

# Project 1: Quiz Preparation in an Online Management System

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# Usability Problems

- Look into UCI Distance Learning Center's Learning Management System - Moodle
- Current version of Moodle (1.97) is not very intuitive
- Tasked to look at - quiz preparation software
  - Usability problems that instructors have encountered while attempting to make quizzes
  - Vague and unintuitive instructions/help that may require some form of additional training for users.



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## 123 Test Course 2011

People

Participants

Activities

Forums

Search Forums

Advanced search

Administration

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Grades

Groups

Backup

Restore

Import

News forum

April 1 - April 7

April 8 - April 14

April 15 - April 21

April 22 - April 28

April 29 - May 5

May 6 - May 12

May 13 - May 19

May 20 - May 26

May 27 - June 2

June 3 - June 9

Latest news

Add a new topic...  
(No news has been posted yet)

Upcoming Events

There are no upcoming events

Go to calendar...  
New Event...

Recent activity

Activity since Sunday, April 17, 2011,  
01:22 AM

Full report of recent activity...

Nothing new since your last login

Path:



Timing

Open the quiz 17 April 2011 16 55  Disable

Close the quiz 17 April 2011 16 55  Disable

Time limit (minutes) 0  Enable

Time delay between first and second attempt None

Time delay between later attempts None

Display

# Methods

- Contact and set up either a face to face, telephone or Skype meeting with past instructors who have used Moodle v1.97
- **Primary**
  - Gain insight of the quiz preparation system through a walkthrough with the users
    - Think aloud procedure
    - Done on Moodle 1.97
    - Questionnaires are also given out; Unstructured Interviews
- **Secondary**
  - For users that may not be able to have scheduled meetings with us.
    - Send out questionnaires/surveys about their usage; questions based on interviews with primary interviewees

# Methods (Second Phase)

- Primary
  - Look into differences between 1.97 and 2.0
  - Ask test subjects to try out 2.0 and ask them for feedback
  - Structured Interviews and re-evaluation
- Secondary
  - Look into differences between 1.97 and 2.0
  - Ask secondary users about differences found through questionnaires and see what they think about it
- Analyze data and make recommendations

# Sample Questionnaire

1. What class do you teach at the University Extension? When was the last time you taught it?
2. Do you use the Moodle Quiz Feature in your classes?
  - If yes, do you create your own quizzes? On a scale of 1 (low)-5(high) how would you rate the process?
    - How often do you use it?
    - Walkthrough of the process...
  - If no, why not?
3. What are the main problems you encounter when creating quizzes on Moodle?
4. Are there any features you wish they could change or improve on?
5. Are there any features you don't want to change?

# Completed Tasks

- E-mailed instructors from the list Dr. Jia gave us and scheduled meetings with those who had responded
- Familiarized ourselves with Moodle 1.97
- Experimented with a dummy class and created a test quiz as well as a question bank
- Tried out Moodle 2.0 on the [demo.moodle.net](http://demo.moodle.net) site
  - Looked through some of the documentation and list of updates and change from 1.97
  - Tried out the quiz features and noted down differences and improvements

# Completed Tasks

- Met up with instructors we had scheduled to do walkthroughs and interviews with
  - Had them go through the process of creating a quiz in the Moodle interface
  - Interviews about their thoughts on the interface, as well as the pros and cons of the interface
  - Had some volunteers try creating a quiz on the 2.0 demo system
- Started an analysis on the data collected; developing theories of the Moodle Interface and how users feel



# Insights

- On the Moodle System
  - Users find that the system is not very intuitive
  - There seems to be a varied learning curve with the usage of the Moodle system
  - The Moodle system is very extensive and complex
  - Most users see there to be a lot of room for improvement
  - A lot of frustration due to usability issues; instructors often have someone else create the quiz for them

# Insights

- The more complicated or unconventional the subject of the class was, the teachers felt the need to tailor their own quizzes personally.
- The more skilled computer users found making quizzes easier in the existing system.
- Information overload - many options and details displayed at once.

# Problems Encountered in Usability Testing

- Getting a high response rate from instructors we e-mailed
- Being able to set up meetings at convenient times for both interviewee and interviewers
- Quickly learning how to use the Moodle interface with little to no training
- Access to features in 1.97 and 2.0 that might further our research and testing activities

# Decisions that Need to be Made

- Should we email the teachers who did not respond initially again for skype/phone/face to face structured interviews?
- Decide on questions for an online survey
- To decide if there should be a customized Moodle for UCI use only
- Recommendations on whether or not to update to version 2.0

# Updated Schedule

## 1. Weeks One and Two (03/30 - 04/09)

- Gather information about the study from client(all members)
- Formulate usability tests (Camille and Sanjay)
- Contact user base and ask about participation in study (Kristen and Sanjay)
- Explore the Moodle Learning Management System to try to get familiar with it (all members)

## 2. Weeks Three and Four (04-11/04/23)

- Send out emails to user base and await their replies (Camille and Sanjay)
- For those who replied, try to determine their availability and assign which methods will be assigned to them(Camille and Sanjay)
- Be more familiar with the Moodle Learning Management System - both 1.97 and 2.0 (all members)

# Updated Schedule

## 1. Week Five (04/24 - 04/30)

- Meet up with users; run usability tests (all members)
- First Phase of the usability tests with the primary group of users (all members)
- Create relevant features "list" Moodle 2.0 that might address usability issues. (Kenny)

## 2. Week Six (05/01 - 05/07)

- Analyze data received from usability tests (Camille and Kristen)
- Proceed with second phase of testing (all members)
- Publish web survey and notify all participants to participate (Sanjay).

## 3. Week Seven (05/08 - 05/14)

- Analyze data received from usability tests (Sanjay and Kenny)
- Re-evaluate system(all members).

# Updated Schedule

## 1. Week Eight (05/15 - 05/21)

- Call back a user set for suggestions and opinions on redesign
- Final Recommendations gathered (all members)

## 2. Weeks Nine and Ten (05/22 - 06/04)

- Refine collected data
- Produce Final Report
- Final Presentation

Thank you

Questions?