

Usability Testing Memo

To: ENGRC 3025 Student, Usability Tester
From: Divya Damodaran
Subject: Tasks to Test Usability of Divya Damodaran Professional Website
Date: [12/12/2022]

Thank you for assisting me by conducting usability testing on my drafted professional website! I value your feedback as a test user so that I can improve my website before submitting the final version. To guide you through this usability test, I will first provide my rhetorical situation.

Next, I will show you my website, and then you will be navigating it to finish the tasks below. During this time, I will only be observing and writing notes; I will not answer questions.

My Rhetorical Situation

I am asking you to conduct usability testing with my rhetorical situation in mind. So first, I will describe my audience, context, and purpose for my professional website.

My primary audience is Recruiters hiring for entry level software engineering jobs.

[Optional:] My secondary audience is Potential referrers for the same.

The context for my professional website is I am a new grad software engineer seeking job opportunities

The overall purpose of my website is To assist me in finding software job opportunities

The Process

As a tester, imagine yourself as a member of my primary audience. I will show you my website, and then you will be navigating it to finish the tasks below. Remember, during this time, I will only be observing and writing notes; I will not answer questions.

1. Please tell me what university I go to
2. Please find one of my job experiences with Amazon
3. Please find a project I worked on with JavaScript

The Outcome

Britni Canale (bpc72):

- Task 1: Canale had to spend a couple of moments scanning the headers in the nav bar as I don't have a separate education section. She finally chose to check out my About section and was able to immediately find the information in the section.
- Task 2: Canale immediately clicked on my 'Experience' nav button and scrolled down to Amazon. There were no difficulties at all for this task.
- Task 3: There was some confusion here as I had meant for Canale to find a project from my 'Projects' section where I used JavaScript, but Canale instead pointed out a work

experience where I listed JavaScript as one of the languages I used. I did, however, technically use JavaScript for a project at work.

Helen Yang (hly4):

- Task 1: Yang first downloaded my resume from the home page and found my education there. As Yang was casually scrolling, she also noticed and pointed out my education listed in my 'About' section right below the home page.
- Task 2: Yang scrolled down to my 'Experience' section and scrolled down to Amazon. There were no difficulties at all for this task.
- Task 3: Yang hesitated for a moment on my job experiences with JavaScript tags but ultimately clicked on my 'Projects' nav button and immediately found a project with the JavaScript tag. There was some confusion but not a detrimental amount.

In summary, it appears my navigational set up is for the most part quite intuitive. With regards to Task 1, although there was minimal confusion, I might consider adding a search bar to the home page to let people quickly find key topics that aren't in the nav bar such as education. Task 2 was very successful, and no changes appear necessary to the 'Experience' section. Task 3 appeared more confusing to people, but I believe it's more about interpretation rather than an actual problem with the website navigational set up as when 'Project' was emphasized the testers ultimately were able to easily find the project section and the projects within .