

Team GMX Project 3 Usability Test Script

Collect Information Here: <https://forms.gle/xJWXvTk5FgNJh2nVA>

Introduction

Hello, _____. My name is _____, and today I will be walking you through the session to test our redesigned website. It's a short few tasks so don't worry about it taking too long!

Before we begin, some background information about our project. Our project is a redesign of another website. The current website is a proposed redesigned for them that is more appealing and functional. Currently we have a home page, an about us page, and a contact us page. The contact us page will not send the information at the moment as this is just a mockup.

The first thing we want to make clear is that we are testing the site, not *you*. If you are unable to fully understand the site or unable to use it easily that is a problem on *us*, not you. Also, don't worry if you think it'll hurt our feelings. We're doing this to improve the site, so we need your honest feedback.

The Questions

Before we start, we have some initial questions to get to know about you.

1. What is your occupation? Or what do you normally do the majority of your day?
2. What devices do you normally use in your daily life?
3. What device do you plan to use for today's usability test? For example, a laptop, desktop, phone, etc.
4. What browser will you be using?

Home Page Tour

1. Take a look at this page tell me what you think about. Whose site do you think it is, what can you do here and what is it for. Scroll if you want to but don't click on anything yet.
2. What 3 major issues are you seeing with the site that you would like to report? Even if it is something minor.
3. If you were interested in the topic of the page, would you want to learn more about the organization?

About Us Page Tour

4. Take a look at this page tell me what you think about. Whose site do you think it is, what can you do here and what is it for. Scroll if you want to but don't click on anything yet.
5. What 3 major issues are you seeing with the site that you would like to report? Even if it is something minor.
6. If you were interested in the topic of the page, would you want to learn more about the organization?

Contact Us Page Tour

7. Take a look at this page tell me what you think about. Whose site do you think it is, what can you do here and what is it for. Scroll if you want to but don't click on anything yet.
8. What 3 major issues are you seeing with the site that you would like to report? Even if it is something minor.
9. If you were interested in the topic of the page, would you want to learn more about the organization?

Wrap Up

Thank you so much for testing our site. If you have any questions do let us know.

Testing Notes:

Testing Data Collected:

https://docs.google.com/spreadsheets/d/1C2sWutZpnbbTyN_jbIG4XHmodGNXpRrx6d7vby0Zi60/edit?usp=sharing

Issues:

Grace Arnold (Laptop - Chrome)

1. Home page: Slideshow on the home page switches sizes
2. Home page: Headers don't reach the end of the page
3. Home page: doesn't give enough information
4. About Page: Text is small and hard to read
5. About Page: Top image is not centered
6. About Page: Text is disconnected
7. Contact Page: There are no alternate routes of communicating with the society
8. Contact Page: The email box doesn't seem to have a problem with non-emails
9. Contact Page: There is not a lot of info here

Jacklyn McAnich (Laptop - Firefox)

1. Home page: Slideshow on the home page switches sizes
2. Home page: doesn't give enough information
3. About Page: Text is small and hard to read
4. About Page: Top image is not centered

Christopher Dharma (Laptop - Firefox)

1. Home page: Misspelling in header
2. Home page: Slideshow on the home page switches sizes
3. Home page: Slideshow on the home page rotates pretty fast
4. About Page: Top image is not centered
5. About Page: Text is small and hard to read
6. About Page: More Separation between sections
7. Contact Page: The input fields are colored yellow which is a little strange
8. Contact Page: hovering over the 'Join the Mailing List!' button seems a little off
9. Contact Page: background of the page is noticeably not fully white whereas the picture is which make the contrast a bit odd

Paloma Toledo (Android Phone - Chrome)

1. Home page: Misspelled words
2. Home page: Slideshow Pictures are going to fast
3. About Page: Not Mobile Friendly
4. About Page: Text Boxes are just 2 long rows and video is out of proportion

Anonymous (Laptop - Firefox)

1. Home page: Make the logo/symbol of the ISUD would be better for users to know the website easier
2. Home page: Also, switching the past one and upcoming one(New York City) would be better cause upcoming one is in more priority
3. About Page: Instead of put the statue of liberty picture first, put information of ISUD would be better.
4. Contact Page: At first, when I click on this page, the blanks for first name and last name are large so I was not sure what the blanks for. I think it is better to put something to indicate the blanks, such as 'Join our mailing list'

Anonymous (iphone - Chrome)

10. Home page: add some more pictures to show, because the text content is relatively small.
11. Home page: add more information in the home page
12. Home page: The top content and logo can be bolded and enlarged more.
13. About Page: The about-us page doesn't seem to match the phone model exactly.
14. About Page: The content section of the about-us page can be separated by a top and bottom section instead of a left and right section. This makes it easier for mobile readers to use.
15. About Page: The video size is not looks good.

16. Contact Page: add more information
17. Contact Page: The membership information should add more like phone number or others.
18. Contact Page: If possible the front size could be bigger as it looks a little bit small in iPhone.

Group Report:

The Three Major Issues:

1. One the home page, the Slideshow switches sizes
 - a. The reason this was chosen that is mentioned 50% of the time during the testing of the website

Next two issues can be summed up to be that About Us page is not user friendly.

2. On the about us page, Text is too crowded, small and hard to read and is not mobile friendly
 - a. This was mentioned in about 80% of the reponses during the testing of the website
3. On the about us page, img and video are off centered and not mobile friendly
 - a. This was mentioned in about 80% of the reponses during the testing of the website

Approach to Fixing the Issues:

1. To fix the slideshow sizing, we would need to take the images and in an editor software make sure they are all the same size. Alternatively, we find a way to make a default height without stretching and/or ruining the image.
2. For the text on the about us page, we would changed the font size for better readability. And added more CSS so that the text could be separated into two sections so in mobile format it would got one on top of the other instead of side to side like it currently is.
3. For the img and video being off centered and not mobile-friendly on the about us page, the issue was fixed by Gladys Toledo-Rodriguez , so that the about page was at least a little mobile friendly. They added css so the margins would make them centered. Added width, max-width, and height to the img and video to make it mobile friendly.

Future Usability Tests:

In future usability tests, the same questions would be asked. In addition to, we would ask questions about the issues fixed that were from this report.