

- Website: https://quietlynx.github.io/Website_portfolio1/
- Tasks:
 - Access the URL
 - Find and click the Flyer on the portfolio
 - Download the PDF document in the modal panel
- Success criteria:
 - Task 1: Site loads without error
 - Task 2: Participant identifies the Flyer card and opens its modal
 - Task 3: Participant locates a clearly labeled control to open/download the PDF

Mock-up 1: Participant A (Desktop)

- Context:
 - Device/Browser: 13" laptop, Chrome
 - Input method: Trackpad + keyboard
- Observations:
 - T1 (access URL): 4s, success
 - T2 (open Flyer): 10s, success; scanned headers first, then recognized the Flyer image thumbnail
 - T3 (download PDF): 22s, success; initially clicked text in the modal; then noticed the explicit "Download PDF" link/button
 - Noted that clicking outside the modal didn't close it (expected it might); used the X in top-right
- Quotes:
 - "I saw the Flyer card quickly because of the image."
 - "I tried to click outside to close. The X works, just small."
- Issues:
 - Close control tap target felt small
 - Download affordance not the first thing their eye went to
- Outcome: All tasks completed

Mock-up 2: Participant B (Mobile)

- Context:
 - Device/Browser: iPhone, Safari
 - Input method: Touch
- Observations:
 - T1: 6s, success
 - T2: 18s, success; briefly scrolled past Flyer, then scrolled back; tapped the image
 - T3: 40s, partial success; tapped PDF link, iOS preview opened in the same tab; participant expected a "Download" or "Open in new tab" button; eventually used share menu to save
 - The X was visible but small; required a second tap
- Quotes:
 - "Is there a way to open this PDF in another tab?"
 - "The X is tiny on my phone."
- Issues:
 - Mobile PDF handling unclear; no explicit "Download" guidance

- Close control size on touch is marginal
- Outcome: Tasks 1–2 success; Task 3 completed with extra steps

Mock-up 3: Participant C (Desktop, keyboard-forward)

- Context:
 - Device/Browser: Windows desktop, Firefox
 - Input method: Keyboard + some mouse; prefers tab/enter
- Observations:
 - T1: 3s, success
 - T2: 25s, success; tried to tab through cards; tab order reached the Flyer link but focus ring was faint; used mouse to click
 - T3: 30s, success; found the link; wished for a clearly styled primary action button
 - Tried Escape to close modal; did not close; used X
- Quotes:
 - “I expected Esc to close the dialog.”
 - “A big Download button would help.”
- Issues:
 - Keyboard discoverability (focus styles low contrast)
 - Missing Escape-to-close shortcut
- Outcome: All tasks completed

Aggregate metrics (from the 3 mock-ups)

- Task success:
 - T1: 3/3 (100%)
 - T2: 3/3 (100%)
 - T3: 3/3 completed, but 1/3 required extra effort (mobile)
- Time on task (approximate):
 - T1: 3–6s (avg ~4s)
 - T2: 10–25s (avg ~18s)
 - T3: 22–40s (avg ~31s)
- Notable pain points:
 - Close control size/affordance (mobile)
 - PDF action not visually primary; behavior differs by device
 - Keyboard/escape interactions not supported; focus visibility is weak

One-page summary of key findings

- What worked well
 - The Flyer card is discoverable due to the image thumbnail and centered headers
 - Modal opens reliably and keeps the background from scrolling
 - The X close control is visible and consistent across devices
- Key issues
 - Download affordance clarity
 - Users looked for a prominent, primary “Download PDF” or “Open PDF” button. A text link blends in with other modal text, slowing Task 3.
 - Mobile PDF behavior expectations
 - On iOS, “download” often means “preview + share.” Without guidance, users spend extra time figuring out how to save the file.
 - Close control usability
 - The X in the top-right is small on touch devices. Some users expect overlay click or Escape to close; currently not supported.
 - Keyboard/accessibility polish
 - Focus indicators are faint. Escape key and clear focus flow inside the modal are expected for dialogs.
- Recommendations (prioritized)
 - High priority
 - Add a primary button in the modal header/body: “Download PDF” (or “Open PDF”) with an icon; set target=“_blank” rel=“noopener” so it opens in a new tab; optionally show file size (e.g., “PDF, 2.1 MB”)
 - Increase X target size to at least 40×40 px, add aria-label=“Close”, ensure contrast; optionally add a “Close” button in the modal footer
 - Add keyboard support: Escape closes modal; set initial focus inside the modal; trap focus until closed; provide visible focus states
 - Medium priority
 - Add helper text for mobile: “On iPhone/iPad, use Share to save the PDF”
 - Make the “Download PDF” button visually dominant (filled style) and the secondary info links lightweight
 - Low priority
 - Add a brief loading state for the PDF link to acknowledge the click
 - Consider enabling overlay click-to-close if it fits your spec, or keep X-only but add a secondary close control
- Expected impact
 - Faster Task 3 completion (reduce average from ~31s to <15s)
 - Fewer mis-clicks on close; improved satisfaction on mobile
 - Better accessibility compliance and keyboard usability
- Next steps
 - Implement the high-priority recommendations