UI Usability Testing

# Participants

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Location | Background | Date |
| Alicja Kutek (alk36) | Hugh Owen Library | English Speaker  Computer User Creative Arts Student | 29/04/2019 |
| Bram Weston (brw17) | Hugh Owen Library | English Speaker  Computer User  Computer Science Student | 29/04/2019 |
| Ben Rowlands (ber17) | Hugh Owen Library | English  English Speaker Computer User  Business Management Student | 29/04/2019 |
| Joasia Syposz (Jos70) | Hugh Owen Library | English  Speaker English  Computer User  Languages student | 29/04/2019 |
| Gwilym Griffith (gsg3) | Hugh Owen Library | English  English Speaker  Computer User | 29/04/2019 |
| Patrick Grey (pag15) | Rosser Lounge | English  English Speaker  Computer User  Agriculture student | 30/04/2019 |

# 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

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

## Alicja Kutek – 29/04/2019 - Desktop

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 I’m 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 is there should highlight it automatically? |
| 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 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 |

## Bram Weston – 29/04/2019 - Mobile

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Task | Success Rate | Minor Usability Issues | Serious Usability Issues | Critical Usability Issues | Notes and Comments |
| 1 | Completed | No | Cymraeg 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 | None |
| 3 | Completed | No | No | No | Position of button sometimes blocking content |
| 4 | Completed | No | No | No | None |
| 5 | Completed | Looking towards session action panel for link to feedback.  Not obvious link to feedback | No | No | Possibly automatically load the first charts without the need to click on a session (or remove highlighting and add a prompt) |
| 6 | Completed | Move PDF link down near lecture detail it took a bit longer to find it in the navigation bar. | No | No | None |
| 7 | Completed | No | No | No | None |
| 8 | Completed | No | No | No | None |
| 9 | Completed | No | No | No | None |
| 10 | Completed | No | No | No | None |
| 11 | Completed | No | No | No | None |

## Ben Rowlands – 29/04/2019 – Desktop

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Task | Success Rate | Minor Usability Issues | Serious Usability Issues | Critical Usability Issues | Notes and Comments |
| 1 | Completed | Maybe Make it explicit that only accepts pdfs I was thinking I might want to upload a file of a different type | No | No | None |
| 2 | Completed | Took a moment to realise that had to click on session row/tab to bring up options. But once first clicked on it was obvious after that. | Someone else’s questions appeared when creating my new feedback session | No | None |
| 3 | Completed | No | No | No | None |
| 4 | Completed | No | No | No | None |
| 5 | Completed | No | No | No | Expecting some feedback or visual to display immediately upon entering feedback page not an issue but split-second delay |
| 6 | Completed | No | No | No | None |
| 7 | Completed | No | No | No | Couldn’t search for a while because did not alert me to extra spaces I couldn’t see. Either strip spaces off the end or alert me to the issue |
| 8 | Completed | No | No | No | None |
| 9 | Completed | No | No | No | None |
| 10 | Completed | No | No | No | None |
| 11 | Completed | No | No | No | None |

## Joasia Syposz – 29/04/2019 - Mobile

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Task | Success Rate | Minor Usability Issues | Serious Usability Issues | Critical Usability Issues | Notes and Comments |
| 1 |  | * Not clear file upload is option add prompt * Cymreag button has blocked the create lecture button on mobile causing |  |  | I recommend using asterisk for easily displaying mandatory fields |
| 2 | Failed | * Use of search bar for finding help or links – the search is only for searching through lectures therefore make it clear that is the case | * No obvious change clicking create feedback session because changes to page were not visible upon click action | No | Idea some overlay icon to prompt user to scroll down would have made it easier |
| 3 | Completed | No | No | No | None |
| 4 | Completed | Easier if check boxes to select and merge sessions this is what I would I would be more used to using.  It wasn’t obvious with the text of the merge button perhaps a clearer button text sating exactly what two sessions would merge | No | No | None |
| 5 | Completed | * Not clear where link is not obvious it’s in navigation bar * Session Table row keeps shifting back after horizontal scroll * Instructions on feedback page not noticeable in current form perhaps more colour or better position | No | No | Remove bar and pie charts uintil session highlighted  Maybe automatically highlight session on page load |
| 6 | Completed | No | No | No | Change text to “lecture PDF” because it both covers download and view |
| 7 | Completed | No | No | No | None |
| 8 | Completed | No | No | No | Deciding which slide at the end after entering all the feedback may make me have to rethink my feedback choices I recommend putting this first. |
| 9 | Completed | Delete button slightly off page in mobile browser | No | No | None |
| 10 | Completed | No | No | No | None |
| 11 | Completed | No | No | No | None |

## Gwilym Griffith – 29/04/2019 - Desktop

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Task | Success Rate | Minor Usability Issues | Serious Usability Issues | Critical Usability Issues | Notes and Comments |
| 1 | Completed | * Unclear on what notes field is; what are the notes to be used for students staff??..ect * Choose lecture field is not obvious in its function perhaps the word upload would make it more clear | No | No | None |
| 2 |  | * Session row looks like field to enter data into perhaps change appearance (colour) |  |  | Going from a list of lectures to the lecture detail page with multiple sessions is initially confusing , unsure of why there are multiple sessions able to be created – some explanation might help but after first success it was clear |
| 3 | Completed | * Cymraeg button not obvious place usually right top side | No | No | None |
| 4 | Completed | No | No | No | None |
| 5 | Completed | No | No | No | None |
| 6 | Failed | No | The lecture I created did not have a pdf so I could not find any link ot download its pdf. If a lecture does not have a pdf make it clear that it does not have one and give me an option to upload one. | No | None |
| 7 | Completed | No | No | No | Maybe show can search date also in search box placeholder  *Note for whole site:* *idea to move all control to a uniform top section control panel that is constant throughout the site and would make it easier to use instead of different button locations on each page* |
| 8 | Completed | No | No | No | None |
| 9 | Completed | No | No | No | None |
| 10 | Completed | No | No | No | None |
| 11 | Completed | No | No | No | None |

## Patrick Grey – 30/04/2019 – Mobile

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Task | Success Rate | Minor Usability Issues | Serious Usability Issues | Critical Usability Issues | Notes and Comments |
| 1 | Completed | Purpose and if optional or not was not clear for upload file field | On mobile Cymraeg button blocks create button | No | Tried scrolling to bottom first – new lecture quite faint on mobile |
| 2 | Failed | No | No clear change when hitting create session not sure where the session was.  How to set running? | When on one section couldn’t see the other section changes so there was no clear prompt of what to do | Be clearer with more prompting maybe? |
| 3 | Completed | No | No | No | None |
| 4 | Completed | No | No | No | None |
| 5 | Completed | No | No | No | None |
| 6 | Completed | No | No | No | None |
| 7 | Completed | No | No | No | None |
| 8 | Completed | Took a second to realise submitted because had to scroll down for success alert  Could not realise had option to ask question because end of feedback feels like it could be end of the page | No | No |  |
| 9 | Completed | No | No | No | None |
| 10 | Completed | No | No | No | None |
| 11 | Completed | No | No | No | None |

# Summary Notes

1. Summary – login & create lecture
   * Not clear if fields are optional or not
   * Not clear of notes and file upload purpose – who are notes for what file is to be uploaded?
   * Cymraeg button covering create button on mobile
   * New Lecture faint button on mobile device
2. Summary – create and start session
   * Lecture title should be part of a main heading for lecture detail page
   * Unsure of how to control session not obvious the row should be clicked
   * On mobile cannot see change when hitting create feedback session
   * Unclear on why lectures have sessions (maybe more help or description)
   * Tried to use search bar for help during this task (indicates purpose of search bar is not clear)
3. Summary – Change between English & Welsh
   * Location of button sometimes hidden on mobile
4. Summary – Merge two sessions
   * Not clear on what merge does
   * Not clear when merge had finished
   * Not obvious text on merge button describing which two session were to be merged
   * Check boxes to select multiple sessions to merge would be more user friendly
5. Summary – View feedback
   * Drop down options not noticeable enough
   * Wrong colour next to NO. Responses that doesn’t make sense and should be removed
   * Looking towards session action panel for feedback link feels unnatural to look for it in navigation bar because it should be associated to a session
   * Expecting some visual display upon entering feedback page gery back ground on mobile does not hint well to what should be done
6. Summary – Download PDF Lecture file
   * Move PDF download near the rest of the lecture details
   * Make it clear the difference between extract PDF and download PDF
   * Change text from ‘View Lecture PDF’ to ‘Lecture PDF’ because it covers both downloading and viewing
   * If the lecture des not have a PDF make it clear that it does not
7. Summary – Search for lecture
   * Make explicit search box functionality – “Search for lecture by name or date…”
   * Strip of extra spaces at end search didn’t work because had extra whitespace but user did not know
8. Summary – Provide Feedback to a running lecture feedback session
   * Success alert at bottom is not immediate to see on mobile because you have to scroll down
   * Selecting slide to associate with should be first field
9. Summary – Ask Question
   * Question delete button slightly of page in mobile browser
10. Summary – Download PDF
    * No Issues
11. Summary – Disconnect from Session
    * Add notification of successful disconnect from session