

UW-Madison

Web Enrollment Prototype Testing

2nd Phase

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Overview

Seven students were interviewed on 10/9 and 10/11.
Average completion time: approximately 20 minutes.

- None of the students had used the MUM portal, yet this did not prove detrimental to Subjects' abilities to navigate within MUM quite adequately.
- Generally, the inability to use the "Back" button was not a problem. However, navigability could be enhanced by having an omnipresent "Return to main menu" link within each page of the site.
- Some students would press their "Enter" key to advance instead of using the mouse. This is only a problem because doing so defaults to the main schedule screen; simply disallow use of "Enter" without changing anything on-screen.

Results of Tasks

1. Enter the My UW-Madison portal with the above ID and password.

- No problems or suggestions.

2. Find the Enrollment area within the MUM portal.

- This posed problems for all the students. Most of the subjects looked on My Front Page before searching under Academic. When prompted to continue searching the tabs for WR, most subjects looked under My Record.

Suggestion: Include “Enrollment” or “Registration” within one of the tabs’ titles.

3. Select the Fall 2001 as your enrollment term.

- No problems or suggestions.

4. Add Anthropology 112, Lect 001, Class #27722.

- Some subjects indicated that there is too much jargon under “Select course attributes.”

Suggestion: Ditch the high-falutin’ verbiage. For instance, use “Labs, discussions, etc.”

5. Add Com Arts 351, Lect 001, Class #25164. Choose Lab 301 as your required section.

- Generally no problems. When adding the lab, though, some subjects were not sure which link to click on since all the text is highlighted.

Suggestion: More direction needed on what the proper procedure is to add labs and discussions on that particular screen.

- Also, some subject still think they should be entering a lab number into the text box.

Suggestion: Make the drop-down menu a forced choice so that students cannot manually enter class numbers into the existing text box. Generally, make this less ambiguous.

6. Add French 431, Lect 001, Class #36237. Add the optional section and take course for 4 honors credits.

- Terminology is a problem when selecting additional course attributes, especially honors information.

Suggestion: Use clear, simple language to indicate honors options.

- Many subjects would change the credits from 3 to 4 and then choose the optional section. Returning to the Select Course Attributes page defaulted the number of credits to 3 again.

Suggestion: Keep the number of credits the student chooses.

7. Add Physics 104, Disc 604, Class #26547. If this class is closed, search the Timetable on the Web for any open section of the same course and add it to your schedule. (Student may choose either section 605, #26548 or section 614, #37767).

- Many subjects indicated they would like direct links to open sections within the timetable.

Suggestion: ??

- The timetable pop-up window did not maximize and some subjects could not see all of the columns within that screen.

Suggestion: Maximize the timetable pop-up window.

8. Drop Anthro 112.

No problems or suggestions.

9. Use Swap to change from Com Arts 351, Disc 602 to Latin 203, Lecture 001, Class #26201, 4 credits.

- Almost all subjects did not know what the Swap function worked. This did not pose problems for accomplishing the task.

Suggestion: Define Swap somewhere in the page.

- Terminology a bit confusing to some subjects.

Suggestion: Change verbiage to be more direct. E.g., “Is this the correct class *to drop...*”

10. Use Swap to change from Latin 203, Lecture 001 to Lecture 003 (#26203), 3 credits. Use the Timetable on the Web to locate the class number for this section.

- Some subjects indicated they would like to simply click on course numbers within the timetable and have them automatically entered within the WR application.

Suggestion: ??

11. Review your class schedule.

- The main schedule screen was generally very well received and readable.

Suggestions: Highlight course number and title by bolding or increasing font size. Use headers at the top of each column.

- Many subjects indicated they would like to see their EASI course grids on this page. Some subjects mentioned that the existing main schedule includes more information than the EASI course grids.

Suggestion: Include link to course grid already under My Record.

12. Drop all of your courses and verify that your schedule is empty.

No problems or suggestions.

Results of Questionnaire

5 = Strongly agree 1=Strongly disagree

1. Web enrollment is easy to use.

Mean: 4.5
Sd: 0.55

2. It is easy to locate web enrollment within the My UW-Madison portal.

Mean: 3.3
Sd: 1.03

3. The terminology is confusing.

Mean: 1.8
Sd: 0.75

4. The class schedule is difficult to understand.

Mean: 1.7
Sd: 0.52

5. I prefer Web enrollment to Touchtone enrollment.

Mean: 4.7
Sd: 0.52

6. Timetable on the Web is a useful tool for web enrollment.

Mean: 5.0
Sd: 0.0