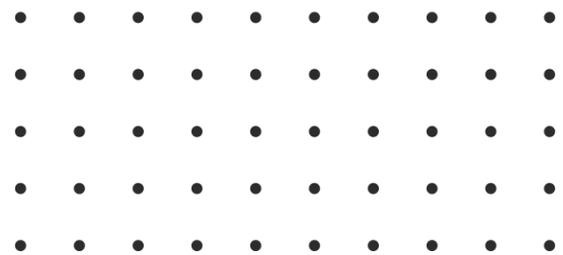
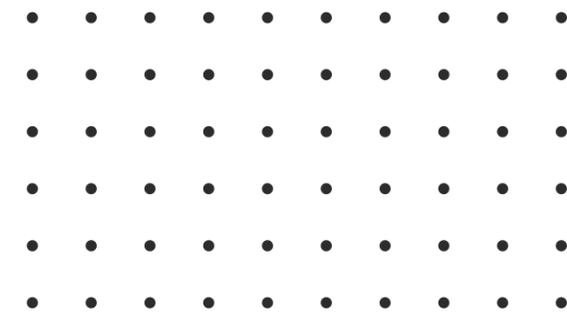


Usability Testing



Usability Test Plan



Scope

Test the home page and get initial impressions of the purpose of the app

Equipment

Offline: Pen and paper to take notes

Online: Smartphone or desktop, Recording software - Zoom

Metrics

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix and should be given high priority

4 = Usability catastrophe: imperative to fix before product can be released

Sessions

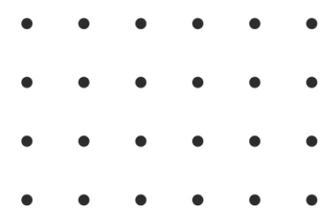
15-25 minutes for each participant

Schedule

Conduct 5 or more usability test with students and teachers

- Friday 10, 2022 at 1PM - CT - Online
- Monday 13, 2022 at 3PM - CT - Online
- Tuesday 14, 2022 at 9AM - CT Online
- Tuesday 14, 2022 at 4PM - CT Online
- Tuesday 14, 2022 at 9PM - CT Online

Direct Tasks



1



2



3



4

Search for a Subject

Task 1: Search for a subject you are interested in learning more about.

Select Teacher & Create Account

Task 2: Select a teacher and create an account

Onboarding

Task 3: Complete the onboarding steps 1-3

Request Session

Task 4: Request a session.

5



6



7

Send a Message

Task 5: Send a message to your selected teacher.

Find Resources

Task 6: Where can you go to find your resources when you need help or have questions?

Go to the Homepage

Task 7: Go to your homepage

Usability Test Script

Introduction

Hi, _____. My name is Ana, and I'm going to be walking you through this session today. We're conducting usability tests to better evaluate how well our prototype enables people to learn, share and teach any subject.

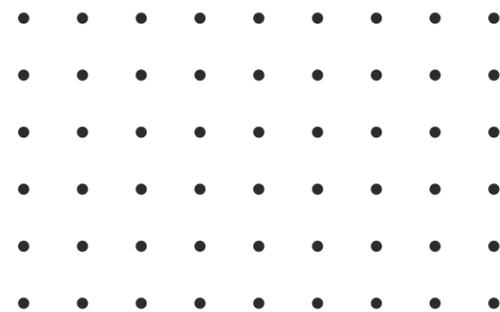
The session should take approximately 15 - 25 minutes.

The first thing I want to make clear right away is that this is not a test. You can't do or say anything wrong here. You will be testing an incomplete prototype that likely has errors and mistakes - that's why we're testing it out!

If you have any questions as we go along, just ask them.

OK, let's get started.

I'd like to ask you just a few quick questions about yourself before we get started with completing a few tasks.

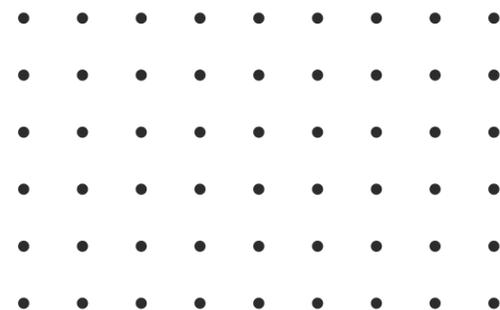


Interview Questions

1. Tell me a little bit about yourself?
2. Are you a student or teacher?
3. What are you studying or teaching?
4. How do you feel about learning something new?
5. How do you feel about online learning? Do you like it? Why or why not?

Testing Questions

1. Before we begin, take a few minutes to review the homepage. Tell me what the purpose of this site/app is?
2. What do you think you can gain from this site/app?
3. What tasks do you think you can accomplish using this site? Give me at least 3-5 if possibilities.



Direct Tasks

1. Where would you go to search for a subject?
2. Search for a subject you are interested in learning more about
3. Select a teacher and create an account (how did you feel about selecting your time zone)
4. Complete the onboarding steps 1-3
5. Select a teacher and request a session. How did you feel about the session request form?
6. Send a message to your selected teacher. How did you feel about that process?
7. Where can you go to find your resources or help when you get confused or have a question?
8. What did you like and dislike about your experience?

Testing Notes

Sandra Zamora

PARTICIPANT 1

Age: 43 Occupation: 8th Grade Science Teacher Location: U.S., Texas, Bay City

Tell me a little bit about yourself?

I teach. I am an eighth grade science teacher and have been doing it for 7 years. I am thinking about going back to school. I have a 22 year old, 17 year old and a 12 year old.

Are you a student or teacher? Teacher

What are you studying or teaching? 8th Grade Science

How do you feel about learning something new? I don't like change, but it is necessary. If i am interested in it, I am more excited about learning

How do you feel about online learning? Do you like it? Why or why not? It has many advantages and I think that it is something that will never go away and it is a very useful tool

Before we begin, take a few minutes to review the homepage. Tell me what the purpose of this site/app is?

- From the looks of it, I happened to look at the "Meet, teach and learn from amazing people in real-time for free" so that is what stuck out to me. Cause a lot of things are not for free.

What do you think you can gain from this site and what is its purpose?

- User viewed the homepage and did not scroll down. She stated the purpose is what it states "to meet, teach and learn in real time about any subject that we are interested in for free. I think for me as a teacher if I have a question about a subject area, or subjects we have to teach that we are not familiar with we can use this site to help us to learn about the subject for free from other people. This would be quick, easy and efficient and I would not be intimidated.

Sandra Zamora

PARTICIPANT 1

Age: 43 Occupation: 8th Grade Science Teacher Location: U.S., Texas, Bay City

Task 1: Search for a subject you are interested in learning more about.

The participant knew to search in the search bar provided. It was easy and simple for her to complete the task. She typed algebra and selected the suggested word provided and hit enter. The user wasn't quite sure what to make of the results screen. She assumed that the provided cards with names are people who either know about her subject or want to learn about her subject. She had to read the provided info for each card to figure out if the person on each card was a teacher or learner. After reading all the cards provided on the page she realized that all the provided cards are individuals who can teach. She decided to go with Sam because it was the most completed card available. It had an image, name and description of what he has taught in the past.

Additional thoughts from user:

"I think for me, as a teacher, trying to learn something new, if everyone had a profile picture with their experience with the subject would be great and important for me."

Task 2: Select a teacher and create an account (how did you feel about selecting your time zone)

User was able to select the desired teacher. Filling out the needed personal information was easy to complete. She did have trouble figuring out her time zone. She stated "I am assuming...ok, I always get confused with the time. Central, so America...Central? I know the timezone is important, but it would be nice if it was a little easier to find." She eventually found US Central and is assuming that is her timezone. The rest of the create an account steps were easy.

Additional thoughts from user: "The process was quick except for looking for my time zone. I don't know if it's just me, I mean I know my time zone, but I guess there were a lot of selections to choose from. I know it is important to select the correct time zone due to the real time video, so I wouldn't mind spending the extra few seconds figuring out my time zone. "

Sandra Zamora

PARTICIPANT 1

Age: 43 **Occupation:** 8th Grade Science Teacher **Location:** U.S., Texas, Bay City

Task 3: Complete the onboarding steps 1-3

User checked her email and stated "let me check my spam, it said to check my spam." She did not received it and we proceeded with the click here link. User understood step 1 to say hello. She added her message with ease. Step 2 she was able to easily understand and add her subjects to learn. "She had trouble spelling a subject and stated," It would be great to have something to help me spell the word." She finally was able to type a few words for the word and the subject was suggested and selected it. She appreciated it that. Step 4 the user was able to complete the form with no problem.

Task 4: Select a teacher and request a session. How did you feel about the session request form?

User read the provided filtered cards of teachers on her subject and selected Daisy. She read Daisy's description and realized Daisy was not the right teacher. Daisy taught a lot of things the user was not interested in. She decided to go back choose a different teacher. The process to look at the provided teachers was easy to complete.

As the user was filling out the book a session form she had to stop and think about what time it would be for her since she doesn't use or isn't familiar with military time. She questioned herself if she had to answer the 3 provided questions. She realized she did after clicking the first box with the cursor.

Additional thoughts from user:

"I think the form was necessary to help pinpoint what the learner would like to specifically learn or if the learner just wants to have a conversation about the subject. This helps the teacher know what to expect from the learner." "The military time, I am not familiar with it took me longer to figure out the time for me."

Task 5: Send a message to your selected teacher. How did you feel about that process?

The user was able to easily find the send a message button and send custom message.

Sandra Zamora

PARTICIPANT 1

Age: 43 Occupation: 8th Grade Science Teacher Location: U.S., Texas, Bay City

Task 6: Go to the home page

The user started with wanting to click on the Beta logo on the top left corner. She clicked on it and found matches instead. She then scanned the other top options on the top menu bar and stated "I do not know how to go to the home page, I guess I can hit the back button." She did and did not find home button. She was expecting to find the initial screen she started with. She then decided to keep hitting back until she found the home page. She finally stated nope, I am stuck. She was hoping to see a home icon to help her but didn't and therefore she could not complete this task. She suggested to use a home icon. She also didn't like the military time and selecting her time zone. Overall it seemed like an easy and interesting way to learn from new people and subjects in real time. Kind of like social media which is really cool."

Sandra Zamora

PARTICIPANT 1

Age: 43 Occupation: 8th Grade Science Teacher Location: U.S., Texas, Bay City

QUOTES:

"I don't like change, but I know it is necessary." (Learning something new)

"If I am interested in subject, I am more excited." (Learning something new)

"Online learning has a lot of advantages and will not go away, a very useful tool."

"A lot of things are not for free, so this is pretty cool." (8BM idea)

"Quick, efficient is important when finding online material to learn."

"Oh, interesting...I am assuming these people are teachers?" (Matches page)

"As a teacher, I would need to see the teachers experience." (Matches Page)

"I am assuming...I always get confused with the time." (Time zone feature)

"I know the time zone is important, I wish it was easier to find." (Time zone feature)

"Process was quick except for selecting my time zone." (Sign up form)

"Oh how cool."

"This was pretty easy." (Sign up form)

"Oh this is military time, I am assuming this is 2:00." (Sign up form)

"I am assuming I have to answer these?" (Questions on request session form)

"It looks like it is sending." (request session form)

"Date was fine but military time, I am not familiar with so I had to think about it." (request session form)

"That was pretty easy." (request session form)

"So I am assuming the home page is where the Beta icon is."

"I don't know how to go to the homepage, I guess the back button?"

"So I am stuck there." "I didn't know where to go, I was lost." (home page)

"Making it easier to find the home page would be nice."

"The one thing I didn't like was the military time and time zone."

"Overall it seems like a easy and very interesting way to learning from other people and subjects in real time. Almost like social media but not so that was pretty cool and informative."

Sandra Zamora

PARTICIPANT 1

Age: 43 Occupation: 8th Grade Science Teacher Location: U.S., Texas, Bay City

NOTES:

- She seemed very interested by this platform, especially that it is free
- She appreciates the the features this platform provides
- She wasn't sure what to make of the matches page. She assumed it was teachers that were listed
- She values detailed information about the teachers especially thier experience
- She spent time figuring out her time zone and wasn't sure she selected her correct time zone
- She prefers an easier way to figure out her time zone
- Creating account was easy except for time zone selection
- She spent time figuring out her time using the military time provided
- It was wasn't clear that she had to answer the 3 questions provided on create an account form
- She thought the request a session was easy to complete except for time
- She could not find the homepage
- She would like to go back to the homepage easily
- She did not like figuring out her time zone and military time
- She really likes this idea of learning from others in real time

Jeremiah Moore

PARTICIPANT 2

Age: 45 Occupation: High School Art Teacher Location: U.S., Texas, Houston

Tell me a little bit about yourself?

I am an artist and teacher. I work in the southwest Houston area. I have been in education for a long time, a little over a decade. I have been an artist for a long time too. I am married with 4 kids. We have a mini farm. We like the outdoors in Texas. Camping and outdoor activities.

Are you a student or teacher? Teacher

What are you studying or teaching? High school Art teacher beginning level art class and hopefully some advance stuff soon.

How do you feel about learning something new? I like learning new things. As long as it something I am interested in or piques my interest then yes.

How do you feel about online learning? I think it is a great vehicle if done correctly. Having experience in public education with virtual learning, I don't think that was done well. But I have seen some really nice online setups which had a good combination of reading, videos, visuals and accessibility.

Before we begin, take a few minutes to review the homepage. Tell me what the purpose of this site/app is?

- "So I guess this is like a zoom call, face to face. He read the description of what is 8 billion minds. He thinks this site is cool, it's free and you can connect with people online. So this isn't accessible everywhere right now, right? As far as the home page, it looks pretty straight forward. I like the empty space. Looks like the purpose of this site is to provide different learning opportunities to learn or have basic conversations. I get the impression that it gets more in depth once you know what type of learning you want to do. Seems like a combination of education and social platform, live learning. Free education, no commitment, come and go as you please."

What do you think you can gain from this site and what is its purpose?

- I think you can hop on and learn anything you want. I'll give you an example, I searched on youtube on how to build an engine and I liked how they provided in depth videos to do that. So what I am saying is, I like going to sites that has what I am looking for or I can network with someone who can lead me to someone who can help.

Jeremiah Moore

PARTICIPANT 2

Age: 45 Occupation: High School Art Teacher Location: U.S., Texas, Houston

What tasks do you think you can accomplish using this site?

- I feel I am able to put a request about a specific subject or question and someone can hop on and we can chat.
- Connect with other artist and see what their processes are and learn something new worldwide.
- Find do it yourself learning material

Task 1: Search for a subject you are interested in learning more about.

The participant went to the search bar provided and typed his subject. Was pretty easy to find. He typed subject and clicked search. He questioned "will it start searching?" since it took a few seconds to go to the results page.

Additional thoughts from user:

"I liked how the letters changed above the search bar, that grabbed his attention." " When I hit the magnifying button, nothing happened."

Jeremiah Moore

PARTICIPANT 2

Age: 45 Occupation: High School Art Teacher Location: U.S., Texas, Houston

Task 2: Select a teacher and create an account (how did you feel about selecting your time zone)

The participant picked a teacher, which he felt limited in teachers and choose the first one. That was easy to find and complete. He filled out personal info and skipped the time zone and hit complete. He questioned, "why do I have to put my city?" Participant stated "is it redundant or is that to double check my time zone." He doesn't have a problem entering the time zone but isn't sure if the city is a must. He feels it may be an extra step that is not necessary.

Task 3: Complete the onboarding steps 1-3

User was able to easily add his introduction message. Successfully completed Step 1. Step 2 Participant typed art and was able to read through the provided suggestions and decided with a provided option. He questioned, "If the subject is not listed in the suggested options can he still add it?" He figured it out and added subject. He questioned, "Is the drop down list of suggested subjects based on things that already exist or did someone just make a random list." He then wanted to go back so he did and realized he had to retype his welcome message.

Step 3, was able to complete easily and stated it was straight forward. He did not realize he could share and teach, he thought he was only able to learn.

Additional thoughts from user: It's pretty straight forward, I like how it's basic, don't have to add a lot of information. Easy. I like that you can add as much or as little info to get started.

Task 4: Select a teacher and request a session. How did you feel about the session request form?

User wanted to do a search in the search bar above. Participant read teacher's details and found request a session button easily. He liked how the day of the week is included. Appreciates the duration option.

Jeremiah Moore

PARTICIPANT 2

Age: 45 Occupation: High School Art Teacher Location: U.S., Texas, Houston

Task 5: Send a message to your selected teacher. How did you feel about that process?

Participant questioned what does member mean? Are all members? Or maybe use teacher or add the teachers name so user knows exactly who they are messaging. He likes how he can see the teachers name behind the transparent orange background. He was surprised by the button stating, Message sent, Close here. Message sent and the box closing on its own is enough for the user. Suggested maybe a clearer ending to the task.

Task 6: Where can you go to find your resources when you need help or have questions?

Participant was not able to find help. Participant didn't see a help button on his current screen or at the top menu. The closes option would be the info button. Suggested a help icon at the top menu bar. Next he would try going to the home page.

Task 7: Go to your homepage

Participant was not able to complete this task. Participant stated he would click on the top left beta logo to view the homepage. When he clicks on it, the screen stays on the my matches which doesn't look like the homepage. He would like to have the option to go back to the home button.

What did you like or dislike about your overall experience?

Overall it was pretty good. Seems easy to get onboarded and set that up. Easy to read and a few things need to be added like help option. Overall it was good.

Jeremiah Moore

PARTICIPANT 2

Age: 45 Occupation: High School Art Teacher Location: U.S., Texas, Houston

QUOTES

"I like learning something new, I learn all the time."

"Online learning is a great if done correctly."

"Good combination of reading, videos, accessibility is important."

"So I guess this is like a zoom call, face to face?" (8bm)

"This sounds really cool to be able to connect with people for free."

"Homepage looks pretty straight forward."

"Purpose is to connect with anyone to learn or have a conversation about subjects. A combination of education and social platform."

"No commitment, come as you please." (sign up)

"I like to learn things and if it online I would use it."

"It's a pretty great idea." (8bm)

"Connect with other artist worldwide would be interesting."

"I like the letters that change, it grabs your attention." (home page)

"Is it suppose to start searching?" (once use hit enter for his subject serach)

"I guess this is just a time zone question?" referring to city (sign up)

"When I put my city is that redundant?" (sign up)

"Is this an extra step that is not necessary?"(sign up adding the city)

"If it is not on the drop menu can I still add the subject?" (search for subject)

"Is the drop down menu populated by things that already exist or did someone just make it?" (search for subject)

"Pretty straight forward. I'm curious, what happens when I go back?" (after sign up)

"So then I can share with someone..."(onboarding steps 1-3)

"I didn't know I could teach something good feature." (onboarding steps 1-3)

"I like that it is basic not a lot of info I have to enter." (onboarding)

"Let me try the search up here." (at the matches screen, just curious)

"If they taught more than one subject will the drop down menu show that?" (request a session feature)

"I like how the date and name of the day is listed." (request a session feature)

"Duration feature is cool." (request a session feature)

"I like the request form, easy, straight forward." (request a session feature)

"I assume...I guess we are all members? Maybe message teacher or add the teacher's name would be clear as to who you are messaging." (send a message button)

"I like that the background isn't blackout to see how to spell his name." (send a message button)

"I wouldn't expected for the form to say close the box." (send a message button)

Jeremiah Moore

PARTICIPANT 2

Age: 45 Occupation: High School Art Teacher Location: U.S., Texas, Houston

QUOTES:

"Um...looking at this screen, I don't think I see a help option." (my matches screen)

"I would like to see a help icon on each page." (my matches screen)

"My instincts say go back to the homepage." (my matches screen)

"I would assume the beta logo would take me to the home page." (my matches screen)

"So I don't know if I would call my matches the home page." (my matches screen)

"I would like to see a safe button (home button)."

"I don't feel there is a way to go back to home page." (my matches screen)

"A help icon would be easy." (my matches screen)

"A live chat would be easy." (my matches screen)

"Overall seems easy to get onboarding and set up."

"Easy to read other than a few things that need to be added."

"Pretty good experience, somethings take time getting use to."

Jeremiah Moore

PARTICIPANT 2

Age: 45 Occupation: High School Art Teacher Location: U.S., Texas, Houston

NOTES:

- He seemed interested in the idea
- He has had bad online teaching and learning experiences
- Not 100% sure if it is like a one on one face call
- He loves that it is free
- He believes it is an educational and social platform
- When he input the subject to learn he wasn't sure if it searched it
- Was confused why he had to put his city
- Felt adding the city was an extra step
- Questioned if there was a limit of subjects he can choose from
- Wanted to explore the back button
- He was surprised that he can share subjects as well
- Wanted to explore the search bar at the top
- He liked how the duration of call was available
- He wasn't sure what members was referring to
- He suggested maybe use teacher or teacher's name to be clear who you are messaging
- He was surprised that the button on sent message stated "close box"

NOTES:

- He could not find a help button or the home screen
- He wants a safe button to go back to anytime (home button)
- He felt some features on site where different and would need time to get use to

Becky Rayos

PARTICIPANT 3

Age: 33 Occupation: Nursing Student Location: U.S., Texas, Bay City

Tell me a little bit about yourself?

I am married, 3 children and in school to become a nurse.

Are you a student or teacher? Student

What are you studying or teaching? Nursing

How do you feel about learning something new? Ok, It depends on what it is and how your teaching it.

How do you feel about online learning? I think it is ok, you don't get the one on one with the professor. Online you don't. I like person to person.

Before we begin, take a few minutes to review the homepage. Tell me what the purpose of this site/app is?

- It looks like it is a teaching site, a tutoring site or if they are trying to sell it to a college. Maybe it's a business, online teaching.

What do you think you can gain from this site and what is its purpose?

- I can learn

What tasks do you think you can accomplish using this site?

- If I want a job I can ask to teach on this platform
- Learn about anything I want
- Learn a language

Becky Rayos

Age: 33 Occupation: Nursing Student Location: U.S., Texas, Bay City

PARTICIPANT 3

Task 1: Search for a subject you are interested in learning more about.
The participant knew to go to the search box. She misspelled the subject and questioned if it still found her subject. She was confused by the matches screen. She questioned, "is there nothing on the subject?" She stated she didn't find any results on the subjects she searched for.

Task 2: Select a teacher and create an account (how did you feel about selecting your time zone)
User selected teacher easily. User question what time zone she was. She was not sure which time zone to pick and decided not to go through all the list and decided to go with Arizona time. She said there were too many time zones and to make it a lot more simple.

Task 3: Complete the onboarding steps 1-3
Step 1: User questioned, "Why am I on here..to learn or to teach?" as she was typing her welcome message. She assumed she was there to learn. She didn't know what she was learning. Step 2: She questioned if her subjects would be listed. Step 3: She stated what if I don't want to share anything? The steps were easy I guess.

Task 4: Select a teacher and request a session. How did you feel about the session request form?
User selected a teacher easily. She completed the request a session easily.

Task 5: Send a message to your selected teacher. How did you feel about that process?
Participant found the send message button easily. It was easy to complete task.

Task 6: Where can you go to find your resources when you need help or have questions?
Participant scanned top to bottom to find the resources or frequently asked questions. She thought maybe the info or about me button.

Task 7: Go to your homepage
Participant went to the beta logo on the top left screen. She realized that was not it and started searching on all the available options at the top bar. She did not complete this task.

Becky Rayos

PARTICIPANT 3

Age: 33

Occupation: Nursing Student

Location: U.S., Texas, Bay City

QUOTES

"I hate this question about myself."

"I don't like to share too much."

"Online learning is ok. You don't get the one on one with the professor. Online is just email. I like in person."

"Looks like it is a teaching site, maybe like a tutoring." (home page)

"Maybe for colleges." (home page)

"Looks like a business offering educational platform for colleges." (home page)

"I can learn whatever I want to learn or need help with." (home page)

"If I want a job I could possible apply for a teaching job here." (home page)

"I guess I can learn about anything." (home page)

"I can learn a new language here." (home page)

"Oh I misspelled my subject, did it take it?" (search bar on home page)

"Nothing! I am confused. Is there nothing on my subjects?" (search bar on home page)

"Did they really mean they can teach about anything?" (search bar on home page)

"What are we? central time? That one? I don't know." (Sign up)

"Ok I am not going through all these. I am just using Arizona time." (Sign up)

"It's too many time zones. I need more simplified option." (Sign up)

"What am I on here for? To learn or to teach?" (Onboarding)

"I guess I am here to learn." (Onboarding)

"I don't know what I am learning." (Onboarding)

"You think my subjects will be on here." (Onboarding)

"I don't know..." (Onboarding)

"What if I don't want to add any subjects to share." (Onboarding)

"Steps 1-3 were easy." (Onboarding)

"Why does it say vegan cheese.." (Request a session - Selected a teacher)

"It was easy to request session." (request a session)

"Sending message was easy." (request a session)

"I don't know...it doesn't say frequently asked questions." (My matches Screen)

"Maybe homepage is here...no that isn't it." (My matches Screen)

"I don't know...how do you go back?." (My matches Screen)

Becky Rayos

Age: 33 Occupation: Nursing Student Location: U.S., Texas, Bay City

PARTICIPANT 3

NOTES:

- She felt reluctant to share detail information about herself
- She isn't a big fan of online learning.
- She likes the one on one with the teacher
- She feels like the platform is a teaching site or tutoring
- She feels its for colleges
- She feels she can learn or get help with a subject
- If she wanted a job to teach she could apply here
- She thinks she can learn about anything
- She found the search box easily
- She needed help spelling her subject and wasn't sure if it accepted her subject
- She was confused with the no results of subjects she entered
- She was frustrated she couldn't find her subjects
- She was overwhelmed by the long list of time zones
- She gave up and chose mountain time
- She wants a more simplified way to find her time zone
- She questioned, Why is she here for? To learn or teach?
- She assumed she was there to learn

NOTES:

- She was doubting her subjects would be listed
- She felt really unsure of completing the 2nd step
- She did not want to share anything
- She said the steps 1-3 were easy
- It was easy to request a session
- It was easy to send a message
- She had trouble finding the help or resources
- She did not find the help or resources
- She could not find the home screen
- She scanned the entire my matches screen and top features and gave up
- She would like a frequently asked questions button

Stephanie Mejia

Age: 33 Occupation: Nursing Student Location: U.S., Texas, Houston

PARTICIPANT 4

Tell me a little bit about yourself?

I am currently in nursing school to be an LVN

Are you a student or teacher? Student

What are you studying or teaching? Nursing

How do you feel about learning something new? I am pretty good at learning things that are new

How do you feel about online learning? I like online learning, I feel its convenient. I don't like it if there is no one available to answer questions.

Before we begin, take a few minutes to review the homepage. Tell me what the purpose of this site/app is?

- It looks like this is a virtual place to learn, not sure if it is face to face. You can learn different subjects. It seems it is free. There are virtual classrooms. Is it for any speaking languages? Is there always going to be someone available all the time?

What do you think you can gain from this site and what is its purpose?

- It seems I can learn about any subject. I am not sure if there are categories but if I need help with any subject I can request a tutoring

What tasks do you think you can accomplish using this site?

- Maybe I can work with a company to teach
- Maybe to not only learn but to meet people with similar interest

Stephanie Mejia

Age: 27 Occupation: Nursing Student Location: U.S., Texas, Houston

PARTICIPANT 4

Task 1: Search for a subject you are interested in learning more about.

The participant knew to go to the search bar. User spelled her subject wrong. She questioned if she could only pick from the provided list. She completed the search.

Task 2: Select a teacher and create an account (how did you feel about selecting your time zone)

She felt the teachers needed more bio info. She selected her teacher and created account with ease. She asked do I leave it on Chicago time zone? The time zone was confusing for her. The form was simple. She stated maybe it should provide a confirm password.

Task 3: Complete the onboarding steps 1-3

Step 1: So here I need to write a bio? Step 2: She easily added her subjects. She asked what if I don't want to teach do I still have to fill step 3 out? She stated on step 1 maybe it could say "Hello tell me something about you." Step 2 She liked and maybe it could provide popular subjects she could choose from. Step 3 could use a skip option.

Task 4: Select a teacher and request a session. How did you feel about the session request form?

User wanted to go back and select a different teacher but didn't know now to go back and choose new teacher. She was confused with what they taught. The time zone could be changed for people who aren't sure. She wasn't sure if she requested the session successfully. She went to her profile to see if it was booked. She went to my matches and could not confirm her session she booked.

Task 5: Send a message to your selected teacher. How did you feel about that process?

Participant found the send message button easily and wanted to see her sent message but didn't know where to go. She found it under her messages.

Task 6: Where can you go to find your resources when you need help or have questions?

Participant went to info, about us and profile but couldn't find the resources.

Stephanie Mejia

Age: 27 Occupation: Nursing Student Location: U.S., Texas, Houston

PARTICIPANT 4

Task 7: What was your overall experience? Suggestions, thoughts?

Maybe there can be a tutorial on how to use the website. Like using prompts to help me learn how to use it. The matches need more details about their subjects they teach. The zero matches need to stand out more. Add popular subjects being searched. She questioned where the homepage is.

Task 8: Go to your homepage

She would like to click on the beta top left logo to go to the homepage. She was not able to find homepage.

Stephanie Mejia

Age: 27 Occupation: Nursing Student Location: U.S., Texas, Houston

PARTICIPANT 4

QUOTES:

"I'm pretty good at learning new things."

"I like online learning, it is convenient."

"This looks like a virtual place to learn." (Home page)

"Not sure if it is face to face." (Home page)

"I can learn different subjects...seems like." (Home page)

"Seems it is free." (Home page)

"Is it for any speaking language?" (Home page)

"Is there always anyone available at any time?" (Home page)

"I can learn about any subject, not sure if there are categories." (Home page)

"I can request a class or tutor." (Home page)

"I can work with a company to teach." (Home page)

"Maybe chat with others with similar interest." (Home page)

"Some of these people need more bios." (My matches)

"Leave it on Chicago time zone?" (sign up)

"Time zone was kinda confusing." (sign up)

"Form was simple." (sign up)

"Maybe it should have confirm password twice." (sign up)

"Is this something that someone is saying?" (on step 1 of onboarding)

"What if I don't want to teach, do I still have to do it?" (step 3)

"Maybe add popular subjects that I can pick from." (search for subject)

"Ok..so I want to go back." (my matches screen)

"I want to pick a new teacher." "I don't know how to do that." (my matches screen)

"I guess this is what they are teaching?" (selected a teacher)

"The time can be easier for those who don't know their time zone/" (request session)

"I am not sure if I requested a session." (request session)

"I don't know where to see if I booked my session." (request session)

"Sending message was fine but now I don't know where to find my sent message went...there it is." (request session)

"I would go to info for help." (looking for help or resources)

"I am assuming help is suppose to be here." (looking for help or resources)

"Maybe there can be a tutorial on how to use the site for the first time."

"The matches, the teachers need more info on subjects. I was confused on what they were teaching."

"So I guess this is where it states there are no matches...maybe that needs to stand out more."

"Is there a homepage?"

Stephanie Mejia

PARTICIPANT 4

Age: 27 Occupation: Nursing Student Location: U.S., Texas, Houston

NOTES:

- She is pretty good at learning new things
- She likes online learning because it is convenient
- She doesn't like the instant availability of teachers when she has questions
- She thinks its virtual face to face learning
- She thinks it's free website
- She questions if it is for all speaking languages
- It seems you can learn about any subject and request class or tutor
- She thinks you can learn and meet new people
- She found the search bar easily
- She wasn't sure if the searched subject had to be listed on drop down list
- She needs more bios on teachers
- She easily created her account
- She wasn't sure about her time zone and guessed
- Time zone was confusing for her and form was simple
- She would like confirm password twice
- She was confused with step 1 on onboarding

NOTES:

- She wasn't sure if she had to add her bio
- She did not want to teach
- She asked if she still has to complete step 3
- She liked adding subjects to learn and add popular subjects
- She wanted a skip option on step 3
- She completed request a session easily
- She wanted to go back and pick a different teacher
- She didn't know how to pick a new teacher
- She questioned if the subjects listed is what they are teaching on request a session
- She wanted help on the time zone
- She wasn't sure if the session was requested
- She did not find her confirmed session
- She easily messaged her teacher
- She wasn't sure if the message was sent and wants to find the sent message to confirm
- She could not find the help or resources
- She could not find the homepage

Eric Johnson

PARTICIPANT 5

Age: 56 Occupation: Software Engineer Location: U.S., Colorado, Broomfield

Tell me a little bit about yourself?

He has been a software engineer and architect for 21 years, currently a manager at a startup. He has done front end, back end and specialized in the cloud for about 8 years. Hobbies are yoga, martial arts.

Are you a student or teacher? neither

What are you studying or teaching?

How do you feel about learning something new? I think it is great

How do you feel about online learning? I think it is fine and good for a lot of things especially basic info, fundamentals. Some things could be nice to have someone to answer questions.

Before we begin, take a few minutes to review the homepage. Tell me what the purpose of this site/app is?

- Noticed the first global 1 to 1 live learning, not too sure what that is. That seems big to scale. I'd want 90% of the time reading and learning and 10% with the teacher. Meet, teach and learn from people about different subjects.

What do you think you can gain from this site and what is its purpose?

- Great way to learn certain things. Maybe the basics or finding an expert

What tasks do you think you can accomplish using this site?

- Meet people who teach different subjects
- Interact with them
- Practice a language with a native speaker

Eric Johnson

PARTICIPANT 5

Age: 56 Occupation: Software Engineer Location: U.S., Colorado, Broomfield

Task 1: Search for a subject you are interested in learning more about.

The participant knew to go to the search bar

Task 2: Select a teacher and create an account (how did you feel about selecting your time zone)

He felt the search information was kinda weird. He selected a teacher and He noticed there should be a letter I before Accept. He felt the create account form was pretty standard. It would be nice if the user didn't have to figure out the time zone. Maybe it would be selected for the user by the city they entered. Add country and skip time zone feature.

Task 3: Complete the onboarding steps 1-3

Step 1: User completed the create account and hit complete. When he clicked on the here link nothing happened. Participant did not complete this task. The steps did not appear for him. He had to go back and try to sign up with a random name and email to be able to sign up and complete the next tasks. He was successful with the fake email. Step 1: completed Step2: He couldn't use the down arrow to select an option on the drop down list. Step 3: He did not want to teach and skipped step.

The x and sve icon on the subjects on the right are odd and very awkward form

Task 4: Select a teacher and request a session. How did you feel about the session request form?

Easily found request session button. He found the duration feature was easily skipped. Find a way to emphasize the title of duration or require it. Was able to request a session

Task 5: Send a message to your selected teacher. How did you feel about that process?

Participant found the send message button easily and sent the message. He found the message sent, close here button odd. Maybe just close it automatically.

Eric Johnson

PARTICIPANT 5

Age: 56 Occupation: Software Engineer Location: U.S., Colorado, Broomfield

Task 6: Where can you go to find your resources when you need help or have questions?

Participant went to the search but did not find help. Selected the chat option but that was not it. Checked at the bottom but nothing. He spent a while trying to find the help.

Task 7: Go to your homepage

He struggled to find the home page.

Final thoughts:

The UI is in a bit of a rough state. Def a working progress. Looks ametaur. Inexperienced developers working on site. Def have things that need to be smoothed out. The home page looks pretty nice.

Eric Johnson

PARTICIPANT 5

Age: 56

Occupation: Software Engineer

Location: U.S., Colorado, Broomfield

QUOTES:

"I think it's great to learn something new"

"I think online learning is good for a lot of things, like basic info, fundamentals."

"Some things you are learning you need someone to answer questions."

"Not sure what it means to have first global 1 to 1 live learning." (home page)

"May be hard to scale." (home page)

"What does that mean?" (home page)

"Some things I am learning, I may not want someone with me."

"Meet, teach and learn from people in real time, so i am assuming there are alot of subjects." (home page)

" Could be a great way to learn." (home page)

"I can meet people who teach different subjects, interact with them." (home page)

"Curious how it would work due to the different time zones, interesting." (home page)

"May be hard to have a live person all the time." (home page)

"Just setting expectations" (home page)

"Homepage is pretty nice" (home page)

"Search...something weird going on there." (search subject)

"Form is very standard, add the letter I before accept." (sign up)

"It would be nice if I didn't have to calculate my time zone." (sign up)

"The thank you box could be timed out and lead me back to a screen instead of just staying there." (sign up)

"Um..teacher?" (My matches screen)

"You may want to add teachers title." (My matches screen)

"The down arrow to select doesn't work"(home page search bar)

"I'm busy, I don't have time to share." (onboarding)

"The step 3 is a bit odd" (onboarding)

"What is that?" (onboarding step 3 - top right plus sign)

"This is a bit reverse order" (onboarding step 3 - top right plus sign)

"This is just an awkward form" (onboarding)

"This could be improved visually for sure in some ways." (onboarding)

"I found the duration feature easy to skip. Maybe emphasize a bit more." (request session)

"Message sent, close here button is odd. Might want message sent and time out the box to exit to page" (send message)

"Non standard form and button on message" (send message)

"Ummm....that is a feedback, help...contact us?" (looking for help)

"Good to have a help or how it works button on top"

"Looks like a working progress, UI is in a bit of a rough stage, looks ametaur"

Eric Johnson

PARTICIPANT 5

Age: 56 Occupation: Software Engineer Location: U.S., Colorado, Broomfield

NOTES:

- He thinks learning something new is great
- He thinks online learning is good for basics, fundamentals
- Not sure what live to live global means, may be hard to scale
- He wants to spend 90% learning alone and 10% with live person
- Can be a great way to learn things
- Great for finding experts
- He doubts the capabilities of site but finds it interesting
- Stated, it may be hard to have a live person 24/7
- He entered sign up info but site did not allow him to go to the steps 1-3 onboarding, took him a while and had to create a second fake account
- He thinks the sign up form is very standard
- Stated the thank you box should be timed out or needs something else
- He tried logging in for several minutes but could not successfully enter onboarding
- He was confused with the matches screen, he wanted to see a teacher title
- He was annoyed with the inability to sign up and enter site
- He felt step 2 was a bit awkward, both interaction and visually

NOTES:

- He skipped step 3, doesn't have time to share
- The plus sign on subjects added is misleading
- He found the request session button easily
- He found it easy to skip the duration feature
- He easily found message button
- He stated the message sent, close here odd. Maybe time out the box
- He stated it looks non standard
- He could not find a resources or help button
- He thought the chat icon at bottom would be it or the contact us
- He spent a few minutes trying to find a help button
- He did not find the homepage or dashboard
- He stated the UI is in a bit of a rough state
- Looks like a working progress
- Site looks ametaure, inexperienced developers creating it
- He stated things need to be smoothed out
- He thinks the homepage is really nice and is the best screen

USABILITY TEST REPORT

TASK #	OBSERVATION	SEVERITY	RECOMMENDATION
1	<p>Task 1: Search for a subject you are interested in learning more about.</p> <p>All users found the search box on the homepage easily and were able to type their choice. Some questioned if thier subject was available and were confused with the suggested list. They thought they were limited to that list.</p>	3	Allow the users to search any subject they enter, if it is misspelled either provide a corrected word or allow the search as is with misspelled word. Also include a list with trending searches
2	<p>Task 3: Complete the onboarding steps 1-3</p> <p>One user wasn't sure if the example greeting was an example or something someone was saying. All completed steps 1-3 but all expressed some sort of unsureness of the form being used</p>	4	Make the form more standard and familiar. Also add the option to skip the 3rd step for those who do not want to share
3	<p>Task 2: Select a teacher and create an account</p> <p>Some users questioned if the cards available were teachers. It was not as obvious for them. They would like more details on bios and experience. All but one user was able to enter info. All users did not like having to figure out their time zone. They all felt unsure.</p>	2	Add a title to the Matches page to better identify the cards found are teachers. Add more bios and emphasize the teacher's experience. Remove the time zone list and add an easier way for the user. Have the user enter their country and city and the site figures out their time zone.
4	<p>Task 4: Request a session.</p> <p>All users found the request session button easily. 2 users skipped the duration feature and all had to think about time zone</p>	2	Make the duration feature more obvious with a bolded title or UI. Provide an easier way for user to figure out the time zone.

USABILITY TEST REPORT

TASK #	OBSERVATION	SEVERITY	RECOMMENDATION
5	<p>Task 5: Send a message to your selected teacher.</p> <p>All users found the message button easily. Most were confused by the button stating message sent, close here.</p>	3	<p>Make the interaction of the sent message more familiar. Remove the Close here button and either time out the box and it closes by itself or just provide the X on the top right of the box.</p>
6	<p>Task 6: Where can you go to find your resources when you need help or have questions?</p> <p>All users spent time clicking on the about us, chat icon or info button hoping to find help or resources.</p>	4	<p>Provide a help or resources button that is visible and recognizable accessible on every page of site. A chat option would work as well.</p>
7	<p>Task 7: Go to your homepage</p> <p>All users expected to go to their home page by clicking on the top left Beta logo but were not able to find the home page. Some users wanted to go to the homepage.</p>	4	<p>Allow the users to go to the homepage by clicking on the top left beta logo or provide a dashboard feature for the user to go to anytime while on the site.</p>

Revision for Task 1:

Task: Search for a subject you are interested in learning more about.

Pain Point: All users found the search box on the homepage easily and were able to type their choice, but some questioned if their subject was available and were confused with the suggested list. They thought they were limited to that list.

Recommendation: Allow the users to search any subject they enter not just the provided list. if it is misspelled either provide a corrected word or allow the search as is with misspelled word. Also include a list with trending searches

BEFORE



The current search bar limits the user to only select subjects from the provided list. The phrase "Start typing and click on the subject from the list..." gives the user the impression that they can only search for subjects listed and not what they want. It is limiting.

AFTER

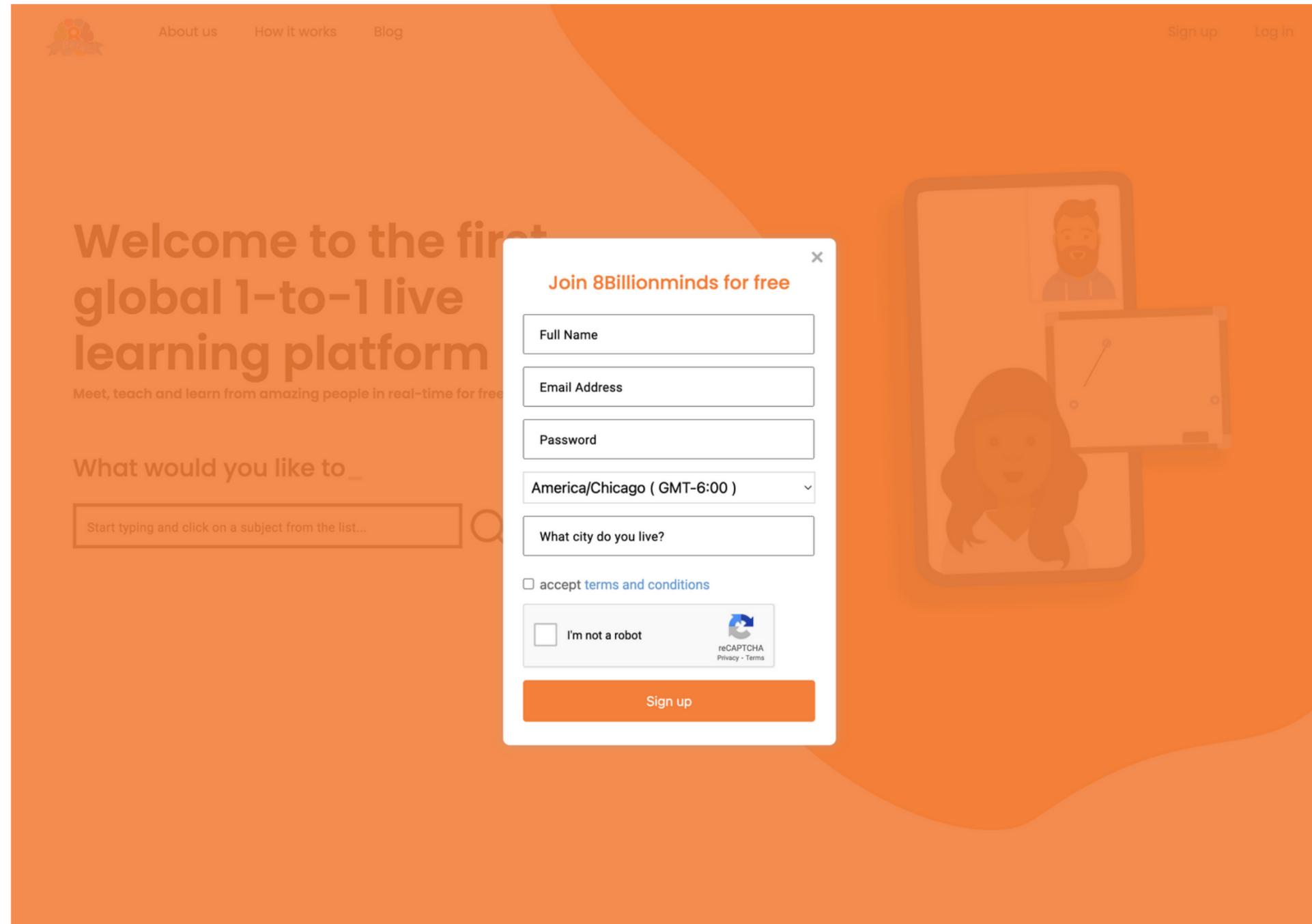


Here the phrase implies to the user that they can search for any subject of their choice. To the right of the search bar is the option to "EXPLORE" lessons, teachers and subjects.

Revision for Task 2: Task 2: Create an account

Pain Point: All but one user was able to enter info. All users did not like having to figure out their time zone. They all felt unsure.

BEFORE



The screenshot shows the homepage of 8Billionminds with a sign-up modal open. The modal is titled "Join 8Billionminds for free" and contains the following fields and elements:

- Full Name
- Email Address
- Password
- America/Chicago (GMT-6:00) (dropdown menu)
- What city do you live?
- accept [terms and conditions](#)
- I'm not a robot (reCAPTCHA)
- Sign up button

The background of the website features a large orange banner with the text "Welcome to the first global 1-to-1 live learning platform" and a search bar with the placeholder "What would you like to...".

Revision for Task 2: Task 2: Create an account

Recommendation: Remove the time zone list and add an easier way for the user. Have the user enter their country/Region and the site figures out their time zone. Provide an SSO log in using Google.

AFTER

The screenshot shows a web application interface. At the top, there is a navigation bar with links for 'About us', 'How it works', and 'Blog'. On the right side of the navigation bar, there are links for 'Sign up' and 'Log in'. The main content area features a large heading 'Welcome to global 1-to-1 learning platform' and a sub-heading 'Meet, teach and learn from amazing people'. Below this, there is a search bar with the placeholder text 'What would you like to learn?' and a button that says 'Start typing and click on a subject from the list'. A sign-up form is overlaid on the page, featuring a 'Beta' badge and a close button. The form has two tabs: 'Sign up' (selected) and 'Sign in'. The sign-up form includes input fields for 'Full name', 'Email', 'Username', and 'Password', and a dropdown menu for 'Country/Region'. Below these fields is a checkbox labeled 'I agree to terms and conditions' and an orange 'Sign Up' button. At the bottom of the form, there is a section for 'Or sign in with:' featuring a 'Continue with Google' button.

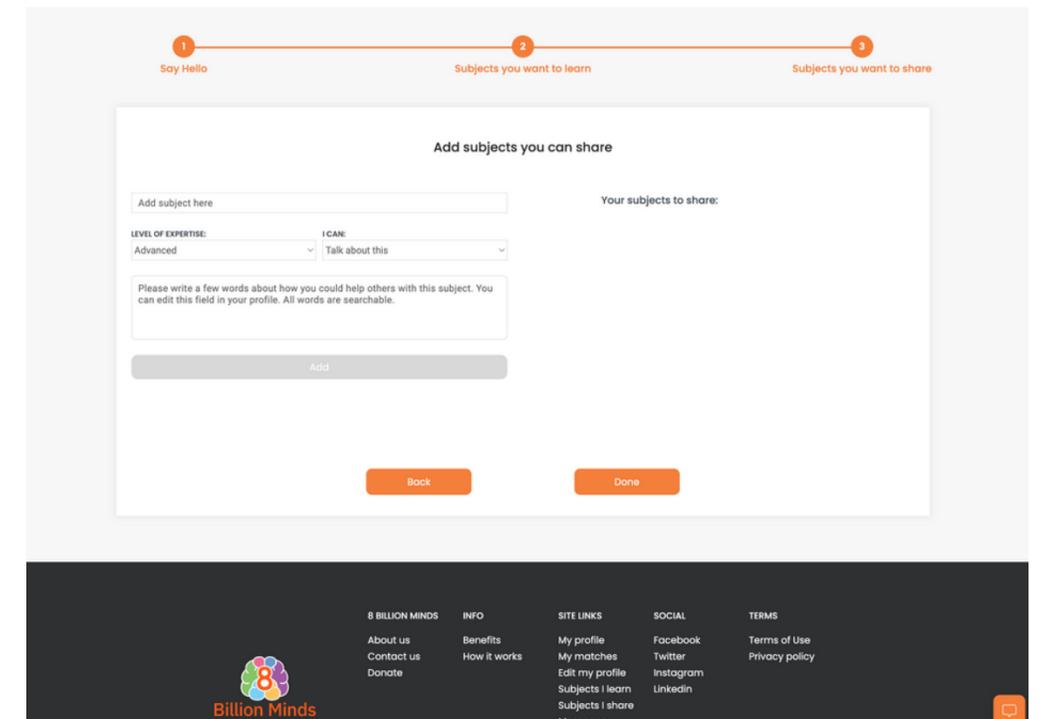
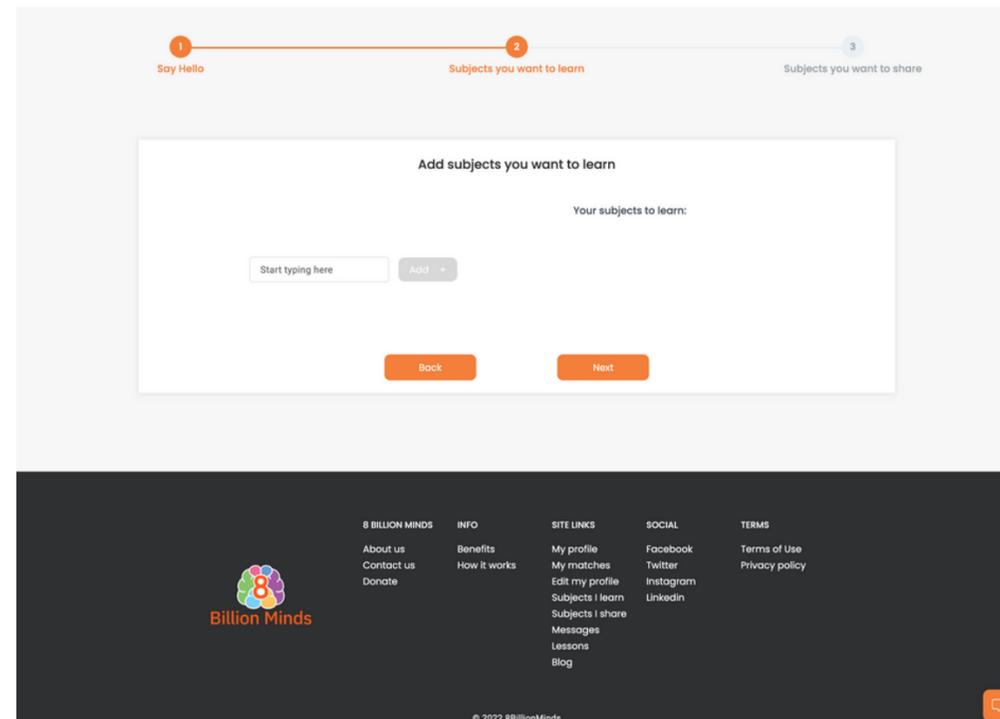
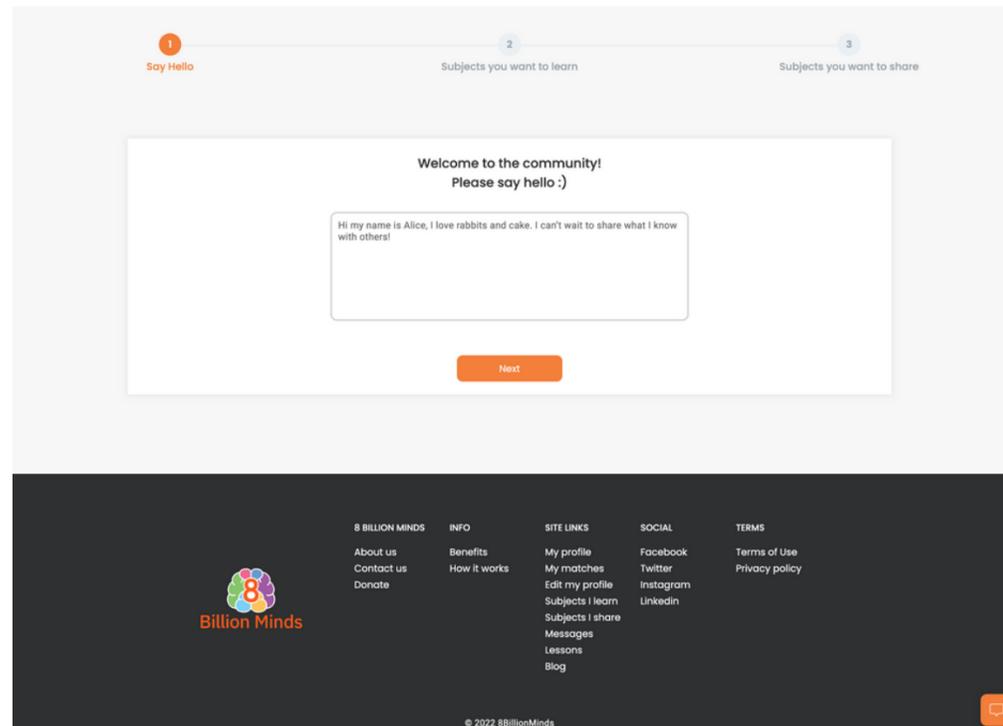
Here a few things were updated.

- The placeholder text was changed to a tint of black
- added the letter I in front of agree
- added the 8BM logo to the left to have the option to go home.
- In the left empty orange space, maybe add an interesting fact about online learning or 8BM.

Revision for Task 3: Task 3: Complete the onboarding steps 1-3

Pain Point: One user wasn't sure if the example greeting was an example or something someone was saying. All completed steps 1-3 but all expressed some sort of unsureness of the form being used

BEFORE

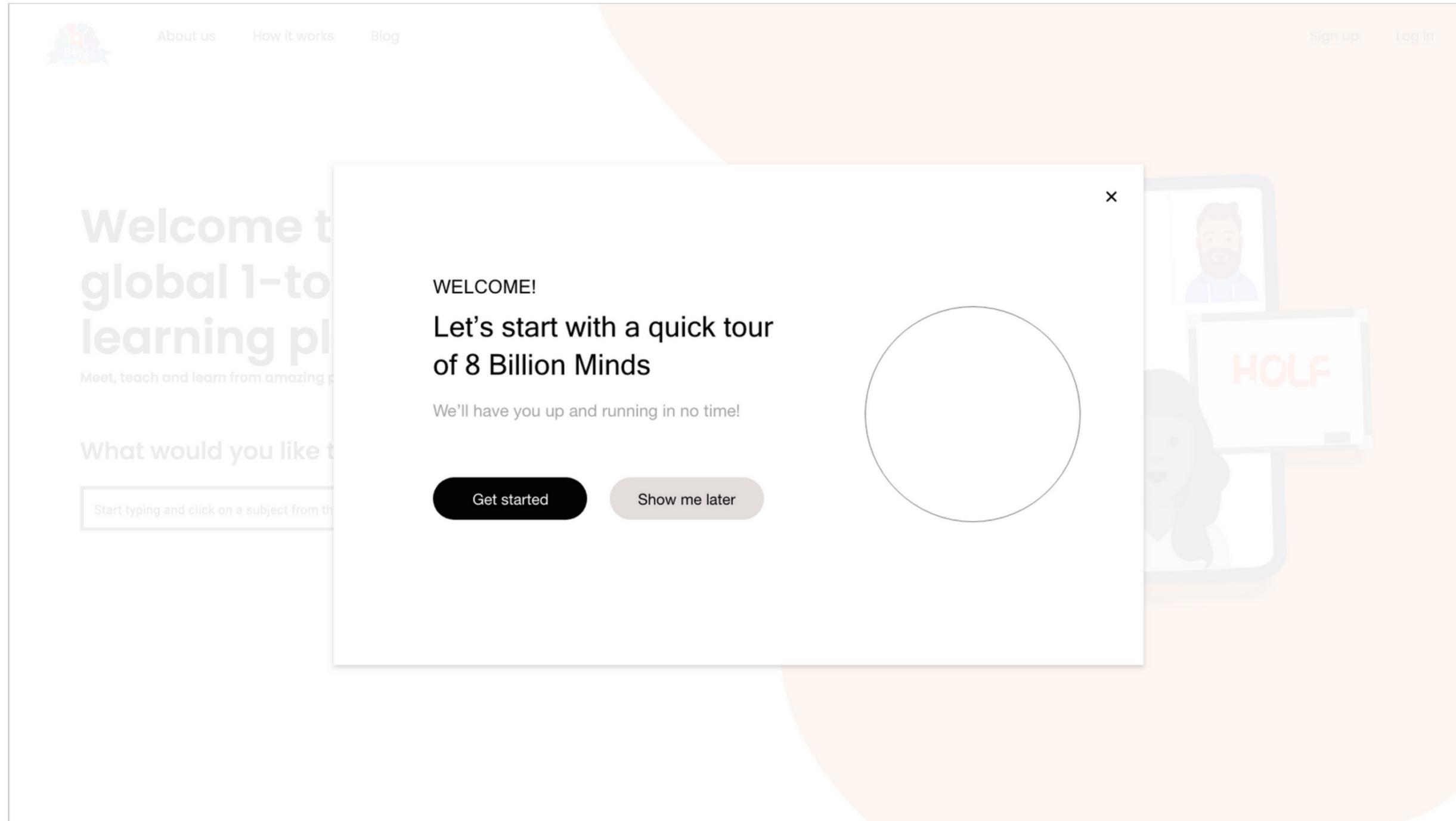


Revision for Task 3:

Task 3: Complete the onboarding steps 1-3

Recommendation: Make the form more standard and familiar. Also add the option to skip the 3rd step for those who do not want to share

AFTER

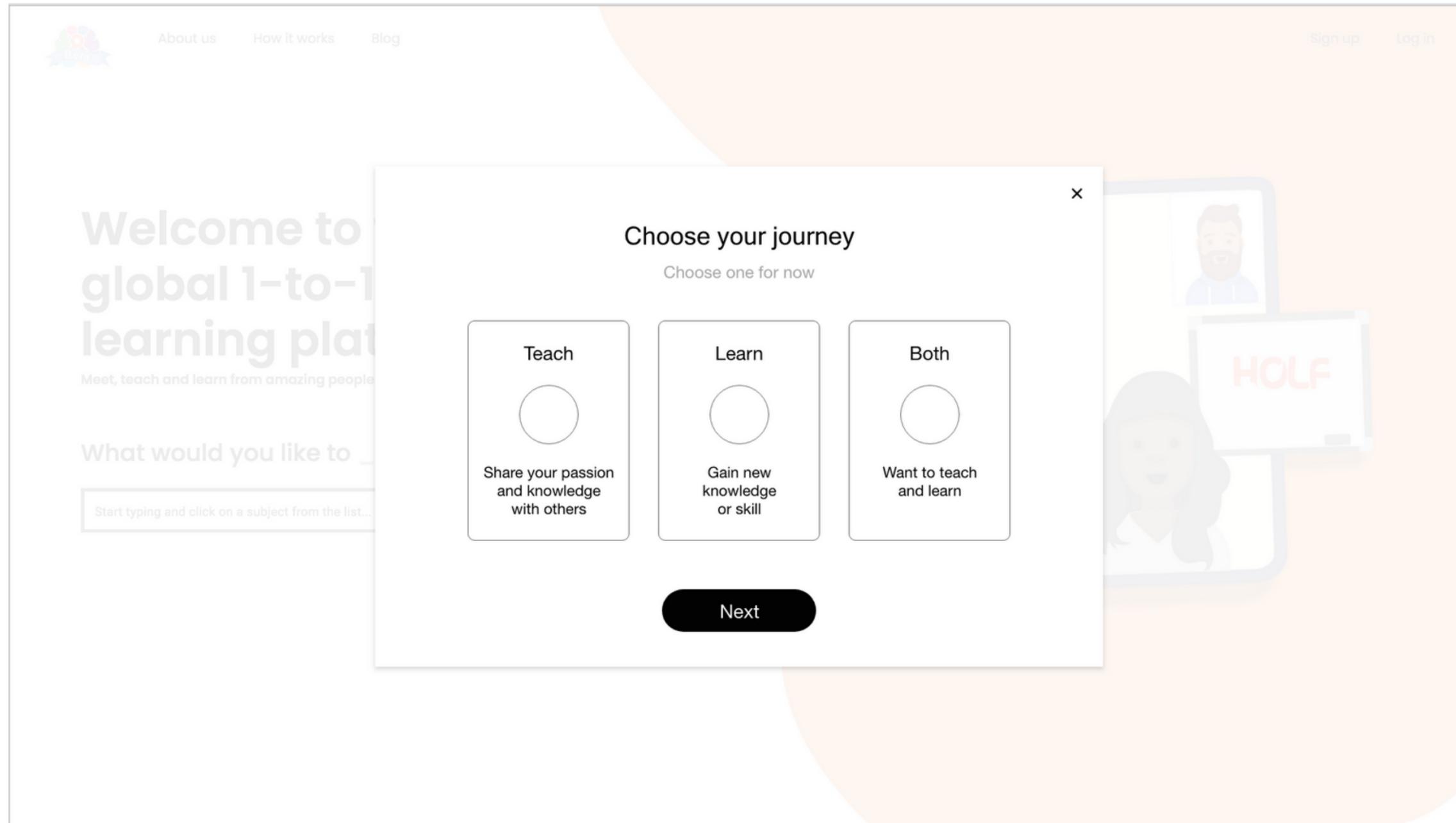


Revision for Task 3:

Task 3: Complete the onboarding steps 1-3

Recommendation: Below is screen 2 of the new onboarding. Here the user can choose from one of the 3 user journeys.

AFTER



The user has a choice to choose what journey to take. Each of the 3 journeys will have a different dashboard or we can make both teach and learn dashboards available to any user. The unused journey will be inactive until they decide to activate it.

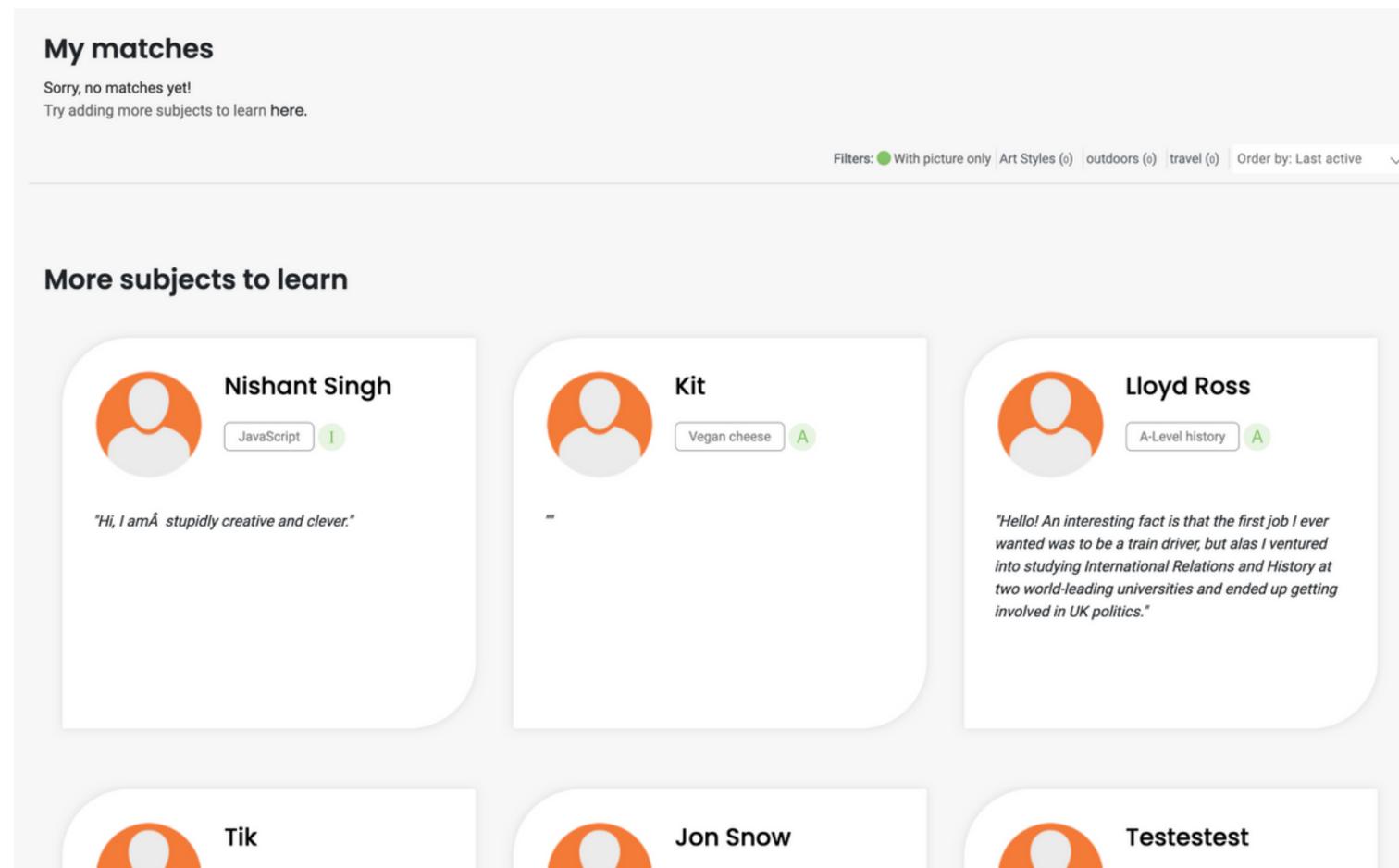
After the user chooses their journey they will be presented with additional onboarding screens that will collect data to help make recommendations and a more tailored experience.

Revision for Task 2:

Task 2: Select a teacher

Pain Point: Some users questioned if the cards available were teachers. It was not as obvious for them. They would like more details on bios and experience.

BEFORE

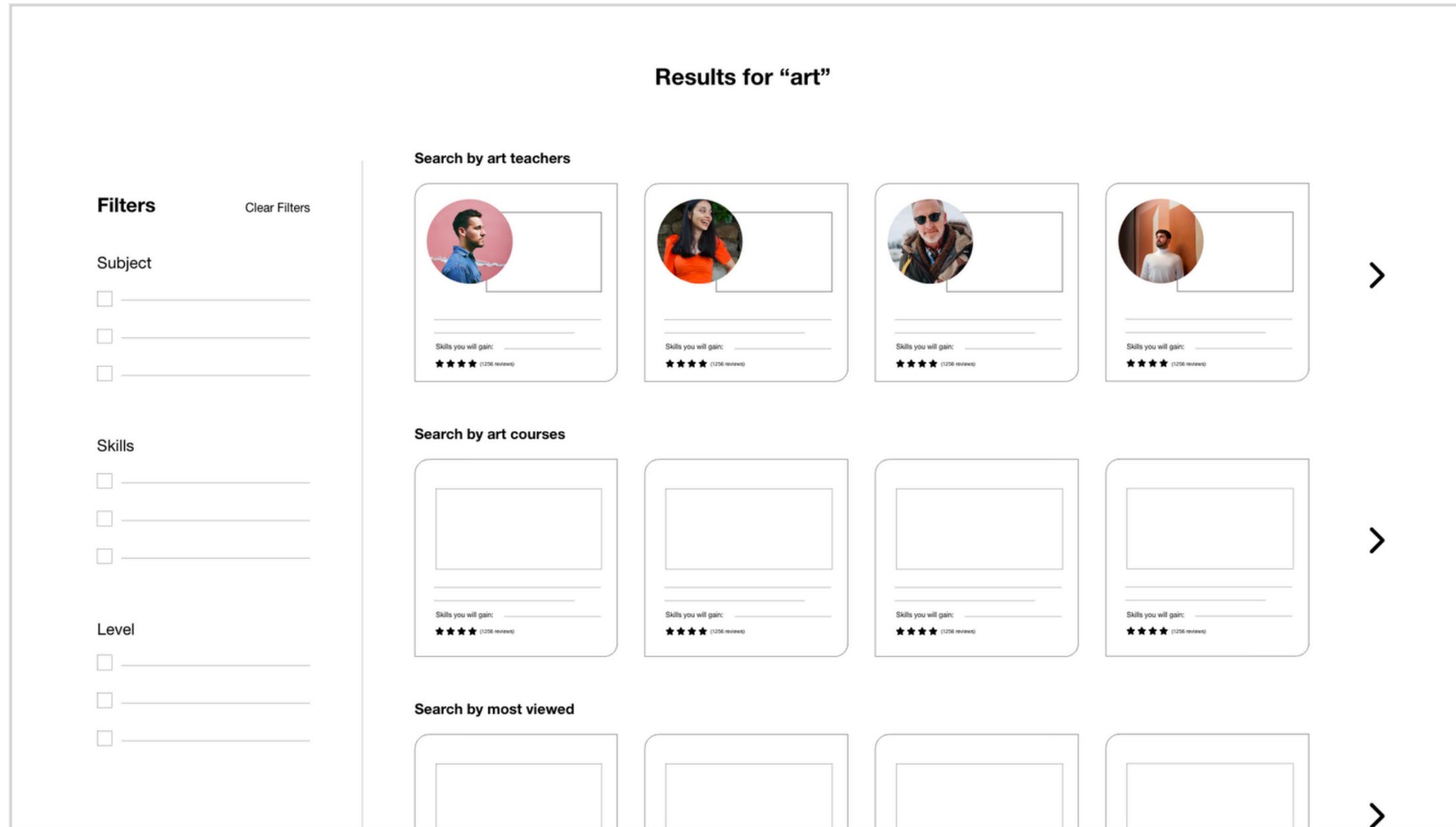


The current My Matches screen is a little confusing to the user. Users were not sure if the cards under "more subjects to learn" were teachers or students. Along with more detail about the teacher to help them find their best fit.

Revision for Task 2: Task 2: Select a teacher

Recommendation: Add a title to the Matches page to better identify the cards found are teachers. Add more bios and emphasize the teacher's experience. Remove the time zone list and add an easier way for the user. Have the user enter their country and city and the site figures out their time zone.

AFTER



The updated My Matches screen has a title at the top that confirms their search and then provides the user with 3 sections to choose from. The user can search by art teachers, art courses, and mostly viewed videos. On the left side is a filter section. The user can check as many selections to help refine their search.

For each card their can be a photo of the instructor, description of the course, an image of the subject, skills the user will acquire in the course and star rating of the course

Revision for Task 4: Task 4: Request a session.

Pain Point: All users found the request session button easily. 2 users skipped the duration feature and all had to think about time zone

BEFORE

Nishant Singh
Hi, I am a stupidly creative and clever.

Request session Message member

Stats

Response rate	Rating
N/A	N/A
Minutes taught	Minutes learned
0	0

Information

Subjects Nishant Singh shares

- Front End Design / UX +
- JavaScript +

Please support 8BM!
8BM is run by volunteers

Donate

Subject:
Front End Design / UX

Date:
Gmt -06
20 Jul 2022 (Wednesday) - 11 : 00

Suggested duration minutes: N/A

What is your previous knowledge about this subject?

What would you like to know more about specifically?

Why would you like to learn from Nishant Singh?

Submit request

Revision for Task 4: Task 4: Request a session.

Recommendation: Make the duration feature more obvious with a bolded title or UI. Provide an easier way for user to figure out the time zone.

AFTER

The screenshot displays a user interface for requesting a session. A modal window is open, showing the following details:

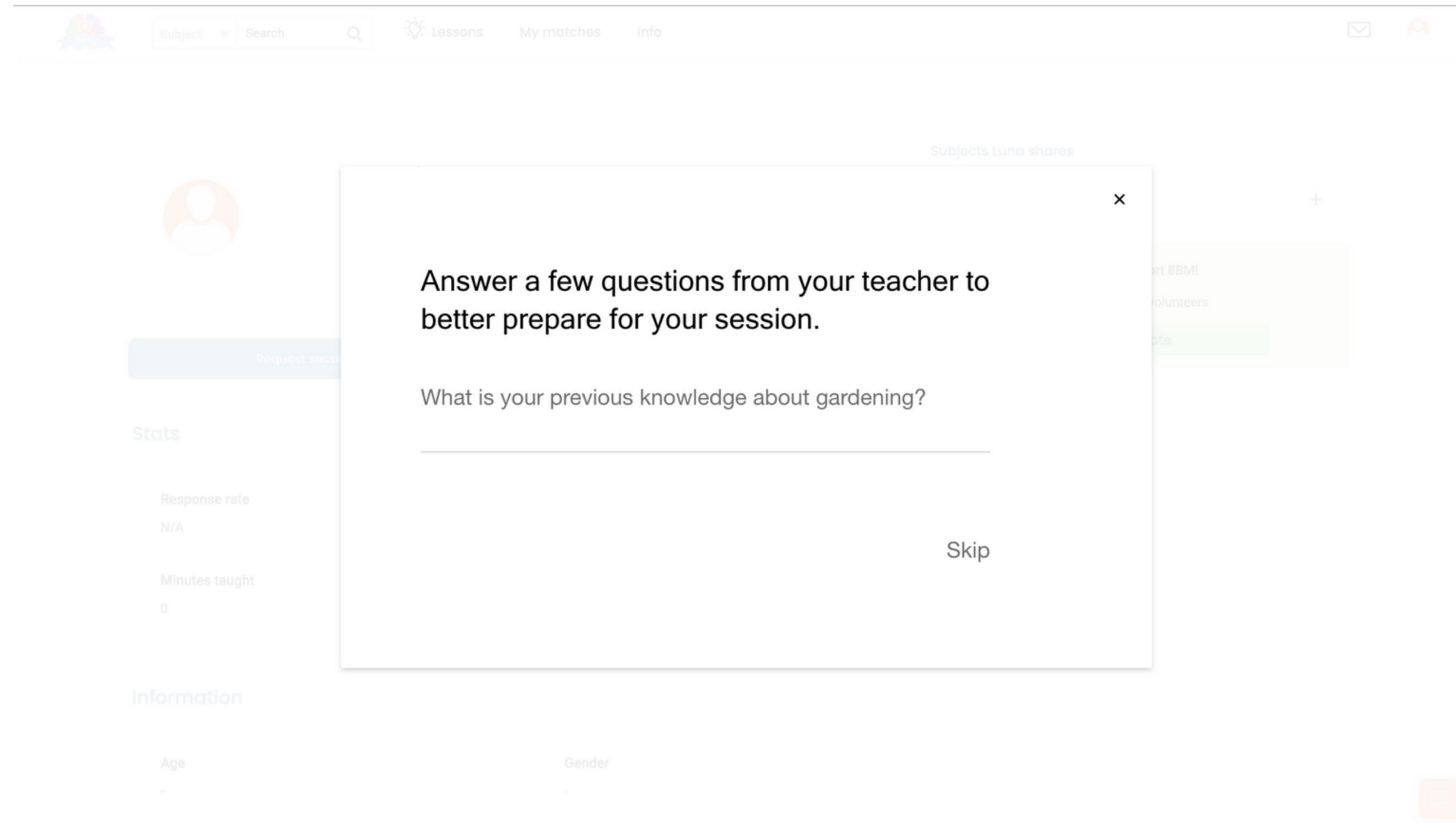
- Session Title:** Gardening 101 - Ahmed Taher
- Rating:** ★★★★★ (1256 reviews)
- Duration:** 30 Minutes
- Price:** \$Free
- Skills you will gain:** _____
- Select Day:** A calendar view for July, with the 4th selected.
- Session Period:** 30 Min, 45 Min, 60 Min, 90 Min >
- Available Times:** 09:00 AM, 10:00 AM, 11:30 AM >
- Confirmation:** Confirm your session: Gardening 101 with Ahmed Taher 30 minute session on July 4 at 11:30AM CT
- Action:** Next

The background shows a sidebar with a profile icon, a 'Request session' button, and sections for 'Stats' (Response rate: N/A, Minutes taught: 0) and 'Information' (Age, Gender).

Revision for Task 4: Task 4: Request a session.

Recommendation: Make the duration feature more obvious with a bolded title or UI. Provide an easier way for user to figure out the time zone.

AFTER

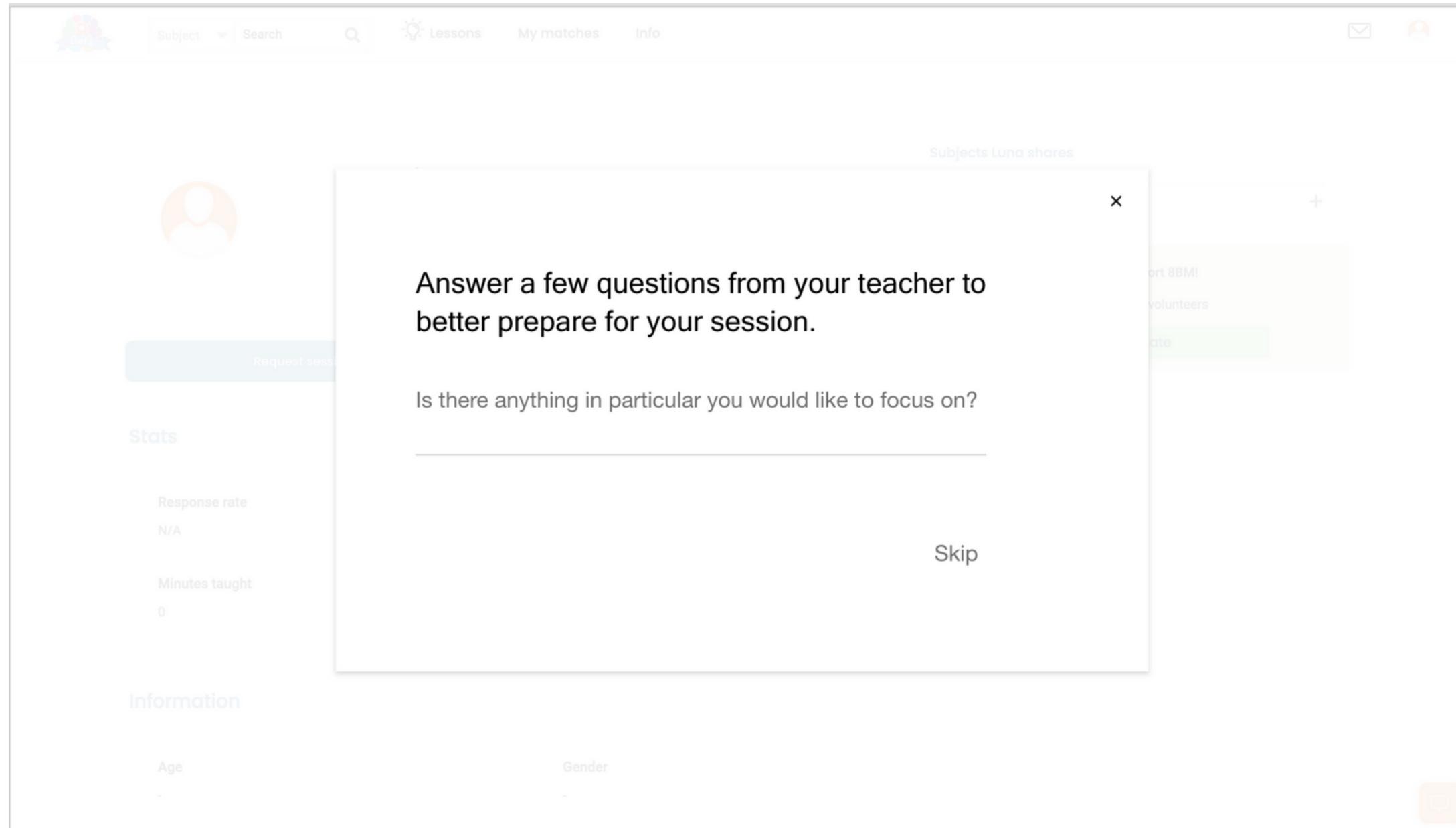


Revision for Task 4:

Task 4: Request a session.

Recommendation: Make the duration feature more obvious with a bolded title or UI. Provide an easier way for user to figure out the time zone.

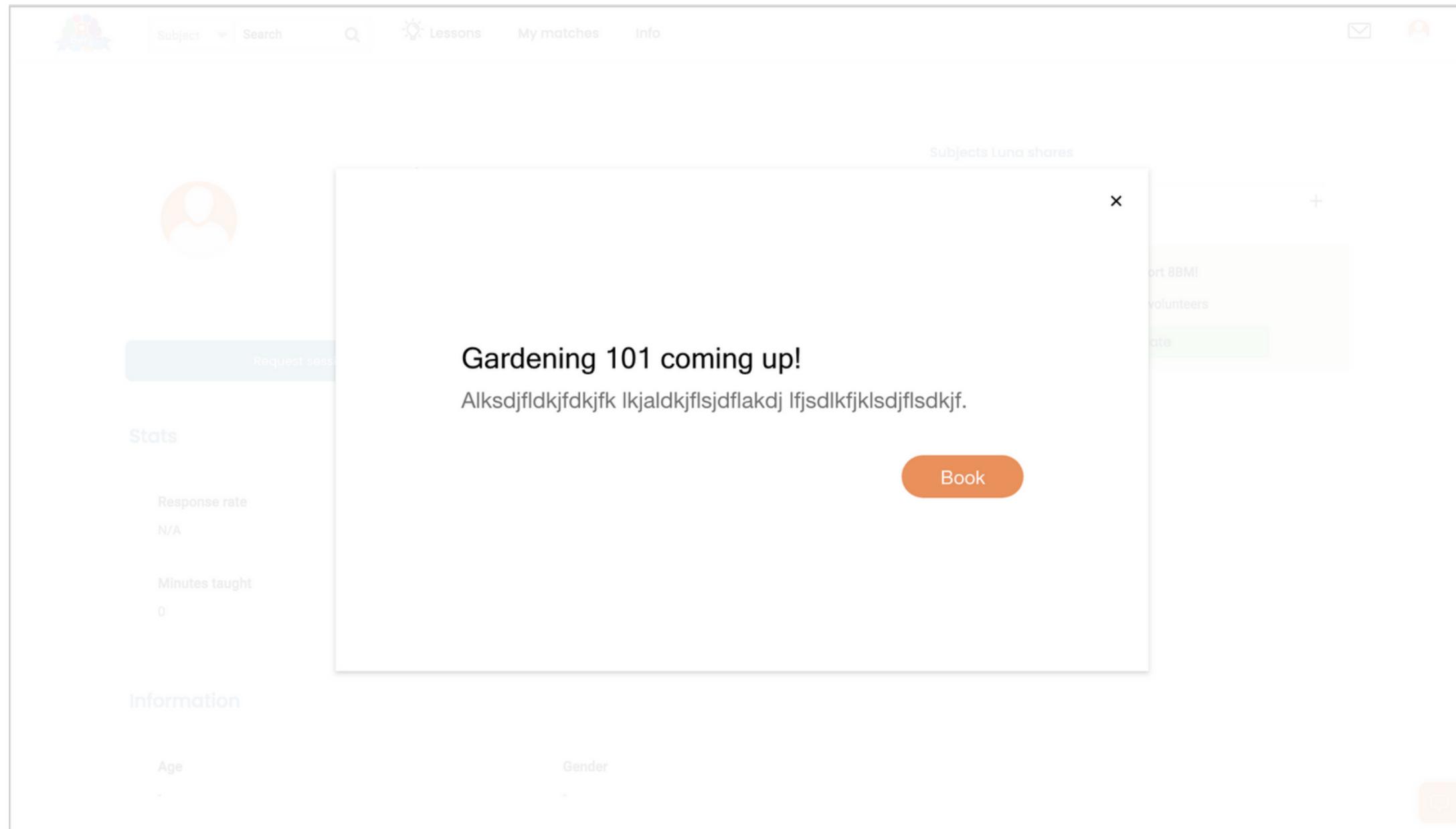
AFTER



Revision for Task 4: Task 4: Request a session.

Recommendation: Make the duration feature more obvious with a bolded title or UI. Provide an easier way for user to figure out the time zone.

AFTER



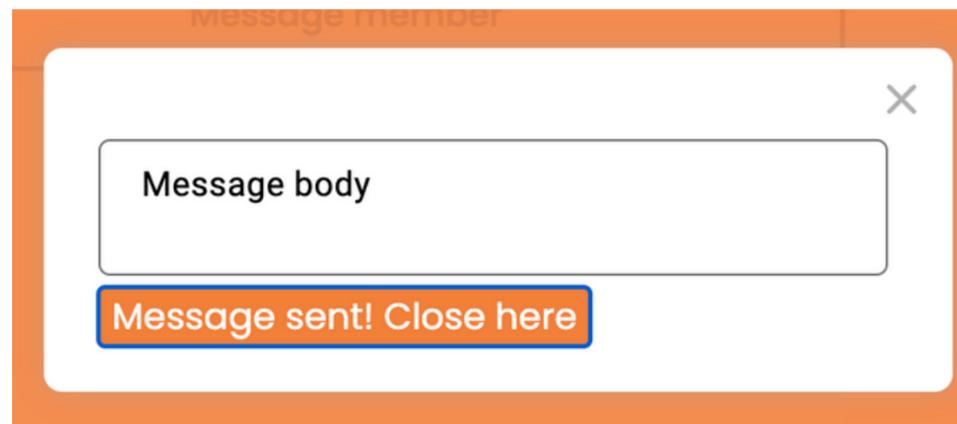
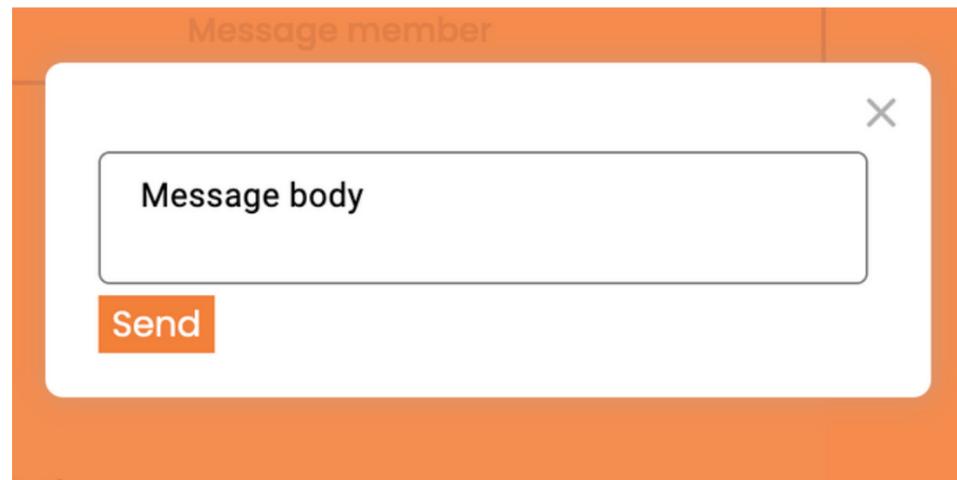
Revision for Task 5:

Task 5: Send a message to your selected teacher.

Pain Point: All users found the message button easily. Most were confused by the button stating message sent, close here.

Recommendation: Make the interaction of the sent message more familiar. Remove the Close here button and either time out the box and it closes by itself or just provide the X on the top right of the box.

BEFORE



AFTER

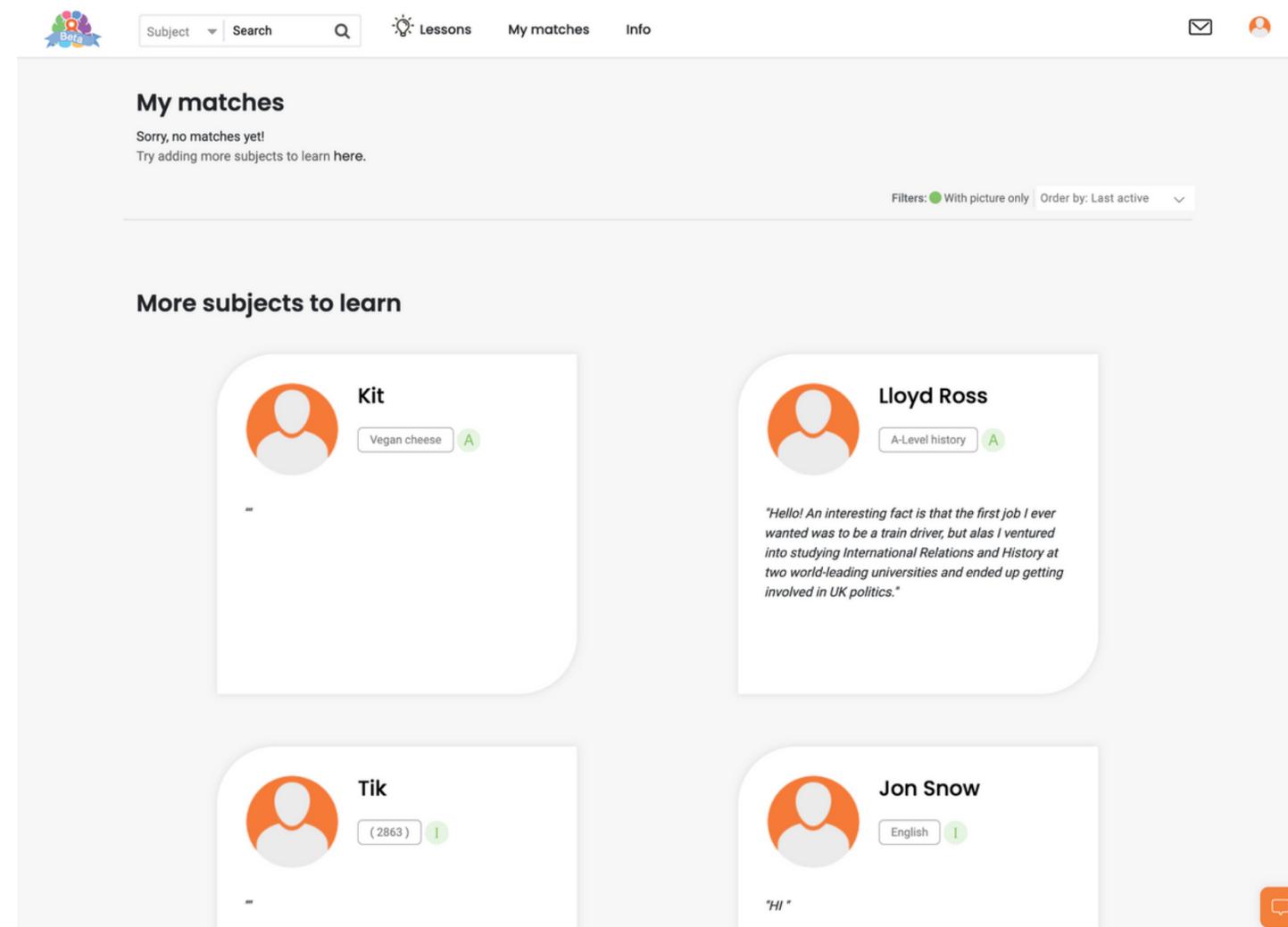
Once the user has clicked on the send message, the box will time out and close on its own. The user would be able to go to their messages in profile and view all previous communication.

Revision for Task 6:

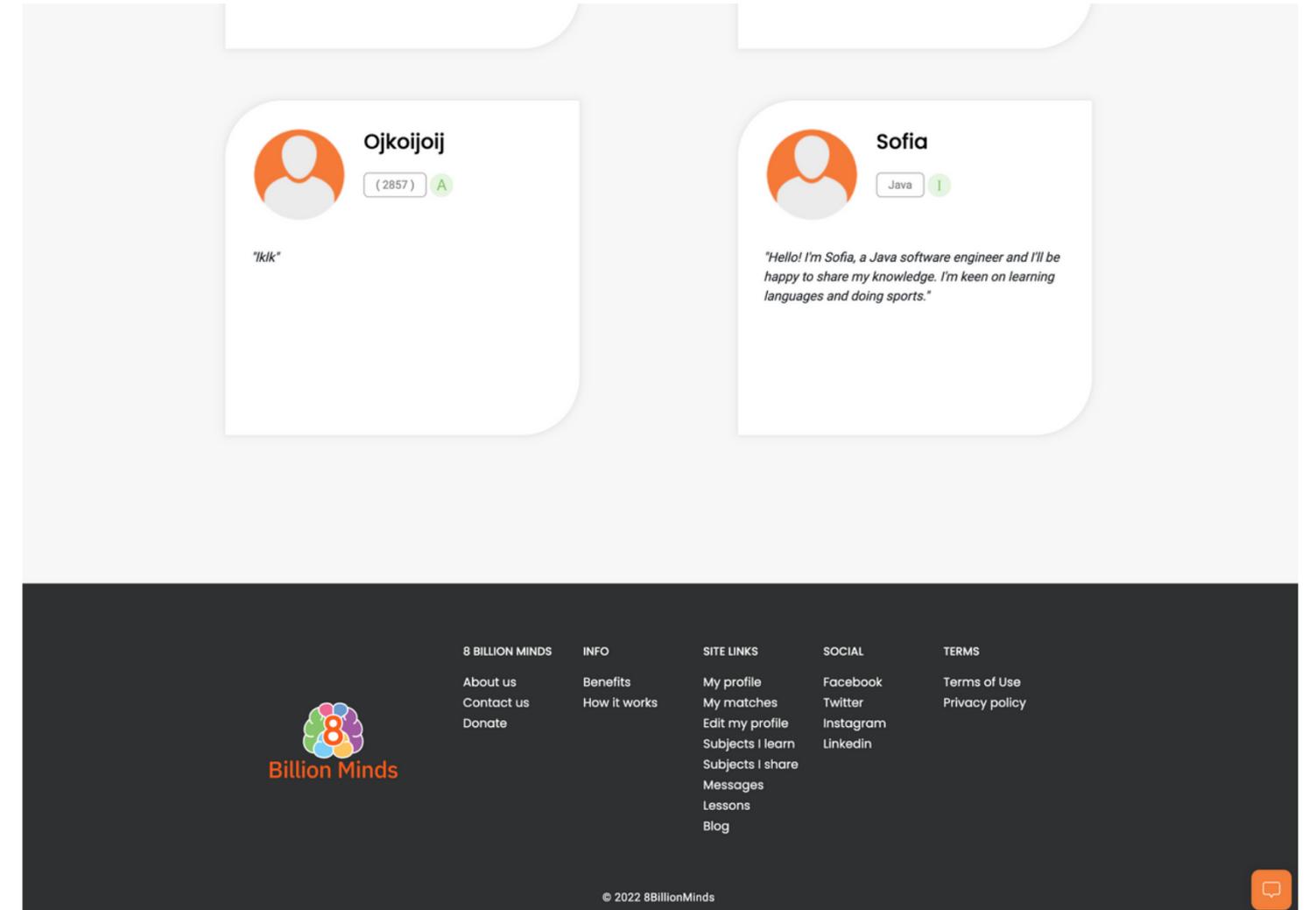
Task 6: Where can you go to find your resources when you need help or have questions?

Pain Point: All users spent time clicking on the about us, chat icon or info button hoping to find help or resources.

BEFORE



Once the user is logged in they see the above screen menu. There is no current resource or help button for the user to go to when they need help or have questions.



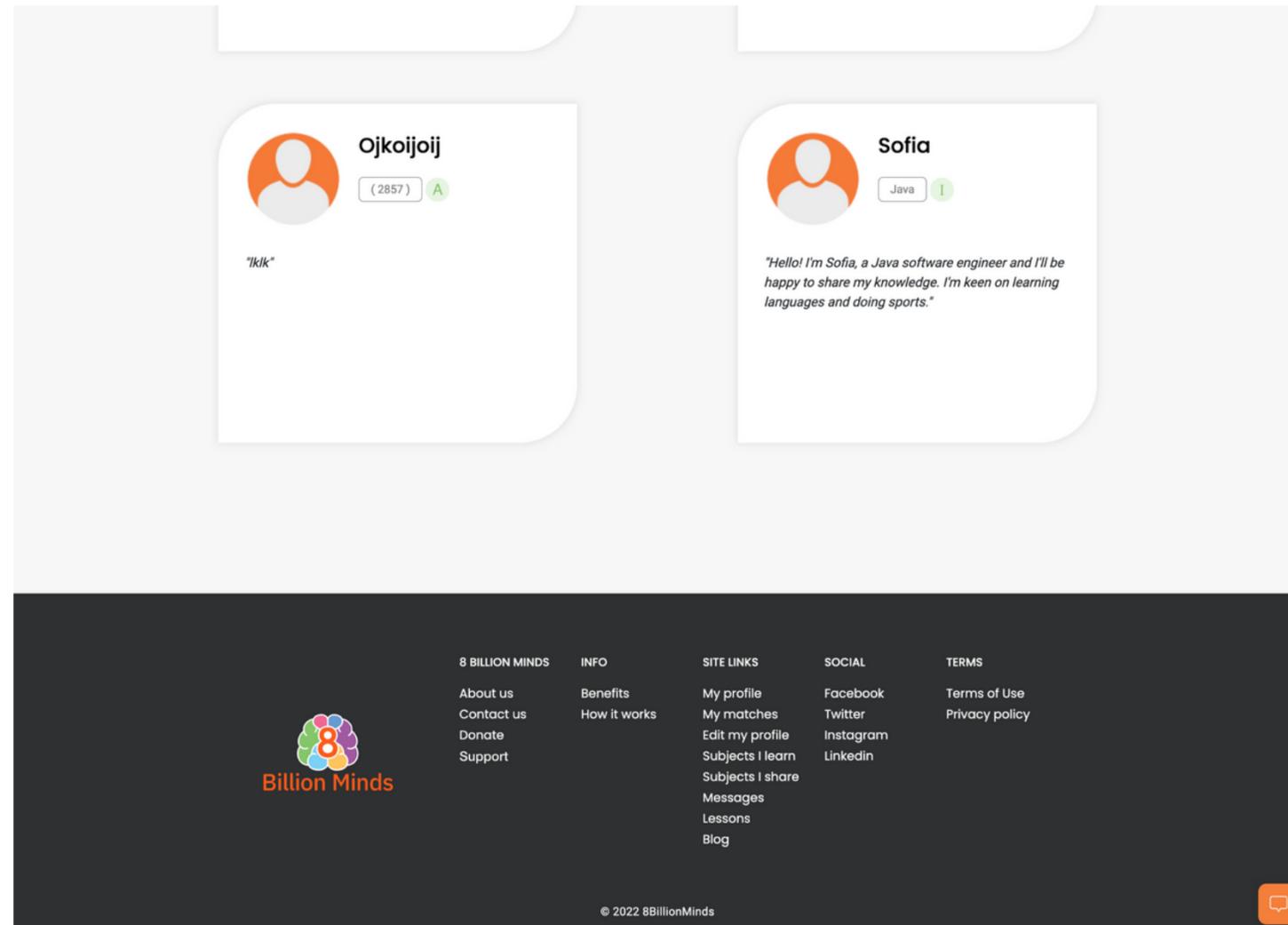
As the user scrolls to the bottom of the My Matches screen, they see the above bottom options. There is no resource or help option. Some users thought the bottom right chat button was for help.

Revision for Task 6:

Task 6: Where can you go to find your resources when you need help or have questions?

Recommendation: Provide a help or resources button that is visible and recognizable accessible on every page of site. A chat option would work as well.

AFTER

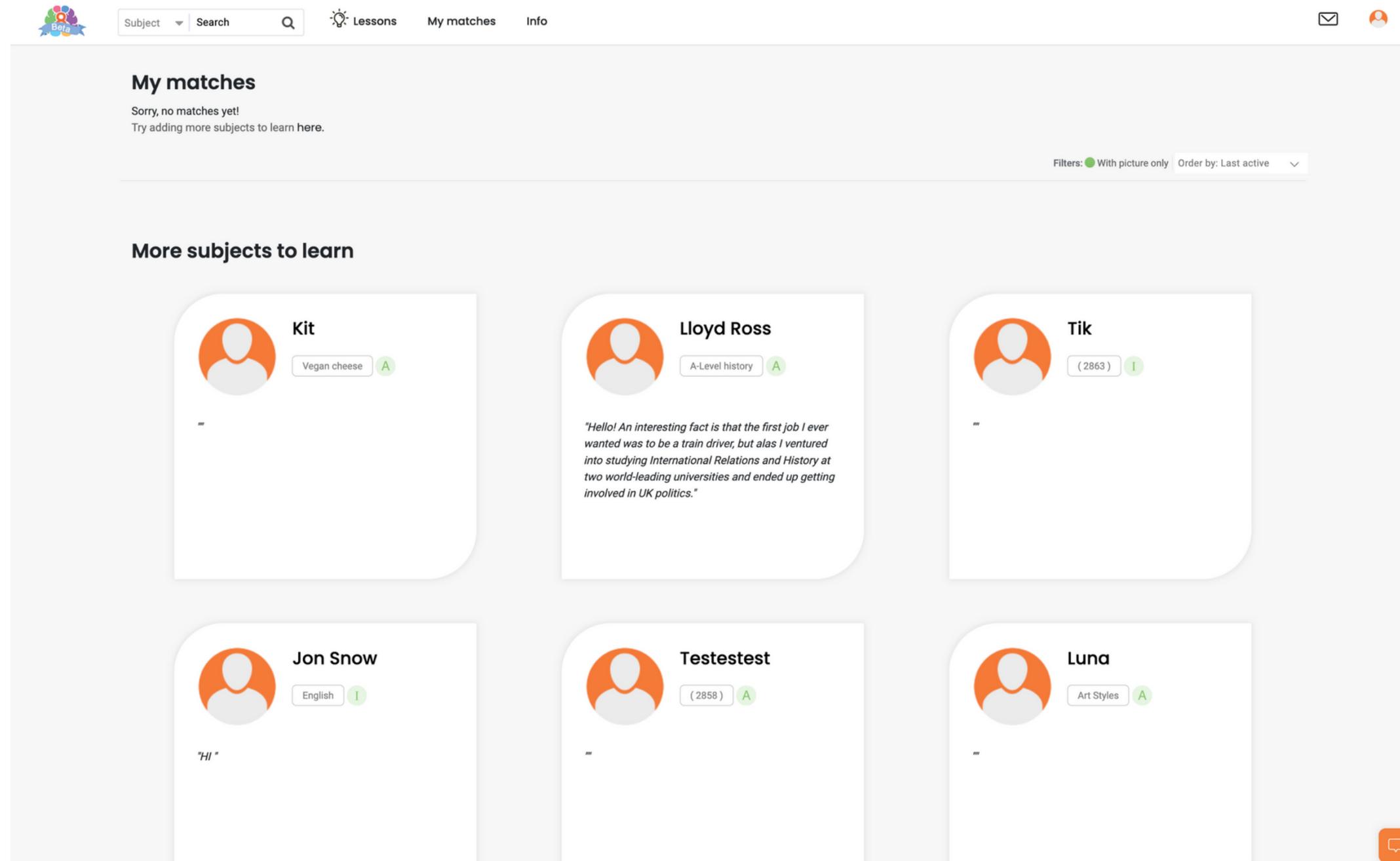


A support text button has been added at the bottom of the first left column. The user can now find quick assistance with questions or concerns.

Revision for Task 7: Task 7: Go to your homepage

Pain Point: All users expected to go to their home page by clicking on the top left Beta logo but were not able to find the home page. Some users wanted to go to the homepage.

BEFORE

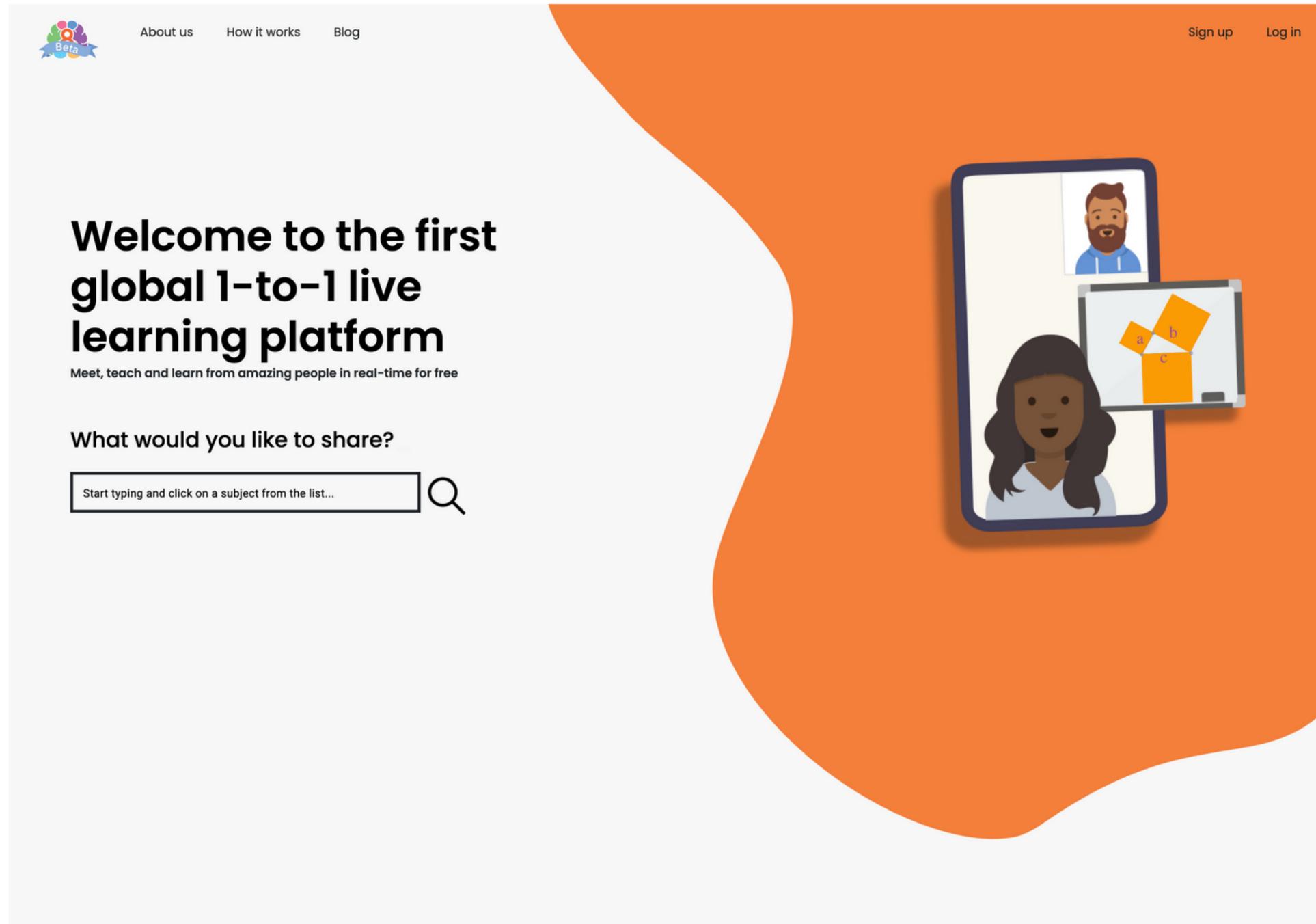


This is the current home screen when the user clicks on the Beta logo on the top left. Users are expecting to go back to the home page before the user signs up.

Revision for Task 7: Task 7: Go to your homepage

Recommendation: Allow the users to go to the homepage by clicking on the top left beta logo or provide a dashboard feature for the user to go to anytime while on the site.

AFTER



Allow the user to go back to the homepage before they sign up. This allows the user to read the about us and how it works in case they would like to get a better understanding.