

EasyChair Project

Reviewer sign up and bidding

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Outline

- Usability problems (Recap)
- Pilot Test: Experiment Design
- Problems on Pilot Test
- Pilot Test: Feedback and insight
 - Pilot User 1
 - Pilot User 2
 - Pilot User 3
- Prototype
- Plan

Usability Problem (Recap)

- **General Problems**

- Is not visually appearance
- Instructions are either too wordily or unclear
- Error messages are unclear and difficult to read
- Terms/words are inconsistent throughout the website

- **Sign Up Process**

- Weird sign up step arrangement
- Fields are not well organized

- **Paper Bidding Process**

- Bidding selection is not clearly marked
- Paper bidding list is difficult to read
- Design does not consider huge amount of the paper entries

Usability Test: Pilot Test

- 3 pilot users
- Introduction/Greeting
- Scenario/Setup
 - EasyChair is free conference management system designed to help programme chairs with the
 - refereeing
 - refereeing process.
 - Typical behavior: Users submit paper for reviewing. Reviewers bid to review the paper.
 - We did not create any part of EasyChair.
 - We will be testing two aspects of the EasyChair system. To do this, Art will ask you to perform certain tasks. We ask that you think aloud while performing these tasks.
- Tasks
 - Sign up: Users are invited to be PC members.
 - Paper bidding: Set preference on papers
- Post-test Interview
 - Checklist
 - Open-ended questions

Checklist

- Do you always know where you are in the current task?
- Does the terms or wordings used in the system match to what you are using in the real world?
- Does the system provide you an easy way to go back to previous steps?
- Is the terms, wordings used in system consistent throughout the entire web site?
- Does the system provide you any clear instruction or methodology that prevent you from running into the error?
- Is there any action or task in the system that requires you to recall/memorize your previous actions instead of providing the visible cue that help you retrieve what you have done before?
- Do you feel that the current contents and buttons structured help you complete your tasks easily?
- Does the system contain any unnecessary contents or information that is either confuse you or make it difficult for you to find
- out
- out what you are actually looking for?
- If by any chance you run into any error, does the system provide you the clear instruction or message that help you recover from errors?

Interview Questions

- Are there any parts that you think should be revised? / cause most trouble to accomplish your task? / you dislike most?
- What do you think about the separated steps of signing up? (too long?) How did you feel about activating the account later through email?
- How do you feel about the introductory information? Did you read it? Did you find it useful?
- Did you like the way the error messages show up? (listed altogether, or beside the field)
- Any way you would improve the system?

Problems with Test Method

- Scenario/Setup
 - not enough background information
- Tasks
 - Sign up
 - break before email comes
 - Paper bidding
 - do not understand what paper bidding means
 - create a longer list of paper
- Post-test Interview
 - Checklist and Open-ended questions
 - some descriptions are too vague and too long.

Findings on Pilot Users(1/3)

- Sign up
 - unnecessary and distracting introductory information
 - user surprisingly like error messages in a dialog box
 - user felt the process was finished before it really was
 - only read
 - first half of a sentence

Account Application Received

We received your application. A mail with further instructions has been sent to the email address ██████████@yahoo.com

If You Do not Receive the Instructions

If you do not receive our mail with instruction on how to create an account, please read the following information.

Our mail server normally sends all mail within a few seconds. The following is an incomplete list of possible reasons for the problem.

Incorrectly typed email address

This is still the most likely cause of delays.

Slow mail processing

Some mail servers process mail for a long time. For example, your mail server may spend a lot of time checking incoming mail for spam.

"Reply-me" mail protection.

Some mailers, when receiving a mail from an unknown sender, ask the sender to send a mail with specific content to ensure that it has been sent by a human. Account-related emails in EasyChair are sent by a computer program, so if your email address uses such a protection, you will never get our mail. If you have such a protection and it is configurable, configure it to accept mail from the domain easychair.org.

Mail box problems and quotas

Some mail sent by EasyChair bounces back because the mail box of the receiver is over quota.

Anti-spam filters

It is possible that your spam filters will classify our mail as spam. Please check your spam mail boxes.

General connection problems

There might be general connection problems, for example your mail server may be unreachable for a long time.

Unfortunately, we have no resources to cope with all possible kinds of mail server (mis)behavior. If you believe you have a problem related to your mail server and want to solve it quickly, try to get and use an email address from one of major mail hosts, such as a Google Mail, Yahoo Mail, or Hotmail to name but a few. You will be able to change your email address in EasyChair or have multiple email addresses later when you have an account.

You can repeat your application at any time. Another mail will be sent to you.

Findings on Pilot Users(1/3)

- Paper bidding
 - Like the idea of coloring options
 - Not enough information for making decision on the first page
 - No column names
 - Not sure if the action is reversible

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UID 2010 Paper Bidding

http://www.easychair.org/conferences/selection.cgi?a=c09816606323

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Findings on Pilot Users(2/3)

Sign Up

- User did not know how many steps are there for the sign up process.
- User felt the first name portion of instruction is useless
- User gave up reading all the instructions throughout the process but did read the confirmation page very closely

Paper Bidding

- User did not understand the paper bidding process by reading the instruction from the website
- User did not understand what does the conflict means
- User had the difficulty to find the paper he is interesting in reviewing

Findings on Pilot Users (3/3)

Sign Up

- User liked that the sign up process was broken up.
- User "would like to know what step [he] is on"
- User read everything

Paper Bidding

- User didn't like having to open a new window to see the 'details' of a paper.

Plan

- Free-form Interview with Prof. Kobsa T Done
- Team Evaluation T Done
- Pilot Test A,J Done
- Prototype [alpha] ,R Done
- Interim Presentation N In-Progress
- Usability test (Phase I) T Week 7
 - Group A A,J,R
- Prototype [beta] Week 7-8
- Usability test (Phase II) N Week 8-9
 - Group B A,J
- Prototype [release candidate] ,R Week 9-10
- Final Presentation Week 10
- Final Document N Week 9-10
- T
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