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## Lesson 8

# Usability Tests

• Group 6 •

CCU 2015/2016

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Our website : <http://goo.gl/kywYPz>

# Establishing a Testing Protocol

Creating a script to approach the user to our tests.

Developing a model so that every test runs in an homogeneous way.

Standardizing our tests.

# Procedure

The protocol itself

We contacted our focus group, once again, and they were given:

- Our prototypes
  - A physical keyboard
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# Procedure

The protocol itself

- We did ensure our testing room was the same for all our testers.
  - Every interview was performed with no outside interference
  - In each test they were asked to complete an action.
  - A set of questions/metrics was then given to the users to answer
  - The timer sets off at the moment we give them the start page.
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# The Focus Group

- We have selected 3 people out of our focus group, randomly
- Followed the protocol for each of them
- We followed the ISO 9241 Metrics

# ISO 9241 Metrics

Objective	Effectiveness	Efficiency	Satisfaction
Adequacy to the task	% objectives reached	Time to finished the task	Satisfaction scale
Adequacy to experts	Number of functions used	Efficiency (in time) related to an expert	Satisfaction scale concerning advanced functions
Ease of learning	% of functions learned	Time to learn	Ease of learning scale
Error tolerance	% of errors successfully corrected	Time spent of error correction	Ease of error correction scale

Tasks	Time	Num. Clicks	Accuracy
Create an account	96s	7	80%
Enroll in a course*	104s	6	85%
Assist a lecture*	91s	10	60%
See progress*	30s	3	90%

Results on Average

\*Assuming user is logged in

**NOTE:** All tests start at the homepage



# Tasks

## Task 1- Create an account

### Steps

1. Search for the register link;
2. Create an account via mail , Facebook or Google +;
3. Fill the fields (age, name , mail...);
4. Choose preferences;

### Objectives

- See if users are comfortable with a system registration based on social network
  - See they choose their preferences correctly
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# Tasks

Task 1- Create an account

Objective	Effectiveness	Efficiency	Satisfaction (1-5)
Adequacy to the task	60%	96s	3
Ease of learning	80%	74s	4
Error tolerance	100%	30s	4

## Results

- Registration is rather complicated for elderly users;
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# Tasks

## Task 2 - Enroll in a course

### Steps

1. Go to course's page;
2. Choose a category and a course;
3. Click enroll option;

### Objectives

- See if they know where to find courses;
  - See if they are comfortable in choosing a category;
  - See if they notice the objectives of «enroll» option
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# Tasks

## Task 2 - Enroll in a course

Objective	Effectiveness	Efficiency	Satisfaction (1-5)
Adequacy to the task	70%	104s	4
Ease of learning	100%	69s	5
Error tolerance	100%	45s	4

### Results

- Sometimes difficulty in enrolling a class - bigger button, better explained
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# Tasks

## Task 3 - Assist a lecture

### Steps

1. View the enrolled courses in the main page;
2. Choose a course;
3. Assist the last lecture;

### Objectives

- See if users are comfortable with the enrolled courses visualization in the main menu
  - See if they can choose the correct lecture
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# Tasks

## Task 3 - Assist a lecture

Objective	Effectiveness	Efficiency	Satisfaction (1-5)
Adequacy to the task	70%	91s	3
Ease of learning	90%	40s	5
Error tolerance	100%	20s	5

## Results

- The main menu shows well the enrolled courses;
  - This does not happen with other pages - make the information available in more places

# Tasks

Task 4 - See progress

## Steps

1. Search for the «personal» page;
2. See the progress and the achievements section;

## Objectives

- See if users know where to find their progress information;
  - See if they know the meaning of achievements
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# Tasks

Task 4 - See progress

Objective	Effectiveness	Efficiency	Satisfaction (1-5)
Adequacy to the task	60%	30s	4
Ease of learning	90%	20s	5
Error tolerance	100%	11s	5

## Results

- Achievements was a good option
- Sometimes difficulty in finding where is the progress - make information available in other places



# Observations

Common mistakes and criticism

- Poor understanding about which items are clickable
    - Paper prototype
    - Mono-chromatic
    - No detail
  - Register and log-in used interchangeably
    - Need different buttons
  - Some users didn't realize they can assist to classes in the same page they enroll in
    - Need different pages
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# Observations

Common mistakes and criticism

- Need more shortcuts or hints
    - Where can a user assist lectures?
    - What does «Progress» mean?
  - Busy homepage - a lot to explore
    - Explain each section
    - Reduce content
  - Category vs Course : What's the difference?
  - Is the «Personal» section the same as a Profile?
  - Course thumbnail: Is it a video?
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# Observations

Common mistakes and criticism

- Using “SAIR” to leave the page, logging out instead of leaving the current page
  - Not really understanding what the “?” means, as they are not used to have help on the common interfaces
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# Conclusions

- Having an interface developed with the final users turns out to be the best option
  - There were minor difficulties while following protocol
  - The interface is intuitive
  - Users felt accomplished because they helped in the design
  - The overall satisfaction level was close to 5.
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# Conclusions

Even if a user doesn't find what he's looking for, the menu is simple enough to make it by trial and error.

The learning curve is very smooth : as soon as a user realizes how to perform a task, it's very easy to memorize.

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# Changes in the prototype

Our response to the feedback  
provided

- Changing the name on the “Sair” button, so that it is not misleading
  - The “?” button should be replaced with the word “Ajuda”
  - Different buttons for logging in and register
  - Assisting a lecture should be more accessible
  - Progress section should explain exactly its contents
  - Standardized names for common website items
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# Biggest challenge

Reducing minimalism yet keeping simplicity

Attracting very different people with different perspectives within the same group