Usability Testing

# Participants

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| --- | --- | --- | --- |
| Name | Location | Background | Date |
| Alicja Kutek (alk36) | Hugh Owen Library | English Speaker; Computer User; Creative Arts Student | 29/04/2019 |
| Bram Weston | Hugh Owen Library | English Speak;  Computer User;  Computer Science Studnt |  |
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# Prompts for Notes and Issues

* Where would you start to look for this information?
* What keyword or title are you specifically looking for?
* Upon finding the page, is this what you expected?
* Is this where you expected this information to be?
* What do you think about the page layout? Why do you say that?
* How did you find this task?
* Was this an easy/difficult task? Why do you say this?
* Can you suggest any improvements?

# Task List

Run through the task list once on a desktop and once on a mobile browser.

* As Staff (Starting point: /login/)
  1. Login as a member of staff and create a lecture on the system.
  2. Create a feedback session for a lecture and set it running.
  3. Change the website from English to Welsh or Visa-Versa
  4. Merge two feedback sessions, after creating another
  5. View the feedback for the first slide of a lecture as bar graphs
  6. Download a PDF of the lecture slides for a lecture
  7. Search for a specific lecture using the search box
* As a student (Starting point / OR /connect/)

1. Provide feedback to a running lecture feedback session.
2. Ask a question to a running lecture
3. Download a PDF of the lecture slides for a lecture
4. Disconnect from a session

# Test Feedback

## Example Person – Example Date

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| --- | --- | --- | --- | --- | --- |
| Task | Success Rate | Minor Usability Issues | Serious Usability Issues | Critical Usability Issues | Notes and Comments |

## Alicja Kutek – 29/04/2019

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| --- | --- | --- | --- | --- | --- |
| Task | Success Rate | Minor Usability Issues | Serious Usability Issues | Critical Usability Issues | Notes and Comments |
| 1 | Completed | * Optional extra explanation needed * Unaware if students can see notes so not sure what the content should be * Unsure the purpose of the extra notes field | No | No | * Thinks new lecture should be better seen button not in navigation bar * Confused by how many slides I should put im not sure in the very beginning |
| 2 | Completed | * Didn’t know I had to click row to highlight session for use; maybe have a prompt | No | No | * Title should be made bigger in lecture detail page * If only one session maybe highlight it |
| 3 | Completed | No | No | No | None |
| 4 | Completed? | Not understanding what merge does  Need a prompt of its success and a description of its use | Didn’t know merge had finished unsure when I had completed the task. | No | None |
| 5 | Completed | Options to change to bar charts and feedback subset was not noticeable enough took a while to find/figure out. | No | No | Weird colour and text No. responses what is there for?? |
| 6 | Completed | No | Couldn’t see where the link to the pdf file might be. Assumed it might be near the rest of the lecture details but what was there was ‘Extract from PDF’ which looked like the most appropriate although still confusing, so I clicked it and the slide count changed for a reason I did not understand.  Only after long period of confusion did I see View PDF in the navigation bar.  *Need to move PDF and feedback link from nav bar to lecture detail control panel section* | No | If uploading slides why have extract from pdf manually why not just do it automatically upon slide upload.?? |
| 7 | Completed | No | No | No | Didn’t’ need to use search box because only a few lectures (perhaps try next test with more lectures?) |
| 8 | Completed | No | No | No | Unsure if questions and feedback forms are completely separate thing or if submitted as one? |
| 9 | Completed | No | No | No | Might be nice to associate question to specific slides |
| 10 | Completed | No | No | No | Think for student the link to download PDF should stay as it is in Navigation bar |
| 11 | Completed | No | No | No | More notification when disconnected |

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| --- | --- | --- | --- | --- | --- |
| Task | Success Rate | Minor Usability Issues | Serious Usability Issues | Critical Usability Issues | Notes and Comments |
| 1 | Completed | No | Cymraey button covering create button on create new lecture | No | None |
| 2 | Failed | No | --- | * Completely unsure of how to create the session in the first place – work flow not obvious * Control Panel did not show up when session was created | None |
| 3 | Completed | No | No | No | Position of button sometimes blocking content |