

1704446 Christine Woods

by Christine Woods

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2021

Usability Engineering: University Online Resource Prototyping

UWTSD – SUE MAW
CHRISTINE WOODS 1704446

Declaration by Christine Woods

The work of this report has been completed under the supervision of UWTSD. I declare that this report is the product of my own work and is not being submitted for any other degree etc.

Christine Woods

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Contents

INTRODUCTION	5
1. INVESTIGATION FOR REQUIREMENTS (TASK ANALYSIS)	6
2. PAPER PROTOTYPE.....	9
2.1 DESIGN FEATURES	9
2.2 USER FEEDBACK.....	11
3. ANALYSIS OF THE APPLICATION OF HUMAN FACTORS	12
4. WALKTHROUGH	13
5. EVALUATION OF CLASS MEMBER DESIGN	14
5.1 IMAGES OF USER DESIGN FOR FEEDBACK	14
5.2 FEEDBACK	16
6. SOFTWARE PROTOTYPE	17
7. EVALUATION OF USABILITY TECHNIQUES	19
8. REFERENCES.....	20
9. APPENDIX	22
10.1. EVIDENCE OF USER FEEDBACK.....	22
10.2. PAPER PROTOTYPE FEEDBACK	23
10.3 SOFTWARE PROTOTYPE (LARGER IMAGES)	24
10.4 STUDENT DESIGN FOR FEEDBACK.....	29
10.5 FEEDBACK GIVEN FOR USER DESIGN AND USABILITY	30
FIGURE 1-0-1TURN IT IN SUBMISSION PAGE.....	6
FIGURE 1-0-2 SUBMISSION POP UP	6
FIGURE 1-0-3 COMPLETED QUESTIONNAIRE	7
FIGURE 2-0-1	9
FIGURE 2-0-2 ASSIGNMENT PAGE PP	9
FIGURE 2-0-3 MODULE ASSIGNMENT FEEDBACK PAGE PP	10
FIGURE 2-0-4 SUBMISSION PAGE FOR ASSIGNMENT PP.....	10
FIGURE 5-0-1 IMAGES OF STUDENT DESIGN FOR FEEDBACK	15
FIGURE 5-0-2 FEEDBACK GIVEN FOR STUDENT PAPER PROTOTYPE	16
FIGURE 6-0-1 MAIN MOODLE PAGE SOFTWARE PROTOTYPE (SP)	17
FIGURE 6-0-2 ADDITIONAL PAGE TO SHOW CHOICE OF YEAR (SP)	17
FIGURE 6-0-3 ASSIGNMENT PAGE (SP).....	18
FIGURE 6-0-4 SUBMISSION PAGE (SP).....	18
FIGURE 6-0-5 SUBMISSION POP UP BOX (SP)	19

Introduction

At the beginning of 2020 the impact of the COVID virus [1] started to have an impact on people's lives (23.02.21 current deaths worldwide 2,470,772) [2] . In the coming months schools were closed, employees were asked to work from home with non-essential travel being either halted or limited.

The future could not be determined and in order to sustain working and studying from home following the closure of businesses, University's and schools many changes took place.

Moodle [3] is a learning platform providing a personalised environment to share information and has been used by the University Wales Trinity St David (UWTSD) for many years but this has been as an aid for sharing of documentation along with face to face learning. Applications are tested and phased in over a lengthy period of time, however, Moodle is the only resource for students to view assignments and submit them. In a series of papers 'Ten years of Digital Futures' [4] it explains the lengths gone to when looking at a Digital future and how to get there. Due to the pandemic Moodle has taken over class room learning with regard to file/document sharing and has become a much more relied upon system.

Industrial resources differ, for example, The National Health Service (NHS) [5] had already started to implement Microsoft Teams [6] to employee's machines/devices which provided the same capabilities as the current software Skype [7] but with added benefits for file sharing and memory. Skype merged with Microsoft Teams providing better software with more capability previously [8] although was not implemented across Swansea Bay Health Board [9] until 2020. The file sharing capabilities have become one of the main focuses for companies and businesses along with virtual reality meetings in order to successfully manage working and studying from home.

For students, having one system that is recognisable and user friendly provides stability and understanding.

This assignment will review Moodle and its ability to share information between University lectures and student. It will analyse the existing system reviewing requirements with suggestions for ways to implement better performance.

1. Investigation for requirements (task analysis)

The users consist of mainly Students, Lecturers and Maintenance staff. This investigation will be looking at the lack of feedback or where to find it using Moodle. It will use the current submission pages for task analysis.

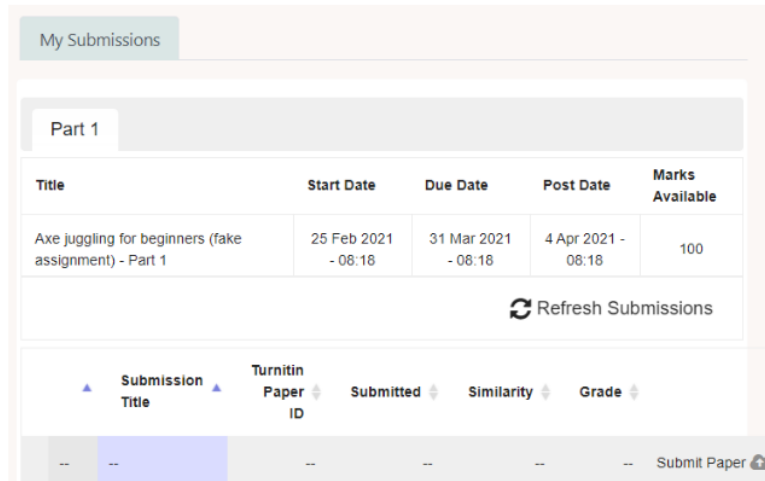


Figure 1-0-1 Turn it in submission page

The task of submitting an assignment should be easy with clear instructions.

Looking at figure 1-1 (the current system) the user would immediately think that the headings all need to be completed. It does not clearly show that the 'Submit Paper' needs to be selected first.

In figure 1-1 there are limited icons showing lack of affordance and design.

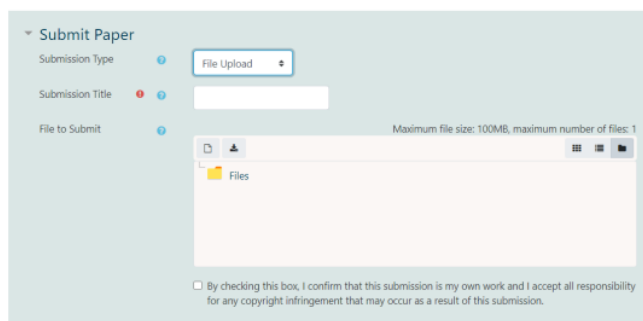


Figure 1-0-2 Submission pop up

Figure 1-2 shows the pop up box for submissions.

There are no instructions for submission.

How do you get the files into the pop up box? There is the ability to drag and drop but it is not stated and would be hard to achieve on a mobile device.

The user requires easy to find feedback.

It is a requirement that it is easy to understand for first year students who have never used it as-well as students that have been studying for some time.

The user may need to contact the lecturer, it would be better to have a direct email link option placed where it is easy to find. Other tools to consider may be having software such as Excel to allow students to transfer data into so that they could work out predicted degree classification.

The main tasks and menus need to be easy to see and have good functionality with the added applications easily recognisable. Short term memory requires a chain of reasoning and provides recollection of how to navigate through a system. A good menu allows the user to use recognition rather than recall allowing for good navigation.

In order to report any problems that have occurred there should be an easy way to completed this to ensure that system errors and usability functions are easily reportable.

The best way to decide on a design is to ask the user. A questionnaire can be given to the users.

The figure shows three pages of a questionnaire titled 'Questionnaire for students'. Page 1 (left) contains questions 1-3. Question 1 asks 'How often do you use Moodle?' with radio button options: 'Once a day or more', 'Once a week', 'Once a month', and 'Occasionally'. Question 2 asks 'How do you receive your feedback from lectures?' with radio button options: 'By email', 'By message', and 'Other (please specify)'. Question 3 asks 'Where are you when you receive your feedback?' with radio button options: 'At home', 'At work', 'On their travelling', and 'Other not used above'. Page 2 (middle) contains questions 4-6. Question 4 asks 'Do you transfer your results into any other applications?' with radio button options: 'Email', 'Other excel', and 'Other (please specify)'. Question 5 asks 'In the feedback you receive understanding?' with radio button options: 'Yes', 'No', and 'Sometimes (Please elaborate)'. Question 6 asks 'What would you like to view alongside your feedback?' with radio button options: 'This application to transfer results into', 'Email', 'Other assignment specification', 'The submitted assignment', and 'Other (please specify)'. Page 3 (right) contains questions 7-11. Question 7 asks 'Currently there is no particular place to view feedback. Do you think an addition to the form if a page would be useful?' or 'Do you think a separate area where you can find all feedback would be a more suitable alternative?'. Question 8 asks 'How often do you think it is useful to have feedback?' with radio button options: 'Once a day or more', 'Once a week', 'Once a month', and 'Occasionally'. Question 9 asks 'Do you feel that the site offers for your feedback?' with radio button options: 'Yes', 'No', and 'Sometimes (Please elaborate)'. Question 10 asks 'Do you feel that the site offers for your feedback?' with radio button options: 'Yes', 'No', and 'Sometimes (Please elaborate)'. Question 11 asks 'If there are problems or you need to have feedback when using Moodle on a scale of 1 to 10 how well do you find it?'. Below the questions is a table with 4 columns and 4 rows. The columns are labeled '1', '2', '3', and '4'. The rows are labeled '1', '2', '3', and '4'. The table contains radio button options for each cell. At the bottom of the page, there is a footer that says 'Many thanks for completing the form. Return using the following link: [https://www.moodle.org.uk](#)'.

Figure 1-0-3 Completed questionnaire

Review of the completed questionnaire shows that there are various ways that feedback is received making it hard for the user to efficiently perform the task of reviewing or finding the feedback.

For memorability purposes it would be advantageous to have assignments, submissions and feedback in the same place.

When asked if the layout is suitable the user replied

“No – Sometimes the content is nestled amongst other unrelated items. Although this is more down to how lecturers chose to organise their page. Some are extremely organised, others have hardly any material at all”

This shows that even after learning how to use the system it is not efficient for their needs.

When the user was asked to show their level of satisfaction when using Moodle, Submission of assignments, Archives and Feedback the response was mediocre.

Task analysis has shown that the user requires the following for submission and feedback of assignments:

- A dedicated area for submissions and feedback
- Easy instructions on how to submit assignments with understandable, memorable instructions with dates
- Easy to follow feedback with dates
- Ways to save and review submissions and feedback with responsive design
- Easy to see and use of Menus
- Usability functions for disabilities
- Ability to resize for use on all devices

2. Paper prototype

2.1 Design features

Page 1: Main moodle page for selection of additional option for view of assignments and feedback

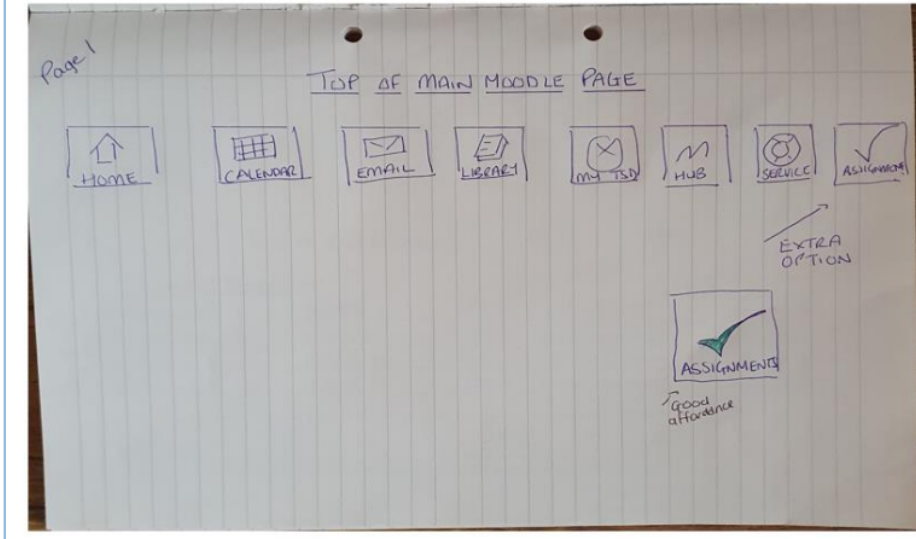


Figure 2-0-1

Main moodle page paper prototype (PP)

Page 2: Main assignment/feedback page

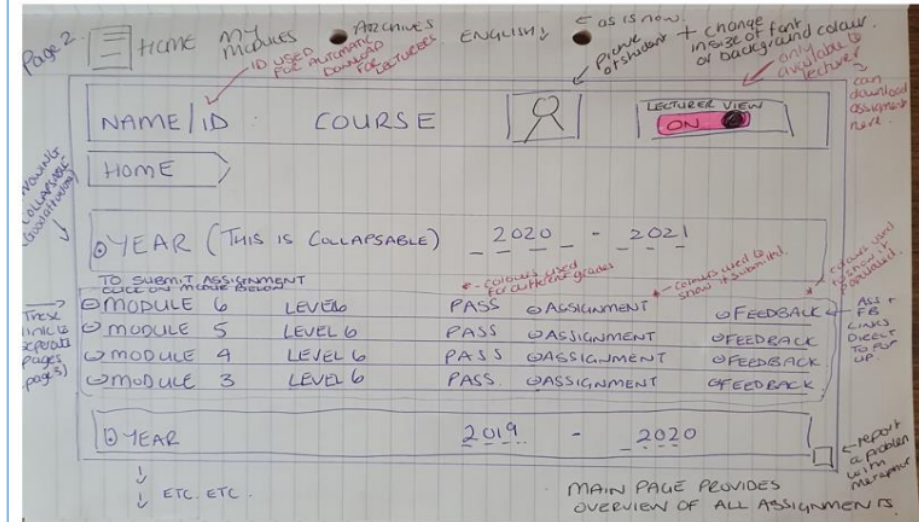


Figure 2-0-2 Assignment page PP

Page 3: Page shown when clicked on each module on the assignment/feedback page

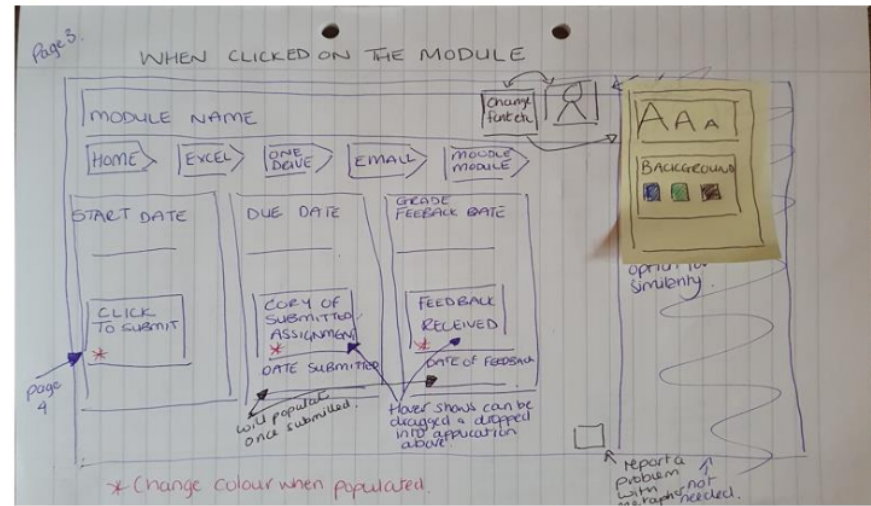


Figure 2-0-3 Module assignment feedback page PP

Page 4: Submission page for assignments

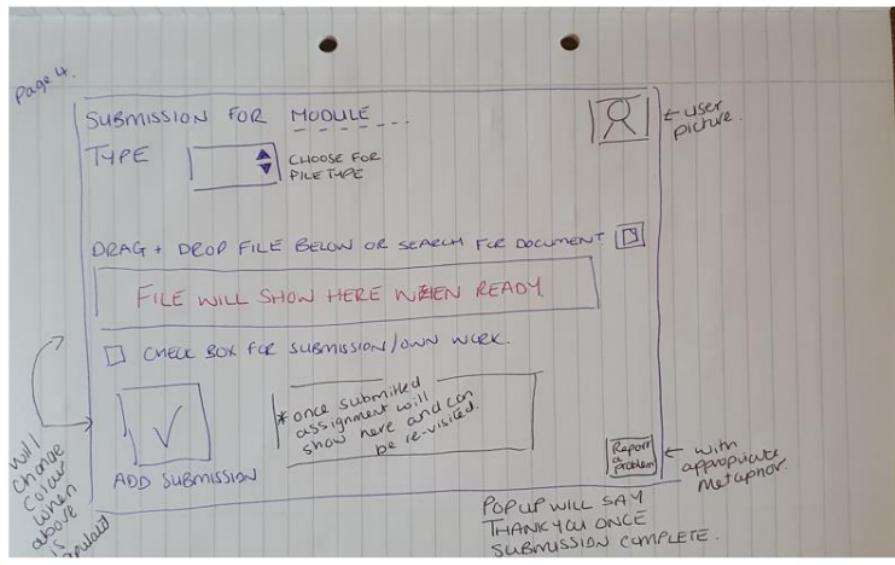


Figure 2-0-4 Submission page for assignment PP

2.2 User feedback

User feedback (seen in appendix 2) shows the following:

Page 1:

- Like the idea of extra button for assignments. Plenty of room for expanding the options

Page 2:

- Collapsible feature good. Nice way to view all assignments from academic year without having to go in to each module or MyTSD
- Great way to see submitted and outstanding assignments as well as indication of feedback received
- Would be good to see percentage received on assignment and how much that contributes to overall module percentage

Page 3:

- Option to change colour/font size good
- Not sure how useful buttons at top of page are (Excel/One drive etc.). Might be a good idea
- Like the ease of accessing feedback. Difficult in current version

Page 4:

- "Type" selection may cause problems. Would be better if it was automatically recognised
- Overall page looks better than existing system.

Summary:

- Improvement on existing system. Looks like it is better designed for touch screen devices. If it was to resize to mobile view it would be a significant improvement on current Moodle.

Figure 2-5 User Feedback

3. Analysis of the application of human Factors

The new design allows the user to easily perform the required tasks with a consistent page allocated for the main purpose of reviewing assignments and feedback. Having a dedicated page allows for human memory and reasoning. Using metaphors that clearly show a buttons purpose allows for good affordance.

Affordance and Design [10] are of paramount importance when designing an interactive page allowing the user insight into how something can be used.

Robert Nielson discussed the 5 quality components of usability [11]

***"Learnability:** How easy is it for users to accomplish basic tasks the first time they encounter the design?*

***Efficiency:** Once users have learned the design, how quickly can they perform tasks?*

***Memorability:** When users return to the design after a period of not using it, how easily can they re-establish proficiency?*

***Errors:** How many errors do users make, how severe are these errors, and how easily can they recover from the errors?*

***Satisfaction:** How pleasant is it to use the design?"*

Using the above usability components the new design allows the user to easily submit assignments with clear instructions with clear metaphors.

Should the user return to submit an assignment or review feedback after a length of time the design is memorable with high task performance.

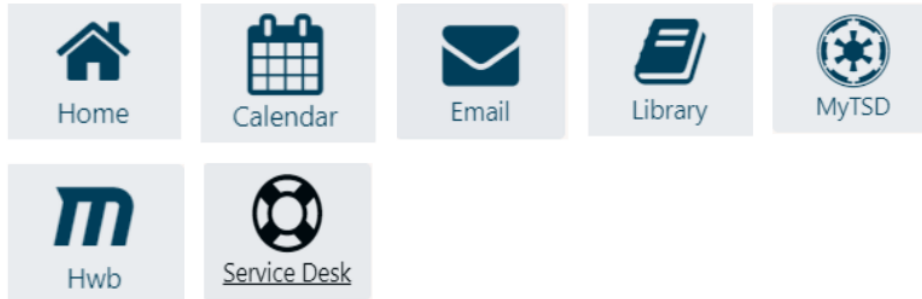
If errors occur the design will show error messages for user error and an option for reporting system errors. Having this option will show the user if it is their mistake rather than the system to avoid frustration which could lead to shutting down the page.

The overall design will be easy to use with good accessibility and usability functions. Each layer of this specific page will show good affordance allowing the user to complete tasks quickly and efficiently.

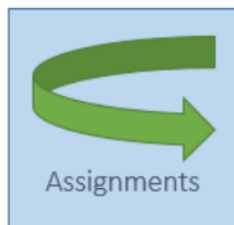
The option to change font, font sizes, background colour and screen readers will help those with visual impairment.

4. Walkthrough

Having discussed the paper prototype with a specific user there were discussions around the colours, fonts and general design that should be used for the site allowing for disabilities whilst ensuring it is user friendly. Metaphors were discussed showing the following buttons that should be used



All of the above metaphors are commonly used and easily recognisable. The new page will be shown alongside these at the top of the main Moodle page for ease and memorable accessibility.



This design was discussed and decided upon as it links to the way in which assignments are submitted – “Turn it in”

The use of colour makes the design more appealing and could be something for future review of the adjacent metaphors as shown above. The use of a colour blindness simulator can be used to show how colour vision deficiency [12] may affect a user.

When lecturer mode is in view the page would be a different colour for easy identification (not assessed for this assignment).

As suggested by the user the system will be coded to recognise the assignment type rather than making the user choose the type for ease of usability and understanding.

Each page will look similar showing consistency and understanding of memorability functions.

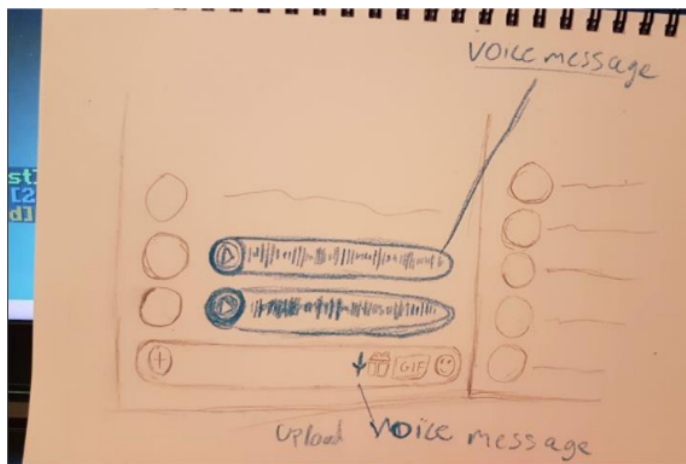
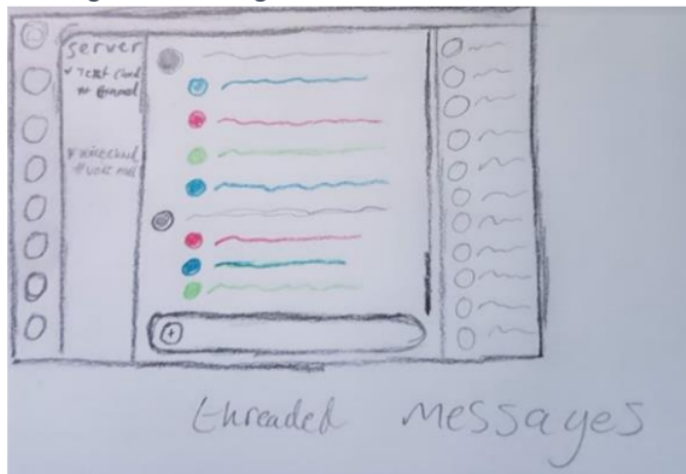
User profile imaging is used to assure the user they are on the correct profile.

Various design elements were discussed to enhance the pages for example to show buttons with shadows for the user to see the clickable option.

The topic of additional links to various applications was discussed and it was decided they would be of use to directly link the user to an application where they could save submissions and feedback to systems outside of Moodle (i.e. documents) along with a direct email link to each lecturer of the module.

5. Evaluation of class member design

5.1 Images of user design for feedback



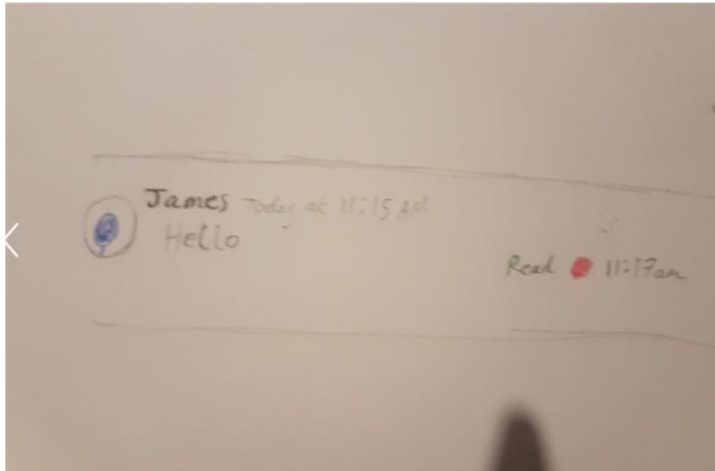


Figure 5-0-1 Images of student design for feedback

5.2 Feedback

Feedback for paper prototype – Shamuel Hashan (1803153)

The paper prototype shows efficiency with well thought out structure.

The addition of functions such as the search option gives the user effective ways of finding messages.

The design has an effective layout with good affordance. Having read receipts allows the user to be engaged with conversations.

The overall layout is engaging using a variety of colours to enhance the system.

The system has good error tolerance with the use of appropriate metaphors helping the user to navigate around the system.

The new design is easy to learn with good memory functions for each of the pages.

Voice control assists with usability for users who may have disabilities.

	Efficiency	Effectiveness	Engaging	Error Tolerance
Page 1:Threaded Messages	Easy to read with good use of colour	Does what it says on the tin	Layout helps keep eye concentration	Is there somewhere that user can report problems?
Page 2:Voice messages	Good metaphors for voice option	Very effective for anyone with disabilities	Well laid out	Can a problem be reported?
Page 3:Burger bar	Good use of menu. Easy to remember	Good collapsible function	Metaphors show the user how to navigate around the screen	Good metaphor "?" helping user understanding.
Page 4:Read receipts	Effective way for user to message	Read receipts helpful to see if messages have been read	Good use of colour and search options	Should there be an option to show when the message has not gone through?
Page 5:Design	The overall design is effective with good use of colour	The design is effective and with good affordance	The use of colour and design of tables helps with the eye line	Error reporting button could be included here?

Overall conclusion:

Very good page design, the user can easily see what they want to do and how to do it. Use of colours effective.

Use of error reporting may be required on each page helping the user to report any issues?

Figure 5-2 Feedback given for student paper prototype

Using the main usability features feedback was given highlighting areas of good design and suggestion for improvement.

6. Software prototype

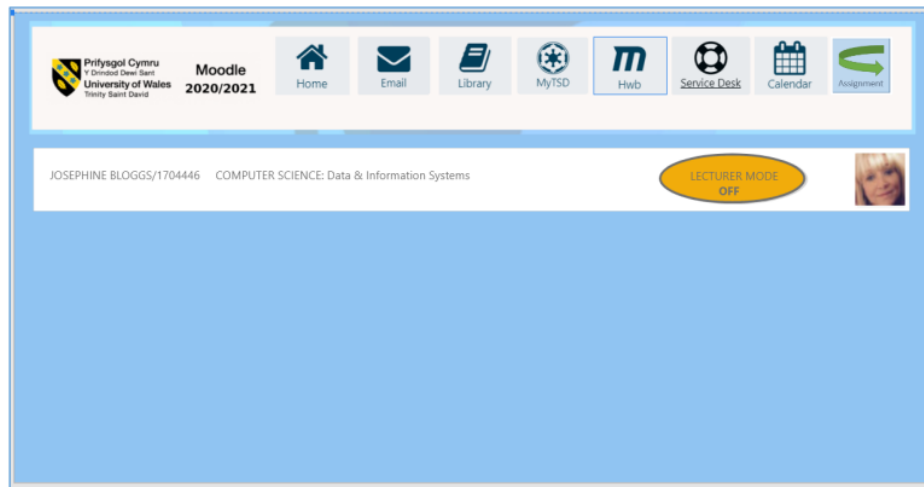


Figure 6-0-1 Main Moodle page software prototype (SP)

The addition of an assignment tab at the time of the screen allows for good usability with good affordance. The Lecturer mode button would be Green and show as “ON” when in use with a different colour background to confirm to the user which mode is in use. (Lecturer mode not analysed).

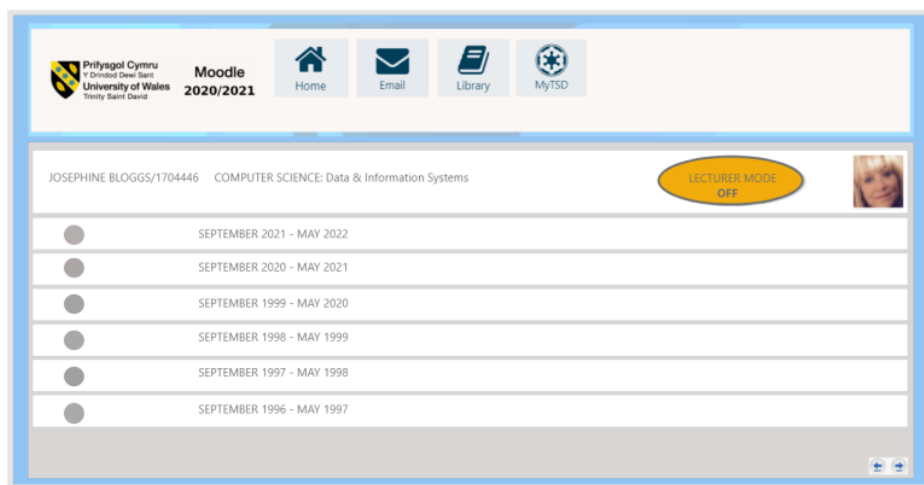


Figure 6-0-2 Additional page to show choice of year (SP)

Whilst designing the user interface it was decided that another page was required to show each choice of year clearly for the user. It may be useful to add in some text with directions to click on each year for the link to the assignments page.

At this point there could be added value in showing the percentage achieved alongside the yearly options.

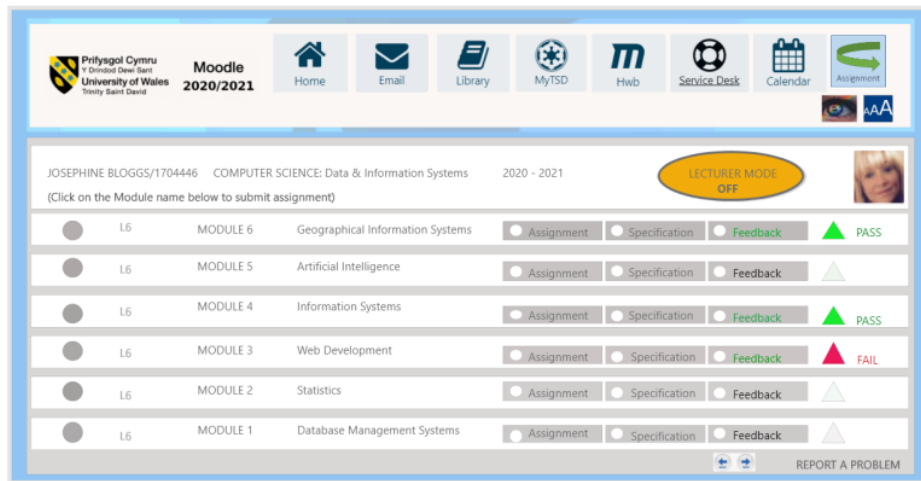


Figure 6-0-3 Assignment page (SP)

The addition of text size button and colour scheme button can be used on all of the pages.

The use of colour shows if feedback has been received and the grade given (pass/fail could be changed to show percentages).

There is now a complete over view of all assignments and everything linking to them.

Each icon used has good affordance with metaphors that are widely known and recognised.

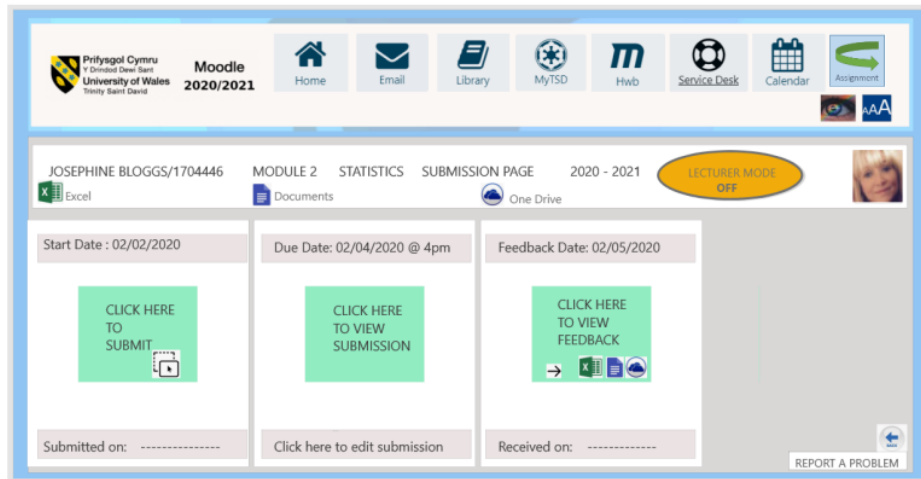


Figure 6-0-4 Submission page (SP)

This page shows clearly how to submit a document. The arrow clearly shows that the feedback can also be transferred straight into a given application.

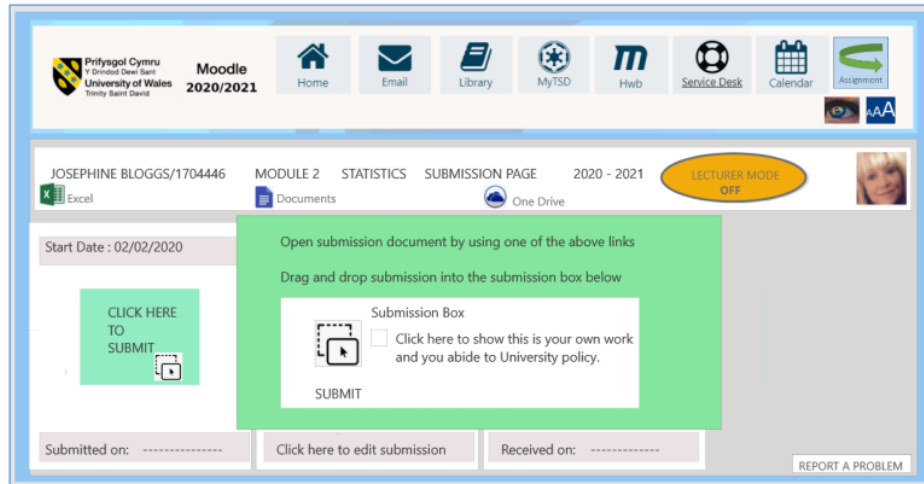


Figure 6-0-5 Submission pop up box (SP)

Using the feedback of the paper prototype there was no requirement for another page for submissions. Instead a pop box is used for submissions.

(N.b. the use of draft submissions for plagiarism has not been included but would be needed for an actual application – space has been left on the submission page to account for this)

Adobe Xd [13] has been used for this prototype which allows good presentation and clearly shows the main features with good design functions required for producing a prototype.

The application shows design for all viewing options and will be fully responsive for viewing on a mobile device.

7. Evaluation of usability techniques

By using a paper prototype at the start of the design it allowed good visual perception of user experience and how the application would work as an interactive interface. Having user feedback proved to be imperative to the design of the application given another person's views and ideas as to what may or may not work given that not everyone has the same needs.

By using task analysis in deciding required features it allowed for design specifics. Having a walk-through of the design provoked conversions and different view-points. By doing this it was decided not to have an additional page for submissions but an alternative pop up box which meets requirements.

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9. Appendix

10.1. Evidence of user feedback

1704448 – Christine Woods

Questionnaire for students.

16 - Health Experience (ACC A070)

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Alerts is a picture of the turn in it submission page. With this in mind please answer the following questions.

1. How often do you use Moodle?
☐ Once a day or more
☐ Twice a week
☐ Weekly
☐ Monthly
☐ Annually

2. How do receive your feedback from lecturers?
☐ On Moodle
☐ Via email
☐ Via text
☐ Via social media
☐ Other (Please specify):

3. Where are you when you review your feedback?
☐ At home
☐ At work
☐ When travelling
☐ When out and about

1704448 – Christine Woods

4. Do you transfer your results into any other applications?
☐ Excel
☐ Power point
☐ Word
☐ Other (Please specify):

5. Is the feedback you receive understandable?
Yes ☐ No ☐
Sometimes ☐ (Please elaborate):

6. What would you like to view alongside your feedback?
☐ An application to transfer results into
☐ Email
☐ Text
☐ Assignment specification
☐ The submitted assignment
☐ Other (Please specify):

7. Currently there is no particular place to view feedback. Do you think an addition to the Turn in it page would be useful? Or do you think a separate area where you can find all feedback would be a more suitable alternative?
Having all assignment, submissions and feedback in one place on Moodle would be useful.

8. Moodle has Moodle information that is used during the semester for sharing of information. Do you think the layout is suitable to enable location of required links/assignment?
[Moodle Moodle Moodle](#) get it?
No- Sometimes the content is nestled amongst other unrelated items. Although this is more of a personal preference, I think it would be better to organise that page. Some are extremely organised, others have hardly any material at all

1704448 – Christine Woods

9. Do you feel restricted in any way when using the assignment submission of Moodle?
Zero ☐ Yes (Please say how):

10. Do you have any disabilities?
Zero ☐ Yes (Please elaborate):

Do you feel that the site caters for your disabilities? If not, please say how you think this could be made better.
N/A

11. If there are problems or you need to leave feedback when using Moodle on a scale of 1 to 10 how easy do you find it?
Please choose one emoji to show how you feel when using the below:

Moodle (over all)	☐	☐	☐
Submission of assignments	☐	☐	☐
Archive	☐	☐	☐
Feedback	☐	☐	☐

Many thanks for completing the form. Return using the following link to [CHRISTINE WOODS](#)

3

22

10.2. Paper prototype feedback

Page 1:

- Like the idea of extra button for assignments. Plenty of room for expanding the options

Page 2:

- Collapsible feature good. Nice way to view all assignments from academic year without having to go in to each module or MYTSD
- Great way to see submitted and outstanding assignments as well as indication of feedback received
- Would be good to see percentage received on assignment and how much that contributes to overall module percentage

Page 3:

- Option to change colour/font size good
- Not sure how useful buttons at top of page are (Excel/One drive etc.). Might be a good idea
- Like the ease of accessing feedback. Difficult in current version

Page 4:

- "Type" selection may cause problems. Would be better if it was automatically recognised
- Overall page looks better than existing system.

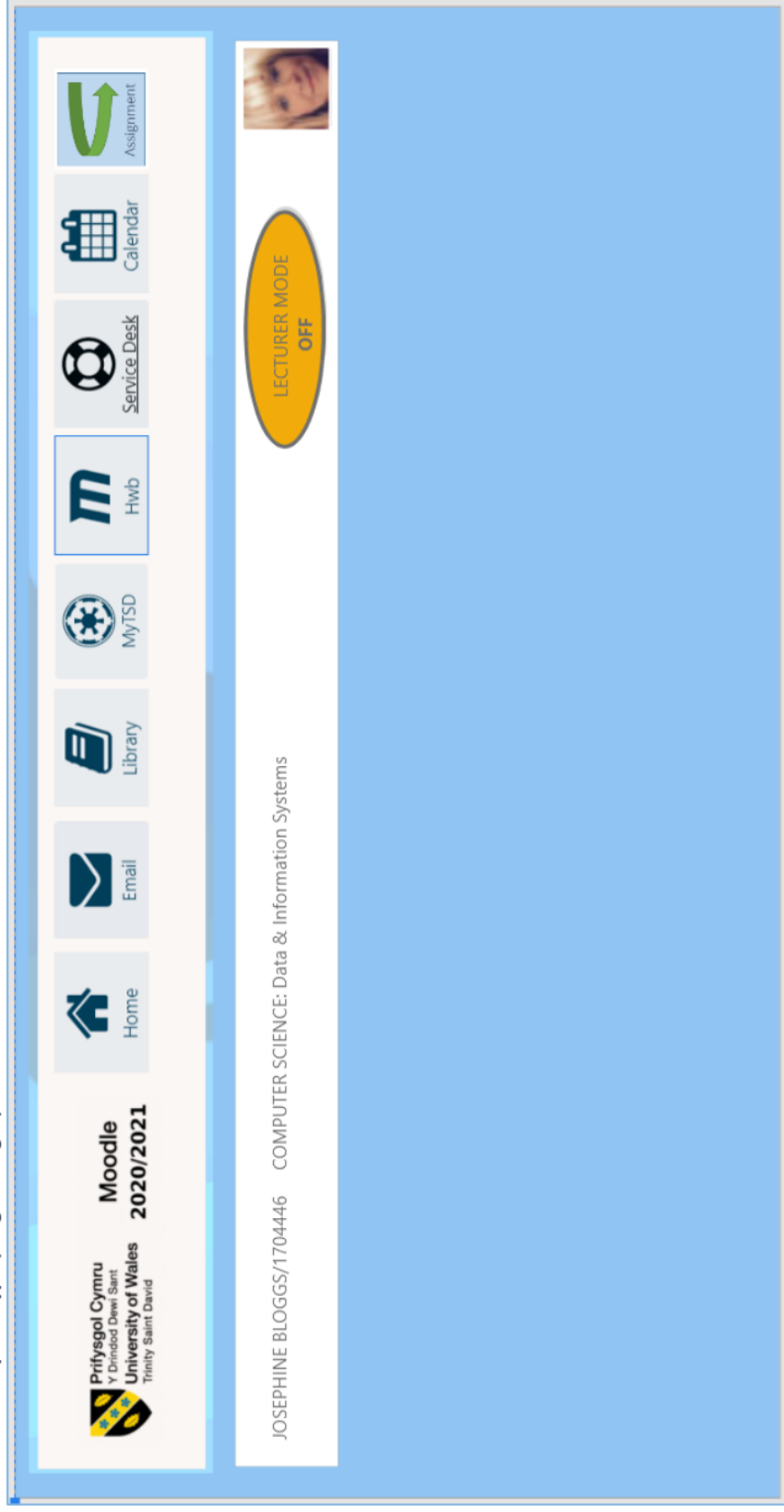
Summary:

- Improvement on existing system. Looks like it is better designed for touch screen devices. If it was to resize to mobile view it would be a significant improvement on current Moodle.

Thanks,

Mike

10.3 Software prototype (Larger images)




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Moodle
2020/2021

 Home
  Email
  Library
  MyTSD



LECTURER MODE
OFF

JOSEPHINE BLOGGS/1704446 COMPUTER SCIENCE: Data & Information Systems

	SEPTEMBER 2021 - MAY 2022
	SEPTEMBER 2020 - MAY 2021
	SEPTEMBER 1999 - MAY 2020
	SEPTEMBER 1998 - MAY 1999
	SEPTEMBER 1997 - MAY 1998
	SEPTEMBER 1996 - MAY 1997

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[Email](#)
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[MyTSD](#)
[Hwb](#)
[Service Desk](#)
[Calendar](#)
[Assignment](#)

LECTURER MODE
OFF

JOSEPHINE BLOGGS/1704446 COMPUTER SCIENCE: Data & Information Systems 2020 - 2021
 (Click on the Module name below to submit assignment)

L6	MODULE 6	Geographical Information Systems	☐ Assignment ☐ Specification ☐ Feedback PASS
L6	MODULE 5	Artificial Intelligence	☐ Assignment ☐ Specification ☐ Feedback
L6	MODULE 4	Information Systems	☐ Assignment ☐ Specification ☐ Feedback PASS
L6	MODULE 3	Web Development	☐ Assignment ☐ Specification ☐ Feedback FAIL
L6	MODULE 2	Statistics	☐ Assignment ☐ Specification ☐ Feedback
L6	MODULE 1	Database Management Systems	☐ Assignment ☐ Specification ☐ Feedback

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Moodle
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[Email](#)
[Library](#)
[MyTSD](#)
[Hwb](#)
[Service Desk](#)
[Calendar](#)
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MODULE 2 STATISTICS SUBMISSION PAGE 2020 - 2021

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[One Drive](#)





Start Date : 02/02/2020 CLICK HERE TO SUBMIT Submitted on: -----	Due Date: 02/04/2020 @ 4pm CLICK HERE TO VIEW SUBMISSION Click here to edit submission	Feedback Date: 02/05/2020 CLICK HERE TO VIEW FEEDBACK Received on: -----
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[MyTSD](#)
[Hwb](#)
[Service Desk](#)
[Calendar](#)
[Assignment](#)

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MODULE 2
STATISTICS
SUBMISSION PAGE
2020 - 2021

LECTURER MODE OFF

Start Date : 02/02/2020

CLICK HERE TO SUBMIT

Submission Box

☐ Click here to show this is your own work and you abide to University policy.

SUBMIT

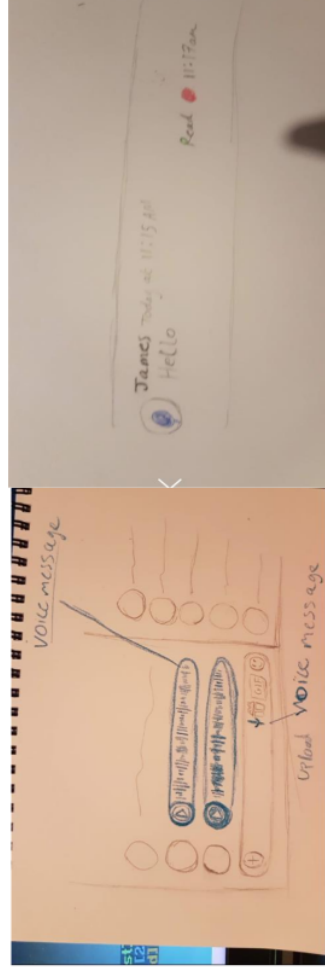
Open submission document by using one of the above links

Drag and drop submission into the submission box below

Submitted on: -----

Received on: -----

10.4 Student design for feedback



10.5 Feedback given for user design and usability

Feedback for paper prototype – Shammuel Hashan (1803153)				
The paper prototype shows efficiency with well thought out structure.				
The addition of functions such as the search option gives the user effective ways of finding messages.				
The design has an effective layout with good affordance. Having read receipts allows the user to be engaged with conversations				
The overall layout is engaging using a variety of colours to enhance the system.				
The system has good error tolerance with the use of appropriate metaphors helping the user to navigate around the system.				
The new design is easy to learn with good memory functions for each of the pages.				
Voice control assists with usability for users who may have disabilities.				
Page 1:Threaded Messages	Efficiency Easy to read with good use of colour	Effectiveness Does what it says on the tin	Engaging Layout helps keep eye concentration	Error Tolerance Is there somewhere that user can report problems?
Page 2:Voice messages	Good metaphors for voice option	Very effective for anyone with disabilities	Well laid out	Can a problem be reported?
Page 3:Burger bar	Good use of menu. Easy to remember	Good collapsible function	Metaphors show the user how to navigate around the screen	Good metaphor “?” helping user understanding.
Page 4:Read receipts	Effective way for user to message	Read receipts helpful to see if messages have been read	Good use of colour and search options	Should there be an option to show when the message has not gone through?
Page 5:Design	The overall design is effective with good use of colour	The design is effective and with good affordance	The use of colour and design of tables helps with the eye line	Error reporting button could be included here?
Overall conclusion:				
Very good page design, the user can easily see what they want to do and how to do it. Use of colours effective.				
Use of error reporting may be required on each page helping the user to report any issues?				

FINAL GRADE

70/100

GENERAL COMMENTS

Instructor

Introduction:

Interesting discussion with good point made about the current lockdown experience and use of resources. The analysis of Moodle screenshots belonged here - credit still given.

Task Analysis:

This should have been focused on user tasks rather than the current web resource. However credit given for the effective investigation of user tasks and use of a well designed survey.

Paper Prototype:

An excellent paper prototype, with effective improvements to the interaction and good use of a post it note! Good application of this technique to redesign the interface.

Human Factors:

Good research, discussion and use of examples is demonstrated here. Some more references and specific examples of affordance would be an improvement.

Review of another paper prototype:

Excellent application of theory to give helpful comments and constructive feedback here. Specific and useful advice given.

Software prototype: Excellent use of Adobe XD to create an attractive prototype. Good brief explanation.

Evaluation:

A brief evaluation of techniques used with an example given.

Overall effective application and analysis of usability techniques with the two prototypes especially good.

Main improvement would be to focus the Task Analysis on user tasks. Well done!

PAGE 1

PAGE 2

PAGE 3

PAGE 4

PAGE 5

PAGE 6

PAGE 7

PAGE 8

PAGE 9

PAGE 10

PAGE 11

PAGE 12

PAGE 13

PAGE 14

PAGE 15

PAGE 16

PAGE 17

PAGE 18

PAGE 19

PAGE 20

PAGE 21

PAGE 22

PAGE 23
