

# CS 377U Understanding Users

## P4: Usability Study Summary

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### Assignment Description

Quickly and reliably sharing findings from usability studies is key to getting problems addressed while working in industry. Study reports often get forwarded around the company and can lead to change on feature-level, design/prompt-level, or overall product strategy decisions. It's critical to get the point across as clearly as possible, while providing data and insights to back up your findings.

**Prototype and Overview of Tasks:** Show a photo of your complete prototype and discuss the tasks that you're choosing to test. Each task should have some explanation of why it was chosen (common use case, "tricky" part of design, etc.)

**Participants:** Describe the participants in your study. Number and background.

**Key Findings:** Highlight the top 3 things that you learned while completing this exercise.

**Detailed Findings with Recommendations:** For each finding, go into detail about the specific interactions that participants performed, where they got confused, how their mental model differed from your system, what their unmet needs were, etc. Include detail for each participant that faced a particular issue. Findings can also cover aspects that worked well across participants. For each finding, provide a design recommendation to fix this problem, with some justification of why this will meet user needs. It is often helpful to include photos of the screen or control where participants had issues with each finding.

## Deliverables & Due Dates

Assignment is due on Thursday, April 28th @ 4:30 pm.

Please submit materials in a folder entitled with your team name to [this GDrive folder](#). One submission per group, please.

**A PDF containing the sections outlined above.**

# Grading Rubric

This assignment is graded on a rubric out of 100 points. It is worth 15 percent of the overall grade at the end of the quarter.

Category	Unsatisfactory	Adequate	Good	Very good	Excellent
<b>Prototype</b> 30 Points	No prototype shown.	Only a few screens shown.	Some key screens are missing.	Screens are present but not all elements on the screen are visible (navigation, etc.)	All relevant screens and overlays are shown, in enough detail to "use"
<b>Participants and Tasks</b> 20 Points	<3 participants or inappropriate/leading tasks	3-5 participants and tasks that do not cover the majority of the design	3-5 participants with solid tasks that cover key use cases and a "tricky" part of the design	5+ participants but tasks are "leading" based on design	5+ participants and tasks are clearly defined - focus on key use cases and at least one "tricky" part of the design
<b>Findings</b> 25 Points	No findings grounded in data	<3 findings or findings are lacking detail of specific situations from study	3-5 findings, grounded in specific examples from participants	5+ findings, but lacking details of the problems that participants faced	5+ findings of aspects of the design that did not work for participants with specific examples from multiple participants
<b>Recommendations</b> 25 Points	No recommendations discussed	Recommendations do not include specific solutions to fix issues.	Recommendations unlikely to fix problems identified.	Recommendations are present for some findings, but not all.	Each finding above has a clear solution outlined that sounds reasonable in addressing the problems identified.