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REG NO. P15/37561/2016

HCI INDIVIDUAL ASSIGNMENT

GROUP 1.

**Usability Test Report on**: <http://arts4.uonbi.ac.ke/>

PROBLEM NO.1: **VISIBILITY PROBLEM**

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| Please provide a description of the problem (say what happens at the interface)  Visibility of the system status- the interface keeps changing every time hence it lacks proper information making it difficult for users to perceive and interpret as a whole what the system it is all about. |

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| Please describe the likely difficulties the problem will cause the user  Users of <http://arts4.uonbi.ac.ke/> for now lack enough trust of visiting every link in the website because some links provided have dummy information, that is, once you click the links they do not deliver any information  . |

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| Does the problem occur in a specific context (e.g. a specific page/form/dialogue) (give details if applicable)  It occurs in the homepage only. |

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| What do you assume are the causes of the problem  \*Assumption that all users have equal knowledge on what to do on the system.  \*Assumption that the users do not care about the visualization aspect of the system.  \*Poor Website Design. |

PROBLEM NO:2**: User Control and Freedom**

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| Please provide a description of the problem (say what happens at the interface)  User Control and Freedom-Once a new user visits the site he/she is not eligible to determine how to deal with different links of the site thus making it difficult for the user to skim the page, as well as giving them control difficulty over what content they interact with. |

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| Please describe the likely difficulties the problem will cause the user  The user will get much frustrated because of the unclear links and he/she may not visit the relevant information in the site. |

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| Does the problem occur in a specific context (e.g. a specific page/form/dialogue) (give details if applicable)  This happens in the Students /Sports and Games link and all sub links under that. |

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| What do you assume are the causes of the problem  \*Rush to finish the project test.  \*Lack of proper establishment of the whole project.  \*Lack of test before releasing the project for beta testing. |

1. Using the problems identified above to focus testing design a usability test. Populate the Usability Planning Table below and use it to detail the Usability Test using the template table below the test planning table.

**Site URL:**

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| **Element** | **Things to Consider** | **Notes:** |
| **WHY** | **Test Goals**  What will be the focus of the test? What issues arose from your inspection of the site?  How will these issues be address during the test design | \*Product Quality measures.  \*Navigational problems.  \*These will be addressed through the fixing of inappropriate links and visually formatting the site. |
| **WHEN** | **Stage In Lifecycle**  Early stage in development of end of the design?  Type of testing – one-shot or iterative? | \*Implementation phase of the software.  \*Iterative testing which allows the site to evolve over time with small steps rather than a large redesign |
| **WHERE** | **Environment**  Laboratory or Field? What type of lab? Which is most appropriate and why, what are the key factors determining choice?  What technology is needed? | \*Laboratory test will be better as compared to others because it is a simulated test that is fair for students have no patience for unfinished products.  \*The standard usability laboratory will be used since it is easier to implement and the system is not very complicated.  School Desktops and fast internet will be needed. |
| **WHO** | **Choice of Participants**  Who should test this site? Describe the target user group(s).  How many users? | \*Basically Students.  \*Gender consideration will be highly appreciated, senior students will be also considered and experienced personnel with the previous system will be needed.  \*At least 25 Users will be needed to fully test the system. |
| **WHAT** | **Test Procedures and Design**  What are you going to get users to do? What is your test recipe or protocol?  What are the key tasks they will perform? Is there an order of importance?  How will you conduct the tests? Single users, pairs?  What will you record? What are your key measures?  What roles will group members take?  Are any specific documents required? (e.g. instructions, consent forms?) | \*Test the entire login system.  \*Test all the links provided on the system to check for any inappropriate information or missing one.  **Tasks/Activities**  \*Vigorous testing of each link in the system.  \*Performing login processes with different user IDs.  **How.**  \*Single user testing will be used to facilitate proper testing.  ***What to record.***  \*Number of successful vs. unsuccessful logins and any failure on the system.  ***Documents needed.***   * Consent form * Task form * Record form (record the test results). |

**Usability Test Planning Table 2: Tasks and Method**

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| **Please detail the procedure the test will follow:**  **Introduction to participant.**   * Make introductions and explain the roles and responsibilities of each participant in accordance with the project test. * Welcome the participants and thank them for their time. * Ask for questions/clarity on unclear points. * Begin the test.   **The Actual Test.**  When the test begins, the participant will be provided with a computer with fast internet an ergonomic setup to keep them comfortable.   * Users testing the login system will use a list of given ids, passwords, and record successful attempts. * Users testing links will be required to visit all visible links and report on their nature (inappropriate end or appropriate). * The site will not be defended against criticism during the actual testing. * Feedback is taken and recorded for better analysis. |
| **Conclusion and Debriefing**   * Facilitator will inform the participants when the test is completed. * Asks for questions and comments in general.   Thank your participants for their time. |

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| **Please detail the user tasks (around 4):**   * **Login into the system –** the user will be required to test different login pages provide for other systems. * **Link testing-** the user will carry out the task of testing all available links provided in the system. * **Report generation-** the user will create a feedback document containing the results of the sector they were testing. |

***Expected outputs:***

\*Login systems will be a problem as the already exist.

\*Most of the links will lead to inappropriate ends and unfinished pages, as the site is not complete.