Usability Test Kick-In report

For the usability test of our system we chose an association member who was asked different questions about the understanding of the details and usage of the webpage. We also asked him to take the role of a Kick-In committee member as we could not reach real Kick-In committee members. In that way we could have the perspective of our two main stakeholders. In general the participant did not have problems with understanding the website but some changes were proposed to the general design and functionality.

Results of the test and proposed changes:
- The search bar created to find emails has an initial value "Type your request", which was confusing for a participant. It was decided to change the value to "Search emails".
- Another change was to change the "From:" to "Sender:" and "To:" to "Receiver:" as our participant was confused if that was for a date or person.
- A table with received emails should have headers indicating a sender of the email, a subject title and a date and time when it was sent.
- The participant also wanted to search by date so this function will be integrated in the search filter.
- The participant was a bit confused about how to see the content of the email at first so a button for content details was proposed. Also the alternative to change the font of the emails provided in the general page when hovering was proposed. That would suggest to the user that he can click on them.

Challenges:
On the login page
- Explain to use which steps you think you need to take to login on this website.
- Can you find where you can type your username/email for login?
- Can you find where you can type your password for login?
- Can you easily find the login button?

On the Document Portal
- Are you able to see your name and email address after you have logged in?
- Do you see where you can search for your request about the emails?
- Do you easily find the search button?
- Can you see all the emails on the page?
- Are the content of the emails easily readable?
- Could you identify and explain in your understanding the different filter options you see?
- Please tell us how you think you can reach the tables that show who has read and not read their emails.

Email preview page:
- Are you able to easily see the content of the email?
- Could you identify any attachments on the web page?
- How would you go back to the main page?

Follow up questions:
- Is there anything you miss on the webpages?
(do you think any of the webpages missed something important?)
- What do you like about the design of the [WEBPAGE NAME] and if you had to change/improve something what would it be.
- Do you think the search function is missing any important filters?
- Is the search design easy to understand and use?