Evaluation Report

❖ Outline

- Date: May 1st ~ 3rd
- Time: about 30 minutes
- Where: UMC, at ZONE
- Participants

	C	I	K
Gender	female	Female	Female
Age	25 ~ 35	25 ~ 35	25 ~ 35
Experience	• doctoral student • Use Sakai for teaching • Took a Usability test course in SISLT	• doctoral student • Use Sakai for teaching	• doctoral student • Expert in Web design • Use Sakai for teaching • Worked at company

❖ What participants do:

- After looking at the scenario, they did required tasks.
- They use computer monitor to see prototype.
- After looking the prototype they said the meaning of icons and expected what would happen to click something.
- During the test, they thought whether the functions adopted in programs were meaningful or not.
- What they said was recorded by audio device not camera.
- After the workthrough, they answer the questionnaires.

❖ Data

- Recording data: vocal comment and usability test
- Written data: questionnaire

❖ Data analysis

- Summarize recording data and find challenging issues
- Cording written questionnaires

- Result
  - Questionnaires: appendix
  - Comments
    - There are some confusing elements in prototype such as, colors of icons, the meaning of term, and sharing monitors, etc.
    - It is good idea to show group members' present status and their work schedule. This will be helpful to work together, to make group schedule and to set up meeting.
    - To make schedule, user should know how to use calendar program, but it is hard to understand the function of it.
    - It is good idea to divide group schedule and personal schedule. The project manager can use it to coordinate group activities.
    - In "schedule," they said that calendar mode is easier than text mode. In addition, calendar mode can show the information which is in text mode. One of them recommends considering how users make their information. It is important to know how to use and how to show.
    - In "Sharing monitor," it needs to allot ownership in order to control the monitor of members. Now, there is no ownership so user can be confused when the sharing function is conflicted by other users.
    - In "Edit docu" all participants point out the problem of synchronized editing. "How do you control it when some members try to edit the same document at the same time?"
    - In "Edit docu", if one document is edited by one member, it will be helpful to show "editing" sign. Then other group members can understand the condition and they can't edit it but can see it.

- Major finding
  - Designer cannot sure the usability without testing their prototype. I am surprised at the results of usability test. Sometimes, users were confused at the meaning which I thought clear.
  - Scheduling program is useful for online collaboration because it shows group members work schedule as well as group one. We can see whiteboard calendar in office, which is a common work flow and concept of group work. So if we adopt real work flow concept in CSCW, it will works well.
  - Synchronous communication tool should be considered following issues;
    - to allot ownership in order to control group communication

- to control editing permission when members try to edit same document at the same time
- to show group members activities

- This program will be more powerful when it takes the advantage of both synchronous and asynchronous communication tool. Especially, sharing monitor is synchronous communication tool, which looks like face to face meeting. So users can use this tool to make decision or to discuss.

Appendix

Remark: * 1, ** 2, *** 3. (the sum of answers)

Part 1. Learnability **1=poor, 5=excellent, NA= Not Applicable**

1. To me, getting started to explore this cscw system is easy.

__ 1 2 3 4** 5* NA

2. I learn how to use advanced features very easily.

__ 1 2 3* 4** 5 NA

3. It is easy for me to remember the labeling system of menu, icon, and headings.

__ 1 2 3 4* 5** NA

4. I can imagine what will happen when I click some menus and buttons.

__ 1 2 3* 4* 5* NA

5. I can draw the structure of this cscw system without difficulty.

__ 1 2 3 4** 5* NA

_4.5_ Total

Part 2. Efficiency **1=poor, 5=excellent, NA= Not Applicable**

1. This cscw system is easy for me to operate and navigate.

__ 1 2 3 4*** 5 NA

2. It is easy to get this cscw system to do what I want to do.

__ 1 2 3* 4** 5 NA

3. This cscw system allows me to get my work done quickly.

__ 1 2 3 4** 5* NA

4. I think the information provided by this cscw system is well formatted.

__ 1 2 3** 4* 5 NA

5. This cscw system can flexibly adjust to new demands or conditions.

__ 1 2 3* 4* 5* NA

6. While using this cscw system, I make no or only very few mistakes.

__ 1 2 3 4** 5 NA*

7. I can easily recover from the mistakes I made without getting lost.

__ 1 2 3 4** 5* NA

8. I feel the use of terminology in this cscw conveys a clear sense of its intended audience.

__ 1 2 3 4** 5* NA

9. I find all links and menu items are clearly labeled and serve an easily identified purpose.

__ 1 2 3 4*** 5 NA

10. I can get to the places they want to be in the cscw easily all the time.

__ 1 2 3* 4** 5 NA

_4_ Total

Part 3. Object & tools **1=poor, 5=excellent, NA= Not Applicable**

1. This cscw system has clear object which can be obtained by this system.

__ 1 2 3 4* 5** NA

2. This cscw system contains useful tools to carry out it's object.

__ 1 2 3 4** 5* NA

3. The tools are well organized to use.

__ 1 2 3* 4* 5* NA

4. The tools have unique characteristics to be used.

__ 1 2 3 4*** 5 NA

_4_ Total

Part 4. Subject, Rule & Community **1=poor, 5=excellent, NA= Not Applicable**

1. Using the system will make me more effective in group activities.

__ 1 2 3 4** 5* NA

2. Using the system will help me cooperate with others in ways which meets the needs of community.

__ 1 2 3 4* 5** NA

3. The system considers the characteristic of workflow in community.

__ 1 2 3 4*** 5 NA

4. I feel this cscw system effectively integrates data from team members.

__ 1 2 3 4** 5* NA

6. I feel free to communicate with team members.

__ 1 2 3 4* 5** NA

7. This cscw system improves the possibility of collaboration in group members.

__ 1 2 3 4** 5* NA

_4.5_ Total

Part 5. Awareness **1=poor, 5=excellent, NA= Not Applicable**

1. My work flow of the cooperative activity is well supported in this cscw system.

__ 1 2 3 4*** 5 NA

2. I can see other members' work progress for cooperative tasks.

__ 1 2* 3 4* 5* NA

3. I know when and how to interact with others in this cscw system

__ 1 2 3 4* 5** NA

4. I always have the most current status of the cooperative tasks.

__ 1 2 3 4* 5** NA

5. I can see who else is available for cooperative tasks.

__ 1 2 3* 4 5** NA

6. The information about my work and activity that the system shares with other users is appropriate.

__ 1 2 3 4** 5* NA

_4.5_ Total

Part 6. Coordination **1=poor, 5=excellent, NA= Not Applicable**

1. This cscw system allows me to share information and resources when needed.

__ 1 2 3 4* 5** NA

2. I can easily access shared work objects.

__ 1 2 3 4** 5* NA

3. I can easily communicate with other members in this cscw system.

__ 1 2 3 4** 5* NA

4. This cscw system helps me discuss cooperative tasks.

__ 1 2 3 4* 5** NA

5. This cscw system helps me coordinate cooperative tasks.

__ 1 2 3 4** 5* NA

6. This cscw system helps me make better group decisions for cooperative tasks.

__ 1 2 3* 4* 5* NA

7. I can transfer my ideas and knowledge using this cscw system to other members for cooperative tasks.

__ 1 2 3 4 5*** NA

8. I can resolve problems and conflicts using this cscw system for cooperative tasks.

__ 1 2 3* 4* 5* NA

9. I can identify other members' contribution in this cscw system for cooperative tasks.

__ 1 2 3* 4* 5* NA

10. I can establish a common understanding among members for cooperative tasks.

__ 1 2 3 4** 5* NA

_4.5_ Total