

Saga Mobile App Usability Testing

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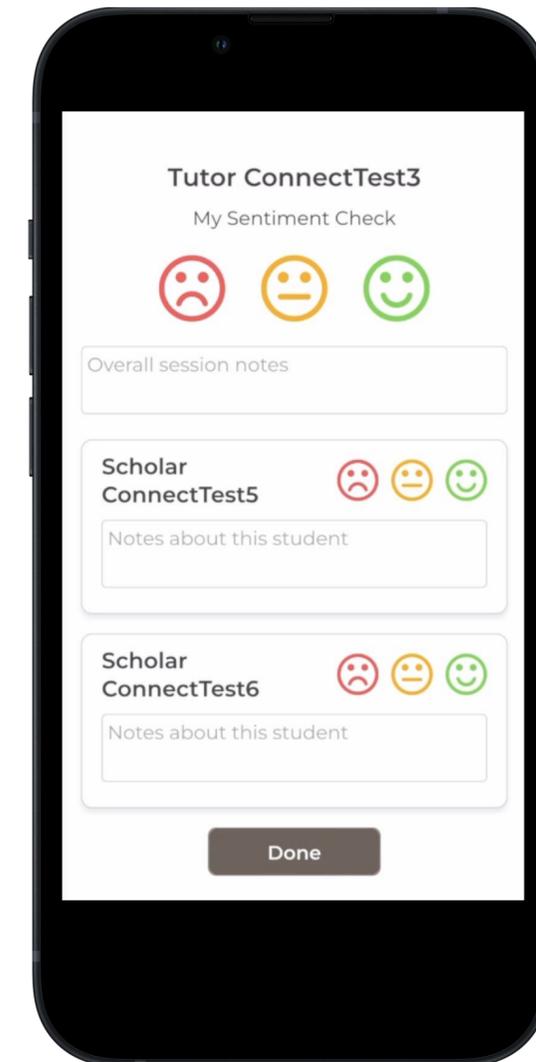
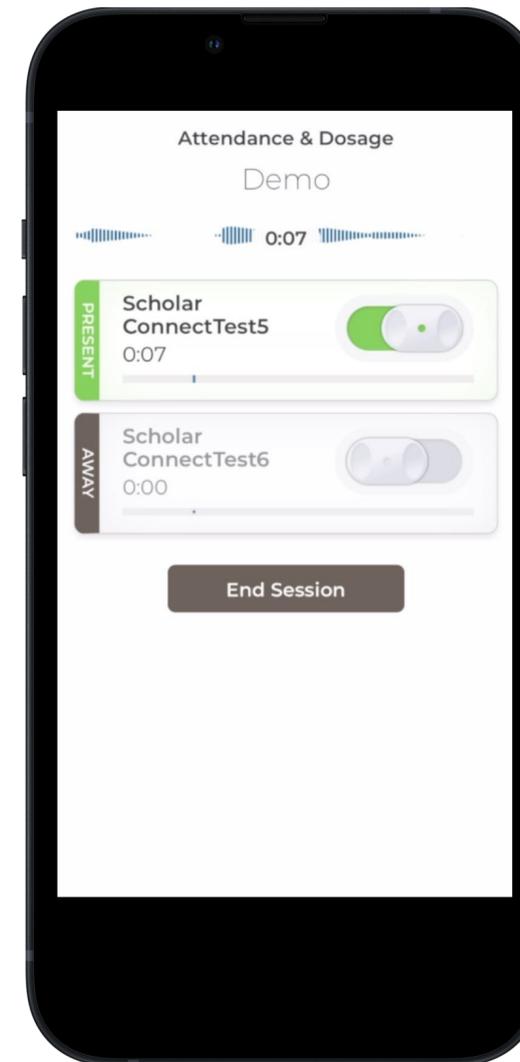
01 Project Background

The background features a teal rectangle in the top-left corner. A dark blue shape, consisting of a vertical bar and a curved bottom-left corner, is positioned in the bottom-left. A red shape, also with a curved bottom-right corner, is located in the top-right. A green shape, with a curved bottom-right corner, is in the top-right, partially overlapping the red shape. A grey shape, with a curved bottom-right corner, is in the bottom-right, overlapping the red and green shapes. The bottom-right area is white.



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

The background features a teal upper-left quadrant, a dark blue lower-left quadrant, a red upper-right quadrant, a green lower-right quadrant, and a grey lower-right quadrant. A white curved shape is visible in the bottom-left corner.



Participants

5 Participants (till 7/25)

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

The screenshot shows an email header with the Saga Education logo and a subject line: "Seeking Participants to Test Our New Saga Mobile App". The body text explains the purpose of the survey and asks for participation. At the bottom, there is an email address, a "Switch account" link, a "Draft saved" notification, and a legend for required questions.

Seeking Participants to Test Our New Saga Mobile App

We are developing a mobile app to help tutors take attendance for students efficiently. We are seeking participants who have been tutors before for a usability study to help us improve the app. If you are interested, please complete the following survey to determine your eligibility and willingness to participate. Thank you for your time and consideration!

rwang@saga.org [Switch account](#) 📄 Draft saved

* Indicates required question



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

Think!
Dominic joined a new gym. He paid a one-time fee of \$49. The membership costs \$20 per month.

1. The expression $49 + 20m$ represents the total amount Dominic would pay for a membership. What does m represent in the situation?

2. Dominic evaluated the expression at various values to determine the total amount he would pay for 1, 2, and 5 months of membership.

Months of membership (m)	Total cost (\$) $49 + 20m$
1	$49 + 20(1) = 69$
2	$49 + 20(2) = 89$
5	$49 + 20(5) = 149$
8	?

a) Explain how Dominic found the total cost of 1, 2, and 5 months of membership.

b) Dominic cancelled his membership after 8 months. How much did he pay in total?

Page for Tutor

Examples
Example 1
An expression is shown below.
 $x^2 + 5x - 7$
Evaluate the expression for each of the following values.
 $x = 2$
 $x = -2$

SAGA

03 Results and Insights

The background features a teal rectangle in the top-left, a dark blue rectangle in the bottom-left, a red shape in the top-right, a green shape in the middle-right, and a grey shape in the bottom-right. A white curved shape is visible in the bottom-left corner.

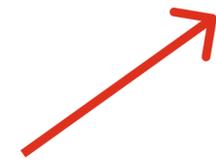
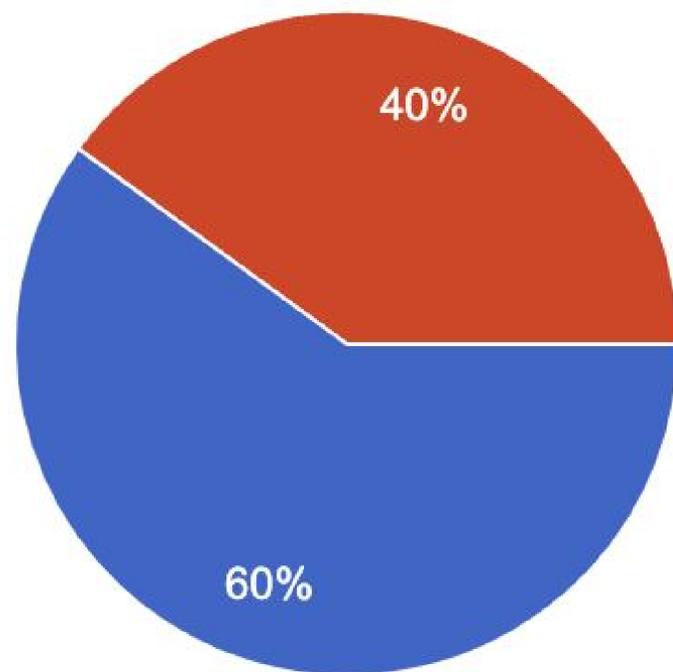


Results - Task Success Rate

Were you able to finish every task successfully?

5 responses

- No
- Yes



Task 1
Take attendance



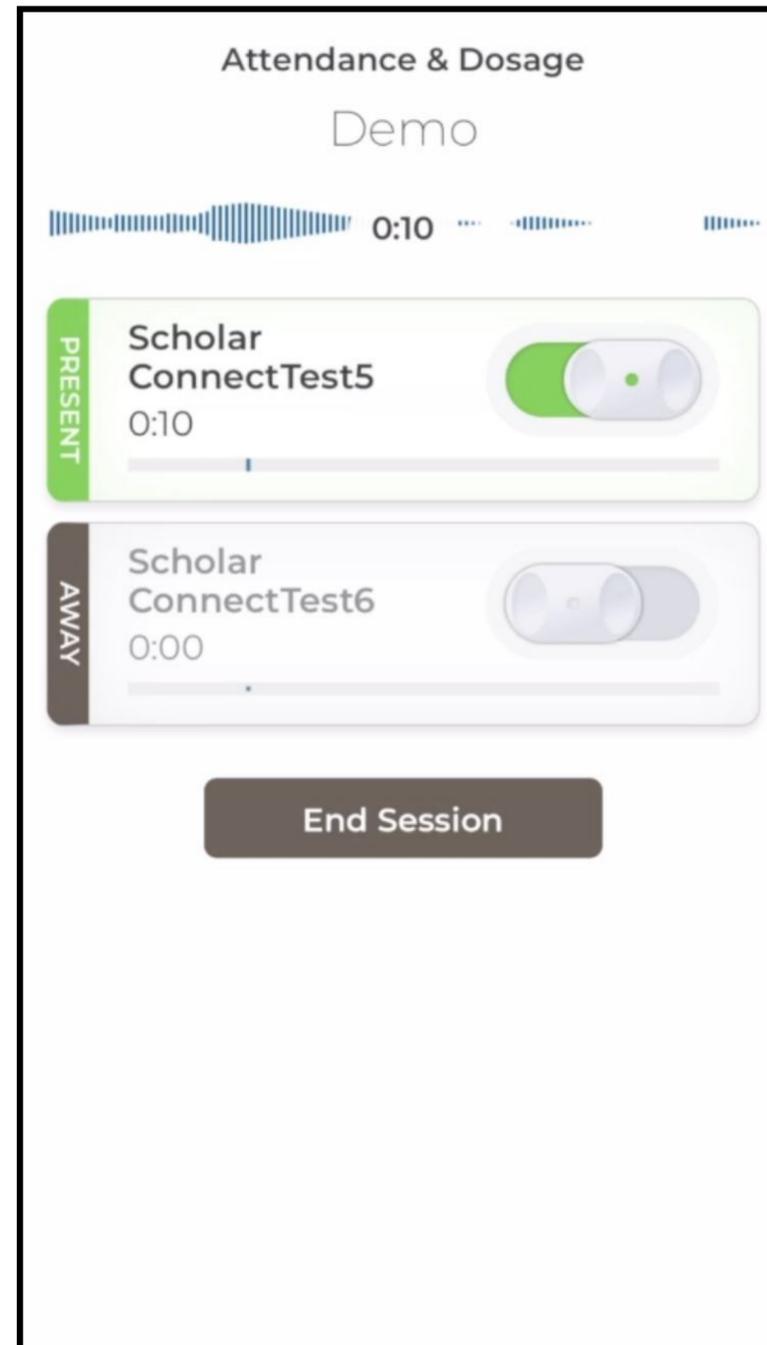
Task 2
Record students' sentiments



Task 3
Record tutor's sentiment



Results - Take Attendance



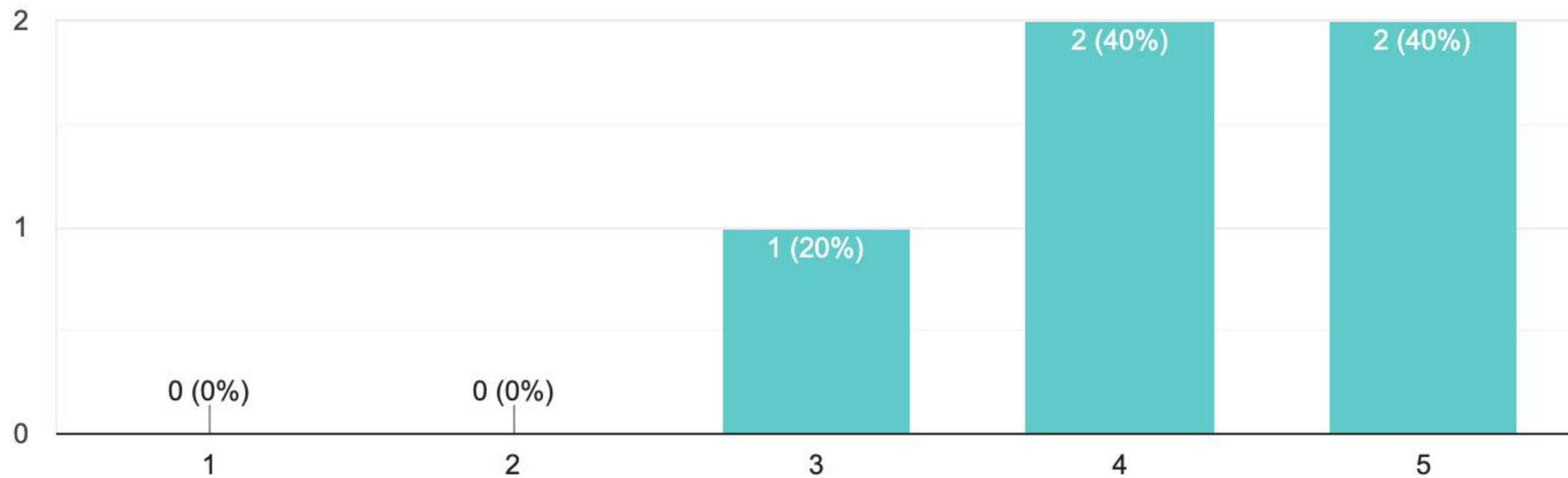


Results - Take Attendance

How easy or difficult was it to take the attendance?

1 = very difficult
5 = very easy

5 responses



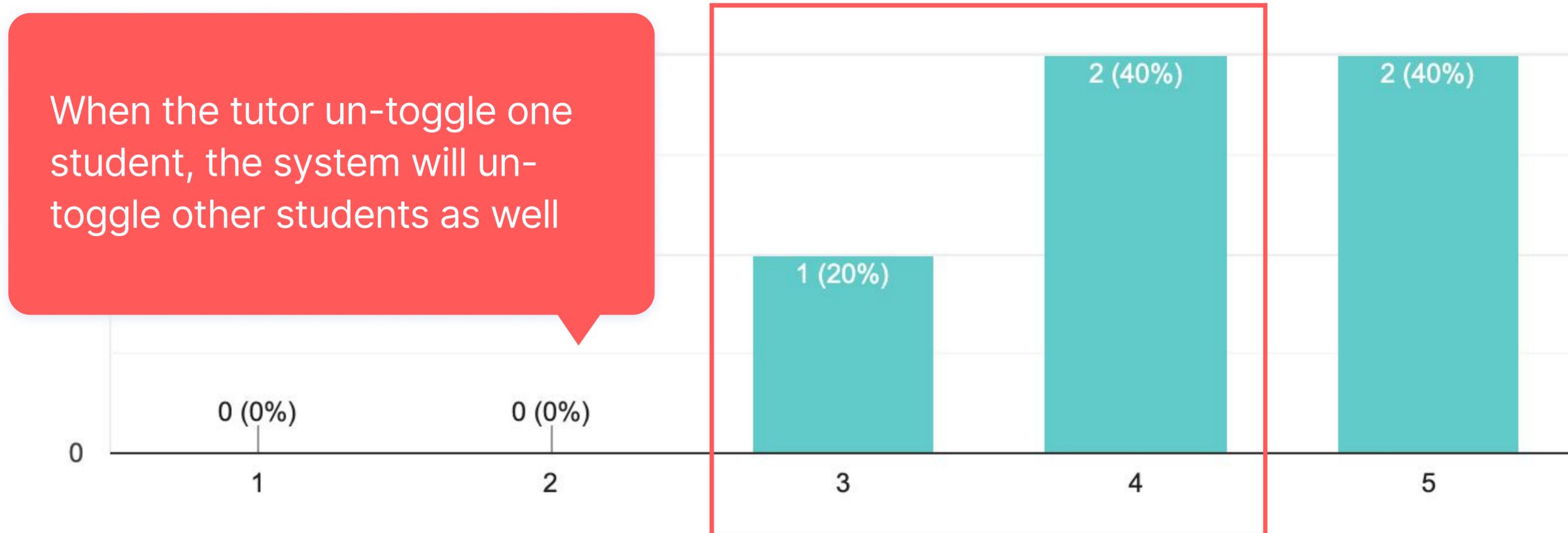


Results - Take Attendance

How easy or difficult was it to take the attendance?

1 = very difficult
5 = very easy

5 responses





Results - Students' Sentiments

Scholar ConnectTest5
My Sentiment Check

Skip Student

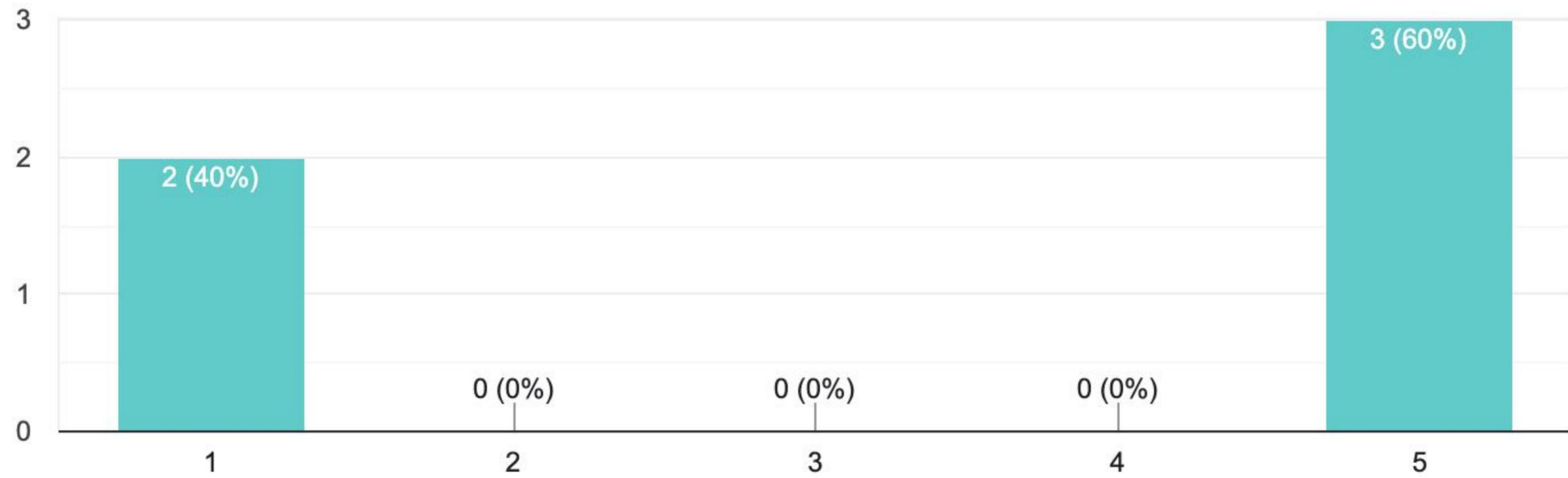




Results - Students' Sentiments

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

5 responses

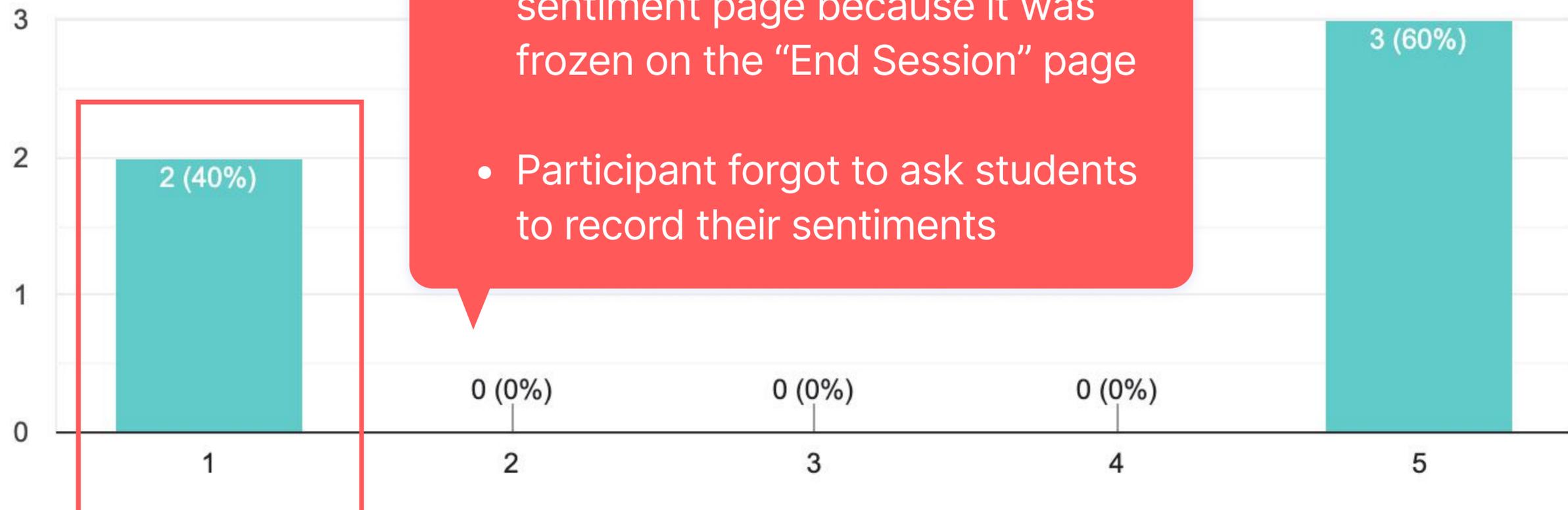




Results - Students' Sentiments

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

5 responses





Results - Tutor's Sentiment

Tutor ConnectTest3
My Sentiment Check

Overall session notes

Scholar ConnectTest5   

Notes about this student

Scholar ConnectTest6   

Notes about this student

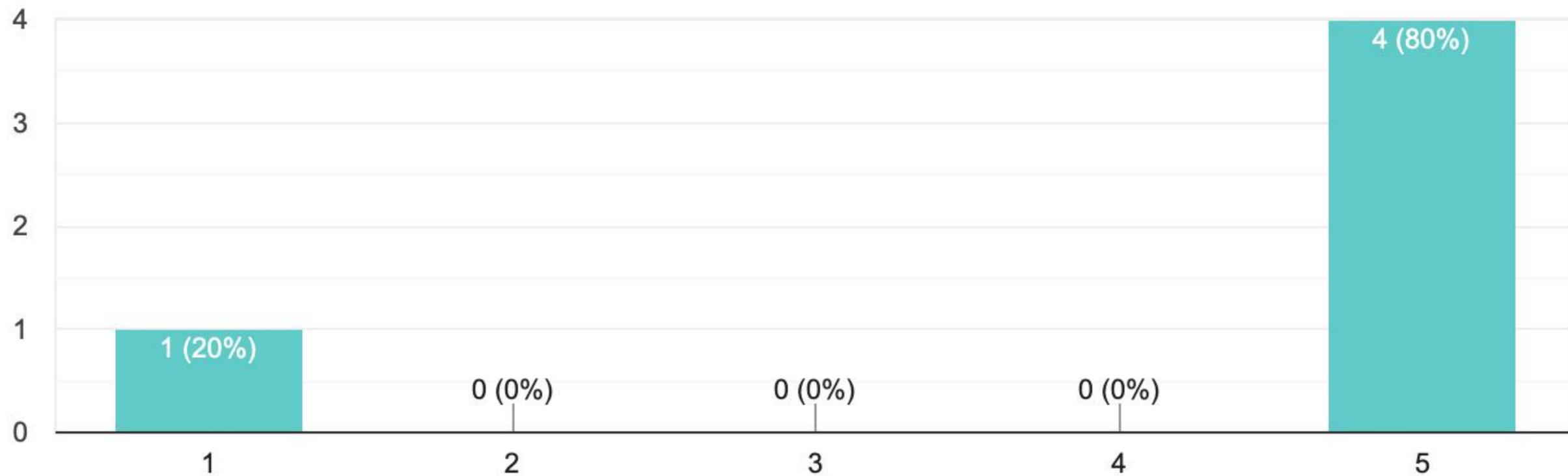
Done



Results - Tutor's Sentiment

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

5 responses

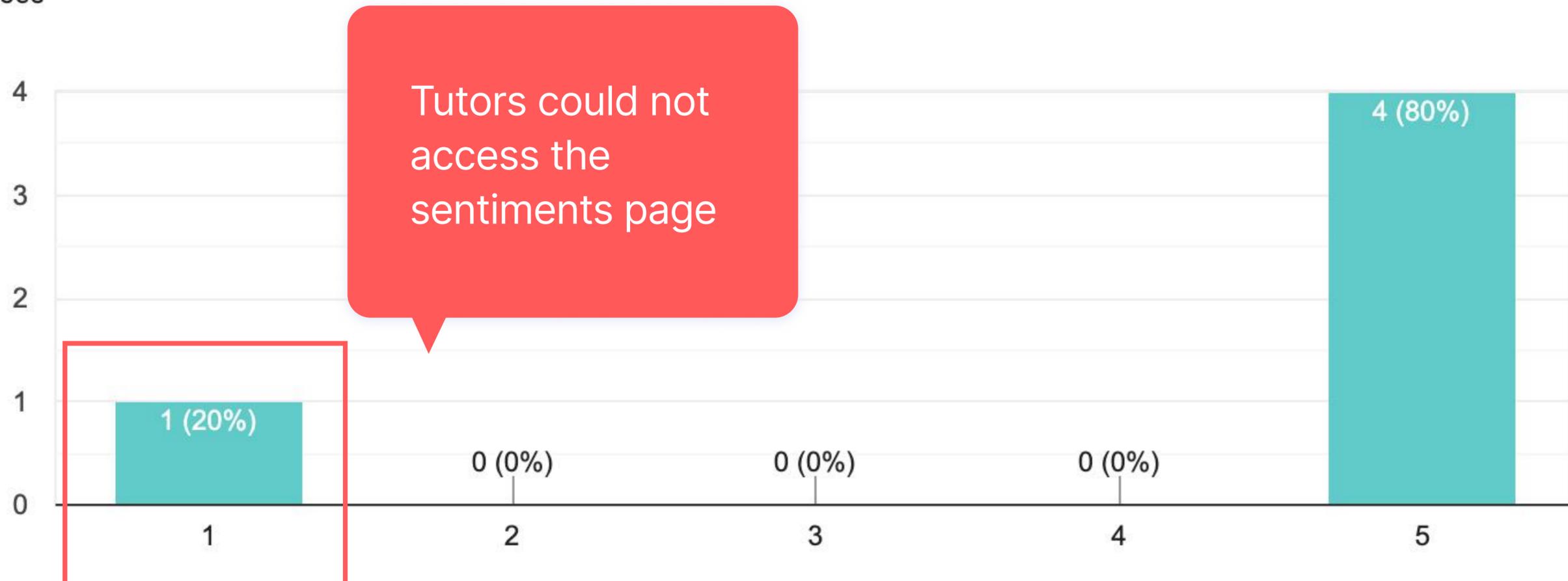




Results - Tutor's Sentiment

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

5 responses

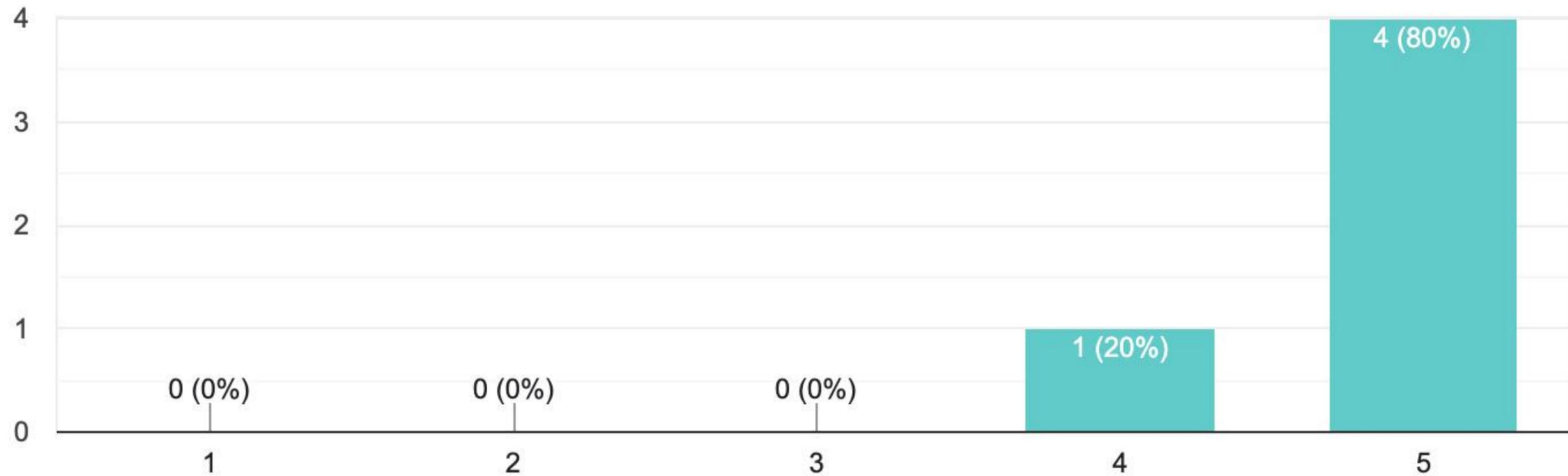




Results - Design

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

5 responses

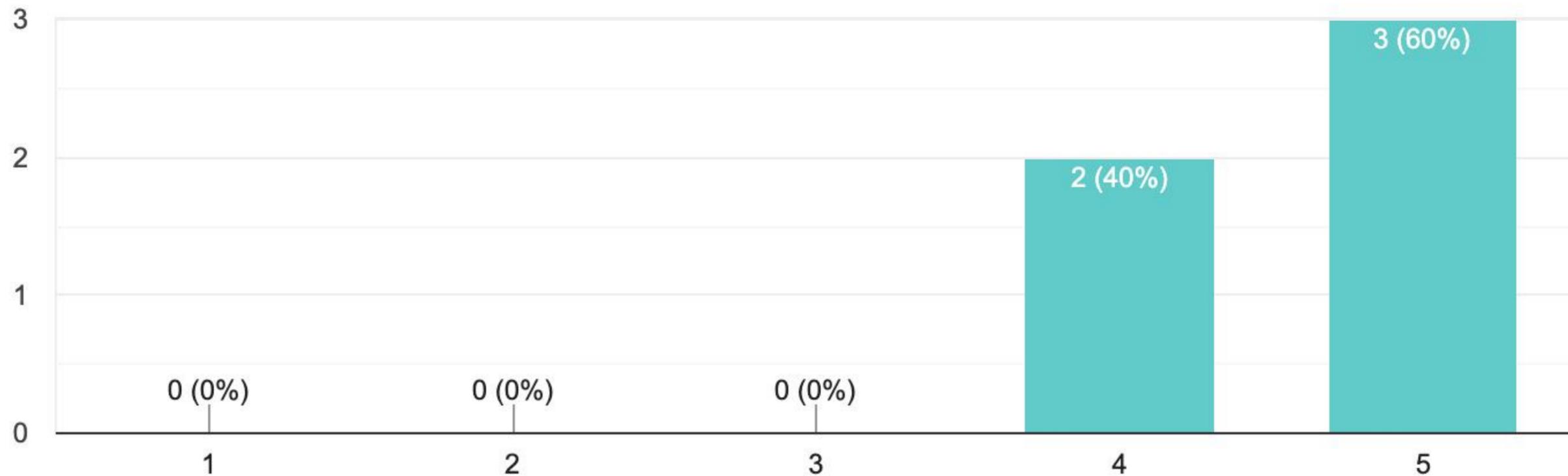




Results - Product Capability

Rate how this product's capabilities meet your requirements?

5 responses

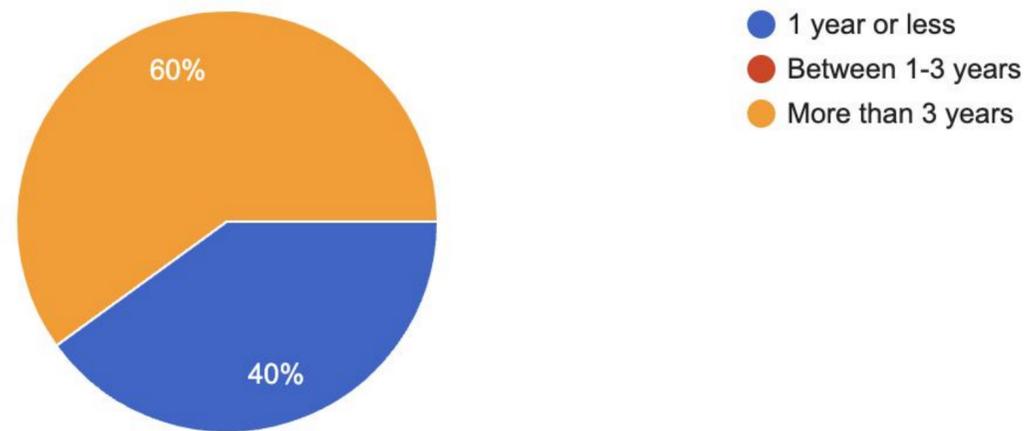




Results - Backgrounds

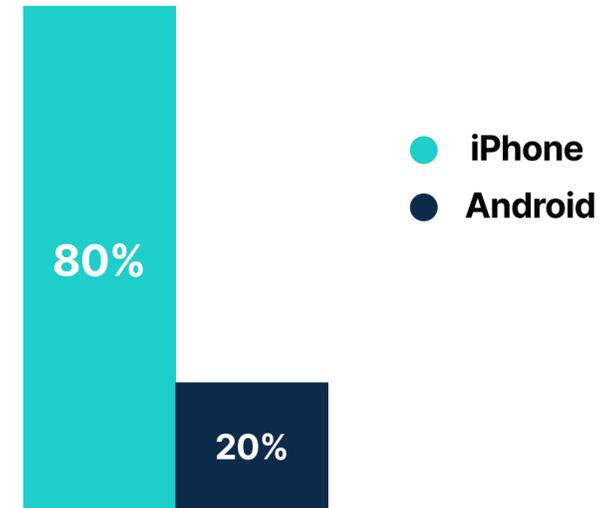
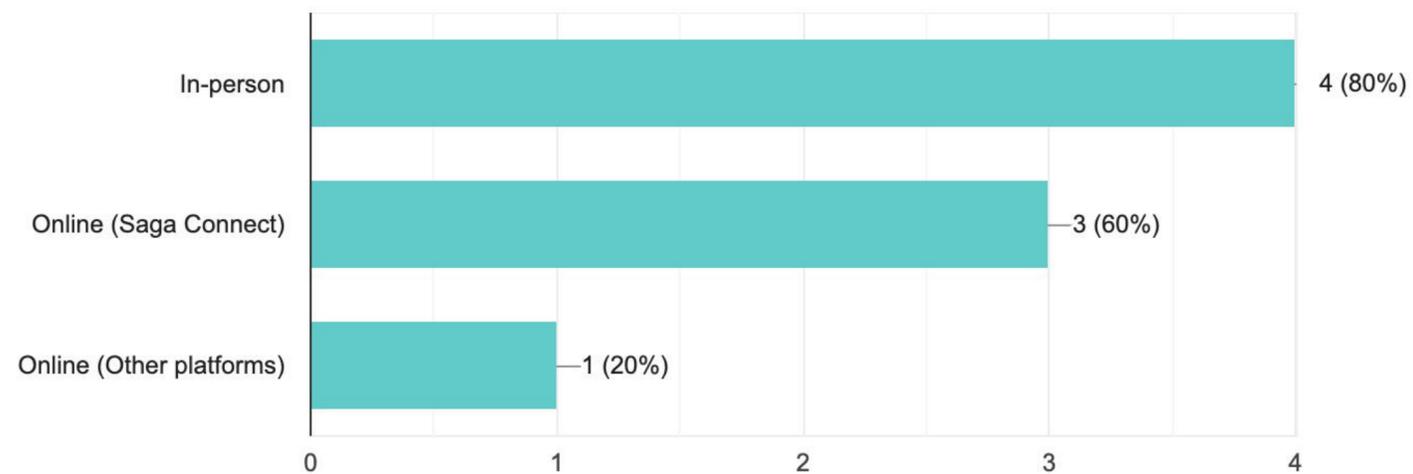
How long have you been tutoring students?

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

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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!!!**

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.



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