

Short Usability Test for Last Resort Recovery

Date of Report: April 22th, 2014

Date of Test: April 17th, 2014

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Executive Summary

For this usability test, we hoped to get some insight on the flow of our application and opinions on the user interface. We had our users register for an account on our website, which allowed them to follow instructions to install a Linux-based Agent to add a lost device to their account. This would allow the users to view a list of lost devices, the device status, and generated reports of their device on their account. Users would have varying results of the use of the website and Agent, depending on their working knowledge of Linux. We took the suggestions from the less Linux-savvy users seriously, as we will work to improve the page based on their needs.

Methodology

Five participants, having the following characteristics evaluated Last Resort Recovery.

Linux Experience	Participants
1	1
2	0
3	3
4	0
5	1

What Participants Did

The following procedure was carried out for all participants in the usability test.

1. Click the “Sign Up” button on the homepage and fill out required registration info.
2. Once logged into the dashboard, go to “Help” tab and follow instructions to install Agent.
3. Follow Agent instructions to install a device.
4. Back to the website, go to “Devices” tab and select from drop down to view a device.
5. Look at device status. Toggle status between "Lost" and "Found".
6. Continue down the Devices tab to view reports of lost device.
7. Log out using the “Log Out” button.
8. Log back into dashboard using the login form, then log out using the “log out” button.

After this procedure was completed, we asked the following exit questions.

1. What are you overall thoughts about Last Resort Recovery?
2. Based on your expertise with Linux, do you think it would easy for someone to install the Agent on their Linux based machine?
3. What are some changes you would suggest for Last Resort Recovery?

What Data We Collected

Users completed a variety of tasks that represent the normal flow of the website. Notes were taken based on their completion of these tasks and also through observation of how they navigated through the website while they performed each step. Once testing was complete, a set of exit questions were asked by our test administrator based on their experiences with our website.

Major Findings and Recommendations

Issue	Recommendation
Instructions to install Agent not helpful	<ul style="list-style-type: none">• Make instructions in a column• Pictures for instructions pop out or fix them to be smaller.
Password elongates after login button is clicked.	<ul style="list-style-type: none">• Fix is to hide hashing.
Agent instructions/user feedback not helpful	<ul style="list-style-type: none">• Improve instructions for the less Linux-savvy and notify user when a device is added.
Toggle Button.	<ul style="list-style-type: none">• Move it next to device status because that's what it has to do with.• Update page automatically.
Device reports need proper labeling.	<ul style="list-style-type: none">• Each device gets unique ID, then each report labeled with that unique ID with date and time of report.• The section where the devices lie need to be labeled properly.• Notify user when a new report is generated.

Detailed Findings and Recommendations

Introductory Question

“What is your Linux Experience (scaled 1 to 5)?”

1 user reported an experience of 1, 3 users reported an experience of 5, and 1 user reported an experience of 5.

Tasks

Task 1: Click the “Sign Up” button on the homepage and fill out required registration info.

Sample Findings: Some users were alarmed when completing registration, their password would elongate due to the password being hashed.

Sample Recommendations: Hide the hashing process so that users aren't alarmed by that mechanic.

Task 2: Once logged into the dashboard, go to “Help” tab and follow instructions to install Agent.

Sample Findings: The majority of users expressed difficulty following the instructions to install the Agent due to the instruction’s arrangement on the page. The images provided also didn’t serve its purpose, as it further confused the less experienced Linux users.

Sample Recommendations: Arrange the instructions in a column and make the pictures clearer to a user who wouldn’t be experienced in the Linux operating system.

Task 3: Follow Agent instructions to install a device.

Sample Findings: Some users were able to navigate the Agent instructions to install a device, but the instructions still proved difficult for the users and the Agent did not provide much user feedback.

Sample Recommendations: Make the Agent instructions clear and apply more user feedback so that they know a device has been added.

Task 4: Back to the website, go to “Devices” tab and select from drop down to view a device.

Sample Findings: Users were able to perform this task with little to no difficulty.

Sample Recommendations: Try and make the device names obvious so that they can be found in the tab.

Task 5: Look at device status. Toggle status between "Lost" and "Found".

Sample Findings: One user didn’t like the where the toggle button was placed in relation to the actual status label.

Sample Recommendations: Move the toggle button next to the status button.

Task 6: Continue down the Devices tab to view reports of lost device.

Sample Findings: Users expressed difficulty knowing what a report was because of improper labeling.

Sample Recommendations: Each device gets a unique ID and that unique ID will be used in the title of the report along with the date and time the report is taken.

Task 7: Log out using the “Log Out” button.

Sample Findings: Users were able to perform this task with little to no difficulty.

Sample Recommendations: None.

Task 8: Log back into dashboard using the login form, then log out using the “log out” button.

Sample Findings: Users again were alarmed by the elongation of the password field after the login button was pressed.

Sample Recommendations: Hide this hashing mechanic from the interface.

Exit Questions

Question	Response
What are you overall thoughts about Last Resort Recovery?	“Pretty good...” Users were satisfied with a good user interface and also expressed interest in using this if it was a finished product.
Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?	Depending on their expertise with Linux, some users believed people who weren't well versed in Linux may have difficulty with installing the Agent. The Agent would have to be easy enough to follow for those inexperienced in the operating system.
What are some changes you would suggest for Last Resort Recovery?	Most users expressed that the instructions to install the Agent and the Agent instructions need to be easy for the users, especially for those not experienced in Linux. We need to take that specific user base into account. Also, users mentioned more user feedback across the website and Agent. One user also expressed an interest for a print button in order to have a physical copy of their device report.

Conclusion

The results from this usability test showed us several things. The look and feel of the website was received well, but there are many problems noted that we need to improve on in order to appeal to our intended users. Not all college students are experienced in the Linux operating system and since we don't have a version of the Agent for a Windows operating system, we need to make our website so that the less Linux experienced users will be able to follow instructions to install the Agent and to be able to use the Agent to add a device. Also, user feedback needs to be a top priority to serve all of our users. It is better to let them know whether a device is added or a report is generated rather than having the user sit there waiting whether or not they had done something wrong or not. We had also hoped that we had more users testing who were not as experienced in Linux, meaning a 1 or a 2 based on our scale. We could only get solid input from one user with a Linux experience of 1 and we are pushing to make sure that specific user group will not be deterred by our website. Our team will take the recommendations from our test participants and use them to improve and polish our final version.

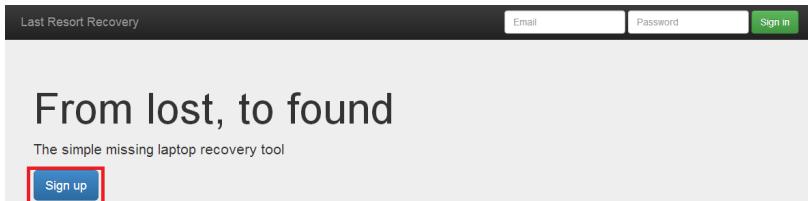
Last Resort Recovery Testing Procedure

1. Ask user about their Linux experience (Scaled 1 to 5).
2. Hand user the test instructions and briefly outline it for them.
3. Observe and take notes. Silence is the key and help only if it is necessary.
4. Ask user of their opinions about the website after test completion.
5. Ask user exit questions.

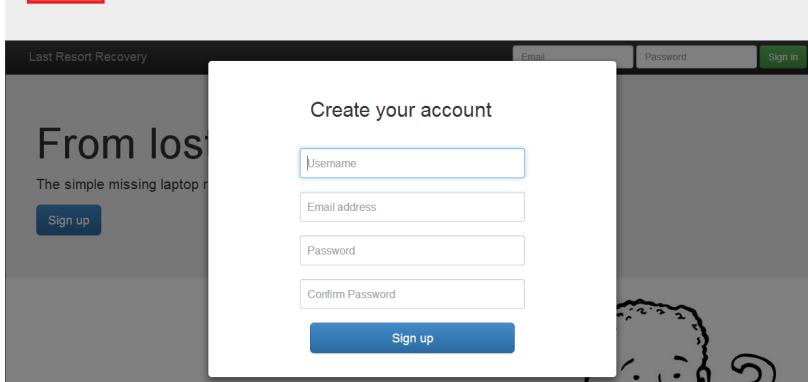
Last Resort Recovery Usability Test

Candidate Form

1. Click the “Sign Up” button on the homepage and fill out required registration info.

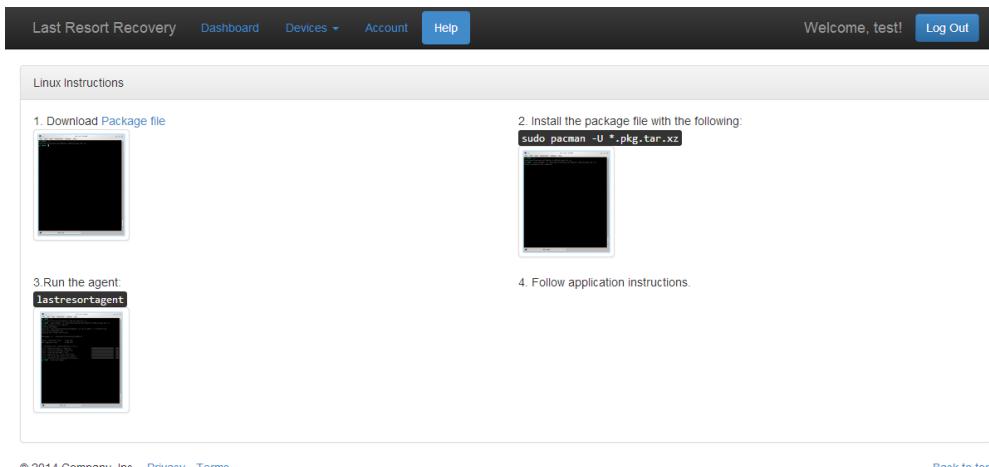


The screenshot shows the homepage of the Last Resort Recovery website. At the top, there is a navigation bar with fields for 'Email' and 'Password' and a green 'Sign in' button. Below the navigation bar, the main heading 'From lost, to found' is displayed, followed by the subtext 'The simple missing laptop recovery tool'. A blue 'Sign up' button is visible. The background features a dark grey gradient with a cartoon illustration of a smiling face.



The screenshot shows a modal window titled 'Create your account'. It contains four input fields: 'Username', 'Email address', 'Password', and 'Confirm Password'. Below these fields is a blue 'Sign up' button. The background of the modal is white, and it is overlaid on the homepage's dark background.

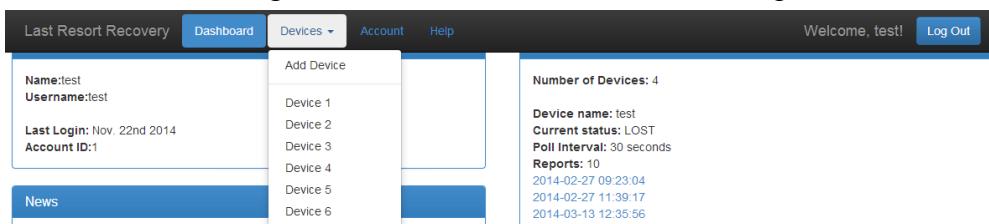
2. Once logged into the dashboard, go to “Help” tab and follow instructions to install agent.



The screenshot shows the 'Help' tab of the dashboard. At the top, there is a navigation bar with tabs for 'Dashboard', 'Devices', 'Account', and 'Help' (which is currently selected). To the right, there are 'Welcome, test!' and 'Log Out' buttons. The main content area is titled 'Linux Instructions' and contains four numbered steps with corresponding screenshots:

1. Download Package file (Screenshot of a terminal window).
2. Install the package file with the following command: `sudo pacman -U *.pkg.tar.xz` (Screenshot of a terminal window showing the command being run).
3. Run the agent: `lastresortagent` (Screenshot of a terminal window showing the command being run).
4. Follow application instructions. (Text only, no screenshot).

3. Follow agent instructions to install a device.
4. Back to the website, go to “Devices” tab and select from drop down to view a device.



The screenshot shows the 'Devices' tab of the dashboard. At the top, there is a navigation bar with tabs for 'Dashboard', 'Devices' (which is currently selected), 'Account', and 'Help'. To the right, there are 'Welcome, test!' and 'Log Out' buttons. The main content area displays a table of devices:

Name	Username	Last Login	Account ID
test	test	Nov. 22nd 2014	1

Below the table, there is a sidebar with a 'News' section and a 'Number of Devices: 4' summary. The summary includes:

- Device name: test
- Current status: LOST
- Poll Interval: 30 seconds
- Reports: 10
 - 2014-02-27 09:23:04
 - 2014-02-27 11:39:17
 - 2014-03-13 12:35:56

5. Look at device status. Toggle status between "Lost" and "Found".

The screenshot shows the 'Devices' tab selected in the top navigation bar. The main content area is divided into two columns. The left column, titled 'Device Information', displays device details: Name: Banana, Status: **OK**, Poll Interval: 30 seconds, Agent Version: Beta 0.02, and Last Reported: 2014-04-14 10:17:59 Not yet implemented. The right column, titled 'Last Known Location', is currently empty. Below these sections is a 'Device Controls' panel with a single button labeled 'Toggle status', which is highlighted with a red box.

6. Continue down the Devices tab to view reports of lost device.

7. Log out using the “Log Out” button.

Log Out

8. Log back into dashboard using the login form, then log out using the “log out” button.

Last Resort Recovery Usability Test

Test Subject No._____

Linux Experience Level_____

<u>Tasks</u>	<u>Notes</u>
Click the “Sign Up” button on the homepage and fill out required registration info.	
Once logged into the dashboard, go to “Help” tab and follow instructions to install agent.	
Follow agent instructions to install a device.	
Back to the website, go to “Devices” tab and select from drop down to view a device.	
Look at device status. Toggle status between "Lost" and "Found".	
Continue down the Devices tab to view reports of lost device.	
Log out using the “Log Out” button.	
Log back into dashboard using the login form, then log out using the “log out” button.	

Exit Questions

1. *What are your overall thoughts about Last Resort Recovery?*

2. *Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?*

3. *What are some changes you would suggest for Last Resort Recovery?*

Cameron
is observing
Alan

Instructions are bad

More toggle button

Last Resort Recovery Usability Test

Test Subject No. 1

Linux Experience Level 5

Notes: Fix the password bug signing up, NO LINKS WORK IN NEWS

Tasks	Notes (using scale 1-5)
Click the "Sign Up" button on the homepage and fill out required registration info.	4
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	3
Follow agent instructions to install a device.	2 Make instructions in a column
Back to the website, go to "Devices" tab and select from drop down to view a device.	3 Notify user that device is added
Look at device status. Toggle status between "Lost" and "Found".	3 Button should be beside
Continue down the Devices tab to view reports of lost device.	4 Label that stuff
Log out using the "Log Out" button.	5
Log back into dashboard using the login form, then log out using the "log out" button.	4 stop popping out the label

Spaces
in name

Tooltips need a delay

Exit Questions

1. What are your overall thoughts about Last Resort Recovery?

Pretty good, please do the things I asked

2. Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?

Not for someone who doesn't know Linux "Open Terminal"

3. What are some changes you would suggest for Last Resort Recovery?

Cameron
observing
Dan

Last Resort Recovery Usability Test

Test Subject No. 2

Linux Experience Level 3

Tasks	Notes
Click the "Sign Up" button on the homepage and fill out required registration info.	4 - password things
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	please click on image for down add
Follow agent instructions to install a device.	2 - make instructions clearer
Back to the website, go to "Devices" tab and select from drop down to view a device.	Device name - make it obvious
Look at device status. Toggle status between "Lost" and "Found".	update page automatically
Continue down the Devices tab to view reports of lost device.	refresh page after/ inform user of collection
Log out using the "Log Out" button.	password field needs to hidden
Log back into dashboard using the login form, then log out using the "log out" button.	✓

Exit Questions

1. What are your overall thoughts about Last Resort Recovery?

News section - make content real,

pictures for
instructions

Instructions suck for installation

2. Based on your expertise with Linux, do you think it would easy for someone to install the Agent on their Linux based machine?

After agent setup make a form to website

3. What are some changes you would suggest for Last Resort Recovery?

More feed back
for toggle status

Cameron
observing
Nick ✓

Last Resort Recovery Usability Test

Test Subject No. 3

Linux Experience Level 3

Spaces in device

Tasks	Notes
Click the "Sign Up" button on the homepage and fill out required registration info.	login
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	✓
Follow agent instructions to install a device.	✓
Back to the website, go to "Devices" tab and select from drop down to view a device.	Ref
Look at device status. Toggle status between "Lost" and "Found".	Inform user about new report dynamically
Continue down the Devices tab to view reports of lost device.	✓
Log out using the "Log Out" button.	
Log back into dashboard using the login form, then log out using the "log out" button.	

Exit Questions

Report link needs for dashboard
to work

1. What are your overall thoughts about Last Resort Recovery?

Pretty fucking neat. Check back in 30 seconds

2. Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?

No problem

3. What are some changes you would suggest for Last Resort Recovery?

Last Resort Recovery Usability Test

Test Subject No. 4

Linux Experience Level 1

Tasks	Notes
Click the "Sign Up" button on the homepage and fill out required registration info.	✓
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	Instructions in order - Images need to be
Follow agent instructions to install a device.	- Confusing order
Back to the website, go to "Devices" tab and select from drop down to view a device.	- Clear up the instruction to be easy to run
Look at device status. Toggle status between "Lost" and "Found".	- Step up a step by step for Linux
Continue down the Devices tab to view reports of lost device.	- Screen shot
Log out using the "Log Out" button.	✓
Log back into dashboard using the login form, then log out using the "log out" button.	✓

Exit Questions

Please make your device

1. What are you overall thoughts about Last Resort Recovery?

Print button would be awesome

2. Based on your expertise with Linux, do you think it would easy for someone to install the Agent on their Linux based machine?

Make easy installer

3. What are some changes you would suggest for Last Resort Recovery?

Print button report and refresh

Last Resort Recovery Usability Test

Test Subject No. 5

Linux Experience Level 3

Tasks	Notes
Click the "Sign Up" button on the homepage and fill out required registration info.	Pop up for account register
Once logged into the dashboard, go to "Help" tab and follow instructions to install agent.	User name or email for login
Follow agent instructions to install a device.	✓ Jump to device page
Back to the website, go to "Devices" tab and select from drop down to view a device.	
Look at device status. Toggle status between "Lost" and "Found".	
Continue down the Devices tab to view reports of lost device.	
Log out using the "Log Out" button.	
Log back into dashboard using the login form, then log out using the "log out" button.	

Exit Questions

1. What are your overall thoughts about Last Resort Recovery?

Needs a smile face

2. Based on your expertise with Linux, do you think it would be easy for someone to install the Agent on their Linux based machine?

3. What are some changes you would suggest for Last Resort Recovery?