

Usability Report

Facilitators : Austin Wells , Chris Dunn, Jordan Silver

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Problems To Fix Based on Severity

1. **Bug** - no way to click out of contact information
2. **Task failure** - Terminology is consistent with the needs of the user. When users click on a button it does differently than they expect. (i.e. job failed)
3. **Medium** - confusing of canceling a job by using job fail
4. **Annoying** - confusing to terminology not knowing if I am looking my current jobs that I am helping on or the ones I posted.
5. **Annoying** - terminology is hard to understand
6. **Minor** - position of 'Post a Job' button is possibly unintuitive
7. **Annoying** - it is unclear if User doesn't have contact info or if it is hidden
8. **Annoying** - interface for reviewing a user after job completed is confusing

usability problems/severity

bug, task failure, annoying, medium, minor

Severity	Problem Description	Submitted By
minor	difficulty finding 'Post A Job' button for the first time	Jordan Silver
annoying	unclear that contact info is only available after job is accepted	Jordan Silver
medium	isn't clear that 'Job Failed' button is the way to cancel a job	Jordan Silver
Medium	confusing of canceling a job by using job fail	Chris Dunn
Annoying	Terminology is hard to understand	Chris Dunn
Annoying	confusing to terminology not knowing if I am looking my current jobs that I am helping on or the ones I posted.	Chris Dunn
Annoying / task failure	Terminology is consistent with the needs of the user. When users click on a button it does differently then they expect. (i.e. job failed)	Austin Wells
Annoying	Interface for reviewing is confusing	Austin Wells
Bug	No way to click out of contact information	Austin Wells

User Logs

User Log 1

Facilitator: Austin C Wells

User: Anna Rios

[Facilitator]

This is the first page of the help me website, where you have the option to see what people need help around you, offer them help, and make some money in the process. you've already logged in to the web application

[Facilitator] (task difficulty 8/10)

You've decided you want to make some money by offering rides, please check to see if there are any jobs available to offer rides.

[User]

Is that like offer rides? Can I click offer help?

[Facilitator]

No, that will provide help for food delivery to virginia snider

[User]

No, no one is looking for ride

[Facilitator]

The tabs at the top are categories

[User]

Yes

[Facilitator]

They are clickable

[User]

Oh (clicks rides)

[Facilitator] (task difficulty 5/10)

Sadly, no jobs are currently available, but you've decided you don't want to do laundry. Please post a job to have someone do your laundry for you.

[User]

I would click laundry, oh wait that's wrong. I would click post a job
(click category and laundry)
(set's time frame)
(does negotiable)
(submits)

[Facilitator] (task difficulty 1/10)

You see that you have a new notification in your control panel, please go to the control panel and see what notification you've received

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

After reviewing their profile, you decide to accept the offer for help.

[User]

(clicks correctly)

[Facilitator] (task difficulty 4/10)

John calls you and says that he can no longer fulfill your order because he had a family emergency come up. Please cancel the job.

[User]

I guess I would click job failed.

[Facilitator] (task difficulty 4/10)

Decide whether or not to review him, and then please return back to the dashboard

[User]

How do I go back? Oh, I get it.

[Facilitator] (task difficulty 2/10)

You get a call from a friend to go to a party, but you need some gas money so you decide to accept a job. Go accept a job to make some money.

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

John accepts your job, and you see that you have an update in control panel. Go see information about your task.

[User]

(clicks correctly)

[Facilitator] (task difficulty 2/10)

After reviewing the notes from the job you are confused to where CM is, so you decide to get in touch with him and give him a call. How would you contact john?

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

You complete your job and get paid, finish out the job.

[Facilitator]

This is the first page of the help me website, where you have the option to see what people need help around you, offer them help, and make some money in the process. you've already logged in to the web application

[Facilitator] (task difficulty 8/10)

You've decided you want to make some money by offering rides, please check to see if there are any jobs available to offer rides.

[User]

Is that like offer rides? Can I click offer help?

[Facilitator]

No, that will provide help for food delivery to virginia snider

[User]

No, no one is looking for ride

[Facilitator]

The tabs at the top are categories

[User]

Yes

[Facilitator]

They are clickable

[User]

Oh (clicks rides)

[Facilitator] (task difficulty 5/10)

Sadly, no jobs are currently available, but you've decided you don't want to do laundry. Please post a job to have someone do your laundry for you.

[User]

I would click laundry, oh wait that's wrong. I would click post a job
(click category and laundry)
(set's time frame)
(does negotiable)
(submits)

[Facilitator] (task difficulty 1/10)

You see that you have a new notification in your control panel, please go to the control panel and see what notification you've received

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

After reviewing their profile, you decide to accept the offer for help.

[User]

(clicks correctly)

[Facilitator] (task difficulty 4/10)

John calls you and says that he can no longer fulfill your order because he had a family emergency come up. Please cancel the job.

[User]

I guess I would click job failed.

[Facilitator] (task difficulty 4/10)

Decide whether or not to review him, and then please return back to the dashboard

[User]

How do I go back? Oh, I get it.

[Facilitator] (task difficulty 2/10)

You get a call from a friend to go to a party, but you need some gas money so you decide to accept a job. Go accept a job to make some money.

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

John accepts your job, and you see that you have an update in control panel. Go see information about your task.

[User]

(clicks correctly)

[Facilitator] (task difficulty 2/10)

After reviewing the notes from the job you are confused to where CM is, so you decide to get in touch with him and give him a call. How would you contact john?

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

You complete your job and get paid, finish out the job.

User Log 2

Facilitator: Christopher Dunn

User: Matt Amon

[Facilitator]

This is the first page of the help me website, where you have the option to see what people need help around you, offer them help, and make some money in the process. you've already logged in to the web application

[Facilitator] (task difficulty 7/10)

You've decided you want to make some money by offering rides, please check to see if there are any jobs available to offer rides.

[User]

What is the difference between rides and transportation? Is the menu of jobs I've posted or that offers have?

[Facilitator]

They are the same, what terminology do you like better? The dashboard is of jobs others have posted that are still available for you to offer help on.

[Facilitator] (task difficulty 5/10)

As you see currently there is no ride jobs available, but you've decided you don't want to do laundry. Please post a job to have someone do your laundry for you.

[User]

Okay, so do I click on the laundry tab and post a job there or do I go to post a job directly.

[Facilitator]

You have to click on post a job

[User]

(click category and laundry)
(set's time frame)
(does negotiable)
(submits)

[Facilitator] (task difficulty 1/10)

You see that you have a new notification in your control panel, please go to the control panel and see what notification you've received

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

After reviewing their profile, you decide to accept the offer for help.

[User]

(clicks correctly)

[Facilitator] (task difficulty 6/10)

John calls you and says that he can no longer fulfill your order because he had a family emergency come up. Please cancel the job.

[User]

Do you cancel a job by clicking job failed?

[Facilitator]

Yes

[User]

(clicks correctly)

[Facilitator] (task difficulty 4/10)

Decide whether or not to review him, and then please return back to the dashboard

[User]

How do I exit this pop up can I click outside the window don't see an x. Okay clicking outside work

[Facilitator] (task difficulty 2/10)

You get a call from a friend to go to a party, but you need some gas money so you decide to accept a job. Go accept a job to make some money.

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

John accepts your job, and you see that you have an update in control panel. Go see information about your task.

[User]

(clicks correctly)

[Facilitator] (task difficulty 2/10)

After reviewing the notes from the job you are confused to where CM is, so you decide to get in touch with him and give him a call. How would you contact john?

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

You complete your job and get paid, finish out the job.

User Log 3

Facilitator: Jordan Silver

User: Nick Lentes

[Facilitator]

This is the first page of the help me website, where you have the option to see what people need help around you, offer them help, and make some money in the process. you've already logged in to the web application

[Facilitator] (task difficulty 4/10)

You've decided you want to make some money by offering rides, please check to see if there are any jobs available to offer rides.

[User]

(Clicks rides tab.)

[Facilitator] (task difficulty 7/10)

Sadly, no jobs are currently available, but you've decided you don't want to do laundry. Please post a job to have someone do your laundry for you.

[User]

(After looking for a few seconds, click the correct button. Goes through the job posting process and posts the job.)

[Facilitator] (task difficulty 3/10)

You see that you have a new notification in your control panel, please go to the control panel and see what notification you've received

[User]

(Clicks correct button.)

[Facilitator] (task difficulty 2/10)

After reviewing their profile, you decide to accept the offer for help.

[User]

How can I contact them if they don't have any contact info listed?

[Facilitator]

All contact info remains hidden until you have accepted them to complete your job. Then that information gets revealed to you.

[User]

Ah, nice! (Clicks accept.)

[Facilitator] (task difficulty 8/10)

John calls you and says that he can no longer fulfill your order because he had a family emergency come up. Please cancel the job.

[User]

Job failed, Is that how I cancel the job?

[Facilitator]

Yes.

[User]

(Clicks 'Job failed'.)

[Facilitator] (task difficulty 1/10)

Decide whether or not to review him, and then please return back to the dashboard

[User]

No thanks. (Clicks 'Return to Dashboard'.)

[Facilitator] (task difficulty 4/10)

You get a call from a friend to go to a party, but you need some gas money so you decide to accept a job. Go accept a job to make some money.

[User]

I saw some job postings on the front page, so I'll just go there. (Correctly offers help on a non-negotiable job.)

[Facilitator] (task difficulty 2/10)

John accepts your job, and you see that you have an update in control panel. Go see information about your task.

[User]

(Clicks control panel and views the job.)

[Facilitator] (task difficulty 2/10)

After reviewing the notes from the job you are confused to where CM is, so you decide to get in touch with him and give him a call. How would you contact john?

[User]

Ah, I'm seeing the contact info now. Yeah, I'll just call him and ask.

[Facilitator] (task difficulty 1/10)

You complete your job and get paid, finish out the job.

[User]

(Clicks 'Job Completed'. Closes pop-up dialog box.)

[Facilitator]

Thank you for your participation.

Chris Raley's Usability Test

Web

- Click on laundry tab for current job laundry but notice he went wrong
- Set a time frame and notes with ease
- Accept job with ease
- Guess to click on job failed to cancel the job
- Clarify review help and undo buttons
- Display more on job when click on before offer to help or (increase the bid)
- Add and x to exit overlays
- Control Panel
 - Use two different tabs or make more apparent jobs i have posted and jobs I have offered help to
 - how are jobs order
- **Job Failed** - use different terminology maybe use something better ask more people
- When hover over job make it apparent that you can click on it
- Scroll down at bottom may say so hidden jobs
- Terminology of hide job
- More negotiation bar to inside visibility if negotiable
- Add an X to the pop of job description window and when hit offer help do something to the submit button to show its been click
- Talk to other people about button closer

Mobile

- Task Failure - Clicked "Jobs" instead of "Help" when posting a job
- Android has dedicated back button, so on screen "back" isn't needed
- Relabel "Help" because it seems to be "help for the application"
- Didn't recognize "description" as a "notes" section.
- Didn't know how to view accepted Jobs.
- "Find Jobs", "My Current Jobs", "Jobs I'm Working" at top would be better than

clicking “Jobs” -> “Current”

- Unclear how to view further job options.
- Look into android’s “expandable list view”; he may send a link on it
 - Would add all of “Jobs” clickable buttons to “the drawer”
 - Puts things in action bar; notifications
- TERMINOLOGY