Usability Testing Document

Media Vault Project

Su Yatti Moe Zin

10/27/2015

The usability testing for the finalized website has been produced with the help of 2 different users.

Usability test 1

Participant introduction

The purpose of today test to access the usability of our new web application called 'Media Vault'. We run this test because we would like to find out which function/part on this website is or is not operating properly from the user's point of view.

To complete this test, we will provide you a set of questions to answer. You just need to think freely and don't worry about giving us negative answers. We will improve our site functionalities according to your answers.

Please make sure that you do not make any mistakes as we are testing the website, not you (participant).

Test environment

Web browser: Google Chrome (Version 46.0.2490.71 m)

Operating System: Windows7

Participant consent form

This usability test will take approximately 30 minutes to complete. We will use the information you provide, along with the other information provided by other participants to improve our web application "Media Vault".

Your personal information and your privacy are fully protected by our company.

Please complete the details below before you start volunteering our usability test.

Participant details

Participant number: #001

I agree to voluntarily participate in this website usability test.

Participant sign: _____###_____ Date 21/10/15

Observer details

Observer name: Su Yatti Moe Zin

Observer email: suymzin@gmail.com

Observer sign: SY   .   Date 21/10/15

Custom usability tasks

<u>Task 1</u>

As a user, please pretend that you are new to this web application. You are interested in using this application. First of all, you need to create a new account. Please find a way to create a new account for yourself. Once you have signed up a new account, try log in to the account that you have just created.

Participant's response

1. Can you easily create a new account? *Yes it is pretty easy.*

2. How long does it take for you to find a correct link approximately? *About 3s because it's quite obvious.*

3. How did you find the look of the form? *It's clean and do not contain any unnecessary facts.*

4. After you have signed up, can you easily log in to your account? *Yes. It is surprisingly quick. I can use my account straight away.*

5. How would you rate these functionalities?

○ Very difficult ○ Difficult ○ Hard ○ Easy ◉ Very easy

Participant questionnaire

Demographic data about the participant

Gender: ☐ male ☒ female

Age group: ☐ 10-16yrs ☒ 17-21yrs ☐ 22-30yrs ☐ 31-40yrs ☐ over 40

Are you familiar with information technology?

☒ Yes ☐ No

How long have you been using the computer?

☒ 5-10yrs ☐ 11-15yrs ☐ 15yrs and above

How did you find our application after trying it?

☐ Very satisfied ☒ Satisfied ☐ Neither satisfied nor dissatisfied

☐ Dissatisfied ☐ Very dissatisfied

Debrief

Thank you very much for participating and completing the website usability test today. Your participation is greatly appreciated.

Do you have any comments or questions about today's session?

This is a nice tool for uploading music files that I like. The design is quite clean. Good choice of colour combination and nice layout!!

Feedback from participant

The participant completed her assigned task in 10 minutes. There were no critical error occurred during the testing. She could find a correct link for registering a new account in very short time which proved that the link is descriptive and clear. She didn't seem to hesitate in filling up the sign up form which has shown that the user accepts the fact that the data being collected are necessary.

☑ Positive   ☐ Negative

Usability Test 2

Participant introduction

The purpose of today test to access the usability of our new web application called 'Media Vault'. We run this test because we would like to find out which function/part on this website is or is not operating properly from the user's point of view.

To complete this test, we will provide you a set of questions to answer. You just need to think freely and don't worry about giving us negative answers. We will improve our site functionalities according to your answers.

Please make sure that you do not make any mistakes as we are testing the website, not you (participant).

Test environment

Web browser: Google Chrome (Version 46.0.2490.71 m)

Operating System: Windows7

Participant consent form

This usability test will take approximately 30 minutes to complete. We will use the information you provide, along with the other information provided by other participants to improve our web application "Media Vault".

Your personal information and your privacy are fully protected by our company.

Please complete the details below before you start volunteering our usability test.

Participant details

Participant number: #002

I agree to voluntarily participate in this website usability test.

Participant sign: _____###_____ Date 22/10/15

Observer details

Observer name: Su Yatti Moe Zin

Observer email: suymzin@gmail.com

Observer sign: SY .   Date 22/10/15

Custom usability tasks

<u>Task 2</u>

Please imagine that you are a current user meaning you have already created an account. Try uploading a new photo from your computer. After that, please find 'SpongeBob' image by using one of the functionality provided. Then download it to your device.

Participant's response

6. Can you easily log in to your account? *Yes I can.*

7. How did you manage to upload an image to your account? *I didn't notice that the upload button is at that place so I went into the menu bar looked for a way to upload a photo. Then I saw the upload button after like 5 seconds. But uploading process was clear enough.*

8. Can you find a 'SpongeBob' image easily? How? *Yes I used the search function. It is pretty good since I just typed 'S-P-' and it showed up on the screen.*

9. Please tell us the steps that you made to download the image. I searched for the image in the search bar and then clicked on it to view it before downloading it. Then it has been downloaded.

10. How would you rate these functionalities?

○ Very difficult ○ Difficult ○ Hard ● Easy ○ Very easy

Participant questionnaire

Demographic data about the participant

Gender: ☒ male   ☐ female

Age group: ☐ 10-16yrs ☐ 17-21yrs ☐ 22-30yrs ☐ 31-40yrs ☒ over 50

Are you familiar with information technology?

☐ Yes ☒ No

How long have you been using the computer?

☒ Beginner ☐ 5-10yrs ☐ 11-15yrs ☐ 15yrs and above

How did you find our application after trying it?

☐ Very satisfied ☐ Satisfied ☐ Neither satisfied nor dissatisfied

☐ Dissatisfied ☐ Very dissatisfied

Debrief

Thank you very much for participating and completing the website usability test today. Your participation is greatly appreciated.

Do you have any comments or questions about today's session?

That would be good if the 'Upload' button is bigger and more obvious because I have a very poor eye sight. Otherwise this app is clean and pretty easy to use.

Feedback from participant

The participant completed his assigned task in 15 minutes. There were no critical error occurred during the testing. Even though he couldn't find the upload button straight away, he managed to find it at the end. This makes us redesign the button or text to suit elderly users who have vision problems.

☐ Positive   ☐ Negative