3c IEP Usability Check-In

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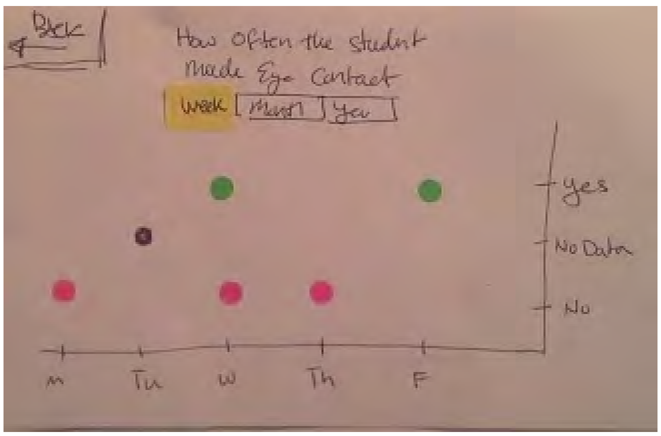
In Class Evaluation:

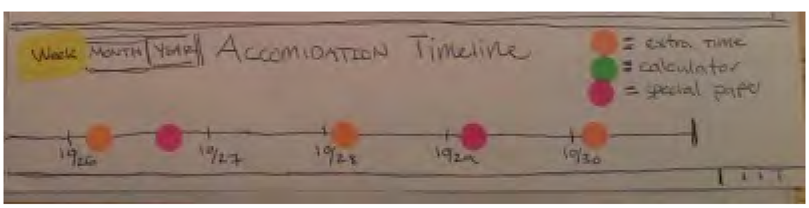
Lane and Kristen conducted the in class heuristic evaluation. In hindsight we spent too much time giving an overview of the system. Our project has been challenging to communicate to people not familiar with special education. Lane oversaw the evaluation of the website design and Kristen oversaw the evaluation of the clip design. After our heavy handed introduction our two participants were thoughtful in their experiences with the design and had the following feedback to offer:

- Axis labels for graphs could be improved (heuristic violated-visibility of system status):



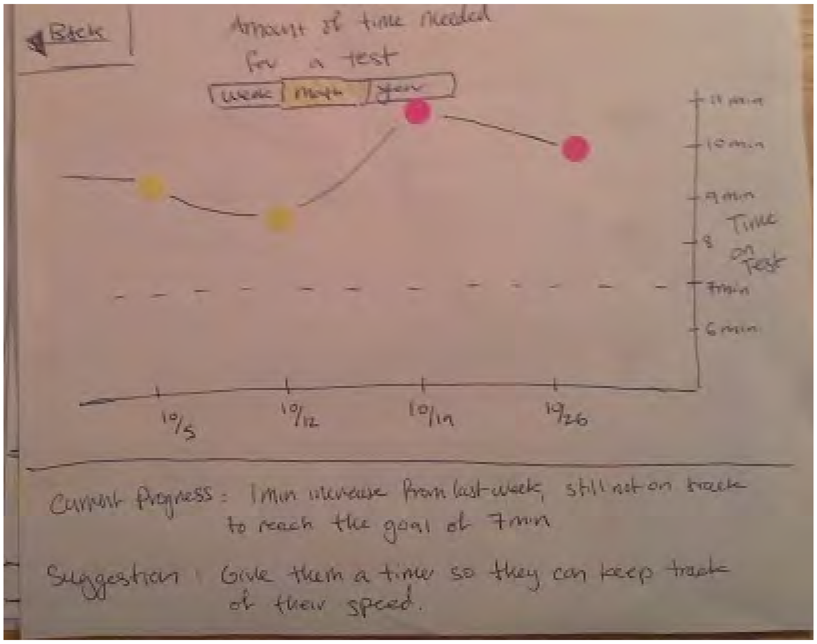
Our team felt this was an important fix and one that would be relatively easy to implement.

- The Accommodation Timeline was not intuitive to navigate (heuristic violated-flexibility and efficiency of use):



The colors in the graph really threw people off. We felt that we could move the timeline out of the home window and devote a tab to it so it would not be so cramped and allow for easier navigation.

- Graphs/timelines should give some reference to the current date (heuristic violated-visibility of system status):



We thought this was not the most important issue as the home view would always display the most up to date information.

- The labeling of goals on the clip device could be clearer-our shorthand was too hard to understand with no prior context (heuristic violated-recognition rather than recall):

We felt this was a helpful recommendation and important to change because even those deeply involved with the IEP process should not be taxed with a numeric system for learning goals, but rather given more cues for goal recall.

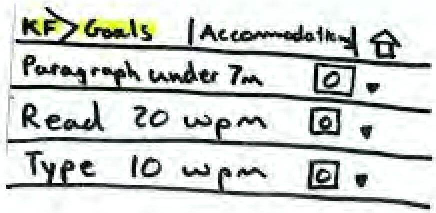
- The undo button for the clip system was confusing (heuristic violated-help users recognize, diagnose, and recover from errors):

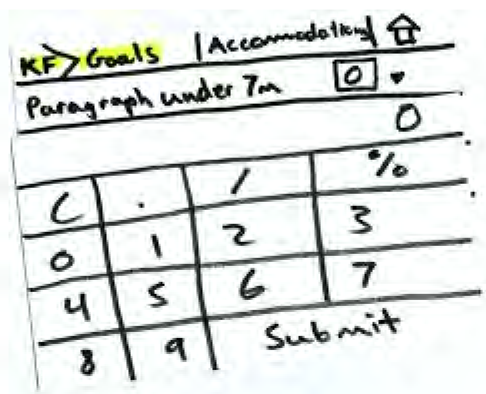
Recording JD's goal

Being given the opportunity to undo entry

We are prioritizing this as one of the top redesigns for the clip because the tool is only as good as the data inputted so we need to make it incredibly user friendly to correct erroneous data entry.

- The numeric entry feature for certain goals was not intuitive (heuristic violated-aesthetic and minimalist design):



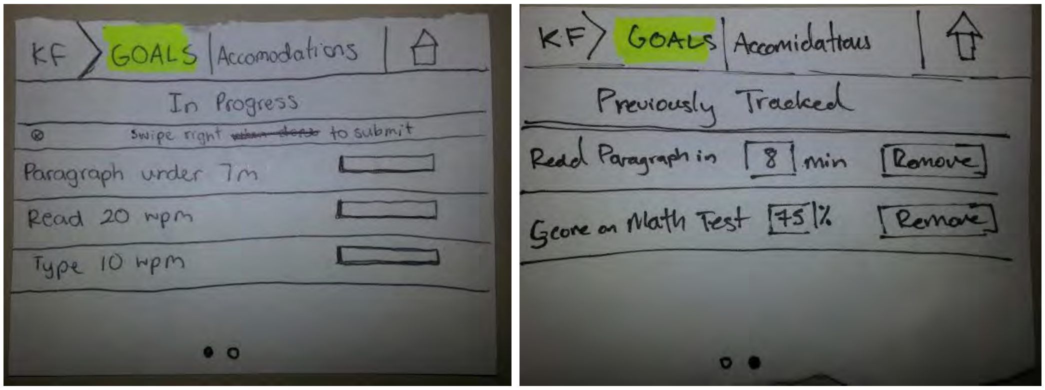


Reflection:

Despite practicing among group members, conducting the live test with unfamiliar participants was a painfully rewarding experience in the sense we had to hold our tongues as our design got heavily critiqued. the turnaround time to implement changes to the design has been stressful, but we are very thankful for the emphasis on the importance of paper prototyping in the evolution of our design.

First Usability Test:

Our usability participant outside of class was an female engineering junior undergraduate student at UW. We were under a time constraint and she was willing to participate in our test. We gave her a brief context of our design and asked her to test both our parent desktop and clip interfaces. This was the first test that incorporated a new redesign from our in-class evaluation. We added a separate page that kept track of all the goals that the teacher had logged through clip. This allowed them to undo and change things they've already submitted.



Updated Clip qualitative goal entry view used in usability test.

Positive:

Clip:

- She thought the swiping motions of the goals were pretty intuitive.
- She got through almost all of the tasks without prompting or assistance.

Parent View:

- She got through almost all of the tasks without prompting or assistance.
- She liked the idea we had about having the comment tags change as the user went through the goals.

Improvements:

Severe Incidents; Easy Fix:

- Input of information in text boxes
  - This may be due to the fact that the text boxes were poorly drawn, however the participant initially thought the text boxes were progress bars and did not know that you could input numbers there.
- Undo vs Cancel
  - The participant attempted to remove one of their previous submissions. When they hit remove however, the bar turned into “Confirm” or “Undo”. This was confusing for the participant since they thought they were already undoing the submission and was confused by the confirmation and the undo.

Medium Incidents; Medium Fix:

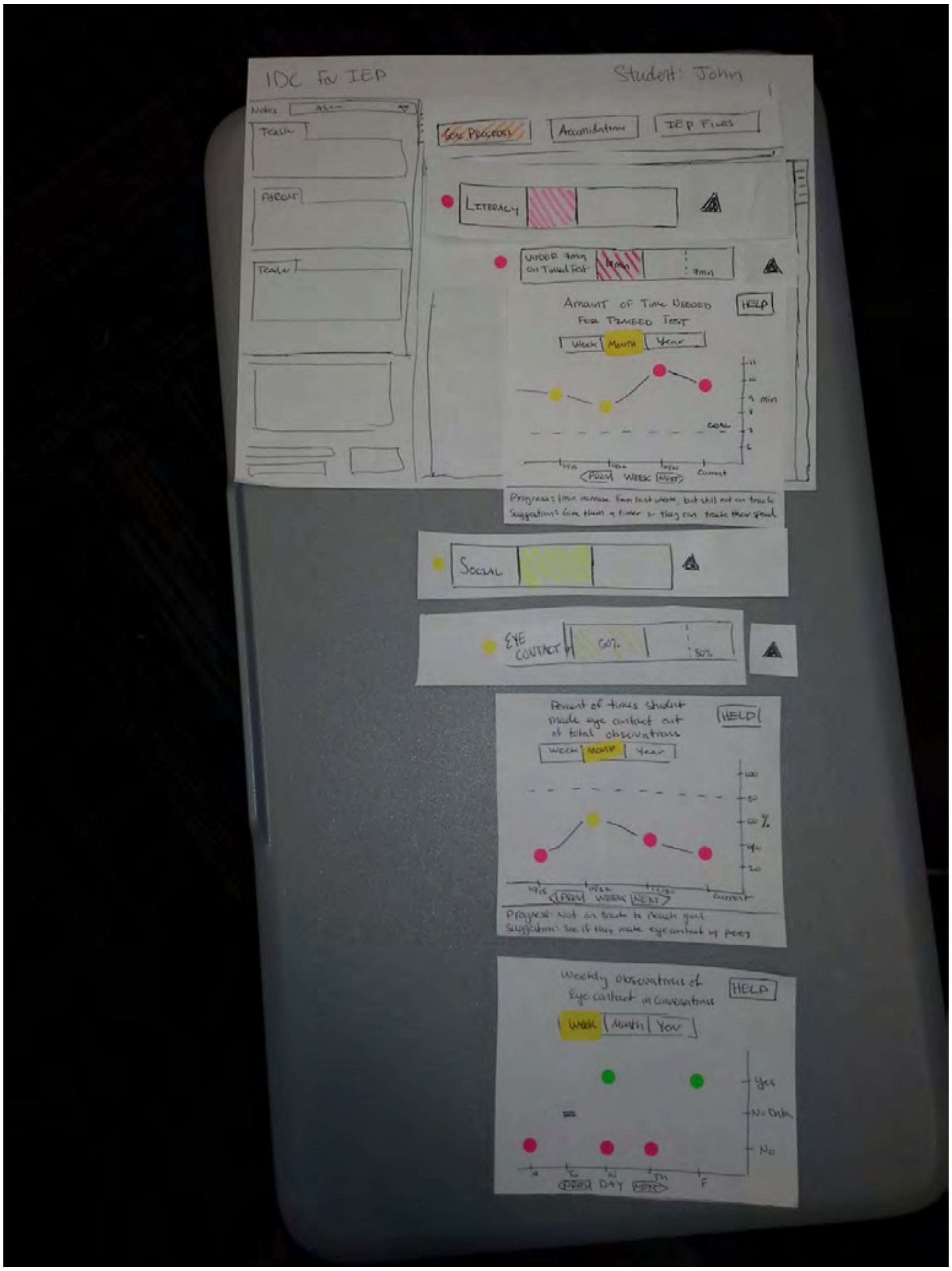
- Commenting option
  - The participant had initially wanted to enter comments about the student’s progress in addition to logging quantitative information about the goals. However, we currently do not have a place to do that in our clip system.

Medium Incidents; Easy Fix:

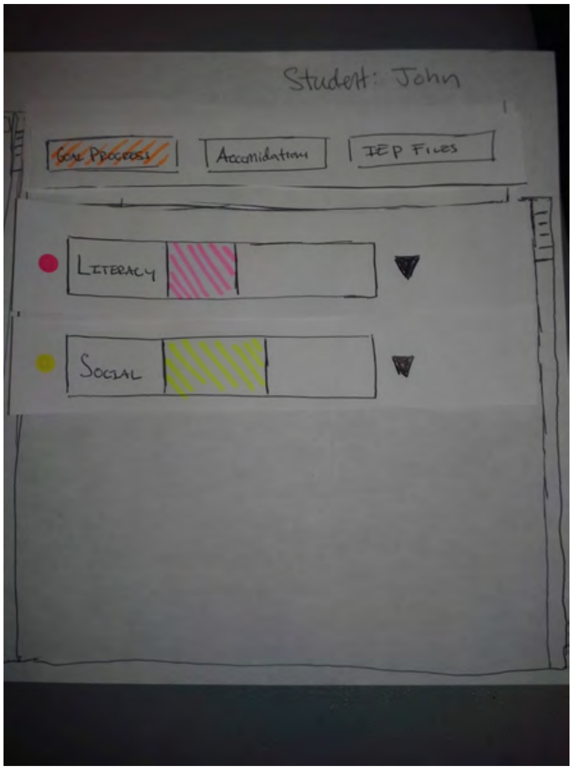
- Submitting/inputting information
  - The participant didn’t notice the text letting them know that they should swipe right to submit the information. As they were entering the text from the calculator that popped up, there was a submit button which they thought would submit the information.
- Dual Pages

- It wasn't immediately clear to the participant that there were two pages in the goal interface, one for in progress goals and another for tracked tasks. When asked to remove her previous submissions, she was lost until we pointed out that there were 2 dots at the bottom. We asked her what she thought that meant and immediately she understood what she needed to do.

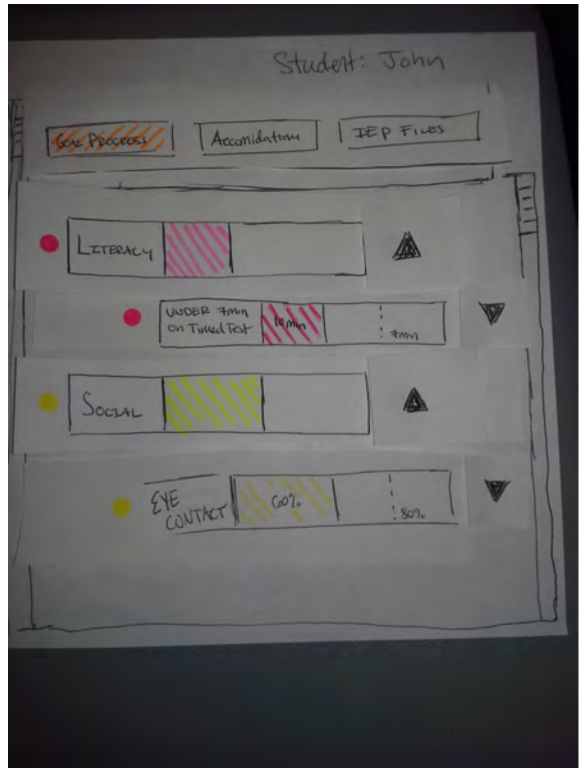
Interface Updates:



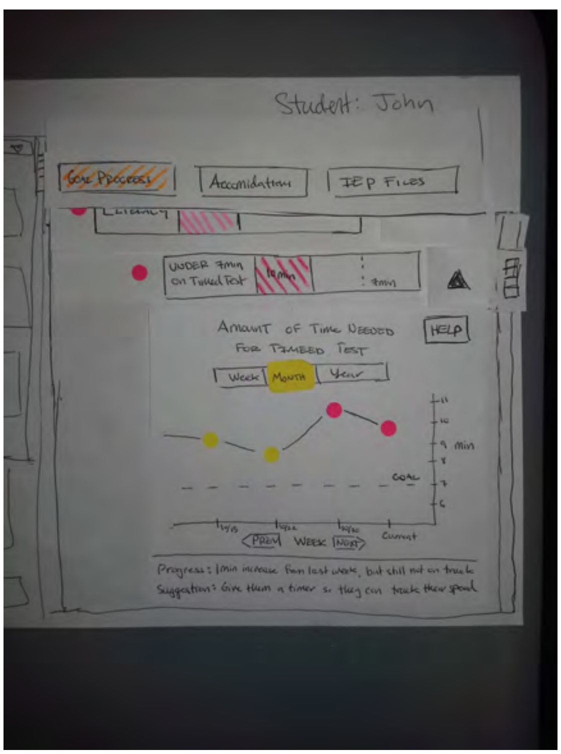
Full Prototype View of Parent Portal



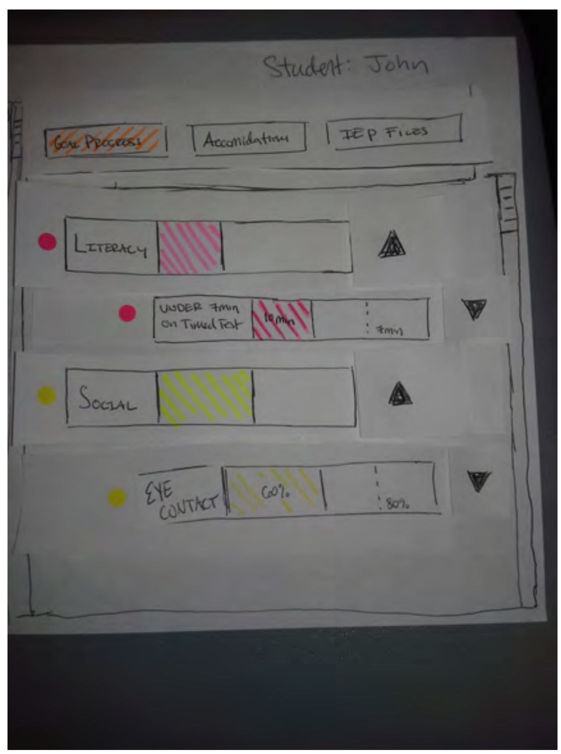
Default view of “Goal Progress” section



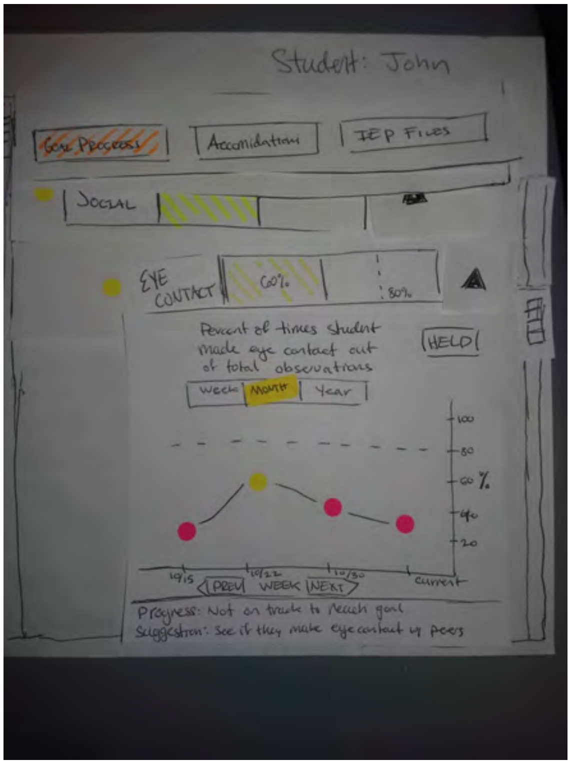
After expanding each goal to see subtasks



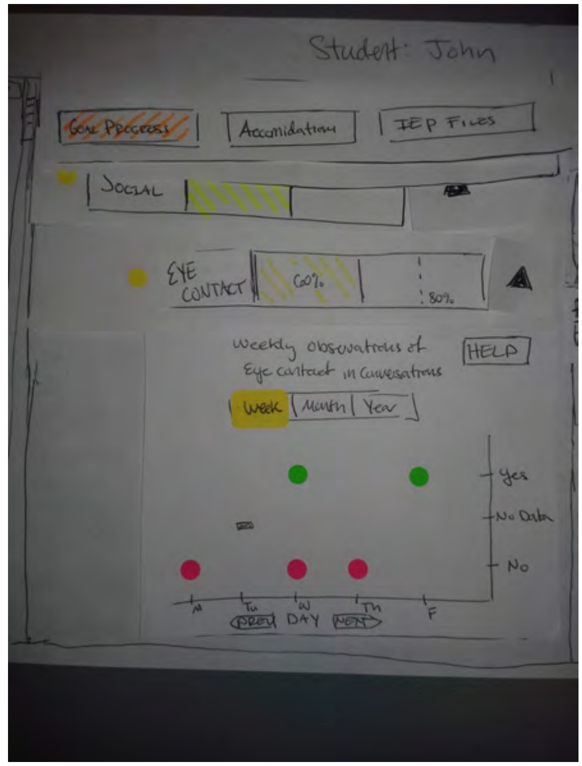
Expanding subtask 1, automatically scrolls to fit



Un-Expanding subtask 1



Expanding Social subtask 1, auto scroll to fit



Switching to weekly view of data, done by clicking week or clicking on the dot on the prev graph representing the week you want to look at

NOTE: Since we decided to remove the weekly report idea by separating goal progress and accommodations into separate views, we prioritized refining the presentation of goal progress, the reporting of accommodation use and suggestions will be our next step. The Clip design did not undergo significant changes between the usability test and now.

Next Steps:

Our group will meet on Sunday to refine designs and rehearse how to execute our prototype tests and then follow through with usability tests on Monday. We plan to target College of Education students in addition to students/acquaintances interested in education for the clip interface test. For the web interface tests we will target parents of IEP students. Monique and Lane will be the point people on testing the web interface and Jessica and Kristen will handle the clip interface tests. We are taking the time to refine the tasks we want testers to complete and look forward to the additional feedback we will receive on the designs.