Usability of a Technology Website for Teachers: Productivity Tools Made Easier

Tim Freitas
University of Hawaiʻi at Mānoa
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You are trying to access this site to find teacher tools, but you can’t seem to find it…what would you do next?

A. Click on every menu item
B. Call for help
C. Ask my fellow teachers for help
D. Give up and move on
The problem?

The purpose of this usability study was to assess the functionality of a website designed for high school teachers (grades 9-12), and to better understand how teachers learn about specific technology resources intended to enhance productivity at a private school in Honolulu, Hawaii.
The Problem?
What was the Design?

Too many menu titles

Not relevant information sliders

Like us on Facebook
What was the Design?

Productivity tools difficult to locate

Teacher Tools
This page will provide information useful in setting up your classes for Easy Grade Pro, and how to use KS Connect.

{ Edit }

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Ideas and educational philosophies of Coding
#unconference #ksmashup

Adobe Acrobat
ADP
Backup / Restore
Blackboard (SP12-New)
Chancery SMS
Digital Store Front
EGP & KS Connect
KS Website
Microsoft Office 2011
Microsoft Outlook
OS X Lion
OS X Mountain Lion
Printer Setup
Uploading to EGP and Black Board from KS Connect
What was the Design?

This is what the current page contains:

- EasyGradePro
- KS Connect

Not linked to anything:

A simple PDF with no clear images
Instructional Design

Mayer’s 2011 Multimedia Design Principles

Multimedia  Coherence
Contiguity  Personalization
Modality  Segmenting
Redundancy  Pre-Training
Human Voice  Individual Differences
What was the Design Change?

Shorter Menu Titles

Relevant Slider Images

Teacher Tools
What was the Design Change?

Productivity Tools easier to locate with larger fonts and simple titles.
What was the Design Change?

New Design included:
1. A Video Tutorial
2. Clearer Directions and Images

LOGGING INTO KS CONNECT
Step 1: Login to KS Connect (http://connect.ksbe.edu/).
Step 2: Verify that your role is a teacher by looking at the current selection in the “Role” pop-up menu on the top right section of the page. If it is not teacher, then select teacher in the menu.

KS Connect & Easy Grade Pro
Drop down menu to navigate between classes
Step 2 - Location to change your role
Step 3 - Location to first find your classes
Step 3: Click on “Information” in the “Class” section.
Demographics

- 2 males and 4 females
- Age range of 25 to 60
- 2 to 30 years of teaching
- All reported using the Internet on a daily basis
- All completed a set of 8 scenarios while navigating the KS ETS website.
The Design?

Developer watching videotape of usability test.
The Design?
The Problem?

#2 - Navigating the ETS website and locate the proper link to access KS Connect and the correct link to download one of your classes.
The Problem?

#4: Navigate the KS Ed Tech Site to set up Easy Grade Pro
The Problem?

#8 - Navigate the ETS website to learn and complete enrollment of students into Blackboard.
Findings

Mean Rating on 7-Pt. Scale

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usefulness of web site</td>
<td>6.8</td>
</tr>
<tr>
<td>Clarity of information</td>
<td>6.2</td>
</tr>
<tr>
<td>Appeal of the home screen</td>
<td>6</td>
</tr>
<tr>
<td>Attractiveness of web site</td>
<td>5.8</td>
</tr>
<tr>
<td>Amount of information</td>
<td>5</td>
</tr>
</tbody>
</table>

- Usefulness of web site: 6.8
- Clarity of information: 6.2
- Appeal of the home screen: 6
- Attractiveness of web site: 5.8
- Amount of information: 5
Findings

Positive feedback included:

- Teacher oriented
- Simple in design
- Easy to navigate
- Clear menus
- Clear informational steps
- “One-Stop Shop”
Findings
Findings

Helpful Feedback provided included:

• Larger images & directions for Safari and Firefox browsers

• Directions to enlarge the embedded video tutorial

• Inform viewers to scroll down after the video to see more

• Menu tab titled “Teacher Tools” should be moved

• Sub drop down arrows were difficult to view

• Better directions on how to add individual students
Discussion
Discussion
Discussion
Final Thoughts

if a user is having a problem, it’s our problem

-Steve Jobs
Hmehameha Schools
Education Technology Services
Mahalo!

Thank you:
ETEC professors
Fellow classmates
My ETS Team
and my family
Any Questions