

Template for Usability Evaluation Report

TTE@40

Prepared for: TTE@40 Usability Test
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2 Usability

Usability is a quality attribute that assesses how easy user interfaces are to use. The word "usability" also refers to methods for improving ease-of-use during the design process.

2.1 Usability has five quality components:

- Learnability: How easy is it for users to accomplish basic tasks the first time they encounter the design?
- Efficiency: Once users have learned the design, how quickly can they perform tasks?
- Memorability: When users return to the design after a period of not using it, how easily can they reestablish proficiency?
- Errors: How many errors do users make, how severe are these errors, and how easily can they recover from the errors?
- Satisfaction: How pleasant is it to use the design?

[Niel01]

2.2 Categorisation of usability problems

"Severity ratings can be used to allocate the most resources to fix the most serious problems and can also provide a rough estimate of the need for additional usability efforts. If the severity ratings indicate that several disastrous usability problems remain in an interface, it will probably be unadvisable to release it. But one might decide to go ahead with the release of a system with several usability problems if they are all judged as being cosmetic in nature."

[Niel02]

In this document the following rating scale is used to rate the severity of usability problems:

Critical problems:

These problems are imperative to fix this before the product can be released. They make it very difficult to use or even not usable at all.

Examples for this category are:

- system crashes
- workflows breaks down
- complete loss of focus for a specific task
- loss of information / data
- the issue prevents further use
- an obvious competitive feature is missing
- missing feedback for critical operations

Minor problems:

These problems are also important to fix, but the normal usage of the product isn't affected. They can confuse users while using the product or disturb the acclimatisation of users with it. Usually they are causing no permanent loss of data, but wasted time.

Examples for this category are:

- loss of functionality
- problematic impact on a person's workflow
- layout inconsistency
- non-standard icons for standard functions / a common menu item or toolbar button does not do what is normally expected

Cosmetic problems:

These problems need not be fixed unless extra time is available on project. As already the name says, they are cosmetic and therefore not affecting the usage of the product in a disturbing way.

Examples for this category are:

- issues like cosmetic errors
- spelling problems
- non-critical workflow issues

3 Usability evaluation of tte@40

This chapter describes and contains the tasks/scenarios for the Usability Evaluation of tte@40. [Blue parts](#) have to be inserted / edited for each test.

3.1 Test scenarios

Briefing of the test users:

The usability expert explains what is going to happen and which tasks have to be performed. He/she also explains the platform which have to be tested briefly and the purpose of it.

The total test including briefing, examining the scenarios and the filling out the questionnaire should last about 45 minutes to 1 hour.

The test should be performed by the "Thinking Aloud" method: The test persons speak out what they do and articulate their experienced problems. The goals of this method are minimum time / complexity efforts and uncovering many usability problems.

3.1.1 Scenario 1

Please create a new account, login and choose the language [German](#).

(Duration: max. 5 minutes)

3.1.2 Scenario 2

Serve across the platform to make you familiar with the navigation concept. Please articulate aloud what you think about the navigation concept, what are questions that occur?

(Duration: max. 5 minutes)

3.1.3 Scenario 3

Please select [Module 2: The Business plan](#)

Read the chapter "[The elements of a good business plan](#)" and save under the menu "Notes" what are the most important and interesting findings for you.

Find some other useful information about a [Business plan](#) like books or further links and set a "Bookmark" using the application and not the browser function bookmark.

(Duration: max. 10-12 minutes)

3.2 Test procedures

3.2.1 Test person 1

Name: Testuser

E-mail address: email@test.com

Year of study: 2002

Subject of study / job function: student / informatics

Educational level: up to AA or technical college degree, baccalaureate / graduate degree

Computer literacy: low/medium/high

Microsoft Windows experience: 0-6 months, 6-12 months, more than 12 months

Number of systems/applications used: 1-2 systems, 3-4 systems, 5 or more systems

Use of electronic support tools (email, Internet access, PC or workstation, etc.):
0-2 tools, 3-5 tools, more than 5 tools

Test environment

We executed the usability test with a LAN connection of 100MBit transfer rate
using Internet Explorer 6.0.

Notes during test procedure

Task 1

This tables contains possible notes, they should contain all performed tasks and information which is given from the test user within "".

10:30	Start, Introduction of test user
10:32	Registering, "no status message after clicking on <i>Register</i> " Login successfully accomplished
10:34	Task 1 finished

Task 2

10:35	Opening user profile, opening statistics, "information is unclear, what is shown to me", opening portfolio, "purpose of portfolio?", clicking on own notes → Error,
10:44	Task finished

Task 3

10:45	Selecting module 2, reading chapter, saving note, user confused, "where am I?", navigational concept not familiar to user, "how can I get back?", Back button functionality isn't recognized,
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10:58	Task finished
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Test duration: 28 minutes

Questionnaire for test user

For the evaluation we use the a scale from 1 to 5 where 1 is the best grade (very good, very easy, etc.) and 5 the worst (very bad, very difficult, etc.).

	1	2	3	4	5
How would you evaluate the navigation concept?				X	
Is it clear to you what bookmarks notes and links are? Are they easy to distinguish from each other? If no, why?			X		

Comments:

confusion about the difference between Bookmarks and Links

	1	2	3	4	5
Did you find all the needed information for the tasks easily? If no, why?				X	
Was the internet connection fast enough?	X				

Comments:

the links to modules were difficult to discover because they were located at the bottom of the page below my visible window, unclear how to create a bookmark

What suggestions for improvement of the platform would you made?

Redesign of all Icons (Navigation, forward & back, ...), clear definition of "Where am I?"

3.2.2 Test person 2

Name: Testuser2

E-mail address: email@test.com

Year of study: 2002

Subject of study / job function: student / informatics

Educational level: up to AA or technical college degree, baccalaureate / graduate degree

Computer literacy: low/medium/high

Microsoft Windows experience: 0-6 months, 6-12 months, more than 12 months

Number of systems/applications used: 1-2 systems, 3-4 systems, 5 or more systems

Use of electronic support tools (email, Internet access, PC or workstation, etc.): 0-2 tools, 3-5 tools, more than 5 tools

Test environment

We executed the usability test with a LAN connection of 100MBit transfer rate using Mozilla Firefox 1.0.

Notes during test procedure

Task 1

This tables contains possible notes, they should contain all performed tasks and information which is given from the test user within “”.

10:30	Start, Introduction of test user
...	...
10:35	Task 1 finished

Task 2

10:35	...
10:45	Task finished

Task 3

10:45	...
10:58	Task finished

Test duration: ... minutes

Questionnaire for test user

For the evaluation we use the a scale from 1 to 5 where 1 is the best grade (very good, very easy, etc.) and 5 the worst (very bad, very difficult, etc.).

	1	2	3	4	5
How would you evaluate the navigation concept?		X			
Is it clear to you what bookmarks notes and links are? Are they easy to distinguish from each other? If no, why?		X			

Comments:

...

	1	2	3	4	5
Did you find all the needed information for the tasks easily? If no, why?			X		
Was the internet connection fast enough?		X			

Comments:

...

What suggestions for improvement of the platform would you made?

...

3.2.3 Test person 3

...

4 Summary of usability problems

4.1 Critical problems

- Scenario 1: It's difficult to register a new user with Mozilla-Firefox, because the text boxes are not visible.
- Scenario 1: The registration process generates no status feedback.
- Scenario 2: The "alternative view" is confusing, because its purpose is unclear.

4.2 Minor problems

- Scenario 1: The horizontal position of the text boxes changes from one to another. This is confusing.
- Scenario 2: The language options disappear when the user is logged in and are only accessible in the profile-menu.

4.3 Cosmetic problems

- During adding a note, there are suddenly a lot of flags appearing on the right side of the screen. The flags represent different countries but all link to the current page.

5 References

[Niel01]

Nielsen, Jakob; *Usability 101: Introduction to Usability*;

<http://www.useit.com/alertbox/20030825.html>; published 25.08.2003, visited 18.02.2005

[Niel02]

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<http://www.useit.com/papers/heuristic/severityrating.html>; published in 1995, visited 18.02.2005