Our UMD Mobile

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Introduction to OurUMD

- Professor Ratings
- Custom Class Schedule
- Map
- Book Exchange
- Grade Distributions
The Problem:

- Site would be useful from mobile devices
- But site is poorly designed for mobile usage
The Problem

- A survey indicated the most useful components to a mobile user:
- View and create professor review
- View grade distributions
- Create and view custom schedule
The First Steps

- Search bar needed to be larger
- Side menu and full header were wasteful on a mobile screen
- User Schedule to the home page
  What is my next class?
Usability Test

- Conducted in Baltimore Room at Stamp
- Two days (Wednesday & Thursday late afternoon)
- Brought Pizza and Fliers
- Alternated between new and old sites
- Pretest, Test, Post-test
OurUMD Mobile iPhone Web App: Usability Test

FREE PIZZA WILL BE SERVED TO PARTICIPANTS

Interested in helping determine the usability of OurUMD for the iPhone?

We are conducting a usability test in: The Baltimore Room of Stamp

Come by anytime today between 5pm and 7pm and take a 5-10 minute usability test to help us improve the app!

Thanks for your help!
Pretest

- Years at College Park
- Experience with OurUMD
- Experience with mobile devices
- Ownership of mobile devices
Test

- Find professor reviews
- Create a schedule given a set of classes
- Find a course's grade distribution
- Login/Register a user account
- Save a schedule
- Find professor teaching a specific class
Post-Test

- Ease of completion (1-7)
- Organization (1-7)
- Use again?
- Problems encountered
- Missing features
- Improvements
Usability Test Results

- 23 Subjects - Statistics

<table>
<thead>
<tr>
<th>Gender</th>
<th>Class</th>
<th>iPhone Experience</th>
<th>OurUMD Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males: 15</td>
<td>Freshman: 3</td>
<td>None: 2</td>
<td>None: 6</td>
</tr>
<tr>
<td>Females: 8</td>
<td>Sophomore: 8</td>
<td>Little: 8</td>
<td>Little: 1</td>
</tr>
<tr>
<td></td>
<td>Junior: 9</td>
<td>Average: 5</td>
<td>Average: 9</td>
</tr>
<tr>
<td></td>
<td>Senior: 3</td>
<td>Expert: 8</td>
<td>Expert: 7</td>
</tr>
</tbody>
</table>
Ratings

- **Ease**

```
<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
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<tbody>
<tr>
<td>0</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>6</td>
<td>5</td>
<td>7</td>
</tr>
</tbody>
</table>
```

- **Organization**

```
<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>8</td>
<td>10</td>
</tr>
</tbody>
</table>
```

- **Average Ease Rating**: 5.391
- **Average Organization Rating**: 6.13
## Results: Major Issues

- Major issues uncovered after test

<table>
<thead>
<tr>
<th>Issue</th>
<th>Severity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Links and text too small</td>
<td>5</td>
</tr>
<tr>
<td>Links are not obvious enough</td>
<td>4</td>
</tr>
<tr>
<td>The Schedule Maker feature is unintuitive</td>
<td>3</td>
</tr>
<tr>
<td>Information clutter confuses users</td>
<td>3</td>
</tr>
<tr>
<td>Schedule outline is difficult to read</td>
<td>2</td>
</tr>
<tr>
<td>Registration and Login links are tough to see</td>
<td>2</td>
</tr>
<tr>
<td>Users cannot find the Schedule Maker feature</td>
<td>1</td>
</tr>
</tbody>
</table>
Issue Analysis

• Visibility
  – Make links more obvious
  – Increase click area for items

• Information
  – Abstraction is important
  – Less is better - to a point
  – Organization: Headers, Footers
Minor Irritations

• “What just happened to my class list?”
  – Users enter information before page is fully loaded
  – Some input is erased on page load
  – Have to prevent this
    • Limit on-load processing

• “What Schedule Maker?”
  – Make features more obvious
  – Some sort of “tasks” page?
Minor Irritations 2

- “The text is too small!”
  - Allow zooming?
    - Many iPhone applications do not allow zoom
    - Alternatively, increase font size

- “What am I supposed to do here?”
  - Need to provide examples
    - Text that disappears when a textbox is clicked
Approach to Solution

- Make links larger (font + padding)
- Move text/links around
- Create new header
- Create footer
- Add search bar below header
- Hide information on some pages
- Better search
Conclusion

- Moving ahead
  - Zooming issue
  - Other devices
    - Droid, Blackberry, Nokia, etc.