

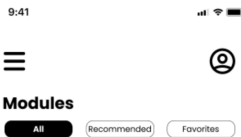

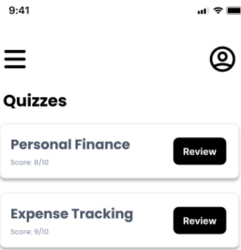
## Wireframe Usability Inspection Report

SI 582 | November 18, 2023 | Pearl Bradlee, Harrison Brown, Mya Dobbs, Rachael Zupke

### Task

Starting from the homepage, complete the Student Loans learning module and take the Student Loans quiz.

### Usability Inspection Logs

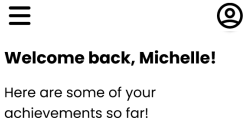
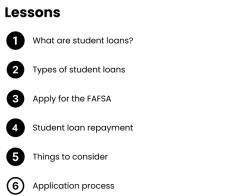
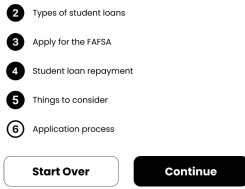
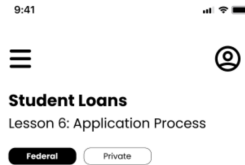
Test 1   Recorder: Pearl   Date: 11/13/23					
User Demographics - Age: 24 - Pronouns: He / Him / His - Race/Ethnicity: Asian-American					
Image	Location	Interface Feature	Type of Problem	Description/Notes	Severity
	Modules Page	Label	Missing	The user attempted to click "Recommended" and "Favorites" but the interactions were not added in Figma.	4 - critical
	Student Loans Module Lesson 6	Label	Confusing	The user was confused as to why the "Take Quiz" button was disabled. It was not clear that the user must click on "Federal" and "Private" buttons in order to take the quiz.	3 - major
	Quizzes Page	Cards	Inconsistent Missing	After completing the module, the user navigated directly to the "Quiz" menu button and was confused why there was no quiz for the "Student Loans" module. User also asked "How can I see which quizzes I've completed and which ones I still need to complete?"	3 - major

<p>When does the FAFSA application open each year for students applying for the following academic year?</p> <p>January 1st</p>	Quiz Question	Feedback	Awkward	User asked "How do I know if my answer was correct?" The user was looking for immediate feedback/reinforcement after each question to determine whether the answer selected was correct. If not, looking for an explanation as to why the answer selected was incorrect.	3 - major
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Test 2   Recorder: Harrison   Date: 11/12/23					
User Demographics - Age: 23 - Pronouns: She / Her / Hers - Race/Ethnicity: Black					
Image	Location	Interface Feature	Type of Problem	Description/Notes	Severity
<p>Here are some of your achievements so far!</p> <p>★ 1 module completed</p> <p>🕒 6 hours 🔄 2 linked accounts</p>	Home Page	Graphic Label	Complex Confusing	The user described confusion regarding what the "6 Hours" label meant. Further questioned meaning in relation to what accomplishment.	1 - nominal
<p>1 Student loan repayment</p> <p>2 Things to consider</p> <p>3 Application process</p> <p>Start Over Continue</p>	Student Loans Module Overview	Label	Confusing	Described uncertainty as to whether "Start Over" would restart the learning module section or the entire module	3 - major
<p>Schools that have accepted you will use your FAFSA information to determine the amount of student aid you can receive.</p> <p>You will receive an aid offer from each school, which may include federal student loans, grants, scholarships, and work-study opportunities.</p> <p>Previous Lesson Take Quiz</p>	Student Loan Module Lesson 6 Federal Loans tab (bottom)	Label	Confusing	Similarly to the "Start Over" button confusion, the user was unsure what the previous lesson would be. For example a completely different module, or another lesson within the current module?	3 - major
<p>Student Loans</p> <p>Lesson 6: Application Process</p> <p>Federal Private</p>	Student Loan Module 6 Federal Loans tab (top)	Label	Awkward Confusing	The user was unable to take the quiz via the Federal section of the learning module and was confused as to why they had to switch to a new label / section to progress.	3 - major

### Test 3 | Recorder: Rachael | Date: 11/13/23

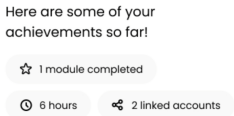
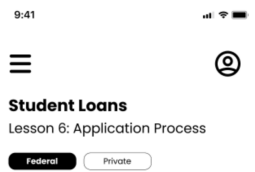
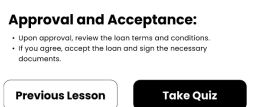

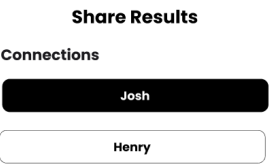
**User Demographics** - Age: 24 - Pronouns: Him / Him / His - Race/Ethnicity: South Asian

Image	Location	Interface Feature	Type of Problem	Description/Notes	Severity
	All Pages	Graphic Menu	Nonstandard	User noted that the top navigation bar (hamburger menu and profile icon) is scrolling with content on all pages.	4 - critical
	Student Loans Module Overview	Graphic	Confusing	Numbered circles are not effectively indicating which modules have been completed, and which remain. User suggested we consider using checkmarks to denote completed lessons.	3 - major
	Student Loans Module Overview	Control	Confusing	User asked: "How do users revisit lessons they've already completed?"	3 - major
	Student Loans Module Lesson 6	Control	Complex Confusing	User wondered, as someone who is learning about Student Loans, how are they supposed to know to click the other tab / know that there's a difference between federal and private? Might be better to just include another lesson than to provide an additional, unclear step, within the lesson.	4 - critical

<p>Score: 8/10 Great Job!</p> <p>Review Answers</p> <p>Share Results</p> <p>Exit Quiz</p>	Exit Quiz button	Control	Complex Confusing	User expected "exit quiz" to return to the end of the Lesson 6	4 - critical
<p>Modules Quizzes Home Family Search</p>	Module & Quiz	Graphic Menu	Complex	User brought up that module & quiz pages likely did not need bottom navigation panels? Suggest removing the navigation panel, adding a back button to the top left instead of hamburger menu. Could also add share and favorites buttons at top right rather than profile page.	2 - minor
<p><b>Approval and Acceptance:</b></p> <ul style="list-style-type: none"> <li>Upon approval, review the loan terms and conditions.</li> <li>If you agree, accept the loan and sign the necessary documents.</li> </ul> <p>Previous Lesson Take Quiz</p>	Student Loan Module	Control	Confusing	User asked if there's a way to skip the quiz. Seems like it's a requirement.	3 - major
<p>Student Loans</p> <p>Lesson 6: Application Process</p> <p>Federal Private</p>	Student Loan Module & Quiz	Control	Confusing	User searching for a back button.	3 - major
<p>Question 3 of 10</p> <p>When does the FAFSA application</p>	Quiz	Control Label	Missing	User would like to see a progress bar on the quiz.	1 - nominal

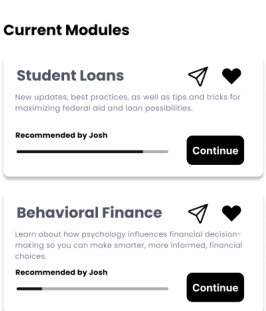
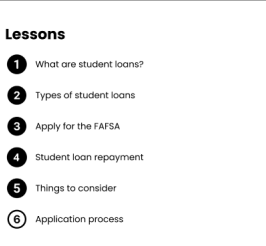
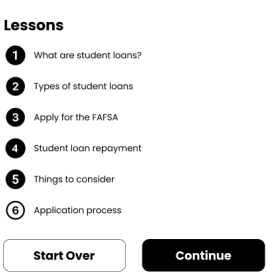
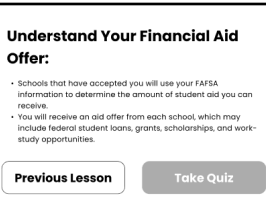
**Test 4 | Recorder: Rachael | Date: 11/14/23**











**User Demographics** - Age: 76 - Pronouns: She / Her / Hers - Race/Ethnicity: White

Image	Location	Interface Feature	Type of Problem	Description/Notes	Severity
	Home page	Label	Confusing	User was confused about what "6 hours" stat meant on the homepage.	1 - nominal
	Student Loan Module - Lesson 6	Label	Confusing	In lesson 6, the user was confused about tabs - the user clicked on the federal loan tab even though it was already selected. User also noted she believed FAFSA was only federal. Check that the content is correct.	4 - critical
	Student Loan Module - Lesson 6	Label	Confusing	User confused about what "previous lesson" button is about and where it would bring her.	3 - major
	Quiz Share Results	Control	Awkward	User wanted an exit button on the "share results" page and to be able to return to the previous page.	3 - major
	Share Modules / Share Quiz	Control	Desired function	User suggested that we add the option to send a comment/note when sharing modules or quiz results with other users.	2 - minor

## Test 5 | Recorder: Mya | Date: 11/15/23

**User Demographics** - Age: 29 - Pronouns: He / Him / His - Race/Ethnicity: Asian

Image	Location	Interface Feature	Type of Problem	Description/Notes	Severity
	Home Page	Label	Confusing	Unclear what "current modules" means. User asked, "are they all learning modules or does that mean something else?"	3 - major
	Student Loans Module Overview	Graphic	Confusing	Unsure if the unfilled 6 meant it wasn't started yet. Feedback: system state heuristic (checkmarks for completed lessons and numbers for incomplete)	3 - major
	Student Loans Module Overview	Control	Distracting Error handling	Feedback: start over button is a drastic change, if the user hits it on accident they may lose all their progress, instead there should just be a large continue button. User asked, "if I do 5 out of 6 modules, why would I start over?"	4 - critical
	Modules page - Student Loan > Federal + Private Buttons	Screen	Confusing	The user did not remember what lesson came before this one, so they were not sure if they should click the previous lesson.	3 - major

   Modules  <b>Quizzes</b>  Home  Family  Search	Quiz Page > Share Results	Dialogue Page	Missing	No back button if you accidentally click "share results" what if you want to go back to review instead? All you can do is move forward or exit	4 - critical
<b>Quiz Results</b> Score: 8/10 Great Job!   	Quiz Page	Dialogue	Confusing, Missing, Nonstandard	User did not know if he completed the module at this point. There was no indication that he was finished "does it end when I click exit? Do I have to review? Does it end when I share results?" On the home page, the progress bar did not reflect completion.	3 - major

## **Analysis of Feedback**

Home Page: Two out of the five users tested noted general confusion regarding the homepage's "6 Hours" accomplishment label at the top of the page. The user from the second usability test further questioned what the six hours meant in regards to accomplishments, they wondered if the label referred to six hours learned, six hours left, or six hours of content/modules shared.

Modules: When beginning the module, all five users expressed confusion regarding the "Start Over" button on the Student Loans Module overview page. Similarly, within the module overview section, users suggested displaying check marks next to modules completed in addition to the colored-in number icons. Users were unsure whether they should click on the "Start Over" button or the "Continue" button because it was not clear where each button would take them within the module. Furthermore, the "Previous Lesson" button within the modules page was confusing to three out of five users. Users were unsure of the functionality of the button and were looking for an "Exit" button in the same location.

Another common usability issue within the module section was that users would not view the "Private Loans" tab. Thus, they would scroll to the bottom of the page and attempt to move on to take the quiz, but the "Take Quiz" button was disabled because the user had not viewed the "Private Loans" tab. However, this created frustration because the users were not able to identify the action required to enable the "Take Quiz" button.

Quizzes: In the quiz portion of the app, our usability tests led us to key findings. One finding was that there is no student loan quiz option on the Quiz home page, meaning that when users tried to access the quiz via the bottom navigation bar, they could not. Additionally, one user mentioned wanting to receive immediate feedback during the quiz about correct and incorrect answers. Another user expressed wanting to see a progress bar on the quiz. Upon exiting the quiz, the prototype returns to the quiz home page. Two users expressed wishing it returned to the end of the Student Loan module. Three users expressed wanting to utilize a back button on module and quiz pages. One user clicked share results on accident but had to redo the entire learning module and take the quiz to get back to his previous spot.

Other: User 3 was particularly attentive to the navigation bars and noticed that the top navigation bar was inappropriately scrolling on all screens. Additionally, user 3 suggested that the bottom navigation bar disappear once the module and quiz screens were selected. They noted that this would enhance the user's ability to focus on learning or quiz content. Additionally, as mentioned in the "quizzes section", users 3, 4, and 5 wanted the ability to use a back button on module and quiz screens, which was not available to the user.



## **Plan to Fix Issues and Address Feedback**

Home Page: Based on user feedback, we plan to identify exactly what the “6 Hours” label pertains to. We intend to do this by adding “6 Hours of Learning” to the label to ensure that users understand exactly what the six hours pertain to, and accordingly how to bolster this accomplishment in the future if they so choose.

Modules: To address the usability issues identified in the modules section, we plan to add check marks next to the lessons completed within the module overview section. This will clearly identify which lessons the users have completed and which they still need to complete. Additionally, we plan to address the confusion regarding the “Start Over” and “Continue” buttons by removing them and turning each lesson in the module overview list into a button. This will allow users to click on the lesson they would like to take and start from their desired starting point in the module.

To address the confusion of the “Private” and “Federal” tabs within lesson 1, we plan to eliminate the tabs and separate the content into two separate lessons. This will mitigate the confusion of the content separated by tabs and will make the content more visible to the user. Additionally, we plan to remove the “Previous Lesson” button and replace it with an “Exit & Save” button. This will allow users to exit the module while saving their progress. Finally, we will create a summary/success page after the user has completed the module which will provide the user with options to take the quiz, return to the module home page, or navigate to the quiz home page.

Quizzes: To address the heuristic evaluation issues identified in the quiz portion of the task we will start by incorporating a “Student Loan” quiz card on the quiz home page. Users also expressed interest in the addition of a progress bar while taking quizzes, which we will incorporate. Next, we will improve quizzes by providing instant feedback after each question about correct/incorrect answers, as well as redirecting users back to the student loan module summary/success page upon exiting.

Other: Based on user feedback, we will modify that top navigation bar to ensure it’s stagnant while content is scrolling. Additionally, after discussing feedback and revisiting other learning platforms, we decided to remove the bottom navigation bar on all module and quiz pages. Additionally, the top navigation bar will be modified in module and quiz pages, replacing the hamburger menu with a back button, and replacing the profile icon with a share and favorite button.