



Milestone #3: Beta Version and Usability Test

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GUI Programming II

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Usability Documents and Notes

For reference, a copy of the usability test document will be attached to the end of this document.

The main features we wished to test during this usability test were the new registration form and the messaging system. At the beginning of the test very little instruction was given by us to the subject, we simply told them to sit down and follow the instructions on the instruction sheet. The complete list of tasks is as follows:

1. Register an account.
2. Go to the book search page
3. Search for a particular book (in this case it was *Unit Operations of Chemical Engineering*)
4. Select one of the current users selling the book, this will direct them to a message page
5. Set date and time for meeting, compose a message and hit send.
6. Log-out

As the test took place we took notes of questions to ask the subject, jotting down when the subject paused to think or got stuck. After the subject had finished we would ask them questions based on the issues they seemed to have during the test. We would also ask for general feedback focusing on the general smoothness and speed of the application; as speed and simplicity is one of our main goals for the final product.

Report

For the most part the tests when relatively smoothly with only a few hiccups. The subjects would begin at the login screen where they were asked to either login with an existing account or register a new account. We asked the users to make a new account for the test, which was in general quite easy to do. Some of the users did have an issues finding the register section on the page stating that the link did not stand out very much. We intend to make this link more prominent on the page so new users will have an easier time finding it.

They were then told to go to the search page and search for a specific book. None of your test subjects had any major issues with this step. The only issues that we levied at us was the that there was visual in consistency with the page, in that we used a mix of links and buttons for navigation. In the final build we intend to have a more complete and consistent visual style.

Though at this time we are unsure if the navigation will be done with links or buttons, we know it will be one or the other, but not both.

After finding the book we told the user to click on one of the user names in the search results.

This would have brought them to the messaging page, but there was a bit of a miscommunication on our part and we ended up using buttons instead of links. Because of this many of them ended up clicking on the usernames for about 20-45 seconds before either realizing the problem or until one of us intervened. Though this was not really an issue with our design it was an issues with our communication, which is something we intend to work on.

Upon reaching the message page users were instructed to set a time and date for a trade meeting, compose a message is they wished and send the message. Overall subjects did not find any faults with this, but some had an issue with our time selection, which required a bit of scrolling is you wanted to set the meeting to a later time.

After sending the message the user we redirected to the user page they started at and were told to then logout. This did not pose any problems with our subjects.

Overall, the program ran very smoothly as we had hoped, the main problems we ran into were with visual consistency and polish, which will be the main focus of our final days of working on this project.

Analysis

There was a lot of feedback regarding the appearance and layout of the application pages.

As stated in the report section there are a mix of buttons and plain text links used to navigate through the application. All navigation links will be changed so that they appear as buttons.

Book information is formatted differently on the home page and the search page. The book information entries will be given a consistent view throughout the application. The text for book information entries is also tightly packed together. The text will be given better spacing and alignment.

The changes to the appearance and layout will be made because several users had said that it made the application look unprofessional.

Several users had difficulty registering an account. This was because the the register link was a small text link. The register button along with the login button will be changed to much larger buttons so that the user will have an easier time finding them.

We will be adding small instructional tool tips in the final version. These will take the form of little question mark buttons that will provide the instructions when the user hovers their mouse over them. This main reason for adding these tool tips is to assist in the search page. Many users

typed in the full name of the book and did not type in a partial title. A tool tip can provide this information to make searching easier for the user. These tool tips will also provide help on other pages in the application.

One user had said that the time selection in the message form was too big. This is because the time selection is a large drop down menu that will go to the bottom of the screen. We will be changing this to a jQuery selector. This will take the form of an input text box that will have a small up and down arrow to change the time. This change will provide a smaller selection element while still allowing the user to easily enter a time.

Conclusion

Overall the usability test has shown that the application interface was lacking in both usability and appearance. We have learned that we need to make sure everything is polished for the final version of the application. The usability test was very useful. We had many users test out the application and point out small and big things that we could change in our application to make it better. Along with that we learned what we can do to make a better usability test as well.

Usability Test for NC Bookstack Application

Name: _____

Summary: This document contains a step by step set of instructions for you to follow. Please complete each step in order. When you have completed the step mark the appropriate check box. For each step please record difficulty of completing the step on a scale of 1-5 (1 being easy, 3 being average, 5 being difficult).

Instructions:

1. Register an account on the log in page. This may be done with any user-name/password/email that you wish fake or otherwise.
☐ Difficulty:
2. Go to the search page.
☐ Difficulty:
3. Search for the book *Unit Operations of Chemical Engineering* using the Title search option. Searching the full name is not necessary, partial searches are acceptable.
☐ Difficulty:
4. Scroll down to the bottom of the entry and click on one of the user-names there. This will bring you to a message page.
☐ Difficulty:
5. Set date and time to 4/21/2014 at 1:00 PM. You may write something in text-area, but this is not required. After which send the message.
☐ Difficulty:
6. Log-out.
☐ Difficulty:

Audition! Usability Test Report

Date of Report:	April 22, 2014
Date of Test:	April 15, 2014 and April 22, 2014
Location of Test:	Lowell, MA
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Executive Summary

This general usability test for Audition was conducted to find bugs, potential new features, and issues with look-and-feel in Audition. 9 participants were asked to produce a track with a pre-supposed audition scenario (participants were not necessarily musicians) using the application. After they produced a track, participants were asked to submit their recording to a fake ensemble's email address using the application.

The usability test highlighted some major areas where our application needs improvement. Testers identified problems in *Audition's* look and feel, interactivity, and audio code-base. Even though 100% of users completed the task eventually, a significant amount of users experienced long delays due to usability issues.

The development team left with eminent agenda for audition's improvement. Some essential actions, such as enabling microphone access, were not highlighted clearly enough for users. Furthermore, some participants strayed the application into a dysfunctional state, such as trying to export during a recording. These sessions exposed the need to improve warnings in some circumstances and put up roadblocks in others. Some of our participants suggested feature additions to make the application easier to use for auditioning musicians. These participants noticed the need for the application to help users prepare to record their track. Finally, a few participants were not happy with the look and feel of the application. These participants noted a lack of uniformity in some of the applications GUI widgets and text. Per these observations, the development team will renew its focus on visual polish.

Methodology

Who we tested

Nine participants, having the following characteristics, evaluated Audition.

Audience Type

Non-musician	5
Musician	4
TOTAL (participants)	9

Computer Usage

0 to 10 hrs. wk.	2
11 to 25 hrs. wk.	2
26+ hrs. wk.	5
TOTAL (participants)	9

Age

18-25	4
26-39	0
40-59	4
60-74	2
TOTAL (participants)	9

Gender

Women	1
Men	8
TOTAL (participants)	9

What participants did

Participants were presented with a notebook computer equipped with a microphone, and a pair of headphones. Since most of the users were not musicians, the facilitator read some brief instructions to set up a scenario. From the launch screen, participants were asked to record an audition track, export that track to disk, and finally submit that track to an email address using the application. After participants completed their tasks, they answered a few written questions about their experience.

Tests were given to two different test groups. One group consisted of musicians (pulled from a barbershop choir). The other group consisted of mostly non-musician college students. The former group was given more extensive questionnaires before and after their testing. These more extensive questionnaires were meant to gather more detailed information from our target demographic (musicians).

What data we collected

The facilitator observed all participants throughout the testing process. The facilitator answered questions laid out in the evaluator form. Participants also answered a short questionnaire given to them after the test.

Major findings and recommendations

- **List major issues**
 - Bugs that allowed users to fall into unsupported state
 - Exporting before recording finishes
 - Entering uncommon name in submission form
 - Failing to enable the microphone before recording
 - Inconsistent look and feel
 - Inconsistent button appearance
 - Inappropriate disparities in text
 - Ugly fonts
 - Missing features
 - More than one audition track
 - “Back” buttons
 - Timing and playback features for practice
- **Identify solutions**
 - Include warnings and prevent user action in certain states
 - Implement more intelligent validation of user form data
 - Design more uniform UI elements
 - Choose more attractive fonts
 - General rethinking of the GUI’s appearance
 - Implement requested features

Detailed findings and recommendations

Participant Exit Questions

Summary of exit question responses

Questions	Responses
Overall, was the process straightforward?	“Yes, very straightforward.” “Yes, except when I got to Audition! I forgot to choose my part before I click start button, but overall the process was very straightforward.”
Were there any features that you needed or wanted missing?	“No. I like the download feature a lot. You can download your voice after you sing. That’s so cool!” “No, nice and full of features” “Ask what audition track you want then go to the recording page”
Did the final track sound good to you?	“Yes, but I didn’t sing though.” “Of course.” “Do not recall it”

Was it clear when tracks were either playing back or recording?	"Yes was clear when playing back" "Yes!" "Yes"
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Evaluator Observations

Summary of evaluator observations

Questions	Observations
Were there any clear errors in recording or playback?	"Passed through un-disabled buttons during recording" "Failed to choose correct part" "No" "Not that I noticed"
Did the user enable their microphone and put on their headphones?	"Yes" "Didn't until error prompt" "Did not enable microphone until after an error prompt. Did not put on headphones."
Did the user fill out the form section successfully?	"Yes" "Yes. Encountered error with punctuation inside name." "Yes" "Yes, but tried to submit recording without a message leading to an error prompt."
Were there any other mentionable errors?	"Followed a button during recording, breaking application" "Recording failed to start on click" "Participant failed to choose his/her part" "Form did not send"

Musician Participant Entrance Questions

Summary of entrance question responses from musicians

Questions	Representative Responses												
Rate your sensitivity to audio reproduction quality on a scale of 1-5.	<table> <tr><td>5</td><td>1</td></tr> <tr><td>4</td><td>1</td></tr> <tr><td>3</td><td>1</td></tr> <tr><td>2</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>TOTAL (participants)</td><td>4</td></tr> </table>	5	1	4	1	3	1	2	0	1	1	TOTAL (participants)	4
5	1												
4	1												
3	1												
2	0												
1	1												
TOTAL (participants)	4												
Rate your sensitivity to musical problems (e.g. off-pitch, off-beat, etc.) on a scale of 1-5.	<table> <tr><td>5</td><td>1</td></tr> <tr><td>4</td><td>0</td></tr> <tr><td>3</td><td>2</td></tr> <tr><td>2</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>TOTAL (participants)</td><td>4</td></tr> </table>	5	1	4	0	3	2	2	0	1	1	TOTAL (participants)	4
5	1												
4	0												
3	2												
2	0												
1	1												
TOTAL (participants)	4												
Rate your sensitivity to visual design on a scale of 1-5.	<table> <tr><td>5</td><td>0</td></tr> <tr><td>4</td><td>2</td></tr> <tr><td>3</td><td>1</td></tr> <tr><td>2</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>TOTAL (participants)</td><td>4</td></tr> </table>	5	0	4	2	3	1	2	0	1	1	TOTAL (participants)	4
5	0												
4	2												
3	1												
2	0												
1	1												
TOTAL (participants)	4												

Musician Participant Exit Questions

Summary of exit question responses from musicians

Questions	Representative Responses
Having heard the scenario from the test facilitator, do you understand the purpose of <i>Audition</i> ?	"Yes" "Yes and I see value in it"
Did you find <i>Audition</i> responsive?	"Yes"
Was the purpose of each button in <i>Audition</i> clear?	"Yes"
Did you find <i>Audition</i> visually appealing?	"OK" "Yes" "Average, nothing special but nice"
Was it clear when tracks were either playing back or recording?	"Yes" "I got a late start at the beginning"
Would <i>Audition</i> benefit from more customizability?	"Yes where tempo and ritards etc. are unknown maybe a click track" "Not sure"
Did the final track sound good to you? If not, why not?	"Yes" "Yes, amazing"

Were there any features that you think would've improved your performance?	"Click track or maybe rolling text i.e. Karaoke style" "Hearing it ahead of time. For tempo + length of line" "Balance a predominant part"
Were there any other features that you needed or wanted missing?	"No" "Separation of tracks"
Overall, was the process straightforward?	"Yes" "Yes, very easy"

Short Usability Test Report for Early Birds

Date of Report: April 22, 2014
 Date of Test: April 15, 2014 & April 20, 2014
 Location of Test: Lowell, MA & North Reading, MA

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Executive Summary

The goal of the Early Birds usability tests was to get feedback regarding the look and feel of the website from those not involved in its development process and apart of its target audience. The study on April 20, 2014 was conducted with children who were unable to attend the in-class study on April 15, 2014.

The usability tests were divided into two separate scenarios: using the website as a teacher and using the website as a student. Participants that completed the first scenario as a teacher were asked to register for an account, create assignments, and view lab reports. Participants that completed the second scenario as a student were asked to create, access, edit, and submit a lab report. 7 total participants completed the study. Most participants completed 1 of the 2 scenarios; however, a few participants completed both scenarios.

Overall, the participants were able to effectively navigate through the website. Most participants successfully performed all tasks, but several participants did not complete the tasks in the correct order. The results of these tests indicate changes need to be made and are outlined in further detail below.

Methodology

Who we tested

7 participants, having the following characteristics, evaluated Early Birds.

Audience Type

College Students	4
College Professors	1
Elementary School Students	2
TOTAL (participants)	7

Gender

Women	0
Men	7
TOTAL (participants)	7

Age

5-10	2
11-17	0
18-24	4
25-44	0
45-60	0
61-70	1
TOTAL (participants)	7

What participants did

The participants met with the facilitators for approximately 15-20 minutes to complete 1 scenario and 25-30 minutes to complete both scenarios. The teacher scenario was comprised of 12 tasks divided into 2 parts of 8 and 4 tasks, and the student scenario was comprised of 8 tasks divided equally into 2 parts of 4 tasks. It took 10 minutes to fully complete a scenario. Additionally, participants spent 5-10 minutes filling out the questionnaire following task completion.

What data we collected

Participants were asked to provide their name, date, as well as operating system and browser information. We asked for this technical information to pinpoint any browser or operating system specific problems.

We silently watched participants complete each assigned task and recorded our observations on the evaluator form. After the tests were completed, we discussed potential website changes based on our observations. We did not focus on how the website should be changed during the tests; we simply focused on what the participants were doing.

Once participants completed the testing, we provided them a questionnaire regarding their overall experience as well as what they did and did not like about the website. In addition to inquiring about their satisfaction, we were interested in how participants completing the student scenario felt the website would appeal to younger students.

Major findings and recommendations

While there were no major issues or changes that need to be implemented as a result of usability testing, there were several concerns that need to be addressed.

- **Navigation regarding documents opening in new tabs.** It is very unclear how to navigate back to the website when links are opened in new tabs. For example, the information sheet and lab reports on the teacher hub open in new tabs. Since these documents were designed for printing, we did not add any navigational elements to these pages that would help users navigate back to the website. We assumed participants would close the tabs or switch back to the main Early Birds website, but most participants were confused after opening these documents.

We feel an appropriate fix for this problem is to open lab reports in new windows. It is likely users will recognize new windows opening more than tabs opening. Unfortunately, we will not be able to confirm our suspicions with additional usability tests before our final release. Additionally, the link to open the information sheet will download the sheet as a PDF file.

- **Submitting lab reports.** There is no prompt confirming lab submission and alerting users they will be unable to edit their work after submission. As a result, participants instantly submitted their lab reports without finishing it. This confused and annoyed participants because they were given no warning that they could not continue working on a lab report after it was submitted.

A proposed solution to this problem is to include a warning message that pops up when a user clicks submit. This message will notify users that they are about to submit their lab report and will not be able to make future edits. This will also give users the choice to submit or return to their lab report.

- **Creating a lab (as a student.)** The younger participants were confused beginning their lab reports. When they did not see their name on the list for an assignment, they did not know what to do because they also did not see the prompt to begin a new lab below the list of names.

We are still working on coming up with a viable solution that can be implemented in the limited time we have left. We think the best solution would be to implement a feature that would allow teachers to add rosters of student names and to associate rosters with particular assignments. With this design, students would only have to select their name from a list to begin a lab report. We, however, do not have enough time to implement this feature before the release.

In the time we have left, we feel it is most reasonable to change the language on this page to better direct users and add a graphic arrow directing attention to the prompt to begin a new lab.

- **Language is still too complicated for third graders.** The language used on the student interface may still be too complicated for third graders. Specific words, such as incorrect or selected, may potentially be above the third grade level.

With feedback from children and from a professor with experience in education, we plan to change some of the language we have used. For example, we plan to change the hints in the problem and conclusion section because the younger participants found these hints hard to understand. We also plan to change words like “incorrect” to “wrong.”

Exit Questions/User Impressions

The following tables contain responses for each of the 6 questions participants answered on the post-test questionnaire. It is noted when a response was verbally communicated or a response was not given.

Question 1: Describe your overall experience using Early Birds.

Participant No.	Response
1	Really slick interface, hitting enter didn't do what I thought it would but I'm also not a third grader.
2	It's very well designed and straightforward.
3	Very exciting
4	N/A - didn't provide answer.
5	Verbal communication - "Very nice, but still too complicated for third graders."
6	Verbal communication - "Yeah, I liked it."
7	Verbal communication - "Yeah, I liked that I could use it."

Most participants like the design and feel of the website. However, one participant argues the website is too complicated for third graders. Conducting the usability tests with children helped to identify areas on the website, such as beginning a lab report, that could be simplified for children.

Question 2: What did you like most about the website?

Participant No.	Response
1	-Transitions! -Shows lab report in word format.
2	The simplicity of the interface and procedures.
3	The visuals of the site were very professional and clean.
4	I enjoyed the way the website flowed. It was very visual and did a good job at keeping my attention.
5	Verbal communication - N/A
6	Verbal communication - "Writing a silly lab report."
7	Verbal communication - "The birds."

Participants enjoy the visual layout and using the website to write a lab report.

Question 3: What did you like least about the website?

Participant No.	Response
1	Couldn't alter lab report past submission.
2	I think the printed assignment sheet should be generated and have the assignment code pre-filled.
3	Some of the navigation aspects.
4	There were a few bugs with the site. Pressing enter to enter input seemed to reset the page itself. When viewing the pages to print them, like the labs, I think it would be better to have it open in a new window.
5	Verbal communication - "Too complicated for third graders, red text against blue screen."

6	Verbal communication - "The words. I don't get problem and hypothesis."
7	Verbal communication - "The submit button was confusing."

Participants do not like that you cannot alter a lab report after submitting it, but we will add a lightbox alert to confirm submitting a lab report. This alert will warn users they cannot edit lab reports after submission.

Several participants feel the language is still too complicated, and we plan to simplify our language. For example, one of the participants thinks the problem and conclusion hints are confusing, and we plan to change these sections.

Another participant found that hitting enter does not submit forms, and we will also fix this problem. We are aware that the "onclick" method is not triggered by hitting enter.

A few participants feel that the website is too hard to navigate when pages are opened in new tabs. As explained in the major findings and recommendations section, we plan to change these links to open in new windows.

One participant also suggests that the assignment code should automatically be inserted into the information sheet. We were hoping to implement this feature if we had the time, but we unfortunately do not have enough time before our final release.

Question 4: Did you find anything confusing or feel could be more straightforward?

Participant No.	Response
1	No.
2	Not Really.
3	When windows open up, navigating got confusing.
4	No, everything was pretty easy to navigate. There were a few pages that lacked a logout option which I feel should have it.
5	Verbal communication - "The language."
6	Verbal communication - N/A
7	Verbal communication - N/A

As explained in the major findings and recommendations section, we plan to change these links to open in new windows. One participant feels like there should be a logout option on the student hub. We have decided to implement a Save & Quit button, which will make exiting the website feel more natural for users.

Question 5: How did you feel about the colors on the website?

Participant No.	Response
1	Beautiful.
2	I like them a lot.
3	Very attractive.
4	They were very eye catching.
5	Verbal communication - N/A
6	Verbal communication - "They were cool."
7	Verbal communication - "I liked them."

Most participants like the colors on the website.

Question 6: Did you feel the atmosphere of the website would be appealing to third graders?

Participant No.	Response
1	Very much so. It's very straightforward to use.
2	N/A - Teacher test.
3	Yes.
4	Yes, I think the color scheme and the way the site visually moved from page to page would be very appealing to third graders.
5	Verbal communication - "It's still too complicated for third graders."
6	Verbal communication - N/A
7	Verbal communication - N/A

A few participants suggest the language is still too complicated for third graders, but many participants also feel the website is visually appealing to this age group.

Book-It

Project Milestone #3: Beta Version and Usability Test

Date of Report:	April 21, 2014
Date of Test:	April 15, 2014
Location of Test:	Lowell, MA
Prepared for:	Professor Jesse Heines
Prepared by:	Christopher Compton Jacob Nappi Thu Tran

Executive Summary

The main goal of the study was to collect data from users on our Book-It web application and as a result improve on our application. The participants completed a series of tasks which included selecting a desired employee with which to book an appointment, then selecting a date and creating an appointment. The session was conducted in a classroom style setting with other students, faculty and the professor present. The participants were seated and performed the tasks next to an application developer. Communication was not made with participants until the task list was completed. A total of ten participants took part in the usability testing of our product. Overall the participants were able to complete all the tasks on the list with ease. Users had trouble with the following areas; figuring out what the idle timer was, the military time on the appointment form registration page, and determining if time slots were clickable.

Methodology

Who we tested

The participants were of age ranging from early twenties to forties, primarily computer science majors. Two were a graphic designer and a biochemist. Most of the participants were male.

What participants did

Participants followed instructions on a form to complete the following tasks:

- Select an employee they would like to make an appointment with
- Select a date outside of the current month for your appointment
- Create the appointment

Participants met with the study facilitator for approximately 15 minutes to complete the list of tasks and answer a questionnaire at the end of the session.

What data we collected

We took notes on every tester for each task and had the participants answer questions on our product at the end.

Major findings and recommendations

The following is a list of user findings that caused problems during the testing and recommendations from them (solid bullets are issues and hollow bullets are solutions):

- The time on the appointment form is in a 24 hour format
 - Change the time from a 24 hour format to a 12 hour format
- The reserved times for partially free days were not styled differently from the free times leading to confusion for the user
 - Change the reserved times to be greyed out and to not have a selectable cursor when hovering over the times
- User attempted to click on the box that surrounded the employee photo when the photo is the only selectable object in the box
 - Make the entire text box selectable or remove the employee photo from the text box it is bounded in
- User struggled to see which time they were hovering over. The color was not dark enough and the cursor did not change
 - Change the hover color for the time fields to be darker so there is more of a contrast when the user is selecting a time. Also, change the pointer to be a pointing finger instead of an arrow to indicate a selection can be made
- User was looking for a field to add additional comments to the appointment i.e. saying the appointment is for a hair color instead of a cut
 - Add a field at the bottom of the appointment form for additional comments
- User didn't understand what a greyed out day was for.
 - Add a legend next to the calendar with an example of a day that has passed, a full day, and a regular day so the user can tell what days mean what
- User was confused by the idle timer and thought it meant the appointments were two hours long
 - Either remove the printout for the idle timer or add a label that says "Idle timer"
- User wanted an email confirmation
 - Give the option of an email confirmation on the appointment form and if they want an email confirmation, send it to them

Exit Questions & Answers

- Just from looking at this site, what do you think the purpose is? Please be specific.
 - This is a website to book appointments
 - Not sure what the purpose is
- How difficult was it to create an appointment?
 - It was not difficult, very intuitive. Just had difficulty with styling issues.
- Do you have any suggestions to enhance the appointment creation form for our website?

- The time on the appointment form should be a 12 hour format and not a 24 hour time format
 - There should be a field to add additional comments on the appointment form
 - There should be an email confirmation after an appointment was booked
 - Did not know that it was an idle timer on the appointment form, thought it meant the appointments were two hours long. I think there should be a tooltip, label, or image to clearly state the purpose of the idle timer
- Do you have any suggestions to make selection of an appointment time and day easier?
 - I was very confused about the free time slots because it was the same style as the reserved time slots for partially free days.
 - I struggled to see which time they were hovering over. The color was not dark enough and the cursor did not change
 - I didn't understand what a greyed out day was for.

Analysis

Discussion of the changes you plan to make in the final version of your software based on these results and why

- After performing the usability testing we identified a few changes that needed to be made that were easy and would help the user to more easily create an appointment. The changes were as follows:
 - **Change the cursor for selecting a time for a certain day to be a pointing finger instead of the normal cursor arrow.** We decided to do this because the users did not immediately notice that the times were selectable. Some took about 10 seconds to realize they should be clicking on a time selection.
 - **Style the selectable times differently than the non-selectable times.** We decided to do this because when the user went to select a time for a day that was already taken, they would just sit and click on the time expecting something to change. We will have a different color for the taken times and we will not change the cursor to a pointing finger to indicate that selection is possible.
 - **Change the time field of the appointment form to be a 12 hour format instead of a 24 hour time format.** We did this as most people do not read the clock in 24 hour format. This will lead to less confusion when they are filling out the form to reserve the appointment.
 - **Add a comments section to the appointment creation form.** The user might want to leave a comment for the person they are creating the appointment with that could better prepare the employee prior to the appointment. A great example would be if the user wanted to tell his or

her hair stylist that the appointment would be a cut and color rather than just a cut.

Discussion of the changes your tests indicate should be made but that you simply don't have the time to make

- The following are a list of changes that the user suggested we change, but we simply do not have time to do:
 - **Make the entire employee text box selectable, instead of just the photo.** Changing this would require an angular JS overhaul that we do not have time to do. As it stands the photo is the only part of the employee text box that has a cursor change and this should be enough to tell the user that it is clickable. Additionally, there is an information box on the page that instructs the user to click the photo.
 - **Change the highlight color of the times for an appointment to be a darker color.** Instead of changing the high light color, we changed the style of the selectable and non-selectable times. This creates more of a change in the times that making the highlight color different is not necessary.
 - **Have a welcome page before leading straight into the employee selection page.** For us to have a welcome page, we would need more content and more time to plan our site. It doesn't make sense to dump the user into a page that says "Welcome to BookIt, the web's best appointment creation site available!" and then forces the user to click again. In a later version we could have a home page where the user has to sign in and then can select different businesses for which the user would like to make appointments with.
 - **Create a legend next to the calendar that has an example of a booked day and a free day to reduce confusion in day selection.** Although this is a great idea, we do not have time to implement this feature in time for the presentation. It would take significant work with CSS and JavaScript to incorporate it into the homepage.
 - **Create an option for email confirmation.** This is a great suggestion and would be a little too time consuming to finish for the final showing.
 - **Show the employee face on the appointment form.** Unfortunately we never had the time to get the employee-specific appointment functionality working. Due to this we have no backend to tell which employee we are actually creating the appointment for. Thus we do not have time to implement this feature.

Your conclusions about the quality of your user interface and the usability testing experience in general

- All in all, the users really liked our users interface. The users thought that it was designed well enough that they didn't have to ask questions and they did not get stuck anywhere. There were some complaints about selecting times and not understanding what is selectable and not selectable, but those are easily fixed and will not be an issue in the final product. Although our product may not have as many features as other products, it is very easy to use and in general the users appreciated that.
- The usability testing was incredibly helpful to show us what features needed an overhaul and what features the users really liked. The biggest problem was that we needed to do this about a month ago. The first usability test we did was not nearly as helpful as the second one as we were just performing it with our peers and not with other people who had no experience using our product. We should have had the big usability test much earlier to ensure time to fix the problems that people found. As it stands, we know what is wrong with our product but we don't have enough time to fix it.

Usability Documents and Notes

The following are attached to this report as blank documents. The filled in copies will be attached separately.

- Task list given to subject
- Evaluator form
- Questionnaire

Book It Usability Testing Form

Version 2.0

Date: _____

Name: _____

Email: _____

Browser name: _____

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

~~1. Create an account.~~(not ready for beta)

~~Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10~~

2. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

3. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Comments:

Evaluation Form

Describe user actions: _____

1. ~~Create an account.~~ (not ready for beta)

User difficulty rating (circle one): ~~1 2 3 4 5 6 7 8 9 10~~

Notes: ~~Not ready for beta.~~ _____

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _____

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _____

Questions

Name:

1. Just from looking at this site, what do you think the purpose is? Please be specific.

~~2. How difficult was it to create a new user login? (did not ask this questions)~~

3. How difficult was it to create an appointment on the current month?

~~4. Do you have any suggestions to enhance the user creation feature of our website?
(did not ask this questions)~~

5. Do you have any suggestions to enhance the appointment creation form for our website?

6. Do you have any suggestions to make selection of an appointment time and day easier?

Project Milestone #3: Beta Version and Usability Test

Date of Report: April 22, 2014

Date of Test: April 15, 2014

Location of Test: University of Massachusetts – Lowell

Prepared for: Jesse Heines

Prepared by: Steve Crowe and Robert Dupuis

Summary

This report is a summary of the data collected during the usability test that took place on April 15, 2014.

Users tested two key features of the NAADL site – the team creation process and message sending on the league page. In total 6 people tested the NAADL site and gave their feedback.

The Test

Participants were asked to perform a set of tasks that consisted of:

1. Logging into the NAADL site via Steam
2. Navigate to the Teams page
3. Create a new team
4. Navigate to the Leagues page
5. Send a message to the Usability Test league

Participants were also asked a series of questions after the test, and were asked if they had any comments or suggestions for the NAADL site.

Evaluator Comments

After the test was concluded, the Evaluator asked the participant 4 questions about the NAADL site.

These consisted of:

1. Before taking this test were you familiar with Dota2 or Steam?
2. How easy was it to accomplish the tasks provided?
3. Was there anything confusing about the site's design?
4. What could be done differently to make the site more user friendly?

Participant Comments

Based upon the 6 reports that were filled out, these were the most popular comments:

- The site's aesthetics could use some more work
- Some parts of the site should be more detailed such as the home page.
- Some parts of the site should be *less* detailed such as the team creation page.
- The site should be more responsive to the user's input

When it comes to the detail of the site in points 2 and 3, the parts that stuck out the most were the home page and the team creation page. As of the usability test, there wasn't text explaining what the NAADL site was, which would be extremely important in the final product. On the other hand, the team creation page was very wordy, and omitted to tell the users that inviting members was optional and who you were inviting.

The responsiveness comment mainly has to do with the team creation page and when users submit messages to the League Organizers. The later was implemented shortly before the testing day, and hadn't had all of its bugs fixed yet.

It is also important to note that the users really didn't like the site's aesthetics. At the time of the usability test we had a temporary look of what we wanted the site to be like, and this was changed the same day that the test took place.

Analysis

First off, as previously stated the most commented thing during the test was our site's aesthetics. During the alpha presentation, this was first brought up, and we had plans to make changes that did not get featured in the Usability Test. Since the test, our site's design has changed significantly.

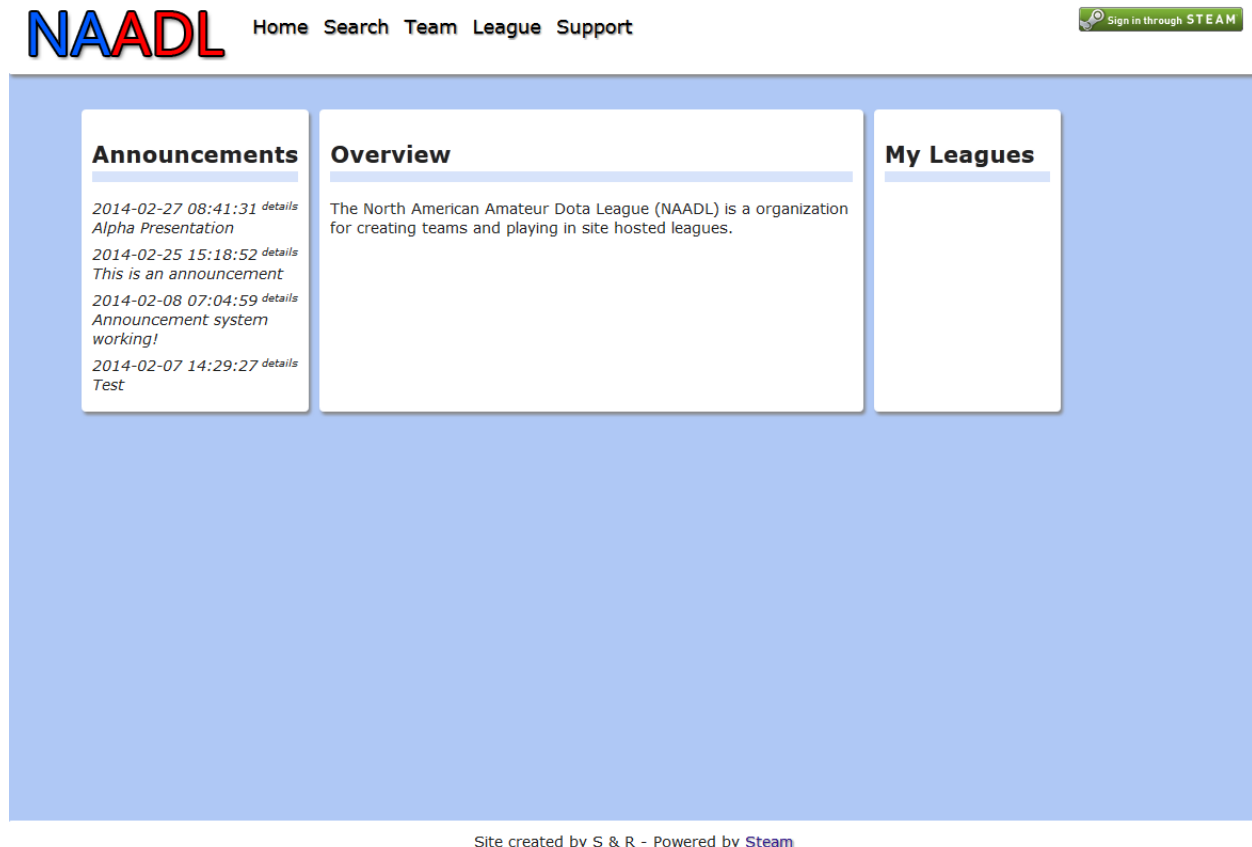


Figure 1: NAADL's index at the time of the usability test

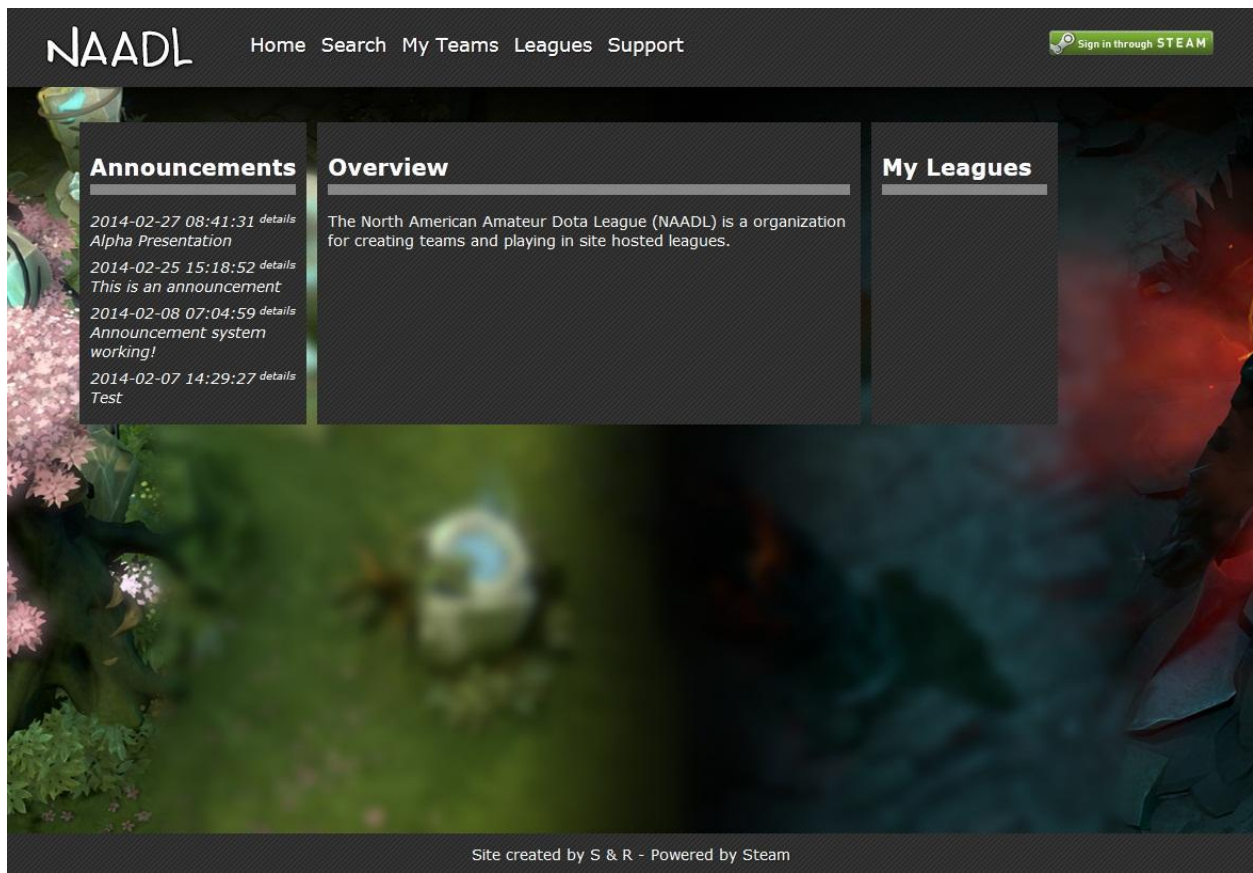


Figure 2: NAADL's index as a result of the usability test

The second most important thing observed was that when participants tried to create teams, they didn't understand what users they were inviting, or that the process was optional. Something as simple as putting Optional before this section would have been a huge improvement, however we've decided to remove this feature from that page, and allow users to invite others only after they've created their teams.

NAADL Home Search My Teams Leagues Support Welcome Kraust Log Out

Create a Team

You are about to create a team in which you will be the coach of. To put it bluntly: you're in charge. Teams consist of 5 members and as the coach you're responsible for your teams actions. At any point the NAADL may remove your team due to a violation of the rules.

Name your Team

Give your team a proper name, and then a shortened 4 Character "Nickname" tag for quick reference.

Team Name (Max 15 Characters)

Team Tag (4 Characters)

Invite Players to join your Team

Here you can invite up to 5 other people to join your team. Remember, you don't need to completely fill the roster now. As the team founder you can always invite a player later through your Team's Profile page.

Note: Players you invite must have an active account on the NAADL website. If you try to create a team with an invalid player name, the spot will remain vacant until you add the proper player later.

Enter an NAADL Player's name and the form will autocomplete to fill in their username.

Player 1

Player 2

Player 3

Player 4

Player 5

Once you hit Create Team, each prospective player will have an invitation sent straight to their NAADL mailbox. Once they accept, they'll be added to the roster. A reminder: As the Coach for your team, you can edit the player list at any time by going to your Team's Profile.

infering data from webdb.cs.umt.edu... Site created by S & R - Powered by Steam

Figure 3: The new team creation page

Also a problem with the team creation page was the general lack of error checking. “Who are you inviting?” was the big question here. Users are supposed to invite people based on their Steam Display name (which also functions as their username on the site). Guidance in this matter is pretty important, and we need to add this to the team creation page as soon as possible.

Further improvements to the site, involve turning the league page into a “My Leagues” page, and integrating a league search into the search page. The ability to search on every page is also something that will be implemented. The search on every page should allow for easier navigation of the site, and improved usability.

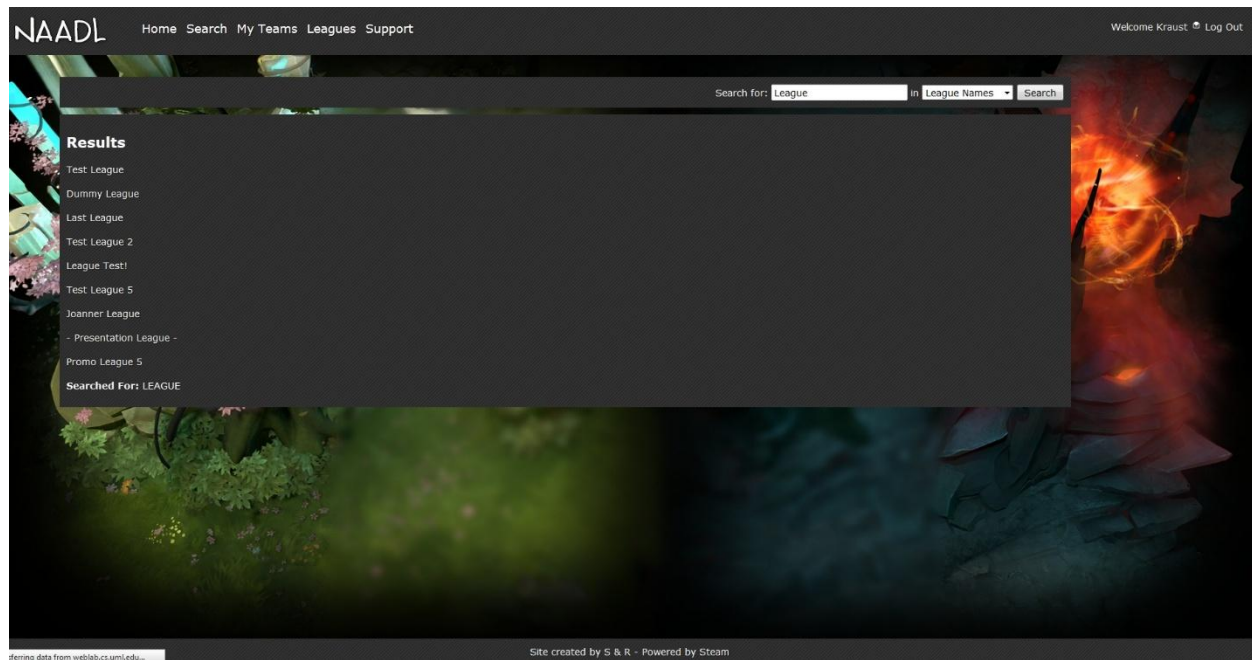


Figure 4: Searching for leagues

Conclusion

Overall, we collected a lot of relevant information from the participants. These reports can be found at <https://github.com/Kraust/462/blob/master/docs/usability-test-reports.pdf>. Users thought that it was fairly easy to navigate the NAADL site, however there were key features that needed more polish and that we needed to be more descriptive at times while providing only relevant information to the user.

Name: _____

Introduction

Twitter offers a wealth of data generated by people all over the world, but does not offer a user-friendly means to sort and access this information. Our project *brdsi* is a web app that provides an in-depth analysis to the tweeting patterns of either you or the people that you follow. There is also a trend-tracking feature that is based on geolocation.

As you use *brdsi*, please comment on anything on the website that you think needs improvement. This can be anything from design to website bugs to functionality.

Usability Testing

This is a list of actions that we hope every user can do. Please leave a checkmark beside the actions on the website that you were able to do.

Completed	Action
	Bring up the analysis of the timeline of the user <i>KatyPerry</i>
	Go to Friend Trends, log in*, and check out what is trending with your friends
	Find the trending information of a certain region
	After trying out one of the website's features, return back to the main page
	Find and access one of the contact/about/help pages

** If you don't have a Twitter account, we can log in for you.*

Comments:

Name: _____

Usability Evaluation:

Please write a number from 1 to 5 that best describes your reaction to the statement, where each number means:

- 1 - Disagree Strongly
- 2 - Disagree
- 3 - Neutral/No Opinion
- 4 - Agree
- 5 - Agree Strongly

Question	Rating
I use Twitter often.	
I regularly use other social networking applications like Facebook and Instagram.	
I think the name <i>brdsi</i> fits the website well.	
This website was very easy to use.	
The information presented was straightforward.	
If I used Twitter regularly, the information presented would be useful.	

What Worked:

What Didn't Work:

Would you like to see any other features:

Final Comments:

Name: _____

Usability Evaluation (Observer Version)

Please write a number from 1 to 5 that best describes your reaction to the statement, where each number means:

- 1 - Disagree Strongly
- 2 - Disagree
- 3 - Neutral/No Opinion
- 4 - Agree
- 5 - Agree Strongly

Question	Rating
The user is having an easy time using the website.	
The user has more than once been confused by a feature.	
The user seems to have questions to ask but doesn't ask them.	
The user understood most of the information being presented.	

Bugs or Improvements Noticed:

Things That Seem To Go Well With The User:

Miscellaneous Comments:

Report Template: Usability Test [Short/ Informal]

Date of Report: [April 19, 2014]
 Date of Test: [April 15, 2014]
 Location of Test: [Lowell, MA]

Prepared for: [Professor Jesse Heines]
 Phone Number: [978-251-9350]
 Email: [heines@cs.uml.edu]

Prepared by: [Joshua Estrada, Nicholas St. Pierre, Brianna Gainley]
 Email: [JoshuaAlan_Estrada@student.uml.edu]

Executive Summary

The goal of these tests were to evaluate the ease in which users navigate and use our Twitter analysis tool *brdsi*. Tests were held on a laptop we provided on a browser that was set to *brdsi*'s home page. All five participants managed to complete all the tasks that we set, which were to use the Timeline Analysis, Region Graph, and Friend Trend tools as well as navigate through the site. Overall feedback was that the site was "cool" and put-together but needed better labeling and some minor design changes.

Methodology

Who we tested

Five participants, having the following characteristics, evaluated *brdsi*.

Ages

18-21	2
21-25	1
25+	2
TOTAL (participants)	5

Social Networking Usage

Never/rarely	0
Regularly	1
Very Often	4
TOTAL (participants)	5

Twitter Usage

Never/rarely	1
Regularly	2
Very Often	2
TOTAL (participants)	5

Gender

Women	3
Men	2
TOTAL (participants)	5

What participants did

Each test took approximately 15 minutes each. There were five tasks that we wanted the user to accomplish, which were to use the Timeline Analysis tool on a user's timeline, to find the trends of a specific area with Region Graph, and to find the trending information of who a person is following using Friend Trends. We also wanted the user to navigate back to the main page after using these tools and find the About/Help/Contact pages. While the user was doing these tasks, they could either write out on the form provided or verbally tell to the observer any comments they had. There was also a post-test questionnaire to fill out.

What data we collected

All the users were able to complete all of the tasks that we had set out. The tools Timeline Analysis and Friend Trends confused some users while they were inputting their information but once the data was shown, it became pretty obvious what they did. Region Graph was the weakest tool on our website, as two users spent around 5 minutes figuring out how to make it work. This shows that our tools need both better labeling as well as clearer instructions on how to use them.

Concerning the design of the site, some people had trouble reading some of the titles of the links, both on the header at the top as well as the About/Help/Contact links on the bottom. The honeycombs at the main page received mixed results. Two people thought it was interesting while another thought that it had no hierarchy, overwhelming, and had no clue what they even did.

All of the users though commented that the analyses provided by the Timeline Analysis and Friend Trend tools were "cool", though they did express that the two were not tools that they would use more often than once a month. All of them also said that the website was, for the most part, easy to navigate and looked trendy.

Major findings and recommendations

- **Region Graph was Difficult to Use** – The tool was difficult to use as there were no instructions. Many also expressed that the map tool used to highlight specific locations should not be a popup. This would be solved with clearer instructions and having the highlighting tool and its results on the same page.
- **Tools Have No Initial Instructions** – Many users who were not heavy users of Twitter did not know what each tool did before it displayed its results. It would be helpful to have a short explanation or sample results pre-loaded on each tool.
- **Links Were Hard to Read** – Change the font colors of both the titles of the tools as well as the About/Help/Contact links to have more of a contrast with the background.

Detailed findings and recommendations

Introductory Questions & Tasks

Task 1 – Timeline Analysis

You want to look at the statistics of Katy Perry's Twitter page. Her username is "KatyPerry". How would you make this happen on the site?

Number of participants	5
Percent successful	100%

Findings	Recommendations
All participants completed the task with ease by using the Timeline Analysis tool.	The word cloud generated needs to be sized properly. The query to the web API needs to be fixed.
All participants found the Timeline Analysis tool via the link on the header.	A section containing the pictures and videos posted by the user in Timeline Analysis would be helpful as well.
	One user mentioned that the tables looked very "90's" and contrasted with the sleek, trendy look the rest of brdsi has.

Task 2 – Region Graph

You want to look at the trends of a specific area. Which tool on the site would be used for this?

Number of participants	5
Percent successful	100%

Findings	Recommendations
All participants completed the task with some prompting or had some difficulty using the Region Graph tool.	The Google maps tool we used would be better integrated into the actual page instead of a pop-up. This way, users could see the area and the trends at the same time.
All participants found the Region Graph tool via the link on the header.	There were no instructions on the page so it was difficult for people to use the drawing tool to specify an area on the map.
	A user asked if it would be possible to move the circle once it was highlighted.
	Some users asked if it was possible to just input an address instead of finding it on a map.
	It would be helpful to add an initial explanation of what the tool does at (though its function does become clear once an area is highlighted).

Task 3 – Friend Trends

You want to see what is popular among the people that you are following. How would you find this information on the site?

Number of participants	5
Percent successful	100%

Findings	Recommendations
All participants completed the task with ease using the Friend Trends tool.	For the “Top Favorited Tweets” section, it would be helpful to add the name and profile picture of the user who made the tweet.
All participants found the Friend Trends tool via the link on the header.	Many users said to just put as many statistics as possible. The phrase “More is better” was used often.
	It would be helpful to add an initial explanation of what the tool does at (though its function does become clear once the user logs in).

Exit Questions, User Impressions, and Conclusion

Summary of user ratings using a scale of 1 – Disagree Strongly to 5 – Agree Strongly.

Participant No.	Easy to use?	Straightforward?	Useful?
1	4	4	5
2	5	5	5
3	5	4	4
4	3	3	3
5	4	5	4

Summary of exit user comments

Questions	Responses
What are improvements we could make to <i>brds</i> ?	1) The About/Help/Contact was a bit hard to find. 2) Some of the design (like the tables) are dated and contrast with the more modern look of the rest of the site. 3) The hexagons should be completely clickable and should have an effect to show the user that they are hovering on a specific hexagon.
What worked in both design and function for <i>brds</i> ?	1) Navigating the site was mostly easy. 2) The word cloud was “cool”. 3) Color palette was good.

Conclusion

The general consensus was that the site was mostly easy to use. Navigating to any of the tools of the site and then back to the main page was simple for all of the users. However, our website consists of 8 pages total so navigation should be easy. The features of the website had good feedback as well. Users had fun looking at their own tweeting patterns and spent a sizeable chunk just looking at the data. However, a couple of users also mentioned that they would probably only use this site once a month or so but this is expected since the data we present probably wouldn't change that much every day.

The changes we are going to implement are going to be the most common ones among the users. All of the tools need better labeling and instructions. The Region Graph tool's controls need to be polished to be easier and its display of results also needs to be improved to be clearer. We are also deciding whether or not we are keeping the hexagons on the main page. There have been a variety of reactions, ranging from “The hexagons have no hierarchy and are overwhelming” to “These are pretty cool”. We will also be fixing the bugs that users have found, which are mostly unaligned divs and sizing of text and images.

Fortunately, most of the proposed changes by our users are fairly easy to implement and mostly aesthetic and labeling concerns. If there are any features we don't have time to implement, it will be any major overhauls to the Region Graph, as there was more of a multitude of suggestions to change this one feature than any other.

Overall, we believe most users enjoyed using our application and thought it had a pretty solid interface. Users were impressed by the robustness of our analysis tools and the trendy look and feel of the app in general. The usability tests were an excellent way to reinforce what we believed

the strong points of our application to be, as well as to target specific improvements and flaws that we wouldn't have otherwise noticed. Having fresh eyes review our work was invaluable to finding the best ways to polish and refine brdsr before its final release.



Project Milestone 3: Sereyrath Nov, Bunlong Heng & Andi Milhomme

Date of Report: April 15, 2014
Location of Test: Lowell, MA

Executive Summary

Our usability test was conducted in class where we asked several people to interact with our website: GameWorld. They were required to complete a certain number of tasks, and we observed them as these tasks were performed. The majority of our testers did not have any trouble going through all the steps. However, there was a section where virtually everyone got confused for a while. During the test, many of our users had a bit of trouble trying to scroll down in the "Set up" page. The pointer navigated through the images instead of moving the page up or down. We have gotten some pretty good feedback from our tester and we hope this will help us iron out any glaring imperfection that could ruin the user experience.

Methodology

Who we tested

Eight volunteers were kind enough to test our application. They came from various backgrounds but were mostly computer science students from other classes and a couple of art students.

Audience type (Total 8)	Gender
CS Major 4	Women 1
Art Majors 2	Men 7
Unknown 2	

GameWorld Project Milestone #3: Beta Version and Usability Test

Below are the instructions and task list that were given to the test subjects

Thank you for coming. Today you are serving as an evaluator for our site GameWorld. Our goal is to see how easy or difficult you find the site to use. My role is to record your reactions and gauge the level of difficulty you had accomplishing a list of tasks listed below. If you have any questions, let us know.

Note: If you encounter an un-clickable link, it means that this feature is not yet implemented.

Tasks

Please complete these tasks:

- Learn more about device of your choice using several methods.
- Learn about how to setup an emulator such as the NES.
- Register a new Account.
- Login with your credentials.
- View your profile and sign out.

Write any comments you have about the looks or functionality of the site.

GameWorld Project Milestone #3: Beta Version and Usability Test

How we recorded our data

GameWorld Evaluator Form

Tasks	Difficulty (1-5)	Comments
Finding information about a device		
Emulator Setup		
Account registration		
Login		
Profile viewing and login out		

GameWorld Project Milestone #3: Beta Version and Usability Test

What the participants did

The participants were given a sheet like the one found in page 2, which gave them five tasks to complete. They were also required to write a short comment about their overall impression of the looks and functionality of the site.

What data we collected

While the user were interacting with the site, we stood back and quietly observed their movements, while we recorded everything. After they had finished, we asked them to give us a quick verbal assessment of their experience. This was also recorded in our notes.

Significant feedback collected

User's comments

Some users were more thorough in their evaluation of the website than others. Their comments were really valuable. Here are three of the most significant comment we have found:

1. *"The two buttons on the register page are somewhat confusing: do I click on Register or Log In? The use of multiple different fonts makes the content more difficult to read. Try to stick with one font."*
2. *"The functionality was nice but finding how to setup emulator was weird there were only pictures (did not know if it was intended)."*
3. *"[...] When looking at images for setup of an emulator, I can get stuck scrolling through images instead of down the page. While logged in, switching pages logs you out."*

Major findings and solutions

Major issues

- Users confusing register and login buttons during the sign up process. (70% of users).
- Difficulty scrolling down or up in the "Set up" page. (60 % of users).
- Too many different fonts (20 % of users).

GameWorld Project Milestone #3: Beta Version and Usability Test

Solutions

- We will get rid the login button during the registration process. This will remove the redundancy.
- To avoid the confusing during scrolling, a more intuitive method such as a carousel will be used.
- The site will significantly reduce the number of fonts used.

Changes and conclusion

Changes

The changes that will be made in our website can be divided into two categories:

1. Mandatory changes that were due to a major problem the user encountered.
2. Quality of life changes that are most aesthetical or functional.

During our testing we have realized that our content needs to be made more legible. That is why the text formatting will be improved upon. Another change we need to implement is improving our search engine. As of this moment, the user can only select a result from the dropdown menu. Typing a query in the box then pressing enter does not work. This is a bug that will be fixed.

There is one quality of life change that we think would be crucial to the improvement of the user experience. It has to do with displaying a pop-over that would notify the user about a feature that is will not be implemented or still under development. For now, we have made the links un-clickable but we still have noticed that certain users have insisted upon clicking them. We think this change would provide the user with more feedback and reduce their frustration.

Conclusion

Transitioning from an alpha to a beta version has allowed us to pick up a few extra skills along the way. We have learned how to foresee the struggle a potential user might have with a feature, if it was designed a certain way. We have also learned how to implement a minimum viable product. Having a small set of features that work well together instead of a big clunky mess which breaks often.

So far we are making some really good progress towards a final version. We are very satisfied of the overall quality and the user interface. Nevertheless, if there was only one lesson to retain from the usability testing in general it would be: whenever we are about to implement a new feature we should ask ourselves "What would the user do?"

Short Usability Test for Last Resort Recovery

Date of Report: April 22th, 2014

Date of Test: April 17th, 2014

Prepared for: Jesse M. Heines

Phone Number: 978-934-3634

Email: heines@cs.uml.edu

Prepared by: Benjamin Cao

David Jelley, Jr.

Cameron Morris

Email: Benjamin_Cao@student.uml.edu djelleyjr@gmail.com zephyrz2712@gmail.com

Executive Summary

For this usability test, we hoped to get some insight on the flow of our application and opinions on the user interface. We had our users register for an account on our website, which allowed them to follow instructions to install a Linux-based Agent to add a lost device to their account. This would allow the users to view a list of lost devices, the device status, and generated reports of their device on their account. Users would have varying results of the use of the website and Agent, depending on their working knowledge of Linux. We took the suggestions from the less Linux-savvy users seriously, as we will work to improve the page based on their needs.

Methodology

Five participants, having the following characteristics evaluated Last Resort Recovery.

Linux Experience	Participants
1	1
2	0
3	3
4	0
5	1

What Participants Did

The following procedure was carried out for all participants in the usability test.

1. Click the “Sign Up” button on the homepage and fill out required registration info.
2. Once logged into the dashboard, go to “Help” tab and follow instructions to install Agent.
3. Follow Agent instructions to install a device.
4. Back to the website, go to “Devices” tab and select from drop down to view a device.
5. Look at device status. Toggle status between "Lost" and "Found".
6. Continue down the Devices tab to view reports of lost device.
7. Log out using the “Log Out” button.
8. Log back into dashboard using the login form, then log out using the “log out” button.

After this procedure was completed, we asked the following exit questions.

1. What are you overall thoughts about Last Resort Recovery?
2. Based on your expertise with Linux, do you think it would easy for someone to install the Agent on their Linux based machine?
3. What are some changes you would suggest for Last Resort Recovery?

What Data We Collected

Users completed a variety of tasks that represent the normal flow of the website. Notes were taken based on their completion of these tasks and also through observation of how they navigated through the website while they performed each step. Once testing was complete, a set of exit questions were asked by our test administrator based on their experiences with our website.

Major Findings and Recommendations

Issue	Recommendation
Instructions to install Agent not helpful	• Make instructions in a column • Pictures for instructions pop out or fix them to be smaller.
Password elongates after login button is clicked.	• Fix is to hide hashing.
Agent instructions/user feedback not helpful	• Improve instructions for the less Linux-savvy and notify user when a device is added.
Toggle Button.	• Move it next to device status because that's what it has to do with. • Update page automatically.
Device reports need proper labeling.	• Each device gets unique ID, then each report labeled with that unique ID with date and time of report. • The section where the devices lie need to be labeled properly. • Notify user when a new report is generated.

Detailed Findings and Recommendations

Introductory Question

“What is your Linux Experience (scaled 1 to 5)?”

1 user reported an experience of 1, 3 users reported an experience of 5, and 1 user reported an experience of 5.

Tasks

Task 1: Click the “Sign Up” button on the homepage and fill out required registration info.

Sample Findings: Some users were alarmed when completing registration, their password would elongate due to the password being hashed.

Sample Recommendations: Hide the hashing process so that users aren't alarmed by that mechanic.

Task 2: Once logged into the dashboard, go to “Help” tab and follow instructions to install Agent.

Sample Findings: The majority of users expressed difficulty following the instructions to install the Agent due to the instruction’s arrangement on the page. The images provided also didn’t serve its purpose, as it further confused the less experienced Linux users.

Sample Recommendations: Arrange the instructions in a column and make the pictures clearer to a user who wouldn’t be experienced in the Linux operating system.

Task 3: Follow Agent instructions to install a device.

Sample Findings: Some users were able to navigate the Agent instructions to install a device, but the instructions still proved difficult for the users and the Agent did not provide much user feedback.

Sample Recommendations: Make the Agent instructions clear and apply more user feedback so that they know a device has been added.

Task 4: Back to the website, go to “Devices” tab and select from drop down to view a device.

Sample Findings: Users were able to perform this task with little to no difficulty.

Sample Recommendations: Try and make the device names obvious so that they can be found in the tab.

Task 5: Look at device status. Toggle status between "Lost" and "Found".

Sample Findings: One user didn’t like the where the toggle button was placed in relation to the actual status label.

Sample Recommendations: Move the toggle button next to the status button.

Task 6: Continue down the Devices tab to view reports of lost device.

Sample Findings: Users expressed difficulty knowing what a report was because of improper labeling.

Sample Recommendations: Each device gets a unique ID and that unique ID will be used in the title of the report along with the date and time the report is taken.

Task 7: Log out using the “Log Out” button.

Sample Findings: Users were able to perform this task with little to no difficulty.

Sample Recommendations: None.

Task 8: Log back into dashboard using the login form, then log out using the “log out” button.

Sample Findings: Users again were alarmed by the elongation of the password field after the login button was pressed.

Sample Recommendations: Hide this hashing mechanic from the interface.

Exit Questions

Question	Response
What are your overall thoughts about Last Resort Recovery?	“Pretty good...” Users were satisfied with a good user interface and also expressed interest in using this if it was a finished product.
Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?	Depending on their expertise with Linux, some users believed people who weren’t well versed in Linux may have difficulty with installing the Agent. The Agent would have to be easy enough to follow for those inexperienced in the operating system.
What are some changes you would suggest for Last Resort Recovery?	Most users expressed that the instructions to install the Agent and the Agent instructions need to be easy for the users, especially for those not experienced in Linux. We need to take that specific user base into account. Also, users mentioned more user feedback across the website and Agent. One user also expressed an interest for a print button in order to have a physical copy of their device report.

Conclusion

The results from this usability test showed us several things. The look and feel of the website was received well, but there are many problems noted that we need to improve on in order to appeal to our intended users. Not all college students are experienced in the Linux operating system and since we don’t have a version of the Agent for a Windows operating system, we need to make our website so that the less Linux experienced users will be able to follow instructions to install the Agent and to be able to use the Agent to add a device. Also, user feedback needs to be a top priority to serve all of our users. It is better to let them know whether a device is added or a report is generated rather than having the user sit there waiting whether or not they had done something wrong or not. We had also hoped that we had more users testing who were not as experienced in Linux, meaning a 1 or a 2 based on our scale. We could only get solid input from one user with a Linux experience of 1 and we are pushing to make sure that specific user group will not be deterred by our website. Our team will take the recommendations from our test participants and use them to improve and polish our final version.

Last Resort Recovery Testing Procedure

1. Ask user about their Linux experience (Scaled 1 to 5).
2. Hand user the test instructions and briefly outline it for them.
3. Observe and take notes. Silence is the key and help only if it is necessary.
4. Ask user of their opinions about the website after test completion.
5. Ask user exit questions.

Last Resort Recovery Usability Test

Candidate Form

1. Click the “Sign Up” button on the homepage and fill out required registration info.

The screenshot shows the homepage of 'Last Resort Recovery' with the headline 'From lost, to found' and the tagline 'The simple missing laptop recovery tool'. A 'Sign up' button is highlighted with a red box. Below this, a modal titled 'Create your account' is displayed, containing input fields for 'Username', 'Email address', 'Password', and 'Confirm Password', along with a 'Sign up' button.

2. Once logged into the dashboard, go to “Help” tab and follow instructions to install agent.

The screenshot shows the 'Linux Instructions' page within the dashboard. It contains four numbered steps: 1. Download Package file (with a terminal screenshot), 2. Install the package file with the following: `sudo pacman -U *.pkg.tar.xz` (with a terminal screenshot), 3. Run the agent: `lastresortagent` (with a terminal screenshot), and 4. Follow application instructions. The page footer includes copyright information for 2014 and links to Privacy and Terms.

3. Follow agent instructions to install a device.
4. Back to the website, go to “Devices” tab and select from drop down to view a device.

The screenshot shows the 'Devices' tab in the dashboard. It features a dropdown menu with options: 'Add Device', 'Device 1', 'Device 2', 'Device 3', 'Device 4', 'Device 5', and 'Device 6'. To the left, user information is displayed: Name: test, Username: test, Last Login: Nov. 22nd 2014, and Account ID: 1. To the right, the 'Number of Devices: 4' is shown, along with details for a device named 'test': Current status: LOST, Poll Interval: 30 seconds, Reports: 10, and a list of report timestamps.

5. Look at device status. Toggle status between "Lost" and "Found".

The screenshot shows the 'Last Resort Recovery' dashboard with the 'Devices' tab selected. The dashboard is divided into several sections:

- Device Information:** Displays details for a device named 'Banana'. The status is 'OK' (highlighted in green). Other details include 'Poll Interval: 30 seconds', 'Agent Version: Beta 0.02', and 'Last Reported: 2014-04-14 10:17:59 Not yet implemented'.
- Device Controls:** Contains a 'Toggle status' button, which is highlighted with a red rectangle.
- Last Known Location:** A large empty box for displaying the device's location.
- Recent Records:** A table showing a list of timestamps for recent events.
- Saved Records:** A section indicating that this feature has not been added yet.

The top navigation bar includes links for 'Last Resort Recovery', 'Dashboard', 'Devices' (active), 'Account', and 'Help'. A user greeting 'Welcome, test!' and a 'Log Out' button are also present.

2014-04-14 10:17:59	2014-04-13 16:42:39
2014-04-13 18:50:35	2014-04-13 16:42:00
2014-04-13 18:43:54	2014-04-13 16:41:17
2014-04-13 18:43:08	2014-04-13 16:40:34
2014-04-13 18:42:25	2014-04-13 16:39:48

6. Continue down the Devices tab to view reports of lost device.
7. Log out using the "Log Out" button.

[Log Out](#)

8. Log back into dashboard using the login form, then log out using the "log out" button.

Last Resort Recovery Usability Test

Test Subject No. _____

Linux Experience Level _____

<u>Tasks</u>	<u>Notes</u>
Click the “Sign Up” button on the homepage and fill out required registration info.	
Once logged into the dashboard, go to “Help” tab and follow instructions to install agent.	
Follow agent instructions to install a device.	
Back to the website, go to “Devices” tab and select from drop down to view a device.	
Look at device status. Toggle status between "Lost" and "Found".	
Continue down the Devices tab to view reports of lost device.	
Log out using the “Log Out” button.	
Log back into dashboard using the login form, then log out using the “log out” button.	

Exit Questions

- 1. What are you overall thoughts about Last Resort Recovery?*
- 2. Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?*
- 3. What are some changes you would suggest for Last Resort Recovery?*

Cameron
is observing
Alan

Instructions are bad

More toggle button

Last Resort Recovery Usability Test

Test Subject No. 1

Linux Experience Level 5

Notes: Fix the password by signing up, NO LINKS WORK IN NEWS

Tasks	Notes (using scale 1-5)
Click the "Sign Up" button on the homepage and fill out required registration info.	4
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	3
Follow agent instructions to install a device.	2 Make instructions in a column
Back to the website, go to "Devices" tab and select from drop down to view a device.	3 Notify user that device is added
Look at device status. Toggle status between "Lost" and "Found".	3 Button should be beside
Continue down the Devices tab to view reports of lost device.	4 Label that stuff
Log out using the "Log Out" button.	5
Log back into dashboard using the login form, then log out using the "log out" button.	4 stop popping out the label

Spaces
in name

Tool tips need a delay

Exit Questions

1. What are your overall thoughts about Last Resort Recovery?

Pretty good, please do the things I asked

2. Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?

Not for someone who doesn't know Linux

"Open Terminal"

3. What are some changes you would suggest for Last Resort Recovery?

Cameron
observing
Dan

Last Resort Recovery Usability Test

Test Subject No. 2

Linux Experience Level 3

Tasks	Notes
Click the "Sign Up" button on the homepage and fill out required registration info.	4 - password thing
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	people click on image for down add
Follow agent instructions to install a device.	2 - make instructions clearer
Back to the website, go to "Devices" tab and select from drop down to view a device.	device name - make it obvious
Look at device status. Toggle status between "Lost" and "Found".	Update page automatically
Continue down the Devices tab to view reports of lost device.	Refresh page after/ Inform user of collection
Log out using the "Log Out" button.	Password field needs to hide
Log back into dashboard using the login form, then log out using the "log out" button.	✓

Exit Questions

1. What are your overall thoughts about Last Resort Recovery?

News section - make content real.

Pictures for
Instructions

Instructions suck for installation

2. Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?

After agent setup make a pop up to website

3. What are some changes you would suggest for Last Resort Recovery?

More feedback
for toggle status

Cameron
observing
Nick ✓

Last Resort Recovery Usability Test

Test Subject No. 3

Linux Experience Level 3

spaces in device

Tasks	Notes
Click the "Sign Up" button on the homepage and fill out required registration info.	login
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	✓
Follow agent instructions to install a device.	✓
Back to the website, go to "Devices" tab and select from drop down to view a device.	Ref
Look at device status. Toggle status between "Lost" and "Found".	Inform user about new report dynamically
Continue down the Devices tab to view reports of lost device.	✓
Log out using the "Log Out" button.	
Log back into dashboard using the login form, then log out using the "log out" button.	

Report link needs to be on dashboard to work

Exit Questions

1. What are your overall thoughts about Last Resort Recovery?

Pretty fucking neat. check back in 30 seconds

2. Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?

no problem

3. What are some changes you would suggest for Last Resort Recovery?

Last Resort Recovery Usability Test

Test Subject No. 4

Linux Experience Level 1

<u>Tasks</u>	<u>Notes</u>
Click the "Sign Up" button on the homepage and fill out required registration info.	✓
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	Instructions in order - Images need to be
Follow agent instructions to install a device.	- Confusing order
Back to the website, go to "Devices" tab and select from drop down to view a device.	- Clear up the instruction to be easy to run
Look at device status. Toggle status between "Lost" and "Found".	- set up a step by step for linux
Continue down the Devices tab to view reports of lost device.	- screenshot
Log out using the "Log Out" button.	✓
Log back into dashboard using the login form, then log out using the "log out" button.	✓

Exit Questions

please name your device

1. What are you overall thoughts about Last Resort Recovery?

print button would be awesome

2. Based on your expertise with Linux, do you think it would easy for someone to install the Agent on their Linux based machine?

Make easy installer

3. What are some changes you would suggest for Last Resort Recovery?

Print button report and refresh

Last Resort Recovery Usability Test

Test Subject No. 5

Linux Experience Level 3

<u>Tasks</u>	<u>Notes</u>
Click the "Sign Up" button on the homepage and fill out required registration info.	popup for account redirect
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	Use name or email for login
Follow agent instructions to install a device.	✓ Jump to device page
Back to the website, go to "Devices" tab and select from drop down to view a device.	
Look at device status. Toggle status between "Lost" and "Found".	
Continue down the Devices tab to view reports of lost device.	
Log out using the "Log Out" button.	
Log back into dashboard using the login form, then log out using the "log out" button.	

Exit Questions

1. What are your overall thoughts about Last Resort Recovery?

Needs a smile face

2. Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?

3. What are some changes you would suggest for Last Resort Recovery?



Roots

Andy Lincoln, Daniel Kolsoi

UMass Lowell
91.462 – GUI Programming II
April 23, 2014

Usability Test Report

Date of Report: April 21, 2014
Date of Test: April 15, 2014
Location of Test: Lowell, MA

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

Prepared by: Andrew Lincoln
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Executive Summary

This usability test was conducted to evaluate the current status of the application in terms of user satisfaction and technical performance. Each participant was presented the Roots homepage and instructed in its use from account to tree creation, and ultimately the logout process. Each participant was able to successfully complete the test, with varying degrees of difficulty.

Overall, the test was successful. Issues from the previous usability test were addressed such as user interaction with the tree workspace due to our tooltip tutorial. However, some new bugs were introduced in the tree workspace. The new connections functionality for creating the tree caused some confusion. This was due to a visual error that occurred during multiple tests.

Who we tested

Four participants, having the following characteristics, evaluated Roots.

Audience Type

Software Developer	3
Graphic Designer	1
TOTAL (participants)	4

Gender

Male	3
Female	1
TOTAL (participants)	4

What participants did

Our participants spent five to fifteen minutes with our application and test facilitators learning how to use Roots. Subjects were asked to begin by signing up and logging into the application. They were then given instructions to follow an on-screen tutorial. The tutorial instructed our users on how to control the interface, beginning with creating family trees in a step-by-step fashion. Upon completion of the test, our participants filled out a questionnaire to assess satisfaction and facilitate feedback from the users.

What data we collected

During the test our goal was to collect as much information on the performance of our interface. In particular, we looked for any signs of difficulty from the user, such as long periods of pause in between tasks. Observing our users' reactions to events on the screen, taking notes of any verbal feedback given during testing, as well as written feedback from the questionnaire was important.

Major findings and recommendations

- Ability to save highly requested
- "Living?" Button was confusing for many
- Title input box is not obvious to the users
- Nodes react to connections differently depending upon order of execution

Detailed findings and recommendations

Participant #1

Notes

- Followed the instructions specifically, did not deviate from them.
- Did not cause any bugs to surface
- No verbal feedback

Feedback

- Positive review, liked the tutorial
- No supplemental feedback

Participant #2

Notes

- Confused by start page, assumed login page was the register page.
- Tried to move nodes once placed several times
- After logging in, ignored the instructions sheet and followed the tooltips exclusively
- Living? Button caused confusion, when entering a new person clicked it each time after entering dates

Feedback

- Larger type for tooltips
- Shorter sentences for tooltips
- Ability to save the state of the tree

Participant #3

Notes

- Made an account using an email with non alphanumeric characters, still worked, but seemed to take longer
- After learning how to create a node, spent more time creating more on the screen
- Tried connecting nodes that had no data in them, which doesn't work
- Found a bug where the date of birth can be after the date of death

Feedback

- Have a visual indication of the detail panel's purpose when nothing is selected
- Tree Title could use better placement, should look separate from the rest of the detail panel
- Zoom in/ Out Feature for large trees
- Should automatically redirect to application upon login

Participant #4

Notes

- Was confused by the 'generation' section of the person details
- Tried putting a name in the Tree title section several times before noticing the names section of the details

Feedback

- Liked the tooltip tutorial
- Hover over tooltips needed to explain person details

Exit Questions/User Impressions

Questions	Participants' Responses
What did you think about the overall experiences? Anything you liked or disliked?	Was a good experience and the instructions in the tutorial were clear. Pretty straightforward, tutorial was helpful but the controls need work. After refreshing the page, my entire tree disappeared; however the tutorial was very helpful and made the overall experience good.
What did you think of the tutorial? Did it help or just get in the way?	Yes it did help. Straight to the point and clear. Great use of the jQuery tooltips. Pretty good, went through all of the features. Tutorial is very helpful, it should outline instructions like "To add a parent, first connect spouses then connect children" so to avoid users breaking the site.
Any features you would like to see?	Should be a tooltip for "generation" & others. Should be a "draggable" affordance for lines. Maybe add to the tutorial to name the family tree. Moving circles. Right-click to add spouse/parent/child. I would like the ability to move nodes freely on the canvas; also I would like the tree to be saved in case something happened.
Additional Comments	The transition from canvas to background is a bit jarring. Title doesn't really look like the title of a tree. Use first names or first initial. Last names or pictures in the future, readability of the initials on the nodes could be better, family members with the same initials may be confusing. Should be a delete prompt before nodes are deleted. There are a few bugs with the dashed line connections. Other than that excellent experience.

Analysis

Necessary Changes

Being able to save trees was a commonly requested feature. As this was part of our original plan, it will be in our final version because it is essential to being able to share family trees with other people. Some of the users also wanted to have tooltips in the display panel to provide additional information within the form. This is very reasonable as we are already using tooltips for the tutorial and so we plan on having this implemented for our final version. Another reasonable request was to add a confirmation dialog when attempting to delete a node.

Unlikely Changes

There were some suggested features that are great ideas but wouldn't be able to be implemented in time. One user suggested adding a picture of the person on a particular node to help distinguish individuals better than just using his or her initials. This was actually an idea that we originally had but was scrapped due to time constraints and unfortunately will still not be implemented. A few users said the tree manipulation controls require a bit more work. One such user suggested adding a right click menu on nodes that will allow an alternate method to create and connect nodes. Although we plan to continue refining the controls, this idea will likely not be implemented.

Quality of Our Interface & Conclusions

Overall it seemed that the majority of the users seemed to enjoy the interface, often giving high regards of the tutorial and visual appearance. Our interface not only provides more features than during alpha, but also has a greater user experience. This is thanks to the tutorial and the changes we have made to the detail panel. The quality of

our feedback was much better as well, with both design and implementation feedback. The suggestion of adding a connections menu on right-click was one such quality critique, as it would supplement the existing functionality rather than a complete overhaul. This testing experience was very valuable in assuring this project is in the right the direction and what steps could be taken to improve it further.

Easy Circuit Report : Usability Test Findings.

Date of Report: 4/19/2014

Date of Test: 4/15/2014

Location of Test: Olsen Hall Room 402

Prepared for: Professor Jesse M. Heines

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Executive Summary

The reason for this study was to get the end user's experience after using our product. To get the users feedback we setup the test questions under user guide for Easy Circuit. The guide was to take the test subject through predetermined steps that were thought to be ideal to get the users comfort ability with our software. The steps included log in on to the website homepage, log in as a user, navigate to the Lessons Menu read through lesson 1 and do what the lesson would instruct the test subject.

This test took place in Olsen Hall Room 402, which provided a good environment for candidates from all disciplines to walk in and take the software on a test run. The individual test subjects from different backgrounds put to light few areas that we were taking for granted. It was discovered that the wording in the test question could give different results depending on the test subject's interpretation. In this report, there will be a breakdown of the findings and amendments to Easy Circuit.

Methodology

In this exercise eight-test subjects having the following characteristics evaluated Easy Circuit.

Gender:

Male :	6
Female :	2

Teaching Assistant: one

Teachers: zero

IT Professional: one

Students: four

Non- IT Major: two Students.

Computer Usage:

0 to 40 hrs. In a week	all
40 to 50 hrs. In a week	2 students
50+ hrs. In a week	2 Students, 1 TA, 1 IT Professional.

What the participants did.

At the beginning of the testing exercises the test subject were briefed on how to go about testing each software. There was no limit to the number of times that the software can be tested. There was a time limit that the entire exercise could take place and that was between 12:30pm to 1:45pm. Pizza was also provided for anybody who was willing to come be a test subject. The test subjects walked up to any of the software's and went through the basic instructions that each group had prepared for the test subject to follow, in order to navigate through individual fields in each software to be tested.

The Data collected:

In the Easy Circuit software, we targeted five basic areas.

1. How the tester went about accessing the website with the provided URL. 100% of the testers were able to access the website through the provided URL. Although the length of the URL was thought to be too long by 90% of the testers and was advised to make it shorter. When asked if they felt that they had successfully completed the task easily 100% of the testers said YES.
2. The user guide for Easy Circuit was thought to be misleading at some point it was not coinciding with what was on the said software.
3. The test subjects were to try to Log In with a provided User Name and Password. About 80% of the test subjects were able to follow these steps. They felt it was straightforward and was easy to follow. On the other hand, 20% of the test subjects felt that they need not use the provided User Name and Password. It would have been better for them to Register their own user name and password and then use it to log in. Some also felt that they really did not need to log in because they did not need to log in to click on to the Lesson provided.
4. When asked if they felt that they had successfully completed the task easily 100% of the testers said YES.
5. The test subjects were to click on the lesson plan on the menu bar. Go to lesson one and read the lesson that would be explaining to the test subject what each component is and how to interact with it in the provided

work area on the software. This part of the test took longer than the rest. Some could not understand how to move from one page to the next using next or even to the previous page.

6. About 50% of the test subjects had an easier time going through the lesson, the reason being they had a clue about the layout of the software. For the other 50% had a harder time correlating what they were reading on the left of the screen to an image on the right. Some images were easier to notice than others. The 90% of the test subjects were of the idea of having the images being talked about in the same proximity as the sentence explaining it.

When asked if they felt that they had successfully completed the task easily 100% of the test subjects said YES.

7. Then the test subject is instructed to maneuver to the Log out button and click on it. This would end the test. To just log out about 80% were able to Log out successfully. About 20% were not sure about where to Log out. It was suggested on the Log out page that the user of the software should have some kind of indication that the section was over. The reason for this suggestion was due to the nature of the log out that is in place. The user never notices that he has officially logged out until maybe they have a look at the top right corner where the Name of the user is usually Printed out then followed by the words welcome. About 10% of the testers noticed that by looking at the top Right hand Corner to know there was a change to show that the user is no longer logged under there user name . The 90% of the users kept trying to log out. Even though, they were already logged out.

When asked if they felt that they had successfully completed the task easily 50% of the testers said YES.

The Data that was collected:

In this test, a lot of information was gathered.

- The URL was pointed out as being too long when one is trying to log in to the web site. It was suggested to have it shortened for easy access to the web site.
- The test paper that the test subjects were to use to navigate through the software was not properly put together.
- The log in was easy for most test subjects. It was suggested that it would be good practice if log in could be used for users that would want to activate more privileges in the software.
- The enter key we have on the log in form does not work when clicked after the user name and password have been put.
- The lessons menu was thought to be easy to access and easy to find.
- The lesson1 plan was good but it was pointed out that pictures of the item being talked about would make it easier for the testers to make the connections when reading.
- It was also pointed out that there was no clear exit to the lesson 1.
- The logging out part was found to be confusing because once logged out one could not tell if they were logged out or still logged in. The suggested changes are going to be implemented .
- On the lesson plan page it was noted that the ground and resistors did not snap onto the power source like the wire did.
- Registration was not operational at this point. It was suggested we get it implemented.
- Logging using one name was thought to be limiting by some test subjects they prefer having their own user name and password.
- The layout of the UI was thought to be good.

Major findings and changes:

- The enter key was pointed out that it was not logging on after the user name and password have been provided. That will be resolved on our final Version.
- The log out was not evident and the testers could not tell if they were still logged in or logged out . In the final Version this will be resolved.
- Logging in with more than one user's name and password will be resolved in the final version . This will be achieved by finishing on the Registration part of the software.
- Pictures will be included in the lesson1 to aid in making the connection when reading through the lessons.
- There being no exit at the end of lesson1 reading . It will be resolved on the final version.

Changes that cannot be resolved:

The full implementation of the Circuit Builder will not be achievable in the period.

Summary of the user impression:

<i>Questions</i>	<i>Responses</i>
What did you think of Easy Circuit	Testers thought it was a good UI.
What did you like best on Easy Circuit	The snap action on the Lesson 1
What did you like least on Easy Circuit	There being no visual evidence of having logged out.

The overall feedback we got out of the test subjects was that Easy Circuit UI was nicely put together and if the suggested changes can be, implemented Easy Circuit will have a great UI.

Instructions to be Read to the Test subject

Thank you for taking the time come test our program.

- ✓ The test subject will use a provided laptop for testing.
- ✓ The test subject will have a written systematic, instruction on what to do in the testing.
- ✓ During the testing period, one of the testers will taking some notes as the test subject goes through the test.
- ✓ If during the test the test subject needs some clarification they can always ask the tester taking the notes.
- ✓ Take your time during the test
- ✓ After the test, the tester will ask questions on what the test subject thought of the program.

Instructions to be Read to the Test subject

Thank you for taking the time come test our program.

- ✓ The test subject will use a provided laptop for testing.
- ✓ The test subject will have a written systematic, instruction on what to do in the testing.
- ✓ During the testing period, one of the testers will taking some notes as the test subject goes through the test.
- ✓ If during the test the test subject needs some clarification they can always ask the tester taking the notes.
- ✓ Take your time during the test
- ✓ After the test, the tester will ask questions on what the test subject thought of the program.

Testers Notes :

1. Please type in this URL: <http://weblab.cs.uml.edu/~jcaravet/NewLayout/index.html> preferably on chrome or Firefox and Hit Enter.

How did the test subject go about this task?_____

2. Please Click the **Login** Button.

Is the test subject able to find the Login Button?_____

Enter this UserName : **Caravetta**

Enter this PassWord : **test**

Click the Login Button.

Was the test subject able to put the UserName and Password in the correct field?_____

Did the test subject successfully complete the task easily?

Yes No

2. Please Click on the **Lessons** Menu Item.

How did the test subject go about this task?_____

Was the Lesson Plan layout intuitive enough for the Test subject to figure it out ?_____

How long did it take the Test subject to ask on how to move to the page the instructions were asking the test subject to scroll through from first to the last page?_____

Scroll through from the first to the last page.

Was the test subject able to read easily?_____

_____.

Was the test subject able to find the next Button?_____

_____.

Did the test subject try using the previous button without being asked to?_____

_____.

Did the test subject successfully complete the task easily?

Yes No

3. Please Click the ***Log out*** Button.

Did the test subject have problems finding the logout Button?_____

Did the test subject successfully complete the task easily?

Yes No

Name:

E-mail:

Date:

Observer's Notes :

1. Please type in this URL: <http://weblab.cs.uml.edu/~jcaravet/NewLayout/index.html> preferably on chrome or Firefox and Hit Enter.

How did the test subject go about this task?

we had the page up.

2. Please Click the **Login** Button.

Is the test subject able to find the Login Button?

Found it with no problems.

Enter this UserName : Caravetta

Enter this PassWord : test

Click the Login Button.

Was the test subject able to put the UserName and Password in the correct field?

Didn't like that the enter button did not work.

Did the test subject successfully complete the task easily?

Yes (No)

2. Please Click on the **Lessons** Menu Item.

How did the test subject go about this task?

Just clicked on it

Was the Lesson Plan layout intuitive enough for the Test subject to figure it out ?

yes they found it fast

How long did it take the Test subject to ask on how to move to the page the instructions were asking the test subject to scroll through from first to the last page?

5 mins

Scroll through from the first to the last page.

Was the test subject able to read easily?

Spelling errors.

Was the test subject able to find the next Button?

yes (but tried to ~~click~~ click on the numbers.)

Did the

Observer's Notes :

1. Please type in this URL: <http://weblab.cs.uml.edu/~jcaravet/NewLayout/index.html> preferably on chrome or Firefox and Hit Enter.

How did the test subject go about this task?

It was already done

2. Please Click the **Login** Button.

Is the test subject able to find the Login Button?

took a second to find it was.

Enter this UserName : Caravetta

Enter this PassWord : test

Click the Login Button.

Was the test subject able to put the UserName and Password in the correct field?

they had no trouble.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

2. Please Click on the **Lessons** Menu Item.

How did the test subject go about this task?

They found it first

Was the Lesson Plan layout intuitive enough for the Test subject to figure it out ?

yes it was

How long did it take the Test subject to ask on how to move to the page the instructions were asking the test subject to scroll through from first to the last page?

about 2 mins.

Scroll through from the first to the last page.

Was the test subject able to read easily?

yes it was first

Was the test subject able to find the next Button?

yes it was clear but wanted the number to be able to be clicked.

Observer's Notes :

1. Please type in this URL: <http://weblab.cs.uml.edu/~jcaravet/NewLayout/index.html> preferably on chrome or Firefox and Hit Enter.

How did the test subject go about this task?

It was already done

2. Please Click the **Login** Button.

Is the test subject able to find the Login Button?

Found it fast.

Enter this UserName : Caravetta

Enter this PassWord : test

Click the Login Button.

Was the test subject able to put the UserName and Password in the correct field?

They had no trouble logging in to the site

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

2. Please Click on the **Lessons** Menu Item.

How did the test subject go about this task?

Just clicked the menu button Was
the Lesson Plan layout intuitive enough for the Test subject to figure it out ?

had a little trouble

How long did it take the Test subject to ask on how to move to the page the instructions were asking the test subject to scroll through from first to the last page?

about 3mins

Scroll through from the first to the last page.

Was the test subject able to read easily?

yes some spelling problems Was

the test subject able to find the next Button?

They found it fast Did the

EASY CIRCUIT

test subject try using the previous button without being asked to?

No They did not

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

3. Please Click the *Log out* Button.

Did the test subject have problems finding the logout Button?

~~Yes~~ There was indication they were logged out

Did the test subject successfully complete the task easily?

Yes ☒ No

Name: Josh Carmeth

E-mail:

Date: 4/15

EASY CIRCUIT

Observer's Notes :

1. Please type in this URL: <http://weblab.cs.uml.edu/~jcaravet/NewLayout/index.html> preferably on chrome or Firefox and Hit Enter.

How did the test subject go about this task?

- Did not care how long it was.

2. Please Click the **Login** Button.

Is the test subject able to find the Login Button?

YES But with a few seconds to get it.

Enter this UserName : Caravetta

Enter this PassWord : test

Click the Login Button.

Was the test subject able to put the UserName and Password in the correct field?

- was ok with username and password port.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

2. Please Click on the **Lessons** Menu Item.

How did the test subject go about this task?

- Found it easily.

Was the Lesson Plan layout intuitive enough for the Test subject to figure it out ?

- YES thought it was intuitive enough.

How long did it take the Test subject to ask on how to move to the page the instructions were asking the test subject to scroll through from first to the last page?

- 2 mins

Scroll through from the first to the last page.

Was the test subject able to read easily?

- YES.

Was the test subject able to find the next Button?

- With no problems.

Did the

EASY CIRCUIT

test subject try using the previous button without being asked to?

- Used A without asking.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

3. Please Click the **Log out** Button.

Did the test subject have problems finding the logout Button?

No Problems

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

Name: NORMAN

E-mail: mbahukakitu@gmail.com

Date: 4/15/14

EASY CIRCUIT

Observer's Notes :

1. Please type in this URL: <http://weblab.cs.uml.edu/~jcaravet/NewLayout/index.html> preferably on chrome or Firefox and Hit Enter.

How did the test subject go about this task?

Had a problem with the long URL.

2. Please Click the **Login** Button.

Is the test subject able to find the Login Button?

- No Issues Finding the Button.

Enter this UserName : Caravetta

Enter this PassWord : test

Click the Login Button.

Was the test subject able to put the UserName and Password in the correct field?

YES. with no problems.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

2. Please Click on the **Lessons** Menu Item.

How did the test subject go about this task?

- straight forward.

Was the Lesson Plan layout intuitive enough for the Test subject to figure it out ?

- YES the Lesson Plan was intuitive enough.

How long did it take the Test subject to ask on how to move to the page the instructions were asking the test subject to scroll through from first to the last page?

- 2 minutes.

Scroll through from the first to the last page.

Was the test subject able to read easily?

- YES

Was the test subject able to find the next Button?

- With a few instructions.

Did the

EASY CIRCUIT

test subject try using the previous button without being asked to?

YES.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

3. Please Click the **Log out** Button.

Did the test subject have problems finding the logout Button?

YES. Had to show the test subject.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

Name: NORMAN

E-mail: mbachula.kitri@gmail.com

Date: 4/15/14

EASY CIRCUIT

Observer's Notes :

1. Please type in this URL: <http://weblab.cs.uml.edu/~jcaravet/NewLayout/index.html> preferably on chrome or Firefox and Hit Enter.

How did the test subject go about this task?

- was good at typing no much problems.

2. Please Click the **Login** Button.

Is the test subject able to find the Login Button?

- could not find the Login. Had to be shown.

Enter this UserName : Caravetta

Enter this PassWord : test

Click the Login Button.

Was the test subject able to put the UserName and Password in the correct field?

- YES, No problem.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

2. Please Click on the **Lessons** Menu Item.

How did the test subject go about this task?

- It is on their eye level. Easy to find.

the Lesson Plan layout intuitive enough for the Test subject to figure it out ?

YES IT IS.

How long did it take the Test subject to ask on how to move to the page the instructions were asking the test subject to scroll through from first to the last page?

2 minutes.

Scroll through from the first to the last page.

Was the test subject able to read easily?

- No problem.

the test subject able to find the next Button?

- Found it Easy

Did the

EASY CIRCUIT

test subject try using the previous button without being asked to?

No had to be instructed to use it.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

3. Please Click the **Log out** Button.

Did the test subject have problems finding the logout Button?

- No problem found it.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

Name: MURMAN

E-mail: mbakula.kitui@gmail.com

Date: 4/15/14

Observer's Notes :

1. Please type in this URL: <http://weblab.cs.uml.edu/~jcaravet/NewLayout/index.html> preferably on chrome or Firefox and Hit Enter.

How did the test subject go about this task?

- Took some time typing the URL

2. Please Click the **Login** Button.

Is the test subject able to find the Login Button?

- Found the Button Easily.

Enter this UserName : Caravetta

Enter this PassWord : test

Click the Login Button.

Was the test subject able to put the UserName and Password in the correct field?

- Quite Easily.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

2. Please Click on the **Lessons** Menu Item.

How did the test subject go about this task?

- was Easy to find

the Lesson Plan layout intuitive enough for the Test subject to figure it out ?

- YES

How long did it take the Test subject to ask on how to move to the page the instructions were asking the test subject to scroll through from first to the last page?

- 3 minutes

Scroll through from the first to the last page.

Was the test subject able to read easily?

- YES

the test subject able to find the next Button?

- YES with no problems

Did the

EASY CIRCUIT

test subject try using the previous button without being asked to?

YES

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

3. Please Click the *Log out* Button.

Did the test subject have problems finding the logout Button?

NO

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

Name: NORMAN

E-mail: mbahula kitui@gmail.com

Date: 4/15/14

Observer's Notes :

1. Please type in this URL: <http://weblab.cs.uml.edu/~jcaravet/NewLayout/index.html> preferably on chrome or Firefox and Hit Enter.

How did the test subject go about this task?

- Said the URL could be shortened.
It would be nice.

2. Please Click the **Login** Button.

Is the test subject able to find the Login Button?

- No problem with the Button maybe it's
because he had already seen the digital
version.

Enter this UserName : **Caravetta**

Enter this PassWord : **test**

Click the Login Button.

Was the test subject able to put the UserName and Password in the correct field?

- Did not have a problem putting user
name and Password.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

2. Please Click on the **Lessons** Menu Item.

How did the test subject go about this task?

Found it Easy.

Was the Lesson Plan layout intuitive enough for the Test subject to figure it out ?

YES it was intuitive enough.

How long did it take the Test subject to ask on how to move to the page the instructions were asking the test subject to scroll through from first to the last page?

- 1 1/2 mins.

Scroll through from the first to the last page.

Was the test subject able to read easily?

- YES

Was the test subject able to find the next Button?

- YES

Did the

EASY CIRCUIT

test subject try using the previous button without being asked to?

- ASKED IF they could use the next Button.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

3. Please Click the **Log out** Button.

Did the test subject have problems finding the logout Button?

- YES did not know where it was.

Did the test subject successfully complete the task easily?

☒ Yes ☐ No

Name: NORMAN.

E-mail: mbauluka.kita@gmail.com

Date: 4/15/14

Book It Usability Testing Form

Version 2.0

Date: 4/15/14
Name: Nick Ver Voort
Email: moldorma@gmail.com
Browser name: Firefox

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one) 1 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one) 1 2 3 4 5 6 7 8 9 10

3. Create the appointment.

Difficulty rating (circle one) 1 2 3 4 5 6 7 8 9 10

Comments:

Nothing to note, using the site is very straightforward.

Evaluation Form

User Name: Nick Ver Vorst

Describe user actions: Click Employee

May 9th 1200

Completed Appointment

1. ~~Create an account.~~

User difficulty rating (circle one): ~~1 2 3 4 5 6 7 8 9 10~~

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _____

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _____

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _____

Q/A

- 1) A company to allow people to make appointments w/ staff...
- 3) As easy as any other website. Very clear.
- 5) Depends on kind of appointment.
 - Messages about appointment, details.
- 6) Can't imagine it would be easier.

Book It Usability Testing Form

Version 2.0

Date: 4/15/14
Name: Ken Kleiner
Email: Ken-kleiner@cml.edu
Browser name: Firefox

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

3. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Comments:

Was confused over timer on
bottom of ~~reg~~ registration page

Evaluation Form

User Name:

Ken Kleiner

Describe user actions:

Clicked employee

5/16/2014 1200 - pointer issue

1. ~~Create an account.~~

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes:

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one) 1 2 3 4 5 6 7 8 9 10

Notes: _____

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _____
Although, and. it phone
Question about timer - confirmed

Q/A

- 1) What was appointment for? Make appointment with... someone
- 3) Very easy
- 5) Indicate what the time is for
- 6) Can't think of any. Cursor needs to change for time slot.

Book It Usability Testing Form

Version 2.0

Date: April 15 2014
Name: Nicholas St. Pierre
Email: nico200@gmail.com
Browser name: Firefox

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

3. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Comments:

- Calendar kinda big for page, should be able to fit all of this on a macbook bro
- info text really small
- hover styles on employees
- clickability on employees
- hover on time selector
styles

Evaluation Form

User Name:

Nick St. Pierre

Describe user actions:

1. ~~Create an account.~~

User difficulty rating (circle one): ~~1 2 3 4 5 6 7 8 9 10~~

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one) 1 2 3 4 5 6 7 8 9 10

Notes: Clicked ~~at~~ right on photo

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: User was confused when he couldn't
select 8 5pm. Should style taken times
differently

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _____

Purpose:

- employee photo shouldn't be only clickable
Fast
- Hovering over day/time color should be darker
- Comment for appointments
- Grey out non-selectable times
- Have appt. form pop up on home page
- Intro page saying what book it does.

Book It Usability Testing Form

Version 2.0

Date: 4/15/2014

Name: Virginia

Email: Virginia.Liu.Dulciner@gmail.com

Browser name: Firefox

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

3. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Comments:

Normal people don't use military time.

Evaluation Form

User Name:

Virginia Liu

Describe user actions:

Clicked on employee $\Rightarrow$ next month $\Rightarrow$ day $\Rightarrow$ time $\Rightarrow$ Filled form.

1. ~~Create an account.~~

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): ① 2 3 4 5 6 7 8 9 10

Notes:

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: _____

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: Had trouble w/ autofill on form

Purpose: An appt. making site

- Not difficult to create an appointment
- Add a comments section to appt. form i.e. a description of service you want done
- Military time on time selector is not normal.
Change

Book It Usability Testing Form

Version 2.0

Date: Apr 15, 2014

Name: Daniel Scanlan

Email: daniel.scanlan@student.uml.edu

Browser name: Chrome (Mac)

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

3. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Comments:

Evaluation Form

User Name:

Daniel S

Describe user actions: Figuring out what to click

box - visually look like button itself

time only goes to 1:30

1. ~~Create an account.~~

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: took a few seconds to figure out
what to click the picture of employees
made appointment with ease

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

Notes: _____

4. Create the appointment.

Difficulty rating (circle one): (1) 2 3 4 5 6 7 8 9 10

Notes: was confused by idle timer

- maybe change date color if day booked.
- 1) booking an appoint, don't ^{name} ^{how} ^{expect} ^{to} ^{appear} ^{disapp}
- 2)
- 3) straight forward
- 5) right align labels looks clean
military time - maybe
decrease space / even out
idle time how do ppl know - looks like
button
change ^{appt from form tool to} ~~change~~, put on main page
- b)
- booked day - different color - icon maybe?
polished clean simple.

Book It Usability Testing Form

Version 2.0

Date: 4/15/14

Name: Jack Kallas

Email: jack.kallas@gmail.com

Browser name: Chrome

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

3. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Comments:

Very clean UI

Evaluation Form

User Name:

Jack K.

Describe user actions: Clicked quickly w/ ease no hesitation

1. ~~Create an account.~~

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one) (1) 2 3 4 5 6 7 8 9 10

Notes: no effort in making appointment

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one) 1 2 3 4 5 6 7 8 9 10

Notes: made appointment with ease

4. Create the appointment.

Difficulty rating (circle one) 1 2 3 4 5 6 7 8 9 10

Notes: _____

- 1) making w/ specialist
- ~~2)~~
- 3) very easy
- 5) picture of specialist
- 6) make calendar bigger
clean looking now

Book It Usability Testing Form

Version 2.0

Date: _____
Name: Curran Kelleher
Email: curran.kelleher@gmail.com
Browser name: FF

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

3. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

1. *Phragmites australis* (Common Reed)
 2. *Spartina patens* (Cordgrass)
 3. *Scirpus americanus* (Sedges)
 4. *Cyperus tenuiflorus* (Sedges)
 5. *Eleocharis acicularis* (Sedges)
 6. *Eleocharis obtusa* (Sedges)
 7. *Eleocharis palustris* (Sedges)
 8. *Eleocharis acicularis* (Sedges)
 9. *Eleocharis obtusa* (Sedges)
 10. *Eleocharis palustris* (Sedges)
 11. *Eleocharis acicularis* (Sedges)
 12. *Eleocharis obtusa* (Sedges)
 13. *Eleocharis palustris* (Sedges)
 14. *Eleocharis acicularis* (Sedges)
 15. *Eleocharis obtusa* (Sedges)
 16. *Eleocharis palustris* (Sedges)
 17. *Eleocharis acicularis* (Sedges)
 18. *Eleocharis obtusa* (Sedges)
 19. *Eleocharis palustris* (Sedges)
 20. *Eleocharis acicularis* (Sedges)
 21. *Eleocharis obtusa* (Sedges)
 22. *Eleocharis palustris* (Sedges)
 23. *Eleocharis acicularis* (Sedges)
 24. *Eleocharis obtusa* (Sedges)
 25. *Eleocharis palustris* (Sedges)
 26. *Eleocharis acicularis* (Sedges)
 27. *Eleocharis obtusa* (Sedges)
 28. *Eleocharis palustris* (Sedges)
 29. *Eleocharis acicularis* (Sedges)
 30. *Eleocharis obtusa* (Sedges)
 31. *Eleocharis palustris* (Sedges)
 32. *Eleocharis acicularis* (Sedges)
 33. *Eleocharis obtusa* (Sedges)
 34. *Eleocharis palustris* (Sedges)
 35. *Eleocharis acicularis* (Sedges)
 36. *Eleocharis obtusa* (Sedges)
 37. *Eleocharis palustris* (Sedges)
 38. *Eleocharis acicularis* (Sedges)
 39. *Eleocharis obtusa* (Sedges)
 40. *Eleocharis palustris* (Sedges)
 41. *Eleocharis acicularis* (Sedges)
 42. *Eleocharis obtusa* (Sedges)
 43. *Eleocharis palustris* (Sedges)
 44. *Eleocharis acicularis* (Sedges)
 45. *Eleocharis obtusa* (Sedges)
 46. *Eleocharis palustris* (Sedges)
 47. *Eleocharis acicularis* (Sedges)
 48. *Eleocharis obtusa* (Sedges)
 49. *Eleocharis palustris* (Sedges)
 50. *Eleocharis acicularis* (Sedges)
 51. *Eleocharis obtusa* (Sedges)
 52. *Eleocharis palustris* (Sedges)
 53. *Eleocharis acicularis* (Sedges)
 54. *Eleocharis obtusa* (Sedges)
 55. *Eleocharis palustris* (Sedges)
 56. *Eleocharis acicularis* (Sedges)
 57. *Eleocharis obtusa* (Sedges)
 58. *Eleocharis palustris* (Sedges)
 59. *Eleocharis acicularis* (Sedges)
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 63. *Eleocharis obtusa* (Sedges)
 64. *Eleocharis palustris* (Sedges)
 65. *Eleocharis acicularis* (Sedges)
 66. *Eleocharis obtusa* (Sedges)
 67. *Eleocharis palustris* (Sedges)
 68. *Eleocharis acicularis* (Sedges)
 69. *Eleocharis obtusa* (Sedges)
 70. *Eleocharis palustris* (Sedges)
 71. *Eleocharis acicularis* (Sedges)
 72. *Eleocharis obtusa* (Sedges)
 73. *Eleocharis palustris* (Sedges)
 74. *Eleocharis acicularis* (Sedges)
 75. *Eleocharis obtusa* (Sedges)
 76. *Eleocharis palustris* (Sedges)
 77. *Eleocharis acicularis* (Sedges)
 78. *Eleocharis obtusa* (Sedges)
 79. *Eleocharis palustris* (Sedges)
 80. *Eleocharis acicularis* (Sedges)
 81. *Eleocharis obtusa* (Sedges)
 82. *Eleocharis palustris* (Sedges)
 83. *Eleocharis acicularis* (Sedges)
 84. *Eleocharis obtusa* (Sedges)
 85. *Eleocharis palustris* (Sedges)
 86. *Eleocharis acicularis* (Sedges)
 87. *Eleocharis obtusa* (Sedges)
 88. *Eleocharis palustris* (Sedges)
 89. *Eleocharis acicularis* (Sedges)
 90. *Eleocharis obtusa* (Sedges)
 91. *Eleocharis palustris* (Sedges)
 92. *Eleocharis acicularis* (Sedges)
 93. *Eleocharis obtusa* (Sedges)
 94. *Eleocharis palustris* (Sedges)
 95. *Eleocharis acicularis* (Sedges)
 96. *Eleocharis obtusa* (Sedges)
 97. *Eleocharis palustris* (Sedges)
 98. *Eleocharis acicularis* (Sedges)
 99. *Eleocharis obtusa* (Sedges)
 100. *Eleocharis palustris* (Sedges)

Evaluation Form

User Name: Curran

Describe user actions: Tried to click on name

1. ~~Create an account.~~

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): 1 2 ③ 4 5 6 7 8 9 10

Notes: Tried to click on name not photo

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): 1 2 3 ④ 5 6 7 8 9 10

Notes: Had trouble w/ greyed out days:
didn't know what it meant. Should use
css pointer for times

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 ⑤ 6 7 8 9 10

Notes: Confused by idle timer: thought it
meant 2 hour appointment. Curious about
lack of confirmation email.

Purpose:

- Email confirmation would be nice

Book It Usability Testing Form

Version 2.0

Date: 4/15/14

Name: Mark Field

Email: mark-field@umt.edu

Browser name: Firefox

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): ① 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): ① 2 3 4 5 6 7 8 9 10

3. Create the appointment.

Difficulty rating (circle one): ① 2 3 4 5 6 7 8 9 10

Comments:

The employee "card" could be clickable, rather than just the picture as nothing else is interactive in it.

I like the animation after clicking an employee

Why are some future dates blocked out? Booked?

Evaluation Form

User Name:

Mark Field

Describe user actions:

1. ~~Create an account.~~

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): ① 2 3 4 5 6 7 8 9 10

Notes: Chris

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one): ① 2 3 4 5 6 7 8 9 10

Notes: 15 May 1200

4. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: could appoint a issue. Don't attempt
insert values.

Q&A

1) Book meetings.

3) Very easy

5) Phone Mark Time = same as previous page

6) Team player extension to take click day: have something by

Book It Usability Testing Form

Version 2.0

Date: 4/15/14

Name: David Jolley, Jr.

Email: ~~David~~ DJolleyJr@gmail.com

Browser name: Firefox

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

3. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Comments:

- Canceling Appointment goes back to beginning.
- Selecting the time might not be intuitive.

Took me a second to realize just clicking it would work.

- Any ^{Phone #} ~~time~~ format?

- Confirmation ~~text~~ blends in with background

- At calendar can't go back.

- At calendar I didn't know I could switch people

Evaluation Form

User Name:

David Jolley

Describe user actions:

scrolling? 2 diff dates, canceled with it
apparently.

1. ~~Create an account.~~

User difficulty rating (circle one): ~~1 2 3 4 5 6 7 8 9 10~~

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): 1 ~~2 3 4 5 6 7 8 9 10~~

Notes: check this

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one) ① 2 3 4 5 6 7 8 9 10

Notes: July 17 2014

1000

4. Create the appointment.

Difficulty rating (circle one): ① 2 3 4 5 6 7 8 9 10

Notes: ~~No schedule needed~~

Invited email. validation ok

Q & A

- 1) To schedule appointments w/ people displayed.
 - 3) Simple & straight forward.
 - 5) Somewhere to let user know where they are.
 - 6) Time slots - clicking on time to select not interactive. Taken over.
- Blively looking.

Book It Usability Testing Form

Version 2.0

Date: April 15
Name: Sarah Croughwell
Email: Sarah - Croughwell @ student.uml.edu
Browser name: Firefox

Thank you for taking the time to perform our usability test!

Please perform the following steps and feel free to leave comments at the bottom of the
next page:

Difficulty rating scale (1 – 10): 1 = easy, 5 = moderate, 10 = difficult

1. Select an employee you would like to make an appointment with.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

The use of boxes makes it seem that the entire element, and not just the picture is a clickable link

2. Select a date outside of the current month for your appointment.

Difficulty rating (circle one) 1 2 3 4 5 6 7 8 9 10

Easy & intuitive!

3. Create the appointment.

Difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Use of military time may be difficult for the user who may not be used to it

Comments:

Tool tip provides helpful info, however I didn't notice it at first, maybe a scale change or animation would call attention to itself more. Overall site is pretty intuitive minus a few things.

Evaluation Form

User Name: Sarah

Describe user actions: §

1. ~~Create an account.~~

User difficulty rating (circle one): 1 2 3 4 5 6 7 8 9 10

Notes: Removed from beta

2. Select an employee you would like to make an appointment with.

User difficulty rating (circle one): 1 (2) 3 4 5 6 7 8 9 10

Notes: Attempted to select text under photo

3. Select a date outside of the current month for your appointment.

User difficulty rating (circle one) ① 2 3 4 5 6 7 8 9 10

Notes: _____

4. Create the appointment.

Difficulty rating (circle one): ① 2 3 4 5 6 7 8 9 10

Notes: _____

- Don't place expertise in same boxes as photo
- Don't use dummy text
- Don't need underline expertise, just bold

Purpose: Didn't know it was for appointments right at start

- Really easy to create an appt
- Add date and time to appt. success modal on homepage
- Use of military time on appt. creation form is bad
- Add a brief description under book it logo i.e. "#1 booking software"
- comments section for appointment creation