**Project Iteration 1**

**Activity 6**

**User-Centric Computing II**

**COMP4600**

**Spring 2025**

**Usability Test 1**

**Project Name: WellnessHub**

**Team Name: Computing Tigers**

**Team’s Project Trello board URL: https://trello.com/b/L670bGdr/usercentrics-project**

**Tream’s Project Github repo URL: https://github.com/Harrison-Benton/semester-project**

**Website URL:** [**https://harrison-benton.github.io/wellnesshub\_final/index.html**](https://harrison-benton.github.io/wellnesshub_final/index.html)

**Team members**

|  |  |
| --- | --- |
| **#** | **Name** |
| 1 | Harrison |
| 2 | Patrick |
| 3 | Heather |
| 4 |  |

**Usability tests ran by all members**

|  |  |
| --- | --- |
| **Member Name** | *Harrison* |
| **Participant age** | *62* |
| **Participant gender** | *female* |
| **Test Date** | *5/1/2025* |
| **Test Time** | *10:30* |
| **Total time taken** | *Total test time here* |
| **Test Introduction script** | |
| Hi! My name is Harrison, and I’m working on a website project focused on health and wellness.  Thanks so much for helping us today. This session should take around 20 to 30 minutes, and I just want to reassure you — you are not being tested. We’re testing the website to see how well it works for real users like you.  The website is called Wellness Hub. It has pages for fitness, health, diet tips, help videos, and a discussion board. I won’t go into too much detail — we want to see how you naturally explore the site.  Your feedback helps us understand what’s easy, what’s confusing, and how we can improve the overall experience.  I will let you now take the computer and begin when you are ready. | |
| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Sign up for an account | **Completed successfully:** yes  **Time taken:** 42  **Facial expressions:** Briefly confused, then understanding  **Any noises made:** Oh it’s in Sign In now  **Any other gestures made:** Hovered around nav, nodded once she found it |
| Find an article about nutrition | **Completed successfully:** Yes **Time taken:** 30 seconds **Facial expressions:** Interested **Any noises made:** “That’s a good one” **Any other gestures made:** Clicked article snippet under Diet page |
| Try to send a message through Contact Us | **Completed successfully:** Yes **Time taken:** 50 seconds **Facial expressions:** Slight squint, then relief **Any noises made:** “Ah, there it is at the bottom” **Any other gestures made:** Scrolled to footer, clicked and wrote a message |
| Find the help page with videos | **Completed successfully:** Yes **Time taken:** 40 seconds **Facial expressions:** Slight smile **Any noises made: “**I know I just saw it” **Any other gestures made:** Explored the help page |
| Post to the discussion board | **Completed successfully:** Yes **Time taken:** 55 seconds **Facial expressions:** Confident **Any noises made:** “This looks more alive now” **Any other gestures made:** Quickly wrote and submitted a post |
| Reply to someone on the discussion board | **Completed successfully:** Yes **Time taken:** 15 seconds **Facial expressions:** Amused **Any noises made:** “That was easy” **Any other gestures made:** Clicked reply, typed casually |
| Find an article about yoga | **Completed successfully:** Yes **Time taken:** 36 seconds **Facial expressions:** Neutral **Any noises made:** “That’s where I thought it’d be” **Any other gestures made:** Found under Fitness, clicked full article |
| Find an article about aging | **Completed successfully:** Yes **Time taken:** 28 seconds **Facial expressions:** Engaged **Any noises made:** “I could use this” **Any other gestures made:** Skimmed snippet, opened full article |
| Go back to the home page | **Completed successfully:** Yes **Time taken:** 10 seconds **Facial expressions: Nuetral Any noises made:** “I like this way better” **Any other gestures made:** Clicked Home in nav bar |
| Sign into the account you created at the beginning | **Completed successfully:** Yes **Time taken:** 22 seconds **Facial expressions:** Calm, focused **Any noises made:** “So I just login to the account I created a few minutes ago?” **Any other gestures made:** Logged in without issue |
| **User’s opinions/comments/suggestions about the site** | |
| *Some things the user like were that everything felt more finished especially the discussion board. She liked that there were posts that she could interact with. The articles were enough to skim and decide if the article is worth the read. The home button was really intuitive as well.*  *Some things she did not like so much were the sign in button. User stated it would be easier if it was sign in/ sign up so she would know that’s where she is supposed to sign up. She also felt that the contact us did not have enough attention brought to it to find it easily when searching for it. Her suggestions were to make the contact us button more noticeable, change the signin to include both signin and signup. Other than that, the user expressed that the website felt complete and alive, while also being easy to navigate and focus without too much clutter around the information.* | |
| **The “Thank You” note to conclude the test** | |
| *Thank you so much for taking the time to help us with this usability test. Your feedback is extremely valuable and helps us understand how real users interact with the Wellness Hub website. By sharing your thoughts and walking through the tasks, you’ve helped us identify areas that work well and areas that still need improvement.* | |
| **Your experience, assessment of the Usability Test** | |
| *The usability test went smoothly, the user was able to complete all the task faster and with less frustration. They revealed important insight to how users might feel about the sign in tab, and the contact us page. If I were to test again I would consider testing someone who had not yet seen the prototype to get a genuine first time response.* | |

|  |  |
| --- | --- |
| **Member Name** | *Jane Doe* |
| **Participant age** | *Input age here* |
| **Participant gender** | *Input gender here* |
| **Test Date** | *Test date here* |
| **Test Time** | *Test time here* |
| **Total time taken** | *Total test time here* |
| **Test Introduction script** | |
| *Insert here the introductory speech you gave to the participant to put her at ease and inform him/her about what is expected. You know from our Usability Testing lectures, and videos that an introduction is necessary.*  *The following items must be present here -*   * *Your formal introduction*   + *Your name*   + *What you do*   + *And so on* * *The purpose of the session and the time it might take* * *Put the users at ease by ensuring that they are not being tested in any way, but rather they are helping us by testing a product for us!* * *Explain about your website – do not give them too many details, we want them to explore and find out.* * *Explain how the participant is helping you by participating.*   + *Explain what you expect to find*     - *Do not tell them exact results that you hope to find, you will bias them that way*     - *Explain to them that you are trying to get a general understanding of the site’s usability, what works and what does not for a user.* * *Now point them to the website that they will have to test by giving them the URL.* | |
| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Task 1 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 2 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 3 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 4 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 5 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 6 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 7 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 8 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 9 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| Task 10 (description of the task) | **Completed successfully:** yes/no  **Time taken:** in seconds  **Facial expressions:**  **Any noises made:**  **Any other gestures made:** |
| **User’s opinions/comments/suggestions about the site** | |
| *Ask the users about the site and insert their answers here.*  *Questions that you must ask are below, but you are more than welcome ask them other questions you deem necessary -*   * *what they liked* * *what they didn’t like* * *what suggestions they can provide to make the site better for users* | |
| **The “Thank You” note to conclude the test** | |
| *Insert the closing remarks with your Thank You speech here.* | |
| **Your experience, assessment of the Usability Test** | |
| *Insert your own assessments of the test, your experience here, if there is anything you would do differently next time, if anything else needs to be added to this document, and so on.* | |

|  |  |
| --- | --- |
| **Member Name** | *Heather McConnell* |
| **Participant age** | *60* |
| **Participant gender** | *female* |
| **Test Date** | *04/28/2025* |
| **Test Time** | *15 minutes* |
| **Total time taken** | *20 minutes* |
| **Test Introduction script** | |
| *Hi [Participant's Name] my name is Heather McConnell, thank you so much for taking the time to help us today. Before we begin, I just want to give you a quick overview of what we’ll be doing and what you can expect.*  *This is a usability test, which means we’re testing how easy and intuitive our Health and Wellness website is to use. We're not testing you there are no right or wrong answers, and you can't make a mistake. If something is confusing or doesn't work the way you expected, that’s exactly the kind of feedback we’re looking for.*  *During the session, I’ll ask you to complete a few tasks using the website, and I’d love for you to think out loud as you go, tell me what you’re looking at, what you’re thinking, and why you're clicking where you’re clicking. This helps us understand your experience better.*  *This session may take 10-20 minutes.*  *Do you have any questions before we start?* | |
| **The 10 Tasks users must complete and your observations**  Here you will ask the user to be at ease and complete the tasks listed below  You must observe and collect/note necessary information on the left | |
| Task 1: Create an Account | **Completed successfully:** Yes  **Time taken:** 19.6 seconds  **Facial expressions: calm**  **Any noises made:** no  **Any other gestures made: no** |
| Task 2 Connect with online community | **Completed successfully:** Yes  **Time taken:** 14.3 seconds  **Facial expressions: neutral**  **Any noises made:** no  **Any other gestures made: no** |
| Task 3: Check site for frequently asked questions | **Completed successfully:** no  **Time taken:** 3 minutes 44 seconds  **Facial expressions: puzzled, frustrated**  **Any noises made:** no  **Any other gestures made: hand over mouth** |
| Task 4: Find information on vitamins and supplements | **Completed successfully:** yes  **Time taken: 6 seconds**  **Facial expressions: calm**  **Any noises made:** no  **Any other gestures made: no** |
| Task 5: Find information about swimming | **Completed successfully:** yes  **Time taken: 10.3 seconds**  **Facial expressions: relaxed**  **Any noises made:** no  **Any other gestures made: no** |
| Task 6: Find information on how to use this website | **Completed successfully:** no  **Time taken:** 2 minutes 59 seconds  **Facial expressions: irritated**  **Any noises made:** no  **Any other gestures made: no** |
| Task 7: Find information on Yoga routines | **Completed successfully:** yes  **Time taken:** 11.9 seconds  **Facial expressions: relaxed**  **Any noises made:** no  **Any other gestures made: no** |
| Task 8: Find where to send the company a message/ feedback | **Completed successfully:** yes  **Time taken:** 6.2 seconds  **Facial expressions: relaxed**  **Any noises made:** no  **Any other gestures made: no** |
| Task 9: Locate where you would go to look for information on health conditions | **Completed successfully:** yes  **Time taken: 5.4 seconds**  **Facial expressions: relaxed**  **Any noises made:** no  **Any other gestures made: no** |
| Task 10: Find where you would go for healthy shake recipes | **Completed successfully:** yes  **Time taken:** 5 seconds  **Facial expressions: relaxed**  **Any noises made:** no  **Any other gestures made: no** |
| **User’s opinions/comments/suggestions about the site** | |
| *The user liked the general layout of the website. They thought the organization was relaxing and not distracting.*  *The user had some difficulties with the following tasks:*  **Task 3: User was unable to locate the Frequently Asked questions option on the help page. User suggested that the ‘Help” link be colored in blue as is standard for clickable links.**  **Task 6: User was unable to locate the “How to use this website” information. User selected Contact Us and Discussion board links** | |
| **The “Thank You” note to conclude the test** | |
| *Thank you for your time today. You’ve been incredibly helpful! Your feedback will really help us make the website easier and more enjoyable to use. We really appreciate your honest thoughts and the effort you put into the session. If you have any final comments or questions, feel free to share. Otherwise, thanks again, and have a great day!* | |
| **Your experience, assessment of the Usability Test** | |
| *The usability testing gave valuable and in some cases surprising insight into the website’s customer base. My user struggled to locate the contact us and help pages. My team previously changed the location of these two pages to increase the flow of the website and limit distractions. What I would do differently is make changes to these pages so that they are more obvious on the website.* | |

**Accessibility tests and Markup validation**

|  |
| --- |
| **Harrison** |
|  |
| * *index.html*   *improper label forms*  *bad contrast*   * *health.html*   *improper label forms*  *bad contrast*   * *fitness.html*   *improper label forms*  *bad contrast*   * *diet.html*   *improper label forms*  *bad contrast*   * *discussion.html*   *improper label forms*  *bad contrast*  *ARIA attributes*  *Empty title element*   * *signin.html*   *perfect*   * *signup.html*   *perfect*   * *contactus.html*   *inconsistent title hierarchy*  *improper label forms*  *bad contrast*   * *help.html*   *improper lable forms*  *bad contrast* |
|  |
| * *discussion.html*   *9 trailing slashes on void elements*   * *signin.html*   *3 trailing slashes on void elements*   * *signin.html*   *3 trailing slashes on void elements*   * *contactus.html*   *trailing slash on void element*  *section lacks heading*  *2 consider using h1 for top level heading only* |
| **Member 2 Name** |
| *Insert the Accessibility test screenshots here* |
| *List the issues found here* |
| *Insert the HTML validation screenshots here* |
| *List the Markup issues found here* |
| **Member 3 Name** |
| *Insert the Accessibility test screenshots here* |
| *List the issues found here* |
| *Insert the HTML validation screenshots here* |
| *List the Markup issues found here* |

**Team’s assessments**

|  |
| --- |
| **Usability test results, discussions, analysis** |
| *Insert team discussions and analysis of all the usability test results. The following ust be included here -*   * 1. *summary and analysis of all the results from each member’s usability test*   *Usability was mostly straightforward but we had a couple of issues with the contact us, help page, and sign in sign up.*   * 1. *The future enhancements that can be made on the site based on analysis above.*   *For contact us we could add some kind of large icon to draw attention to the contact us link or making the size of the link larger. We could also change the help page link to blue rather than black to make it more noticeable, and we could also change the signin nav bar button to say signin/signup.* |
| **Accessibility issues** |
| *For most pages we had improper labels on forms, and failed the contrast test because it was not 3:1 ratio. As for specifics on the discussion form we also failed ARIA attributes and there was an empty title element. And then for the contact us page we had an inconsistent title hierarchy. Other than that all tests were passed. We can add ARIA attributes in our html to support screen readers, along with fixing the contrast to represent that 3:1 ratio standard for website accessibility. The ARIA attribute accounted for most of our failed tests.* |
| **HTML Markup issues** |
| *For the html markup issues we found on a couple pages trailing slashes that did not affect anything but were not correct syntax. The fix for this would be to find those trailing slashes and remove them. We also found on contact us the section lacked a heading. The remedy here would be to add a heading to the section, and we also found that it preferred us to use h1 for top level heading only and not for preceding headings.* |