Response LE
Quick Start Guide
Usability Study

Miaosen Wang, Kimberly Tee

What is Response LE?

What is Response LE?

- Interactive response system designed for early education market

What is Response LE?

- Interactive response system designed for early education market

- LE?

2

What is Response LE

What is Response LE

Why Documentation?

4

Why Documentation?

- Poor software design

4

Why Documentation?

- Poor software design

- Too late to change

4

Why Documentation?

- Poor software design

- Too late to change

- Findings from the previous usability study

4

Why Documentation?

- Poor software design

- Too late to change

- Findings from the previous usability study

What did we plan?

What did we plan?

- SMART employees and friends

What did we plan?

- SMART employees and friends

- 1 participant each session

What did we plan?

- SMART employees and friends
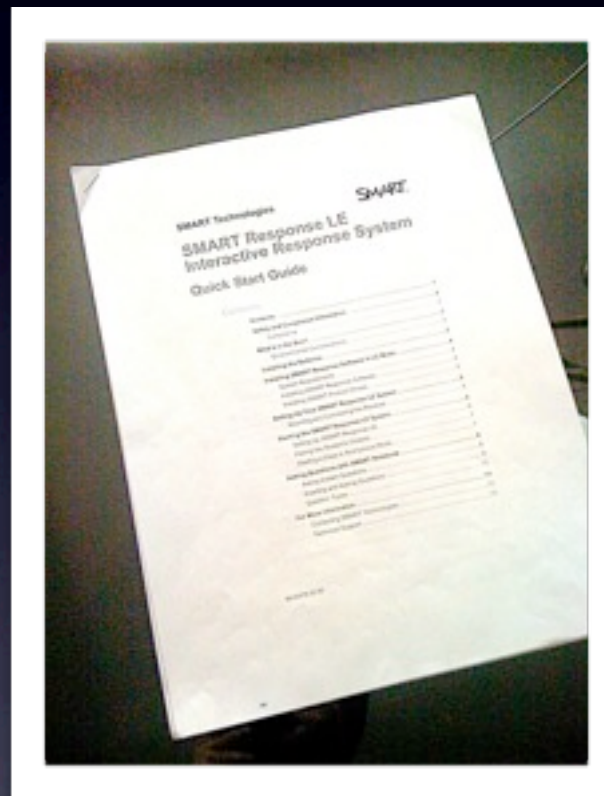
- 1 participant each session

- 1 hour

5

What did we plan?

- SMART employees and friends
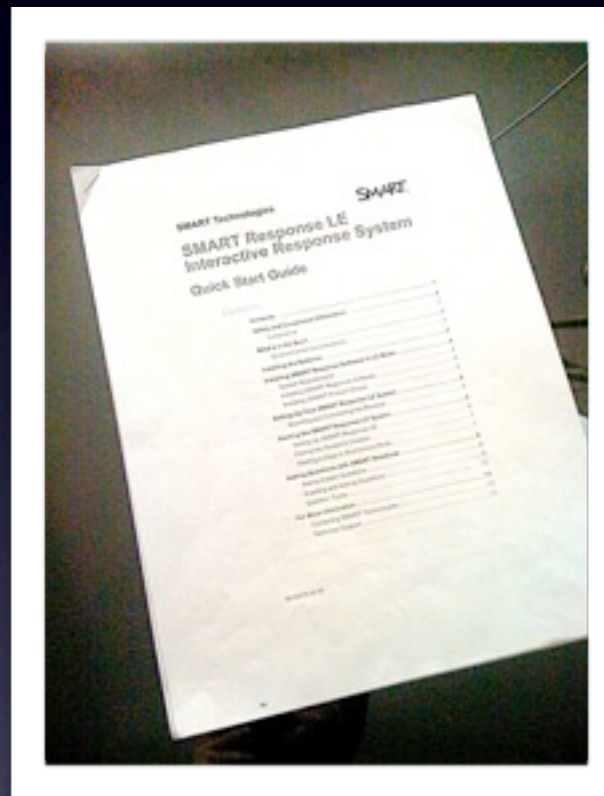
- 1 participant each session

- 1 hour

- 1 scenario

5

Scenario

You are a kindergarten teacher in your classroom after all the kids have gone home. You just received a set of Response LE and the school IT administrator has preinstalled all the required software on your laptop. The package content is all on this desk. You would like to figure out how to use the system before using it in tomorrow's class. You can call SMART's technical support for help if you are really stuck.

6

Equipments

Equipments

Running the Study

Monday, November 30, 2009

Running the Study

- Recruiting participants

8

Running the Study

- Recruiting participants

- Time and location

Running the Study

- Recruiting participants

- Time and location

- Think out aloud

8

Running the Study

- Recruiting participants

- Time and location

- Think out aloud

- Two observers

8

Findings Summary

Findings Summary

- 5 median to low usability issues

Findings Summary

- 5 median to low usability issues

- 3 software bugs

Findings Summary

• 5 median to low usability issues

• 3 software bugs

• 2 index page errors

General Usability Issues

Monday, November 30, 2009

General Usability Issues

• People hate reading text heavy materials

General Usability Issues

- People hate reading text heavy materials

- People can not find interface items

10

General Usability Issues

- People hate reading text heavy materials

- People can not find interface items

- Poor exposure of features

10

Positive Findings

Positive Findings

- The chapters sequence is logical
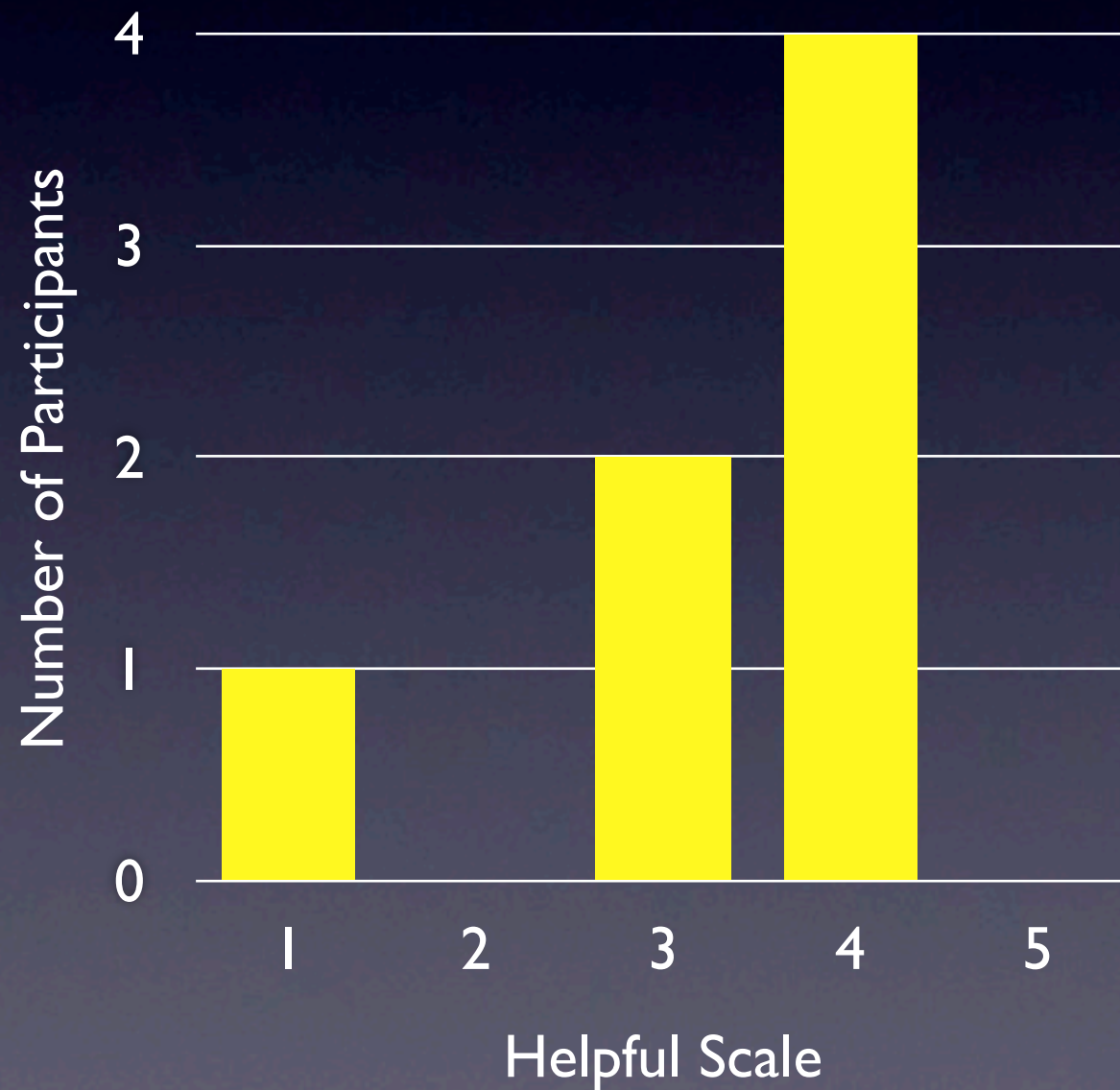
Monday, November 30, 2009

Positive Findings

- The chapters sequence is logical

- "Required Steps" is helpful

Positive Findings

- The chapters sequence is logical

- "Required Steps" is helpful

- The guide is not very thick (12 pages)

11

How Helpful ?

Key Recommendations

Key Recommendations

- Use graphs or video clips

Monday, November 30, 2009

Key Recommendations

- Use graphs or video clips

- A chart outlining key interface components

Monday, November 30, 2009

Key Recommendations

- Use graphs or video clips

- A chart outlining key interface components

1.Power Button

2.Enter Button

3. Show clicker ID Button

4.Home Button

13