# Web Usability Round 2

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# Videos:

Sydney 2: https://youtu.be/JUiYRk2JiR8
Date of Test: 5/4/19

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Cam 2: https://youtu.be/7Sg9lRc1XUs
Date of Test: 5/4/19

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AriaRay 2: https://youtu.be/y7IsmdX_8I4
Date of Test: 5/5/19

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# 5 Problems/Recommendations Each:

Sydney 1:

1. Participant didn't understand the purpose of the site by just looking at the homepage.

2. Participant was confused about the button on the feedback form, thought it should be changed to "Submit" instead of "Register"

3. Participant had a hard time submitting their comments on the feedback form, they had to remove all apostrophes, parentheses, exclamation points, and commas in order for the form to go through

4. Participant had a hard time reading the text on the Feedback Form Submission page.

5. Participant didn't realize the "make a story!" button on the Make a Story page was a button, and clicked the page name in the header to refresh the stories instead

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Cam 1:

1. Participant wasn't sure whether contact info would be located on about or feedback page.

2. Participant felt that the make a story button on the Make a Story page should look less like a link and more like a button.

3. The participant thought that the text on the button on the feedback page should be changed to "submit" instead of "register"

4. Participant believed that the homepage images were a strange addition.

5. Participant felt that the text was aligned weirdly on the make a story page.

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AriaRay 1:

1. When first asked to give a narrative of the site, the user did not acknowledge that the website generates random stories with a fill-in-the-blank component.
   ⇒ **Include information about the random component of the random story generator on the About page in the "What is Mini Story Maker" section.**

2. The user was not aware they could click "Make a Story" on the Make a Story page in order to change the story presented to them on the screen. After a few minutes clicking through the site, the user settled on clicking the "Read a Story" page and then returning to "Make a Story" to complete this task.

**⇒ Change the design of the "Make a Story" button so that it looks more like a button. Possibly add text that suggests the feature of "changing the story". OR add an arrow next to the random story to allow the user to flip through new random stories (in the same way that they transition to a new story on Read a Story).**

3. When asked to make and send a story to the user's email, the user was unsure of how to do so on the Make a Story page. Eventually the user found where to put their name and email on the form Name and Email input fields, but never actually clicked the "Save Your Story" link that would send the user the story.
**⇒ Make it clear on Make a Story that the "Save Your Story" button sends an email to the user (and be transparent about what input from their form is saved to the site server).**

4. The user was able to locate the *Puss in Boots* story in the gallery, but remarked that it would have been easier to know that the story would be available before clicking through the slides. At the end, the user said they would be more willing to use this site to read stories if they could know what stories were available. This way the user could make a more informed decision about whether the content of the site was right for them.
**⇒ Add an overview list on the Read a Story page that explicitly tells the user what stories are available to be read in the gallery slider.**

5. At the end of testing, the user explained that they thought the "Make a Story" text was a heading on the Make a Story page, and not a button or link.
**⇒ Separate the functionality of changing the story from the header, and provide a new button that visually suggests an action of changing the story (such as an arrow button or the text "Generate Random Story".**

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# Top 3 Problems/Recommendations:

1. Users were confused by the button text "Register" on the feedback page which implied that the user was creating an account or subscribing to a service. The feedback page form should express that users have the option to send comments, questions, or feedback.

   ⇒ **Change the button text on the feedback page form to say "Submit".**

**BEFORE:**



**AFTER:**

2. It wasn't immediately clear to users that the "Make a Story" button was a link or button and not just a heading. Several of our users did not realize that "Make a Story" was a button on the page, but did understand how to use arrows on the gallery page to read new stories.

   **⇒ Keep "Make a Story" as a link and heading. Add an arrow button link next to the random story. Style the story-changing link like a button, using similar design cues as those used for other buttons on the page.**

**BEFORE:**



**AFTER:**

3. Users had to click multiple times on the navigation buttons before successfully clicking the actual text of the link and being redirected to the desired page. This was because the padding around the text was not a link.

   ⇒ **Adjust the CSS to add padding and color to the <a> element instead of the <li> element. This way, when the padding is clicked, it will redirect to the intended page.**

**BEFORE:**
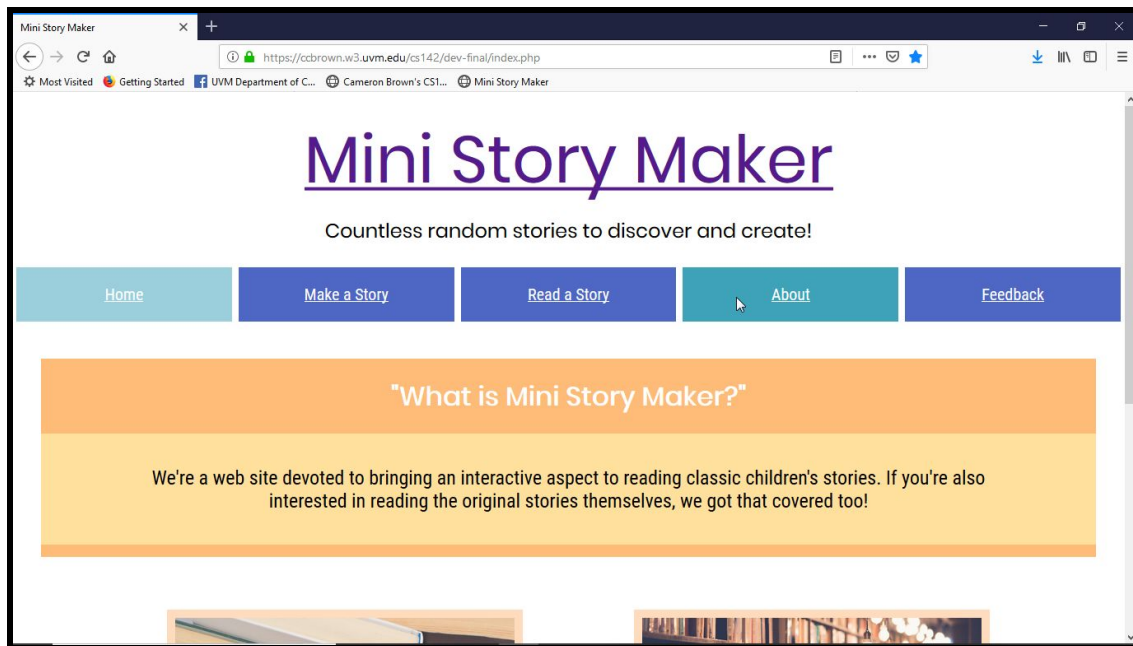


**AFTER:**
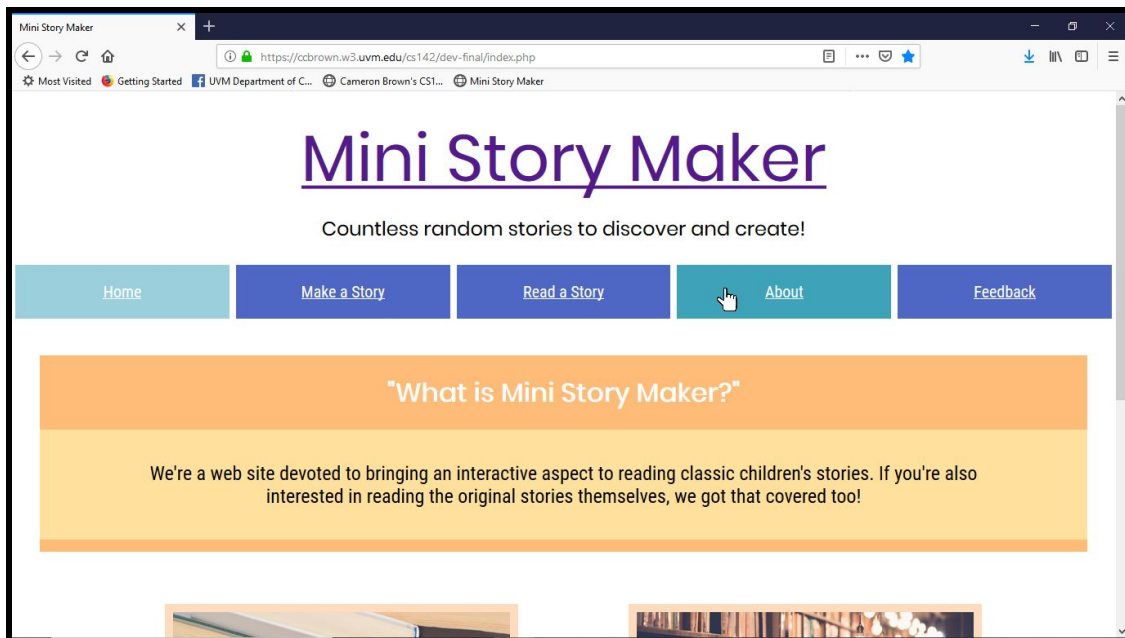
## Summary of Usability Round:

This round, we had more design opinions and suggestions than actual functionality problems. Many of our participants had an opinion of what the site should look like, what colors we should be using, etc. We did have a few actual functionality problems, however - The navigation bar prolonged the progress of several users, who didn't understand that you needed to click the text and not the color around it. We ended up changing this for a smoother user experience. Several users also ignored the "Make a Story" button altogether on the Make a Story page, because it didn't look enough like something clickable, so they would refresh the page or click the page on the nav again to get a different story instead of using our added in functionality. This ended up being one of our changes as well. Although this round had a lot of unusable design opinions, we were able to find several vital functionality changes and it improved the site as a whole.