Matthew K Mills
N450
Assignment 2 – Usability Evaluation


1. For this assignment I will be using ImLeagues.com on a laptop. ImLeagues is an online portal for Intramurals at various schools across the United States. It allows for users to see a variety of information about intramurals like game schedules, current standings of teams, and open field and facility times for various sports.

2. **Task Scenario:** You and some friends have decided to participate in IUPUI's Intramurals program for Co-Ed Sand Volleyball. You have talked to a group and have commitments from 4 of your friends and know that everyone is free Wednesday evenings after 7pm. As team captain you have been tasked with using the site to set up your team for an appropriate time slot for your games during the season.

3. **User information:**

User 1 – Gender: Female, Age: 20, Major: Kinesiology, Reason they are a target user: Has played intramurals in the past but never used the site.

User 2 – Gender: Male, Age: 21, Major: Business Management, Reason they are a target user: Is fit and likely to engage in intramurals given the chance and has never used the site for the scenario purpose.

User 3 – Gender: Female, Age: 20, Major: Health Sciences, Reason they are a target user: Played sports for her high school and has also never used the site.


4. **Script:**

Thank you for taking the time to meet with me today and be a part of this usability test. Before we get started, I would like to give you a brief intro to the site we will be testing today. The site is called IM Leagues and it's an online portal for a variety of intramural sports offered at a long list of colleges and universities across the United States. Today, you will be using this site for the purpose of creating an intramural team for Co-Ed Sand Volleyball during the spring semester. Before we get started, I have a few basic questions for you and then I will read a more detailed Task Scenario to give you all the information you will need to complete this test.

**Pretest Questions:** Do you have any prior history in any intramurals? Have you ever participated in a usability test before? On a scale of 1-10 how proficient would you say you are with technology?

**Script Continued:** After I read the Task Scenario the test will begin, I will be observing how you interact with the website but will not be providing any tips or help as it is important to the test that you complete the steps on your own without interference. Before I read the task scenario do you have any questions for me?

*read Task Scenario

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| Participant | Issue | Screen | Severity | Recommendation |
|---|---|---|---|---|
| User 1 | 1.User struggled to figure out where to go from the home screen. 2. When the user went to create their team, the page starts by listing Thursdays at 8pm as the first availability. This made the user think that Thursdays were the earliest day they could play and thus didn't think they could complete the scenario | 1.Home 2. Co-Ed Sand Volleyball Page | 1. High 2. High | 1. Add a create intramural team or intramurals button to the navigation bar in place of schools to make it easier for users to be able to figure out where to go from the home screen.<br><br>2. Reformat how Days are listed on the sport intramural page to list the earliest day/s in the week first. |
| User 2 | 1. User typed in IUPUI but it returned no results which confused the user. 2. The user commented they thought the banner image was too big and distracting | 1. Schools 2. IUPUI Intramurals page | 1. Medium 2. Low | 1. Add in functionality to correlate IUPUI with Indiana University-Purdue University Indianapolis 2. Change banner image size |
| User 3 | The user wasn't able to read the cursive that the captcha was presented in to complete their user registration for the site and the audio for the captcha to be read aloud didn't work. | Create Account | Medium | Review the captcha code module to see if it is a problem that needs to be resolved on our end. |

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**Post test questions:** What would you say was the hardest part about completing the usability test? Do you find this site visually appealing? Would you use this site in the future to join an intramural team, why or why not?

**Summary:**

During the test, all three participants struggled to some degree to figure out where to go from the home screen in order to create an intramural team. As this is one of the main functions of the site, a redesign of the navigation bar is recommended at a minimum as this is a major usability issue. The other major issue encountered was that there doesn't seem to be an order to how time slots are displayed on the intramurals page. 2 of the users expressed confusion and thought that all Wednesday time slots had already been filled before eventually scrolling down the page. It is highly recommended that a redesign of the layout of the days be made so that days are displayed in consecutive order to prevent this confusion.