

Short Usability Test for ComposeOnline

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Date of Test: April 4th, 2013
Location of Test: Lowell, MA

Prepared by: Benjamin Blais Nick Ver Voort
Email: bblais@cs.uml.edu nicholas_vervoort@student.uml.edu

Executive Summary

For this usability test we were hoping to gain some insight into the workflow of our program, and on the clarity of the user interface for common tasks. We had our users compose the folk song *Mary Had a Little Lamb* as a simple example of a use of the application, followed by the *Legend of Zelda* theme song, which was a more complicated example containing rests, sharp notes, and flat notes. Participants were all able to complete the tasks presented, and usually within a short amount of time. Certain aspects of the interface, especially the interface for sharpening and flattening notes, were found unintuitive, and we received several suggestions for improving them.

Methodology

Seven participants, having the following characteristics evaluated ComposeOnline.

Age	Participants
18-25	6
60-74	1
Total	7

What Participants Did

The following procedure was carried out for all of the participants for the usability test:

1. Compose *Mary Had a Little Lamb* using the following diagram.
2. Play the composed song.
3. Clear the staff of all notes.
4. Compose *Zelda Theme* using the following diagram.
5. Play the composed song.
6. Replay the song and stop it part way through.

After this task was completed they were asked the following questions:

1. Overall what did you think of ComposeOnline?
2. How usable or easy was ComposeOnline to use? (1-5, 1=unusable 5=very easy)
3. If you could change anything about ComposeOnline, what would it be?

What Data We Collected

Subjects completed a variety of tasks that represent normal use cases for ComposeOnline. They were timed on these tasks, and notes were taken on their comments and actions while performing the tests. Each subject was presented with a verbal set of exit questions, and their responses were recorded by the test administrator.

Major Findings and Recommendations

Issue	Possible Solution
Sharp/Flat interface was unintuitive	• Cursor should only change while over staff. • Find more relevant location for toolbar.
Rests do not have tooltips	• Give rests tooltips.
Notes permanent once placed	• Allow rearranging notes. • Allow deleting notes. • Allow undo place note.
Audio makes popping noises	• Incorporate cross-fading.
Rests are confusing	• Make rests snap to correct position on the staff.
Save and load are not implemented	• Implement save and load.
Staff problems	• Add a clef to staff. • Scroll staff when filled. • Add measure dividers. • Add time signature.
It is unclear what note is playing	• Highlight note while playing. • Implement seek bar.
Sharp and flat symbols are on the wrong side of the notes	• Move sharp and flat symbols to the correct side of the notes.

Detailed Findings and Recommendations

Tasks

Task 1: Compose *Mary Had a Little Lamb*

Average Completion Time: 1 minute, 15 seconds

Sample Findings: 2 test subjects made mistakes while placing notes and were forced to clear the staff and start over. Despite this, all subjects were able to complete the task in a short amount of time.

Sample Recommendations: Allow notes to be deleted or rearranged.

Task 2: Play the composed song

Average Completion Time: 0 seconds (time was for finding the play button)

Sample Findings: Test subjects had absolutely no difficulties in finding the play button, and most had already clicked it before the test administrator realized they were finished with the first task.

Sample Recommendations: No recommendations.

Task 3: Clear the staff of all notes

Average Completion Time: 1.5 seconds

Sample Findings: Most test participants were able to find the clear button quickly, however 2 subjects took a small amount of time. These subjects expressed that the iconography was unclear, however one mentioned that the use of tooltips helped alleviate this.

Sample Recommendations: Make a more intuitive icon for the clear button. Rearrange interface so that the location of buttons is intrinsically clear.

Task 4: Compose theme song from *The Legend of Zelda*

Average Completion Time: 2 minutes, 28 seconds

Sample Findings: Most test subjects had some difficulty completing this task due to problems with the sharpening and flattening system. The fact that this song had more notes also meant that more users made errors, which due to the lack of a delete or undo meant they had to start over. 2 test subjects had difficulty with the rests. While users were able to find the rests palette easily, they were unable to differentiate between whole and half rests, and they were uncomfortable with the ability to drag rests to different vertical positions on the staff.

Sample Recommendations: Change the sharpening and flattening interface to be more intuitive, somehow. Implement an undo feature, and/or the ability to delete notes, and/or the ability to rearrange notes.

Task 5: Play the composed song

Average Completion Time: 0 seconds (time was for finding the play button)

Sample Findings: See task 2 for findings.

Sample Recommendations: No recommendations.

Task 6: Replay the song but stop partway through playback

Average Completion Time: 0.7 seconds

Sample Findings: As with the play button, users had no issues finding the stop button. This task was able to be easily completed by all users.

Sample Recommendations: No recommendations.

Exit Questions

Question	Response
Overall What did you think of ComposeOnline?	<i>"I think It's pretty neato looking"</i> Majority of subjects found interacting with ComposeOnline straightforward, however, one subject said ComposeOnline was frustrating compared to other music composition programs.
How usable or easy was ComposeOnline to use? (1= unusable 5=very easy)	The average of the responses was: 4.07. The median of the responses was: 4.
If you could change anything about ComposeOnline what would it be?	Most subjects expressed some wish to rearrange notes after they'd been placed, and many wanted the sharpening and flattening interface to be improved

Conclusion

The findings of the usability showed several things. The look and feel of the user interface was generally received quite well, but there were several problems that were pointed out to us. To that end we have decided to respond to the issues accordingly.

Staff Problems

Most staff problems (listed previously) will be fixed, a clef will be added, measure dividers will be incorporated, and a time signature will be added. The scrolling of the staff, while useful, may prove too trying on our resources to implement.

Sharp/Flat Problems

We received a great deal of comments on how we implemented sharp and flat notes. Generally subjects were not satisfied with our implementation. As a result of these critiques we have decided to both change the location of the rest/flat tool and to change its cursor behavior to just over the staff.

It was also brought to our attention that the sharp and flat symbol was on the wrong side of the note, since the solution to this is simply to move the symbol to the other side of the note, this will be implemented as well.

Audio “Popping” Noises

This is believed to be an artifact of cutting off the audio playback, to keep notes from “popping” when cut off we will attempt to implement cross-fading, however this may prove not to be a viable solution, in which case other solutions will be looked into.

Undoing Note Placement

One issue that was noticed by just about every candidate was the inability to remove notes. We will be implementing some form of error correction. Ideally we would like the ability to completely manipulate and rearrange notes after they have been placed, but barring this capacity we will be implementing the ability to delete the ending note, and an undo stack might be possible to implement in conjunction with the data structure for saving/opening.

ComposeOnline Testing Procedure

1. Testing

1. Hand candidate test form.
2. Read test instructions (identical to test form).
3. While candidate is testing simply observe and take notes (time each task). DO NOT INTERVIENE even if the test subject is experiencing difficulty.
4. Ask candidate what they thought of ComposeOnline.
5. Ask candidate exit questions (provided on evaluator sheet).

Candidate Form

-
- The first staff of music contains a sequence of 14 notes. The first 7 notes are quarter notes with stems pointing up, and the last 7 notes are quarter notes with stems pointing down. The notes are: G4, A4, B4, C5, B4, A4, G4, F4, E4, D4, C4, B3, A3, G3.

- [illegible]

5. Play the composed song.
6. Replay the song and stop it part way through.

ComposeOnline Usability Test

Task	Notes	Time
Compose <i>Mary Had a Little Lamb</i>		
Play Composed Song (time only until play button pressed)		
Clear the composed song		
Compose <i>Zelda Theme</i>		
Play Composed Song (time only until play button pressed)		
Replay the song but stop partway through the playback.		

Exit Questions

1. Overall what did you think of ComposeOnline?
2. How usable or easy was ComposeOnline to use? (1-5, 1=unusable 5=very easy)
3. If you could change anything about ComposeOnline, what would it be?

ComposeOnline Usability Test

Task	Notes	Time
Compose <i>Mary Had a Little Lamb</i>	Don't like that note flies back. *take notes measure bars would help	1:34
Play Composed Song (time only until play button pressed)		3
Clear the composed song		3
Compose <i>Zelda Theme</i>	Could figure out function, wants to make chords, wants to delete notes. Takes in palette annoying.	2:26
Play Composed Song (time only until play button pressed)		2
Replay the song but stop partway through the playback.		3

Exit Questions

- Overall what did you think of ComposeOnline?

Looks nice, functionality lacking.

- How usable or easy was ComposeOnline to use? (1=5, 1=unusable 5=very easy)

4

- If you could change anything about ComposeOnline, what would it be?

Rearrange notes, have a clef, different mechanics for sharp flat whole/half rests confusing. Scroll stuff if filled

this guy actually knows
music

ComposeOnline Usability Test

Task	Notes	Time
Compose Mary Had a Little Lamb	Bad aim, had to reset stuff	1:30
Play Composed Song (time only until play button pressed)		0
Clear the composed song		0
Compose Zelda Theme	Figured out notation easily, but too much matching previous notes. Accidentally dropped 2 notes & had to clear.	2:00
Play Composed Song (time only until play button pressed)		0
Replay the song but stop partway through the playback.		0

Exit Questions

1. Overall what did you think of ComposeOnline?

Frustrating - other apps allow you to pick a note type & click repeatedly.
Should have a clef. Bar lines, change time & key signature
Differentiate between rests, always go on third line

2. How usable or easy was ComposeOnline to use? (1-5, 1=unusable 5=very easy)

3

3. If you could change anything about ComposeOnline, what would it be?

See #1 - Add 32nd notes

ComposeOnline Usability Test

Task	Notes	Time
Compose Mary Had a Little Lamb		1:57
Play Composed Song (time only until play button pressed)		0
Clear the composed song		0
Compose Zelda Theme	"That's a tricky 1440" - song is faster than 1440 Hz	1:26
Play Composed Song (time only until play button pressed)		0
Replay the song but stop partway through the playback.		0

Exit Questions

1. Overall what did you think of ComposeOnline?

I think it's pretty cool. I like changing/deleting notes.

2. How usable or easy was ComposeOnline to use? (1-5, 1=unusable 5=very easy)

2.5

3. If you could change anything about ComposeOnline, what would it be?

moving the notes would be a good thing
implement save/load

Puppy noises: shorter notes too short, but longer = annoying

ComposeOnline Usability Test

Task	Notes	Time
Compose Mary Had a Little Lamb	Like that note time highlight	1:12
Play Composed Song (time only until play button pressed)		0
Clear the composed song	Clear can be bad but type good	5
Compose Zelda Theme	Shaky, felt like I should be doing more notes Felt like I was messing up	4:09
Play Composed Song (time only until play button pressed)		0
Replay the song but stop partway through the playback.		2

Exit Questions

1. Overall what did you think of ComposeOnline?

Really laid out, easy to find things.
 Simpler, easier to use stuff
 Sharp, but not as sharp as the real
 "Compose" - 2 "Compose"
 Replaying playback button

2. How usable or easy was ComposeOnline to use? (1-5, 1=unusable 5=very easy)

Usability 5

3. If you could change anything about ComposeOnline, what would it be?

Make stuff larger, put a vocal clef

ComposeOnline Usability Test

Task	Notes	Time
Compose Mary Had a Little Lamb	clear difficult	54.98
Play Composed Song (time only until play button pressed)		0
Clear the composed song	clear hard to find	0
Compose Zelda Theme	rests confusing, no delete notes sound sharpen easily	2:14
Play Composed Song (time only until play button pressed)		0
Replay the song but stop partway through the playback.		.05

Exit Questions

- Overall what did you think of ComposeOnline?

really easy to use
- scrollbar

- How usable or easy was ComposeOnline to use? (1-5, 1=unusable 5=very easy)

5

- If you could change anything about ComposeOnline, what would it be?

location of sharp flat upward
- scrollbar
(didn't lay over lay)

ComposeOnline Usability Test

Task	Notes	Time
Compose Mary Had a Little Lamb	message, can't delete notes	1:34
Play Composed Song (time only until play button pressed)		0
Clear the composed song	Tried rewind button first	5
Compose Zelda Theme	Also thought flattening/sharpening was "a little strange"	1:28
Play Composed Song (time only until play button pressed)		0
Replay the song but stop partway through the playback.		1

Exit Questions

- Overall what did you think of ComposeOnline?

Liked it, difficult by not knowing music.
Good interface, nice design

- How usable or easy was ComposeOnline to use? (1-5, 1=unusable 5=very easy)

4

- If you could change anything about ComposeOnline, what would it be?

Measure separation. Rearrange notes
Sharpen/Flatten unclear. Note icons shouldn't fly around
Select note type, keep placing Pause button.
Notes light up. Header bar functions mixed.

ComposeOnline Usability Test

Task	Notes	Time
Compose <i>Mary Had a Little Lamb</i>		4.0
Play Composed Song (time only until play button pressed)	"Sounds pretty reasonable"	0.
Clear the composed song		0.
Compose <i>Zelda Theme</i>	Mistook dotted whole note for half note. Tried to play rest over <u>placed</u>	1.34
Play Composed Song (time only until play button pressed)		
Replay the song but stop partway through the playback.		

Exit Questions

- Overall what did you think of ComposeOnline?

It's cool. Pretty easy to use considering he didn't

- How usable or easy was ComposeOnline to use? (1-5, 1=unusable 5=very easy)

4 (5 for *Mary Had a Little Lamb*)

- If you could change anything about ComposeOnline, what would it be?

Make toolbar more obvious. Tooltips on tools.

Mass TRAC Usability Test Report

Dan Brook, Austin Veino, Jivani Cassar

Graphical User Interface Programming 2

April 9, 2013

Test Summary

The Mass TRAC beta usability tests were conducted from April 4, 2013 to April 7, 2013. We tested nine subjects conducting a variety of tasks that would take them through the features of the application's desktop and mobile versions, all while observing how they traversed through the site to find the information.

Test Methodology

We first described the overall goal of Mass TRAC, which is to fetch arrival predictions and whether the concept of entering a station and taking a train in a certain direction (destination) made sense, as this is requisite knowledge for using the application. Following the initial overview, we asked users to tell us four pieces of information that we knew could be retrieved through the site, such as next train arrival times, service alerts, and available bus connections.

Results of the Usability Tests

Overall, most of our feedback was positive and most criticism regarded minor user interface modifications. We had subjects with varying levels of public transportation knowledge. Since we had planned for this possibility, we would rate their familiarity with public transportation as follows.

Familiarity:	Never used	Some use	Commuter	Devotee
# users	1	5	2	2

User Information Requests

The following table details how successful the tests subjects were in returning the requested information to us. We found that they were almost always able to get the correct information, as detailed in the table below.

Information Requested	Success / Total
Arrival Time of a train on a certain line towards a certain destination (Desktop)	9/9
State if any bus connections were available at a stop (Desktop)	9/9
State if any service alerts were present for the line / station selected (Desktop)	8/8 *
Arrival Time of a train on a certain line towards a certain destination (Mobile)	8/9

* One tester didn't do all three tests because they were providing a substantial amount of constructive feedback and found their way around the entire application in no time.

Each time one of these tests was conducted for the desktop interface, we noted how the user accessed the information. There were two ways to select a station on the desktop interface; the first was to select the line the station is on through the accordion, then pick the name, the second is to type the station name in and have the auto-complete widget provide suggestions based on the known stations. Some users used both methods, so we logged the use for each individual test.

<u>Look-Ups with Accordion</u>	15
<u>Look-Ups with Auto-Complete</u>	11

We asked users at the end of the test to explain their preference of station selection method and the results will be discussed later.

Observations of Test Subjects

Our tests subjects picked up the use of the interface very quickly, and most continued to browse around unprompted to stations they were familiar with as we took notes. We found that our test subjects could return the requested information to us in around 10 seconds most of the time. The first time through took a little longer, but every subject we observed quickly became familiar with the overall concept and subsequent tests were executed very quickly. Generally, most users understood the mobile site immediately after conducting tests on the desktop version. However, due to the screen size limits on the mobile interface, the output is more terse, and two testers had difficulty deciphering that style of output.

Another persistent issue was in the station selection itself. The selection interface didn't make clear that you select the station you're starting your trip at and *not* where you are going. This issue also manifested itself on the arrival listing page, where users briefly confused what the listed times represented.

We actually stopped asking subjects to change display options part way through the usability tests because the organization of the display tools as their own div that was hidden by default proved to be extremely unintuitive and require too many clicks in practice. One subject had excellent suggestions to rearrange the arrival page's toolbar to lay the toggle icons so as to avoid these unnecessary clicks. Given that only a handful of display modifiers exist in the first place, they could easily (and comfortably) be displayed on the main toolbar.

Other Site Feedback

We asked the subjects to provide additional feedback about the site, including some simple yes / no styled questions, features they feel were lacking from either the mobile or desktop interfaces, and what their favorite feature was.

<u>Would you use this on a future trip into Boston?</u>	Yes: 8	No: 1
<u>Was the site easy to use?</u>	Yes: 9	No: 0
<u>Which station selection mode did you prefer?</u>	Accordion:	5
	Depends:	1
	Auto-Complete:	3

We asked users to explain why they liked the station selection mode they chose, and the results reinforced our decision to include both modes. One subject, who was the most familiar with the MBTA of our subjects, had no preference regarding the station selection mode because he said it would depend on the context in which he was searching for data.

Users who preferred the accordion navigation made the following points:

- It is a great way to browse the stations, especially where more than one station could be used given a downtown Boston proximity.
- It is easier to choose by line when thinking in the context of the line they know they have to take.

Users who preferred the typing (auto-complete) approach made these points:

- The guided typing with the auto-complete widget is a very fast, no nonsense way to get the desired data, especially since you don't even have to type the entire station name.
- Typing was deemed easier than clicking, scrolling, looking through the station list, even though it's alphabetical in the accordion, because that can be a detriment if you're familiar with the station ordering along each line.

We asked users to state if they had any final comments about the site. Nearly all subjects said their experience was positive after getting past the initial understanding of what the site was displaying. The primary negative comments we received were in regards to the location of the display settings, and confusion over what the countdown times actually represented.

Analysis of Test Results

Our test subjects provided us with an excellent array of feedback, both verbal and non-verbal, which is summarized below.

Successful Features

We observed some patterns through the combination of all the tests and feedback from test subjects, and have ruled the following aspects successful.

- The Data Itself – collecting and processing the arrival countdown data for public consumption was deemed very useful, especially on a cell phone.
- Data display flexibility – users liked the fact that the data could be displayed in a variety of ways, but wished it was more obvious.
- Site Navigation – each station selection method (accordion or auto-complete) had its fans, and both were easy to learn and navigate quickly.
- Selection Page – The test subjects really liked the amount of visual feedback on the station selection page.

Areas where Improvement is Needed

We were fortunate that much of the improvement to Mass TRAC is in user interface glitches and cleaning up of some questionably useful layouts.

- Getting back to the station selector page wasn't obvious. Most people used the back button, but weren't sure if that was the right thing to do (it was).

- The layout of the display settings was unnatural and could be done without making a separate dialog. The opposite applies to the help window, which tries to do too much for a hovering div element.
- There is a bug in the auto-complete widget, which makes it do nothing when the enter key is pressed while the focus is in the text entry itself, even if a station name was successfully entered.
- What users were selecting on the selection page wasn't immediately obvious; some thought they were selecting where they wanted to *go*, not where they were getting on.
- What is being displayed in the bus connection tab isn't obvious, especially when there is only one bus route listed (i.e. a “44” itself looks like “forty-four different bus lines stop here” and not “bus route 44 stops here”).
- Subjects noticed the lack of feature parity between the mobile and desktop sites, but understood the mobile site was in an earlier stage of development than the desktop site. There were two features that the subjects seemed to be most interested in: the alert feeds and maps
- More experienced users know of NextBus and expressed interest in having that data integrated somehow to the arrival data pages.
- Experienced users also were interested in displaying how long it would take for a given train to reach other stations
- Some suggested that an auto-complete widget be added to the arrival data page, but this was prompted more by the fact that we asked them to go to different stations from the arrival data page which required going back.

Changes to be made for Final Project

After taking all the feedback into consideration, we've decided to focus on the following changes for the final product.

- Convert the settings dialog into a row of toolbar buttons on the arrival data page to make those features more obvious,

- Place some guiding text prompts onto the selector page to make clearer what users are selecting there,
- Fix the aforementioned auto-complete widget “Enter” key bug,
- Add alert data and real-time subway mapping features to the mobile page,
- Create a separate page for the help text,
- Implement the real-time subway mapping canvas features for the new maps (we're no longer using the geographically-accurate one due to the lack of readability), and
- Display the bus connection list in a more visually appealing and verbose manner.

Changes we Won't Have Time to Complete

We were fortunate in that none of the suggestions for the site involved any deep structural issues be addressed (some do exist as described below). With the following exceptions, we think we can complete most of the changes detailed in the previous section. However, some will be too time consuming to complete for the final product, and are listed below.

- NextBus integration –
Integrating arrival times of all bus connections at a given stop would be very useful, but unfortunately learning their API at this time is impractical.
- Time to reach another stop –
At this time, while the trips array does contain all the data to accomplish this, displaying it in a convenient manner would require some structural changes to the desktop site (this is actually a rare exception where the mobile interface would actually be easier to develop this on).
- Auto-complete style station selection from arrival data page –
Without reorganizing the page significantly, there's no room to implement this feature in the remaining weeks of the semester.

- Refactoring to make future maintenance easier –
We made some early design decisions which became a chore to code against, specifically not storing separate strings for the names of each of the lines. This has nothing to do with the usability tests, but it is still an important aspect that we'll unfortunately be unable to address.
- Get (or make) a better map –
There exists no decent map of the MBTA that will fit into our station selection page without having small text. Designing our own in Inkscape is a possibility, but it would be a very time consuming undertaking.
- Communication of known bugs in the MassDOT data –
There are some bugs we've noticed with the real-time data provided by MassDOT, but unfortunately there's no good way to communicate this information to the user without making unpleasant walls of text

Conclusions

Overall the test subjects were very pleased with the site. After some navigational hiccups everyone said they would use the application on a future trip or commute to Boston. We had hoped to get more test subjects who had used the system extensively to see what they would have liked about the site, as we actually provide data that they could appreciate more. However, ease of use and quick retrieval of data were our main goals, and our test subjects really excelled with that, so we're confident that a seasoned transit user would find the site useful as well. Finally, with any project of this size and duration, we the developers can begin to focus in certain directions and these tests were an excellent way to bring our attention back to the site as a single unit, and we're confident that the final product will be better off because of them.

Mass TRAC Usability Test Session Guide

This guide details how the test subjects should be prompted to seek out data with Mass TRAC.

The first order of business is to say briefly what Mass TRAC is and isn't. It *is* a tool to show **real-time arrival countdown** data for any station in the MBTA system. It is *not* a navigation utility. Mass TRAC doesn't show you how to get somewhere, only how long you have to wait for the train going where you want it to go. It's assumed that the user has a working knowledge of the MBTA and / or public transportation in general. If the user does not have a working transit knowledge, state the following to familiarize them with basic transit navigation skills:

You will start at a station, but to go where you want to, you have to compare where you want to go with the direction you must travel (towards a terminal station a.k.a. the train's destination) it is in relative to your position. Since we assume users already know this information, we'll tell you where you are and which destination you'll look for.

Mass TRAC has two interfaces, one for the desktop, which we'll have you fetch three pieces of information from, and a mobile one, which is in an earlier stage of development so we'll have you only look up one piece of information from it.

Example of the first task (for the desktop)

- “Tell me how long you'll have to wait at Downtown Crossing for an Orange Line train to Forest Hills.”

Example of the second question (only for the desktop)

- “Are there any service alerts that are affecting subway service at Porter Square?”

Example of the third question (again only for the desktop)

- “What bus routes stop at the Green Street Orange Line station?”

Make sure during each request to note the following

- Which selection mode did they use (accordion, auto-complete)?
- How did they go back to the main page (back button, clicking logo)?
- Check if they answered the question right by looking at the screen as they give it.
 - If correct, log the time it took to generate the answer,
 - Otherwise, a “no” should be logged.
 - Take note of if they used the help button before asking a question.
 - Log any perceived sticking points the test subject had while navigating (as well as any other observations in the provided space on the Test Form)

Mass TRAC allows the user to display the data in a few different ways by using the settings drop-down. Have them turn on one of the features by asking *only one* of the following while they are already on a station arrival page: **(note: we ended up stopping these tests)**

- “Can you show me a more detailed display than the default?”
- “Can you automatically refresh the data so you could keep an eye on it?”
- “I don't like the arrival times as countdowns, could you have it print out like somebody would read a wall clock? (hh:mm format)”
- “What do the countdown times on the black background mean?”

Have them scan the QR Code with their smartphone to go to the Mass TRAC home page, or provide them with Dan's old DROID 2 with the site loaded up on it if they don't have one.

- “You're in Harvard Square. You know you will miss the next Red Line train to Ashmont because it just arrived and you won't make it to the platform before it leaves. How long will you have to wait for the next one?”
- (The idea with this question is to make them get data where the right answer may *not* be within the first few entries in the arrival data queue.)

After this, the test is essentially over. Ask them about any of the remaining needed bits of information from the following two forms at the end of this file.

Mass TRAC Usability Test Form

Name of Tester: _____

Desktop (Get Information for 3 stations)

First Station:	Second Station:	Third Station:
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
What information did we request?		
How long did it take to give us the information requested?		
Was the information correct?		

Did they notice the maps changing at any point on the selection page? _____

Did they ever use the help button? _____

How did they navigate back to the selector page? _____

What sticking points were there while using the page? Did they ask for help with anything?

What did we ask the user to get on the mobile site? _____

How long did it take the user to return that information? _____

Did they return the correct information? _____

What were any sticking points while using the mobile interface?

Any Other Observations of the User's Experience / Use:

Mass TRAC Test User Feedback Form

Name of Tester: _____

What familiarity do you have with the MBTA (or public transit in general):

Never used: ☐

Some: ☐

Commuter: ☐

Transit Devotee: ☐

What was your favorite feature or element of the site?

What is one feature you think is important but missing on the full (desktop) site?

Would you use this site when taking a trip into / around Boston?

☐ Yes

☐ No

Was the site easy to use?

☐ Yes

☐ No

Which station selection approach did you prefer?

☐ Accordion

☐ Direct Entry

Why?

What is something you'd like to see on the mobile interface?

Any general comments about the site?

Mass TRAC Usability Test Form

Name of Tester: Mark F.

Desktop (Get Information for 3 stations)

First Station: <u>Jack Square</u>	Second Station: <u>Porter Square</u>	Third Station: <u>River Beach</u>
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
<u>Auto Complete</u>	<u>Auto Complete</u>	
What information did we request?		
<u>time</u>	<u>Service Alerts</u>	<u>Bus Connections</u>
How long did it take to give us the information requested?		
<u>8 seconds</u>	<u>5 sec</u>	<u>5 sec</u>
Was the information correct?		
<u>yes</u>	<u>yes</u>	<u>yes</u>

Did they notice the maps changing at any point on the selection page? —

Did they ever use the help button? No

How did they navigate back to the selector page? logo

What sticking points were there while using the page? Did they ask for help with anything?

None

What did we ask the user to get on the mobile site? Next train to wonderland from Maverick

How long did it take the user to return that information? 37 seconds

Did they return the correct information? yes

What were any sticking points while using the mobile interface?

Interpreting whether in 6 min meant arrival time or when train will reach destination

Any Other Observations of the User's Experience / Use:

Figured out how to change count down to clock time

Train to wonderland ARRIVING in 6 min on the mobile site

Mass TRAC Usability Test Form

Name of Tester: Judy B.

Desktop (Get Information for 3 stations)

First Station: <u>Porter Sq.</u>	Second Station: <u>Revere Beach</u>	Third Station: <u>North Leominster</u>
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
<u>Accordion</u>	<u>Accordion</u>	<u>Accordion</u>
What information did we request?		
<u>Wait for Ashmont Train</u>	<u>Bus Connections</u>	<u>Display as times on clock</u>
How long did it take to give us the information requested?		
<u>15 sec</u>	<u>~ 1.5 min</u>	<u>~ 2.5 min</u>
Was the information correct?		
<u>Yes</u>	<u>Eventually</u>	<u>eventually</u>

Did they notice the maps changing at any point on the selection page? Yes

Did they ever use the help button? Yes, but not for anything, just

How did they navigate back to the selector page? back button posting around

What sticking points were there while using the page? Did they ask for help with anything?

- Confused with selecting a train station then getting bus information
- Settings dialog / finding it was a slow process. Didn't realize / notice / pay attention to the header

What did we ask the user to get on the mobile site? Orange Line from DTX to Forest Hills

How long did it take the user to return that information? ~ 15 sec

Did they return the correct information? Yes

What were any sticking points while using the mobile interface?

Nope, very comfy on the phone

Any Other Observations of the User's Experience / Use:

Non CS people don't "see" the options well

Mass TRAC Usability Test Form

Name of Tester: Max Arsenault

Desktop (Get Information for 3 stations)

First Station: <u>Andrew</u>	Second Station: <u>JFK</u>	Third Station:
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
<u>Accordion</u>	<u>Acc</u>	
What information did we request?		
<u>Ashmont Train</u>	<u>Display arr. as train</u>	
How long did it take to give us the information requested?		
<u>~ 15 sec</u>	<u>~ 20 sec</u>	
Was the information correct?		
<u>Yes</u>	<u>Yes</u>	

Did they notice the maps changing at any point on the selection page?

No

Did they ever use the help button?

No

How did they navigate back to the selector page?

Click bp

What sticking points were there while using the page? Did they ask for help with anything?

What did we ask the user to get on the mobile site?

Green St to Forest Hills

How long did it take the user to return that information?

~ 1 min.

Did they return the correct information?

Yes

What were any sticking points while using the mobile interface?

Destination

Any Other Observations of the User's Experience / Use:

found info very quickly, did a lot of self exploration

Mass TRAC Usability Test Form

Name of Tester: John M.

Desktop (Get Information for 3 stations)

First Station: <u>Harvard</u>	Second Station: <u>Green St.</u>	Third Station: <u>Wendell</u>
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
<u>Acc.</u>	<u>Acc.</u>	<u>Acc.</u>
What information did we request?		
<u>Bus time</u>	<u>Bus time</u>	<u>Alert</u>
How long did it take to give us the information requested?		
<u>~ 10 sec</u>	<u>~ 10 s.</u>	<u>~ 10 s.</u>
Was the information correct?		
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Did they notice the maps changing at any point on the selection page? NO. But it's cool.

Did they ever use the help button? NO

How did they navigate back to the selector page? Icon. Back

What sticking points were there while using the page? Did they ask for help with anything?

No.

What did we ask the user to get on the mobile site? Lowell Line to M. Sta.

How long did it take the user to return that information? ~ 15 Min

Did they return the correct information? Yes

What were any sticking points while using the mobile interface?

Selecting destination vs. station of entry

Any Other Observations of the User's Experience / Use:

Emphasize Rts. # for bus. Lines.

Finding the labels helps.

Auto-Ref. indicator / button?

Select

Mass TRAC Usability Test Form

Name of Tester: Greg G.

Desktop (Get Information for 3 stations)

First Station: <u>DTX to forest</u>	Second Station: <u>Harvard Sq</u>	Third Station: <u>Haymarket</u>
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
<u>Accordion</u>	<u>Acc</u>	<u>Direct</u>
What information did we request?		
<u>Time to forest hrs</u>	<u>Alerts</u>	<u>Boats</u>
How long did it take to give us the information requested?		
<u>15 sec</u>	<u>10 sec</u>	<u>5 sec</u>
Was the information correct?		
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Did they notice the maps changing at any point on the selection page? No.

Did they ever use the help button? No

How did they navigate back to the selector page? Back

What sticking points were there while using the page? Did they ask for help with anything?

No.

What did we ask the user to get on the mobile site? Wonderland from

How long did it take the user to return that information? 1 minute - sth

Did they return the correct information? Yes

What were any sticking points while using the mobile interface?

Site crashed, had to reload

Any Other Observations of the User's Experience / Use:

Mass TRAC Usability Test Form

Name of Tester: _____

Linda C.

Desktop (Get Information for 3 stations)

First Station: <i>Alexwife from DTX</i>	Second Station: <i>Maverick</i>	Third Station: <i>Forest Hills</i>
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
<i>Direct</i>	<i>Direct</i>	<i>Accordion</i>
What information did we request?		
<i>Alexwife Train</i>	<i>Busconn.</i>	<i>Alerts</i>
How long did it take to give us the information requested?		
<i>~ 1 min</i>	<i>~ 30 sec</i>	<i>~ 10 sec</i>
Was the information correct?		
<i>Yes</i>	<i>Yes</i>	<i>Yes</i>

Did they notice the maps changing at any point on the selection page?

No

Did they ever use the help button?

No

How did they navigate back to the selector page?

Back

What sticking points were there while using the page? Did they ask for help with anything?

What did we ask the user to get on the mobile site?

Ashmont from DTX

How long did it take the user to return that information?

~ 1 min

Did they return the correct information?

Yes

What were any sticking points while using the mobile interface?

Only in ignoring widgets, after taking time to read it's very clear.

Any Other Observations of the User's Experience / Use:

Tried search bar/button, but saw it didn't work.

Mass TRAC Usability Test Form

Name of Tester: Mama Caesar

Desktop (Get Information for 3 stations)

First Station: <u>Andrew</u>	Second Station: <u>Harvard</u>	Third Station: <u>Chinatown</u>
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
<u>Direct Entry</u>	<u>Direct Entry</u>	<u>Direct Entry</u>
What information did we request?		
<u>bus connections</u>	<u>arrival times</u>	<u>service Alerts</u>
How long did it take to give us the information requested?		
<u>10 sec</u>	<u>7 sec</u>	<u>12 sec</u>
Was the information correct?		
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Did they notice the maps changing at any point on the selection page? Not at first

Did they ever use the help button? No

How did they navigate back to the selector page? back button

What sticking points were there while using the page? Did they ask for help with anything?

First tried to enter with enter key, no help needed otherwise.

What did we ask the user to get on the mobile site? arrival times

How long did it take the user to return that information? 16 secs

Did they return the correct information? Yes

What were any sticking points while using the mobile interface?

Network lag, nothing besides that.

Any Other Observations of the User's Experience / Use:

Awesome site, amazed at how much we incorporated into it. Asked about linking nextbus and being able to click and enter station names.

Mass TRAC Usability Test Form

Name of Tester: Lewis G.

Desktop (Get Information for 3 stations)

First Station: <u>Jfk Umass</u>	Second Station: <u>Harvard</u>	Third Station: <u>Backbay</u>
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
<u>Accordion</u>	<u>Accordion</u>	<u>Direct Entry</u>
What information did we request?		
<u>bus connections</u>	<u>Arrival times</u>	<u>Service Alerts</u>
How long did it take to give us the information requested?		
<u>13 sec</u>	<u>9 sec</u>	<u>10 sec</u>
Was the information correct?		

Did they notice the maps changing at any point on the selection page? Yes

Did they ever use the help button? No

How did they navigate back to the selector page? back button

What sticking points were there while using the page? Did they ask for help with anything?

No help needed but at first thought arrival time meant arrive at destination in this amount of time.

What did we ask the user to get on the mobile site? Park Street Arrivals

How long did it take the user to return that information? 13 sec

Did they return the correct information? Yes

What were any sticking points while using the mobile interface?

Network Lag

Any Other Observations of the User's Experience / Use:

Really impressed by the site, wishes he was working on stuff like this for his computing classes. Asked about incorporating nextbus. Really liked the visuals and overall layout. Will definitely use and spread the word :).

Mass TRAC Usability Test Form

Name of Tester: Merle P

Desktop (Get Information for 3 stations)

First Station: <u>Mass Ave</u>	Second Station: <u>Shawmut</u>	Third Station: <u>Andrew</u>
Which approach did the user use for the station selection? (Accordion / Direct Entry)		
<u>Accordion</u>	<u>Accordian</u>	<u>Direct Entry</u>
What information did we request?		
<u>Arrival times</u>	<u>Service Alerts</u>	<u>bus connections</u>
How long did it take to give us the information requested?		
<u>12 sec</u>	<u>14 sec</u>	<u>9 sec</u>
Was the information correct?		
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Did they notice the maps changing at any point on the selection page? No

Did they ever use the help button? yes

How did they navigate back to the selector page? back button

What sticking points were there while using the page? Did they ask for help with anything?

Pressing enter key on auto complete search box. No needed help with anything else

What did we ask the user to get on the mobile site? arrival times for downtown

How long did it take the user to return that information? 9

Did they return the correct information? Yes

What were any sticking points while using the mobile interface?

None at all

Any Other Observations of the User's Experience / Use:

Really enjoyed the site, it would be great to link up nexbus to the site, maybe just having links go to nexbus itself. Maybe also incorporate time until reaching destination. Great site, will definitely use it.

Mass TRAC Test User Feedback Form

Name of Tester: John M.

What familiarity do you have with the MBTA (or public transit in general):

Never used: ☐

Some: ☒

Commuter: ☐

Transit Devotee: ☐

What was your favorite feature or element of the site?

Configurability,

What is one feature you think is important but missing on the full (desktop) site?

Maps

Would you use this site when taking a trip into / around Boston?

☒ Yes

☐ No

Was the site easy to use?

☒ Yes

☐ No

Which station selection approach did you prefer?

☒ Accordion

☐ Text Entry

Why?

What is something you'd like to see on the mobile interface?

Spense

Any general comments about the site?

It's good.

Mass TRAC Test User Feedback Form

Name of Tester: Jody B.

What familiarity do you have with the MBTA (or public transit in general):

Never used: ☐

Some: ☒

Commuter: ☐

Transit Devotee: ☐

What was your favorite feature or element of the site?

- Ease of navigation, quick access to info
- Lines lighting up on selection

What is one feature you think is important but missing on the full (desktop) site?

Nothing really.

Would you use this site when taking a trip into / around Boston?

☒ Yes ☐ No

esp. smartphone

Was the site easy to use?

☒ Yes ☐ No

Which station selection approach did you prefer?

☒ Accordion

☐ Text Entry

Why?

Felt it was quicker b/c questioner provided line.

What is something you'd like to see on the mobile interface?

Alert feed, more features (but not too much to pollute mobile screen)

Any general comments about the site?

Nope

Mass TRAC Test User Feedback Form

Name of Tester: Mark E.

What familiarity do you have with the MBTA (or public transit in general):

Never used: ☒

Some: ☐

Commuter: ☐

Transit Devotee: ☐

What was your favorite feature or element of the site?

I really like the map

What is one feature you think is important but missing on the full (desktop) site?

Can't think of anything, maybe search box on arrival pg

Would you use this site when taking a trip into / around Boston?

☒ Yes

☐ No

Was the site easy to use?

☒ Yes

☐ No

Which station selection approach did you prefer?

☐ Accordion

☒ Text Entry

Why? *Once I know the station name I just type it in, alot faster.*

What is something you'd like to see on the mobile interface?

Just saying the word arrival on arrival page

Any general comments about the site?

Toggle buttons in arrival div from changing count down to clock time or display both at the same time.

Mass TRAC Test User Feedback Form

Name of Tester: Greg G.

What familiarity do you have with the MBTA (or public transit in general):

Never used: ☐

Some: ☐

Commuter: ☒

Transit Devotee: ☐

What was your favorite feature or element of the site?

It displays arrival times

front page layout is awesome

What is one feature you think is important but missing on the full (desktop) site?

No.

Would you use this site when taking a trip into / around Boston?

☒ Yes

☐ No

Was the site easy to use?

☒ Yes

☐ No

Which station selection approach did you prefer?

☐ Accordion

☒ Text Entry

Why?

Mostly text entry, but directed accordion is great for browsing

What is something you'd like to see on the mobile interface?

It's useful / fine

Any general comments about the site?

Needs website

Mass TRAC Test User Feedback Form

Name of Tester: Linda C.

What familiarity do you have with the MBTA (or public transit in general):

Never used: ☐

Some: ☒

Commuter: ☐

Transit Devotee: ☐

What was your favorite feature or element of the site?

Organized / visual appealing, logical

What is one feature you think is important but missing on the full (desktop) site?

Not right now

Would you use this site when taking a trip into / around Boston?

☒ Yes

☐ No

Was the site easy to use?

☒ Yes

☐ No

Which station selection approach did you prefer?

☐ Accordion

☐ Text Entry

Why?

No pref.

What is something you'd like to see on the mobile interface?

Nope

Any general comments about the site?

Really liked it in general.

Mass TRAC Test User Feedback Form

Name of Tester: Max Arceneault

What familiarity do you have with the MBTA (or public transit in general):

Never used: ☐

Some: ☒

Commuter: ☐

Transit Devotee: ☐

What was your favorite feature or element of the site?

Seeing real time data

What is one feature you think is important but missing on the full (desktop) site?

Return to main

Would you use this site when taking a trip into / around Boston?

☒ Yes

☐ No

Was the site easy to use?

☒ Yes

☐ No

Which station selection approach did you prefer?

☒ Accordion

☐ Text Entry

Why?

What is something you'd like to see on the mobile interface?

- More polish / detail
- Arrival prediction map

Any general comments about the site?

- space out alert text
- More text about bus connections, formatted diff
- Use AJAX to req. function / listener to bind clicks
call functions automatically
- Really likes the the verbose layout
- Click out of help closer
-

Lucas Campbell

Keith Johnson

April 9, 2013

Usability Test Report

Summary

On April 4th our group conducted usability tests to determine what we need to change or improve on our website. We conducted 7 tests with random students, classmates and a professor. We received helpful input from the test participants on different ways we can improve our site and we received input on what they liked and didn't like. We took turns observing users as they navigated the website and took notes as they did. Some users had an easy time navigating, but others had trouble occasionally.

Methodology

This is how we conducted our usability test:

1. The users would be informed on what they are doing and why they are here. We would then ask them to read the provided test instructions that inform them on what they are to do. They were also told that the test is meant for us and there is no pressure on them, but we wouldn't respond to any questions they have based off of the directions.
2. Each user had to perform 10 tasks and we would tell the user each direction verbally and provide the instructions on paper in case they want to look at the task again.
3. We observed and took notes while the users completed each task.

4. After the test is completed we would ask the user about their general thoughts on our website.
5. The user would be given a questionnaire to fill out.

This was done for all users except for the last user where the questionnaire was asked verbally because we had run out of questionnaire forms. We received fantastic feedback on our website which included user tendencies, confusion and recommendations on what could be improved.

Actions Taken In Completing Tasks

Ten tasks were asked of the user during the usability testing as seen in Table 1. Most of the responses were as expected, but some had trouble or went about completing the tasks in different unexpected ways.

1. Using the table of contents on the home page, go to the Guide page.	6. Find a link to the first form you would complete to enter the co-op program.
2. Go through the whole guide step by step in whatever way seems the easiest.	7. Go find where you would search for and find jobs.
3. Go back to the top of the page and now find the instructions under step 3.	8. On the FAQ page, use the index to find the answer to what special courses you need to take.
4. Now find out what academic standing you need to get into the program.	9. Display all available answers to questions on the FAQ page.
5. Check to see what extra courses you might need to take if you participate in the program.	10. Find out at what point during your college career you should first be working at a company.

Table 1.

For task 2, about half the users began by using the Guide page index while the rest scrolled down and started opening up the step accordions first. Almost everyone used the next

buttons to navigate through the steps instead of clicking on each step specifically. Then for task 3 everyone used the Guide page index to quickly find the next step.

For task 4 there were multiple ways of finding the information. Most people went looking around the website and went to the FAQ page first to see if it had the answer and then found it part way down the FAQ page. Interestingly enough, the answer can be found on the guide page as well and since they had used the guide already during the previous task, it was surprising that they did not see the answer. Only a few people noticed that the answer was right in front of them without having to click anywhere else. This is fine since not everyone would've used the guide first for this task. One user pointed out that the tasks wording might not be clear to everyone and they might not know what "academic standing" means.

For task 6 all users except for one found the link to the form on the Links page, but the other user found it in the guide. This task, upon further inspection, had two flaws. The first flaw was that it asked the user to find the link, so it was obvious to look on the links page and made for a poor test for understanding how hard it is to find some information. The other flaw was if the task had not been specified as a link then based on the current setup for the website it would have been very difficult to complete this task, so this has to be fixed.

For task 10 most users looked in the FAQ to find the simple answer to this task, but some saw the task and went for the schedule page instead and found the answer there. Although the answer was on the schedule, it was much more difficult to find the answer using this method and by doing so it revealed a problem. The problem is that the usability test didn't provide enough questions to test out how well implemented the schedule page of the website was.

Questionnaire Responses

User responses to our questionnaire are listed in table 2.

Post test questions	Responses
1. Does the title fit the site or does it need to change?	• Yes • Maybe even too wordy
2. Did you have any difficulty with any questions, if so which one?	• Task 10(1 person) • Task 5(1 person) • Task 4, because of wording(1 person) • No
3. Was it easy to use the guide and move from step to step?	• Yes • Yes, previous steps should disappear
4. Was it easy to use the index to find what questions you needed to answer?	• Yes • Somewhat(1 person)
5. Was it easy to navigate pages with accordions?	• Mostly, next/previous buttons should be swapped • Yes
6. Is the screen cluttered or was it easy to tell what is going on?	• It was cluttered, I prefer one potion for navigating • Very clean • Very easy to use • Nice and clear • It was very organized
7. Was it clear what the site was for?	• yes
8. Did all buttons perform as expected?	• Yes • Yes, some delay after pressing next button
9. What features could we add or improve on?	• Less clutter, seems made for static content • None • Color • Remove redundant indexes(2 people)
10. What did you like about the site?	• Simple • Easy to read • Clean • Tabbed layout
11. What didn't you like about the site?	• External links should say click here instead of showing URL • Duplicate information • None

12. What would you like to see changed or dropped?	• Tooltips over tabs, users know what a FAQ is • Clearer links • Remove index • Bigger page tabs
13. Was the site pleasing aesthetically or does it need more polish?	• Its fine • Arrow under tabs needs to be centered • A little more polish, maybe less words
14. Would you come back to use this site or a different site to find how to get into the CS co-op program?	• This site

Table 2.

Problems Identified

From our observations, notes and questionnaires we have realized that we have some problems with our websites layout. Through the questionnaire and conversing with the users we found that the way the FAQ and Guide pages were set up had too much redundant information given. The most common complaint was that the ways the index on the Guide and FAQ pages gave redundant information to the point where it was mildly distracting. The index in the Guide page has all the step names and the index in the FAQ page has all the question headers and when clicked, the pages will scroll down to the guide step or question. However, the way that the pages are set up has the contents of each question or step are hidden in a closed accordion, so at first glance it appears that all the steps or questions are being listed twice. The headers have the same font and similar structure to the index so it is difficult to tell that the index and the headers that they link to are separate. To fix this issue it was recommended by most users to eliminate the index on the guide page because there were only a few steps and didn't warrant an index. For the FAQ page it was suggested by some that the index becomes much smaller and more clear that it is just a table of links to other parts of that page.

Another issue was brought up by multiple users who complained that external links should be easier to read because they currently display the link URL. It was brought up by the same users that the link should just say “click here” instead of the URL to make it easier to read. A few other problems were observed during testing when asked to find and open external links. One user had difficulty finding the external link that they were asked to find because it had already been opened by a previous user and the link color became purple which threw him off and he kept skimming over the link. This was not necessarily a problem with our website design, but it was a slight oversight on our part to check issues with the usability test questions. The other issue observed during testing was that since our website is one page and uses JavaScript to change tabs, when a user clicked on an external link and then went back to our website, the site had reset back to the default format of starting on the main page, forcing the user to find their way back to the part of the site they had been before they clicked on the link. This was not brought up by any user, but this will cause aggravation for most people. We will fix this problem by opening up any external links in a new tab when clicked instead of leaving our website.

Updated Plans

The general consensus from the users was that our website was easy to use and so was where to find information and what you need to do to enter the UMass Lowell computer science co-op program. There were a few problems aside from the main complaints we received and each user had a different problem that they shared with us that was unique to each test. The way the usability test was set up could have been improved somewhat as to fully explore our websites design, but we received enough user input to get a good understanding of our websites issues. From our observations on how the users navigated the website and informative user input we will change all the following problems for the final product:

- Swap the position of the next and previous buttons to be like the expected format.
- Change external links to forms to a simple “click here” link to the form instead of the URL which is more confusing.
- Align page buttons to the right for less distracting design.
- Change indexes to be more obviously indexes and not to look like accordions for clarity.
- Remove the Guide pages index for clarity because it is somewhat useless and takes up space.
- Fix bug for jQuery scroll problem so that the scrolling does not become stuck after pressing the next or previous buttons by removing a slow scroll timer.
- Change hover messages on accordions so that they do not overlap with existing text.
- Redundant toggle buttons will be removed for a better aesthetic.
- Less redundant information in the index of the guide and FAQ so that it doesn’t appear to be giving the same information.
- Open external links in a new tab instead of going to a new URL on the current page so not to lose current position on the website.
- Remove next and previous buttons in the FAQ because there is no use for them.
- Some information is difficult to find so we will change the place where the info is found so it can be discovered more easily such as where to find some external links should be found in the FAQ as well as the Links page.
- Will make it more obvious for when you have to take extra courses on the schedule tab by highlighting that part of the schedule
- Inform the user that UML logo is a link to the website when the cursor passes over it because it isn’t obvious that’s what it links to.

- Add visual cues to the home pages table of contents to give users a clearer idea of what the different parts of the site are for at a glance.
- More information should be added to the guide to give the user as much useful information as possible.
- Change the format of the guide so that when the user moves on to the next step, the previous step either closes or removes itself from the users attention so they can have some sort of mental cue that that step is completed.
- Remove the scrolling animation from clicking the next and previous buttons as well as making the accordion close and open animation faster for a less aggravating experience.
- Fix page tab arrow so it is perfectly centered on tabs for a less distracting aesthetic.

Conclusion

The usability test was a very useful way to collect information on our websites design and helped us determine what we need to change and improve upon. All problems will be fixed by our final version. A few bugs were discovered, but mostly the problems came from our website design and the suggestions made by the users have given us a clear idea of what needs to be done to fix the problems. Most of the users were computer science majors and had exposure to user interface design and gave more insightful and constructive criticism than those who had less familiarity with website design. Those who had less experience with website design seemed to not find as many problems and there is the possibility that they were not as focused on looking for problems as the students that had experience with web design.

Name: _____

CS Co-op Central usability test instructions

Thanks for taking the time to try our simple usability test for the CS Co-op Central web site. This is a study focusing on a website intended for UMass Lowell students who want information how to get into the Computer Science Co-op program. Our objective is to have a website that is easy to navigate, user friendly and simple to figure out. Your input will help us further realize this goal.

You will be using the beta prototype version of our site. You will be asked to do several tasks that people would probably do while using this site. We will be taking notes as you use our site.

This test is so we can better understand how to improve the site, there is no pressure on you. Nothing you do is right or wrong, we only want to see how you react to our design and based off your input we will see how we can improve it. We will not respond to any questions while the test is in progress, if you are clearly lost and struggling to complete a question then we will step in and help then go to the next question.

This should only take a few minutes to finish.

Thanks for your time and your input,

Lucas Campbell

Keith Johnson

Name: _____

Tasks:

1. Using the table of contents on the home page, go to the Guide page
2. Go through the whole guide step by step in whatever way seems the easiest
3. Go back to the top of the page and now find the instructions under step 3
4. Now find out what academic standing you need to get into the program
5. Check to see what extra courses you might need to take if you participate in the program
6. Find a link to the first form you would complete to enter the co-op program
7. Go find where you would search for and find jobs
8. On the FAQ page, use the index to find the answer to what special courses you need to take
9. Display all available answers to questions on the FAQ page
10. Find out at what point during your college career you should first be working at a company

Name:

Specific post-test questions:

1. Does the title fit the site or does it need to change?
2. Did you have any difficulty with any questions, if so which one?
3. Was it easy to use the guide and move from step to step?
4. Was it easy to use the index to find what questions you needed to answer?
5. Was it easy to navigate pages with accordions?
6. Is the screen cluttered or was it easy to tell what is going on?
7. Was it clear what the site was for?
8. Did all buttons perform as expected?
9. What features could we add or improve on?
10. What did you like about the site?
11. What didn't you like about the site?
12. What would you like to see changed or dropped?
13. Was the site pleasing aesthetically or does it need more polish?
14. Would you come back to use this site or a different site to find how to get into the CS co-op program?

Name: Nick

Specific post-test questions:

1. Does the title fit the site or does it need to change?

yes

2. Did you have any difficulty with any questions, if so which one?

5

3. Was it easy to use the guide and move from step to step?

yes

4. Was it easy to use the index to find what questions you needed to answer?

very

5. Was it easy to navigate pages with accordions?

yes.

6. Is the screen cluttered or was it easy to tell what is going on?

it was cluttered. I would prefer one option for navigating.

7. Was it clear what the site was for?

yes

8. Did all buttons perform as expected?

yes

9. What features could we add or improve on?

Less clutter. Site seemed over engineered for static content.

10. What did you like about the site?

looks very nice.

11. What didn't you like about the site?

See 9

12. What would you like to see changed or dropped?

The tooltips for the sections. Users know what a FAQ is.

13. Was the site pleasing aesthetically or does it need more polish?

It was good

14. Would you come back to use this site or a different site to find how to get into the CS co-op program?

I would use it

Name: Ben chervare

Specific post-test questions:

1. Does the title fit the site or does it need to change?

It fits

2. Did you have any difficulty with any questions, if so which one?

Find job posting (purple link)

3. Was it easy to use the guide and move from step to step?

Yes

4. Was it easy to use the index to find what questions you needed to answer?

Somewhat

5. Was it easy to navigate pages with accordions?

Yes

6. Is the screen cluttered or was it easy to tell what is going on?

Very clean

7. Was it clear what the site was for?

Yes

8. Did all buttons perform as expected?

Yes

9. What features could we add or improve on?

Colors?

10. What did you like about the site?

It clean and simple to read

11. What didn't you like about the site?

the top links might need to be changed in visual awareness

12. What would you like to see changed or dropped?

— bigger links at top

13. Was the site pleasing aesthetically or does it need more polish?

good

14. Would you come back to use this site or a different site to find how to get into the CS co-op program?

Yes

Name: Evan Mulawski

Specific post-test questions:

1. Does the title fit the site or does it need to change?

Probably use "Computer Science" instead of "CS".

2. Did you have any difficulty with any questions, if so which one?

No.

3. Was it easy to use the guide and move from step to step?

Yes.

4. Was it easy to use the index to find what questions you needed to answer?

Yes.

5. Was it easy to navigate pages with accordions?

Yes.

6. Is the screen cluttered or was it easy to tell what is going on?

Very easy to use.

7. Was it clear what the site was for?

Yes.

8. Did all buttons perform as expected?

Yes.

9. What features could we add or improve on?

Remove redundant indexes.

10. What did you like about the site?

Easy to navigate, easy to read.

11. What didn't you like about the site?

Some links should be "Click Here" instead of displaying the URL.

12. What would you like to see changed or dropped?

For small accordions, remove the index.

13. Was the site pleasing aesthetically or does it need more polish?

Yes. Arrow under tab bar not centered on selected tab.

14. Would you come back to use this site or a different site to find how to get into the CS co-op program?

Yes.

Name: Paul Geromini

Specific post-test questions:

1. Does the title fit the site or does it need to change?

yes, perhaps even too wordy

2. Did you have any difficulty with any questions, if so which one?

NO

3. Was it easy to use the guide and move from step to step?

yes, slight delay with next/previous

4. Was it easy to use the index to find what questions you needed to answer?

Yes

5. Was it easy to navigate pages with accordions?

yes

6. Is the screen cluttered or was it easy to tell what is going on?

no, very clean/clear

7. Was it clear what the site was for?

yes

8. Did all buttons perform as expected?

yes, some buttons (next/previous) slight delay

9. What features could we add or improve on?

the next/previous buttons, search box

10. What did you like about the site?

very clean/easy to get at info

11. What didn't you like about the site?

Sometimes felt like some of the info was duplicate

12. What would you like to see changed or dropped?

unnecessarily

less info duplication

13. Was the site pleasing aesthetically or does it need more polish?

site looks nice

14. Would you come back to use this site or a different site to find how to get into the CS co-op program?

yes

Name: Linda Chhay

Specific post-test questions:

1. Does the title fit the site or does it need to change?

Yes, the title does fit.

2. Did you have any difficulty with any questions, if so which one?

No, it was pretty straight forward

3. Was it easy to use the guide and move from step to step?

Yes, very

4. Was it easy to use the index to find what questions you needed to answer?

Yes

5. Was it easy to navigate pages with accordions?

Yes

6. Is the screen cluttered or was it easy to tell what is going on?

It was very organized.

7. Was it clear what the site was for?

Yes

8. Did all buttons perform as expected?

Yes

9. What features could we add or improve on?

Can't really think of any.

10. What did you like about the site?

It was clean and fast.

11. What didn't you like about the site?

Nothing

12. What would you like to see changed or dropped?

Nothing

13. Was the site pleasing aesthetically or does it need more polish?

I thought it was polished.

14. Would you come back to use this site or a different site to find how to get into the CS co-op program?

Yes, it was informative and easy to use.

Name: mark field

Specific post-test questions:

1. Does the title fit the site or does it need to change?

Yes, it is a central location for CS coop info

2. Did you have any difficulty with any questions, if so which one?

Finding when your first job

3. Was it easy to use the guide and move from step to step?

Yes

4. Was it easy to use the index to find what questions you needed to answer?

Yes

5. Was it easy to navigate pages with accordions?

mostly - the open/close link overlapped on some

6. Is the screen cluttered or was it easy to tell what is going on?

nice and clear

next/previous should be swapped

7. Was it clear what the site was for?

Yes

8. Did all buttons perform as expected?

See 5

9. What features could we add or improve on?

See 5 again

10. What did you like about the site?

tabbed layout

11. What didn't you like about the site?

See 5

12. What would you like to see changed or dropped?

Links made clearer, not raw links

13. Was the site pleasing aesthetically or does it need more polish?

mostly pleasing - clear

14. Would you come back to use this site or a different site to find how to get into the CS co-op program?

Yes, if I needed such info

Name: wick

Tasks:

1. Using the table of contents on the home page, go to the Guide page
used tab
2. Go through the whole guide step by step in whatever way seems the easiest
used index then next, then clicked header
3. Go back to the top of the page and now find the instructions under step 3
used index
4. Now find out what academic standing you need to get into the program
used guide index
5. Check to see what extra courses you might need to take if you participate in the program
checked guide clicked FAQ used index
6. Find a link to the first form you would complete to enter the co-op program
guide, then step 2
7. Go find where you would search for and find jobs
used FAQ then link
8. On the FAQ page, use the index to find the answer to what special courses you need to take
✓
9. Display all available answers to questions on the FAQ page
show all
10. Find out at what point during your college career you should first be working at a company
FAQ index

Name: Linda

Tasks:

1. Using the table of contents on the home page, go to the Guide page
2. Go through the whole guide step by step in whatever way seems the easiest
FAQ
3. Go back to the top of the page and now find the instructions under step 3
used step buttons
4. Now find out what academic standing you need to get into the program
clicked on table of contents
5. Check to see what extra courses you might need to take if you participate in the program
looking intently at Guide page, went to FAQ eventually
6. Find a link to the first form you would complete to enter the co-op program
scrolled
7. Go find where you would search for and find jobs
found it in links
8. On the FAQ page, use the index to find the answer to what special courses you need to take
found it in links page
didn't go through the index
9. Display all available answers to questions on the FAQ page
10. Find out at what point during your college career you should first be working at a company
Found it through FAQ

Name: Paul Germain

Tasks:

1. Using the table of contents on the home page, go to the Guide page
2. Go through the whole guide step by step in whatever way seems the easiest
Immediate
3. Go back to the top of the page and now find the instructions under step 3
Immediate
4. Now find out what academic standing you need to get into the program
Immediacy was index
5. Check to see what extra courses you might need to take if you participate in the program
Took a little time, but found it
6. Find a link to the first form you would complete to enter the co-op program
Section over in FAQs to find it
7. Go find where you would search for and find jobs
Found it from where do I sign up in FAQs
8. On the FAQ page, use the index to find the answer to what special courses you need to take
Found it in Links
9. Display all available answers to questions on the FAQ page
Clicked Expand.
10. Find out at what point during your college career you should first be working at a company
Found it in schedule by expanding all.

Liked how clear it was

Didn't like how the links

Suggested

Name: evan mulowshi

Tasks:

1. Using the table of contents on the home page, go to the Guide page
2. Go through the whole guide step by step in whatever way seems the easiest
index then next buttons
3. Go back to the top of the page and now find the instructions under step 3
index
4. Now find out what academic standing you need to get into the program
scrolled up, used faq index
5. Check to see what extra courses you might need to take if you participate in the program
faq index
6. Find a link to the first form you would complete to enter the co-op program
faq index
7. Go find where you would search for and find jobs
links - page link
8. On the FAQ page, use the index to find the answer to what special courses you need to take
✓
9. Display all available answers to questions on the FAQ page
✓ show all
10. Find out at what point during your college career you should first be working at a company
faq index

Name: Ben chevre

Tasks:

1. Using the table of contents on the home page, go to the Guide page
used tab
2. Go through the whole guide step by step in whatever way seems the easiest
used next
3. Go back to the top of the page and now find the instructions under step 3
used back to top used index
4. Now find out what academic standing you need to get into the program
back to top, went to FAQ used index
5. Check to see what extra courses you might need to take if you participate in the program
back to top, FAQ index
6. Find a link to the first form you would complete to enter the co-op program
links, used want
7. Go find where you would search for and find jobs
used link, wrong link, then right because of pop'olink
8. On the FAQ page, use the index to find the answer to what special courses you need to take
used index
9. Display all available answers to questions on the FAQ page
used display all
10. Find out at what point during your college career you should first be working at a company
used faq index

Name: mark field

Tasks:

1. Using the table of contents on the home page, go to the Guide page
Found guide
2. Go through the whole guide step by step in whatever way seems the easiest
used next button
3. Go back to the top of the page and now find the instructions under step 3
used index
4. Now find out what academic standing you need to get into the program
used guide
5. Check to see what extra courses you might need to take if you participate in the program
used FUA index
6. Find a link to the first form you would complete to enter the co-op program
used FAQ to link to 1st pr
7. Go find where you would search for and find jobs
went to schedule then FAQ
8. On the FAQ page, use the index to find the answer to what special courses you need to take
struggled then found it in links
9. Display all available answers to questions on the FAQ page
clicked open all
10. Find out at what point during your college career you should first be working at a company
went to schedule, then links, then guide, then FAQ

Jesse Heines reaction to tasks

- 1 read info on home, notices spelling error, ✓
- 2 scroll down in guide, next button
- 3 scrolled down, then index
- 4 found in guide (maybe popup for good understanding)
- 5 searched guide, then FAQ tab index
- 6 used back to top, went to links
- 7 found in links
- 8 ✓
- 9 show all ✓
- 10 back to top used FAQ Guide

questionnaire

- 1 yes
 - 2 ✓ because of wording
 - 3 only one step may get a time the previous steps should disappear
 - 4 yes
 - 5 yes
 - 6 easy
 - 7 yes
 - 8 yes
 - 9
 - 10 clean
 - 11 fine
 - 12 discussed
 - 13 little more maybe less words
 - 14 this site
- iss

Notes

- switch next and previous buttons
- make form easier to click
- next button aligned right
- index should be links
- redundant toggle buttons
- glitchy scroll
- maybe too involved for simple instructions
- went to a form but when clicked back the page reset - open forms in new tab
- don't need next button in FAQ
- redundancy

a much issues

- redundancy
- organization info
- external linking problems

Nightlife Navigator – Usability test

*Andrew MacRobert,
Jon McAndrew, &
Andrew Webb*

Test Findings

The objectives of our usability test was to determine which user interface elements of Nightlife Navigator are troublesome to users, find where people had difficulty completing tasks, and to seek feedback from them on how we could change our interface for the better.

Ten users were sat in front of a computer open to Nightlife Navigator's front page. They were given a list of tasks to complete, while we watched and took notes on the ease with which they completed the tasks. The tasks were as follows:

1. Register a new user account
2. Find a specific cocktail recipe
3. Submit a new content piece: a new bar
4. Find a specific bar
5. Navigate to their profile page
6. Logout

Task 1 – Register for a new user account

Everyone was able to create an account without difficulty, and several people appreciated the autocomplete widget for the selection inputs for birth date. Although two people were unsure that the “Register” link was in fact a clickable link at first, everyone seemed to go directly to the upper right corner of the screen, where the register and login forms are.

Task 2 – Find a specific cocktail recipe

Finding a specific cocktail recipe was a slightly more difficult task, although all testers accomplished it without much hindrance. Most people used the quick search bar and selected the “Washington Apple” recipe from the autocomplete list, which is the fastest way of locating content. However, one person used the “Advanced Search” feature and two people tried finding the content in the content list before resorting to the quick search. The person who used Advanced Search expected the results to be in the main content area, rather than the content list on the side. The people who tried finding the content in the list didn't notice the custom scroll bar to the left, and didn't find the content that way.

Task 3 – Submit new content

Creating new content (adding a bar) was the most complicated task for testers. Everyone located the page for adding a bar quickly. However, three testers were confused by the image field, clicking inside it before figuring out they had to click one of the buttons below it to select an image. One of these three users skipped adding an image entirely after not figuring it out, and only corrected the omission after trying to submit and getting an error. A few users hesitated when they came to the “Title” field, one of whom mentioned it wasn't obvious that the field was an input until he moused over it because of its faint border. The last part of the “Add Bar” task people faltered with was using the “Add New Item” button to add multiple

Nightlife Navigator

social media links. Although everyone figured it out, three people mentioned that this button seemed too separated from the other items.

Task 4 – Find a specific bar

Everyone was able to quickly find a specific bar, the same way they found a drink recipe. This suggests there is little learning curve to locating content but once figured out, users are able to do so with ease.

Task 5 & Task 6 – Go to profile & Logout

Users were able to navigate to the user profile page and log out with the same ease they found the registration buttons. They expected user-related tasks to be located in the upper right corner, which is exactly what we intended.

FishFinder

Usability Test Results and Analysis

Michael Moran

Andrew Iburg

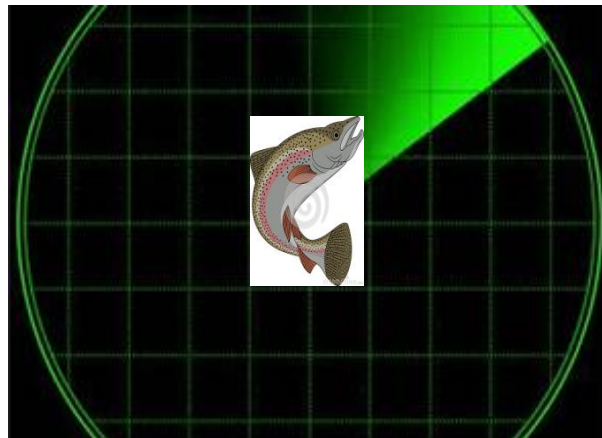


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Executive Summary

The main goal of the usability test was to examine the way that an average user reacts to the FishFinder website. The test results are used to find faults and possible upgrades to create a better user interface. The testing consisted of a list of questions that FishFinder is meant to answer. Some of the questions were designed to be basic so we could observe the speed of the user in determining the answer to the question. The remaining questions were more detail-oriented and required some thinking. This was an attempt to encourage the user to think of updates that would make the website easier to use for specific needs. There was a total of five testers used during the class-time testing, each of which provided excellent suggestions and opinions.

The Participants

We had five participants take our test. They were all male, between the ages of 20-30, and with computer backgrounds.

List of Questions Used

Below are the questions that were asked to the users and their basic responses. The suggestions made by the users are found in the Suggestions Made section below.

1. If you were looking to catch salmon for a barbeque this weekend, where would you go to catch one?
 - User 1: Simple, quick response was made
 - User 2: Declared it simple and quick
 - User 3: Stated that the map should post every water body that was listed with salmon
 - User 4: Declared it simple and quick
 - User 5: Declared it simple and quick
2. If your goal was to catch as many different kinds of fish that you could, where would you go?
 - User 1: There was confusion on how to find the correct location
 - User 2: Wanted to scan through each body of water to find the location with the most fish
 - User 3: Was very confused on the best way to perform this act
 - User 4: Complained of the amount of time that it would take to find the best results
 - User 5: Attempted to find the best results in both the fish based and location based finder
3. If you had caught a fish but could not tell what it was, what would help you realize the breed of the fish?
 - User 1: Used Google.com to find the best results

- User 2: Took a few minutes to find the description of the fish found in the location based fish finder
 - User 3: Took and few minutes to find the description of the fish in the location based fish finder
 - User 4: Wanted to see a picture of the fish in the fish based finder
 - User 5: Took and few minutes to find the description of the fish in the location based fish finder
4. If you lived by Mill Pond, how would you know what to expect to catch while fishing there?
 - User 1: Declared it simple and quick
 - User 2: Declared it simple and quick
 - User 3: Declared it simple and quick
 - User 4: Declared it simple, but made a suggestion to a possible upgrade
 - User 5: Declared it simple and quick
 5. If you wanted to see what a pickerel looks like, what would you do?
 - User 1: After results from question #3, found the description quickly
 - User 2: After results from question #3, found the description quickly
 - User 3: After results from question #3, found the description quickly
 - User 4: After results from question #3, found the description quickly
 - User 5: After results from question #3, found the description quickly
 6. If you definitely wanted to get a striped bass, but were also curious about what else you could possibly catch, what would you do?
 - User 1: Declared it simple and quick
 - User 2: Declared it simple and quick
 - User 3: Declared it simple and quick
 - User 4: Declared it simple and quick
 - User 5: Declared it simple and quick

Suggestions Made

User 1:

- We could order the bodies of water based on the number of fish they contain. This is to make it simpler to find the most diverse body of water.
- Add pictures of the fish to make it simpler to know what they look like.
- Base another search on the pictures of fish.
- Make the accordion only contain the fish located in the area being searched.

User 2:

- Add pictures of the fish to make it simpler to know what they look like.
- Add the best time to fish at the locations.

- Make information on fish its own tab rather than combining them in location based and fish based searches.
- Make the accordion only contain the fish located in the area being searched.
- The appearance of the fish based results table should be adjusted.

User 3:

- Add pictures of the fish to make it simpler to know what they look like.
- Make sure that all of the locations (when using the fish based finder) are posted on the Google map.
- Adjust the position of the Google map so that it is located at the level of the header of the website.
- Adjust the size of the labels that are put on Google maps (the labels that post the name of the water body and the fish located are wider than needed).
- Maybe have the Google map have a fixed position so that as you scroll down, the map stays with the user.

User 4:

- Add pictures of the fish to make it simpler to know what they look like.
- Make the accordion only contain the fish located in the area being searched.
- The appearance of the fish based results table should be adjusted.
- The fish based tab could use bubbles rather than printed data to show results that users would like, rather than posting all information repetitively.

User 5:

- Add pictures of the fish to make it simpler to know what they look like.
- Adjust the functions of the location based tab so that as soon as the location is changed, the results are activated, rather than waiting for the user to press the button.
- Base a search of the pictures of the fish.
- Have the Google maps point to each of the listed locations in the fish based searches.

Scheduled Changes

- Visual pictures of the fish being searched will be added and made to be displayed below the Google map. It will also be made in a fixed position so that it will stay with the Google map as the screen is scrolled. When scrolling down the page to view information, the map and image are cut off from view. This will allow users to view the map and image at all times.
- The Google map's location will be changed to fit with the header and be in a fixed position. This is a cosmetic change to make the appearance less bulky.

- The title of the site will be set to a fixed position. This is a cosmetic change to enhance the visual appeal of the website.
- The fish based results will be changed to appear in a more organized way. A possible solution is to make a table of images. The data is hard to visually parse through, so a more organized layout will make it easier to find specific information.
- The accordion that is created in the location based search will be adjusted so only the selected location's fish will be in the accordion, and the adjustment to the accordion when the body of water is changed will occur when a new selection is chosen, rather than only when the button is pressed. Previously, all fish names were shown with the fish for a chosen location, which cluttered the screen with trivial information. Removing the unnecessary fish information will make it easier to view information on the fish in a selected location.
- In the list of bodies of water, their names will be followed by a number that will be the number of fish breeds located in that water body. Instead of having to look at individual fish per body of water, users can quickly scan over different bodies of water and get an idea of what fish are contained within.

Requests That Cannot Be Made

- Having a search based on a picture of a fish would be too much work, unless it was based on the websites picture in which we could link the information needed. This, however, is useless considering the additional simple ways to find the information desired.
- Add information on when the best time to fish at specific locations for the specified breed. This was a possibility introduced for the proposal as a possibility with extra time. Considering it would require much more work on the database level, the chances of continuing this tool, is not likely.

The User Interface

The interface is simple enough to easily navigate through the website. Participants were able to intuitively use the interface to find fish and fish by a location. All parts of the website clearly define their functionality, in-line with our desired goal. Our main concern is that the data is cumbersome and could be displayed in a more concise, tidy manner. After the scheduled changes are implemented, the interface will be in good standing.

Route Buddy



Short Usability Test Report for Route Buddy

Date of Report: April 9, 2013
Date of Test: April 4, 2013
Location of Test: Lowell, MA

Prepared for: Jesse Heines
Email: heines@cs.uml.edu

Prepared by: Simon Paonessa, Dan Gonzales, Tarsis Penedo

Executive summary

The purpose of the usability test was to determine the overall ease of use of the Route Buddy website. Participants in this test were given a list of tasks which were to be completed using Route Buddy and were observed by the testers during their completion of said tasks. The testers recorded any questions that the participants may have had as well as any visible signs of confusion or longer than normal completion time. Once the participants had completed the list of tasks, they were given an exit questionnaire in order to provide their feedback about their experience.

Methodology

Who we tested

Seven participants, having the following characteristics, evaluated Route Buddy.

Age

18-25	4
26-39	0
40-59	2
60-74	1
TOTAL (participants)	7

Computer Usage

0 to 10 hrs. wk.	2
11 to 25 hrs. wk.	1
26+ hrs. wk.	4
TOTAL (participants)	7

Gender

Women	2
Men	5
TOTAL (participants)	7

Route Buddy

What participants did

Those who participated in the usability testing of Route Buddy were each given directions which asked them to perform specific tasks within the Route Buddy website's interface. These tasks included adding, editing and deleting contacts as well as creating and rearranging a schedule with those contacts. The participants were evaluated by the testers during the completion of these tasks. Upon completion of the eleven tasks, participants were given a brief questionnaire of seven questions in total which they were asked to complete.

What data we collected

During the completion of the provided tasks, the testers took notes about the participants' questions, length of time taken, visible level of confusion as well as any other relevant observations.

Participants were given a seven question questionnaire upon completion of the specified tasks in order for them to provide their feedback about their experience using the website.

Major findings and recommendations

List of Major Issues	Possible Solutions to these issues
Contact listing is not sorted and therefore difficult to navigate	Sort the contact list in alphabetical order by last name
Contact input and edit forms do not offer any kind of validation or correction	- Implement masks and validation for the contact input and edit form fields - If it is possible, validate addresses with the Google Maps API - Auto capitalize names and addresses
The majority of users had difficulty figuring out that double clicking would open a contact for editing	- Change the background color of the contact in response to a single click in order to let the user know they are on the right path - Provide a tool tip while hovering over a contact that informs the user to double click
Some users had difficulty finding the "Select Date" button	- Place the "Select Date" button in the header row with the date label - Make the date label itself clickable
Users had difficulty deleting contacts added to the schedule	- Place the delete icon next to the name of the contact rather than all the way on the right side of the schedule item - Clause the schedule item to be removed from the schedule when it is dragged back over to the contact list

Route Buddy

Detailed findings and recommendations

Scenario 1 – Adding, Editing and Deleting Contacts

In the first three tasks, participants were asked to add a contact to the contact, edit a contact already existing in the list and finally to delete an existing contact from the list.

Number of participants	7
Percent successful	100%

Findings	Recommendations
Add contact button placement was not apparent to some participants.	Integrate add contact button into header row or somehow make it more visible to the user.
A majority of participants had trouble figuring out that they needed to double click contacts in order to edit or delete them.	Respond to the user's initial click by changing the contact's background color and/or provide a tool tip while hovering over the contact informing the user to double click.
Input and edit form fields should automatically capitalize and validate input.	Add masks and validation to contact input and edit form fields as well as validation addresses with the Google Maps API.
Some users found the contact list hard to navigate because contacts are not listed in any specific order	Sort the contact list in alphabetical order by last name.

Scenario 2 – Manipulating the schedule

In tasks four through nine, participants were asked to change the schedule date and the start location and time. They were then asked to add contacts to the schedule, rearrange contacts within the schedule and delete contacts from the schedule.

Number of participants	7
Percent successful	100%

Findings	Recommendations
Many users initially clicked on the date label trying to change the date and had difficulty seeing the "Change Date" button.	Place the "Change Date" button closer to the date label and/or make the date label clickable.
A majority of users had difficulty locating the delete button on the right hand side of the schedule items.	Move the delete icon closer to the contact name on the left-hand side and/or allow the contact to be deleted from the schedule by dragging it back over to the contact list.

Route Buddy

Scenario 3 – Viewing Route and Printing Schedule

In the final two tasks, participants were asked to view the generated schedule route on a map and print the schedule that they had created.

Number of participants	7
Percent successful	100%

Sample Findings	Sample Recommendations
One participant had difficulty finding the “Route” button which generates the route between stops on the map.	Place the “Route” button in a more visible location or provide instructions to the user on the map screen.

Exit Questions/User Impressions

Question 1. Please briefly describe your overall impression of Route Buddy (e.g. was is easy to use or difficult, was it well laid out or messy, anything else that you see fit to comment on).

Participant No.	Answer
1	Easy to use. Nice overall layout.
2	Well laid out. No arrow keys for form navigation.
3	Laid out well with some small glitches mentioned. Generally easy to use with a few suggestions for improvement.
4	Very easy and well formatted.
5	Very clear and easy to use.
6	Programming fine – it’s the operator.
7	It was very easy to use and well laid out.

Question 2. Was there any one step in the instructions that you found especially difficult to accomplish?

Participant No.	Answer
1	No.
2	No.
3	Getting into edit/delete by double clicking.
4	Only because I didn’t read the instructions on the interface.
5	Where the delete button was to delete (clearly marked – just hard to find).
6	3 out of 5, yes.
7	No, they were all easy.

Question 3. What did you like best about the website?

Participant No.	Answer
1	Makes it very easy to plan routes and does what you would expect.
2	The drag/drop function on adding to the schedule.
3	Overall layout very clear.
4	That it calculates the quickest route in order of appointment schedule.
5	That when you change the times they all adjust automatically.
6	I’m all done.
7	The map + route and the creative names

Route Buddy

Question 4. What did you like least about the website?

Participant No.	Answer
1	Trash button could be bigger.
2	Drag/drop doesn't work with touch screen.
3	Some UI triggers in illogical places.
4	The small delete entry trash can.
5	That it didn't auto capitalize.
6	Not that simple – again, it's the operator.
7	The time only shows one zero.

Question 5. What should we have done differently in order to improve the website?

Participant No.	Answer
1	No.
2	See #1 and #4
3	Always react to user.
4	Add written instructions on the route info (turn by turn directions)
5	Nothing.
6	I would have tried to make it a little more self-explanatory.
7	Have the time show two zeros.

Question 6. Is there anything that you feel is missing from the website?

Participant No.	Answer
1	Mobile support.
2	See #1 and #4
3	No.
4	No!
5	Nothing.
6	No, it works.
7	No.

Question 7. Do you have any other final comments or questions?

Participant No.	Answer
1	Maybe auto uppercase contacts for uniformity? Overall very good application.
2	Good job!
3	Good job!
4	Good job!
5	Would like to have a space to add personal comments about the job for that specific date when the listing posts in schedule.
6	No.
7	It was very easy to use and understand.

Route Buddy

Conclusion

The response from the majority of participants has been positive. The layout of the website was said to be clean and many of the tasks were completed with relative ease. There are, however, several changes which will be introduced to the website based on participant feedback.

The changes which will be implemented before the final release are:

1. Contact list sorted in alphabetical order by last name.
2. Masks and validation for contact input and edit form fields.
3. Showing double zeros ("00") in the start time entry form field.
4. Providing visible response to user interaction with contact list items (especially single click).
5. Making the date label clickable in order to change date and placing the "Change Date" button alongside.
6. Allowing deletion of schedule items by dragging them back to the contacts list and moving the delete icon closer to the contact's name.
7. Displaying turn by turn directions adjacent to the map that displays the route.
8. A mobile phone specific version of Route Buddy is in development and should be ready for release. This component was not available for usability testing.
9. Lastly, if time permits and it is possible, we hope to implement address validation using the Google Maps API.

Some suggestions made during the usability testing, although astute suggestions, will not be implemented in the initial release of Route Buddy simply due to time constraints.

These potential future improvements of Route Buddy include:

1. Fixing drag and drop functionality so that it works on touch screen computers and tablets.
2. Allowing for entry of "job notes" in schedule entries which would describe the job to be done at that location.

The usability testing has provided valuable insight into the aspects of our program which require attention and improvement in order to provide a better experience and greater ease of use for the intended users. The data collected from these tests will be instrumental towards the improvement of the Route Buddy user interface.

Name: Chris Sloan

Instructions:

Age: 21 Computer Usage/Week: Too many

Thank you for agreeing to participate in this usability test of the Route Buddy scheduler website. The purpose of this test is not to evaluate your performance using the website, but rather to evaluate the website's performance being used. You will be given a set of step by step instructions which will ask you complete tasks which will take you through all facets of the website. You will be evaluated during the completion of these tasks in order to assess the website's ease of use. After completing the steps, you will be asked to answer a series of questions about your experience using the site.

Directions:

1. Add a new contact with the following info:
Jack D Torrance
12 Daniel Rd
Wakefield MA 01880
978 555 1234
978 555 4321
2. Find "George K. Doe" in the contact list and change the street address to the following:
18 Bowden Street
Lowell MA 01852
3. Find and delete "Maria M. Jones" from the contact list
4. Change the schedule date to April 17th 2013
5. Change the start location and time to:
9 Mount Hope St
Lowell MA 01854
8:00 AM
6. Add the following contacts to the schedule:
John M. Smith
Henry W. Johnson
Jonathan X. Cage
Thomas D. Johnson
Jack D. Torrance
7. Rearrange these contacts you just added to the schedule into the following order:
Jonathan X. Cage
John M. Smith
Jack D. Torrance
Henry W. Johnson
Thomas D. Johnson
8. Change the job times of these contacts to the following:
Jonathan X. Cage 1.5 Hours
John M. Smith 2 Hours
Jack D. Torrance 1 Hour
Henry W. Johnson 0.5 Hours
Thomas D. Johnson 2.5 Hours
9. Delete "Henry W. Johnson" from the schedule
10. View your scheduled contacts on the map and view the generated route
11. "Print" your schedule (Only not really, since we aren't connected to a printer)

Questionnaire:

1. Please briefly describe your overall impression of Route Buddy (e.g. was it easy to use or difficult, was it well laid out or messy, anything else that you see fit to comment on).

Easy to use. Nice overall layout

2. Was there any one step in the instructions that you found especially difficult to accomplish?

No.

3. What did you like best about the website?

Makes it very easy to plan routes and does what you would expect.

4. What did you like least about the website?

Trash button could be bigger.

5. What would you have done differently in order to improve the website?

No.

6. Is there anything that you feel is missing from the website?

Mobile support.

7. Do you have any other final comments or questions?

Maybe auto uppercase contacts for uniformity? Overall very good application.

Test Assessment:

Step 1: Adding Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 2: Editing Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 3: Deleting Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 4: Changing Schedule Date	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 5: Changing Start Location	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 6: Adding to Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:

Step 7: Sorting Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 8: Changing Job Time	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 9: Deleting From Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: <i>Found delete button fairly quick, but thinks we should make it bigger.</i>
Step 10: Viewing Map & Route	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 11: Printing Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:

Name: Michael BOWE
Age: 18 Computer Usage/Week: 60 hrs

Instructions:

Thank you for agreeing to participate in this usability test of the Route Buddy scheduler website. The purpose of this test is not to evaluate your performance using the website, but rather to evaluate the website's performance being used. You will be given a set of step by step instructions which will ask you complete tasks which will take you through all facets of the website. You will be evaluated during the completion of these tasks in order to assess the website's ease of use. After completing the steps, you will be asked to answer a series of questions about your experience using the site.

Directions:

1. Add a new contact with the following info:
Jack D Torrance
12 Daniel Rd
Wakefield MA 01880
978 555 1234
978 555 4321
2. Find "George K. Doe" in the contact list and change the street address to the following:
18 Bowden Street
Lowell MA 01852
3. Find and delete "Maria M. Jones" from the contact list
4. Change the schedule date to April 17th 2013
5. Change the start location and time to:
9 Mount Hope St
Lowell MA 01854
8:00 AM
6. Add the following contacts to the schedule:
John M. Smith
Henry W. Johnson
Jonathan X. Cage
Thomas D. Johnson
Jack D. Torrance
7. Rearrange these contacts you just added to the schedule into the following order:
Jonathan X. Cage
John M. Smith
Jack D. Torrance
Henry W. Johnson
Thomas D. Johnson
8. Change the job times of these contacts to the following:
Jonathan X. Cage 1.5 Hours
John M. Smith 2 Hours
Jack D. Torrance 1 Hour
Henry W. Johnson 0.5 Hours
Thomas D. Johnson 2.5 Hours
9. Delete "Henry W. Johnson" from the schedule
10. View your scheduled contacts on the map and view the generated route
11. "Print" your schedule (Only not really, since we aren't connected to a printer)

Questionnaire:

1. Please briefly describe your overall impression of Route Buddy (e.g. was it easy to use or difficult, was it well laid out or messy, anything else that you see fit to comment on).

Well laid out, narrow keys for form navigation

2. Was there any one step in the instructions that you found especially difficult to accomplish?

No

3. What did you like best about the website?

The drag/drop function on adding to the schedule

4. What did you like least about the website?

drag/drop doesn't work with touchscreen

5. What would you have done differently in order to improve the website?

See #1 and #4

6. Is there anything that you feel is missing from the website?

~~#1~~ See #1 and #4

7. Do you have any other final comments or questions?

Good Job!

Test Assessment:

Step 1: Adding Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? ☒ Yes No 4. Additional Observations: <i>was looking around for "add contact" button</i>
Step 2: Editing Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: <i>Single clicked on first try, but double clicked right after.</i>
Step 3: Deleting Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 4: Changing Schedule Date	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: <i>clicked on date, instead of button at first</i>
Step 5: Changing Start Location	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 6: Adding to Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:

Step 7: Sorting Schedule	1. Did the subject ask a question during this step? Yes No 2. Did the subject look confused during this step? Yes No 3. Did the subject take an unusually long time? Yes No 4. Additional Observations:
Step 8: Changing Job Time	1. Did the subject ask a question during this step? Yes No 2. Did the subject look confused during this step? Yes No 3. Did the subject take an unusually long time? Yes No 4. Additional Observations:
Step 9: Deleting From Schedule	1. Did the subject ask a question during this step? Yes No 2. Did the subject look confused during this step? Yes No 3. Did the subject take an unusually long time? Yes No 4. Additional Observations: <i>Had time finding trash button. tried deleting contact back to contact list.</i>
Step 10: Viewing Map & Route	1. Did the subject ask a question during this step? Yes No 2. Did the subject look confused during this step? Yes No 3. Did the subject take an unusually long time? Yes No 4. Additional Observations:
Step 11: Printing Schedule	1. Did the subject ask a question during this step? Yes No 2. Did the subject look confused during this step? Yes No 3. Did the subject take an unusually long time? Yes No 4. Additional Observations:

Name: Vesse

Age: 64.93 Computer Usage/Week: 7x24 - a bit of sleep

Instructions:

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Directions:

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978 555 4321
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Lowell MA 01852
3. Find and delete "Maria M. Jones" from the contact list
4. Change the schedule date to April 17th 2013
5. Change the start location and time to:
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Lowell MA 01854
8:00 AM
6. Add the following contacts to the schedule:
John M. Smith
Henry W. Johnson
Jonathan X. Cage
Thomas D. Johnson
Jack D. Torrance
7. Rearrange these contacts you just added to the schedule into the following order:
Jonathan X. Cage
John M. Smith
Jack D. Torrance
Henry W. Johnson
Thomas D. Johnson
8. Change the job times of these contacts to the following:
Jonathan X. Cage 1.5 Hours
John M. Smith 2 Hours
Jack D. Torrance 1 Hour
Henry W. Johnson 0.5 Hours
Thomas D. Johnson 2.5 Hours
9. Delete "Henry W. Johnson" from the schedule
10. View your scheduled contacts on the map and view the generated route
11. "Print" your schedule (Only not really, since we aren't connected to a printer)

Questionnaire:

1. Please briefly describe your overall impression of Route Buddy (e.g. was it easy to use or difficult, was it well laid out or messy, anything else that you see fit to comment on).

laid out well with some small glitches mentioned.
Generally easy to use with a few suggestions for improvement.

2. Was there any one step in the instructions that you found especially difficult to accomplish?

Getting into edit/delete by double clicking.

3. What did you like best about the website?

Overall layout very clear.

4. What did you like least about the website?

Some UI triggers in illogical places.

5. What would you have done differently in order to improve the website?

Always react to user.

6. Is there anything that you feel is missing from the website?

No.

7. Do you have any other final comments or questions?

Good job!

Test Assessment:

Step 1: Adding Contact	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:
Step 2: Editing Contact	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: Didn't know to double click at first Should highlight selected contacts
Step 3: Deleting Contact	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? <u>Yes</u> No 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: was unsure how to delete at first (Tooltip) "Double click to edit or delete"
Step 4: Changing Schedule Date	1. Did the subject ask a question during this step? Yes No 2. Did the subject look confused during this step? Yes No 3. Did the subject take an unusually long time? Yes No 4. Additional Observations: Tried to change date text first
Step 5: Changing Start Location	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: "00" for time
Step 6: Adding to Schedule	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: alphabetical order

Step 7: Sorting Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: "likes integration"
Step 8: Changing Job Time	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: likes integration of buttons with data
Step 9: Deleting From Schedule	1. Did the subject ask a question during this step? Yes No 2. Did the subject look confused during this step? Yes No 3. Did the subject take an unusually long time? Yes No 4. Additional Observations: deletion icon next to name not time make it bigger
Step 10: Viewing Map & Route	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 11: Printing Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:

Name: Matt
Age: 19 Computer Usage/Week: 10

Instructions:

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Directions:

1. Add a new contact with the following info:
Jack D Torrance
12 Daniel Rd
Wakefield MA 01880
978 555 1234
978 555 4321
2. Find "George K. Doe" in the contact list and change the street address to the following:
18 Bowden Street
Lowell MA 01852
3. Find and delete "Maria M. Jones" from the contact list
4. Change the schedule date to April 17th 2013
5. Change the start location and time to:
9 Mount Hope St
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8:00 AM
6. Add the following contacts to the schedule:
John M. Smith
Henry W. Johnson
Jonathan X. Cage
Thomas D. Johnson
Jack D. Torrance
7. Rearrange these contacts you just added to the schedule into the following order:
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8. Change the job times of these contacts to the following:
Jonathan X. Cage 1.5 Hours
John M. Smith 2 Hours
Jack D. Torrance 1 Hour
Henry W. Johnson 0.5 Hours
Thomas D. Johnson 2.5 Hours
9. Delete "Henry W. Johnson" from the schedule
10. View your scheduled contacts on the map and view the generated route
11. "Print" your schedule (Only not really, since we aren't connected to a printer)

Test Assessment:

Step 1: Adding Contact	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:
Step 2: Editing Contact	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No slightly</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: <u>right clicked, then read directions</u>
Step 3: Deleting Contact	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:
Step 4: Changing Schedule Date	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:
Step 5: Changing Start Location	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:
Step 6: Adding to Schedule	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:

Step 7: Sorting Schedule	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: Sorting very intuitive
Step 8: Changing Job Time	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: figured out buttons straight away
Step 9: Deleting From Schedule	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: couldn't find delete at first
Step 10: Viewing Map & Route	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: didn't know to hit route button
Step 11: Printing Schedule	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:

Questionnaire:

1. Please briefly describe your overall impression of Route Buddy (e.g. was it easy to use or difficult, was it well laid out or messy, anything else that you see fit to comment on).

Very easy and well formatted

2. Was there any one step in the instructions that you found especially difficult to accomplish?

Only because I didn't read the instructions on the interface

3. What did you like best about the website?

That it calculates the quickest route in order of appointment schedule

4. What did you like least about the website?

The small delete entry trash can

5. What would you have done differently in order to improve the website?

Add written instructions on the route info

6. Is there anything that you feel is missing from the website?

No!

7. Do you have any other final comments or questions?

Hi simon. Hi danny -g. good job!

Instructions:

Name: Valerie
Age: 58 Computer Usage/Week: 20

Thank you for agreeing to participate in this usability test of the Route Buddy scheduler website. The purpose of this test is not to evaluate your performance using the website, but rather to evaluate the website's performance being used. You will be given a set of step by step instructions which will ask you complete tasks which will take you through all facets of the website. You will be evaluated during the completion of these tasks in order to assess the website's ease of use. After completing the steps, you will be asked to answer a series of questions about your experience using the site.

Directions:

1. Add a new contact with the following info:
Jack D Torrance
12 Daniel Rd
Wakefield MA 01880
978 555 1234
978 555 4321
2. Find "George K. Doe" in the contact list and change the street address to the following:
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John M. Smith
Jack D. Torrance
Henry W. Johnson
Thomas D. Johnson
8. Change the job times of these contacts to the following:
Jonathan X. Cage 1.5 Hours
John M. Smith 2 Hours
Jack D. Torrance 1 Hour
Henry W. Johnson 0.5 Hours
Thomas D. Johnson 2.5 Hours
9. Delete "Henry W. Johnson" from the schedule
10. View your scheduled contacts on the map and view the generated route
11. "Print" your schedule (Only not really, since we aren't connected to a printer)

Questionnaire:

1. Please briefly describe your overall impression of Route Buddy (e.g. was it easy to use or difficult, was it well laid out or messy, anything else that you see fit to comment on).

very clear easy to use.

2. Was there any one step in the instructions that you found especially difficult to accomplish?

where the delete button was to delete.
(clearly marked - just had to find it.)

3. What did you like best about the website?

That when you change times - they all adjust automatically.

4. What did you like least about the website?

That it didn't auto Capitalize.

5. What would you have done differently in order to improve the website?

nothing.

6. Is there anything that you feel is missing from the website?

nothing -

7. Do you have any other final comments or questions?

would like to have a space to add personal comments about the job for that specific date. when the listing posts in schedule.

Test Assessment:

Step 1: Adding Contact	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:
Step 2: Editing Contact	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? <u>Yes</u> No 3. Did the subject take an unusually long time? <u>Yes</u> No 4. Additional Observations: Trouble double clicking
Step 3: Deleting Contact	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: Trouble w/ Double Clicking Dragable
Step 4: Changing Schedule Date	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:
Step 5: Changing Start Location	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations:
Step 6: Adding to Schedule	1. Did the subject ask a question during this step? Yes <u>No</u> 2. Did the subject look confused during this step? Yes <u>No</u> 3. Did the subject take an unusually long time? Yes <u>No</u> 4. Additional Observations: Tried to add contact at first

Step 7: Sorting Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 8: Changing Job Time	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 9: Deleting From Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? ☒ Yes No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: Tried dragging back to contacts, then double clicking. found trash icon eventually
Step 10: Viewing Map & Route	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 11: Printing Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:

Name: Tim Rodenbaugh

Age: 55 Computer Usage/Week: Don't know 2000

Instructions:

Thank you for agreeing to participate in this usability test of the Route Buddy scheduler website. The purpose of this test is not to evaluate your performance using the website, but rather to evaluate the website's performance being used. You will be given a set of step by step instructions which will ask you complete tasks which will take you through all facets of the website. You will be evaluated during the completion of these tasks in order to assess the website's ease of use. After completing the steps, you will be asked to answer a series of questions about your experience using the site.

Directions:

1. Add a new contact with the following info:
Jack D Torrance
12 Daniel Rd
Wakefield MA 01880
978 555 1234
978 555 4321
2. Find "George K. Doe" in the contact list and change the street address to the following:
18 Bowden Street
Lowell MA 01852
3. Find and delete "Maria M. Jones" from the contact list
4. Change the schedule date to April 17th 2013
5. Change the start location and time to:
9 Mount Hope St
Lowell MA 01854
8:00 AM
6. Add the following contacts to the schedule:
John M. Smith
Henry W. Johnson
Jonathan X. Cage
Thomas D. Johnson
Jack D. Torrance
7. Rearrange these contacts you just added to the schedule into the following order:
Jonathan X. Cage
John M. Smith
Jack D. Torrance
Henry W. Johnson
Thomas D. Johnson
8. Change the job times of these contacts to the following:
Jonathan X. Cage 1.5 Hours
John M. Smith 2 Hours
Jack D. Torrance 1 Hour
Henry W. Johnson 0.5 Hours
Thomas D. Johnson 2.5 Hours
9. Delete "Henry W. Johnson" from the schedule
10. View your scheduled contacts on the map and view the generated route
11. "Print" your schedule (Only not really, since we aren't connected to a printer)

Questionnaire:

1. Please briefly describe your overall impression of Route Buddy (e.g. was it easy to use or difficult, was it well laid out or messy, anything else that you see fit to comment on).

Programming & line - its the operator

2. Was there any one step in the instructions that you found especially difficult to accomplish?

3 - out of 5 yes

3. What did you like best about the website?

I'm all done

4. What did you like least about the website?

not that simple - again its the operator

5. What would you have done differently in order to improve the website?

I would have tried to make it a little more self explanatory

6. Is there anything that you feel is missing from the website?

No it works

7. Do you have any other final comments or questions?

No

Test Assessment:

Step 1: Adding Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? ☒ Yes No 3. Did the subject take an unusually long time? ☒ Yes No 4. Additional Observations: Validation and Masks in Client input input box automatically
Step 2: Editing Contact	1. Did the subject ask a question during this step? ☒ Yes No 2. Did the subject look confused during this step? ☒ Yes No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: Had to ask how to edit contact, told to double click then deleted contact
Step 3: Deleting Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 4: Changing Schedule Date	1. Did the subject ask a question during this step? ☒ Yes No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: couldn't find button at first
Step 5: Changing Start Location	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? ☒ Yes No 3. Did the subject take an unusually long time? ☒ Yes No 4. Additional Observations: Need address validation
Step 6: Adding to Schedule	1. Did the subject ask a question during this step? ☒ Yes No 2. Did the subject look confused during this step? ☒ Yes No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: was unaware of what schedule was

Step 7: Sorting Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: "very intuitive"
Step 8: Changing Job Time	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 9: Deleting From Schedule	1. Did the subject ask a question during this step? ☒ Yes No 2. Did the subject look confused during this step? ☒ Yes No 3. Did the subject take an unusually long time? ☒ Yes No 4. Additional Observations: tried to double click, tried to delete from contact list, had to tell him how to delete
Step 10: Viewing Map & Route	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? ☒ Yes No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: had to tell him to exit the map first
Step 11: Printing Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:

Name: Mercedes Dunham

Age: 20 Computer Usage/Week: 25.30+

Instructions:

Thank you for agreeing to participate in this usability test of the Route Buddy scheduler website. The purpose of this test is not to evaluate your performance using the website, but rather to evaluate the website's performance being used. You will be given a set of step by step instructions which will ask you complete tasks which will take you through all facets of the website. You will be evaluated during the completion of these tasks in order to assess the website's ease of use. After completing the steps, you will be asked to answer a series of questions about your experience using the site.

Directions:

1. Add a new contact with the following info:
Jack D Torrance
12 Daniel Rd
Wakefield MA 01880
978 555 1234
978 555 4321
2. Find "George K. Doe" in the contact list and change the street address to the following:
18 Bowden Street
Lowell MA 01852
3. Find and delete "Maria M. Jones" from the contact list
4. Change the schedule date to April 17th 2013
5. Change the start location and time to:
9 Mount Hope St
Lowell MA 01854
8:00 AM
6. Add the following contacts to the schedule:
John M. Smith
Henry W. Johnson
Jonathan X. Cage
Thomas D. Johnson
Jack D. Torrance
7. Rearrange these contacts you just added to the schedule into the following order:
Jonathan X. Cage
John M. Smith
Jack D. Torrance
Henry W. Johnson
Thomas D. Johnson
8. Change the job times of these contacts to the following:
Jonathan X. Cage 1.5 Hours
John M. Smith 2 Hours
Jack D. Torrance 1 Hour
Henry W. Johnson 0.5 Hours
Thomas D. Johnson 2.5 Hours
9. Delete "Henry W. Johnson" from the schedule
10. View your scheduled contacts on the map and view the generated route
11. "Print" your schedule (Only not really, since we aren't connected to a printer)

Questionnaire:

1. Please briefly describe your overall impression of Route Buddy (e.g. was it easy to use or difficult, was it well laid out or messy, anything else that you see fit to comment on).

It was very easy to use and well laid out

2. Was there any one step in the instructions that you found especially difficult to accomplish?

No they were all easy

3. What did you like best about the website?

The map + route and the creative names

4. What did you like least about the website?

The time only shows one zero.

5. What would you have done differently in order to improve the website?

Have the time show two zeros.

6. Is there anything that you feel is missing from the website?

No.

7. Do you have any other final comments or questions?

It was very easy to use + understand
P.S. Hi Danny G.

Test Assessment:

Step 1: Adding Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 2: Editing Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: <i>Didn't notice instruction to double click at first</i>
Step 3: Deleting Contact	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 4: Changing Schedule Date	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations:
Step 5: Changing Start Location	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: <i>Did not notice that start time was in same location as the start location</i>
Step 6: Adding to Schedule	1. Did the subject ask a question during this step? Yes ☒ No 2. Did the subject look confused during this step? Yes ☒ No 3. Did the subject take an unusually long time? Yes ☒ No 4. Additional Observations: <i>Added one of the contacts twice</i>

Step 7: Sorting Schedule	1. Did the subject ask a question during this step? Yes 2. Did the subject look confused during this step? Yes 3. Did the subject take an unusually long time? Yes 4. Additional Observations:	☒ No ☒ No ☒ No
Step 8: Changing Job Time	1. Did the subject ask a question during this step? Yes 2. Did the subject look confused during this step? Yes 3. Did the subject take an unusually long time? Yes 4. Additional Observations:	☒ No ☒ No ☒ No
Step 9: Deleting From Schedule	1. Did the subject ask a question during this step? Yes 2. Did the subject look confused during this step? Yes 3. Did the subject take an unusually long time? Yes 4. Additional Observations:	☒ No ☒ No ☒ No
Step 10: Viewing Map & Route	1. Did the subject ask a question during this step? Yes 2. Did the subject look confused during this step? Yes 3. Did the subject take an unusually long time? Yes 4. Additional Observations:	☒ No ☒ No ☒ No
Step 11: Printing Schedule	1. Did the subject ask a question during this step? Yes 2. Did the subject look confused during this step? Yes 3. Did the subject take an unusually long time? Yes 4. Additional Observations:	☒ No ☒ No ☒ No



Plan-It

Usability Report
91.462 GUI Programming II

By:

Chris Sloan
Luan Tran

Usability Test Report for Plan-It

Date of Report: April 9, 2013
Date of Test: April 4, 2013
Location of Test: Lowell, Massachusetts

Prepared by: Chris Sloan, Luan Tran
Emails: Christopher_sloan@student.uml.edu
Luan_Tran@student.uml.edu

Executive Summary

The main goal of the study is to observe how well users interact with the beta release of Plan-It. The information gathered from this will help us make Plan-It an intuitive and polished application. Any bugs discovered during the testing will also be fixed.

Methodology

Who we tested

A total of six people participated in the Testing of Plan-It, consisting of mainly students from technical majors.

Audience Type	
Students	5
Other	1
TOTAL	6

Computer Usage	
0-20 hrs/wk	2
21+ hrs/wk	4
Total	6

Gender	
Male	5
Female	1
TOTAL	6

Age	
18-35	5
36+	1
Total	6

What participants did

At our station, each participant was given a small document explaining what Plan-It is and containing several instructions. There were originally ten steps to follow but due to some technical difficulties at the time of the testing, they had to be omitted. The last page of the document was a set of questions about the experience the participant had during testing. Participants were free to either write their answers down or answer them verbally to us, but all of them chose the latter. Each participant spent roughly ten minutes testing the application on average throughout the whole process.

What data we collected

We recorded the reaction of the participants as they interacted with Plan-It and any difficulty they had following the instructions. We noted some signs of confusion, but all participants were able to complete every task on their own, except the ones we had to omit. Many of them had a lot of suggestions and comments.

Major Findings and Recommendations

Major Issues

- Dragging and dropping from the Toolbar didn't work.
- Deleting an event from the calendar was non-functional.
- Resizing events on the calendars didn't work.
- Two instances were creating an event did not show up on the calendar as intended.
- Inconsistent time displays (time in military format during event creation and time in standard form on the calendar).
- Registration page has an input box for First Name but not one for Last Name.

Solutions

- Drag-and-dropping, deleting, and resizing events all work on a different file, but failed to integrate properly into the beta files. After going through the code, this is most likely a problem with the names of classes and will be changed. Solving this problem is our highest priority.
- We are currently investigating issues with events sometimes not appearing when created. No real solution yet.
- Time displays are an issue of formatting and can easily be changed to fit standard time.
- Registration page will include an input box for Last Name.

Detailed Findings and Recommendations

Actual Tasks and Input

Number of Participants: 6
Percentage Successful in Completing all Tasks: 100%

Set of Instructions	Observations
1. Register a new account	No users had any issues
2. Select a day to plan. Write it down here (mm/dd/yyyy): _____	Some users experience difficulty in locating the date selector. Some users did not write the date.
3. Create a new Event	Few users had difficulty locating the New Event button
4. Drag and drop your new event into the calendar	Instruction omitted due to technical issues
5. Repeat steps 3 and 4 as much as you want	No users had any issues
6. Delete an event that you dragged onto the calendar	Instruction omitted due to technical issues
7. Select another day to plan, one that is at least one week away from one you have previously selected	No users had any issues.
8. Repeat step 5	No users had any issues.

9. Return back to the first day you selected. Refer to step 3 if you forgot	Users who did not write down the date the previously selected had forgotten the date. All users with this problem randomly picked days until they found it.
10. Review the week of the day you selected to see if everything you did was still there	After users figured out step nine, this has no issues.

The Post-Tests Questions were all done verbally by choice of the users. The first question asked if there were any issues the user encountered while following instructions. The answers are recorded above.

The second question asked what the users liked and disliked about Plan-It. Surprisingly, almost all the users had similar likes and dislikes. One of the more common likes was the simplistic design. They liked the overall application and what it does, but would like to see the non-functional features working.

The third and fourth questions asked about suggestions which we compiled in a section below.

Suggestions

- Many users suggested omitting the submit button next to the date selection input and having it automatically load when a date has been selected. Many users also suggested implementing buttons that could skip to the next week or go back to the previous week without having to use the date selection tool.
- Users suggested making the “New Event” button larger. We are going to make the button larger and also put it inside the toolbar, which is where most users initially looked for the button.

- One participant suggested implementing a block sharing feature when events overlap. Events already can overlap, but a way to format it neatly is under consideration.
- One user suggested shortening the weekly view to display only times where events appear. If no events from 7:00am to 9:00am are scheduled in the displayed week, the calendar should start at 10am automatically. We like this suggestion and plan to implement it, but only if we have extra time.
- Ability to flag certain events as important or repeating. This was already planned but has yet to be implemented.
- Add profile settings, customizing various features and adding themes. This is another feature we have considered, but is currently considered low priority and an extra feature once the main functionality of the application is finished and perfect.

Analysis and Conclusion

All the users liked that Plan-It has a simple design that makes it easy to use. It is also easy on the eyes and not overly flashy. The only changes to the user interface will be changing the position and size of the 'New Event' button to make it more noticeable. A major change to the final version of Plan-It is removing the group system we had planned, as there is probably too little time left to implement it. We want to focus more on improving the features we currently have that promote intuitiveness rather than bringing in a new feature that hasn't been tested.

The observations and feedback from conducting this study will help us build an intuitive drag-and-drop schedule planner. It is very interesting and useful to see how the users notice issues that we didn't.

- red border on validation
- new event button bigger
- difficulty finding next week
Submit? go-to
- updating calendar to show
- Auto submit when you choose date.

like:

Clean interface

dislike:

grid / border

military vs ~~not~~ military time
about page?

Bonnie Hennes

- didn't notice validation 9+ first look
- hard to find new event
- tried toolbar & then clicking on calendar before event button
- event didn't show first time, did second
- trouble finding next week view

Submit on calendar auto

- more info on click of event
- next week arrow
- repeat events
- colors pleasing
- more "zippy color"
- event colors

evan

-no issues : watched someone use it previously

Change cursor while dropping
Auto Submit

Start of week → week of?
view week?

No issues with new event

feed of events added

↑
separate
people

- didn't see validation immediately
- went right to new event button
- started typing date in name field
- shook head in approval when event went on calendar
- clicking on sides of table for next week
- didn't hit submit after choosing daily/weekly recurrence or class day check off

Luan's electronic notes

1. Paul

- inconsistent time displays

2. Bonnie -----

- Not intuitive enough
- Expresses difficulty in navigation due to some nonfunctional features
- Shortcut to skip week
- Forget what has been done. **

Feedback:

- More descriptions, fix calendar display
- Suggests shortcut
- Toolbar - add more generic categories??
- Colors are pleasing, thinks it would be good if most of the features work

3.Keith-----

- First Name at sign up is confusing / Change to display just name or include last name
- Confusing, nonfunctioning toolbar
- Top table header does not update??
- Appears to be inconsistent adding the events i.e events not appearing where they should?? Or maybe not
- Prefers standard time over military
- Automatically set to week when selected rather than a submit button
- Prefers Mouse over touchpad
- hpad.
- Also suggests shortcut to skip week to the next week
- Inconsistency in calendar select and table calendar, causing inconsistency

4.Mark-----

- First person to figure that drag works in calendar, suggests cursor change
- Also suggest automatic calendar update when changing day to view
- Inconsistent day view with calendar
- Suggests block-sharing with overlapping events
- Suggests moving New Event

5. Dave -----

- Confusing toolbar
- Instructions on report seemed vague between two similar date selects
- Confusion between Name and Date boxes? Maybe due to aesthetic sense (first occurrence)
- Confused on how to change weeks, appears to look for an arrow feature to go to next week
- Have checkboxes that tell how often it appears on calendars
- Mini calendar display

- Flag certain events as important

6.

- Reminds of Facebook
- Wonders if the first day of the week displayed can be different
- Brings to question whether the target audience is on a global scale
- Wonders if we can schedule times before 7 or after 10
- auto complete
- autoupdate calendar from day-view
- Shorten calendar length according to events.
- Dates/time confusing
- Profile settings, features that could customize

Plan-It

Usability Test

Name: Fred Goodman

Introduction

Thank you for participating in the usability test for Plan-It. Plan-It is a web application that allows people to create and adjust their schedules by implementing a drag-and-drop interface and saving them for later use.

Our goal in this test is to provide a sleek and intuitive interface that can be used by anyone. To do so, your feedback from this test is very important for the development of this application and we encourage you to comment and make suggestions about anything that comes to mind while testing Plan-It.

Instructions

Please follow the step by step instructions below as much as possible, and then answer the questions provided at the end. Thank you.

Instructions	Checklist
1. Register a new account	☒
2. Select a day to plan. Write it down here (mm/dd/yyyy): <u>4/4/13</u>	☒
3. Create a new Event	☒
4. Drag and drop your new event into the calendar	☒
5. Repeat steps 3 and 4 as much as you want	☒
6. Delete an event that you dragged onto the calendar	☒
7. Select another day to plan, one that is at least one week away from one you have previously selected	☒
8. Repeat step 5	☒
9. Return back to the first day you selected. Refer to step 2 if you forgot	☒
10. Review the week of the day you selected to see if everything you did was still there	☒
END	

Post-Test Questions

1. Did you have any trouble following the instructions? If yes, which one(s) and why.

2. What did you liked and disliked the most about Plan-It?

3. What additional features do you think we should have?

4. Additional comments/suggestions/bug reports?

Short Usability Test Report for Webcordion

Date of Report: April 7, 2013
Date of Test: April 4, 2013
Location of Test: Lowell, Massachusetts

Prepared for: Professor Jesse Heines
Phone Number: 978-821-9626
Email: jesseheines@gmail.com

Prepared by: Matthew Vaughan and Michael Dunham
Phone Number: 978-387-9792
Email: matt884987@gmail.com (Matthew Vaughan)
znicyoggin@gmail.com (Michael Dunham)

Executive summary

The goal of our usability test was to determine what tasks users would have trouble with while using Webcordion. Our usability test was conducted in our class room at the University of Massachusetts Lowell. Several students and one professor participated.

Participants were asked to carry out a small number of tasks and complete a survey.

We tried to let participants progress through these tasks without providing any insights. If a participant asked us directly how to proceed, and we believed that they were stuck, we gave them the least amount of instruction required to help them proceed.

All participants eventually completed all of these tasks, however, some required instruction. Most participants complained that the on screen instructions were inadequate or not clear. Four out of eight participants (50%) became stuck while trying to add notes to a sequence and had to be instructed. Three out of eight (37.5%) participants became stuck while trying to play back notes from the sequence. Some complained that they didn't have the musical knowledge required to understand what they were doing. These trends indicate that although Webcordion is highly functional, it's User Interface is not as intuitive as it needs to be for users to learn its features.

Methodology

Who we tested

Eight participants having the following characteristics evaluated Webcordion:

Age

18-25	6
26-39	1
40-59	0
60-74	1
TOTAL (participants)	8

Gender

Women	0
Men	8
TOTAL (participants)	8

What participants did

Participants were asked to play songs with the number keys, mouse over items (to display tool tips), make a sequence of notes, change the key and mode, make three separate sequences, play the sequences simultaneously, and delete notes with the '-' key.

After carrying out these tasks, participants were asked to complete a short survey. The survey asked

- 1) Did you have difficulty with any of these tasks?
- 2) What task(s) took the longest to figure out?
- 3) How easy/hard was it for you to use the program?
- 4) Would you use it again?
- 5) Would you recommend it to someone else?
- 6) Comments or suggestions?

Additionally, participants were asked to rate, on a scale from one to five, their enjoyment, the ease of use, and the look and feel of Webcordion.

What data we collected

Users "stumped" on task:

Add notes to sequence	50%
Playback sequenced notes	37.5%
All other tasks	0%

Ratings: (individual results comma separated, followed by an average)

Enjoyment:	[4,4,4,4,5,5,4,5],	averaging 4.375
Ease of use:	[3,3,3,4,5,5,3,2],	averaging 3.5
Look and feel:	[5,3,4,3,4,4,3,4],	averaging 3.75

Major findings and recommendations

Major issues

- On screen instructions were unclear
- Users had trouble understanding how to add to sequences and play sequences
- Some technical music nomenclature was used and was not helpful to people who lacked a background in music
- Users could not sequenced notes by clicking on them
- Words "Track" and "Sequence" were used interchangeably
- Timing of number key presses. (notes are repeated after a short interval when held down)

Solutions

- Clarify on screen instructions
- Move things around a bit
- Find a more intuitive way to allow users to add and play notes
- Remove technical terminology in favor of more simplistic wording
- Allow users to sequenced notes by clicking on them
- Use the term "Sequence" only. Change all occurrences of "Track" to "Sequence"
- Finite state machine could be used to eliminate multiple notes played from a single key press (we won't have time to implement this)

Detailed findings and recommendations

Survey Questions & Responses

Did you have difficulty with any of these tasks?

- *Track progression. Playing notes*
- *I had a bit of trouble actually selecting items*
- *It took me a minute to notice clicking on note was adding it to the track*
- *no*
- *With the features that worked, no*
- *Creating tracks*
- *Yes, the initial task of figuring out the program is difficult*

What task took the longest to figure out?

- Trying to make sequence to notes, playing notes
- How to add notes to a track
- Adding notes
- Saving note composition
- Deleting tracks, I didn't see the key at first
- I suppose it would be the replay features
- Creating tracks
- The broken mouse

How was it for you to use the program?

- After I figured out very easy.
- It wasn't too bad once I figured it out
- Pretty easy; not knowing anything about music means I'm just hitting buttons making noise
- Pretty easy
- Pretty easy, I could figure out the function in a minute or two
- Simple enough, but I feel it has some limitations at the moment.
- Fairly easy
- Fairly difficult

Would you use it again?

- Yes (x6)
- Sure
- Yeah, put it on github. I'll clone it and play around.

Would you recommend it to anyone else?

- Yes (x5)
- Sure!
- To someone that enjoys making music
- If I knew someone starting out in music

Comments or suggestions?

- Maybe a better way to explain how the play tracks work, because I couldn't work it well
- The interface is a bit cluttered, maybe space things out somewhat
- Other than my comment on number three (referring to his comment about not knowing that clicking on notes added notes to the sequence) not really
- Drop down arrows should be on the box. Keys should have values inside them.
- Show the notes on the measure and add beats of different time

Moving forward

The results of our usability test indicate that we have not yet created a intuitive user interface. On screen instructions are confusing or ambiguous. Moving forward we'll have to make several changes.

- “Track 1 (press 'a')” should be changed to “Sequence 1 (click to select, press 'a' to play)”
- “Octave 1 (main)” should be changed to “Sequence Octave”
- “Octave 2 (press a number)” should be changed to “Number Key Octave”
- “Velocity 1 (main)” should be changed to “Sequence Velocity”
- “Velocity 2 (press a number)” should be changed to “Number Key Velocity”
- Maybe velocity should be described a note strength or key press strength
- There should be some instruction that indicated you add a note by clicking on a note
- Clicking on a sequenced note should select that note
- You should be able to use '>' to select the last note in a sequence
- Drop down buttons should be next to the accompanying text
- Text fields and spinners will be locked (So that they cannot accept input from the keyboard)
- Spinners should be larger (to support the largest possible number)
- All text will be made a bit larger
- The sequences will be moved to the top of the page to alleviate confusion about what to do
- MIDI note numbers in sequences should be replaced with note letters
- Try to remove technical terminology wherever possible
- A description of the controls will be moved to a jQuery tooltip which will be triggered by a button labeled “controls”
- A description of what to do replace the controls as the only block of text on screen

Fortunately, most of these changes are relatively small, but they must be made before we implement any additional functionality. The most difficult change will be removing musical nomenclature to broaden our audience. The entire page will need to be shuffled around slightly so that more focus is on the sequences and less on the options . As a result we may not have time to implement “Chord Mode”, fix the key press repeat problem, or allow users to add an arbitrary number of tracks by the date of delivery. Addressing our major issues, listed above, will provide our users with a more enjoyable experience. We will continue to look for ways to improve our program, and hope to have a much more intuitive product by the date of delivery.

Start Time: 1:12
End Time: 1:16

Webcordion Beta Testing Form

Our goal is to see how users interact with our software.
The following are a list of tasks for you to complete.
Please complete them and answer the questions that follow.

- 1) Play a song with the number keys.
- 2) Try to make a sequence to notes.
- 3) Try mousing over different things.
- 4) Play with different keys and modes.
- 5) Make 3 different tracks and play them back (hint: 'q').
- 6) Delete a note with '- '.

Part 2

1) Did you have difficulty with any of the tasks?

I had a bit of trouble actually selecting items

2) What task took the longest to figure out?

How to add notes to a track

3) How easy would you say was for you to use the program?

It wasn't too bad once I figured it out

4) Would you play with it again?

Sure!

5) Would you recommend it to anyone else?

Sure!

6) Comments or suggestions?

The interface is a bit cluttery, maybe space things out somewhat

On a scale of 1 to 5:

Enjoyment	[4]
Ease of use	[3]
Look and feel	[3]

Start Time: _____

End Time: _____

Webcordion Beta Testing Form

Our goal is to see how users interact with our software.
The following are a list of tasks for you to complete.
Please complete them and answer the questions that follow.

- 1) Play a song with the number keys.
- 2) Try to make a sequence to notes.
- 3) Try mousing over different things.
- 4) Play with different keys and modes.
- 5) Make 3 different tracks and play them back (hint: 'q').
- 6) Delete a note with '- '.

Part 2

1) Did you have difficulty with any of the tasks?

track progress bar (playing the track)

2) What task took the longest to figure out?

task 2 and task 5

3) How easy would you say was for you to use the program?

after I figured out it was v. easy

4) Would you play with it again?

yes

5) Would you recommend it to anyone else?

yes

6) Comments or suggestions?

A way (may be better way to explain how the
play tracks works. B/c I couldn't use it well.

On a scale of 1 to 5:

Enjoyment	[4]
Ease of use	[3]
Look and feel	[5]

averages

Start Time: _____
End Time: _____

Webcordion Beta Testing Form

Our goal is to see how users interact with our software.
The following are a list of tasks for you to complete.
Please complete them and answer the questions that follow.

- 1) Play a song with the number keys.
- 2) Try to make a sequence to notes.
- 3) Try mousing over different things.
- 4) Play with different keys and modes.
- 5) Make 3 different tracks and play them back (hint: 'q').
- 6) Delete a note with '- '.

Part 2

1) Did you have difficulty with any of the tasks?

Yes, the initial task of figuring out the program is difficult

2) What task took the longest to figure out?

The broken mouse,

3) How easy would you say was for you to use the program?

Fairly difficult

4) Would you play with it again?

Sure

5) Would you recommend it to anyone else?

Yeah

6) Comments or suggestions?

On a scale of 1 to 5:
hard easy

Enjoyment	[3]
Ease of use	[2]
Look and feel	[4]

Start Time: _____
End Time: _____

Webcordion Beta Testing Form

Our goal is to see how users interact with our software.
The following are a list of tasks for you to complete.
Please complete them and answer the questions that follow.

- 1) Play a song with the number keys.
- 2) Try to make a sequence to notes.
- 3) Try mousing over different things.
- 4) Play with different keys and modes.
- 5) Make 3 different tracks and play them back (hint: 'q').
- 6) Delete a note with '- '.

Part 2

1) Did you have difficulty with any of the tasks?

----- Creating tracks -----

2) What task took the longest to figure out?

----- Creating tracks -----

3) How easy would you say was for you to use the program?

----- fairly easy -----

4) Would you play with it again?

----- Yes -----

5) Would you recommend it to anyone else?

----- yes -----

6) Comments or suggestions?

On a scale of 1 to 5:

Enjoyment	[4]
Ease of use	[3]
Look and feel	[3]

Start Time: _____
End time: _____

Webcordion Beta Testing Form

Our goal is to see how users interact with our software.
The following are a list of tasks for you to complete.
Please complete them and answer the questions that follow.

- 1) Play a song with the number keys.
- 2) Try to make a sequence to notes.
- 3) Try mousing over different things.
- 4) Play with different keys and modes.
- 5) Make 3 different tracks and play them back (hint: 'q').
- 6) Delete a note with '- '.

Part 2

1) Did you have difficulty with any of the tasks?

with the features that worked, no.

2) What task took the longest to figure out?

I suppose it would be the replay features

3) How easy would you say was for you to use the program?

Simple enough, but I feel it has some limitations at the moment.

4) Would you play with it again?

Sure.

5) Would you recommend it to anyone else?

If I knew some starting out in music.

6) Comments or suggestions?

Show the notes on the measure and add beats of different times.

On a scale of 1 to 5:

Enjoyment [5]

Ease of use [5]

Look and feel [4]

tenor box with spinner slightly too small.

Start time: _____
End time: _____

Webcordion Beta Testing Form

Our goal is to see how users interact with our software.
The following are a list of tasks for you to complete.
Please complete them and answer the questions that follow.

- 1) Play a song with the number keys.
- 2) Try to make a sequence to notes.
- 3) Try mousing over different things.
- 4) Play with different keys and modes.
- 5) Make 3 different tracks and play them back (hint: 'q').
- 6) Delete a note with '- '.

Part 2

1) Did you have difficulty with any of the tasks?

No

2) What task took the longest to figure out?

Deleting tracks, I didn't see the key at first

3) How easy would you say was for you to use the program?

Pretty easy, I could figure out the function in a
minute or two

4) Would you play with it again?

Yeah, put it on github. I'll clone it and play around

5) Would you recommend it to anyone else?

Yes

6) Comments or suggestions?

Drop down arrow should be on box. Keys should have value
inside them ex

C	D	E
---	---	---

 ...

P

On a scale of 1 to 5:

Enjoyment	[5]
Ease of use	[5]
Look and feel	[4]

Start Time: _____

End Time: _____

Webcordion Beta Testing Form

Our goal is to see how users interact with our software.

The following are a list of tasks for you to complete.

Please complete them and answer the questions that follow.

- 1) Play a song with the number keys.
- 2) Try to make a sequence to notes.
- 3) Try mousing over different things.
- 4) Play with different keys and modes.
- 5) Make 3 different tracks and play them back (hint: 'q').
- 6) Delete a note with '!'.

Part 2

1) Did you have difficulty with any of the tasks?

It took me a minute to notice clicking on a note was adding it to a track

2) What task took the longest to figure out?

Task 2

3) How easy would you say was for you to use the program?

Pretty easy, not knowing anything about music means I'm just hitting buttons making noise

4) Would you play with it again?

Sure

5) Would you recommend it to anyone else?

Someone that enjoys making music

6) Comments or suggestions?

Other than comment is I not really

On a scale of 1 to 5:

Enjoyment	[4]
Ease of use	[3]
Look and feel	[4]



91.462 GUI II

April 9, 2013

Project Milestone #3: Beta Version and Usability Test

Alexander Chea | Annie Weng

Date of Report	April 9, 2013
Date of Test	April 4, 2013
Location of Test	Olsen 402, University of Massachusetts Lowell
Prepared By	Annie Weng & Alexander Chea

About

This document is a report of results we have collected from the usability test for MySousChef. MySousChef is a web application designed to assist new cooks. The goals of the usability test was to examine the efficiency of our interactive step-by-step panels, find any user interface issues that we could improve on, and find any malfunction features we have missed during our development.

Who We Tested

Our application targets mostly on cooks with little to no experience. We have tested 10 people with various experiences.

Participants

Age	
Under 19	1
20-24	5
25-30	2
Over 30	1

Gender	
Male	8
Female	2

Cooking Frequency	
Daily	1
Weekly	7
Monthly	0
Yearly	1
None	1 (but interested)

Total Participants: 10

Procedure

We took in people who were willing to participate in our usability test. Each participant was given a packet filled with pre-test questions, tasks, and post-test questions to answer. Before the participants were allowed to use the site, we asked them to fill out the pre-test questions on the first page.

Pre-Test Questions

Age					
Gender	☐ Male		☐ Female		
Do you cook?	☐ Yes		☐ No		
If yes, how often?	daily ☐	weekly ☐	monthly ☐	yearly ☐	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☐ Yes		☐ No		

After completing the pre-test questions, each participant was then allowed to use the laptop with our site already loaded on the screen. They are to complete the set of tasks and answer questions listed on the next page.

Tasks

1. Register for a MySousChef Account. No information will be kept.
2. Login to your account.
3. Find the Mee Katang recipe. How did you get there?
4. Go to the first step. Start the timer and play with the other buttons.
5. Find the Fruit Tart recipe.
6. Write down how many servings the Fruit Tart recipe makes.
7. Proceed to the second step. Let's say you baked the cake for 11 minutes.
Answer the question below the timer and follow the response.
8. Get to the page that lists all recipes on MySousChef.
9. How many recipes are on the Breakfast tab?
10. What is the hardest recipe currently in MySousChef?
11. Find a recipe that interests you and that you may attempt to prepare. What recipe is it?

As the participants progressed through the set of tasks, the evaluators (us) filled out a sheet based on the participant's progression and/or issues/notes.

Evaluation Sheet

1	Did the user have trouble registering for an account?	☐ Yes	☐ No
2	Did the user have trouble logging in to their account?	☐ Yes	☐ No
3	Did the user find the Mee Ketang recipe?	☐ Yes	☐ No
4	Was there a problem with the timer widget/progress bar?	☐ Yes	☐ No
5	Did the user find the Fruit Tart recipe?	☐ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☐ No
7	Did the user have trouble following the response from the radio question?	☐ Yes	☐ No
8	Did the user have trouble finding all recipes?	☐ Yes	☐ No
9	Did the user determine how many breakfast recipes there are?	☐ Yes	☐ No
10	Did the user find the hardest recipe?	☐ Yes	☐ No
11	Did the user find interest in a particular recipe?	☐ Yes	☐ No

After the participants completed the set of tasks, they answered the post-test questions which provided feedback for MySousChef.

Post-Test Questions

1. What is your overall impression of MySousChef?
2. What was the best part about MySousChef?
3. What was the worst part about MySousChef?
4. How can we improve on the part in Question 3?
5. Would you use our website if you wanted to cook something? ☐ Yes ☐ No
Please explain your answer.
6. Do you have any other suggestions that can help us make our website better?

Data Collected

Number of Participants: 10

Number of Participants with 100% Success for All Tasks (no issues encountered): 2 (20%)

Task #	Success Rate (1 st Attempt)	Notes
1	100%	2 participants found email input length was limited and used different emails instead.
2	100%	
3	90%	1 participant failed to find the recipe. The task sheet had a typo on the recipe name, thus participants that attempted to use the search bar experienced difficulties, but later found through other methods.
4	70%	3 participants ignored the timer completely.
5	100%	
6	100%	
7	100%	Participants looked confused when trying to understand what the task meant and what to do.
8	100%	
9	90%	1 participant used the sidebar and mistakenly read the number of recipes listed. One of the recipes title was wrapped which looked like two separate recipes.
10	100%	
11	100%	

Issues Found

Search Bar – Five participants used the search and encountered errors due to the typo of the recipe on the tasks page. Most found another method to get to the recipe to complete the task.

Registration (Email) – Two participants found email input length errors and completed the task by using another (shorter) email.

Naming Conventions – One participant was confused with the start tab and start button. One participant was confused with what “step 1” was. The participant kept going back to “task #1” rather than going to the recipe’s step 1.

Timer – Three participants completely ignored the timer. Maybe they were expecting a clock timer instead of the bar.

Difficulty Icons – Some had problems identifying the difficulty icons rating on the recipe index page and some ignored the difficulty rating on the top right corner. Some participants went through numerous recipes to find the most difficult one by judgment.

Solutions to Issues

Search Bar – Current search bar is too strict and will make it forgiving on the spelling.

Registration (Email) – Change email input length, increase to a higher number of characters that can be entered.

Naming Conventions – Renaming the “Start” tab to “Info/Details” tab to avoid confusing with the “Start” button. Planning to customize the jQuery tabs’ header for the step-by-step panels to make clear.

Timer – Make the timer more appealing for users to use. Planning to use contrasting colors with current theme.

Difficulty Icons – Color code the difficulties and keep the one-to-five chef hat scale.

Exit Questions

Questions	Overall Response
What is your overall impression of MySousChef?	Layout was clean, nice, and appealing. The recipes looked good.
What was the best part about MySousChef?	The recipe timer was a unique feature and would be very useful. Liked interacting with recipes.
What was the worst part about MySousChef?	Cannot sort recipes. Search bar was too strict. Not optimized for mobile/touch devices.
How can we improve on the part in Question 3?	Autocomplete for the search bar. Improve the search bar. Sort recipes by options.
Would you use our website if you wanted to cook something?	100% Yes. The recipes are popular, tasty, and easy to follow. The site is different from sites participants have seen.
Do you have any other suggestions that can help us make our website better?	Have the timer play an alert sound when it is done. Separate required ingredients from optional. Add more recipes!

Changes to Make

We will definitely address all issues that were mentioned in the usability test. We believe most of the issues are not that hard to fix and will not take long. These issues are addressed by multiple participants and so we plan on making changes for the final version.

Conclusion

A lot of participants liked the layout and the user interface of MySousChef. This experience gave us a lot of quality feedback on our work. Many issues were found and will help us improve our site. We enjoyed observing participants use our site and hopefully they will continue using it for assistance in cooking and preparing meals.

1	Did the user have trouble registering for an account?	☐ Yes	☒ No
2	Did the user have trouble logging in to their account?	☐ Yes	☒ No
3	Did the user find the Me Ketang recipe?	☒ Yes	☐ No
4	Was there a problem with the timer widget/progress bar?	☒ Yes	☐ No
5	Did the user find the Fruit Tart recipe?	☒ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☒ No
7	Did the user have trouble following the response from the radio question?	☐ Yes	☒ No
8	Did the user have trouble finding all recipes?	☐ Yes	☒ No
9	Did the user determine how many breakfast recipes there are?	☒ Yes	☐ No
10	Did the user find the hardest recipe?	☒ Yes	☐ No
11	Did the user find interest in a particular recipe?	☒ Yes	☐ No

Other Notes

3. search bar didn't work

4. didn't understand where Step 1 was

10. didn't get the difficulty level rating

1	Did the user have trouble registering for an account?	☐ Yes	☒ No
2	Did the user have trouble logging in to their account?	☐ Yes	☒ No
3	Did the user find the Me Ketang recipe?	☒ Yes	☐ No
4	Was there a problem with the timer widget/progress bar?	☐ Yes	☒ No
5	Did the user find the Fruit Tart recipe?	☒ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☒ No
7	Did the user have trouble following the response from the radio question?	☐ Yes	☒ No
8	Did the user have trouble finding all recipes?	☐ Yes	☒ No
9	Did the user determine how many breakfast recipes there are?	☒ Yes	☐ No
10	Did the user find the hardest recipe?	☒ Yes	☐ No
11	Did the user find interest in a particular recipe?	☒ Yes	☐ No

Other Notes

- user played w/ progress bar (no problem)

Did not seem to struggle.

Operated very smoothly

1	Did the user have trouble registering for an account?	☐ Yes	☒ No
2	Did the user have trouble logging in to their account?	☐ Yes	☒ No
3	Did the user find the Me Ketang recipe?	☒ Yes	☐ No
4	Was there a problem with the timer widget/progress bar?	☐ Yes	☐ No
5	Did the user find the Fruit Tart recipe?	☒ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☒ No
7	Did the user have trouble following the response from the radio question?	☒ Yes	☐ No
8	Did the user have trouble finding all recipes?	☐ Yes	☒ No
9	Did the user determine how many breakfast recipes there are?	☐ Yes	☒ No
10	Did the user find the hardest recipe?	☒ Yes	☐ No
11	Did the user find interest in a particular recipe?	☐ Yes	☐ No

Other Notes

4. didn't try it.

7. didn't follow add 1 min

11. confirm password is shown explicitly

1	Did the user have trouble registering for an account?	☐ Yes	☒ No
2	Did the user have trouble logging in to their account?	☐ Yes	☒ No
3	Did the user find the Mc Ketang recipe?	☒ Yes	☐ No
4	Was there a problem with the timer widget/progress bar?	☐ Yes	☒ No
5	Did the user find the Fruit Tart recipe?	☒ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☒ No
7	Did the user have trouble following the response from the radio question?	☐ Yes	☒ No
8	Did the user have trouble finding all recipes?	☐ Yes	☒ No
9	Did the user determine how many breakfast recipes there are?	☒ Yes	☐ No
10	Did the user find the hardest recipe?	☒ Yes	☐ No
11	Did the user find interest in a particular recipe?	☒ Yes	☐ No

Other Notes

- Email length problem (student.uml.edu)

- Mc Ketang spell problem (search bar and task)

1	Did the user have trouble registering for an account?	☐ Yes	☒ No
2	Did the user have trouble logging in to their account?	☐ Yes	☒ No
3	Did the user find the Mc Ketang recipe?	☒ Yes	☐ No
4	Was there a problem with the timer widget/progress bar?	☒ Yes	☐ No
5	Did the user find the Fruit Tart recipe?	☒ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☒ No
7	Did the user have trouble following the response from the radio question?	☐ Yes	☒ No
8	Did the user have trouble finding all recipes?	☐ Yes	☒ No
9	Did the user determine how many breakfast recipes there are?	☐ Yes	☒ No
10	Did the user find the hardest recipe?	☒ Yes	☐ No
11	Did the user find interest in a particular recipe?	☒ Yes	☐ No

Other Notes

4. User is actually going through entire recipe. Ignored timer

7. User never chooses no, never following

Make cards entirely clickable

Start label/start button button confusion

Sub title steps ~~never~~ needs to be added.

1	Did the user have trouble registering for an account?	☐ Yes	☒ No
2	Did the user have trouble logging in to their account?	☐ Yes	☒ No
3	Did the user find the Me Ketang recipe?	☒ Yes	☐ No
4	Was there a problem with the timer widget/progress bar?	☐ Yes	☒ No
5	Did the user find the Fruit Tart recipe?	☒ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☒ No
7	Did the user have trouble following the response from the radio question?	☐ Yes	☒ No
8	Did the user have trouble finding all recipes?	☐ Yes	☒ No
9	Did the user determine how many breakfast recipes there are?	☒ Yes	☐ No
10	Did the user find the hardest recipe?	☒ Yes	☐ No
11	Did the user find interest in a particular recipe?	☒ Yes	☐ No

Other Notes

smooth, no problem ✓

1	Did the user have trouble registering for an account?	☐ Yes	☒ No
2	Did the user have trouble logging in to their account?	☐ Yes	☒ No
3	Did the user find the Me Ketang recipe?	☐ Yes	☒ No
4	Was there a problem with the timer widget/progress bar?	☐ Yes	☒ No
5	Did the user find the Fruit Tart recipe?	☒ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☒ No
7	Did the user have trouble following the response from the radio question?	☐ Yes	☒ No
8	Did the user have trouble finding all recipes?	☐ Yes	☒ No
9	Did the user determine how many breakfast recipes there are?	☒ Yes	☐ No
10	Did the user find the hardest recipe?	☒ Yes	☐ No
11	Did the user find interest in a particular recipe?	☒ Yes	☐ No

Other Notes

1. automatically login?

4. ~~4~~ trying to break code ..

links with underline; do ~~to~~ hover change

10. color code difficulty?

1	Did the user have trouble registering for an account?	☐ Yes	☒ No
2	Did the user have trouble logging in to their account?	☐ Yes	☒ No
3	Did the user find the Mc Ketang recipe?	☒ Yes	☐ No
4	Was there a problem with the timer widget/progress bar?	☐ Yes	☒ No
5	Did the user find the Fruit Tart recipe?	☒ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☒ No
7	Did the user have trouble following the response from the radio question?	☐ Yes	☒ No
8	Did the user have trouble finding all recipes?	☐ Yes	☒ No
9	Did the user determine how many breakfast recipes there are?	☒ Yes	☐ No
10	Did the user find the hardest recipe?	☒ Yes	☐ No
11	Did the user find interest in a particular recipe?	☒ Yes	☐ No

Other Notes

search problem (spelling)

1	Did the user have trouble registering for an account?	☐ Yes	☒ No
2	Did the user have trouble logging in to their account?	☐ Yes	☒ No
3	Did the user find the Me Ketang recipe?	☒ Yes	☐ No
4	Was there a problem with the timer widget/progress bar?	☐ Yes	☒ No
5	Did the user find the Fruit Tart recipe?	☒ Yes	☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes	☒ No
7	Did the user have trouble following the response from the radio question?	☐ Yes	☒ No
8	Did the user have trouble finding all recipes?	☐ Yes	☒ No
9	Did the user determine how many breakfast recipes there are?	☐ Yes	☒ No
10	Did the user find the hardest recipe?	☒ Yes	☐ No
11	Did the user find interest in a particular recipe?	☐ Yes	☐ No

Other Notes

issues with search bar

1	Did the user have trouble registering for an account?	☒ Yes ☒ No
2	Did the user have trouble logging in to their account?	☐ Yes ☒ No
3	Did the user find the Me Ketang recipe?	☒ Yes ☐ No
4	Was there a problem with the timer widget/progress bar?	☐ Yes ☒ No
5	Did the user find the Fruit Tart recipe?	☒ Yes ☐ No
6	Did the user have trouble determining the serving size of the Fruit Tart recipe?	☐ Yes ☒ No
7	Did the user have trouble following the response from the radio question?	☐ Yes ☒ No
8	Did the user have trouble finding all recipes?	☐ Yes ☒ No
9	Did the user determine how many breakfast recipes there are?	☐ Yes ☒ No
10	Did the user find the hardest recipe?	☒ Yes ☐ No
11	Did the user find interest in a particular recipe?	☒ Yes ☐ No

Other Notes

email length problems.

Breakfast amount found was wrong. user found 3 when it is 2.



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age <u>28</u>					
Gender <u>Female</u>	☐ Male		☐ Female		
Do you cook? <u>yes</u>	☐ Yes		☐ No		
If yes, how often? <u>2-3 times a week</u>	daily ☐	weekly ☒	monthly ☐	yearly ☐	
If no, how interested are you in starting? <u>n/a</u>	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☐ Yes		☒ No		

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Tasks

1. Register for a MySousChef Account. No information will be kept.
2. Login to your account.
3. Find the Me Katang recipe. How did you get there? pressed buttons:
main dishes, me katang
4. Go to the first step. Start the timer and play with the other buttons.
5. Find the Fruit Tart recipe.
6. Write down how many servings the Fruit Tart recipe makes. 8
7. Proceed to the second step. Let's say you baked the cake for 11 minutes.
Answer the question below the timer and follow the response.
8. Get to the page that lists all recipes on MySousChef.
9. How many recipes are on the Breakfast tab? 2
10. What is the hardest recipe currently in MySousChef? red velvet cake
11. Find a recipe that interests you and that you may attempt to prepare.
What recipe is it? red velvet cake

Congratulations! (\ (^_^) /)

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

I thought the site looked very appealing and professional. It was easy to navigate and user friendly.

2. What was the best part about MySousChef?

The best part was the look and feel of the web site. The food looked very appetizing, and I really wanted to try some of the recipes.

3. What was the worst part about MySousChef?

Can't really think of any

4. How can we improve on the part in Question 3?

n/a

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No
Please explain your answer.

The recipe were popular and tasty and the website was very easy to follow.

6. Do you have any other suggestions that can help us make our website better?

No, I really thought it was very well done!



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age	18				
Gender	☒ Male		☐ Female		
Do you cook?	☒ Yes		☐ No		
If yes, how often?	daily ☐	weekly ☒	monthly ☐	yearly ☐	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☒ Yes		☐ No		

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Tasks

1. Register for a MySousChef Account. No information will be kept.
2. Login to your account.
3. Find the Me Katang recipe. How did you get there?

Main Dishes drop down menu

4. Go to the first step. Start the timer and play with the other buttons.
5. Find the Fruit Tart recipe.
6. Write down how many servings the Fruit Tart recipe makes. 8
7. Proceed to the second step. Let's say you baked the cake for 11 minutes. Answer the question below the timer and follow the response.
8. Get to the page that lists all recipes on MySousChef.
9. How many recipes are on the Breakfast tab? 2
10. What is the hardest recipe currently in MySousChef? Red Velvet cake
11. Find a recipe that interests you and that you may attempt to prepare.

What recipe is it? Pad Thai

Congratulations! (\ (^_^) /)

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

The website is well crafted.

2. What was the best part about MySousChef?

Steps that require timers have a timer built onto the page.

3. What was the worst part about MySousChef?

The buttons do not appear to be optimized for touch where the site would be most useful on a tablet.

4. How can we improve on the part in Question 3?

Have a means to check for a mobile device and work from there

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No
Please explain your answer.

The recipes are easy to follow.

6. Do you have any other suggestions that can help us make our website better?

No



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age	24				
Gender	☒ Male		☐ Female		
Do you cook?	☒ Yes		☐ No		
If yes, how often?	daily ☐	weekly ☒	monthly ☐	yearly ☐	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☒ Yes		☐ No		

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Tasks

1. Register for a MySousChef Account. No information will be kept.
2. Login to your account.
3. Find the Me Katang recipe. How did you get there?

Clicked "Back to main menu/first page/w/c"

4. Go to the first step. Start the timer and play with the other buttons.
5. Find the Fruit Tart recipe. use find(),
6. Write down how many servings the Fruit Tart recipe makes. 2
7. Proceed to the second step. Let's say you baked the cake for 11 minutes.
Answer the question below the timer and follow the response.
8. Get to the page that lists all recipes on MySousChef.
9. How many recipes are on the Breakfast tab? 2
10. What is the hardest recipe currently in MySousChef? Probably Red Velvet cake
11. Find a recipe that interests you and that you may attempt to prepare.

What recipe is it? Pancakes

Congratulations! (\ (^_^) /)

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

Pretty cool. You need ad space on the right and you almost have a real site.

2. What was the best part about MySousChef?

Interface felt very clean even though I looked confused by the survey.

3. What was the worst part about MySousChef?

Not sure. I could've probably given it a harder drive though. Use trim() for search!

4. How can we improve on the part in Question 3?

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No

Please explain your answer.

I don't know what other sites like this are but this is cool. Add more categories, warm/cold weather, sort by country etc.

6. Do you have any other suggestions that can help us make our website better?



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age	21				
Gender	☒ Male		☐ Female		
Do you cook?	☒ Yes		☐ No		
If yes, how often?	daily ☐	weekly ☒	monthly ☐	yearly ☐	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☒ Yes		☐ No		

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Tasks

1. Register for a MySousChef Account. No information will be kept.
2. Login to your account.
3. Find the Me Katang recipe. How did you get there?

From all recipes

4. Go to the first step. Start the timer and play with the other buttons.
5. Find the Fruit Tart recipe.
6. Write down how many servings the Fruit Tart recipe makes. 8
7. Proceed to the second step. Let's say you baked the cake for 11 minutes. Answer the question below the timer and follow the response.
8. Get to the page that lists all recipes on MySousChef.
9. How many recipes are on the Breakfast tab? 2
10. What is the hardest recipe currently in MySousChef? Red Velvet Cake
11. Find a recipe that interests you and that you may attempt to prepare.

What recipe is it? Old Fashioned Pancakes

Congratulations! (\ (^_^) /)

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

Good looking website that has a lot of useful cooking features (timer etc.)

2. What was the best part about MySousChef?

The interactivity of the recipes

3. What was the worst part about MySousChef?

The search didn't seem to find the free taking

4. How can we improve on the part in Question 3?

If the search found it it would be fine.

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No

Please explain your answer.

It lists recipes and instructions in sensible ways and provides useful tools for cooking

6. Do you have any other suggestions that can help us make our website better?

Nothing in mind except the search issue



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age <u>64</u>					
Gender <u>F</u>	☐ Male		☒ Female		
Do you cook? <u>Yes</u>	☒ Yes		☐ No		
If yes, how often?	daily ☒	weekly ☐	monthly ☐	yearly ☐	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☒ Yes		☐ No		

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Tasks

1. Register for a MySousChef Account. No information will be kept.

2. Login to your account.

3. Find the Me Katang recipe. How did you get there?

click on recipe tab at top

4. Go to the first step. Start the timer and play with the other buttons.

5. Find the Fruit Tart recipe.

6. Write down how many servings the Fruit Tart recipe makes. 8

7. Proceed to the second step. Let's say you baked the cake for 11 minutes.
Answer the question below the timer and follow the response.

8. Get to the page that lists all recipes on MySousChef.

9. How many recipes are on the Breakfast tab? 2

10. What is the hardest recipe currently in MySousChef? Red Velvet cake

11. Find a recipe that interests you and that you may attempt to prepare.

What recipe is it? Pad Thai

Congratulations! (\ (^_^) /)

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

Good recipes and step by step instructions

2. What was the best part about MySousChef?

identifying how difficult with symbols

3. What was the worst part about MySousChef?

Start ^{tab} at top and bottom - not the same

4. How can we improve on the part in Question 3?

Change name of start tab at top

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No
Please explain your answer.

Good recipe choices

6. Do you have any other suggestions that can help us make our website better?



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age	20				
Gender	☒ Male		☐ Female		
Do you cook?	☐ Yes		☒ No		
If yes, how often?	daily ☐	weekly ☐	monthly ☐	yearly ☐	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☒	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☒ Yes			☐ No	

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Tasks

1. Register for a MySousChef Account. No information will be kept.
2. Login to your account.
3. Find the Mc Katang recipe. How did you get there?

Recipes navigation button

4. Go to the first step. Start the timer and play with the other buttons.
5. Find the Fruit Tart recipe.
6. Write down how many servings the Fruit Tart recipe makes. 8
7. Proceed to the second step. Let's say you baked the cake for 11 minutes.
Answer the question below the timer and follow the response.
8. Get to the page that lists all recipes on MySousChef.
9. How many recipes are on the Breakfast tab? 2
10. What is the hardest recipe currently in MySousChef? Red velvet Cake
11. Find a recipe that interests you and that you may attempt to prepare.

What recipe is it? Old Fashioned Pancakes

Congratulations! (\(^_^\)/)

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

Very clean design. Layout is easy to navigate. Did not use the left navigation - only the top.

2. What was the best part about MySousChef?

The recipe timer - unique feature that would be very useful.

3. What was the worst part about MySousChef?

You cannot sort the recipes.

4. How can we improve on the part in Question 3?

Add a sort option to sort by name, difficulty, etc.

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No

Please explain your answer.

The recipes are easy to follow. You can check off items you have already completed. The timer would be very useful.

6. Do you have any other suggestions that can help us make our website better?

The timer could play a sound (if it doesn't already) when it is complete.



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age	21				
Gender	☒ Male		☐ Female		
Do you cook?	☒ Yes		☐ No		
If yes, how often?	daily ☐	weekly ☒	monthly ☐	yearly ☐	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☒ Yes		☐ No		

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Tasks

1. Register for a MySousChef Account. No information will be kept. ✓

2. Login to your account. ✓

3. Find the Mc Katang recipe. How did you get there?

Found it in main dishes

4. Go to the first step. Start the timer and play with the other buttons.

5. Find the Fruit Tart recipe. ✓

6. Write down how many servings the Fruit Tart recipe makes. 8

7. Proceed to the second step. Let's say you baked the cake for 11 minutes.
Answer the question below the timer and follow the response.

8. Get to the page that lists all recipes on MySousChef. ✓

9. How many recipes are on the Breakfast tab? 2

10. What is the hardest recipe currently in MySousChef? Red velvet cake

11. Find a recipe that interests you and that you may attempt to prepare.

What recipe is it? Shrimp & Garlic Pasta

Congratulations! \ (^_ ^) /

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

Very simple to navigate. The recipes seem easy to follow, but I'll have to try preparing one in order to see if that's the case.

2. What was the best part about MySousChef?

Navigating to the different dishes is very intuitive

3. What was the worst part about MySousChef?

Having a timer on the site seems redundant because there is already a timer on a kitchen stove.

4. How can we improve on the part in Question 3?

Can't say, you'll have to play with some alternatives

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No

Please explain your answer.

These seem like easy to cook recipes

6. Do you have any other suggestions that can help us make our website better?

there are many ingredients to cook recipes. I would separate the vital ingredients with the optional ingredients



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age	20				
Gender	☒ Male		☐ Female		
Do you cook?	☒ Yes		☐ No		
If yes, how often?	daily ☐	weekly ☐	monthly ☒	yearly ☒	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☒ Yes			☐ No	

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Seasonal

Tasks

1. Register for a MySousChef Account. No information will be kept.
2. Login to your account.
3. Find the Mc Katang recipe. How did you get there?

Recipe page

4. Go to the first step. Start the timer and play with the other buttons.
5. Find the Fruit Tart recipe.
6. Write down how many servings the Fruit Tart recipe makes. 8
7. Proceed to the second step. Let's say you baked the cake for 11 minutes.
Answer the question below the timer and follow the response.
8. Get to the page that lists all recipes on MySousChef.
9. How many recipes are on the Breakfast tab? 2
10. What is the hardest recipe currently in MySousChef? Red Velvet Cake
11. Find a recipe that interests you and that you may attempt to prepare.

What recipe is it? Mango Pudding

Congratulations! (\ (^_^) /)

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

It is very good looking. Has cool features, and good ideas

2. What was the best part about MySousChef?

The interactive recipes

3. What was the worst part about MySousChef?

The search is too strict. Searching for mee katang should find mee katang.

4. How can we improve on the part in Question 3?

Have an auto-complete feature on the search that pulls from the recipes list

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No

Please explain your answer.

If it had the thing I wanted to cook, I think MySousChef takes advantage of the web better than sites that are basically just static digital cookbooks.

6. Do you have any other suggestions that can help us make our website better?

Not really



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age 22					
Gender M	☒ Male		☐ Female		
Do you cook?	☒ Yes		☐ No		
If yes, how often?	daily ☐	weekly ☒	monthly ☐	yearly ☐	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☒ Yes		☐ No		

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Tasks

1. Register for a MySousChef Account. No information will be kept.
2. Login to your account.
3. Find the Me Katang recipe. How did you get there?

Through I "want to eat" search bar.

4. Go to the first step. Start the timer and play with the other buttons.
5. Find the Fruit Tart recipe.
6. Write down how many servings the Fruit Tart recipe makes. 8
7. Proceed to the second step. Let's say you baked the cake for 11 minutes.
Answer the question below the timer and follow the response.
8. Get to the page that lists all recipes on MySousChef.
9. How many recipes are on the Breakfast tab? 2
10. What is the hardest recipe currently in MySousChef? Red velvet cake
11. Find a recipe that interests you and that you may attempt to prepare.

What recipe is it? Shrimp and Garlic Pasta

Congratulations! (\ (^_^) /)

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

Well Done! No pun intended Everything was well
detailed and easy to find

2. What was the best part about MySousChef?

How detailed the preparation steps are.

3. What was the worst part about MySousChef?

The explanation for "No Recipe Found"

4. How can we improve on the part in Question 3?

Just say "no item searched recipe found"

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No
Please explain your answer.

I would certainly use this site! :)

6. Do you have any other suggestions that can help us make our website better?

Add more recipes!!!



Created by

Annie Weng and Alexander Chea

Hello and thank you for your interest in participating in our usability test!

Before you actually begin, we would like to know a little background information from you

Pre-Test Questions

Age	30				
Gender	☒ Male		☐ Female		
Do you cook?	☒ Yes		☐ No		
If yes, how often?	daily ☐	weekly ☒	monthly ☐	yearly ☐	
If no, how interested are you in starting?	not at all ☐	slightly ☐	somewhat ☐	very ☐	extremely ☐
Would you allow us to video record you during your test session?	☒ Yes		☐ No		

You are now ready to begin the MySousChef Usability Test.

Here, you will be asked to complete a few, simple tasks using the website.

Remember, this test is to see how well users interact with our website so feel free to speak your mind.

Turn the page.

Tasks

1. Register for a MySousChef Account. No information will be kept. ✓
2. Login to your account. ✓
3. Find the MeeKatang recipe. How did you get there?

Search bar

4. Go to the first step. Start the timer and play with the other buttons.
5. Find the Fruit Tart recipe.
6. Write down how many servings the Fruit Tart recipe makes. 8
7. Proceed to the second step. Let's say you baked the cake for 11 minutes. Answer the question below the timer and follow the response.
8. Get to the page that lists all recipes on MySousChef.

- * 9. How many recipes are on the Breakfast tab? 3

10. What is the hardest recipe currently in MySousChef? Red Velvet Cake

11. Find a recipe that interests you and that you may attempt to prepare.

What recipe is it? Chocolate Strawberry Waffles

Congratulations! (\ (^_^) /)

You have completed our tasks for MySousChef Usability Test.

Before you leave, please tell us about your experience about our website.

Proceed to the next page.

Post-Test Questions

1. What is your overall impression of MySousChef?

Friendly site, easy to navigate, pictures of the various recipes look appetizing.

2. What was the best part about MySousChef?

Working Kitchen timer

3. What was the worst part about MySousChef?

Search bar, recipes searched must match exactly or will return no results. That is, if you misspell your recipe, nothing is found.

4. How can we improve on the part in Question 3?

Try to implement a "closest match" algorithm. I searched "Me Katang," and no results were found. Search "Mee Katang" and the recipe is found.

5. Would you use our website if you wanted to cook something? ☒ Yes ☐ No
Please explain your answer.

It's easy to use and friendly.

6. Do you have any other suggestions that can help us make our website better?

Perhaps have the time visible while it's running so that as you move to later steps, you can keep an eye on it at all times.