

Usability Test

E-Car Sharing Application

Task Breakdown:

1. Login with a demo account
2. Reserve any ride
3. Join any ride
4. Look at one past ride
5. Logout

Test Results Sheet and Observations:

Usability Test:		
Total Time: ~ 5 Minutes 10 Seconds		
Time	Code	Description
00:10	S	Start Login – Task 1
00:20	P	“Standard login procedure”
0:30	P	Very clear arranged interface
01:00	C	Clicked on Reserve a Ride – Task 2
01:20	X / *	Does not understand the Time clearly
01:30	N	“What is meant by time”
01:45	C	Confirmed Booking Option
02:00	C	Clicked on Join a Ride – Task 3
02:10	P	“Easy to understand, simple display of options”
02:20	C	Clicked on second option
02:30	M	Checking joining details to be correct
02:40	C	Confirmed Joining
02:50	C	Clicked on Past Rides
02:55	M	Scanning all displayed Past Rides

03:00	C	Clicked first list element
03:10	P	"All relevant info available"
03:25	P	"Big picture of car is nice visual element"
03:30	M	Clicked on print but close soon after
03:40	C	Closed first tab and opened another
03:55	P	"Everything I need to know"
04:00	N	"Elements a little close together"
04:10	C	Closed element
04:15	M	Wants to logout
04:20	*	No logout option found
04:25	N	"I don't see where to logout I am stuck"
04:40	A	Advised to scan the whole website again
04:50	* / C	Found small cat profile picture, clicked it
05:00	N	"Didn't know it was the profile"
05:05	M	Read logout page text
05:10	C / E	Clicked on logout

Observations and Notes:

Tester Impression:

- Navigation is easy
- Lacking some visualization elements to make it appealing
- Interface is very basic and the typical layout
- Some elements not clearly defined

Supervisor Impression:

- Navigation was good
- Required steps were well understood
- Almost all the text elements were read
- Confusion with the logout task, profile icon was overlooked

Conclusion / Summary:

Pro:

- Familiar website layout facilitates operation
- Easy handling due to limitation to simple elements
- All the short text elements were read and understood

Contra:

- Some elements depicted too simple, lacking for description of components
- Necessary fields not sufficiently explained e.g., time input, profile access

Conclusion:

Overall simplicity of the website was highly appreciated but some elements require further explanation or visual delineation or classification. A possible solution would be the increased implementation of pictures, icons or different color coding of buttons or other design elements.