

# ENHANCED ASU CLASS SEARCH: INTUITIVE REDESIGN

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## INTRODUCTION

ASU students encounter difficulties when registering for classes using the MyASU Class Search Tool, frequently facing obstacles or needing assistance from peers to navigate the system. This study seeks to delve into the frustrations experienced by students and find solutions to address these challenges effectively.

## RESEARCH METHODS

To identify the frustrations and challenges experienced by ASU students, we conducted two research methods:

- Surveys
- Usability Tests

We conducted usability tests and sent out surveys to a diverse demographic, including graduate and undergraduate students.

## USABILITY TEST FINDINGS

### Confusion in Class Search:

- During testing, users expressed confusion and frustration when looking for classes using the Class Search Tool. They made errors while entering the subject & number details. They commonly entered the subject name in the place of the subject and the subject code in the place of the number.

### Error Prompts while Adding Classes and Unsuccessful Navigation to Class Search:

- Many users mistakenly searched for the class search tool within Canvas instead of the MyASU website. Consequently, they encountered error prompts when attempting to add classes through "add class" rather than using "class search" for registration, leading to frustration until they realized their error.

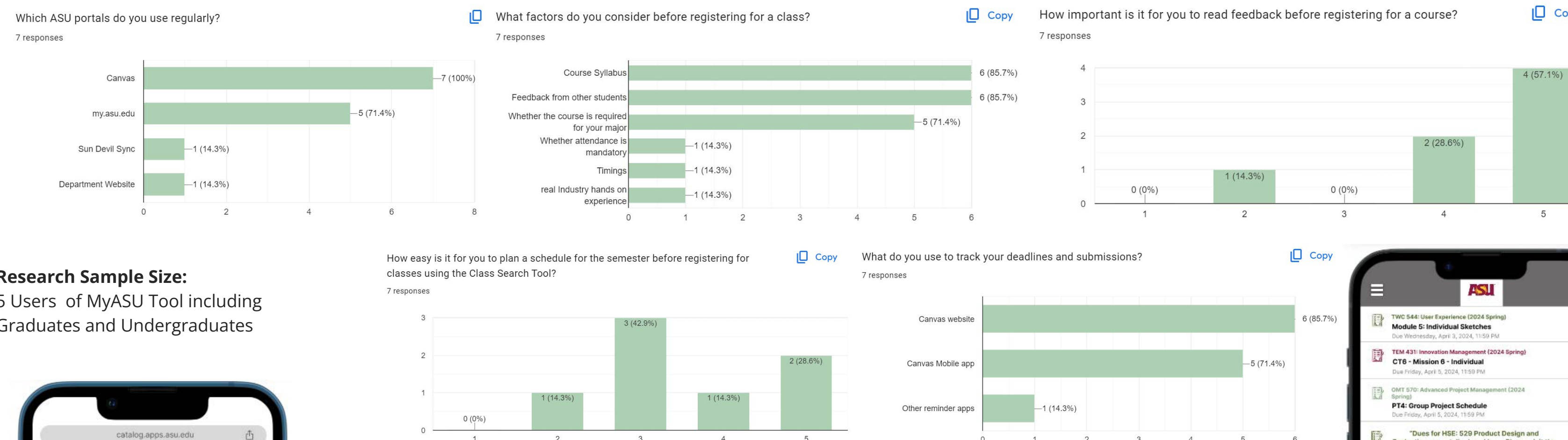
### Trouble Finding Professor Ratings:

- While some users managed to locate professor ratings with some effort during testing, others were unable to find them at all, resulting in failed tests and potential dissatisfaction.

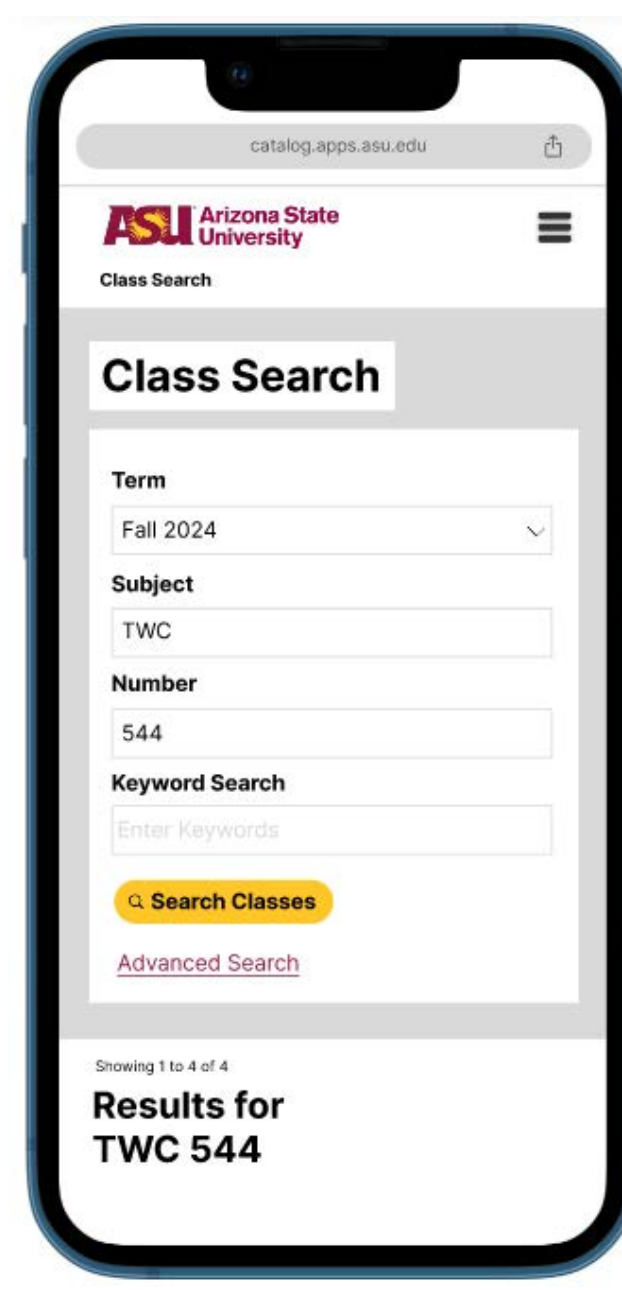
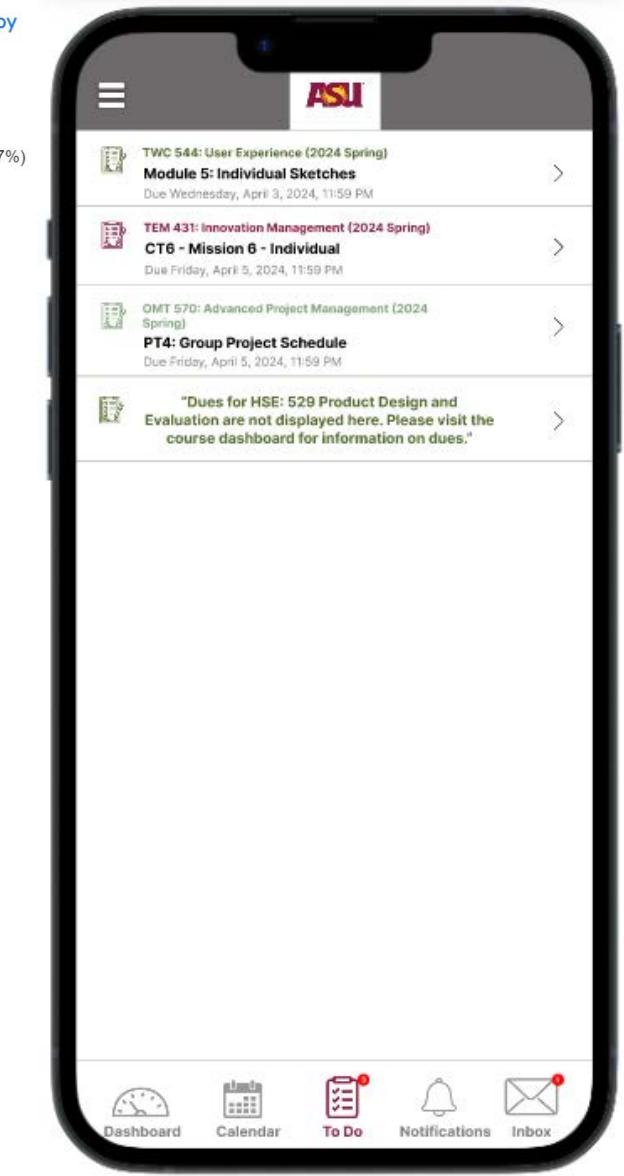
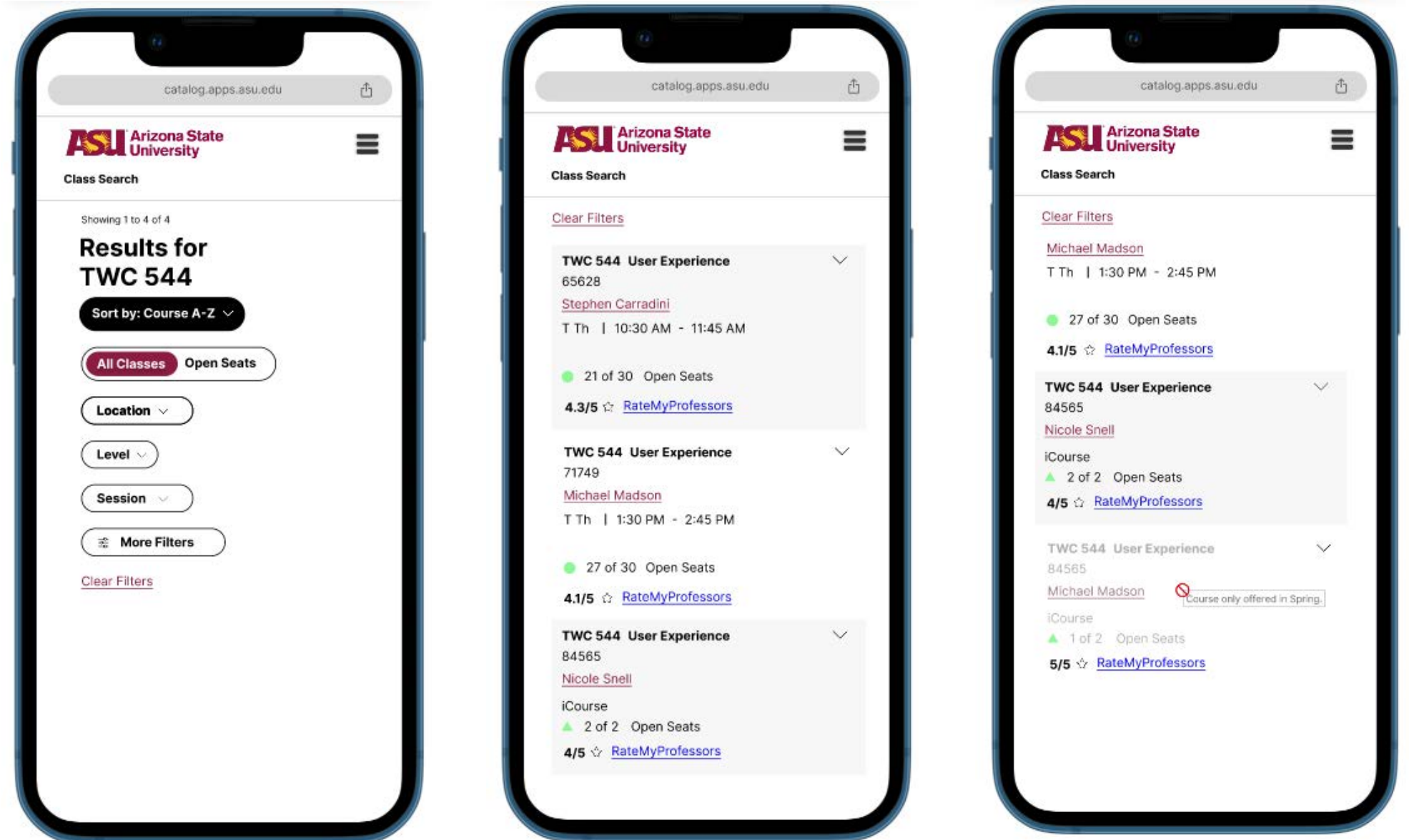
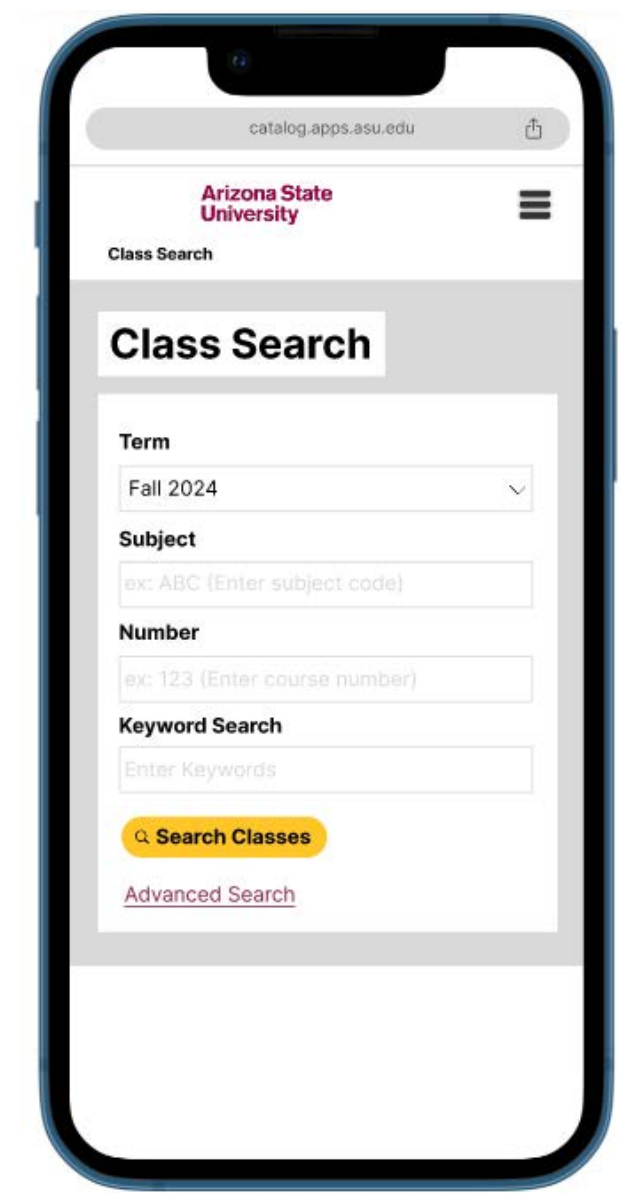
### Unreliable Canvas To-do Lists:

- When asked to track their deadlines, users often went to their course dashboard to look for them. However, they expressed frustration with the need to navigate through multiple course pages daily, finding the process cumbersome and time-consuming.

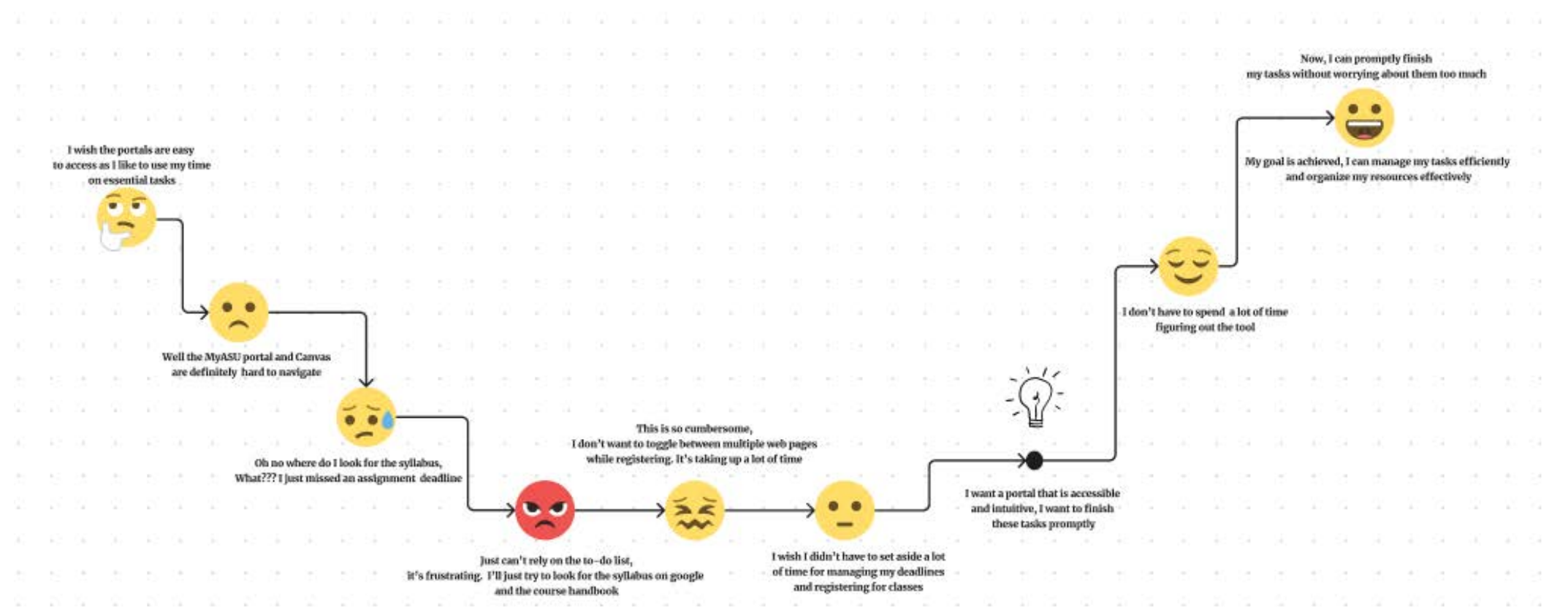
## SURVEY FINDINGS



**Research Sample Size:**  
5 Users of MyASU Tool including Graduates and Undergraduates



## USER EMOTIONAL MAP



## CONCLUSION

The research findings helped us delve deeper into pinpointing the focus areas for the MyASU Class Search Tool redesign. Through usability tests and surveys, we pinpointed issues ranging from navigation difficulties to the lack of instructor reviews and course visibility.

To enhance user experience, we created mock-up sketches implementing a guided tour for first-time users, refining placeholder text for clarity, integrating RateMyProfessors ratings for instructors, improving course visibility across terms, and addressing reliability issues in the Canvas Mobile App's To-do list. These recommendations aim to enhance the class registration process and avoid the frustrations commonly faced by students.

Moving forward, design alterations will be validated through further usability testing and surveys to ensure the proposed solutions effectively address user needs and improve overall satisfaction with the MyASU Class Search Tool.

