

SAH & FAAC User Testing Synthesis Students

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Executive Summary

All participants (n=10) successfully

- Realized how much time they have access to ALEKS
- Realized when their FAAC access will expire
- Renew access to an account
- Switched classes
- Suspended access
 - 1 student did not like the term Suspend Access and thought it may have meant Cancel.
- Canceled a Leave of Absence
- Reactivated account after a Leave of Absence
- When an account will be put on hold for a Leave of Absence

Leave of Absence: When will the class start again?

4 students were not able to figure out when the account will start again.



Test Information

Test Plan

10 HE students (non-customers) participated in a self moderated usability test using Validately.com. The test looked at a redesigned version of SAH and FAAC.

Participants were asked to provide feedback on:

- 1. FAAC
- 2. Suspend Access
- 3. Switching Classes
- 4. Leave of Absence
- 5. Expired Account

UX Spec

FAAC: http://gw7ph9.axshare.com
SAH: http://zb8bi2.axshare.com

CSR Guarantee: http://dic0fb.axshare.com
Leave of Absence: http://3ubq9a.axshare.com

Test Prototype

http://ni03mj.axshare.com/intro.html

Participant Information

We tested SAH and FAAC with 10 HE students.

• 10 participants (18-30 years)



Pass / Fail Chart

Task	Pass	Fail
FAAC: How long can the student use ALEKS?	10	0
FAAC: How would the student get more time in the class?	10	0
FAAC: Does the student realize the FAAC has expired and the class is inactive?	10	0
FAAC: How would the student renew access after FAAC has expired?	10	0
Suspend Access: How would the student suspend access to their class?	10	0
Change Class: How would the student change their class?	10	0
Leave of Absence: When will the class go on hold?	10	0
Leave of Absence: When will the class start again?	6	4
Leave of Absence: What would the student do if you do not want your account to go on hold?	10	0
Leave of Absence: How would the student access their account after it has gone into a leave of absence?	10	0



Leave of Absence

Prototype

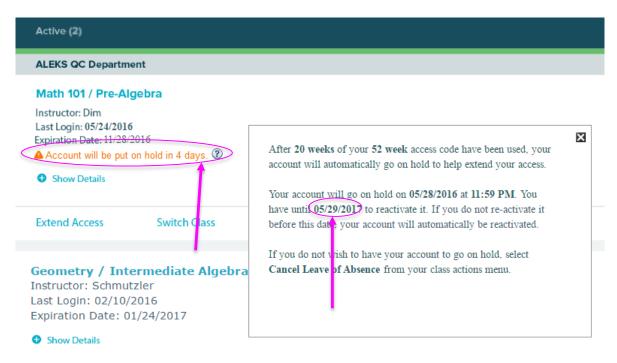
When will your class start again?

P5: He did not click on the tooltip and based the dates on the expiration date.

P8: Did not answer the question. Selected Cancel Leave of Absence instead.

P9: Thought class was only going on hold for 4 days.

P10: Was confused and did not know when it would start again.



Pass	Fail
6	4



Recommendations

For the warning on SAH, show the exact date and time the account will go on hold.

