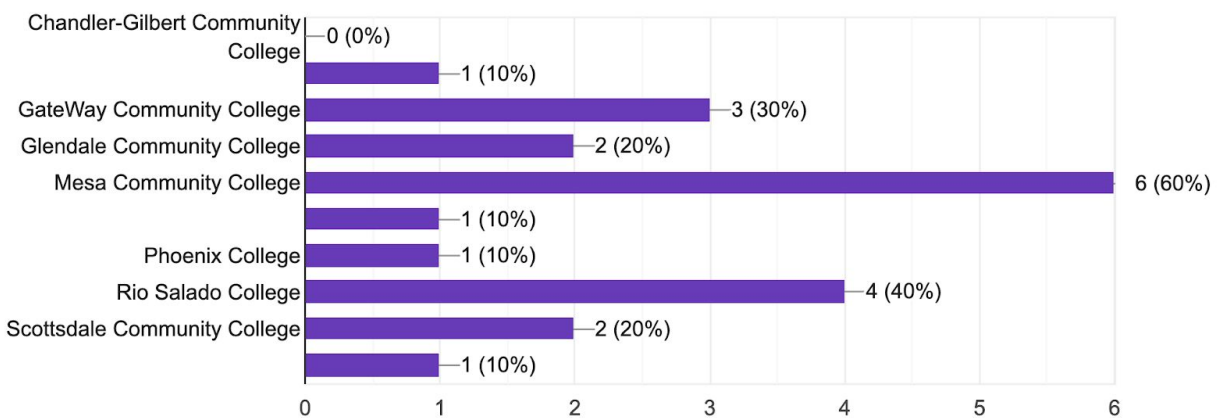
User Background

7 out of 10 students took classes at multiple colleges

All but one college are represented by the students with 7 attending more than one college. Mesa was well represented with 6 out of 10 students having taken classes at the college. No student had taken a class at Chandler-Gilbert.

Which colleges have the student attended? Select all that apply.

10 responses



Laptops are the preferred device when interacting with MCCD websites and applications.

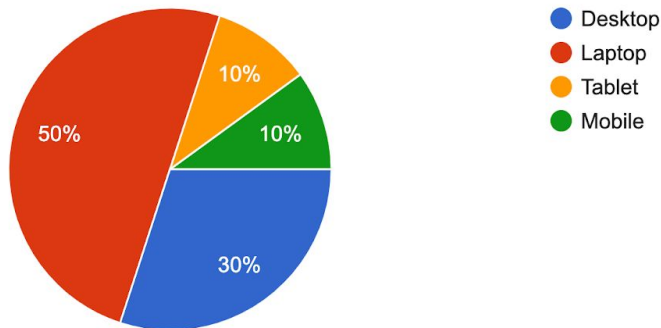
The following charts track a student's technological behavior when navigating the many websites and applications in MCCD. Most students use a laptop or desktop as their main way of interacting with the systems at MCCD. Mobile devices are commonly used as a backup device for access to these systems, but tablets are rarely used.

Students seem to be tied to a desktop or laptop based on the best quality interaction with MCCD's systems. Websites and applications that are not mobile friendly play a huge part in this learned behavior. Most if not all systems need to be mobile friendly. One or two mobile-friendly applications will not change this behavior.

The next three charts show a students choice of device when interacting with MCCD websites and applications that have nothing to do with their classes. Examples include college and district websites, Student Center or MyInfo.

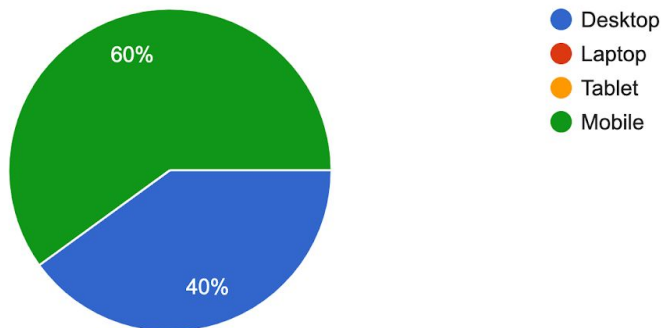
Which device does the student use most often to access these types of websites and applications?

10 responses

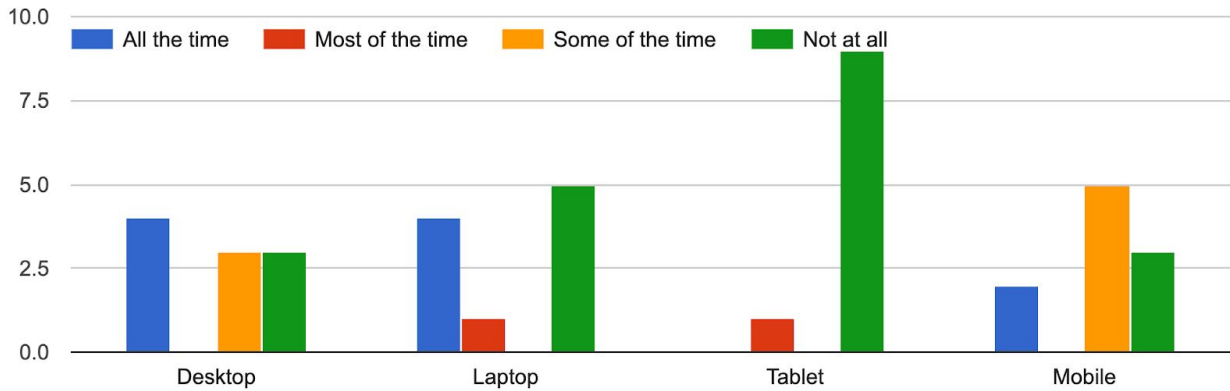


Does the student use another device to access these types of websites and applications?

10 responses



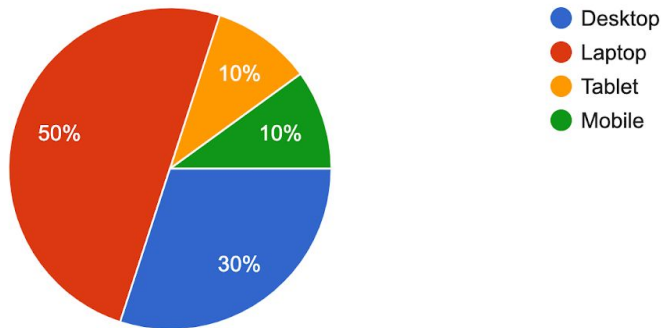
What amount of time does the student spend on each device to access these types of websites and applications?



The next three charts show a students choice of device when interacting with class-related websites and applications. Examples include Canvas, eBooks, or class-related applications.

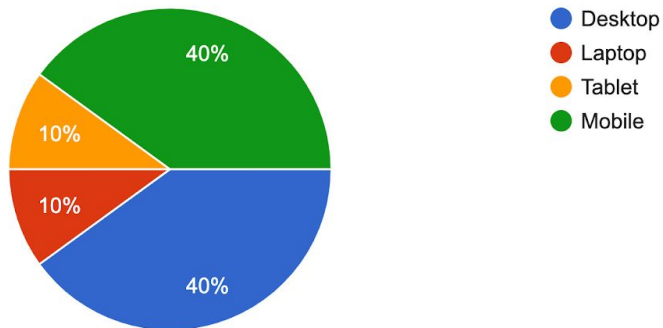
Which device does the student use most often to access these types of websites and applications?

10 responses

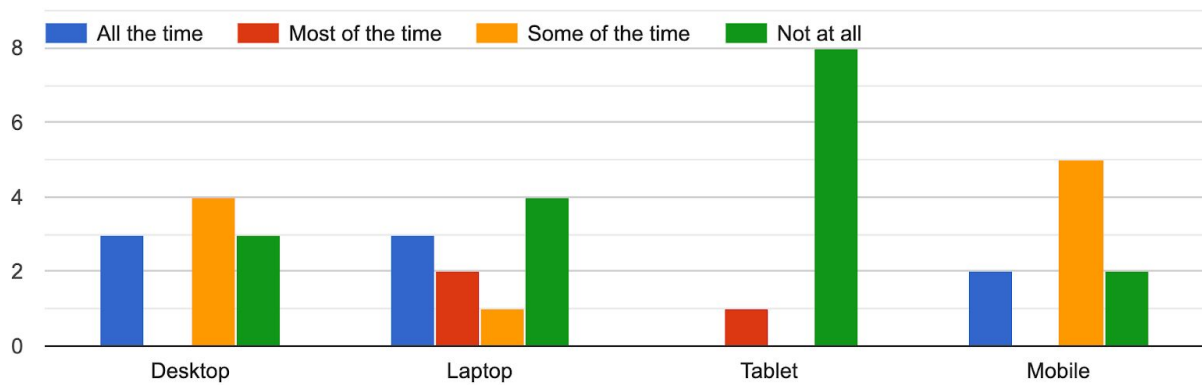


Does the student use another device to access these types of websites and applications?

10 responses



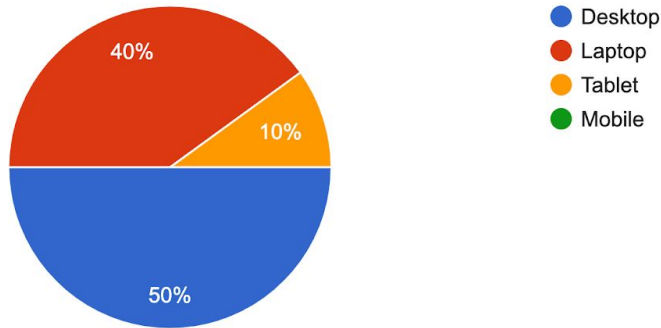
What amount of time does the student spend on each device to access these types of websites and applications?



The final three charts show a students choice of device when searching for classes. Examples include Find a Class, Student Center, or college websites.

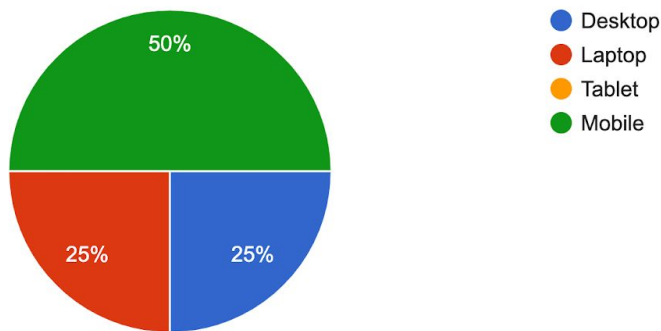
Which device does the student use most often to access these types of websites and applications?

10 responses

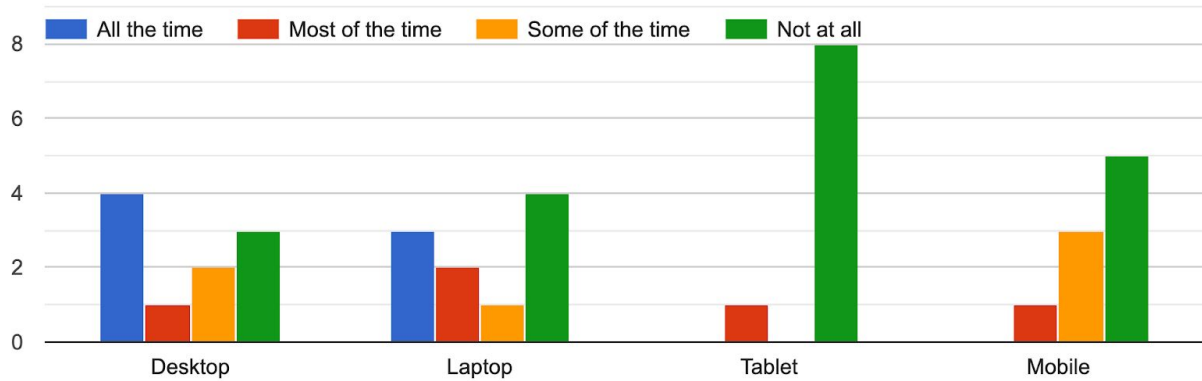


Does the student use another device to access these types of websites and applications?

8 responses



What amount of time does the student spend on each device to access these types of websites and applications?

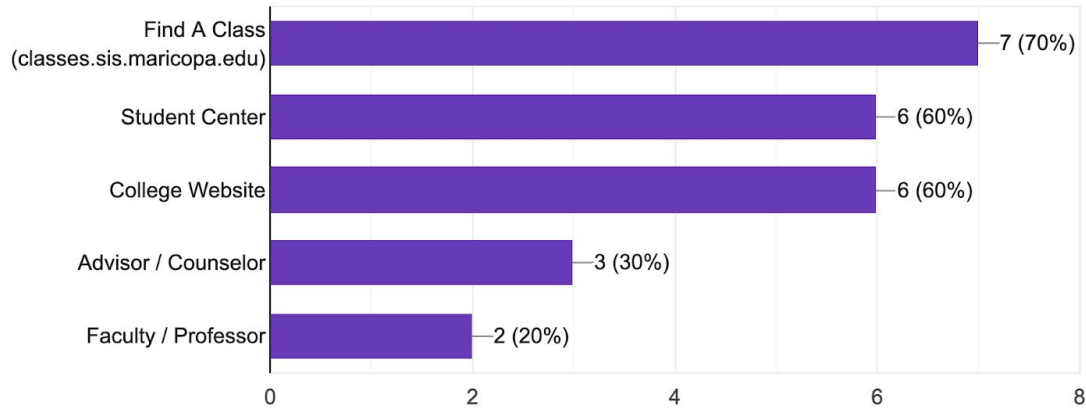


Most students use the current Find a Class...but not all students.

As anticipated, most students use Find a Class to search for classes, but not all. 7 out of 10 use Find a Class, but evenly 6 out of 10 students use Student Center and/or a college website. Students will use the Student Center for their search due to being able to add/register/pay for classes in one system. Students also are more inclined to use a college website for searching since this is where they are most often interacting and accessing college and class information. Colleges with high level, dynamic class search features will only encourage students to continue using these systems over other applications. Interestingly, neither Find a Class or college websites with a class search feature offers an easy, intuitive way to navigate to the Student Center. The next set of graphs document how students search for classes.

How does the student currently look for a class? Select all that apply.

10 responses

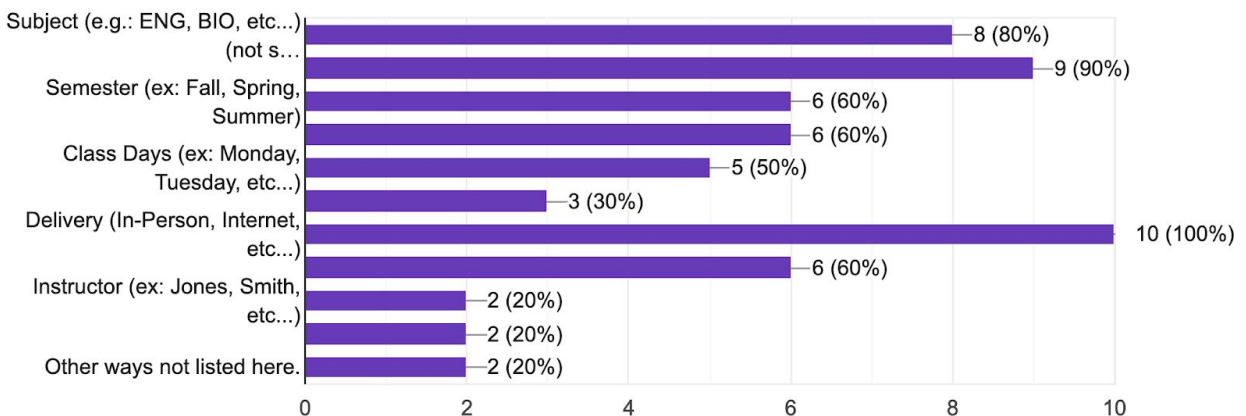


Students most often search by class delivery.

Most of the students searched by delivery, subject and number or subject. The next set of parameters searched was college, semester and general education. Searching by keyword, instructor, and class times were least popular.

What does the student search for when looking for a class? Select all that apply.

10 responses



Student Behavior - Laptop

After giving the student some time to review and interact with the application, students were given a first set of tasks to complete. Initially, the students struggled with the first task of searching for English 101. A few students used the search feature immediately, but most started their search by interacting with the filter feature. Some would switch between course search and class search looking for English 101, but most stayed on the class search page.

The interaction behavior changed though after they completed the first task. In subsequent tasks throughout the rest of the interview, students were more confident in their actions when navigating the application. Apprehension and confusion reduced significantly. Most students were able to complete the tasks without issue.

In the second set of tasks, students were asked to search for something they were interested in. This time, most students went to the search feature and entered the information they were looking for. Most times, the classes displayed are what students expected, and they were able to filter down their search, show the details of the class and clear the filters with little to no problems.

Student Feedback - Laptop

Students liked the search feature...when they found it.

Students generally liked the search feature. Overall, they liked being able to search for classes which they rarely did in the other systems. They liked being able to search by keywords, subject and number, and even instructors. What students did have a challenge with was finding the feature at first and results not being accurate to what they searched for.

What did the students like about the search feature?

being able to search for classes outright instead of trying to narrow down with the filters first.

it is big and has examples of what to search for.

it is straightforward.

quick and easy.

being able to search by an instructor.

basic and not confusing.

easy to search for classes compared to the student center. likes that it works as expected. thinks that it is intuitive. "if you know how to Google, you can use this."

works okay.

integrates well within the application.

What did the students find challenging about the search feature?

hard to see. didn't realize what it was until pointed out.

hard find at first. the focus was on the menu at first.

getting used to it.

searching sometimes provided odd results. typing Chang as an instructor came up with other classes.

hard to find. hidden

little hidden. hard to find. no indicator for time on loading results

kind of camouflaged.

What did the students dislike about the search feature?

clicking the "X" button didn't reset the view.

searching provide wrong results. entering ENG 101 came up with ENG107 first. ENG101 did not display first.

hard to find.

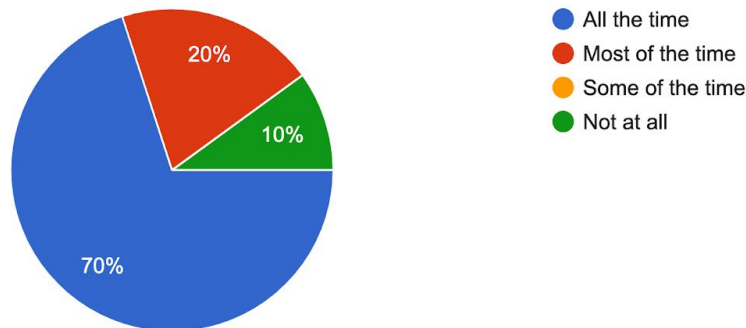
needs to stand out more

not visible enough.

wrong results with space between subject and number.

How often will the student use the search feature?

10 responses



Students liked being able to narrow down their search results...but what's with the greyed out filters.

Students liked being able to narrow down their search results with the filter feature. They felt the filters were straightforward and easy to navigate. They did take issue filters that were not

useable, like location or general education when certain classes were displayed. They also felt the subject list was way too long.

What did the students like about the filters?

able to narrow down the search results.
exact information for filtering the search results.
straight forward
helpful. likes being able to drill down to what they are looking for.
really liked how to narrow down the information.
liked being able to search by class times and days and delivery
categories are clear. easy to set them.
liked the dynamic filtering. doesn't have to resubmit filters like with the old application.
layout. clear to see. intuitive

What did the students find challenging about the filters?

unsure of what some of the filters were for.
couldn't find other filters when the subject was active. expand/collapse not clear enough.
takes a while to filter. too long to load

what is the difference between college and location? don't know the time range for times.

what is the location for? why is general education grayed out?

subject list too long. would like a way to filter down with a search feature.

What did the students dislike about the filters?

some filter was unusable and grayed out.

time to clear filters individually took a long time. they had to look for it. expect to be at the top.

subject list is too long. Would like a search function.

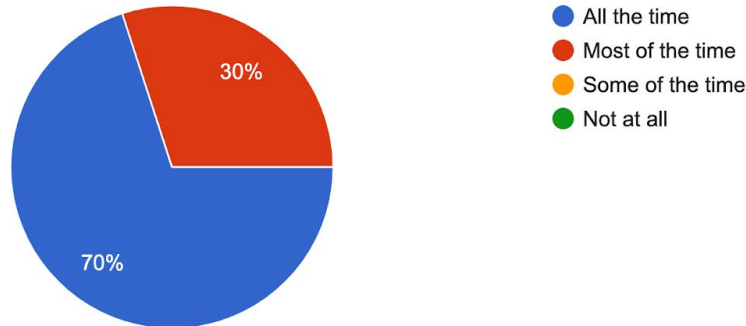
using the subject filter to search eng would display too much information

takes a while.

no clear indicator about time to clear filters

How often will the student use the filter feature?

10 responses



Class information clear and organized.

Students really liked the way the classes were displayed. They found the information to be clear and organized. They did have issues with how the separation of classes worked. They felt lost when scrolling too fast through the classes.

What did the students like about how the courses and classes were displayed?

all the class information was displayed and easy to read.

very easy to read. all information in one place.

not too big. easy enough to read and be interested.

the ordering by date and time. easy to read

all the details on one line. not hard to find info. wowed by all the classes but not a problem

more organized. easy to see days and times. easier to make a schedule

more organized. more modern looking.

really clear. like the status color coded. similar to the student center.

like the information displayed in the tables. give you everything you want.

intuitive. cleanly displayed. all right there. straight forward. organized

What did the students find challenging about how the courses and classes were displayed?

a bit confused about the location versus college separation.

lost when scrolling through the window. courses blended together. not enough difference between course title and college and location. classes started to seem to the user that they can enroll. Not sure if that was the case.

lines are really close together. wish you could highlight the row.

color off balanced with other info. can cause the user to bypass info.

What did the students dislike about how the courses and classes were displayed?

some of the prerequisites were up in the description and not on their own line.

couldn't sort the table based on the table column.

bland. needs imagery. examples. something to know you are on the right track. theme photos.

type is really small

would like to collapse by college or class.

all the classes were chopped up. wants to see colleges and locations in the table.

Students liked the bookstore link...students didn't like the bookstore link.

Overall, students liked how the class details were displayed. No student had a challenge locating the class details and were able to access easily. All the information was organized and straight forward. Students liked the link to the bookstore, but quickly became confused and frustrated when there was no information available.

What did the students like about how the class details were displayed?

liked how everything was set up and easy to understand.

easy to click on the class number for more information. likes the brief class information. likes the link to textbook information. likes that book info opens in a new tab

not an overload of information

liked that there is a link to the bookstore.

straightforward. not confusing. easy to read.

organization

organized.

like the link to books. likes that it is the same as the student center.

all the information is there.

all there. direct.

What did the students find challenging about how the class details were displayed?

hard to find at first but was okay finding the information once they knew how to.

additional date and time info is confusing. Class information in Spanish. (32036)

challenge seeing lab and lecture separated. expects to see lab underclass.

losing place when scrolling.

to be more clear to click for information.

What did the students dislike about how the class details were displayed?

fees without explanation and how to resolve.

don't like knowing that lecture and lab is separated.

Student Behavior - Mobile

In a repeat of task from the laptop experience, students were given a mobile device to complete a set of tasks. They had very little challenge searching, filtering, and navigating the application when given a task. The learning curve drops dramatically after every use by the students. All students started their tasks with the search feature.

Student Feedback - Mobile

Search feature was easy to access...but took forever to produce the results.

Students had less of a challenge with the search feature in mobile versus the laptop. They found the button quickly and were able to search effortlessly. They found it a challenge when the search took a long time to load. Students would click the search button several times not knowing if the button worked or not.

What did the student like about the search feature?

ok with the search feature.
large space to type and examples.
at the top. easy to notice.
search was faster to find info.
quick and easy to search. auto filling for subject and number
easy to use. went to class they wanted
responsive
not hard to find. expected there. not clunky. smooth.
stand out more. clear to find.

What did the student find challenging about the search feature?

It took a while to display so the student was confused if the search was working. clicked go several times.

had to be careful where you touch.

not sure of course search and class search

the challenge about course versus class

suggestions were weird. didn't make sense.

What did the student dislike about the search feature?

"X" button didn't reset the search.

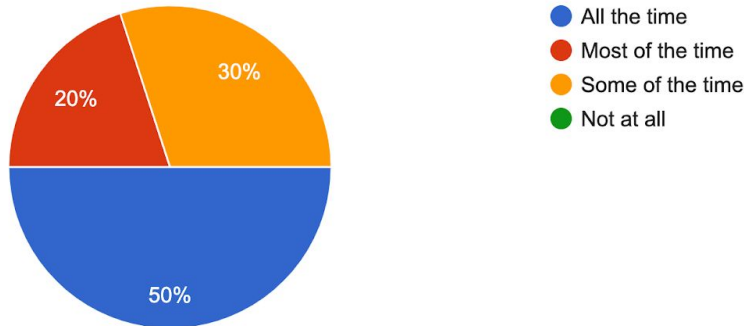
wasn't as obvious compared to the course and class menu.

searching biology 101, other classes displayed.

no indicator that a search was happening.

How often will the student use the search feature?

10 responses



Students were frustrated with the filter functionality.

Though students still liked that they were able to narrow down their search with the filter feature, they were frustrated how the filters reacted when a selection was made. They had a difficult time interacting with the filters and most students needed guidance to get out of the filters interface.

What did the students like about the filters?

being able to filter down their search
consistent with the laptop version.
same thing as the laptop
filters were nice to use.
it made sense
like a semester, time, date, delivery.....

intuitive. obvious location. liked the options.

easy to navigate. no having to reload. dynamic.

unified with the desktop experience. intuitive. straight forward. list not as long.

What did the students find challenging about the filters?

functionality cumbersome

once the filter was chosen, you didn't see the results right away.

nothing

close together. accidentally click the wrong area. bigger buttons

didn't know to click the button to close. lots of clicks to get the filters wanted

a challenge to navigate the filters. hard to use. had to keep pressing buttons to work.

closing the filters. takes awhile

nothing

menu button confusing. not clear that it is filtered.

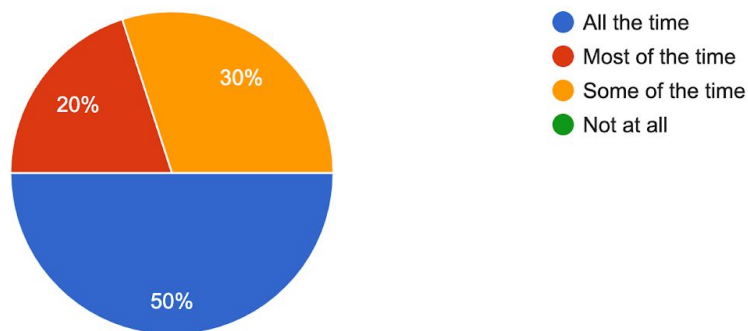
nothing

What did the students dislike about the filters?

filter stayed open after making a selection. filters should go away once they a selection is made.
hard to find/understand at first.
the symbol is not the filter symbol. don't like that you have to click the button again to close.
having to look for them.
hard to go back
scrolling down a little far to clear.

How often will the student use the filter feature?

10 responses



Students liked all the class information in view.

Students were generally happy with how the class information was displayed on a mobile device. Very little challenges.

What did the students like about how the courses and classes were displayed?

liked how the information was displayed
consistent with the desktop version.
basic
everything is in the window. past experience you would have to scroll off to the side to see info and then you would forget where were at.
really easy to read.
like all the details, like the separation by college. like status both open and closed.
organized, not as packed. easy to read. very readable
clear.
everything in order. makes sense. not confusing.
information displayed well. organized. concise. easy to find info.

What did the students find challenging about how the courses and classes were displayed?

scroll bar missing. Would like to scroll faster.
text runs together. no clear separation.

What did the students dislike about how the courses and classes were displayed?

too clunky. information is overload

size of the text.

Class details hidden.

Students were able to find class details easily but they did find it a challenge when the details were displayed below the fold. They were not sure if they clicked the link correctly or not.

What did the students like about how the class details were displayed?

how the information was displayed

consistent with the desktop site.

nothing

liked that there is a link to the bookstore and class format

gives the info need.

really easy. like book information.

looks good. straight forward. right in front of you.

like the link to the book. what is expected is displayed.

not confusing.

nothing

What did the students find challenging about how the class details were displayed?

book information is missing

wished that the details were more obvious.

color for the link changing to gray. would like to see general education in details.

little hidden when clicked

What did the students dislike about how the class details were displayed?

didn't know it appeared. should scroll to the open information.

fees weren't shown. wants to know if there are fees or not.

clicking the link doesn't take you to the detail. if below the fold, there is no clear understanding that the information is displayed.

everything runs together.

clicking on book link that has no info or confusing.

All students were positive in their experience with the application.

Overall students were happy with the application and would start using it. All students were positive in their feedback and walked away with a better understanding of the application.

What did the student like about the Schedule Application?

liked the overall application and was happy for some of the new features.

liked that the information is easy to find. Likes filters on desktop site.

easy. anyone can use it. like desktop more than the mobile version.

very simple to use. easy to navigate. little difficulty.

liked the mobile view. likes all the class info shown without having to scroll.

easy to navigate. like the options for narrowing the info.

more information. organized.

self-explanatory. not a lot of time learning about it. The search button is more visible in mobile view versus a laptop.

responsive. does what expected to like google or other search engines.

clean. makes sense. not clunky. simple to use.

really like. faster. cleaner. can narrow down the information. aesthetical.

What one thing would the student delete from the Schedule Application?

filters that are not selectable.

general education - too vague, not sure what it means.

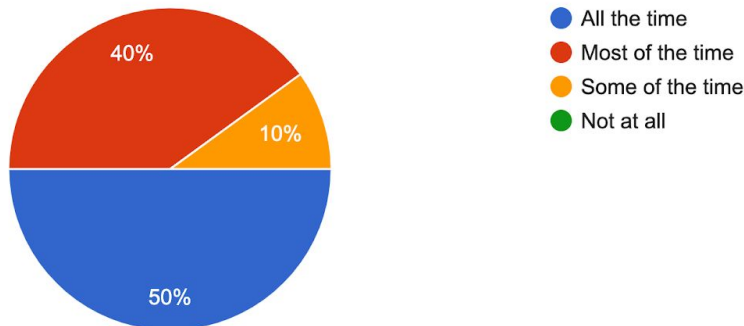
Delete all the classes on the first page. Delete the course search.

What one thing would the student add to the Schedule Application?

knowing what classes transfers to other colleges or universities.
mini search for the subject filter.
add "Details" or some other indicator to the class # link.
ability to select a class, add to a cart, and build a schedule for review. and then be able to enroll.
linking to sis/student center

How often will the student use the Schedule Application?

10 responses



Conclusion

The students had a positive experience with the application. Students at first struggled with their interactions, but that quickly dissipated with longer interaction. There are definite challenges that need to be addressed, but nothing that would discourage students from using the application.

Overall, the application was a worthwhile endeavor that students will increasingly use in the future.

Hits

Application - Modern and clean

Mobile - Easy to see all information

Search Feature - Search for anything

Filter Feature - Easy to navigate

Class Information - Organized and Easy to Find

Class Details - Simple with link to books.

Misses

Application - Slow at times

Mobile - Easy to get lost when scrolling

Search Feature - Hidden and hard to find

Filter Feature - Functionality on mobile wrong

Class Information - Incorrect data displayed

Class Details - Bookstore links to no information

Ah-ha's

Filter Button - Wrong icon

Class Fees - Show all the time

Refinement

Performance - Decrease response time. Add prominent indicator.

Data - Cleanup. Add more structure.

Search - Increase visibility. Better search results. Revise functionality of button.

Menu - Review Course Search versus Course Catalog

Filter - Change mobile icon. Review search bar for subject. Reduce subject display. Revise functionality of inactive filters. Revise functionality in mobile.

Class Information - Review spacing and separation. Pairing Lecture with Labs.

Class Details. Review of Fees. Review fields that should always be present. Optimize for mobile.

Bookstore - Review process. Find a better solution.