



# 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
<b>FAAC:</b> How long can the student use ALEKS?	10	0
<b>FAAC:</b> How would the student get more time in the class?	10	0
<b>FAAC:</b> Does the student realize the FAAC has expired and the class is inactive?	10	0
<b>FAAC:</b> How would the student renew access after FAAC has expired?	10	0
<b>Suspend Access:</b> How would the student suspend access to their class?	10	0
<b>Change Class:</b> How would the student change their class?	10	0
<b>Leave of Absence:</b> When will the class go on hold?	10	0
<b>Leave of Absence:</b> When will the class start again?	6	4
<b>Leave of Absence:</b> What would the student do if you do not want your account to go on hold?	10	0
<b>Leave of Absence:</b> 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.

Active (2)

ALEKS QC Department

**Math 101 / Pre-Algebra**  
 Instructor: Dim  
 Last Login: 05/24/2016  
 Expiration Date: 11/28/2016

⚠ Account will be put on hold in 4 days. ?

+ Show Details

Extend Access      Switch Class

**Geometry / Intermediate Algebra**  
 Instructor: Schmutzler  
 Last Login: 02/10/2016  
 Expiration Date: 01/24/2017

+ Show Details

Pass	Fail
6	4

# Recommendations

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

Active (1)

ALEKS QC Department

**Math 101 / Pre-Algebra**

Instructor: Dim  
Last Login: 11/12/2015  
Expiration Date: 05/15/2016

⚠ Account will be put on hold on 11/16/2105 at 11:59PM ⓘ

+ Show Details

Extend Access    Switch Class    Suspend Access

Your account will automatically go on hold on:  
**11/16/2015 at 11:59PM**  
Week 20 of your 52 week access code

Your account will automatically reactivate on:  
**11/17/2016 at 11:59PM**  
Or reactivate manually at any time

If you wish to reactivate your account earlier, select **Cancel Leave of Absence** from your class actions menu.

Start Date: 05/23/2014

Update the visuals and copy of the Leave of Absence tooltip to make the dates stand out more.