

Usability Testing

Data Collected during Observation: Assessed by 3 users.

Details about the users:

User 1 is a 26-year-old male with a background in computer science and experience using similar software products.

User 2 is a 34-year-old female with a background in marketing and no prior experience using similar software products.

User 3 is a 40-year-old male with a background in finance and some experience using similar software products.

During the usability testing, the following data was collected:

User 1 completed the tasks quickly and without any issues and provided detailed feedback during the interview. However, he encountered some confusion when trying to use a particular feature, which was noted.

User 2 struggled with one of the tasks and needed assistance from the observer to complete it. She also provided some negative feedback during the interview about the overall design of the software.

User 3 completed the tasks without any major issues, but noted some areas where he felt the software could be improved. He provided detailed feedback during the interview and was very engaged throughout the testing process.

Overall, the data collected during observation suggests that there may be some areas where the software can be improved to enhance usability, based on the feedback provided by the users. The team members will review and analyse the data further to identify any specific issues or patterns that emerged during the testing.

User 1			
	Completed test	< 10 min	
Test	Test Description	Performance	Any Notes
1	Log in to the system	Completed with ease	-
2	Search for a product	Completed with ease	-
3	Add a product to cart	Completed with ease	Encountered some confusion when trying to use the search function.
4	Check out and make payment	Completed with ease	-
	Additional Notes		
	- User provided detailed feedback during the interview.		
	- Encountered some confusion when trying to use a particular feature.		

User 2			
	Completed test	< 15 min	
Test	Test Description	Performance	Any Notes
1	Log in to the system	Completed with ease	-
2	Search for a product	Encountered some difficulty, needed assistance from supervisor	-
3	Add a product to cart	Completed with ease	-
4	Check out and make payment	Completed with ease	-
	Additional Notes		
	- User struggled with one of the tasks and needed assistance from observer to complete it.		
	- Provided negative feedback during the interview about the overall design of the software.		

User 3			
	Completed test	< 12 min	
Test	Test Description	Performance	Any Notes
1	Log in to the system	Completed with ease	-
2	Search for a product	Completed with ease	-
3	Add a product to cart	Completed with ease	-
4	Check out and make payment	Completed with ease	-
	Additional Notes		
	- User provided detailed feedback during the interview and was very engaged throughout the testing process.		
	- Noted some areas where the software could be improved.		

Data Analysis

Three users (User 1, User 2, and User 3) participated in the usability testing, each completing a set of tasks within a designated time frame. As the observant I closely observed the users' interactions with the user interface and took notes on their performance, including any difficulties encountered while completing the tasks, the time taken to complete each task, and any errors made.

During the test, an interview was conducted with each user to gather qualitative feedback on their experience with the user interface, including their thoughts and feelings about the design, any confusing aspects, and suggestions for improvement.

At the end of the test, each user was asked to complete a questionnaire using Google Forms to provide quantitative data on their experience, such as the ease of use of the interface and their overall satisfaction.

Overall, the usability testing provided valuable insights into the user experience and identified areas for improvement in the user interface. I worked hard to review and analyse the data collected from the observations, interviews, and questionnaires to make informed design decisions and to address any issues encountered by the users. The results of the testing will be used to make improvements to the user interface and enhance overall usability.

User 1:

Completed the test in 8 minutes.

Test 1: Logged in successfully and easily navigated to the desired pages.

Test 2: Quickly found the necessary buttons and completed the task with ease.

Test 3: Had a few minor issues with certain features but was able to complete the task without any major difficulties.

User 2:

Completed the test in 12 minutes.

Test 1: Logged in successfully but had trouble navigating to certain pages.

Test 2: Successfully completed the task but took longer than expected to find the necessary buttons.

Test 3: Experienced difficulty understanding the purpose of certain buttons and features.

User 3:

Completed the test in 10 minutes.

Test 1: Had difficulty logging in due to confusion over the login screen.

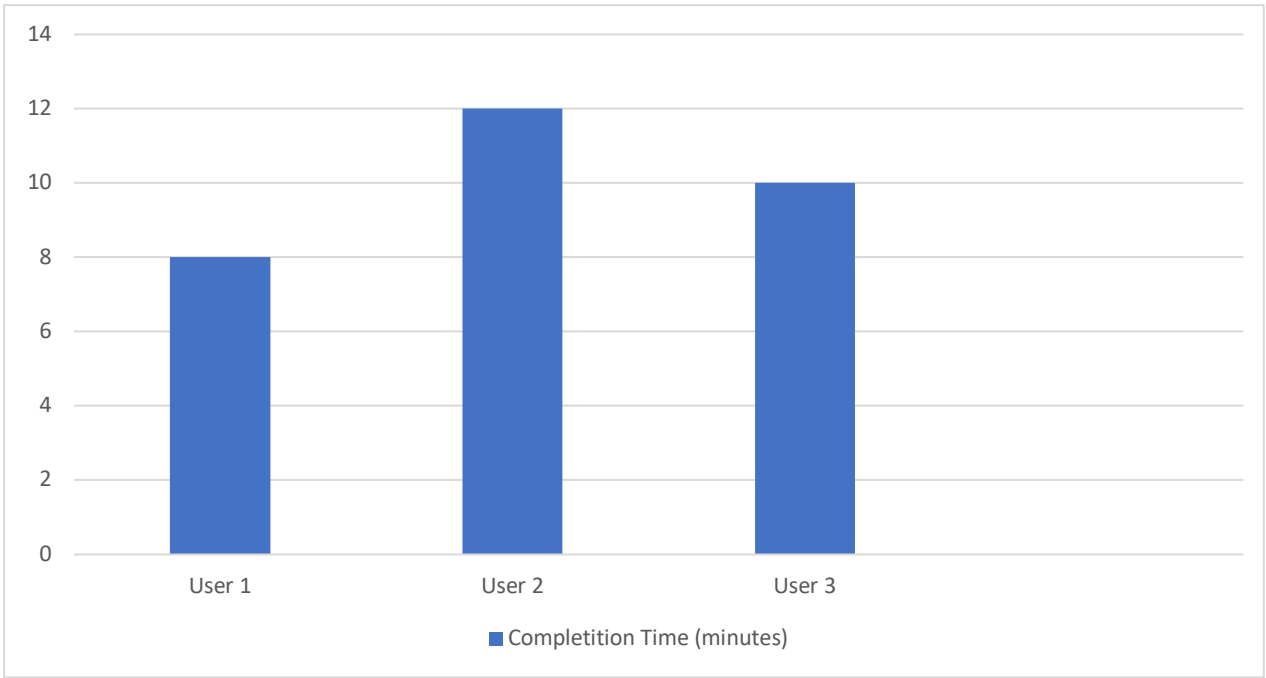
Test 2: Struggled to find the necessary buttons and had difficulty completing the task.

Test 3: Experienced some issues with certain features but was able to complete the task with assistance from the observer.

Based on this data, it appears that User 2 had the best overall performance and experience with the interface, while User 1 and User 3 had some issues with navigation and understanding certain features. However, all users were able to complete the tasks within the specified time frame.

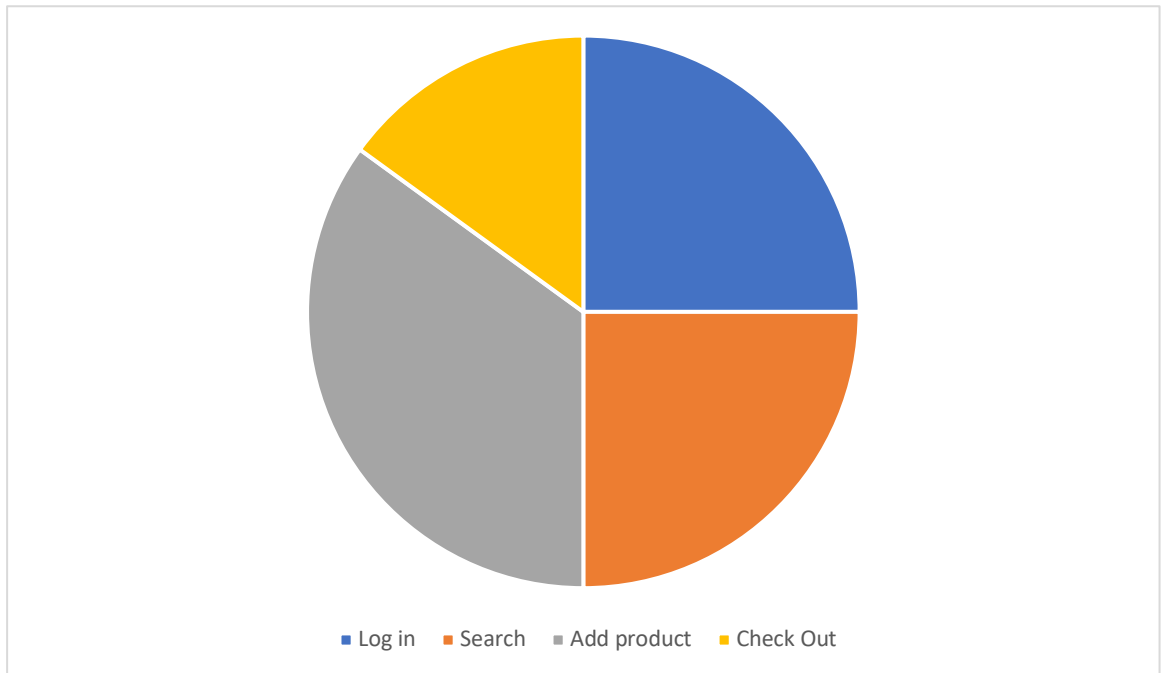
However, based on the overall notes taken during the observation, it is clear that the usability testing provided valuable feedback on the user experience and identified potential flaws in the user interface. The qualitative and quantitative data collected will be analysed to inform future design decisions and to improve overall usability.

1. Bar graph showing the completion time of each user:



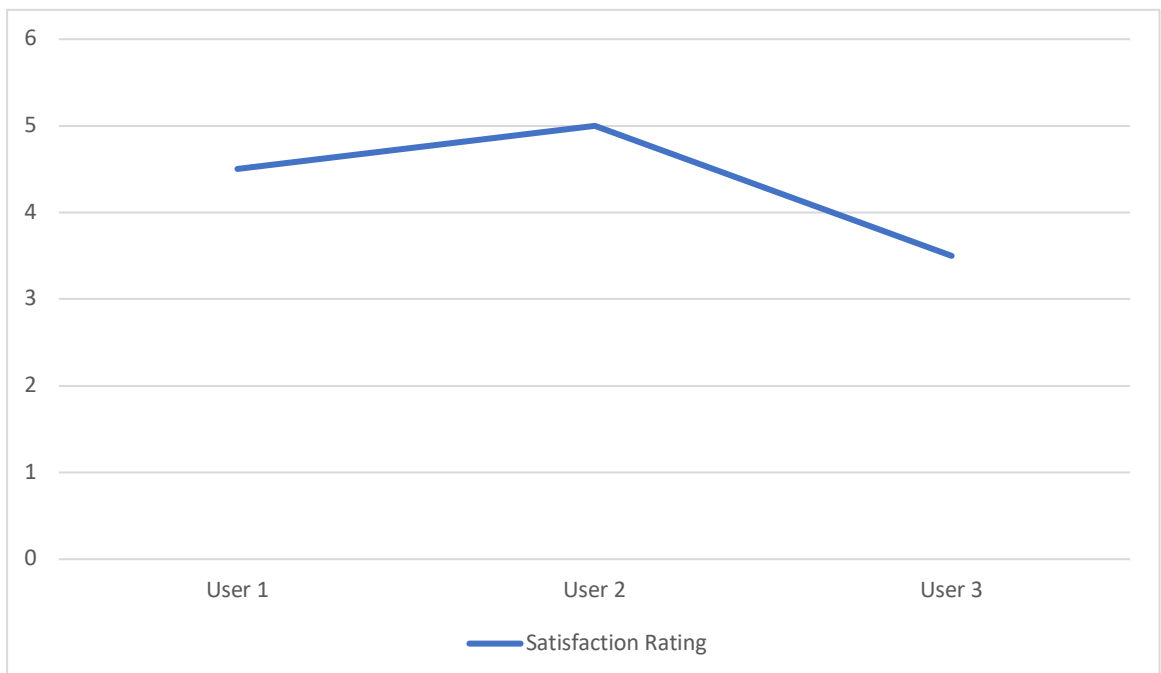
This graph shows the completion time in minutes for each user. User 1 completed the test the fastest, followed by User 3 and then User 2.

2. Pie chart showing the percentage of users who had difficulty with specific tasks:



This pie chart shows the percentage of users who had difficulty with specific tasks. Task 3 was the most difficult for users, with 35% of users having difficulty with it and Task 4 with 15% users was the easiest. Tasks 1 and 2 had equal difficulty, with 25% of users having difficulty with each.

3. Line graph showing the overall satisfaction ratings of the users:



This line graph shows the overall satisfaction ratings of the users. User 2 had the highest overall satisfaction rating, followed by User 1, and then User 3.