



Margaret Jones

Expert Experimenter, Age 50

Margaret Jones is Professor Sreel's graduate student working the the Exploratory Language Lab. In order to conduct experiments on students, she uses Experimetrix, the scheduling website outsourced by UCSD to an outside company. She has been using Experimetrix for the past 20 years. Even still, she finds the layout to be counter intuitive. When Margaret wants to navigate to the Experimetrix more easily, she tends to search for it on Google because the address is too hard to remember. Once she finally finds the website, she sometimes automatically clicks on "log.in" rather than "experimenter.area" to log in. When this happens, she can't figure out why her password doesn't work until she finally figures out that she did not initially click on "researchers.area" and by then she is

very frustrated.

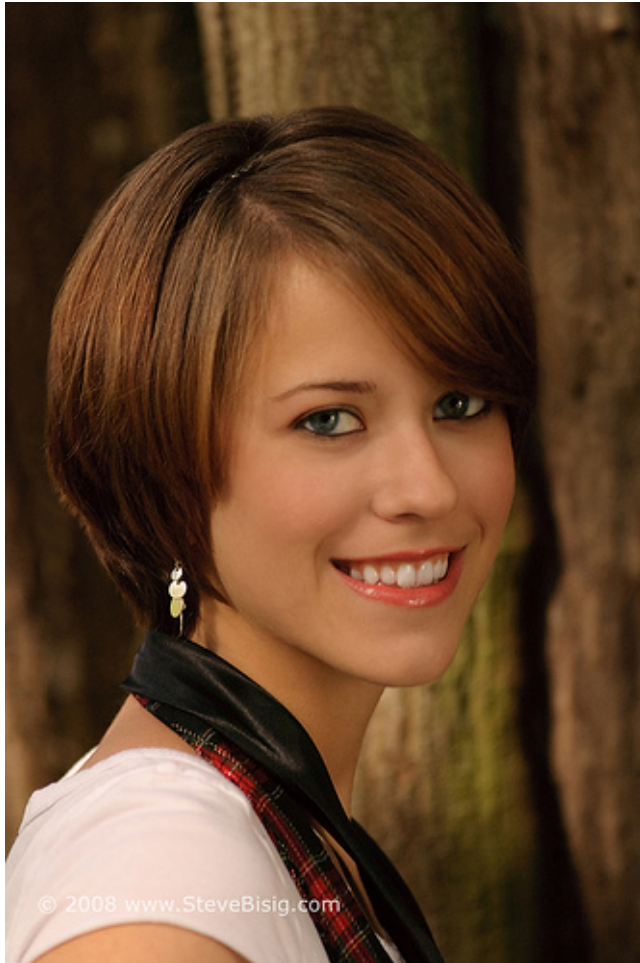
Then menus are very hard to navigate through because everything is hidden under a mislabeled link. Because she has used experimetrix for so long, she no longer has trouble with this, but she knows it is frustrating for her junior experimenters when she teaches them how to use the system. She usually just uses "Assign Credits" to assign credits or penalties to students who did and didn't show for the experiments and "Add New Sessions" to add new experiment times. Every quarter she has to retype experiment descriptions rather than it rolling over because a lot of times, she does the exact same experiment for more than one quarter. And if the experiment number has changed, then all of her data is lost. This frustrates her because she likes to keep a record of the students who participated for her own personal research data.

Margaret wishes there was an easier way to assign credit (like a select all feature) because it can be tedious to click on every single participant's name, which is what she currently has to do. And when adding new times for experiments, she wishes she could see the times already available and who posted those times so they know who is responsible for being present at the experiment time. Currently, all of the people working on a single experiment log into to same experimenter account, which is not a problem except there is no way to know who added what. As she adds new times, the information she just added disappears and the times already posted are not visible. This can be frustrating because she has to navigate to a different page to see what has been posted, what has been just added, and if what she just added went through. It would help her if all of this information was consolidated into one

page so all of it is visible at once. That would help experimenters add more diverse times for students to sign up. With all things considered, the only aspects that she likes about the website is that she can get experiment subjects and that she can assign credits to them.

Goals	Needs
Post experiments with descriptions so that students can see them	Access to editing experiments and posting them on Sign-Up page
Ensure that students who sign up qualify for the experiment	Access to editing what participants are allowed to sign up for experiment
Add times to the schedule according to her availability so students can sign up	Ability to add experiments on Sign-Up page
Assign credit and penalties to students	Ability to assign credits to students
View students from past experiments for research data	Access to Students Participation History

User Tasks	Steps
Post experiment descriptions to an experiment	<ol style="list-style-type: none"> 1. Enters URL on the browser & logs in as experimenter. 2. Clicks on 'Edit Experiments.' 3. Peruses through page and clicks on desired experiment. 4. Edits Descriptions and clicks 'Submit.'
Edit Qualification Requirements	<ol style="list-style-type: none"> 1. Enters URL on the browser & logs in as experimenter. 2. Clicks on 'Edit Experiments.' 3. Clicks on desired experiment and edits "Qualification Requirements."
Add times available for experiments.	<ol style="list-style-type: none"> 1. Enters URL on the browser 2. Clicks on 'Edit Experiments' 3. Peruses through page and clicks on desired experiment. 4. Edits 'Time Available' and clicks 'Submit.'
Assign Credit/Penalties to Students	<ol style="list-style-type: none"> 1. Enters URL on the browser 2. Clicks on 'Assign Credit/Penalties' 3. Clicks on various students and submits penalties/credits remaining.
View "Michael Kwon's" past Experimentrix participation	<ol style="list-style-type: none"> 1. Enters URL on the browser 2. Clicks on 'Student History' 3. Clicks on search bar and looks up "Michael Kwon"



Lisa Lohan

Novice Student User, Age 19

Lisa Lohan is an undeclared 19 year old freshman at UCSD. This is Lisa’s third quarter and she is beginning to feel the pressure of declaring a major. After contemplating her friend’s suggestions about Psychology and Cognitive Science, Lisa registers for Psych 4 the following quarter. In this course she can participate in up to 6 experiments through the experimentrix website.

Since the class does not have its own website that lists experimentrix’s URL, Lisa must find the website on her own. A few minutes later, she finally finds the site after trying various URLs similar to UCSD’s websites and searching via Google. She notices the “sign-up” button on the top of menu list on the home page and hastily clicks it, and is directed to the experiment list page. She locates an experiment that she likes, checks the schedule for conflicts and attempts to

sign-up. However, she realizes that she needs to make an account when the website asks for a username and password. She then clicks on the register button located on the same page and proceeds to enter in her information.

After a couple minutes she finally receives a confirmation email, giving her the green light to start signing up for experiments. Once again she clicks the “sign-up” button and finds the experiment she was looking at earlier, only to find that the time she wanted was now full. Flustered, but still determined, she looks for another experiment. She is annoyed by the fact that she has to re-enter her username and password, wishing she had clicked the “remember password” button when the browser prompted her. At last, she is signed-up for an appointment.

After signing up for an experiment, Lisa suddenly realizes that she already has something scheduled for that time and needs to cancel the experiment through the website. She has trouble at first looking for the feature, since none of the options on the profile page lists a “cancel appointment” option. By this time she is reconsidering the major she found so enticing at first.

Goals:	Needs:
Find the experimentrix website	Website URL
Create a new account	Registration Form
Sign-up for experiments	Access to account and list of experiments
Assign Credits to Classes	Access to account and list of classes
Cancel appointment	Access to account

User Tasks:	Steps:
Find the experimetrix website	<ol style="list-style-type: none"> 1. Find link on class syllabus, course website 2. If 1 is not possible, then use Google
Create a new account	<ol style="list-style-type: none"> 1. Go to website homepage (see previous task) 2. Click on "new.user" button 3. Enter user information 4. Wait for confirmation email
Sign-up for experiments	<ol style="list-style-type: none"> 1. Go to website homepage 2. Click on "Sign-up" button 3. Search for suitable experiment 4. Click on "View Schedule"; confirm schedule and requirements 5. Input log-in information
Assign Credit to classes	<ol style="list-style-type: none"> 1. Go to website homepage 2. Go to "Log-in"; input log-in info 3. Click on "Assign credits to your courses" 4. Enter number of credits into "Credits Assigned" section next to desired class 5. Click "Recalculate and Save"
Cancel Appointment	<ol style="list-style-type: none"> 1~2 See previous task 3. Click on "View Your Appointments" 4. Click on "Cancel Appointment"



Josh Stevenson

Novice Experimenter, Age 21

Josh Stevenson is a third year attending the University of California, San Diego. He is majoring in Psychology and is pursuing a minor in Cognitive Science. He recently applied for a Psychology 199, a 4 unit course where each participant must commit 12 hours per week working under an advisor, helping them conduct experiment and collect data for their specific research area. Josh is now working under Professor Stewart in the Computational Visioning Lab in McGill Hall. Josh is required to use Experimentrix, a scheduling website that UCSD students use to participate in experiments and get extra credits for their classes. Being a psychology major, Josh is very familiar with the site from a student user perspective, but very new to it from the experimenter side of the site.

Josh runs into a couple of problems with the website already. First when he logs-in, he automatically logs-in as a student user instead of an experimenter. He has done this several times within a week of using the website. He had some difficulties finding the experimenter log-in because it was at the very bottom of all the other options like: sign-up, log-in, forgotten password, etc. Once Josh was able to log-in to his experiment he had some trouble flipping through all the options. He wanted to look for an option where he can post up his experiment, so he was reading all the descriptions under each option. So he clicked on the “Getting Started” option and found it somewhat helpful because all the steps were bullet pointed and easy to read and follow along. It still took him some time until he found the correct option under “Edit Header,” he found it confusing that that would be the title for posting up new experiments. After filling in all the initial information and clicking the correct boxes he hit apply changes to post up the experiment, there was also no confirmation saying that his experiment was posted or not. The next day when he went to his lab he found it bizarre that no subjects signed up for his experiment. So he went back to “Edit Header” to see what went wrong, he found that after filling in all the information he had to manually click a box that said “Display Experiment to Student” Josh found this to be extremely frustrating and pointless option because why would an experimenter post an experiment without the intention on displaying it to students.

After setting up the experiment Josh wanted to add new sessions for his experiment, and that was easy to find under the “Add New Sessions” option. Next he filled in the date, time, series of sessions, and the duration for each section for his experiment. This time he did not want to run into the previous problem that he had before with the experiment not being displayed to the students so he when and double checked to see if the new sessions were added. He found

that he had made another mistake and set the time for 3:00 AM instead of 3:00 PM. He had to go back and cancel each session and redo the process all over again, he found this to be overwhelmingly tedious. Viewing the eligibility and past participations was not as strenuous as the previous options but he wishes that students could fill out a profile when they first start using Experimetrix so it would be easier on both the experimenter and participants to see what experiments they are eligible for. Lastly, assigning credits and penalties is relatively easy and basic, but it can get very tedious and boring when it comes to it. He has to first look for the first letter of the participant's last name and then there is a drop down menu where it contains the participants name among all the other participants who has the same letter in their last name. Josh is sometimes scared of assigning credit to the wrong person because it is very easy to just click on the wrong name. He wishes that he could manually type in the name, but as he is typing the name the participants name will appear at the bottom, like on the search engine for Google when you type in something there is a drop down menu with all the different option for your search. Josh also finds that always having to type in "1" into the "Credit Amount" to be very trivial because he has to always do it for each participant, he wonders if there is an option to just have "1" automatically be there and if he need to change it to "2" he can just undo the option.

1. Finding the log-in for the experimenter area
2. Navigating through all the options/ Posting Experiments
3. Adding New Sessions
4. Viewing participants eligibility and past participations
5. Assigning Credits and Penalties (Remove these 5 user tasks after you're done b/c they will be on your chart)

Goals	Needs
Post experiments with descriptions so that students can see them	Access to editing experiments and posting them on Sign-Up page
Ensure that students who sign up qualify for the experiment	Access to editing what participants are allowed to sign up for experiment
Add times to the schedule according to her availability so students can sign up	Ability to add experiments on Sign-Up page
Assign credit and penalties to students	Ability to assign credits to students
Preview the experiment	Access to the experiment listings

User Tasks	Steps
Post experiment descriptions to an experiment	<ol style="list-style-type: none"> 1. Enter URL. 2. Log in as an experimenter. 3. Click "Edit Experiment" 4. Edit appropriate field. 5. Click save.
Edit Qualification Requirements	<ol style="list-style-type: none"> 1. Enter URL. 2. Log in as an experimenter. 3. Click "Edit Experiment" 4. Edit appropriate field. 5. Click save.
Add times available for experiments.	<ol style="list-style-type: none"> 1. Enter URL.

	<ol style="list-style-type: none"> 2. Log in as an experimenter. 3. Click "My Appointments" 4. Enter the start and end times, duration, and interval. 5. Click "add"
Assign Credit/Penalties to Students	<ol style="list-style-type: none"> 1. Enters URL on the browser 2. Log in. 3. Click "Assign Credit" 4. Choose the students who should receive credit 5. Enter the reward/penalty. 6. Click "Apply to all"
Preview experiment.	<ol style="list-style-type: none"> 1. Enters URL on the browser 2. Log in. 3. Click "experiment listing" 4. Click "view description" 5. Verify that the information is correct.



Adam Shuman

Expert Student User, Age 21

Adam Shuman is a student who is a Cognitive Science major. Whether by course requirement or for extra credit, Adam has been using Experimetrix for the past four years of his college career. Every year he was in need of experimental participation credits on virtually a quarterly basis.

Adam knows all too well the tedious protocol involved when using the experimetrix website. He does not stand alone as a special case that finds interacting with the site especially difficult; rather he stands as a representative of his peers, whom seemingly all endure the same problems with the site that he does. Matters regarding constant log-ins, the difficulty of finding an experiment that one qualifies for, and a matter of allocating the experiment credits are but a few of

the problems Adam deals with. Adam endures most of these problems but sometimes after not visiting for a long period time he would forget his password as well as forget how to find most of the features on the website.

Goals:	Needs:
Login to Experimetrix	Website URL
Remember his password	Password retrieval feature
Sign-up for experiments	Login to account and access list of experiments
Assign Credits to Classes	Access to account and list of classes
Cancel appointment	Access to account and appointments

User Tasks:	Steps:
Find the experimetrix website	<ol style="list-style-type: none"> 1. Recall from memory what the url is 2. If 1 is not possible, then use Google
Password Retrieval	<ol style="list-style-type: none"> 1. Go to website portal 2. Click on "Forgot Password?" 3. Enter user's email 4. Go retrieve password from email inbox
Sign-up for experiments	<ol style="list-style-type: none"> 1. Log on to website 2. Click on "Experiment Listing" button 3. Search for suitable experiment 4. Click on "View Description" and "Sign Up"; confirm schedule and requirements 5. Receive "Thank You" notification
Assign Credit to classes	<ol style="list-style-type: none"> 1. Go to website homepage 2. Go to "Log-in"; input log-in info 3. Click on "Assign credits to your courses" 4. Enter number of credits into "Credits Assigned" section next to desired class 5. Click "Recalculate and Save"
Cancel Appointment	<ol style="list-style-type: none"> 1~2 See previous task 3. Click on "View Your Appointments" 4. Click on "Cancel Appointment"