

# Usability Testing Sprint 2

## Attendees

- Steve - Chrome
- Jesse – Mobile Android
- Robyn - Firefox
- Rhonda – Logged in as an Admin User. Comments included after general user feedback.

## General User Test:

### Sign In page:

We will first be using the site as someone who does not have an account with Cal Notify but would like to see alerts.

- 1. Question: Please enter a location you would like to see alerts for.**

Steve

- This makes sense. Very easy to use. I would like to see the location included in the alert title.

Robyn

- This is nice to be able to search it without logging in.

Jesse

Mobile:

- Easy to read. Nice formatting
- It is very intuitive so far

## Create an Account:

- 2. Question: Please create an account and let me know if there is anything that doesn't seem to fit well in the process, doesn't work, or is confusing.**

Steve

- Very easy to move through the page.

Robyn

- I like the feel of the page, intuitive.

Jesse

Mobile

- No feedback. Moved through the page with ease.

## Dashboard:

**3. Question:**

- a. **Please scroll through the alerts and provide feedback on presentation.**
- b. **Please select an alert and provide feedback on the format the alert is given in.**

Steve

- I like the page however, Admin Notifications would be more helpful if it displayed the purpose of the alert, similar to how the emergency notifications are displayed.

Robyn

- Geo-location is not displayed on my Notifications box. I have enabled it.
- Admin Notifications would be nicer if it displayed the purpose of the alert.
- It would be nice to see alerts sorted by the most recent one first.

Jesse

Mobile

- The page is laid out nicely, it is very easy to move through and intuitive to use.
- It confuses me that the asterisk for geo-location says to set it up I need to visit FAQ. It leads me to believe until I visit FAQ my geo-location won't be set up. I would reword this.

**4. Follow Up Instructions:**

- a. **Please return to your Dashboard**
- b. **Please Edit your Account**

## Manage My Account:

**5. Question: Please change your password.**

Steve

- Very intuitive, easy to use.

Robyn

- I always like having the option to change things if I want.

Jesse

- Easy to adjust my account. I like having the editing ability here but being able to see it all on My Dashboard.

**6. Follow up questions:**

- a. **How did you feel about that process?**
- b. **Are there any adjustments you would suggest?**
- c. **Are there any roadblocks in the process or difficulties?**
- d. **Please return to your dashboard.**
- e. **Please edit your notifications.**

## Manage My Notifications:

**7. Question: Please add a location.**

Steve

- My locations display very seamlessly. I have no problems with it.

Robyn

- Everything seems to be working great. I am adding locations easily. I appreciate the referral regarding geo locations at the bottom.

Jesse

- I like that I can add the different place I want to see. No problems with the page.

**8. Follow up questions:**

- a. How did you feel about that process?**
- b. Are there any additions or adjustments you would suggest?**
- c. Are there any roadblocks in the process or difficulties?**
- d. Please return to your dashboard.**
- e. Please submit a ticket to us with a question.**

## Contact Us:

Steve

- Easy to use.

Robyn

- I like that I can reach out with questions.

Jesse

- Great to use. I would like to see a confirmation that the ticket has been sent.

**9. Please visit our FAQ page and provide any feedback you have on the page or suggestions you have for improvement.**

## FAQ:

Steve

- This seems to cover a great deal. If I had more questions I would submit them to contact us.

Robyn

- This is more than enough. I never like having too many. I like this.

**10. That completes our test. Please log out.**

## Admin User Test:

We will be using the site as an Administrative User who is responsible for sending Non-Emergency alert notifications to the public as well as tracking all data associated with the system. Please observe the system critically and let us know anything you feel obstructs your ability to perform your task or you perceive as not fitting into the system.

## Reports:

Please log in to the system with the Admin login information we have provided you.

Rhonda

- The dial is nice but I would like to see no maximum displayed on the page. It helps me to understand that I am seeing the amount I have sent, not trying to reach a goal.
- I would like to be told I need to hover over charts in order to see the data associated with it. This is not intuitive for me.
- I would like to see an FAQ regarding where I go to send a notification, and explanations of the charts and data on the page.

### 1. Please send an alert

## Notification Management:

Rhonda

- This page is very intuitive to me. I appreciate the display of historical data and I like the idea that I don't have to rewrite information that we have done previously but need to update.

### 2. Please send a ticket to the system with a questions you have.

## Contact Us:

Rhonda

- I always like being able to send questions I may have. This seems to work well for me.

### 9. Please let us know any adjustments you would like to see on the page.

### 3. Please log out

#	Page / Location	Description	Proposed By	Reasoning	Priority
General User					
1	Sign In page	Display location on alert title	All attendees	The location is important to me in order to understand which alert I need to look at first. It would be difficult to click through them all when I am worried and in a hurry.	

2	Dashboard	Remove Admin Notification heading from non-emergency alerts and display actual alert	All attendees	Enables me to see what I really care about which is the alerts. When it simply says admin it is not something I would probably click into.	
3	Dashboard	Sort notifications by most recent first to least recent.	All attendees	This is the most relevant information to me so it would be more helpful if it was displayed that way.	
4	Contact Us	Display a confirmation of submission after Contact Us ticket is sent out.	All attendees	I would like to know somehow that what I submitted has gone through.	
<b>Mobile</b>					
5	Dashboard	Geo-location is not displayed unless I visit Manage My Notifications page then return to dashboard	Jesse	This is easy to figure out but inconvenient. Would be nice to have it automatically populate as a location.	
6	Dashboard	The "n" on the Account Information box is cut off by the Edit button	Jesse	Visual ease	
<b>Admin User</b>					
1	Reports	Remove the 2000 maximum from the dial	Rhonda	Leads me to believe the system can only handle 2000 alerts each day maximum	
2	Reports	Add instruction to hover over charts in order to display data	Rhonda	This would be helpful in determining how to use the charts.	

3	Reports	When using Firefox, on the reports page, the bar chart bars disappear when you hover over them.	Rhonda	Take a couple minutes to understand what is happening. I can still understand the chart it just takes a little time to adjust. Changing this would be nice.	
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