



Project Summary

Test the new flow and navigation for PPL students. Identify pain points to improve the overall user experience.

Test Schedule

- Recruiting – 3/17 to 3/29
- Testing – 3/30/ to 3/31
- Analysis – 4/4 to 4/7
- Report – 4/4 to 4/7
- Review – 4/8

Participant Schedule

	Name	User Profile	Grade	Contact Info	Date/Time
P1	Bradley Arca	18, Male	12	949-616-4901	3/30 at 3 PM
P2	Ryan Drake	18, Male	College Freshman	949-683-4082	3/30 at 4 PM
P3	Ashley Burnett	17, Female	12	714-225-8400	3/30 at 5 PM
P4	Vikki Camacho	19, Female	College Freshman	714-528-8960 714-883-0405	3/31 at 3 PM
P5	Ryan Moore	17, Male	12	949-653-8456	3/31 at 4 PM
P6	Brooke Healey	18, Female	12	714-732-3484	3/31 at 5 PM

Supply checklist:

	Clipboard and pens
	Consent forms—minor and adult
	Schedule of participants
	Supplies in test room – water, tissues
	Incentives (if applicable)
	Guest Wi-Fi password
	ALEKS Intro page

Prototype:

<http://jw30w8.axshare.com/>

Accounts:

zap"QA:pplv2"
flags:forcesim,ppljssl,jssl

<i>Participant</i>	<i>Username</i>	<i>Password</i>	<i>Where in Flow</i>
<i>Pilot</i>	<i>SSMITH178</i>	<i>123456</i>	<i>New Account</i>
<i>1</i>	<i>SSMITH93</i>	<i>123456</i>	<i>New Account</i>
<i>2</i>	<i>SSMITH97</i>	<i>123456</i>	<i>New Account</i>
<i>3</i>	<i>SSMITH100</i>	<i>123456</i>	<i>New Account</i>
<i>4</i>	<i>SSMITH102</i>	<i>123456</i>	<i>New Account</i>
<i>5</i>	<i>SSMITH104</i>	<i>123456</i>	<i>New Account</i>
<i>6</i>	<i>SSMITH106</i>	<i>123456</i>	<i>New Account</i>
<i>All</i>	<i>SSMITH186</i>	<i>123456</i>	<i>Cool Off</i>

Introduction and Check-In Process

1. Ensure participant and guardian has signed in at the front desk
 - a. If not, have them sign in and give them visitor badges
2. Greet participant and guardian; give quick intro
3. Give participant/guardian the appropriate consent form; have them sign
4. Guardian(s) wait in café/lobby
5. Lead student to testing area

START RECORDING

Display aleks.com on the participant screen (tab 1)

Read Introduction

NON-CUSTOMERS

Before we get started, I want to give you a brief summary of the ALEKS Placement product and describe what you will be today.

For the ALEKS placement product, it is used at a higher education level. Some schools require their incoming freshman students to take an ALEKS math placement assessment to determine which math course the student is ready for.

Currently, we have been working to improve the ALEKS student experience. As part of our process, we like to show our designs to students to make sure that we are on the right track and making something students understand. This is where you come in and help us. What you will see today is not final, think of it as a rough draft.

During our session, you are going to experience the ALEKS placement product from a first time user's perspective. As you go through it, please speak your actions and thoughts out loud. I didn't design what you will see today so you won't hurt my feelings if you do not like something or you find it confusing. Your feedback will help the team improve their design for ALEKS students.

Warm-Up Questions

Before we begin, we'd love to hear a bit more about you.

1. What school do you currently attend?
2. What is your college level (freshman, sophomore, etc.)?
3. Do you have a concentration or major?
4. Do you do any online learning? Which programs do you use?
 - a. If so, do you like learning online?
 - b. Why or why not?
5. Do you have any questions for me before we begin?

Scenario:

You just got accepted into college and were told you are required to take a Placement Assessment for math. This assessment will determine which math course you are allowed to take in college. You have been sent the login information and told to go to www.ALEKS.com to take the placement assessment.

Task 1 – Welcome Page, Survey and Tools Tutorial

Instructions for moderator:

1. Start task 1 in Morae
2. End task

Task 2 –Placement Assessment

Instructions for moderator:

1. Start task 2 in Morae
2. End task

1. Is this Placement Assessment proctored or unproctored?
 - a. How do you know?
 - b. What does proctored mean?
 - c. What does unproctored mean?
 - d. How many proctored vs unproctored Assessments do you have?
2. How would you proceed?

Task 3 – Placement Assessment Results

Instructions for moderator:

1. Start task 3 in Morae
2. End task

Have student start placement assessment.

At this point, students would then take their Placement Assessment. I'm not going to have you complete any math questions today, so we are going to pretend you answered all of the Placement Assessment questions and you are ready to submit.

Select Skip Placement Assessment.

1. Can you explain your results?
2. How would you find out what course you placed into?
3. What would you do if you did not place into the course you wanted?
4. Do you have the option to retake the Placement Assessment?
 - a. How do you know?
5. What does the link 'Learn More at Your Institutions Webpage' mean?
6. Is there anything you find confusing?

Task 4 – Needs to Picks Prep and Learning Module - With Cool Off and Needs to Spend 5 Hours in Prep and Learning Module

Instructions for moderator:

1. Start task 4 in Morae
2. End task

1. What would you do next?

Participant should select Get Started

Please take a few moments to look over this page.

2. Let's assume you want to get into CALC105, what would you do?
3. Can you explain to me what you think a Prep and Learning Module is?

4. From your understanding, do you think you will be able to select a different Prep and Learning Module once you leave this page?
5. How would you proceed from here?

Task 5 – Home Page, FTU, Cool Off and Required Learning

Instructions for moderator:

1. Start task 5 in Morae
2. End task

1. What would you do next?

You are now in learning mode. Let's imagine you continue working in your Prep and Learning Module for some time. You now want to return to the home page.

2. From this screen, can you tell me how much time you have spent in your Prep and Learning Module?
3. Can you tell me what a Cool Off Period is?
4. When will you be able to take your next Placement Assessment?

Task 6- Dashboard

Instructions for moderator:

1. Start task 6 in Morae
2. End task

1. How would you access the results of your Placement Assessment?
2. How would you access details on your learning progress?

Task 7- Knowledge Check

Instructions for moderator:

1. Start task 7 in Morae
2. End task

Let's imagine some time has passed and you have worked in the Prep and Learning Module for a few hours. You log back into ALEKS and you want to take your next assessment.

1. What do you do?
 - a. *(if they clicked Knowledge Check)* From your understanding, will this Knowledge Check affect your placement score?

Task 8- Final Comments

Instructions for moderator:

1. Start Task 8 in Morae
2. End task
3. Send SUS

1. Do you have any additional comments, feedback, or suggestions?

Send Survey to Student

I'm now going to send you a survey to complete about your session today. Please let me know when you are finished.

1. What did you like about ALEKS Placement?
2. What did you not like about ALEKS Placement?
3. What general comments/questions do you have about ALEKS Placement in its current form?
4. Please rate your satisfaction with ALEKS Placement.

Send Morae SUS to the participant

Thank you and Incentive

Thank you for your participation in this study. Your feedback is valuable and will help to inform future decisions and designs. As a token of our appreciation, Question Shop will send you a check for \$70 (HE) in the mail or you can choose to pick it up at their office.

Stop Recording

- a. Please note – do not stop recording until the session is 100% complete. Great information often comes at the very end of the session, when participants are more natural and comfortable with moderators and are more off-the-cuff.

Check-Out Process

1. Lead participant back to the lobby
2. Take the visitor badge back from participant/guardian
3. Have them sign out at the front desk
4. Confirm honorarium (gift card or payment via 3rd party)
5. Thank and goodbye!