

Poll Portal

Usability Testing Report

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Location of Test: Lowell, MA

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this is a truly excellent job. It addresses every point in the grading criteria. There are a few things noted inside that I recommend for improvement, but there are relatively minor. Congratulations.

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Executive Summary

The goal of this study was to conduct usability testing of Poll Portal with the help of a group of testers to gather feedback on how user-friendly the application is. This is because the developers of the application make a lot of assumptions during the design and development of the application. Sometimes, they do not tend to see the application through the eyes of the actual users the application is intended for. Sometimes these assumptions may lead to incorrect decisions or judgments by the developers. It is also possible that the developers are often overconfident about their code and may skip some test scenarios during their testing. Having the application tested by people who have not developed it will actually get objective feedback about the application's usability. Therefore, usability testing was valuable because it enabled the developers to see how others react to the site and interact with it, so that the developers can take the feedback to fix any new defects and make additional feature enhancements depending on the feasibility and time.

Methodology

Tester Profile

Nine participants, fitting the profile below, evaluated Poll Portal.

Computer Usage

0 to 10 hrs. wk.	0
11 to 25 hrs. wk.	2
26+ hrs. wk.	7
TOTAL (participants)	9

Gender

Women	2
Men	7
TOTAL (participants)	9

Age

Less than 9	0
10-17	1
18-25	5
26-33	1
34-41	0
42-49	1
50-57	1
58-65	0
66-73	0
TOTAL (participants)	9

Instructions and Task List for Test Subjects

1. Create a new user account for testing purposes.
2. Login to the site.
3. Complete the following tasks in any order:

- Create a new poll
- Vote on an existing poll
- Comment on a poll
- Like or unlike someone else's comment.
- Change your vote on a poll
- Delete your vote on a poll
- Delete a poll you created
- View a PDF summary of a poll
- View the voting history of a poll
- Change your password
- Contact Us
- View your user profile.
- Edit your user profile.
- View someone else's user profile.
- Freeze a poll

ok.

Questions for Evaluators:

1. Did the tester have any problems creating an account?
2. Did the tester have any problems logging in?
3. Did the tester encounter any bugs? If so, did they fill out the Bug Reporting Web Form?
4. Did the tester have any usability suggestions? If so, did they include them in either the Usability Suggestions Web Form or the Post-Usability Testing Web Form?
5. Did the tester have any problems in using the site?
6. Did the tester fill out the Post-Usability Testing Web Form?

ok.

Post-Usability Testing Questions:

1. Name
2. Age
3. Gender
4. On a scale of 1 to 10, where 1 is easy and 10 is very difficult, how easy is our site to use?
5. What do you like best about the site?
6. What needs improvement on the site?
7. If you were developing the site, what would you add next?
8. Other comments

were these all on your Google form?

What did the testers do

After logging in, most of the testers immediately went to the category/poll selection page. They then tried to create a poll. Once they created a poll, they voted on it. Some testers spent time exploring polls and voting on them, while others spent the time exploring the site as a whole.

Most testers were very successful in using the basic features of the site, like creating new polls and voting on polls. Some users experienced a few problems while using extended features such as timeline, freezing a poll etc. One tester could not figure out how to write comments once he had voted on a poll. Another tester was confused on how to return to the account dashboard from the user profile. We are addressing this particular issue in the form of breadcrumbs.

good.

sorry - I misread this initially - your wording is OK.

What data we collected

We collected data on how easy the site was to use, what the testers felt was the best part of the site, as well as the part most in need of improvement. We also asked them for any suggestions they may have for future enhancements/releases.

Major findings and recommendations

Table 1. Feature Usage by participant

Key:									
Successful			Unsuccessful				Not Tested		
✓			✗				N/A		
Feature	User #1	User #2	User #3	User #4	User #5	User #6	User #7	User #8	User #9
Create Account	✓	✓	✓	✓	✓	✓	✓	✓	✓
Login	✓	✓	✓	✓	✓	✓	✓	✓	✓
Create a new poll	✓	✓	✓	✓	✓	✓	✓	✓	✓
Vote on an existing poll	✓	✓	✓	✓	✓	✓	✓	✓	✓
Comment on a poll	N/A	N/A	✓	N/A	N/A	N/A	✓	✓	✓
Like or unlike someone else's comment.	N/A	N/A	✓	N/A	N/A	N/A	✓	✓	✓
Change vote on a poll	✓	N/A	✓	N/A	✓		✓	✓	✓
Delete vote on a poll	✓	N/A	✓	N/A	✓		✓	✓	✓
Delete a poll	✓	✓	✓	✓	✓	✓	✓	✓	✓
View a PDF summary of a poll	✓	✓	✓	✓	✓	✓	✓	✓	✓
View the voting history of a poll	✓	✓	✓	✓	✓	✓	✓	✓	✓
Change password	N/A	N/A	✓	N/A	N/A	N/A	✓	✓	✓
Contact Us	✓	✓	✓	✓	✓	✓	✓	✓	✓
View user profile.	N/A	N/A	✓	N/A	N/A	N/A	✓	✓	✓
Edit user profile.	N/A	N/A	✓	N/A	N/A	N/A	✓	✓	✓
Freeze voting	N/A	N/A	✗	N/A	N/A	N/A	✗	✗	N/A

good chart

Major Findings:

- "Select category" font size must be bigger
- About us descriptions are inconsistent
- Login and Forgot Password buttons should be switched
- Share button should be centered/moved
- Breadcrumbs should be added to user profile page to easily return to user account dashboard and to tell user where they have navigated
- Liking a comment should not refresh the whole page
- Unspecific validation message when changing password
- Freezing a poll does not work
- Generating a PDF summary of a report with no votes doesn't work
- Registration page clears the form when the password is mismatched
- Allow people to choose whether they can comment on choices they did not vote for
- Pie charts should have a legend

excellent list

Detailed findings and recommendations

Table 2. Tester impressions by participant

#	Usage Difficulty	Like best?	Most in need of improvement?	Suggestions for additions to the site
1	4 ?	The style and the idea	None	None
2	2	Easy to use	None	None
3	1	Poll sharing, Clean UI Design, Possibility of Application for Business Students	1. Site Home – site purpose not obvious 2. "Select a category" text must be bigger on the homepage 3. Inconsistent descriptions on About Us page 4. Login and Forgot Password should be switched 5. Share button on poll page should be either centered or moved 6. User profile is hard to get to – maybe add breadcrumbs? 7. Liking a comment reloads the page – maybe use AJAX? 8. Unspecific validation message on change password 9. Freeze voting doesn't work 10. Generating a PDF summary on a new poll causes an error	None
4	3	Voting Timeline	Registration page clears the form when the passwords are mismatched	I didn't see a way to add comments to an answer, even though there were pages to view them.
5	3	Activity Logs	When creating a poll, possibly allow users to choose whether others can comment on options they did not vote for.	Custom categories and a search function
6	3	The pie charts	Would be nice to see previews of pie charts on poll selection page	Legend for pie charts
7	2	Pie charts, poll summary screens, PDF	Better timeline – could've been a simple histogram. Also, need error checking on create poll	

*What's the scale for Usage Difficulty?
You answer this question on page 80, in Figure 1, but you need to indicate what the numbers mean here.*

#	Usage Difficulty	Like best?	Most in need of improvement?	Suggestions for additions to the site
		summary reports, comments		
8	1	Polls Look and Feel	1. After changing password, it would be nice if the user is taken back to the profile page (where he started off to 'change password') 2. Password Changed' message is too big. 3. Create a new poll with out choices generates multiple empty boxes at the top. Only one of them has a valid error message.	Home page also could have links to recent and popular polls. Also, you have create poll and delete poll. Edit Poll would have been nice too.
9	2	Polls	Needs edit option to fix created poll	Needs edit option to fix created poll

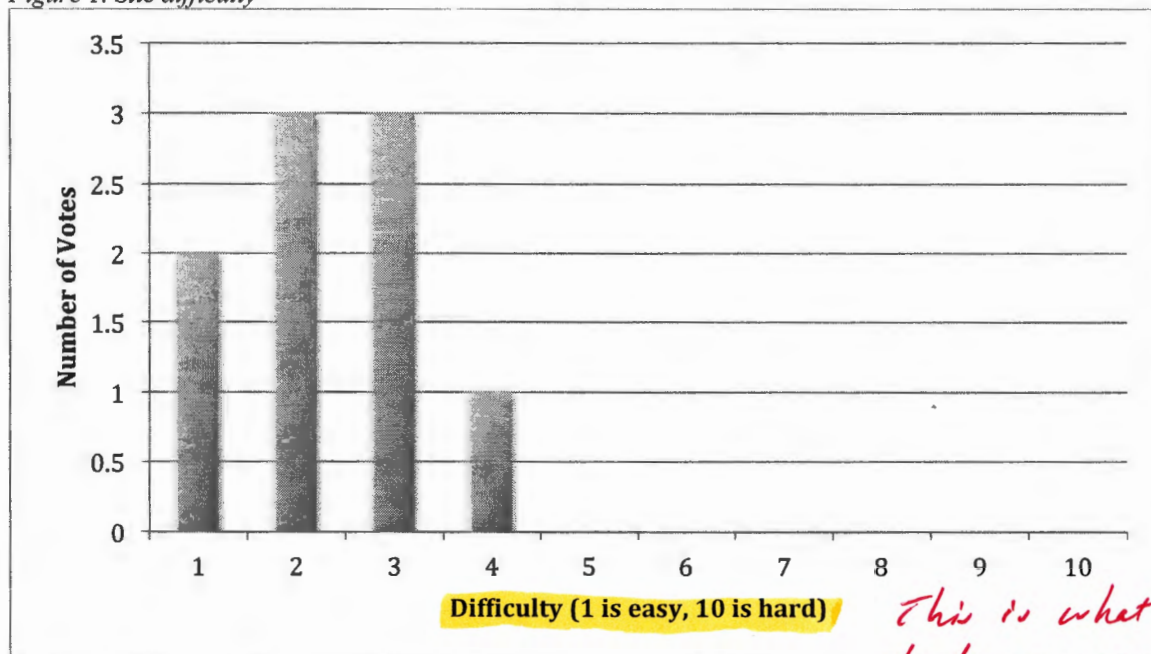
Table 3. Evaluator responses by participant

#	Problems creating an account?	Problems logging in?	Any bugs? Bug Reporting Form filled out?	Any suggestions? Suggestions Form filled out?	Problems using the site?	Post-Usability Testing Form filled out?
1	No	No	No; No	Yes; Yes	Yes - suggestions reported	Yes
2	No	No	No; No	No; No	No	Yes
3	No	No	Yes; No – bugs reported in post-testing form	Yes; No – suggestions reported in post-testing form	Yes – bugs and suggestions reported in post-testing form	Yes
4	No	No	No; No	Yes; Yes	Yes -	Yes
5	No	No	Yes; Yes	Yes; Yes	Yes – bugs and suggestions reported	Yes
6	No	No	Yes; Yes	No; No	Yes – bugs reported	Yes
7	No	No	Yes; No – bugs reported in post-testing form	Yes; No – suggestions reported in post-testing form	Yes – bugs and suggestions reported in post-testing form	Yes
8	No	No	Yes; No – bugs reported in post-testing form	Yes; No – suggestions reported in post-testing form	Yes – bugs and suggestions reported in post-testing form	Yes

Very thorough reporting. Excellent job.

#	Problems creating an account?	Problems logging in?	Any bugs? Bug Reporting Form filled out?	Any suggestions? Suggestions Form filled out?	Problems using the site?	Post-Usability Testing Form filled out?
9	No	No	No; No	Yes; No – suggestions reported in post-testing form	Yes - suggestions reported in post-testing form	Yes

Figure 1. Site difficulty



This is what needs to be on page 6.

Discussions and Conclusion

Of the suggestions we received and the bugs that testers encountered, there are some changes we will definitely make before the final deadline, some that we will make if we have time, and some that we will not be changing, either because we don't have enough time, or because we like the site the way it is in that particular respect.

Table 4: List of changes that will be implemented before the final deadline

Change:	Reason:
"Select category" should be a bigger font on homepage	Minor enhancement – current font size makes the text hard to notice
The "About Us" descriptions should be more consistent	Minor enhancement
Login and forgot password buttons should be switched.	Minor enhancement – most users expect the positive action on the right side.
Share button should be placed somewhere else	Minor enhancement – the button seems too intrusive.
Add Breadcrumb on profile page. Ex. "Profile > edit profile" to make it more clear where you are when you are editing your profile	Minor enhancement – it is difficult for users to figure out how to get to user profile from account dashboard

Change:	Reason:
Fix the unspecific validation message that appears when changing password.	Minor enhancement – error messages should be specific
Fix freezing poll.	Defect
Fix the bug that generating a PDF report on a poll with no votes will result in a 500 error.	Defect
Add error checking to poll creation so as to avoid polls with unnamed choices.	Defect

Table 5: List of changes that **may or may not be implemented** before the final deadline

Change	Reason:
It would be nice to see all the poll's pie charts on the page with all the polls	Nice to have feature
The home page should make it more clear what the site does. It is more than just a polling site but the home page sells the website short.	Improves Usability
Liking a comment should not refresh the whole page	Improves Usability
Signup page clears form when there is a password mismatch	Defect – unsure of implementation prior to deadline
A Legend for pie charts would make them easier to read	Improves Usability

Table 6: List of changes that **will not be implemented:**

Change	Reason
Allow users to choose whether or not people can comment on choices they did not vote for.	This removes the uniqueness of our idea and causes the poll comment threads to become cluttered with forum-like discussions. We wanted a place for debate cleanly separated by the various choices.
Allow users to edit their polls	Editing a poll would invalidate any existing votes on a poll, and that is not desired behavior

Overall, we believe that our user interface is clean, streamlined, and for the most part easy to use. All of our testers told us that they liked the simple user interface, and that its simplicity made the site easy to use. Many sites nowadays are filled with all sorts of distractions and popups that detract from the user experience of the main content.

We believe our usability testing went quite well. They let us hear different opinions from people with different backgrounds and points of view. We are proud of our website but we know we cannot take a suggestion negatively; on the contrary, we like to hear feedback to offer users a more friendly and fun website to debate about different topics. We were lucky because people liked our idea and believed that our site would be useful to many people in the real world.

The only difficulty that we came across was when the testers wanted to ask us questions but we did not want to answer as we wanted to see how a real user who has no idea how the website works interacts with Poll Portal. Two of the testers are not enrolled in GUI 2, so their feedback was extremely important for us. One of them used to work for a company as a frontend developer; she told us what needed improvement and what she liked. Overall, we had a good experience in our testing and we have learned a lot from the experience.



Appendix A: Bug Reporting Form

Poll Portal

Bug Reporting Form

Use this form to report any bugs found while testing.

* Required

Bug URL *
The URL of the page on which you found the bug.

Steps Taken to Reproduce the Bug *
Please specify the action you took from the time the page first loaded to get to this bug.

Comments

Submit

Please submit screenshots through Google Forms.

This form can be found at:

https://docs.google.com/forms/d/1ooERm9fcpeAcrV_FCBBdR1da_IQE8zz5Ut9R549d7GE/viewform

Appendix B: Usability Suggestion Form

Poll Portal

Usability Suggestions Form

Use this form to submit any suggestions related to site usability while testing.

* Required

URL *
The URL of the page for which you are suggesting a change.

Comments *
Your suggestions go here.

Submit

Please submit screenshots through Google Forms.

Powered by Google Forms

This content is neither created nor reviewed by Google. Report Abuse - Terms of Service - Additional Terms

This form can be found at:

https://docs.google.com/forms/d/1-L0gVEnTa-GiruBC6CRL9o0l_4X7ZKI9caS6MjQtPVg/viewform

I would have used an entire page for each of these to make them easier to read.

no need for the blank background - wasted space
crop your screen captures to just the important part

Appendix C: Post-Usability Testing Form

Poll Portal

Post-Usability Testing Form

It takes about 10 minutes to complete this form.

Demographic Information

Tester Name *
[Text input field]

Tester Age *
[Text input field]

Tester Gender *
[Text input field]

Average Computer Usage *
[Text input field]

How difficult is it to use the site for an average user? *
[Scale from 1 to 10]

Start part of the site *
[Text input field]

Part of the site in need of improvement *
[Text input field]

What should be added to the site? *
[Text input field]

Other Comments
[Text input field]

Submit

This form can be found at:

https://docs.google.com/forms/d/1nifpL6dstYcw4vNiKx_Ed7zTHgryQcgiU6DS4akeCJM/viewform

plenty of space here to make this figure larger ...

Appendix D: Raw Notes

No problems creating an account

Logged in fine

Selected a category — frustrated that the selected category is not default on redirect

Tried to create a poll — similar frustration

Successfully created poll

Voted

Tried to view PDF — 500

Tried to view Timeline — looked weird to them

Browsed various polls & voted on them

Logged out and filled out post-testing form

These notes are good, but
I am confused as to why you submitted
just 3 sets of notes when you claim to have
had 9 test subjects. Where are your notes
for the other 6?

2. No problems creating an account or logging in.

Selected a category

Selected a poll — voted on it

Browsed polls for a while

Went to account dashboard and
changed password

Viewed user profile

Logged out

Filled out ~~usability~~ testing form

3. Registration form cleared when passwords were mismatched

After that mishap, successfully created an account & logged in

Created a poll & voted on it

Went to 3 other polls, voted & commented on each one

Changed his role twice

Deleted his poll.

Logged out

Filled out post-testing form

Charity Source Usability Test Report and Analysis

By: Nicolas Stanzione, Greg Saras, Eric Getchell, and Joshua Blanchette

Report:

User One:

Our first user was a female student from UML between the ages of 18-25 who used computers more than 26 hours a week. Before beginning the test we asked her "Do you think this site is visually appealing"? ~~In which~~ ^{she} she answered that she didn't really like our logo and that ~~they~~ ^{she} didn't like the font we used for our navigation bar. After her response we read her the instructions and presented her the task list. She started on our home page, which is also our browse page, where she can see all the charities she could donate to. She had no problem scrolling through the charities and using the filters. She immediately noticed that the images of the charities in the grid were too close together and she suggested adding a little padding between them to make it feel less cramped. She was also confused about our top charity carousel at the top of the page. It doesn't say anywhere that it is showing the top charities, so she had no idea they were indeed the top charities. Next she made her way to one of the charity pages. She was successful in learning about the charity and using our donate feature, but had trouble understanding the numerical statistics of the charity. She immediately noticed that the banner on the top that shows the logo of the charity changes each time you go to a different charity page based on the size of their logo. She also thought that the statistics for each charity were a little unclear. She had one recommendation to switch where the donate button (left side) and the pie chart (right side). Next she made her way to the contact page where she filled out the form and sent an email to our team successfully. She had no comments to make here. Next she used our signup page to make an account on our site. This page also has the login form as well, which she thought was strange to have them both on the same page. After logging in she went to her user page. She edited her profile successfully but had no comments to make. Finally she logged out and was done testing out site. We asked her a few exit questions. We asked her "what she liked about our site?" ^{to} in which she ^{replied} stated that she liked the color scheme and the filters on the browse page. We then asked her what frustrated her most about our site, ^{to} in which she replied that she did not like the fonts we used or our logo very much. Finally we asked her if the website was easy to navigate ^{and} to which she said "Yes, but the home page is a little cramped."

// not a complete sentence

User Two:

Our second user was a female student from UML between the ages of 18-25 who used computers more than 26 hours a week. Before beginning the test we asked her "What do you think this site is designed for?" She replied with she thinks it's designed for people who want to connect with charities and find new places to donate to. After reading her the instructions and presenting her with the task list, she started looking at our home page. She really enjoyed the grid layout with the images and the filter, but she also thought the images were too close to each other. Next she clicked on a charity to go to a charity page. Here she really liked the layout and the stats. She had no problem donating and

*You have no page numbers and no page headers or footers.
I've required these from the very first assignment this semester.*

finding information about the charity which is exactly the purpose of this page. Next she went to the contact page and had no problem filling out the form to send an email to our team. The only suggestion here was to clear the form so it felt more successful to the user when sending the email. Next she used our signup page where she was able to create an account. She tried to break it by putting two different passwords in the password and confirm password field which went through so we definitely need to fix that. After completing the form she didn't like the popup box that thanks you for signing up. There was an exclamation point in the text and the two buttons to close the window were too close to each other. Next she went to the user page where she had no problem editing her page. She suggested adding more padding between the text fields where she could edit her profile. She also suggested moving the save button on the right and the cancel button on the left. Currently it's the other way around. The only thing that wasn't working on this page was for some reason when she clicked edit the scroll bar stopped working. Next she logged out and that ended the test. We then proceeded to ask her some exit questions. We ~~then~~ asked her what she thought were the best and worst thing about the site. She really liked the shuffle grid with all the charity logos, but she did not like the broken sign in with the different passwords getting through. Next we asked her if there was something she was expecting to see that she didn't see. She stated that she felt the site had everything she would expect of it.

User Three:

Our last user was a male student at UMass Lowell who used the computer for 26 or more hours per week. Before the test began, I asked him two questions. The first question was "What do you think this site is designed for?" His reply was that he thinks the site is used for donations ^{to} towards charities. After reading him the instructions and presenting him with the task list, he started looking at our home page. He really enjoyed the fluid motions when switching between the filters. He also liked how all the charities were displayed in the grid. His only suggestion for change is to clarify where the top charities were located, maybe with a banner. He then clicked on a charity and was brought to the generic charity page. He liked how the graphs were displayed and where things were located. He did suggest to change the location of the PayPal button because it seems like it is hidden. He also suggested to reformat the images to become clearer. After the charity page, he moved on to the contact page and had no problem filling out the form. He then submitted the form successfully, but he complained that the form did not clear when submitted. Next he filled out our signup page and created an account successfully. His only concern was that the pop up window seemed too direct, as if something was yelling at him. He then navigated to the user page and had no troubles editing the information inside the page. He did not like how the text boxes stretched throughout the whole screen. This problem is definitely on our to-do list. He then logged out of his account, and I concluded the test with a couple of questions. I asked what he liked about our website and he said that the carousel on the home page looked fancy, and the filters for charities ^{were} was a good addition to the website. I then asked him that if he were to use this site, would it meet his expectations, and he said ^{"yes of course."} The next question asked was what your favorite and least favorite thing ^s about our website ^{were} was. He said that his favorite thing was that there were no advertisements, and his least favorite thing was our color scheme. The final question was what would encourage you to come use this website again. His response was that our website is for a good cause, and he always supports a good cause.

*"to",
not
"towards"*

Improvements to Problem Areas:

For the most part, all the users were successful on every page. One area that may be of issue is the browse page, specifically the size and spacing of the logos in the grid. Our team plans on making the

logos bigger and giving them more space between so that it is easier to distinguish between each charity. Another problem area that needs improvement is our fonts. Our users didn't like the font that we chose and our team took a second look at it and agreed. We need a more professional looking font for our site. Our team is in the process of finding an appropriate font that looks more fitting. Users also had trouble understanding what the different statistics on the charity page meant. We plan on adding a little dialog box where the user can click on a question mark icon and it will pop up with information about each stat.

?? statistic? Don't use slang in formal writing.

Analysis:

Changes to Be Made Based On User Tests:

Besides the problem areas and improvements stated above, we thought of other things to improve that weren't implicitly stated by users but definitely came to mind because of them. As well as changing the fonts, we also need to refactor our images. We and our users noticed a lot of different sized images for the charity logo that affected the layout of our pages. To keep our site looking consistent, we plan on making all the images the same size. One of the major changes we will make is to change the layout of our browse page. A lot of users thought the images were too close together. We will fix this by changing the three image grid to a two image grid with increased image size. This way the images will be easier to distinguish and we will be able to add more space. The only drawback is that the user will have to scroll more since this will make the page longer. Another issue we plan to resolve is the contact form not being cleared when you submit. We plan on creating a slide feature where once you submit the form the form will slide to the left and a thank you screen will slide in from the right. Another major change we need to make is to consolidate the login and signup buttons in the navigation bar into one button. For some reason when we tried to do this originally it broke the navigation bar, so we need to go back to the drawing board for that. It doesn't make sense to our users to have two separate buttons that go to the same page. We also want to highlight the signup and login buttons in red to distinguish them to our users. This will make it easier for them to identify where to go to sign in and log out.

?? red?

Changes We Do Not Have Time For:

Unfortunately, time is quickly running out this semester, so we will not be able to implement all the great changes our users had to offer. One of these suggestions was to create a blog so that people could get involved with charities in other ways besides donating. We had actually planned on implementing this feature, but no one had time to pick it up. With all the changes we have to make already we have no time to make a blog from scratch. Another user also suggested some more backend checking for the password confirmation in the signup page. Since this isn't really a site breaking error, we don't plan on taking the time to check every edge case in which our sign up may not be secure. Some users did not like our logo very much as well. Since none of us have any professional graphic design experience, our logo will have to remain the same. Some users had comments about the designs we chose for specific pages. One user wanted us to switch the left side of the charity page and the right side, while another user thought it was weird to have the signup and login forms on the same page. ~~Seeing as~~ *since* ~~how~~ these are just isolated cases of people's preferences, we are not going to change these. We think our design is modern and clean looking, but if more people complain about it then we would have no choice but to change it.

Conclusion:

Overall our team agreed that the usability test was the most useful event that we did in class. The feedback we received will help us greatly improve our product. It's always amazing how people can perceive things so differently in ways you would never think of. Users had no problem noticing things that we would have never suspected being a problem and we greatly appreciate that.

With the new feedback, soon enough our user interface will be on point. Most of the changes we need to make are pretty minor, but once they are all in place our interface will be beautiful. Users will have no problem navigating our site and will easily be able to donate to their favorite charities or discover new ones. Since our whole interface is functional right now, all we need to do is smooth it out and make it slicker. We are very confident that our user interface will be very user friendly by the end of this semester.

This sentence is awkward. Does the comma I inserted correctly reflect your meaning?

You've done some wonderfully detailed reporting, and your conclusions make good sense. The writing is OK, but you definitely need to add commas in at least some of the places I've indicated to clarify what you're saying and break up long sentences. Using more paragraph breaks would help, too. Another technique is to put some details in lists rather than straight text to improve readability. You've got good material here, but the presentation could be improved.

Usability Test Documents:

Usability Test Form One:

Report: Charity Source Usability Test

Date of Report: March 5, 2015
Date of Test: March 5, 2015
Location of Test: Lowell, MA

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

Prepared by: Joshua Blanchette, Eric Getchell, Greg Saras, and Nicolas Stanzione
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gregorvsaras@gmail.com, nostanzione@gmail.com

Summary

The main goal of this usability test is to test the functionality of the website, Charity Source. The purpose is to find issues with the site that the developers might have overlooked. Participants will navigate through the website, completing simple tasks on each page, would it be clicking a button or just viewing the page. There were [] participants. Sessions were conducted with one participant viewing the website at a time. *This section should also discuss overall trends, such as whether or not participants were able to complete all the tasks. Data should be reported as both a number of completed scenarios as well as a percentage. Is there is a reason why tasks were completed or not?*

Methodology

Who we tested

[] participants, having the following characteristics, evaluated Charity Source website.

Audience Type

Student	[]
Staff	
Other	
TOTAL (participants)	

Computer Usage

0 to 10 hrs. wk.	
11 to 25 hrs. wk.	
26+ hrs. wk.	[]
TOTAL (participants)	

Age

18-25	[]
26-39	
40-59	
60-74	
TOTAL (participants)	

Gender

Women	[]
Men	
TOTAL (participants)	

What participants did

NOTE: State about how long participants met with the study facilitator and how many tasks they completed. Describe anything else that participants did, such as filling out questionnaires.

What data we collected

NOTE: Describe the data collected, including paths selected, task completion rates, and verbal feedback. Describe any other data that were collected, such as time on task or satisfaction ratings.

Major findings and recommendations

- List major issues:

about page text too small. error pic to shielded

- Identify solutions:

Detailed findings and recommendations

Introductory Questions & Tasks

Questions	Responses
Do you think this site is visually appealing?	don't like logo, logo whitespace, don't like nav
Who do you think this site is designed for?	connecting PV with charities
What do you think the purpose of this site is?	

Page 1 – Home Page

Welcome to our home page! Our home page is also called the browse page

After absorbing the awesomeness of our home page, please navigate to one of our top charities. Eventually user will come back and try using the filters and search bar.

Number of participants	24
Percent successful	% 100

Findings	Recommendations
our link font to charity could not clear mean	maybe say featured charities images too close add padding

Page 2 – Charity Page

You are now at our charity page. You will notice that there are pie graphs and statistics about the charity that you have chosen. Now, hit the donate button to be directed towards a paypal page. After observing the paypal page, you can now close it, and return to the charity page. That paypal page will obviously be where you make donations to your intended charity.

Number of participants	24
Percent successful	% 100

Findings	Recommendations
banner changes with image - too big the results more clear	switch donate and pie chart

Page 3 – Contact Page

Next make your way to the contact page.

Email our developers with any question or concern you may have.

Number of participants	2
Percent successful	% 100

Findings	Recommendations
	clear form after send

Page 4 – Sign Up Page

Next make your way back to the home page by clicking on our logo. Make an account on our site by clicking sign up. On the sign up side of the page enter your data and sign up. A pop up will thank you for signing up and ask you if you want to go to your user page. Make sure to say no thank you

Number of participants	2
Percent successful	% 100

Findings	Recommendations
link of display text to close together no password check	get rid of explanation print weird having register and sign in in same page

--	--

Next navigate to your user page by clicking your name in the header of the site.

home.

% WD

Findings	Recommendations
scroll bar breaks when editing	add padding save cancel left right distinguish between save cancel

Exit Questions/User Impressions

Summary of user impressions

Questions	Responses
Would you like to use Charity Source in the future (please explain why or why not)?	
What would you change about Charity Source?	
What did you like about Charity Source?	Search and filters, clear view
How likely are you to recommend Charity Source to a friend or colleague (0=Not at all likely, and 10=Very Likely)?	
How would you improve upon Charity Source?	
What frustrates you the most about Charity Source?	Website size, font, color
If this site was live, do you think it would meet your expectations?	
What was the best thing about this site?	Simple - best
What was the worst thing about this site?	Worst - can use incorrect password
Would you donate through Charity Source in the future?	
Could you find what you were looking for?	
Was there something missing you were expecting to see?	None
Was the website easy to navigate?	Yes, home page clear + helpful
How intuitive and helpful is the navigation system?	
What would encourage you to return to this site in the future?	

Usability Test Form Two:

Report: Charity Source Usability Test

Date of Report: March 5, 2015
Date of Test: March 5, 2015
Location of Test: Lowell, MA

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

Prepared by: Joshua Blanchette, Eric Getchell, Greg Saras, and Nicolas Stanzione
Emails: joshua.blanchette@student.uml.edu, getchell93@gmail.com,
gregorysaras@gmail.com, nstanzione@gmail.com

Summary

The main goal of this usability test is to test the functionality of the website, Charity Source. The purpose is to find issues with the site that the developers might have overlooked. Participants will navigate through the website, completing simple tasks on each page, would it be clicking a button or just viewing the page. There were [] participants. Sessions were conducted with one participant viewing the website at a time. *This section should also discuss overall trends, such as whether or not participants were able to complete all the tasks. Data should be reported as both a number of completed scenarios as well as a percentage. Is there is a reason why tasks were completed or not?*

Methodology

Who we tested

[] participants, having the following characteristics, evaluated Charity Source website.

Audience Type

Student []
Staff []
Other []
TOTAL (participants)

Computer Usage

0 to 10 hrs. wk. []
11 to 25 hrs. wk. []
26+ hrs. wk. []
TOTAL (participants)

Age

18-25 []
26-39 []
40-59 []
60-74 []
TOTAL (participants)

Gender

Women []
Men []
TOTAL (participants)

What participants did

NOTE: State about how long participants met with the study facilitator and how many tasks they completed. Describe anything else that participants did, such as filling out questionnaires.

What data we collected

NOTE: Describe the data collected, including paths selected, task completion rates, and verbal feedback. Describe any other data that were collected, such as time on task or satisfaction ratings.

Major findings and recommendations

- List major issues:

- Where are top charities?

- Identify solutions:

- make a header for top char

Detailed findings and recommendations

Introductory Questions & Tasks

Questions	Responses
Do you think this site is visually appealing?	
Who do you think this site is designed for?	Charity Donations
What do you think the purpose of this site is?	↓

Page 1 – Home Page

Welcome to our home page! Our home page is also called the browse page. After absorbing the awesomeness of our home page, please navigate to one of our top charities. Eventually user will come back and try using the filters and search bar.

Number of participants	1
Percent successful	% 100

Findings	Recommendations
- where are the charities? - Login and Signup do not highlight - smaller logo for more room for charities below - Browse, Carousel	- Header highlight

Page 2 – Charity Page

You are now at our charity page. You will notice that there are pie graphs and statistics about the charity that you have chosen. Now, hit the donate button to be directed towards a paypal page. After observing the paypal page, you can now close it, and return to the charity page. That paypal page will obviously be where you make donations to your intended charity.

Number of participants	1
Percent successful	% 100

Findings	Recommendations
- Reformat Images	

Page 3 – Contact Page

Next make your way to the contact page.

Email our developers with any question or concern you may have.

Number of participants	1
Percent successful	% (100)

Findings	Recommendations
- Able to navigate easily - Despite success message, it doesn't look successful	- maybe ease content in boxes

Page 4 – Sign Up Page

Next make your way back to the home page by clicking on our logo. Make an account on our site by clicking sign up. On the sign up side of the page enter your data and sign up. A pop up will thank you for signing up and ask you if you want to go to your user page. Make sure to say no thank you.

Number of participants	1
Percent successful	% (100)

Findings	Recommendations
Clear and to the point - Try fixing up, if you click no thanks, you will return to phone page?	

--	--

Page 5 – User Page

Next navigate to your user page by clicking your name in the header of the site.
After reading about all the activity you have had on this site click on the logo again to go back home.

Number of participants	1
Percent successful	% 100

Findings	Recommendations
-View charities goes to browser either finish or scroll it	
-Make user name, first and last name more notable? middle of page	
-Edit, form problem looks good throughout	

What navigation information did you find useful?

Could you find what you wanted to find?

What navigation information did you find useful?

What navigation information did you find useful?

What navigation information did you find useful?

What navigation information did you find useful?

Exit Questions/User Impressions

Summary of user impressions

Questions	Responses
Would you like to use Charity Source in the future (please explain why or why not)?	
What would you change about Charity Source?	
What did you like about Charity Source?	Carousel filters /
How likely are you to recommend Charity Source to a friend or colleague (0=Not at all likely, and 10=Very Likely)?	
How would you improve upon Charity Source?	
What frustrates you the most about Charity Source?	
If this site was live, do you think it would meet your expectations?	Yes but advertisement
What was the best thing about this site? What was the worst thing about this site?	- No advertisements - Color scheme
Would you donate through Charity Source in the future?	
Could you find what you were looking for?	
Was there something missing you were expecting to see?	
Was the website easy to navigate?	
How intuitive and helpful is the navigation system?	
What would encourage you to return to this site in the future?	- Good cause

This word doesn't belong in your instructions. Obviously, your bragging is out of place, but it's also both unprofessional and unfairly may influence your test subject one way or the other.

Instructions Read To User:

Welcome to Charity Source! Our platform is a quick and easy way to donate to your favorite charities. While you test our site, please stick to the instructions on the form in front of you. If you accidentally deviate, please try to make your way back on course. If at any point you have a comment or concern, please voice it, but do not ask questions on what to do for each step unless you are absolutely certain you are stuck. At the end of your test we will ask you a series of questions that will greatly benefit our product. This is not a test of you, this is a test of the software. Thank you for your time.

Task List Followed By Users:

1. Welcome to our home page! This is also known as the browse page. After absorbing the awesomeness of our home page, please navigate to one of our top charities.
2. You are now at our charity page. You will notice that there are pie graphs and statistics about the charity that you have chosen. Now, hit the donate button to be directed towards a PayPal page.
3. After observing the PayPal page, you can now close it, and return to the charity page. That PayPal page will obviously be where you make donations to your intended charity.
4. Navigate to the browse page, and search for a different charity by using one of the filters or the search bar. Click which charity you want to bring up and you will be navigated to another charity page.
5. After looking at the information of the charity, navigate to our about page to learn about our product and the developers.
6. Next make your way to the contact page.
7. Email our developers with any question or concern you may have.
8. Next make your way back to the home page by clicking on our logo.
9. Make an account on our site by clicking sign up.
10. On the sign up side of the page enter your data and sign up.
11. A pop up will thank you for signing up and ask you if you want to go to your user page. Make sure to say no thank you.
12. Next navigate to your user page by clicking your name in the header of the site.
13. After reading about all the activity you have had on this site click on the logo again to go back home.
14. Log out of your account on our site.
15. Log back into the account you made by clicking log in and entering your data.
16. Log out again.
17. Congratulations, you are done! Hope you enjoyed our site.

obvious to whom? avoid such words

as on page 2

the page does not navigate, the user does

Yes

Be consistent. Use periods or don't, but make each direction the same.

MUST ASK EXIT QUESTIONS:

1. What did you like about Charity Source?
2. What did you not like?
3. Was there something missing you were expecting to see?
4. Was the website easy to navigate?

Optional Exit Questions

5. Would you like to use Charity Source in the future (please explain why or why not)?
6. What would you change about Charity Source?
7. What did you like about Charity Source?

8. How likely are you to recommend Charity Source to a friend or colleague (0=Not at all likely, and 10=Very Likely)?
9. How would you improve upon Charity Source?
10. What frustrates you the most about Charity Source?
11. If this site was live, do you think it would meet your expectations?
12. What was the best thing about this site? What was the worst thing about this site?
13. Would you donate through Charity Source in the future?
14. Could you find what you were looking for?
15. Was it easy to get back to the home page?
16. Was there something missing you were expecting to see?
17. Was the website easy to navigate?
18. How intuitive and helpful is the navigation system?
19. What would encourage you to return to this site in the future?

Test subjects' answers to these questions should be provided in a table.

Final Comments

With four of you working together I expect more polish on a report such as this. Did you all proofread it? Did you all contribute to its structure? Your tests appear to have gone well, but your report could use improvement.

U	R	A	P	
7	7	7	2	/ 26
	10			

Overall this is a good job, but just as you concluded about your project itself, it needs polishing. Did you all proofread this paper? You need to help each other to find the problems I've pointed out inside.

Mastering Magic

Usability Testing

Look up words you're not sure of. Look up how to write possessive forms of words. Look at my writing handout. You've got good information to present, but it gets lost in the presentation, which is a shame. Work together on your documents just as you do on your code.

Michael Mammosser

Gregory Caldwell

Andrew DiBiasio

U 7

R 8

A 7

P 3

91.462 GUI Programing II

Professor Jesse Heines

April 21, 2015

25

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Summary

The main goal of the usability test was to see how easily a user could navigate Mastering Magic. The tests were conducted with participants of varying experience levels, and each traversed pages differently finding flaws and providing useful feedback. Every testing session started with directions read to them by the conductor. Four of the sessions were conducted by Michael and one was conducted by Gregory. The general consensus was that the website was functional and “pretty,” but lacked an overarching aspect to connect the whole project together. From this we have decided ^{that} our product needs some more “polishing” to be a truly finished product.

Methodology

Participants

Mastering Magic was tested by a variety of participants with the majority of them falling between the ages of 18 and 25 as shown in Figure 1. While ^{participants'} participant's experience levels with Magic the Gathering ranged from none to advanced, the difference in experience provided varied perspectives on Mastering Magic's functionality and ease of use.

Participant's Actions

Participants started off at the top of the landing page where the title of the website is displayed, as well as a background video of magic characters to help immerse the participants in the look and feel of Magic the Gathering. They were then instructed to navigate down the landing page, free to click on the YouTube videos and interact with the mana selector by choosing colors that were right for their style of play. Selecting mana colors would then bring the participants to the decks page, where they were free to

explore all the decks and cards that were suggested for the colors they wanted to play.

The participants were then instructed to click on a card of their choice. This would bring them to the card page where they were instructed to use the search bar. After this the participants were encouraged to explore the site in any fashion they wanted.

Concurrent Evaluations

The following section contains quotes from participants and evaluators' impressions of participant's interactions with Mastering Magic.

1. Mark Field: documented by Michael Mammosser

- a. User not interested in learning magic but liked the site's look.

2. Dave: documented by Gregory Caldwell and Andrew

- a. "Not obvious to scroll down!"
- b. "Add a popular cards page?"
- c. "Eliminate the double entries of cards in the database."
- d. "Maybe have the text for the keyword in the Mana Selector section pop up from below rather than have a pop-up."

3. Prof. Heines: documented by Gregory Caldwell

- a. "Site is pretty."
- b. "Replace the word old with experienced."
- c. "Change the link colors to be more readable."
- d. "Site lacks directions for ~~utilizing~~ ^{using} the color wheel."
- e. "Not everyone is familiar with the word Mage, consider changing to Wizard."
- f. "Highlight the card that is being shown on the decks page."

I never use the word "utilize"!

- g. Expressed interest in a no card found page.
 - h. “Change % of winning decks to something more understandable.”
 - i. “Sort the queries for the auto-complete.”
 - j. “The site lacks a general overview for the user. There are little to no directions. Bring it all together.”
 - k. “The site needs to be polished.”
 - l. “Show the number of decks that are inside of a specific color combination.”
4. Shawn: documented by Gregory Caldwell
- a. Expressed interest in mobile functionality and commented on the landing page video not working on a phone.
 - b. “The site looks good.”
5. Robbie: documented by Gregory Caldwell
- a. “Scrolling is not obvious.”
 - b. “Some of the cards are listed several times in the autocomplete.”
 - c. “The decks page doesn’t line up 100% of the time and some links, when clicked, bring you to a different deck.”
 - d. “Why is the database of winning decks so small?”
 - e. “The cards page could use some cleaning up on the text because when cards have less fields it looks somewhat barren.”
 - f. “No 404 page.”
 - g. “Can more advance analysis be provided like formats and locations?”
 - h. “Is this site expandable to other games?”

- i. “The graphic is basically useless on some cards cause they are less than 1% used and it doesn’t show much.”
- j. “Why are you including Draft/Sealed decks inside of your database?”

Post Evaluations

An anonymous survey would be the most efficient way to collect information from the participants after they finished testing the site. After they completed exploring the site, the participants were instructed to fill out a survey we created on surveymonkey.com.

Four participants completed the post survey. All four were males as seen in Figure 2.

Two of these participants ^{had} never played magic, one played magic but was inexperienced, and the last participant played magic and was quite experienced which is shown in Figure

3. According to the results, most of these participants moved through the site as expected.

The YouTube video was seen first, then the mana selector, then the decks page, and lastly ^g ~~was~~ the card page. ^T These results can be seen in Figure 4. This is what was expected, the website is designed to guide a user to these different areas in a specific order to cause the least confusion. It seems that only one of the four participants strayed from this path, seeing the mana selector first and skipping over the YouTube video.

The participants agreed that the site was easy to use ^{(see} ~~as shown in~~ Figure 5) and seemed extremely close to being complete ^{(see} ~~found in~~ Figure 6). In the survey, we asked them to describe how much they enjoyed certain aspects of the site. We asked the participants how they enjoyed the style and design of the landing page, ^{(see} ~~results found in~~ Figure 7), to which all users described it as “very nice” and “very clean” ^{(see} ~~while~~ one user suggested it “could use hint that more content below” ^{(see} ~~The~~ mana selector also saw overall positive

this is not clear from the data on page 10.

reviews, ^(see 1, 9) as seen in Figure 8, but did have some suggestions for improvement. One participant suggested that it needed “more directions, plus a title for each color”. The deck page saw the most scrutiny from the participants ^(see) as shown in Figure 9. Some suggestions we received to improve this page were to show “where deck information was retrieved from” and “when navigating to another page, links should open in a new tab”.

Some final remarks or suggestions we received from the participants were that the site needs polish and changes to orientation/flow to assist users in navigating. The color of links should be changed as they are too similar to the background color, and when using the site one participant believed that they could, “easily re-learn [how to play] Magic”.

Overall, The survey results were overall positive. All the participants seemed to enjoy some aspect of the website, and all the suggestions for improvement were reasonable tasks that could easily be implemented in the final stretch towards the final version.

Conclusion

The users in our usability testing provided us with great feedback and recommendations. Most of the work we need to do involves polishing our card and search pages. One of these changes will be changing the color of the links. Minor additions to our main page will also be made. One such addition will be providing the user with some sort of indication that informs them that there is more information further down the page. All these changes are manageable and realistic in the time period we have left. We plan on implementing most of the recommendations we received resulting in a well styled and fully functional website.

Landing Page

We found that participants like the looks of the landing page but would not traverse it without instruction. Most thought that each section needed more information and that the 'Magic Color Wheel' was lacking directions. To improve ^{upon} the traversal issues, the final version will have indicators in each section pointing to the section below them. The 'About Mastering Magic' section will ^{now} include instructions on how to use the web site, and the 'Magic Basics' will include a guide as well as the YouTube video. The 'Magic Color Wheel' section will have instructions on how to use the wheel and be redesigned to better use the space on the page. All of these recommendations can be easily implemented for the final version of the site.

Card Page

The card page had a few recommendations from participants. The most important of these are as follows. First, a basic page to be navigated to when the user clicks on "Cards" in the navigation bar should be created. In its current form, the default for the cards page is the card "Black Lotus". We plan to implement a popular cards page that will show off the cards that are either regularly searched for or cards with the highest playability. Secondly, the text for the card being displayed needs to be re-styled. When cards with little data are being displayed, the page looks less appealing than when a card with more data is being displayed. Additionally, we are planning ^{to} styling a 404 page to be more helpful if a card that was searched ^{for} doesn't exist. Lastly, ^{we need to decide whether} ~~is the idea of either~~ explaining ^{why} the database is so small, ^{and} providing users the chance to help increase the database, ^{to} or ^{continue} ~~to not inform~~ the users. We proposed that by beta, we would be able to provide the user with enough information to make a truly informed decision. With

our beta build the user has a very limited amount of data to make decisions on and we haven't meet^g our goal completely. Despite this, the GUI portion of the assignment is something we received praise on^g and need^sed the least amount of^{additional} work.

Decks Page

Depending on the participants' experience with Magic the Gathering, their interaction with the^{is} page differed greatly. Participants who knew nothing about Magic were naive towards most information presented on the page. One user suggested that instructions should be displayed on this page. More experienced players would hover over and click on card links that interested them. Since Mastering Magic is designed for players of all experience levels, the final build will include directions for new users. Participants also wondered why there was a link to the decks page in the navigation bar when you could not choose deck colors on the deck page. In the final build, an additional form will be added to the deck page giving users the ability to choose new color combinations from the deck page. The proposed changes can easily be implemented in the final version of the web site.

Figures

ID	User	Age	Gender	Experience
1	Mark Field	18-25	M	None
2	Dave	18-25	M	Beginner
3	Prof. Heines	60+ ^u	M	None
4	Shawn	18-25	M	Intermediate
5	Robbie	18-25	M	Advanced

Figure 1. Participant Information

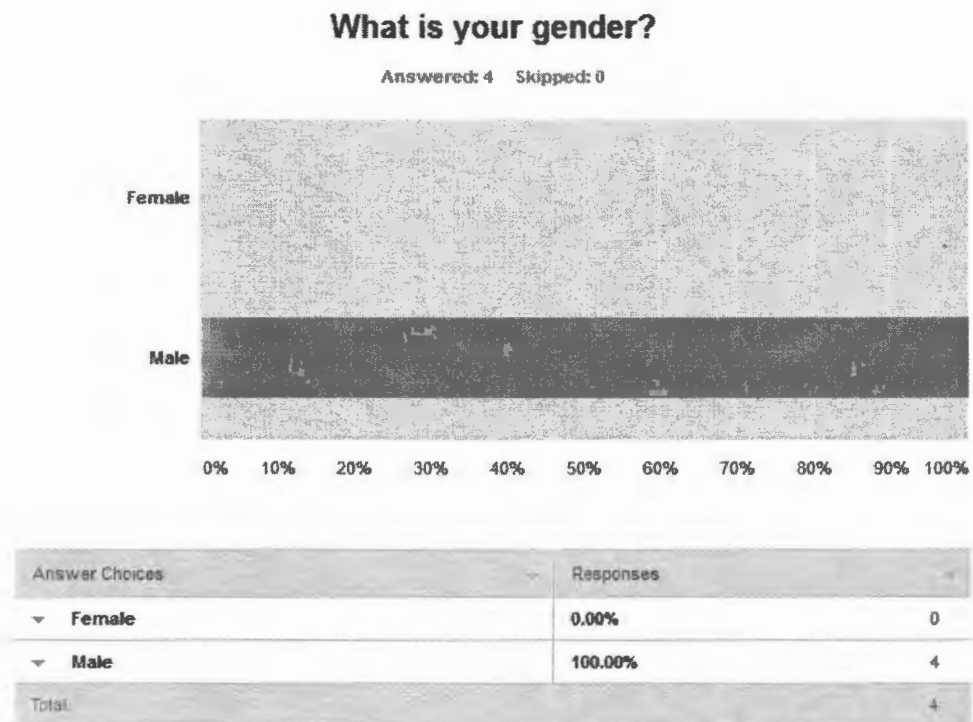
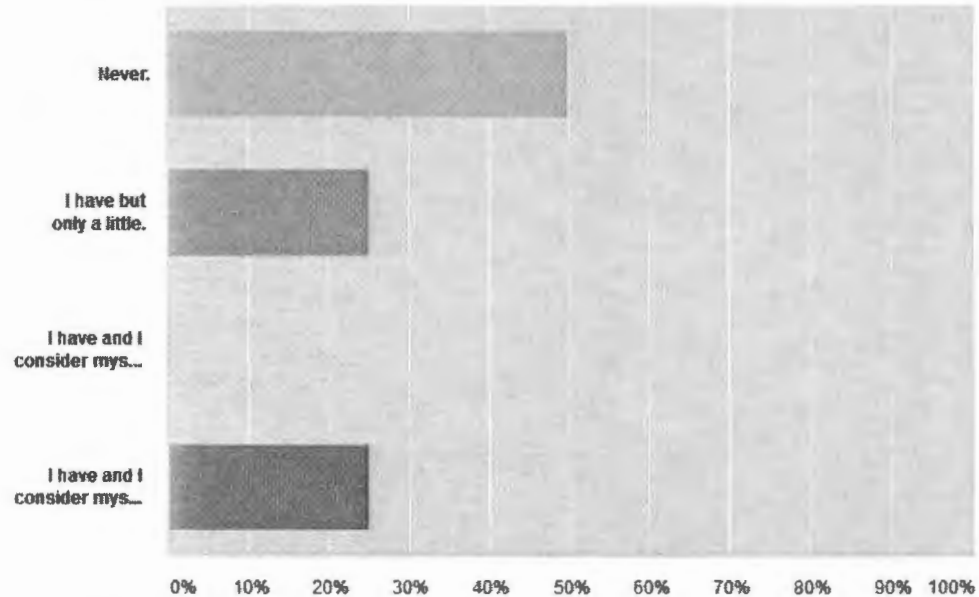


Figure 2. Participant's Gender

Have you every played Magic the Gathering?

Answered: 4 Skipped: 0



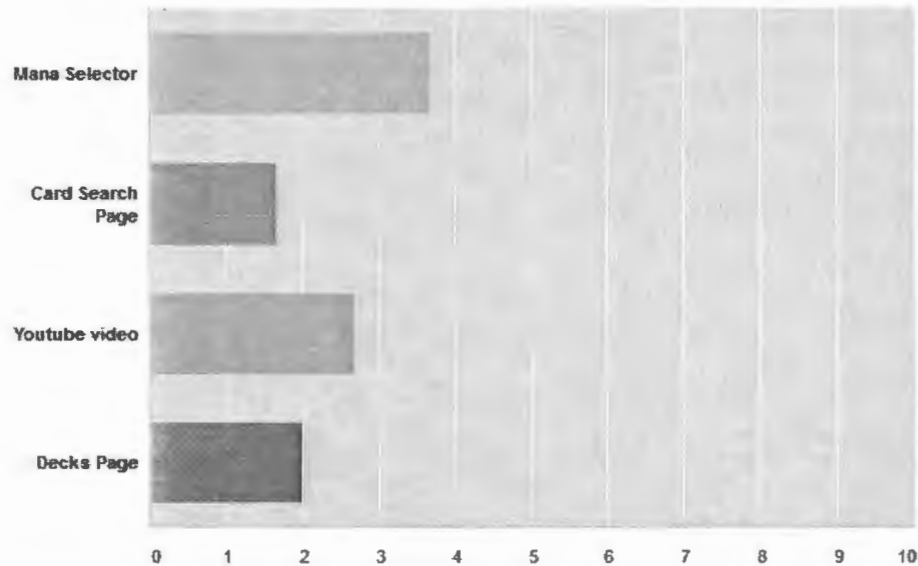
Answer Choices	Responses
▼ Never.	50.00% 2
▼ I have but only a little.	25.00% 1
▼ I have and I consider myself a beginner.	0.00% 0
▼ I have and I consider myself an expert.	25.00% 1
Total	4

Figure 3. Participant's Experience

Good use of SurveyMonkey and good display of tables.

In what order did you see the following?(Can drag and drop on desktop)

Answered: 3 Skipped: 1



I do not understand this chart or the "Score" in the table here.

	1	2	3	4	Total	Score
Mana Selector	66.67% 2	33.33% 1	0.00% 0	0.00% 0	3	3.67
Card Search Page	0.00% 0	33.33% 1	0.00% 0	66.67% 2	3	1.67
Youtube video	33.33% 1	33.33% 1	0.00% 0	33.33% 1	3	2.67
Decks Page	0.00% 0	0.00% 0	100.00% 3	0.00% 0	3	2.00

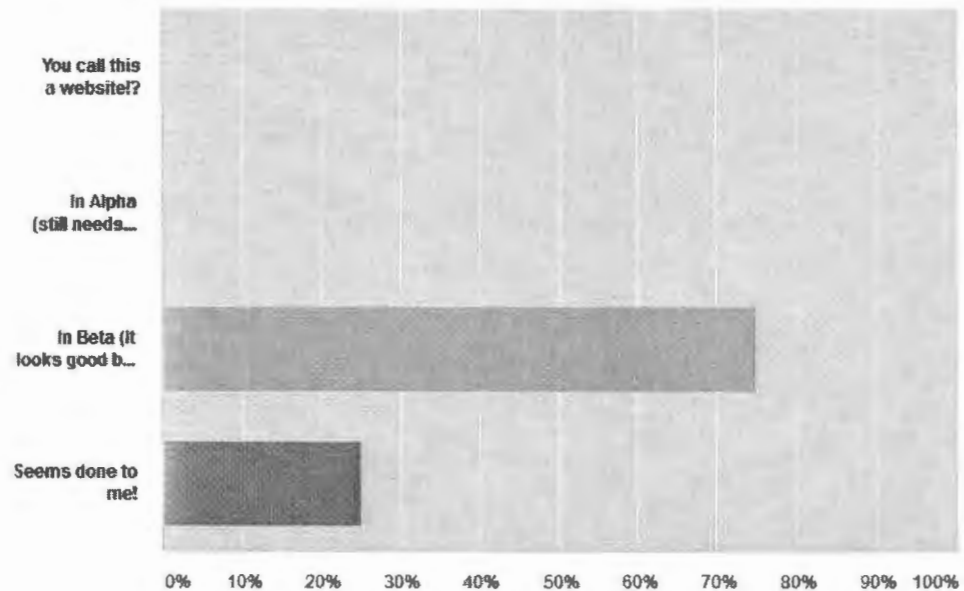
Figure 4. Website Traversal

	Not Easy	Somewhat Easy	Easy Enough	Super Easy	Total	Weighted Average
(no label)	0.00% 0	25.00% 1	50.00% 2	25.00% 1	4	3.00

Figure 5. Website Ease of Use

How do you feel this site is currently?

Answered: 4 Skipped: 0



Answer Choices	Responses	
▼ You call this a website!?	0.00%	0
▼ In Alpha (still needs a lot of work)	0.00%	0
▼ In Beta (it looks good but is not 100%)	75.00%	3
▼ Seems done to me!	25.00%	1
Total		4

Figure 6. Impression of Website

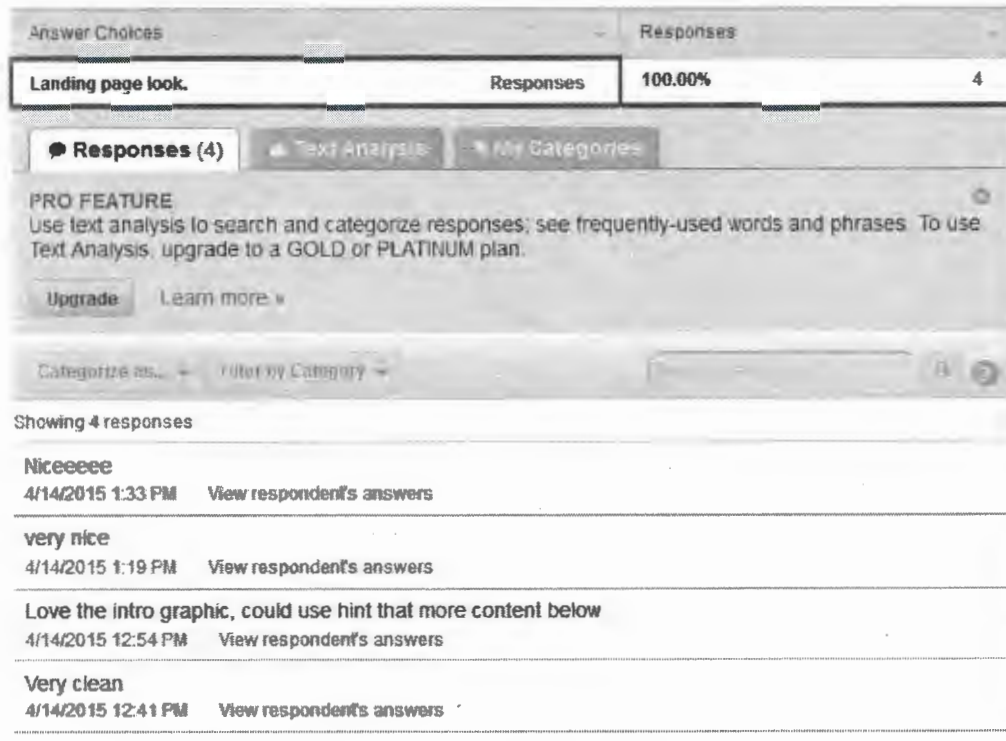


Figure 7. Landing Page Look

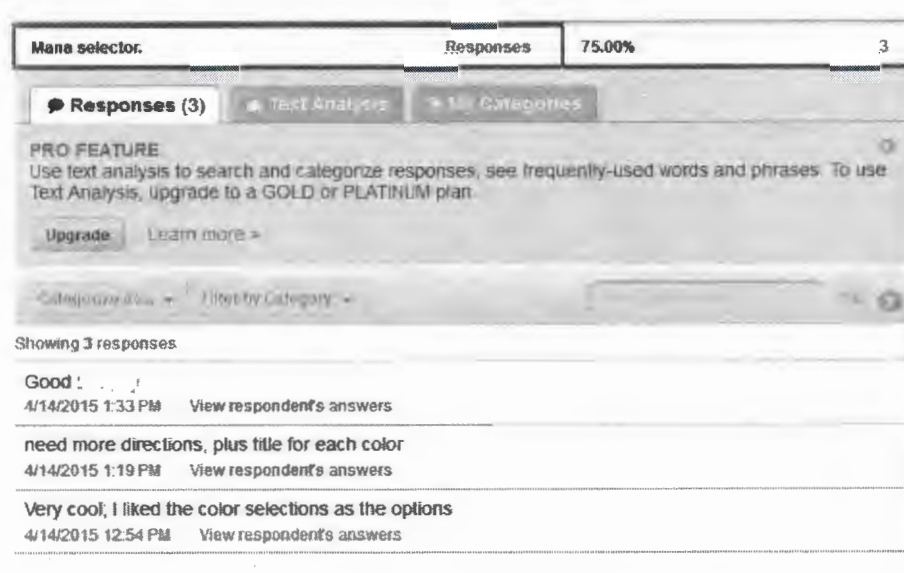


Figure 8. Landing Page Magic Color Wheel

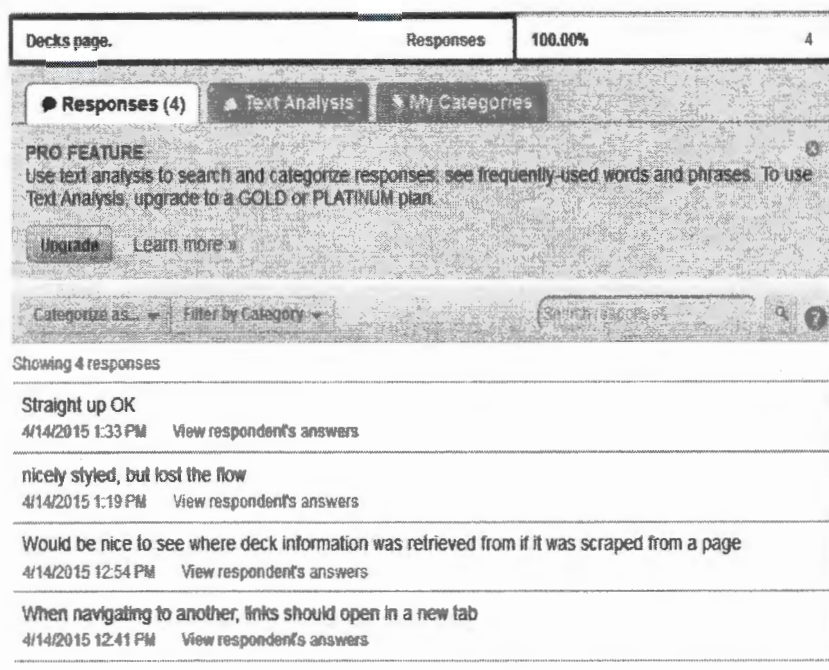


Figure 9. Decks Page

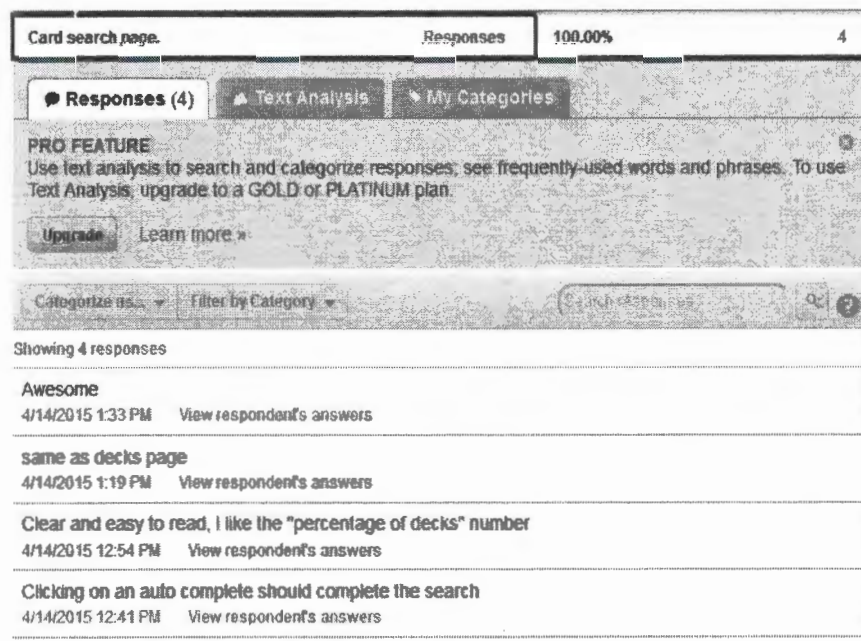


Figure 10. Card Page

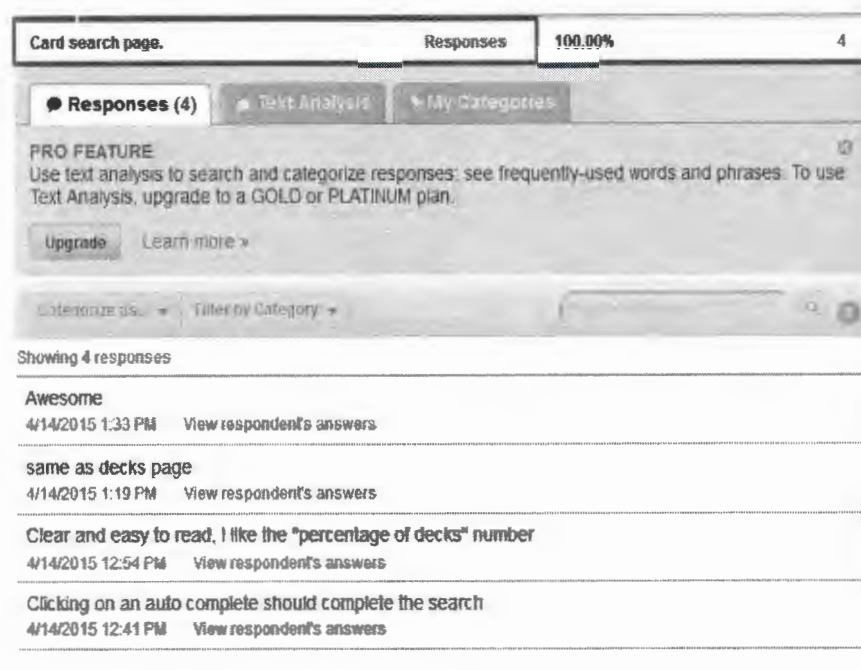


Figure 11. Card Page Search Bar

Usability Documents

Tasks

Home Page:

- Scroll down the home page.
- Read the 'About Mastering Magic' feature.
- Read the 'Magic Basics' feature.
- Sample some of the provided YouTube videos.
- Use the carousel in the 'Magic Color Wheel' feature to read the descriptions of each of the mana types.
- Select the mana logo for each of the colors you are interested in.
- Click the 'Find Decks' button.

Decks Page:

- Use the select bar to view different decks that have the colors specified by the 'Magic Color Wheel'.
- Hover over cards found in a deck.
- Click on a card found in a deck.

Card Page:

- View the card information shown.
- Use the search box to find a different card.
- Click on the 'CHANNEL FIREBALL' button to view buying options for the card.



Instructions

1. You are currently looking at the Mastering Magic home page. Scroll down to learn more information about the site.
2. In the next feature you can watch an official Magic the Gathering instructional video. ^TThese videos are helpful to people interested in learning Magic the Gathering. Due to the limited time of this session, we will explain some of the basics of Magic to you.
 - a. Magic the ~~G~~athering ^{is} has 5 types of mana which ^{can be} is tapped to play cards. Decks can be compromised of one or more different types of mana.
 - b. Explain further if necessary. ??
3. In the next feature you will find the Magic the Gathering mana wheel. Please read about each color of mana and choose the colors that appeal to you.
4. This is the Mastering Magic decks page which displays the winning tournament decks with the same colors that you have specified.
 - a. (No Results) Our database is constantly growing by scrapping the Magic the Gathering home page. ^oover time we will have a much more complete deck database. Please hit the back button on your browser and choose a different assortment of colors. I suggest choosing red and white, ~~it is~~ ^{which are} popular right now in the tournament scene.
 - b. (Results) Here is a deck that uses the same colors as you have specified. Check the select box to see if any other decks are available. Now, select a card from the list to view more information about the card.
5. This page shows the text information from the card and some statistics about it. Please search for a new card in the search box. It has auto fill. ^TType any letter and pick one of the auto filled cards.
6. Thank you for testing our site. I have some questions I would like to ask you.

"scrapping," not

"scrapping"! Look
up these two words.

Participant Information

Mastering Magic

Michael Mammosser, Gregory Caldwell, Andrew DiBiasio

Participant Information

ID	User	Age	Gender	Experience
1	Mark Field Mark Field	18-25	M	None
2	Dave	18-25	M	low
3	Heines ☺	67 !!	M	Zero
4	Shawn	18-25	M	Much
5	Robbie	18-25	M	Alot
6	J			
7				
8				

User Evaluations

Mastering Magic

Michael Mammosser, Gregory Caldwell, Andrew DiBiasio

User Evaluations

User 1 (MM): User not interested in the product but liked the sp

User 2 (GE): Not obvious to scroll down

Popular cards Page? No double entry.
~~Use~~ Pop up text from below rather than Pages - Mana wheel.

#3 User 3 (GC): Prettier. Experienced Replace Old.
 Change Link colors, Directions for color wheel and etc.
 Powerful wizard (mage), Label each color of the
~~wheel~~ wheel. Highlight the cards that is
 being shown. Don't search if no card found.
 % of winning decks, Add distinct to the cards.
~~unman~~ Sort the Query, Overview for
 the User. Navigate around the page to the
~~from the~~ Deck page to the cards page
 Polished.

State number of Decks that Resulted
 Way to many Maintains.-



Mastering Magic

Michael Mammosser, Gregory Caldwell, Andrew DiBiasio

User Evaluations

#4 User 1 G.C. - Mobile Functionality - IE.
Looks good.

#5 User 2 G.C.: Scrolling not obvious, some cards are listed several times, decks page not 100% lining up. data base is small, clean up the text on cards.
~~lack of~~ lack of proper LHOI page, can more adv analysis be provided, expandable to other games.
hard to see graphic when small % cards are
~~looked up~~ looked up. why are limited/Draft/seal decks being included.



Very good job. It is clear that you put a lot more effort into writing your report than you did on previous assignments. The issues I have marked are relatively minor, and there are only a few of them, which is much improved. I'm sorry that you only had two test subjects, but you seem to have gotten good

Visono: Assignment No 3

Beta Version and Usability Test

feedback from them and you seem to have

Clayton Smith

Mark McGrotty

Shaun Confrey

April 21, 2015

a solid plan for moving forward. All-in-all, excellent job.

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Summary

1.1 Overview

The purpose of the usability test was to assess the effectiveness of Visono's user interface. Visono was designed to allow users to create mesmerizing displays of light and color to accompany users' music through the use of an intuitive user interface. Until the beta release, all usability tests had been performed by Visono's development team. Expanding the usability testing to include the general public provided great insight into how users expected Visono to behave. The usability test demonstrated that the original design of the UI was not as intuitive as we had previously thought.

1.2 Test environment

Visono's usability test took place on Tuesday, April 14, 2015 at 12:30 pm in Olsen Hall, room 402. Usability tests ran until 1:45 pm. The test consisted of five tasks test subjects had to complete without the assistance of the proctors (Visono's development team). Once the test subject had finished all five tasks, they had to fill out a brief survey regarding their experience using Visono.

Test Tasks

- Create an account with Visono.
- Navigate to Visono's home page.
- Select a song.
- Customize visualizer settings.
- View their visualizer.
- View the gallery of other users' saved visualizers.

1.3 Usability test

During the test period, we had a total of two testers. Both test subjects proved useful in revealing issues hidden in the UI that went previously unnoticed by the development team. Each test subject was able to complete the five tasks listed in the usability test document with limited success.

1.3.1 Creating an account

The first task test subjects completed was to create an account with Visono. This required users to locate the “Sign up” link located at the top right of the page. Once clicked, users were brought to a form where they need to enter a unique user name and a password. The password must contain at least one of each: an uppercase letter, lowercase letter, digit, and a special character. Users had to retype their password as a security measure to reduce the probability of passwords containing typos. If users enter any invalid data, the active field ^{would} become highlighted in red and a relevant error message would be displayed where the error occurred. When all fields of the account submission form have been satisfied, users will be logged into Visono under the alias of their selected user name.

don't switch tenses

Both subjects were able to create accounts with Visono. While creating their accounts, one of the subjects discovered an issue with the form error recognition system. The error occurred in the primary password entry field. If users enter a password that does not satisfy the complexity requirement and then attempt to fix the error, the field will remain highlighted with no error message. The false positive error did not prevent test subjects from submitting their user application. This leads us to believe that the issues are related to the way we clear CSS properties from DOM elements.

from

1.3.2 Select a song

Visono's homepage provides users with a simple ^{simple} drag and drop element for song selection. We want to ensure users are able to recognize the home page as the starting point for the visualizer's creation process. The media selection element also doubles as a file navigator. When the “Select File” button is clicked, a file manager will open, allowing users to navigate to music stored on their local computer. Once a valid media source file has been selected, users will be given the option to proceed to the next phase of the visualizer creation process.

You're switching tenses from past to present to future kind of randomly. There are arguments that can be made for any tense, but you've got to pick one and stick with it.

All test subjects were able to select an audio file without any issue. The instructions on the home page were clear enough that test subjects were able to complete this task in a very short amount of time. One of the test subjects ~~is quoted as saying~~^{said,} “Songs were very easy to select.” The drag and drop form still needs more rigorous error checking, but we currently do not see any glaring issues with the homepage.

1.3.3 Customize visualizer settings

The settings page offers users a way to customize their visualizers. Users can select from a variety of options that affect the final appearance of their visualizers. Modifiable features range from particle size and behavior to colors to be used throughout the visualizer. We expect that the settings page will be where users will spend most of their time during the creation process. ^{Therefore,} we must make sure that the settings page is as clean and intuitive as possible.

During the usability testing, we discovered that functionally the settings page worked as intended, but could use improvement in terms of styling. A lot of the elements had poor spacing and were either too large or too small for the page. These irregularities in styling would upset the test subjects as it would push elements off the page, forcing them to scroll unnecessarily to complete the settings form.

In addition to the styling issue, tests subjects were often unsure how each option would affect the visualizer. The majority of elements only had a single tag to describe their attribute, like “Size” or “Speed”. These labels were confusing to the test subjects because it was unclear which entity would receive an increase in size or speed. Without this knowledge, the test subjects often produced visualizers with undesirable results.

Testers also had issues with adding and removing colors, as the color selection process was not as intuitive as we had previously thought. Currently, color selection works by clicking on a hexadecimal text field that represents a color that can be added to the collection of colors. Clicking on the field will trigger a color palette to emerge that will allow users to select a color from the visible spectrum. Once users have found their desired color, they can then click the “Add Color” button which will add the color to the color collection.

Adding to the labeling issue, there was no description that explained how the color selection process worked. After a few minutes of experimenting with the selection tool, test subjects learned how to select and add colors to the visualizer. While the test subjects eventually were able to figure out the color selection process, we want users to be able to see the selection tool and immediately understand its purpose and how to use

it. When the test subjects understood how to add colors, they found the process tedious. One of the test subjects commented, "Selecting a color required too many clicks."

extra space here

1.3.4 Create a visualizer

The viewing page is where users are brought when they have submitted their personal settings in the settings page or when they have found a video in the gallery they would like to see. If a user is coming from the settings page with a fresh new visualizer, they have the opportunity to save that visualizer to the server for everyone to see. Once a visualizer has been saved or the visualizer came from the gallery, users can write and comment on that visualizer. ~~In order~~⁹⁷ to save a visualizer or write a comment, users must be logged into Visono.

The test subjects quickly discovered an issue with the "Save" button on the page. When saving a visualizer to Visono's database, there is no indication that the visualizer has saved correctly. This caused testers to click "Save" multiple times, causing the multiple copies of a visualizer to be posted to the gallery.

1.3.5 View the gallery

The gallery is the place where users can view visualizers created by other users. After creating a visualization, users can save them to Visono's gallery. When a user finds a visualizer they think is interesting, they may click on the thumbnail of that visualizer to see it. The thumbnails are currently randomly assigned color tiles that do not reflect the visualization itself.

The test subjects found the changing thumbnails confusing, making the process of finding a specific visualizer difficult. Another issue the test subjects had brought up is that it is possible to create multiple visualizers with the same name. This can cause a lot of confusion if a user makes multiple visualizations for the same song file.

Test analysis

2.1 Planned changes

2.1.1 General changes

We plan on reducing the size of the majority of the elements on Visono as most of them are too large and take up far too much space. This will improve Visono's overall look and feel.

We also plan on adding a landing page that eases users into the visualization creation process. The landing page will briefly describe what Visono is and how it works as well as link users to the gallery, sign in/up, and file upload page. This will bring the site in-line with other sites such as YouTube or Twitter.

2.1.2 Home

File selection currently works as intended, but file upload and error checking still need to be implemented. Proper error checking needs to be put into effect so that the user can not upload files of improper type or size. Along with the error checking, error messages will be added to inform users of any issue that relates to file submission.

2.1.3 Settings

The visualization settings page will require the largest amount of work. As stated in the general changes section, we plan on reducing the size of the majority of the elements on Visono as most of them are too large and take up far too much space. The size of the elements on the settings page form, especially, causes them to be pushed off the page, forcing users to unnecessarily scroll down to fill out the rest of the form. Making the element more compact would help in improving user experience.

Explanations will also be added to each setting, detailing the effect it will have on the visualizer. During the usability testing, subjects became confused as to the purpose of

some of the settings. Clear and detailed explanations will help rectify these issues.

Color selection also needs to be made easier. The current method of color selection is too complicated for most users, requiring many clicks to add a single color. Both subjects commented that they would like to see a better method for adding and removing colors. A fix for this issue is to create a persistent color selector in place of the current hex textbox. A persistent color palette would reduce the number of clicks needed to add a color. We will also be adding a dedicated button to each selected color to allow users to delete that color.

2.1.4 Viewer

The visualization viewing page needs only a few minor changes. Both test subjects have requested feedback from the save button for the visualizer and comments. Currently, when users click “Save” there is no feedback that indicates the content has been saved. To fix this issue, a new element will replace the save button to inform users that their content has been saved to the server.

This is a good solution. I would also suggest that you then disable the save button until the user changes something and the visible settings are different from those that have been saved.

2.1.5 Gallery

The gallery thumbnails will be modified to reflect the color selection used in each visualizer. The thumbnails will remain square but will be composed of several vertical stripes. For each color used in the visualizer, there will be a stripe that reflects that color. This will give each thumbnail a very distinctive and identifiable look.

But will each thumbnail be unique? I think that uniqueness is critical to “get back” a visualization that one has previously saved.

2.2 Unimplemented/delayed changed

2.2.1 File uploads

We currently do not have a system in place to handle file uploads. We have continuously pushed file uploads back because we felt it was more important to work on the user interface rather than Visono’s backend. File uploads will only be implemented if all aesthetic changes previously listed can be made by April 15, 2015. We realize the importance of audio tracks for music visualizers, but given the interests of the course, we thought it best to postpone file uploads until more essential features are implemented.

jk.

2.2.2 Downloadable MP4

In the original proposal, we thought it would be a good idea to implement a feature that would allow users to download their visualizers as MP4 files. We decided not to implement this feature as it would require us to completely rebuild Visono's visualization generator. This would take far too much time to implement, given we only have two weeks. Given more time, we may have been able to build the visualization generator in such a way that would allow for the conversion to MP4.

OK.

Script to Read before/during each test

Hello, my name is <FirstName> and I will be your observer as you test our new web site. The name of site is Visono and the purpose of the site is to allow its users to create visualizations out of their favorite songs and view the visualizations of others. While using the site you can't make mistakes ^{because} we are testing the software, not you. Any errors we see will allow us to improve the site and make it easier for its users. As you test the site, we ask that you think out loud, as it gives us insight into how our site users think as they use the site. Here is a form that contains the tasks that we would like for you to perform ^{using} our site. These are ~~simple~~ tasks that will help you ~~in~~ understanding how to use Visono. ^{they may not be "simple" to your users - avoid such words}

1. One of the first things you can do when using Visono is to create an account. Please do this when you are ready.
2. Now that you have a user account, you can create a music visualization using the provided songs. Navigate back to the main page and select a song. Please do this when you are ready.
3. The next step of the process is to customize the visualizer to how you would like it to appear. Please choose your desired settings when you are ready.
4. This visualization is the result of the settings you have selected. If there are any parts you dislike, you can make another using the same process.
5. You can also view the visualizations others have made in the gallery.
6. ^{We hope} Hope you enjoyed ^g using our site and we would like to ask you follow up questions regarding your experiences using Visono.

see next page X

Tasks should be numbered because users will do one and then come back to the instructions repeatedly. Numbers make it easier to keep one's place.

This text does not seem to have been proofread as carefully as the text in your main report.

Tasks for the Tester

1. View main page and continue to the start of the visualization
2. Create an account to use on the site
3. Choose a song to use
4. Customize the music visualizer
5. View the music visualizer
6. View the gallery of other visualizations

*oh, ok. Here are your tasks, with numbers.
Good.*

Tester #_____ notes (take notes on what you observe each step)

1. View main page and continue to the start of the visualization
2. Create an account to use on the site
3. Choose a song to use
4. Customize the music visualizer
5. View the music visualizer
6. View the gallery of other visualizations

(note: DO NOT guide user. If they ask questions, ask how they think it should be or how they think it should be done.)



Tester #_____ after Questions

1. Did the site look nice?
2. Was it easy to use/did you enjoy using it?
3. Is a type of site you can see yourself using?
4. How were the Visualizer options?
5. Did you ever feel as though you didn't know what to do?
6. What would you like to see in future versions?



VISONO test observations

tester #1 during

- 1. main Page Viewed and was easily able to find the sign/up/in Button
- 2. account creation was simple and easy
- 3. Song also very easy for user to select
- 4. not the best experience, sliders were fine but color selection was not easy for the user
- 5. Visualized Produced, was not appealant to save visualizer after done / no comments
- 6. gallery Briefly Viewed but didn't view others work.

After observations Q/A

- 1. Said the overall look / feel was good
- 2. Easy to set up but some parts were too small while others were too large
- 3. They feel that they could see themselves using this site a slight like this
- 4. The options were OK but hard to understand without proper instructions. Colors confusing
- 5. There were times when they didn't know what to do. Visualizer options need to be more user friendly. include a user options Page.
- 6. wants to see bigger font on key parts and better explanation on visualizer options

Good.

tester #2 during

- 1. Confused whether to start visualizer or sign up first. Need a landing page first
- 2. User made an account on the site. Saw that some red color didn't go away after fixing an issue.
- 3. Song selection went smoothly
- 4. User found the options for the visualizer to be poor and needs work. better labels / colors need to be smaller. off by 1 error. wants to see all options on a single page with no scrolling and less clicks.
- 5. Viewing was fine as was going to change options didn't like that there was no feed back when saving a visualizer to gallery and could have many of the same visualizer. Colors also not the best
- 6. Gallery was working but the user found it to be very confusing and there was no version difference when saved

After observations / QandA

- 1. over all site looked nice
- 2. many issues with usability with things being unintuitive and hard to do with ease.
- 3. maybe
- 4. issues with scrolling / labels / too much info on colors / not enough explanation on some steps
- 5. yes, the options page left the user unknowing what to do.
- 6. fix the issues with the options / gallery. wants to see difference between versions / user feedback

Good.

Wow. This is a terrific job. Really. Well done & well presented. You have every reason to feel good about your application and this work.

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sequence.me

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Status Report

Sequence.me is functionally complete and has attained almost every goal that was set at the beginning of the semester. The sequence.me team is proud to have delivered on every feature that was committed to in our basic exit criteria. Some nice-to-have functionality (such as user profile pages, a community forum, and MP3 export) have not been implemented due to time constraints or platform restrictions.

Testing Documents

Four documents were created in preparation for usability testing. You may access these documents using the URL provided in the row associated with each document.

Document	Purpose	Document URL
Beta Explanation	Familiarize the user with the application before usability testing begins.	www.cs.uml.edu/~aglasser/sequence.me/sequenceme_betaexplanation.docx
Beta Instructions	Provide each user with a structured list of instructions to follow in order to thoroughly test the application.	www.cs.uml.edu/~aglasser/sequence.me/sequenceme_betatesters.docx
Beta Developer Notes	Provide each developer with a method of tracking each user's testing.	www.cs.uml.edu/~aglasser/sequence.me/sequenceme_betatesters_dev.docx
Beta Questions	Provide each developer with a set of questions to ask the user after testing, in order to gauge the user's feeling of how the experience was.	www.cs.uml.edu/~aglasser/sequence.me/sequenceme_devquestions.docx

During the Tests

Note: for the scanned documents completed by testers and developers during usability testing, please visit www.cs.uml.edu/~aglasser/sequence.me/sequenceme_scans.zip or go to the end of this document.

In-class usability testing was fairly informal. However, testing provided us with three users who provided us with a lot of good feedback. We first read a document (*Beta Explanation*) to each tester that introduced them to the basic concepts of the application.

After reading this, we provided the user with a list of instructions (*Beta Testing Instructions*) for them to follow in order. The result of each user's testing is scanned and attached at the end of this document.

Following reading the instructions, we had different responses:

- Two of our testers went through and followed each instruction in order. One of these testers filled out the provided form in depth. The other tester relied on the developers to record their interactions with the application.
- Our other tester used the application and followed each instruction out of order. This tester also relied on the developers to record their interactions with the application.

For each tester, regardless of their testing method, the team used the *Beta Developer Notes* document to record each user's interactions with the application. The *Beta Developer Notes* document is similar to the *Beta Instructions* document intentionally—the team wanted to keep both documents consistent for cross-referencing after testing. By standardizing the format of both documents, the team

had an easy time comparing how users felt they did versus how the user actually performed with the application.

Both of these methods provided beneficial feedback to the sequence.me team. The structured testing allowed us to gauge the efficiency of the user interface layout, since each instruction involves a component that is placed near the previous instruction's component. The unstructured testing allowed us to gauge the overall usability of the application, since each feature/component was used in ways that were not anticipated by the development team.

Once the user completed the instructions provided, the team handed them the *Beta Questions* document to provide feedback. Most testers did not complete the document. However, these questions gauged a user's prior experience with audio software and enabled the team to associate personal responses with the statistics gathered using the *Beta Instructions* document.

During testing, it was found that users had the most difficulty using components that have small buttons (e.g., the mute and delete buttons on each track) or require a longer explanation than was provided (e.g., the purpose of the different parts of the song editor). The development team agrees that these features are unclear or inconvenient to our users, and have already begun making changes to improve the user experience.

Planned Changes

Many suggestions were offered during usability testing that the sequence.me team decided were important enough to fix for the beta version or

final release. These suggestions are outlined in the table below, including its priority, expected time to complete, affected component(s), and the team member to implement or fix the functionality.

Most of the suggestions involve user experience related items, such as functionality that is common to all web applications or clarification of a component's intended use. The team agrees that these are issues that must be resolved for the application's final release.

Suggestion	Priority	ETA	Component	Developer
User should be able to click outside of instructions dialog to close	Medium	1 hr	UI	Harrison
User should be logged in automatically after registration	High	2 hr	Backend	Ian
Signup dialog should be automatically populated if the user entered credentials in the login form then clicked "sign up"	High	2 hr	Backend UI	Ian
Channels should have their own volume	High	2 hr	Audio UI	Alex Harrison
The pattern selector (drop down) for the pattern editor and song selector should have labels to clarify their meaning	High	0.5 hr	UI	Harrison
The selector for pattern/song playback should be emphasized with a label.	Medium	0.5 hr	UI	Harrison
Panning sliders should snap to the center or allow double-click to reset value	Medium	2 hr	UI	Alex
The "delete" button on each track is unclear/confusing	High	1 hr	UI	Harrison
Allow enter key for login <i>Note: enter key is disabled globally in sequence.me</i>	High	2 hr	UI	Alex Harrison

Fantastic list & summary & plan.

Unplanned Changes

Some suggestions were given that did not fit into the sequence.me vision.

The suggestions outlined below will not be allocated resources. The reason for each decision is provided with each suggestion.

The primary motive for rejecting a suggestion was time constraints. Some of the suggestions offered involved overhauling UI components or restructuring the entire application design. In the interest of time, these suggestions will not be implemented. These suggestions would be revisited for future releases when additional development resources are available.

OK

Suggestion	Reason for rejection
Channels should have their own panning	This can be achieved by changing the panning on individual tracks. Channel panning is not a highly desired feature and would require additional testing that cannot be provided.
Drawing over an existing pattern should replace the pattern	This functionality is working as designed. Allowing a user to overwrite a pattern by clicking an existing one would impact the user experience significantly when trying to move patterns around the song editor.
A pattern placed in the song editor should tell me more information about the pattern.	We are providing enough data such that the pattern cell is filled with information. Putting more information in each pattern would require an overhaul of the song editor. This is too much effort for the final release.
User should be able to drag onto the song editor to place the selected pattern.	This is not a bad suggestion but would require a complete overhaul of the song editor and would invalidate the draw/erase tools. This would require too much effort for the final release.
User should be able to drag the volume on each track instead of clicking up/down	This has been attempted in earlier releases but could not be implemented correctly. The team decided against

	investigating this any further to avoid wasting cycles that could be used on other features.
Side scrolling on page is awkward. Maybe use tabs for pattern and song editors.	This would require a complete overhaul of the user interface and is out of scope for the final release. We are looking into allowing the pattern and song editors to scale with the browser width but do not believe this is feasible with the remaining time.

Analysis

From our testing, the team determined that our user interface is of very high quality but is highly specialized, so unfamiliar ^{with it} users will have difficulty finding components on the page. We determined that users who are familiar with existing audio software (FL Studio, Ableton Live, etc.) were able to use sequence.me with very little effort, whereas users who have not used existing audio software struggled to acclimate themselves with the application. However, sequence.me has a limited feature set, so even inexperienced users were able to take full advantage of the application shortly after starting.

Through usability testing, the team learned that users are appreciative of the single-page design of sequence.me. The team received feedback that users do not want to fumble with menus to find and use functionality. This is one of the application's strongest points—every tool and component is visible from the moment the user starts working. | agree

However, usability testing exposed some imperfections in the user interface. Many users expected functionality that is common to most web applications. For example, users expected the ability to click outside of a dialog

box to dismiss it. This functionality is standard for dialogs on web pages, but the sequence.me team did not anticipate this before usability testing. Similarly, users expect to be able to use the *enter* key to log into an application. Since sequence.me disables the *enter* key globally (to avoid submitting forms accidentally), the application disables signing in using strictly the keyboard. This is a feature that, like dismissing dialogs by clicking outside of them, is common to most web applications and should exist in sequence.me.

Overall, the sequence.me team agrees that usability testing was a necessary exercise to gauge the design and efficiency of the application. Without usability testing, many issues would not have been communicated with the development team, leading to an incomplete release that would require patching as issues presented themselves. Usability testing provided the team with concrete suggestions before the application was presented to customers.

Scanned Usability Testing Notes

* Check out of instructions dialog to close A/H

I Login automatically after sign up

↑ Pattern/song playback A

↓ Draw over existing pattern?

~ "Once you know where to look..."

↑ ~~S~~ Song selector? Labels? H

* channel panning/volume H

↓ Drag to draw (song editor)

I Autopopulate sign up

↓ Slider (pan) snap to center A

↓ More info in pattern cell

↓ Click to load pattern from song editor



Beta Testing

Component: Pattern Editor

Instruction	Immediately	After looking	Developer helped
Create a pattern by selecting steps in the pattern editor	✓		
Play the pattern using the transport	✓		
Modify the pattern while it is playing <i>Were your changes reflected in playback?</i>	✓		
Increase the tempo while the pattern is playing. Mute then unmute any track while playing.	✓		
Pause the pattern and resume it <i>Did playback resume from where you paused it?</i>	✓		
Stop the pattern	✓		
Delete the "hihat" track on this pattern <i>Was the track deleted?</i>	✓		
Add a new track to the pattern ("hihat" works) <i>Was the track added?</i>	✓		
Save the pattern without naming it <i>Was the pattern given a default name?</i>	✓		
Name the pattern and resave it <i>Was the pattern saved with its new name?</i>	✓		
Rename the pattern and click "rename" <i>Was the pattern renamed?</i>	✓		
Clear the pattern and then delete it <i>Was the pattern cleared and deleted?</i>	✓		
Select a demo pattern from the pattern selector	✓		
Modify the demo pattern in any way and resave it with the same name	✓		
Please enter your feedback for the pattern editor below:			
- side-scrolling feels awkward - maybe use tabs for Pattern Editor / Song Editor - add effects to muted tracks to make them easier to detect (muted/muted items not be visible)			

Beta Testing

Component: Song Editor

Instruction	Immediately	After looking	Developer helped
Toggle the transport from pattern playback to song playback.	✓		
Select "Stub 1" from the pattern selector on the song editor.	✓		
Enable draw mode on the song editor.	✓		
Place "Stub 1" as the first pattern in the first channel.	✓		
Select "Stub 2" and place it as the first pattern in the second channel.	✓		
Select "Stub 3" and place it as the first pattern in the third channel.	✓		
Optional: Place these stubs as the second pattern in any of the channels for longer song playback.	✓		
Play the song using the transport.	✓		
Mute any channel during playback. More patterns per channel will help with this.	✓		
Save your song locally. Use the clipboard.	✓		
Refresh the page and load your song locally. Use the clipboard.	✓		
Log in and save your song to the server. Was your song erased when logging in?	✓		
Log out, log in, then load your song from the server. Was your song loaded properly?			✓
Please enter your feedback for the song editor below:			
- "copy your work" - maybe preselect JSON so user only needs to use one keyboard command - auto-logout after signup			

sequence.me

Beta Testing

General

Please enter any additional feedback that you have for sequence.me

We appreciate bug reports, feature enhancement requests, styling suggestions, and any other feedback that you may have for us.

Pattern Editor

- maybe move all remove functionality to a modal dialog.

Song Editor

- add label to pattern dropdown - function unclear
- maybe link the two pattern dropdowns?

Thank you for participating.
- the sequence.me team

Beta Testing - Post-Test Questions

Had you used any audio software before using sequence.me?

Yes?

What was your first impression of the user interface?

Nice to see all info up front. Clean

How quickly were you able to follow our instructions, overall?

Fast

What features do you think are lacking or missing from the project?

Dragging patterns from to channels

What was your biggest annoyance with the application, overall?

Not being able to do this

Did the application feel responsive and quick, or unresponsive and sluggish?

Very responsive

Did application features work how you expected, or were you surprised with the action taken by certain UI components?

All Nothing confusing

sequence.mc

Beta Testing

Component: Pattern Editor

Instruction	Immediately	After looking	Developer helped
Create a pattern by selecting steps in the pattern editor		*	
Play the pattern using the transport.	*		
Modify the pattern while it is playing <i>Were your changes reflected in playback?</i>	*		
Increase the tempo while the pattern is playing.	*		
Mute then unmute any track while playing.	*		
Pause the pattern and resume it <i>Did playback resume from where you paused it?</i>	*		
Stop the pattern	*		
Delete the "hihat" track on this pattern <i>Was the track deleted?</i>	*		
Add a new track to the pattern ("hihat" works) <i>Was the track added?</i>	*		
Save the pattern without naming it <i>Was the pattern given a default name?</i>	*		
Name the pattern and resave it <i>Was the pattern saved with its new name?</i>	*		
Rename the pattern and click "rename" <i>Was the pattern renamed?</i>	*		
Clear the pattern and then delete it <i>Was the pattern cleared and deleted?</i>	*		
Select a demo pattern from the pattern selector	*		
Modify the demo pattern in any way and resave it with the same name	*		
Please enter your feedback for the pattern editor below: <i>What Sam instead of remove</i>			

Beta Testing

Component: Song Editor

Instruction	Immediately	After looking	Developer helped
Toggle the transport from pattern playback to song playback	*		
Select "Stub 1" from the pattern selector on the song editor	*		
Enable draw mode on the song editor	*		
Place "Stub 1" as the first pattern in the first channel	*		
Select "Stub 2" and place it as the first pattern in the second channel			*
Select "Stub 3" and place it as the first pattern in the third channel			*
<i>Optional: Place these stabs as the second pattern in any of the channels for longer song playback</i>	*		
Play the song using the transport	*		
Mute any channel during playback <i>More patterns per channel will help with this</i>	*		
Save your song locally <i>Use the clipboard</i>	*		
Refresh the page and load your song locally <i>Use the clipboard</i>			
Log in and save your song to the server <i>Was your song erased when logging in?</i>	*		
Log out, log in, then load your song from the server <i>Was your song loaded properly?</i>			*
Please enter your feedback for the song editor below: → song editor select is song selector? → load from json??? song?? → figma should auto login → add an enter for login → "song" load button is confusing			

Beta Testing

Component: Pattern Editor

Instruction	Immediately	After looking	Developer helped
Create a pattern by selecting steps in the pattern editor	*		
Play the pattern using the transport		*	
Modify the pattern while it is playing <i>Were your changes reflected in playback?</i>			
Increase the tempo while the pattern is playing. Mute then unmute any track while playing.		*	
Pause the pattern and resume it. <i>Did playback resume from where you paused it?</i>	*		
Stop the pattern	*	*	
Delete the "hihat" track on this pattern <i>Was the track deleted?</i>			*
Add a new track to the pattern ("hihat" works) <i>Was the track added?</i>			*
Save the pattern without naming it <i>Was the pattern given a default name?</i>		*	
Name the pattern and resave it <i>Was the pattern saved with its new name?</i>		*	
Rename the pattern and click "rename" <i>Was the pattern renamed?</i>	*		
Clear the pattern and then delete it <i>Was the pattern cleared and deleted?</i>	*		
Select a demo pattern from the pattern selector	*		
Modify the demo pattern in any way and resave it with the same name	*		
Please enter your feedback for the pattern editor below: Deleting tracks is confusing Drag on tracks to			

Beta Testing

Component: Song Editor

Instruction	Immediately	After looking	Developer helped
Toggle the transport from pattern playback to song playback	•		
Select "Stub 1" from the pattern selector on the song editor	• •		
Enable draw mode on the song editor	•	•	
Place "Stub 1" as the first pattern in the first channel	• •		
Select "Stub 2" and place it as the first pattern in the second channel	• •		
Select "Stub 3" and place it as the first pattern in the third channel	• •		
Optional: Place these stabs as the second pattern in any of the channels for longer song playback	•		
Play the song using the transport	• •		
Mute any channel during playback <i>More patterns per channel will help with this</i>		•	•
Save your song locally <i>Use the clipboard</i>	•		
Refresh the page and load your song locally <i>Use the clipboard</i>	•		
Log in and save your song to the server <i>Was your song erased when logging in? No</i>	•		
Log out, log in, then load your song from the server <i>Was your song loaded properly? No</i>	•		
Please enter your feedback for the song editor below: <i>Swallowed bugs (song editor, undefined string)</i>			

bugs

Beta Testing – Post-Test Questions

Had you used any audio software before using sequence.me?

What was your first impression of the user interface?

How quickly were you able to follow our instructions, overall?

What features do you think are lacking or missing from the project?

What was your biggest annoyance with the application, overall?

Did the application feel responsive and quick, or unresponsive and sluggish?

Did application features work how you expected, or were you surprised with the action taken by certain UI components?

Beta Testing – Developer Notes

Component: Pattern Editor

Instruction	Immediately	After looking	Developer helped
Create a pattern by selecting steps in the pattern editor			
Play the pattern using the transport			
Modify the pattern while it is playing			
Increase the tempo while the pattern is playing. Mute then unmute any track while playing.			
Pause the pattern and resume it			
Stop the pattern			
Delete the “hihat” track on this pattern			
Add a new track to the pattern (“hihat” works)			
Save the pattern without naming it			
Name the pattern and resave it			
Rename the pattern and click “rename”			
Clear the pattern and then delete it			
Select a demo pattern from the pattern selector			
Modify the demo pattern in any way and resave it with the same name			
Notes:			

Beta Testing

Component: Song Editor

Instruction	Immediately	After looking	Developer helped
Toggle the transport from pattern playback to song playback			
Select "Stub 1" from the pattern selector on the song editor			
Enable draw mode on the song editor			
Place "Stub 1" as the first pattern in the first channel			
Select "Stub 2" and place it as the first pattern in the second channel			
Select "Stub 3" and place it as the first pattern in the third channel			
<i>Optional: Place these stubs as the second pattern in any of the channels for longer song playback</i>			
Play the song using the transport			
Mute any channel during playback <i>More patterns per channel will help with this</i>			
Save your song locally <i>Use the clipboard</i>			
Refresh the page and load your song locally <i>Use the clipboard</i>			
Log in and save your song to the server <i>Was your song erased when logging in?</i>			
Log out, log in, then load your song from the server <i>Was your song loaded properly?</i>			
Notes:			

Beta Testing

Thank you for your interest in testing sequence.me. This document outlines what can and should be tested for the beta release.

Follow each instruction listed for each component and indicate how much effort was involved with following it.

- “**Immediately**” indicates that you were able to follow the instruction immediately as if you were comfortable with the user interface.
- “**After looking**” indicates that you were able to follow the instruction after looking around the user interface either to locate a feature or because you were confused.
- “**Developer helped**” indicates that you were unable to follow the instruction without developer intervention. This usually means that we need to improve the feature’s placement or styling to improve visibility.

Following the test for each component, we ask that you provide feedback for the component that was used. This can include bugs found in that component, feature enhancement requests, styling suggestions, etc.

The last page of this document contains space for you to provide us with feedback for the project as a whole. We will consider all suggestions.

Before you begin, please register an account so that you can fully test our save/load functionality.

Beta Testing

Component: Pattern Editor

Instruction	Immediately	After looking	Developer helped
Create a pattern by selecting steps in the pattern editor			
Play the pattern using the transport			
Modify the pattern while it is playing <i>Were your changes reflected in playback?</i>			
Increase the tempo while the pattern is playing. Mute then unmute any track while playing.			
Pause the pattern and resume it <i>Did playback resume from where you paused it?</i>			
Stop the pattern			
Delete the “hihat” track on this pattern <i>Was the track deleted?</i>			
Add a new track to the pattern (“hihat” works) <i>Was the track added?</i>			
Save the pattern without naming it <i>Was the pattern given a default name?</i>			
Name the pattern and resave it <i>Was the pattern saved with its new name?</i>			
Rename the pattern and click “rename” <i>Was the pattern renamed?</i>			
Clear the pattern and then delete it <i>Was the pattern cleared and deleted?</i>			
Select a demo pattern from the pattern selector			
Modify the demo pattern in any way and resave it with the same name			
Please enter your feedback for the pattern editor below:			

Beta Testing

Component: Song Editor

Instruction	Immediately	After looking	Developer helped
Toggle the transport from pattern playback to song playback			
Select "Stub 1" from the pattern selector on the song editor			
Enable draw mode on the song editor			
Place "Stub 1" as the first pattern in the first channel			
Select "Stub 2" and place it as the first pattern in the second channel			
Select "Stub 3" and place it as the first pattern in the third channel			
<i>Optional: Place these stubs as the second pattern in any of the channels for longer song playback</i>			
Play the song using the transport			
Mute any channel during playback <i>More patterns per channel will help with this</i>			
Save your song locally <i>Use the clipboard</i>			
Refresh the page and load your song locally <i>Use the clipboard</i>			
Log in and save your song to the server <i>Was your song erased when logging in?</i>			
Log out, log in, then load your song from the server <i>Was your song loaded properly?</i>			
Please enter your feedback for the song editor below:			

Beta Testing

General

Please enter any additional feedback that you have for sequence.me

We appreciate bug reports, feature enhancement requests, styling suggestions, and any other feedback that you may have for us.

Thank you for participating.
– the sequence.me team

Beta Testing – Developer Explanation

Read to user

Sequence.me is an audio sequencer that targets web browsers. There are three fundamental pieces of a sequence.me song: tracks, patterns, and the song itself. Tracks consist of an individual sound sample and its associated settings. Multiple tracks form a pattern, allowing you to sequence these sound samples in any order you like. Once you have created patterns, you can order these into a song for playback.

The pattern editor is on the left and allows you to control sample ordering, track settings, and more. The song editor is on the right and allows you to control pattern ordering and channel mute/unmute. The user panel allows you to control settings, such as time signature and tempo.

Please follow the instructions on the usability testing guide. If you are unable to complete an instruction, let us know and we can assist you.

Thanks in advance, and happy testing!

— sequence.me development team

Red, White & Youth: Usability Test

Date of Report: April 17, 2015
 Date of Test: April 14, 2015
 Location of Test: Lowell, MA

Prepared for: Jesse Heines
 Email: Jesse_Heines@uml.edu

Prepared by: Dalton James, Jared Perreault, Kyle White
 Email: Dalton_James@student.uml.edu, Jared_Perreault@student.uml.edu, Kyle_White@student.uml.edu

Executive Summary

The main goal of our study was to gauge the usability of the Red, White & Youth website. We did this in a classroom while other projects were also being tested. Students were going around the room to different groups and we were in the rotation for some. We had four participants complete the usability test in this time. We conducted the test by reading the participant a short description of the site and then giving them a list of tasks to be completed by the end of the test. All of the participants were able to complete the tasks given to them because the site is designed to be minimalistic so the tasks were easy to navigate to and accomplish. Most of the critiques made on the site were features that were not implemented or had bugs.

excellent summary

Methodology

Who we tested

Four participants, between the ages of 20 and 30 ^{who} that are or were recently in college, evaluated Red, White & Youth. After the test we realized we should have diversified our participant group. Due to the kind of people in the class we have and time constraints, further testing was not conducted.

Gender

Women	0
Men	4
TOTAL (participants)	4

Computer Usage

New to computers	0
Experienced	0
Highly experienced	4
TOTAL (participants)	4

Dalton, Jared, Kyle

This report is good as far as it goes, but it just doesn't provide sufficient detail to be complete. You need to be clear & precise on just what you're going to do to finish up, and who's going to do what. I loved the summary, but the report didn't follow through.

I also do not see any notes that you took during the test, just responses from your test subjects.

U 6

R 8

A 6

P 3

23

What participants did

Participants spent about 15 minutes completing our usability test. The participants had 7 main tasks to complete: ~~which were~~ create an account, view a topic, add a comment to a topic, create a new topic, login to your account, view the account page, and logout. These tasks were to be completed in any order. After this was completed, the subjects could move around the site as they pleased to see if there were any features they missed. When they were done using the site, the study facilitator asked them a series of questions about how they felt about the site.

// show these as a list to improve readability

What data we collected

We collected data after completion of testing that has given us great insight into the mindset of our intended users. One of the most important pieces of data that came to light is the fact that our website is intuitive and easy to use. All of the test subjects completed the test satisfied with the navigational element of the site. This is important because it shows that our site is not confusing. Many users who have a hard time navigating a site are not likely to come back, so having an intuitive site map is important. Another important piece of information that was brought to our attention was the theme of the site. Many users found it too bland and boring. Although the site does have a minimalistic design, a site with more colors or a better theme will keep them using it and interested longer.

good

Major findings and recommendations

- **More welcoming theme** – colors ^o boring, users may become disinterested
 - Customizable themes to cater to each user's preferences
- **Search Bar** – Currently does not function
 - Ability to search for a topic or tag
- **Account page** – Too simple, not enough user information
 - More detailed account page including: the topic the users posted, recent activity, comments
- **Upvote/Downvote** – No system for users to show which posts are their favorite or interesting
 - Give users the ability to vote on which topics they like or dislike
- **Sorting** – Sorting works for some filters but not for others
 - Better sorting algorithms to allow users to easily filter different topics
- **Responsive** – Resizing of page removes major header functionality
 - Use Bootstrap's responsive design to create a hamburger menu that contains lost header information
- **Quotes with strings** – Posting topics or comments breaks when user tries to quote a block of text
 - Tokenize all double and single quotes so quotation marks don't break SQL Query

good list

Final Version Changes

Based on the results of the usability test, we plan to make a few key changes. The first change to be made is improving the ~~css~~ on some pages. Some of the less attention grabbing aspects will be updated so the user can find information more easily. Another improvement will be sorting algorithms. Using AngularJS, which makes the site extremely responsive when updating information, we will allow users to filter the posts based on which topics they are looking for. The filters will include working algorithms for: oldest topics, newest topics, unanswered topics, and potentially each user's own posted topics.

Time Prohibiting Changes

Usability testing revealed a lot of bugs within our site. Many of them would be excellent features to have, but the remaining time in the semester does not allow for these features to be completed. One feature that should have been implemented is a responsive design. The site will resize itself using Bootstrap, but some information is lost within the header if the screen size is too small. Having a more comprehensive account page is another feature that should have been implemented. This page would have allowed the user to view their posted topics to get back into the conversation. The last big change that should have been made is the error when quoting text. As a site where a lot of information is required to be quoted, users would be very upset when trying to quote their favorite politician and could not because of this error.

Conclusions

We feel that we have a good quality user interface. After usability testing, we found a lot of features that would be great to add to the site, but do not feel that these features not being implemented take away from the user experience. Our site has a very minimalistic feel, which was done by design, to keep the main focus of the user strictly on each topic. The main take away from the usability testing is also the most telling about our user interface. This was the ease of navigation which the participants unanimously agreed was intuitive. Our site is easy to use and remains focused on keeping our vision of a clean UI for all potential users. We do feel that the usability testing was a great experience for each group member as well as finding previously unknown bugs within our code. There is never enough testing that can be done to improve code and remove potential bugs.

② You're back to bugs here. Will you fix them or not?

③ You have not made it clear what you're going to do based on your tests & how you're going to get the remaining tasks done (who is going to work on each one).

①

★ I am confused here. Are you talking about bugs or features? "Many of them" refers to "bugs," but then you switch. I understand that you can't add all suggested features, but you should correct all known bugs.

Exit Questions/User Impressions

Exit questions asked to the participants and their responses.

Questions	Responses
Did you find site navigation intuitive	Yes
Are there any features you desired that did not exist?	subforms/categories, upvotes and downvotes, public page, edit profile, search, date filter, move see more button lower
Do you think our site needs more color?	Good, add more themes, add a logo, make the title display more obvious, have 3 color themes, use less greys
If you could change one thing about the site what would it be?	Nothing, fix all small bugs that still exist, add a public page, add font families for easier reading
What was your favorite part of the site?	Topics, freedom, infinite scroll, minimalistic, core concepts (similar to twitter)
Extra Questions?	Differentiate comments from topic, use #FEFEFE (off white), login modal and create new topic should auto-focus on the first field, when adding a comment enter should trigger a comment submission, in create new topic it says data will be lost even if no data exists, topics list misaligned with header



Red, White & Youth

Usability Test

Red, White & Youth is a forum based website that is user driven. Its purpose is to open political discussion for today's youth. It does this by having topics users can view and comment on so fellow peers and politicians can see what matters to the youngest voters. During the test I would like you to do the following, in no particular order:

- ☒ Create an account
- ☒ View a topic, other than the one you create
- ☒ Add a comment to any topic
- ☒ Create a new topic
- ☒ Login without signing up
- ☒ View your account page
- ☒ Logout

comments

Red, White & Youth

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- ☒ Login without signing up
- ☒ View your account page
- ☒ Logout

comments

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- ☒ Add a comment to any topic
- ☒ Create a new topic
- ☒ Login without signing up
- ☒ View your account page
- ☒ Logout

comments

Red, White & Youth

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- ☐ Create an account
- ☐ View a topic, other than the one you create
- ☐ Add a comment to any topic
- ☐ Create a new topic
- ☐ Login without signing up
- ☐ View your account page
- ☐ Logout

comments

- login modal - first field should auto-focus
- create new topic ↗
- add comment - enter key should trigger the comment submission
(comments are rarely multi-line)
- create new topic - no confirmation for cancel if no input
- topics list seems misaligned with header

Did you find site navigation intuitive?

Yes

Are there any features you desired that did not exist?

Search / Date filter

Do you think our site needs more color?

less greys

If you could change one thing about the site what would it be?

(nothing)

What was your favorite part of the site?

infinite scroll

Extra Qs

Extra Qs

Did you find site navigation intuitive?

Yes

Are there any features you desired that did not exist?

More see more button lower

Do you think our site needs more color?

Good, add more themes/logo

If you could change one thing about the site what would it be?

Fix up small bugs

What was your favorite part of the site?

Minimalistic

Extra Qs _____

Extra Qs _____

Did you find site navigation intuitive?

Yes

Are there any features you desired that did not exist?

Subforums/categories, episode downvote

Do you think our site needs more color?

Title display more obvious

If you could change one thing about the site what would it be?

(Nothing)

What was your favorite part of the site?

Core concept (Twitter)

Extra Qs _____

Extra Qs _____

Did you find site navigation intuitive?

Yes

Are there any features you desired that did not exist?

Public Page / Edit Profile

Do you think our site needs more color?

3 colors theme

If you could change one thing about the site what would it be?

Public Page, Add Lost Families, make easier to read

What was your favorite part of the site?

Topics / Freedom

Extra Qs

Don't white box comments

Extra Qs

#FFFFFF - all white

Squad.ly Usability Test Report**Date of Report:** ^{21st} April 17th, 2015**Date of Test:** ^{14th} April 28th, 2015
~~21st~~**Location of Test:** UMass Lowell Olsen Hall, 402**Prepared By:** Corey Prak, Michael Jannino**GUI Programming II****Spring 2015****Professor Jesse Heines**

There are a lot of problems here. See my extensive comments inside. In addition, you haven't submitted the additional required backup documents. See the assignment write-up. No instructions to the user, no tester forms, no test subjects' responses to questions, etc. I'm sorry, but this is not a good - or even a complete - submission. It is also

U 2
R 5
A 5
P 1

13

not clear what you're going to do in the remaining time to address the problems you've identified.

How can the date of the report come before the date of the test??

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As originally written, this sentence says that the second test included only classmates, which is not correct.

Jannino, Prak 3

Summary

The goal of this usability test was to test the integrity and monitor the usage of our application Squad.ly. While a usability test has been conducted in the past, this second one is important for two reasons. This test takes place a couple of weeks after the first test. Since then the application has matured and testing new features and developments are very much needed. Unlike the past test, ^{which} ~~testers~~ included only classmates, ^t This time ^g our friends and family were invited to take part in the testing. While a classmate might fare better at navigating or using the application since he/she has seen a presentation of what it was in the past, diversifying the demographic of testers brings varying results. This ensures that the projects are tested rigorously.

Testers were given a handout that described every part of the test, including tasks and exit questions. Verbal portions of the test were also transcribed. The format was simple: we would introduce the application to the user and have him/her complete tasks to we would follow up exit questions with. We also encouraged testers to speak their thoughts so that we could know what they were thinking, and instead of remaining silent when a person was testing, we worked with them to complete the tasks while giving them time to. Notes were taken throughout the entire process.

Conducting this usability test revealed a number of cosmetic improvements that could have been made. First of all, the button that serves to demonstrate and drive most of the application was not seen as a button, but as part of an image. The next, most important detail was that there was no content that explained what the application was. The one tester who tested the application remotely was not able to interpret what the application was or what it did, from ^{either} ~~both~~ the website and test document. The other four testers were given a verbal description.

*No.
You've
supposed
to see if
they can
do the
tasks
on their
own.*

Again I do not understand this.

This appears to go against a basic aspect of usability testing.

Jannino, Prak 5

Tester Activity

~~The duration of the test~~ took about ten minutes. Each tester would simply complete the tasks and answer a question. While **we were not silent during the portion where tasks needed to be completed**, we made sure to speak only when our assistance was necessary. Since we offered assistance and had a relatively small number of tasks, every tester completed them all. The second part of the test involved answering questions verbally. The final part of the test involved comments, feedback, and general discussion such as technologies involved in creating the application.

Data Collected

Notes were taken through the entirety of the test. In addition to the testers' responses to questions, other details exhibited by the tester were also included, such as time to completion, facial appearance, and usage behavior.

Tasks

The first part of the test consisted of tasks that the tester was asked to complete:

- **Creating a user:** this is to test basic functionality of squad.ly and assure that a new user account can be created.
- **Logging out:** once a user is created, he/she is taken to the main index page. This task ensures that a user can logout without any issues.
- **Logging in:** this task ensures that a user can log back in upon logging out.
- **Create an event:** Squadly's main feature is the ability to create an event. Once a user logs back in, he/she should be able to create an event.

This question focuses on real world usage and whether Squad.ly would be useful enough to be ~~utilized~~ ^{used} in conjunction with social platforms that dominate today's market.

↑ see my writing handout.

Question Responses

Tester Number	1	2	3	4	5
Longest Task	Creating an event	Creating an event	Creating an event	Creating an event	Creating an event
Age Group	20-30	15-30	15-30	15-25	20-30
Real World Usability	yes	yes	no	no	yes

Wow. No one thought that a person over 30 would use the application?

Additional Comments & Notes on Questions

There were many more questions that were designed to identify how useful error handling was and whether the tester could suggest any improvements, however, the last minute error forced us to stick to the few questions related to their experience in completing the tasks. Every single tester suggested an improvement to the button that Squad.ly used to create an event.

what last minute error?

Major Findings

Observing and recording behaviors exhibited by the tester were just as useful as information that he/she gave to us verbally. We were able to tell that ^{plural} testers were struggling with a task just by the expression ^S on their face. ^S Usage behavior, like how the user moved the mouse as the application was explored, revealed aspects of the front end design that could be improved. Certain content of the application such as links could be moved around to minimize time spent searching for a resource.

One tester who completed the usability test without verbal instruction had to ask what Squad.ly was. This was very surprising, but we later realized that the only time someone was able to know what the application was about was when we were in their presence explaining how it worked.

For web services especially, an application summary or explanation must be given through content provided on the website since there isn't a representative ^{who} ~~that~~ would be there with the user explaining what the product was. This prompted us to think about either adding an about page, or a series of pages that would give the user a tour of the application.

A second major finding was discovered from the usability test. A single element, the "Squad Up" button, drives Squad.ly's functionality and demonstrates its main features. After a user logs in it is displayed on the upper center of the screen in front of a larger image.

To create an event, a user simply needs to press the button and fill out information. We made this action a task to which users took the most time completing over any other task. For the most part, the challenge was finding the button to create an event. The "Squad Up" button was revealed to be flawed in two ways. First of all, it did not look like a button, but instead as a part of the cover

plural
noun needs
plural
objects

objects
→ that,
people
→ who.

photo. The second and more important detail involved naming. When someone "Squads Up", he/she is essentially creating an event. The page shows events you have created by labeling them, and refers to them as events. However, the button only says "Squad Up". Who would know what that could mean? Simply placing text under the button saying "create an event here", or making the button look like a clickable element, would have made this task effortless. Observing testers taught us that semantics as little as word usage and structure can mean the difference between a seamless experience and a mediocre one.

?? testing what?

One last detail worth mentioning is related to the aspect of testing rather than the application. As mentioned, validations were active in the backend, ~~however~~ ^{but} there was no way of displaying the error to the user or developers in a discrete or useful way. The only way we could verify invalid information and decipher the error was to direct the user to a page where all of the submitted information would be displayed. To us developers this was useful, but to an end user who is creating a new account with sensitive information, having a screen full of your sensitive information isn't so pleasant. This made it clear that while tests do need to be as useful as possible, they must still be designed appropriately.

why not?

No - there are other ways.

ok, but how? what does "appropriately" mean?

I have read this last paragraph three times and it still makes no sense to me. I can't figure out what you're trying to say. This is not good.

Reception and Project Status

User Impressions

The overall reception of the application was positive. We asked questions with stretch goals in mind since we felt that there were some aspects of the application that would have made more of an impression if they were implemented. The questions were designed to reflect the tester's opinion on the product, their experience with it, and retrieve suggestions on improvement.

Current Status

Using Squad.ly, a user can register for an account and proceed to create events. Validation works to the point where the application will crash if a user performs unwanted actions, however, displaying the error to the user and handling it in a way that is seamless has been a challenge. No API has been added, and the last planned feature to be implemented within the time remaining is

is what? This sentence is incomplete.

???

Points of Improvement Within Time Frame

Visual suggestions, such as making the "Squad Up" button to appeal more as a button, will take little effort but yield large benefits. An about page that details what the application is about will also be added.

Stretch Goals

Other suggestions involving application features will most likely not be added in the time remaining. This includes the ability to advertise events to other social platforms, which was a feature that we had stated was on the development roadmap in the Alpha report.

Other Changes

In the Alpha report, the API that we originally wanted to use was the Google Maps API. Since then we've still decided to implement a maps feature, however, the API used has been changed to Cartodb.

Overall Reflections

This usability test revealed critical details that we would probably not have discovered for ourselves. Running into last minute issues with features that have never been tested before, in addition to the fact that these features were related to error handling, a very important portion of any application, negatively impacted how useful this usability test could have been on a large scale. Part of the reason why this happened is because we were working on adding and refining features of the application up until a few hours before the test. We should have decided on a test version of the application well before the test, and spend the remaining time testing the application ourselves. This would also give us ample time to make any tweaks. As we develop the application well after the semester is over, we hope to have usability tests more often.

why not?

*Why?
Poor
planning*

*Also -
likely!*

*I can only grade what you do
this semester.*

Bandmaster Usability Test Report

Date of Report: April 20, 2015
Date of Test: April 14, 2015
Location of Test: Lowell, MA

Prepared for: Professor Jesse Heines
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David Lordan
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davidlordan@gmail.com
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All-in-all a good job, but needs more detail on future plans. See comment on last page of main text.

*U 8
R 9
A 7
P 4
/ 28*

Executive Summary

The goal of our study was to test the user interface and functionality of our web application Bandmaster. In total we had four people participate in our usability study and all four were able to complete the test. Participants were read a brief description of the application along with the goal of the test. Participants were then given control of a laptop with the application open and a list of tasks to attempt during the test. Tasks consisted of creating an account and logging in, adding a task to their page, uploading and playing a song, and finally attaching an associated file to the uploaded song, such as lyrics or sheet music. During the tests, members of our group observed the participants completing the tasks, noting their behavior, successes, and failures. At the conclusion of the test, users were asked follow-up questions to further ascertain their feelings and opinions on using the application. Using this data, we plan to make changes based directly on participant feedback that will improve the usability of our application. Included with this document are a copy of the instructions read to participants, the list of tasks they were given to perform, filled out behavior evaluation forms, and filled out participant questionnaires.

Methodology

Who we tested

Four participants took part in our study. Table 1 shows the age breakdown of our participants with all users being in their twenties. Table 2 shows the split between genders for our participants: three males and one female. All participants in the study had above average computer knowledge.

Table 1. Age of Participants

Age	Number of Participants
18-30	4
30-40	0
40-50	0
60+	0
TOTAL (participants)	4

Table 2. Gender of Participants

Gender	Number of Participants
Female	1
Male	3
TOTAL (participants)	4

good

What participants did

Participants met with our group for approximately 10 minutes each. Each participant was asked to complete a small set of tasks testing all areas of our application. Using a MacBook Pro laptop, users began our test by creating an account. They were then instructed to use their administrator page Add/Remove a task from the task list, upload a song provided to them, play the song, and finally attach additional files to that song. Furthermore, we tasked users with finding their public band page and testing the features from a non-administrator point-of-view.

is a word missing here?

What data we collected

The data we collected were two-fold. First, we observed participants and noted whether or not they could complete each task, how long it took them, and how they appeared to go about completing tasks. Second, we verbally asked users for their opinions following the tests to gauge

their thoughts on difficulties while using the application, how our application reacts compared to similar products that are available, and suggestions they had to improve the product.

Major findings and recommendations

Issues:

- Participants had trouble uploading non-music files.
- Users had trouble finding their public band page.
- There was confusion about selecting a song after uploading it.
- Users were confused about the “Enter” key not being able submit a task.

Possible Solutions:

- Get rid of the drop down menu for file upload. Too archaic and confusing.
- Make the public band page link more prominent on the administrator page.
- When a song is uploaded, make it selected automatically if no other song is currently selected.
- Enable the “Enter” key to allow for the submission of tasks and account creation/login.

Detailed findings and recommendations

Introductory Questions & Tasks

While conducting the usability tests, members of our group observed and recorded the activity of participants based on a form we prepared beforehand. Table 3 shows some of the common behaviors we noticed from participants.

Table 3. Participant Behaviors Observed During Testing.

Behaviors Being Tested	Participant Behaviors Observed
Are users able to create an account and log in?	Users were able to create accounts and log in, although some attempted to use spaces and illegal characters in their usernames.

Table 3 continued.

Repeat table title with "continued" & repeat column heads when table breaks across pages

Behaviors...	Participant...
Are users having trouble uploading a song or associated file?	Participants did not have trouble uploading a song file. Attaching other files to songs such as lyrics was more difficult with most users failing to figure out the process. Most of the confusion existed around the drop down menu when selecting which type of file.
Which mechanism did users use to upload a song? (file browser or drag-n-drop)	Only one user used the drag-n-drop feature.
Are users having trouble adding or removing tasks?	The only difficulty encountered here had to do with the "Enter" key not functioning as a method to submit the form. Besides that, users had no problem adding or removing tasks.

Exit Questions/User Impressions

Following the test, participants were asked questions about the application's features, user interface, and overall usability. Table 4 displays the questions they were asked along with the common responses to each.

Table 4. Questions Posed After Testing

Questions	Common Responses
Was the account creation and login process straight forward?	All users had no trouble creating an account and logging in, although some were surprised that the "Enter" key could not be used as a method to submit the form.
Was it clear how to upload a music file?	Users generally did not have trouble uploading a song file. Most users used the Browse

don't let rows break

across pages.

Table 4. continued.

	button instead of our drag-n-drop feature.
Was it clear how to upload an associated non-music file?	Participants had significant trouble uploading files and attaching them to songs. Complaints were generally focused on how the method of selecting the file type from the drop-down menu was not obvious.
Did the site feel responsive and behave as you would expect?	Participants felt the site felt responsive, but most wondered why the song they had just uploaded had to then be selected before allowing playback.
Was the style and layout appropriate for this kind of web app?	Most participants found the style appropriate, although we got several suggestions on fonts and style. Additionally, all users felt the link to the public band page looked hidden.

Analysis

The data collected during these usability tests will be invaluable for improving our application before submission. While many deficiencies were found during the tests, most participants offered similar solutions for how they would like to see the issues fixed. Because of this, we are able to prioritize what we believe to be the key issues that need improvement. We plan to have uploaded songs automatically selected when there are no other songs currently selected. This allows users to listen to an uploaded song right away without an intermediate step. In addition,

we plan to enable the “Enter” key to be used as a method to submit when dealing with any forms on the page because this is the common behavior users expect from a web application.

Furthermore, we intend to redesign the upload process for files and the process of attaching files to songs as well. Rather than having a drop down menu, we believe tabs or a generalized upload box will be easier to understand for users. We believe our current user interface is serviceable to people with strong computer and ~~I~~ Internet knowledge, but will need further polishing before it will be accessible to our intended audience.

Several suggestions were made throughout the test that we will not have time to implement before submission. One user suggested giving users the ability to customize their own page by dragging and dropping elements like the song player and calendar to custom locations. While this would be a great feature, we have decided to prioritize the current features listed above. A participant had also suggested that we implement a way to search for other band’s pages. For example, a user could search for bands by genre or geographical location. Again, this would be an excellent feature to have, but would require a large amount of additional work that we simply do not have time for. Finally, it was suggested that we allow users to create and access their Bandmaster account with their Facebook or Google credentials. Facebook and Google have APIs set up to handle such a feature, but this is not a priority for us at the moment and it is not likely to be implemented before our final code submission. The usability testing process as a whole has helped our group refine our focus to the needed areas of this project.

No. There
is no list
“described
above?”

It would be better to put all these details in a list of what will and what will not be done, by whom, and when.

Bandmaster Instructions

Bandmaster is a web application that allows musicians to collaborate by uploading songs and associated files (eg: sheet music, lyrics, guitar tabs) to a public web page to share with current and prospective band members.

Additionally, users can add tasks and events for other band members to see. Today you will try out the application as if you were a musician looking for an online space to collaborate with fellow musicians.

Bandmaster Tasks

- 1) Create an account.
- 2) Log into admin page.
- 3) Change your band name.
- 4) Add/Remove tasks.
- 5) Upload a song (mp3 file) – Navigate to the desktop and open the 'Bandmaster Demo' folder.
- 6) Play the song.
- 7) Attach an associated pdf file with the song – PDF's may also be found in the 'Bandmaster Demo' folder on the desktop.
- 8) Find the public Band Page.
- 9) Test the music player on the band page.
- 10) Try to download the music song and associated files from the public page.

Bandmaster Form

1) Is the user able to create an account and login?

Yes, though they navigated to public
pager

2) Are they having trouble uploading a song/associated files? About how long did it take them to figure it out?

No problem at all

3) How did the user upload the song? (file browser or drag and drop)?

Both

4) Are they having trouble adding or removing tasks?

Nope, no trouble at all

Bandmaster Form

Hard to find public band
page link

- 1) Is the user able to create an account and login?

Users used a space

- 2) Are they having trouble uploading a song/associated files? About how long did it take them to figure it out?

Small amount, just unfamiliar with mac interface.

- 3) How did the user upload the song? (file browser or drag and drop)?

used the browse button.

user tried to play a song that wasn't selected

- 4) Are they having trouble adding or removing tasks?

No problems at all. Was using as more
of a calendar

Bandmaster Form

1) Is the user able to create an account and login?

yes, no problem.

2) Are they having trouble uploading a song/associated files? About how long did it take them to figure it out?

Needed to drag to correct area.

3) How did the user upload the song? (file browser or drag and drop)?

Drag-n-drop.

4) Are they having trouble adding or removing tasks?

Need to use enter to add tasks

Bandmaster Questions

- 1) Was the account creation/login process straight forward? ✓
- 2) Was it clear how to upload a music file? — tabs and dropdown isn't clear
- 3) Was it clear how to upload an associated file? →
- 4) Did the site feel responsive and behave as you would expect? — player and enter
- 5) Was the style and layout appropriate for this kind of web app? — font bigger
- 6) If you are/were a musician, would you use this kind of site for your band?

to-do list font?

"straight forward" is one word.

Look it up.

Bandmaster Questions

- one word
- 1) Was the account creation/login process straight forward? ✓
 - 2) Was it clear how to upload a music file? — unfamiliar with mac
 - 3) Was it clear how to upload an associated file? — unfamiliar with pdfs
 - 4) Did the site feel responsive and behave as you would expect? ✓ — except for netf. link
 - 5) Was the style and layout appropriate for this kind of web app? ✓
 - 6) If you are/were a musician, would you use this kind of site for your band? ✓ pub. link

Bandmaster Questions

- 1) Was the account creation/login process straight forward?
- 2) Was it clear how to upload a music file?
- 3) Was it clear how to upload an associated file?
- 4) Did the site feel responsive and behave as you would expect?
- 5) Was the style and layout appropriate for this kind of web app?
- 6) If you are/were a musician, would you use this kind of site for your band?

welcome to bandmaster! bigger!

positive action on the right - android standard
swap.

Show that band name can be edited again

Placeholder when there are no songs, lack of
feedback is a problem.

"Enter key!"

PHP force download / Bar at top is sneaky

THIS

Bandmaster Questions

- 1) Was the account creation/login process straight forward? ✓
- 2) Was it clear how to upload a music file? ✓
- 3) Was it clear how to upload an associated file? - *Drop down isn't obvious*
- 4) Did the site feel responsive and behave as you would expect? ✓ *besides enter*
- 5) Was the style and layout appropriate for this kind of web app?
- 6) If you are/were a musician, would you use this kind of site for your band?

Finding the public page looks like bookmark
bar

Put song info in player.

Enter to finish adding task and login.

Escape Chord!

Bandmaster Questions

- 1) Was the account creation/login process straight forward?
- 2) Was it clear how to upload a music file?
- 3) Was it clear how to upload an associated file?
- 4) Did the site feel responsive and behave as you would expect?
- 5) Was the style and layout appropriate for this kind of web app?
- 6) If you are/were a musician, would you use this kind of site for your band?

Tabs Instead of drop-down.

Make top bar stand out

Don't have admin and public look the same

Default + Song.

Rearrange interface with drag-n-drop.

Dinner Wizard: Usability Test [Short Report]

Date of Report: April 21, 2015
 Date of Test: April 14, 2015
 Location of Test: Lowell, Massachusetts

Prepared for: Professor Jesse Heines
 University of Massachusetts Lowell, Computer Science Department
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Prepared by: Susan Souza
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Alone? What about the other members of your team?

Executive Summary

The aims of these tests were to see if the interface of Dinner Wizard was presented in such a way that it was easily usable, whether it needed revisions or improvements, and whether additional information or prompts ~~was~~ ^{were} necessary. Also desired was to observe how various participants interacted with Dinner Wizard and what they thought of their experience. Participants were given a short list of tasks that most were able to complete, though the full list of tasks to complete ~~were~~ ^{was} comprised of both those actually written out and a few that presumably would be 'discovered' over the course of the tests. Some of the 'discovered' tasks were not completed without direction, and for some participants, they were not completed at all. ~~Recorded were~~ ^A number of suggested improvements and some revisions based on both observations and feedback.

were recorded

Methodology

Who we tested

Four participants, having the following characteristics, evaluated Dinner Wizard:

Audience Type

User Profile 1	2
User Profile 2	1
User Profile 3	1
TOTAL (participants)	4

Age

15-19	1
20-30	1
31-59	0
60+	2
TOTAL (participants)	4

Computer Usage

0 to 10 hrs. wk.	1
11 to 25 hrs. wk.	0
26+ hrs. wk.	3
TOTAL (participants)	4

Gender

Women	1
Men	3
TOTAL (participants)	4

You have to replace these with descriptive text.

Tommy, Uzi, Matt

I am confused as to why the report only has Uzi's name on it. Did Tommy & Matt ever review it? They certainly should have, & they should have noticed that their names are missing.

The major problem with your report is that I can't tell what you're going to do - if anything - to address the issues you identified. You do a very good job of reporting what happened, but a very poor job of explaining what you're going to do moving forward.

U 8

R 8

A 4

P 4

24

What participants did

Participants interacted with Dinner Wizard for between five and fifteen minutes each, completing five of six explicitly listed tasks, and approximately three or four discovered tasks. Participants also completed a questionnaire after they felt they'd finished with Dinner Wizard, which took at most a little over five minutes. *the* Four participants were given a short, typed introduction as to the main purpose of Dinner Wizard, as well as several tasks, worded somewhat loosely on the page. It should be noted here that a version of this document with some very minor revisions for clarity was left elsewhere in error, and so the initial version of the instruction sheet was used. Participants were asked, in this document, to construct two different lists following identical series of actions and to discover how to modify their constructed lists and/or use them—by locating and clicking on buttons—to produce a list of data items having characteristics of both of those lists. Participants were also asked to interact with the produced list of objects to discover their various properties.

What data we collected

Data collected was largely made up of verbal feedback and responses recorded on the questionnaire. Other observations of the participants while the tests were under way were also recorded, being mainly comprised of participants' actions while interacting with Dinner Wizard. If notable, time spent on tasks was noted, though mainly the recorded observations were coincident with verbal feedback.

Major findings and recommendations

- Additional guidance was needed overall for use of Dinner Wizard; it was suggested that some kind of introductory guide be added.
- Some visual cues, especially those denoting interactivity—removal of list items is notable here—need to be made more obvious, either by size or additional style.
- Participants were unable to locate how to interact with interactive list items produced as a result of earlier actions. Interactivity needs to be made more obvious, even if tooltips, additional icons attached to the list items and some special styling are already present.
- Some phrasing present in various parts of the application needed improvement both to avoid confusion in what to do and also the purpose of Dinner Wizard, which may have been misunderstood by some participants.

Detailed findings and recommendations

this section is excellent

Inventory Task 1 - Build a list of ingredients

Open an accordion panel and click on items listed within it. Need to recognize that the accordion is made up of ingredient categories.

Number of participants	4
Percent successful	100%

Findings	Recommendations
3 participants completed the task with ease. 1 participants needed prompting or had significant difficulty completing the task 0 participants did not complete the task	Test different names for the accordion panels or add the chevron symbol to indicate that each panel expands, perhaps on hover or focus.
4 participants completed the task.	



Inventory Task 2 – Remove items from the built list of ingredients

Click on items in the user-constructed list to remove them, or use the button labeled 'Clear List' to remove all of them.

Number of participants	4
Percent successful	100%

Findings	Recommendations
4 participants completed the task with ease 0 participants needed prompting or had significant difficult completing the task 0 participants did not complete the task 4 participants completed the task.	Make the Xs larger and more obvious to indicate potential for removal of items.



Implicit/'Discovered' Inventory Task – Navigate to another page

Proposed page: Filters page

Number of participants	4
Percent successful	100%
Percent successful in navigating to proposed page immediately	0%

Findings	Recommendations
4 participants completed the task with ease 0 participants needed prompting or had significant difficult completing the task 0 participants did not complete the task 4 participants completed the task.	Change color or styling of filter page navigation button, or even change the entire application background so the yellows are more obvious. Add tooltips to navigation buttons



Filtering Task 1 – Build a list of search filters

Click items in a series of actions identical to those on Inventory page; must understand that the element on the page's left is an accordion.

Number of participants	4
Percent successful	75%

Findings	Recommendations
3 participants completed the task with ease 1 participants needed prompting or had significant difficult completing the task 0 participants did not complete the task 4 participants completed the task.	Include an explanation of the available filters either on the Filters page, on the About page or on both.



Filtering Task 2 – Remove items from the list (optional)

Click items in the user-constructed list to remove them, or use the 'Clear Filters' button to remove all items.

Number of participants	3
Percent successful	100%

Findings	Recommendations
2 participants completed the task with ease 1 participants needed prompting or had significant difficult completing the task 0 participants did not complete the task 3 participants completed the task	Xs need to be larger to indicate removal potential.

Filtering Task 3 – Apply filters to a search

Number of participants	4
Percent successful	75%

Findings	Recommendations
2 participants completed the task with ease 1 participant needed prompting or had significant difficult completing the task 1 participant did not complete the task 3 participants completed the task	Shorten the list 'box' to move the 'Filter' button further up on the page Perhaps add tooltip to the button for applying filters

Implicit/'Discovered' Filtering Task 1 – Locate a button to apply these filters without leaving the Filters page

Number of participants	4
Percent successful	25%

Findings	Recommendations
1 participants completed the task with ease 0 participants needed prompting or had significant difficult completing the task 3 participants did not complete the task 1 participant completed the task.	Shorten the list 'box' to move the 'Filter' button further up on the page Add tooltip to said button

Recipe Viewing Task 1 – Choose a recipe to view

Open an accordion panel.

Number of participants	4
Percent successful	100%

Findings	Recommendations
4 participants completed the task with ease 0 participants needed prompting or had significant difficult completing the task 0 participants did not complete the task 4 participants completed the task.	Explain the Search-Filter-Groups-As-Identifiers on the About page or somewhere on the page

Recipe Viewing Task 2 – Explore the information shown once viewing a recipe

Scroll through procedures if they're long enough to need a scrollbar; open multiple recipes in order to see what might change between them.

Number of participants	4
Percent successful	100%

Findings	Recommendations
4 participants completed the task with ease 0 participants needed prompting or had significant difficult completing the task 0 participants did not complete the task 4 participants completed the task.	Provide a key to all the glyphs/symbols used that are and are not interactive Add styling with more variance between different ingredient types within a list

Implicit/'Discovered' Recipe Viewing Task 1 – Locate and use more points of interactivity on recipe ingredients listed

Trigger tooltips that provide some of the additional information related to ingredients in each suggested combination shown

Number of participants	4
Percent successful	50%

Sample Findings	Sample Recommendations
2 participants completed the task with ease 0 participants needed prompting or had significant difficult completing the task 2 participants did not complete the task 2 participants completed the task.	Provide a key to all the glyphs/symbols used that are and are not interactive Add styling with more variance between different ingredient types within a list



Implicit/'Discovered' Recipe Viewing Task 2 – Locate even more points of interactivity on ingredient lists (and use them)

Click on the icons that appear to the right of some of the ingredients listed when viewing recipes to access additional information about these ingredients

Number of participants	4
Percent successful	0%

Findings	Recommendations
0 participants completed the task with ease 0 participants needed prompting or had significant difficulty completing the task 4 participants did not complete the task	Provide a key to all the glyphs/symbols used that are and are not interactive Add styling with more variance between different ingredient types within a list
0 participants completed the task.	

Exit Questions/User Impressions

User impressions by participant

Participant	Liked	Did not like	Improvements Suggested
1	Tooltips	Some elements not immediately recognizable; needs either a guide or to work towards more intuitive interactions	Numerous changes in phrasing and a number of minor aesthetic revisions. Improve updating of number of found combinations.
2	Application concept	Navigation and some of the interactive cues	Style buttons to be more obvious or provide a guide to how to use the application
3	Splash screen and concept	Placement of 'Recipes' button	Move the 'Recipes' button, and implement some kind of highlight for items chosen in accordions that appear in the inventory or filters lists.
4	Seeing what results came from choosing ingredients	Navigation. Finding ways to interact with various elements. The fact that this is not a recipe repository.	Recipe box, user login, nutrition information, more ingredients, more combinations

Everything is good to here, but you've stopped short of saying what you're actually going to do between now & your final release. See the grading criteria under "Analysis."

Dinner Wizard Usability Test

Dinner Wizard is web application meant to mimic the advanced cooking technique of improvisation with limited ingredients. It provides its users with a number of meal ideas based on what they already have on-hand.

Please note that this is a test of Dinner Wizard and not a test of you. You may begin whenever you're ready.

Tasks may be performed in any order, though the order in which they are listed is suggested:

Inventory Management:

1. Build a list of ingredients
2. Remove one, two or all items from that list
3. Build a list/inventory again, if desired

Filtering:

1. Choose attributes upon which you want to search for recipes: make a list
2. Feel free to remove one or all items from your list
3. Apply your filters to your recipe search, and see if this narrows the number of recipe suggestions available to you

Recipe Viewing:

1. Choose a recipe you'd like to view
2. Explore the information now shown

Tester	Inventory	Filters	Recipes	They:
1	Seemed confused between search bar and accordion combination, but not for long "Select" → "Search" Remove P icon Add label to accordion Make removal & bigger, more visible Disable already-added ingredients	Didn't seem sure how to app's recipes at first show when the # of recipes has changed	Seemed to get somewhat lost here - not sure which "direction" to go in. Maybe add a beginner's guide Tags look like buttons	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
2	Seemed to have little trouble Jumped to recipes before trying filters	Same - little trouble ← →		Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
3	Bottom part of accordion is hidden ← large lists		Show recipes in your inventory in a different color?	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
4	Understood the accordion quickly Went directly from ingredients to recipes		Seemed confused about how ingredients related to available recipes Wanted to save recipes Nutritional information	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
				Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
				Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G

Tester	Inventory	Filters	Recipes	They:
<u>2nd</u>	D/ Seems to be breezing through	D/ Seemed a little confused after the fact about equipment filters	D/ Didn't do the additional information part and didn't know what it was when asked in the Survey	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help: G
<u>1st</u>	just done right In, when accordion is over populated it goes off the page		Differentiate between which ingredient you chose vs the ones that are part of a recipe	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help: G
<u>3rd</u>	was wondering about exclusive ingredients	terminology should be explained somewhat	Seemed a little confused about the accordion button's Ability to store recipes under 20	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help: G
				Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help: G
				Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help: G
				Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help: G

Tester	Inventory	Filters	Recipes	They:
01 Mia/Henry	direction not necessarily relevant Gave first (a) decision 'select' ingredient - unclear that accuracy/score when is made of groups of ingredients → select → search	filter like a confining, though has built to click on buttons	mentions abt. apply filter to search instructions change tags round edges to square? update more → suggest using to begin? @ about?	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
	maybe disable original tags when on selected? 'v' tags? red? remove search by clicking on labels? clearance not immediately visible		only accepted by assumptions in investigate add'l ingredient info	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
02		Make sure w/o filter load soon	people having trouble finding seeing add'l info @ ingredients	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
03			must be ingredients mandatory or recipe page did not find interactive ingredients → recipes btr still feeling	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
04	loads more specificity on ingredients → yikes		may have been confused by tags - listing - → recipe - name -- pictures? → recipe box? → search. assign → explain the filter terminology → @ about	Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G
				Got stuck: I F R Followed Directions: D Explored: E Had Fun: H Talked out loud: T Got help; G

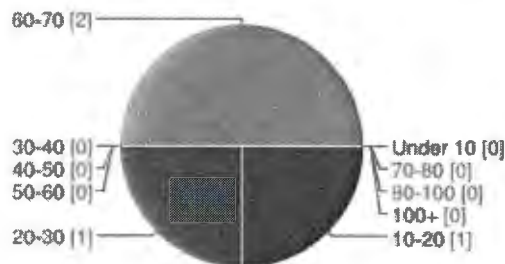
Test subject	Inventory Notes	Filters Notes	Recipes Notes	Other Notes
01	M: seemed confused between search box and accordion, but not for long. Remove glyphicon, as it's often a clickable cue. "Select"->"Search". Disable already added/selected ingredients. S: Accordion not immediately readable as such—>down chevron? Make 'x' removal cues more obvious? Otherwise same as Matt's notes.	M: didn't seem sure how to apply filters at first. Wants number of recipes to update on change or have the update more available throughout pages/views. S: had similar issues with filters as with ingredients. Wants tags to be in less-rounded or square containers; still too big an interactive cue(shape).	M: Seemed to get somewhat lost here— not sure what 'direction' to go in. Maybe a beginner's guide? S: uncertain abt. 'apply filters to search' task. change tag edges to square rather than rounded? (or remove the border line)	
02	M: Seemed to have little trouble(using Inventory). Jumped to recipes before trying filters. S: [no notes] T: Seems to be breezing through	M: [same as inventory notes]. S: Make sure w/o filters work soon. T: Seemed a little confused after the fact about equipment filters.	M:[no notes] S: People having trouble finding/ seeing additional ingredient information, not hovering to find tooltips. T: Didn't do addtl. information part (ingredients on recipes) and didn't know what it was on survey when asked.	Based on (rather limited) sample, this app may be slightly more intuitive to younger users
03	M: Bottom part of accordion is hidden for large lists? (S: to Matt— it scrolls, though.) S:[no addtl. notes] T: Just dove right in. Noted that when accordion is over-populated, things go out of the page.	M: [same as inventory notes]. S:[no notes] T: [no notes]	M: Show recipes in your inventory in a different color? S: mark ingredients in inventory on recipes page. Did not find ingredient interactivity. —. recipe button too high on page. T: Differentiate between ingredients you chose and which you did not on recipe.	Mostly suggested styling changes.
04	M: Understood the accordion quickly. Went directly from ingredients to recipes. S: Wants more specificity on ingredients T: Was wondering about the as of yet unimplemented 'Only these ingredients'	M: [no notes] S: didn't spend a lot of time here. Added and then removed filters, but never actually used them on this page. Did select a few and navigate to the recipes page once. May not have seen the 'filter recipes' button at the bottom of the page. T: Terminology should be explained somewhere	M: Seemed confused about how ingredients related to available recipes. Wanted to save recipes. Wanted nutritional information. S: may have been confused by tag-groups-as-recipe-names. recipe box? Explain filter terminology; glyphicon key... pictures? T: seemed a little confused about accordion buttons. ability to save recipes...	Wanted something closer to the sites already out there; Dinner Wizard is not meant to mimic them, but rather to generalize and loosen instructions to allow room for experimentation, changes of proportion (based on personal availability, whims and taste) and a more casual approach to dinner than following a more structured recipe.
Summary	Beginner's guide? Maybe more indication that accordion is interactive? potentially make internal panel scroll rather than outer div?	A key or filter explanation may be useful. Adjust filters appearances to further NOT match 'this is interactive' visual cue. Also, y'know... have filters fixed and working as expected, rather than how they work now.	Add styling/glyph for ingredients already in inventory when displayed on recipes page. Possibly add more information. Obviously, we need to make ingredient interactivity more obvious though why no one was interacting with the glyphs by various ingredients baffles me. S: I'm personally resistant to adding nutritional information, photos or measurements to any of these recipes, as that kind of takes this app further from its intended purpose— a quick 'i have these; what can I make with as little thought possible?'. Also as this was heavily inspired by 'No-Recipe Wednesdays' from the New York Times, the whole.. measurement thing(which would be required for nutritional information) kind of bothers me.	
Addtl. notes based on test subject responses	highlight/disable chosen ingredients. Make X's bigger to indicate deletion.. more indication it's an accordion? See about auto-clearing searchbox	Maybe add tooltips on navigation buttons, too? Explanation of flow through the app on About page? something?	Think everything was covered in other notes summary	
Further notes	While much of the feedback from this round of testing was comprehensive, much of it was also echoing feedback from tests performed out of class. Some changes and features still under construction or in the process of debugging. Some suggested items have failed to be implemented after a number of attempts at such.			

4 responses

[View all responses](#)
[Publish analytics](#)

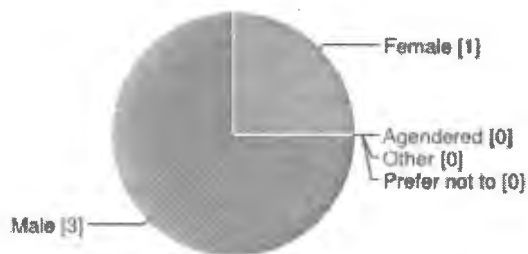
Summary

First, in order to qualify our data, we have to ask about you: what is your approximate age, in years?



Under 10	0	0%
10-20	1	25%
20-30	1	25%
30-40	0	0%
40-50	0	0%
50-60	0	0%
60-70	2	50%
70-80	0	0%
80-100	0	0%
100+	0	0%

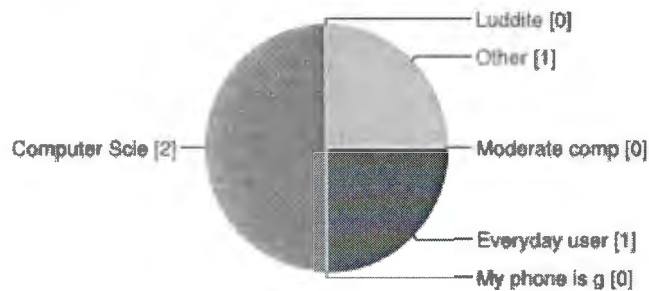
Your gender?



Male	3	75%
Female	1	25%
Agendered	0	0%
Other	0	0%
Prefer not to answer	0	0%

Good use of survey form.

How comfortable would you say you are with technology?



Moderate computer or smartphone/tablet user	0	0%
Everyday user	1	25%
My phone is glued to my face	0	0%
Computer Scientist	2	50%
Luddite	0	0%
Other	1	25%

What are your overall thoughts on the Dinner Wizard application?

It is a good start but a lot more information could be added. I would at least add nutritional information, such as calorie count.

It looks good and is a cool idea

I liked the idea but some of the UI was not 100% intuitive

Good functionality, needs some work to make UI more intuitive. Watch out for mixed metaphors, that is, using the same visual treatment for different purposes.

Navigation through Dinner Wizard was:



Easy	0	0%
Challenging	0	0%
Could be better	2	50%
Moderately Easy	2	50%

Please elaborate on your answer to the previous question.

See my response to the previous free-form question.

The buttons that navigate after the filters are not eye catching

It is not always clear after choosing ingredients how to get a recipe.

The recipes button was high and accordion went out of screen

What did you think of the Inventory page?

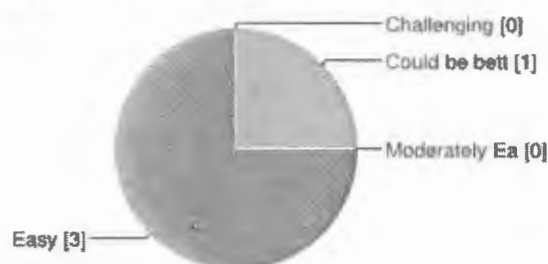
More choices can be added.

has a lot of options

Not clear that it's an accordion. Add down arrows to buttons or some other visual to indicate that clicking them shows ingredients. Also, label the accordion as "Groups of Ingredients" or something similar. Change "Select" label to search box to "Search." Remove magnifying glass.

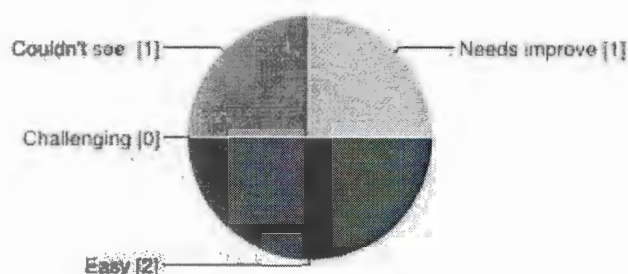
I liked the search but it should auto clear after added

Building an inventory was:



Easy	3	75%
Challenging	0	0%
Could be better	1	25%
Moderately Easy	0	0%

Removing items from your inventory was:



Easy	2	50%
Challenging	0	0%
Couldn't see how to do that	1	25%
Needs improvement	1	25%

Do you have any other comments on your experience on the Inventory page?

It highlights items if you are to the right of them but you need to be over them to click on them

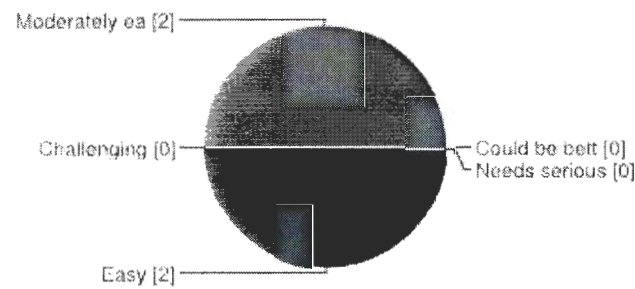
Make Xs bigger to indicate deletion.

Highlight the things i choose

What were your first observations upon navigating to the Filters page?

- I wasn't sure what filtering meant.
- i like opening screen
- I had to be given a little more direction.
- i dont know whats in my house

Selecting recipe filters was:



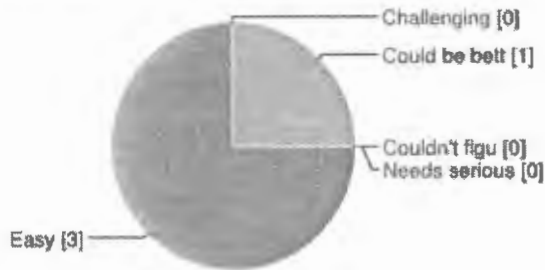
Easy	2	50%
Challenging	0	0%
Moderately easy	2	50%
Could be better	0	0%
Needs serious improvement	0	0%

Any other comments on Filters?

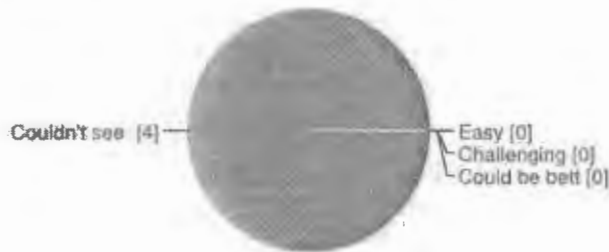
Again, watch the mixed metaphors. Not all ovals are buttons.

How would you describe your experience in using the Recipes page?

- I think it is a really good idea 80% there
- I enjoyed it
- Good.
- It was fun seeing what recipes would come up with some of the ingredients but as I have said, more information should be added about nutrition.

Viewing recipes was:

Easy	3	75%
Challenging	0	0%
Could be better	1	25%
Couldn't figure out how to do that	0	0%
Needs serious improvement	0	0%

Accessing additional information about ingredients was:

Easy	0	0%
Challenging	0	0%
Couldn't see how to do that	4	100%
Could be better	0	0%

Do you have any other thoughts on your experience on the Recipes page?

Good use of tooltips.

What kinds of things gave you trouble when using Dinner Wizard?

Getting started, knowing what the various components did.

The recipe button was high.

Where to click next wasnt obvoius

What kinds of improvements could you suggest to Dinner Wizard's interface?

There should be a "recipe box" or some place on the site to save recipes that have been tried and enjoyed.

I think I've answered this in previous questions.

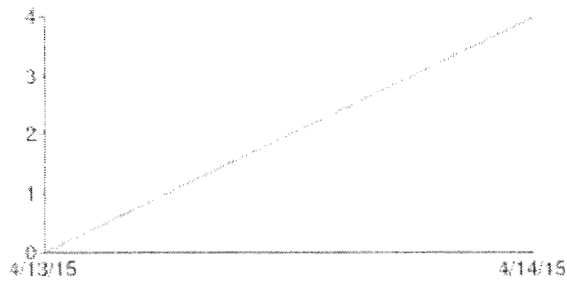
What kinds of improvements would you suggest to Dinner Wizard's features?

Easier way to update the number of recipes if it can't be done on the fly automatically.

Please record any other comments you have about your test of Dinner Wizard today.

Thank you! It's come a long way since alpha.

Number of daily responses



Dinner Wizard Project Status

Assessment of Progress (Alpha)

Goals for alpha were to get the basic functionality of Dinner Wizard implemented. Basic functionality ('Fridge to Stove') included giving users the ability to build an inventory from a comprehensive list of ingredients and then search for recipes based on those selected ingredients. Lastly, recipes were to be displayed using a combination of accordions and a column of text, separating ingredients from procedure into two columns. Secondary goals were to get our database functional and populated with test data so that we could have ingredients, recipes and filters from which users could choose. Aesthetics were only to be taken into account when and where they affected the communication of information of how to use and navigate through Dinner Wizard.

Our team's progress is behind by a little over a week, according to our initial schedule. There was a slight delay in working out an interface to connect the back-end to the front-end to fully implement the core recipe search filters, but with the adjusted course due dates, we remain close to on-schedule; the features we outlined to be implemented at alpha are, save one. Users can build their inventories via clicking ingredients from an accordion built with AngularJS. Recipes may be viewed, and navigation from pane to pane is fully functional as described in earlier documents. Basic filters are currently not fully implemented. Solutions to issues with the interface between front end and back end for the use of recipe and ingredient filters are in progress, and basic filters should be working within a week.

Project Revisions

While we are a little behind schedule, it is nothing that should keep us from completing Dinner wizard to its core capabilities within a reasonable amount of time. Our few contingency

I am confused as to what parts of this have been updated after your 2nd usability test.

plans have not changed since the time of Dinner Wizard's proposal. We believe that the features outlined below may be implemented in accordance to how they are categorized.

A number of our early testers commented on the utilitarian aesthetic of Dinner Wizard at alpha; as we were focusing on function, not form at that stage, it was to be expected, and we will soon be moving to improve Dinner Wizard's styling as we progress towards beta. This will necessitate some more CSS than what we have. Other comments from early testers were requests for more imagery. While we like the idea, we're not sure having images beyond Dinner Wizard's logo is in scope at this time, due to the amount of time it would take to produce them, whether they are photographs of the recipe end products or little icons for ingredients or filters. We have placed them in the Stretch Goals category, though it is likely that they are, indeed, out of scope.

Our revised planned features are listed here:

Core [MUST have these]

- Fridge to Stove:
 - Inventory Building
 - Basic Filters (Front end/back end hookup)
- 'Exclude This Ingredient' Filter ('Without')
- 'Only These Ingredients' Filter
- Complex Components:
 - Display in Ingredients View (Modal or other)
 - Display on click in Recipe View (in appropriate box)
 - Display as a recipe itself in Recipe View (normal Recipe Selection)
- Substitutions and Optional Ingredients:
 - Display Substitution options in appropriate box in Recipe View
 - 'Optional' tooltip on hover, click to hide the optional ingredient

Stretch Goals [Would be nice for Beta, but are not vital]

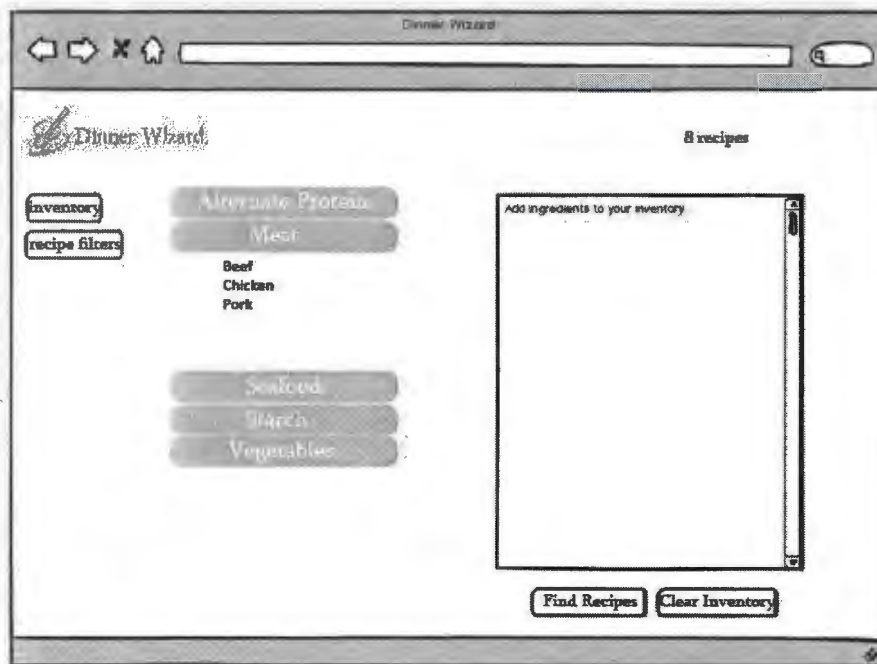
- Suggested Ingredient Ratio Graphic
- Cost Cutter Filter

- Ingredient Preparation Tips
- Random recipe display
- Cooking Terms Help
- Equipment and Dorm Room Cooking filters
- Mobile Support/Implementation
- Images (ingredients, filters or recipes)

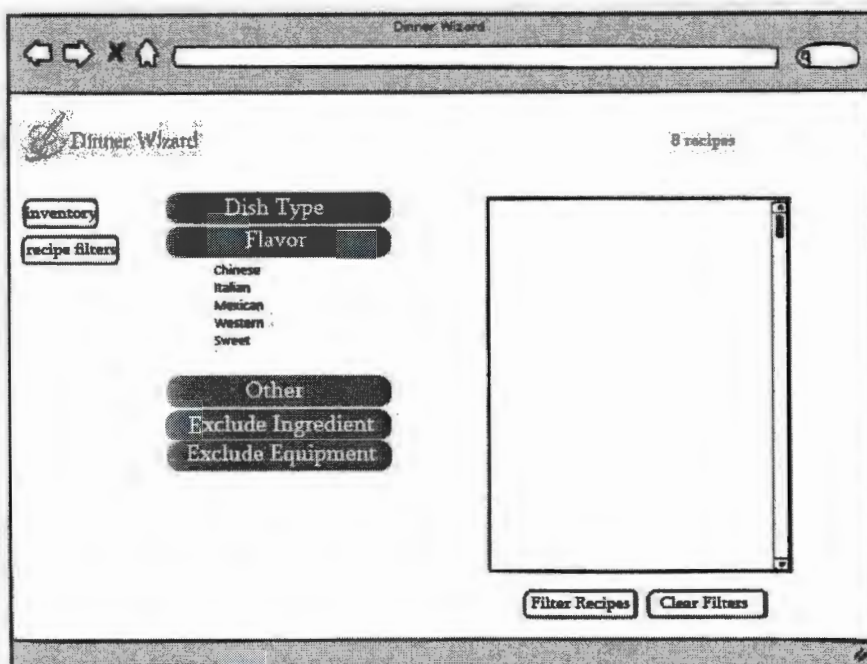
Out of Scope Features [Slim to no chance of having these]

- Amounts for ingredients in recipes
- Login/User Accounts
- User entry of ingredients and custom groupings
- Shopping List/Weekly Planning

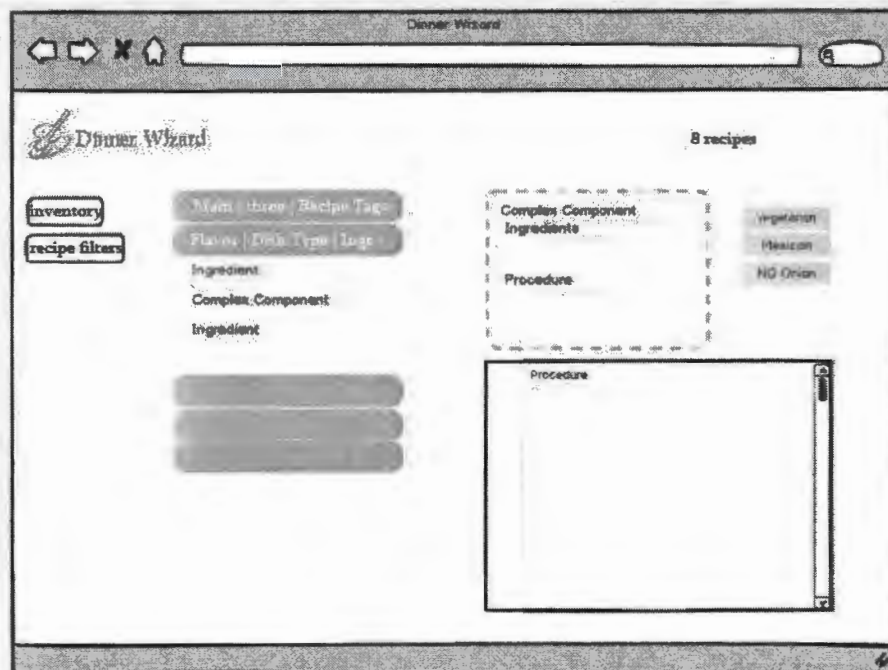
These are some potential color schemes and styles for Dinner Wizard:



Inventory Building



Filter Selection



Recipe View

Schedule Revisions (completed items are struck and grayed out)

Task	Date	Stage	Susan	Tommy	Matt
Layout rough realization	2/07-09		X		
Database design	2/07-11			X	X
Addtl. Framework Research & Feasibility Trials	2/09		X	X	
Data Entry (sample set, three 'recipes')	2/11				X
User Inventory Construction	2/12-16		X		
Fridge to Stove basic functionality	3/10		X	X	
Core Recipe Filters	3/10			X	
Initial Testing (functionality, early flow)	2/22-24	Alpha	X	X	X
Aesthetic Polish/Site Design Realization	3/14		X		X
Fridge to Stove Functionality Polish	3/18			X	
Complex Components Mini Recipes and Substitutions	3/24		X		
Substitutions, Optional Item Tooltips/ Interaction	3/24				X
Data Entry (expand to more than three recipes)	4/01				X
Data Compilation (recipe construction, attributes)	3/30		X	X	
[Stretch] Random Recipe Button	4/07 or 4/20				X
[Stretch] Ingredient Prep Tips or Ratio Chart	4/10 or 4/20		X		X
More Testing, Polish	4/14	Beta	X	X	X
Usability Testing (in-class) & Writeup	4/14	Beta	X	X	X
[Stretch] Mobile/Responsive Layout Support Polish	4/20			X	
[Stretch] Cost-Cutter and Equipment Filters	4/20			X	
Polish, Polish, Polish... Test, Test, Test	4/20-22		X	X	X
Final Presentation	4/23	Gold	X	X	X

Dinner Wizard Task Breakdown

(Revised for accuracy and detail)

*Revised when?
Is this after your usability test?*

Task	Due	Complete	Stage	Susan	Tommy	Matt
Project Proposal	2/03	2/03	Pre	X		
Layout rough realization	2/07-09	2/08		X		
Database design	2/07-11	2/12			X	X
Addtl. Framework Research & Feasibility Trials	2/09	2/07		X	X	
Data Entry (sample set, three 'recipes')	2/11	2/05 JSON				X
User Inventory Construction	2/12-16	2/12		X		
Fridge to Stove Basic Front End Functionality	3/10	2/12		X		
Fridge to Stove Basic Back End Functionality	3/10	4/10			X	X
Core Filters Fully Implemented	3/10				X	
Database Queries	3/10	4/09			X	X
Initial Testing (functionality, early flow)	2/22-24	2/22	Alpha	X	X	X
Alpha Status Memo	3/10	3/10	Alpha	X		
Aesthetic Polish/Site Design Realization	3/14	3/12		X		
Fridge to Stove Functionality Polish	3/18				X	X
Complex Components Mini Recipes Compilation	3/24	3/20		X		
Complex Components Mini Recipes DB Entry	4/11	4/11		X		
Complex Component Display Implementation	4/07	4/01		X		
Substitutions, Optional Item Tooltips/ Interaction	3/24	3/24		X		
Data Entry, Expanded Recipes and Ingredients	4/01	4/08		X		X
Data Compilation (recipes, ingredients, equipment)	3/30	3/24		X		
'Only These Ingredients' Filter Functionality	4/12				X	
'Only These Ingredients' Front End Interactivity	4/10	4/10		X		
[Stretch] Ingredient Ratio Data Compilation	3/30	3/25		X		
[Stretch] Ratio Chart Implementation	4/10	4/20		?		X
[Stretch] Mobile/Responsive Layout Support Polish	4/20	--		X		
More Testing, Polish	4/14	4/14	Beta	X	X	X
Usability Testing (in-class)	4/14	4/14	Beta	X	X	X
Post-Usability Test Report and Analysis	4/21	4/21	Beta	X		
[Stretch] Random Recipe & Jump to Component	4/20	--		?		?
Polish, Polish, Polish...Test, Test, Test	4/20-22	ongoing		X	X	X
Final Presentation	4/23		Gold	X	X	X

Decoded Cook Breakdown:

✓ Rough Layout Realization

- ✓ The basic site layout should be blocked in; routing for single page navigation should be implemented.
- ✓ Necessary buttons for required navigation and features should be placed, though not necessarily be active

Fridge to Stove & Core Recipe Filters

- ✓ Users must be able to select both ingredients and filters to build persistent lists of items (Inventory Construction)
- ✓ These selected filters and ingredients must be used in queries to search the database for ingredients meeting users' search parameters
- ✓ Users must be able to select recipes to view
- ✓ The client must be able to get data from the database and send requests for updated data/queries
- ☐ Ingredients should be OR'd unless 'Only' option selected; Tags/filters should be ANDed

✓ 'Exclude This Ingredient' Filter ('Without')

- ✓ Users must be able to select ingredients (and equipment) to exclude from their search, so as to restrict recipe results
- ✓ These selections must be used in a query to the database, resulting in data returned to the client (extension of Fridge to Stove)

Aesthetic Polish/Aesthetic Pass

- ✓ The application must depart from the skeletal look of the layout
- ☐ Aesthetic pass based on test feedback

✓ Complex Component Display Implementation

- ✓ Users must be able to view mini-recipes from complex components (ingredients that themselves have recipes) upon interacting with them in the ingredient lists for each recipe in which they appear
- ✓ These mini-recipes also should be available as 'regular' recipes

✓ Substitutions, Optional Item Tooltips/ Interaction

- ✓ Display Substitution options in appropriate box in Recipe View
- ✓ 'Optional' tooltip on hover, click to hide the optional ingredient

'Only These Ingredients'

- ✓ Users must be able to restrict their recipe searches to the ingredients in their constructed inventory (button or checkbox)
- ✓ Add a Boolean to the request object, named 'ExclusiveIngredients'
- ☐ This restriction must be used in a query to the database, resulting in data returned to the client (further extension of Fridge to Stove)

Ratio Chart [Stretch]

- ☐ Selecting a recipe should show users, in the appropriate box, the approximate ratio of key ingredients in said recipe. [Placeholder present]
- ✓ The ratio of key ingredients should have been collected for access to build said pie chart
- ✓ Ratios should be entered into database for use in making charts

Mobile/Responsive Layout Support [Stretch] (Partially implemented; on hold)

- ☐ Tweak existing Bootstrap layout for proper display on small screened devices
- ☐ Change implementation of the 'Info Box', which provides space for ratio charts, substitutions listings and complex component mini-recipes on small screened mobile devices
- ✓ Implement 'off-canvas' navigation for viewing the right-hand column of all pages/views—needs adjustment for anything larger than iPhone 4 vertical (needs landscape implementations)
- ✓ Display ingredient lists for recipes in the same block as procedure on small screened mobile devices

Random Recipe Button/ Display a Random Recipe [Stretch] (Excluded)

- ✓ Random Recipe Button must be on the page [currently placed, but hidden until the rest of this feature is implemented]
- ☐ When clicking the Random Recipe button, users must be brought to the Recipe View and shown a single, random recipe (while still using all selected filters and ingredient options)[call search() and then use a random function (I'm pretty sure one exists in JS) to select the name of a recipe from all available recipes post-filtering. Then insert that name as a filter comparison argument :
(ng-repeat="rec in recipes | filter:{name: randomName}:true")

Jump to Component Button [Stretch] (Excluded)

- ☐ Display option in Component View (in Info Box) to view the expanded version of the component recipe
- ☐ Use a similar method as the Random Recipe Button to show the user the recipe page with only the selected component recipe shown (or navigate on the page and open the required accordion section?)

Cost Cutter Filter [Stretch] (Excluded)

- ☐ Group member(s) must conduct research to determine relative costs of ingredients and then rank them within substitution lists
- ☐ Group member(s) must also rank recipes as to relative cost
- ☐ When this filter is selected, recipes must be pared down to those marked as under a certain const threshold, and more costly substitutions(or default ingredients) must be removed and/or replaced with cheaper ones

Podplay.me: Usability Test Report

Date of Report: April, 2015
 Date of Test: April 14th, 2015
 Location of Test: GUI Classroom

Prepared for: Professor Heines
 Email: jesse_heines@uml.edu

Prepared by: David Zimmelman and Ian McGaunn
 Email: dzimmelman@gmail.com and ianmcgaunn@gmail.com

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Summary

This study was performed ~~in order~~⁹ to get user feedback about the design and functionality of an early version of the Podplay.me website. The test subjects were given a short list of tasks designed to maximize the level of interaction they had with core site features and were encouraged to give feedback throughout their entire experience with the site. Feedback regarding the navigation features on the site was especially encouraged as it had the largest impact on the user experience.

The list of tasks test subjects were asked to complete are as follows:

- Browse for and select a podcast on the main page
- Search for a podcast
- Play a podcast

The list of tasks is intentionally limited with the hope that users will explore related features of the site independently. To further emphasize the level of usability we were trying to achieve with Podplay.me's interface, the subjects were not given any further instruction about how to

Where are your page headers or footers and page numbers? I've required these on all assignments this semester. You're obviously not reading the course handouts

complete these tasks. In creating the product, familiar design paradigms from other platforms were used to try to make each of its functions intuitively obvious. These design goals for the product greatly influenced the design of the usability test.

Methodology

Who we tested

The test subjects were primarily Computer Science students from the GUI Class. What was important about the group of students is that there was a wide range in their experiences with podcasts and podcast applications, which provided some level of diversity in our test subjects. We had six individuals test our application and provide feedback.

Results

While detailed commentary and results from each participant is available in the attached documentation, this report will focus on analyzing the more general conclusions that can be drawn from the test as a whole.

Due to the relatively simple nature of the application, none of the participants experienced significant difficulty performing the tasks required of them. Since our interface mirrors other media streaming products like YouTube and Netflix, the users had a very good sense about how to operate the product.

What users liked

- **Back button** – users consistently said they liked the back button at the top of the page and were able to use it without any intervention from the test administrators.
- **Quick search** – the instant visual feedback from the quick search feature on the website helped make it easy for participants to identify its function and learn how to use it.
- **Tile-based browsing view** – users enjoyed that the main view of the application made it easy for them to identify groupings according to genre of podcasts and to discover certain podcasts without having to issue a search.

Although the users did provide a lot of positive feedback about the application in its current state, they did have a number of useful criticisms of the interface.

What users said needed improvement

- **The distinction between quick search and regular search** – users enjoyed the way the quick search functioned, but indicated that there was no clear visual indicator of when they were doing a 'quick' search (which gathers results from Podplay.me's own cache) and a 'full' search which asks the iTunes API for more detailed results. This distinction

Ah, here is a page header and page number.
But why only on odd-numbered pages?

can be improved by adding a visual cue, such as a button that says 'view all' which indicates that pressing that button will have a different result than simply typing in the search box.

- **Include more information about podcasts in the main view** – Many users stated that although it was easy to find and play podcasts with the current UI structure of Podplay, it would be even better if information about podcasts could be displayed inline as part of the main view. This would make the user more comfortable by reducing the number of graphical context switches necessary to use the application. Both Netflix and iTunes have solutions for this. The solution the latter uses is illustrated in Figures 1 and 2.

Period again.

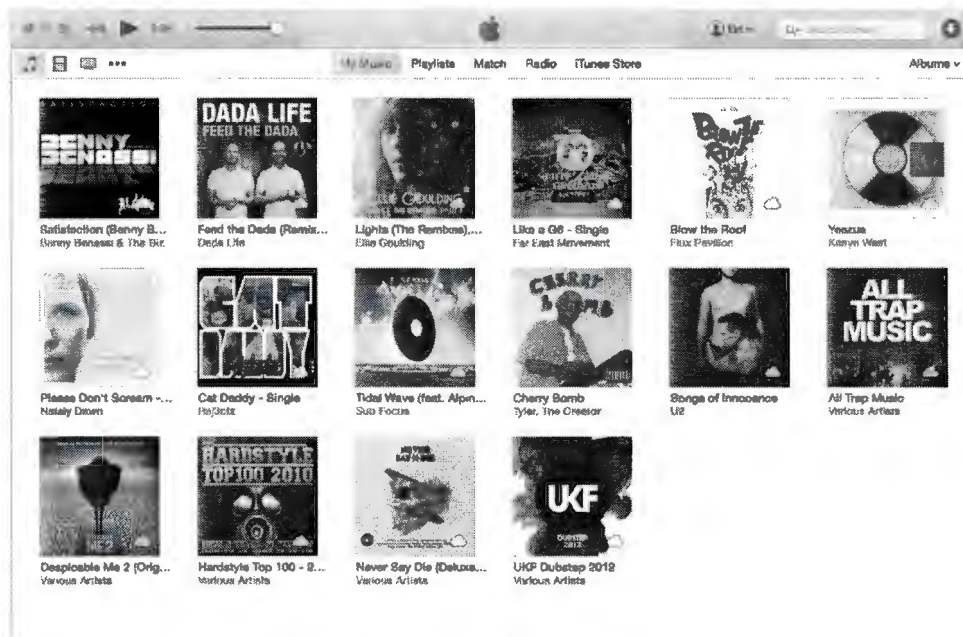


Figure 1: Collapsed inline album info in iTunes

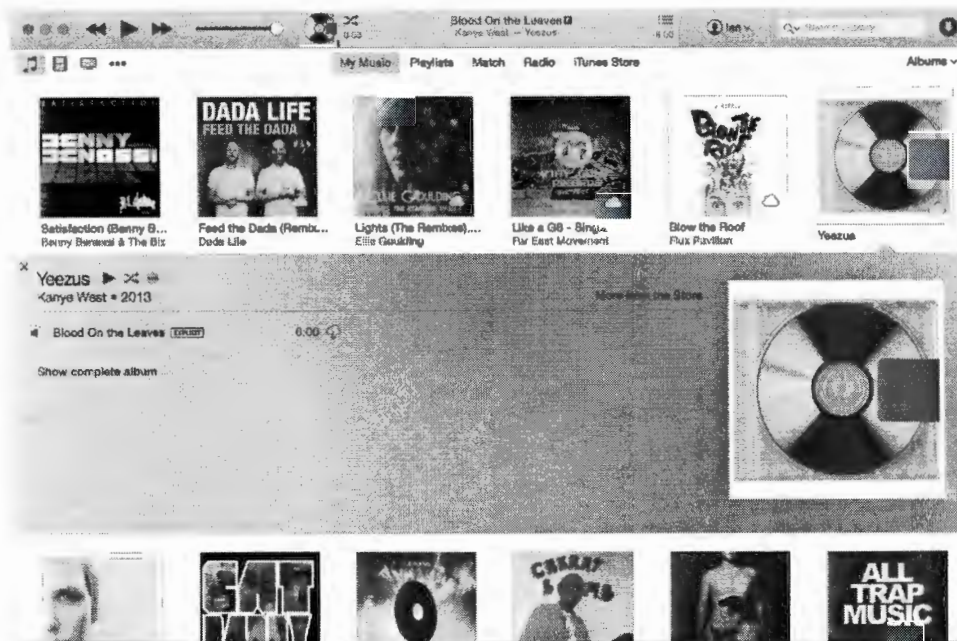


Figure 2: Expanded inline album info in iTunes

David & Ian

You've covered the ground pretty well here, but you haven't included the notes you took yourself during the test. There is no evaluator form, either. Did you not do this part of the assignment? It was required. See the assignment grading criteria.

Other than some careless writing errors — you guys can do better than this — this is a reasonably good report. You need to proofread more carefully & help each other find & correct errors.

U	3 6
R	10
A	8
P	4
	28

Analysis and Discussion

What we fixed

The results clearly indicate that changes should be made to help distinguish the differences between the 'quick' and 'full' searches and that we should also reduce the number of graphical context switches the users need to make to effectively use the application.

To address the concerns about the distinction between the 'quick' and 'full' searches, we have added a button labeled 'view all' next to the search bar to make it more obvious that there is a difference in functionality and to describe in simple terms what the difference is. Also, while a user types a query it will indicate in the results box 'quick results', making the result type being returned to the user more explicit.

We have also added a fix that intends to mitigate some of ^{the} problems with unnecessary graphical context switches in our application. Before, when a user wanted to listen to a podcast they would have to click on the podcast's tile and they would be sent to another page specific to that podcast. The problem with this is that it makes it more difficult to quickly look at a podcast, decide you don't want to listen to it and search for another one. In newer builds of Podplay, a strategy very similar to the one that iTunes uses (depicted in figures 1 and 2) has been implemented, making it unnecessary for users to ever leave the main page.

What we can't fix

Since the user feedback about our application was so specific, it was relatively straightforward (if not a lot of work) to respond to their suggestions and improve our application significantly. As far as this usability test is concerned, there weren't any major problems users had which we were unable to resolve.

The usability test experience

This particular usability test was very useful. Although we had some indication about what parts of our product might be difficult to use, getting real qualitative assessments from users ~~that~~ ^{who} weren't involved with the development of the product was valuable. In addition to it illuminating some of the negative aspects of our software, we learned that certain parts that we did not anticipate would be particularly popular (our back button, for example) were actually widely appreciated. Having real user feedback also helps set priorities for fixing various negative aspects of the software by giving us a better indication of how much they degrade the user experience.

After integrating feedback from the usability test, we think that our user interface has improved significantly. We have developed a novel interface for a podcasting application that has evolved very well as a result of user feedback.

Podplay.me Usability Test

Instructions

As part of the goal of this test ^gis to assess how well our application can be used without giving the user specific instructions, please do your best to complete the tasks in whatever way you see fit. Remember, this is a test of our product, not you. Places you have difficulty are places we can make improvements and your feedback is greatly valued. Please complete the tasks below in order.

Tasks

1. Browse for and select a podcast on the main page.
2. Search for a podcast.
3. Play a podcast.

Podplay.me Usability Form (Tester)

Once you have finished testing the website, please fill out this form.

* Required

What is your email address? *

(This will not be shared with anyone outside of the project dev team.)

What is your employment status? *

- ☐ CS-related full-time position.
- ☐ CS-related internship.
- ☐ Non-CS related job.
- ☐ Unemployed.

What is your level of education? *

- ☐ Senior (graduating this or next semester)
- ☐ Junior (2 or 3 more semesters after this one)
- ☐ Sophomore (4 or 5 more semesters after this one)
- ☐ Other:

Have you ever taken part in a formal usability test outside of this course? *

- ☐ Yes
- ☐ No

What was your level of expertise in web development prior to 91.461 (GUI 1)? *

1 2 3 4 5

No knowledge ☐ ☐ ☐ ☐ ☐ Expert

What devices do you regularly use (if any)?

- ☐ Mac OSX Laptop / Desktop
- ☐ Windows 8 Laptop / Desktop
- ☐ Windows 8 Phone
- ☐ Windows 8 Tablet
- ☐ Apple iOS Phone
- ☐ Apple iOS Tablet
- ☐ Android Phone
- ☐ Android Tablet
- ☐ Other mobile device

How familiar are you with Podcasts? *

- ☐ I listen to them frequently.
- ☐ I have listened to some.
- ☐ I have a good understanding of what they are, but do not listen.
- ☐ I have heard the term before.
- ☐ What is a podcast?

If you listen frequently, what is your app of choice?

If you listen frequently, what do you like and/or dislike about your chosen podcast app?

What products (if any) have you used?

- ☐ iTunes
- ☐ Apple Podcasts (iOS)
- ☐ Podbay.fm

- ☐ Castro (iOS)
- ☐ Instacast (iOS)
- ☐ Overcast (iOS)
- ☐ Pocket Casts (iOS / Android)
- ☐ iCatcher (iOS)
- ☐ Downcast (iOS)
- ☐ Pod Wrangler (iOS)
- ☐ BeyondPod (Android)
- ☐ Podcast Addict (Android)
- ☐ Dogcatcher (Android)
- ☐ Player FM (Android)
- ☐ PODCASTS! (Windows)
- ☐ SlapDash (Windows)

What was your overall impression of Podplay.me? *

1 2 3 4 5

Disappointed ☐ ☐ ☐ ☐ ☐ Impressed

How did the site look? *

(Rate the site's aesthetics.)

1 2 3 4 5

Awful ☐ ☐ ☐ ☐ ☐ Excellent

Did you use the search function? *

☐ Yes

☐ No

Did you use the browse function? *

☐ Yes

☐ No

Were you able to find and successfully stream a podcast episode? *

☐ Yes

☐ No

How did the features that were available perform? *

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Terribly ☐ ☐ ☐ ☐ ☐ Perfectly

Did the site meet your expectations for an alpha state product? *

☐ Yes

☐ No opinion / No expectations

☐ No

How easy was the site to navigate and use? *

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Very Difficult ☐ ☐ ☐ ☐ ☐ Very Easy

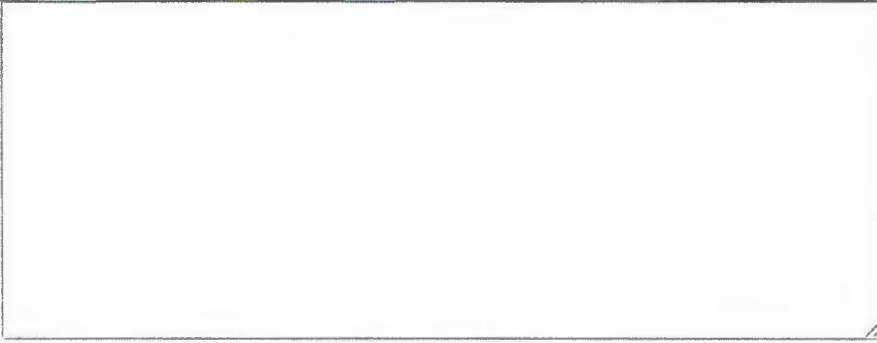
Did run into any major problems when using the site? *

☐ Yes

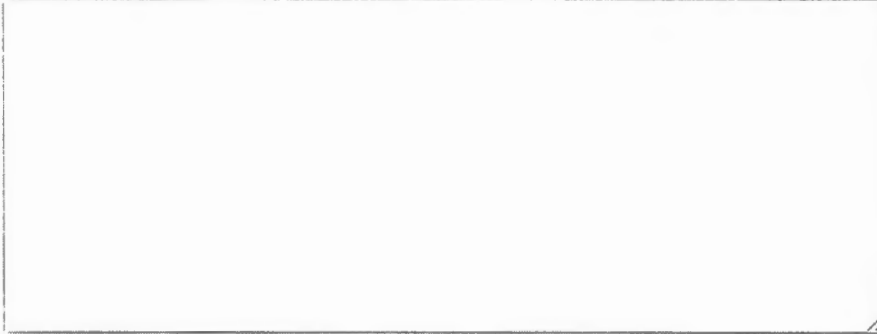
☐ No

If yes, what was the biggest problem?

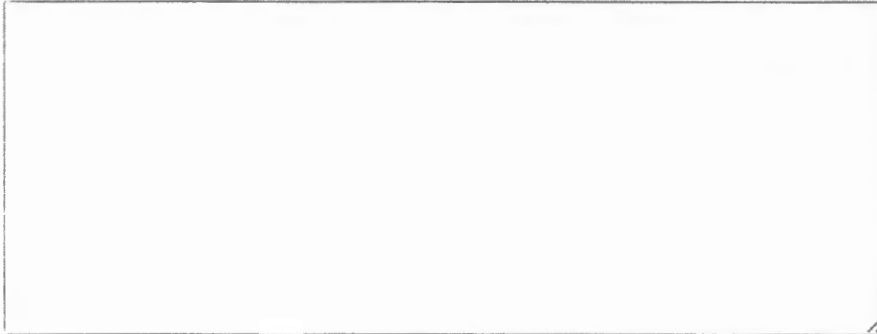
What was your favorite part about the site (if any)?



What design changes would you make if this were your project?

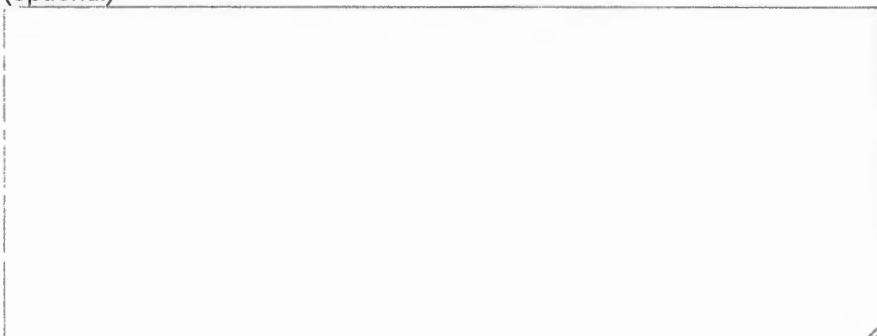


Do you think you would use this product when finished? Explain. *



Additional thoughts or comments.

(optional)



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Did you not have any of our guest test subjects try to use your application?

What is your email address?	joshua_blanchette@student.uml.edu	mikeymeding@gmail.com	ana_arribasplata@student.uml.edu	getchell93@gmail.com	corey.prak@gmail.com	sksouza.art@gmail.com
What is your employment status?	CS-related internship.	CS-related full-time position.	Unemployed.	Non-CS related job.	Non-CS related job.	CS-related internship.
What is your level of education?	Junior (2 or 3 more semesters after this one)	Senior (graduating this or next semester)	Senior (graduating this or next semester)	Senior (graduating this or next semester)	Senior (graduating this or next semester)	Junior (2 or 3 more semesters after this one)
Have you ever taken part in a formal usability test outside of this course?	No	No	No	No	Yes	Yes
What was your level of expertise in web development prior to 91.461 (GUI 1)?	3	4	3	3	2	3
What devices do you regularly use (if any)?	Windows 8 Laptop / Desktop	Android Phone	Windows 8 Laptop / Desktop, Android Phone, Android Tablet	Windows 8 Laptop / Desktop	Mac OSX Laptop / Desktop, Windows 8 Phone, Android Tablet	
How familiar are you with Podcasts?	I have heard the term before.	I have a good understanding of what they are, but do not listen.	I have heard the term before.	I listen to them frequently.	I have listened to some.	I have listened to some.
If you listen frequently, what is your app of choice?				None		Can't remember the name, but also soundcloud.
If you listen frequently, what do you like and/or dislike about your chosen podcast app?						..usually I just download and listen on my iPod later.
What products (if any) have you used?	iTunes	iTunes, Apple Podcasts (iOS)		iTunes	iTunes, Instacast (iOS)	iTunes
What was your overall impression of Podplay.me?	4	5	5	4	5	3
How did the site look?	3	5	5	4	3	3
Did you use the search function?	Yes	Yes	No	Yes	Yes	Yes
Did you use the browse function?	Yes	Yes	Yes	Yes	Yes	Yes
Were you able to find and successfully stream a podcast episode?	Yes	Yes	Yes	Yes	Yes	Yes
How did the features that were available perform?	4	5	5	5	5	5

Did the site meet your expectations for an alpha state product?	Yes	Yes	No opinion / No expectations	Yes	Yes	Yes
How easy was the site to navigate and use?	4	5	5	5	5	5
Did you run into any major problems when using the site?	No	No	Yes	No	No	Yes
If yes, what was the biggest problem?			same audio			Refresh produced unexpected results—blank screen.
What was your favorite part about the site (if any)?	I liked the vast amounts of podcasts I could choose from.		snop doggs profile	Easy to use and understand. Either search or browse: simple.	GUI is polished, service is very easy to use.	
What was your least favorite part about the site (if any)?						
What features (if any) would you add if it were your project?	I would add a "Show More" button for the descriptions of the podcast, and the titles.	add accounts for new users				
What features (if any) do you think the minimum viable product needs?	Maybe a more visible home button instead of the name of the product being the home button.	a login		It's pretty good as is for minimum product needs.		
What changes to the current functionality would you make if this were your project?				Functionality works as it. I would not over complicate it.		
What design changes would you make if this were your project?	Add a login system to keep track of your podcasts perhaps?			Maybe just make it more aesthetically pleasing.		

Do you think you would use this product when finished? Explain.	I am not a podcast fan so probably not.	yes. i think it is a useful web app and i may use it in the future	yes.	Yes, I listen to podcasts often and wouldn't mind a way to search them specifically.	I do think that I would use the product when it is done. Since I don't listen to podcasts regularly, being able to have a resource aggregate podcasts that I'd be interested in for me rather than having me put everything together would make listening to podcasts very attractive.	Maybe. I don't think I listen to enough podcasts to really need another app for them.
Additional thoughts or comments.	Very simple which is good. If I wasn't a comp sci major, I probably wouldn't know that the home button was in the top left. Besides that it was a good experience.					Functional, direct. No muss, no fuss.

FundsXpert Usability Testing Report

Date of Report: April 21, 2015
Date of Test: April 14, 2015
Location of Test: Lowell, Massachusetts

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

Prepared by: Michael Meding
Email: mikeymeding@gmail.com

Executive Summary

This study evaluated three participants, two of ~~which~~ ^{whom} fell into the demographic that this website was designed for. The main goal of this study was to identify major bugs within the site and key issues with its functionality. Participants were given a short task list and instructed to follow them, along with the freedom to explore other features of the site. The task list included a basic rundown of both the client side and the administrator side. These two sides are crucial to the functionality of this site. Most participants completed all items on the task list, although because many of the items were optional, some were skipped due to time limitations. In general, participants were pleased with the overall usability of the site. However, several bugs and grammatical mistakes were found throughout the testing process.

this report is good as far as it goes, but it seems to stop short and not address some of the points in the grading criteria. I give you the benefit of the doubt because you're unfortunately working alone, but please review the grading criteria.



*U R A P
8 9 7 4 / 28*

Methodology

Who We Tested

Three participants, with the following characteristics, evaluated FundsXpert.

Age

18-25	0
26-39	1
40-59	1
60-74	1
TOTAL (participants)	3

Gender

Women	1
Men	2
TOTAL (participants)	3

What Participants Did

- Participants met with me one-on-one for 15 to 20 minutes.
- All but one participant completed all the tasks on the given task list.
- All participants were asked to fill out a short questionnaire after going through the task list whether they completed it or not.

Data we collected

The data that was collected from these tests ranged from user interface improvements to grammatical mistakes. All relevant information for each evaluation was captured in the notes as the tests were being conducted. I captured all actions that the participant performed that were not assigned on the task list, including their improvement recommendations. Participants were also asked to be as verbal as possible about their thoughts during the test which allowed me to collect more accurate notes about their comments. As aforementioned, all but one participant completed all the items included on the task list given due to time limitations, but the participant understood the functionality that was implied by the tasks.

Why is there a blank page here?

Notes transcription

Participant 1

Logged in first. Did not go to refund page. "such as" misspelling found. Found missing comma in main heading. Missing period in same heading. Slider not obvious to participant. Taxing entities not labeled correctly. Tax breakdown pie chart not user friendly.

Participant 2

Short delay for FAQ page found annoying. Inconsistent admin side labeling. Did not run into find new client bug. Recommended to remove HTML tags from view news articles table. Bug found with year selection on find new client page. No error message if not selected.

Participant 3

Shorter text for explanation. Direct text to the customer and grab their attention. No ALL CAPS. No error message for no database connection on the contact page. Contact form link from FAQ page same as normal/inconsistent. Dynamic slider update. Commas segmenting dollar amounts. Move logout button and move register button to login modal. This is less confusing.

Major findings and recommendations

Major issues

1. Many grammatical mistakes uncovered
2. Inconsistent explanations between pages
3. Lack of admin side error checking

Solutions

1. Patch all grammatical errors detailed in notes
2. Shorten explanations to be more direct
3. Patch error checking on several of the forms by adding more detailed error messages

good

Detailed findings and recommendations

Task list completion

Number of participants	3
Percent successful	90% (broken down into individual tasks)

Sample Findings	Sample Recommendations
2 participants completed the task list with ease All participants needed prompting or had significant difficulty completing all tasks 1 participants did not complete all tasks	Participant recommended that task list was quite long for the given amount of test time Participants required significant amounts of explanation despite having good explanations on screen. This indicates that text is too long for the task.

Exit questionnaire responses

Participant 1. Questionnaire response

Sample Questions	Sample Responses
How would you rate your experience with FundsXpert?	6
Did you complete all items in the supplied task list?	No
Do you understand the purpose of the site?	Yes
Was the navigation confusing?	Yes. Not clear what info will be provided when you click on a name (find new clients)

Did you find any typos?	Yes. Periods missing at end of sentence. Not complete sentences.
Additional comments or suggestions	None

Participant 2. Questionnaire response

Sample Questions	Sample Responses
How would you rate your experience with FundsXpert?	10
Did you complete all items in the supplied task list?	Yes
Do you understand the purpose of the site?	Yes
Was the navigation confusing?	No
Did you find any typos?	Yes (no details given)
Additional comments or suggestions	None

Participant 3. Questionnaire response

Sample Questions	Sample Responses
How would you rate your experience with FundsXpert?	N/A
Did you complete all items in the supplied task list?	Yes
Do you understand the purpose of the site?	Yes
Was the navigation confusing?	No
Did you find any typos?	Yes (Details in notes section above)
Additional comments or suggestions	None



FundsXpert Usability Testing

Pre-Test Directions

1. This is FundsXpert a property tax return finder. Thank them for testing your site.
2. The data is fake census data but for final release will be real.
3. Please explain what you are thinking aloud if possible. It helps me to understand the steps you follow and how to improve things.
4. Feel free to try things not on the task list. It is just a guideline.
5. At the end there is a short questionnaire.

Post-Test 1

1. How was your experience with the site?
2. Do you have any questions?

Notes:

LOGGED IN FIRST. DID NOT GO TO REFUND PAGE. SUCH AS MISPELLING. NEED COMMA IN HEADING. MISSING PERIOD. SLIDER NOT OBVIOUS. AUTO SCROLL FORM. TAXING ENTITIES NOT LABELED. PIE CHART NOT USER FRIENDLY.

Hand them a questionnaire.

Post-Test 2

3. How was your experience with the site?
4. Do you have any questions?

Notes:

SHORT DELAY FOR FAQ PAGE. INCONSISTANT ADMIN LABELING. DID NOT RUN INTO FIND NEWS CLIENT BUG. REMOVE HTML TAGS FROM ADD NEWS. CANNOT REMOVE NEWS ARTICLES BUG WITH YEARS. NO ERROR MESSAGE.

Hand them a questionnaire.

Post-Test 3

5. How was your experience with the site?
6. Do you have any questions?



Notes:

SHORTER TEXT FOR EXPLANATION. DIRECT
TEXT AT THE CUSTOMER. GRAB THEIR ATTENTION.
NO ALL CAPS. NO ERROR MESSAGE FOR NO DATABASE
ON CONTACT PAGE. CONTACT FROM FAQ PAGE
SAME AS NORMAL... DYNAMIC SLIDER UPDATE.
COMMAS FOR \$\$\$, LOGOUT BUTTON.

Hand them a questionnaire.

Post-Test 4

7. How was your experience with the site?
8. Do you have any questions?

Notes:

Hand them a questionnaire.

Post-Test 5

9. How was your experience with the site?
10. Do you have any questions?

Notes:

Hand them a questionnaire.

Post-Test 6

11. How was your experience with the site?
12. Do you have any questions?

Notes:



FundsXpert Usability Testing

Tasks Part 1

1. Read home page information
2. Find out if you qualify for a tax return (can be fake)
3. Apply for a refund on the contact page where you were directed (can also be fake)
4. Navigate and explore the News page

Tasks Part 2

1. Press the login button and login using the information below (case sensitive)
 - a. username: test
 - b. password: test
2. Delete the contact entry you made earlier from the "Clients Page" table
3. Navigate to the "Find New Clients" page
4. Search for other clients using the provided form
5. View the tax breakdown of a client from this page by clicking on an entry in the table
6. Navigate to the "Edit Site" page
7. Add a blog style news article using the editor form and press submit
8. Navigate to the main "News" page (you will see your article)
9. Press the "logged in as ~~test~~" button
10. Navigate back to the "Edit Site" page
11. Remove your news article from the "Current News Articles" table by clicking "del" on your entry
12. Fill out a questionnaire

Thank you!



FundsXpert Questionnaire

1. How would you rate your experience with FundsXpert?

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
poor	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	excellent

2. Did you complete all items in the supplied task list?

Mark only one oval.

☐ Yes
☒ No

3. Do you understand the purpose of the site?

If not please explain what about the site confuses you

Yes

4. Was the site navigation confusing?

If so what was confusing?

Yes. Not clear what info
will be provided when
you click on a name

5. Did you find any typos or errors?

If so please detail them below

Yes.

Periods missing at end of
sentence. Not complete
sentences.

6. Additional comments or improvement suggestions



FundsXpert Questionnaire

1. How would you rate your experience with FundsXpert?

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
poor	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	excellent

2. Did you complete all items in the supplied task list?

Mark only one oval.

☒	Yes
☐	No

3. Do you understand the purpose of the site?

If not please explain what about the site confuses you

yes

4. Was the site navigation confusing?

If so what was confusing?

No

5. Did you find any typos or errors?

If so please detail them below

Yes

2

Add

6. Additional comments or improvement suggestions

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FundsXpert

A tax return finder

Original Project goals

Client Side

- Search for their tax refund

- Sign up for tax review

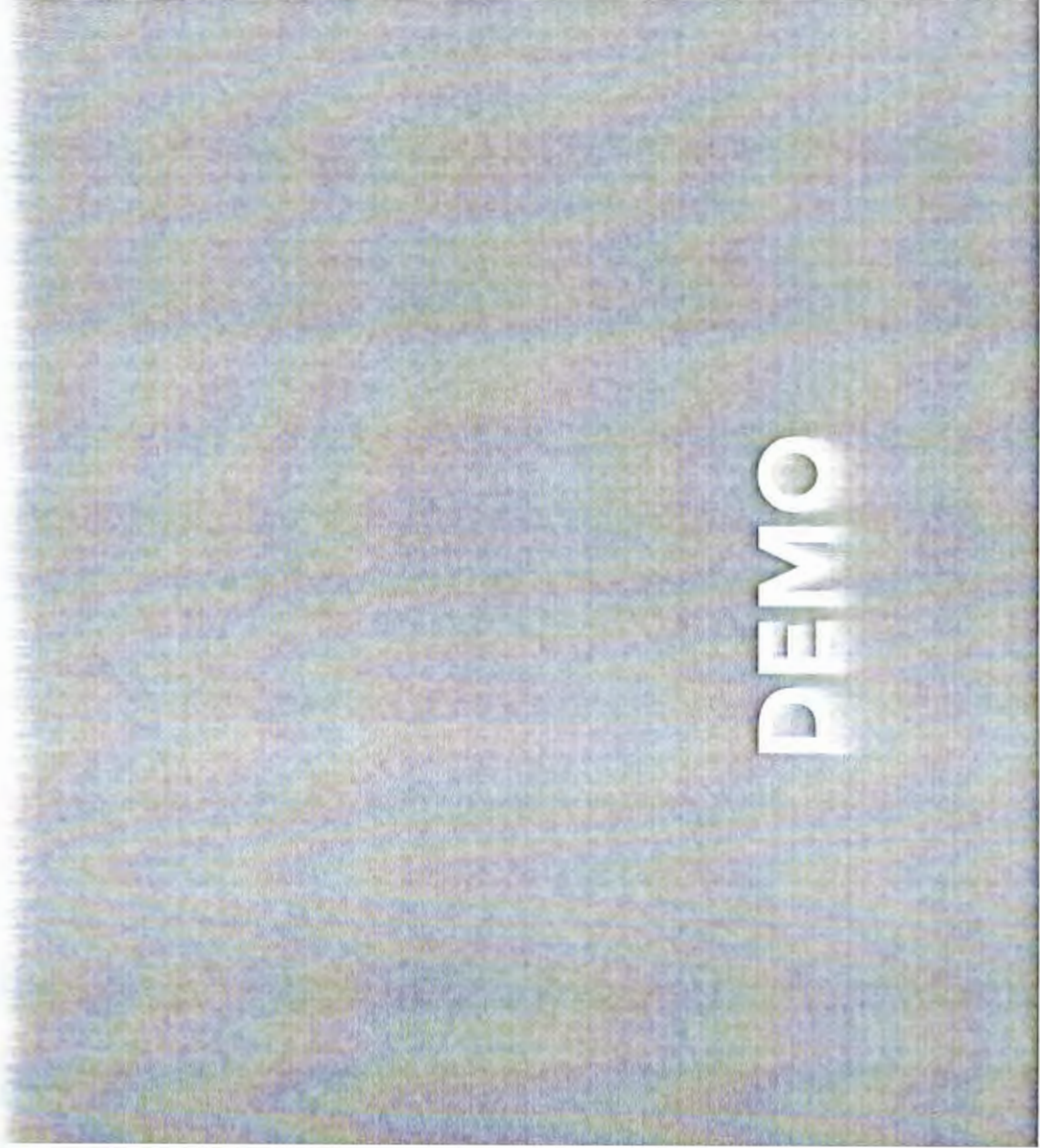
- View updates from the company

Administrator Side

- Ability to search and manage new clients

- Manage other administrators

- Manage client side pages



website link

Goals Met?

Client Side

Searching for tax refund not functional

Administrator Side

No user management controls

No edit client functionality

Project Achievements

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Tax data paging and basic breakdown
Fully featured blog style news page
User login and account creation
Managing new clients

Summary

If I could start this project over

Focus more on data visualization

Get more data sooner

What did I learn?

Communication and trust are more important than I realized

Having an organized file structure is key to group success

AngularJS, full JavaEE stack