



The DPA Helper

District Project Achievement

UXRR
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Product Overview

The DPA Helper is the first online, interactive resource designed to help 4-H families create speeches and portfolios for Georgia 4-H's public speaking competition, District Project Achievement. The site allows users to input personalized information and receive a speech outline, introduction, and conclusion. The site also gives youth a space to track their 4-H activities throughout the year for their portfolio.

SUS } **93.75**
System Usability
Scale

The System Usability Scale is a ten item questionnaire that measures overall usability. Anything over 68 is considered above average.

Research Goals

- Uncover any usability issues on the site that cause user frustration
- Test overall layout and flow of the website (Do users know where to find what they need?)
- Learn how effective The DPA Helper is in assisting participants in preparing for District Project Achievement
- Observe multiple ages/audiences use The DPA Helper to determine if the website is appropriate for all intended audiences

Baseline Participant Info

- | <u>Youth</u> | <u>Adult</u> |
|---------------------------------|-------------------------------------|
| • 13 - 18 years of age | • 19-60 years of age |
| • Engaged in DPA | • Children are engaged in DPA |
| • Henry County residents | • Use internet 20+ hours a week |
| • 4-H Members | • Help thier children with projects |
| • Use internet on a daily basis | |

Target Population

This sample was representative of the target population in that an even number of youth and adults were reached during this study, with all of the participants meeting the baseline criteria. Furthermore, this sample was realistic in that families who interact with DPA and who would potentially use this site were surveyed. This sample was not representative of the population in that the race/ethnicity of these individuals did not vary as much as they would in a real life application.

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Findings

The DPA Helper utilized a pre and post test, task analysis (through pass/fail) and the System Usability Scale to determine its' effectiveness in assisting youth and parents in preparing for DPA and usability. The following results were found through these methods.

System Usability Scale



The System Usability Scale is a ten-item questionnaire that measures overall usability. Anything over 68 is considered above average.

Pre Test Findings

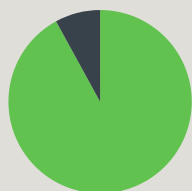
- Majority of participants start portfolios in November or later, but would like to start earlier
- Over 50% of participants are dissatisfied with current DPA preparation techniques
- Over 60% of participants state keeping up with pictures for DPA is difficult to do.

“My child waited until September to start working on DPA...never again.”

- Parent

“I have hoped to have a similar tool for decades now that can be a resource for teens with cell phones to keep up with their portfolio work throughout the year.” - 4-H Alum and Parent

Task Analysis Findings



92.3% of tasks assigned to users resulted in a success, with a 100% pass rate.

The remaining 7.7% (1 task) resulted in a 25% pass rate, failing the task analysis. This task, while failed, was failed by participants completing the overall objective in a different way than intended. Alterations to the site were conducted based on these results.

Post Test Findings

- 100% of users state their favorite feature of the site is the Portfolio Builder, and they would use it again for their actual portfolio
- 100% of users state the DPA Helper is easy to navigate.
- 100% of users state The DPA Helper makes them feel encouraged about DPA.

“The feature to log portfolio entries was very ingenious.”

- 12th Grade 4-H'er

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Project Changes and Progress

User testing helped to bring a few changes to light that could benefit the ease and use of The DPA Helper.

Repetitive Information

“It would be helpful and time saving to not put in your name each entry. A date would be more helpful...” - 4-H Parent

The image shows two versions of the 'NEW PORTFOLIO ITEM' form. The left version has fields for 'First Name', 'Last Name', 'Portfolio Item Area', and 'Activity Name'. The right version has a 'Date of Event' field, a 'Portfolio Item Area' dropdown menu, and a 'Contacts Reached' field. An arrow points from the original form to the updated one.

User testing revealed that there was no need to re-enter a name for each portfolio item. Instead, a date was suggested to help users go back and look for needed pictures later on.

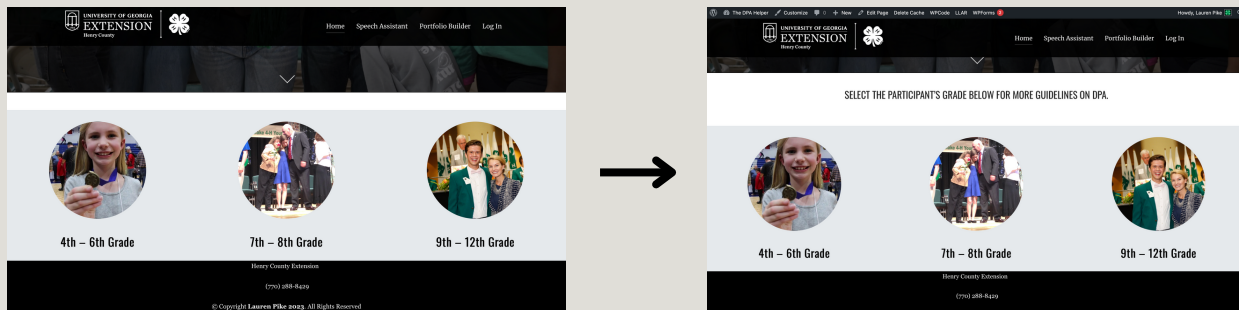
Speech Assistant Form Confusion

The image shows two versions of the Speech Assistant form. The left version has fields for 'County Name', 'General Topic', and three 'Main Topic' fields. The right version has a 'School Name' field, 'County Name', 'General Topic', and three 'Main Topic' fields. An arrow points from the original form to the updated one.

While 100% of users successfully completed the Speech Assistant form, 37.5% of users entered more information than was needed or the correct information in the wrong format. Because of this, placeholder text guidelines were added for additional information.

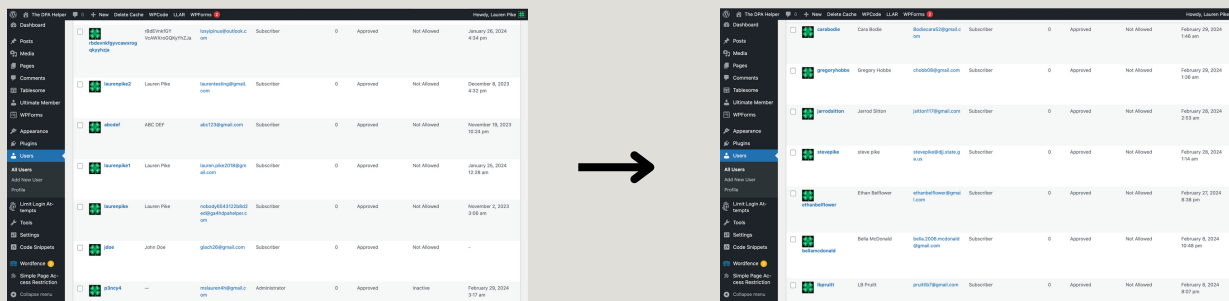
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Unlabeled Information



During user testing, 3 users asked about what these links were for. Text explaining the use of these links was added for clarification.

Cleaning Up the Backend



During the creation and testing phases of this project, numerous random accounts were created. Several test posts were also created. This left the backend rather cluttered. Cleaning this information up helps to keep The DPA Helper ready for action.

Ideas Moving Forward

Some of my later user testing revealed some comments that could help to further develop The DPA Helper in future stages. While many of these ideas are excellent, they require a bit more than the website is offering at this time. However, recognizing these ideas gives the website room to grow and expand.

- “AI technology to search the web for reliable resources kids can use for research...”
- “I had hoped to see the portfolio builder export to a Word document for the easiest end use.”
- “a video or details on why a portfolio is important and what goes in each section as most kids do not like reading details”

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Appendix - A

This contains additional information and results on the user testing of The DPA Helper.

Instruments

- Consent forms were collected through Google Forms.
- Pre tests, post tests, and SUS questionnaires were conducted through Google Forms.
- Tasks were completed with screen share in Zoom.
- User testing was conducted over Zoom.

Research Methods

- 8 youth and 4-H parents were recruited to test The DPA Helper.
- Users were engaged over Zoom, using tasks, a pre and post test, questions throughout the session, and a System Usability Scale.
- Participants were recruited through emails sent to active 4-H'ers and parents.

System Usability Scale

- The System Usability Scale was used to gauge usability of The DPA Helper. The final SUS score was above average, indicating great usability. However, because each user knew the interviewer, this could have had minor impacts on the validity of this test.

Sample & Testing

- The sample fit the target audience for this project well, however it could have been skewed due to all participants knowing the interviewer.
- Testing for all users was conducted using the same script and tasks, however, differences between user's technology could have had minor impacts on results.

Appendix B - System Usability Form

Appendix C - The DPA Helper Consent Form

Appendix D - The DPA Helper Post Test

Appendix E - The DPA Helper Pre Test

Appendix F - UXRP (Script & Audience)

Appendix G - Target Market

Appendices B through G can be found at - <https://bit.ly/TheDPAHelperUXRR>