

Spring 5-2020

ChapRates

Brinly Xavier

Chapman University, xavier@chapman.edu

Micole Amanda Marietta

Chapman University, marietta@chapman.edu

Nidhi Vedantam

Chapman University, vedantam@chapman.edu

Follow this and additional works at: https://digitalcommons.chapman.edu/cusrd_abstracts



Part of the [Behavioral Economics Commons](#), [Computational Engineering Commons](#), [Computational Linguistics Commons](#), and the [Disability Studies Commons](#)

Recommended Citation

Xavier, Brinly; Marietta, Micole Amanda; and Vedantam, Nidhi, "ChapRates" (2020). *Student Scholar Symposium Abstracts and Posters*. 375.

https://digitalcommons.chapman.edu/cusrd_abstracts/375

This Poster is brought to you for free and open access by the Center for Undergraduate Excellence at Chapman University Digital Commons. It has been accepted for inclusion in Student Scholar Symposium Abstracts and Posters by an authorized administrator of Chapman University Digital Commons. For more information, please contact laughtin@chapman.edu.



PRESENTERS:
Mica Marietta
Brinly Xavier
Nidhi Vedantam

BACKGROUND: Through taking and choosing various classes, there is a significant need for communication and feedback between students and peers, professors, tutors, and study groups. With this, we wanted to create an application, ChapRates, that enables users from various majors to not only easily and effectively communicate with various people in their field, but also enable them to search for and give and receive feedback on various classes.

METHODS

1. Created a paper prototype then an interactive online prototype
2. Collected data from over 30+ with different demographics
3. Tested it by having users go to a site (the QR Code) and test out 3 different tasks that are found in our app: viewing an SI leader profile, viewing course advice, and searching for a professor using search filters .
4. After each task, we had the users participate in mini surveys to see how they felt about the usability of the app.

RESULTS

Search for Professor:

- Avg mission time: 2.7 seconds
- Misclick rate: 0.0%
- Direct success: 22.2% (lowest score)

View Course Advice

- Avg mission time: 3.1 seconds
- Misclick rate: 17.9%
- Direct success: 94.4%

View SI Leader Profile:

- Avg mission time: 4.6 seconds
- Misclick rate: 11.5%
- Direct success: 66.7%

DISCUSSION: Search for Professor had the lowest direct success. Lower ratings could be due to small home button icon, and the mutiple step process. Future research on how to make the app more accessible during the Global Pandemic.

To improve overall usability, our search function needs to offer a better user experience.

OVERALL USABILITY SCORE



SI LEADER TASK SCORE



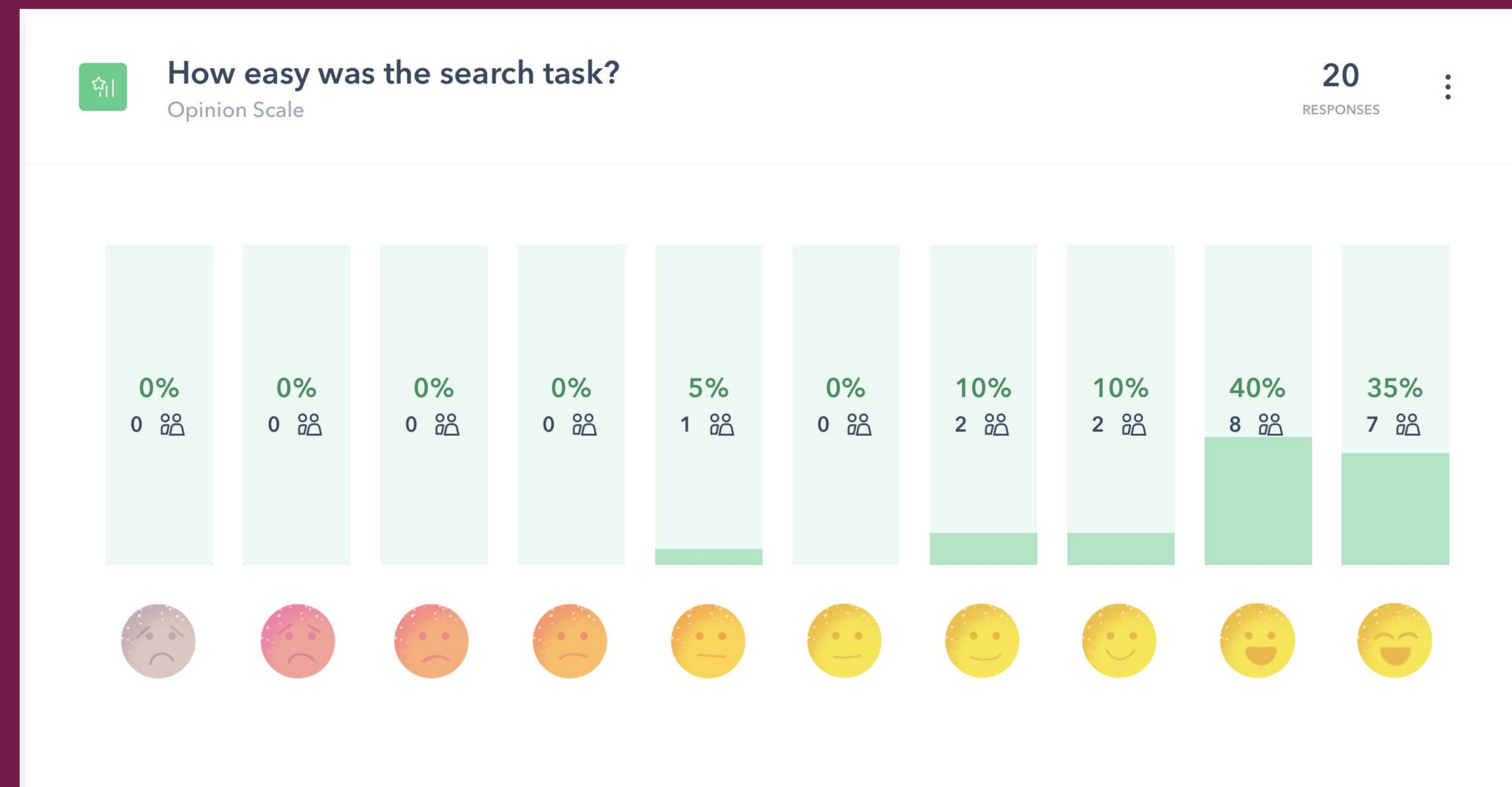
COURSE ADVICE TASK SCORE



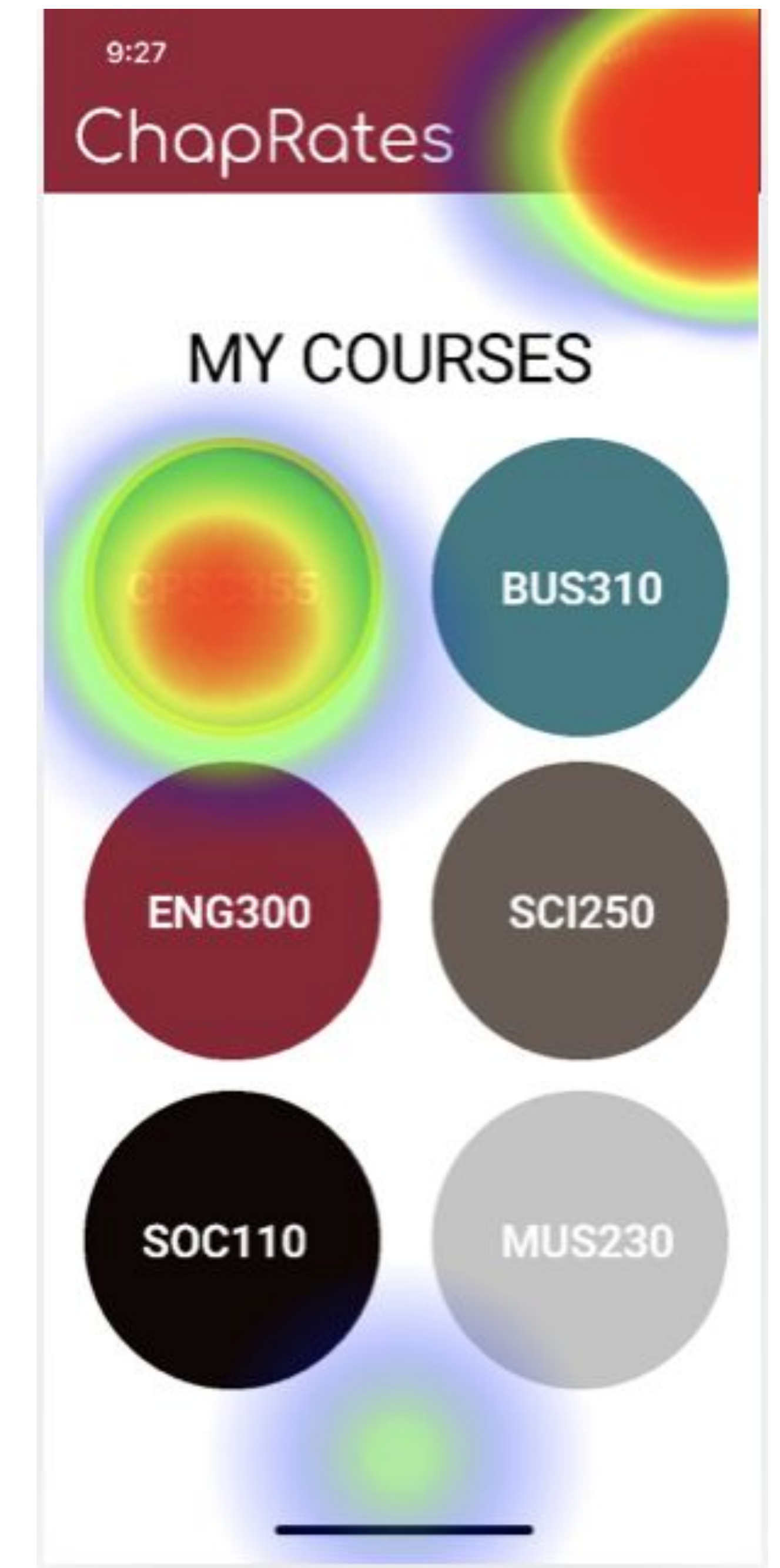
SEARCH PROFESSOR TASK SCORE



User responses on how easy they felt the search task was:

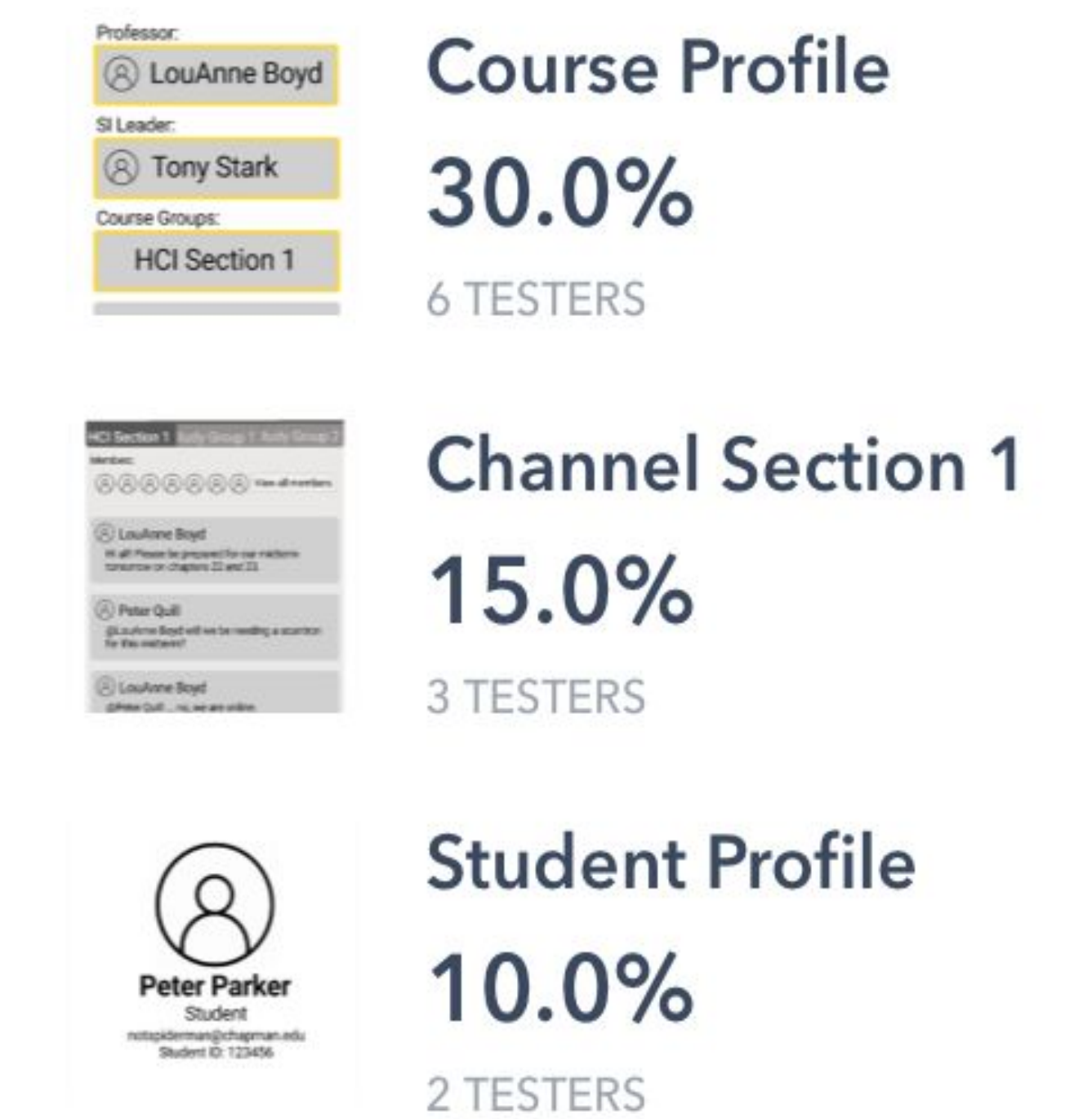


Screen with High Failure Rate

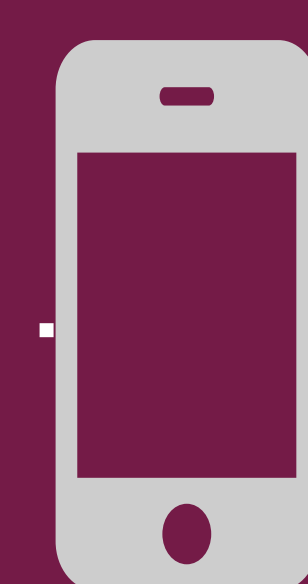


Off-Path

Testers who navigated outside the expected path.



Mica Marietta, Brinly Xavier, Nidhi Vedantam



View our prototype



Test our prototype

