User Analysis and Workflows

Co-op Evaluation System

Senior Project 2014-2015

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Revision History

Version	Primary Author(s)	Description of Version	Date Completed
v1.0	Emma Nelson, Maddison Hickson, Casey Klimkowsky, Tyler Geery	Initial revision	9/30/14
v1.1	Emma Nelson	Update to match mock-ups	2/12/15

1 Background

1.1 Introduction

The goal of this document is to identify and analyze the key users of the Co-op Evaluation System. Each of the following sections will focus on an individual users. The purpose of completing this information is to help the development team identify each user and their main tasks in the system, giving the team a user-centered approach to designing and developing the new Co-op Evaluation System. This approach is the result of the emphasis placed on usability and user-friendliness by the sponsors.

1.2 Definitions

Term	Definition
User Class	A high-level description of the range of users included under a single user type.
Task Analysis	A breakdown of tasks the user will regularly perform at a step-by-step level. These will often reference user interface elements; however, they are meant to inform user interface design, not dictate elements.

2 User Analysis: Administrator

2.1 User Class Profile

User Class: Administrator	
Context of use	OCSCE are responsible for maintaining the system. They will have all administrative privileges as well as the ability to send manual email notifications, manipulate form information and archive them, and create new departments and majors and specify which forms are associated with which departments and majors.
Goals	**Personal goals:** • Create, edit, and archive forms • Create departments and majors, specify which forms are associated with which departments and majors • Send, edit, and check the status of email notifications

<table>
<tr><td></td><td>Problems and frustrations:
Creating new forms is currently unintuitive and frustrating for the user</td></tr>
<tr><td>Frequency of use</td><td>Throughout each semester at RIT as needed. Often used more frequently when evaluations are close to being sent out and after they are collected.</td></tr>
<tr><td>Work responsibilities</td><td>Primary user responsibilities relative to the system:
Maintain the system
Create, view, and update forms
Create new departments and new majors as needed
Send emails to students and employers
View student and employer evaluations</td></tr>
<tr><td>Work environment</td><td>The work environment will remain the same as it is currently. Administrators will be using the system within their designated office at RIT. They will run the system on a computer, (laptop or desktop) provided by RIT or their own personal machine.</td></tr>
<tr><td>Abilities</td><td>Education:
Bachelor’s degree or higher in relevant field
Domain knowledge:
Familiarity with the old system
Physical abilities:
Ability to type on a keyboard
Ability to interact with a web application
Disabilities:
None</td></tr>
<tr><td>Personal</td><td>Male or female, likely over the age of 28, has a few years of working experience and currently works for RIT.</td></tr>
</table>

Usability Objectives (rank in order of preference):	_2_ efficiency _3_ accuracy _1_ reliability _6_ memorability _5_ learnability _7_ clarity _8_ comprehensibility _9_ attractiveness

2.2 Task Analysis

2.2.1 View Student Work Report

Goal: To view a student's work report evaluation.

Tasks:

0. Using “View Student Evaluation” for a specific semester
    1. Access ‘Evaluations’ from the navigation bar.
        - 1.1. Locate “Evaluations” navigation item
        - 1.2. Click “Evaluations” navigation item
    2. Access “Search Submitted/Pending Evaluations”
        - 2.1. Locate “Search Submitted/Pending Evaluations” navigation item
        - 2.2. Click “Search Submitted/Pending Evaluations” navigation item
    3. Input student information
        - 3.1. Type student information into the specified boxes
    4. Click “Search”
        - 4.1. Locate “Search” button
        - 4.2. Click “Search” button
    5. Select student you are looking for
        - 5.1. Locate student in list that you are looking for
        - 5.2 Click link saying “Submitted MM/DD/YYYY” OR “Pending MM/DD/YYYY” under “Work Report”

2.2.2 View Employer Work Report

Goal: To view a employer's work report evaluation for a specific student.

Tasks:

0. Using “View Employer Evaluation” for a specific semester
    1. Access ‘Evaluations’ from the navigation bar.
        - 1.1. Locate “Evaluations” navigation item
        - 1.2. Click “Evaluations” navigation item
    2. Access “Search Submitted/Pending Evaluations”
        - 2.1. Locate “Search Submitted/Pending Evaluations” navigation item
        - 2.2. Click “Search Submitted/Pending Evaluations” navigation item
    3. Input student information
        - 3.1. Type student information into the specified boxes
    4. Click “Search”
        - 4.1. Locate “Search” button
        - 4.2. Click “Search” button

5. Select work report you are looking for the given student
    5.1. Locate student in list that you are looking for
    5.2 Click link saying “Submitted MM/DD/YYYY” OR “Pending MM/DD/YYYY” under “Employer Evaluation”

2.2.3 Check Status of Student Emails

Goal: To check the status of the reminder emails sent out to students.

Tasks:

0. Using “Check Status of Student Emails”
    1. Access ‘Emails’ from the navigation bar.
        1.1. Locate “Emails” navigation item
        1.2. Click “Emails” navigation item
    2. Access “Email Status”
        2.1 Locate “Email Status” in the dropdown
        2.2 Click “Email Status” in the dropdown
    3. Choose to view student emails
        3.1 Locate “Student” under the Recipient label
        3.2 Click “Student”
    4. View scheduled student emails and failed student emails
        4.1. Locate scheduled student emails
        4.2. Locate failed student emails

2.2.3 Resend All Failed Student Emails

Goal: To send out any email notifications that failed to send to students.

Tasks:

0. Using “Resend all failed Student Emails”
    1. Access ‘Emails’ from the navigation bar.
        1.1. Locate “Emails” navigation item
        1.2. Click “Emails” navigation item
    2. Access “Email Status”
        2.1 Locate “Email Status” in the dropdown
        2.2 Click “Email Status” in the dropdown
    3. Choose to view student emails
        3.1 Locate “Student” under the Recipient label
        3.2 Click “Student”
    4. View scheduled student emails and failed student emails
        4.1. Locate scheduled student emails
        4.2. Locate failed student emails
    5. Select ‘Resend All Failed Emails’ from page
        5.1. Locate “Resend all Failed Emails” button
        5.2. Click the button “Resend all Failed Emails”

2.2.4 Resend Employer Emails

Goal: To send out any email notifications that failed to send to employers.

Tasks:

0. Using "Resend all failed Employer Emails"
   1. Access 'Emails' from the navigation bar.
      - 1.1. Locate "Emails" navigation item
      - 1.2. Click "Emails" navigation item
   2. Access "Email Status"
      - 2.1 Locate "Email Status" in the dropdown
      - 2.2 Click "Email Status" in the dropdown
   3. Choose to view student emails
      - 3.1 Locate "Employer" under the Recipient label
      - 3.2 Click "Employer"
   4. View scheduled student emails and failed student emails
      - 4.1. Locate scheduled student emails
      - 4.2. Locate failed student emails
   5. Select 'Resend All Failed Emails' from page
      - 5.1. Locate "Resend all Failed Emails" button
      - 5.2. Click the button "Resend all Failed Emails"

2.2.5 Add OCSCE User

Goal: Add an Office of Cooperative Education and Career Services (OCSCE) user.

Tasks:

0. Using OCSCE Users
   1. Access the "Users" navigation menu
      - 1.1 Locate "Users" in the navigation bar
      - 1.2 Click "Users" in the navigation bar
   2. Access "OCSCE Staff" under the Users dropdown
      - 2.1 Locate the "OCSCE Staff" option in the dropdown
      - 2.2 Click "OCSCE Staff" option
   3. Access "Add New" modal
      - 3.1 Locate the "Add New" button
      - 3.2 Click the "Add New" button
   4. Fill in new user information
      - 4.1. Enter the user's full name
      - 4.2. Enter user's DCE (exp. abc1234)
      - 4.3. Select the "Add User" button under the text field
   5. Verify user has been added to the system
      - 5.1. Scroll through the "OCSCE Staff" table and locate the newly added user

2.2.6 Remove OCSCE User

Goal: Remove Office of Cooperative Education and Career Services (OCSCE) users.

Tasks:

0. Using OCSCE Users
    1. Access the “Users” navigation menu
        - 1.1 Locate “Users” in the navigation bar
        - 1.2 Click “Users” in the navigation bar
    2. Access “OCSCE Staff” under the Users dropdown
        - 2.1 Locate the “OCSCE Staff” option in the dropdown
        - 2.2 Click “OCSCE Staff” option
    3. Remove the user from the OCSCE Staff
        - 3.1. Locate the “OCSCE Staff” table
        - 3.2. Select desired user to be removed from the system
        - 3.3. Select the “Remove” button in the row with the selected user
    4. Verify user has been removed from the system
        - 4.1. Verify user is no longer in the “OCSCE Staff” table

2.2.7 Add Academic Department User

Goal: Add an Academic Department User to the system.

Tasks:

0. Using “Add Dept. Users”
    1. Access the “Users” navigation menu
        - 1.1 Locate “Users” in the navigation bar
        - 1.2 Click “Users” in the navigation bar
    2. Access “Department Users” under the Users dropdown
        - 2.1 Locate the “Department Users” option in the dropdown
        - 2.2 Click “Department Users” option
    3. Select the desired department
        - 1.1. Select the college the department is under
        - 1.2. Select the desired department
    4. Add User to the department
        - 4.1. Enter the user’s DCE
        - 4.2. Enter the user’s name
        - 4.3. Select the “Add” button

2.2.8 Transfer Department User

Goal: Transfer existing user in the system to another department.

Tasks:

0. Using “Transfer Dept. Users”
    1. Access the “Users” navigation menu
        - 1.1 Locate “Users” in the navigation bar

1.2 Click “Users” in the navigation bar
2. Access “Transfer Department Users” under the Users dropdown
    2.1 Locate the “Transfer Department Users” option in the dropdown
    2.2 Click “Transfer Department Users” option
3. Choose the source Department
    3.1. Select the College the department is under
    3.2. Select the desired department
4. Choose the Destination Department
    4.1. Select the College the department is under
    4.2. Select the desired department
    4.3. Select the “Transfer” button

2.2.9 Add College to the System

Goal: Add a new college to the system.

Tasks:

0. Using “Colleges/Departments” under the Administrator section
    1. Access the “Users” navigation menu
        1.1 Locate “Users” in the navigation bar
        1.2 Click “Users” in the navigation bar
    2. Access “College Management” under the Users dropdown
        2.1 Locate the “College Management” option in the dropdown
        2.2 Click “College Management” option
    3. Select the “Add New” button
        3.1 Locate the “Add New” button
        3.2 Click “Add New” button
    4. Complete Add New College form
        4.1 Enter desired college name
        4.2 Select the “Add” button
    5. Verify College was added
        5.1 Scroll through the list of existing colleges and find the one added

2.2.10 Add Department to the System

Goal: Add a new department to the system.

Tasks:

0. Using “Colleges/Departments” under the Administrator section
    1. Access the “Users” navigation menu
        1.1 Locate “Users” in the navigation bar
        1.2 Click “Users” in the navigation bar
    2. Access “Department Management” under the Users dropdown
        2.1 Locate the “Department Management” option in the dropdown
        2.2 Click “Department Management” option
    3. Select the college the department will belong to

        3.1 Locate the College dropdown
        3.2. Select the appropriate college
    4. Select the “Add New” button
        4.1 Locate the “Add New” button
        4.2 Click “Add New” button
    5. Complete Add New College form
        5.1 Enter desired college name
        5.2 Select the “Add” button
    6. Verify Department was added
        6.1 Scroll through the list of existing departments and find the one added

2.2.11 View Existing Employer Form

Goal: View Existing form for given department

Tasks:

0. Using “Employer Forms” under the Administrator section
    1. Access the “Forms” navigation menu
        1.1 Locate “Forms” in the navigation bar
        1.2 Click “Forms” in the navigation bar
    2. Access “Employer Forms” under the Forms dropdown
        2.1 Locate the “Employer Forms” option in the dropdown
        2.2 Click “Employer Forms” option
    3. Select an existing employer form
        3.1. Select the desired form
        3.2. Click the “View Form” button

2.2.12 Delete Existing Employer Form

Goal: Delete Existing form for given department

Tasks:

0. Using “Employer Forms” under the Administrator section
    1. Access the “Forms” navigation menu
        1.1 Locate “Forms” in the navigation bar
        1.2 Click “Forms” in the navigation bar
    2. Access “Employer Forms” under the Forms dropdown
        2.1 Locate the “Employer Forms” option in the dropdown
        2.2 Click “Employer Forms” option
    3. Select the existing employer form
        3.1. Locate the desired form
        3.2. Click the “Delete” button

2.2.13 Edit Existing Employer Form

Goal: Edit Existing form for given department

Tasks:
0. Using “Employer Forms” under the Administrator section
    1. Access the “Forms” navigation menu
        1.1 Locate “Forms” in the navigation bar
        1.2 Click “Forms” in the navigation bar
    2. Access “Employer Forms” under the Forms dropdown
        2.1 Locate the “Employer Forms” option in the dropdown
        2.2 Click “Employer Forms” option
    3. Select the existing employer form
        3.1. Locate the desired form
        3.2. Click the “Edit” button
    4. Make desired changes to form
        4.1. Make desired changes to the form
        4.2. Scroll to the bottom of the form
        4.3. Select the “Save Changes” button

2.2.14 View Existing Student Form

Goal: View Existing student form for given department.

Tasks:
0. Using “Student Forms” under the Administrator section
    1. Access the “Forms” navigation menu
        1.1 Locate “Forms” in the navigation bar
        1.2 Click “Forms” in the navigation bar
    2. Access “Student Forms” under the Forms dropdown
        2.1 Locate the “Student Forms” option in the dropdown
        2.2 Click “Student Forms” option
    3. Select the existing student form
        3.1. Select the desired form
        3.2. Click the form’s name

2.2.15 Delete Existing Student Form

Goal: Delete Existing form for given department

Tasks:
0. Using “Student Forms” under the Administrator section
    1. Access the “Forms” navigation menu
        1.1 Locate “Forms” in the navigation bar
        1.2 Click “Forms” in the navigation bar
    2. Access “Student Forms” under the Forms dropdown
        2.1 Locate the “Student Forms” option in the dropdown
        2.2 Click “Student Forms” option
    3. Select the existing student form
        3.1. Select the desired form

3.2. Click the “Delete” button

2.2.16 Edit Existing Student Form

Goal: Edit Existing form for given department

Tasks:

0. Using “Student Forms” under the Administrator section
    1. Access the “Forms” navigation menu
        1.1 Locate “Forms” in the navigation bar
        1.2 Click “Forms” in the navigation bar
    2. Access “Student Forms” under the Forms dropdown
        2.1 Locate the “Student Forms” option in the dropdown
        2.2 Click “Student Forms” option
    3. Select the existing student form
        3.1. Select the desired form
        3.2. Click the “Edit” button
    4. Make desired changes to form
        4.1. Make desired changes to the form
        4.2. Scroll to the bottom of the form
        4.3. Select the “Save Changes” button

3 User Analysis: Evaluator

3.1 User Class Profile

User Class: Evaluator	
Context of use	Evaluator must review student and employer evaluations in order to give a student a passing grade for a co-op. Departments would also like the ability to edit their specific evaluation forms.
Goals	**Personal goals:** • View student and employer evaluations • Can be given the ability to alter evaluation forms • View status of evaluations **Problems and frustrations:** • A specific faculty member for a specific department cannot be given access to edit evaluation forms
Frequency of use	Multiple times at the beginning of a semester when

	students are returning from co-op.
Work responsibilities	**Primary user responsibilities relative to the system:** ● Read over student and employer evaluations so they can grade student in SIS ● Approve or reject student co-op
Work environment	The faculty is most likely using the system at RIT. They will probably be using within their office which is well light and quiet. They will be using a laptop, desktop, tablet or smartphone.
Abilities	**Education:** ● Bachelor's degree or higher in relevant field **Domain knowledge:** ● Reasonable knowledge of computers ● Familiarity with web applications and web forms ● May have used the system previously ○ If the faculty is not a new professor at RIT ● Has used multiple different RIT systems **Physical abilities:** ● Ability to type on a keyboard ● Ability to interact with a web application **Disabilities:** ● None expected
Personal	Male or female, likely over the age of 28, has a few years of working experience and currently works for RIT.
Usability Objectives (rank in order of preference):	_4_ efficiency _1_ accuracy _2_ reliability _6_ memorability _3_ learnability _5_ clarity _7_ comprehensibility _8_ attractiveness

3.2 Task Analysis

3.2.1 View Student Work Report

Goal: To view a student's work report evaluation.

Tasks:

0. Using “View Student Evaluation” for a specific semester

    Access ‘Evaluations’ from the navigation bar.

    1.1. Locate “Evaluations” navigation item
    1.2. Click “Evaluations” navigation item

2. Access “Search Submitted/Pending Evaluations”
    2.1. Locate “Search Submitted/Pending Evaluations” navigation item
    2.2. Click “Search Submitted/Pending Evaluations” navigation item
3. Input student information
    3.1. Type student information into the specified boxes
4. Click “Search”
    4.1. Locate “Search” button
    4.2. Click “Search” button
5. Select student you are looking for
    5.1. Locate student in list that you are looking for
    5.2 Click link saying “Submitted MM/DD/YYYY” OR “Pending MM/DD/YYYY” under “Work Report”

3.2.2 View Employer Work Report

Goal: To view a employer's work report evaluation for a specific student

Tasks: View Employer Evaluation

0. Using “View Employer Evaluation” for a specific semester
    1. Access ‘Evaluations’ from the navigation bar.
        1.1. Locate “Evaluations” navigation item
        1.2. Click “Evaluations” navigation item
    2. Access “Search Submitted/Pending Evaluations”
        2.1. Locate “Search Submitted/Pending Evaluations” navigation item
        2.2. Click “Search Submitted/Pending Evaluations” navigation item
    3. Input student information
        3.1. Type student information into the specified boxes
    4. Click “Search”
        4.1. Locate “Search” button
        4.2. Click “Search” button
    5. Select student you are looking for
        5.1. Locate student in list that you are looking for
        5.2 Click link saying “Submitted MM/DD/YYYY” OR “Pending MM/DD/YYYY” under “Work Report”

3.2.3 Reject Student Work Report

Goal: To reject a student's work report evaluation so that they have to do it again.

Tasks:

0. Using “Reject Student Work Report” for a specific semester
    1. Access ‘Evaluations’ from the navigation bar.
        - 1.1. Locate “Evaluations” navigation item
        - 1.2. Click “Evaluations” navigation item
    2. Access “Search Submitted/Pending Evaluations”
        - 2.1. Locate “Search Submitted/Pending Evaluations” navigation item
        - 2.2. Click “Search Submitted/Pending Evaluations” navigation item
    3. Input student information
        - 3.1. Type student information into the specified boxes
    4. Click “Search”
        - 4.1. Locate “Search” button
        - 4.2. Click “Search” button
    5. Select student you are looking for
        - 5.1. Locate student in list that you are looking for
        - 5.2 Click link saying “Submitted MM/DD/YYYY” OR “Pending MM/DD/YYYY” under “Work Report”
    6. Review Work Reports
        - 6.1 Read through and compare answers from the student and employer.
    7. Reject Work Report
        - 7.1 Locate the “Reject” button
        - 7.2 Click the “Reject” button

3.2.4 Accept Student Work Report

Goal: To accept a student's work report evaluation

Tasks:

0. Using “Accept Student Work Report” for a specific semester
    1. Access ‘Evaluations’ from the navigation bar.
        - 1.1. Locate “Evaluations” navigation item
        - 1.2. Click “Evaluations” navigation item
    2. Access “Search Submitted/Pending Evaluations”
        - 2.1. Locate “Search Submitted/Pending Evaluations” navigation item
        - 2.2. Click “Search Submitted/Pending Evaluations” navigation item
    3. Input student information
        - 3.1. Type student information into the specified boxes
    4. Click “Search”
        - 4.1. Locate “Search” button
        - 4.2. Click “Search” button
    5. Select student you are looking for

5.1. Locate student in list that you are looking for
5.2 Click link saying “Submitted MM/DD/YYYY” OR “Pending MM/DD/YYYY” under “Work Report”

6. Review Work Reports
   6.1 Read through and compare answers from the student and employer.
7. Accept Work Report
   7.1 Locate the “Approve” button
   7.2 Click the “Approve” button

4 User Analysis: Employer

4.1 User Class Profile

User Class: Employer	
Context of use	Employers have to submit an evaluation form for each co-op at the end of each block of the student’s internship. They should also be able the view past evaluations they have submitted and modify student work information, such as start and end date.
Goals	**Personal goals:** ● Submit evaluation of student work ● View all evaluations they have submitted previously ● Update (pending) evaluations ● View status of evaluations **Problems and frustrations:** ● Forms may time out while employers are in the middle of filling them out ● No email indication after successful form submission ● Forms may not persist at time of submission or save to continue later
Frequency of use	Once per co-op/intern per block
Work responsibilities	**Primary user responsibilities relative to the system:** ● Evaluate a co-op student for each block they complete

Work environment	Varies greatly from one business model to the next; however, the average supervisor works at a company of at least 200 people and manages a small team. The office is located in a larger building and the workspaces may include cubes or be more open with groups of desks for teams. Teams are mostly co-located in the building, and members interact regularly to accomplish their tasks.

Abilities	**Education:**
	● Complete high school education
	● Bachelor’s degree in relevant field
	    ○ Likely, but not required
	● Possibly a Master’s Degree or other postgraduate education
	
	Domain knowledge:
	● Reasonable knowledge of computers
	● Familiarity with web applications and web forms
	● May have used the system previously
	    ○ If the employer is not a first time manager for an RIT co-op student
	● May have used other pages on the OCSCE website
	
	Physical abilities:
	● Ability to type on a keyboard
	● Ability to interact with a web application
	
	Disabilities:
	● None expected

Personal	Male or female, likely over the age of 30, has been in the professional world for at least 5 years, probably a mid-level manager or product leader, employs co-ops regularly or wishes to do so in the future.
Usability Objectives (rank in order of preference):	_3_ efficiency _2_ accuracy _1_ reliability _6_ memorability _7_ learnability _5_ clarity _4_ comprehensibility _8_ attractiveness

4.2 Task Analysis

4.2.1 Submit an Evaluation

Goal: The user aims to submit an Evaluation of a student for a co-op block that will soon be or has already concluded, so the student can receive credit for the work done.

Tasks:

0. Using “Submit an Evaluation”
    1. Locate the panel for the specific student to be evaluated
        - 1.1 Locate the “Current Students” panels
        - 1.2 Locate the student in question
    2. Select “Open” for the Evaluation for the current term and student
        - 2.1. Click “Open” next to “Employer Eval” label
    3. Complete the blank form
        - 3.1. Answer all required questions
        - 3.2. Answer any non-required questions that are deemed applicable
    4. Submit Evaluation
        - 4.1. Locate “Submit” button
        - 4.2. Click “Submit” button

4.2.2 Save an Evaluation

Goal: The user aims to save an in-progress Evaluation, so that they may finish and submit it at a later date.

Tasks:

0. Using “Save an Evaluation Report”
    1. Locate the panel for the specific student to be evaluated
        - 1.1 Locate the “Current Students” panels
        - 1.2 Locate the student in question
    2. Select “Open” for the Evaluation for the current term and student
        - 2.1. Click “Open” next to “Employer Eval” label
    3. Complete the blank form
        - 3.1. Answer all required questions
        - 3.2. Answer any non-required questions that are deemed applicable
    4. Save Evaluation
        - 4.1. Locate “Save for Later” button
        - 4.2. Click “Save for Later” button

4.2.3 Edit and Submit a Saved Evaluation

Goal: The user aims to submit an Evaluation for a student’s co-op block that has previously been started, but not completed and submitted.

Tasks:

0. Using “Submit a Saved an Evaluation”

1. Locate the panel for the specific student to be evaluated
    1.1 Locate the “Current Students” panels
    1.2 Locate the student in question
2. Select “Saved MM/DD/YYYY” for the Evaluation for the current term and student
    2.1. Click “Saved MM/DD/YYYY” next to “Employer Eval” label
3. Complete the blank form
    3.1. Answer all remaining required questions
    3.2. Answer any remaining non-required questions that are deemed applicable
4. Submit Evaluation
    4.1. Locate “Submit” button
    4.2. Click “Submit” button

4.2.4 View a Submitted Evaluation

Goal: The user aims to view an Evaluation that they have previously submitted.

Tasks:

0. Using “View a Submitted Evaluation”
1. Locate the panel for the specific student to be evaluated
    1.1 Locate the “Previous Co-op Students” panels
    1.2 Locate the student in question
2. Select “Submitted MM/DD/YYYY” for the Evaluation for the current term and student
    2.1. Click “Submitted MM/DD/YYYY” next to “Employer Eval” label

5 User Analysis: Student

5.1 User Class Profile

User Class: Student	
Context of use	Students use the co-op evaluation system at the end of each co-op block to evaluate their co-op experience. Students may also use the system to follow-up on the status of their employer’s evaluation, and to see whether their co-op has been approved by a faculty member.
Goals	**Personal goals:** ● Evaluate co-op block ● View whether their employer has filled out an evaluation ● View whether their co-op has been approved by

<table>
<tr><td></td><td>a faculty member

Problems and frustrations:
Forms may time out while students are in the middle of filling them out
No email indication after successful form submission
Forms may not persist at time of submission</td></tr>
<tr><td>Frequency of use</td><td>Once at the end of each co-op block to submit co-op evaluation. May use additional times at the end of each co-op block to check whether their employer has filled out an evaluation, and view whether their co-op has been approved by a faculty member.</td></tr>
<tr><td>Work responsibilities</td><td>Primary user responsibilities relative to the system:
Submit a co-op Work Report</td></tr>
<tr><td>Work environment</td><td>When a student is evaluating a co-op block, they are likely on-site at the location of their co-op. A student may access the system from a desktop computer, or a mobile device.</td></tr>
<tr><td>Abilities</td><td>Education:
Complete high school education
Some university-level education
Domain knowledge:
Strong knowledge of computers
May have used the system previously, if the co-op the student is evaluating is not the student’s first co-op
May have used other pages on the OCSCE website
Physical abilities:
Ability to type on a keyboard
Ability to interact with a web application</td></tr>
</table>

	Disabilities: ● None
Personal	Male or female; Likely between the age of 18 and 22; In a major at RIT that requires co-op(s); Soon-to-be or already employed in a co-op.
Usability Objectives (rank in order of preference):	_1_ efficiency _6_ accuracy _2_ reliability _8_ memorability _7_ learnability _3_ clarity _5_ comprehensibility _4_ attractiveness

5.2 Task Analysis

5.2.1 Submit a New Work Report

Goal: The user aims to submit a Work Report for a co-op block that will soon be concluded, so that they may receive credit.

Tasks:

0. Using "Submit a New Work Report"
    1. Locate the panel for the co-op block in question
    2. Select "Pending" for the Work Report
        - 2.1. Click "Pending" next to "Work Report" label
    3. Complete the blank form
        - 3.1. Answer all required questions
        - 3.2. Answer any non-required questions that are deemed applicable
    4. Submit Evaluation
        - 4.1. Locate "Submit" button
        - 4.2. Click "Submit" button

5.2.2 Save a Work Report

Goal: The user aims to save an in-progress Work Report, so that they may finish and submit it at a later date.

Tasks:

0. Using "Save a Work Report"
    1. Locate the panel for the co-op block in question
    2. Select "Pending" for the Work Report
        - 2.1. Click "Pending" next to "Work Report" label
    3. Complete the blank form
        - 3.1. Answer all required questions
        - 3.2. Answer any non-required questions that are deemed applicable
    4. Save Evaluation
        - 4.1. Locate "Save for Later" button

4.2. Click “Save for Later” button

5.2.3 Edit and Submit a Saved Work Report

Goal: The user aims to submit a Work Report for a co-op block that has previously been started, but not completed and submitted.

Tasks:

0. Using “Submit a Saved a Work Report”
    1. Locate the panel for the co-op block in question
    2. Select “Saved MM/DD/YYYY” for the Work Report
        2.1. Click “Saved MM/DD/YYYY” next to “Work Report” label
    3. Complete the blank form
        3.1. Answer all remaining required questions
        3.2. Answer any remaining non-required questions applicable
    4. Submit Evaluation
        4.1. Locate “Submit” button
        4.2. Click “Submit” button

5.2.4 View a Submitted Work Report

Goal: The user aims to view a Work Report that they have previously submitted.

Tasks:

0. Using “View a Submitted Work Report”
    1. Locate the panel for the co-op block in question
    2. Select “Submitted MM/DD/YYYY” for the Work Report
        2.1. Click “Submitted MM/DD/YYYY” next to “Work Report” label

5.2.5 View an Employer Evaluation

Goal: The user aims to view an employer’s evaluation for a co-op at the conclusion of that co-op block.

Tasks:

0. Using “Submit a Saved a Work Report”
    1. Locate the panel for the co-op block in question
    2. Select “Saved MM/DD/YYYY” for the Employer Eval
        2.1. Click “Saved MM/DD/YYYY” next to “Employer Eval” label