

Usability Template

The usability testing was done to determine the quality of the application. Various users were selected to participate based on their life style, age, notification needs, and administrative knowledge.

Testers were given an overview of the testing process. They were asked to be candid about the layout, functionality and usability of the site. They were instructed to make suggestions regarding updates, changes or additions they would like to see in the application.

The following factors were evaluated during user testing:

Intuitive design:

- Could the users easily navigate through the application without instruction

Ease of learning:

- How much instruction was necessary for the users to be able to use the application?

Efficiency of use:

- Did the user feel their time was being used efficiently, such as how often do they need to click back and forth between pages, is the information they need easy to access, did it display in an understandable manor?

Memorability:

- After the first time using it will they need to refer to the instruction each time they return or was it easy to remember what they needed to do to view their notifications

Error frequency and severity:

- Did they find any errors during their testing, what severity were the errors?

Subjective satisfaction:

- Were the users satisfied with their experience using the application:

Usability testing was conducted at various stages of development:

1. Wireframe
2. Sprint 1
3. Sprint 2 / Final Delivery

The application has two types of users:

General User: General public

Administrative User: State employee or a representative of the state and be given the authority to send Non-Emergency Messages to the public.

User: General

Users were requested to provide feedback regarding page layout and features.

Question 1: How do you feel about the functionality in the application?

Question 2: How easy was the application to use/learn?

Question 3: Are there any roadblocks in the process or difficulties using the page?

Question 4: Do you feel you would use the application?

Question 5: Do you have any additions or adjustments you would suggest?