A close-up of a logo

Description automatically generated**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.