

2.4 User Testing

Message:

Hi, my name is David Roa. I am a UI/ UX designer. I will be assisting you with this test, but first I'd like to give you more information about it.

I'd like to make clear that I am not testing you or your capabilities. I am testing the usability, navigation, looks, and overall functionality of my portfolio site.

I will give you 3 scenarios and 3 tasks to complete, with the results, I will be able to evaluate my portfolio's site navigation. Please think out loud when you're completing the scenarios so I can understand your process better.

I'm going to be recording this test with your permission.

Thank you for your participation, your feedback will help me improve my website.

Start Recording

Personal Questions:

I'd like to start by asking you some questions about you.

1. What do you do for a living?
2. What device do you generally use in a day to day basis?

Scenarios:

1. You're working on a project and you need to hire a UI/UX designer. You are interested in exploring into more depth a project called Sesame on the designer's portfolio. How do you explore that project and what was it about?
2. You would like to know more about the designer's background and go over his resume. Can you find his profile information and his CV?
3. You have decided you would like to collaborate with this designer. Can you find the best way to contact him?

Open Questions:

1. What was your first impression when you landed on the home page?
2. Were the projects clearly explained in the case studies?
3. Was there anything you really disliked?

Target User:

Age: Between 20 and 40.

Technical Experience: Medium. Own a smartphone and can intuitively navigate different operation systems.

Device: Smartphone.

Habits: Uses devices in a regular basis for work and entertainment.

Participant 1

Juliana Morales
23 Years Old

Personal Questions:

1. Graduate Student
2. iPhone, iPad

Scenario 1

How many tries: 1

How Long: 5s

Comments: The case study is informative and it is clearly about a recipe app. I don't like the green background.

Scenario 2

How many tries: 1

How Long: 10s

Comments: It was easy to find the profile, but it is hard to see the CV button because of the green background.

Scenario 3

How many tries: 1

How Long: 3s

Comments: It is very easy to find and send a message.

Open Questions:

1. I liked that I was able to see the projects right away.
2. The projects were clear.
3. I thought the green background was distracting in the about and project pages.

Participant 2

Daniel Roa
39 Years Old

Personal Questions:

1. Business Manager
2. Android, Tablet

Scenario 1

How many tries: 1

How Long: 4s

Comments: It was really easy to get to the project and it was easy to understand what the project was about.

Scenario 2

How many tries: 1

How Long: 8s

Comments: The CV is hard to find. It looks hidden in the background.

Scenario 3

How many tries: 1

How Long: 2s

Comments: All the links to social media and how to send messages are easy to find.

Open Questions:

1. The text at the beginning is hard to read. It should be a different color.
2. I liked the case studies, they were informative about the projects.
3. Some text was hard to read in the home page and the about page.

Participant 3

Luisa Franco
37 years Old

Personal Questions:

1. Fine Artist.
2. Android, Laptop.

Scenario 1

How many tries: 1

How Long: 4s

Comments: You can tell from the beginning that it is a food app. The background takes too much attention from the case study.

Scenario 2

How many tries: 1

How Long: 7s

Comments: The background once again makes the design confusing. The CV button needs contrast.

Scenario 3

How many tries: 1

How Long: 3s

Comments: It is clear.

Open Questions:

1. The background is taking attention from the projects.
2. I like the case studies, but the background should not be that strong.
3. Background.

Participant 4

Amanda Salisbury
33 Years Old

Personal Questions:

1. Instructional Designer
2. iPhone, Laptop.

Scenario 1

How many tries: 1

How Long: 3s

Comments: It is an app for recipes, I really like how it is dissected.

Scenario 2

How many tries: 1

How Long: 6s

Comments: The about page is not as nice as the project's page. It is boring and hard to read.

Scenario 3

How many tries: 1

How Long: 3s

Comments: I like being able to visit his social media as well.

Open Questions:

1. I liked that I knew I was visiting a portfolio right away.
2. The case studies are very well explained. I like being able to see the process of the project.
3. I didn't like the about page, it looked like it wasn't finished yet.

Participant 5

Tyler Burns
28 Years Old

Personal Questions:

1. Bartender.
2. iPhone, iPad.

Scenario 1

How many tries: 1

How Long: 5s

Comments: The menu is clear. It is a recipe app.

Scenario 2

How many tries: 1

How Long: 5s

Comments: It is hard to see the CV button. I it easy to navigate, though.

Scenario 3

How many tries: 1

How Long: 4s

Comments: It is easy to find ways to contact the designer and it gives you more than one option for your preference.

Open Questions:

1. I thought it was easy to navigate.
2. Easy to find and easy to read.
3. The presentation text doesn't stand out so I skipped it the first time.

Issue: Almost all the participants thought the background was competing with the projects and the typography in the Home page and About page.

Rating: 3

Solution: Make the background white so it doesn't compete with the content.

Issue: Some participants found it hard to read the About section and find the CV button.

Rating: 4

Solution: When the backgrounds changed to white the text and the button will be visible.

Issue: Some participants were looking for a phone number.

Rating: 2

Solution: The number won't be included at the time.

There seemed to be a common agreement between the participants and it was the color of the background. For a future iteration I'd like to have a white background right where the project starts to divide the hero and the main.

There were complaints about the typography as well. I think the typography works, but the background needs to be changed to create that contrast. Finally, the navigation seems to be quite intuitive and simple for all the participants.

For future iterations I would also like to include the rest of my projects to complete the portfolio.