Saga Mobile App Usability Testing

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saga EDUCATION

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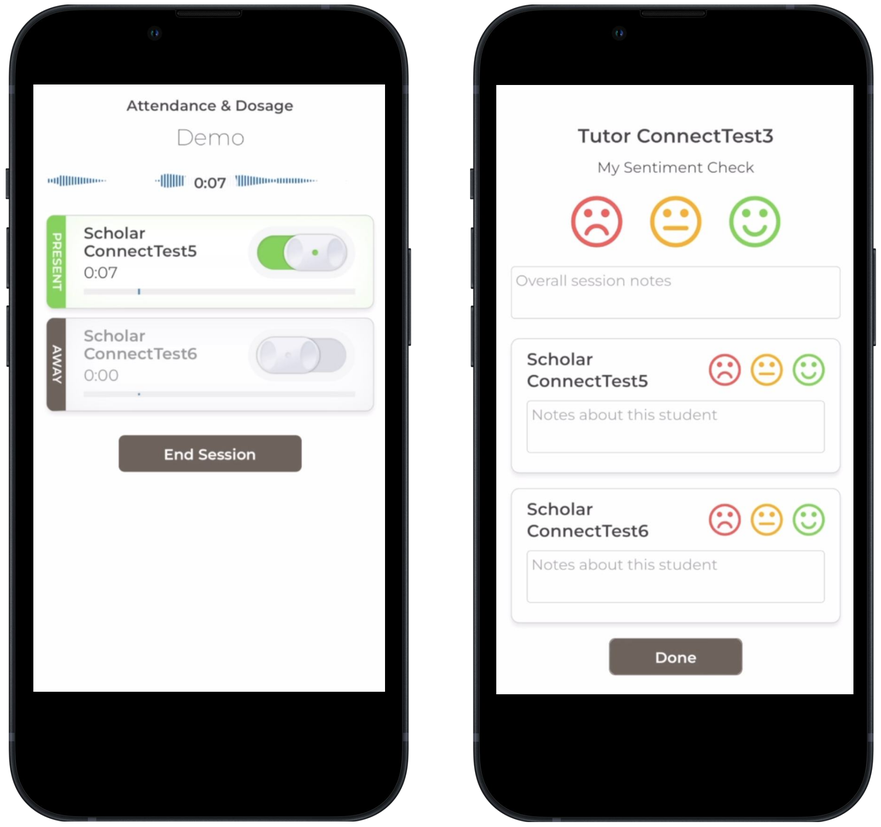
01 Project Background

Background

- Saga is developing a mobile web app to help tutors take student attendance and dosage while providing in-person tutoring

- The data collected will be analyzed to better inform tutors and help them make decisions



Testing Goals

Main Goal

Understand how tutors will interact with the app while giving tutoring sessions, and identify any product or user experience improvements we can make

Specific Goals

1. Understand if the overall user flow is easy for users to follow
2. Understand if the current design is intuitive

02 Methodology

Participants

5 Participants (till 7/25)

Current Saga staff members who have prior tutoring experience or are currently tutors

Procedure

Overall structure

1. **Before the testing**
    - 10 min prep time
2. **During the testing**
    - 20 min mock tutoring
3. **After the testing**
    - 5-10 min debrief

Each session

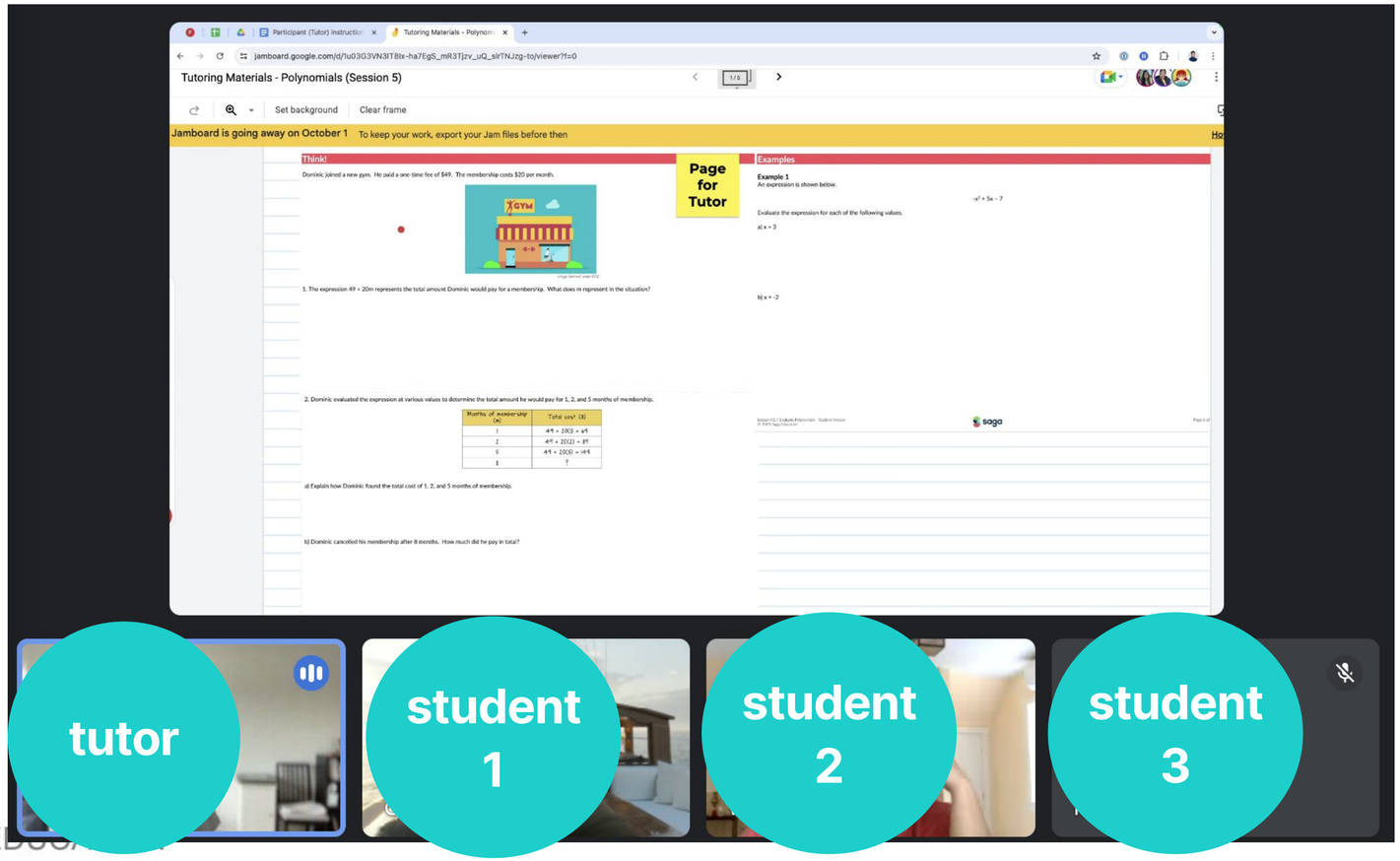
- 1 moderator
- 1 participant (tutor)
- 3 students

↑

Cognitive load!

Test Settings & Materials

Online: Google Meet + Jamboard

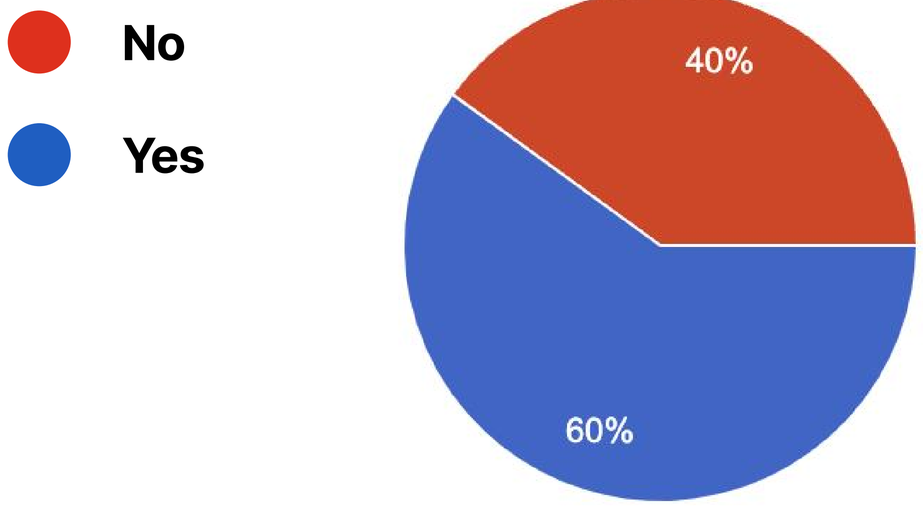


03 Results and Insights

Results - Task Success Rate

Were you able to finish every task successfully?

5 responses

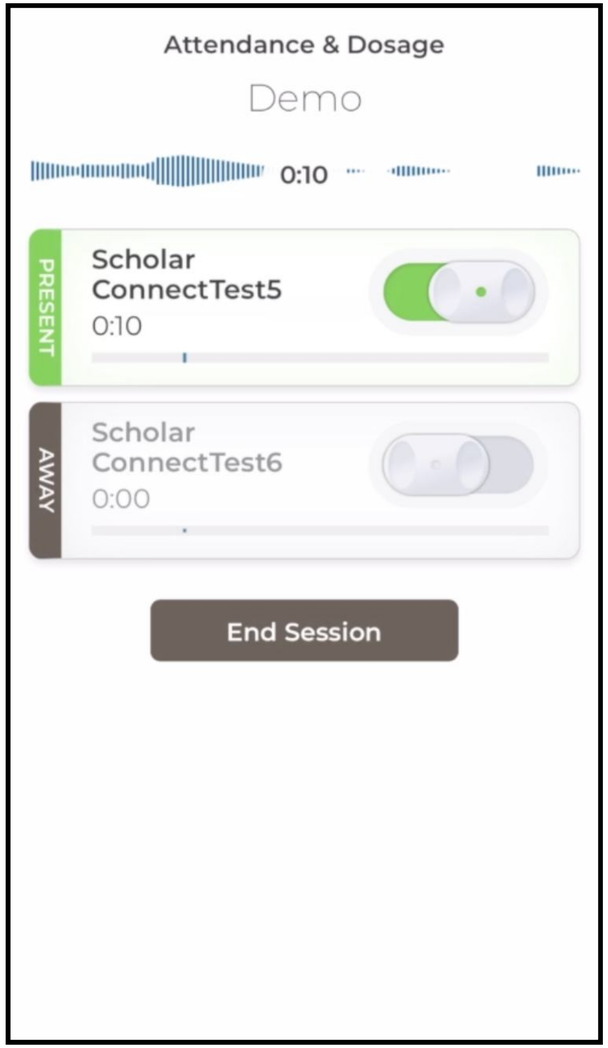


Task 1
Take attendance

Task 2
Record students' sentiments

Task 3
Record tutor's sentiment

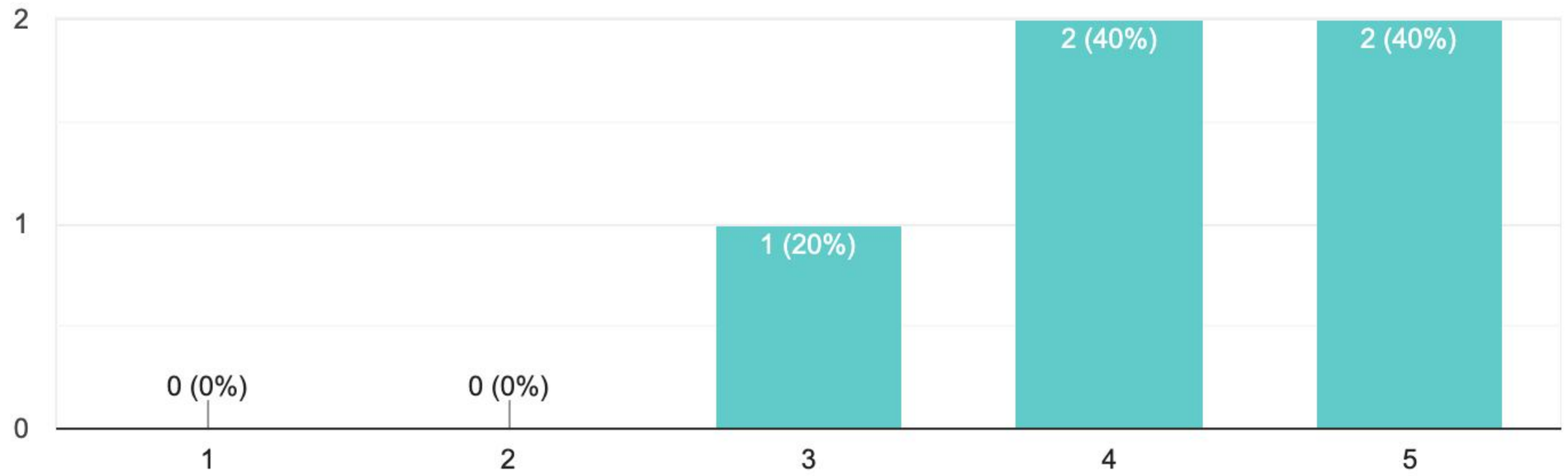
Results - Take Attendance



Results - Take Attendance

How easy or difficult was it to take the attendance?

5 responses

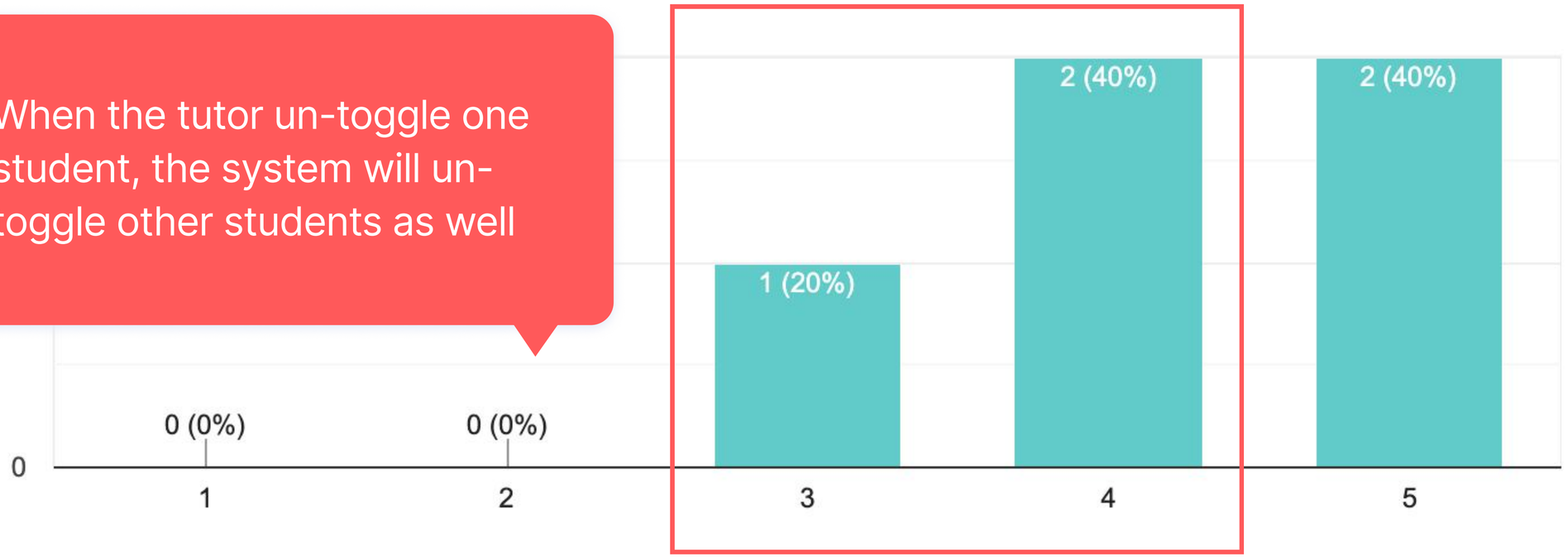


1 = very difficult
5 = very easy

Results - Take Attendance

How easy or difficult was it to take the attendance?

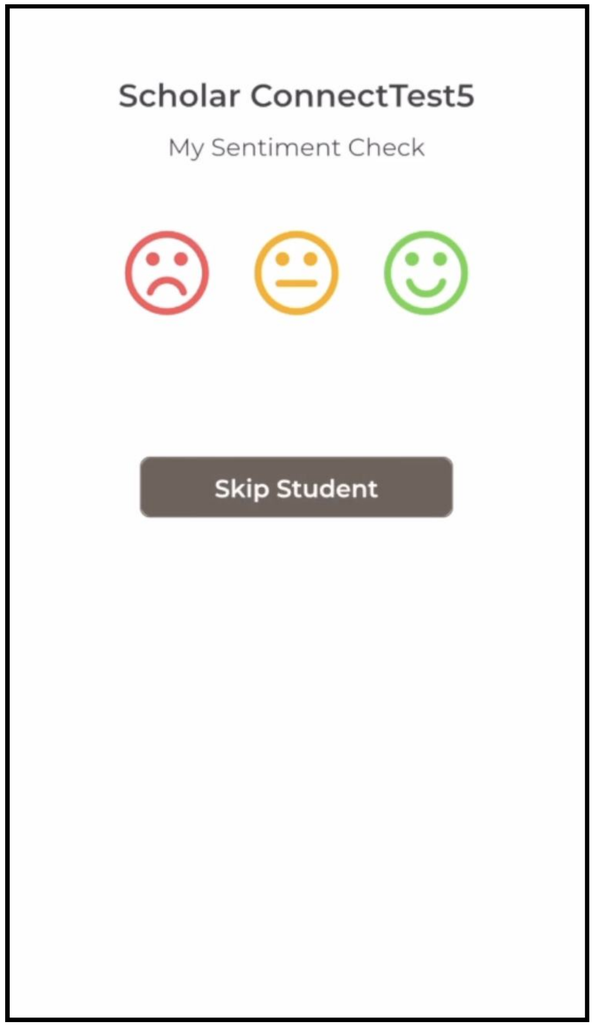
5 responses



When the tutor un-toggle one student, the system will un-toggle other students as well

1 = very difficult
5 = very easy

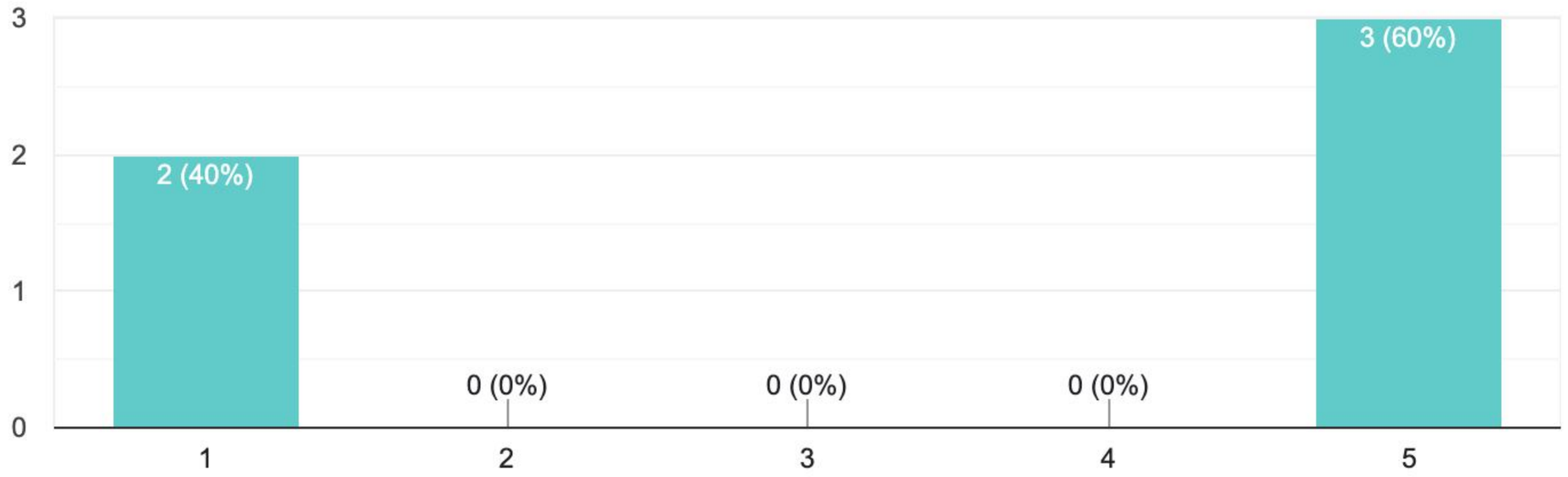
Results - Students' Sentiments



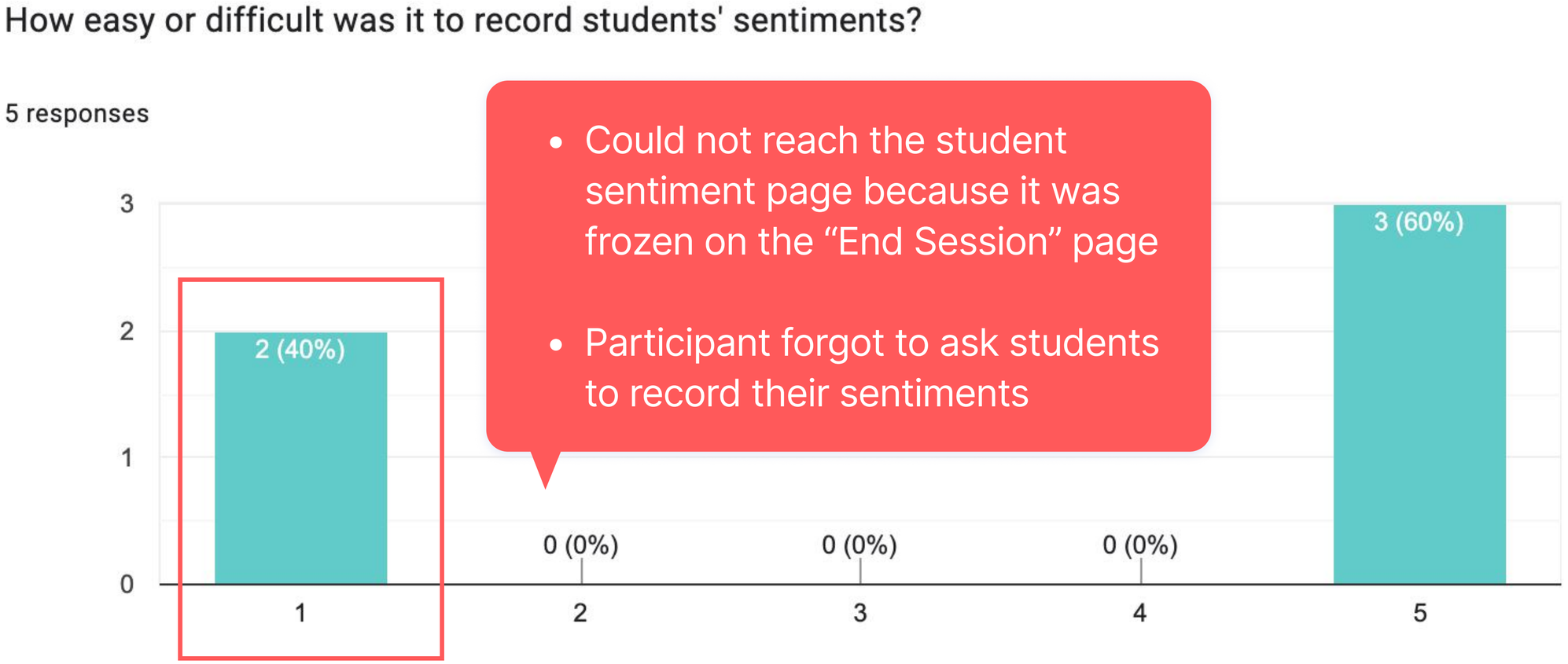
Results - Students’ Sentiments

How easy or difficult was it to record students' sentiments?

5 responses

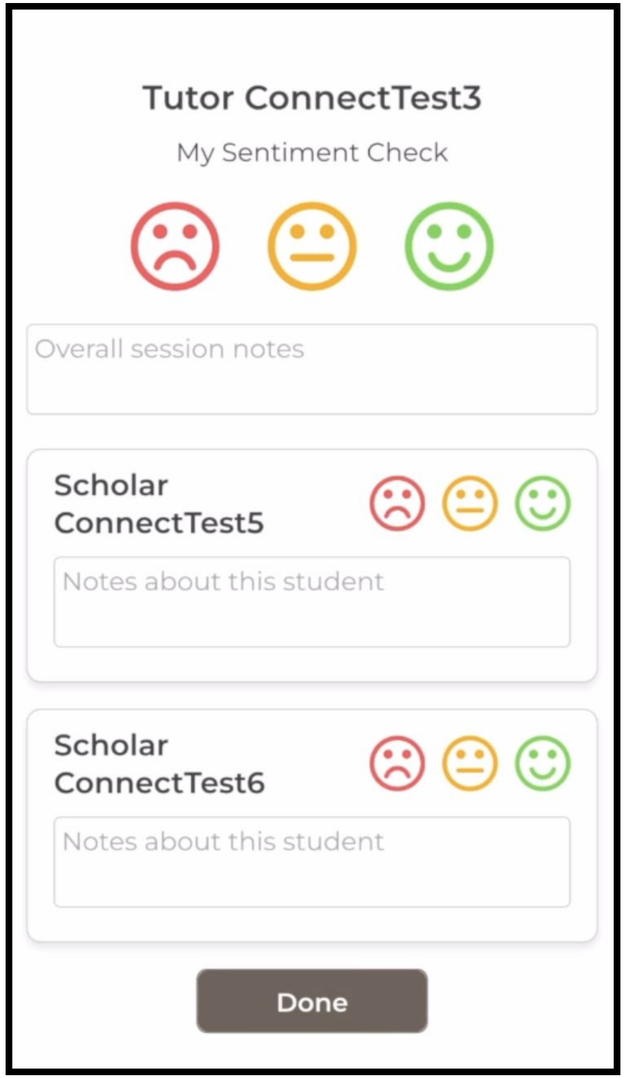


Results - Students' Sentiments



- Could not reach the student sentiment page because it was frozen on the "End Session" page
- Participant forgot to ask students to record their sentiments

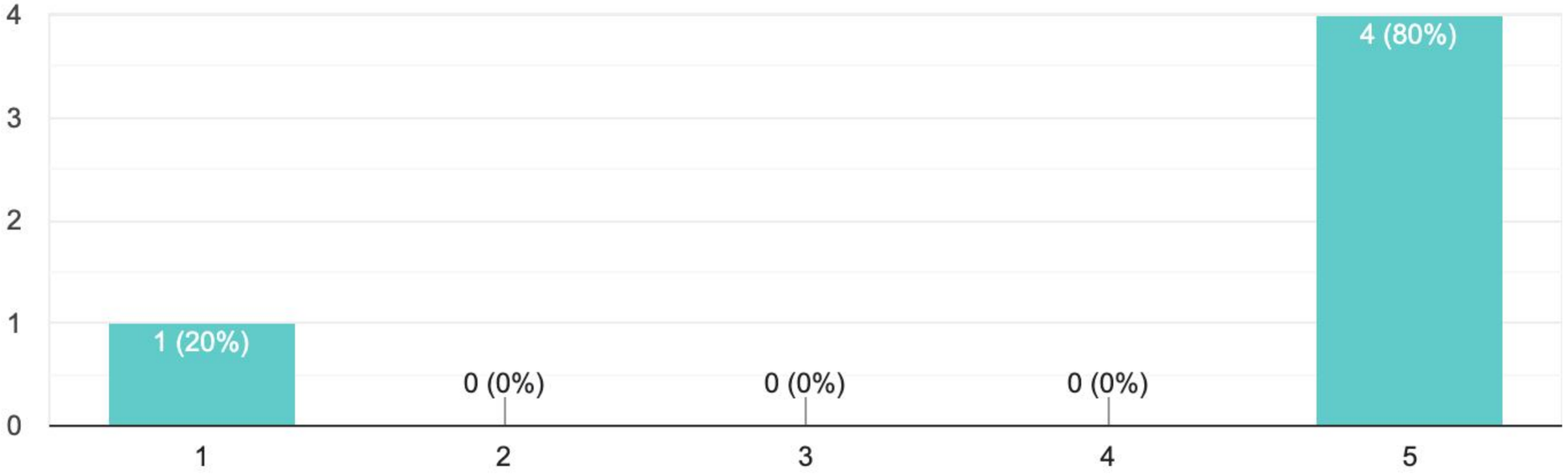
Results - Tutor's Sentiment



Results - Tutor's Sentiment

How easy or difficult was it to record your sentiments and observations about students?

5 responses



Results - Tutor's Sentiment

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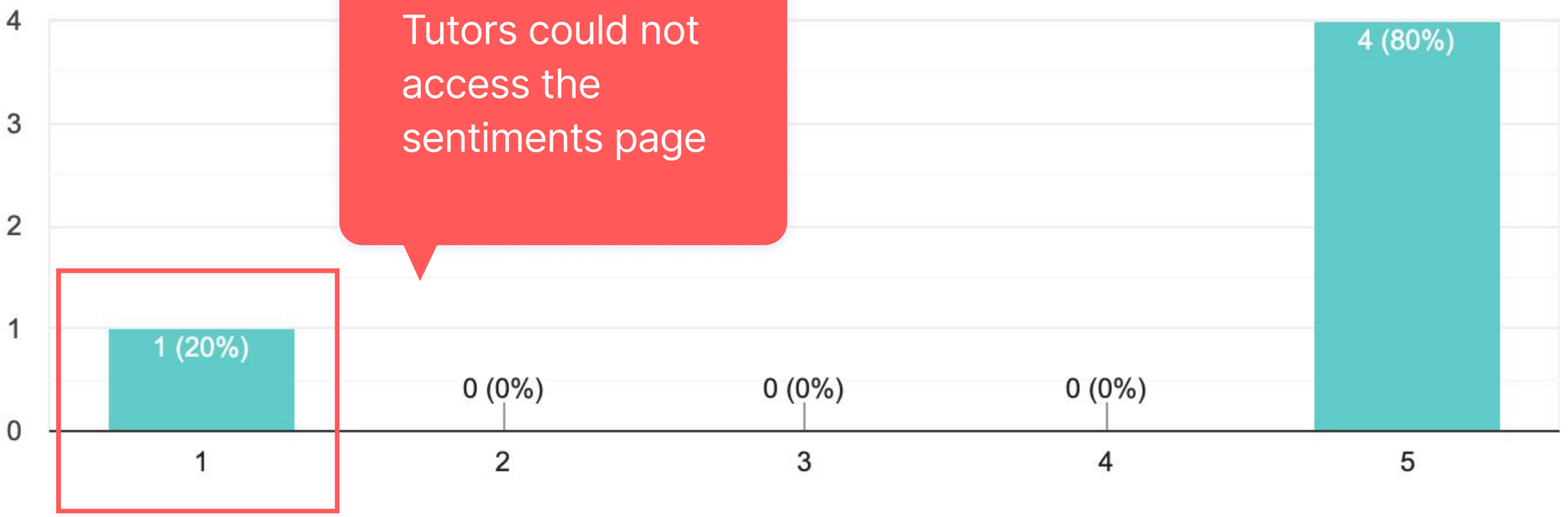
5 responses

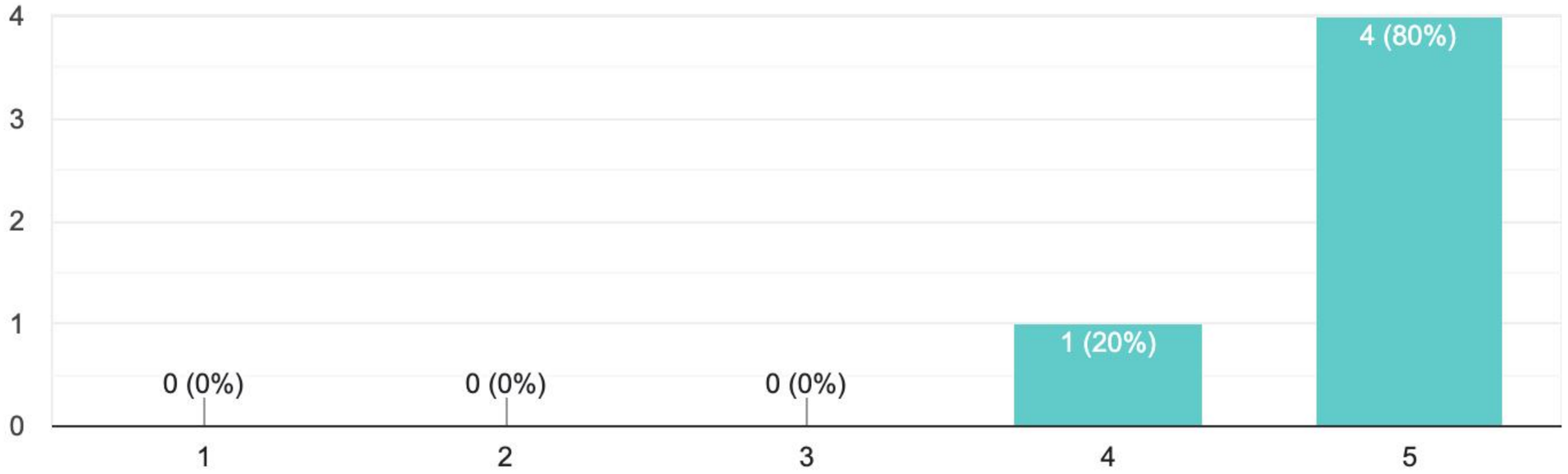


Tutors could not access the sentiments page

Results - Design

What do you think about the design of this mobile app?

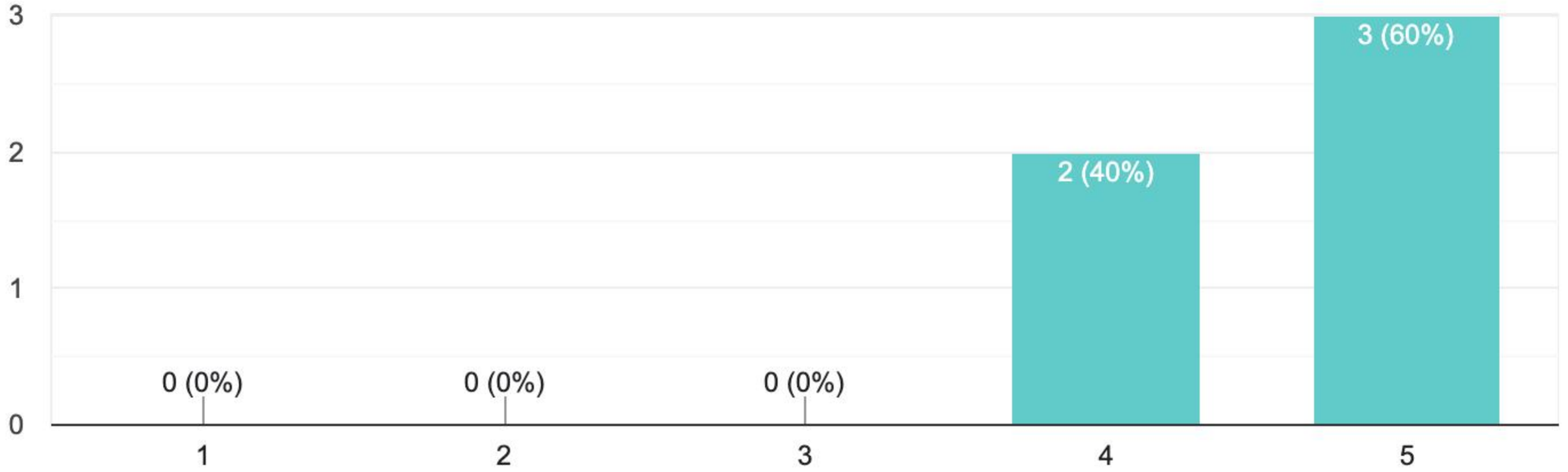
5 responses



Results - Product Capability

Rate how this product's capabilities meet your requirements?

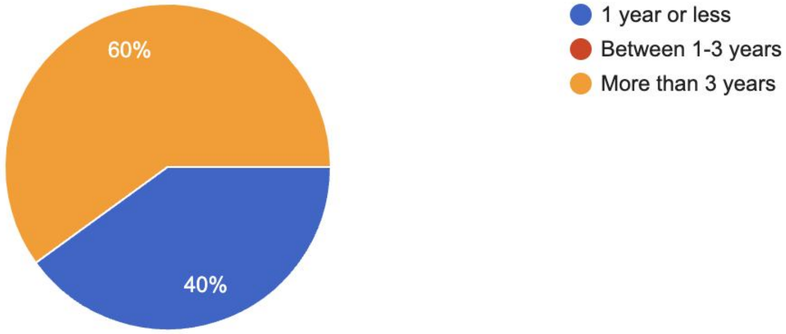
5 responses

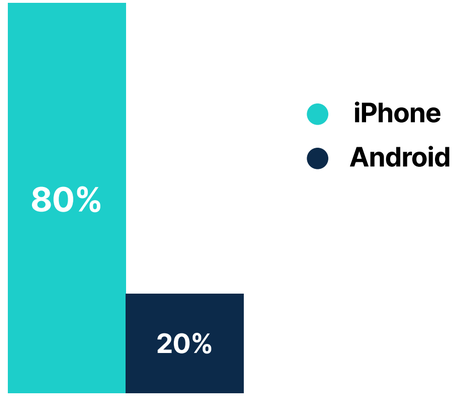


Results - Backgrounds

How long have you been tutoring students?

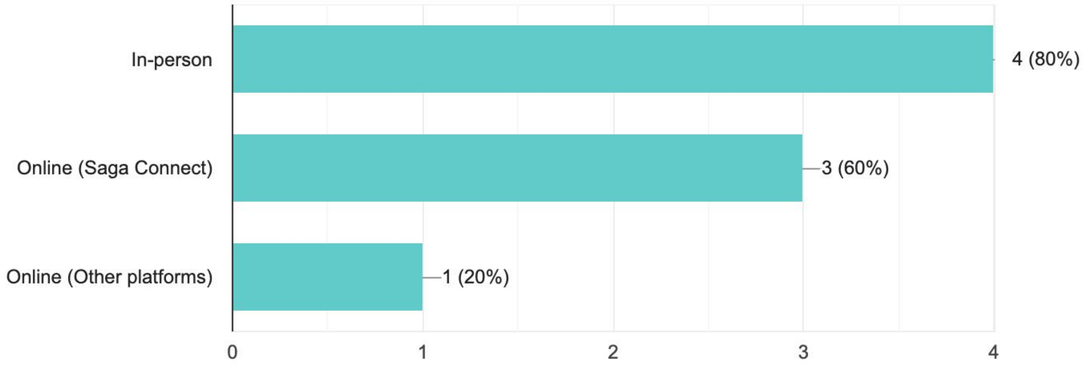
5 responses





In which formats have you tutored? (select all that apply)

5 responses



Qualitative Feedback - 1

“It was great to use and easy to pick up“

“It's easy to function and it doesn't take long to toggle”

“It was intuitive. Love the waveform effect! As a data person, I love the ‘time stamp’ ! It can turn the minutes into accurate dosage really easily”

Qualitative Feedback - 2

“My mind was definitely scattered in different directions because I needed to look at students’ work, review my lesson plan, and use the mobile app at the same time”

“It takes some time to get used to turning the button on and off. It's easy to forget, so it's important to keep this in mind”

Technical Bugs Recap

1. When toggling one student away, other students will be **toggled away** as well (3)

2. **The system froze** when the "End Session" button was clicked, and everyone was marked away without the tutor's intervention (2)

3. Once the session started, the **"Let's Go" button** still did not show up until tutor refreshed the page (1)

*The number in ( )
= number of participants who encountered this issue

Summary

1. Tutors found it **helpful and showed interest** in using the mobile web app, but they might need more time to get used to the **multitasking** process

2. The main issues preventing tutors from completing tasks are related to **technical bugs**

3. The **design was quite intuitive** for users

04 What’s Next

Limitation

1. The current sample size is not representative (only 5 participants)

2. Could not 100% simulate the in-person setting

3. Haven’t had the chance to recruit real tutors and students for this testing round

4. Could not observe how tutors interact with the mobile app in real time

Next Steps

01

Refine survey

02

Recruit more participants (Expected: 8-10)

03

Conduct in-person testing with real tutors and students (During school year)

04

Retest with the same tutors after they have built the habit

Thank you

Mark
Denise
Quionna
Lindsey
Wendy
Allyson

Zarate
Ashlee
Tenzin
Julie
Uriel

Product Team
Academics Team

THANK YOU ALL for making this happen!!

Appendix

- Usability Testing Notes
- Usability Testing Plan
- Participant Instruction
- Student Instruction
- Recruitment Survey
- Post-task Survey
- Usability Testing Tools Overview

Thank you.