Overall Results

Overall Experience
Ease of Use - 4.4
Efficiency - 4.8
Clarity - 4 (Good)

Navigation
Intuity - 4.2
Straightforwardness - 4.6
Clarity in Labels - 4.2

Layout and Appearance
Pleasing - 4.6
Easy to read - 4.4
Good use of space - 4.2

Content
Informative - 4.8
Want to read - 4.4
Easy to find what I want - 4.4

Task Ratings

Task 1
Completion - 80%, Ease of use - 4.4, Speed - 4, Time - 14.33s

Task 2
Completion - , Ease of use - 4.2, Speed - 4.6, Time - 28.5s

Task 3
Completion - , Ease of use - 5, Speed - 5, Time - 20s

Task 4
Completion - , Ease of use - 4.6, Speed - 4.8, Time - 37s

Task 5
Completion - , Ease of use - 3.8, Speed - 3.8, Time - 16.5s

General Recommendations

These are recommendations written task-wise. Each recommendation is

Task 1:

Pain Point 1: Too much information in the course screen and the assignment screen.
Recommendation 1: Apply _progressive disclosure_: collapse older content by default; allow users to expand only what they need.

Pain Point 2: Dropdown arrows were reversed and confused the user.
Recommendation 2: Follow standard arrow behaviors (↓ = expand, ↑ = collapse) to reduce cognitive friction.

Pain Point 3: Comparing calendar dashboard to ELMS — "Difficult—my ELMS dashboard is filled with courses so this was new."
Recommendation 3: Providing a one-time tool-tip for the functionality of the calendar as it is a new mental model.

Task 2:

Pain Point 1: "Submit Assignment" button caused confusion — Users expected it to _finalize_ a submission, but it actually opens the creation interface.
Recommendation 1: Rename the button to something more descriptive like "Start Submission" or "Begin Submission" to set better expectations. The button can have a dynamic title based on the stage of the assignment ("Continue Submission", "View Submission").

Pain Point 2: Confusion between tabs/buttons — "Submit assignment button is confusing when the submission tab is available."
Recommendation 2: Audit and streamline navigation hierarchy — avoid duplicated or overlapping entry points (e.g., having both a button and a tab with unclear differences).

Pain Point 3: Paste option was hard to find — "I didn't notice it at first."
Recommendation 3: Improve contrast of the actionable chips (paste, URL, etc.) so they are noticeable options.

Pain Point 4: Uncertainty about where to press to submit.
Recommendation 4: Improve visibility of the Submit button by styling it as a primary button. Placement can be shifted more towards the bottom or right side of the page as it is the final action on the page.

Task 3:

Pain Point 1: Feedback was not organized or numbered — "Annotated feedback could be numbered."
Recommendation: Add numbered annotations or visual markers to feedback comments so users can easily refer back or reference them in conversation.

Pain Point 2: "Request Extension" button was loved but not clearly understood at first — User liked it but didn't realize its purpose immediately.
Recommendation: If it is introduced with the icon earlier, it would be easier to recognize in the chat as well. This placement is also up for discussion as the clients don't particularly want this feature?

Recommendation from Client: Use point system from 0-100 only. Ideate this section alongside the teacher's side design.

Task 4:

Pain Point 1: Unclear group creation status — "Didn't know the group wasn't already created."
Recommendation: Make it clear that a group needs to be created with a minimum number of users(optional, just an idea). Offer friction when the user tries to submit without a group in the very first screen.

Pain Point 2: Upload document button looked like submit assignment button — led to confusion due to similar label.
Recommendation: Use differentiated button labels and styling (e.g., "Upload File" vs. "Submit Final Assignment") to clarify purpose. Place buttons in contextually distinct areas (refer Recommendation 4 under Task 2)

Pain Point 3: Unclear difference between pasting text and pasting a URL — "Couldn't imagine the difference."
Recommendation: Keep only one of these, or if they are distinct, make the distinction clear in the interface.

Pain Point 4: No page-level context to verify you're submitting the right assignment — "There should be some kind of description on top."
Recommendation: The side-view tab can have a bouncy animation in the first few seconds to "announce" itself, as not all users noticed it.

Task 5:

Pain Point 1: Unclear purpose of the "Live" button — "Thought it was a chatbot," "Wasn't sure what it was for," "Went to the course page to find it instead."
Recommendation: Use clearer labeling, e.g., "Join Class Chat" or "Live Classroom Discussion." Add a tooltip or animation (e.g., pulsing icon) on first use to draw attention and clarify function.

Pain Point 2: Live button went unnoticed due to thumb placement or peripheral location
Recommendation: Place it at the top right corner of the screen, or bottom center of the screen. Ensure that it is styled as a primary CTA.

Pain Point 3: Pop-up chat feels temporary or easy to lose — "Feels like I'll lose the chat history if I close it."
Recommendation: Add a persistent chat panel option (dockable side panel or chat drawer) and visible history indicator (e.g., "Chat saved under Class Discussion").

Prototyping Recommendations

These are recommendations for Hi-Fidelity Prototypes.

- Make sure that all flows begin on the same screen.
- Swap prototypes and break them down to identify gaps.
- Remove interactions that bring the user across to a different prototype.
- Pilot test the task labels to ensure that the goal is clear to users.
- Include as many interactions as possible, but make sure users can return to original flow.