

PROJECT TITLE

Usability Evaluation Findings

IT2162 Group 1

Admin No. Student Name 1

Admin No. Student Name 2

Admin No. Student Name 3

Admin No. Student Name 4

OVERVIEW

- Background
- Methodology
- Participants
- Usability metrics and goals
- Findings
- Recommendations
- Task Ratings
- Summary Of Findings And Recommendations
- Summary Of Questionnaire
- Conclusion
- Questions & Answers

BACKGROUND

- Background about your project
- Problem Statement
- Target Audience
- Project Goal

METHODOLOGY

- What happened during the usability test
- Who you tested
- What participants did
- What data you collected
- Where and when you tested
 - URL OF THE PROTOTYPE

STUDY PARTICIPANTS

[Table with the main characteristics of each study participant (gender, age, job, etc.). Remember to use participant codes instead of participant names to protect anonymity.]

USABILITY METRICS AND GOALS

Task	Expected task completion success rate	Expected task completion time
1	90%	5 minutes
2	90%	2 minutes
3	80%	3 minutes
4	95%	5 minutes
5	85%	3 minutes

TEST TASK 1

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Author: Samuel Tan

TASK 1

FINDINGS – SEARCH RESULTS

Search results are overwhelming and not helpful

Participant 3 searched a few times before she found the relevant content from the search results.

Participant 4 typed in “installing solar panels” and the first result was “distributed wind case study.”

Advanced Search
Type in a search term or phrase, AND/OR select additional criteria (Information For Information Type, Product Type, or EERE Program Name) to narrow your search results, AND PRESS 'SEARCH'.

Search the Library

efficient energy vehicle (Searches Title, Description, etc.)

☐ Exact Phrase
☐ All Words
☒ Any Word

Search Results

Below are 2573 results based on your search criteria. You may find additional information by searching the [EERE Website](#). Some publications are available as Adobe Acrobat PDFs. [Download Adobe Reader](#).

- P.L. 110-140, "Energy Independence and Security Act of 2007" (2007)**
An act to move the United States toward greater energy independence and security, to increase the production of clean renewable fuels, to protect consumers, to increase the efficiency of products, b [Details](#) [Bookmark & Share](#)
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“Too many choices to pick from.”

Top results are not relevant.

Heuristic Violate: Aesthetic and minimalist design

The background of the slide features a dark, moody image of a calendar page, likely from a desk or a wall. The calendar is partially visible, showing dates in a grid format. Overlaid on this background are numerous water droplets of various sizes, some of which are in sharp focus, creating a sense of freshness and clarity. The text "What to include in your findings?" is centered in a white, sans-serif font.

What to include in your findings?

What to include in your findings?

FINDINGS - SEARCH

Search results are overwhelming and not helpful

Summary of Problems

Summarise the problem encountered by users during the testing

Participant 3 searched a few times before she found the relevant content from the search

Describe in detail the problems observed during the usability test

Participant 4 typed in "installing solar panels" and the first result was "distributed wind case study."

Advanced Search

Type in a search term or phrase, AND/OR select additional criteria (Information Type, Product Line, or EERE Program Name) to narrow your search results, AND PRESS 'SEARCH'.

Search the Library

efficient energy vehicle (Searches Title, Description, and Keywords)

- ☐ Exact Phrase
☐ All Words
☒ Any Word

Search

[View /Adjust Advanced Search Criteria](#)

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Cause

"Too many choices to pick from."

Identify and describe the cause of the problem, don't just say the page is too cluttered or messy.

Cause

Top results are not relevant.

Violate Heuristic

Justify each problem listed by appealing to a heuristic, and explain how the heuristic is violated. May include more than 1 relevant usability heuristic.

Violate: Aesthetic and minimalist design

The background of the slide features a dark, moody image of a calendar page, likely from a desk calendar, showing dates in a grid. The calendar is partially obscured by numerous realistic water droplets of various sizes, which are scattered across the frame, particularly concentrated in the top left and bottom right corners. The lighting is soft, creating highlights on the droplets and a subtle texture on the calendar paper.

Include A Recommendation Page
After Each Finding

TASK 1

RECOMMENDATION – SEARCH RESULTS

Make the search function more intuitive

The screenshot shows a search results interface with several sections and annotations:

- Left Sidebar:**
 - RSS** and **Add page to e-Shelf** links.
 - Expand My Results** section with a checkbox for "Include records not in library collection".
 - Show only** section with filters: "Peer-reviewed (67,879)", "Full Text Online (175,394)", and "Physical Copy (31)".
 - Refine My Results** section with a "Dates" filter. It includes "From" and "To" input boxes, a "Refine" button, and a timeline slider from 1800 to 2017.
- Main Results Area:**
 - Header: "Results 1 - 10 of 175,454 for Everything".
 - Sort dropdown: "Sorted by: Relevance" with options: Relevance, Date-newest, Popularity, Author, Title.
 - Result 1: "Journal of usability studies" (Journal). Includes "View Online" and "Details" links.
 - Result 2: "Usability" by Stewart, Tom (Article). Includes "View Online", "Details", and "Save/Email" links.
 - Result 3: "Usability" by Millman, Howard (Article). Includes "View Online", "Details", and "Save/Email" links.
 - Result 4: "Usability: Incorporating metacognitive research paradigm into usability testing" (Article). Includes "View Online", "Details", and "Save/Email" links.

Two blue callout boxes provide recommendations:

- Top Callout:** "Provide option to sort by relevance" (pointing to the sort dropdown).
- Bottom Callout:** "Provide option to refine results" (pointing to the "Refine" button in the dates filter).

WHAT IF NO UI PROBLEM FOUND?

Identify and describe good usability that associate with
Nielsen's 10 Usability Heuristics

TASK 1

FINDINGS – SEARCH RESULTS

Participants managed to find the resources easily

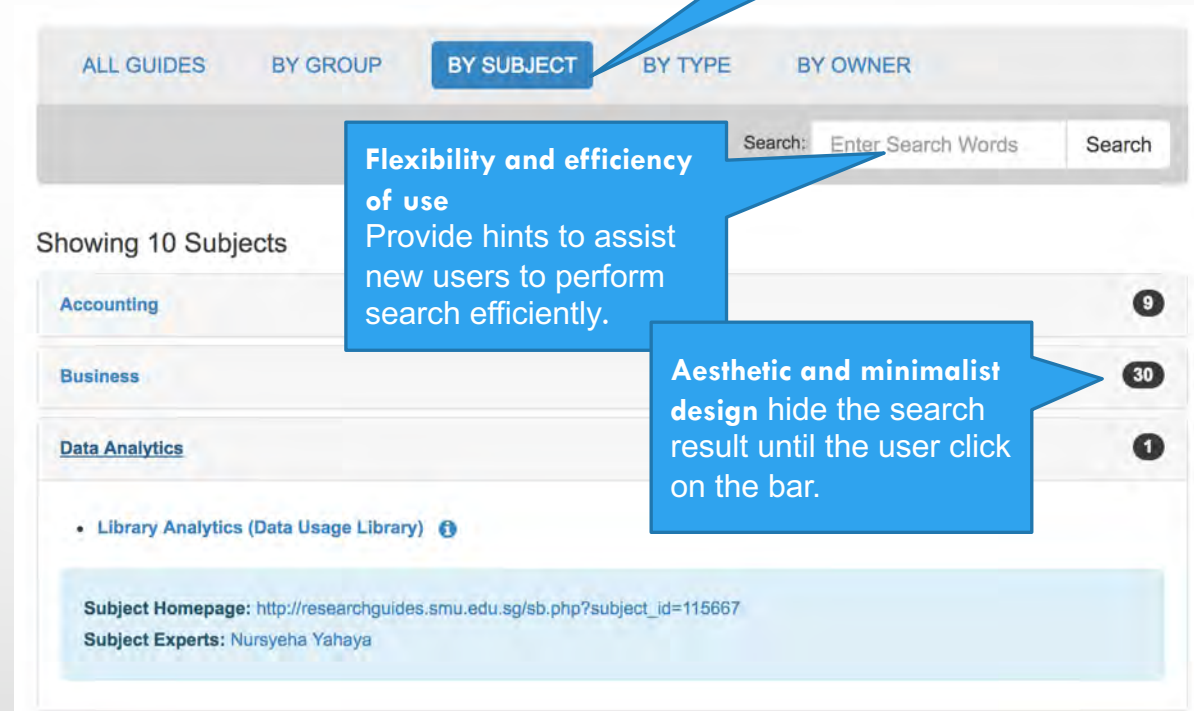
All participants found the ebook within 3 clicks.

Participant 1 and 4 commented that the search feature is very friendly and intuitive.

Recognition rather than recall is applied effectively to help user recall they current location

Flexibility and efficiency of use
Provide hints to assist new users to perform search efficiently.

Aesthetic and minimalist design hide the search result until the user click on the bar.



Heuristics Violate: None

Note: 1. Problem, 2. Violate Heuristic, 3. Cause,

The background of the slide is a dark, textured image of a test paper. A wooden pencil is positioned diagonally across the middle-right section. The paper contains multiple-choice questions with options A, B, C, and D. Several realistic water droplets of various sizes are scattered across the surface, particularly in the top-left and bottom-right corners.

TEST TASK 1

FINDINGS – CONTINUE WITH OTHER PAGES

Go through every page till participant complete the task

The background of the slide features a close-up, slightly blurred image of a wooden pencil resting on a test paper. The test paper has blue lines and contains multiple-choice questions with options A, B, C, and D. Several realistic water droplets of various sizes are scattered across the image, particularly in the top and bottom corners, adding a fresh or clean aesthetic. The overall color palette is muted, with greys, blues, and the natural wood tones of the pencil.

TASK RATINGS

FINDINGS – CONTINUE WITH OTHER PAGES

Go through every page till participant complete the task

TASK RATINGS

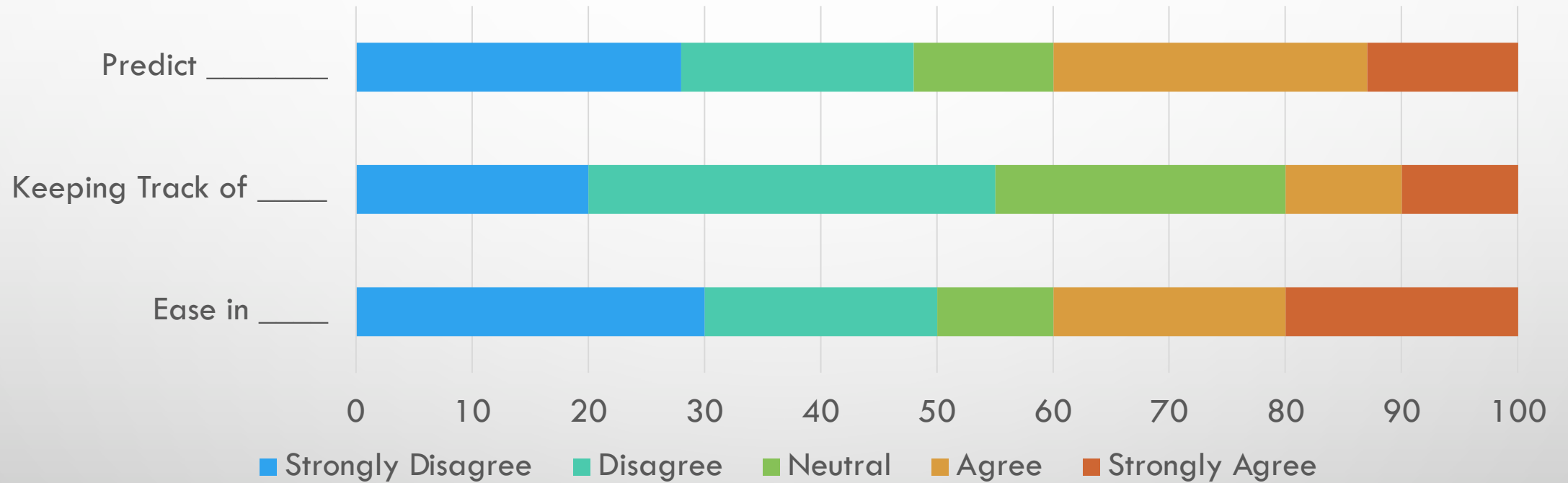
After the completion of each task, participants *rated the ease or difficult of completing the task for three factors:

No.	QUESTIONS	Average Rating
1	It was easy to ...	5
2	As I was , I was ...	2
3	I was able to	3

**The 5-point rating scale ranged from 1 (Strongly disagree) to 5 (Strongly agree).*

TASK RATINGS

[Describe the results for this rating variable for all the tasks.]



**The 5-point rating scale ranged from 1 (Strongly disagree) to 5 (Strongly agree).*

TASK 1: SUMMARY TABLE OF FINDINGS AND RECOMMENDATIONS

Task	Problem ¹	Violate heuristic ²	Cause ³	Recommendation ⁴	Usability Metrics
1	Cannot find the search function.	1	The search icon is too small.	Make the search icon bigger and more obvious to the user	Success Rate: 90% Completion Time: 10s to 30s.
1	Blank screen returned.	1	No record meets the criterion due to typo error.	Return the message "No record found."	
1	Invalid date was accepted by the system	5	No validation of input date	Validate input date	

A pair of black-rimmed glasses is positioned diagonally across the upper half of the frame, resting on a document. The document features a prominent red 'X' and some faint, illegible text. The entire scene is overlaid with numerous water droplets of varying sizes, some in sharp focus and others blurred, creating a sense of depth and texture. The background is a dark, muted brown.

CONTINUE WITH OTHER TASKS, FINDINGS AND RECOMMENDATIONS.

Go through every page till participant complete the task

TEST TASKS 2

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

- Author: Jonathan Lim

TASK 2

FINDINGS – XXXXX

Excepteur sint occaecat cupidatat non proident

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Callout 1: "Too many choices to pick from." (points to search options)

Callout 2: "Top results are not relevant." (points to the first search result)

Heuristic Violate: Ut enim ad minim veniam

The background of the slide features a pair of black-rimmed glasses resting on a document. The document has some red markings, possibly a signature or a stamp. Numerous water droplets of various sizes are scattered across the image, particularly concentrated in the top-left and bottom-right corners, giving it a fresh or clean aesthetic.

CONTINUE WITH OTHER TASKS, FINDINGS AND RECOMMENDATIONS.

Go through every page till participant complete the task

A pair of black-rimmed glasses is positioned diagonally across the upper half of the frame, resting on a document. A red ribbon bookmark is visible on the left side of the document. The background is a dark, blurred surface with numerous water droplets of varying sizes scattered throughout, creating a moody and artistic atmosphere.

SUMMARY OF RESULTS

From the subjective satisfaction questionnaire

SUMMARY OF RESULTS

from the subjective satisfaction questionnaire

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean Rating	Percent Agree
Thought Website was easy to use			1	12		3.9	92%
Would use website frequently			2	6	5	4.2	85%
Found it difficult to keep track of where they were in website	3	6	3	1		2.1	8%
Thought most people would learn to use website quickly			5	8		3.6	62%
Can get information quickly		1	2	8	2	3.9	77%
Homepage's content makes me want to explore site		1	5	2	5	3.9	54%
Site's content would keep me coming back			2	6	5	4.2	85%
Website is well organized			5	6	2	3.8	62%

CONCLUSION

[Provide a short conclusion paragraph. Begin with an overall statement of what the participants found and what is key about the Web site/application].

QUESTIONS & ANSWERS

