

iRepairs Usability Testing

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Usability Template: iRepairs example

OVERVIEW

Who: five users, who are the staff and manager that operate iRepair's storefront. The staff aged from 25 – 35 all male, competent computer skills. The manager, a lady in her 50s struggles with computers.

Evaluation criteria that will test:

- Efficiency : speed of completing a new device booking
- Effectiveness : ease of ability to fill in the form for a new device booking
- Effectiveness: sign up a new customer, add a booking for them
- Effectiveness : able to notice, and fix, any validation errors shown by form
- Efficiency: able to navigate through the 'search customers' feature
- Effectiveness: able to find the specific customer with ease
- Effectiveness: able to understand and use the sorting feature in jobs page
- Effectiveness: able to use the main menu, understand the labels used for buttons
- Confidence in navigation
- Satisfaction or frustration with product Etc.

Testing Method(s) used:

Method 1: Observation & thinking aloud

Method 2: Questionnaire

TESTING METHOD 1: Observation & Thinking aloud

Goal: to determine confidence, efficiency and effectiveness in making a new booking

To evaluate these criteria:

- Efficiency : speed of completing a new device booking
- Effectiveness : ease of ability to fill in the form for a new device booking
- Effectiveness : able to notice, and fix, any validation errors shown by form

Estimated time that this task should take: 2 minutes

Describe the method: in RL, observing their actions sitting next to them. (alternatively, film them)

Task for users to complete:

Scenario 1: An existing customer, Jamie, has broken her iphone6 screen. Book in a new job.

Scenario 2: A new customer, Sam Shady, needs to book in a GalaxyS for volume button repair

Results (repeat for each scenario):

Scenario 1: new booking with existing customer	User A	User B	User C
Able to find correct page	Yes	Yes	
Able to enter data into form correctly	Approached it confidently	Unsure but used form correctly	
Validation errors prompted?	Yes	Yes	
Response to validation errors	Noticed them, but unable to fix the date field error	Yes and able to fix	
Time taken:	4 minutes	2.8 minutes	
Emotional responses	Frustration: Satisfaction: 	Frustration: Satisfaction: 	
Time taken:	4.5 minutes	2 minutes	

TESTING METHOD 2: Questionnaire

After the completion of each task, participants rated the ease or difficult of completing the task for five factors:

- It was easy for me to log in to the website
- It was easy for me to navigate through the menu to find the correct pages
- It was easy for me to place a new booking
- It was easy for me to add a new customer
- It was easy for me to locate a new customer, to add a booking for them

For example:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean Rating	Percent Agree
It was easy for me to log in to the website			1		1	4	50%

Summary of RESULTS

Five users completed both scenarios.

Scenario 1:

- 4/5 users were able to correct validation errors to successfully book a new job.
- 3/5 users said that the form was “pretty easy” to use and understand.
- Most frustration was caused by vague validation errors. In the follow-up questionnaire, UserA said “I don’t understand the format which the date field needs”.
- The average time taken to complete the task was 3 minutes.

Scenario 2:

- The time taken by users was quite long, averaging 4 minutes.
- Once entered, only 2 users were able to effectively locate that new user to make a new booking for them.
- User D suggested re-naming the menu item to “New Customer booking”

RECOMMENDATIONS:

Changes/recommendations to make to the solution: (*perhaps display in table format as below*)

- a) make validation errors more detailed, with examples of the required data formats
- b) redesign the process (maybe combine the new customer & new booking onto one page) to speed up new bookings for NEW customers
- c) consider clearer menu link names

Change	Justification	Severity
<ul style="list-style-type: none">• make validation errors more detailed, with examples of the required data formats	Some participants found it difficult to understand the format of data required	High