

Portfolio and Community Manager evaluation

The goal of this task is to perform an usability evaluation of the Community Manager and of the Portfolio applications. The latter is composed of two parts:

- the mobile app you can download from the SmartCampus launcher
- the web app available at <https://vas.sc.trentorise.eu/smartcampus.vas.portfolio.web/>

In pairs, one student will act as the user and the other one as the observer: in order to understand and evaluate the interaction between users and the Portfolio app, the observer will ask the user to perform a specific task, that is to create and fill in a portfolio for a summer internship. Afterwards, the portfolio will have to be shared with different groups (the teaching staff, the coursework group, and the class). Note that this requires the observer to formalize the task first.

Then, the observer will actually observe the user performing the task, by taking notes and/or videotaping the interaction between the user and the apps. One software you can use for videotaping is CamStudio Recorder (<http://camstudio.org/>). Following the “think aloud” methodology, the user will in the meantime speak his mind loud, explaining what kind of actions he is doing and why. At the end of the experiment, the two members of the pair will swap their roles and perform the experiment again.

As a deliverable, we expect a group report in which the experiences of each pair of students are conflated. In such report, you will have to present a list of the usability issues you have detected in the various apps, possibly supported by screenshots or audio transcription; in any case, we expect an analysis of the critical incidents that occurred during the interaction. Such problems will need to be sorted according to Nielsen’s severity rating. Moreover, you will have to propose some design solutions to the problems identified.

The report (in Word format) has to be sent to deuffici@disi.unitn.it by November 16th, 2012.