Holomua Elementary Kokua Website- Usability Study

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Abstract:

The professional relationship between teachers and parents is key when promoting a positive academic and social journey for students. The foundation of this relationship starts and is fostered during the child's early childhood years. With technology also becoming increasingly more prevalent in society, there is no reason why information can't be readily available on all connected devices. The use of websites to keep both parents and teachers involved will revolutionize how we think of increasing and maintaining a positive academic and professional relationship between all members of the school team. The Holomua Kokua Program will assist Holomua's preschool teachers to initiate and foster the relationship between teachers and parents. This was accomplished by providing a "one stop shop" website that parents can access anytime, anywhere for information and resources. The usability study of this website included participants who are current and past preschool parents and other teachers. They have evaluated the website's navigability and judged the richness of the content provided. With the testing data, changes were made to the final website has been a culminating work in progress. The website is now a working and functional website with all the key design components, and includes many tools to help and assist in navigation and usability.

Statement of the Problem

Technology is becoming a huge and integral part of today's society. With computers and mobile devices being so widely sold around the world, it is difficult to find someone who is not connected in some way. With so many people being connected many companies are turning to technology to keep their users up to date through news, social outlets, and other applications. Education should also take advantage of the connectivity of the public by creating technological applications that will keep parents well informed and educated about their child's educational journey and progress.

Parents also play an essential role in a child's educational career. According to a study done by Miedel and Reynolds (p.386), "When a parent[s] are involved with their child's early education years (pre-k- kindergarten) they were observed to have higher reading achievement scores, lower rates of grade retention, and few years in special education if

eligible." By using technology to encourage parents to be involved with their child's education we could assist and improve student progress as they continue through the educational system. The design and project idea of the Holomua Kokua Program website is to promote parent involvement in their child's early education career. The project allows parents to have access to everything from printable resources, units, activities, announcements, and important dates at their fingertips. The website allows parents to access these resources from both desktop and mobile devices for an all encompassing and complete user experience for both home and on the go.

Holomua preschool had a website (Google Site), however, the website was outdated and difficult to navigate and update. We (the preschool teachers) needed a more efficient way of communicating and sharing information with our parents. The updated preschool website ensures a resource where parents may turn to if they need last minute reminders or resources to assist their child at home. The updated website was designed and tested using various different strategies, protocols, and concepts, that I have learned throughout my time in the Learning Design in Technology (LTEC) program.

The purpose of this usability study was to improve and increase the effectiveness and accessibility of the preschool Kokua site for the parents of our Holomua Preschool Program. The new and improved website will provide parents with a direct link to the teachers, and allow teachers to distribute information to parents at a much quicker pace than traditional methods.

Literature Review

The article titled "A Meta-Analysis of the Relationship Between Learning Outcomes and Parental Involvement During Early Childhood Education and Early Elementary Education" outlines and goes into detail about the importance of having parents involved in their child's early education years. It was mentioned that part of the *No Child Left Behind Act* (NCLB) mandates that "effective parental involvement that fosters achievement to high standards for all children" (Section 1111.d). Although, there have been numerous criticisms about the effectiveness of NCLB, the fact that policymakers put this snippet in the law, suggest that there must have been some agreement that the relationship between parents and teachers is key when looking at students' academic progress.

The article also goes into detail about how parent/family involvement is defined. It was stated that family involvement is "proactive engagement of parents in various activities and behaviors that aim to promote learning and development of their children" (Fantuzzo, Tighe, & Childs p.371). The emphasis on understanding how parent involvement is connected to student achievement was explained as a partnership of three core bodies of people: the family, school, and community. The article also goes into specifics stating that the most effective partnership for a student is the parent-school relationship. Not to be confused with the all to common school-parent relationship, the parent-school relationship takes the flip side and allows parents to initiate conversation/discussion with the teacher and school staff. This approach provides the parent with more of a resource type of relationship where parents can inquire about teaching strategies, student progress,

and achievement. The article suggest that the parent initiation is key for this partnership showing that the parent is vested in their child's educational achievement therefore assuming that they will also follow through with the provided shared information.

The article "Parent Involvement in Early Education" also suggests that parent involvement during early childhood enhances the child's development, and therefore providing the child with more opportunities to achieve more while in their early years of life. Reyolds and Shlafer (2010) compare results of their study that looked at a "student centered" type of learning environment, where parents are required to be involved with their children's education in school, and those students who attend a traditional type of program. The published results showed a high increase in achievement for students who participated in a "students centered" format of education, compared to that of a traditional type. Those students who were part of the student-centered format were presented to have higher achievement after finishing their early education years and moving on to elementary school.

Reyolds and Shlafer (2010) also went into detail on how and why the federal government is so involved with early education. They mentioned the Child-Parent Center formatted program in particular, as being the pioneer project created years ago. Programs similar to the Head Start program we have today have federal funding to provide children of disadvantaged areas and families to receive early education services. These programs have parent involvement components to ensure that people who take advantage of this service understand the importance of being a stakeholder in their child's education. The data gathered through these types of programs is living proof that when parents take part in a child's education at a young age that their child is more likely to have higher academic achievement in the future.

The article "Analyzing parental involvement dimensions in early childhood education" looks at the correlations between parent involvements in education to how children in early education develop. The study by Zeynep Kurtulmus (2016) analyzes some of the common behaviors parents do while their child is in their early stages of learning and how those behaviors change over time and as the child continues to develop. For example, some of the early development behaviors parents often show include: praise, redirections of activity, interest domain, etc. and the study showed that many parents often do these types of behaviors when their child is an infant. As the child continues to develop and grow the consistency of these positive parental behaviors diminish in some areas. These behaviors include: helping to understand, involvement in activities, encouraging when no interest, encouraging when failed, etc. However, those subjects that made it a priority to practice good parental involvement skills and participate in a child's development seem to have better children that had higher achievement ratings. These parents would attend conferences, read books with their child, do activities at home, talk about expectations, attend classroom activities, etc.

Kurtulmus's (2016) findings suggest that there is a positive correlation between parent involvement in their child not only in school but at home too, which allows for a child to achieve more academically as he/she grows up.

The literature that I reviewed assisted me in ensuring that my website followed key design components to ensure it was easily navigational and user friendly. The reading also assisted me with targeting specific areas of parent concern while also supporting and fostering a healthy parent-teacher relationship. The reading also helped me keep the purpose of the website in mind, by constantly reminding me the overall purpose of the website.

Methodology

Research Questions/Goals.

The goal of the usability study was to gauge the participants' learnability of the Holomua Kokua Program website as they navigate, locate information, and perceive content, more specifically the effectiveness and participant satisfaction with the website. Participants were asked to complete three scenarios read aloud to them during the study. These scenarios were derived from the following research questions:

- 1. How easy or difficult is it to find printable resources (worksheets, lessons, or activities) for a unit in community helpers?
- 2. How easy or difficult is it to find school specific and Department of Education (DOE) resources and links for a parent who might have questions about Holomua's Vision and Mission?
- 3. How easy or difficult is it for parents to find updated announcements and important information about upcoming events?

Content Analysis.

The Holomua Kokua website consists of new and previously used concepts and ideas. The site has a variety of different menu options for parents to choose and consists of: Units/lessons, music and videos, worksheets and printable's, links and resources, and a Contact Us link (Appendix A). Each link consists of a similar layout and provide parents with easy access to many of our currently used and created resources. The music and videos link provides parents with. links to our favorite circle time and educational songs. Our unit/lesson link provides parents with an in depth look at some of the common units we do as a class throughout the year, and provide parents with "Home Links" and other activities that parents can do at home to practice the instructed skills. The worksheets and printable link allows parents to access and download fine motor worksheets (e.g. coloring, writing, cutting, and gluing) for their child to work on during down time at home or breaks. The links and resources link provides parents with important links for finding information about the school and Hawaii Department of Education (DOE). They are also able to access our class calendar, which will have upcoming events (e.g. field trips, announcements, due dates for paperwork, etc.) Finally, the Contact Us link allows parents to connect with the teacher via phone, email, or other online venues.

Recruitment and Participants.

The usability participants for my project consisted of parents from my current and previous preschool students as well as teachers at my school. The 12 adult participants' ages range from their early 20's - late 40's with a wide range of technological experience and usage. They all had different educational backgrounds, and various different reasons for using the internet throughout the day.

Liu's (2008) article "Usability Evaluation on Websites" discussed that a usability study should be done during the planning stages of a website before major content is decided on and published. She goes into detail about participants and how having a large number of participants is not always the best thing. A large number of participants allows for a higher representation amongst one's target population, however, it was cited and mentioned that majority of problems from website usability can be found using a smaller population of participants. Lui cites Neilson and Lanauer (2012) who claimed "5 users are enough to catch 85% of problems on practically all websites". Dumas and Redish (1999) also stated that "5-12 testees are enough in a test". Through my research, I decided that I would have a participant population of 7 for my cognitive prototype to ensure I had enough information and input to have an effective website that satisfies my project's purpose statement.

Participants were recruited through word of mouth and through a letter (Appendix B) given to my current class and school faculty email. The letter introduced the purpose of my study, what is required of them (Participant) if they should decide to participate (setting, time, date, etc.), how their data will be used, and the required consent forms. (Appendix C) Upon receiving interest in becoming a participant, an email was provided to prospective participants requesting a testing time, date, and delivery method (face to face or remote). Participants were informed that they could stop their involvement in the study at any time if they begin to feel uncomfortable during testing. Additional information regarding compensation, benefits, and risks in participating in the study was also provided to participants the day of testing. Participants were tested using a script (Appendix D) to ensure consistency between participants. Upon completion of the test, participants were thanked for their participation, and requested to complete a post-survey (Appendix E) in Google Forms.

Due to the limited amount of time to plan, design, and create the website, the testing prototype only encompassed a fraction of all the resources that will be available to the user when the website is completed. However, all key components and layouts were created and tested through the cognitive walkthrough. The scenarios that were tested had been adjusted so that participants are able to successfully complete each one. The website prototype was also completed enough that participants were able to make accurate assumptions about what types of resources would be available on any given page.

Participating in this study was completely voluntary and carried out after work and prep time. No monetary compensation was provided to participants; however, small refreshments were given to participants after the testing session. There was minimal risk to individuals who participated in the study. If participants somehow felt fatigued or any other physical discomfort during the study, they had the option to take a break or to stop the testing session. There was no direct benefit to individuals who participated in the study. However, participants were more willing to do further research into the topics covered. They may also have other people in mind to share the idea with in the future.

Evaluation Instruments.

The evaluation instruments that I used throughout my usability study included:

- 1. ScreenCastify (Cognitive Walkthrough)
- 2. Pre and Post task verbal questions
- 3. Post task survey

ScreenCastify was used throughout the entire cognitive walkthrough. This program recorded both video and audio of the participants as they were asked the pre and post task verbal questions, asked to complete the provided tasks, and asked to verbally dictate their thinking process. ScreenCastify allowed me to revisit the participants and their feedback throughout the project's development and data analysis.

The pre and post scenario verbal questions were asked to get some background of each participant and their interest in the project. These questions were also used to assist in the creation of the final project write up and provide me with valuable feedback as I continued to improve my project.

The post task survey was the final evaluation instrument that I used. This tool assisted me in getting my demographic information and allowing participants to provide me with other types of feedback done through a different medium. By providing various different ways of presenting feedback, I hoped to get a more honest and deeper insight on what components were working for my project and areas that need further assistance.

After my cognitive walkthroughs were complete the data was reviewed and displayed through a rating scale of errors. Participant's comments and data was combed through and rated on how severe the issue was in completing the tasks and ease of use. The Nielsen's Scale of Severity was used for analyzing the feedback. The rating scale of 0-4 was used with 0 being minor visual errors and 4 being severe errors that could prove to be catastrophic if the website goes live. According to Neilsen (1995) the scale is dependent on three different factors: frequency, impact, and persistence. Frequency refers to the question "How common or uncommon is the error?" Impact refers to the question "Will it be easy or difficult for the users to overcome? And lastly, persistence, "Does the user have to overcome this issue once or multiple times throughout the testing time?" Data was also interpreted and analyzed through graphs and tables to show how participants felt the test went as well as their demographics.

Project Design Strategies.

My web design principles were taken from two influencers. I took parts of the Gestalt Theory and those from Deborah E. Rosena and Elizabeth Purintonb's (2004) article "Website design: Viewing the web as a cognitive landscape". Gestalt's Theory assisted me in the overall visual design of the website, ensuring everything flowed nicely and allowed the user to navigate effortlessly. Gestalt's Theory also helped me keep the users in mind when creating all my links, and buttons to ensure it looked spatially pleasing using proximity methods and design techniques.

Rosena's and Purintonb's (2004) article on website design assisted me in the more cognitive portions of the website by getting into the user's head and assisting me to make elements in the planning phases to ensure repeated visits from users. The article talks about how to use cognitive walkthroughs and questioning to make simple changes to website designs in order to make things enjoyable to look at, prompt users to explore the site, and inviting users to browse the content of your site.

Figure and Ground

This principle helped the target audience focus their attention on the primary content or contents found on each webpage. The background images and color selected for the web pages are simple and does not distract the audience from the main focus.

Proxy and Grouping

This principle helped in ensuring that the design and layout of the website promoted flow and ensure that similar things were grouped together. This was particularly important when designing my menu bar.

Closure

This principle assisted when incorporating images and text to the website. The use of different color schemes and sharp corners promotes users to understand where things end and give the website a clean looking design. It also allows users to visually see where text and imagines start and end.

A wireframe of the Holomua Kokua website was created using NinjaMock, a freeware program that allows users to create wireframes that link to other pages to mimic the flow of a website. The wireframe had a menu that was exactly what was being planned for the prototype and had placeholders for the content. The wireframe was used to test the flow of the website. A total of seven people were tested using the wireframe to complete some scenarios. After completion of the testing all data collected was analyzed for further prototype development. The Neilsen's Severity Rating Scale (Appendix F) was used to determine how severe errors were based on the feedback presented during cognitive walkthrough of the wireframe.

The working prototype was designed and created using Wix, a free website that allows for website design and publication. The use of Gestalt's Principles were used for design throughout the entire prototype. Downloadable materials are from a variety of sources, some are teacher created resources, while others are links to other sites, such as youtube.com and education.com. Images that will be displayed on the site will be uniquely designer created, photographs that were taken by designer, or Wix stock images. All photographs followed all guidelines outlined for confidentiality and FERPA regulations.

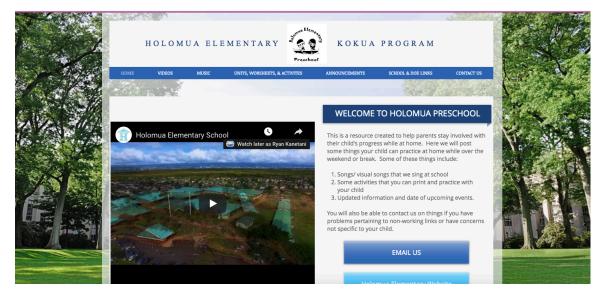


Figure OX Shows the completed homepage of the Holomua Kokua Site. The home page incorporates Gasult's Principles of figure/ground, proxy and grouping, and closure.

Procedures.

The procedures for my usability study included an extensive brainstorming, product design phase, prototype testing, and data collection. The process began with a brainstorming and research on the parent teacher relationship in terms of children's development. The research focused on the effects of having a strong parent-teacher relationship and how it effects the child's development through early childhood and beyond.

From the research I designed a website that encompasses the design concepts of Gestalt's Theory. This process of rapid prototyping and wire framing design assisted me in creating the final website. Throughout the prototyping processes I conducted simple scenario testing using some close friends, and critical friends prior to starting the final prototype. While in this phase, I also started the process of getting testing participants through my volunteer letter and creating a consent form. After getting participant interest, I followed procedures outlined by the IRB to gain consent prior to starting testing testing in phase 3 which starting on February of 2019.

Testing began on February 4, 2019 with approval of the IRB and completion of the CITI certification and training. (Appendix I) Testing sessions were conducted face to face with an option of remote testing if needed. Testing was conducted one on one with recording of audio and video. Testing happened in three rounds with each round comprising of three participants. Data collected assisted in the usability study to ensure

that the final product would be easily navigable and effective. Participants also took a demographics and post survey to assist in data collection.

The final phase (Phase #4) consisted of analyzing the data collected through the usability study and data collected through the survey. The input provided was put in the "Neilson's Severity Rating Worksheet" (Appendix E). The data was rated on a scale of 0-4, 0 being minor errors and 4 being very severe errors. The worksheet also described the error and ways to fix the error (if necessary). Using that data, I fixed the prototype before having the website go live.

Results

After three rounds of testing and having all nine participants complete the usability study, there were many things that I needed to fix prior to calling my project complete and allowing it to go live. To gather data I used a few different sources and presented the finding through various different media.

For the design and usability of the website I used the Neilsen's Severity Rating Scale worksheet. (Appendix F) Between each testing session I logged and tracked all of the verbal feedback that were provided to me during the testing session. The information was interpreted at the end of each round and changes were rated on a 0-4 scale, and issues were then remedied before the next round of testing. The rating scale that I used to track my changes also explain the reason why I scored each issue the way I did, and also indicates which round the feedback was given. (Appendix G) Also, after each round I analyzed my data to look at the success rate at which rounds participants were able to complete each task. The results were used to see if the changes made after the previous round before benefited or hindered the participants during testing. The data graphed in Figure 1 shows discrepancies and made it easier to see trends.

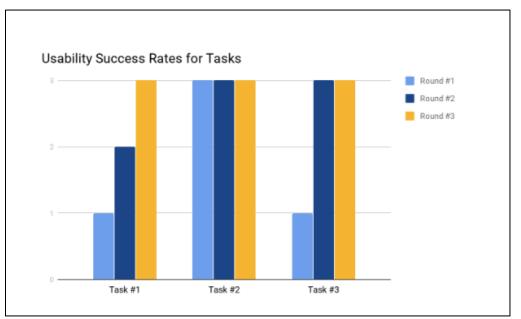


Figure 1. The graph shows the success rate of the three tasks over all three rounds.

To further assist with my website's usability I also use information that was collected through my post survey to get a better understanding on how easy or difficult the experience was and solutions to improve the overall usability of the website. The form of assessment was used to ensure that participants had multiple ways of sharing feedback with me, verbal and/or through text. The data collected seemed to also suggest that overall participants felt that the website was easy to navigate (Figure 2), and suggested that users would recommend the website to others in the preschool program (Figure 3) Kurtulmus.

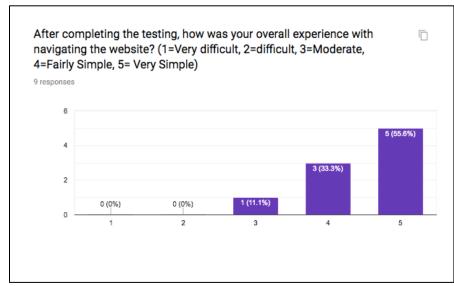


Figure 2. Chart outlining the overall usability of the website post test.

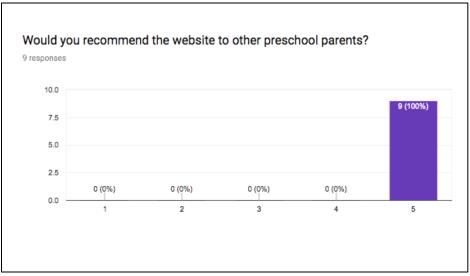


Figure 3. Chart outlining the data collected for recommending the website for other preschool parents.

I also looked at the demographics information of my participants, and found that my participants were all well scattered to represent various different age ranges (Figure 4), educational background (Figure 5), and length of time using the Internet (Figure 6). This allowed me to ensure that my limited participant population accurately represented the general population to ensure a satisfying experience to whomever uses the website. The data collected in Figure 4 also suggested that most of my participants did have a graduate degree which is was a little concerning, due to my goal of having a variety of participants. However, I felt that the other participants with less education seemed to balance the overwhelming swing in my data set. Further information gathered from the post assessments was also analyzed and recorded in its entirety and also convinced me in thinking that the data still represented a variety of participants. (Appendix H)

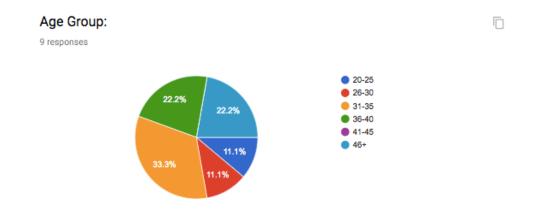


Figure 4. Age distribution of testing population

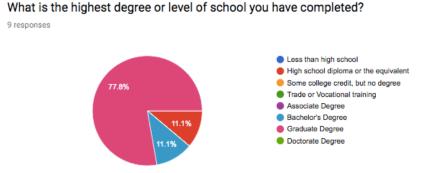


Figure 5. Educational distribution of testing population

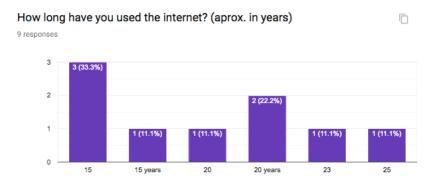


Figure 6. Internet experience in years for testing population.

Discussion

The reaction that I got from the website was one with overwhelming enthusiasm. The participants all seemed to think the logic for such a website to exist would be a great idea to encourage parents to become involved with their child's education. It was also mentioned multiple times and seen in the data collected that all participants use their connected devices and mobile devices to stay connected, whether to look up something or do research it was seen that we are all connected at all times.

The idea of having a "one stop shop" for preschool parents seemed to have been met with enthusiasm. The website provides users with a user friendly and easy to use place to find resources, worksheets, and important information. The data collected from the usability study assisted in the success of the website and provided a way to test my design to ensure a well-designed and organized place for people to visit. It also allowed me to ensure that all users regardless of age, education, or internet experience would be able to use the website and navigate it with ease.

Future plans for this website includes me continuing to work on the website and hopefully getting approval by my schools administration and technology coordinators to go live. Upon, the go live date, I will continue to update the content and continue to upload resources for my students to use while in preschool. I will also be educating my preschool partners in the basics of updating the website in the case of my departure or absences.

There were some changes along the way, such as getting Wix.com to host such as large website. I had to explore many different ways to get the amount of content I wanted to display on my website. The simple solution I came up with and ended up using was linking website users to a Google Drive account. This Google account hosts all of our worksheets and resources. Until I am able to create my own website from scratch with the amount of space and sharing abilities I need I will continue to use Google Drive_for sharing documents and resources.

Another resource I had to use for my website since Wix did not have a music sharing add-on was soundcloud.com. SoundCloud allowed me to share music that we have at school so parents could use at home also. Again, similar to the documents I had to research and find a host for all the music files we had in our library. Unfortunately, I am still uploading files as these files take a while to upload and are very cumbersome to add to the website without causing it slow down when opened.

Overall, the project was a complete success and I am very proud of the progress of my final "live" website. I feel that the testing really drove my website's current design and I think is it much easier to navigate with all the changes and modifications.

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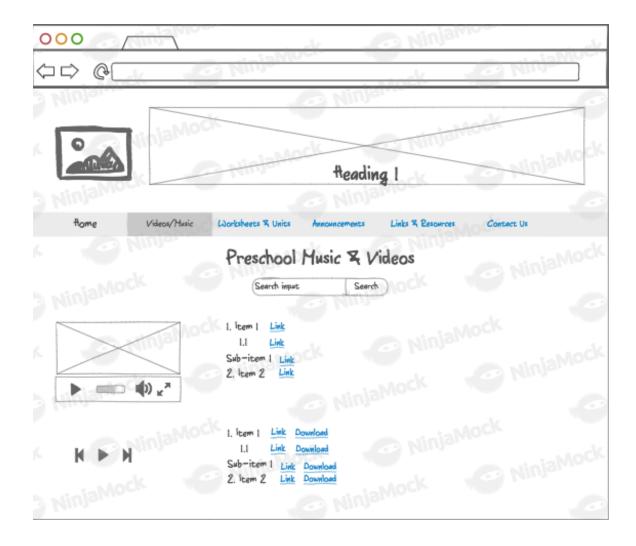
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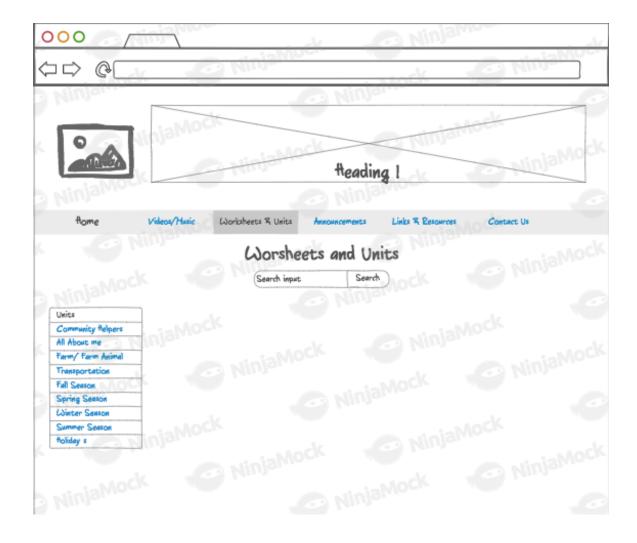
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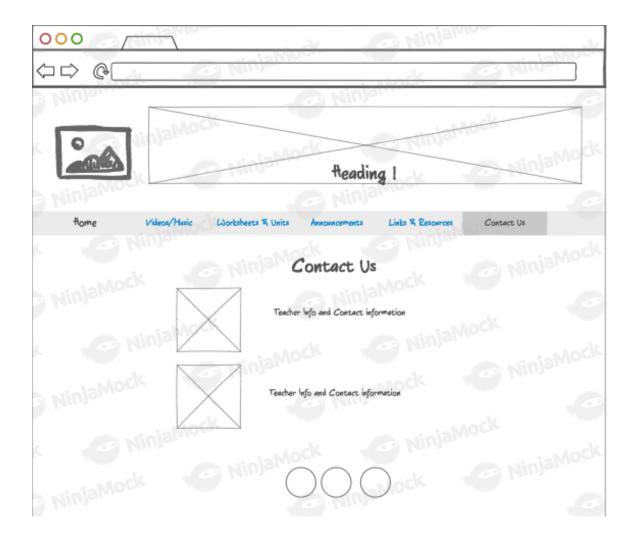
APPENDICES APPENDICES

APPENDIX A Wireframe

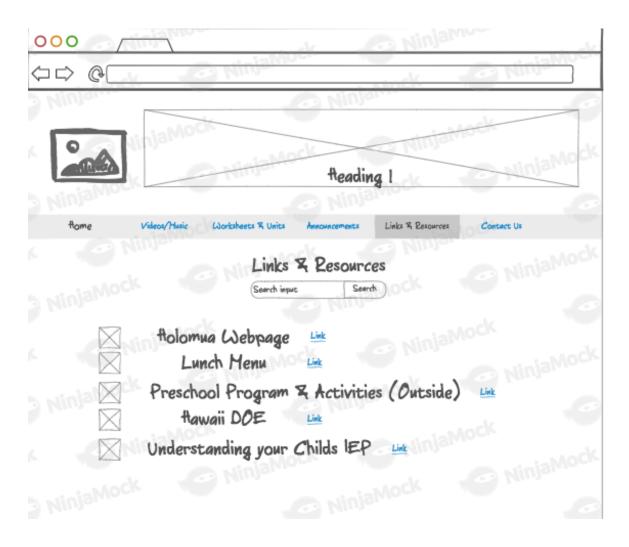
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APPENDIX B Participant Recruitment Letter

Dear Parents and Guardians,

My name is Ryan Kanetani one of the special education preschool teachers a Holomua Elementary School. I am currently a graduate student at the University of Hawaii at Manoa in the Learning Design in Technology program. I have been working on my degree for the past two and a half years and I am currently working on my final culminating project. As part of the finals project requirements is to plan, design, and carry out a project that demonstrates the skills that I have learned throughout my time in the program. For my project I will be creating a new Holomua Preschool website and doing a usability study on the site to test its usage.

The purpose of this usability study is to improve and increase the effectiveness and accessibility of the preschool website for the parents of our Holomua Preschool Program. The new and improved website will provide parents with a direct link to the teachers, and allow teachers to distribute information to parents at a much quicker pace than traditional methods.

To test my project I need to gather volunteers who are willing to carry out some scenarios in the new website. These scenarios will test the websites design, flow, and navigation. The time commitment for this study will be 45-60 minutes in total, which includes completing an online survey. Testing is preferred to be done face to face, however, there is an option to do remote testing from your home computer. If you are interested in participating in this study please feel free to email me at Kanetani@hawaii.edu by ______. You can also call or text me interest if you would like. My contact information will be at the bottom. Upon receiving interest, participants will then be emailed for available times, dates, and location.

You will have the option to opt out of the study anytime throughout the process by calling, texting, or emailing me to request a termination of interest and communication regarding the project.

Thank you, Ryan Kanetani Kanetani@hawaii.edu Ph: (808)542-8124

APPENDIX C Participant Consent Form



Aloha! My name is Ryan Kanetani and you are invited to take part in a research study. I am a graduate student at the University of Hawai'i at Mānoa in the Department Learning Design and Technology. As part of the requirements for earning my graduate degree, I am doing a research project.

What am I being asked to do?

If you participate in this project, I will meet with you for an interview at a location and time convenient for you.

Taking part in this study is your choice.

Your participation in this project is completely voluntary. You may stop participating at any time. If you stop being in the study, there will be no penalty or loss to you. Your choice to participate or not participate will n d affect tyour rights to services at the UH Career Development and Counseling Program.

What are the risks and benefits of taking part in this study?

I believe there is little risk to you for participating in this research project. You may become stressed or uncomfortable an swering an yof the interview question sor discussing top its with me during the interview. If you do become stressed or uncomb rtable, you can skip the question or take a break. You can also stop th einterview or you can withdraw from the project altogether.

There will be no direct benefit to you for participating in this interview. The results of this project may help improve the Career Development and Counseling program to benefit future students.

Privacy and Confidentiality:

I will keep all study data secure in a locked filing cabinet in a locked office/encrypted on a password protected computer. Only my University of Hawai'i advisor and I will have access to the information. Other agencies that have legal permission have the right to review research records. The University of Hawai'i Human Studies Program has the right to review research records for this study.

After I write a copy of the interviews, I will erase or destroy the audio-recordings. When I report the results of my research project, I will not use your nam e.I will not use any other personal identifying information that can identify you. I will use pseudonyms (fake names) and report my findings in a way that protects your privacy and confidentiality to the extent allowed by law.

Compensation:

No compensation will be provided in your participation in this research.

Future Research Studies:

Even after removing identifiers, the data from this study will not be used or distributed for future research studies.

Consent Form - version 1

1



University of Hawai'i Consent to Participate in a Research Project Ryan Kanetani, Principal Investigator Project title: Holomua Preschool Kokua Website-Usability Study

Questions:

If you have any questions about this study, please call or email me at (808)542-8124 & <u>Kanetani@hawaii.edu</u>. You may also contact my advisor, Dr. Curtis Ho, at [(808)956-7771 & <u>Curtis@hawaii.edu</u>. You may contact the UH Learning Design and Technology Department at (808)956-7671 or <u>ltec-dept@lists.hawaii.edu</u> to discuss problems, concerns and questions; obtain information; or offer input with an informed individual who is unaffiliated with the specific research protocol. Please visit <u>htp://go.hawaii.edu/jRd</u> for more information on your rights as a research participant.

If you agree to participate in this project, please sign and date this signature page and return it to: Ryan Kanetani at Kanetani@hawaii.edu

Keep a copy of the informed consent for your records and reference.

Signature(s) for Consent:

I give permission to join the research project entitled, "Holomua Preschool Kokua Website-Usability Study "

Please initial next to either "Yes" or "No" to the following:

Yes	No	I consent to be audio-recorded for the interview portion of this research.
Yes	No	I consent to being video-recorded for the interview portion of this research.

Name of Participant	(Print)		
---------------------	---------	--	--

Participant's Signature: _____

Signature of the Person Obtaining Consent:

Date:

Mahalo!

Consent Form - version 1

APPENDIX D Cognitive Walkthrough Protocol and Script

Cognitive Walkthrough Protocol Holomua Kokua Website Ryan Kanetani

Modified from Usability Script- Rocket Surgery Made Easy © 2010 Steve KrugTechnology Set-Up Checklist (Facilitator Computer)

- 1. Facilitator should set up his/her computer and attach all cords/peripherals make sure to use a wired mouse
- 2. Plug in to a power outlet (don't trust the battery)
- 3. Make sure computer is connected to the Internet if you are using online resources
- 4. Prepare screencasting software and do a brief test to ensure
 - a. Video of screen is captured
 - b. Video from webcam is captured
 - c. Audio is captured

After computer is set up:

- 1. Load your wireframes in whatever presentation software you choose to use.
- 2. Start the screencasting software

Facilitator Script

Hi, [insert participant's name]. My name is Ryan, and I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

Since you are in this class, you probably already have a good idea of why you are here, but let me go over it again briefly. I'm asking people to take a look at some interface mock-ups (we call them wireframes/prototypes) I have designed for a portfolio project for my Masters in Learning Design in technology program. I would like to see what you think of them and how you think you would complete a few tasks with an interface like this. The session should take about 10 minutes.

The first thing I want to make clear right away is that I'm testing the *prototype*, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you complete the tasks, I'm going to ask you as much as possible to try to *think out loud*: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to me.

Also, please don't worry that you're going to hurt my feelings. I'm doing this to improve my designs, so I need to hear your honest reactions.

If you have any questions as we go along, just ask them. I may not be able to answer them right away, since I'm interested in how people do when they don't have someone who can help. But if you still have any questions when we're done I'll try to answer them then.

And if you need to take a break at any point, just let me know. Do you have any questions so far?

• Ask participant a few preliminary questions:

OK. Before we look at the site, I'd like to ask you just a few quick questions about your experience as current or past preschool parent.

- 1. How important is it to you to have resources, lessons, and important information at your fingertips?
- 2. Have you accessed the current preschool website?
- 3. If so, how was navigating the site?

• Have participants do a narrative of the Prototypes overall appearance for one or two minutes, at most:

I'm going to ask you to look at this prototype of the homepage and tell me what you make of it: what strikes you about it, whose site you think it is? what you can do here? and what it's for? Just look around and do a little narrative. You can scroll around if you need to.

• Ask participant to complete a few specific tasks (be sure to give the participant a handout of the scenarios):

Thanks for doing that. You did a great job. Now I'm going to ask you to try doing some specific tasks. I'm going to read each one out loud. You should have received a copy of these before this study. Again, as much as possible, it will help us if you can try to think out loud as you go along.

Allow the user to proceed from one ask to the next until you don't feel like it's producing any value or the user becomes very frustrated. Repeat for each task or until time runs out.

Scenarios ("tasks") for Cognitive Walkthrough

Scenario #1:

• You are on break and need some resources to keep your child busy throughout the day. You want to give him/her a couple of fine motor activities (writing or cutting activities). You want to navigate the website to get to the section where you are able to find fine motor downloadable resources.

Questions:

- 1. Was the resources easily to find/navigate?
- 2. How did you complete the task?
- 3. What do you think do you think you should do next?

Scenario #2:

• Your child is returning from break and you want to make sure that you are prepared for upcoming events. You want to look for the important dates & announcements. Where would you go to find the calendar with all the important dates and announcements.

Questions:

- 1. How did you arrive at this part of the website?
- 2. Explain what you are seeing on this page?
- 3. How did you complete the task?
- 4. What do you think you should do next?

Scenario #3:

• Your child is a picky eater, you want to check the school menu for the week to make sure you bring home lunch on the days that your child won't eat the school lunch. Where would you go to find the Holomua Lunch menu.

Questions:

- 1. How did you arrive at this part of the website?
- 2. Explain what you are seeing on this page?
- 3. How did you complete the task?
- 4. What do you think you should do next?

Thanks, that was very helpful.

We are done with the main questions, but I have a few more general questions to ask you.

Note: If you ask yes/no, true-false, and ranking follow-up questions, be sure to follow up with questions about WHY. This is because design teams will ask, "Well, what was the

cause? What exactly were they thinking when they answered this? How should the product design respond to this? Give us something we can use!"

- 1. On a scale of 1 to 5, with 1 representing very difficult and 5 representing very easy, how would you rate your experience during today's testing?
- 2. How is the flow of the website? Was it easy to navigate?
- 3. After participating in this study, would you recommend this website to any of your friends? Why?

That's the last question, Do you have any questions for me, now that I'm done?

I want to thank you for your time and willingness to be a participant in this study.

• Stop the screencasting software

After the Session:

- 1. Save screencast to your local computer
- 2. Quickly scrub through the video to ensure the integrity of the audio and video

APPENDIX E
Demographics and Post Assessment

Holomua Preschool Kokua Demographics * Required

1. Age Group: *

Mark only one oval.

C	\supset	20-25
C	\supset	26-30
C	C	31-35
C	\bigcirc	36-40
C)	41-45
C)	46+

2. What is the highest degree or level of school you have completed? *

Mark only one oval.

Less than high school

High school diploma or the equivalent

Some college credit, but no degree

Trade or Vocational training

Associate Degree

Bachelor's Degree

Graduate Degree

Doctorate Degree

3. What is your employment status? * Mark only one oval.

Unemployed/ Homemaker

Employed -Full Time

Employed- Part Time

Student

4. Maternal Status: *

Mark only one oval.

Single

Married or Domestic Partnership

Devorced

Other:

- 5. How long have you used the internet? (aprox. in years) *
- 6. How often to you uses the internet? * Mark only one oval.



- 7. How long do you spend online daily? * Mark only one oval.
 - Less than 1 hour a day
 - 1-3 hours a day
 - 3-6 hours a day
 - 6-9 hours a day
 - Over 9 hour a day
 - O Never
- 8. What do you usually do on the internet? (Check all that apply) * Check all that apply.

Read the news
Social Media
Shopping
Researching (Products, schooling, places, etc.)
Entertainment (netflix, amazon prime video, youtube, etc.)
E-Mail
Other:

9. How often do you find yourself looking for information online? (office hours, directions, restaurant reviews, etc.) * Mark only one oval.

\square	Always	
C	Often	
\square	Sometimes	
C	Rarely	
C	Never	

10. How often do you find yourself looking up things (office hours, directions, restaurant reviews, etc.) on your phone/mobile device? * Mark only one oval.

AlwaysOftenSometimes

Rarely Never

11. How many children do you have * Mark only one oval.

\bigcirc	1 Child
\bigcirc	2 Children
\bigcirc	3 Children
\bigcirc	4 Children
\bigcirc	5 Children
\bigcirc	None

12. What age range of your Child/Children? (Select all that apply) *

Check all that apply.

Birth - 6 months
6 months - 3 years
3 years - 5 years
5 years - 8 years
8 year and older

Holomua Preschool Kokua Post -Survey

Thank you for participating in the testing of the Holomua Preschool Kokua website project. Please complete the survey so that I can continue to improve the overall design of the website. The should take an approximated 10-15 minutes to complete. Your responses will be analyzed and be kept anonymous.

13. After completing the testing, how was your overall experience with navigating the website? (1=Very difficult, 2=difficult, 3=Moderate, 4=Fairly Simple, 5= Very Simple) *

Mark only one oval.



14. Assuming you are a parents of a preschool students, how likely are you to use the resources provided in the website? *

Mark only one oval.

1 2 3 4 5 Not at all

wark only	one oval					
	1	2	3	4	5	
Not at all	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	Definitely
Assuming beneficial Mark only	for use	a home	nts of a ? *	presch	ool stud	ents, did you find that the resources we
	1	2	3	4	5	
Not at all	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	Definitely
Would you Mark only			he webs	ite to of	ther pres	school parents? *
	~				-	
-	1	2	3	4	5	
Not at all	1	2	3	4	5	Definitely
Please pro	Ovide an	O other	Comme	O ants or s	C	Definitely ons that you have to help improve the d preschool site. *
Please pro	Ovide an	O other	Comme	O ants or s	C	ons that you have to help improve the d
Please pro	Ovide an	O other	Comme	O ants or s	C	ons that you have to help improve the d
Please pro	Ovide an	O other	Comme	O ants or s	C	ons that you have to help improve the d

APPENDIX F Nielsen's Severity Rating Scale

Neilsen's Severity Rating Scale By: Ryan Kanetani Kanetani@hawaii.edu

What I tested Website Prototype tested: Holomua Preschool Kokua Website [URL (if any)]

Purpose of the site:

The purpose of this usability study is to improve and increase the effectiveness and accessibility of the preschool Kokua site for the parents of our Holomua Preschool Program. The new and improved website will provide parents with a direct link to the teachers, and allow teachers to distribute information to parents at a much quicker pace than traditional methods.

List of tasks our participants did

<u>Task #1:</u> You are on break and need some resources to keep your child busy throughout the day. You want to give him/her a couple of fine motor activities (writing or cutting activities). You want to navigate the website to get to the section where you are able to find fine motor downloadable resources.

<u>*Task #2:*</u> Your child is returning from break and you want to make sure that you are prepared for upcoming events. You want to look for important dates & announcements. Where would you go to find the calendar with all the important dates and announcements?

<u>*Task #3:*</u> Your child is a picky eater, you want to check the school menu for the week to make sure you bring home lunch on the days that your child won't eat the school lunch. Where would you go to find the Holomua Lunch menu?

List of problems we observed [Summarize the problems you observed in a brief list.

After creating the list, rate severity based on this scale (Nielsen, 1995):

- 0 = I don't agree that this is a problem at all
- 1 = Cosmetic problem only: need not be fixed unless extra time is available on project
- 2 = Minor problem: fixing this should be given low priority

3 = Major problem: important to fix, so should be given high priority

4 = Catastrophe: imperative to fix this before product can be released

Problem	Severity Score	Reason for Score

List of recommendations for change based on the problems we identified

APPENDIX G Completed Neilsen's Severity Scale

Neilsen's Severity Rating Scale

By: Ryan Kanetani Kanetani@hawaii.edu

<u>What I tested</u> <u>Website Prototype tested:</u> Holomua Preschool Kokua Website [https://kanetani.wixsite.com/heskokua]

Purpose of the site:

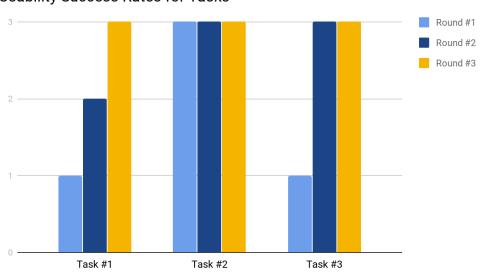
The purpose of this usability study is to improve and increase the effectiveness and accessibility of the preschool Kokua site for the parents of our Holomua Preschool Program. The new and improved website will provide parents with a direct link to the teachers, and allow teachers to distribute information to parents at a much quicker pace than traditional methods.

List of tasks our participants did

<u>*Task #1:*</u> You are on break and need some resources to keep your child busy throughout the day. You want to give him/her a couple of fine motor activities (writing or cutting activities). You want to navigate the website to get to the section where you are able to find fine motor downloadable resources.

<u>*Task #2:*</u> Your child is returning from break and you want to make sure that you are prepared for upcoming events. You want to look for important dates & announcements. Where would you go to find the calendar with all the important dates and announcements?

<u>*Task #3:*</u> Your child is a picky eater, you want to check the school menu for the week to make sure you bring home lunch on the days that your child won't eat the school lunch. Where would you go to find the Holomua Lunch menu?



Usability Success Rates for Tasks

List of problems we observed

- 1. Spelling Errors and Typos
- 2. Navigation bar labels were confusing
- 3. Misleading menu bar
- 4. Links to google drive difficult to find
- 5. Youtube video auto-playing and volume

After creating the list, rate severity based on this scale (Nielsen, 1995):

0 = I don't agree that this is a problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

- 2 = Minor problem: fixing this should be given low priority
- 3 = Major problem: important to fix, so should be given high priority
- 4 = Catastrophe: imperative to fix this before product can be released

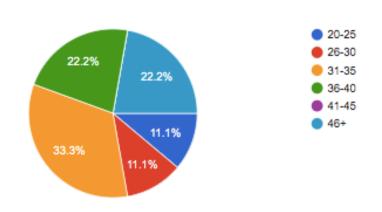
Problem	Severity Score	Reason for Score
Spelling Error and Typos	2	Errors are frequent and consistent with all pages of the website. Typos are also in the navigational bar suggesting unprofessional design and proofreading.
Navigation bar labels were confusing	3	Navigation bar labels were confusing and through round 1 of testing, I found a lot of participants had issues completing the scenario tasks. More accurate and specific labels for the menu bar.
Misleading	3	Navigation bar was misleading, word choice for some of

Menu Bar		the links were suggestive of content that was not available. The problem was primarily found in round 1 of testing.
Links to google drive were difficult to find	2	Links from the website, go to a secondary screen which forces users to click on the "click link" button. (very small) Although, difficult for one participant in round 3, the remaining 8 participants did not find that to be an issue.
Youtube video audio-playing and volume	1	Youtube video on the home page is auto-playing but without sound. Round 2 issue was worsened by Wix plug-in update and youtube video was projecting as an error. Round 3 testing video has to be user started.



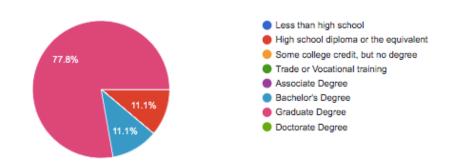
Age Group:

9 responses

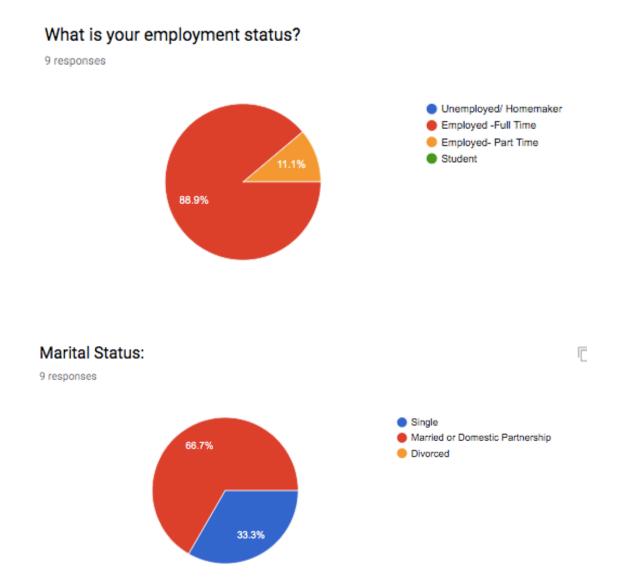


What is the highest degree or level of school you have completed?

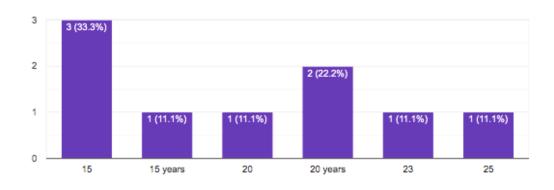
9 responses



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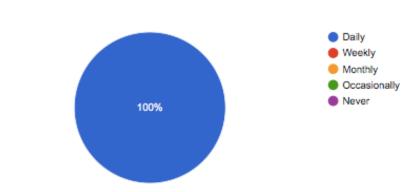


How long have you used the internet? (aprox. in years)

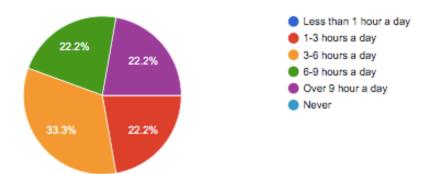


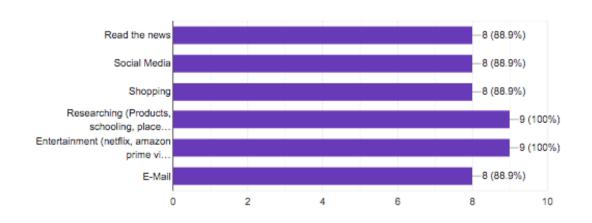
How often do you uses the internet?

9 responses



How long do you spend online daily?

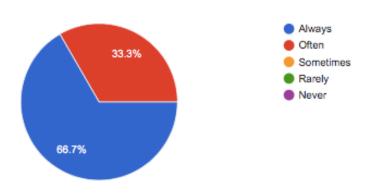


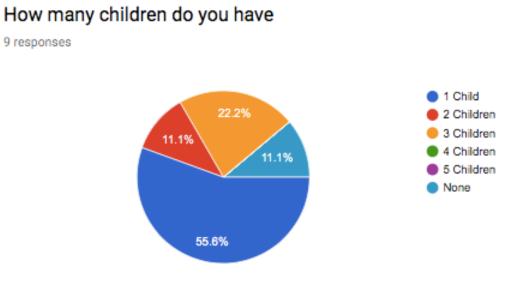


What do you usually do on the internet? (Check all that apply)

How often do you find yourself looking for information online? (office hours, directions, restaurant reviews, etc.)

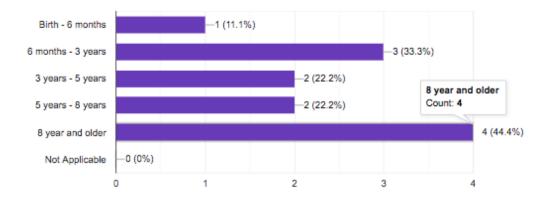
9 responses



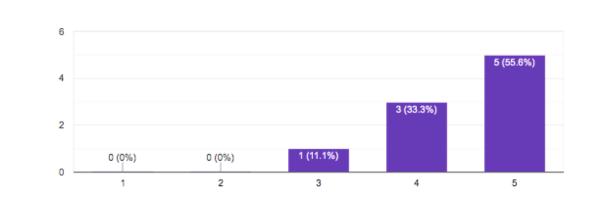


What age range of your Child/Children? (Select all that apply)

 \Box



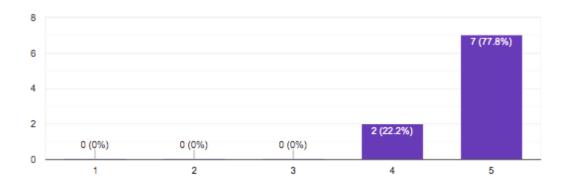
After completing the testing, how was your overall experience with navigating the website? (1=Very difficult, 2=difficult, 3=Moderate, 4=Fairly Simple, 5= Very Simple)



Assuming you are parents of a preschool students, how likely are you to use the resources provided in the website?

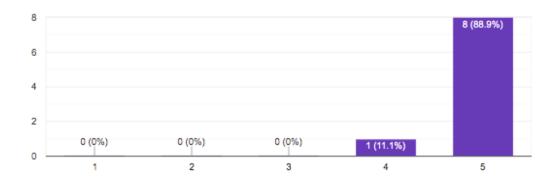
9 responses

9 responses



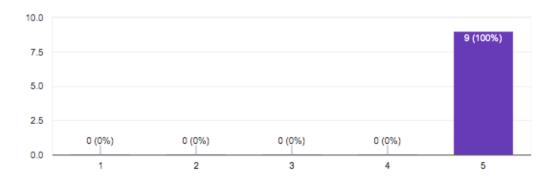
Assuming you are parents of a preschool students, how helpful would this website be for keeping you up to date in upcoming events?

9 responses

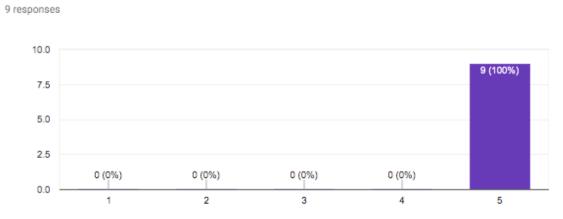


Assuming you are parents of a preschool students, did you find that the resources were beneficial for use a home?

9 responses



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Would you recommend the website to other preschool parents?

Please provide any other comments or suggestions that you have to help improve the design, navigation, and overall usability of the Holomua preschool site.

9 responses

The design and overall usability was good - it was simple and not very busy which made it easier to find things. It definitely seems like it would be a great resource for parents to help them to reinforce what their child is learning in school.

Spell check, but overall awesome job!

I like this website. Good Job!

None

I thought that the Holomua preschool site was user friendly and provided resources that would be important for families and their preschool children.

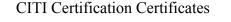
Make sure Google files are available to everyone. Other than that, it looks great!

Add some gifs and boomerangs.

na

NA

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Ryan Kanetani

Has completed the following CITI Program course:

Human Subjects Research (HSR) Exempt Researchers and Key Personnel (Course Learner Group) 1 - Basic Course

(Curriculum Group)

Collaborative Institutional Training Initiative

(Stage)

Under requirements set by:

University of Hawaii

Verify at www.citiprogram.org/verify/?w67cb4b2d-2185-4398-80ac-edef892128a3-28346088



Holomua Preschool Kokua

website-usability Study

Ryan Kanetaní University of Hawaii LTEC Maters student

Presentation Audience Expectations:

- Thank you for attending my presentation on Holomna's Preschool Kokna Website.
 Please hold all questions until the end of the presentation.
- 3. Feel free to use both text and audio features
- 4. Time permitting I will try to answer as many questions as I can.

Thank you and Enjoy

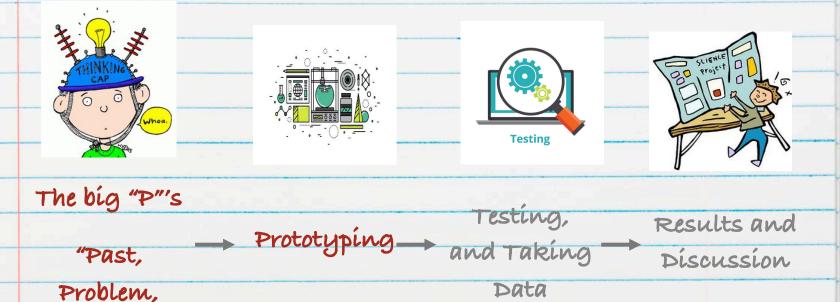
Questions for you....



 Do you have children of your own?
 Do you or did you wish you had more resources available to you to assist you in helping your child at home?

WHOA What we doing today?

Planning"



Personal Information and Problem

Statement

- My name ís Ryan Kanetaní
- I am a preschool teacher at Holomna Elementary School
- Been a Special Education teacher for 7 years
 - 5 years of the 7 were in preschool



5

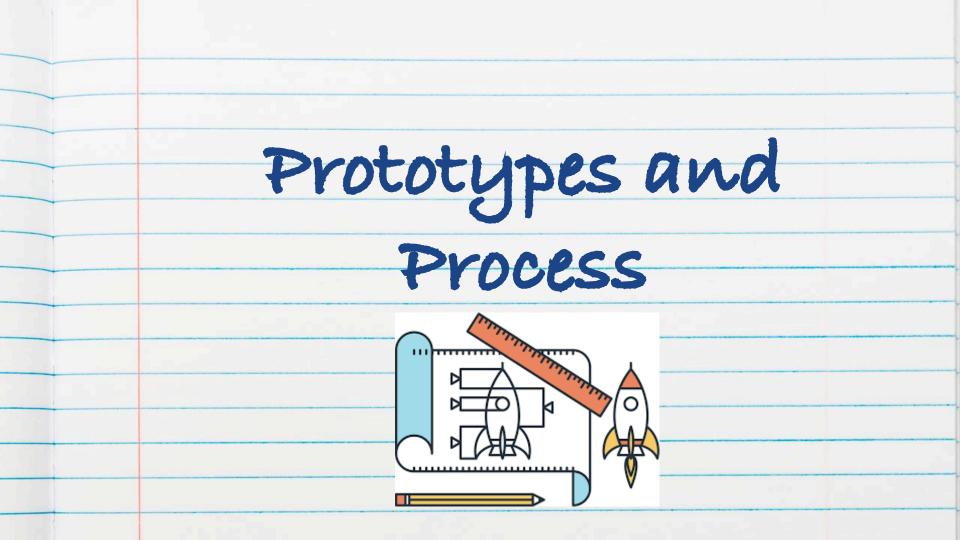
THE PROBLEM:

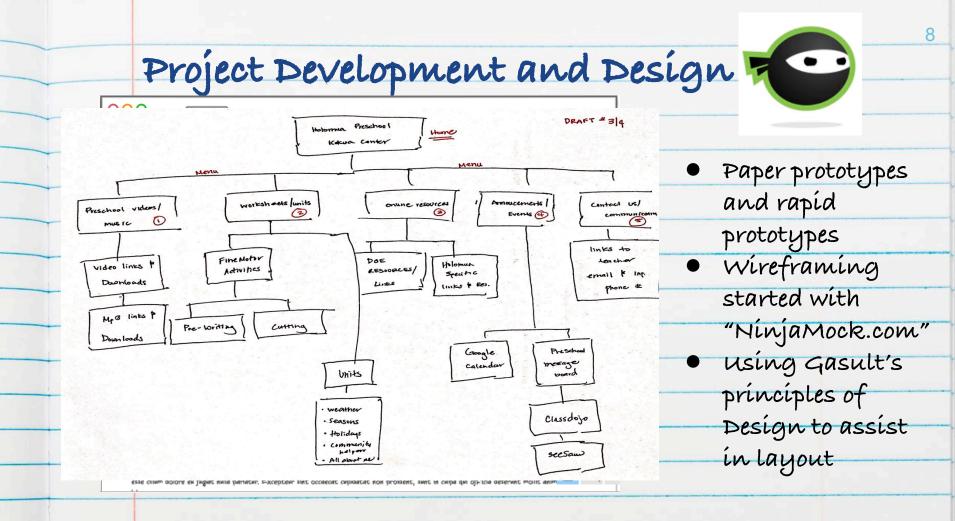
- Looking for a way to communicate with parents more effectively
- 21st Century solution for the parent on the go.
- Easy to use and navigate online resource "One stop shop"

Literature Review:



- "A Meta-Analysis of the Relationship Between Learning Outcomes and Parental Involvement During Early Childhood Education and Early Elementary Education"
 - i. NCLB: definition of parent involvement
 - íí. Proactive parent involvement
- 2. "Parent Involvement in Early Education"- Reyolds and
 - Shlafer (2010)
 - í. "Student Centered" format of education
 - íí. "Child-Parent Centered" communication format





Project design: Working prototype





ANNOUNCEMENTS SCHOOL & DOE LINKS

KOKUA PROGRAM



WELCOME TO HOLOMUA PRESCHOOL

CONTACT US

This is a resource created to help parents stay involved with their child's progress while at home. Here we will post some things your child can practice at home while over the weekend or break. Some of these things include:

1. Songs/ visual songs that we sing at school 2. Some activities that you can print and practice with vour child

3. Updated information and date of upcoming events.

You will also be able to contact us on things if you have problems pertaining to non-working links or have concerns not specific to your child.

EMAIL US

Wix.com was used for the working prototype using some input from my crítical friends.



Methodology and Research Questions

A usability study to test and gauge the overall ease of use of a new Holomua Preschool Website. Testing will consist of questions to answer the three research questions:

How easy or difficult is it to find printable resources (worksheets, lessons, activities) for a unit in community helpers?
 How easy or difficult is it to find school specific and Department of Education (DOE) resources and links for parents who might have questions about Holomua's Visions and Mission?
 How easy or difficult is it for parents to find updated announcements and important information about upcoming events?

Testing Participants and Procedures:

Rounds	Participants	Participant grouping included
1		з rounds of з participants.
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2	Ť Á Á	-All were teachers with children,
_		past preschool parents, or
3		current preschool parents.

- The usability study followed a script which ensured consistency amongst each testing rounds.
- The use of ScreenCastify and Google forms to capture and record participants test and collect demographic information.

usability Study: Tasks

 You are on break and need some resources to keep your child busy throughout the day. You want to give him/her a couple of fine motor activities. You want to navigate the website to get to the section where you are able to find fine motor downloadable resources.

(Finding online and printable resources)

usability Study: Tasks

2. Your child is returning from break and you want to make sure that you are prepared for upcoming events. You want to look for the important dates g announcements. Where would you go to find the calendars with all the important dates and

announcements?

(Looking for Important information)

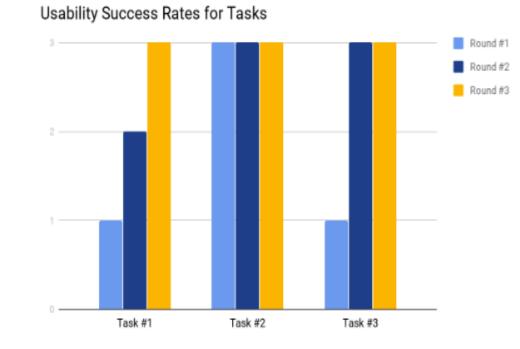
usability Study: Tasks

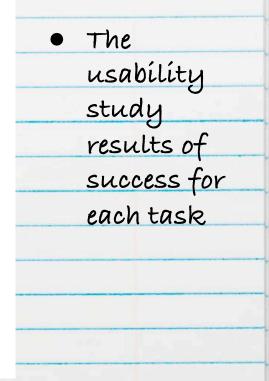
3. Your child is a picky eater, you want to check the school menu for the week to make sure you bring home lunch on the days that your child won't eat the school lunch. Where would you go to find the Holomua Lunch menu?

(Looking for Key links to DOE and School resources)



usability data collection





Nielsen's Rating of Severity:

Problem	Severity Score	Reason for Score
Spelling Error and Typos	2	Errors are frequent and consistent with all pages of the website. Typos are also in the navigational bar suggesting unprofessional design and proofreading.
Navigation bar labels were confusing	3	Navigation bar labels were confusing and through round 1 of testing, I found a lot of participants had issues completing the scenario tasks. More accurate and specific labels for the menu bar.
Misleading Menu Bar	3	Navigation bar was misleading, word choice for some of the links were suggestive of content that was not available. The problem was primarily found in round 1 of testing.
Links to google drive were difficult to find	2	Links from the website, go to a secondary screen which forces users to click on the "click link" button. (very small) Although, difficult for one participant in round 3, the remaining 8 participants did not find that to be an issue.
Youtube video audio- playing and	1	Youtube video on the home page is auto-playing but without sound. Round 2 issue was worsened by Wix plug-in update and youtube video was projecting as an error. Round 3 testing video has to be user started.
volume		

Severe Markings (3 § 2) and changes:



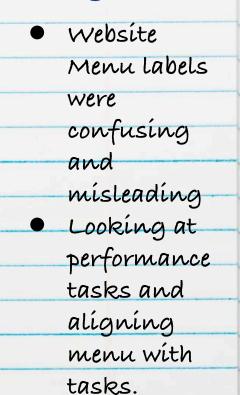
WELCOME TO HOLOMUA PRESCHOOL

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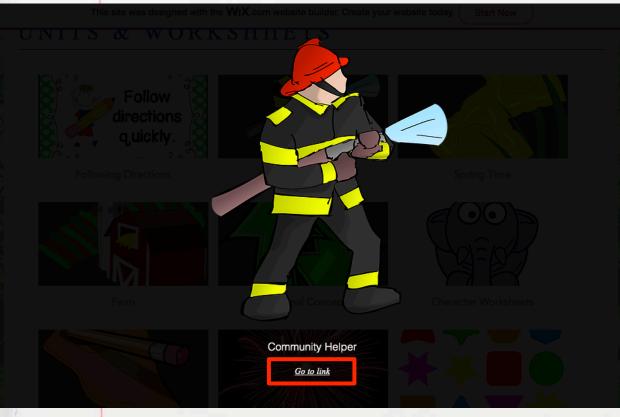
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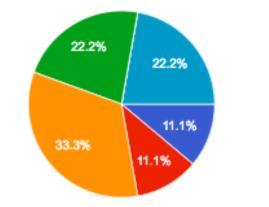
Severe Markings (3 § 2) and changes:

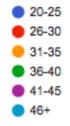


Google Drive "Go to Link" was a little difficult to find Although 8 of 9 participants were able to find the link it was a recurring concern

Age Group:

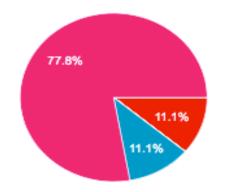
9 responses

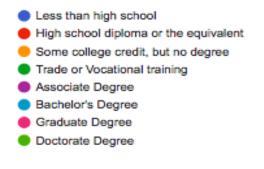




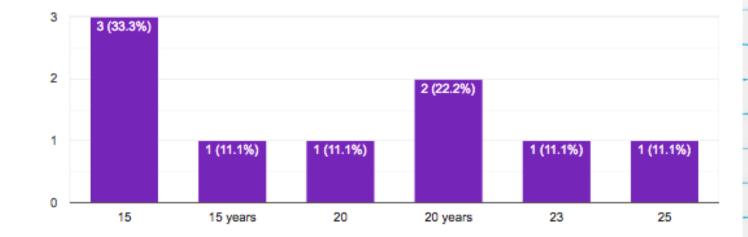
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What is the highest degree or level of school you have completed?



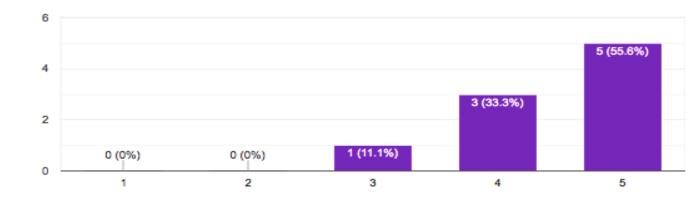


How long have you used the internet? (aprox. in years)



After completing the testing, how was your overall experience with navigating the website? (1=Very difficult, 2=difficult, 3=Moderate, 4=Fairly Simple, 5= Very Simple)

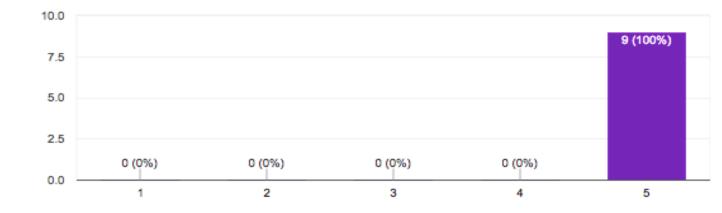
9 responses



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Would you recommend the website to other preschool parents?

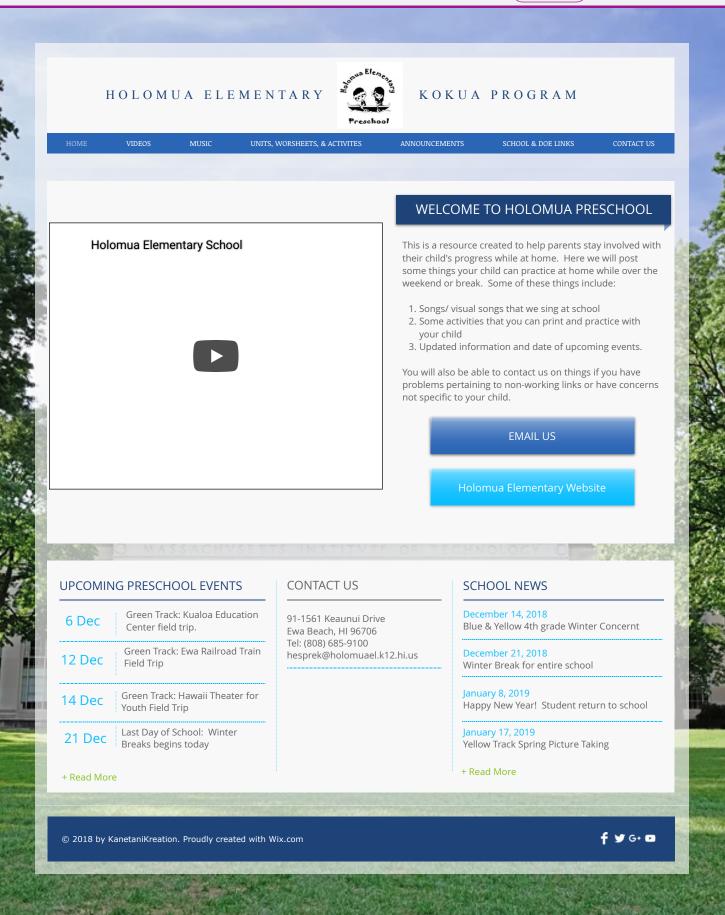


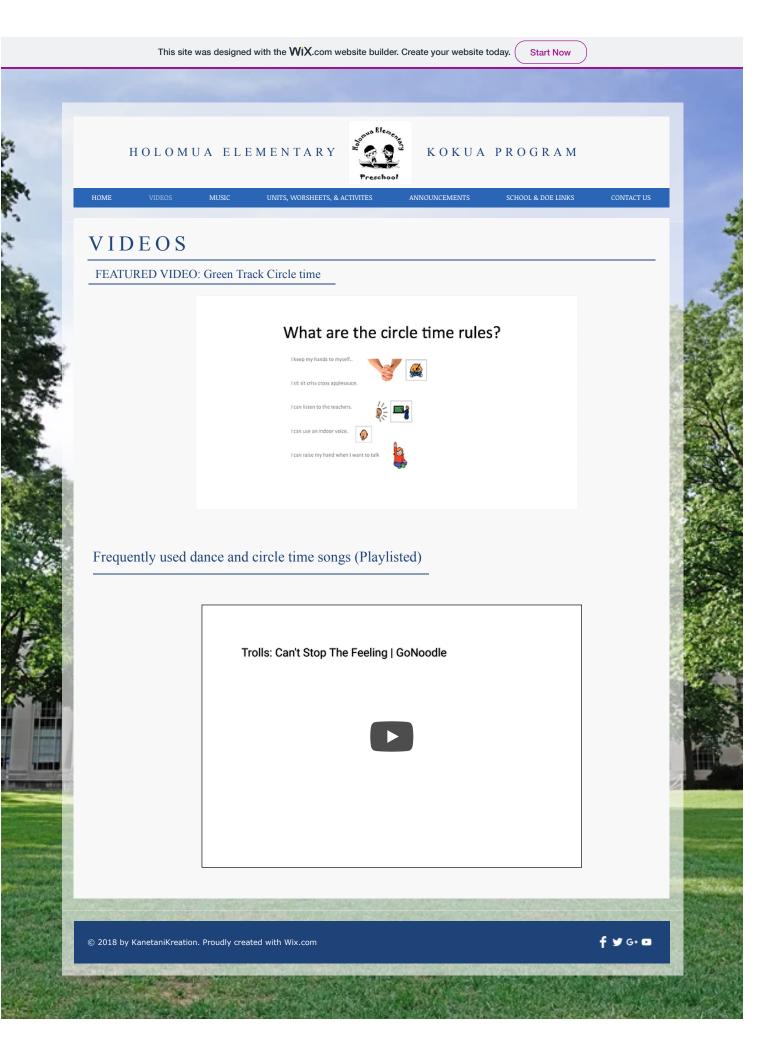
Next steps and continued progress:

- Continue progress in getting my schools approve for using the website.
- Ensure all technology standards and FERPA Regulations are met
- Continuing to modify website to be more user friendly for mobile use.
- Training and education for getting others to have control with updating content.
- GO LIVE? Hopefully by the 2019-20 school year



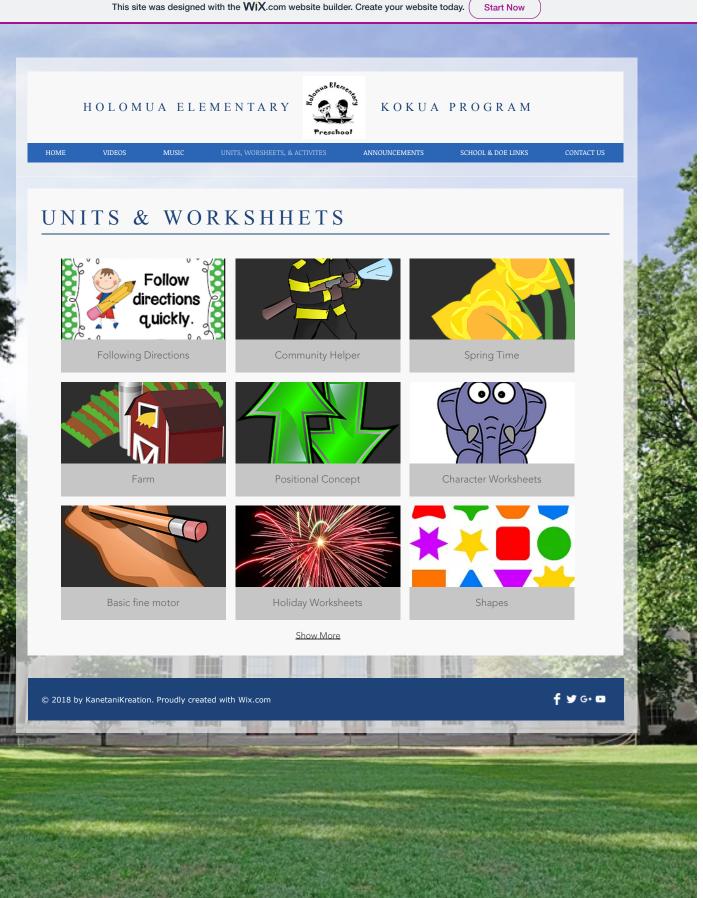






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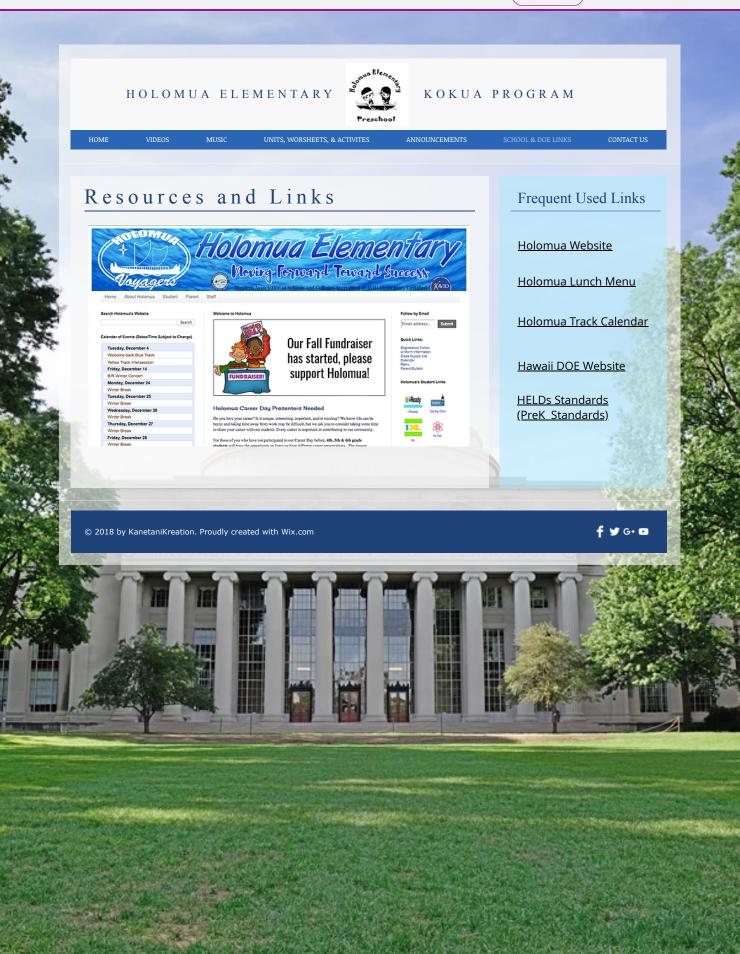
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Start Now





This is a Holomua Elementary School Preschool website designed for parents with preschool aged students. The website was designed to provide parents with a "one stop shop" for finding everything from announcements to extra resources. Our school program consists of two teachers, who have accumulated resources. and would like to share with all of you.



HOME

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Kelly Tanimura Preschool Teacher Email: Phone:

🧼 Make a Comment

If you have suggestions please feel free to click the link above and send us an email.

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