

# PPL v2 - Milestone 2 User Testing Synthesis Students Round 4

Testing Dates: March 30-31, 2016  
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## 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 Sam ▾

 To retake your Placement Assessment, you must spend **5 hours** in a Prep and Learning Module.  
Any learning or Knowledge Checks completed in the Prep and Learning Module will not directly apply to your Placement Assessment results.

**Important:** You **will not** be able to change your Prep and Learning Module.  
If you start now, access will expire on: **03/12/2016 (6 months from today)**

Select one:

- Prep for Beginning Algebra *(You Already Know This)*
- Prep for Intermediate Algebra
- Prep for College Algebra (Recommended)**
- Prep for PreCalculus
- Prep for Calculus

**Cancel** **Continue**

**Testing**

Day 1: Students did not understand when their next Placement Assessment would be available from the homepage.

Day 2: We changed the flow and showed the this page before going to the homepage. We added clearer messaging to improve students' understanding of when they could take their next Placement Assessment (see next slide).

# Select Prep and Learning Module

Student selects Prep and Learning Module

## Recommendations:

1. All students go directly to the Prep and Learning Module information page after viewing their Placement Assessment results.
2. Add copy at the top of the page explaining when students can retake their Placement Assessment.

Admin selects Prep and Learning Module

**Rationale:** These changes will give students a better understanding of when they can take their next Placement Assessment. It will also shorten and simplify development time by having one flow for all users.

# Placement Assessment Information on Homepage

The screenshot shows the ALEKS Math Fundamentals interface. At the top, it displays 'Mastered: 240', 'Learned: 300', and 'Remaining: 10'. The user is identified as 'Hi, Sam!'. The main content area is titled 'Module: Prep for Intermediate Algebra' and 'Expires: 03/12/2016'. On the left sidebar, under 'UP NEXT', there is a section for 'Introduction to the product rule of exponents' with a 'CONTINUE MY PATH' button. Below that is the 'PLACEMENT ASSESSMENT' section, which includes 'Attempt 2 of 5', 'Time Limit: 3 hours', and 'Proctored'. A 'View Results' link is circled in blue. The timeline shows a progress bar and a calendar view with a green trophy icon on Oct 5. Two callout boxes at the bottom provide details for 'Cool Off Period' and 'Time Remaining in Prep and Learning'.

**Recommendation:**

Add Placement Assessment Report link to homepage.

**Rationale:** Users could not find the dashboard using the hamburger menu.

**Recommendation:**

Show Placement Assessment information on the timeline.

**Cool Off Period** ✕

The date and time the required waiting period ends.

Got It

**Time Remaining in Prep and Learning** ✕

The required time remaining in your Prep and Learning Module before you can take your next Placement Assessment.

Got It

# Survey

The survey will not impact your Placement Assessment. \*Required

When did you take your last math class? \*

High School  
 College

When did your last math class end?\*

Month                      Year

Select one                      Select one

Next

**Recommendation:**  
Add copy explaining that the survey does not affect the Placement Assessment.

The screenshot shows a survey interface with a purple header bar containing a menu icon, the word "Survey", a search bar, and the name "Sam". Below the header, a message states "The survey will not impact your Placement Assessment." with a "\*Required" label. The first question is "When did you take your last math class?\*" with radio button options for "High School" and "College". The second question is "When did your last math class end?\*" with dropdown menus for "Month" and "Year". A blue arrow points from a callout box to the first question. The callout box is orange and contains the text "Recommendation: Add copy explaining that the survey does not affect the Placement Assessment." A "Next" button is at the bottom left.