

Usability test of WYRED Platform

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1. WYRED Project

Title	netWorked Youth Research for Empowerment in the Digital society
Acronym	WYRED
Funding entity	European Union
Call	Horizon 2020. Europe in a changing world – inclusive, innovative and reflective Societies (HORIZON 2020: REV-INEQUAL-10-2016: Multi-stakeholder platform for enhancing youth digital opportunities)
Reference	727066
Project leader	Francisco José García-Peñalvo
Coordinator	University of Salamanca (Spain)
Partners	Oxfam Italia (Italy) PYE Global (United Kingdom) Asist Ogretim Kurumlari A.S. - Doga Schools (Turkey) Early Years - The organisation for young children LBG (Ireland) Youth for exchange and understanding international (Belgium) MOVES - Zentrum für Gender und Diversität (Austria) Boundaries Observatory CIC Tel Aviv University (United Kingdom)
Budget	993.662,50€
Start date	01/11/2016
End date	31/10/2019
Web	https://wyredproject.eu

2. WYRED Platform (I)

- The project aims to provide a framework for research in which children and young people can express and explore their perspectives and interests in relation to digital society
- To support the framework for research from a technological point of view, a WYRED technological ecosystem has been defined
- The WYRED Platform is the component of this complex technological solution that is focused on supporting the social dialogues that take place between children, young people and stakeholders



2. WYRED Platform (II)

The screenshot displays the WYRED platform interface. At the top, a dark navigation bar contains links for HOME, COMMUNITIES, PROJECTS, EVENTS, HELP, and USER ACCOUNT. Below this is a banner for 'WYRED The platform for the young'. A secondary navigation bar shows the current path: HOME » COMMUNITIES » TEST, with buttons for View, Edit, and Group. A central menu includes Main, Events, Forums, and Members. The main content area is divided into several sections: 'Test' (Community for testing) with member avatars (Fgarcia, Luciagh, Mamban egra); 'Current conversations' with a list of threads (e.g., 'Hilo de prueba' with a 'new comment' badge); 'Members' and 'Facilitators' sections; 'Publish content' (Event, Forum, Project thread); 'Notifications' (Stop getting threads, Start getting subscriptions, Stop getting events); and 'Administration'.

HOME COMMUNITIES PROJECTS EVENTS HELP USER ACCOUNT

WYRED
The platform for the young

HOME » COMMUNITIES » TEST

View Edit Group

Main Events Forums Members

Test
Community for testing.

Fgarcia Luciagh Mamban egra

Current conversations

Test

- 06/12/2017 **Hilo de prueba** new comment
- 06/12/2017 **Something**

Members

Mamba negra

Facilitators

Mamba negra

Publish content

Event Forum Project thread

Notifications

- Stop getting threads
- Start getting subscriptions
- Stop getting events

Administration

Projects

<https://platform.wyredproject.eu>

3. Usability study (I)

- The System Usability Scale (SUS) provides a “quick and dirty”, reliable tool for measuring the usability
- It consists of a 10 item questionnaire with five response options for respondents; from Strongly agree to Strongly disagree
- SUS has become an industry standard, with references in over 1300 articles and publications

3. Usability study (II)

- The SUS has been applied to students of the subject Communication Techniques and Skills of the Degree in Social Education (University of Salamanca, Spain)
- 96 students have worked with the Platform during 17 days (4-21 Dec 2017) with different roles, facilitator and participant, in different communities
- The instrument was applied in Spanish, but it is also available in English to be used for future usability studies in other partner countries



3. Usability study (III)

Evaluate the WYRED platform

Exit and clear survey

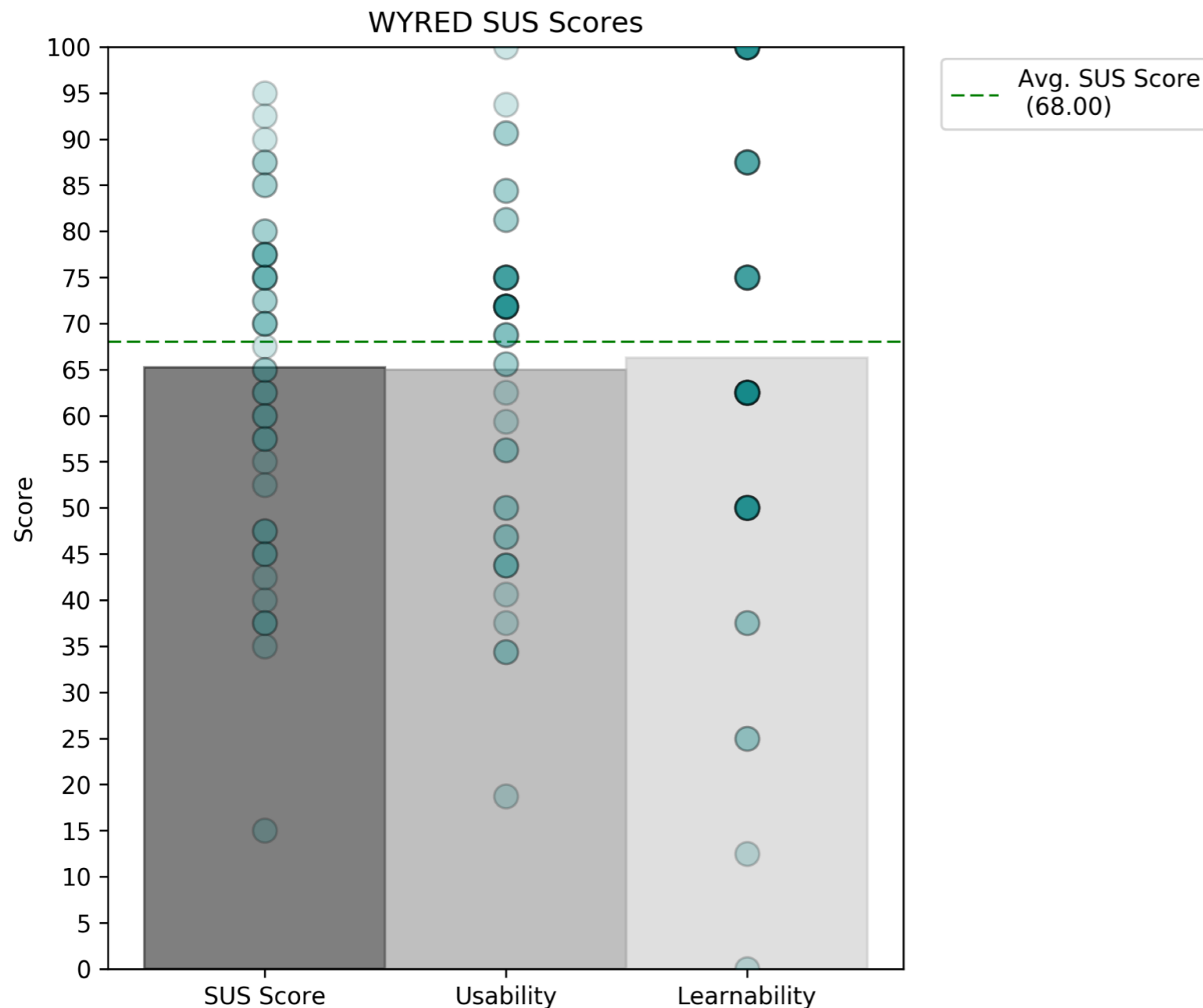
* 10 Indicate your agree or disagree level for each of the following statements, qualifying the answer between the values 1 (strongly disagree), 2 (disagree), 3 (neutral), 4 (agree), 5 (strongly agree)

	1	2	3	4	5
I think that I would like to use this platform frequently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found the platform unnecessarily complex	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I thought the platform was easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think that I would need the support of a technical person to be able to use this platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found the various functions in this platform were well integrated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I thought there was too much inconsistency in this platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would imagine that most people would learn to use this platform very quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found the platform very cumbersome to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt very confident using the platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I needed to learn a lot of things before I could get going with this platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Analysis (I)

- The analysis of the responses was made through the Python Pandas library
- The individual SUS score was calculated for every participant, to finally obtain the average SUS score of the WYRED Platform
- In addition, another analysis has been made taking into account that a technical error was found in the system during the testing
- The average SUS score was also calculated for both the group of users exposed to the error and the group of users that tested the Platform after the error was fixed

4. Analysis (II)



- The figure summarizes the outcomes of the SUS questionnaire and includes the individual scores for every participant
- The average perceived usability of the WYRED platform is an acceptable SUS score (65.23) because it is close to the average SUS score (68.00)
- The perceived learnability seems to be slightly higher (66.28) than the usability (64.97), both being acceptable scores

5. Discussion

- The average usability is an acceptable score, although it is below the average of perceived usability in web systems (68)
- The SUS score gives only an overall rating for the system's usability, but the comments collected along with the survey give hints about what features to be improved or about what factors lowered the scores.
- The collected comments also reflected that although some users rated low the Platform, they felt that the WYRED Platform is a practical and valuable tool

6. Conclusions

- The System Usability Score has been applied to the WYRED platform in order to obtain insights about its usability
- Moreover, adding an open field in the questionnaire for comments gave hints about the improvements to be made in order to increase the usability
- There are a number of important changes which need to be made in the WYRED Platform to improve the SUS score

7. Acknowledgement

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