# Usability Test Results for HTML Prototype

## Executive Summary

Usability testing was performed on the RecallsFeed prototype. The first round of usability testing was performed on the paper prototype. The results are listed on Github. The second round of usability testing was performed on the HTML prototype. The questions and the participants’ responses are listed below.

## Methodology

The HTML prototype was tested on three participants. Each testing session was performed individually with each participant and the usability tester. Participant 1’s session was conducted on a laptop, while Participants 2 and 3 used a laptop for their sessions. The participants’ screens and voices were recorded with Adobe Connect.

* Recording of Test #1: <http://connectpro97007475.adobeconnect.com/p6ki5a2oayp/>
* Recording of Test #2: <http://connectpro97007475.adobeconnect.com/p4h02g9gsg5/>
* Recording of Test #3: <http://connectpro97007475.adobeconnect.com/p7ul2h5iyk5/>

## Results

The questions posed to the participants are numbered below. The participants were asked three introductory questions upon first viewing the prototype. Then they were given task questions related to two scenarios. The session ended with a series of follow up questions. The questions and the participants’ feedback are listed below.

## Intro questions:

1. Just from looking at this site, what kinds of information do you think you could get from this site?  
   1. Feedback:  
      1. Participant 1: Foods at supermarket. Recalls.
      2. Participant 2: “Recalls on food from the FDA.”
      3. Participant 3: “This looks like it’s a feed to tell me about food product recalls.”
2. Who you think this site is designed for?   
   1. Feedback:  
      1. Participant 1: “General public”
      2. Participant 2: “Anyone looking to see if there’s a food recall. General public.”
      3. Participant 3: “Consumers of food products”
3. Who manages this site?  
   1. Feedback:
      1. Participant 1: “It looks like the FDA. Top right. OpenFDA.”
      2. Participant 2: “Powered by OpenFDA.”
      3. Participant 3: “The Food and Drug Administration”

## Scenarios:

1. You are a parent, and your child is allergic to peanuts. You heard that some food products were recently recalled for containing undeclared peanuts. Find which products contain undeclared peanuts.
   1. Feedback:  
      1. Participant 1: Participant remembered seeing the slide for “undeclared peanuts.” Participant clicked the left icon on the carousel to navigate to rotate the slideshow back to the slide about peanuts. Participant noted that clicking on the slide did NOT bring up information about peanuts (or change the screen in any way). “I’m going to arrow over to the undeclared peanuts thing. I’m going to click on it, and nothing’s going to happen.” Participant then typed “peanuts” in the “Food Name” text box.
      2. Participant 2: “It looks like there are already results displayed.” Participant saw results for different types of foods but didn’t choose to apply any filters. User never rested mouse over search filters area.
      3. Participant 3: used Filter to search for the word, “peanut”. Saw several recalls listed on May 20.
2. You are a catering manager and you need to know if any of the foods in your kitchen have been recalled. Find foods that have been recalled in the past week.   
   1. Feedback:  
      1. Participant 1: Participant typed different food names (e.g. “ham” and “milk”) into “Food Name” text box. Participant thought this was a required field. When asked to find all recalled foods using only this site, the Participant replied “**I don’t know how I would do that. I guess I’d have to go through each one and search in the food name. I’d have to type each one in. It would take a while.**”
      2. Participant 2: Participant typed “**by date**” into the text box labelled “Filter Dataset Below.” “I would go to ‘Recall Date’ and try to change the way it shows up but if this is correct, it doesn’t look like there are any recalls in the last week.” **Participant did not scroll back up to the date filters above the search results**.
      3. Participant 3: Used date filter. Noted that he would have liked to see an indicator of today’s date.

## Follow Up Questions

1. What did you think of the experience of using this site?  
   1. Feedback:   
      1. Participant 1: “It would take me a lot of time to get the results I needed with the results I got…It would be nice if there was a way we could filter this further or sort it by relevance.”
      2. Participant 2: “It seems pretty straight forward. It’s a little hard to maybe understand.” Participant then scrolled back to the top and noted “There’s a search bar at the top and you can search dates and it gives you a product description.” The Participant noticed them at this point but didn’t use them when searching earlier.
      3. Participant 3: “The interface itself is very friendly.”
2. Can you think of features you’d like to see added?  
   1. Feedback:  
      1. Participant 1: Participant noted that the first thing he did was click on the banner and it didn’t go anywhere. Noted that it was “not really helpful” and that “it was more of a tease.”
      2. Participant 2: no suggestions
      3. Participant 3: Suggested adding clearer text to explain the lower text box is to “search within your search results.” Most people would want a PDF in additional to a CSV download option. Suggested ability to share the page on Facebook, Twitter, or Pinterest. Would like to see the banner smaller and the search results moved up.
3. If you were to describe this site in a sentence or two, how would you describe it?  
   1. Feedback:  
      1. Participant 1: “This site is probably most beneficial for someone who…is familiar with what search terms will yield the most results. But as a general person, it’s limited.”
      2. Participant 2: “I think the site is pretty straightforward and looks like it contains all pertinent information to food recalls.”
      3. Participant 3: “It’s a good tool provided by Government to be able to allow consumers and potentially people who are responsible for food production to search recall information.”

1. Do you have any other comments about the site?  
   1. Feedback:  
      1. Participant 1: liked the way it looks. Liked the layout.
      2. Participant 2: no
      3. Participant 3: no