

PPL v2 - Milestone 2 User Testing Synthesis Students Round 4

Testing Dates: March 30-31, 2016

Lead Designer and Researcher: Amanda Schmutzler



Confidential and Proprietary. Not for redistribution.

This document contains information, data and/or analysis (collectively, "Information") that is confidential and proprietary to McGraw-Hill Education (the "Company"). The Information is intended solely for internal access and use by Company employees and may not be disclosed or distributed, in whole or in part, to any outside party, except that with the written authorization of a Business Unit President or the Company's Legal Department, information may be disclosed to partners, vendors, contractors or consultants of the Company to the extent they are contractually obligated to maintain the confidentiality of such information. All employees are reminded of their obligations under the McGraw-Hill Education Code of Business Ethics, which apply both during and after their employment with the Company, to maintain the confidentiality of commercially sensitive or proprietary information relating to the Company that comes into their possession.



Highlights

Positive Takeaways

- 1. All students were able to complete the first time use with ease.
- 2. All students were able to navigate to their past Placement Assessment results from the reports dashboard.
- 3. All students were able to distinguish between a Knowledge Check and Placement Assessment on the homepage.
- 4. All students wanted to learn or review before taking their next Placement Assessment.
- 5. After changes were applied on Day 2, students understood there was a waiting period (cool off period) and they must spend time in a Prep and Learning Module.

Top Issues

- 1. 5 of 6 students could not determine when they could retake the Placement Assessment from the homepage.
- 2. 4 of 6 could not navigate to reports to find their Placement Assessment results.
- 3. 4 of 6 thought the timeline showed Placement Assessment information.
- 4. 3 of 6 did not know what "Proctored" meant.
- 5. 3 of 6 did not know what "Cool Off Period" meant.
- 6. 3 of 6 thought the survey affected the class they would be placed into and the type of Placement Assessment they would be given.

Test Plan

6 K-12 and HE students (non-customers) came to ALEKS for a 1 hour moderated usability test regarding the ALEKS Placement student product.

Participants were asked to explore the testing environment and prototype to provide feedback on:

- 1. First time use flow (survey and tools)
- 2. Placement Assessment results
- 3. Selecting a Prep and Learning Module
- 4. Placement Assessment info on homepage
- 5. Reports (Assessment and Learning)
- 6. Knowledge Check vs. Placement Assessment

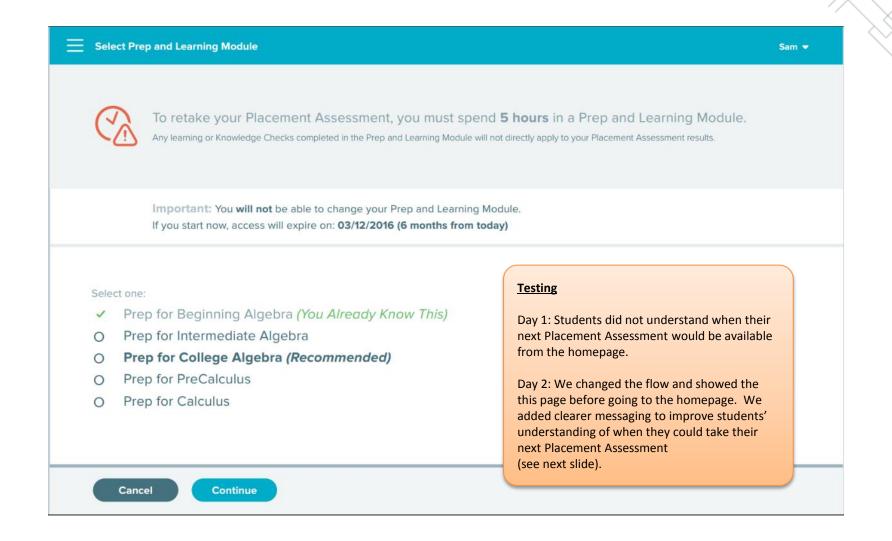
Participant Information

We tested PPL Milestone 2 with 6 students (college freshman and high school seniors)

6 participants (17-19 years old)

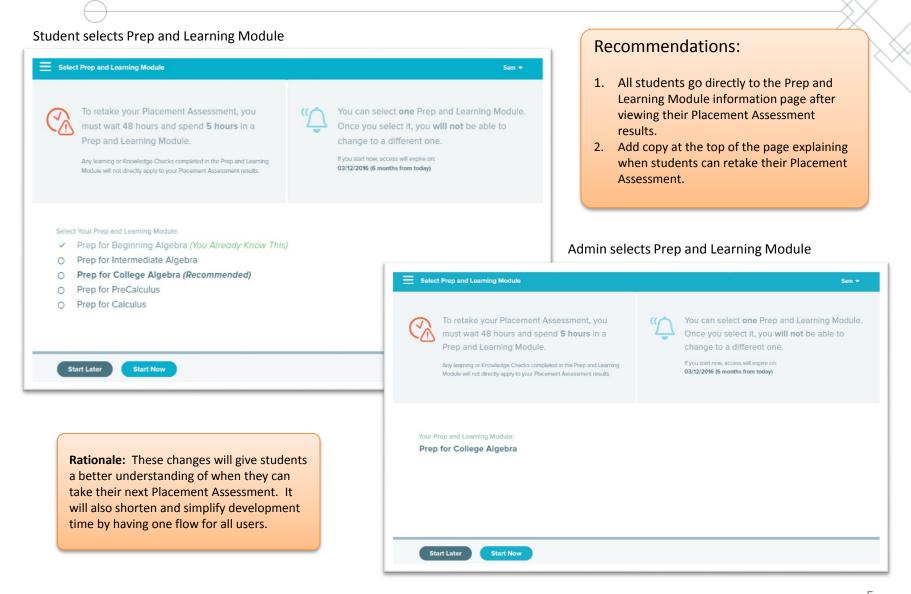


Select Prep and Learning Module (Layout Tested on Day 2)



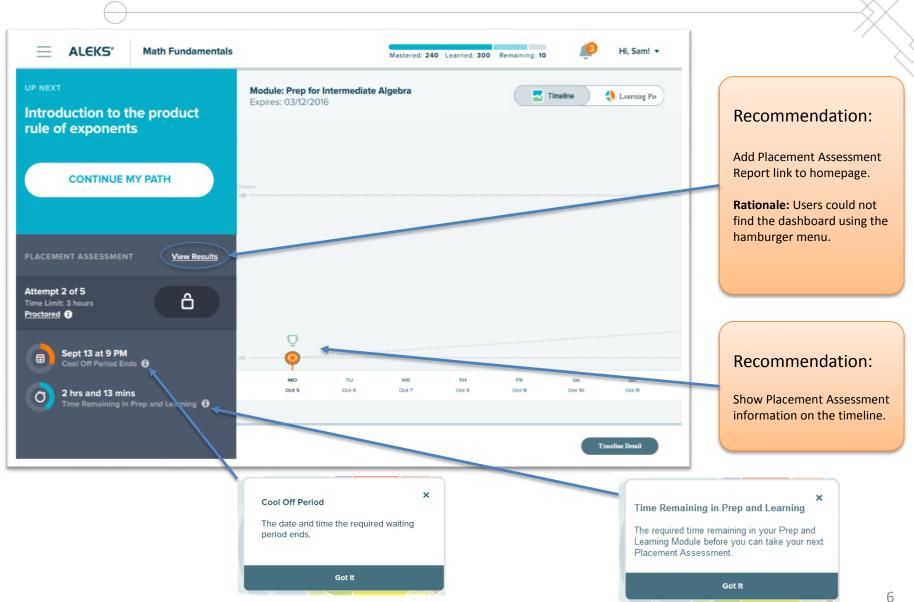


Select Prep and Learning Module





Placement Assessment Information on Homepage





Survey

