

# Analysis of six usability test Results for 'Expert for Expat'Prototype

## Affinity Map and Rainbow Spreadsheet Approach.

Using a rainbow  
The following slide  
quotes, and parti

After I press the finish set reminder id like to

is distracting.

It's a confusing layout

Errors

**vations**

oert.

can reassure my self  
iv'e done it right.

What is on the tool tab on  
the 'set reminder' page. Feel  
like its in the wrong place.

Market place sounds  
like a shop. Was last  
place to click on for  
experts.

ex  
t  
w

The	
Scheduled session details	2
Name	H

## **Other characteristics**

Has dreamed of opening a barbers in Europe, but has put obstacles in the way. She's experienced and financially ready to move on it now but has a lot to research.	Immigrated to New Zealand 10 years ago. She's pretty tech savvy. She has 2 kids and is thinking about their future if its in new Zealand or back in the UK.
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**the expert,  
place to cli  
aren't cle**

plash screen to  
tion page to em

confusing layout.

move forward.  
r my details.

Reference: Jakob Nielsen's four-step rating scale:

0 = I don't agree that this is a usability problem at all.  
1 = Cosmetic problem only: need not be fixed unless extra time is available on project.  
2 = Minor usability problem: fixing this should be given low priority.  
3 = Major usability problem: important to fix and should be given high priority.  
4 = Usability catastrophe: imperative to fix before product can be released.

# Observations

Observations - What are people Doing, Thinking, and Feeling?						
Spelling mistakes, which is distracting.						2 Easy fix.
like to know more about how I can search specifically for my needs						5 Utilise text-sensitive search to activate relevant expert profiles. The

aspect and price transparency of the market.

						5	would be in
						3	As its a prot


like the back button with the outline  
tool good idea but the toggle doesn't need to be there  
note tool is a speech bubble, the icon is misleading.