Inspection-Based Method Results

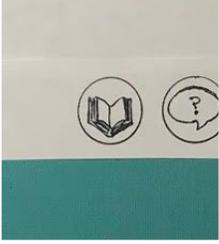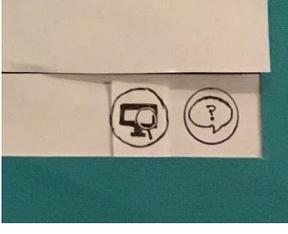| Initial Image	Issue	Severity	Revision	Revised Image
	Not clear you can click the subjects (Match between system and real world)	3	Created highlighting for Sexuality assignment link to demonstrate clickability of assignments	
	"Customize AI" button looks like profile icon (Match between system and real world)	2	Changed 'AI Personalization' button to have a gear icon (rather than a 'Profile' person)	
	Pressing x to automatically save seems unnatural (User control and freedom)	4	Added 'Save' button. 'Save' buttons turns green once a change is made. User can click 'Save' to save and exit, or the 'X' to just exit the pop-up page.	
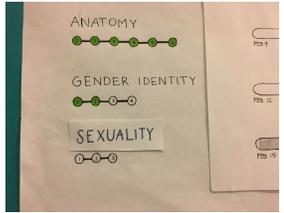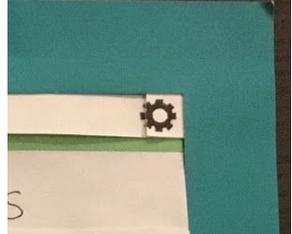
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	Book implies textbook, less like "resources" (Match between system and real world)	2	Changed 'Resources' button to have a desktop and magnifying glass icon	
	Resources button seems to be more for a textbook than for resources in general (Consistency and standards)	3	Same as above	
	Assignment progress bar seems confusing with less red meaning closer. (Match between system and real world)	2	Changed style of deadline bars: grey until little time left, then red.	
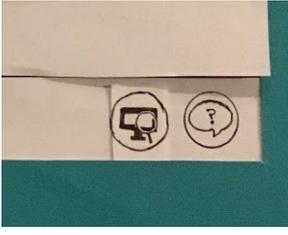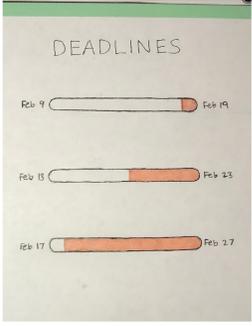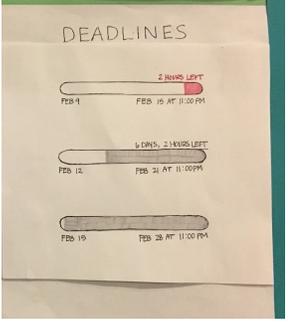
Usability Test

We conducted our usability test with a 19-year-old UW student in her place of residence. We chose this participant because she is close to the target age of people who would be using our final product. The familiar environment allowed her to be more comfortable during the usability test, and it simulated the environment of our targeted population because most students would be using this design outside of the classroom. For the test itself, we had her step through the process of each individual part of the design. First, we had her complete one checkpoint of an assignment, changing her AI representation and answering the checkpoint question in the process. Then, we had her ask her course instructor a question, check the answer to the question, and ask a follow-up question on the same thread. For the last part, we had her go to the resources page and navigate to a resource itself and the description of the resource. Aishu oversaw the usability test, guiding the participant to perform different tasks using the prototype, switching each physical page of the prototype when needed, and taking notes on how the user was accomplishing tasks. However, it was cumbersome and difficult having only one person doing all of these tasks at once, and it probably felt less natural to the usability test participant since there were awkward pauses during note-taking and page switching. For our next usability tests, we should have three people overseeing it: one for the guiding aspect, one to physically maneuver the prototype as a computer would, and one taking notes on how the participant interacts with the prototype. We should also make our task instructions more ambiguous to see if the user can figure out that certain features exist without explicitly being told to use them (such as the AI personalization feature or the resource center).

Usability Test Results

| Image	Incident	Severity	Revision
	Functionality of "Play" button is unclear, so button is never used	1	Remove the button and have AI representation demos start playing as soon as they are navigated to rather than having the participant press the "Play" button to start the demo
	"Save" button seemed like it should close pop-up in addition to saving, but it only saves	4	Program "Save" button to automatically close window, and X button will only be used to close window if participant is not saving changes
	Button was clearly identifiable as leading to a Settings section, but unclear what is contained within Settings until it is navigated to	4	Remove "Settings" button from universal header, replace it with hyperlink labelled "Change my AI Teacher" that is only visible on AI video pages rather than on any page
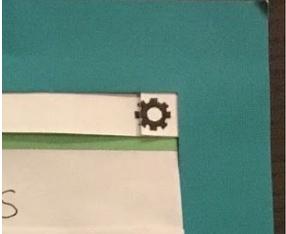
Current Prototype
(Revised after heuristic evaluations)
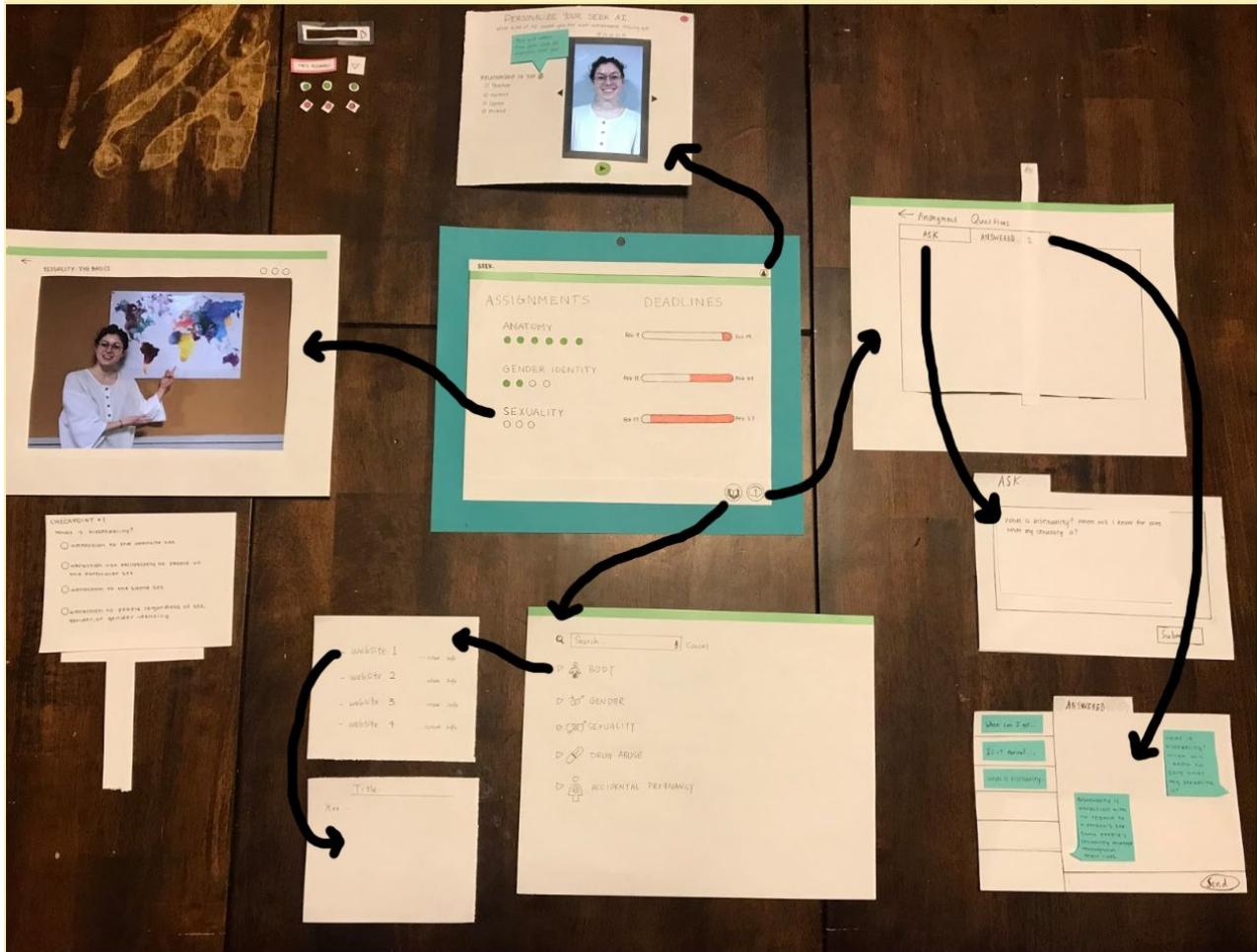

Overall Paper Prototype

Primary Task 1: Using AI to tailor content

From the home page, the user selects an assignment, which takes her to the video assignment page with the AI. The user decides to change her AI and presses the gear button in the top right corner. She switches her AI to be a 'Friend' and views her new AI. She then saves her changes, which closes the pop-up window.
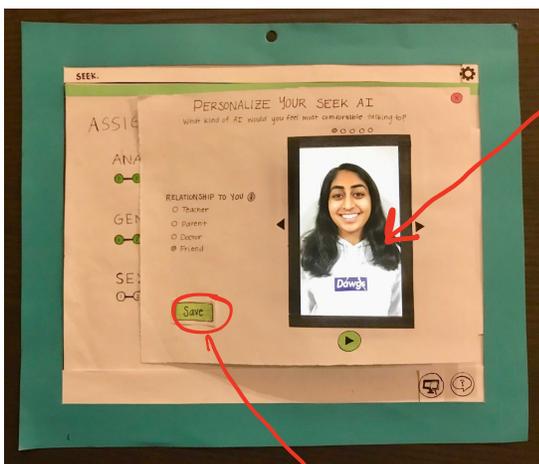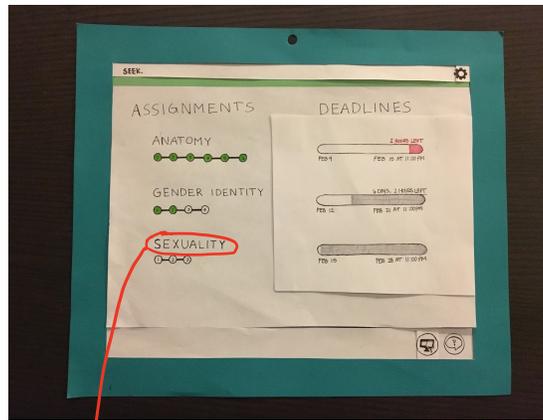
Primary Task 2: Procuring answers to questions anonymously

From the home page, the user wants to find some credible resources to help answer her questions. She presses the 'Find Resources' button in the bottom right corner (furthest from the edge) and is brought to the Resource Center. Later on, also from the home page, she wants to ask her teacher a question anonymously. She presses the 'Ask Anonymous Question' button in the bottom right corner and is brought to the Anonymous Questions page, where she is able to submit her question.
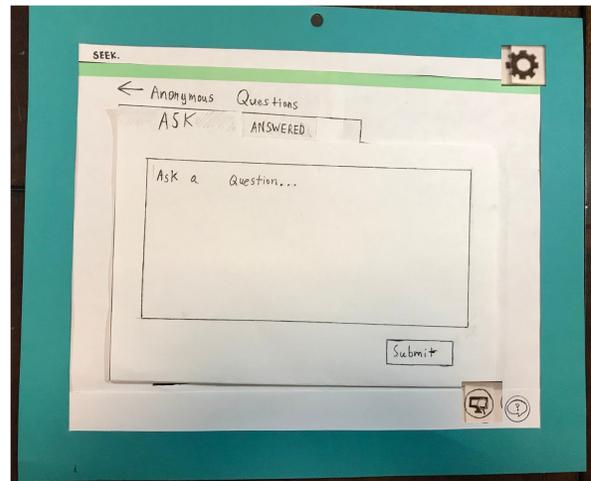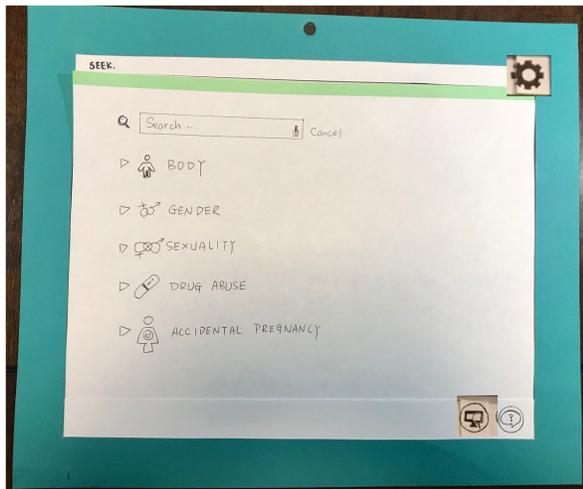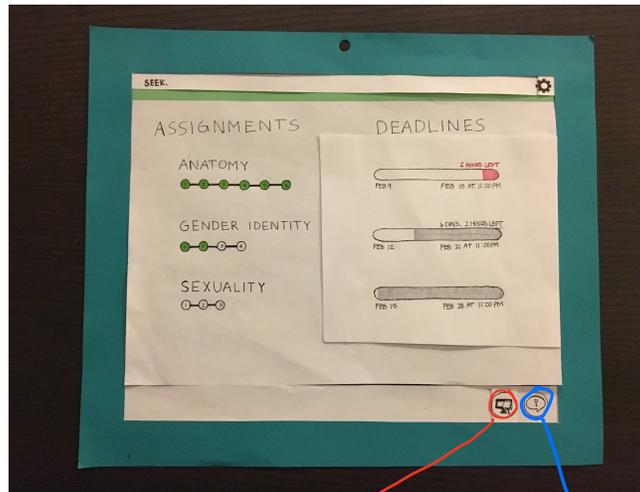
Plan Going Forward

Going forward, we will run two more usability tests to try and get a better understanding of how different people may interact with our design. Our first test turned up major pain points regarding the AI personalization pop-up page, so we'd like to verify that we have fixed it and further explore our design to discover any other problems. Ideally we'd like to understand more about interactions with the AI lessons and how to get people to customize the teacher. In order to better understand the potential different interactions, our next Usability Test will involve a more detailed simulated interaction using more of our teammates so that we can observe the way asking questions unfolds more naturally. This will help us gather information on gaps in our ability to complete the task of receiving more taylored content. Our next test will have Max taking notes, Aishu as the facilitator, and Jingjing as the computer. For our 3rd test we will have Haley taking notes, Max as the facilitator and Laura as the computer. We plan to do these this weekend.