Web Usability Round 1

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AriaRay Brown, Cam Brown, Sydney Bertrand

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Videos:

Sydney 1: https://youtu.be/deE3UP_B_ro
Date of Test: May 1st, 2019

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Cam 1: https://youtu.be/mZAaQ6__r1o
Date of Test: May 1st, 2019

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AriaRay 1: https://youtu.be/nP0EstTGu-k
Date of Test: May 2nd, 2019

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5 Problems/Recommendations Each:

Sydney 1:

1. The participant had a hard time finding where they could read the stories. They didn't think that the Gallery page would be where they could do that. ⇒ **Change the gallery page name, possibly to "Stories Gallery", to make this more intuitive to the user.**

2. The participant had a hard time differentiating between the text on the Make a Story page because it was so close together. ⇒ **Separate the button, directions and the story so that it's more user-friendly.**

3. The participant didn't know that you could read an entire story on the Gallery page because they couldn't see the "Read More" button until they scrolled all the way down. ⇒ **Make the button more prominent on the page, could give it a lower opacity background color.**

4. It took the participant a long time to find out what the site was for. They didn't realize the stories were changing each time they visited the "Make a Story" page. ⇒ **Make the point of the site clear in the content on the homepage and describe the process of the story building on the about page.**

5. The participant said that they wouldn't choose this site to read stories or create their own. ⇒ **Make the gallery page more user-friendly so it's easier to read the stories.**

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Cam 1:

1. The participant was confused when asked to find the page where he could read a story. After, he eventually clicked on the gallery page through process of elimination. ⇒ **The gallery page should be renamed to better reflect its contents.**

2. The participant was unable to properly punctuate his sentence on the make-a-story page because apostrophe characters were restricted ⇒ **Refactor the code to allow for apostrophes.**

3. The participant felt that the nav looked unappealing and seemed to blend in with the header. ⇒ **Change the colors and sizing of the nav.**

4. The participant wasn't sure what the purpose of the site was because the homepage didn't properly introduce what the site was for. ⇒ **Add a welcome blurb to the homepage.**

5. The participant felt that the about page should explain how to use the site. ⇒ **Add instructions to the about page.**

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AriaRay 1:

1. User thought the About page would have contact info before they thought the Feedback page would. ⇒ **On the About page, include a "Contact Us" link to feedback page so that either avenue is available.**

2. From just looking at the home page, user didn't identify the exact functionality of the site. ⇒ **Make this more clear either in the tagline or prominently in the home page paragraph.**

3. User found it difficult to identify where the story began and the directions ended on the "Make a Story" page. User never mentioned the story produced, but did acknowledge that a story was present. ⇒ **Increase text size of story and space it out from direction text. Make the story very clear and prominent on the page to grab the user's attention.**

4. User described the site appearance as "boring", although appreciated the site concept. ⇒ Add color and design aesthetics throughout site pages.

5. User mentioned expecting to find contact information in the footer, noting that "websites usually have those little bars at the bottom". ⇒ **Possibly add an about/contact link on the footer. Add some contact icons for any social media sites.**

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Top 3 Problems/Recommendations:

1. The participant had a hard time finding where they could read the stories. They didn't think that the Gallery page would be where they could do that.

   ⇒ **Change the gallery page name, possibly to "Read a Story", to make this more intuitive to the user.**

BEFORE:

AFTER:

2. User found it difficult to identify where the story began and the directions ended on the   "Make a Story" page. User never mentioned the story produced, but did acknowledge that a story was present.

⇒ **Increase text size of story and space it out from direction text. Make the story very clear and prominent on the page to grab the user's attention.**

BEFORE:

AFTER:

3. From just looking at the home page, users did not identify the exact functionality of the site.

⇒ **Make the functionality of the site more clear either in the tagline or prominently in the home page paragraph.**

BEFORE:
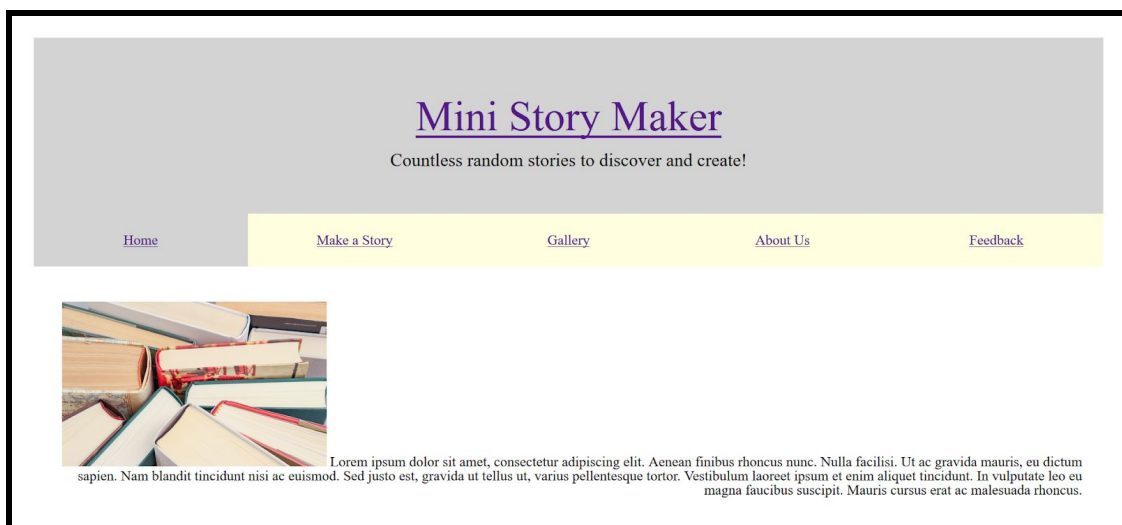
AFTER:

Summary of Usability Round:

      This beginning round of usability mostly showed us how difficult a site can be to use when there is very little CSS involved. All of our participants had the hardest time with understanding what the site was for because of the placeholder text everywhere, and they had a hard time seeing where the instructions ended and the actual story began on the Make a Story page. Other than those obvious necessary changes, the tests unearthed some interesting changes that us as developers had overlooked since we look at the site so much. We didn't even think about how the Gallery page's title might not be as clear to the user as we thought. Two out of three of our participants had a difficult time identifying that the "Gallery" navigation link would bring them to the page of full-text stories. Changing the "Gallery" link to "Read a Story" was therefore one our top three recommendations. We think this round of usability testing was very enlightening and helpful, and overall will improve our site's look and functionality.