SOFTENG 350: Lab #8
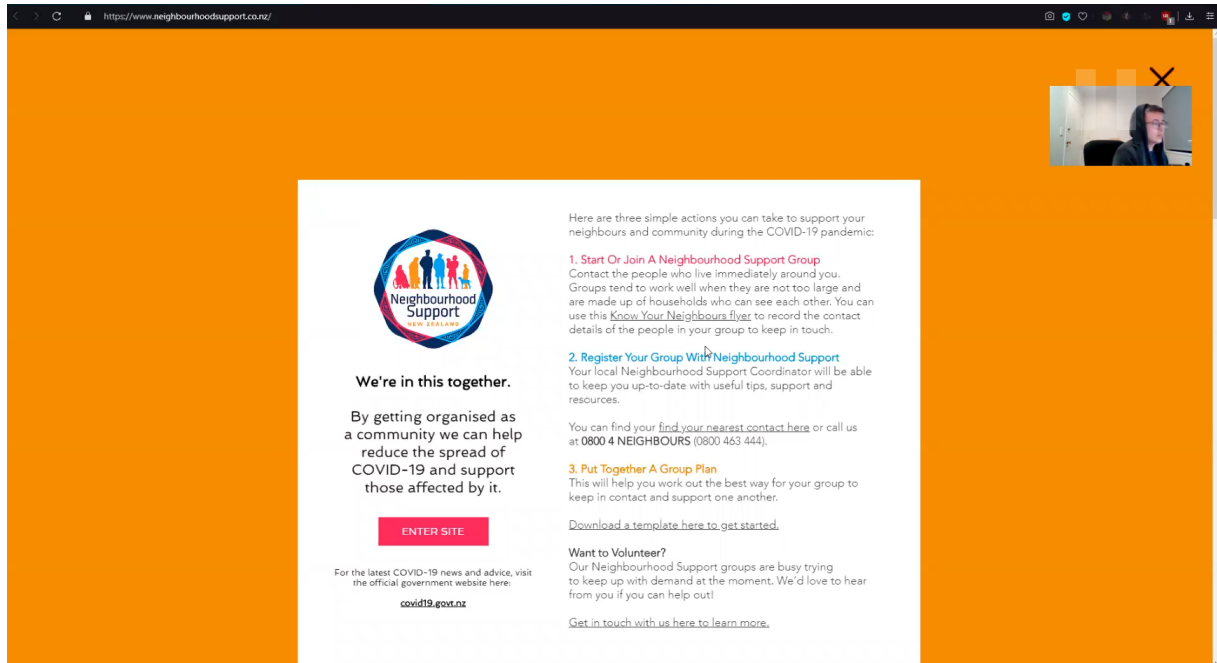
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Usage Testing

In response to the scroll-bar on the covid-19 homepage, the participant tried to scroll down. When the page did not respond to the scrolling, the participant felt confused.


Afterwards, the participant clicked the enter site button as it was clearly visible.

Then, the particpant scanned the navigation bar for any relevant links, but deemed none of them relevant to the task. This seemed to make the particpant confused again. They also noted that there was no search bar.
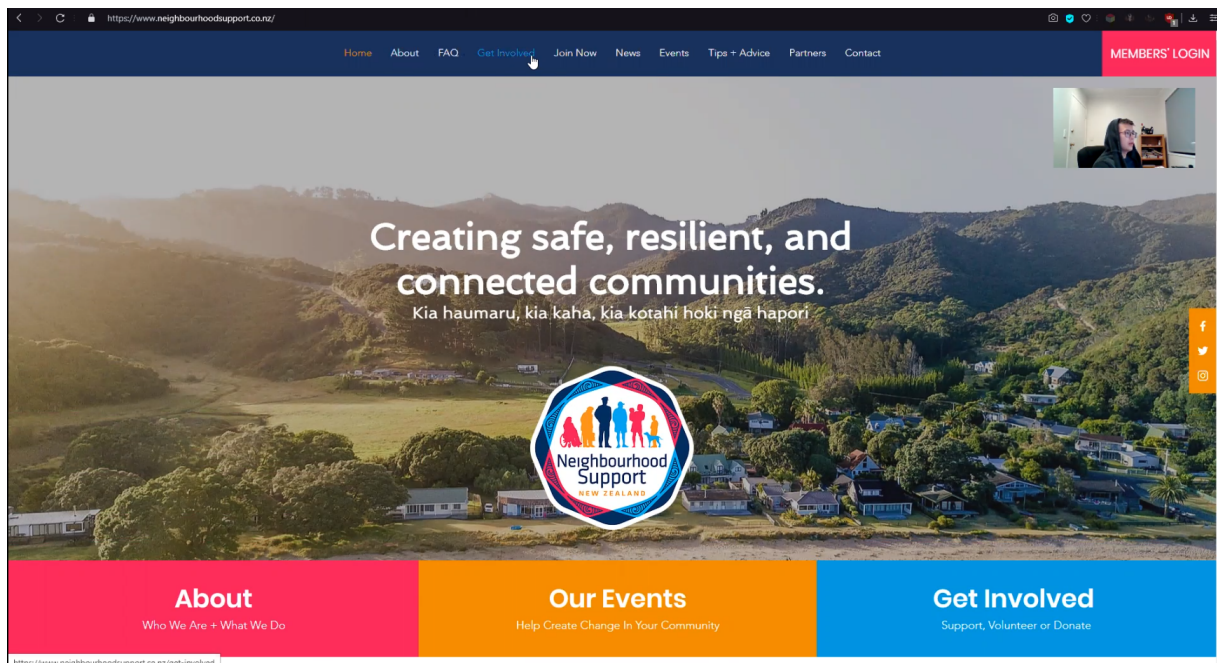
They then scrolled down to the bottom of the home-page, finding that there was nothing relevant while scrolling down.
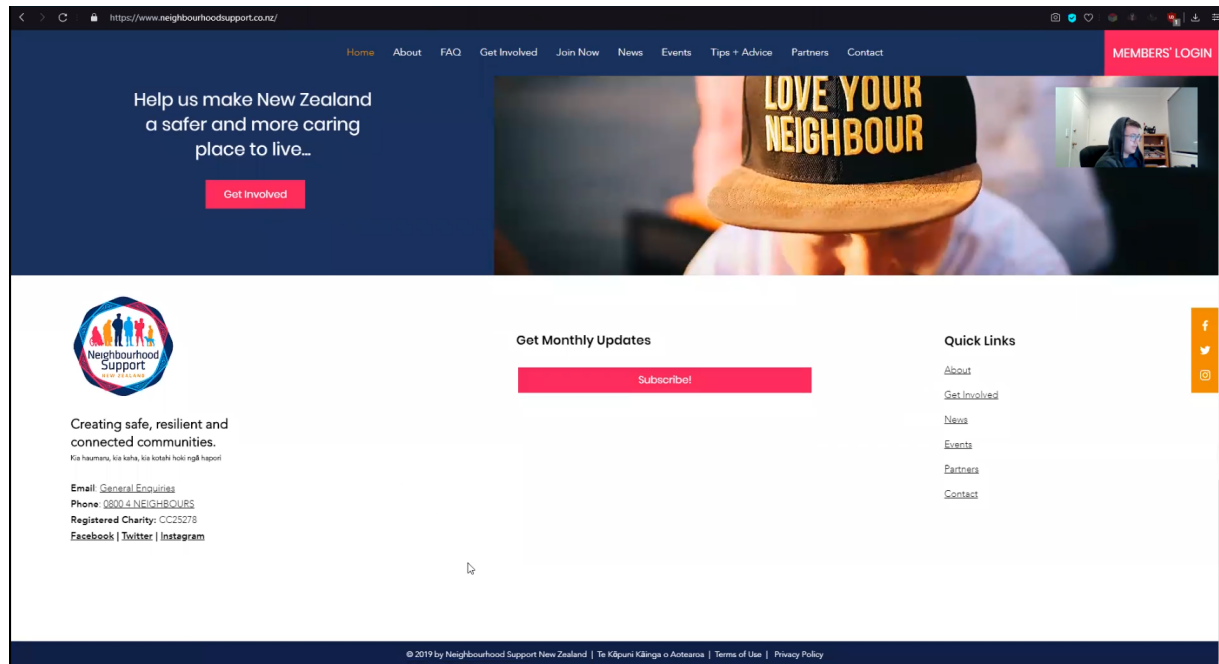
Feeling disappointed, he scrolled back to the top of the home page and guessed that the "Join Now" link was the most relevant for the task, but was uncertain about the probability of success.

Afterwards, he went to the contact page, however upon selecting the closest location on the map, was not able to determine whether his location was "covered" by the organisation.

Finally, he aimlessly wandered the website for a further five minutes before giving up, feeling frustrated.

User Experience Problems

The scroll-bar in conjunction with no gap at the bottom of the covid-19 announcement makes the user think that the page is scrollable, which may confuse them.

A common element that the user was disappointed was missing was the search bar. When none of the navigation bar options seemed reasonable, this would have been a better user experience than guessing which link to click.

There is missing functionality in the "Join Now" page, as the user can not check whether a certain address is "covered" by Neighbourhood Support.