Questionnaire for testers

Thanks for taking the time to participate in this interview! In this series of questions I'm going to be asking about your perceptions on two different D2L course layouts. I'm trying to determine which seems more usable and whether there is anything missing from these layouts that would make them more usable. Though this is being conducted for a class, the results will be helping to guide future revisions of D2L courses for the College of Osteopathic Medicine.

1) Do you mind if I record this session? The recording will serve two purposes:
    a. For reference to later review responses, only viewed by me.
    b. Portions of these recordings may be edited together to highlight trends in a summary video. This video may be viewed by persons in my class, but if a segment of the interview is used your identity would be kept anonymous.
    c. All testers indicated that it was ok to record.

2) How do you feel about D2L course organization currently? ***Clarification:*** Are the courses you have interacted with easy to navigate so you can (put content in an appropriate location/find what you're looking for)? ***Follow up:*** Explain/Why or Why not?

    a. Staff responses:

        i. G - current organization is better than previous ones. easier to keep track of what's needed and where it needs to go. Nice that it is standardized from course to course.

        ii. S1 - works well for OPC. No obstacles that make it difficult to find content, at least in the context of OPC. Easy to place content based on the week it occurs, other than a few specific items listed on the side such as syllabus & schedule. Navbar is very straightforward

        iii. S2 - Definitely helpful to have the week by week layout, gives parity between the course schedule and D2L so that she knows where to put things.

    b. Student responses:

        i. A - At first glance, it makes a lot of sense and is pretty intuitive, but when looking for lecture content uploaded it is sometimes hard to know what folder to look in. Quizzes and Assignments are in separate tabs so easy to find, but the content page is difficult to navigate. Specific Tabs are very useful. Course Tools/Communication are useful, really liked the discussion boards to receive peer feedback

ii. *S - Generally, from course to course there is not a lot of consistency of where things are located. You will see content in one location in one course and then it is in a totally different location in another course.*

3) Show testers these two sites:

- ***Layout 1 (Original/Legacy)*** Homepage - MSUCOM Course Layout Template (USE, Jan.2024) - Copy Homepage and Content
- ***Layout 2 (New/Prototype)*** Homepage - MSUCOM Prototype

Ask: Looking at these two courses, which do you feel more positively toward? Why do you feel that way?

a. *Staff responses:*

i. *G - original layout is better . Easier to tell where to put things when they are in chronological order with precise buckets to hold content.*

ii. *S1 - As a student, likes the prototype, simple to navigate, easy. As a CA – OPC needs the first option. GI, Anatomy – option 2 works well, likes this because it immediately points you to the place you need to be.*

iii. *S2 - Sees both as good, but likes the simplicity of option #2*

b. *Student responses:*

i. *A - I really like it being broken up by exam. Because especially when we have 2 courses like right now, we have 2 courses at the same time, and one exam only has 2 weeks of content. Another exam has 2 and a half weeks of content.* **(author's note - this more closely resembles layout 1, though instead of weekly layout it would be by exam)**

ii. *S - Personally prefers the chronological order and "checklist" format of layout 1, but sees the value of using layout 2 for someone who hasn't used D2L before since it is simpler.*

4) Would you say (the preferred course) seems easier to navigate compared to the other? Why or why not?

a. *Staff responses:*

i. *G - Yes original is better because it is organized chronologically.*

ii. *S1 - no response*

iii. *S2 - Prototype is easier to navigate*

b. *Student responses:*

i. *A -* **Did not respond to this question directly but indicated in general that organizing content chronologically is very helpful and also helpful to organize by exam, so you know everything you need to do within that exam. Also helpful to identify content that is not related to the course materials in separate folders.**

ii. *S - Layout 2 appears to be easier to navigate than layout 1.*

5) Do you feel like there are any shortcomings of (the preferred course) that could be adjusted to improve it?

a. *Staff responses:*

i. *G - no.*

ii. *S1 - Expressed confusion about which field to put certain types of content. Gave examples of content that she wasn't sure where to put it.*

iii. *S2 - Needs to have its own dedicated folder for exams. The names need to be clarified*

b. *Student responses:*

i. *A -* ***no response***

ii. *S -* ***no response***

6) Show tester one of each of these events in Medtrics: Lecture; Quiz; Reading Assignment.

- ***Ask:*** If you were (organizing/looking for) the associated materials on D2L for this event, where would you (place/look for) them on layout # 1? Why?

- ***Ask:*** If you were (organizing/looking for) the associated materials on D2L for this event, where would you (place/look for) them on layout # 2? Why?

- *Staff responses:*

  - *G:*

    - *Tester was able to put content in the expected folder for layout #1 every time, and came up with real-life examples of other content that would fit in layout 1 easily but not in layout 2*

    - *Tester placed content in unexpected folders in layout 2 several times.*

  - *S1:*

        - *Expressed that most content would be in a different location in OPC from either of these courses. However, easier to define where content would go in option 1 than 2*
    - *S2:*
        - *Felt that for items that were unique to a course, those should have their own "bucket" in the new prototype. For old version (Layout 1), able to place relevant content in a logical location.*
- *Student responses:*
    - *A:* Was able to identify the expected location in both courses, but also indicated that for quizzes and reading assignments, there were reasons they wouldn't look at the content in the expected locations (for quizzes he would look under assessments tab, and for readings he wouldn't look at them unless he needed supplemental instruction)
    - *S: For layout 1, indicated that all examples would go in the expected locations. For layout 2, got course materials correct, but indicated that reading assignments depended on whether it was associated with a discussion session or not.*

7) Specifically regarding layout # 2, can you think of any event types or other materials that don't fit in any of the available content areas?
    a. *Staff responses:*
        i. *G - OPC events would be difficult, small groups would be difficult.*
        ii. *S1 - OPC.*
        iii. *S2 - Office Hours*
    b. *Student responses:*
        i. *A* - did not respond to this question but indicated that hosting materials on Medtrics would not be ideal, and also placing too much on the Medtrics calendar would be not beneficial for the amount of time it would take.
        ii. *S - Not really - seems like most content types are covered.*