# Usability Task Questions Asked To Each Tester

1. What is the purpose of this website? What do you think you can do here?  
   1. You heard on the news that some ice cream has been recalled. Find **which** ice cream is included in the recall. (*Asked to Tester 1*)
   2. You heard on the news that some ice cream has been recalled. Find **all of the** ice cream included in the recall. (*The question was rephrased for Tester 2*)
2. Is any ice cream recalled in Maryland?
3. Can you find more detail about the recall for soft serve ice cream?
4. Was ice cream recalled in December 2014?
5. Do you have feedback, comments, or questions about the site?

# Results

## **Question 1**

**Question:** What is the purpose of this website? What do you think you can do here?

**Tester 1:** The page title and the first sentence on the page “don’t jive.” The title mentions “Enforcement Reports” and the text below it talks about “recalls.”

**Tester 2:** “The first sentence is not useful… ‘API endpoint’ is not helpful.”

“The second sentence is more useful.”

## **Question 2**

**Question:** You heard on the news that some ice cream has been recalled. Find **which** ice cream is included in the recall.

**Tester 1:** The landing page lists all of the latest recalls and one of those listings included ice cream. The tester noticed that one listing and pointed it out. He did not use the search feature to look for more ice cream listings. We decided to rephrase the question for the next tester.

**Question:** You heard on the news that some ice cream has been recalled. Find **all of the** ice cream included in the recall.

**Tester 2:** The tester wrote the words “ice cream” in the keyword search box and said entered dates for the current week. Tester noted that he would prefer to see a drop down list with options for “recent week”, “month”, and other increments.

## **Question 3**

**Question:** Is any ice cream recalled in Maryland?

**Tester 1:** Tester 1 did not notice “Maryland” listed in the states column on the left. He said that he didn’t Maryland included in the states with recalls.

**Tester 2:** Tester 2 indicated that he would type in the keywords field “Ice cream Maryland.”

### **Question 4**

**Question:** Can you find more detail about the recall for soft serve ice cream?

The original question was going to be: “Can you find more detail about the ice cream that is recalled in Maryland?” However since the testers did not notice “Maryland” listed in the search results, we rephrased the question to: Can you find more detail about the recall for soft serve ice cream?

**Tester 1:** The tester looked for a link or icon to click on but the design did not have one. After not finding a link, he put his finger on the text for “10% Soft Serve Vanilla.” We placed the modal window with details over the interface print out.

**Tester 2:** The tester pointed his finger on the entry, indicating that he was clicking on the text, “10% Soft Serve Vanilla.” We placed the modal window with details over the interface print out.

## **Question 5**

**Question:** Was ice cream recalled in December 2014?

**Tester 1:** Tester 1 entered December 1 and December 31 in the date fields.

**Tester 2**: Tester 2 entered December 1 and December 31 in the date fields.

## **Question 6**

**Question:** Do you have feedback, comments, or questions about the site?

**Tester 1:** Tester 1 preferred the modal window to a new screen for a detailed view but he did not like the way the data is organized in the modal. He said that it lacked “groupings” and that he had to read “every single thing” to find what he was looking for.

Tester 1 noted, in reference to the search box, “You’re filtering on a keyword here. It doesn’t tell you what you can search for.” He then noted, “I don’t know how that search is supposed to work.” Tester 1 said that he would prefer separate search fields.

Tester 1 also noted that the “Product Description” column did not have a sort by option, while the other columns did.

**Tester 2**: Tester 2 preferred the pop up details to the detail listing on the separate page, unless the detailed listing would include multiple products as the current “Details for Event ID 68705” does now. In that case he said he wasn’t sure how that would all fit in a modal window.

Tester 2 noted that he wanted an “Advanced Search” feature that would allow him to limit his search to his state of residence. Tester 2 also noted that he would prefer more search fields instead of one single “keyword” search field. He noted that a “form approach works better than a single keyword.” He added that he would like search fields to allow him to limit his search to his location and to a specific company.

Tester 2 was unclear why the page for “Details for Event ID 68705” lists multiple products for one recall ID. He wondered whether a recall included multiple products with the same issue.