

Executive Summary

Educado – Requirements

University: University of Brasilia (UnB)

Project Name: Educado

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Project Team:

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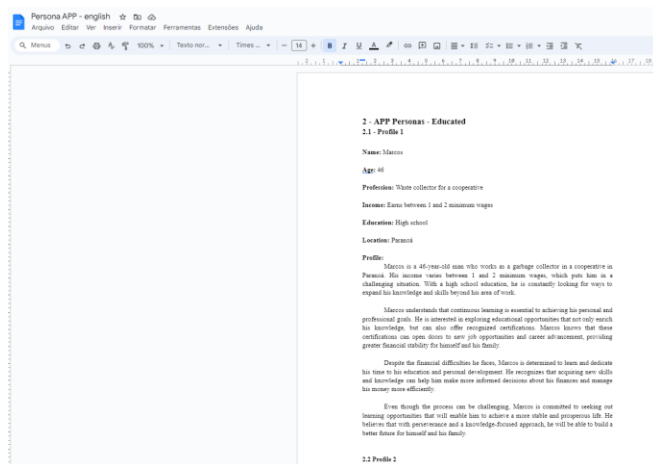
Semester / Year: 1/2024

Project Scope:

Usability test to acquire information regarding improvement and fixing bugs in Educado system (App and Website). Also, collect information with potential users about the app and website. Goals:

- Test the app with 3 waste pickers and test the website with 10 non-waste pickers;
- Develop spreadsheets mapping errors and usability issues;
- Create a dashboard with all the information collected in the survey;

Deliverables:



Definition of the APP Persona – [APP Persona document](#)



Definition of the Website Persona – [Website Persona document](#)

During the interviews, the "Think Aloud" method was used, which consists of the interviewee expressing verbally what went through their mind during the interaction with the interface, verbalizing their actions, feelings and thoughts. With this, the interviewer collects this data, which perhaps could have gone unnoticed during the questionnaires that were applied at the end.

This method provides better visibility of improvements in design and usability, bringing a deeper understanding of the user experience, to identify opportunities for improvement and bugs.

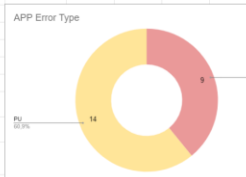
Perceptions observed about the APPLICATION

After testing the entire APPLICATION, it was possible to identify some errors, bugs and usability problems (US) during the testing. In this document, we will list all the errors with photos and more defined explanations about the corrections and improvements observed. Likewise, for better visualization, this information can be found in the following link below the Google Sheets, where we will define the degree of the error/bug/usability problem as well as at which stage of the user's journey it occurs.

The interview to collect data for the application was carried out at the [Recicle](#) a Vida Association, where 2 interviewers collected data from the 4 interviewees. During the interview, the observations were noted and discussed. Thus, the errors will be enumerated to make it easier to identify each occurrence and will also be defined in 5 stages, which will be:

1. Creating a Profile
2. Course
3. Edit Profile
4. General Opinions

Error number	Error type	Stage of occurrence	Image	Description
1	BUG	Registration		The registration button on the home screen does not work and to register you have to log in and go to "register now"
2	PU	Registration		Difficulty seeing/locating the "register now" button (maybe a brighter color would help)
3	PU	Registration		Slowness in being able to register
4	PU	Registration		Error when filling in first and last name - error when entering a space after writing the name
7	PU	Registration		Error filling in first and last name - error when giving a space after writing the name
9	BUG	Home screen		Explore Courses - reported that the letters are too small, the colors are too dull. (Unless
11	PU	Course		On one of the devices tested the "Explore Courses" button doesn't appear. I believe because the device's screen is smaller the button didn't appear
12	PU	Course		When registering for the finance course, you don't know how to start, it's not intended (suggestion - a button to actually start)
13	PU	General Options		It wasn't very clear when the person got the question right or wrong (suggestion - congratulations, you got it right or too bad you got it wrong)
14	PU	General Options		Only one interviewee liked the animations and found them motivating, the others thought they lacked more motivation, they suggest an animation
15	BUG	Course		The gamification of points is just a "The user understood correctly, but for the others it went unnoticed"
16	BUG	Home screen		On one of the devices tested, the button to confirm the question or to continue does not appear
17	BUG	Course		For those interviewed, it was very frustrating to get an alternative wrong and not be able to continue the course (there is a bug that generates the certificate after getting the first alternative wrong)
18	PU	Course		It was not intuitive that the course was those initial tests because they were all named "Welcome" (suggestion - each content screen has something that draws attention in a different way)
19	BUG	Course		When you get a question wrong, you finish the course - and the certificate is generated. You don't receive the points, but you do get the certificate and in the interface it says that you completed 85% and when you cancel the registration and register again after getting another question wrong, the course is 100% completed.
21	PU	Edit profile		One of the interviewees felt uncomfortable with the data provided.



Stage of occurrence	Error type		Values	
	Percentage (%)	Qty errors	Percentage (%)	Qty errors
Course	57.14%	4	42.86%	3
Edit profile	66.67%	2	33.33%	1
General Options			100.00%	7
Home screen	100.00%	2		

Analysis of the error found in the APP – [App tests report](#) & [App tests document](#)

Perceptions observed about the WEB system

After testing the entire WEB system, it was possible to identify some errors, bugs and usability problems (UP) during the testing. In this document, we will list all the errors with photos and more defined explanations about the corrections and improvements observed. Likewise, for better visualization, this information can be found in the following link below the Google Sheets where we will define the degree of the error/bug/usability problem as well as at which stage of the user's journey it occurs.

Thus, the errors will be enumerated to make it easier to identify each occurrence and will also be defined in 5 stages as foreseen in the user's journey, which will be:

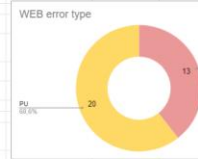
1. Login
2. Account creation
3. Home / Menu (includes ADMIN tab)
4. Profile
5. Course creation and editing

1. LOGIN

1 - (Bug) Users are unable to log in because they need Admin approval to use the app

2 - (UI) Users are oriented by the Admin how Admin visibility in the app, which

A	B	C	D	E	F	G	H	I	J	K	L	M
Error number	Error	Error type	Stage of occurrence	Image	Description							
1	Admin Approval	BUG	Login		Users are unable to log in because they need Admin approval to use the app							
2	Admin View	PU	Login		Users accepted by the Admin have Admin visibility in the app, which should not happen							
3	Space error in name	BUG	Account creation		Error when creating an account in which if the first or last name has an extra "space" at the end, the system says that the name is invalid and does not automatically correct it							
4	More than one experience	PU	Account creation		There is no possibility of entering more than one academic and professional experience							
5	Current experience	PU	Account creation		There is no option to use the current professional experience - only the end is entered							
6	Month and year	PU	Account creation		There is no option to adapt the month/year with date options							
7	Privatized photo	PU	Home / Menu		The menu's home photo is privatized, which is not user-friendly							
8	First course and "Create new course"	PU	Home / Menu		Below the phrase "first course" it should press enter before the option to "create new course" appears, in addition to leaving the button centered with the writing (instead of aligned to the left)							
9	Better definition of "not enough data"	PU	Home / Menu		Below "Hello" in the upper right corner, it says that there is not enough data. The definition of what this "not enough data" means could be improved. The suggestion would be to leave the icon for what it is, for example, "performance", and then say that there is no data, so that the person knows what to fill in there.							
10	Courses button	BUG	Home / Menu		When the "Courses" button is clicked, nothing happens, it just turns gray							
11	Dropout view "Admin" button	PU	Home / Menu		When the cursor is over the "Admin" button, the label "check applications" appears, but this does not correspond to what the screen shows, correct?							
12	Add institution button	PU	Home / Menu		The button below is in English when it should be in Portuguese							
13	Web better question	PU	Home / Menu		"Requests for access to content creation": What does this mean? If there were any, would it be described below? I found it confusing. As a suggestion, this should only appear if there is an open request, otherwise, just the search bar							
14	Search for an application button	PU	Home / Menu		In the search bar, on the right, it says "search for an application", but I am on the content creation screen, right?							
15	Button with function to return to the previous page	PU	Home / Menu		On the detailed screen for those interested in entering the platform, there is no button to go back to case the person approving or denying the entry just wants to go back, which makes the user have to resort to the browser's native function							
16	My certificates button	BUG	Home / Menu		When the "My Certificates" button is clicked, nothing happens, it just turns gray							
17	View details button in the Admin tab	BUG	Home / Menu		See image in the docs link -> Some users reported that when selecting the "view details" button, the following screen appears: the button it would be better to display a modal explaining the error, it is better for the user							
18	How many to show on the page	PU	Home / Menu		(PU) on the Admin screen, there could also be the option to select how many I want to show on the page, making the page less cluttered and showing 10 by default, as below:							
19	Next pages	BUG	Home / Menu		At the end of the Admin screen, when page 2 is selected or the arrow on the right, nothing happens							
20	Beit button	BUG	Home / Menu		The "Beit" button - does not work, click on it and nothing happens							
21	Scroll bar	BUG	Profile		The scroll bar is duplicated on the profile setting screen							

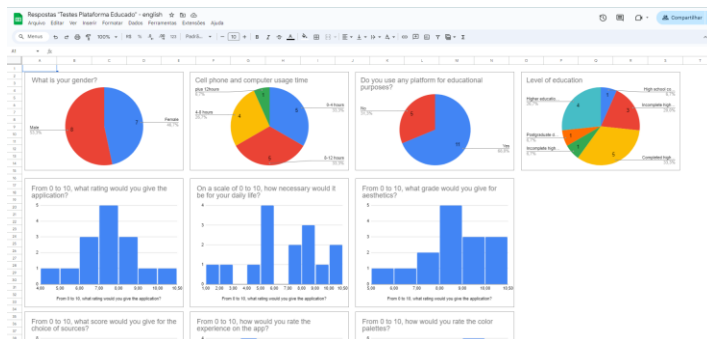


WEB OCC
Course Create
18.2%

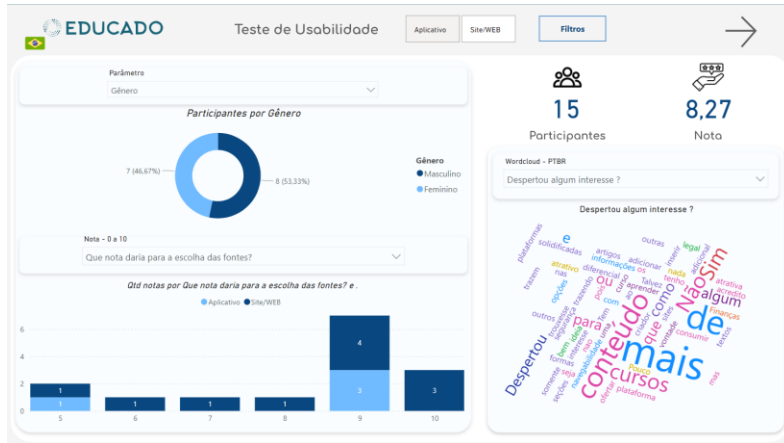
Profile
31.2%

Error type	Values			
Stage of occurrence	percentage (%)	Qty errors	percentage (%)	Qty errors
Account creation	25.00%	1	75.00%	3
Course Creation and Editin	50.00%	3	50.00%	3
Home / Menu	35.71%	5	64.29%	9
Login	50.00%	1	50.00%	1
Profile	42.86%	3	57.14%	4
Total geral	39.38%	13	60.61%	20

Analysis of the error found in the Website - [Website tests report](#) & [Web tests document](#)



Analysis of the survey with the tests - [Survey report](#)



Dashboard with the visual information of the survey - [Survey Dashboard](#)

Stakeholders:

Mrs Simone Borges, Maria from Recicle a Vida (Waste Picker), Leia from Recicle a Vida (Waste Picker), Neidinha from Recicle a Vida (Waste Picker), Iara from UnB (PSP5), Frederek from Aalborg University, Luiza Cardoso from UnB.

Lessons Learned:

Throughout the usability testing of both the app and the website, several key lessons were learned. Conducting field interviews with potential users provided valuable insights into real-world usage scenarios, which we could highlight specific pain points and areas for improvement that were not initially evident. The user feedback underscored the importance of intuitive design and seamless navigation, as many participants struggled with some interfaces. Additionally, the perception survey revealed a strong demand for more personalized features and better experience for the users. These findings emphasize the necessity of continuous user engagement and iterative design to ensure the system meets the evolving needs and expectations of its users.