

## APPENDICES

### *Appendices 1. Riwayat Hidup*



Putu Dhanu Driya was born in Singaraja, 13rd February 2000. He is the first child from Putu Lokesha Yadi and Nyoman Seriani. Putu Dhanu Driya is Indonesian citizen, live on Jalan Bisma, Gang Gadung, No. 1, Singaraja, Bali. He completed his elementary school in SD N 2 Paket Agung and completed his junior high school in SMP N 1 Singaraja, later he finished his senior high school in SMA N 1 Singaraja concentrated in mathematics and science. Putu Dhanu Driya continue his study in Universitas Pendidikan Ganesha, he takes bachelor's degree major in Information System.



*Appendices 2. System Usability Scale Bahasa Version*

| No. | Item in Indonesian  |
|-----|---|
| 1   | Saya berpikir akan menggunakan sistem ini lagi.                                     |
| 2   | Saya merasa sistem ini rumit untuk digunakan.                                       |
| 3   | Saya merasa sistem ini mudah untuk digunakan.                                       |
| 4   | Saya membutuhkan bantuan dari orang lain atau teknisi dalam menggunakan sistem ini. |
| 5   | Saya merasa fitur-fitur sistem ini berjalan dengan semestinya.                      |
| 6   | Saya merasa ada banyak hal yang tidak konsisten (tidak serasi) pada sistem ini.     |
| 7   | Saya merasa orang lain akan memahami cara menggunakan sistem ini dengan cepat.      |
| 8   | Saya merasa sistem ini membingungkan.   |
| 9   | Saya merasa tidak ada hambatan dalam menggunakan sistem ini.                        |
| 10  | Saya perlu membiasakan diri terlebih dahulu sebelum menggunakan sistem ini.         |



## Appendices 3. User Persona

### Angel



“I used it almost every single day, just to check my courses”

Age: 21  
Occupation: College Students  
Marital Status: Single  
Location: Singaraja, Bali  
Device: iPhone 7 (iOS 15)

#### Bio

Angel is a college student based in Singaraja, Bali. Her major in information system. She spent almost 8 hours a day in her smartphone. She is kind a procrastinate person. Even though angel proclaim that she has a good time management, she also claims that sometimes she forgot to absence her presence in e-Learning in several courses. He often open e-Ganesha 4-5 times a day.

Angel is aware of her bad behaviour and realize that she need to be more diligent

#### Behaviour

- Scrolling in e-learning
- Sometimes check her grades (GPA)
- Check her course schedule
- Spent almost 8 hours in smartphone (during pandemic)

#### Goals

- To check new information in her courses
- To get notification when the lecturer post something new
- To check her grades

#### Frustrations

- Some layout are hard to see
- Back buttons malfunction
- There are no push notification

#### Tech Proficiency

##### Mobile Apps



##### Social Network



##### Internet



Appendices 4. User Story

## USER STORY TEMPLATE

**Story Title**

**User Story 1**

As a .....(stakeholder)  
I want to ..... (task),  
So That ..... (desired result)

**Acceptance Criteria**

Measurable results, what defines "done"?  
And I know I am done when


**User ID**

**Importance**

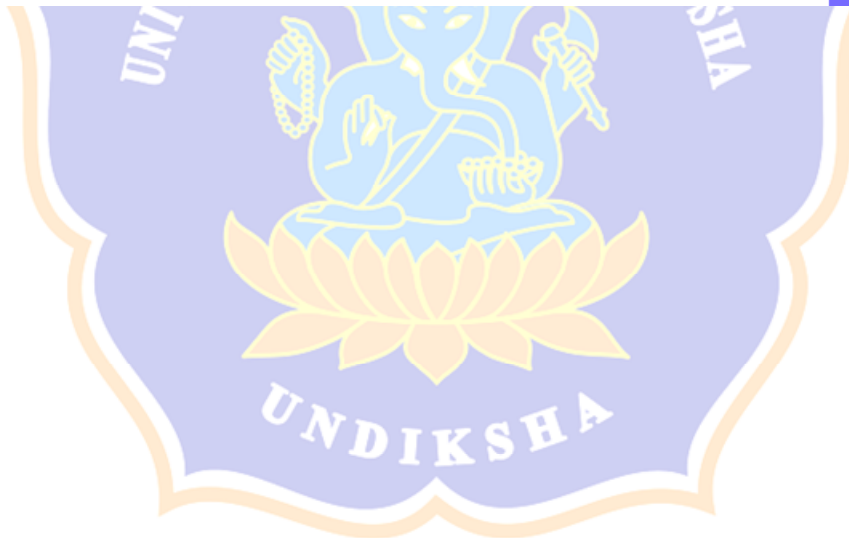
**Estimate**

**Type**

- Payment
- Report/view
- Search
- Manage data
- Workflow

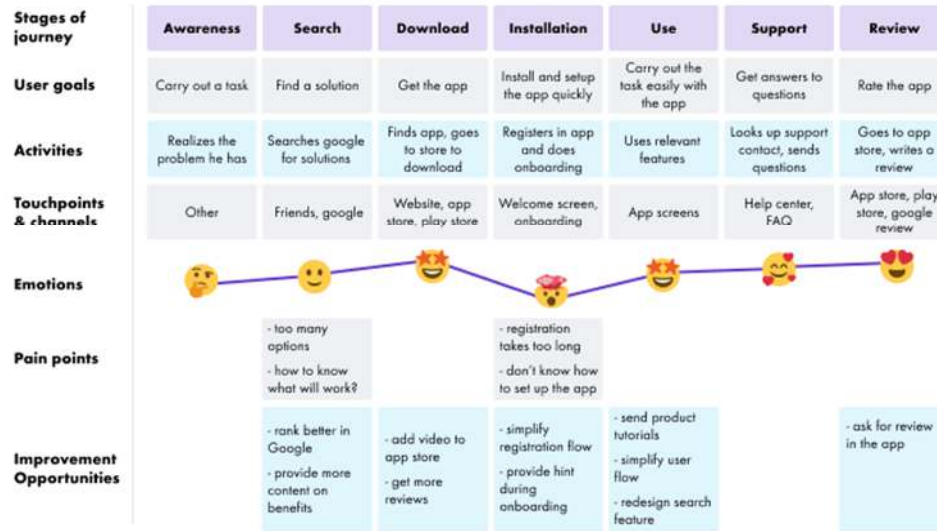


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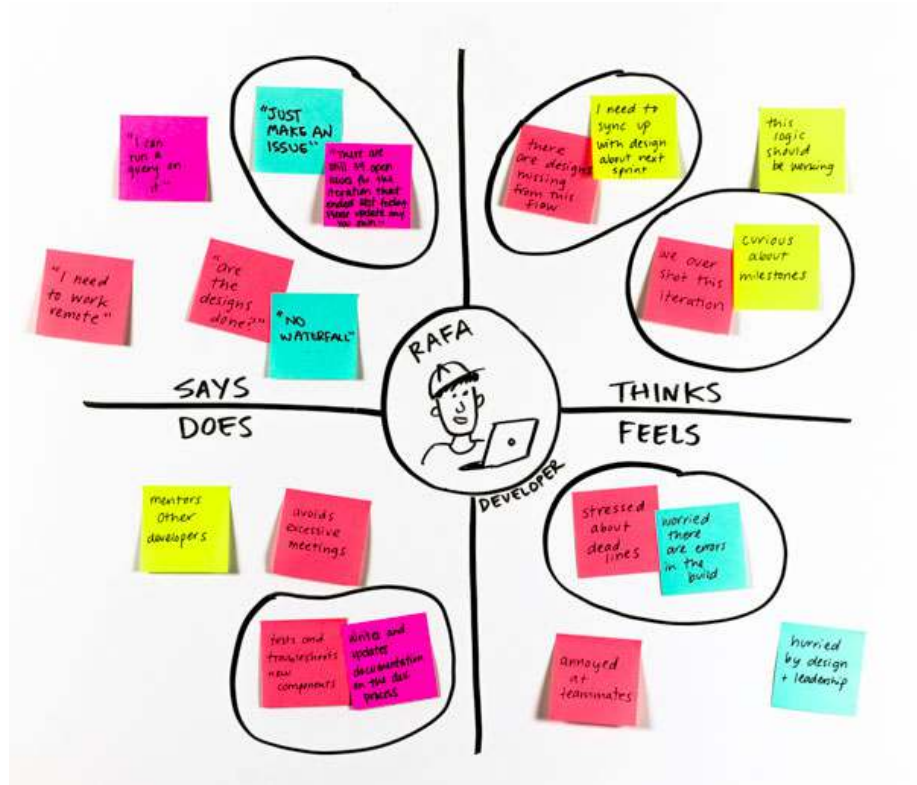


## Appendices 5. User Journey Map

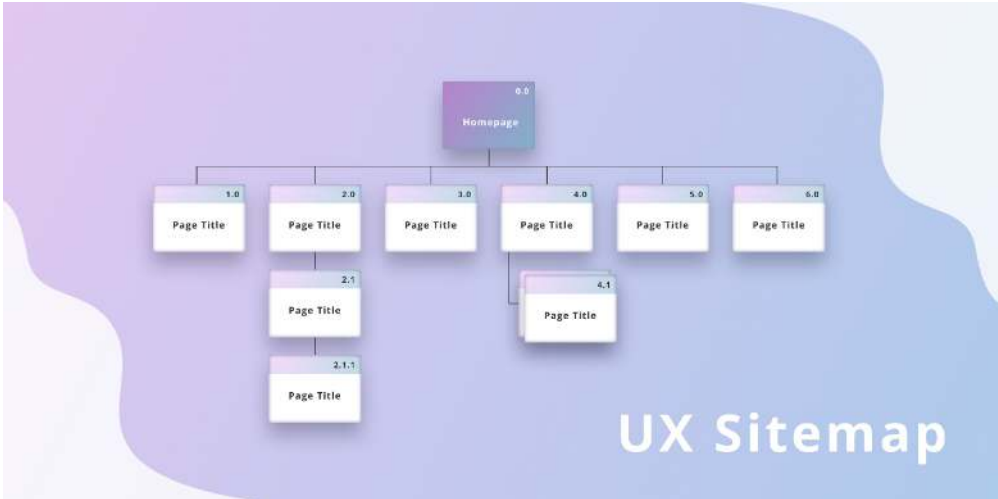
### User journey map - example



Appendices 6. Empathy Map



*Appendices 7. Sitemap*



**Appendices 8. Consent Form**

**Consent Form**

I agree to participate in the study conducted by Putu Dhanu Driya.

I understand that participation in this usability study is voluntary, and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

I understand that I can quit this usability study in any conditions, and there will be no further responsibility.

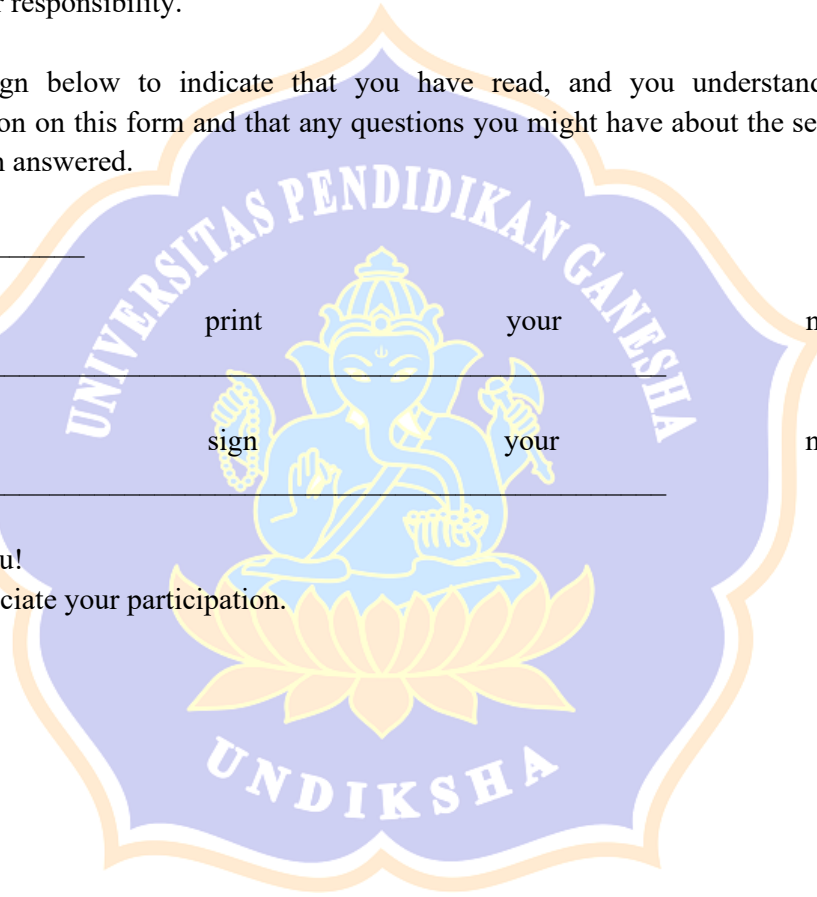
Please sign below to indicate that you have read, and you understand the information on this form and that any questions you might have about the session have been answered.

Date: \_\_\_\_\_

Please print your name: \_\_\_\_\_

Please sign your name: \_\_\_\_\_

Thank you!  
We appreciate your participation.





## *Appendices 9. Welcome Script*

### **Welcome Script**

Hi [name], thanks for joining.

I am [XXX]; I am an undergraduate student from Information System Program.

Before we begin, is [name] the correct way to pronounce your name?

OK, thanks.

In order to help us to explore the barriers when using e-Learning you are here to complete the task that provided by the researcher, and please illustrate or describe the difficulty that you encountered during the testing process.

Just want to let you know that I'll just be quietly observing the session, looking for ways we can improve the e-Learning.

Is it ok if we begin recording?

[Wait for confirmation, then begin recording.]



*Appendices 10. Warmup Script*

**Warmup Script**

Needs: Where does the problem arise?•

What are they looking for?

Experience: How do they use similar products?

Intentions: Why do they use those products?

Knowledge: What do they know about the topic



## Appendices 11. Usability Test Plan Dashboard

Research

### User Testing Plan – New e-Learning Mobile Version

**Product under test**

o Learning Undiksha Mobile Prototype Version

**Participants**

- 5 participants from different faculty
- Placed on 3rd semester year or above as in their first semester
- No one from IT Department
- Some on the previous participants

**Tasks**

- You just got accepted in Undiksha Student, and you need to use e-Learning for the first time, what would you do?
- Your lecturer asks you to join a new class in your major, what would you do?
- You need to fill the attendance form, what would you do?
- You were assigned to access the subject's course, what would you do?
- Your lecturer just posts a quiz, and you wanted to answer it, what would you do?
- Your lecturer just posts a discussion assignment, and you wanted to answer it, what would you do?

**Business Case**

To gather insight about the users needs, concerns, and pain points when the participants interacting with the new e-Learning

**Equipment**


- Phone
- Pen
- Stable internet connection
- Laptop
- Microphone
- Smartphone

**Responsibilities**

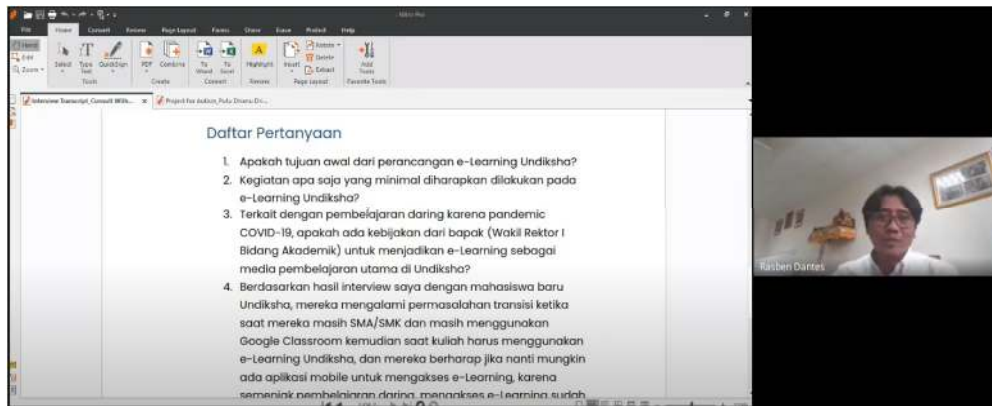
Fritz Dhanu Dika as observer, moderator, interviewer

**Location & Dates**

Conducted online based on the schedule agreement with each participant




## Appendices 12. Interview With the Expert



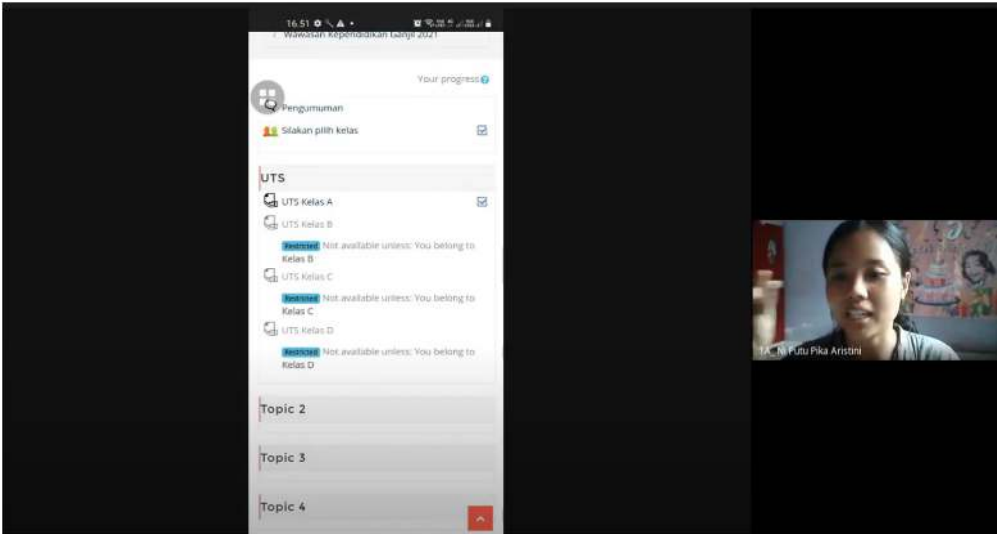
The screenshot shows a Zoom meeting window. On the left, a document titled 'Daftar Pertanyaan' (List of Questions) is displayed. On the right, a video feed shows a man with glasses, identified as 'Rajibani Dantes', in a room with a bookshelf and a framed picture.

**Daftar Pertanyaan**

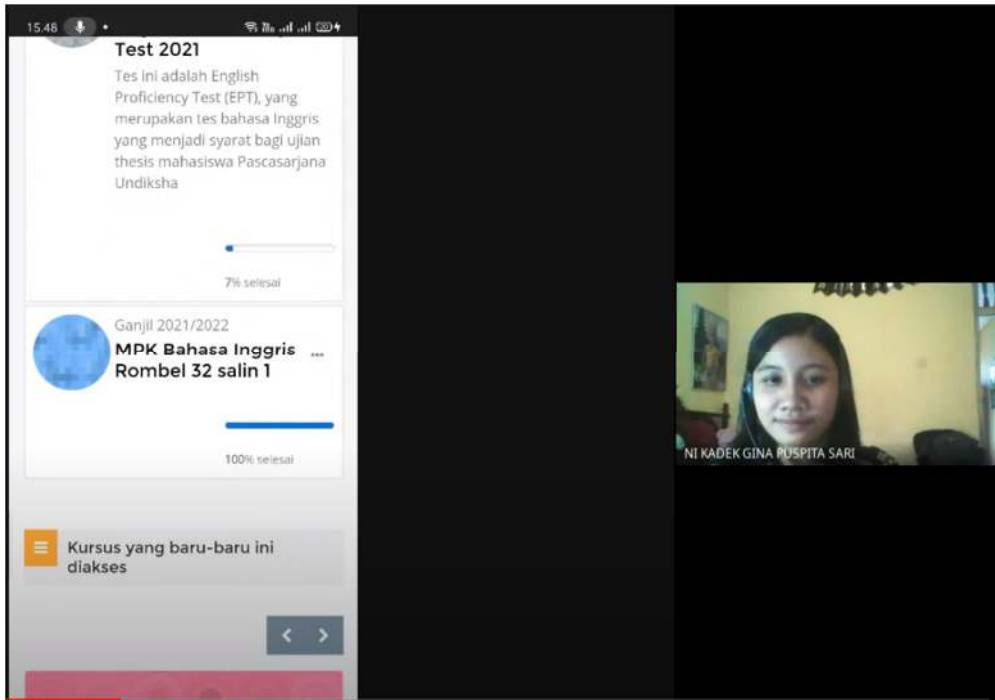
1. Apakah tujuan awal dari perancangan e-Learning Undiksha?
2. Kegiatan apa saja yang minimal diharapkan dilakukan pada e-Learning Undiksha?
3. Terkait dengan pembelajaran daring karena pandemic COVID-19, apakah ada kebijakan dari bapak (Wakil Rektor I Bidang Akademik) untuk menjadikan e-Learning sebagai media pembelajaran utama di Undiksha?
4. Berdasarkan hasil interview saya dengan mahasiswa baru Undiksha, mereka mengalami permasalahan transisi ketika saat mereka masih SMA/SMK dan masih menggunakan Google Classroom kemudian saat kuliah harus menggunakan e-Learning Undiksha, dan mereka berharap jika nanti mungkin ada aplikasi mobile untuk mengakses e-Learning, karena semakin pembelajaran daring, manakases e-Learning sudah



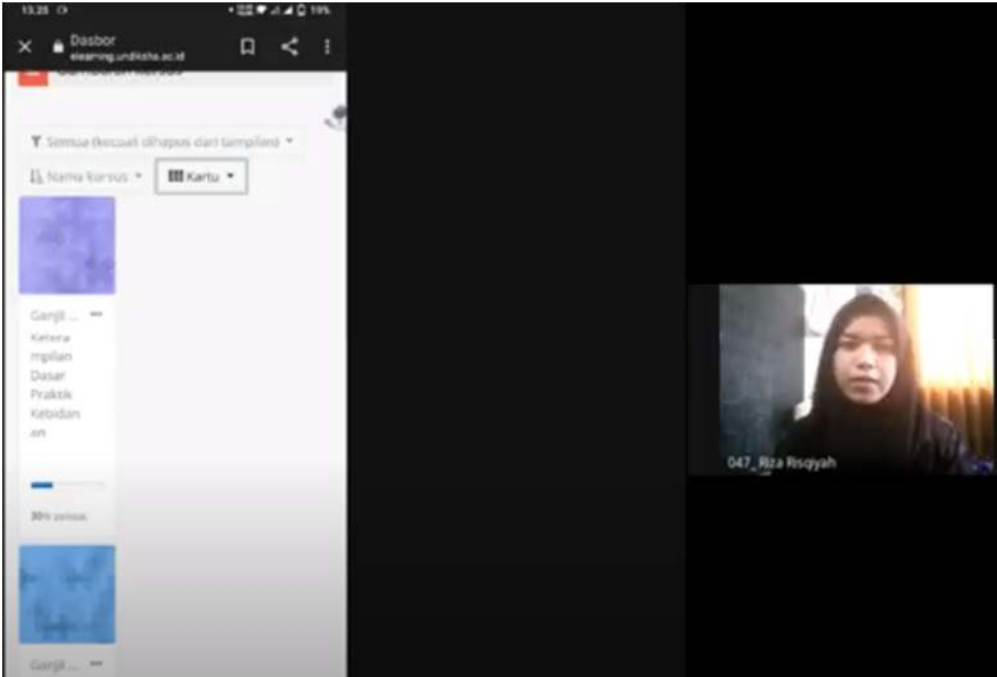
*Appendices 13. Usability Testing Participant 1*



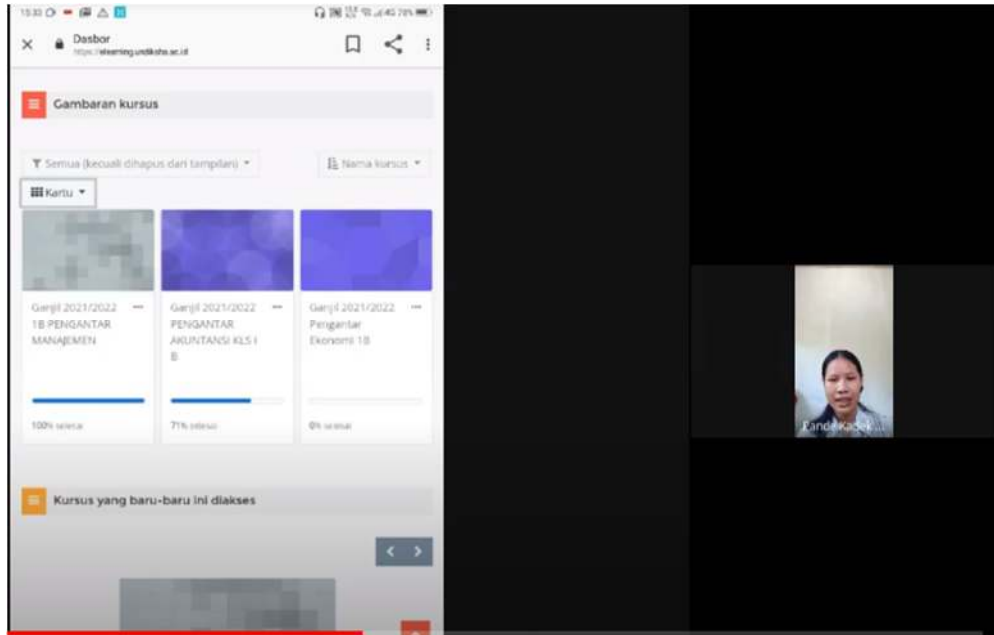
*Appendices 14. Usability Testing Participant 2*



*Appendices 15. Usability Testing Participant 3*

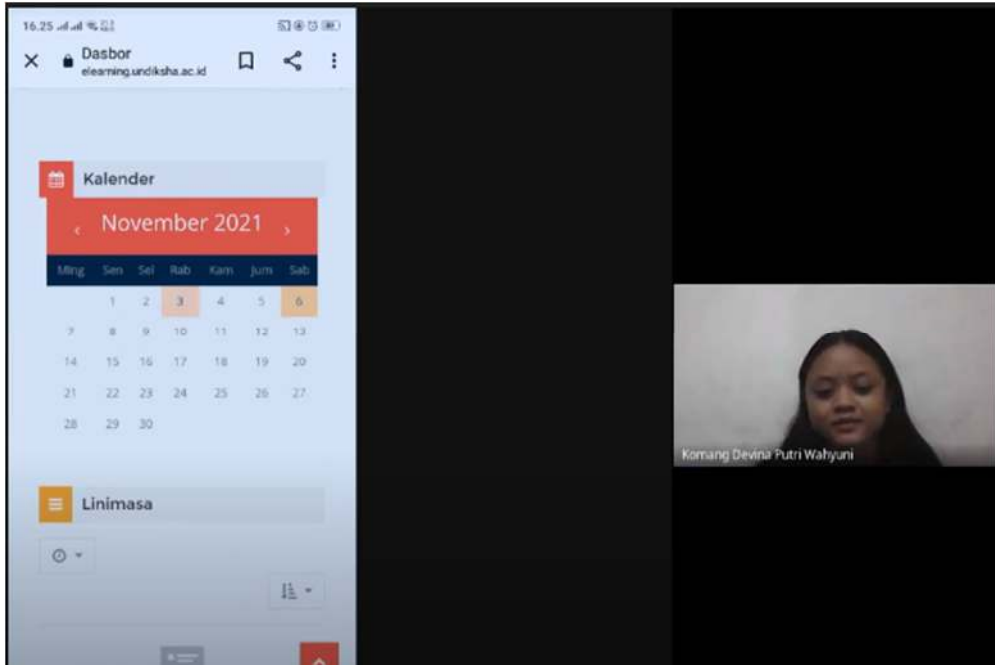


*Appendices 16. Usability Testing Participant 4*





*Appendices 17. Usability Testing Participant 5*

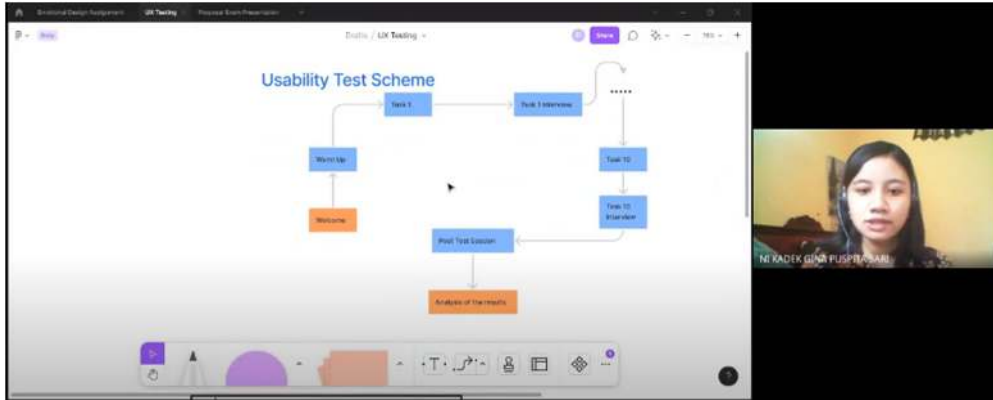


*Appendices 18. User Testing Participant 1*

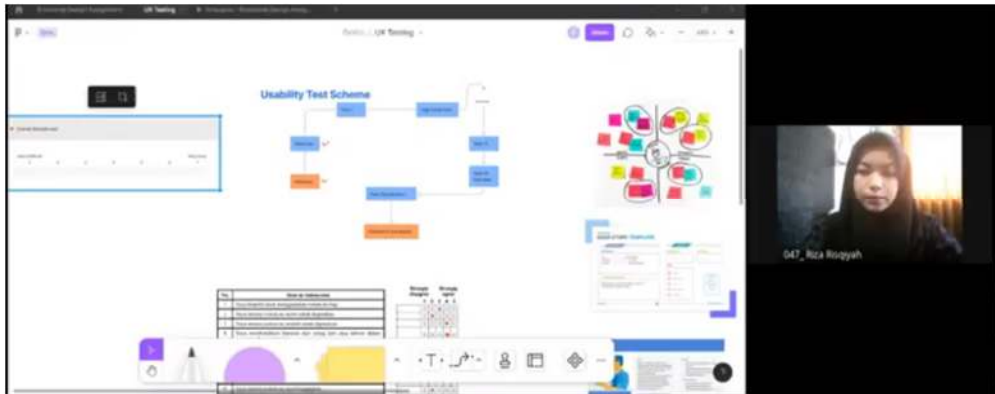
The screenshot displays a Zoom meeting window. The main content is a slide titled "Usability Test Scheme" which features a flowchart with steps: "Task 1", "Task 2 Interview", "Task 3", "Task 4 Interview", and "Task 5 Interview". A "Task 1" box is highlighted with a checkmark. Below the flowchart, there are two text boxes: one titled "Notes" and another titled "An object of the research". To the right of the slide, there are two yellow sticky notes with handwritten text. The top sticky note lists "when unexpected things happen" with bullet points: "if the recording is cut off or not working, continue the task but the researcher will note down", "when the user has trouble, and you're not sure, if the answer can be easily explained or there is a logical problem in the middle of the usability, the usability testing will be stopped, and the testing will be restarted in the exact same place", and "before unexpected things happen". The bottom sticky note lists "sticky notes" with bullet points: "Be very judgemental", "Be very objective", "Don't let your own bias influence your participants do what they're doing", "Make the participants feel relaxed", "Provide participants to take suggestions that you will do", "Be connected to the product and usability experience", "Do not give any hints or cues", "Do some paraphrase", and "Ask back the participants". In the bottom right corner, a video feed shows a participant named "Uharu Driya".



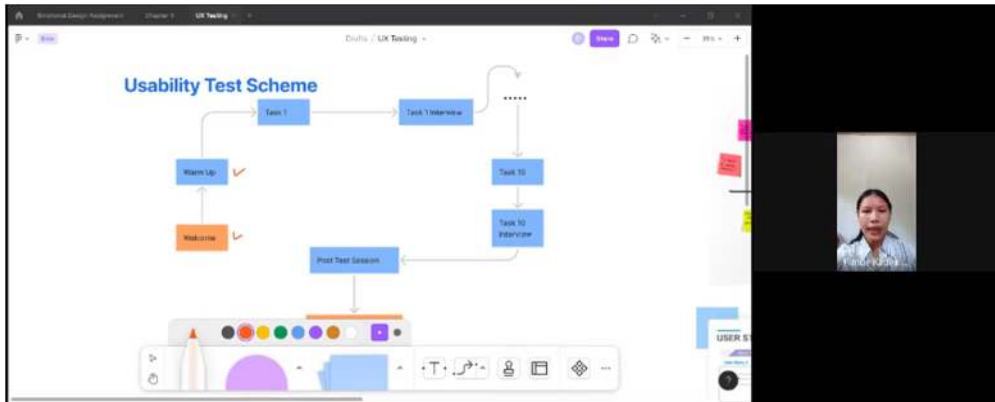
*Appendices 19. User Testing Participant 2*



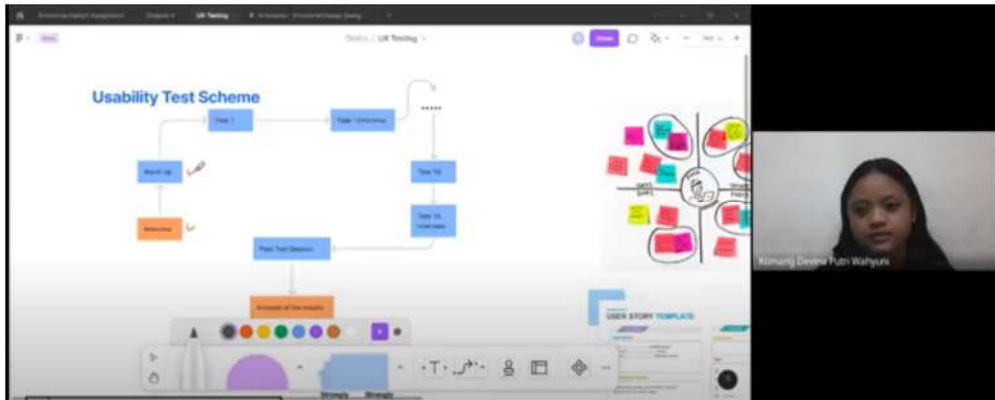
*Appendices 20. User Testing Participant 3*



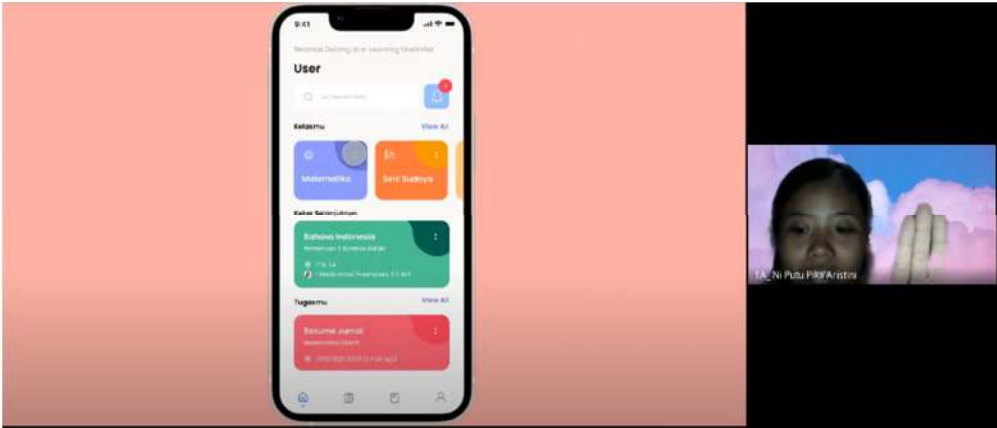
*Appendices 21. User Testing Participant 4*



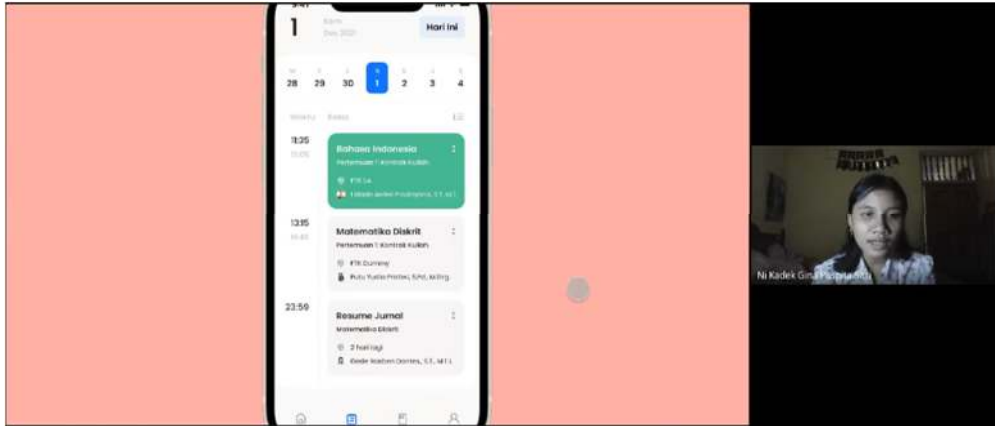
*Appendices 22. User Testing Participant 5*



*Appendices 23. User Testing Participant 1*

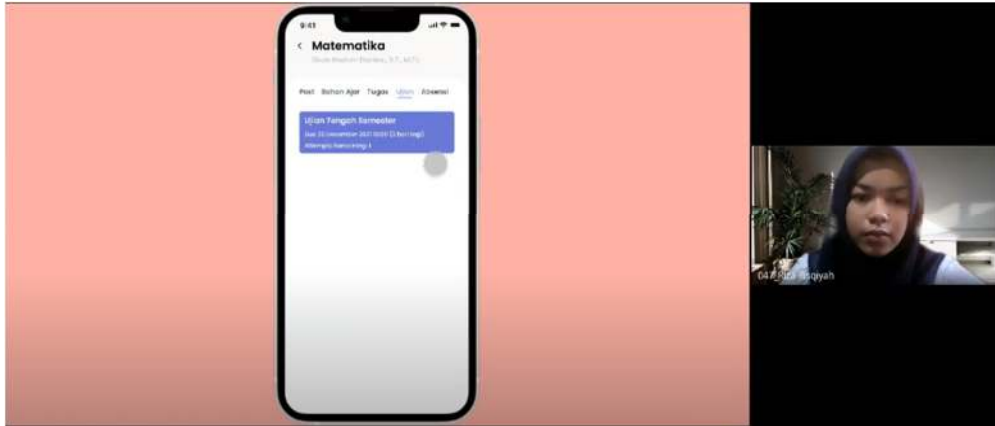


*Appendices 24. User Testing Participant 2*





*Appendices 25. User Testing Participant 3*



*Appendices 26. User Testing Participant 4*



*Appendices 27. User Testing Participant 5*

