

## **User Evaluation Summary for HRDC Staff Intranet**

Our user evaluation focused on how easy it is to complete essential tasks on our HRDC Staff Intranet. Testers were asked to perform a set of core tasks including logging in, navigating to different pages, locating key resources, using the search bar, and posting announcements as admins. After completing the tasks, users shared what they found easy or difficult and gave overall impressions of the site.

### **Participants:**

We had five participants who did our user testing using our online survey. None of them were Computer Science or Engineering majors and none of them had ever used our HRDC Staff Intranet system before. They were between 18 to 44, with most of them between 18 and 24. English was the first language for 4 out of 5 participants, and none reported any barriers to using technology, such as colorblindness or limited mobility. Four out of 5 users reported using technology regularly to complete their jobs. All our testers reported regular use of technology in their personal or professional lives and were familiar with common devices including smartphones, laptops, and desktop computers.

### **Test Design:**

The testing session was divided into three parts: a pre-test survey for basic demographics and technology usage habits, a task-based interaction with the system, and a post-test open-ended questions reflection. Participants were asked to perform the following tasks:

- Find where the timecard login is on the Staff Page
- Find the IT email they would contact if they were having a technical issue and need help
- Figure out when timecards are due by using the Help page
- Find the link “New Hire Information Request”
- Post new announcements as admins of the system that include: logging in using the admin login credentials, creating a new announcement, navigating back to the Home page and verifying that the announcement was posted, and logging out.

### **What Happened and What We Learned:**

All participants completed all tasks successfully. One participant mentioned that simple language and design were especially helpful due to having dyslexia. However, a few common problems came up:

- On the Login page, the input text was too light, making it hard to see what they were typing.
- Some links were not styled clearly, so users didn’t realize they were clickable.

Overall, users found the intranet easy to navigate and visually clear. They appreciated the clean layout and logical grouping of information. We also learned that it’s difficult not to jump in and help users when they hesitate and let them figure things out for themselves and just observe.

### **Changes Made:**

Based on this feedback, we made two main changes:

1. Login Field Visibility: Input text is now darker so one can see the letters they type.
2. Link Styling: Links on key pages (Links & Staff) are now underlined and blue, so users instantly recognize them as clickable.

**Conclusion:**

User testing gave us valuable insight into how real people interact with our site. The feedback led to important design changes that improved the overall user experience. The PDF full report with detailed results ([HRDCUserTesting.pdf](#)) can be found in the `docs/user-testing` folder.