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

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.
Personas	Well-defined, fictional users created from information gained through user research. They are used to give the development team a “real” person to test against, without using live data or compromising the privacy of users.

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 **Problems and frustrations:** ● Creating new forms is currently unintuitive and frustrating for the user
Frequency of use	Throughout each semester at RIT as needed. Often used more frequently when evaluations are close to being sent out and after they are collected.
Work responsibilities	**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
Work environment	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.
Abilities	**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

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):	_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 'Search Evaluations' from the main menu.
        - 1.1. Locate "Search Evaluations" menu item
        - 1.2. Click "Search Evaluations" menu item
    2. Input student information
        - 2.1. Type student information into the specified boxes
    3. Click "Search"
        - 3.1. Locate "Search" button
        - 3.2. Click "Search" button
    4. Select student you are looking for
        - 4.1. Locate student in list that you are looking for
        - 4.2 Click student's name
    5. Select the work report for the specific semester.
        - 5.1. Locate specific co-op for that semester
        - 5.2. Click the submitted work report for that semester

Plan 0: Perform steps 1 through 5 in order.
Plan 1: Perform steps 1 through 3 but go back to 2 in order to change student information. Then continue the steps in order.
Plan 2: Perform steps 1 through 4 but go back to 4 in order to select a different student. Then continue the steps in order.
Plan 3: Perform steps 1 through 5 but go back to 5 in order to select a different co-op. Then continue the steps in order.

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 'Search Evaluations' from the main menu.

    1.1. Locate “Search Evaluations” menu item
    1.2. Click “Search Evaluations” menu item
2. Input employer information
    2.1. Type student information into the specified boxes
3. Click “Search”
    3.1. Locate “Search” button
    3.2. Click “Search” button
4. Select student you are looking for
    4.1. Locate student in list that you are looking for
    4.2 Click student’s name
5. Select the employer work report for the specific semester.
    5.1. Locate specific co-op for that semester
    5.2. Click the submitted employer work report for that semester

Plan 0: Perform steps 1 through 5 in order.
Plan 1: Perform steps 1 through 3 but go back to 2 in order to change student information. Then continue the steps in order.
Plan 2: Perform steps 1 through 4 but go back to 4 in order to select a different student. Then continue the steps in order.
Plan 3: Perform steps 1 through 5 but go back to 5 in order to select a different co-op. Then continue the steps in order.

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 ‘Check Status’ from the main menu.
        1.1. Locate “Check Status” menu item
        1.2. Click “Check Status” menu item
    2. View scheduled student emails and failed student emails
        2.1. Locate scheduled student emails
        2.2. Locate failed student emails

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.

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 ‘Check Status’ from the main menu.
        1.1. Locate “Check Status” menu item

        1.2. Click “Check Status” menu item
    2. Select ‘Resend All Failed Emails’ from page
        2.1. Locate “Resend all Failed Emails”
        2.2. Click the button “Resend all Failed Emails”

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.

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 ‘Check Status’ from the main menu.
        1.1. Locate “Check Status” menu item
        1.2. Click “Check Status” menu item
    2. Select ‘Resend All Failed Emails’ from page
        2.1. Locate “Resend all Failed Emails”
        2.2. Click the button “Resend all Failed Emails”

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.

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 “OCSCE Users” under the Administration Section.
        1.1. Locate the “DCE” text field
        1.2. Enter user’s DCE, (exp. abc1234)
        1.3. Select the “Add” button under the text field
    2. Verify user has been added to the system
        2.1. Scroll through the “Existing Users” field and locate the newly added user

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1, 1.2, and 1.3 in order.
Plan 2: Perform step 2.1.

2.2.6 Remove OCSCE User

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

Tasks:

0. Using OCSCE Users

1. Access “OCSCE Users” under the Administration Section.
    1.1. Locate the “Existing Users” text field
    1.2. Select desired user to be removed from the system
    1.3. Select the “Remove” button under the “Existing Users” text field
2. Verify user has been removed from the system
    2.1. Verify user is no longer in the “Existing User” text field

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1, 1.2, and 1.3 in order.
Plan 2: Perform step 2.1.

2.2.7 Add Academic Department User

Goal: Add an Academic Department User to the system.

Tasks:

0. Using “Add Dept. Users”
    1. Select the desired department
        1.1. Select the college the department is under
        1.2. Select the desired department
    2. Add User to the department
        2.1. Enter the user’s DCE
        2.2. Enter the user’s name
        2.3. Select the “Add” button

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1, 2.2, and 2.3 in order.

2.2.8 Transfer Department User

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

Tasks:

0. Using “Transfer Dept. Users”
    1. Choose the source Department
        1.1. Select the College the department is under
        1.2. Select the desired department
    2. Choose the Destination Department
        2.1. Select the College the department is under
        2.2. Select the desired department
        2.3. Select the “Transfer” button

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1, 2.2, and 2.3 in order.

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. Select the “College Name” text field
        - 1.1. Enter desired college name
        - 1.2. Select the “Add” button
    2. Verify College was added
        - 2.1. Scroll through the list of existing colleges and find the one added

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform step 2.1.

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. Select the college the department is under
        - 1.1. Enter desired department name
        - 1.2. Enter desired department code
        - 1.3. Click the “Add” button
    2. Verify department was added
        - 2.1. Scroll through the list of existing departments and find the one added

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1, 1.2, and 1.3 in order.
Plan 2: Perform step 2.1.

2.2.11 View Existing Employer Form

Goal: View Existing form for given department

Tasks:

0. Using “Employer Forms” under the Administrator section
    1. Select the existing employer form
        - 1.1. Select the desired form
        - 1.2. Click the “View Form” button

Plan 0: Perform step 1.
Plan 1: Perform steps 1.1 and 1.2 in order.

2.2.12 Delete Existing Employer Form

Goal: Delete Existing form for given department

Tasks:

0. Using "Employer Forms" under the Administrator section
    1. Select the existing employer form
        1.1. Select the desired form
        1.2. Click the "Delete Form" button

Plan 0: Perform step 1.
Plan 1: Perform steps 1.1 and 1.2 in order.

2.2.13 Edit Existing Employer Form

Goal: Edit Existing form for given department

Tasks:

0. Using "Employer Forms" under the Administrator section
    1. Select the existing employer form
        1.1. Select the desired form
        1.2. Click the "View Form" button
    2. Make desired changes to form
        2.1. Make desired changes to the form
        2.2. Scroll to the bottom of the form
        2.3. Select the "Apply Changes" button

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1, 2.2, and 2.3 in order.

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. Select the existing student form
        1.1. Select the desired form
        1.2. Click the "View Form" button

Plan 0: Perform step 1.
Plan 1: Perform steps 1.1 and 1.2 in order.

2.2.15 Delete Existing Student Form

Goal: Delete Existing form for given department

Tasks:

0. Using “Student Forms” under the Administrator section
    1. Select the existing student form
        1.1. Select the desired form
        1.2. Click the “Delete Form” button

Plan 0: Perform step 1.
Plan 1: Perform steps 1.1 and 1.2 in order.

2.2.16 Edit Existing Student Form

Goal: Edit Existing form for given department

Tasks:
0. Using “Student Forms” under the Administrator section
    1. Select the existing student form
        1.1. Select the desired form
        1.2. Click the “Delete Form” button
    2. Make desired changes to form
        2.1. Make desired changes to the form
        2.2. Scroll to the bottom of the form
        2.3. Select the “Apply Changes” button

Plan 0: Perform steps 1 and 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1, 2.2, and 2.3 in order.

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
    1. Access ‘Search Evaluations’ from the main menu.
        1.1. Locate “Search Evaluations” menu item
        1.2. Click “Search Evaluations” menu item
    2. Input student information
        1.1. Type student information into the specified boxes
    3. Click “Search”
        3.1. Locate “Search” button
        3.2. Click “Search” button
    4. Select student you are looking for
        4.1. Locate student in list that you are looking for
        4.2 Click student’s name
    5. Select the work report for the specific semester.
        5.1. Locate specific co-op for that semester
        5.2 Click the submitted work report for that semester

Plan 0: Perform steps 1 through 5 in order.
Plan 1: Perform steps 1 through 3 but go back to 2 in order to change student information. Then continue the steps in order.
Plan 2: Perform steps 1 through 4 but go back to 4 in order to select a different student. Then continue the steps in order.
Plan 3: Perform steps 1 through 5 but go back to 5 in order to select a different co-op. Then continue the steps in order.

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 ‘Search Evaluations’ from the main menu.
        1.1. Locate “Search Evaluations” menu item
        1.2. Click “Search Evaluations” menu item
    2. Input student information
        1.1. Type student information into the specified boxes
    3. Click “Search”
        3.1. Locate “Search” button
        3.2. Click “Search” button

4. Select student you are looking for
    4.1. Locate student in list that you are looking for
    4.2 Click student's name
5. Select the employer work report for the specific semester.
    5.1. Locate specific co-op for that semester
    5.2 Click the submitted employer work report for that semester

Plan 0: Perform steps 1 through 5 in order.
Plan 1: Perform steps 1 through 3 but go back to 2 in order to change student information. Then continue the steps in order.
Plan 2: Perform steps 1 through 4 but go back to 4 in order to select a different student. Then continue the steps in order.
Plan 3: Perform steps 1 through 5 but go back to 5 in order to select a different co-op. Then continue the steps in order.

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 'Search Evaluations' from the main menu.
        1.1. Locate "Search Evaluations" menu item
        1.2. Click "Search Evaluations" menu item
    2. Input student information
        1.1. Type student information into the specified boxes
    3. Click "Search"
        3.1. Locate "Search" button
        3.2. Click "Search" button
    4. Select student you are looking for
        4.1. Locate student in list that you are looking for
        4.2 Click student's name
    5. Select reject for the work report for the specific semester.
        5.1. Locate specific co-op for that semester
        5.2 Click the reject button for the student work report

Plan 0: Perform steps 1 through 5 in order.
Plan 1: Perform steps 1 through 3 but go back to 2 in order to change student information. Then continue the steps in order.
Plan 2: Perform steps 1 through 4 but go back to 4 in order to select a different student. Then continue the steps in order.
Plan 3: Perform steps 1 through 5 but go back to 5 in order to select a different co-op. Then continue the steps in order.

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 'Search Evaluations' from the main menu.
        1.1. Locate "Search Evaluations" menu item
        1.2. Click "Search Evaluations" menu item
    2. Input student information
        1.1. Type student information into the specified boxes
    3. Click "Search"
        3.1. Locate "Search" button
        3.2. Click "Search" button
    4. Select student you are looking for
        4.1. Locate student in list that you are looking for
        4.2 Click student's name
    5. Change that semesters co-op to complete
        5.1. Locate specific co-op for that semester
        5.2 Click the accept button for that semester

Plan 0: Perform steps 1 through 5 in order.
Plan 1: Perform steps 1 through 3 but go back to 2 in order to change student information. Then continue the steps in order.
Plan 2: Perform steps 1 through 4 but go back to 4 in order to select a different student. Then continue the steps in order.
Plan 3: Perform steps 1 through 5 but go back to 5 in order to select a different co-op. Then continue the steps in order.

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

<table>
<tr><td></td><td>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</td></tr>
<tr><td>Frequency of use</td><td>Once per co-op/intern per block</td></tr>
<tr><td>Work responsibilities</td><td>Primary user responsibilities relative to the system:
Evaluate a co-op student for each block they complete</td></tr>
<tr><td>Work environment</td><td>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.</td></tr>
<tr><td>Abilities</td><td>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</td></tr>
</table>

	• 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. Select "Submit Co-op Evaluation" from the main menu
        - 1.1. Locate "Submit Co-op Evaluation" menu item
        - 1.2. Click "Submit Co-op Evaluation" menu item
    2. Select "Open" for the Evaluation for the current term and student
        - 2.1. Locate the pending evaluations for the current term
        - 2.2. Locate the student to be evaluated
        - 2.3. Click "Open" next to "Evaluation" 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 Evaluation" button
        - 4.2. Click "Submit Evaluation" button

Plan 0: Perform steps 1 through 4 in order.

Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.
Plan 3: Perform steps 3.1 and 3.2 in any order, repeating as many or as few times as desired.
Plan 4: Perform steps 4.1 and 4.2 in order.

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. Select “Submit Co-op Evaluation” from the main menu
        - 1.1. Locate “Submit Co-op Evaluation” menu item
        - 1.2. Click “Submit Co-op Evaluation” menu item
    2. Select “Open” for the Evaluation for the current term and student
        - 2.1. Locate the pending evaluations for the current term
        - 2.2. Locate the student to be evaluated
        - 2.3. Click “Open” next to “Evaluation” label
    3. Complete any amount of the blank form
        - 3.1. Answer any required questions
        - 3.2. Answer any non-required questions that are deemed applicable
    4. Save Evaluation to submit later
        - 4.1. Scroll down to locate “Save Evaluation for Later” button
        - 4.2. Click “Save Evaluation for Later” button

Plan 0: Perform steps 1 through 4 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.
Plan 3: Perform steps 3.1 and 3.2 in any order, repeating as many or as few times as desired.
Plan 4: Perform steps 4.1 and 4.2 in order.

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. Select “Submit Co-op Evaluation” from the main menu
        - 1.1. Locate “Submit Co-op Evaluation” menu item
        - 1.2. Click “Submit Co-op Evaluation” menu item
    2. Select “Saved - In Progress” for the Evaluation for the current term and student
        - 2.1. Locate the pending evaluations for the current term
        - 2.2. Locate the student to be evaluated
        - 2.3. Click “Saved - In Progress” next to “Evaluation” label

3. Complete any blank or incomplete fields in the form
    3.1. Answer all unanswered required questions
    3.2. Answer any unanswered non-required questions that are deemed applicable
    3.3. Complete all partially answered questions
4. Submit Evaluation
    4.1. Locate "Submit Evaluation" button
    4.2. Click "Submit Evaluation" button

Plan 0: Perform steps 1 through 4 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.
Plan 3: Perform steps 3.1 and 3.2 in any order, repeating until the form is complete.
Plan 4: Perform steps 4.1 and 4.2 in order.

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. Select "View Co-op Evaluation" from the main menu
    1.1. Locate "View Co-op Evaluation" menu item
    1.2. Click "View Co-op Evaluation" menu item
2. Select the student who completed the co-op from the list of students
    2.1. Locate the name of the student whose Evaluation to be viewed
    2.2. Click on the student's name
3. Select "Submitted mm/dd/yy" for the co-op to view the Evaluation
    3.1. Locate the co-op for which to view the Evaluation
    3.2. Click "Submitted mm/dd/yy" next to "Evaluation" label

Plan 0: Perform steps 1 through 3 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.
Plan 3: Perform steps 3.1 and 3.2 in order, and the submitted form will be displayed.

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 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
Frequency of use	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.
Work responsibilities	**Primary user responsibilities relative to the system:** ● Submit a co-op Work Report
Work environment	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.
Abilities	**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 **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. Select "Submit Co-op Work Report" from the main menu
        - 1.1. Locate "Submit Co-op Work Report" menu item
        - 1.2. Click "Submit Co-op Work Report" menu item
    2. Select "Pending" for the co-op for the current term
        - 2.1. Locate the co-op for the current term
        - 2.2. 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 Work Report
        - 4.1. Locate "Submit Evaluation" button
        - 4.2. Click "Submit Evaluation" button

Plan 0: Perform steps 1 through 4 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.

Plan 3: Perform steps 3.1 and 3.2 in any order, repeating as necessary to until the form is complete.
Plan 4: Perform steps 4.1 and 4.2 in order.

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. Select “Submit Co-op Work Report” from the main menu
        1.1. Locate “Submit Co-op Work Report” menu item
        1.2. Click “Submit Co-op Work Report” menu item
    2. Select “Pending” for the co-op for the current term
        2.1. Locate the co-op for the current term
        2.2. Click “Pending” next to “Work Report” label
    3. Complete the blank form
        3.1. Answer any required questions
        3.2. Answer any non-required questions that are deemed applicable
    4. Submit Work Report
        4.1. Scroll down to locate “Save Evaluation for Later” button
        4.2. Click “Save Evaluation for Later” button

Plan 0: Perform steps 1 through 4 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.
Plan 3: Perform steps 3.1 and 3.2 in any order, repeating as many or as few times as desired.
Plan 4: Perform steps 4.1 and 4.2 in order.

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. Select “Submit Co-op Work Report” from the main menu
        1.1. Locate “Submit Co-op Work Report” menu item
        1.2. Click “Submit Co-op Work Report” menu item
    2. Select “In Progress” for the co-op for the current term
        2.1. Locate the co-op for the current term
        2.2. Click “In Progress” next to “Work Report” label
    3. Complete the blank form
        3.1. Answer all unanswered required questions
        3.2. Answer any unanswered non-required questions that are deemed

applicable

4. Submit Work Report
    4.1. Locate “Submit Evaluation” button
    4.2. Click “Submit Evaluation” button

Plan 0: Perform steps 1 through 4 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order.
Plan 3: Perform steps 3.1 and 3.2 in any order, repeating as necessary to until the form is complete.
Plan 4: Perform steps 4.1 and 4.2 in order.

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. Select “View Co-op Evaluation & Report” from the main menu
    1.1. Locate “View Co-op Evaluation & Report” menu item
    1.2. Click “View Co-op Evaluation & Report” menu item
2. Select “Submitted mm/dd/yy” for the co-op for which to view the Work Report
    2.1. Locate the co-op for which to view the Work Report
    2.2. Click “Submitted mm/dd/yy” next to “Work Report” label

Plan 0: Perform steps 1 through 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order, and the submitted form will be displayed.

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. Select “View Co-op Evaluation & Report” from the main menu
    1.1. Locate “View Co-op Evaluation & Report” menu item
    1.2. Click “View Co-op Evaluation & Report” menu item
2. Select “Submitted mm/dd/yy” for the co-op for which to view the Employer Eval
    2.1. Locate the co-op for which to view the Employer Eval
    2.2. Click “Submitted mm/dd/yy” next to “Employer Eval” label

Plan 0: Perform steps 1 through 2 in order.
Plan 1: Perform steps 1.1 and 1.2 in order.
Plan 2: Perform steps 2.1 and 2.2 in order, and the submitted form will be displayed.

6 Personas

TBD